

FY 2018 Gulf Cooperation Council (GCC) Countries Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



June 2018



Acknowledgements

The GCC Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Jing Guo oversaw design, reporting, and analysis. Antonina Redko, Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Kuwait and GCC country teams and the independent fielding agency ARA Research & Consultancy. In particular, PORG is grateful for the support from Maher Abu-Taleb (Senior Operations Officer), Reyadh Faras (Operations Officer), Larisa Marquez (Operations Officer), and Anter Fateh Almasoudy (Program Assistant) who coordinated the survey related activities.



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 XXXX¹ perceive the WBG. The survey explored:

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

II. Methodology

From February to April 2018, 711 stakeholders of the WBG in four GCC countries (109 in Bahrain; 269 in Kuwait; 173 in Oman, and 160 in UAE) 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 a Minister; Office of a Parliamentarian; employees of ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG activities and consultants/contractors working on WBG-supported activities; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations (CBOs); the media; independent government institutions; chambers of commerce; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 260 stakeholders participated in the survey (37% response rate); 39 were located in Bahrain (36% response rate), 119 in Kuwait (44% response rate), 58 in Oman (34% response rate), and 58 in UAE (28% response rate). Respondents completed the questionnaires via the online survey platform, Qualtrics.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY '15 (response rate was 29%, N=231). The data were weighted to reach similar stakeholder compositions across both survey years, allowing for more statistically reliable comparisons. Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '15 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 102).

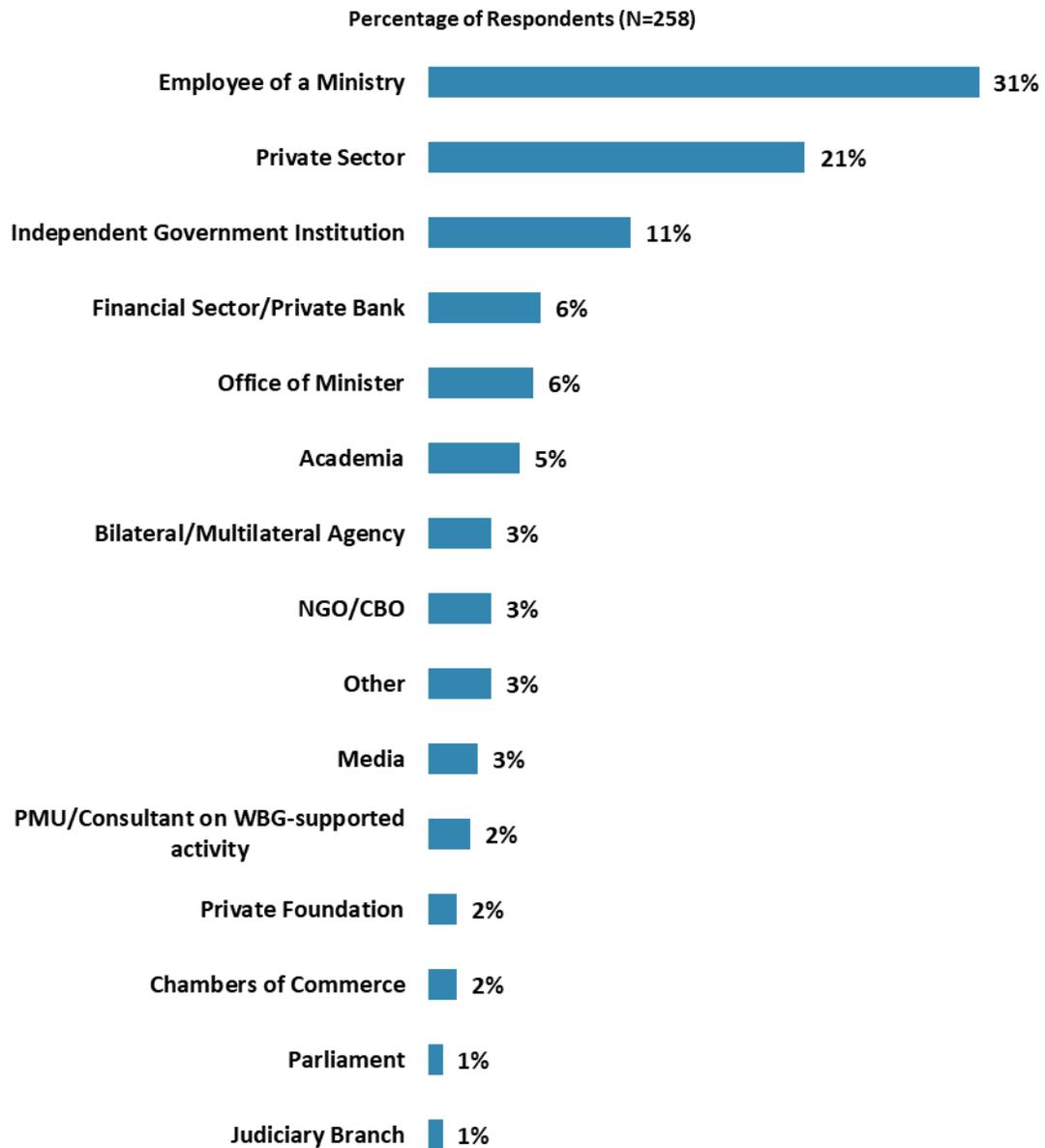
¹ Throughout this report, XXXX refers to the individual country, either Bahrain, Kuwait, Oman, or United Arab Emirates, referred to in the individual Country Opinion Survey.



III. Demographics of the Sample

Current Position

- For further analyses, the few respondents from PMUs/Consultants on WBG-supported activities were combined with employees of ministries, respondents from the financial sector/private banks were combined with those from private sector organizations; and respondents from NGOs/CBOs, private foundations, and chambers of commerce were combined into one Civil Society Organization (CSO) category. The small number of respondents from the Office of a Parliamentarian, bilateral/multilateral agencies, the media, and the judiciary branch were included in the “Other” category.

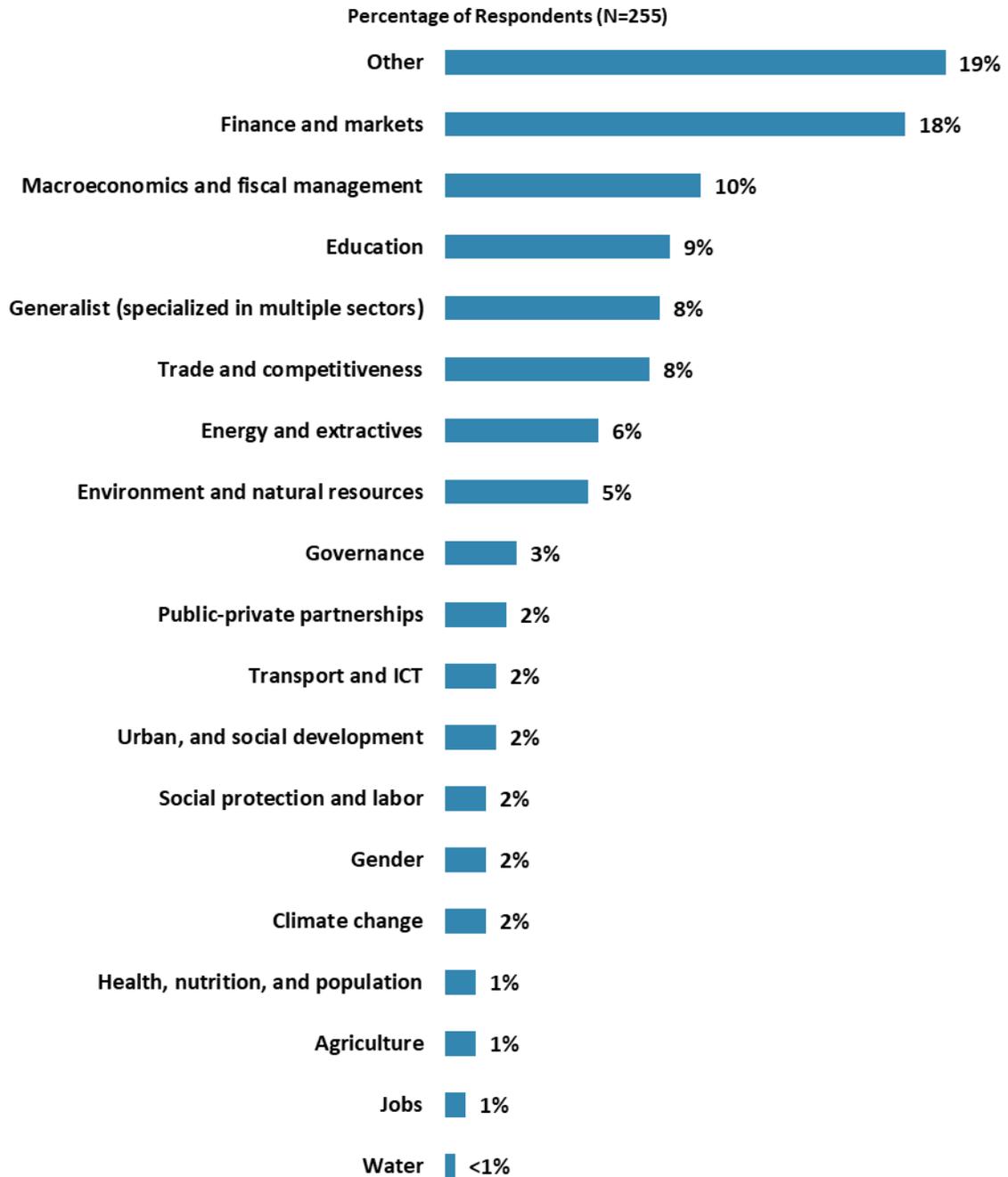


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



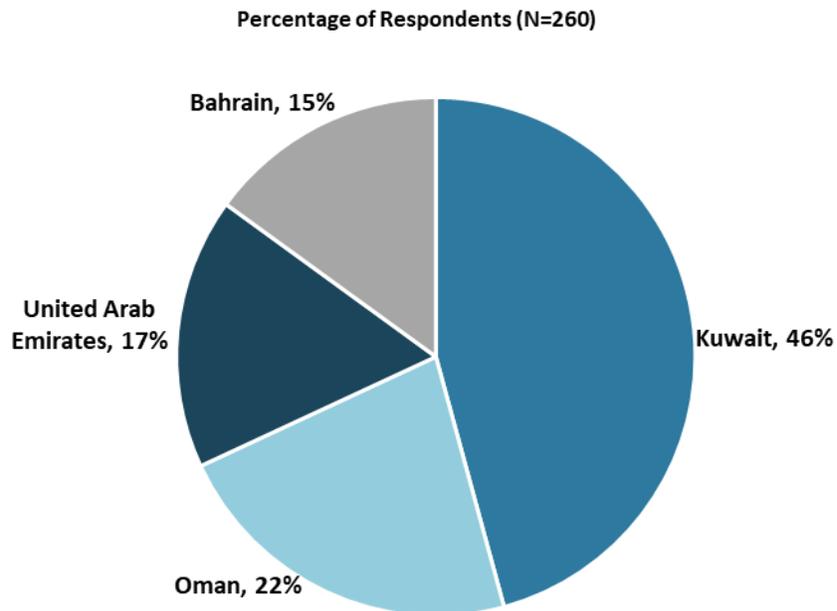
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

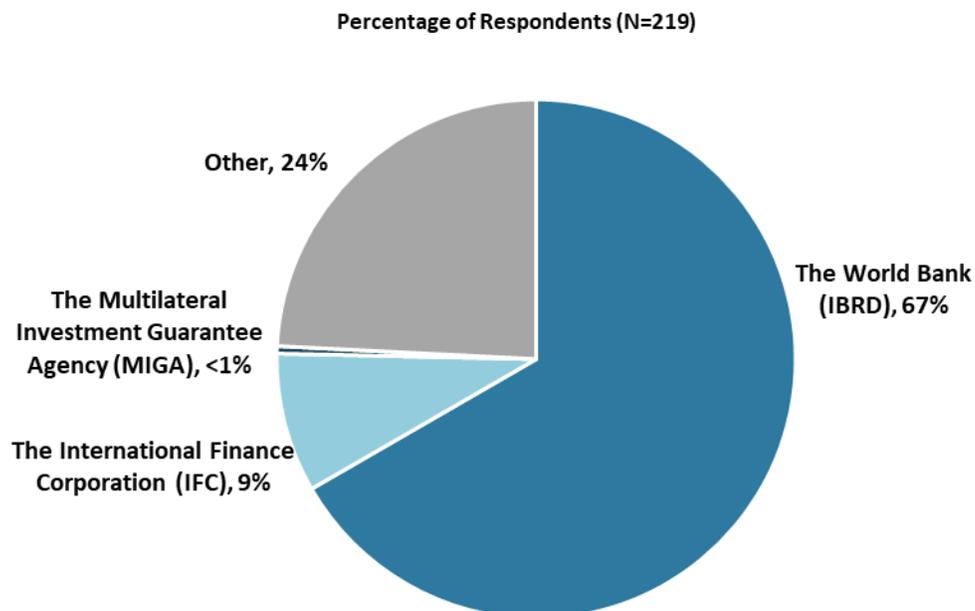
Geographic Locations

- A complete breakdown of responding by specific countries can be found in Appendix C (page 81).



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

Exposure to Agencies within the World Bank Group



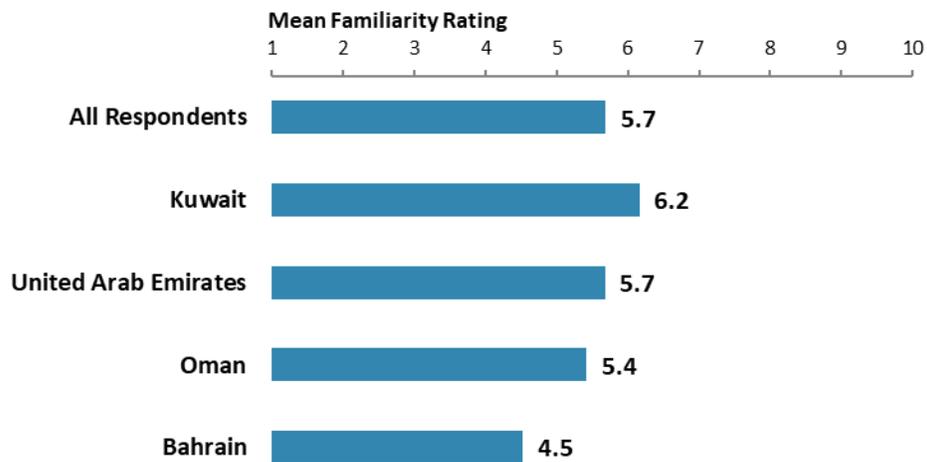
“Which of the following agencies of the World Bank Group do you primarily engage with in XXXX? (Select only ONE response)” (Respondents choose from a list)



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 (weighted mean rating = 5.6) compared to respondents from the FY ‘15 Country Survey (weighted mean rating = 5.1).
- **Stakeholders:** Respondents from the office of Minister and employees of ministries/ PMUs/Consultants on WBG-supported projects indicated the highest levels of familiarity with the WBG whereas respondents from the private sector/financial sector/private banks indicated significantly lower levels of familiarity.
- **Collaboration:** Respondents who collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 4.6).
- **Impact of Familiarity:** Respondents’ ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG’s overall effectiveness in XXXX, and moderately, significantly correlated with their ratings of the extent to which the WBG’s work helps to achieve development results and the extent to which the WBG plays a relevant role in development in XXXX.



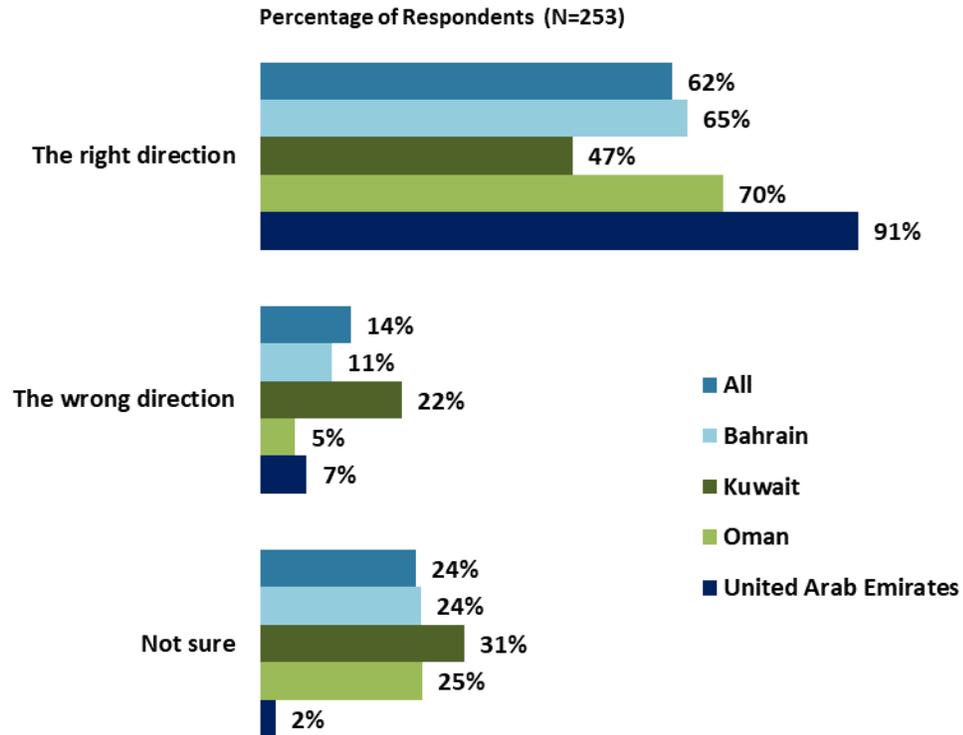
"How familiar are you with the work of the World Bank Group in XXXX?"
(1 - "Not familiar at all", 10 - "Extremely familiar") Significantly different between countries



IV. General Issues Facing XXXX

Headed in the Right Direction

- **Year comparison:** The majority of respondents in the FY '15 Country Survey indicated that they thought their country was headed in the right direction (69%), statistically similar to respondents in this year's Country Survey.



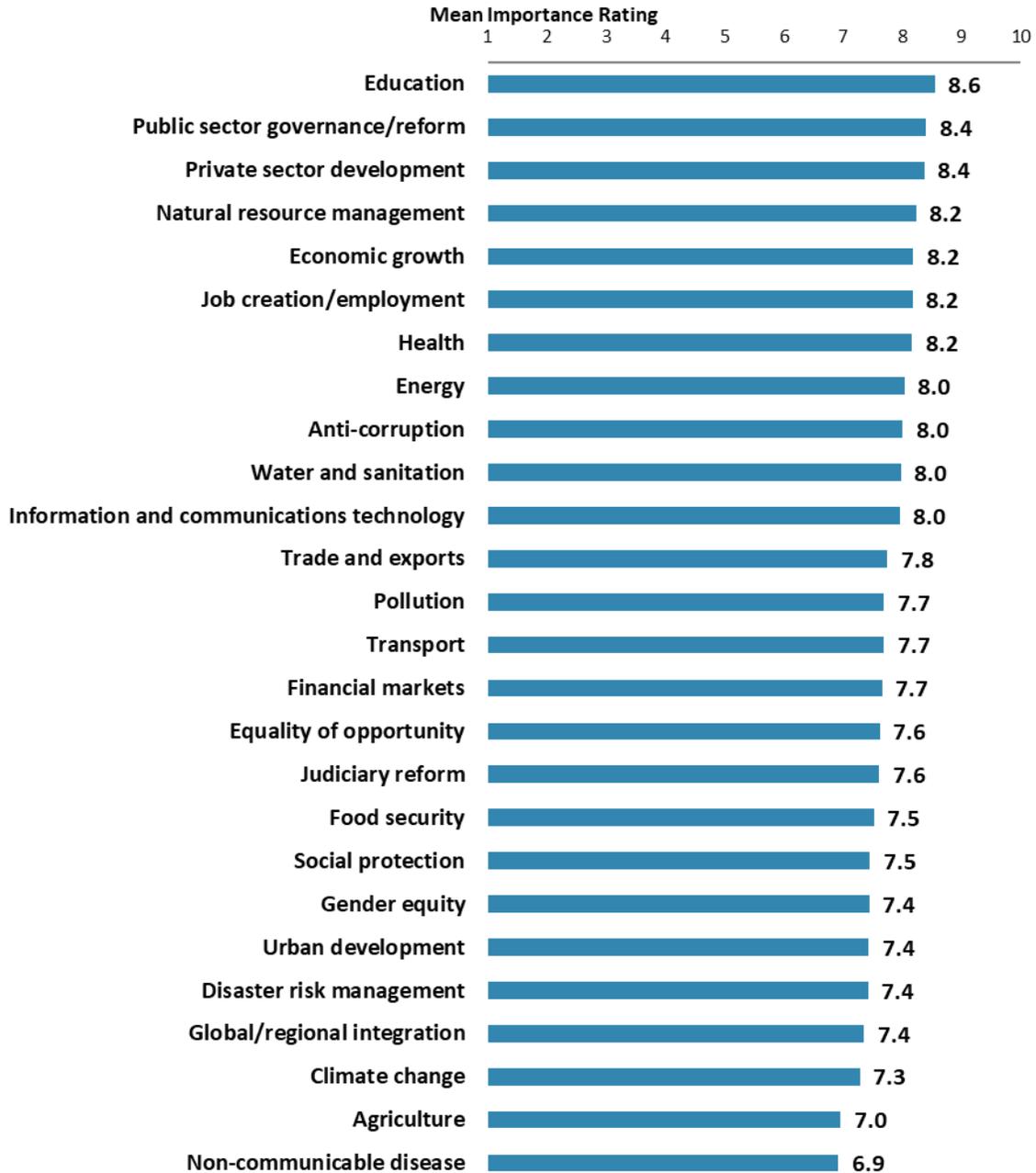
"In general, would you say that XXXX is headed in ... ?" (Respondents chose from a list.)
Significantly different between countries



IV. General Issues Facing XXXX (continued)

Development Priority in Four GCC Countries (aggregate percentages)

- **Year comparison:** Respondents in the FY '15 Country Survey were provided with a list of development priorities and asked to identify what they consider the most important development priorities in their countries. The quality of education (40%), economic growth and diversification of income (39%), and public sector governance/reform (36%) were indicated as the most important development priorities.

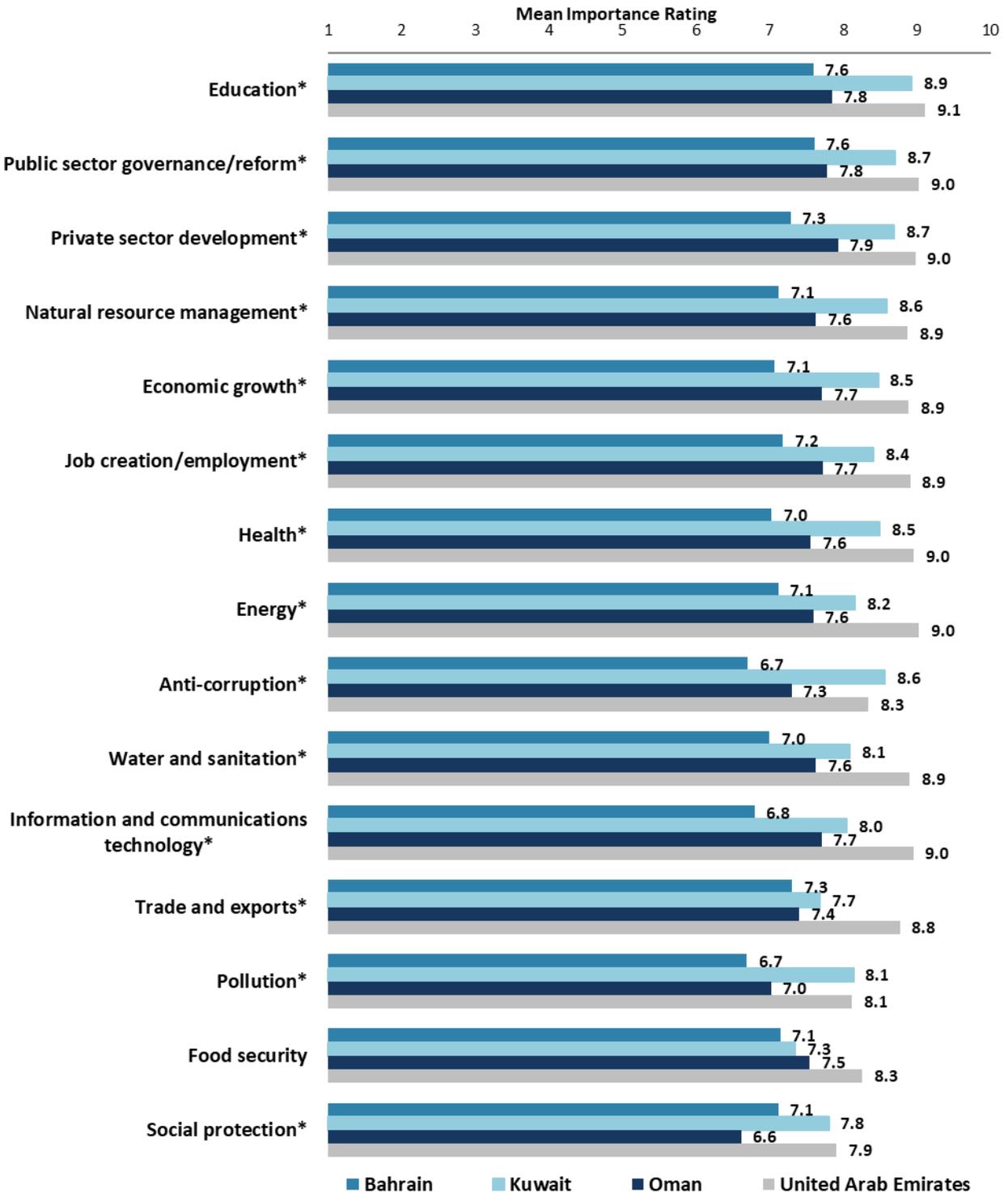


"In your opinion, how IMPORTANT are the following sectoral areas for the country's development?"
(1-"Not important at all", 10-"Very important")



IV. General Issues Facing XXXX (continued)

Top 15 Development Priorities by Country



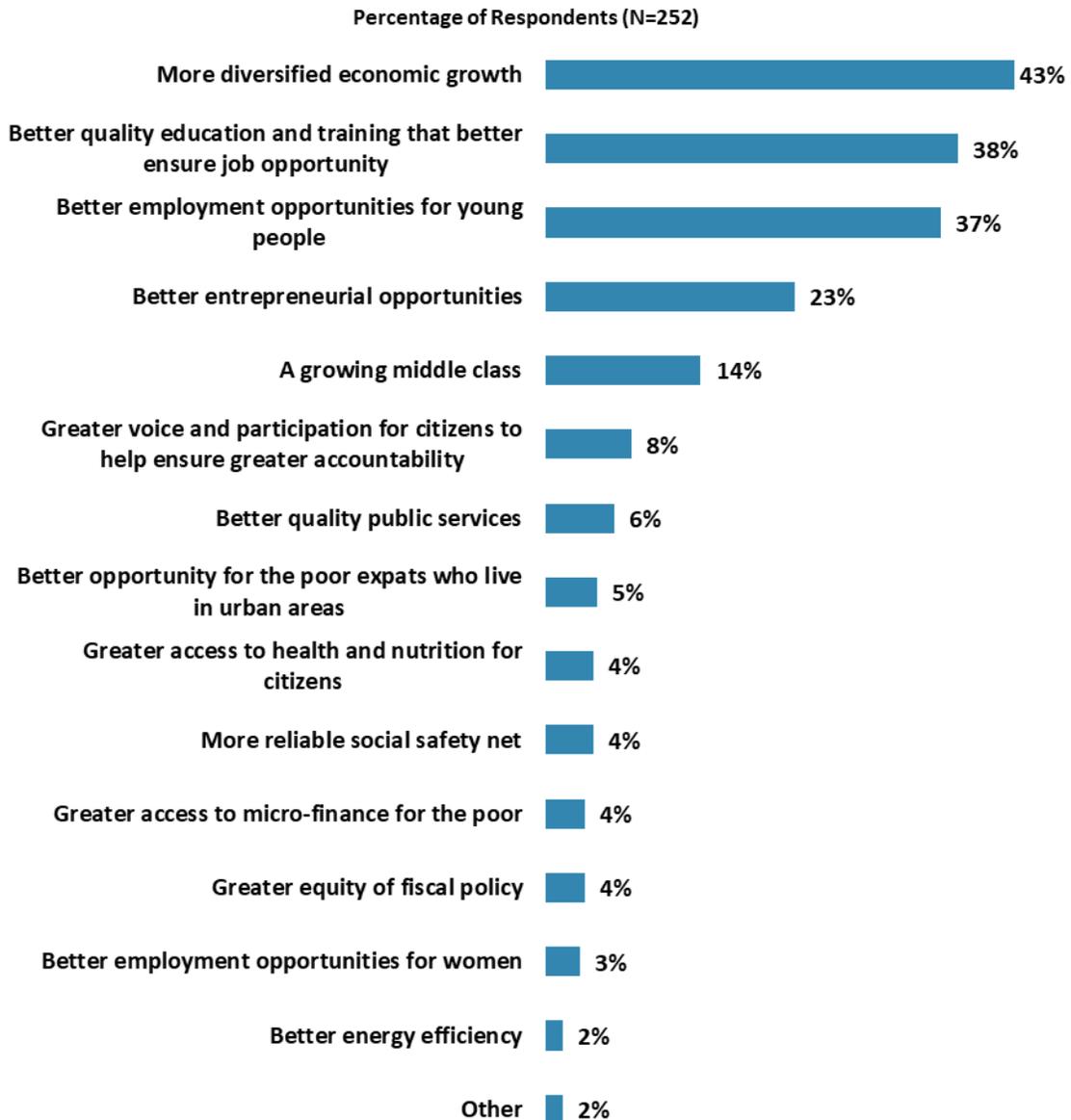
"In your opinion, how IMPORTANT are the following sectoral areas for the country's development?"
 (1-"Not important at all", 10-"Very important") *Significantly different between countries



IV. General Issues Facing XXXX (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the FY’15 Country Survey, respondents indicated that shared prosperity would be best achieved through better employment opportunities for young people (39%), better entrepreneurial opportunities (34%), and better quality education and training that better ensure job opportunity (33%).

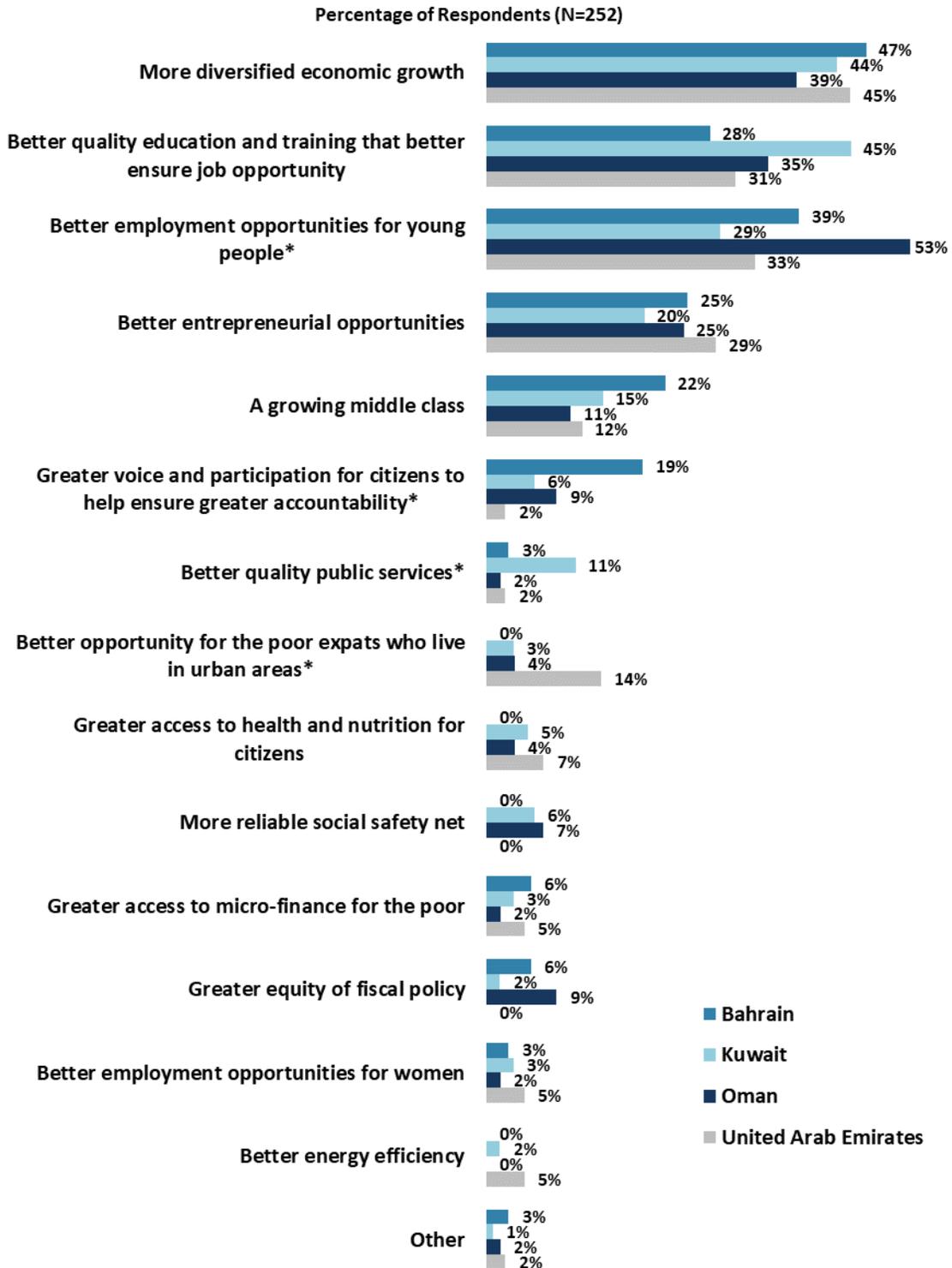


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in XXXX? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing XXXX (continued)

Factors Contributing to “Shared Prosperity” by Country

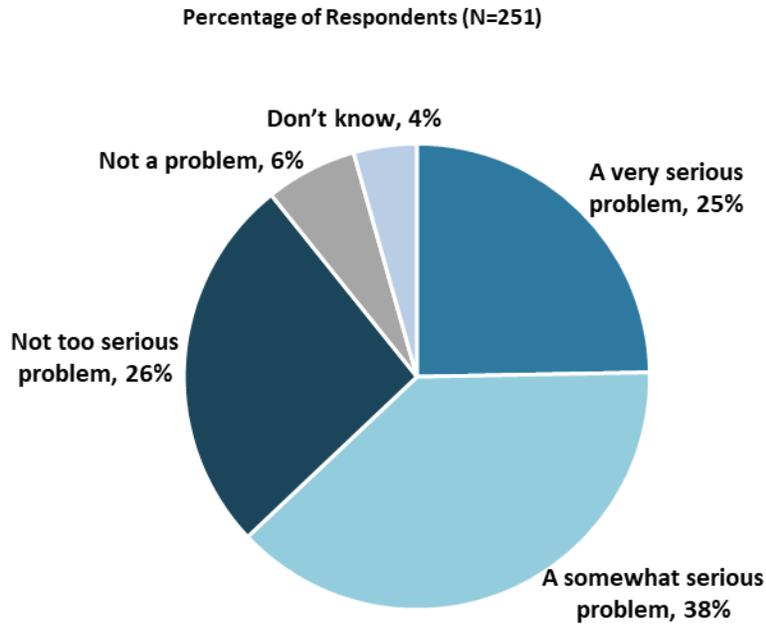


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in XXXX? (Choose no more than TWO)"
 (Respondents chose from a list. Responses combined.) *Significantly different between countries



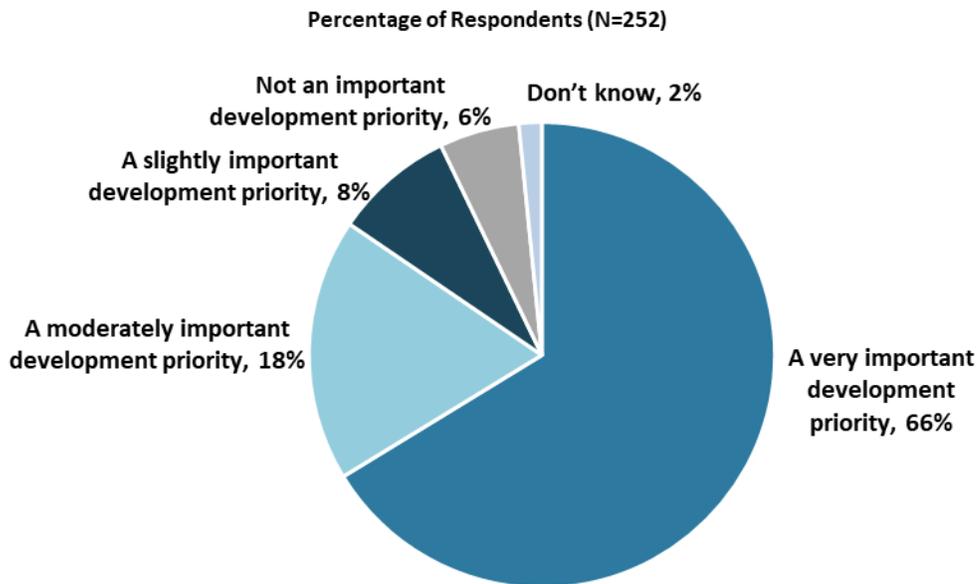
IV. General Issues Facing XXXX (continued)

Global Climate Change



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

Childhood Development is a Priority



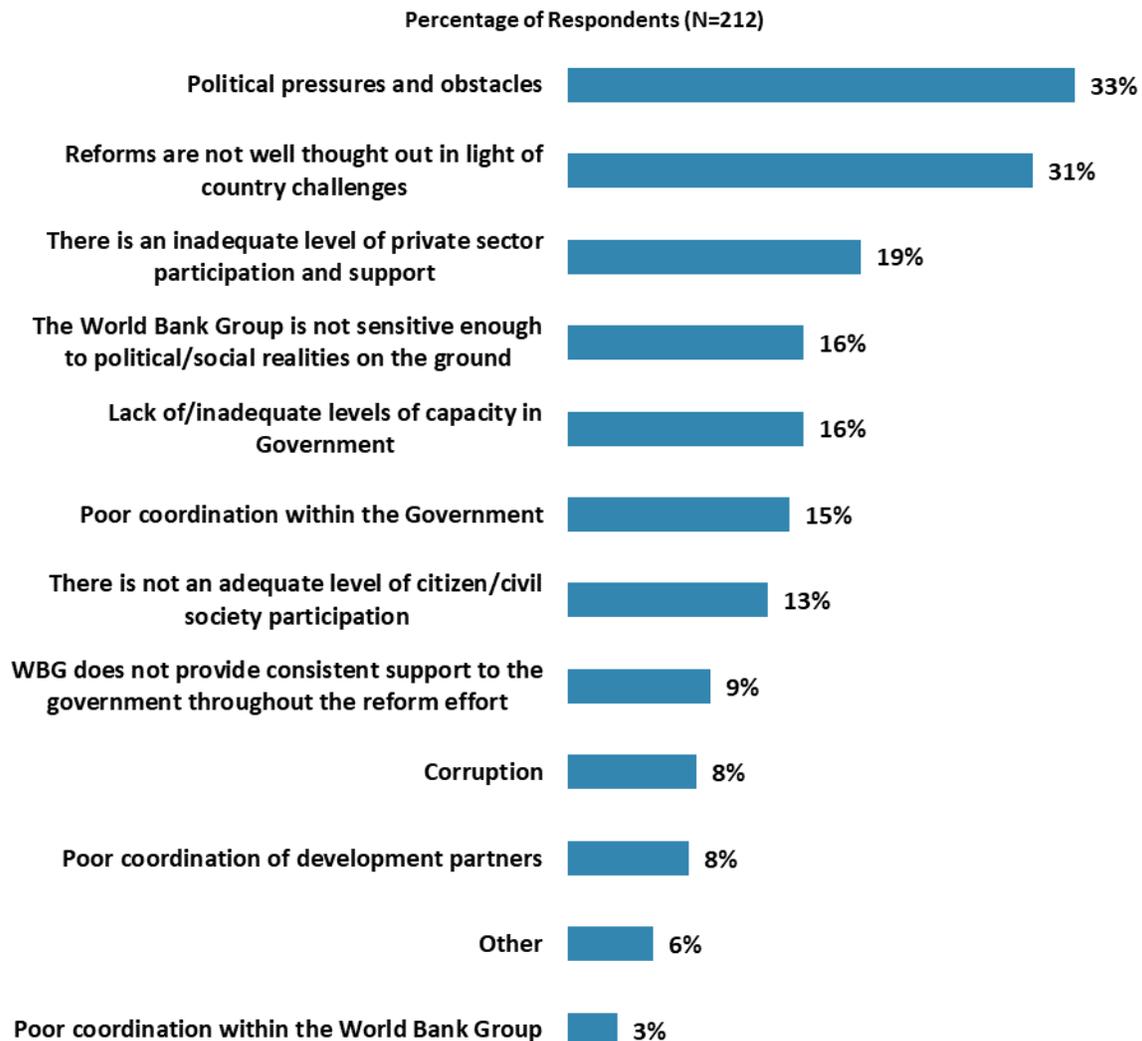
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in XXXX? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts (aggregate percentages)

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they attributed slow or failed WBG-assisted reform efforts to an inadequate level of capacity in Government (23%), poor development partner coordination (22%), an inadequate level of citizen/civil society participation (22%), the WBG not doing adequate follow through/follow-up (20%), reforms not being well thought out in light of country challenges (20%), the WBG not being sensitive enough to political/social realities on the ground (19%), political pressures and obstacles (18%), and the Government working inefficiently (16%).

