

# FY 2018 Angola Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**September 2018**



## Acknowledgements

The Angola 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 Antonina Redko oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Angola country team and independent fielding consultant Mitelvina Carlos. In particular, PORG is grateful for the support from Jesus Alberto Lino (Program Assistant) and Maria Margarida Baessa Mendes (Executive Assistant) who coordinated the survey related activities in Luanda, Angola.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## ANGOLA





## I. Objectives

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

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

## II. Methodology

From March to June 2018, 986 stakeholders of the WBG in Angola were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a Minister; office of a Parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community-based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 444 stakeholders participated in the survey (45% response rate). Respondents either received the questionnaires via email or completed the questionnaires face-to-face with an independent fielding consultant.

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.

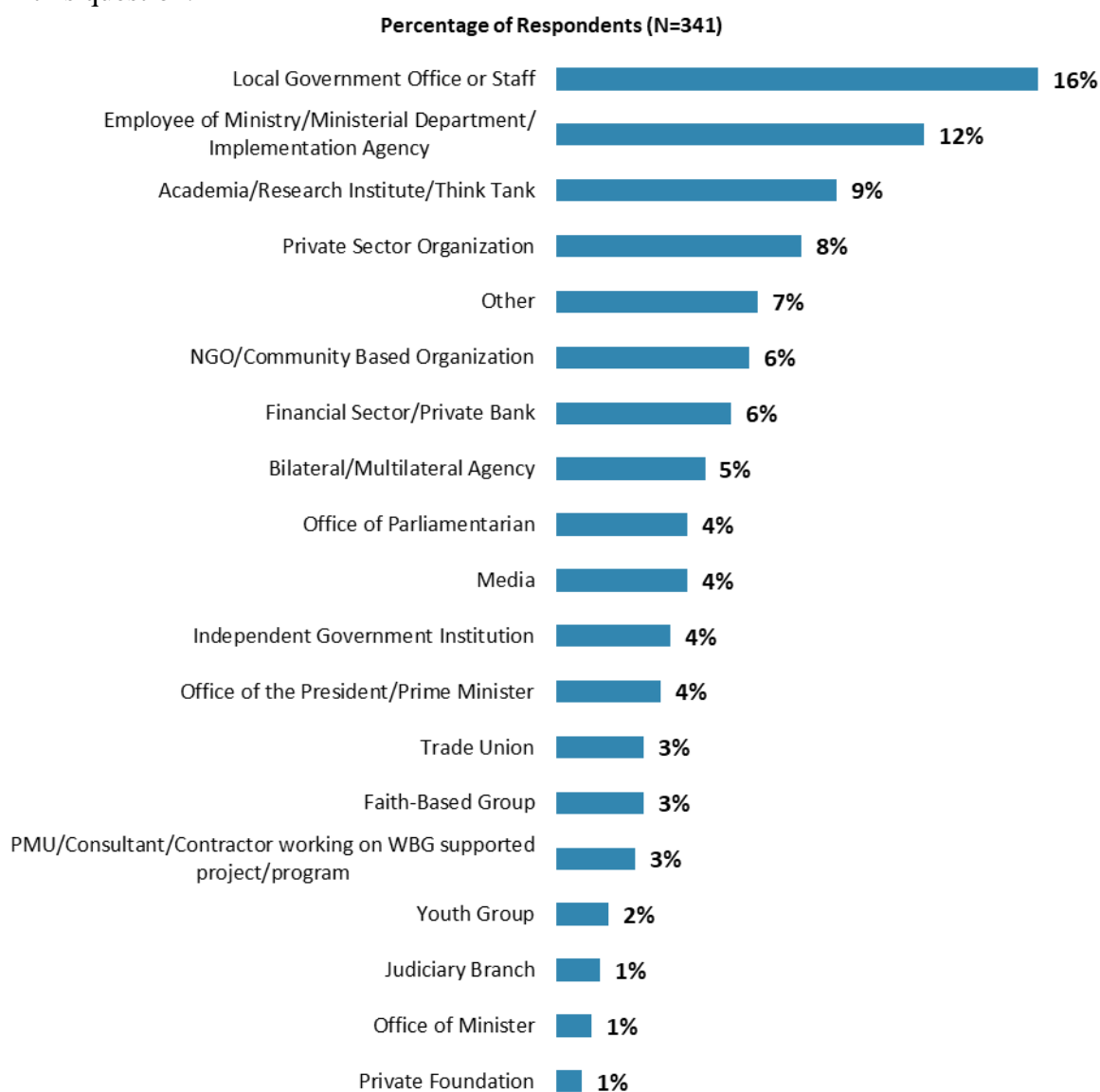
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 24%, N=91). As a rule, the COS data are weighted for year comparisons in order to reach the same stakeholder composition in two fiscal years. However, in the case of Angola, due to the small number of respondents in the FY'15 Country Survey, weighting would have been statistically unsound. Therefore, only basic comparisons of the unweighted data from the FY'18 and FY'15 Country Surveys are presented in the report and should be considered provisional. For the FY'18 and FY'15 stakeholder breakdown and year comparison results, please see appendix E (page 94).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies, respondents from PMUs, and consultants working on WBG projects were combined; respondents from private sector organizations were combined with those from the financial sector/private banks; respondents from NGOs/community-based organizations, trade unions, faith-based groups, youth groups, and private foundations were combined in the “CSO” category; and the small number of respondents from the judiciary branch were included in the “Other” category. **Note:** Only 341 respondents out of total 444 respondents responded to this question.