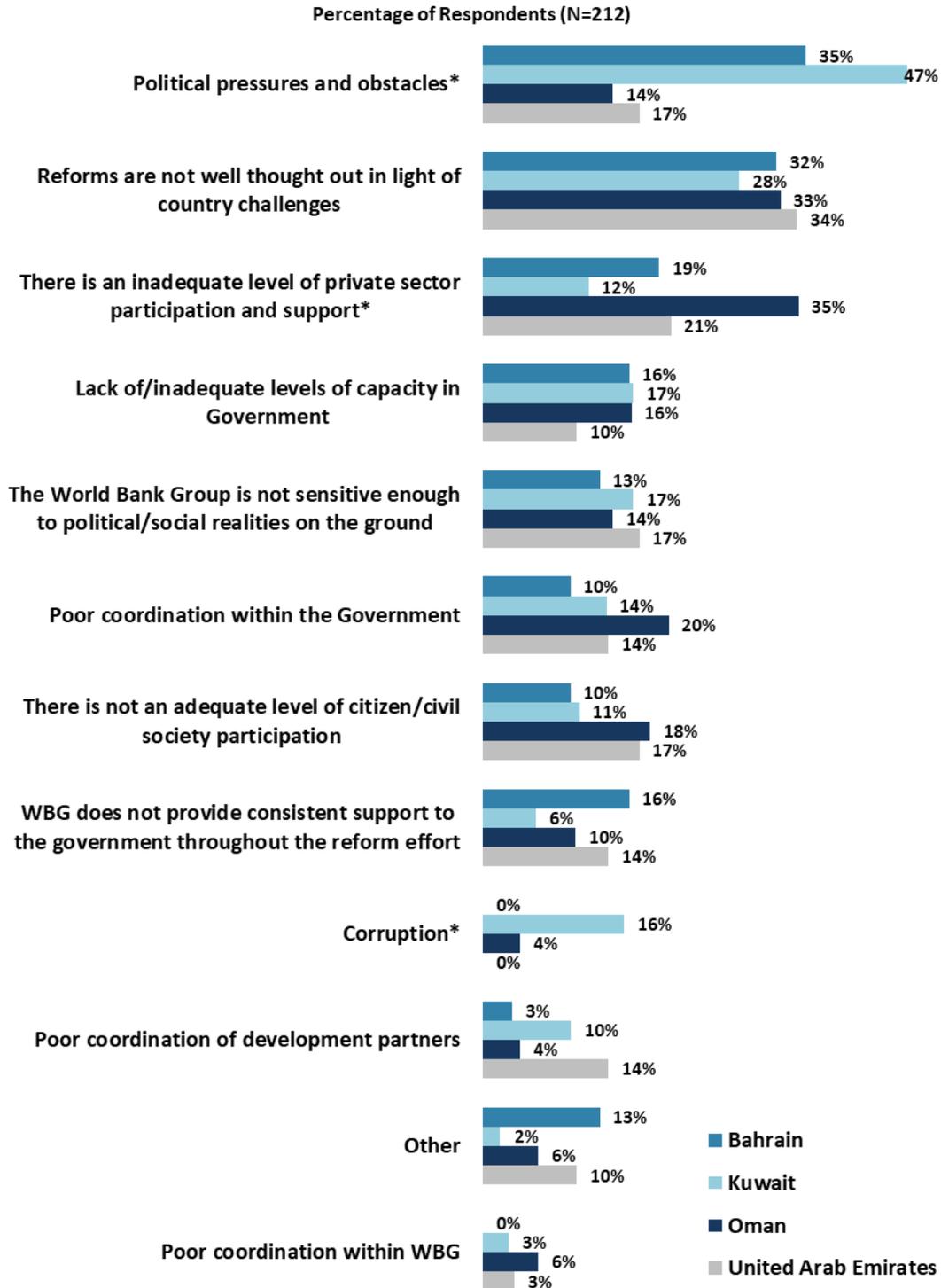


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Attributing Failed/Slow Reform Efforts by Country



"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.) *Significantly different between countries

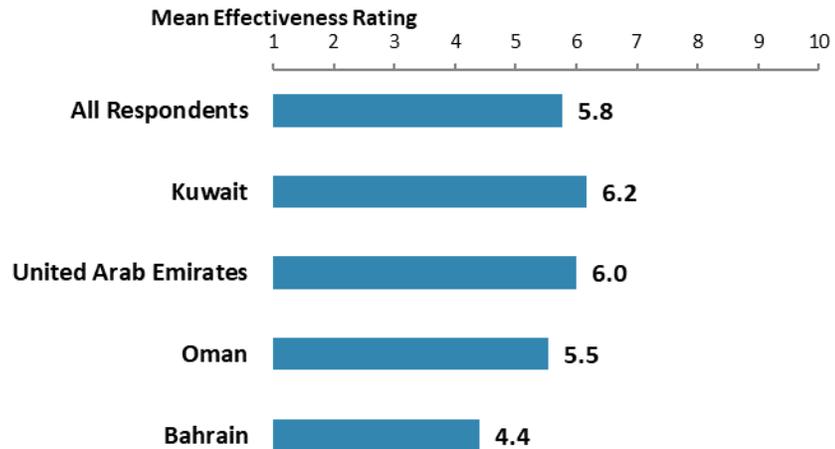


V. Overall Attitudes toward the World Bank Group (continued)

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 statistically similar ratings for the WBG’s effectiveness (weighted mean rating = 5.7) compared to respondents from the FY ‘15 Country Survey (weighted mean rating = 5.6).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness (mean rating = 6.6) compared to respondents who do not collaborate with the WBG (mean rating = 4.9).



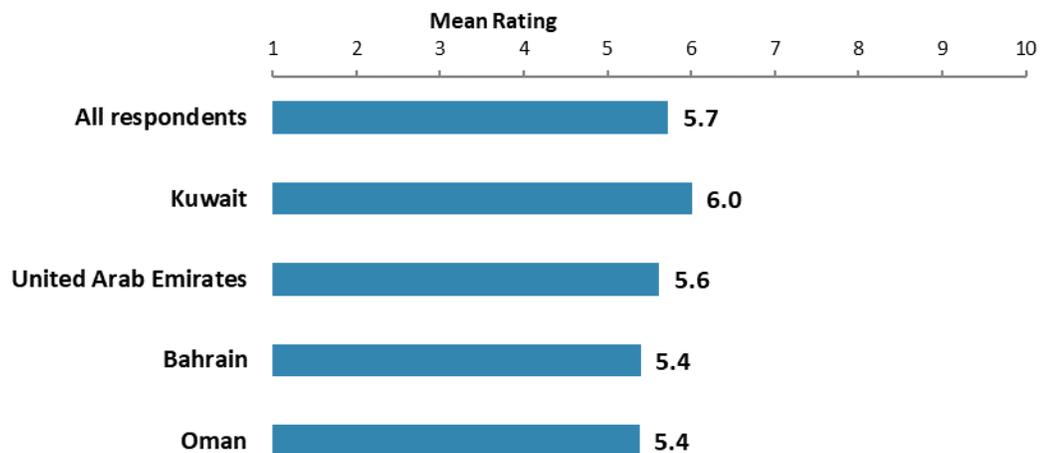
"Overall, please rate your impression of the World Bank Group’s effectiveness in XXXX."
(1 - "Not effective at all", 10 - "Very effective") Significantly different between countries



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

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 achieves development results (weighted mean = 5.7) compared to respondents from the FY '15 Country Survey (weighted mean = 6.0).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 6.3) compared to respondents who do not collaborate with the WBG (mean rating = 5.1).



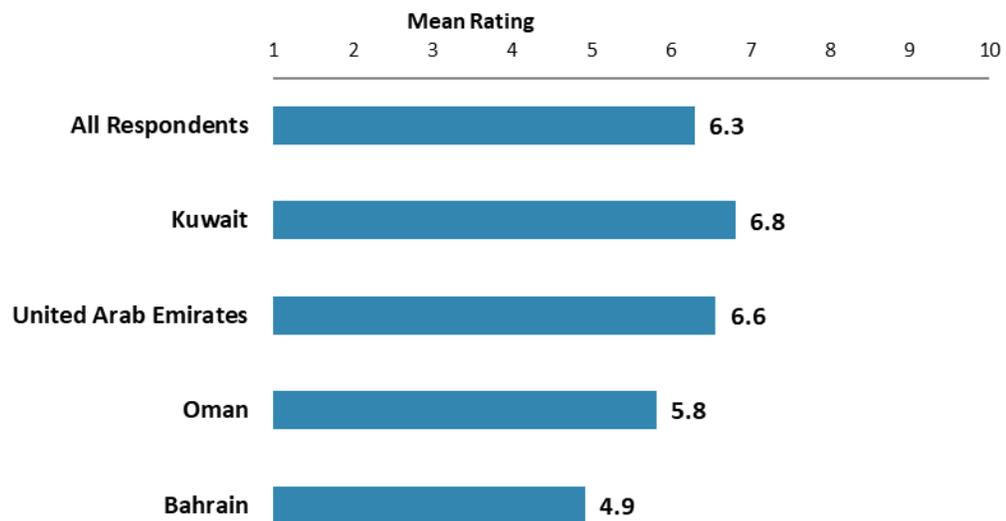
"To what extent does the World Bank Group's work help to achieve development results in XXXX?"
(1 - "To no degree at all", 10 - "To a very significant degree") Statistically similar between countries



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

WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's staff being well prepared (weighted mean = 6.3) compared to respondents from the FY '15 Country Survey (weighted mean = 6.2).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.6).



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



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Location:** Respondents across all four GCC countries gave statistically similar mean ratings for the aggregated responses to the twenty-six COS indicator questions.
- **Stakeholders:** Respondents across all stakeholder groups gave statistically similar mean ratings for the aggregated responses to the twenty-six COS indicator questions.



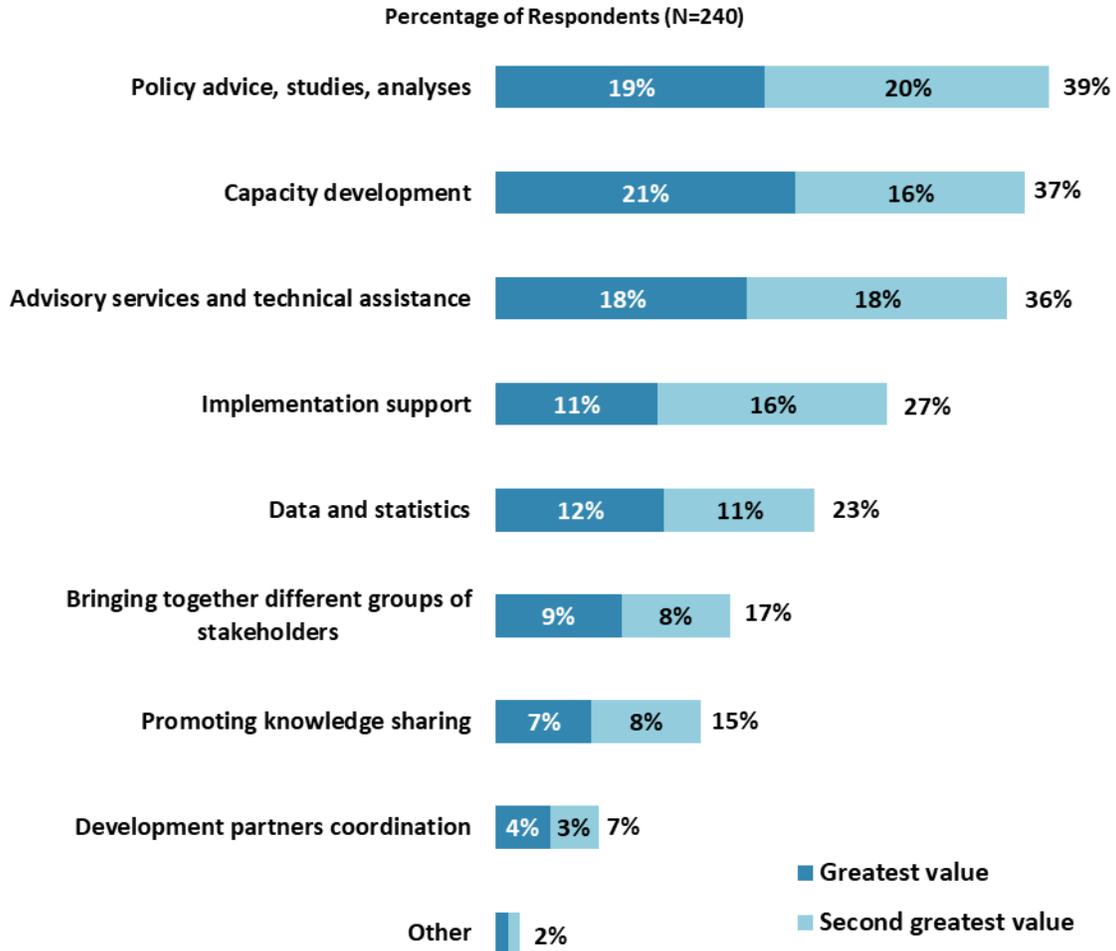
Mean Ratings for All Indicator Questions by Collaboration with the WBG on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG's greatest values were its policy advice, studies, analyses (47%), advisory services and technical assistance (39%), capacity development (36%), and implementation support (31%).



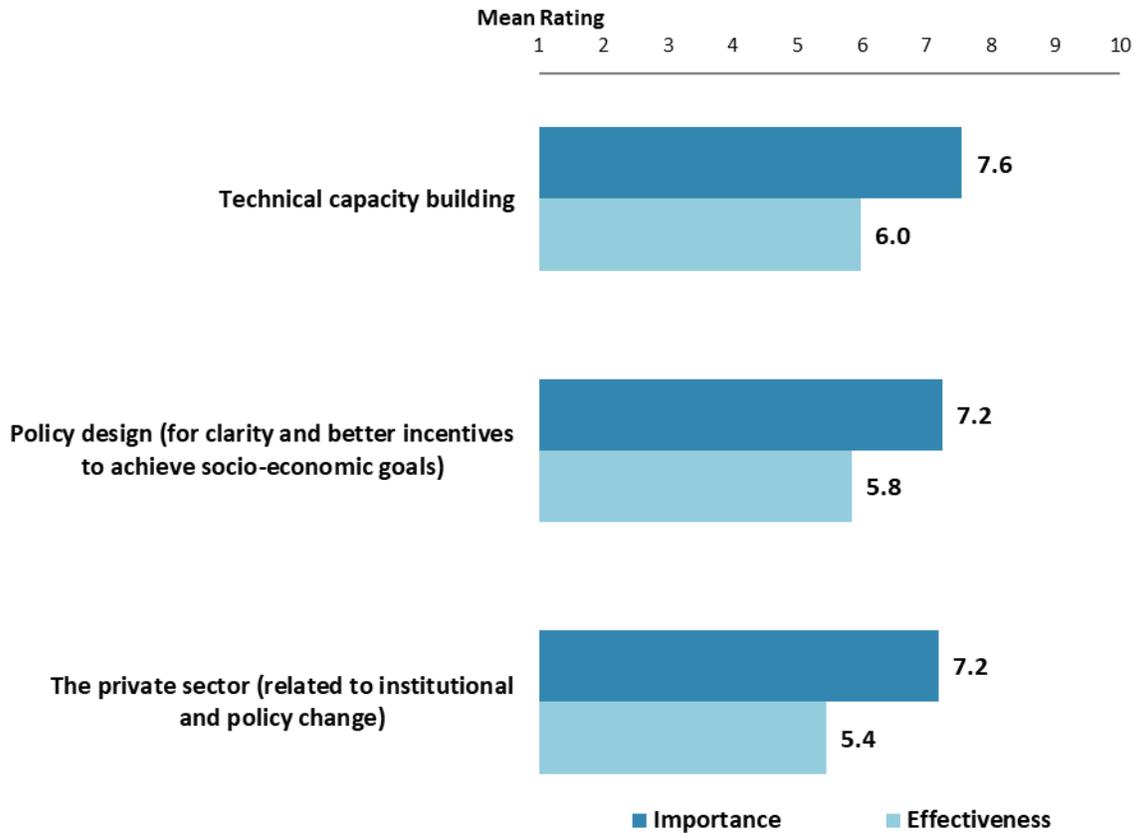
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in XXXX?" (Respondents chose from a list.)



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

Capacity Building

- **Year comparison:** Only capacity building related to policy design was asked in the FY '15 Country Survey. Respondents in this year's Country Survey gave statistically similar ratings for the importance of and the WBG's effectiveness at policy design capacity building (weighted mean = 7.2 and 5.8, respectively) compared to respondents from the FY '15 Country Survey (weighted mean = 7.5 and 6.0, respectively).



"When thinking about how to improve capacity building in XXXX 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")

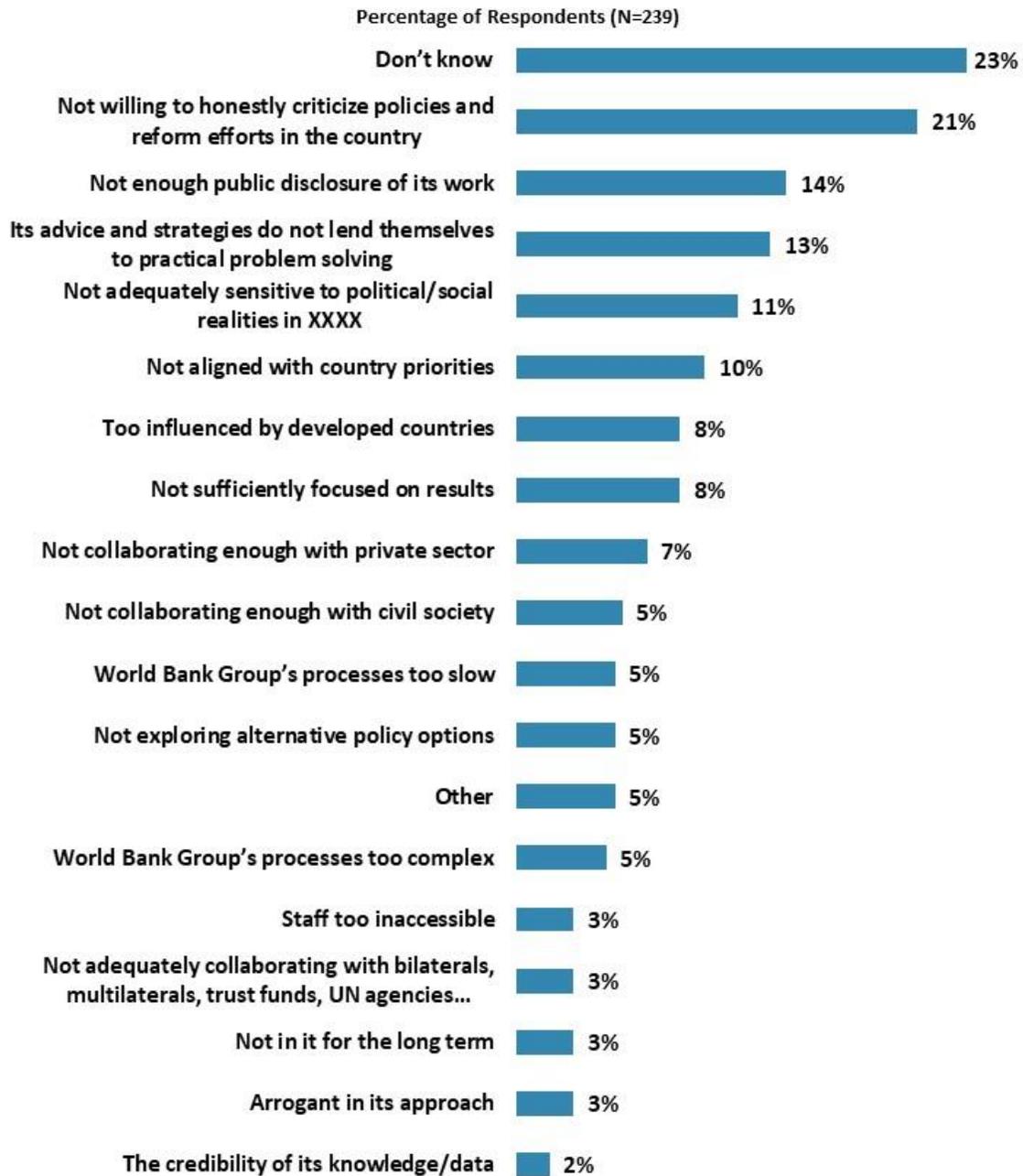
"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in XXXX?" (1-"Not effective at all", 10-"Very effective")



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

Greatest Weakness (aggregate percentages)

- **Year comparison:** A plurality of respondents in the FY '15 Country Survey indicated that they didn't know what the WBG's greatest weaknesses were (31%). Those respondents who did indicate a weakness, indicated not enough public disclosure of its work (18%) and not collaborating enough with stakeholders outside the Government (16%).

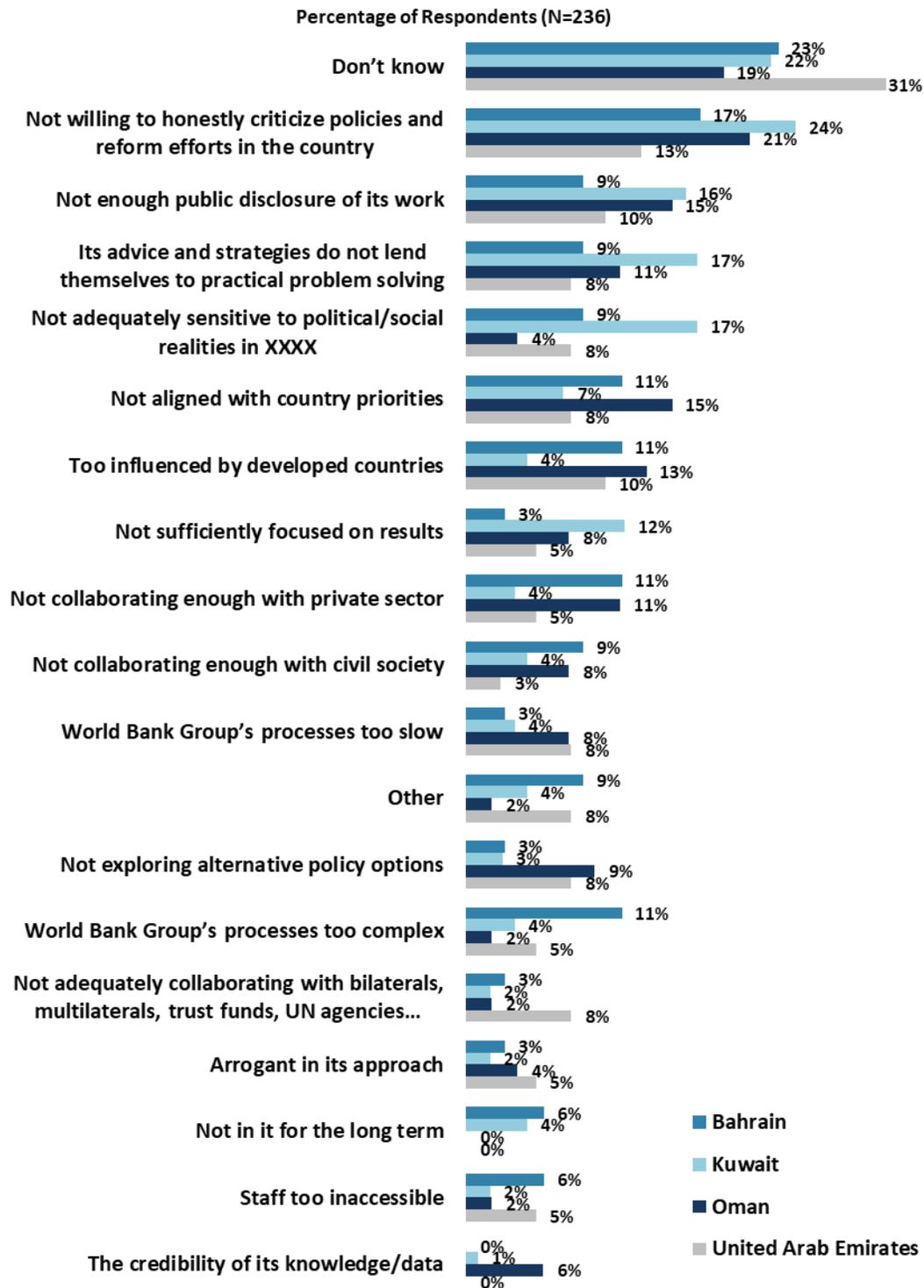


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Greatest Weaknesses by Country



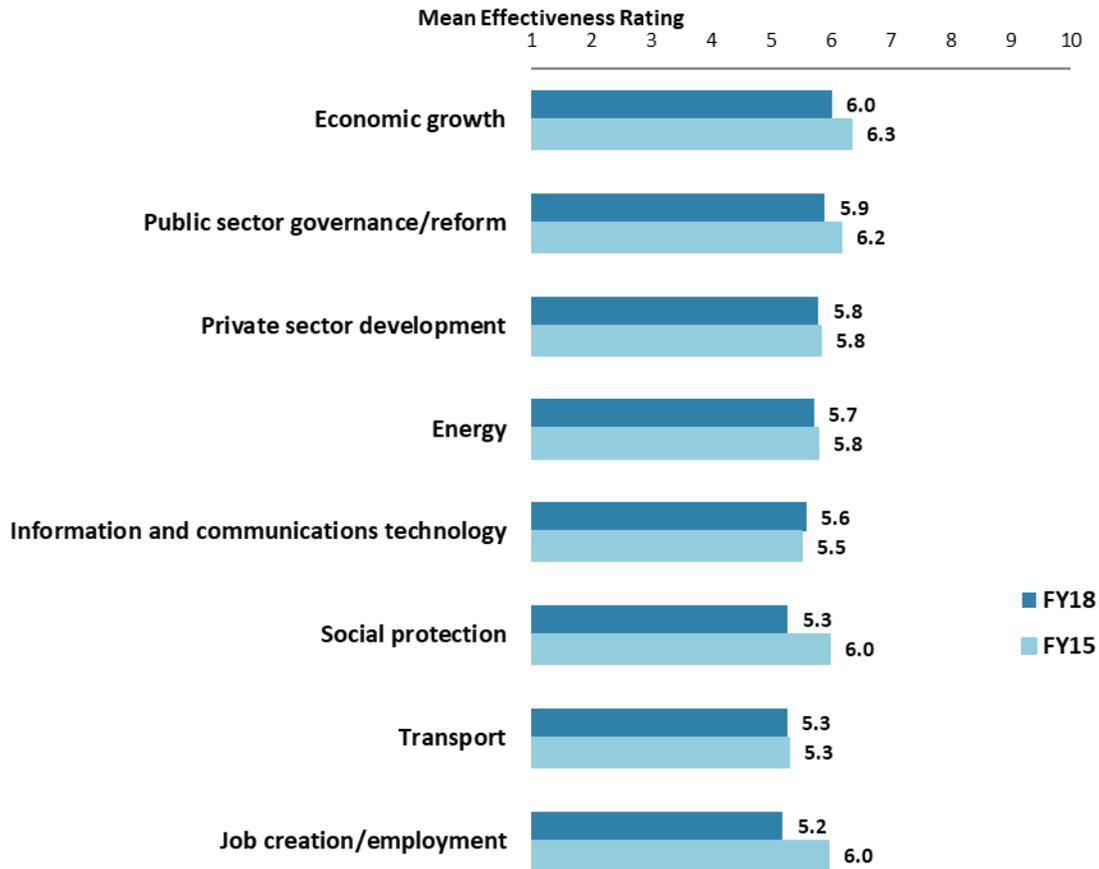
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

Statistically similar between countries



VI. Sectoral Effectiveness

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

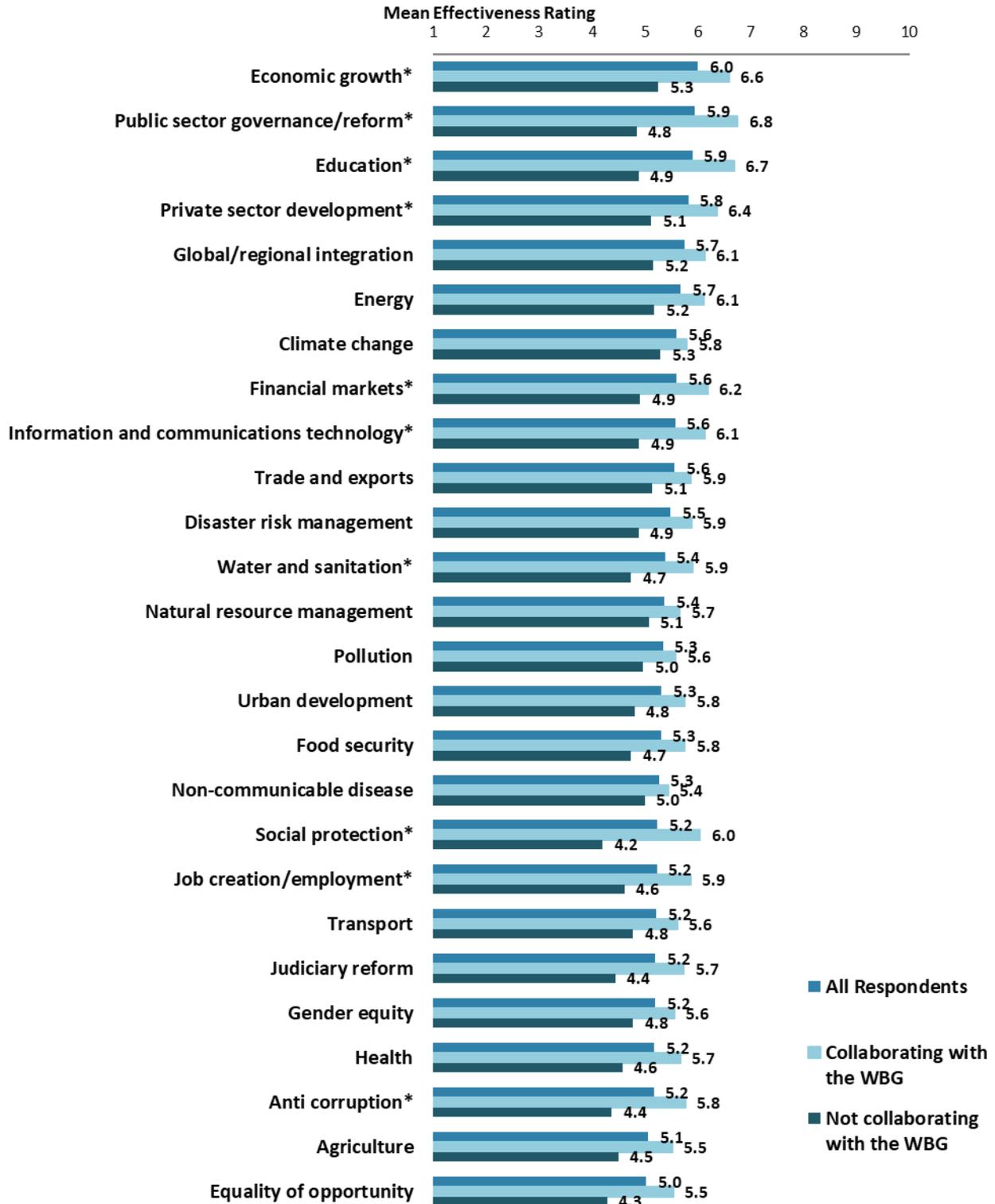


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?" (1-"Not effective at all", 10-"Very effective")
Means based on weighted data. All statistically similar between FY18 and FY15.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration



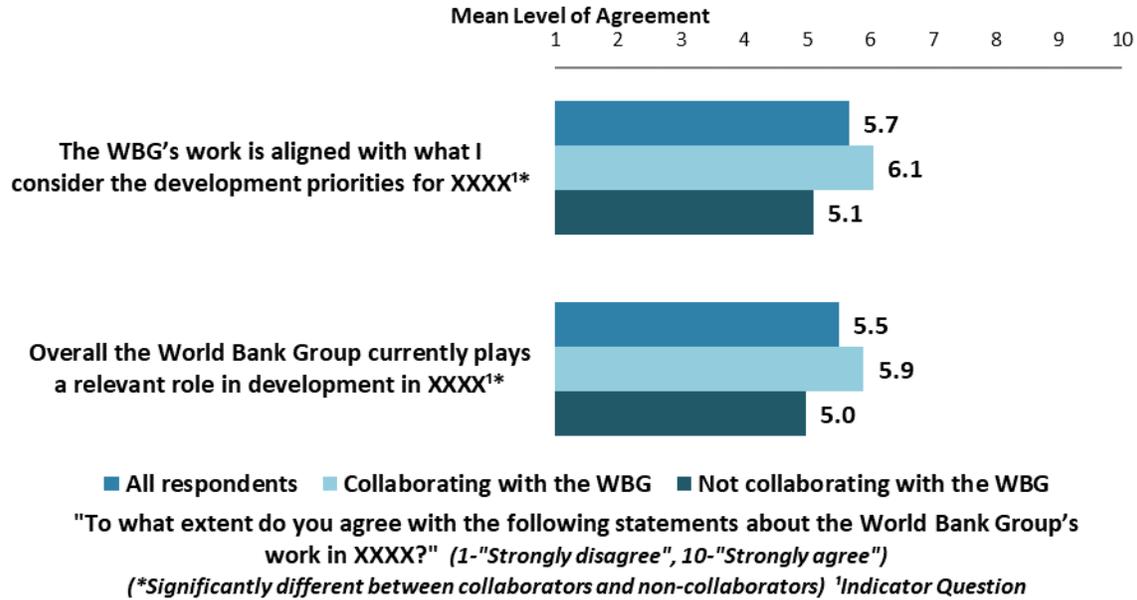
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in XXXX?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)



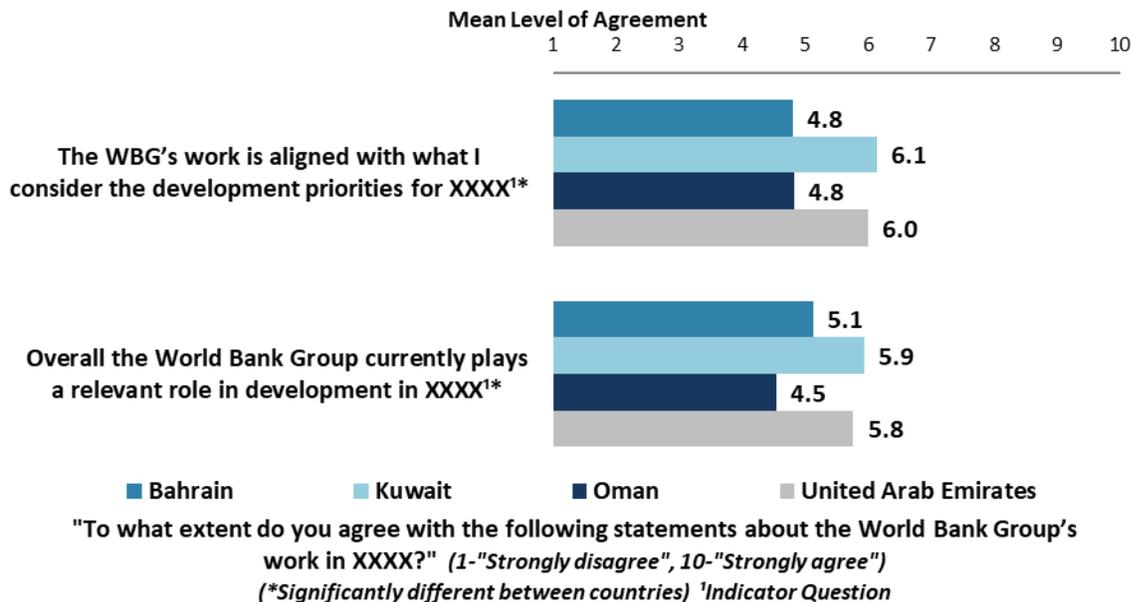
VII. How the World Bank Group Operates

The World Bank Group's Work in XXXX (aggregate mean ratings)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's work is aligned with their development priorities and that the WBG currently plays a relevant role (weighted means = 5.7 and 5.5, respectively) compared to respondents from the FY '15 Country Survey (weighted means = 5.4 and 5.2, respectively).