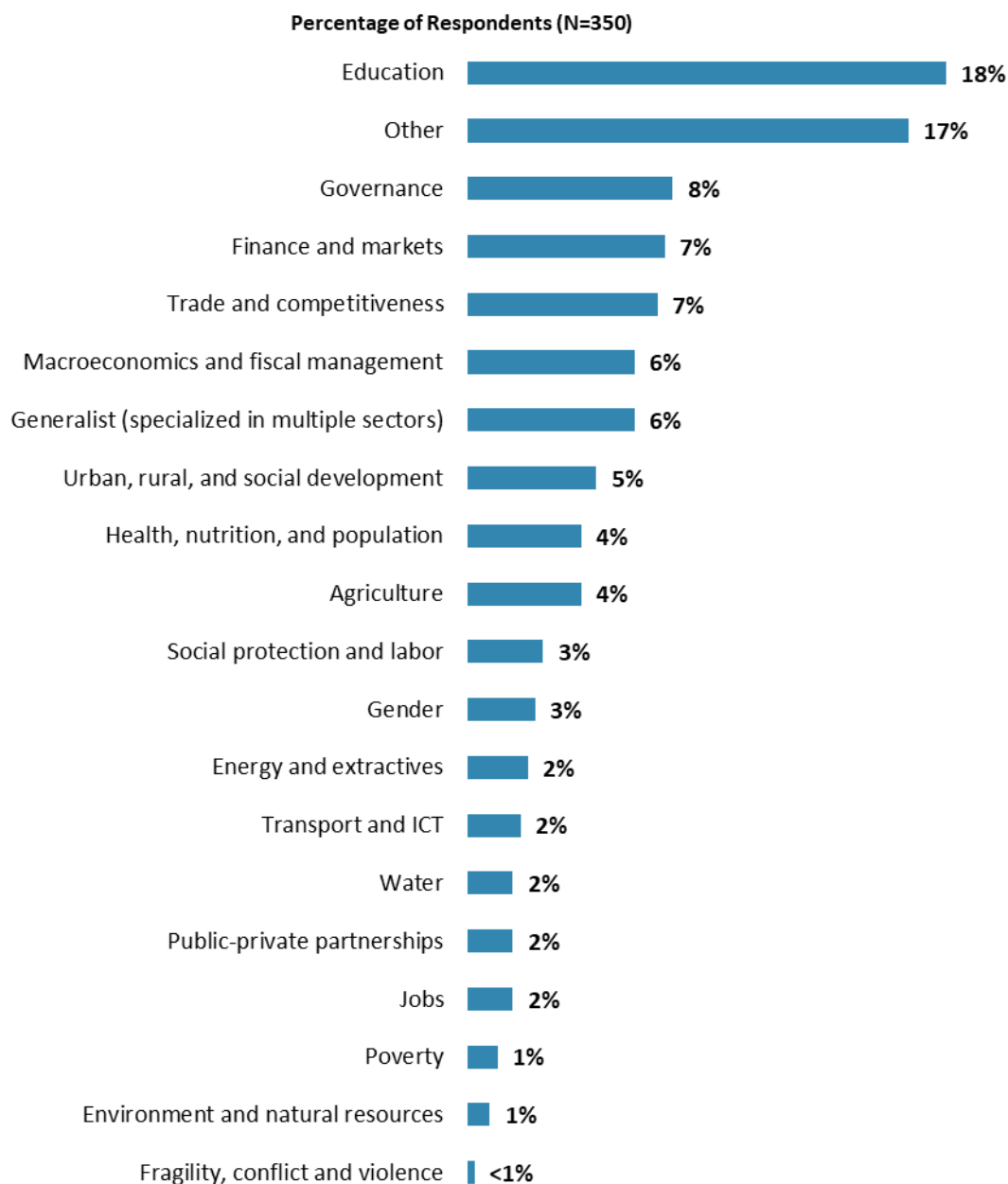


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization

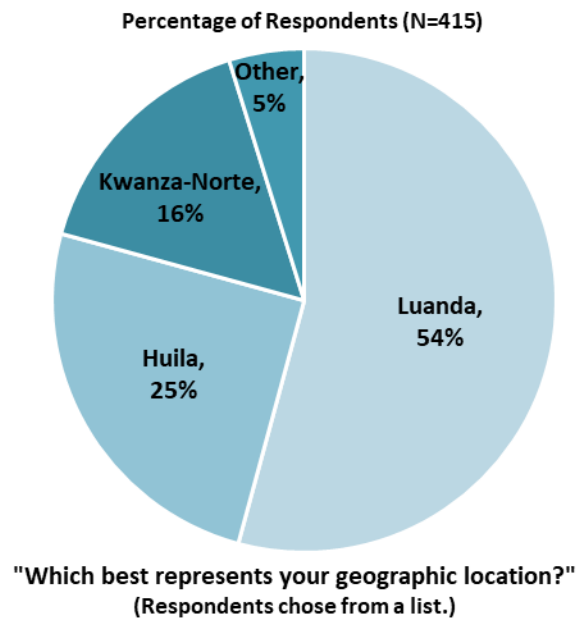


**"Please identify the primary specialization of your work." (Respondents chose from a list.)**



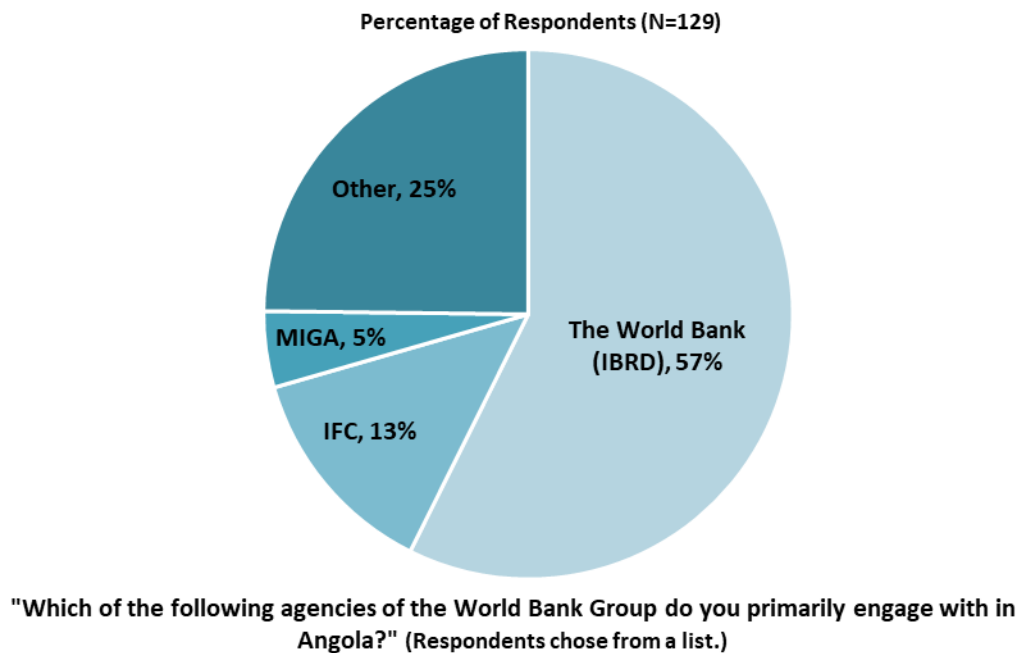
### III. Demographics of the Sample (continued)

#### Geographic Locations<sup>1</sup>



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



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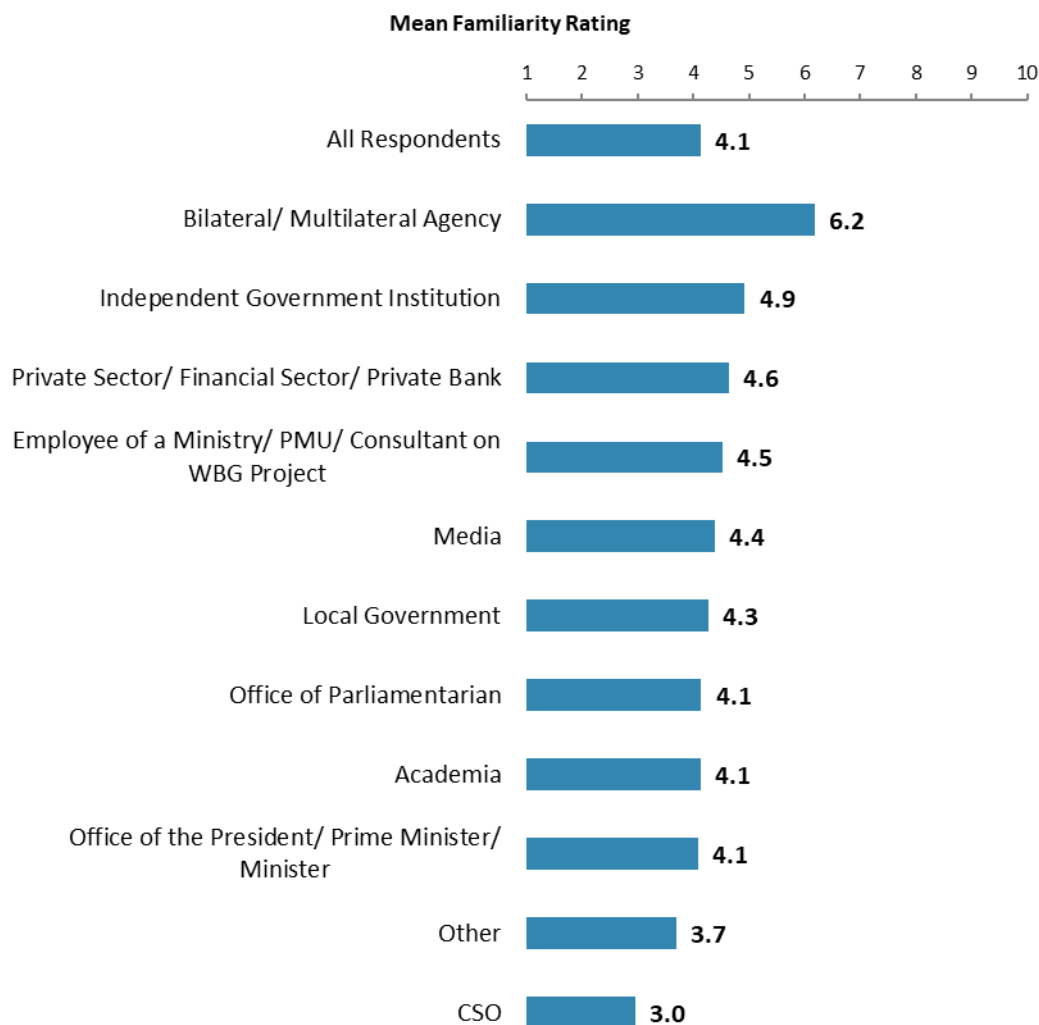
<sup>1</sup> Refer to Appendix C (page 77) for data comparisons across geographic locations.