The World Bank Group's Work by Country

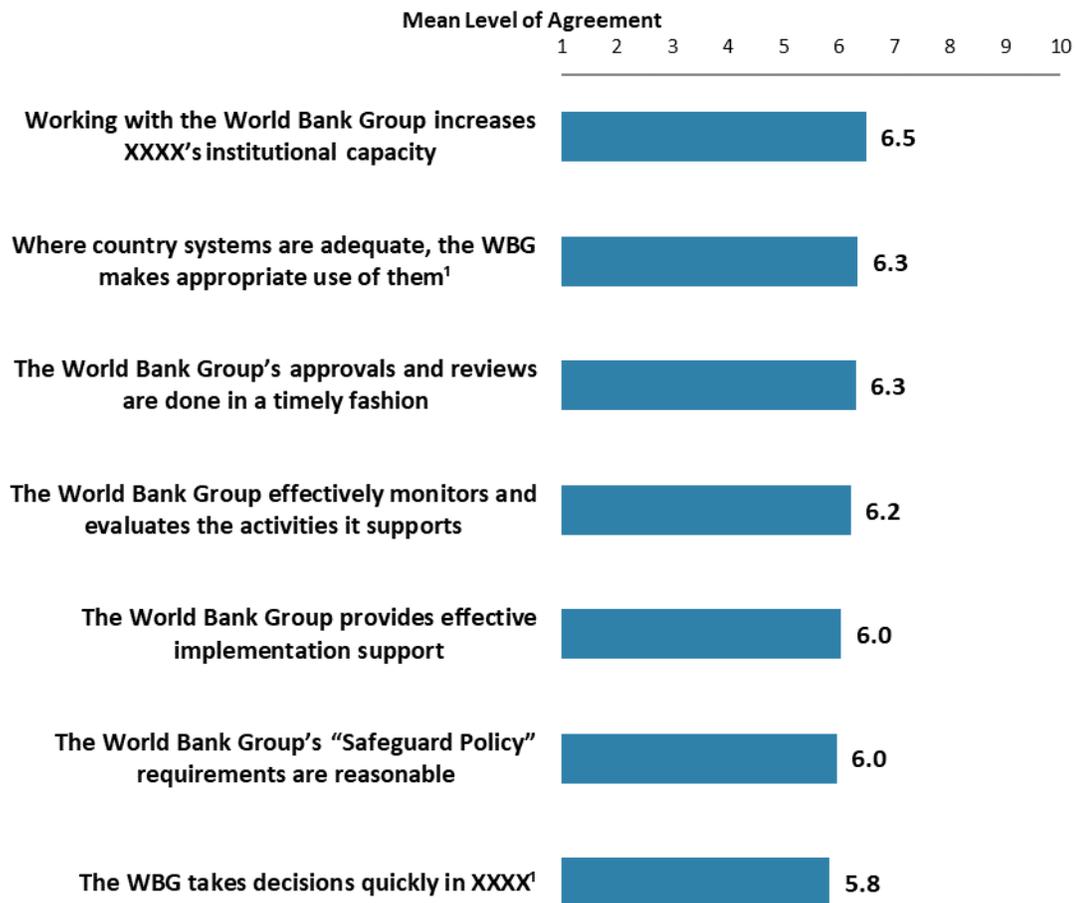




VII. How the World Bank Group Operates (continued)

Overall Perceptions

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement across all of these aspects of the WBG's work (see Appendix E for a full breakdown).
- **Location:** Respondents from the United Arab Emirates and Kuwait had significantly higher levels of agreement that the WBG's "Safeguard Policy" requirements are reasonable (mean ratings = 6.8 and 6.5, respectively) compared to respondents from Oman and Bahrain (mean ratings = 5.2 and 5.1, respectively).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG effectively monitors and evaluates its activities (mean rating = 6.6) compared to respondents who do not collaborate with the WBG (mean rating = 5.8).



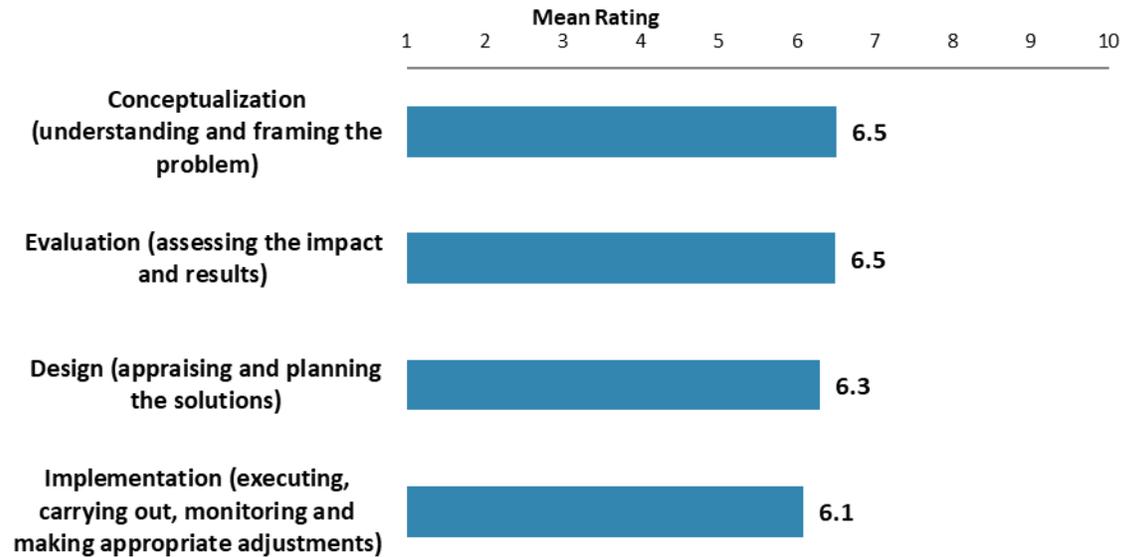
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Technical Assistance/Advisory Work

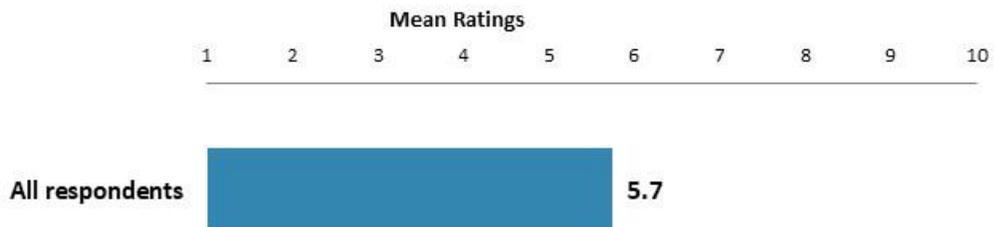
- **Year comparison:** Respondents in this year’s Country Survey had statistically similar levels of agreement across all of these aspects of the WBG’s technical assistance/ advisory work (see Appendix E for a full breakdown).



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

The WBG Promoting Private Public Partnerships

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the WBG’s work promoting private public partnerships (weighted mean = 5.7) compared to respondents from the FY ‘15 Country Survey (weighted means = 5.7).



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



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 lower ratings for the WBG’s collaboration with the Government (weighted mean = 6.8) compared to respondents from the FY ‘15 Country Survey (weighted means = 7.5).
- **Location:** Respondents from Kuwait tended to have the highest ratings regarding these aspects of the WBG whereas respondents from Oman and Bahrain tended to have significantly lower ratings (see Appendix C for a full breakdown).

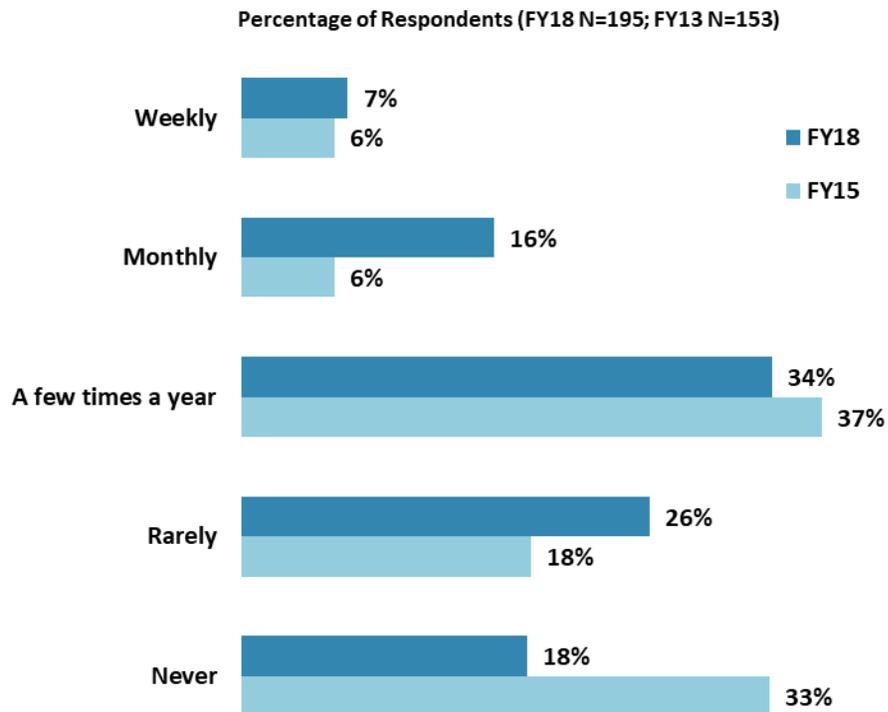


"To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question (*Significantly different between collaborators and non-collaborators)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

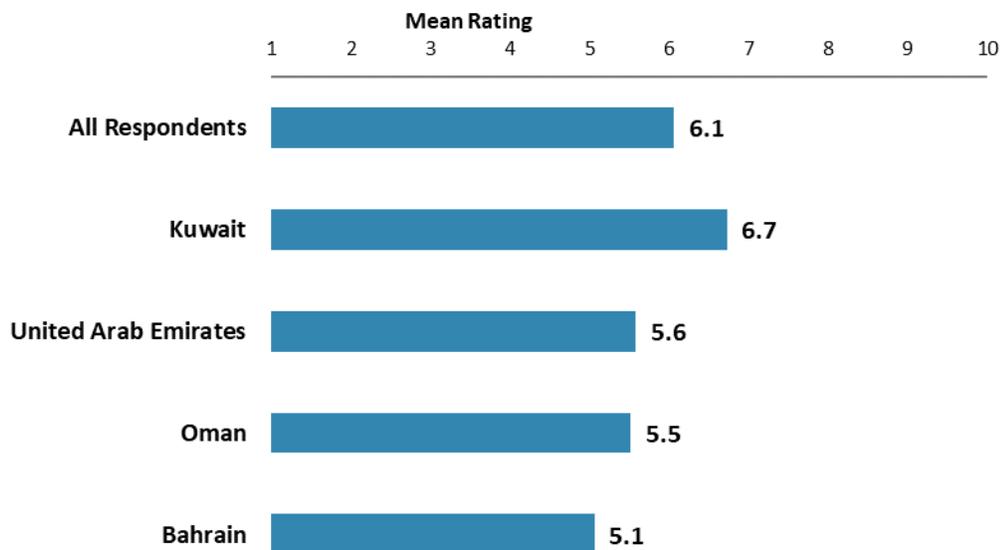
Significantly different between FY18 and FY15



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's knowledge services meets their needs (weighted mean rating = 6.0) compared to respondents from the FY '15 Country Survey (weighted mean rating = 6.0).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG's knowledge services meets their needs (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.5).



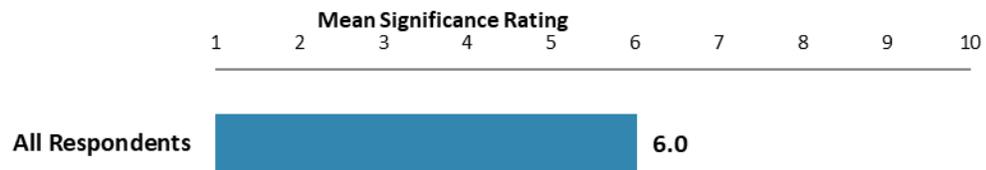
"The World Bank Group meets XXXX's needs for knowledge services."
(1-"Strongly disagree", 10-"Strongly agree") *Significantly different between countries*



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

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

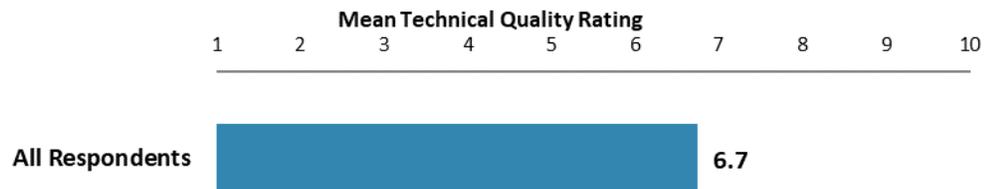
- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean rating = 6.0) compared to respondents from the FY '15 Country Survey (weighted mean rating = 5.9).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher ratings for the significance of the contribution of the WBG's knowledge work and activities (mean rating = 6.4) compared to respondents who do not collaborate with the WBG (mean rating = 5.5).



"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 had statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean rating = 6.7) compared to respondents from the FY '15 Country Survey (weighted mean rating = 6.9).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.3).

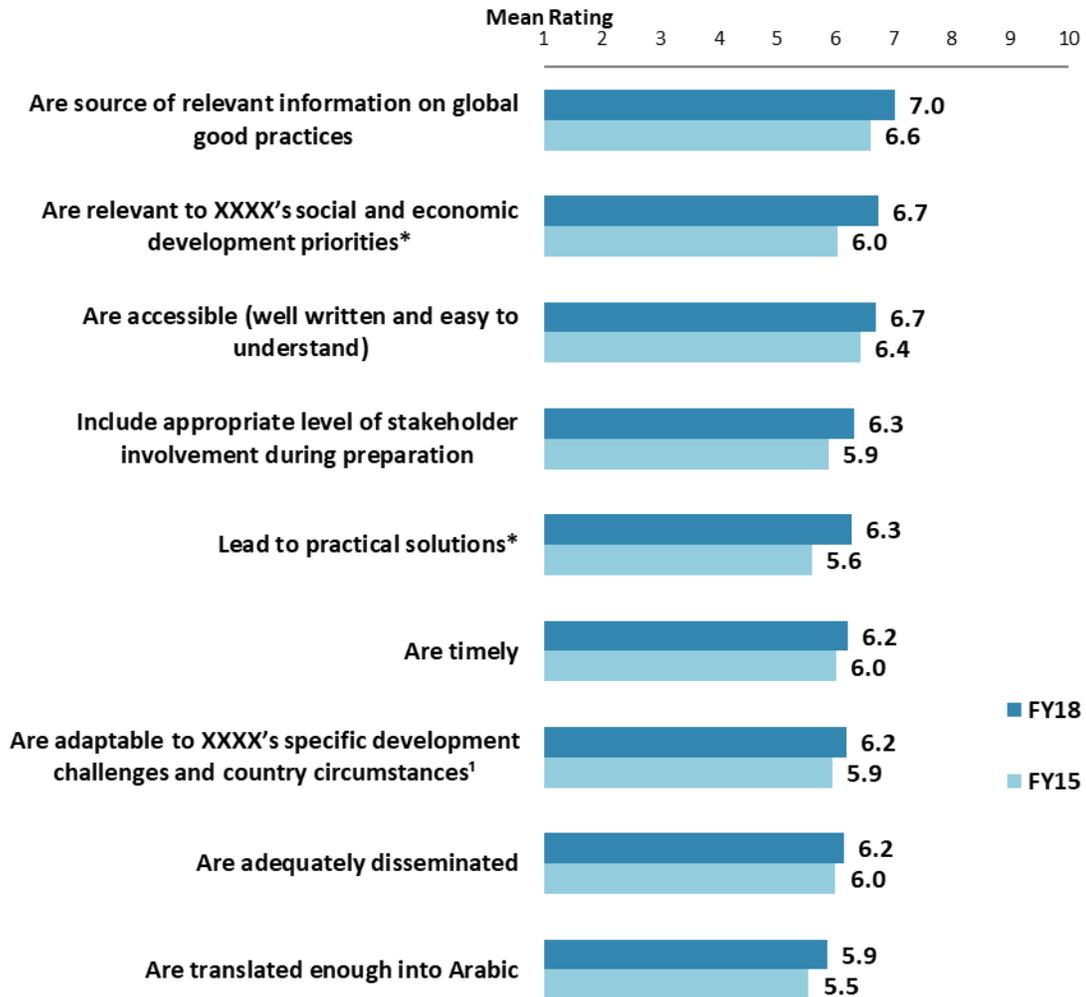


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities

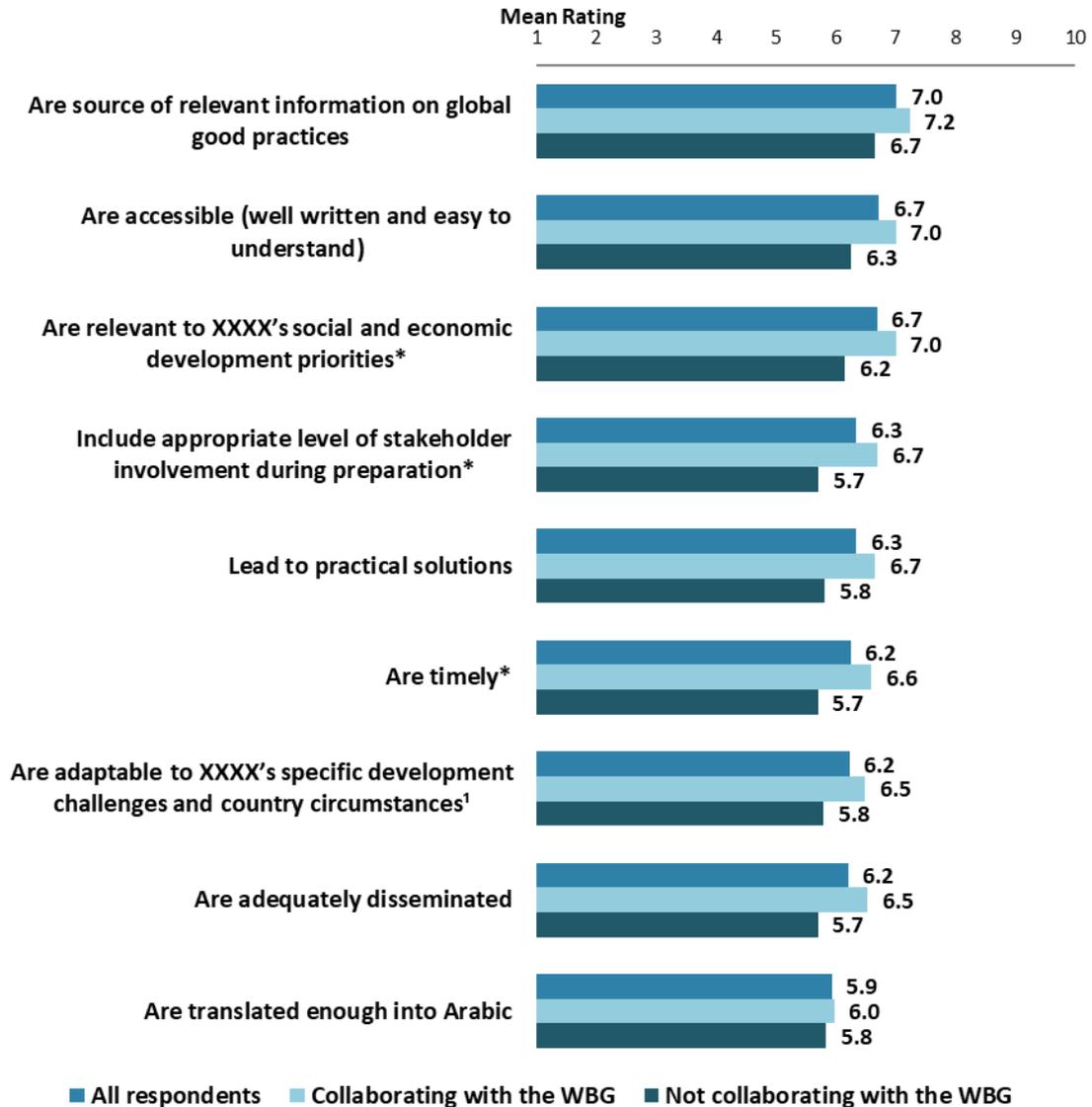


"In XXXX, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question Means are based on weighted data. *Significantly different between FY18 and FY15



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

Qualities of the WBG’s Knowledge Work and Activities: Collaboration



"In XXXX, 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") ¹Indicator Question

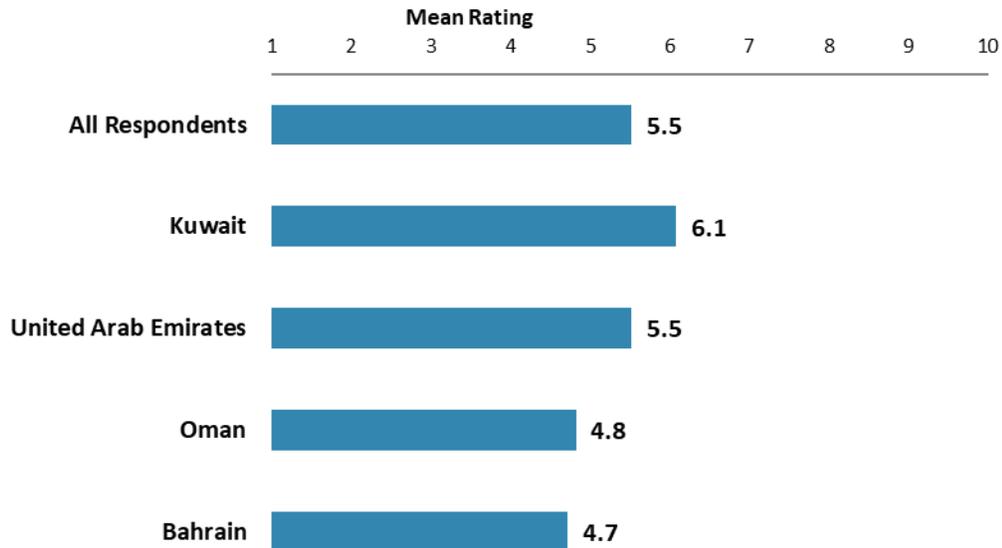
*Significantly different between collaborators and non-collaborators



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

Meeting XXXX’s Needs for Financial Instruments (Indicator Question)

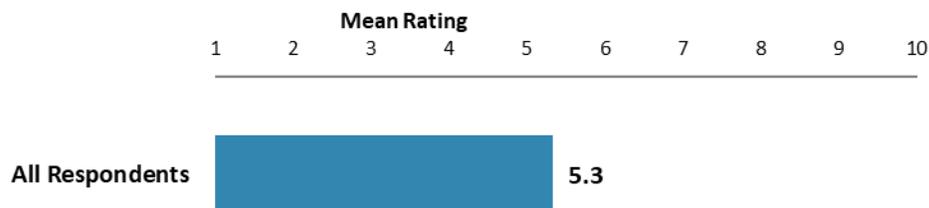
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG’s financial instruments meets their needs (mean rating = 6.1) compared to respondents who do not collaborate with the WBG (mean rating = 4.9).



"The World Bank Groups’s financial instruments meet the needs of XXXX."
(1-"Strongly disagree", 10-"Strongly agree") Significantly different between countries

WBG’s Reimbursable Advisory Services

- **Year comparison:** Respondents in this year’s Survey had statistically similar ratings that they received value for money from the WBG’s RAS (weighted mean rating = 5.3) compared to respondents from the FY ‘15 Country Survey (weighted mean rating = 5.4).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher ratings that they received value for money from the WBG’s RAS (mean rating = 6.0) compared to respondents who do not collaborate with the WBG (mean rating = 4.5).



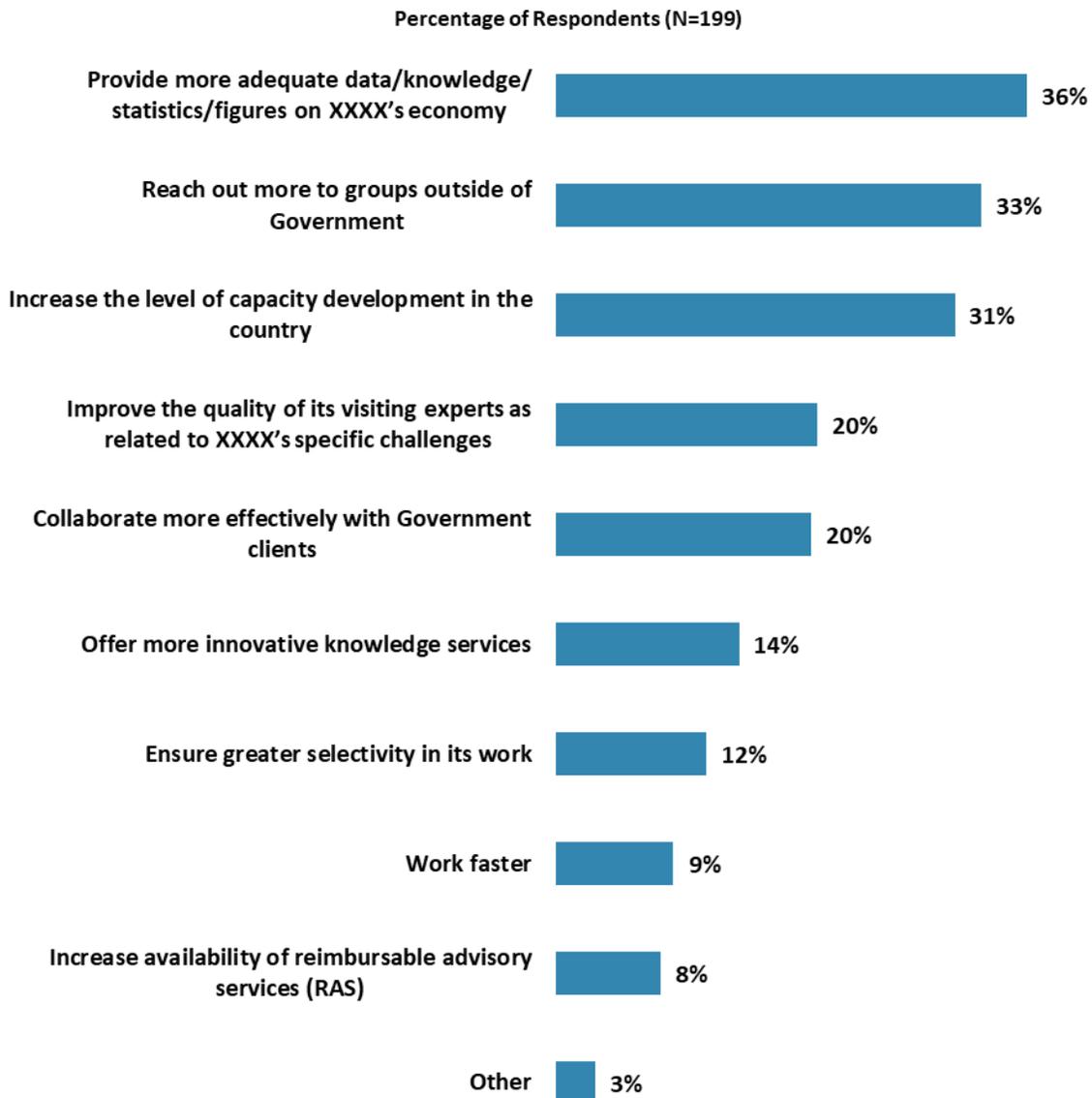
"To what extent do you believe that XXXX received value for money from the World Bank Group’s Reimbursable Advisory Services (RAS)?"
(1-"To no degree at all", 10-"To a very significant degree")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that, to make itself of greater value, the WBG should reduce provide more adequate data/knowledge/statistics/figures on XXXX's economy (41%), reach out more to groups outside of Government (30%), and increase the level of capacity development in the country (25%).
- **Locations:** Respondents across all four countries responded similarly, except in response to the WBG offering more innovative knowledge services. Respondents from the United Arab Emirates were significantly more likely to indicate that the WBG should offer more innovative knowledge services to make itself of greater value (38%) compared to respondents from Bahrain (13%), Kuwait (7%), and Oman (12%).



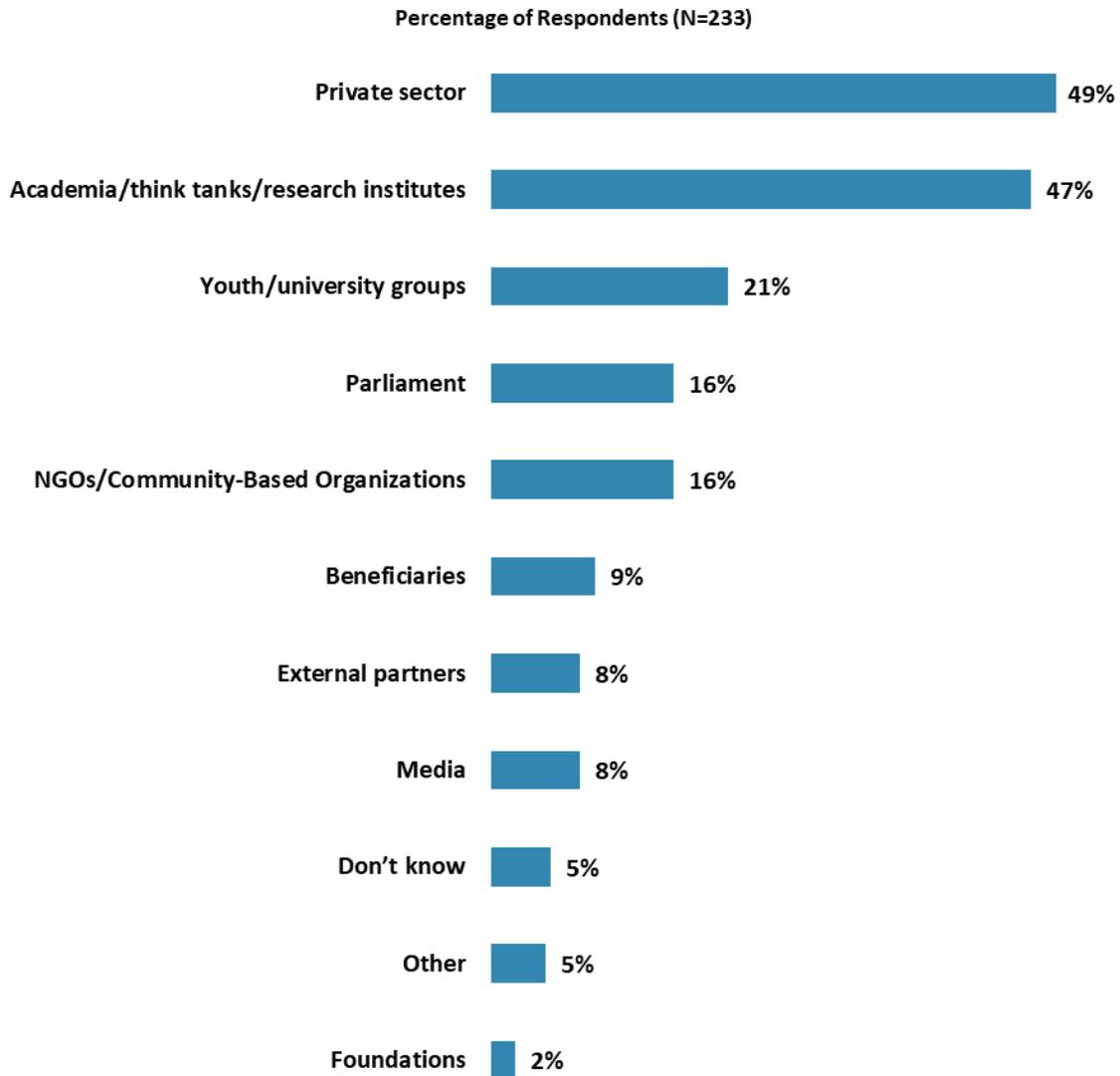
"Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG should collaborate more with the private sector (42%) and academia/think tanks/research institutes (36%), followed by local/regional government (22%), youth/university groups (22%), and NGOs/CBOs (18%).



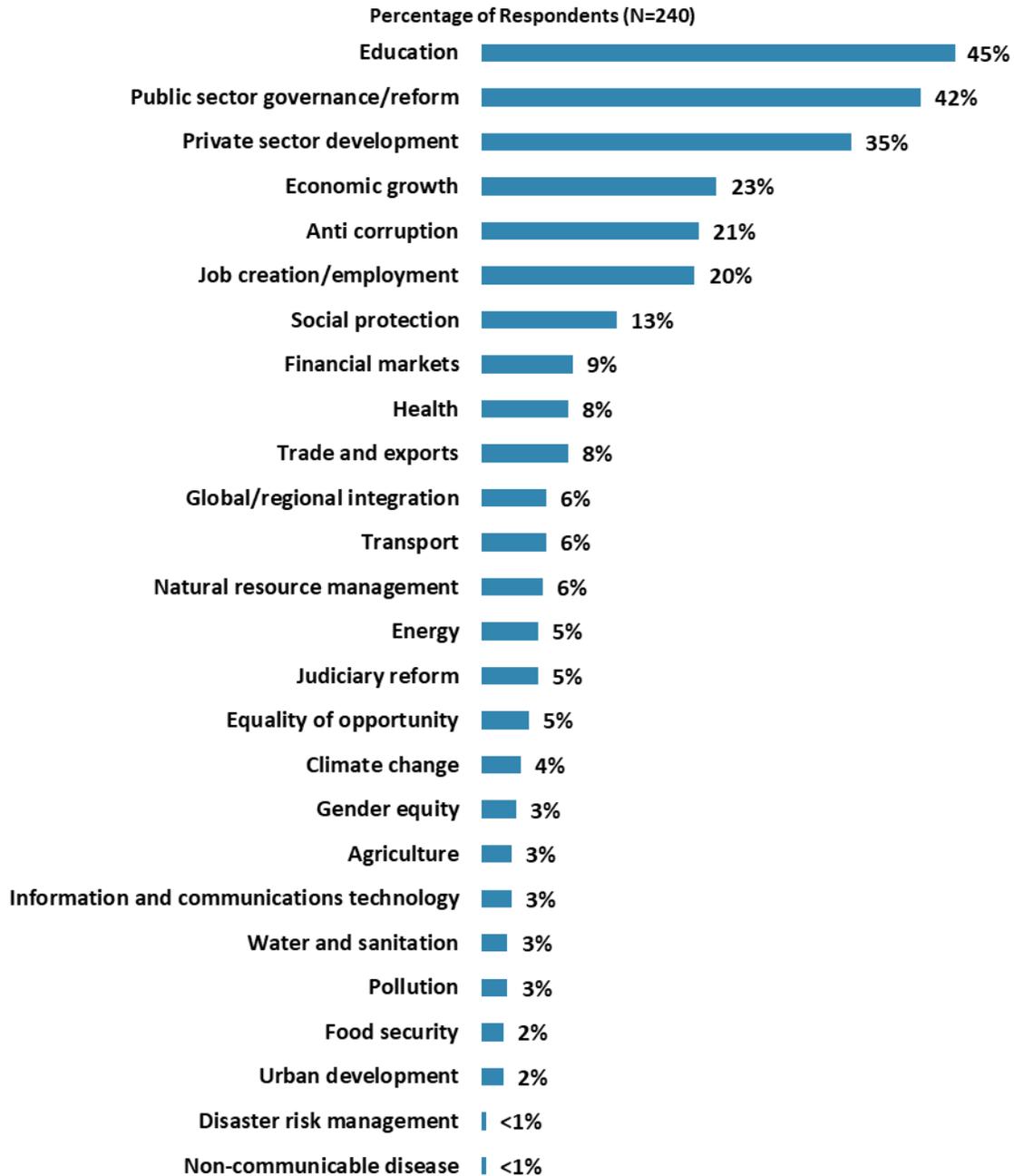
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the WBG Should Focus its Resources (aggregate percentages)

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that the WBG should focus its resources on public sector governance/reform (40%), economic growth and diversification of income (35%), quality of education (31%), and private sector development (29%).