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (mean familiarity rating in FY'18 = 4.1, N = 352; mean familiarity rating in FY'15 = 4.4, N = 87).<sup>2</sup>
- **Impact of familiarity:** Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Angola, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in Angola, and the extent to which the WBG contributes to the country's development results.



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

<sup>2</sup> Refer to Appendix E (page 94) for data comparisons across years. *Note:* Due to different composition of the FY'18 and FY'15 samples, only basic comparisons of unweighted data from the FY'18 and FY'15 Country Surveys are presented in the Appendix.





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

#### Collaboration with the World Bank Group

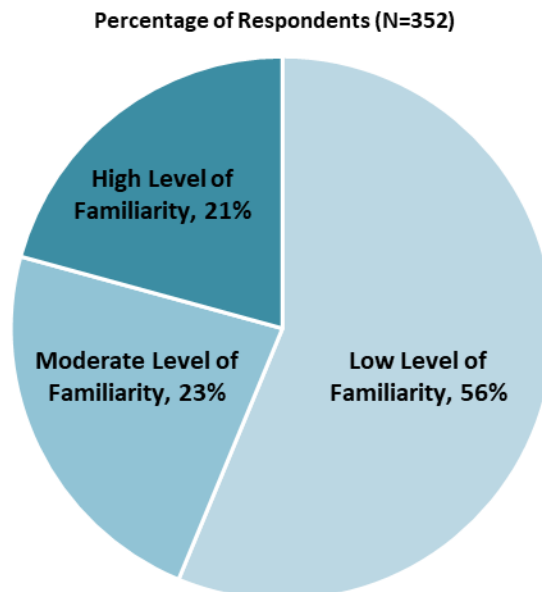
- In this year's Country Survey, only 29 respondents (or 8% of all respondents who provided their answers to the question about their collaboration with the WBG) indicated that they collaborate with the WBG.<sup>3</sup>



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

#### Levels of Familiarity with the WBG

- Respondents were grouped by their level of familiarity with the WBG for further analyses.<sup>4</sup>



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

Based on respondent familiarity ratings on a 10-point scale, they were grouped into three categories: "Low Level of Familiarity" (1-4 rating), "Moderate Level of Familiarity" (5-6 rating), and "High Level of Familiarity" (7-10 rating).

<sup>3</sup> Refer to Appendix F (page 99) for data comparisons across levels of collaboration with/exposure to the WBG.

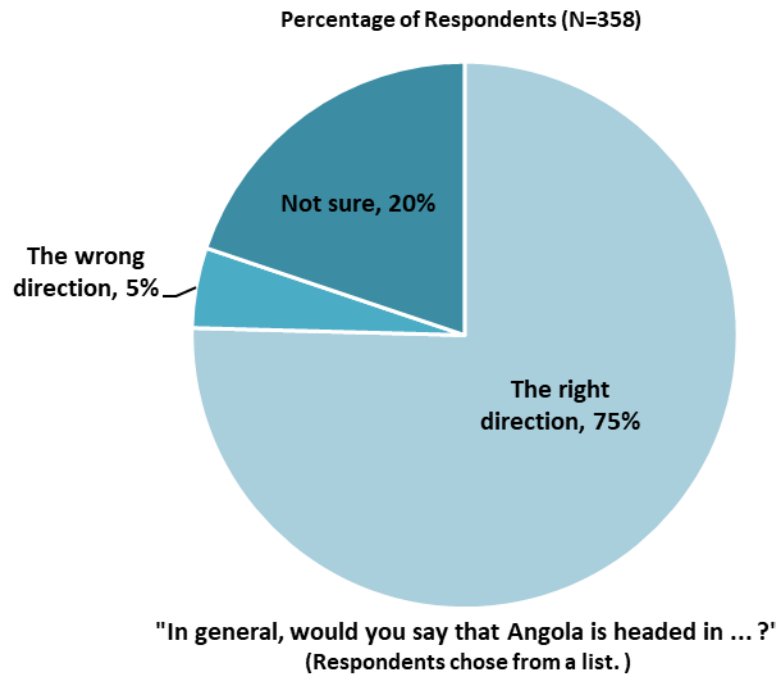
<sup>4</sup> Refer to Appendix D (page 79) for data comparisons across levels of familiarity with the WBG.



## IV. General Issues Facing Angola

### Headed in the Right Direction

- **Stakeholder groups:** Majorities of respondents across all stakeholder groups indicated that Angola is headed in the right direction.