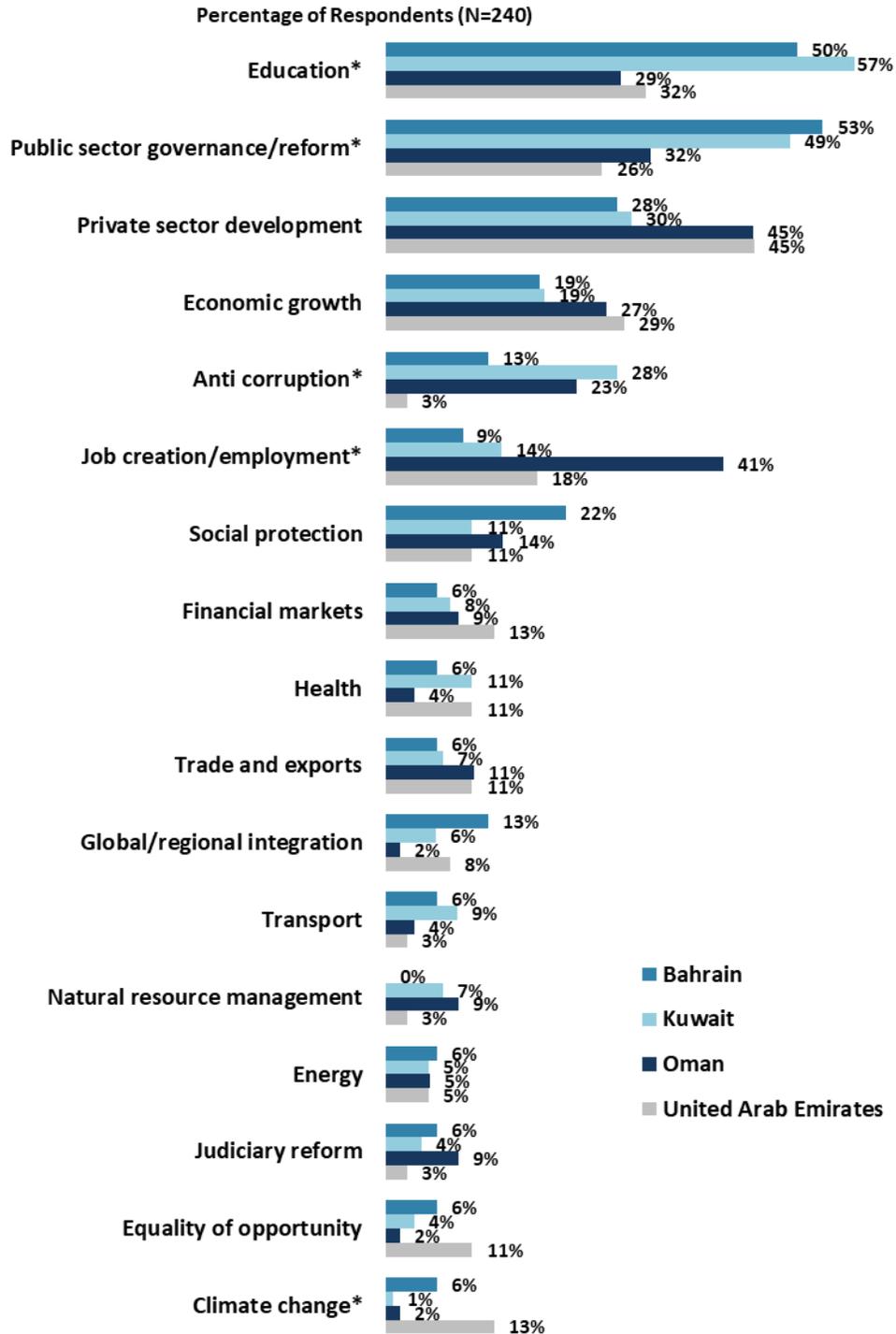


“When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in XXXX? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



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

Where the WBG Should Focus its Resources by Country



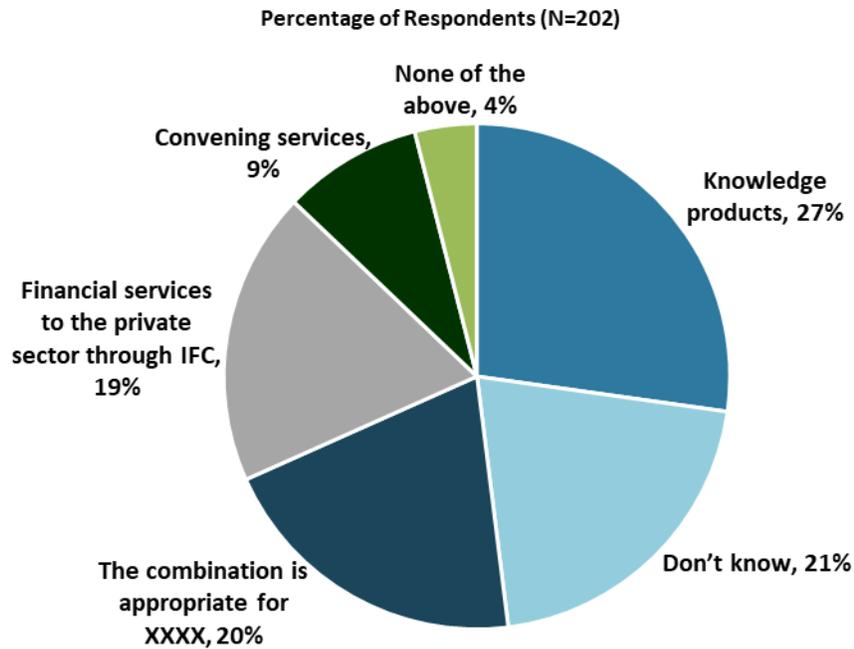
"When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in XXXX? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 17 of 26 shown.) *Significantly different between countries



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

Future Combination of WBG Services

- **Year comparison:** Respondents in the FY '15 Country Survey indicated a statistically similar combination of services (knowledge products, 36%; don't know 27%; financial services, 17%; and the combination is appropriate, 16%) compared to respondents in this year's Country Survey.



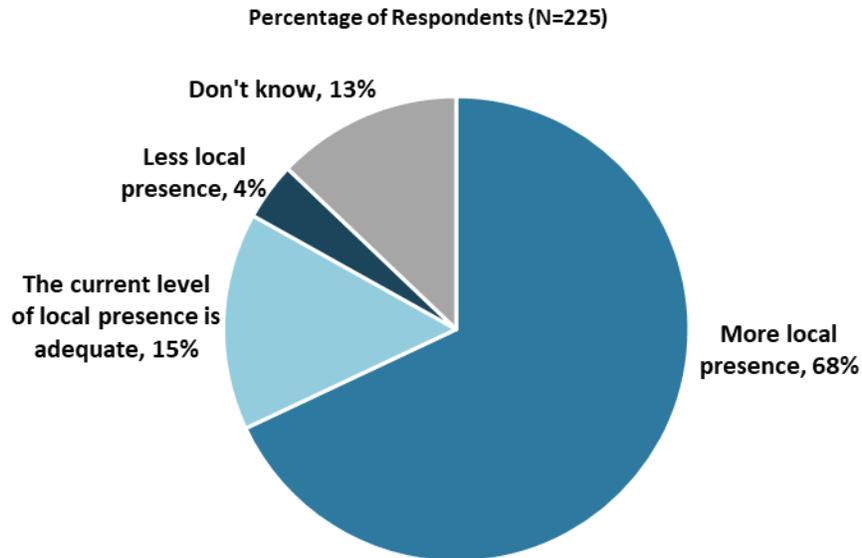
"When considering the combination of services that the World Bank Group offers in XXXX, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in XXXX?" (Respondents chose from a list.)



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

WBG's Local Presence

- **Year comparison:** Respondents in the FY '15 Country Survey indicated a statistically similar preference for the WBG to have more local presence (71%) compared to respondents in this year's Country Survey.



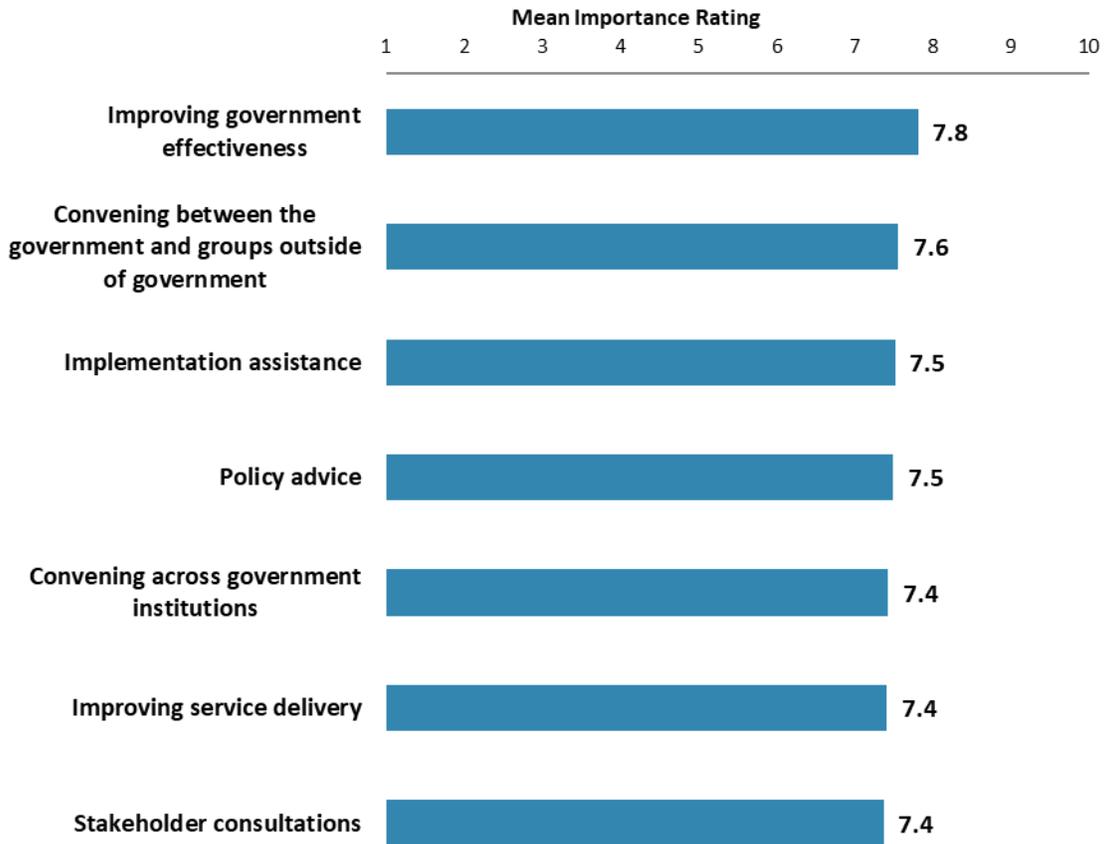
"To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...? (Select only ONE response)" (Respondents chose from a list.)



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

Value of WBG Activities

- **Year comparison:** Respondents in the FY '15 Country Survey gave statistically similar ratings for the value of these WBG activities compared to respondents in this year's Country Survey.



"When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities?" (1-"Not important at all", 10-"Very important")

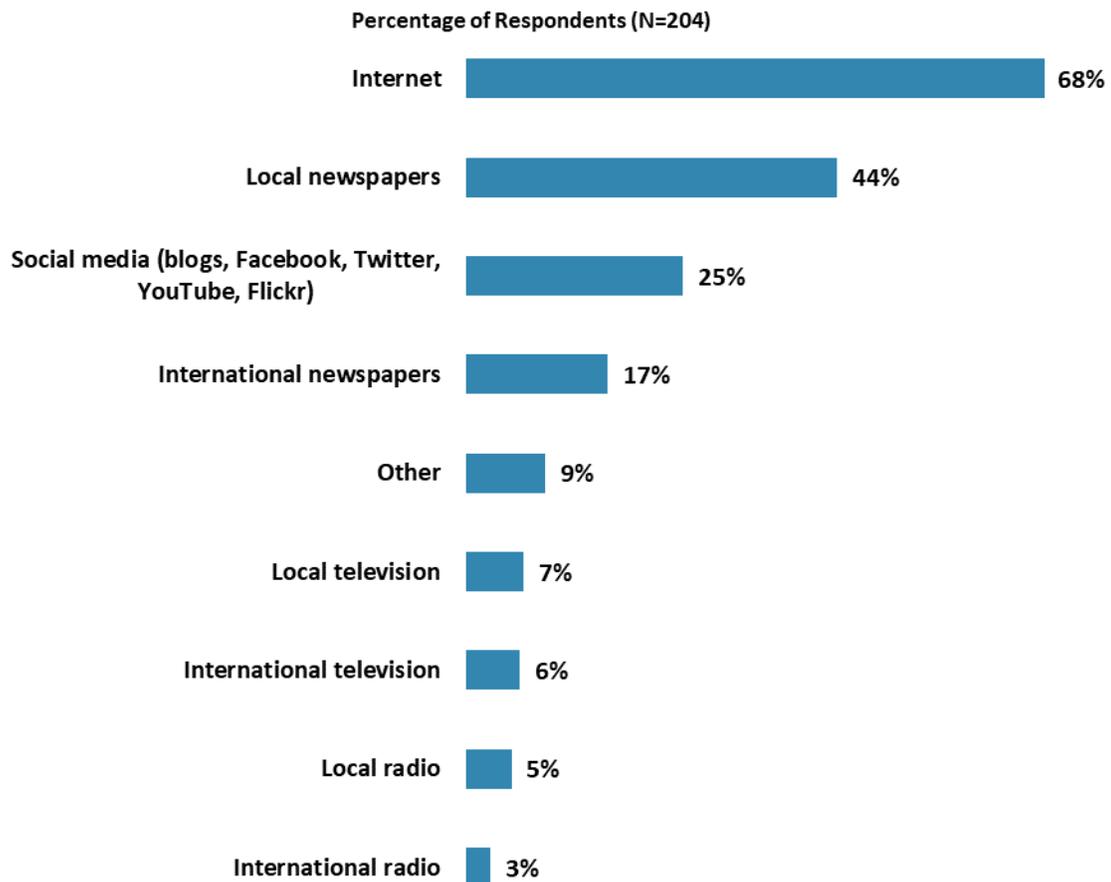


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they got most of their information from the Internet (60%), followed by local newspapers (40%), and to a lesser extent, international newspapers (22%), periodicals (21%), and social media (16%).



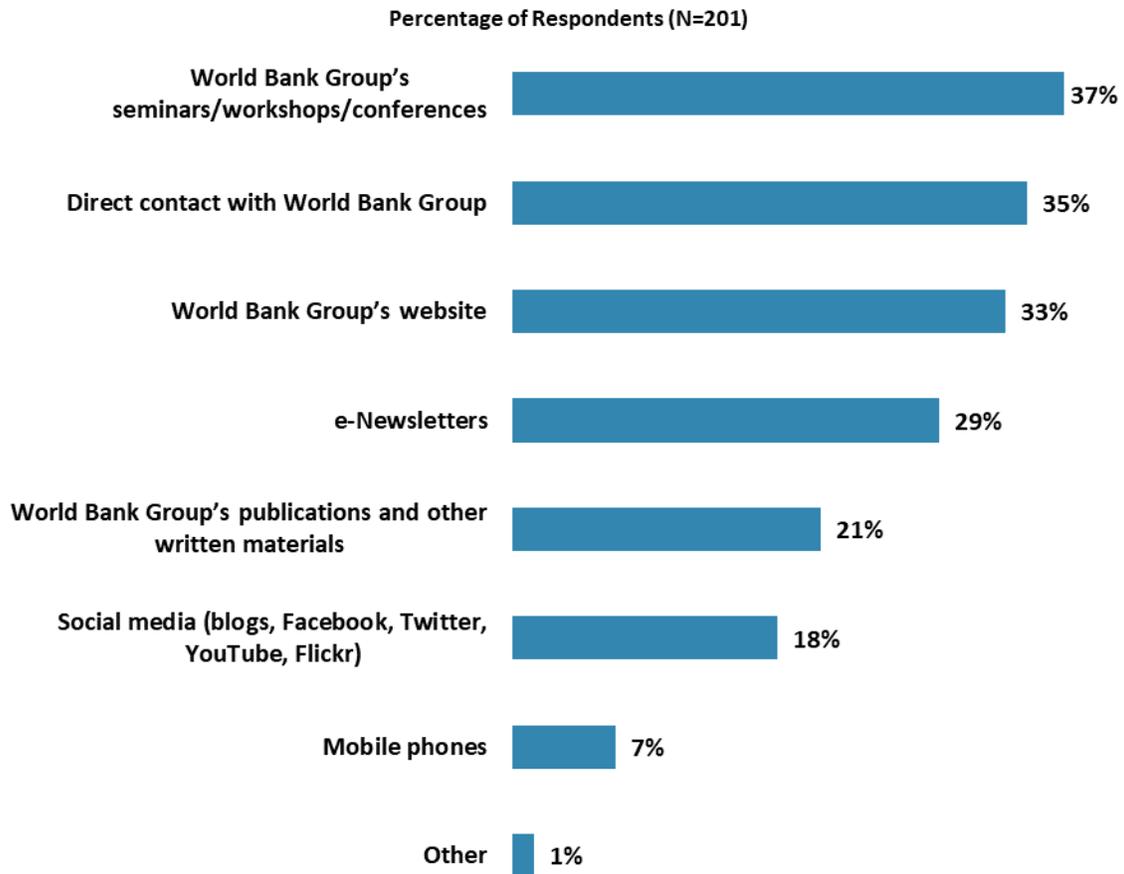
"How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '15 Country Survey indicated that they preferred to get their information from WBG seminars/workshops/conferences (47%), followed by e-Newsletters (37%), direct contact with WBG (32%), and WBG publications and other written materials (29%).



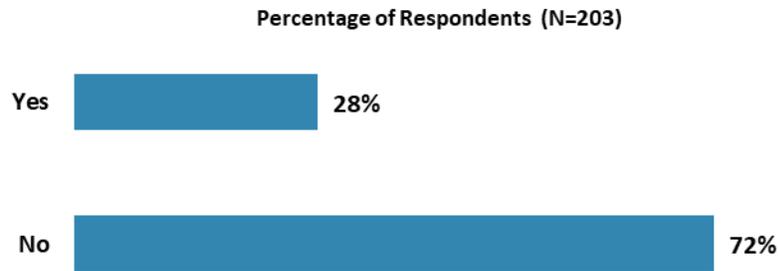
"How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of awareness for the WBG's Access to Information Policies (weighted percentage of respondents, "Yes" = 28%) as respondents in the FY '15 Country Survey (weighted percentage of respondents, "Yes" = 20%).



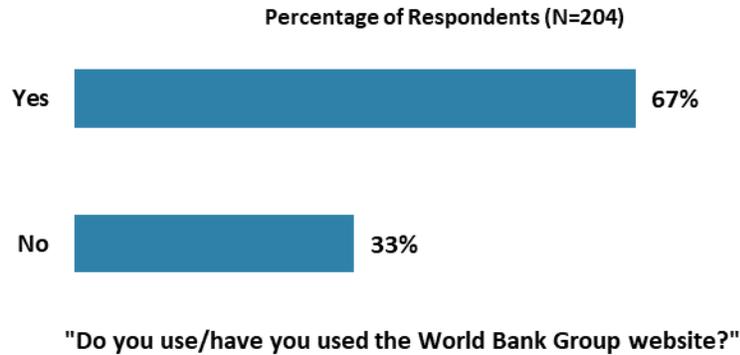
"Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"
(Respondents chose from a list.)



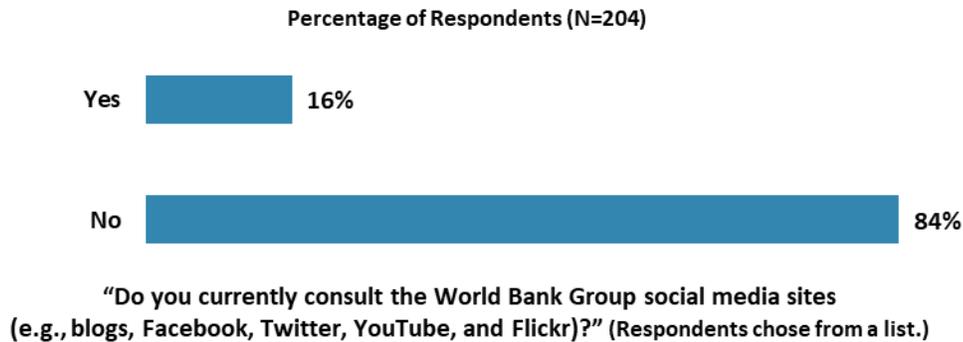
X. Communication and Outreach (continued)

The WBG Website Usage

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of usage of the WBG's website (weighted percentage of respondents, "Yes" = 67%) as respondents in the FY '15 Country Survey (weighted percentage of respondents, "Yes" = 60%).



Use of the WBG's Social Media Channels





XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=260)

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 XXXX²

1. In general would you say that XXXX is headed in ...?	Percentage of Respondents (N=253)			
The right direction	62.5%			
The wrong direction	13.8%			
Not sure	23.7%			

2. Listed below are a number of development priorities in XXXX. In your opinion, how IMPORTANT are the following sectoral areas for the country’s development? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	242	10	7.45	2.67
2. Gender equity	239	10	7.45	2.49
3. Private sector development	248	6	8.37	2.43
4. Education	240	8	8.55	2.69
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	242	9	8.40	2.61
6. Global/regional integration	238	10	7.35	2.36
7. Food security	243	7	7.52	2.73
8. Urban development	237	10	7.43	2.41
9. Energy	242	8	8.03	2.42
10. Water and sanitation	240	8	7.98	2.49
11. Pollution	235	11	7.69	2.56
12. Job creation/employment	239	9	8.18	2.66
13. Health	239	9	8.17	2.58
14. Financial markets	235	10	7.67	2.46
15. Transport (e.g., roads, bridges, transportation)	241	6	7.69	2.39
16. Agriculture	238	11	6.96	2.56
17. Trade and exports	232	13	7.75	2.43
18. Natural resource management (e.g., oil, gas, mining, solar energy)	239	10	8.23	2.51
19. Climate change (e.g., mitigation, adaptation)	236	10	7.28	2.68
20. Anti-Corruption	228	19	8.00	2.84
21. Judiciary reform	218	31	7.61	2.75
22. Economic growth	234	13	8.19	2.60
23. Disaster risk management	228	13	7.42	2.47
24. Equality of opportunity (i.e., social inclusion)	229	17	7.62	2.62
25. Non-communicable disease	224	24	6.92	2.57
26. Information and communications technology	241	7	7.95	2.43

² XXXX refers to one of the four GCC countries (Kuwait, Bahrain, Oman, and United Arab Emirates) in which respondents were located when responding to the questionnaire.

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

3. 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 XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=252)
More diversified economic growth	43.3%
Better quality education and training that better ensure job opportunity	38.1%
Better employment opportunities for young people	36.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	23.0%
A growing middle class	14.3%
Greater voice and participation for citizens to help ensure greater accountability	7.9%
Better quality public services	6.3%
Better opportunity for the poor expats who live in urban areas	4.8%
Greater access to health and nutrition for citizens	4.4%
More reliable social safety net	4.4%
Greater access to micro-finance for the poor	3.6%
Greater equity of fiscal policy	3.6%
Better employment opportunities for women	3.2%
Better energy efficiency	1.6%
Other	1.6%

4. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in XXXX? (Select only ONE response)	Percentage of Respondents (N=251)
A very serious problem	24.7%
A somewhat serious problem	38.2%
Not too serious problem	26.3%
Not a problem	6.4%
Don’t know	4.4%

5. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in XXXX? (Select only ONE response)	Percentage of Respondents (N=252)
A very important development priority	66.3%
A moderately important development priority	18.3%
A slightly important development priority	8.3%
Not an important development priority	5.6%
Don’t know	1.6%

**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 XXXX? (1-Not familiar at all, 10-Extremely familiar)	241	n/a	5.69	2.91

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in XXXX. (1-Not effective at all, 10-Very effective)	194	49	5.77	2.45

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 XXXX solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	187	57	6.30	2.54

4. When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in XXXX? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=240)
Education	45.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	42.1%
Private sector development	35.4%
Economic growth	22.5%
Anti-corruption	20.8%
Job creation/employment	20.4%
Social protection (e.g., pensions, targeted social assistance)	12.9%
Financial markets	8.8%
Health	8.3%
Trade and exports	8.3%
Global/regional integration	6.3%
Transport (e.g., roads, bridges, transportation)	6.3%
Natural resource management (e.g., oil, gas, mining, solar energy)	5.8%
Energy	5.4%
Judiciary reform	5.4%
Equality of opportunity (i.e., social inclusion)	4.6%
Climate change (e.g., mitigation, adaptation)	3.8%
Gender equity	3.3%
Agriculture	2.9%
Information and communications technology	2.9%
Water and sanitation	2.5%
Pollution	2.5%
Food security	2.1%



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 XXXX?	Percentage of Respondents (N=240)		
	Greatest Value	2 nd Greatest Value	Combined
Policy advice, studies, analyses	18.8%	19.8%	38.6%
Capacity development	20.8%	16.0%	36.9%
Advisory services and technical assistance	17.5%	18.1%	35.6%
Implementation support	11.3%	16.0%	27.3%
Data and statistics	11.7%	10.5%	22.2%
Bringing together different groups of stakeholders	8.8%	7.6%	16.3%
Promoting knowledge sharing	6.7%	7.6%	14.3%
Development partners coordination	3.8%	3.4%	7.1%
Other	0.8%	0.8%	1.7%

6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=239)
Don’t know	23.0%
Not willing to honestly criticize policies and reform efforts in the country	20.5%
Not enough public disclosure of its work	13.8%
Its advice and strategies do not lend themselves to practical problem solving	13.0%
Not adequately sensitive to political/social realities in XXXX	11.3%
Not aligned with country priorities	9.6%
Too influenced by developed countries	8.4%
Not sufficiently focused on results	8.4%
Not collaborating enough with private sector	6.7%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	5.4%
World Bank Group’s processes too slow	5.0%
Not exploring alternative policy options	5.0%
Other	5.0%
World Bank Group’s processes too complex	4.6%
Staff too inaccessible	2.9%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	2.9%
Not in it for the long term	2.9%
Arrogant in its approach	2.9%
The credibility of its knowledge/data	1.7%

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 XXXX? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
7. Policy design (for clarity and better incentives to achieve socio-economic goals)	109	124	5.84	2.34
8. The private sector (related to institutional and policy change)	107	122	5.45	2.30
9. Technical capacity building	120	107	5.98	2.40

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

When thinking about how to improve capacity building in XXXX 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? <i>(1-Not important at all, 10-Very important)</i>	Importance			
	N	DK	Mean	SD
10. Policy design (for clarity and better incentives to achieve socio-economic goals)	144	85	7.24	2.62
11. The private sector (related to institutional and policy change)	132	89	7.18	2.60
12. Technical capacity building	148	75	7.55	2.63

13. 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=233)
Private sector	48.9%
Academia/think tanks/research institutes	46.8%
Youth/university groups	20.6%
Parliament	15.9%
NGOs/Community Based Organizations	15.9%
Beneficiaries	9.0%
External partners	7.7%
Media	7.7%
Don't know	5.2%
Other	4.7%
Foundations	2.1%

To what extent do you agree with the following statements about the World Bank Group's work in XXXX? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
14. Overall the World Bank Group currently plays a relevant role in development in XXXX*	174	61	5.50	2.28
15. The World Bank Group's work is aligned with what I consider the development priorities for XXXX*	165	66	5.66	2.25



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

To what extent is the World Bank Group an effective development partner in XXXX, in terms of each of the following? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Mean Rating			
	N	DK	Mean	SD
16. Responsiveness to needs*	148	73	6.27	2.18
17. Flexibility (in terms of the institution's products and services)*	140	82	6.16	2.30
18. Flexibility (in terms of changing country circumstances)*	135	88	5.79	2.26
19. Being inclusive*	138	83	6.20	2.32
20. Openness (sharing data and other information)*	160	61	6.55	2.44
21. Collaboration with the Government*	157	65	6.82	2.55
22. The speed in which it gets things accomplished on the ground*	149	72	5.94	2.34
23. Helping to bring discipline/effective supervision to implementation of investment projects*	133	89	5.63	2.58
24. Collaboration with civil society*	118	105	5.47	2.66
25. Staff accessibility*	137	81	6.45	2.77
26. Collaboration with other donors and development partners*	110	109	6.14	2.44
27. Collaboration with the private sector*	113	103	5.60	2.57
28. Straightforwardness and honesty*	145	76	6.92	2.64
29. Treating clients and stakeholders in XXXX with respect*	148	71	7.72	2.70
30. Being a long-term partner*	155	66	7.11	2.70

31. To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=225)
More local presence	68.0%
The current level of local presence is adequate	15.1%
Don't know	12.9%
Less local presence	4.0%

32. 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; N=212)
Political pressures and obstacles	33.5%
Reforms are not well thought out in light of country challenges	30.7%
There is an inadequate level of private sector participation and support	19.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	15.6%
Lack of/inadequate levels of capacity in Government	15.6%
Poor coordination within the Government	14.6%
There is not an adequate level of citizen/civil society participation	13.2%
The World Bank Group does not provide the government with consistent support throughout the reform effort	9.4%
Corruption	8.5%
Poor coordination of development partners	8.0%
Other	5.7%
Poor coordination within the World Bank Group	3.3%

**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 XXXX? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	186	29	5.89	2.88
2. Gender equity	182	30	5.84	2.77
3. Private sector development	192	22	7.57	2.60
4. Education	195	18	7.72	2.86
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	194	22	7.71	2.82
6. Global/regional integration	179	35	6.74	2.55
7. Food security	188	27	6.24	2.74
8. Urban development	185	30	6.11	2.67
9. Energy	187	27	6.75	2.72
10. Water and sanitation	186	29	6.65	2.69
11. Pollution	185	28	6.86	2.68
12. Job creation/employment	192	22	7.36	2.73
13. Health	188	26	7.15	2.81
14. Financial markets	183	30	7.09	2.53
15. Transport (e.g., roads, bridges, transportation)	187	24	6.53	2.70
16. Agriculture	179	32	6.12	2.60
17. Trade and exports	180	33	6.81	2.68
18. Natural resource management (e.g., oil, gas, mining, solar energy)	186	25	6.68	2.92
19. Climate change (e.g., mitigation, adaptation)	182	28	6.59	2.70
20. Anti-corruption	185	32	7.03	3.00
21. Judiciary reform	179	34	6.54	2.99
22. Economic growth	192	22	7.71	2.71
23. Disaster risk management	183	27	6.95	2.46
24. Equality of opportunity (i.e., social inclusion)	181	31	6.77	2.70
25. Non-communicable disease	177	36	5.94	2.60
26. Information and communications technology	187	26	7.06	2.68



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 XXXX? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	83	125	5.24	2.71
2. Gender equity	72	131	5.19	2.44
3. Private sector development	90	113	5.82	2.52
4. Education	99	102	5.90	2.68
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	103	97	5.94	2.73
6. Global/regional integration	77	123	5.74	2.52
7. Food security	79	121	5.30	2.49
8. Urban development	77	121	5.31	2.36
9. Energy	80	120	5.68	2.45
10. Water and sanitation	76	122	5.38	2.45
11. Pollution	77	121	5.34	2.45
12. Job creation/employment	85	115	5.22	2.65
13. Health	78	119	5.18	2.51
14. Financial markets	93	106	5.60	2.64
15. Transport (e.g., roads, bridges, transportation)	75	123	5.21	2.34
16. Agriculture	78	122	5.06	2.41
17. Trade and exports	73	123	5.56	2.64
18. Natural resource management (e.g., oil, gas, mining, solar energy)	80	118	5.38	2.47
19. Climate change (e.g., mitigation, adaptation)	81	118	5.60	2.48
20. Anti-corruption	81	120	5.17	2.99
21. Judiciary reform	77	122	5.19	2.98
22. Economic growth	94	105	6.00	2.97
23. Disaster risk management	76	123	5.49	2.51
24. Equality of opportunity (i.e., social inclusion)	71	126	5.03	2.68
25. Non-communicable disease	72	126	5.26	2.47
26. Information and communications technology	77	122	5.57	2.59

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group’s work help to achieve development results in XXXX? <i>(1-To no degree at all, 10-To a very significant degree)</i>	145	66	5.73	2.33

To what extent do you agree with the following statement about the World Bank Group in XXXX? <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
4. The World Bank Group’s financial instruments (i.e., Reimbursable Advisory Services) meet the needs of XXXX*	134	78	5.52	2.36
5. The World Bank Group meets XXXX’s needs for knowledge services (e.g., research, analysis, data, technical assistance)*	146	64	6.06	2.49

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
6. To what extent do you believe that XXXX received value for money from the World Bank Group’s reimbursable advisory services (RAS)? <i>(1-To no degree at all, 10-To a very significant degree)</i>	112	98	5.34	2.17

**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=205)
Weekly	7.3%
Monthly	15.1%
A few times a year	34.6%
Rarely	25.9%
Never	17.1%

In XXXX, 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	121	78	6.25	2.35
3. Include appropriate level of stakeholder involvement during preparation	112	86	6.34	2.32
4. Are relevant to XXXX's social and economic development priorities	122	79	6.69	2.23
5. Lead to practical solutions	123	78	6.33	2.33
6. Are accessible (well written and easy to understand)	133	68	6.72	2.42
7. Are source of relevant information on global good practices	129	70	7.02	2.39
8. Are adequately disseminated	124	75	6.20	2.56
9. Are translated enough into Arabic	118	81	5.93	2.52
10. Are adaptable to XXXX's specific development challenges and country circumstances*	126	73	6.22	2.32

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	153	50	6.02	2.23
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	159	46	6.75	2.36

E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving XXXX's development challenges? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Conceptualization (understanding and framing the problem)	138	59	6.51	2.44
2. Design (appraising and planning the solutions)	138	60	6.30	2.36
3. Implementation (executing, carrying out, monitoring and making appropriate adjustments)	136	61	6.09	2.35
4. Evaluation (assessing the impact and results)	134	61	6.50	2.47

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

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group effectively monitors and evaluates the activities it supports	144	54	6.22	2.42
6. The World Bank Group's approvals and reviews are done in a timely fashion	129	67	6.30	2.37
7. The World Bank Group's "Safeguard Policy" requirements are reasonable	106	89	5.96	2.54
8. The World Bank Group takes decisions quickly in XXXX*	100	96	5.84	2.19
9. Working with the World Bank Group increases XXXX's institutional capacity	133	61	6.50	2.55
10. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	99	95	6.34	2.37
11. The World Bank Group provides effective implementation support	113	82	6.04	2.48
Private Public Partnerships				
12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in XXXX? <i>(1-To no degree at all, 10-To a very significant degree)</i>	122	79	5.74	2.33

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=199)
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	36.2%
Reach out more to groups outside of Government	32.7%
Increase the level of capacity development in the country	30.7%
Improve the quality of its visiting experts as related to XXXX's specific challenges	20.1%
Collaborate more effectively with Government clients	19.6%
Offer more innovative knowledge services	14.1%
Ensure greater selectivity in its work	11.6%
Work faster	9.0%
Increase availability of reimbursable advisory services (RAS)	8.0%
Other	3.0%
2. When considering the combination of services that the World Bank Group offers in XXXX, 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 XXXX? (Select only ONE response)	Percentage of Respondents (N=202)
Knowledge products	27.2%
Don't know	20.8%
The combination is appropriate for XXXX	20.3%
Financial services to the private sector through IFC	18.8%
Convening services	8.9%
None of the above	4.0%

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

3. When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Policy advice	171	28	7.50	2.50
2. Implementation assistance	176	22	7.52	2.69
3. Improving government effectiveness	173	23	7.82	2.53
4. Improving service delivery	168	31	7.41	2.55
5. Convening across government institutions	165	31	7.43	2.50
6. Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	169	30	7.56	2.59
7. Stakeholder consultations	167	33	7.38	2.64

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=204)
Internet	68.1%
Local newspapers	43.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	25.5%
International newspapers	16.7%
Other	9.3%
Local television	6.9%
International television	6.4%
Local radio	5.4%
International radio	2.9%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=201)
World Bank Group's seminars/workshops/conferences	37.3%
Direct contact with World Bank Group	34.8%
World Bank Group's website	33.3%
e-Newsletters	28.9%
World Bank Group's publications and other written materials	20.9%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	17.9%
Mobile phones	7.0%
Other	1.5%

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=203)
Yes	27.6%
No	72.4%

4. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=204)
Yes	66.7%
No	33.3%

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

5. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=204)
Yes	16.2%
No	83.8%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. I find the World Bank Group's websites easy to navigate.	140	62	6.99	2.10
7. I find the information on the World Bank Group's websites useful.	139	61	7.52	2.10
8. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	71	127	6.61	2.54

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=258)
Employee of a Ministry, Ministerial Department or Implementation Agency	30.6%
Private Sector Organization	20.9%
Independent Government Institution	11.2%
Financial Sector/Private Bank	6.2%
Office of Minister	5.8%
Academia/Research Institute/Think Tank	5.0%
Bilateral/Multilateral Agency	3.5%
NGO/Community-Based Organization	3.5%
Other	3.5%
Media	2.7%
PMU overseeing implementation of activity/ Consultant working on World Bank Group supported activity	2.3%
Private Foundation	1.6%
Chambers of Commerce	1.6%
Parliament	0.8%
Judiciary Branch	0.8%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=255)
Other	19.2%
Finance and markets	17.6%
Macroeconomics and fiscal management	9.8%
Education	8.6%
Generalist (specialized in multiple sectors)	8.2%
Trade and competitiveness	7.8%
Energy and extractives	5.9%
Environment and natural resources	5.5%
Governance	2.7%
Public-private partnerships	2.4%
Transport and ICT	2.0%
Urban, and social development	2.0%
Social protection and labor	1.6%
Gender	1.6%
Climate change	1.6%
Health, nutrition, and population	1.2%
Agriculture	1.2%
Jobs	0.8%
Water	0.4%
Poverty	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?	Percentage of Respondents (N=254)
Yes	45.3%
No	54.7%

4. Which of the following agencies of the World Bank Group do you primarily engage with in XXXX? (Select only ONE response)	Percentage of Respondents (N=219)
The World Bank (IBRD)	66.7%
The International Finance Corporation (IFC)	8.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
Other	24.2%

5. Which of the following describes most of your exposure to the World Bank Group in XXXX? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Collaborate as part of my professional duties	41.2%
Use World Bank Group reports/data	39.6%
Use World Bank Group website for information, data, research, etc.	26.1%
Observer	25.3%
Engage in World Bank Group related/sponsored events/activities	22.4%

6. What's your gender?	Percentage of Respondents (N=258)
Female	25.2%
Male	74.8%

**H. Background Information (continued)**

9. What's your age?	Percentage of Respondents (N=258)
25 and under	0.4%
26-35	15.5%
36-45	26.0%
46-55	39.9%
56 and above	18.2%



Appendix B: Responses to All Questions by Stakeholder Groups³

- Office of Minister N=15
- Employee of a Ministry/ PMU/ Consultant on WBG Project N=85
- Private Sector/ Financial Sector/ Private Bank N=70
- CSO N=17
- Independent Government Institution N=29
- Academia/ Research Institute/ Think Tank N=13
- Other N=29

A. General Issues facing XXXX

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The right direction	85.7%	61.9%	58.6%	64.3%	69.0%	50.0%	58.6%
The wrong direction	7.1%	7.1%	17.1%	21.4%	10.3%	25.0%	24.1%
Not sure	7.1%	31.0%	24.3%	14.3%	20.7%	25.0%	17.2%

³ Only 258 respondents provided their current position. Thus, only these respondents were included in the analysis presented in this appendix.