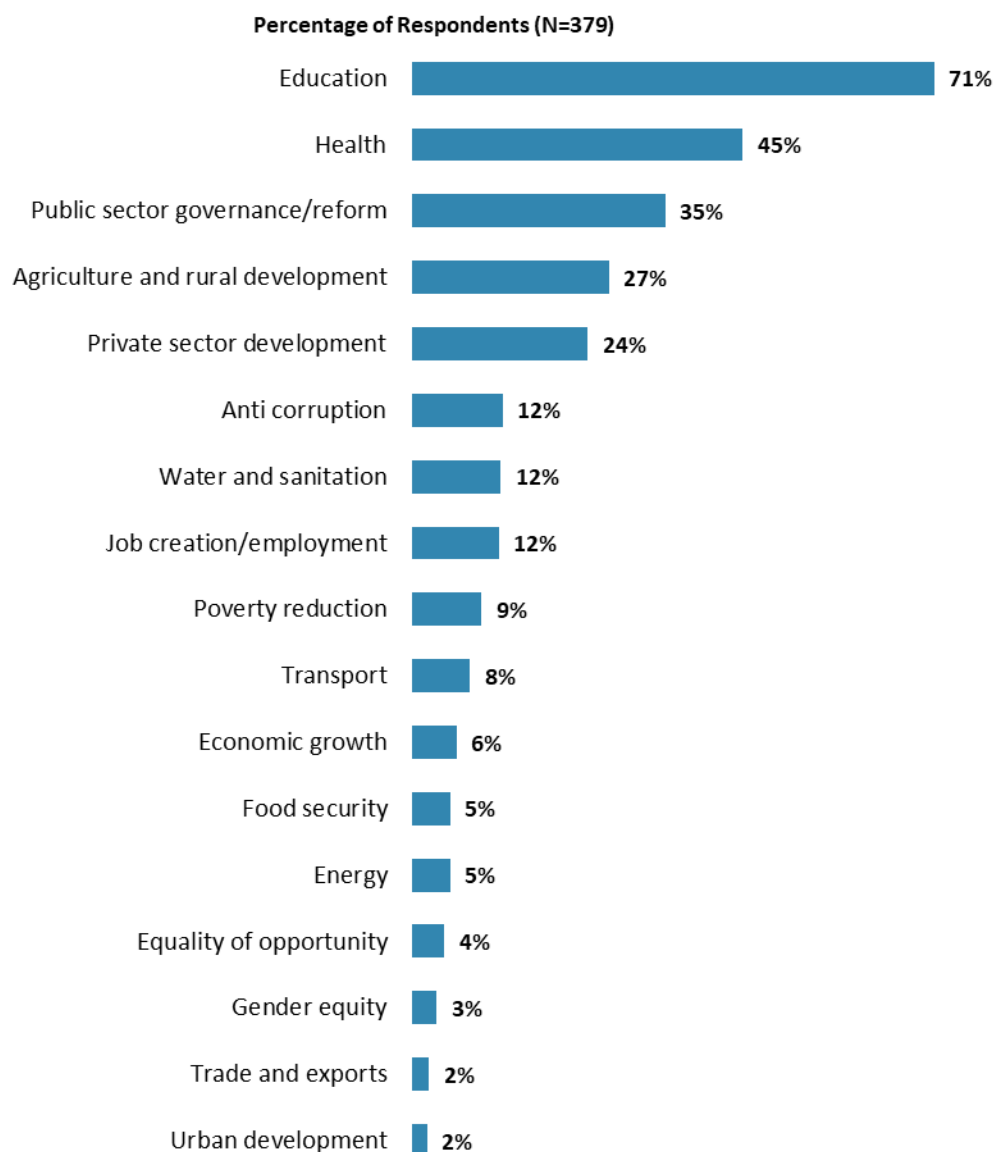




## IV. General Issues Facing Angola (continued)

### Development Priority

- **Specialization:** Respondents who identified their primary specialization of work as “education” (18% of the sample) were *more* likely (but not significantly) to indicate that “education” was the most important development priority in Angola, compared to the rest of respondents in other areas of work (education specialists = 80%; others = 69%).



"Listed below are a number of development priorities in Angola. Please identify which of the following you consider the most important development priorities in Angola. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 17 out of 28 response options shown.)

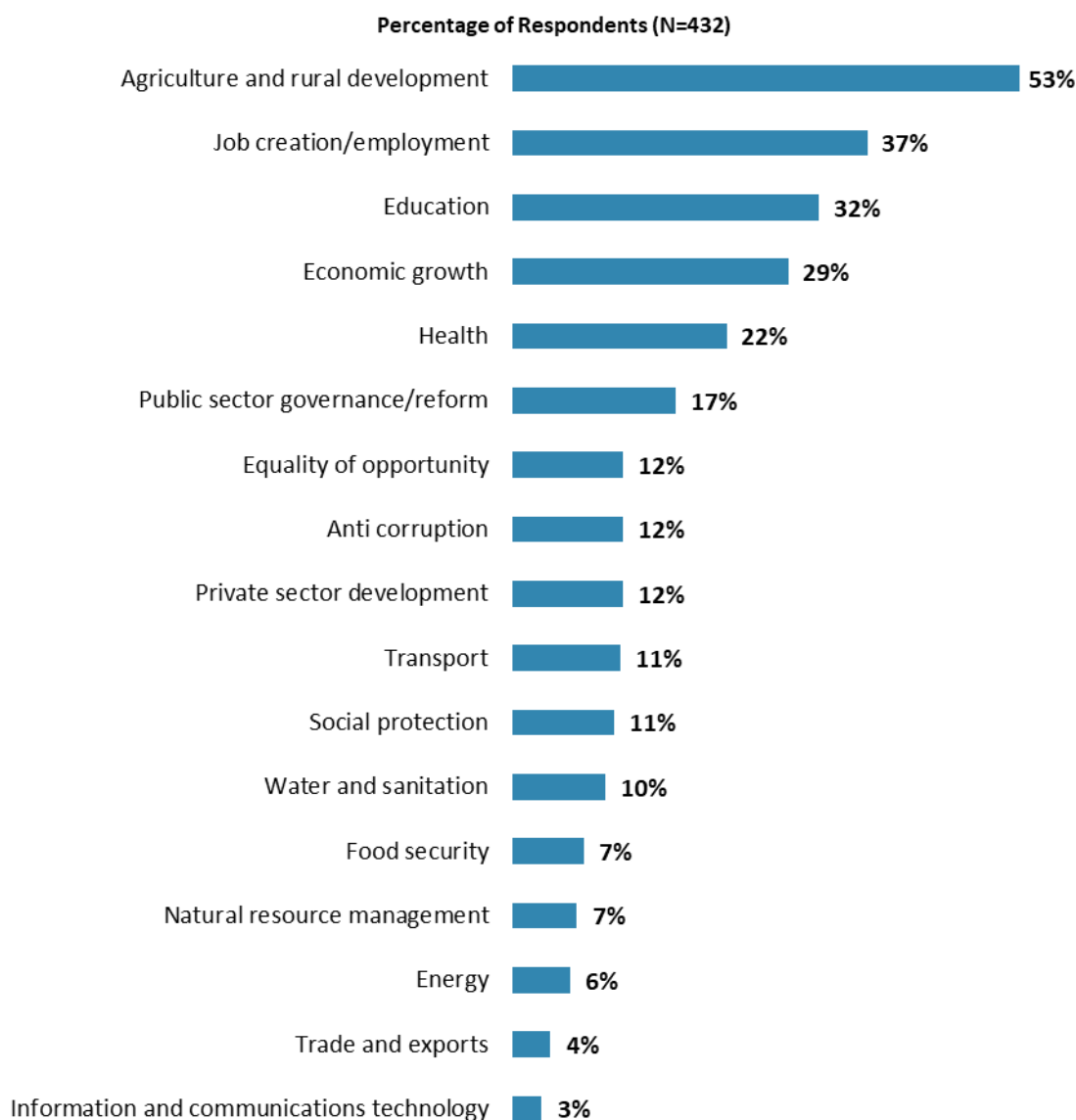
\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in a country.



## IV. General Issues Facing Angola (continued)

### What Would Contribute Most to Reducing Poverty

- **Specialization:** Respondents who identified their primary specialization of work as “education” were *more* likely (but not significantly) to indicate that “education” was the greatest contributor to poverty reduction, compared to respondents from other areas (education specialists = 40%; others = 29%).