**A. General Issues facing XXXX (continued)**Listed below are a number of development priorities in XXXX. In your opinion, how **IMPORTANT** are the following sectoral areas for the country's development?

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	15	6.80	3.80	79	7.90	2.63	67	7.24	2.54	15	6.73	3.08	26	7.23	2.42	12	7.75	2.60	27	7.56	2.47
Gender equity	14	7.07	2.76	79	7.46	2.49	66	7.74	2.23	13	7.31	3.20	28	7.18	2.52	12	6.67	3.39	26	7.62	2.28
Private sector development	15	6.93	3.86	82	8.62	2.06	65	8.54	2.25	16	7.75	3.55	28	8.50	2.30	12	8.42	2.39	29	8.24	2.26
Education	15	7.47	3.76	77	8.77	2.54	65	8.71	2.34	13	7.69	3.90	29	8.48	2.71	12	8.58	2.75	28	8.64	2.66
Public sector governance/reform	15	6.40	3.91	81	8.59	2.34	65	8.75	2.14	13	7.62	3.86	28	8.29	2.77	12	8.67	2.31	27	8.44	2.53
Global/regional integration*	15	5.40	3.04	73	7.73	2.28	67	7.43	2.38	16	7.06	2.67	27	7.04	2.03	12	7.42	1.93	27	7.67	2.11
Food security	14	6.07	3.99	79	8.08	2.38	67	7.42	2.74	16	6.75	3.49	26	7.58	2.30	12	7.50	2.61	28	7.36	2.77
Urban development	14	6.71	2.79	76	7.64	2.23	64	7.42	2.45	16	7.13	3.05	27	7.26	2.12	11	7.64	2.11	28	7.54	2.71
Energy	15	7.07	3.17	82	8.29	2.20	64	7.86	2.25	13	7.00	4.18	27	8.22	1.80	12	8.17	2.76	28	8.46	2.22
Water and sanitation	14	6.93	2.87	79	8.24	2.34	65	8.02	2.27	14	7.64	3.67	28	7.82	2.18	12	8.25	2.42	27	7.85	2.94
Pollution	13	6.15	2.88	79	7.86	2.55	64	7.72	2.43	12	7.17	3.56	25	7.76	2.28	12	8.17	2.25	29	7.90	2.61
Job creation/employment	15	6.33	3.75	79	8.35	2.41	64	8.48	2.42	13	7.38	3.71	27	7.85	2.86	12	8.50	2.43	28	8.54	2.32
Health*	15	6.47	3.48	79	8.46	2.49	64	8.58	2.17	14	6.50	3.55	26	8.31	2.22	12	7.83	2.66	28	8.18	2.54
Financial markets	14	6.00	3.35	74	7.88	2.33	63	7.92	2.27	15	6.80	3.43	28	7.82	2.20	12	7.17	2.25	28	7.89	2.27
Transport*	15	6.13	2.80	78	7.94	2.49	65	8.00	2.03	14	6.21	3.04	28	7.82	2.28	12	7.17	2.21	28	7.93	2.07
Agriculture	15	6.47	2.80	77	7.39	2.35	62	6.35	2.83	17	7.24	3.13	26	7.62	1.77	12	6.75	1.86	28	6.82	2.72
Trade and exports	15	7.27	3.10	74	7.86	2.30	62	7.95	2.42	14	7.00	3.49	27	7.74	2.09	12	7.50	2.43	27	7.78	2.31
Natural resource management	15	6.67	3.31	79	8.43	2.42	63	8.52	2.06	13	7.62	3.64	29	8.00	2.39	12	8.25	2.63	27	8.41	2.62
Climate change	15	6.73	2.63	75	7.63	2.60	65	7.05	2.63	14	7.14	3.28	26	7.15	2.71	12	8.25	1.86	28	7.11	3.00
Anti corruption	15	6.07	3.56	73	8.15	2.71	62	8.16	2.52	13	7.62	3.82	28	8.32	2.80	11	8.55	2.50	25	8.04	3.06
Judiciary reform	14	6.21	3.31	67	7.96	2.61	60	7.78	2.54	12	6.92	3.34	25	7.52	3.00	12	7.83	2.25	27	7.41	2.96
Economic growth	13	6.15	3.76	75	8.41	2.27	65	8.32	2.39	14	7.71	3.69	28	8.21	2.66	12	8.42	2.54	26	8.35	2.51
Disaster risk management	14	6.86	1.96	74	7.62	2.42	62	7.16	2.53	14	7.29	3.02	26	7.65	2.31	11	7.73	2.65	26	7.50	2.64
Equality of opportunity	15	5.67	3.04	72	7.75	2.58	64	7.88	2.39	12	7.25	3.70	25	7.60	2.58	12	7.50	2.35	28	8.00	2.49
Non-communicable disease	15	7.07	2.19	71	7.25	2.60	63	6.65	2.53	15	6.93	2.99	23	6.61	2.50	12	6.83	2.62	24	6.96	2.79
Information and communications technology	14	7.21	2.99	79	8.06	2.39	65	8.20	2.28	16	7.06	3.23	28	7.93	2.09	12	8.08	2.47	26	7.88	2.49

*Significantly different between stakeholder groups



A. General Issues Facing XXXX (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 XXXX? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Better employment opportunities for young people	40.0%	27.7%	48.5%	37.5%	37.9%	38.5%	25.9%
Better employment opportunities for women	6.7%	4.8%	1.5%	0.0%	3.4%	7.7%	0.0%
Greater access to micro-finance for the poor	6.7%	2.4%	7.4%	0.0%	0.0%	0.0%	3.7%
Greater voice and participation for citizens to help ensure greater accountability	6.7%	4.8%	4.4%	18.8%	17.2%	15.4%	7.4%
Greater access to health and nutrition for citizens	0.0%	8.4%	0.0%	0.0%	3.4%	7.7%	7.4%
Better entrepreneurial opportunities	33.3%	25.3%	26.5%	31.3%	10.3%	15.4%	14.8%
A growing middle class	6.7%	15.7%	19.1%	12.5%	13.8%	7.7%	7.4%
Better opportunity for the poor expats who live in urban areas*	0.0%	1.2%	10.3%	18.8%	0.0%	0.0%	3.7%
More diversified economic growth	40.0%	41.0%	39.7%	56.3%	34.5%	61.5%	51.9%
More reliable social safety net	0.0%	7.2%	1.5%	0.0%	10.3%	0.0%	3.7%
Greater equity of fiscal policy	6.7%	3.6%	2.9%	0.0%	10.3%	0.0%	0.0%
Better quality education and training that better ensure job opportunity	46.7%	41.0%	30.9%	18.8%	44.8%	46.2%	44.4%
Better quality public services*	0.0%	8.4%	1.5%	6.3%	3.4%	0.0%	22.2%
Better energy efficiency	6.7%	1.2%	0.0%	0.0%	3.4%	0.0%	3.7%
Other	0.0%	2.4%	1.5%	0.0%	0.0%	0.0%	3.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very serious problem	13.3%	22.9%	19.1%	37.5%	27.6%	38.5%	34.6%
A somewhat serious problem	33.3%	38.6%	36.8%	37.5%	44.8%	46.2%	30.8%
Not too serious problem	33.3%	25.3%	30.9%	25.0%	27.6%	15.4%	19.2%
Not a problem	20.0%	7.2%	7.4%	0.0%	0.0%	0.0%	7.7%
Don't know	0.0%	6.0%	5.9%	0.0%	0.0%	0.0%	7.7%

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in XXXX? (Select only ONE response)

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very serious problem	73.3%	75.9%	51.5%	68.8%	72.4%	46.2%	74.1%
A somewhat serious problem	13.3%	9.6%	25.0%	25.0%	24.1%	46.2%	3.7%
Not too serious problem	6.7%	9.6%	8.8%	6.3%	3.4%	0.0%	14.8%
Not a problem	6.7%	3.6%	10.3%	0.0%	0.0%	7.7%	7.4%
Don't know	0.0%	1.2%	4.4%	0.0%	0.0%	0.0%	0.0%



B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in XXXX?*	15	6.73	3.37	81	6.40	2.77	63	4.14	2.80	13	5.62	3.04	29	6.14	2.03	13	5.69	3.20	26	6.08	2.80

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in XXXX.	12	6.17	2.79	67	5.85	2.36	42	5.05	2.59	13	5.54	2.96	25	5.92	1.96	13	5.31	2.14	21	6.90	2.41

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	12	6.00	2.49	73	6.15	2.75	31	6.68	2.37	13	5.92	3.12	24	6.67	2.18	10	6.30	1.83	23	6.22	2.59

(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 XXXX, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social protection	14.3%	11.3%	11.3%	13.3%	17.9%	15.4%	14.8%
Gender equity	0.0%	3.8%	3.2%	6.7%	0.0%	7.7%	3.7%
Private sector development	64.3%	31.3%	40.3%	53.3%	25.0%	30.8%	25.9%
Education	28.6%	40.0%	41.9%	66.7%	57.1%	30.8%	59.3%
Public sector governance/reform	35.7%	46.3%	37.1%	33.3%	50.0%	61.5%	33.3%
Global/regional integration	7.1%	6.3%	6.5%	13.3%	0.0%	15.4%	3.7%
Food security	7.1%	2.5%	1.6%	0.0%	0.0%	7.7%	0.0%
Urban development	0.0%	1.3%	1.6%	0.0%	0.0%	7.7%	7.4%
Energy	0.0%	7.5%	0.0%	0.0%	7.1%	15.4%	11.1%
Water and sanitation*	7.1%	0.0%	3.2%	0.0%	0.0%	15.4%	3.7%
Pollution	0.0%	1.3%	0.0%	6.7%	7.1%	7.7%	3.7%
Job creation/employment	21.4%	15.0%	32.3%	26.7%	17.9%	23.1%	7.4%
Health	0.0%	12.5%	11.3%	13.3%	0.0%	0.0%	3.7%
Financial markets	0.0%	10.0%	4.8%	13.3%	10.7%	7.7%	11.1%
Transport	0.0%	7.5%	3.2%	0.0%	10.7%	15.4%	7.4%
Agriculture	14.3%	2.5%	0.0%	6.7%	3.6%	7.7%	0.0%
Trade and exports	14.3%	7.5%	3.2%	6.7%	3.6%	15.4%	22.2%
Natural resource management	0.0%	6.3%	6.5%	0.0%	10.7%	7.7%	3.7%
Climate change	0.0%	3.8%	1.6%	0.0%	10.7%	0.0%	7.4%
Anti-corruption	14.3%	20.0%	29.0%	13.3%	17.9%	0.0%	25.9%
Judiciary reform*	7.1%	1.3%	14.5%	13.3%	0.0%	0.0%	0.0%
Economic growth*	35.7%	35.0%	14.5%	0.0%	17.9%	0.0%	22.2%
Disaster risk management	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	7.1%	1.3%	8.1%	0.0%	7.1%	0.0%	7.4%
Non-communicable disease*	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%
Information and communications technology	7.1%	2.5%	3.2%	0.0%	3.6%	0.0%	3.7%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	13.3%	3.8%	9.8%	13.3%	3.6%	23.1%	11.1%
Data and statistics	6.7%	10.1%	11.5%	13.3%	21.4%	7.7%	11.1%
Policy advice, studies, analyses	26.7%	24.1%	18.0%	13.3%	10.7%	0.0%	18.5%
Capacity development	20.0%	24.1%	18.0%	20.0%	28.6%	38.5%	3.7%
Advisory services and technical assistance	20.0%	19.0%	13.1%	6.7%	14.3%	15.4%	33.3%
Development partners coordination*	0.0%	0.0%	3.3%	13.3%	10.7%	0.0%	7.4%
Promoting knowledge sharing	0.0%	6.3%	9.8%	0.0%	7.1%	15.4%	3.7%
Implementation support	6.7%	11.4%	16.4%	20.0%	3.6%	0.0%	11.1%
Other	6.7%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	6.3%	15.0%	0.0%	3.8%	0.0%	11.1%
Data and statistics*	20.0%	16.5%	3.3%	0.0%	0.0%	7.7%	22.2%
Policy advice, studies, analyses	26.7%	12.7%	16.7%	33.3%	23.1%	46.2%	22.2%
Capacity development	13.3%	17.7%	11.7%	13.3%	26.9%	7.7%	14.8%
Advisory services and technical assistance	6.7%	17.7%	16.7%	33.3%	23.1%	15.4%	14.8%
Development partners coordination	0.0%	3.8%	3.3%	6.7%	7.7%	0.0%	0.0%
Promoting knowledge sharing	13.3%	7.6%	8.3%	13.3%	0.0%	15.4%	3.7%
Implementation support	13.3%	16.5%	25.0%	0.0%	15.4%	7.7%	11.1%
Other	6.7%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Not willing to honestly criticize policies and reform efforts in the country	7.1%	16.5%	29.5%	26.7%	7.1%	23.1%	29.6%
Staff too inaccessible*	14.3%	1.3%	0.0%	0.0%	7.1%	0.0%	3.7%
Not collaborating enough with private sector	0.0%	3.8%	8.2%	20.0%	7.1%	15.4%	3.7%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	7.1%	3.8%	0.0%	0.0%	3.6%	0.0%	7.4%
Not aligned with country priorities*	14.3%	6.3%	3.3%	13.3%	17.9%	38.5%	3.7%
Not adequately sensitive to political/social realities in XXXX	14.3%	15.2%	6.6%	13.3%	3.6%	23.1%	11.1%
Too influenced by developed countries	14.3%	12.7%	4.9%	0.0%	10.7%	15.4%	0.0%
World Bank Group's processes too slow	0.0%	7.6%	3.3%	0.0%	10.7%	0.0%	3.7%
World Bank Group's processes too complex	0.0%	2.5%	6.6%	6.7%	3.6%	0.0%	7.4%
Not exploring alternative policy options	7.1%	6.3%	1.6%	0.0%	7.1%	15.4%	3.7%
Not sufficiently focused on results	7.1%	10.1%	6.6%	13.3%	10.7%	7.7%	3.7%
Not in it for the long term	0.0%	7.6%	0.0%	6.7%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	14.3%	16.5%	9.8%	0.0%	17.9%	7.7%	14.8%
Not collaborating enough with civil society*	7.1%	0.0%	6.6%	20.0%	7.1%	15.4%	3.7%
Not enough public disclosure of its work	28.6%	8.9%	19.7%	20.0%	3.6%	7.7%	18.5%
Arrogant in its approach	7.1%	6.3%	0.0%	0.0%	0.0%	0.0%	3.7%
The credibility of its knowledge/data*	14.3%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	7.1%	6.3%	1.6%	6.7%	3.6%	7.7%	3.7%
Don't know*	7.1%	21.5%	34.4%	6.7%	28.6%	0.0%	25.9%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	8	5.63	2.62	39	6.08	2.56	20	5.20	2.31	6	5.67	2.25	15	6.40	2.20	10	5.50	1.65	9	5.67	2.55
The private sector (related to institutional and policy change)	6	5.50	2.51	37	5.73	2.18	18	4.89	2.45	8	4.75	2.76	15	5.40	2.13	9	4.67	1.94	12	6.08	2.50
Technical capacity building	8	5.13	3.14	45	6.16	2.44	19	5.74	2.42	6	5.00	3.03	18	5.50	2.01	9	6.22	1.72	13	7.00	2.38



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

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	9	5.67	3.57	49	6.96	2.75	36	8.25	1.76	7	6.43	3.51	17	6.76	2.59	10	7.10	2.60	14	7.71	2.70
The private sector (related to institutional and policy change)	10	6.40	3.20	41	6.66	2.71	32	8.28	1.73	7	6.43	3.64	15	6.47	2.72	9	7.00	2.87	16	7.75	2.24
Technical capacity building*	9	5.56	3.05	51	7.25	2.72	35	8.51	1.87	6	6.67	3.83	19	6.89	2.73	9	8.22	3.03	17	8.29	2.17

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Academia/think tanks/research institutes*	69.2%	53.2%	32.8%	40.0%	51.9%	84.6%	30.8%
External partners	7.7%	7.6%	6.9%	6.7%	11.1%	7.7%	7.7%
Media	0.0%	7.6%	1.7%	6.7%	11.1%	15.4%	19.2%
Private sector*	53.8%	39.2%	70.7%	66.7%	25.9%	38.5%	42.3%
Parliament	7.7%	21.5%	13.8%	0.0%	22.2%	7.7%	15.4%
NGOs/Community Based Organizations*	23.1%	7.6%	22.4%	40.0%	7.4%	23.1%	15.4%
Youth/university groups	7.7%	19.0%	25.9%	13.3%	18.5%	15.4%	26.9%
Beneficiaries	7.7%	12.7%	3.4%	6.7%	14.8%	0.0%	7.7%
Foundations	0.0%	2.5%	1.7%	0.0%	7.4%	0.0%	0.0%
Other	0.0%	5.1%	6.9%	6.7%	0.0%	0.0%	7.7%
Don't know	7.7%	5.1%	5.2%	0.0%	11.1%	0.0%	3.8%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	12	5.25	2.77	68	5.51	2.30	27	6.04	2.24	13	4.92	2.10	19	4.37	1.61	11	6.00	2.28	22	5.73	2.39
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	12	5.17	2.79	66	5.89	2.34	23	5.83	1.83	12	5.42	2.39	19	4.53	1.61	11	5.64	2.11	20	6.00	2.47



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

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	10	6.50	1.65	55	6.27	2.30	23	6.61	1.62	12	6.08	2.54	20	6.15	2.11	11	6.09	2.70	15	5.73	2.37
Flexibility (in terms of the institution's products and services)	10	6.20	2.62	55	6.29	2.23	18	6.50	2.07	12	5.75	2.34	17	6.00	2.35	12	5.92	2.71	14	5.71	2.49
Flexibility (in terms of changing country circumstances)	9	5.11	2.76	53	5.89	2.28	21	6.19	1.81	12	5.58	2.35	15	5.73	2.31	11	5.64	2.29	12	5.25	2.63
Being inclusive	8	6.25	1.83	52	6.37	2.42	22	6.27	1.93	12	6.00	2.04	17	6.35	2.37	11	5.00	2.24	14	6.00	2.99
Openness (sharing data and other information)	10	5.60	2.80	61	6.69	2.48	26	6.85	2.31	14	6.00	2.57	20	6.75	1.97	11	6.36	2.91	16	6.19	2.54
Collaboration with the Government	11	6.64	3.20	58	6.83	2.67	26	6.81	2.30	13	7.00	2.68	21	7.71	1.98	10	5.60	2.27	16	6.25	2.72
The speed in which it gets things accomplished on the ground	11	5.82	2.04	60	6.15	2.42	22	5.59	2.17	12	5.92	2.35	18	6.67	2.59	9	5.22	2.17	15	5.07	2.25
Helping to bring discipline/effective supervision to implementation of investment projects	9	6.67	1.87	48	5.69	2.54	24	5.54	2.50	11	5.55	2.98	16	5.31	3.05	9	4.33	1.66	14	5.86	2.98
Collaboration with civil society	7	6.00	3.11	41	5.61	2.50	19	5.21	2.90	12	6.17	3.16	15	5.27	2.40	10	4.50	2.32	13	5.23	2.89
Staff accessibility	9	6.22	3.03	55	6.65	2.72	19	5.26	3.02	10	7.20	2.78	19	6.47	2.59	10	6.80	2.62	13	6.15	2.91
Collaboration with other development partners	5	6.20	1.48	42	6.14	2.52	17	6.12	1.96	9	6.33	2.65	15	6.00	2.95	8	5.00	1.77	12	6.50	2.91
Collaboration with the private sector	7	5.00	2.31	39	5.97	2.75	21	5.10	2.49	10	5.40	2.80	14	5.21	2.46	10	5.50	2.17	11	6.27	2.90
Straightforwardness and honesty	9	6.78	2.82	58	6.78	2.82	23	7.26	2.38	11	6.36	2.62	16	6.88	2.50	10	6.60	2.67	16	7.44	2.73
Treating clients and stakeholders in XXXX with respect	9	7.56	3.28	58	7.36	2.89	23	8.39	2.08	11	8.00	2.57	19	7.74	2.79	10	7.10	3.21	16	8.25	2.35
Being a long-term partner	10	7.30	3.06	59	6.42	3.06	24	7.67	2.14	12	7.58	2.23	20	7.55	2.61	12	6.92	2.71	16	7.69	2.15

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
More local presence	46.2%	64.9%	70.7%	93.3%	55.6%	76.9%	73.9%
The current level of local presence is adequate	23.1%	17.6%	12.1%	0.0%	22.2%	15.4%	13.0%
Less local presence	7.7%	5.4%	1.7%	0.0%	11.1%	0.0%	0.0%
Don't know	23.1%	12.2%	15.5%	6.7%	11.1%	7.7%	13.0%

**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)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort	16.7%	11.0%	6.1%	6.7%	3.8%	23.1%	4.5%
Political pressures and obstacles	8.3%	32.9%	38.8%	33.3%	15.4%	53.8%	45.5%
Reforms are not well thought out in light of country challenges	50.0%	30.1%	26.5%	13.3%	42.3%	30.8%	31.8%
Poor coordination within the Government	0.0%	21.9%	12.2%	0.0%	11.5%	7.7%	22.7%
There is an inadequate level of private sector participation and support*	16.7%	9.6%	28.6%	53.3%	23.1%	15.4%	4.5%
Poor coordination of development partners	0.0%	6.8%	4.1%	13.3%	15.4%	7.7%	13.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.3%	16.4%	10.2%	20.0%	11.5%	15.4%	13.6%
Lack of/inadequate levels of capacity in Government	8.3%	13.7%	16.3%	0.0%	19.2%	23.1%	27.3%
There is not an adequate level of citizen/civil society participation	16.7%	12.3%	14.3%	20.0%	15.4%	15.4%	4.5%
Corruption	16.7%	8.2%	8.2%	13.3%	7.7%	0.0%	9.1%
Poor coordination within the World Bank Group	0.0%	5.5%	4.1%	6.7%	0.0%	0.0%	0.0%
Other	8.3%	6.8%	6.1%	0.0%	7.7%	0.0%	4.5%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	12	5.67	2.90	60	5.97	2.79	46	6.13	2.98	13	5.08	3.15	23	4.91	2.86	12	6.42	2.75	19	6.42	2.89
Gender equity	10	3.90	2.47	60	5.60	2.73	46	6.50	2.64	11	6.09	2.95	25	5.32	2.88	11	5.82	2.36	18	6.33	2.95
Private sector development	11	7.18	2.48	62	7.50	2.57	50	8.02	2.35	13	7.15	3.63	24	7.00	2.67	12	7.25	2.83	19	7.95	2.53
Education	11	7.64	1.96	67	7.43	3.03	48	8.25	2.23	12	7.25	3.70	26	7.12	3.41	13	8.54	2.54	18	8.06	2.98
Public sector governance/reform	11	6.55	3.86	64	7.64	2.82	48	8.52	2.09	13	7.46	3.55	25	6.56	3.36	13	8.00	2.38	19	7.89	2.45
Global/regional integration	11	5.73	3.07	60	6.93	2.45	46	7.22	2.31	14	5.71	2.79	22	6.14	2.49	12	7.58	2.31	14	6.43	3.06
Food security	11	5.73	2.69	62	6.35	2.63	48	6.38	2.74	13	6.08	3.07	25	6.12	3.00	11	6.27	2.45	18	6.11	3.07
Urban development	11	5.36	2.06	62	6.00	2.57	46	6.54	2.63	12	6.08	2.87	24	5.29	2.90	12	6.42	2.50	17	6.59	3.12
Energy	11	6.27	2.37	63	6.67	2.71	47	6.53	2.54	13	6.31	3.12	23	6.83	2.92	12	7.58	2.87	17	7.47	2.98
Water and sanitation	11	6.36	2.11	62	6.44	2.62	46	6.70	2.66	13	7.23	2.55	24	6.29	2.77	12	8.00	2.63	17	6.41	3.39
Pollution	11	5.82	2.32	63	6.49	2.76	46	6.76	2.58	13	7.38	2.47	22	7.36	2.38	12	8.33	2.46	17	7.00	3.34
Job creation/employment	10	6.40	3.06	65	7.06	2.81	47	7.85	2.30	13	6.92	3.55	25	6.92	3.15	13	8.15	2.03	18	7.94	2.44
Health	11	6.45	2.73	62	6.85	3.00	47	7.87	2.42	12	6.58	3.45	24	6.75	2.95	11	6.64	2.77	20	7.75	2.45
Financial markets	11	6.00	2.68	61	7.00	2.70	46	7.76	2.25	13	6.23	3.03	25	6.92	2.69	12	7.50	1.83	15	6.93	2.09
Transport	11	5.73	2.41	61	6.39	2.72	47	6.83	2.73	13	6.23	3.19	25	6.48	2.71	11	7.09	2.30	18	6.50	2.79
Agriculture	11	5.73	2.45	57	6.21	2.58	44	6.07	2.83	13	6.15	2.94	25	6.40	2.35	11	6.00	2.10	18	5.89	2.85
Trade and exports	11	6.64	3.07	58	6.90	2.69	44	6.93	2.64	14	6.21	2.97	24	6.83	2.81	12	7.08	2.50	16	6.44	2.53
Natural resource management	11	5.73	2.33	59	6.56	2.92	49	7.08	2.64	12	6.75	3.49	26	6.23	3.14	10	7.40	3.03	18	6.67	3.34
Climate change	11	5.73	2.49	57	6.07	2.85	46	6.72	2.41	13	6.54	2.54	25	7.08	2.63	12	7.75	2.90	17	6.82	3.05
Anti corruption	11	5.09	3.27	62	6.84	2.78	45	7.53	2.77	12	7.58	3.37	25	7.08	3.29	12	7.58	2.57	18	6.78	3.54
Judiciary reform	11	5.09	3.21	58	6.43	2.69	43	7.19	2.88	12	7.17	3.13	26	5.96	3.55	12	6.92	2.23	17	6.35	3.46
Economic growth	11	6.55	3.14	63	7.46	2.77	47	8.11	2.40	12	7.50	3.34	26	7.81	2.73	12	8.17	2.69	20	7.80	2.73
Disaster risk management	10	6.00	2.11	61	6.69	2.47	44	7.18	2.31	12	7.25	2.56	25	7.28	2.21	12	7.83	2.33	18	6.39	3.16
Equality of opportunity	10	6.10	2.73	61	6.69	2.70	43	7.00	2.65	13	7.69	2.53	24	6.50	2.89	11	6.00	2.76	19	7.05	2.84
Non-communicable disease	9	5.89	1.96	60	6.07	2.51	44	5.73	2.91	12	6.83	2.66	22	5.18	2.58	12	6.33	2.19	18	6.17	2.73
Information and communications technology	11	6.18	2.44	61	6.95	2.58	45	7.36	2.60	13	7.54	2.93	24	6.75	2.91	13	7.85	2.51	19	6.68	3.04



C. World Bank Group 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 XXXX? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	4	5.75	3.30	33	5.45	2.74	11	4.18	2.86	8	5.50	3.12	5	5.80	3.03	9	4.56	1.59	13	5.54	2.90
Gender equity	4	3.50	2.65	30	5.30	2.49	11	5.00	2.83	6	6.00	3.03	5	6.80	1.30	10	4.80	1.75	6	4.67	2.34
Private sector development	5	5.20	3.19	34	5.94	2.80	16	5.13	2.50	7	6.57	2.88	6	6.00	0.89	11	5.45	1.63	11	6.55	2.66
Education	5	5.80	3.27	41	6.15	2.76	18	5.61	2.68	6	5.83	2.99	6	5.50	0.84	11	4.82	2.32	12	6.75	3.08
Public sector governance/reform	6	7.17	2.32	43	6.19	2.82	18	4.94	2.53	7	6.29	3.90	9	5.44	2.30	9	5.67	2.00	11	6.36	2.98
Global/regional integration	4	6.25	0.96	32	5.53	2.63	13	6.00	3.08	7	6.14	2.67	5	5.20	1.48	8	5.75	2.31	8	5.88	2.80
Food security	5	6.20	2.17	30	5.13	2.54	13	5.31	2.72	7	5.14	3.02	7	6.00	2.94	9	4.89	1.54	8	5.38	2.72
Urban development	5	6.20	1.92	32	5.31	2.49	13	4.92	1.98	6	5.67	2.88	5	5.80	3.03	8	4.63	1.30	8	5.50	3.07
Energy	5	6.40	1.67	34	5.74	2.61	14	5.71	2.64	5	5.60	3.21	6	6.00	1.79	8	4.75	1.83	8	5.63	2.83
Water and sanitation	4	5.50	1.29	32	5.41	2.58	13	5.69	2.32	6	5.17	3.31	5	5.80	1.64	8	4.63	2.45	8	5.38	2.92
Pollution	4	4.75	2.63	31	4.90	2.49	13	5.38	2.66	5	7.20	2.59	7	6.29	1.38	9	5.44	2.19	8	5.13	2.80
Job creation/employment	5	6.40	3.29	35	5.06	2.60	16	4.75	2.44	6	5.83	3.97	5	4.80	2.17	9	4.78	1.39	9	6.33	3.32
Health	5	6.40	1.82	30	4.77	2.42	13	4.85	2.61	5	6.00	3.67	6	5.17	2.48	9	5.00	1.58	10	6.00	3.16
Financial markets	5	6.00	2.55	34	5.79	2.46	16	4.63	3.03	7	5.57	3.69	10	6.30	2.21	10	5.30	1.49	11	5.91	3.30
Transport	5	5.80	2.39	31	5.10	2.49	13	4.85	2.51	5	5.60	2.97	4	5.50	1.29	8	5.00	1.20	9	5.67	2.83
Agriculture	5	5.80	2.59	32	5.16	2.27	14	5.14	2.63	6	4.33	3.27	5	4.60	2.07	9	5.00	1.58	7	5.00	3.46
Trade and exports	5	5.20	3.19	31	5.77	2.69	14	4.86	2.66	5	5.80	3.27	4	6.75	1.26	9	6.00	2.35	5	4.60	3.05
Natural resource management	5	5.80	2.39	34	5.47	2.55	15	4.93	2.58	6	6.33	3.39	5	5.60	2.07	8	4.75	1.16	7	5.29	2.98
Climate change	5	5.20	2.77	35	5.34	2.35	14	6.07	2.62	4	6.75	3.40	6	6.33	1.75	9	5.00	2.24	8	5.75	3.28
Anti corruption	4	4.00	2.94	33	5.12	2.62	16	5.19	3.49	6	6.33	4.41	5	3.60	2.70	8	5.38	2.26	9	5.78	3.49
Judiciary reform	5	5.00	2.83	31	5.19	2.71	15	5.20	3.63	5	7.60	3.91	4	2.75	2.87	8	5.13	1.73	9	5.11	3.14
Economic growth	5	6.40	2.88	36	5.81	2.91	17	6.12	3.10	6	6.33	4.27	9	5.67	3.08	10	5.80	2.20	11	6.55	3.45
Disaster risk management	4	6.00	1.41	33	5.30	2.53	11	5.18	2.40	5	6.00	2.65	7	5.57	2.70	8	5.88	2.42	8	5.63	3.46
Equality of opportunity	4	4.75	2.87	32	5.03	2.61	12	5.08	3.34	5	5.20	3.70	4	4.75	2.22	8	5.13	1.55	6	5.00	3.35
Non-communicable disease	4	7.00	2.16	31	5.00	2.46	13	5.85	2.27	5	5.80	3.35	5	5.00	2.00	8	5.13	2.10	6	4.17	3.37
Information and communications technology	5	6.80	1.79	33	5.79	2.47	14	4.71	2.67	5	6.20	3.90	5	6.00	1.58	8	4.75	2.12	7	5.57	3.64



C. World Bank Group Effectiveness and Results (continued)

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?	10	5.80	2.10	55	5.84	2.35	24	5.71	2.39	9	5.67	2.78	20	5.70	2.20	10	4.80	1.23	16	5.75	2.77

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

To what extent do you agree with the following statement about the World Bank Group in XXXX? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX	9	6.22	2.11	54	5.65	2.55	17	5.29	2.52	9	5.56	1.94	20	5.10	2.20	8	4.50	1.60	16	5.75	2.46
The World Bank Group meets XXXX's needs for knowledge services	8	5.38	2.97	59	5.97	2.54	23	6.22	2.47	9	6.33	2.29	19	5.95	2.55	10	5.50	2.32	17	6.65	2.50

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?	9	6.00	1.80	44	5.57	2.31	18	4.72	2.30	6	5.50	2.59	14	4.29	1.86	8	5.38	1.06	12	5.75	2.09

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

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

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	18.8%	0.0%	0.0%	3.8%	0.0%	4.3%
Monthly	18.2%	21.7%	7.3%	22.2%	19.2%	9.1%	8.7%
A few times a year	36.4%	24.6%	30.9%	44.4%	38.5%	63.6%	47.8%
Rarely	27.3%	26.1%	27.3%	22.2%	34.6%	18.2%	17.4%
Never	18.2%	8.7%	34.5%	11.1%	3.8%	9.1%	21.7%

*Significantly different between stakeholder groups



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

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	8	6.50	2.27	49	6.29	2.47	21	6.52	2.14	6	4.83	2.14	16	6.19	2.37	9	6.11	2.15	11	6.00	2.65
Include appropriate level of stakeholder involvement during preparation	8	7.13	2.10	45	6.49	2.10	17	6.41	2.09	5	6.20	2.59	18	6.00	2.70	9	6.00	2.35	9	5.44	3.09
Are relevant to XXXX's social and economic development priorities	8	6.88	1.96	48	6.69	2.16	18	6.72	2.14	7	7.00	2.38	16	6.38	2.60	10	6.10	2.28	14	6.93	2.43
Lead to practical solutions	8	6.38	2.33	50	6.22	2.42	19	6.05	2.46	7	6.71	2.36	16	6.56	2.31	9	5.67	2.06	13	6.92	2.29
Are accessible (well written and easy to understand)	8	7.13	2.53	52	6.81	2.40	24	6.67	2.91	6	6.33	2.25	19	6.37	2.29	10	6.60	2.63	13	6.77	1.83
Are source of relevant information on global good practices	7	8.00	1.29	52	6.90	2.39	23	7.04	2.62	7	6.86	1.86	17	7.00	2.45	10	7.00	2.71	12	6.75	2.67
Are adequately disseminated	7	6.71	2.14	53	6.36	2.52	23	6.30	2.88	7	6.29	1.11	13	5.46	2.67	9	6.11	2.52	11	5.45	2.98
Are translated enough into Arabic	7	4.71	3.09	52	6.27	2.58	16	6.50	2.34	6	4.50	2.26	17	5.65	2.26	8	6.50	2.33	12	5.17	2.66
Are adaptable to XXXX's specific development challenges and country circumstances	8	6.13	1.89	53	6.19	2.34	20	6.15	2.41	6	5.33	1.86	15	6.33	2.61	10	6.20	2.30	13	6.54	2.44