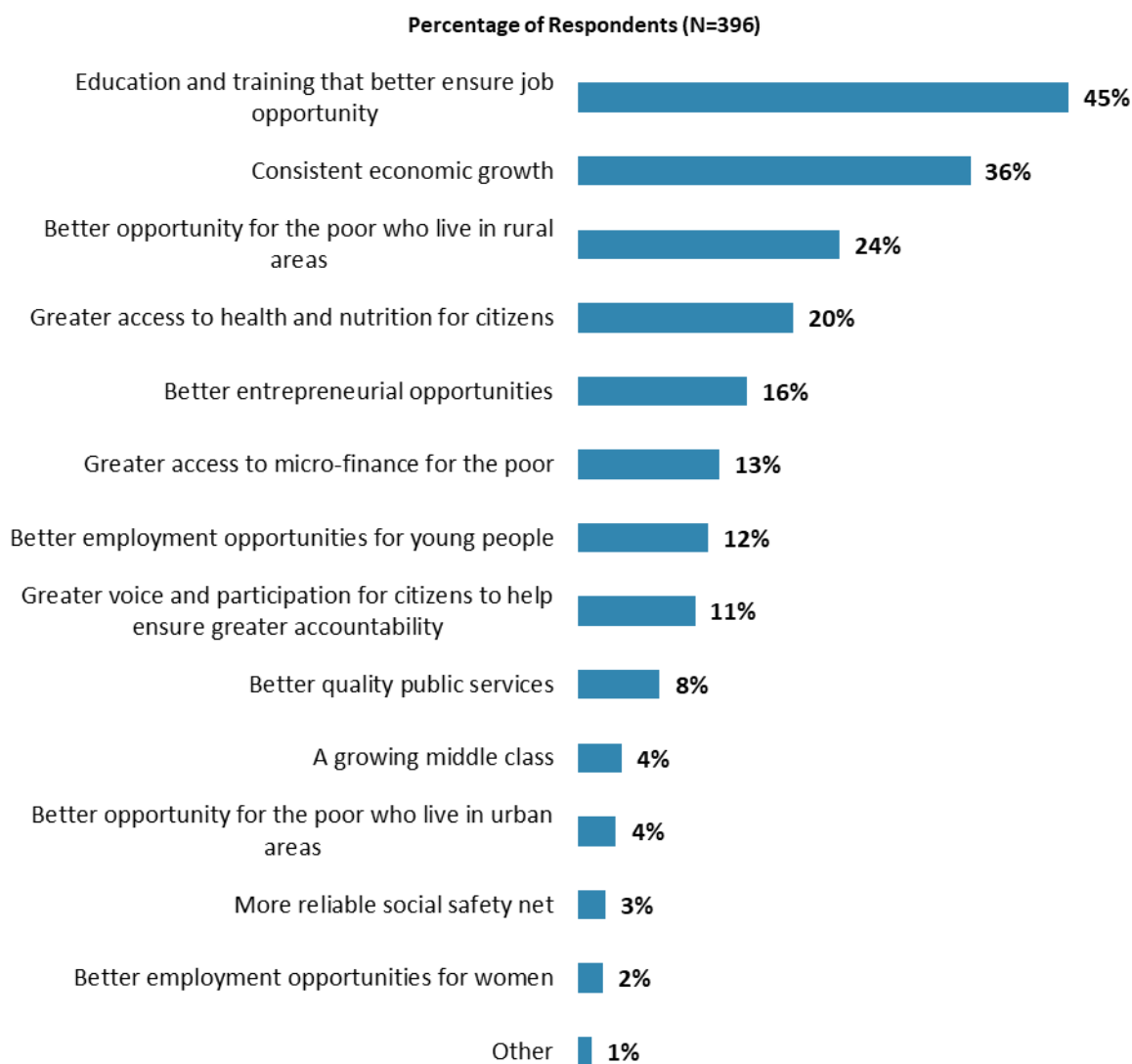
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 17 out of 27 response options shown.)

\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.



## IV. General Issues Facing Angola (continued)

### Factors Contributing to “Shared Prosperity”

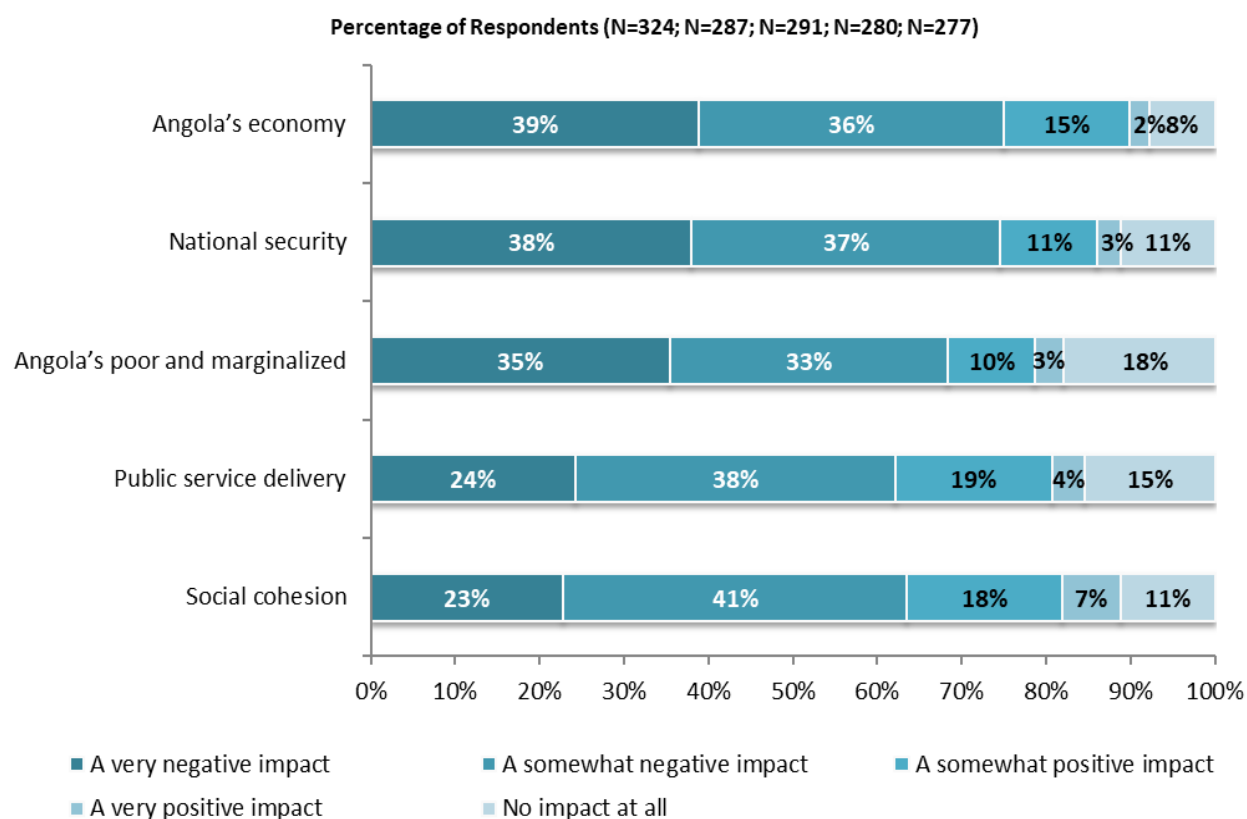


**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



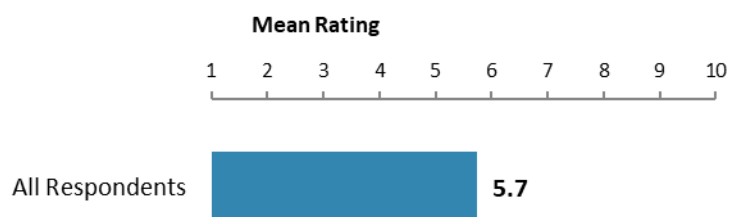
## IV. General Issues Facing Angola (continued)

### Impact of Refugees in Angola



"Please rate how you feel when you think about the impact of the refugees in regards to.... "  
(Respondents chose from a list.)

### Refugees: Donor Community's Support



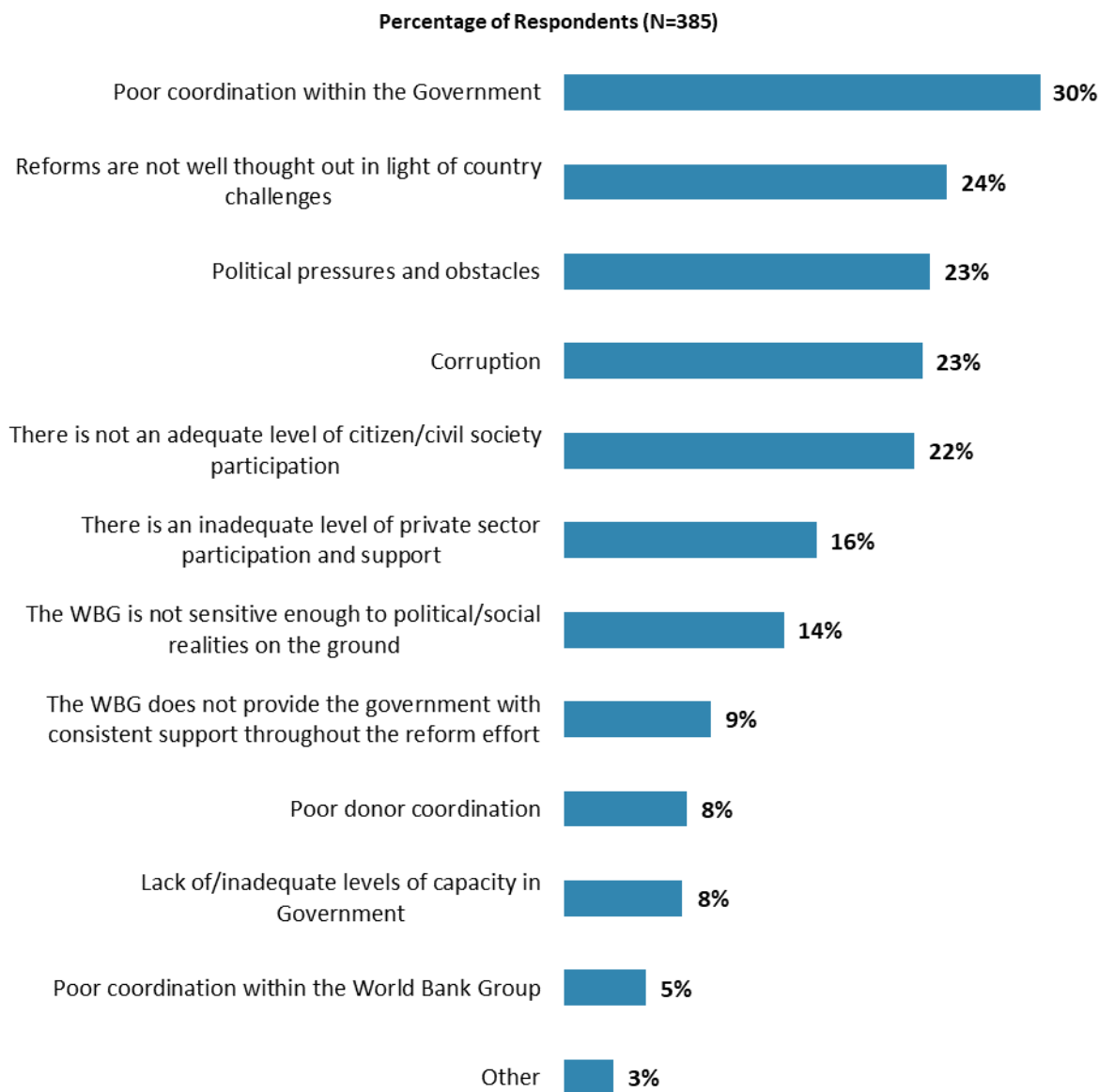
"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Angola?"  
(1-"To no degree at all", 10-"To a very significant degree")



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies were significantly *more* likely to attribute failed or slow reform efforts in Angola to “*poor coordination within the Government*” (65%) than respondents from other stakeholder groups.



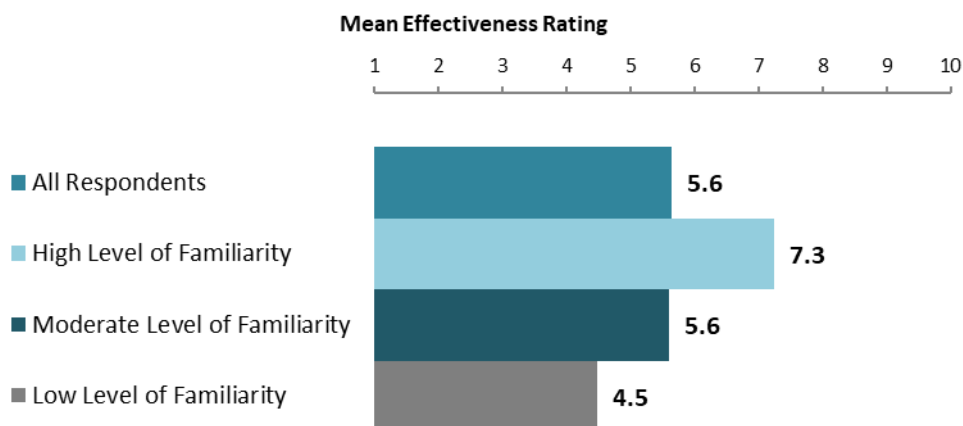
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

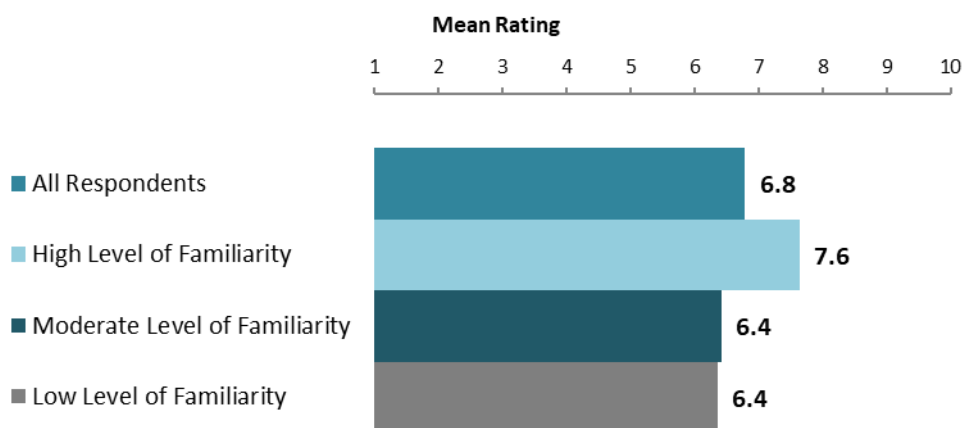
*As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.*