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	9	6.33	1.87	55	6.00	2.19	30	5.57	2.10	8	6.13	2.53	20	6.20	2.40	11	6.00	2.05	19	6.21	2.55
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	10	7.10	2.23	60	6.48	2.45	27	7.37	1.86	9	6.78	2.17	22	6.50	2.72	11	6.82	2.71	19	6.63	2.34

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



E. Working with the World Bank Group

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

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	8	6.75	2.82	59	6.66	2.23	19	6.95	2.07	7	5.29	2.98	20	5.85	2.72	9	6.89	2.20	15	6.40	3.04
Design (appraising and planning the solutions)	9	6.33	2.06	58	6.52	2.21	19	6.53	2.27	7	4.29	2.36	20	5.95	2.76	10	6.40	1.96	14	6.43	2.90
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	9	6.44	1.59	58	6.07	2.28	20	6.55	2.26	7	5.71	2.43	19	5.37	2.85	8	6.75	1.75	14	5.86	2.74
Evaluation (assessing the impact and results)	8	7.38	1.19	56	6.43	2.28	19	6.89	2.38	7	6.14	3.39	19	5.74	2.88	9	6.89	2.42	15	6.53	2.95

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	9	6.22	1.86	52	6.10	2.46	28	6.43	2.32	8	5.50	2.00	21	5.71	2.63	10	6.30	2.11	15	7.07	2.89
The World Bank Group’s approvals and reviews are done in a timely fashion	9	6.22	1.92	52	6.33	2.46	21	6.67	2.11	8	5.63	2.26	17	6.00	2.29	10	6.20	2.57	11	6.36	3.11
The World Bank Group’s “Safeguard Policy” requirements are reasonable	8	5.88	1.81	37	6.24	2.49	22	6.18	2.48	5	5.00	2.83	14	5.00	2.18	9	5.89	2.85	11	6.36	3.44
The World Bank Group takes decisions quickly in XXXX	9	6.11	1.96	41	5.85	2.41	14	5.93	1.73	6	6.33	0.82	11	4.73	2.28	9	5.33	2.35	9	6.67	2.29
Working with the World Bank Group increases XXXX’s institutional capacity	7	6.71	1.98	53	6.08	2.83	24	6.92	2.26	7	6.71	1.80	17	6.12	2.57	10	6.50	2.37	14	7.43	2.62
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	7.00	2.37	39	6.33	2.54	18	6.89	1.97	4	6.75	2.63	12	5.83	2.72	9	5.44	2.07	11	6.27	2.33
The World Bank Group provides effective implementation support	7	7.14	1.07	44	5.93	2.56	20	6.00	2.32	6	6.50	1.64	15	4.67	2.66	8	6.00	2.73	12	7.17	2.55

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in XXXX?	7	6.29	1.60	44	6.11	2.30	27	5.44	2.53	7	5.57	2.51	13	4.69	2.50	9	5.22	1.79	14	6.29	2.43

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

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

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	30.0%	31.3%	39.6%	44.4%	37.5%	25.0%	43.5%
Ensure greater selectivity in its work	20.0%	10.4%	13.2%	0.0%	8.3%	16.7%	13.0%
Reach out more to groups outside of Government*	20.0%	11.9%	62.3%	55.6%	20.8%	41.7%	30.4%
Work faster	10.0%	11.9%	7.5%	0.0%	16.7%	8.3%	0.0%
Improve the quality of its visiting experts as related to XXXX's specific challenges*	60.0%	29.9%	11.3%	22.2%	8.3%	16.7%	8.7%
Offer more innovative knowledge services	30.0%	14.9%	11.3%	0.0%	4.2%	16.7%	26.1%
Collaborate more effectively with Government clients	0.0%	25.4%	13.2%	22.2%	33.3%	16.7%	13.0%
Increase the level of capacity development in the country	10.0%	32.8%	18.9%	44.4%	45.8%	50.0%	30.4%
Increase availability of reimbursable advisory services (RAS)*	10.0%	16.4%	0.0%	0.0%	8.3%	8.3%	0.0%
Other	0.0%	1.5%	7.5%	0.0%	0.0%	0.0%	4.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services to the private sector through IFC	18.2%	13.2%	28.3%	33.3%	12.0%	16.7%	17.4%
Knowledge products	36.4%	26.5%	20.8%	11.1%	20.0%	41.7%	43.5%
Convening services	18.2%	10.3%	3.8%	11.1%	12.0%	8.3%	8.7%
None of the above	0.0%	5.9%	3.8%	0.0%	4.0%	8.3%	0.0%
The combination is appropriate for XXXX	18.2%	22.1%	20.8%	44.4%	20.0%	8.3%	13.0%
Don't know	9.1%	22.1%	22.6%	0.0%	32.0%	16.7%	17.4%

*Significantly different between stakeholder groups



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

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy advice	5	7.40	3.78	60	7.35	2.50	47	8.11	1.97	9	7.44	2.92	21	6.00	3.07	11	7.82	2.60	17	7.88	1.96
Implementation assistance	7	7.71	3.15	60	7.38	2.67	46	8.15	2.35	9	7.56	3.28	23	5.96	2.80	11	8.18	2.36	19	7.68	2.79
Improving government effectiveness	7	6.86	2.41	59	7.85	2.57	44	8.23	2.42	8	7.50	3.51	24	6.83	2.78	11	7.82	2.52	19	8.37	1.80
Improving service delivery	8	6.88	2.70	59	7.31	2.68	44	7.77	2.23	9	7.44	3.43	20	6.25	2.65	11	7.91	2.43	16	8.06	2.17
Convening across government institutions	8	6.63	2.83	57	7.44	2.46	42	7.98	2.10	8	7.25	3.33	22	6.45	2.94	11	7.55	2.42	16	7.56	2.42
Convening between the government and groups outside of government	7	6.29	3.35	59	7.42	2.46	44	8.07	2.07	9	7.56	3.57	20	6.15	3.07	11	8.55	2.62	18	8.17	2.31
Stakeholder consultations*	7	5.29	3.50	55	7.38	2.56	45	7.96	2.15	9	7.56	3.54	20	5.90	2.67	11	7.82	2.86	19	7.84	2.46

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
International newspapers	9.1%	10.3%	19.2%	33.3%	30.8%	16.7%	12.0%
Local radio	0.0%	5.9%	3.8%	22.2%	3.8%	8.3%	4.0%
International radio	9.1%	2.9%	0.0%	0.0%	0.0%	16.7%	4.0%
Local television	27.3%	5.9%	3.8%	11.1%	7.7%	0.0%	8.0%
International television	18.2%	5.9%	5.8%	0.0%	0.0%	16.7%	8.0%
Local newspapers	45.5%	39.7%	53.8%	22.2%	34.6%	33.3%	52.0%
Internet	45.5%	64.7%	75.0%	66.7%	65.4%	75.0%	72.0%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	27.3%	32.4%	23.1%	11.1%	30.8%	8.3%	20.0%
Other	9.1%	11.8%	1.9%	11.1%	11.5%	25.0%	8.0%

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	27.3%	44.1%	19.6%	33.3%	32.0%	41.7%	45.8%
e-Newsletters	36.4%	25.0%	37.3%	44.4%	24.0%	16.7%	20.8%
World Bank Group's seminars/workshops/conferences	27.3%	50.0%	33.3%	22.2%	28.0%	50.0%	25.0%
World Bank Group's publications and other written materials	9.1%	14.7%	19.6%	33.3%	24.0%	41.7%	25.0%
World Bank Group's website	36.4%	25.0%	41.2%	44.4%	40.0%	25.0%	33.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	36.4%	16.2%	23.5%	11.1%	16.0%	8.3%	12.5%
Mobile phones	27.3%	5.9%	3.9%	0.0%	8.0%	16.7%	4.2%
Other	0.0%	1.5%	2.0%	0.0%	0.0%	0.0%	4.2%



G. Communication and Information Sharing (continued)

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	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	45.5%	35.3%	24.5%	11.1%	12.0%	41.7%	20.8%
No	54.5%	64.7%	75.5%	88.9%	88.0%	58.3%	79.2%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	90.9%	72.1%	60.4%	55.6%	57.7%	90.9%	60.0%
No	9.1%	27.9%	39.6%	44.4%	42.3%	9.1%	40.0%

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	36.4%	19.1%	11.5%	0.0%	3.8%	25.0%	24.0%
No	63.6%	80.9%	88.5%	100.0%	96.2%	75.0%	76.0%

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

	Which of the following best describes your current position?																				
	Office of Minister			Employee of a Ministry/ PMU/ Consultant on WBG Project			Private Sector/ Financial Sector/ Private Bank			CSO			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	9	6.78	3.27	50	6.90	2.06	34	7.00	1.71	5	7.20	1.64	16	6.88	2.03	11	7.82	1.94	15	6.80	2.73
I find the information on the World Bank Group's websites useful.	8	8.00	2.93	49	7.24	2.21	34	7.79	1.77	5	7.60	1.14	15	7.60	1.72	11	7.27	2.28	17	7.59	2.50
The World Bank Group's social media channels are valuable sources of information about the institution	5	5.40	2.70	26	6.85	2.48	12	6.17	1.90	2	6.50	3.54	6	6.83	2.86	5	6.20	2.95	15	7.00	3.00

H. Background Information

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	50.0%	57.6%	20.0%	52.9%	65.5%	18.2%	53.6%
No	50.0%	42.4%	80.0%	47.1%	34.5%	81.8%	46.4%

*Significantly different between stakeholder groups



H. Background Information (continued)

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

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	85.7%	81.1%	34.7%	62.5%	88.9%	50.0%	63.0%
The International Finance Corporation (IFC)	0.0%	4.1%	16.3%	25.0%	0.0%	16.7%	7.4%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Other	14.3%	14.9%	46.9%	12.5%	11.1%	33.3%	29.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer	14.3%	16.9%	39.7%	25.0%	18.5%	33.3%	27.6%
Use World Bank Group reports/data	50.0%	32.5%	46.0%	50.0%	44.4%	66.7%	20.7%
Engage in World Bank Group related/sponsored events/activities	35.7%	26.5%	9.5%	12.5%	29.6%	33.3%	24.1%
Collaborate as part of my professional duties*	50.0%	60.2%	20.6%	31.3%	51.9%	8.3%	37.9%
Use World Bank Group website for information, data, research, etc.*	35.7%	20.5%	36.5%	43.8%	3.7%	25.0%	27.6%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	6.7%	38.8%	10.0%	41.2%	20.7%	33.3%	24.1%
Male	93.3%	61.2%	90.0%	58.8%	79.3%	66.7%	75.9%

*Significantly different between stakeholder groups

What's your age?

Percentage of Respondents	Office of Minister	Employee of a Ministry/ PMU/ Consultant on WBG Project	Private Sector/ Financial Sector/ Private Bank	CSO	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
25 and under	0.0%	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%
26-35	6.7%	23.5%	11.4%	0.0%	20.7%	0.0%	17.2%
36-45	26.7%	27.1%	30.0%	29.4%	20.7%	16.7%	20.7%
46-55	53.3%	36.5%	38.6%	29.4%	34.5%	75.0%	41.4%
56 and above	13.3%	11.8%	20.0%	41.2%	24.1%	8.3%	20.7%



Appendix C: Responses to All Questions by Country

● Kuwait N=119 ● Bahrain N=39 ● Oman N=58 ● United Arab Emirates N=44

A. General Issues facing XXXX

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
The right direction	47.4%	64.9%	70.2%	90.7%
The wrong direction	21.6%	10.8%	5.3%	7.0%
Not sure	31.0%	24.3%	24.6%	2.3%

*Significantly different between countries

Listed below are a number of development priorities in XXXX. In your opinion, how IMPORTANT are the following sectoral areas for the country's development? (1-Not important at all, 10-Very important)

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	111	7.80	2.21	35	7.11	3.09	54	6.61	3.25	42	7.90	2.35
Gender equity*	110	7.54	2.45	33	6.61	3.12	53	7.09	2.44	43	8.30	1.82
Private sector development*	115	8.69	1.96	35	7.29	3.14	55	7.93	3.19	43	8.98	1.16
Education*	114	8.93	2.35	32	7.59	3.38	51	7.84	3.40	43	9.12	1.48
Public sector governance/reform*	110	8.71	2.33	33	7.61	3.41	56	7.79	3.15	43	9.02	1.16
Global/regional integration*	109	7.42	2.17	34	6.44	2.75	53	6.98	2.66	42	8.38	1.71
Food security	112	7.35	2.62	35	7.14	3.16	53	7.55	3.10	43	8.26	2.02
Urban development*	108	7.65	2.15	34	6.50	3.28	54	7.09	2.48	41	8.10	1.81
Energy*	113	8.16	2.21	34	7.12	3.25	54	7.59	2.57	41	9.02	1.37
Water and sanitation*	113	8.09	2.32	33	7.00	3.08	53	7.62	2.85	41	8.90	1.39
Pollution*	110	8.14	2.25	32	6.69	3.27	52	7.02	2.79	41	8.12	2.05
Job creation/employment*	110	8.41	2.32	33	7.18	3.34	53	7.72	3.39	43	8.91	1.31
Health*	111	8.50	2.31	35	7.03	3.22	50	7.56	3.05	43	8.95	1.46
Financial markets*	110	7.82	2.19	34	7.03	3.14	51	6.98	2.82	40	8.68	1.49
Transport*	111	8.05	2.14	34	6.65	2.87	53	7.19	2.77	43	8.21	1.66
Agriculture	113	6.88	2.71	35	6.34	2.62	50	7.10	2.43	40	7.58	2.14
Trade and exports*	108	7.69	2.28	33	7.30	2.91	52	7.40	2.77	39	8.77	1.56
Natural resource management*	113	8.59	2.07	32	7.13	3.55	53	7.62	2.88	41	8.88	1.62
Climate change*	107	7.64	2.30	34	5.94	3.22	53	6.43	3.06	42	8.52	1.67
Anti corruption*	107	8.57	2.51	30	6.70	3.22	50	7.30	3.41	41	8.34	2.15
Judiciary reform	98	7.97	2.67	31	6.58	3.21	50	7.28	2.91	39	7.95	2.11
Economic growth*	107	8.48	2.18	32	7.06	3.44	52	7.71	3.30	43	8.88	1.26
Disaster risk management*	103	7.78	2.31	33	6.61	2.85	53	6.98	2.63	39	7.77	2.08
Equality of opportunity*	109	8.01	2.34	31	6.65	3.17	51	6.96	3.11	38	8.18	1.75
Non-communicable disease	103	6.93	2.45	31	6.32	3.07	52	6.65	2.74	38	7.74	2.05
Information and communications technology*	114	8.04	2.18	34	6.79	3.34	51	7.71	2.63	42	8.95	1.38

*Significantly different between countries



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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Better employment opportunities for young people*	29.1%	38.9%	52.6%	33.3%
Better employment opportunities for women	3.4%	2.8%	1.8%	4.8%
Greater access to micro-finance for the poor	3.4%	5.6%	1.8%	4.8%
Greater voice and participation for citizens to help ensure greater accountability*	6.0%	19.4%	8.8%	2.4%
Greater access to health and nutrition for citizens	5.1%	0.0%	3.5%	7.1%
Better entrepreneurial opportunities	19.7%	25.0%	24.6%	28.6%
A growing middle class	14.5%	22.2%	10.5%	11.9%
Better opportunity for the poor expats who live in urban areas*	3.4%	0.0%	3.5%	14.3%
More diversified economic growth	43.6%	47.2%	38.6%	45.2%
More reliable social safety net	6.0%	0.0%	7.0%	0.0%
Greater equity of fiscal policy	1.7%	5.6%	8.8%	0.0%
Better quality education and training that better ensure job opportunity	45.3%	27.8%	35.1%	31.0%
Better quality public services*	11.1%	2.8%	1.8%	2.4%
Better energy efficiency	1.7%	0.0%	0.0%	4.8%
Other	0.9%	2.8%	1.8%	2.4%

*Significantly different between countries

In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in XXXX? (Select only ONE response)*

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
A very serious problem	30.2%	11.1%	12.3%	38.1%
A somewhat serious problem	40.5%	41.7%	36.8%	31.0%
Not too serious problem	20.7%	27.8%	38.6%	23.8%
Not a problem	4.3%	13.9%	8.8%	2.4%
Don’t know	4.3%	5.6%	3.5%	4.8%

*Significantly different between countries

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in XXXX? (Select only ONE response)

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
A very important development priority	69.2%	58.3%	64.9%	66.7%
A moderately important development priority	16.2%	16.7%	22.8%	19.0%
A slightly important development priority	8.5%	11.1%	5.3%	9.5%
Not an important development priority	5.1%	11.1%	5.3%	2.4%
Don’t know	0.9%	2.8%	1.8%	2.4%

B. Overall Attitudes toward the World Bank Group

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX?*	114	6.16	2.91	32	4.53	2.96	55	5.42	2.83	40	5.68	2.76

(1-Not familiar at all, 10-Very familiar) *Significantly different between countries

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX.*	97	6.16	2.36	25	4.40	2.52	43	5.53	2.49	29	6.00	2.27

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



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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX solve its most complicated development challenges?*	94	6.81	2.34	24	4.92	2.99	42	5.81	2.56	27	6.56	2.28

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

When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Social protection	10.5%	21.9%	14.3%	10.5%
Gender equity	5.3%	3.1%	0.0%	2.6%
Private sector development	29.8%	28.1%	44.6%	44.7%
Education*	57.0%	50.0%	28.6%	31.6%
Public sector governance/reform*	49.1%	53.1%	32.1%	26.3%
Global/regional integration	6.1%	12.5%	1.8%	7.9%
Food security	0.0%	6.3%	3.6%	2.6%
Urban development	2.6%	3.1%	0.0%	2.6%
Energy	5.3%	6.3%	5.4%	5.3%
Water and sanitation	0.9%	6.3%	1.8%	5.3%
Pollution	1.8%	6.3%	3.6%	0.0%
Job creation/employment*	14.0%	9.4%	41.1%	18.4%
Health	10.5%	6.3%	3.6%	10.5%
Financial markets	7.9%	6.3%	8.9%	13.2%
Transport	8.8%	6.3%	3.6%	2.6%
Agriculture	1.8%	6.3%	3.6%	2.6%
Trade and exports	7.0%	6.3%	10.7%	10.5%
Natural resource management	7.0%	0.0%	8.9%	2.6%
Climate change*	0.9%	6.3%	1.8%	13.2%
Anti-corruption*	28.1%	12.5%	23.2%	2.6%
Judiciary reform	4.4%	6.3%	8.9%	2.6%
Economic growth	19.3%	18.8%	26.8%	28.9%
Disaster risk management	0.9%	0.0%	0.0%	0.0%
Equality of opportunity	3.5%	6.3%	1.8%	10.5%
Non-communicable disease	0.0%	0.0%	0.0%	2.6%
Information and communications technology	1.8%	0.0%	5.4%	5.3%

*Significantly different between countries

**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 XXXX?

Greatest Value				
Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Bringing together different groups of stakeholders	9.8%	11.1%	7.3%	5.4%
Data and statistics*	15.2%	16.7%	0.0%	13.5%
Policy advice, studies, analyses	16.1%	19.4%	21.8%	21.6%
Capacity development	15.2%	27.8%	30.9%	16.2%
Advisory services and technical assistance	17.9%	13.9%	18.2%	18.9%
Development partners coordination	5.4%	2.8%	0.0%	5.4%
Promoting knowledge sharing	4.5%	5.6%	7.3%	13.5%
Implementation support	15.2%	2.8%	14.5%	2.7%
Other	0.9%	0.0%	0.0%	2.7%

*Significantly different between countries

2nd Greatest Value				
Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Bringing together different groups of stakeholders	10.8%	8.8%	3.6%	2.7%
Data and statistics	11.7%	8.8%	5.5%	16.2%
Policy advice, studies, analyses	22.5%	17.6%	18.2%	16.2%
Capacity development	13.5%	17.6%	25.5%	8.1%
Advisory services and technical assistance	15.3%	14.7%	16.4%	32.4%
Development partners coordination	2.7%	2.9%	7.3%	0.0%
Promoting knowledge sharing	7.2%	14.7%	5.5%	5.4%
Implementation support	15.3%	14.7%	18.2%	16.2%
Other	0.9%	0.0%	0.0%	2.7%

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Not willing to honestly criticize policies and reform efforts in the country	24.1%	17.1%	20.8%	12.8%
Staff too inaccessible	1.8%	5.7%	1.9%	5.1%
Not collaborating enough with private sector	3.6%	11.4%	11.3%	5.1%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	1.8%	2.9%	1.9%	7.7%
Not aligned with country priorities	7.1%	11.4%	15.1%	7.7%
Not adequately sensitive to political/social realities in XXXX	17.0%	8.6%	3.8%	7.7%
Too influenced by developed countries	4.5%	11.4%	13.2%	10.3%
World Bank Group's processes too slow	3.6%	2.9%	7.5%	7.7%
World Bank Group's processes too complex	3.6%	11.4%	1.9%	5.1%
Not exploring alternative policy options	2.7%	2.9%	9.4%	7.7%
Not sufficiently focused on results	11.6%	2.9%	7.5%	5.1%
Not in it for the long term	4.5%	5.7%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	17.0%	8.6%	11.3%	7.7%
Not collaborating enough with civil society	4.5%	8.6%	7.5%	2.6%
Not enough public disclosure of its work	16.1%	8.6%	15.1%	10.3%
Arrogant in its approach	1.8%	2.9%	3.8%	5.1%
The credibility of its knowledge/data	0.9%	0.0%	5.7%	0.0%
Other	4.5%	8.6%	1.9%	7.7%
Don't know	22.3%	22.9%	18.9%	30.8%

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

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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	55	5.96	2.40	14	5.43	2.44	22	5.41	2.48	18	6.33	1.88
The private sector (related to institutional and policy change)	55	5.56	2.46	14	4.93	2.06	22	5.32	2.36	16	5.69	1.92
Technical capacity building	62	6.00	2.48	14	5.86	2.03	25	5.20	2.52	19	7.00	1.97

When thinking about how to improve capacity building in **XXXX** 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)

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	69	7.65	2.52	18	6.61	2.91	34	6.74	2.87	23	7.26	2.22
The private sector (related to institutional and policy change)	63	7.38	2.62	18	6.94	2.53	30	7.00	2.77	21	7.05	2.46
Technical capacity building	73	7.75	2.64	19	7.21	2.80	33	7.33	2.70	23	7.52	2.50

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)	Kuwait	Bahrain	Oman	UAE
Academia/think tanks/research institutes*	39.1%	41.2%	59.6%	56.8%
External partners	6.4%	8.8%	9.6%	8.1%
Media*	14.5%	5.9%	0.0%	0.0%
Private sector	43.6%	61.8%	53.8%	45.9%
Parliament	20.0%	17.6%	15.4%	2.7%
NGOs/Community Based Organizations	12.7%	29.4%	15.4%	13.5%
Youth/university groups	27.3%	8.8%	15.4%	18.9%
Beneficiaries	10.9%	2.9%	7.7%	10.8%
Foundations	2.7%	0.0%	1.9%	2.7%
Other	4.5%	5.9%	3.8%	5.4%
Don't know	4.5%	2.9%	5.8%	8.1%

*Significantly different between countries

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

(1-Strongly disagree, 10-Strongly agree)

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX *	87	5.94	2.18	22	5.14	2.46	39	4.54	2.27	26	5.77	2.12
The World Bank Group's work is aligned with what I consider the development priorities for XXXX *	81	6.14	2.11	21	4.81	2.27	36	4.83	2.42	27	6.00	2.02

*Significantly different between countries



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

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

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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	76	6.70	2.11	22	5.77	2.52	30	5.37	1.97	20	6.55	1.93
Flexibility (in terms of the institution's products and services)*	69	6.71	2.15	20	5.50	2.56	29	5.34	2.33	22	6.14	2.12
Flexibility (in terms of changing country circumstances)*	70	6.24	2.14	19	5.11	2.38	26	4.88	2.37	20	6.00	2.05
Being inclusive	69	6.51	2.21	21	6.19	2.56	28	5.64	2.39	20	5.90	2.31
Openness (sharing data and other information)	77	6.95	2.21	26	5.96	2.81	35	6.06	2.68	22	6.64	2.24
Collaboration with the Government*	74	7.47	2.00	23	6.04	3.04	38	6.11	2.92	22	6.64	2.56
The speed in which it gets things accomplished on the ground	71	6.20	2.19	23	5.83	2.21	35	5.63	2.68	20	5.70	2.45
Helping to bring discipline/effective supervision to implementation of investment projects	63	5.89	2.72	21	5.19	2.11	30	5.20	2.76	19	5.95	2.30
Collaboration with civil society	57	5.46	2.51	20	5.70	2.64	25	4.92	2.96	16	6.06	2.79
Staff accessibility	72	6.90	2.65	16	5.63	2.80	32	5.53	2.98	17	7.00	2.40
Collaboration with other development partners	57	6.65	2.26	16	5.56	2.42	26	5.23	2.61	11	6.45	2.50
Collaboration with the private sector	52	6.08	2.52	17	4.88	2.15	28	4.89	2.69	16	6.06	2.72
Straightforwardness and honesty*	73	7.68	2.19	21	6.14	2.82	30	5.70	3.14	21	6.76	2.39
Treating clients and stakeholders in XXXX with respect*	76	8.50	2.14	20	6.80	3.14	34	6.94	3.20	18	6.94	2.55
Being a long-term partner	81	7.63	2.48	19	6.74	2.75	34	6.18	2.99	21	6.95	2.71

*Significantly different between countries

To be a more effective development partner in XXXX, do you believe that the World Bank Group should have...?

(Select only ONE response)

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
More local presence	63.8%	63.6%	80.4%	66.7%
The current level of local presence is adequate	17.1%	18.2%	7.8%	16.7%
Less local presence	5.7%	3.0%	3.9%	0.0%
Don't know	13.3%	15.2%	7.8%	16.7%

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
The World Bank Group does not provide the government with consistent support throughout the reform effort	5.8%	16.1%	10.2%	13.8%
Political pressures and obstacles*	46.6%	35.5%	14.3%	17.2%
Reforms are not well thought out in light of country challenges	28.2%	32.3%	32.7%	34.5%
Poor coordination within the Government	13.6%	9.7%	20.4%	13.8%
There is an inadequate level of private sector participation and support*	11.7%	19.4%	34.7%	20.7%
Poor coordination of development partners	9.7%	3.2%	4.1%	13.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.5%	12.9%	14.3%	17.2%
Lack of/inadequate levels of capacity in Government	16.5%	16.1%	16.3%	10.3%
There is not an adequate level of citizen/civil society participation	10.7%	9.7%	18.4%	17.2%
Corruption*	15.5%	0.0%	4.1%	0.0%
Poor coordination within the World Bank Group	2.9%	0.0%	6.1%	3.4%
Other	1.9%	12.9%	6.1%	10.3%

*Significantly different between countries

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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	87	6.20	2.84	28	5.57	3.23	41	5.29	2.86	30	6.10	2.70
Gender equity	84	6.05	2.82	28	5.96	3.12	41	5.02	2.29	29	6.24	2.81
Private sector development	88	7.91	2.40	28	6.75	3.05	45	7.20	2.87	31	7.90	2.15
Education*	93	8.23	2.67	28	6.54	3.45	44	7.09	3.11	30	8.20	1.94
Public sector governance/reform*	91	8.27	2.46	28	6.79	3.72	44	7.16	2.98	31	7.65	2.42
Global/regional integration	83	7.00	2.43	26	6.00	3.05	43	6.44	2.51	27	7.15	2.36
Food security	89	6.25	2.75	28	6.04	2.96	43	6.19	2.71	28	6.54	2.65
Urban development	85	6.36	2.49	29	5.10	3.14	43	5.84	2.59	28	6.79	2.59
Energy	86	7.26	2.72	29	6.24	3.15	44	6.02	2.55	28	6.86	2.26
Water and sanitation	87	7.07	2.72	28	6.29	3.09	43	6.02	2.55	28	6.68	2.25
Pollution*	88	7.67	2.41	28	5.96	3.08	41	5.85	2.68	28	6.71	2.39
Job creation/employment	92	7.73	2.35	28	6.54	3.33	44	7.18	3.18	28	7.29	2.42
Health*	90	7.83	2.45	27	5.67	3.35	43	6.47	2.82	28	7.46	2.67
Financial markets*	87	7.62	2.29	27	6.19	3.03	42	6.45	2.67	27	7.30	2.15
Transport	89	7.04	2.49	27	5.78	3.13	43	5.93	2.76	28	6.57	2.63
Agriculture	83	6.19	2.62	27	5.85	2.93	41	6.02	2.27	28	6.32	2.75
Trade and exports	87	7.10	2.70	27	6.26	2.92	42	6.60	2.64	24	6.75	2.38
Natural resource management	90	7.24	2.73	27	5.89	3.34	42	6.21	3.05	27	6.33	2.62
Climate change*	84	7.01	2.43	27	5.52	3.21	44	5.93	2.80	27	7.41	2.34
Anti corruption*	90	7.88	2.59	25	5.84	3.25	42	6.17	3.22	28	6.64	2.98
Judiciary reform*	84	7.42	2.81	26	5.50	3.18	41	5.37	2.96	28	6.57	2.60
Economic growth*	91	8.29	2.39	29	6.83	3.11	44	7.00	3.14	28	7.86	2.10
Disaster risk management	85	7.36	2.49	28	6.25	2.50	42	6.52	2.47	28	7.04	2.13
Equality of opportunity*	87	7.33	2.52	25	6.36	3.12	42	5.95	2.68	27	6.63	2.63
Non-communicable disease	84	6.07	2.66	25	5.44	2.57	40	5.58	2.52	28	6.54	2.55
Information and communications technology	91	7.33	2.69	27	6.26	2.96	41	6.90	2.68	28	7.21	2.28

*Significantly different between countries



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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	42	5.57	2.73	14	4.29	2.95	15	5.27	2.76	12	5.17	2.33
Gender equity	37	5.16	2.51	11	5.27	3.17	14	5.21	2.42	10	5.20	1.40
Private sector development	45	6.42	2.61	10	4.20	2.10	19	5.47	2.57	16	5.56	2.03
Education*	53	6.47	2.59	10	4.00	2.67	20	5.60	2.76	16	5.56	2.42
Public sector governance/reform	50	6.40	2.71	13	5.00	2.89	23	5.39	2.73	17	6.06	2.59
Global/regional integration	40	5.80	2.50	9	4.67	2.83	16	5.44	2.61	12	6.75	2.05
Food security	40	5.55	2.66	8	4.25	3.06	19	5.11	2.31	12	5.50	1.73
Urban development	38	5.71	2.52	8	4.00	1.60	18	5.11	2.42	13	5.23	2.01
Energy	40	6.08	2.49	12	5.08	3.03	15	5.13	2.26	13	5.62	1.89
Water and sanitation	39	5.69	2.58	9	4.22	2.64	15	4.87	2.36	13	5.85	1.86
Pollution	38	5.53	2.51	11	4.55	3.14	16	5.13	2.42	12	5.75	1.48
Job creation/employment	42	5.71	2.82	10	4.20	3.22	19	4.58	2.48	14	5.36	1.55
Health	39	5.41	2.68	10	4.10	2.47	15	5.27	2.34	14	5.21	2.22
Financial markets	44	5.77	2.76	14	5.14	3.13	22	5.32	2.57	13	6.00	1.83
Transport	37	5.54	2.55	10	4.40	2.76	16	4.88	2.33	12	5.33	0.98
Agriculture	38	5.11	2.64	9	3.89	2.93	18	5.22	2.24	13	5.54	1.27
Trade and exports	35	5.97	2.67	10	4.20	3.22	15	4.73	2.43	13	6.46	1.71
Natural resource management	38	5.61	2.55	10	4.70	3.09	19	5.05	2.55	13	5.69	1.49
Climate change	39	5.62	2.56	9	4.11	3.10	19	5.89	2.31	14	6.14	1.83
Anti corruption	41	5.37	3.02	9	4.33	3.74	17	5.06	2.93	14	5.29	2.70
Judiciary reform	38	5.13	3.06	10	4.50	3.21	15	5.33	3.02	14	5.71	2.79
Economic growth	48	6.35	2.81	11	5.09	3.53	21	5.67	3.21	14	6.00	2.77
Disaster risk management	40	5.80	2.75	9	4.67	2.60	17	5.06	2.25	10	5.70	1.77
Equality of opportunity	35	5.37	2.74	8	3.88	3.23	16	4.19	2.59	12	5.92	1.83
Non-communicable disease	36	5.33	2.64	10	4.60	2.59	16	5.25	2.27	10	5.70	2.26
Information and communications technology	40	6.13	2.57	9	4.11	3.10	16	5.00	2.68	12	5.58	1.68

*Significantly different between countries

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX?	70	6.01	2.14	20	5.40	2.85	29	5.38	2.53	26	5.62	2.17

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

To what extent do you agree with the following statement about the World Bank Group in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of XXXX*	63	6.08	2.09	18	4.72	2.56	30	4.83	2.49	23	5.52	2.48
The World Bank Group meets XXXX's needs for knowledge services*	71	6.73	2.29	18	5.06	2.84	33	5.52	2.44	24	5.58	2.47

*Significantly different between countries



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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?	55	5.56	2.18	12	5.42	2.39	27	4.89	2.31	18	5.28	1.84

(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?