### The World Bank Group’s Overall Effectiveness (Indicator Question)



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

### Achieving Development Results (Indicator Question)



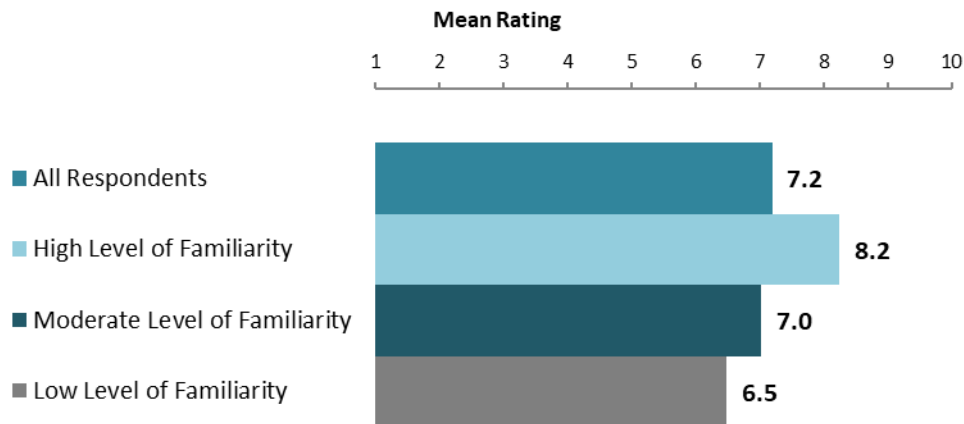
**"To what extent does the World Bank Group’s work help to achieve development results in Angola?"** (1-"To no degree at all", 10-"To a very significant degree")  
(Significantly different between groups)





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

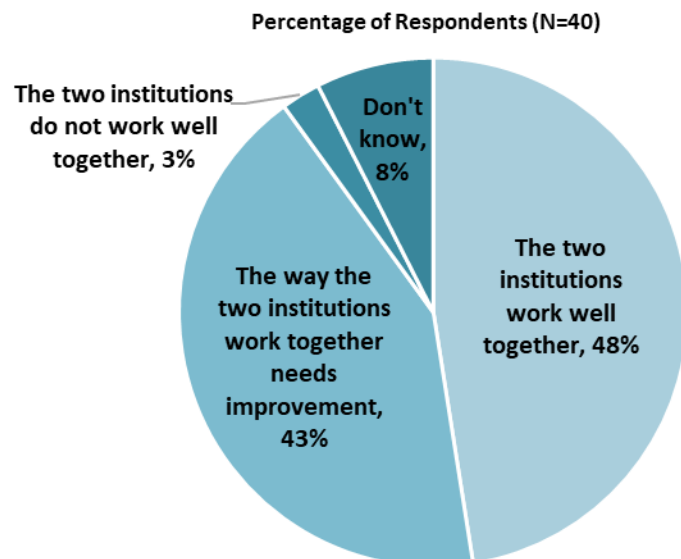
### WBG Staff Preparedness



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

### The World Bank and the IFC Working Together

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



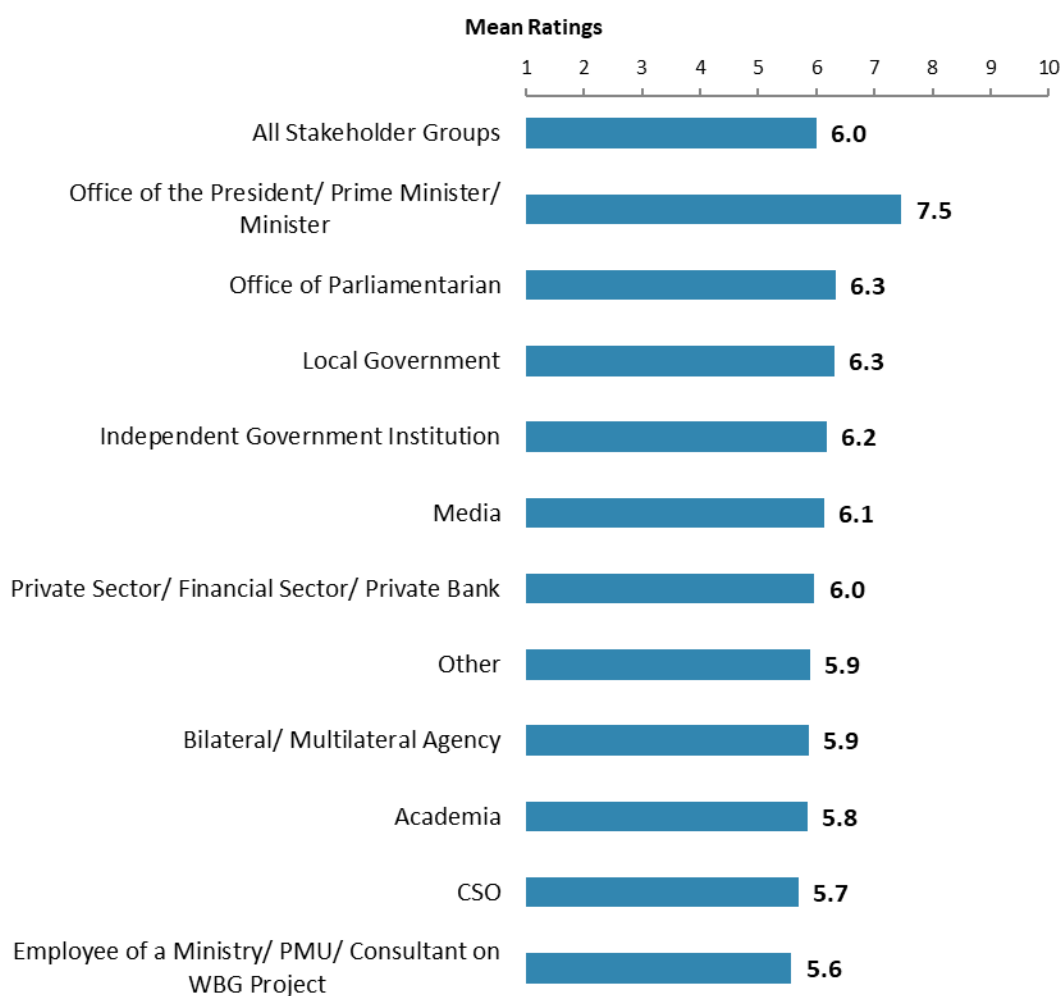
"If your projects involved both the World Bank and the IFC, what was your view of how the two institutions work together in Angola?" (Respondents chose from a list.)  
(Note: percentages may not total 100 due to rounding)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 55).
- **Familiarity levels:** Respondents who indicated high levels of familiarity with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.2) compared to respondents with moderate (mean rating = 6.1) and low (mean rating = 5.4) levels of familiarity with the WBG.