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Weekly	8.3%	6.7%	4.7%	8.3%
Monthly	17.7%	0.0%	20.9%	13.9%
A few times a year	37.5%	46.7%	25.6%	27.8%
Rarely	21.9%	30.0%	32.6%	25.0%
Never	14.6%	16.7%	16.3%	25.0%

In XXXX, 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)

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	60	6.48	2.03	15	5.67	2.87	25	5.64	2.53	21	6.71	2.55
Include appropriate level of stakeholder involvement during preparation	50	6.58	2.24	14	5.71	2.81	27	6.07	2.64	21	6.52	1.63
Are relevant to XXXX's social and economic development priorities	59	7.00	2.11	16	6.31	2.52	25	6.24	2.62	22	6.64	1.81
Lead to practical solutions	61	6.66	2.23	15	5.80	2.40	25	5.96	2.64	22	6.23	2.22
Are accessible (well written and easy to understand)*	63	7.22	2.20	21	6.10	2.49	27	5.67	3.04	22	7.18	1.53
Are source of relevant information on global good practices*	64	7.48	2.11	19	6.11	2.77	24	6.17	2.94	22	7.36	1.76
Are adequately disseminated	60	6.48	2.52	18	5.89	2.61	23	5.26	2.73	23	6.65	2.31
Are translated enough into Arabic	58	6.47	2.31	14	5.07	2.64	25	5.24	3.10	21	5.86	2.01
Are adaptable to XXXX's specific development challenges and country circumstances	63	6.52	2.17	15	5.93	2.46	26	5.54	2.80	22	6.36	1.94

*Significantly different between countries

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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?	79	6.35	2.17	17	5.65	2.47	31	5.52	2.22	26	5.85	2.20
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	77	7.12	2.27	20	6.65	2.03	35	6.43	2.57	27	6.19	2.48

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



E. Working with the World Bank Group

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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	69	6.94	2.36	16	5.88	2.70	31	6.06	2.52	22	6.27	2.27
Design (appraising and planning the solutions)	68	6.59	2.29	16	5.88	2.42	31	6.06	2.61	23	6.09	2.23
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	68	6.37	2.34	15	6.47	2.61	31	5.61	2.38	22	5.64	2.08
Evaluation (assessing the impact and results)	69	6.67	2.37	15	6.60	2.95	29	6.00	2.67	21	6.57	2.23

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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	69	6.68	2.33	19	5.74	2.26	33	5.36	2.60	23	6.43	2.27
The World Bank Group's approvals and reviews are done in a timely fashion	63	6.76	2.19	17	5.76	2.61	30	5.67	2.41	19	6.26	2.49
The World Bank Group's "Safeguard Policy" requirements are reasonable*	44	6.52	2.28	17	5.12	2.83	29	5.17	2.49	16	6.75	2.54
The World Bank Group takes decisions quickly in XXXX	47	6.19	1.86	16	5.44	2.28	24	5.13	2.52	13	6.38	2.33
Working with the World Bank Group increases XXXX's institutional capacity	65	6.94	2.15	17	6.76	2.75	32	5.44	3.09	19	6.53	2.32
Where country systems are adequate, the World Bank Group makes appropriate use of them	49	6.78	2.07	15	6.40	2.64	22	5.50	2.70	13	6.08	2.33
The World Bank Group provides effective implementation support	56	6.27	2.49	14	6.14	2.41	27	5.11	2.52	16	6.75	2.24

*Significantly different between countries

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	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 XXXX?	61	5.84	2.30	17	5.59	2.43	26	5.31	2.43	18	6.17	2.28

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

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

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)	Kuwait	Bahrain	Oman	UAE
Provide more adequate data/knowledge/statistics/figures on XXXX's economy	32.6%	43.3%	38.1%	37.5%
Ensure greater selectivity in its work	9.5%	13.3%	16.7%	9.4%
Reach out more to groups outside of Government	33.7%	40.0%	26.2%	31.3%
Work faster	8.4%	10.0%	9.5%	9.4%
Improve the quality of its visiting experts as related to XXXX's specific challenges	18.9%	13.3%	26.2%	21.9%
Offer more innovative knowledge services*	7.4%	13.3%	11.9%	37.5%
Collaborate more effectively with Government clients	21.1%	23.3%	19.0%	12.5%
Increase the level of capacity development in the country	36.8%	20.0%	35.7%	15.6%
Increase availability of reimbursable advisory services (RAS)	7.4%	10.0%	9.5%	6.3%
Other	4.2%	3.3%	2.4%	0.0%

*Significantly different between countries

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

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Financial services to the private sector through IFC	11.5%	22.6%	35.7%	15.2%
Knowledge products	32.3%	25.8%	16.7%	27.3%
Convening services	8.3%	9.7%	4.8%	15.2%
None of the above	6.3%	3.2%	0.0%	3.0%
The combination is appropriate for XXXX	16.7%	22.6%	26.2%	21.2%
Don't know	25.0%	16.1%	16.7%	18.2%

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (1-Not important at all, 10-Very important)

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Policy advice	81	7.72	2.29	24	7.38	2.78	39	7.08	2.94	27	7.56	2.22
Implementation assistance	83	7.94	2.51	27	7.41	2.87	39	6.95	3.07	27	7.15	2.41
Improving government effectiveness	84	8.15	2.37	25	7.68	2.61	37	7.27	3.25	27	7.63	1.67
Improving service delivery	78	7.78	2.51	22	7.50	2.61	40	7.10	2.77	28	6.75	2.20
Convening across government institutions	79	7.85	2.36	21	7.33	2.65	39	7.08	2.90	26	6.77	2.03
Convening between the government and groups outside of government	79	8.09	2.35	25	7.12	2.80	38	7.00	3.04	27	7.22	2.17
Stakeholder consultations	82	7.88	2.37	24	7.33	2.60	36	6.83	3.09	25	6.56	2.63

G. Communications and Information Sharing

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
International newspapers	17.5%	28.1%	7.0%	15.6%
Local radio	3.1%	9.4%	2.3%	12.5%
International radio	2.1%	3.1%	2.3%	6.3%
Local television	6.2%	6.3%	9.3%	6.3%
International television	7.2%	6.3%	7.0%	3.1%
Local newspapers	45.4%	28.1%	55.8%	37.5%
Internet	71.1%	71.9%	69.8%	53.1%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	24.7%	25.0%	34.9%	15.6%
Other	9.3%	6.3%	4.7%	18.8%

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Direct contact with World Bank Group	36.6%	37.5%	32.6%	30.3%
e-Newsletters	30.1%	25.0%	30.2%	27.3%
World Bank Group's seminars/workshops/conferences	39.8%	21.9%	48.8%	30.3%
World Bank Group's publications and other written materials	23.7%	28.1%	16.3%	12.1%
World Bank Group's website	31.2%	43.8%	32.6%	30.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	14.0%	18.8%	16.3%	30.3%
Mobile phones	5.4%	6.3%	11.6%	6.1%
Other	2.2%	0.0%	0.0%	3.0%

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	Kuwait	Bahrain	Oman	UAE
Yes	31.3%	18.8%	32.6%	18.8%
No	68.8%	81.3%	67.4%	81.3%

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

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	68.0%	58.1%	72.1%	63.6%
No	32.0%	41.9%	27.9%	36.4%

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	15.6%	25.0%	11.6%	15.2%
No	84.4%	75.0%	88.4%	84.8%

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

	Country											
	Kuwait			Bahrain			Oman			United Arab Emirates		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	65	7.55	1.61	20	6.35	2.21	34	6.03	2.59	21	7.38	1.88
I find the information on the World Bank Group's websites useful.*	65	7.97	1.48	20	6.75	2.49	33	6.94	2.73	21	7.76	1.92
The World Bank Group's social media channels are valuable sources of information about the institution	33	7.24	2.35	14	6.14	2.82	14	5.21	2.61	10	7.10	2.02

*Significantly different between countries

H. Background Information

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Yes	59.5%	16.2%	39.7%	39.5%
No	40.5%	83.8%	60.3%	60.5%

*Significantly different between countries

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

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
The World Bank (IBRD)	78.7%	35.7%	54.0%	72.7%
The International Finance Corporation (IFC)	6.5%	10.7%	14.0%	6.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	2.0%	0.0%
Other	14.8%	53.6%	30.0%	21.2%

*Significantly different between countries

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

Percentage of Respondents (Responses combined)	Kuwait	Bahrain	Oman	UAE
Observer*	22.6%	45.7%	16.7%	26.8%
Use World Bank Group reports/data*	31.3%	54.3%	38.9%	51.2%
Engage in World Bank Group related/sponsored events/activities	25.2%	11.4%	27.8%	17.1%
Collaborate as part of my professional duties*	51.3%	20.0%	37.0%	36.6%
Use World Bank Group website for information, data, research, etc.	23.5%	28.6%	25.9%	31.7%

*Significantly different between countries

What's your gender?

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
Female	32.2%	28.9%	20.7%	9.1%
Male	67.8%	71.1%	79.3%	90.9%

*Significantly different between countries

What's your age?

Percentage of Respondents	Kuwait	Bahrain	Oman	UAE
25 and under	0.0%	0.0%	1.7%	0.0%
26-35	12.7%	10.5%	19.0%	22.7%
36-45	24.6%	23.7%	31.0%	25.0%
46-55	42.4%	39.5%	34.5%	40.9%
56 and above	20.3%	26.3%	13.8%	11.4%



Appendix D: Responses to Selected Questions by Collaboration with the WBG⁴

● Collaborating with the WBG N=115

● Not collaborating with the WBG N=139

A. General Issues Facing XXXX

Listed below are a number of development priorities in XXXX. In your opinion, how IMPORTANT are the following sectoral areas for the country's development? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection	106	7.81	2.56	132	7.13	2.75
Gender equity	106	7.65	2.42	129	7.25	2.56
Private sector development	112	8.69	2.19	132	8.10	2.61
Education	110	8.83	2.54	126	8.33	2.83
Public sector governance/reform	110	8.65	2.50	128	8.16	2.72
Global/regional integration*	103	7.69	2.29	131	7.07	2.42
Food security	106	7.70	2.68	133	7.38	2.79
Urban development*	103	7.90	2.09	130	7.03	2.59
Energy*	110	8.46	2.13	128	7.63	2.60
Water and sanitation*	110	8.33	2.31	126	7.64	2.64
Pollution*	106	8.17	2.36	125	7.29	2.68
Job creation/employment	108	8.40	2.51	127	7.98	2.81
Health	109	8.48	2.45	126	7.90	2.69
Financial markets	104	7.85	2.40	127	7.52	2.53
Transport	106	8.02	2.28	131	7.41	2.47
Agriculture*	107	7.50	2.35	127	6.55	2.67
Trade and exports	103	7.97	2.19	125	7.54	2.63
Natural resource management	110	8.49	2.31	125	7.98	2.69
Climate change*	103	7.85	2.47	129	6.85	2.77
Anti corruption*	102	8.44	2.65	122	7.63	2.99
Judiciary reform	97	7.94	2.63	117	7.31	2.86
Economic growth	104	8.53	2.41	126	7.89	2.76
Disaster risk management*	102	7.84	2.31	122	7.05	2.57
Equality of opportunity*	102	8.00	2.52	123	7.29	2.71
Non-communicable disease	99	7.27	2.49	121	6.61	2.63
Information and communications technology	106	8.23	2.21	131	7.70	2.61

*Significantly different between collaborators and non-collaborators

⁴ Only 254 respondents provided information about whether they collaborated with the WBG, therefore, only responses from these individuals were analyzed.



B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in XXXX?*	108	6.91	2.55	129	4.63	2.77

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in XXXX.*	98	6.59	2.29	92	4.87	2.33

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?*	99	6.92	2.32	84	5.55	2.63

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

When thinking about how the World Bank Group can have the most impact on development results in XXXX, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in XXXX? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection (e.g., pensions, targeted social assistance)	13.0%	13.3%
Gender equity	3.7%	2.3%
Private sector development	35.2%	35.9%
Education	48.1%	43.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	46.3%	39.1%
Global/regional integration	4.6%	7.0%
Food security*	0.0%	3.9%
Urban development	0.9%	3.1%
Energy	6.5%	4.7%
Water and sanitation	0.9%	3.1%
Pollution	1.9%	3.1%
Job creation/employment	16.7%	23.4%
Health	9.3%	7.8%
Financial markets*	13.0%	4.7%
Transport (e.g., roads, bridges, transportation)	6.5%	5.5%
Agriculture	1.9%	3.1%
Trade and exports	6.5%	10.2%
Natural resource management (e.g., oil, gas, mining, solar energy)	5.6%	6.3%
Climate change (e.g., mitigation, adaptation)	4.6%	3.1%
Anti-corruption	18.5%	23.4%
Judiciary reform	5.6%	5.5%
Economic growth	25.0%	20.3%
Disaster risk management	0.0%	0.8%
Equality of opportunity (i.e., social inclusion)	3.7%	5.5%
Non-communicable disease	0.0%	0.8%
Information and communications technology	3.7%	2.3%

*Significantly different between collaborators and non-collaborators



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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)*	57	6.30	2.27	49	5.22	2.35
The private sector (related to institutional and policy change)	54	5.72	2.10	51	5.06	2.44
Technical capacity building	64	6.22	2.45	52	5.65	2.35

*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in XXXX 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	71	7.23	2.68	69	7.28	2.59
The private sector (related to institutional and policy change)	61	7.08	2.69	68	7.29	2.51
Technical capacity building	73	7.48	2.61	71	7.66	2.69

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX*	91	5.90	2.18	79	4.97	2.27
The World Bank Group’s work is aligned with what I consider the development priorities for XXXX*	89	6.06	2.25	72	5.10	2.15

*Significantly different between collaborators and non-collaborators

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	82	6.57	2.05	62	5.69	2.18
Flexibility (in terms of the institution's products and services)*	76	6.57	2.22	60	5.52	2.25
Flexibility (in terms of changing country circumstances)*	74	6.15	2.17	58	5.22	2.29
Being inclusive*	78	6.65	2.17	57	5.53	2.36
Openness (sharing data and other information)*	82	6.88	2.25	75	6.08	2.57
Collaboration with the Government*	84	7.29	2.47	70	6.30	2.51
The speed in which it gets things accomplished on the ground*	81	6.47	2.24	65	5.28	2.31
Helping to bring discipline/effective supervision to implementation of investment projects*	74	6.07	2.57	57	4.98	2.49
Collaboration with civil society*	59	6.07	2.42	57	4.72	2.69
Staff accessibility*	76	7.29	2.25	57	5.12	2.91
Collaboration with other development partners*	63	6.67	2.34	45	5.29	2.37
Collaboration with the private sector*	60	6.30	2.36	52	4.77	2.60
Straightforwardness and honesty*	79	7.34	2.34	63	6.29	2.89
Treating clients and stakeholders in XXXX with respect*	82	8.16	2.45	63	7.10	2.94
Being a long-term partner	84	7.33	2.69	67	6.72	2.72

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection*	85	6.33	2.80	97	5.45	2.89
Gender equity	81	6.00	2.73	97	5.69	2.74
Private sector development	83	7.77	2.40	105	7.42	2.74
Education	87	8.03	2.73	105	7.48	2.96
Public sector governance/reform	85	8.13	2.64	105	7.38	2.91
Global/regional integration	79	7.11	2.40	97	6.41	2.64
Food security	83	6.64	2.64	102	5.94	2.81
Urban development*	79	6.57	2.55	102	5.74	2.74
Energy*	82	7.37	2.47	101	6.22	2.83
Water and sanitation*	82	7.09	2.52	100	6.25	2.76
Pollution	83	7.25	2.52	98	6.50	2.77
Job creation/employment	87	7.59	2.65	101	7.14	2.80
Health	83	7.52	2.66	101	6.78	2.92
Financial markets	79	7.30	2.32	101	6.93	2.71
Transport*	83	7.13	2.43	101	6.01	2.83
Agriculture*	77	6.62	2.42	99	5.72	2.70
Trade and exports	81	7.20	2.37	95	6.52	2.87
Natural resource management	81	7.04	2.73	101	6.34	3.03
Climate change	79	6.96	2.49	99	6.21	2.81
Anti corruption	85	7.41	2.78	97	6.67	3.17
Judiciary reform	81	6.89	2.94	95	6.21	3.04
Economic growth	85	8.04	2.42	103	7.41	2.93
Disaster risk management	82	7.22	2.28	97	6.66	2.58
Equality of opportunity	80	7.08	2.61	99	6.55	2.73
Non-communicable disease*	80	6.38	2.49	95	5.54	2.65
Information and communications technology	84	7.32	2.63	99	6.78	2.71

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Social protection*	47	6.04	2.60	35	4.20	2.56
Gender equity	38	5.55	2.24	32	4.78	2.65
Private sector development*	48	6.35	2.35	40	5.13	2.62
Education*	53	6.68	2.56	44	4.89	2.55
Public sector governance/reform*	57	6.75	2.52	45	4.84	2.62
Global/regional integration	46	6.13	2.33	31	5.16	2.70
Food security	44	5.75	2.41	35	4.74	2.50
Urban development	41	5.76	2.41	36	4.81	2.23
Energy	42	6.12	2.32	38	5.18	2.52
Water and sanitation*	42	5.90	2.31	34	4.74	2.49
Pollution	41	5.59	2.26	35	4.97	2.64
Job creation/employment*	43	5.86	2.57	41	4.61	2.63
Health	42	5.67	2.47	35	4.57	2.49
Financial markets*	48	6.19	2.26	44	4.91	2.89
Transport	39	5.62	2.31	36	4.78	2.33
Agriculture	41	5.51	2.25	36	4.50	2.51
Trade and exports	37	5.86	2.42	35	5.14	2.81
Natural resource management	41	5.66	2.39	39	5.08	2.54
Climate change	43	5.79	2.38	37	5.30	2.57
Anti corruption*	43	5.77	2.88	37	4.38	2.97
Judiciary reform	42	5.74	2.96	34	4.44	2.90
Economic growth*	49	6.59	2.80	43	5.26	3.08
Disaster risk management	42	5.88	2.49	33	4.88	2.41
Equality of opportunity	39	5.54	2.54	31	4.29	2.71
Non-communicable disease	39	5.44	2.50	32	5.00	2.48
Information and communications technology*	40	6.13	2.32	36	4.89	2.75

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?*	72	6.29	2.01	70	5.11	2.47

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



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

To what extent do you agree with the following statement about the World Bank Group in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group’s financial instruments meet the needs of XXXX*	69	6.06	2.09	63	4.90	2.51
The World Bank Group meets XXXX’s needs for knowledge services*	76	6.50	2.21	67	5.54	2.70

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group’s reimbursable advisory services (RAS)?*	58	5.98	1.91	52	4.52	2.17

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

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

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

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely*	70	6.59	2.21	50	5.70	2.43
Include appropriate level of stakeholder involvement during preparation*	67	6.70	2.10	44	5.70	2.48
Are relevant to XXXX’s social and economic development priorities*	69	7.00	2.07	51	6.16	2.33
Lead to practical solutions	72	6.65	2.24	50	5.82	2.39
Are accessible (well written and easy to understand)	73	7.00	2.24	58	6.26	2.56
Are source of relevant information on global good practices	69	7.23	2.25	58	6.66	2.51
Are adequately disseminated	65	6.52	2.28	57	5.70	2.74
Are translated enough into Arabic	69	5.97	2.51	48	5.83	2.57
Are adaptable to XXXX’s specific development challenges and country circumstances	70	6.49	2.18	53	5.79	2.41

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group’s knowledge work and activities make to development results in your country?*	77	6.38	2.08	72	5.53	2.29
Overall, how would you rate the technical quality of the World Bank Group’s knowledge work and activities?*	84	7.08	2.22	71	6.28	2.46

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

*Significantly different between collaborators and non-collaborators



E. Working with the World Bank Group

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	76	6.76	2.35	59	6.17	2.55
Design (appraising and planning the solutions)	76	6.54	2.31	59	5.97	2.44
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	77	6.14	2.22	57	5.98	2.52
Evaluation (assessing the impact and results)	76	6.75	2.27	56	6.14	2.72

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports*	75	6.57	2.35	66	5.76	2.42
The World Bank Group’s approvals and reviews are done in a timely fashion	72	6.58	2.19	54	5.85	2.51
The World Bank Group’s “Safeguard Policy” requirements are reasonable	51	6.20	2.37	53	5.72	2.65
The World Bank Group takes decisions quickly in XXXX	57	6.09	2.20	41	5.49	2.16
Working with the World Bank Group increases XXXX’s institutional capacity	73	6.82	2.28	58	5.98	2.79
Where country systems are adequate, the World Bank Group makes appropriate use of them	51	6.43	2.30	48	6.25	2.45
The World Bank Group provides effective implementation support	62	6.35	2.47	50	5.60	2.45

*Significantly different between collaborators and non-collaborators

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in XXXX?	61	5.98	2.26	60	5.50	2.41

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

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

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities?
(1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Policy advice	75	7.53	2.41	94	7.41	2.59
Implementation assistance	79	7.65	2.51	95	7.36	2.85
Improving government effectiveness	78	7.68	2.55	93	7.88	2.54
Improving service delivery	76	7.42	2.41	90	7.36	2.68
Convening across government institutions	75	7.39	2.57	88	7.41	2.46
Convening between the government and groups outside of government	76	7.57	2.62	91	7.52	2.59
Stakeholder consultations	74	7.47	2.70	91	7.24	2.61

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	67	7.15	2.07	71	6.76	2.11
I find the information on the World Bank Group's websites useful.	66	7.82	1.90	71	7.20	2.25
The World Bank Group's social media channels are valuable sources of information about the institution	38	6.74	2.66	31	6.35	2.46



Appendix E1: Responses to Select Questions by Year, Aggregated Data for Kuwait, Bahrain, Oman, and United Arab Emirates⁵

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents N=197
- FY 2018 Number of comparable respondents N=249

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY15	FY18
Office of the President/Prime Minister/Minister	6%	6%
Office of Parliamentarian	1%	1%
Government institutions	42%	42%
Bilateral/multilateral agencies	3%	3%
Civil society	8%	8%
Private sector	29%	29%
Academia	6%	6%
Media	5%	5%

A. General Issues facing XXXX

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

Percentage of Respondents	FY15	FY18
The right direction	69.4%	61.3%
The wrong direction	15.0%	15.2%
Not sure	15.5%	23.5%

B. Overall Attitudes toward the World Bank Group

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in XXXX?	181	5.12	2.95	230	5.62	2.94

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in XXXX.	135	5.58	2.32	184	5.71	2.43

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

⁵ Only those questions that were asked in the FY 2015 and FY 2018 Country Opinion Surveys in all four countries, with similar response scales/options, are compared. All four countries in FY 2018 used the same questions and response categories, while in FY 2015 several response categories for some questions were different, depending on a country.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help XXXX solve its most complicated development challenges?	134	6.20	2.27	176	6.32	2.51

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	98	6.01	2.20	102	5.82	2.28
The private sector (related to institutional and policy change) ¹				100	5.39	2.31
Technical capacity building ²				112	5.99	2.43

¹ In FY 2015, only Kuwait COS questionnaire had this response option.

² Only FY 2018 COS questionnaire had this response option.

When thinking about how to improve capacity building in XXXX 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)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	118	7.45	1.95	134	7.22	2.62
The private sector (related to institutional and policy change) ¹				124	7.21	2.61
Technical capacity building ²				137	7.56	2.67

¹ In FY 2015, only Kuwait COS questionnaire had this response option.

² Only FY 2018 COS questionnaire had this response option.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in XXXX	119	5.23	2.21	165	5.47	2.26
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	112	5.39	2.32	158	5.67	2.22

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	97	6.29	2.28	138	6.28	2.14
Flexibility (in terms of the institution's products and services)	87	6.27	2.11	130	6.15	2.27
Flexibility (in terms of changing country circumstances)	85	5.98	2.27	125	5.80	2.21
Being inclusive	97	6.38	2.18	129	6.21	2.26
Openness (sharing data and other information)	106	6.73	2.27	152	6.55	2.40
Collaboration with the Government*	98	7.47	2.01	146	6.83	2.53
The speed in which it gets things accomplished on the ground	89	5.81	2.60	137	5.93	2.32
Helping to bring discipline/effective supervision to implementation of investment projects [†]				124	5.52	2.57
Collaboration with civil society	72	5.69	2.57	113	5.48	2.68
Staff accessibility	102	6.47	2.47	128	6.41	2.80
Collaboration with other development partners	78	6.53	2.34	104	6.05	2.39
Collaboration with the private sector	79	5.55	2.68	108	5.55	2.58
Straightforwardness and honesty	95	7.31	2.34	134	6.91	2.60
Treating clients and stakeholders in XXXX with respect	114	7.42	2.34	137	7.70	2.74
Being a long-term partner	90	7.00	2.31	144	7.11	2.72

*Significantly different between FY 2015 and FY 2018 respondents

[†]Only FY 2018 COS questionnaire had this response option.

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

Percentage of Respondents	FY 2015	FY 2018
More local presence	70.7%	69.2%
The current level of local presence is adequate	14.6%	14.2%
Less local presence	1.2%	3.8%
Don't know	13.4%	12.8%



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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection*	122	6.61	2.69	180	5.85	2.87
Gender equity	129	5.54	2.95	176	5.85	2.75
Private sector development	134	7.61	2.37	186	7.58	2.60
Education ¹	122	8.23	2.26	191	7.73	2.84
Public sector governance/reform	131	7.79	2.24	188	7.69	2.82
Global/regional integration	113	6.65	2.49	174	6.76	2.57
Food security*	122	6.86	2.43	182	6.25	2.74
Urban development	131	6.17	2.59	178	6.04	2.67
Energy ²	130	7.21	2.20	181	6.73	2.73
Water and sanitation	125	6.14	2.58	180	6.69	2.71
Pollution				180	6.85	2.71
Job creation/employment ³	133	7.72	2.20	185	7.35	2.73
Health	124	6.57	2.63	179	7.11	2.82
Financial markets	126	6.90	2.44	179	7.10	2.52
Transport	128	5.95	2.80	180	6.49	2.71
Agriculture ⁴	126	6.20	2.71	174	6.13	2.62
Trade and exports	124	6.71	2.37	172	6.76	2.70
Natural resource management	129	7.14	2.78	178	6.68	2.94
Climate change	123	6.44	2.68	175	6.51	2.71
Anti corruption	136	6.88	2.92	177	7.04	3.02
Judiciary reform				173	6.57	3.00
Economic growth ⁵	133	7.91	2.20	183	7.65	2.74
Disaster risk management ⁶	121	6.52	2.58	176	6.93	2.44
Equality of opportunity	126	6.67	2.77	174	6.77	2.71
Non-communicable disease				170	5.94	2.61
Information and communications technology	127	6.63	2.77	180	7.07	2.70

*Significantly different between FY 2015 and FY 2018 respondents.

¹ In FY 2015, the category was "Quality of education."

² In FY 2015, Kuwait had one category related to energy - "Energy/energy efficiency," while Bahrain, Oman and UAE had two - "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation)." FY 2018 had only one energy category - "Energy." To prepare the year comparison, in FY 2015, the three categories were combined into one variable that was then compared to FY 2018 "Energy" category. This variable had a mean of "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation) scores for Bahrain, Oman and UAE, and the same scores as in "Energy/energy efficiency" for Kuwait.

³ In FY 2015, in Kuwait, the category was "Labor market/job creation/employment."

⁴ In FY 2015, in Kuwait, the category was "Agricultural development," in Bahrain, Oman, and UAE the category was "Agriculture and fisheries development."

⁵ In FY 2015, the category was "Economic growth and diversification of income."

⁶ In FY 2015, the category was "Disaster management."

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	54	5.98	2.51	79	5.28	2.65
Gender equity				70	5.20	2.40
Private sector development	57	5.83	2.55	87	5.79	2.45
Education				95	5.88	2.65
Public sector governance/reform	65	6.17	2.74	99	5.90	2.71
Global/regional integration				74	5.79	2.50
Food security				77	5.37	2.49
Urban development				74	5.37	2.34
Energy ¹	48	5.78	2.34	77	5.71	2.43
Water and sanitation				73	5.42	2.45
Pollution				74	5.43	2.45
Job creation/employment ²	55	5.96	2.61	81	5.19	2.58
Health				75	5.21	2.46
Financial markets				89	5.55	2.63
Transport	44	5.30	2.52	72	5.26	2.33
Agriculture				76	5.07	2.37
Trade and exports				71	5.60	2.61
Natural resource management				78	5.45	2.46
Climate change				77	5.62	2.46
Anti corruption				76	5.19	2.98
Judiciary reform				73	5.26	2.98
Economic growth ³	68	6.34	2.41	91	6.01	2.94
Disaster risk management				73	5.55	2.43
Equality of opportunity				68	5.06	2.65
Non-communicable disease				70	5.40	2.44
Information and communications technology	56	5.51	2.59	74	5.58	2.55

¹ In FY 2015, Kuwait had one category related to energy - "Energy/energy efficiency," while Bahrain, Oman and UAE had two - "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation)." FY 2018 had only one energy category - "Energy." To prepare the year comparison, in FY 2015, the three categories were combined into one variable that was then compared to FY 2018 "Energy" category. This variable had a mean of "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation) scores for Bahrain, Oman and UAE, and the same scores as in "Energy/energy efficiency" for Kuwait.

² In FY 2015, in Kuwait, the category was "Labor market/job creation/employment."

³ In FY 2015, the category was "Economic growth and diversification of income."

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in XXXX?	95	5.99	2.22	136	5.74	2.24

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

To what extent do you agree with the following statement about the World Bank Group in XXXX?

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of XXXX ^a				125	5.54	2.31
The World Bank Group meets XXXX's needs for knowledge services (e.g., research, analysis, data, technical assistance)	106	5.97	2.19	137	6.01	2.43

^aOnly FY 2018 COS questionnaire had this response option.

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that XXXX received value for money from the World Bank Group's reimbursable advisory services (RAS)?	82	5.37	2.51	107	5.33	2.14

(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?***

Percentage of Respondents	FY15	FY18
Weekly	5.9%	6.7%
Monthly	5.9%	16.0%
A few times a year	36.6%	33.5%
Rarely	18.3%	25.8%
Never	33.3%	18.0%

*Significantly different between FY 2015 and FY 2018 respondents.

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	87	6.01	2.15	115	6.21	2.35
Include appropriate level of stakeholder involvement during preparation	83	5.89	2.38	106	6.32	2.27
Are relevant to XXXX's social and economic development priorities*	86	6.04	2.36	116	6.74	2.20
Lead to practical solutions*	86	5.60	2.48	116	6.27	2.31
Are accessible (well written and easy to understand)	87	6.43	2.45	127	6.70	2.42
Are source of relevant information on global good practices	88	6.60	2.31	123	7.03	2.36
Are adequately disseminated	87	6.00	2.55	117	6.15	2.54
Are translated enough into Arabic [†]	78	5.55	2.78	110	5.86	2.51
Are adaptable to XXXX's specific development challenges and country circumstances	88	5.95	2.42	117	6.20	2.28

*Significantly different between FY 2015 and FY 2018 respondents.

[†] In FY 2015, the category was "Are translated enough into local language."

	Year					
	FY 2015			FY 2018		
	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?	103	5.90	2.14	145	6.01	2.20
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	104	6.87	1.95	150	6.74	2.31

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

E. Working with the World Bank Group

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	92	6.79	2.33	128	6.53	2.42
Design (appraising and planning the solutions)	87	6.63	2.37	129	6.31	2.37
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	87	6.22	2.61	126	6.12	2.33
Evaluation (assessing the impact and results)	83	6.69	2.44	124	6.54	2.46

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	84	6.16	2.24	134	6.19	2.36
The World Bank Group's approvals and reviews are done in a timely fashion	79	5.85	2.24	120	6.29	2.32
The World Bank Group's "Safeguard Policy" requirements are reasonable	64	6.01	2.23	100	5.97	2.50
The World Bank Group takes decisions quickly in XXXX	77	5.41	2.44	93	5.78	2.15
Working with the World Bank Group increases XXXX's institutional capacity	93	6.48	2.55	125	6.53	2.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	75	6.45	2.35	94	6.37	2.38
The World Bank Group provides effective implementation support ¹				107	6.02	2.45

¹ Kuwait FY 2015 COS questionnaire did not have this category

	Year					
	FY 2015			FY 2018		
	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 XXXX?	94	5.73	2.46	115	5.72	2.30

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

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

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

Percentage of Respondents	FY15	FY18
Financial services to the private sector through IFC	18.2%	19.2%
Knowledge products	33.6%	25.9%
Convening services	2.8%	9.3%
None of the above	2.1%	4.1%
The combination is appropriate for XXXX	16.1%	21.2%
Don't know	27.3%	20.2%

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

When thinking about how the World Bank Group can add the most value in XXXX, how important is each of the following activities? (1-Not important at all, 10-Very important)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy advice	130	7.93	1.94	164	7.48	2.49
Implementation assistance	130	7.96	2.08	169	7.50	2.69
Improving government effectiveness	127	8.05	2.02	165	7.76	2.55
Improving service delivery	125	7.84	1.99	160	7.36	2.57
Convening across government institutions	120	7.50	2.17	157	7.38	2.50
Convening between the government and groups outside of government	123	7.65	2.32	161	7.51	2.59
Stakeholder consultations	120	7.55	2.27	159	7.28	2.65

G. Communication and Information Sharing

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

Percentage of Respondents	FY15	FY18
Yes	19.9%	27.7%
No	80.1%	72.3%

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

Percentage of Respondents	FY15	FY18
Yes	60.3%	66.7%
No	39.7%	33.3%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	90	7.04	2.17	132	6.94	2.10
I find the information on the World Bank Group's websites useful.	92	7.35	1.95	131	7.46	2.10
The World Bank Group's social media channels are valuable sources of information about the institution	55	6.83	2.24	65	6.55	2.50



Appendix E2: Responses to Select Questions by Year, Kuwait

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents N=67
- FY 2018 Number of comparable respondents N=113

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY15	FY18
Office of the President/Prime Minister/Minister	3%	3%
Office of Parliamentarian	2%	2%
Government institutions	39%	39%
Bilateral/multilateral agencies	5%	5%
Civil society	7%	7%
Private sector	28%	28%
Academia	9%	9%
Media	7%	7%

A. General Issues facing Kuwait

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

Percentage of Respondents	FY15	FY18
The right direction	45.3%	45.9%
The wrong direction	35.9%	23.9%
Not sure	18.8%	30.3%

B. Overall Attitudes toward the World Bank Group

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Kuwait?	61	6.04	3.13	108	6.03	3.02

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Kuwait.	53	5.73	2.62	92	6.02	2.39

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Kuwait solve its most complicated development challenges?	53	6.20	2.33	87	6.83	2.23

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	41	6.23	2.24	51	5.87	2.38
The private sector (related to institutional and policy change)	34	5.67	2.29	50	5.53	2.47
Technical capacity building ¹				56	5.95	2.53

¹Only FY 2018 Kuwait COS questionnaire had this response option.

When thinking about how to improve capacity building in Kuwait 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)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	48	7.92	1.71	64	7.68	2.46
The private sector (related to institutional and policy change)	40	8.02	1.58	59	7.51	2.61
Technical capacity building ¹				67	7.78	2.63

¹Only FY 2018 Kuwait COS questionnaire had this response option.

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Kuwait	43	5.73	2.37	81	5.92	2.18
The World Bank Group's work is aligned with what I consider the development priorities for Kuwait	40	6.10	2.54	76	6.17	2.10

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	37	6.44	2.29	69	6.78	2.09
Flexibility (in terms of the institution's products and services)	32	6.63	2.25	63	6.77	2.15
Flexibility (in terms of changing country circumstances)	32	6.26	2.42	63	6.26	2.10
Being inclusive	35	6.40	2.24	63	6.48	2.19
Openness (sharing data and other information)	36	7.12	2.26	72	6.98	2.22
Collaboration with the Government	38	7.84	1.96	67	7.48	1.98
The speed in which it gets things accomplished on the ground	34	6.25	2.52	62	6.17	2.17
Helping to bring discipline/effective supervision to implementation of investment projects ¹				56	5.78	2.67
Collaboration with civil society	28	6.41	2.52	53	5.45	2.59
Staff accessibility	35	6.49	2.61	66	6.97	2.69
Collaboration with other development partners	26	6.86	2.37	52	6.63	2.11
Collaboration with the private sector	28	5.89	2.90	49	6.05	2.51
Straightforwardness and honesty	33	7.55	2.49	65	7.76	2.13
Treating clients and stakeholders in Kuwait with respect	41	7.77	2.36	68	8.58	2.07
Being a long-term partner	31	7.31	2.26	75	7.76	2.44

¹Only FY 2018 Kuwait COS questionnaire had this response option.

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

Percentage of Respondents	FY 2015	FY 2018
More local presence	67.3%	65.3%
The current level of local presence is adequate	25.0%	16.3%
Less local presence	3.8%	6.1%
Don't know	3.8%	12.2%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	43	6.62	2.95	82	6.13	2.85
Gender equity	43	5.45	2.97	79	6.00	2.80
Private sector development	42	7.42	2.61	84	7.97	2.36
Education ¹	42	8.97	1.73	89	8.27	2.56
Public sector governance/reform	43	8.49	2.08	87	8.33	2.38
Global/regional integration	40	6.51	2.75	79	7.01	2.47
Food security	42	6.58	2.55	84	6.13	2.73
Urban development	44	5.84	2.79	81	6.29	2.46
Energy ²	43	7.51	2.17	83	7.17	2.73
Water and sanitation [*]	41	5.61	2.72	84	7.07	2.77
Pollution				85	7.68	2.41
Job creation/employment ³	44	8.25	2.21	88	7.71	2.34
Health	40	7.10	2.65	84	7.81	2.42
Financial markets [*]	43	6.66	2.80	84	7.62	2.24
Transport [*]	45	5.89	2.81	84	6.99	2.50
Agriculture ⁴	43	5.21	2.83	79	6.04	2.66
Trade and exports	41	6.73	2.39	82	7.01	2.74
Natural resource management	42	7.18	2.92	84	7.19	2.77
Climate change	43	6.40	2.69	80	6.92	2.45
Anti corruption	47	8.06	2.40	84	7.89	2.62
Judiciary reform				79	7.41	2.82
Economic growth ⁵	43	8.09	2.37	85	8.26	2.41
Disaster risk management ⁶	41	7.35	2.51	81	7.32	2.51
Equality of opportunity	44	6.86	3.07	81	7.20	2.59
Non-communicable disease				78	5.97	2.75
Information and communications technology	45	6.69	2.68	86	7.33	2.73

*Significantly different between FY 2015 and FY 2018 respondents.

¹ In FY 2015, the category was "Quality of education."

² In FY 2015, the category was "Energy/energy efficiency."

³ In FY 2015, the category was "Labor market/job creation/employment."

⁴ In FY 2015, the category was "Agricultural development."

⁵ In FY 2015, the category was "Economic growth and diversification of income."

⁶ In FY 2015, the category was "Disaster management."

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	21	5.99	2.66	39	5.44	2.67
Gender equity	17	5.10	2.68	35	5.04	2.42
Private sector development	19	5.05	2.59	41	6.28	2.49
Education ¹	25	6.41	3.09	50	6.45	2.53
Public sector governance/reform	26	5.82	3.04	46	6.34	2.68
Global/regional integration	16	5.78	2.71	37	5.90	2.44
Food security				37	5.63	2.63
Urban development	16	4.68	2.33	35	5.77	2.48
Energy ²	15	5.43	2.35	37	6.14	2.41
Water and sanitation	14	4.92	2.32	36	5.73	2.53
Pollution				35	5.61	2.48
Job creation/employment ³	21	6.29	2.92	38	5.58	2.65
Health	18	5.86	2.50	36	5.39	2.57
Financial markets	17	5.84	2.73	41	5.63	2.69
Transport	15	4.63	2.35	34	5.56	2.50
Agriculture				35	5.07	2.53
Trade and exports	20	5.93	2.53	33	6.03	2.56
Natural resource management				36	5.66	2.49
Climate change	16	4.83	2.34	36	5.68	2.50
Anti corruption	22	4.52	2.79	37	5.37	2.94
Judiciary reform				35	5.18	3.00
Economic growth ⁴	24	6.30	2.76	45	6.29	2.73
Disaster risk management ⁵	14	5.13	2.66	37	5.83	2.59
Equality of opportunity	16	5.55	3.03	31	5.46	2.65
Non-communicable disease				34	5.53	2.58
Information and communications technology	24	5.14	2.75	37	6.13	2.39

¹ In FY 2015, the category was "Quality of education."

² In FY 2015, the category was "Energy/energy efficiency."

³ In FY 2015, the category was "Labor market/job creation/employment."

⁴ In FY 2015, the category was "Economic growth and diversification of income."

⁵ In FY 2015, the category was "Disaster management."

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Kuwait?	33	6.13	2.67	63	5.96	2.04

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

To what extent do you agree with the following statement about the World Bank Group in Kuwait?

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of Kuwait ^a				55	6.13	2.01
The World Bank Group meets Kuwait's needs for knowledge services	36	6.20	2.39	62	6.80	2.16

^aOnly FY 2018 Kuwait COS questionnaire had this response option.

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Kuwait received value for money from the World Bank Group's reimbursable advisory services (RAS)?	29	5.54	3.04	51	5.68	2.14

(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?**

Percentage of Respondents	FY15	FY18
Weekly	11.4%	6.7%
Monthly	13.6%	18.0%
A few times a year	31.8%	37.1%
Rarely	11.4%	22.5%
Never	31.8%	15.7%

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	33	6.38	2.19	54	6.51	2.01
Include appropriate level of stakeholder involvement during preparation	31	6.47	2.38	45	6.63	2.17
Are relevant to Kuwait's social and economic development	32	6.49	2.38	54	7.12	2.00
Lead to practical solutions	32	6.34	2.69	55	6.58	2.19
Are accessible (well written and easy to understand)	31	7.12	2.41	58	7.30	2.22
Are source of relevant information on global good practices	30	7.10	2.27	59	7.61	2.02
Are adequately disseminated	30	6.53	2.52	54	6.54	2.53
Are translated enough into Arabic ¹	29	6.79	2.70	49	6.45	2.25
Are adaptable to Kuwait's specific development challenges and country circumstances	32	6.53	2.40	57	6.58	2.09

¹ In FY 2015, the category was "Are translated enough into local language."

	Year					
	FY 2015			FY 2018		
	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?	39	5.78	2.32	74	6.31	2.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	36	7.19	2.11	70	7.23	2.12

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

E. Working with the World Bank Group

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	32	7.08	2.39	61	7.11	2.25
Design (appraising and planning the solutions)	30	6.76	2.49	61	6.74	2.24
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	32	5.91	2.75	60	6.55	2.31
Evaluation (assessing the impact and results)	30	6.50	2.57	61	6.88	2.33

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	29	5.92	2.53	61	6.75	2.21
The World Bank Group's approvals and reviews are done in a timely fashion*	25	5.74	2.48	55	6.91	2.03
The World Bank Group's "Safeguard Policy" requirements are reasonable	17	5.58	2.12	40	6.68	2.14
The World Bank Group takes decisions quickly in Kuwait	29	5.50	2.55	41	6.10	1.78
Working with the World Bank Group increases Kuwait's institutional capacity	32	6.66	2.71	58	7.06	2.01
Where country systems are adequate, the World Bank Group makes appropriate use of them	29	6.44	2.46	44	6.78	2.01
The World Bank Group provides effective implementation support [†]				50	6.28	2.49

*Significantly different between FY 2015 and FY 2018 respondents.

[†]Only FY 2018 Kuwait COS questionnaire had this response option.

	Year					
	FY 2015			FY 2018		
	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 Kuwait?	32	5.41	2.95	56	5.74	2.23

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

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

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

Percentage of Respondents	FY15	FY18
Financial services to the private sector through IFC	9.3%	12.2%
Knowledge products	34.9%	30.0%
Convening services	9.3%	7.8%
None of the above	0.0%	5.6%
The combination is appropriate for Kuwait	27.9%	18.9%
Don't know	18.6%	25.6%

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

When thinking about how the World Bank Group can add the most value in Kuwait, how important is each of the following activities? (1-Not important at all, 10-Very important)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy advice	41	8.32	1.65	75	7.82	2.22
Implementation assistance	41	8.52	1.81	77	7.99	2.50
Improving government effectiveness	40	8.68	1.80	77	8.16	2.32
Improving service delivery	40	8.37	1.77	72	7.73	2.53
Convening across government institutions	41	7.81	1.85	73	7.83	2.33
Convening between the government and groups outside of government	41	8.08	2.04	72	8.08	2.31
Stakeholder consultations	38	7.94	2.20	76	7.82	2.36

G. Communication and Information Sharing

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

Percentage of Respondents	FY15	FY18
Yes	16.3%	31.1%
No	83.7%	68.9%

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

Percentage of Respondents	FY15	FY18
Yes	57.8%	66.7%
No	42.2%	33.3%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	22	7.47	2.50	59	7.55	1.65
I find the information on the World Bank Group's websites useful.	22	7.77	2.29	59	7.92	1.48
The World Bank Group's social media channels are valuable sources of information about the institution	14	6.99	1.76	28	7.05	2.45



Appendix E3: Responses to Select Questions by Year, Aggregated Data for Bahrain, Oman, and United Arab Emirates (UAE)

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents N=130
- FY 2018 Number of comparable respondents N=136

By weighting, the FY 2018 and FY 2015 samples have the same stakeholder composition and thus are comparable. The stakeholder groups which do not have respondents in both years are not included in the comparison. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY15	FY18
Office of the President/Prime Minister/Minister	8%	8%
Government institutions	42%	42%
Bilateral/multilateral agencies	2%	2%
Civil society	9%	9%
Private sector	31%	31%
Academia	5%	5%
Media	3%	3%

A. General Issues facing YYYY⁶

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

Percentage of Respondents	FY15	FY18
The right direction	80.6%	74.2%
The wrong direction	4.7%	8.3%
Not sure	14.7%	17.4%

B. Overall Attitudes toward the World Bank Group

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in YYYY?	120	4.66	2.77	122	5.20	2.81

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in YYYY.	82	5.51	2.12	94	5.33	2.44

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

⁶ YYYY refers to one of the three countries (Bahrain, Oman, and United Arab Emirates) in which respondents were located when responding to the questionnaire.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help YYYY solve its most complicated development challenges?	82	6.22	2.22	89	5.77	2.65

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	58	5.91	2.15	51	5.68	2.20
The private sector (related to institutional and policy change) [*]				49	5.16	2.09
Technical capacity building ^{**}				54	5.98	2.35

^{*} In FY 2015, only Kuwait COS questionnaire had this response option.

^{**} Only FY 2018 COS questionnaire had this response option.

When thinking about how to improve capacity building in YYYY 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)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy design (for clarity and better incentives to achieve socio-economic goals)	71	7.13	2.04	70	6.84	2.68
The private sector (related to institutional and policy change) [*]				64	6.98	2.59
Technical capacity building ^{**}				70	7.37	2.70

^{*} In FY 2015, only Kuwait COS questionnaire had this response option.

^{**} Only FY 2018 COS questionnaire had this response option.

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in YYYY	76	5.00	2.11	85	5.05	2.26
The World Bank Group's work is aligned with what I consider the development priorities for YYYY	71	5.04	2.16	81	5.20	2.25

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	60	6.25	2.29	68	5.75	2.12
Flexibility (in terms of the institution's products and services)	54	6.10	2.04	67	5.55	2.27
Flexibility (in terms of changing country circumstances)	53	5.84	2.20	61	5.24	2.23
Being inclusive	61	6.36	2.17	66	5.92	2.35
Openness (sharing data and other information)	70	6.49	2.29	80	6.10	2.56
Collaboration with the Government*	60	7.24	2.03	78	6.21	2.80
The speed in which it gets things accomplished on the ground	56	5.58	2.68	74	5.65	2.46
Helping to bring discipline/effective supervision to implementation of investment projects [†]				67	5.24	2.48
Collaboration with civil society	44	5.22	2.50	60	5.43	2.83
Staff accessibility	67	6.43	2.41	63	5.78	2.82
Collaboration with other development partners*	52	6.36	2.34	52	5.38	2.52
Collaboration with the private sector	52	5.38	2.58	61	5.11	2.58
Straightforwardness and honesty*	61	7.16	2.25	68	6.10	2.78
Treating clients and stakeholders in YYYY with respect	73	7.21	2.34	68	6.84	3.02
Being a long-term partner	59	6.83	2.37	70	6.47	2.81

*Significantly different between FY 2015 and FY 2018 respondents

[†]Only FY 2018 COS questionnaire had this response option.

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

Percentage of Respondents	FY 2015	FY 2018
More local presence	71.4%	72.2%
The current level of local presence is adequate	10.7%	12.2%
Less local presence		2.6%
Don't know	17.9%	13.0%



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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection*	79	6.65	2.55	98	5.63	2.89
Gender equity	86	5.56	2.95	97	5.70	2.71
Private sector development	92	7.66	2.28	104	7.25	2.75
Education ¹	81	7.85	2.42	103	7.31	2.97
Public sector governance/reform	89	7.40	2.25	103	7.23	3.03
Global/regional integration	74	6.73	2.37	96	6.54	2.66
Food security	80	6.97	2.36	99	6.29	2.77
Urban development	88	6.35	2.43	99	5.82	2.85
Energy ²	88	7.04	2.22	100	6.33	2.69
Water and sanitation	84	6.44	2.47	98	6.33	2.63
Pollution				96	6.10	2.76
Job creation/employment	89	7.47	2.17	99	7.04	3.02
Health	84	6.33	2.60	96	6.47	2.98
Financial markets	83	7.03	2.22	96	6.61	2.65
Transport	83	5.99	2.81	97	6.05	2.80
Agriculture ³	84	6.71	2.46	96	6.10	2.62
Trade and exports	83	6.69	2.37	92	6.47	2.64
Natural resource management*	87	7.05	2.71	94	6.20	3.02
Climate change	81	6.45	2.65	97	6.14	2.88
Anti corruption	89	6.28	3.00	94	6.31	3.14
Judiciary reform				94	5.85	2.94
Economic growth ⁴	90	7.85	2.09	100	7.16	2.87
Disaster risk management ⁵	80	6.12	2.50	96	6.59	2.35
Equality of opportunity	83	6.57	2.61	94	6.33	2.77
Non-communicable disease				93	5.85	2.53
Information and communications technology	82	6.61	2.82	95	6.81	2.65

*Significantly different between FY 2015 and FY 2018 respondents.

¹ In FY 2015, the category was "Quality of education."

² In FY 2015, Bahrain, Oman and UAE had two categories related to energy – "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation)." FY 2018 had only one energy category – "Energy." To prepare the year comparison, in FY 2015, the two energy categories were combined into one variable that was then compared to FY 2018 "Energy" category. This variable had a mean of "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation) scores.

³ In FY 2015, the category was "Agriculture and fisheries development."

⁴ In FY 2015, the category was "Economic growth and diversification of income."

⁵ In FY 2015, the category was "Disaster management."

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	32	6.03	2.46	41	5.06	2.62
Gender equity				36	5.31	2.38
Private sector development	38	6.17	2.45	46	5.30	2.28
Education				45	5.22	2.62
Public sector governance/reform	39	6.40	2.49	53	5.45	2.71
Global/regional integration				37	5.69	2.54
Food security				39	5.02	2.27
Urban development				39	4.93	2.10
Energy ¹	32	5.91	2.33	39	5.26	2.35
Water and sanitation				37	5.02	2.32
Pollution				38	5.21	2.40
Job creation/employment	34	5.81	2.45	43	4.76	2.43
Health				38	4.94	2.30
Financial markets				49	5.42	2.56
Transport	29	5.72	2.52	37	4.90	2.08
Agriculture				40	4.97	2.21
Trade and exports				37	5.20	2.56
Natural resource management				42	5.19	2.39
Climate change				41	5.58	2.42
Anti corruption				39	5.00	3.02
Judiciary reform				38	5.31	2.95
Economic growth ²	44	6.30	2.19	46	5.67	3.13
Disaster risk management				35	5.17	2.19
Equality of opportunity				35	4.67	2.60
Non-communicable disease				35	5.18	2.34
Information and communications technology	31	5.80	2.41	36	4.92	2.50

¹ In FY 2015, Bahrain, Oman and UAE had two categories related to energy - "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation)." FY 2018 had only one energy category - "Energy." To prepare the year comparison, in FY 2015, the two energy categories were combined into one variable that was then compared to FY 2018 "Energy" category. This variable had a mean of "Energy (e.g., electricity production, gas prices)" and "Energy efficiency (e.g., energy savings, building insulation) scores.

² In FY 2015, the category was "Economic growth and diversification of income."

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in YYYY?	61	5.93	1.98	72	5.49	2.40

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

To what extent do you agree with the following statement about the World Bank Group in YYYY?

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of YYYY*				69	5.05	2.41
The World Bank Group meets YYYY's needs for knowledge services	69	5.89	2.07	75	5.39	2.46

*Only FY 2018 COS questionnaire had this response option.

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that YYYY received value for money from the World Bank Group's reimbursable advisory services (RAS)?	52	5.31	2.19	55	5.02	2.10

(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?***

Percentage of Respondents	FY15	FY18
Weekly	3.7%	6.5%
Monthly	2.8%	13.9%
A few times a year	38.9%	31.5%
Rarely	20.4%	28.7%
Never	34.3%	19.4%

*Significantly different between FY 2015 and FY 2018 respondents.

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	53	5.82	2.11	61	5.96	2.58
Include appropriate level of stakeholder involvement during preparation	52	5.57	2.34	60	6.07	2.32
Are relevant to YYYY's social and economic development priorities	53	5.82	2.36	62	6.40	2.29
Lead to practical solutions	53	5.23	2.30	60	5.94	2.36
Are accessible (well written and easy to understand)	55	6.05	2.42	69	6.20	2.47
Are source of relevant information on global good practices	57	6.35	2.32	63	6.49	2.53
Are adequately disseminated	57	5.73	2.55	62	5.80	2.56
Are translated enough into Arabic ¹	48	4.80	2.58	59	5.36	2.63
Are adaptable to YYYY's specific development challenges and country circumstances	55	5.65	2.40	60	5.84	2.39

¹ In FY 2015, the category was "Are translated enough into local language."

	Year					
	FY 2015			FY 2018		
	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?	64	6.00	2.03	71	5.64	2.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	67	6.74	1.86	80	6.37	2.37

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

E. Working with the World Bank Group

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Conceptualization (understanding and framing the problem)	59	6.65	2.31	66	6.02	2.47
Design (appraising and planning the solutions)	57	6.58	2.33	67	5.95	2.43
Implementation (executing, carrying out, monitoring and making appropriate adjustments)	54	6.39	2.52	65	5.76	2.32
Evaluation (assessing the impact and results)	52	6.80	2.38	62	6.26	2.61

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the activities it supports	54	6.31	2.09	72	5.73	2.41
The World Bank Group's approvals and reviews are done in a timely fashion	52	5.94	2.14	64	5.79	2.46
The World Bank Group's "Safeguard Policy" requirements are reasonable	47	6.20	2.27	60	5.54	2.66
The World Bank Group takes decisions quickly in YYYY	47	5.43	2.41	50	5.48	2.41
Working with the World Bank Group increases YYYY's institutional capacity	60	6.45	2.48	66	6.09	2.84
Where country systems are adequate, the World Bank Group makes appropriate use of them	45	6.50	2.29	50	6.02	2.61
The World Bank Group provides effective implementation support ^a	49	6.18	2.21	56	5.79	2.43

^a In FY 2015, the category was "The World Bank Group provides effective support to development projects implementation."

	Year					
	FY 2015			FY 2018		
	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 YYYY?	62	5.92	2.19	60	5.66	2.36

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

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

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

Percentage of Respondents	FY15	FY18
Financial services to the private sector through IFC	21.8%	26.0%
Knowledge products	33.7%	22.1%
Convening services	0.0%	10.6%
None of the above	3.0%	1.9%
The combination is appropriate for YYYY	10.9%	23.1%
Don't know	30.7%	16.3%

*Significantly different between FY 2015 and FY 2018 respondents.

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

When thinking about how the World Bank Group can add the most value in YYYY, how important is each of the following activities? (1-Not important at all, 10-Very important)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Policy advice	87	7.74	2.06	89	7.30	2.65
Implementation assistance	88	7.69	2.15	92	7.16	2.78
Improving government effectiveness	86	7.70	2.07	88	7.48	2.65
Improving service delivery	84	7.57	2.06	89	7.11	2.55
Convening across government institutions	78	7.32	2.30	85	7.04	2.57
Convening between the government and groups outside of government	80	7.40	2.42	89	7.12	2.70
Stakeholder consultations	82	7.38	2.28	85	6.84	2.78

G. Communication and Information Sharing

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

Percentage of Respondents	FY15	FY18
Yes	20.6%	24.5%
No	79.4%	75.5%

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

Percentage of Respondents	FY15	FY18
Yes	61.0%	67.0%
No	39.0%	33.0%

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	67	6.88	2.06	74	6.48	2.32
I find the information on the World Bank Group's websites useful.	69	7.23	1.83	73	7.11	2.43
The World Bank Group's social media channels are valuable sources of information about the institution	41	6.81	2.40	36	6.18	2.49



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in XXXX'? (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 XXXX.	6.59	4.87	6.17	4.67	5.83	5.89	5.50	6.88	5.58	6.19	5.91	5.66
Overall the World Bank Group currently plays a relevant role in development in XXXX	5.90	4.97	5.64	5.13	5.67	5.35	5.32	6.13	5.33	5.77	5.61	5.32
The World Bank Group's work is aligned with what I consider the development priorities for XXXX	6.06	5.10	5.89	4.89	5.73	5.70	5.43	6.45	5.58	5.86	5.79	5.50
Responsiveness to needs	6.57	5.69	6.44	5.43	6.21	6.27	6.01	6.89	6.15	6.32	6.28	6.09
Flexibility (in terms of the institution's products and services)	6.57	5.52	6.47	5.07	6.24	6.11	6.02	6.68	6.09	6.29	6.09	6.48
Flexibility (in terms of changing country circumstances)	6.15	5.22	5.99	5.04	5.86	5.70	5.69	6.09	5.82	5.77	5.73	6.00
Being inclusive	6.65	5.53	6.39	5.46	6.01	6.48	6.07	6.69	6.25	6.19	6.20	6.28
Openness (sharing data and other information)	6.88	6.08	6.73	6.19	6.41	6.89	6.58	6.74	6.68	6.55	6.64	6.55
Collaboration with the Government	7.29	6.30	7.02	6.33	6.71	7.11	6.81	7.08	6.80	6.96	6.85	6.97
The speed in which it gets things accomplished on the ground	6.47	5.28	6.18	5.12	5.83	6.22	5.96	6.08	5.76	6.22	6.01	5.94
Helping to bring discipline/effective supervision to implementation of investment projects	6.07	4.98	5.96	4.68	5.45	6.08	5.71	5.71	5.60	5.84	5.57	6.17
Collaboration with civil society	6.07	4.72	5.69	4.55	5.22	5.83	5.34	5.86	5.58	5.33	5.36	5.77
Staff accessibility	7.29	5.12	6.82	4.83	6.28	6.76	6.29	7.00	5.95	6.92	6.53	6.22
Collaboration with other development partners	6.67	5.29	6.37	5.20	6.12	6.19	6.05	6.41	6.19	6.10	5.99	6.63
Collaboration with the private sector	6.30	4.77	6.08	3.95	5.64	5.67	5.42	6.31	5.42	5.96	5.60	5.82
Straightforwardness and honesty	7.34	6.29	7.24	5.79	6.71	7.30	6.83	7.31	6.86	7.04	6.78	7.52
Treating clients and stakeholders in XXXX with respect	8.16	7.10	7.97	7.08	7.49	8.33	7.74	8.00	7.89	7.74	7.74	8.06
Being a long-term partner	7.33	6.72	7.30	6.35	6.80	7.64	6.98	7.55	7.22	7.04	7.21	6.92
To what extent does the World Bank Group's work help to achieve development results in XXXX?	6.29	5.11	5.94	4.97	5.56	5.93	5.57	6.08	5.66	5.76	5.66	5.85
The World Bank Group's financial instruments meet the needs of XXXX	6.06	4.90	5.87	4.46	5.35	5.94	5.48	5.88	5.45	5.72	5.41	6.17
The World Bank Group meets XXXX's needs for knowledge services	6.50	5.54	6.27	5.56	5.93	6.42	6.08	6.32	6.15	6.12	6.02	6.49
World Bank Group's knowledge work and activities are adaptable to XXXX's specific development challenges and country circumstances	6.49	5.79	6.46	5.22	5.93	6.57	6.12	6.42	6.17	6.22	6.05	6.61
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.38	5.53	6.14	5.43	5.90	6.14	5.90	6.33	5.91	6.12	5.94	6.18
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.08	6.28	6.83	6.37	6.55	7.00	6.72	6.82	6.60	6.90	6.72	6.81
The World Bank Group takes decisions quickly in XXXX	6.09	5.49	6.03	5.44	5.76	6.16	5.92	5.92	5.80	6.02	5.75	6.52
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.43	6.25	6.48	6.05	6.03	6.95	6.42	6.33	6.50	6.26	6.13	7.07

Yellow highlight indicates significant difference between Yes and No means.

Appendix G1: Kuwait FY18 COS Questionnaires

World Bank Group Country Survey Fiscal Year 18 – Kuwait

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

An 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 KUWAIT

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

SECTION A: GENERAL ISSUES FACING KUWAIT

A2. Listed below are a number of development priorities in Kuwait. In your opinion, how IMPORTANT are the following sectoral areas for the country's development?		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. 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 Kuwait? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor expats who live in urban areas
9	More diversified economic growth
10	More reliable social safety net
11	Greater equity of fiscal policy
12	Better quality education and training that better ensure job opportunity
13	Better quality public services
14	Better energy efficiency
15	Other (please specify): _____

A4. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in Kuwait? (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

A5. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Kuwait? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 Kuwait?									
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 Kuwait.										
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 Kuwait 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 Kuwait, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in Kuwait? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	14	Financial markets
2	Gender equity	15	Transport (e.g., roads, bridges, transportation)
3	Private sector development	16	Agriculture
4	Education	17	Trade and exports
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (e.g., oil, gas, mining, solar energy)
6	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Food security	20	Anti-corruption
8	Urban development	21	Judiciary reform
9	Energy	22	Economic growth
10	Water and sanitation	23	Disaster risk management
11	Pollution	24	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	25	Non-communicable disease
13	Health	26	Information and communications technology

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 Kuwait?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
5	Advisory services and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Development partners coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Kuwait? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Kuwait
7	Too influenced by developed countries
8	World Bank Group’s processes too slow
9	World Bank Group’s processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	The credibility of its knowledge/data
18	Other (please specify): _____
19	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Kuwait? (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
B7	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Kuwait 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
B10	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B13. 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	7	Youth/university groups
2	External partners	8	Beneficiaries
3	Media	9	Foundations
4	Private sector	10	Other (please specify): _____
5	Parliament		
6	NGOs/Community Based Organizations	11	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B14	Overall the World Bank Group currently plays a relevant role in development in Kuwait	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The World Bank Group's work is aligned with what I consider the development priorities for Kuwait	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Kuwait, 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	
B16	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with civil society	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	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Treating clients and stakeholders in Kuwait with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B31. To be a more effective development partner in Kuwait, do you believe that the World Bank Group should have...? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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B32. 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 provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor coordination of development partners
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Kuwait?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	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 Kuwait? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Kuwait?											
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 statement about the World Bank Group in Kuwait?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of Kuwait	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Kuwait's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. To what extent do you believe that Kuwait received value for money from the World Bank Group's reimbursable advisory services (RAS)?											
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 Kuwait, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Kuwait's social and economic development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into Arabic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Kuwait's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
E5	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	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"/>
E7	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group takes decisions quickly in Kuwait	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Working with the World Bank Group increases Kuwait's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	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"/>
E11	The World Bank Group provides effective implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Kuwait?												
		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

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

1	Provide more adequate data/knowledge/statistics/figures on Kuwait's economy
2	Ensure greater selectivity in its work
3	Reach out more to groups outside of Government
4	Work faster
5	Improve the quality of its visiting experts as related to Kuwait's specific challenges
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Increase the level of capacity development in the country
9	Increase availability of reimbursable advisory services (RAS)
10	Other (please specify): _____

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

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Kuwait
6	Don't know

F3. When thinking about how the World Bank Group can add the most value in Kuwait, how important is each of the following activities?

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION G: COMMUNICATIONS AND INFORMATION SHARING

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

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

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 phones
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	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree										Don't know
G6	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G7	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
G8	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of Minister	9	NGO/Community Based Organization
2	Parliament	10	Media (press, radio, TV, web, etc.)
3	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Project Management Unit (PMU) overseeing implementation of activity/ Consultant working on World Bank Group supported activity	12	Chambers of Commerce
5	Bilateral/Multilateral Agency	13	Academia/Research Institute/Think Tank
6	Private Sector Organization	14	Judiciary Branch
7	Private Foundation	15	Other (please specify): _____
8	Financial Sector/Private Bank		

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

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

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

SECTION H: BACKGROUND INFORMATION

H5. Which of the following describes most of your exposure to the World Bank Group in Kuwait? (Choose no more than TWO)	
1	Observer (i.e., follow in media, social 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.

H6. What's your gender?	
1	Female
2	Male

H7. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

Thank you for completing the survey!

Appendix G2: Bahrain FY18 COS Questionnaires

World Bank Group Country Survey Fiscal Year 18 – Bahrain

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

An 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 BAHRAIN

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

SECTION A: GENERAL ISSUES FACING BAHRAIN

A2. Listed below are a number of development priorities in Bahrain. In your opinion, how IMPORTANT are the following sectoral areas for the country's development?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION A: GENERAL ISSUES

A3. 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 Bahrain? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor expats who live in urban areas
9	More diversified economic growth
10	More reliable social safety net
11	Greater equity of fiscal policy
12	Better quality education and training that better ensure job opportunity
13	Better quality public services
14	Better energy efficiency
15	Other (please specify): _____

A4. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in Bahrain? (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

A5. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Bahrain? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 Bahrain?									
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 Bahrain.										
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 Bahrain 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 Bahrain, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in Bahrain? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	14	Financial markets
2	Gender equity	15	Transport (e.g., roads, bridges, transportation)
3	Private sector development	16	Agriculture
4	Education	17	Trade and exports
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (e.g., oil, gas, mining, solar energy)
6	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Food security	20	Anti-corruption
8	Urban development	21	Judiciary reform
9	Energy	22	Economic growth
10	Water and sanitation	23	Disaster risk management
11	Pollution	24	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	25	Non-communicable disease
13	Health	26	Information and communications technology

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 Bahrain?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
5	Advisory services and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Development partners coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Bahrain? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Bahrain
7	Too influenced by developed countries
8	World Bank Group’s processes too slow
9	World Bank Group’s processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	The credibility of its knowledge/data
18	Other (please specify): _____
19	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Bahrain? (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
B7	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Bahrain 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
B10	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B13. 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	7	Youth/university groups
2	External partners	8	Beneficiaries
3	Media	9	Foundations
4	Private sector	10	Other (please specify): _____
5	Parliament		
6	NGOs/Community Based Organizations	11	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B14	Overall the World Bank Group currently plays a relevant role in development in Bahrain	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The World Bank Group's work is aligned with what I consider the development priorities for Bahrain	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Bahrain, 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	<input type="checkbox"/>
B16	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with civil society	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	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Treating clients and stakeholders in Bahrain with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B31. To be a more effective development partner in Bahrain, do you believe that the World Bank Group should have...? (Select only ONE response)			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

B32. 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 provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor coordination of development partners
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Bahrain?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	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 Bahrain? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Bahrain?											
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 statement about the World Bank Group in Bahrain?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of Bahrain	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Bahrain's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. To what extent do you believe that Bahrain received value for money from the World Bank Group's reimbursable advisory services (RAS)?											
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 Bahrain, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Bahrain's social and economic development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into Arabic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Bahrain's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
E5	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	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"/>
E7	The World Bank Group’s “Safeguard Policy” requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group takes decisions quickly in Bahrain	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Working with the World Bank Group increases Bahrain’s institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	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"/>
E11	The World Bank Group provides effective implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E12. To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in Bahrain?												
		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	

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Bahrain? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Bahrain's economy
2	Ensure greater selectivity in its work
3	Reach out more to groups outside of Government
4	Work faster
5	Improve the quality of its visiting experts as related to Bahrain's specific challenges
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Increase the level of capacity development in the country
9	Increase availability of reimbursable advisory services (RAS)
10	Other (please specify): _____

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

F3. When thinking about how the World Bank Group can add the most value in Bahrain, how important is each of the following activities?		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION G: COMMUNICATIONS AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Bahrain? (Choose no more than TWO)			
1	International newspapers	6	Local newspapers
2	Local radio	7	Internet
3	International radio	8	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
4	Local television	9	Other (please specify): _____
5	International television		

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 phones
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	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

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		
G6	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G7	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G8	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"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of Minister	9	NGO/Community Based Organization
2	Parliament	10	Media (press, radio, TV, web, etc.)
3	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Project Management Unit (PMU) overseeing implementation of activity/ Consultant working on World Bank Group supported activity	12	Chambers of Commerce
5	Bilateral/Multilateral Agency	13	Academia/Research Institute/Think Tank
6	Private Sector Organization	14	Judiciary Branch
7	Private Foundation	15	Other (please specify): _____
8	Financial Sector/Private Bank		

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

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

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

SECTION H: BACKGROUND INFORMATION

H5. Which of the following describes most of your exposure to the World Bank Group in Bahrain? (Choose no more than TWO)	
1	Observer (i.e., follow in media, social 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.

H6. What's your gender?	
1	Female
2	Male

H7. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

Thank you for completing the survey!

Appendix G3: Oman FY18 COS Questionnaires

World Bank Group Country Survey Fiscal Year 18 – Oman

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

An 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 OMAN

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

SECTION A: GENERAL ISSUES FACING OMAN

A2. Listed below are a number of development priorities in Oman. In your opinion, how IMPORTANT are the following sectoral areas for the country's development?		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. 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 Oman? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor expats who live in urban areas
9	More diversified economic growth
10	More reliable social safety net
11	Greater equity of fiscal policy
12	Better quality education and training that better ensure job opportunity
13	Better quality public services
14	Better energy efficiency
15	Other (please specify): _____

A4. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in Oman? (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

A5. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Oman? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 Oman?									
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 Oman.										
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 Oman 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 Oman, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in Oman? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	14	Financial markets
2	Gender equity	15	Transport (e.g., roads, bridges, transportation)
3	Private sector development	16	Agriculture
4	Education	17	Trade and exports
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (e.g., oil, gas, mining, solar energy)
6	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Food security	20	Anti-corruption
8	Urban development	21	Judiciary reform
9	Energy	22	Economic growth
10	Water and sanitation	23	Disaster risk management
11	Pollution	24	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	25	Non-communicable disease
13	Health	26	Information and communications technology

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 Oman?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
5	Advisory services and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Development partners coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Oman? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Oman
7	Too influenced by developed countries
8	World Bank Group’s processes too slow
9	World Bank Group’s processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	The credibility of its knowledge/data
18	Other (please specify): _____
19	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Oman? (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
B7	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Oman 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
B10	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B13. 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	7	Youth/university groups
2	External partners	8	Beneficiaries
3	Media	9	Foundations
4	Private sector	10	Other (please specify): _____
5	Parliament		
6	NGOs/Community Based Organizations	11	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B14	Overall the World Bank Group currently plays a relevant role in development in Oman	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The World Bank Group's work is aligned with what I consider the development priorities for Oman	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Oman, 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	
B16	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with civil society	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	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Treating clients and stakeholders in Oman with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B31. To be a more effective development partner in Oman, do you believe that the World Bank Group should have... ? (Select only ONE response)

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

B32. 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 provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor coordination of development partners
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Oman?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	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 Oman? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in Oman?												
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 statement about the World Bank Group in Oman?																					
											Strongly disagree		Strongly agree	Don't know							
C4	The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of Oman										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Oman's needs for knowledge services (e.g., research, analysis, data, technical assistance)										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. To what extent do you believe that Oman received value for money from the World Bank Group's reimbursable advisory services (RAS)?												
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 Oman, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to Oman's social and economic development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into Arabic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Oman's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
E5	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	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"/>
E7	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group takes decisions quickly in Oman	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Working with the World Bank Group increases Oman's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	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"/>
E11	The World Bank Group provides effective implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E12. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Oman?												
		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

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

1	Provide more adequate data/knowledge/statistics/figures on Oman's economy
2	Ensure greater selectivity in its work
3	Reach out more to groups outside of Government
4	Work faster
5	Improve the quality of its visiting experts as related to Oman's specific challenges
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Increase the level of capacity development in the country
9	Increase availability of reimbursable advisory services (RAS)
10	Other (please specify): _____

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

1	Financial services to the private sector through IFC
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Oman
6	Don't know

F3. When thinking about how the World Bank Group can add the most value in Oman, how important is each of the following activities?

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION G: COMMUNICATIONS AND INFORMATION SHARING

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

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

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 phones
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	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

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		
G6	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G7	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G8	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"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of Minister	9	NGO/Community Based Organization
2	Parliament	10	Media (press, radio, TV, web, etc.)
3	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Project Management Unit (PMU) overseeing implementation of activity/ Consultant working on World Bank Group supported activity	12	Chambers of Commerce
5	Bilateral/Multilateral Agency	13	Academia/Research Institute/Think Tank
6	Private Sector Organization	14	Judiciary Branch
7	Private Foundation	15	Other (please specify): _____
8	Financial Sector/Private Bank		

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

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

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

SECTION H: BACKGROUND INFORMATION

H5. Which of the following describes most of your exposure to the World Bank Group in Oman? (Choose no more than TWO)	
1	Observer (i.e., follow in media, social 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.

H6. What's your gender?	
1	Female
2	Male

H7. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

Thank you for completing the survey!

Appendix G4: United Arab Emirates FY18 COS Questionnaires

World Bank Group Country Survey Fiscal Year 18 – United Arab Emirates (UAE)

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

An 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 THE UAE

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

SECTION A: GENERAL ISSUES FACING THE UAE

A2. Listed below are a number of development priorities in the UAE. In your opinion, how IMPORTANT are the following sectoral areas for the country's development?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION A: GENERAL ISSUES

A3. 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 the UAE? (Choose no more than TWO)

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor expats who live in urban areas
9	More diversified economic growth
10	More reliable social safety net
11	Greater equity of fiscal policy
12	Better quality education and training that better ensure job opportunity
13	Better quality public services
14	Better energy efficiency
15	Other (please specify): _____

A4. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in the UAE? (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

A5. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in the UAE? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
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 the UAE?									
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 the UAE.										
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 the UAE 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 the UAE, in which sectors do you believe the World Bank Group should focus most of its technical assistance and knowledge services in the UAE? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	14	Financial markets
2	Gender equity	15	Transport (e.g., roads, bridges, transportation)
3	Private sector development	16	Agriculture
4	Education	17	Trade and exports
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (e.g., oil, gas, mining, solar energy)
6	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Food security	20	Anti-corruption
8	Urban development	21	Judiciary reform
9	Energy	22	Economic growth
10	Water and sanitation	23	Disaster risk management
11	Pollution	24	Equality of opportunity (i.e., social inclusion)
12	Job creation/employment	25	Non-communicable disease
13	Health	26	Information and communications technology

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 the UAE?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
5	Advisory services and technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
6	Development partners coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in the UAE? (Choose no more than TWO)	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilateral, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in the UAE
7	Too influenced by developed countries
8	World Bank Group’s processes too slow
9	World Bank Group’s processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	The credibility of its knowledge/data
18	Other (please specify): _____
19	Don’t know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in the UAE? (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
B7	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B9	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in the UAE 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
B10	Policy design (for clarity and better incentives to achieve socio-economic goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The private sector (related to institutional and policy change)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B12	Technical capacity building	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B13. 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	7	Youth/university groups
2	External partners	8	Beneficiaries
3	Media	9	Foundations
4	Private sector	10	Other (please specify): _____
5	Parliament		
6	NGOs/Community Based Organizations	11	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B14	Overall the World Bank Group currently plays a relevant role in development in The UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	The World Bank Group's work is aligned with what I consider the development priorities for The UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in the UAE, 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	
B16	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B24	Collaboration with civil society	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	Collaboration with other development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B27	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B28	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B29	Treating clients and stakeholders in the UAE with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B30	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B31. To be a more effective development partner in UAE, 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

B32. 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 provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor coordination of development partners
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in the UAE?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	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 the UAE? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	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	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Natural resource management (e.g., oil, gas, mining, solar energy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Non-communicable disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C3. To what extent does the World Bank Group's work help to achieve development results in the UAE?											
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 statement about the World Bank Group in the UAE?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., Reimbursable Advisory Services) meet the needs of the UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets the UAE's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C6. To what extent do you believe that the UAE received value for money from the World Bank Group's reimbursable advisory services (RAS)?											
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 the UAE, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Are relevant to the UAE's social and economic development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into Arabic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to the UAE's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree					Strongly agree					Don't know
E5	The World Bank Group effectively monitors and evaluates the activities it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	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"/>
E7	The World Bank Group’s “Safeguard Policy” requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank Group takes decisions quickly in the UAE	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Working with the World Bank Group increases the UAE’s institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	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"/>
E11	The World Bank Group provides effective implementation support	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E12. To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in the UAE?												
	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

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the UAE? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on the UAE's economy
2	Ensure greater selectivity in its work
3	Reach out more to groups outside of Government
4	Work faster
5	Improve the quality of its visiting experts as related to the UAE's specific challenges
6	Offer more innovative knowledge services
7	Collaborate more effectively with Government clients (e.g., national, state, local)
8	Increase the level of capacity development in the country
9	Increase availability of reimbursable advisory services (RAS)
10	Other (please specify): _____

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

F3. When thinking about how the World Bank Group can add the most value in the UAE, how important is each of the following activities?		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Policy advice	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Implementation assistance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Improving government effectiveness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Improving service delivery	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Convening across government institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Convening between the government and groups outside of government (e.g., private sector, NGOs, academia, media)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Stakeholder consultations	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION G: COMMUNICATIONS AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in the UAE? (Choose no more than TWO)			
1	International newspapers	6	Local newspapers
2	Local radio	7	Internet
3	International radio	8	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
4	Local television	9	Other (please specify): _____
5	International television		

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 phones
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	Do you use/have you used the World Bank Group website?	Yes	No
G5	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

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		
G6	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G7	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
G8	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"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of Minister	9	NGO/Community Based Organization
2	Parliament	10	Media (press, radio, TV, web, etc.)
3	Employee of a Ministry, Ministerial Department or Implementation Agency	11	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Project Management Unit (PMU) overseeing implementation of activity/ Consultant working on World Bank Group supported activity	12	Chambers of Commerce
5	Bilateral/Multilateral Agency	13	Academia/Research Institute/Think Tank
6	Private Sector Organization	14	Judiciary Branch
7	Private Foundation	15	Other (please specify): _____
8	Financial Sector/Private Bank		

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

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

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

SECTION H: BACKGROUND INFORMATION

H5. Which of the following describes most of your exposure to the World Bank Group in the UAE? (Choose no more than TWO)	
1	Observer (i.e., follow in media, social 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.

H6. What's your gender?	
1	Female
2	Male

H7. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

Thank you for completing the survey!