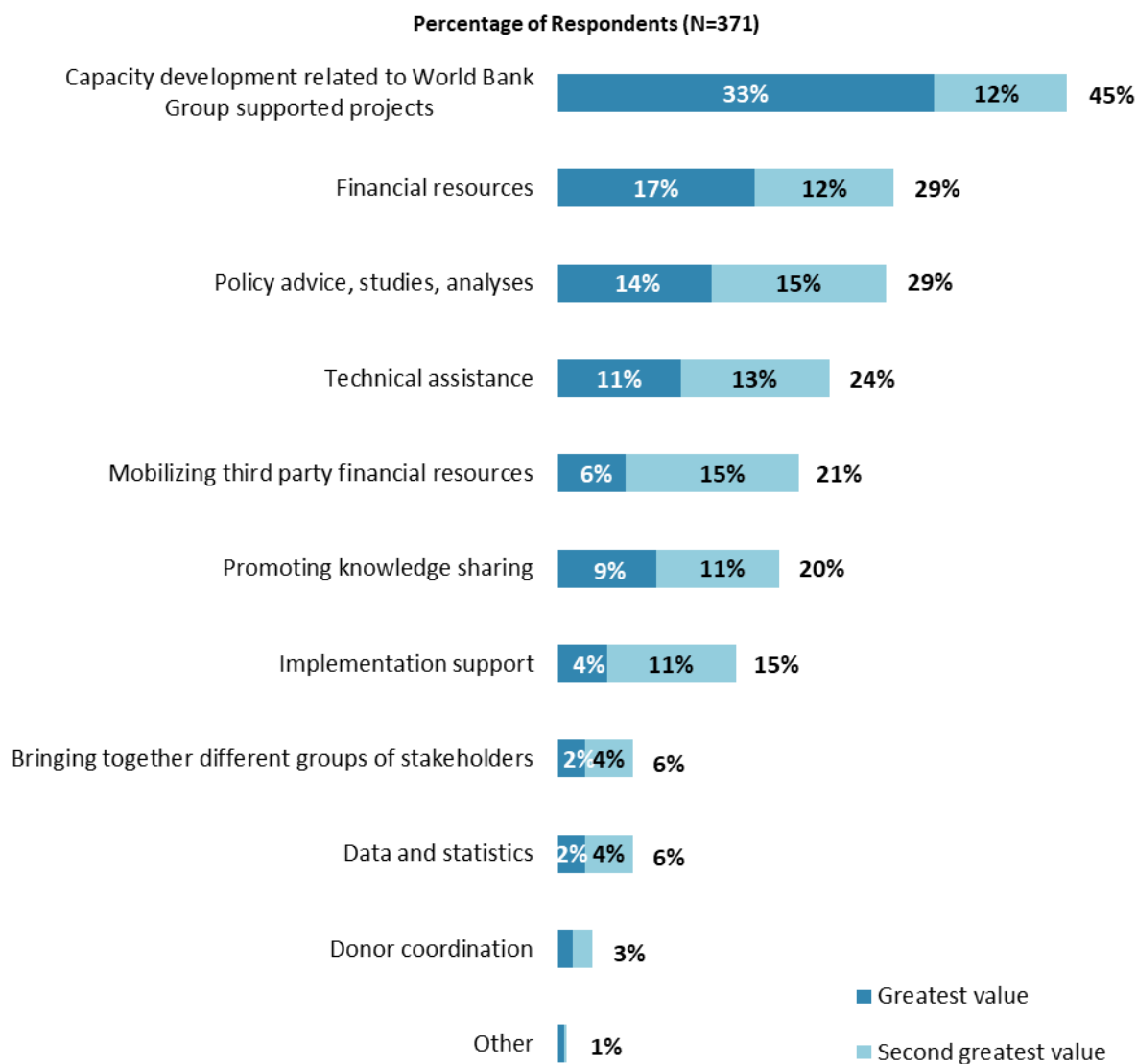
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Stakeholder groups:** Respondents across stakeholder groups and levels of familiarity with the WBG indicated “*capacity development*” as the WBG’s greatest value to Angola.



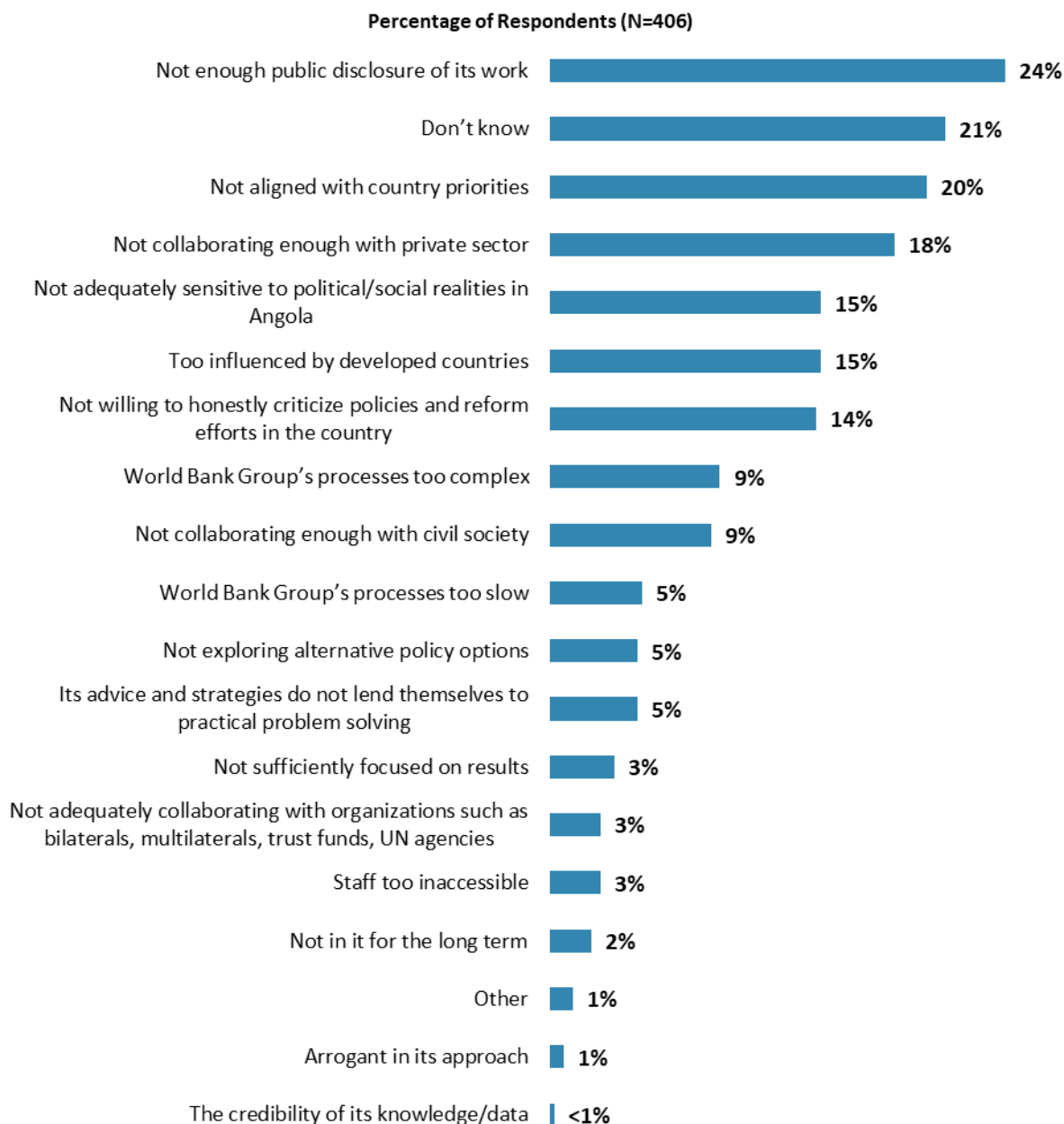
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?"**  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Familiarity:** Respondents with high levels of familiarity with the WBG considered “*not collaborating enough with private sector*” (30%) and “*not aligned with country priorities*” (29%) the WBG’s greatest weaknesses in its work in Angola.

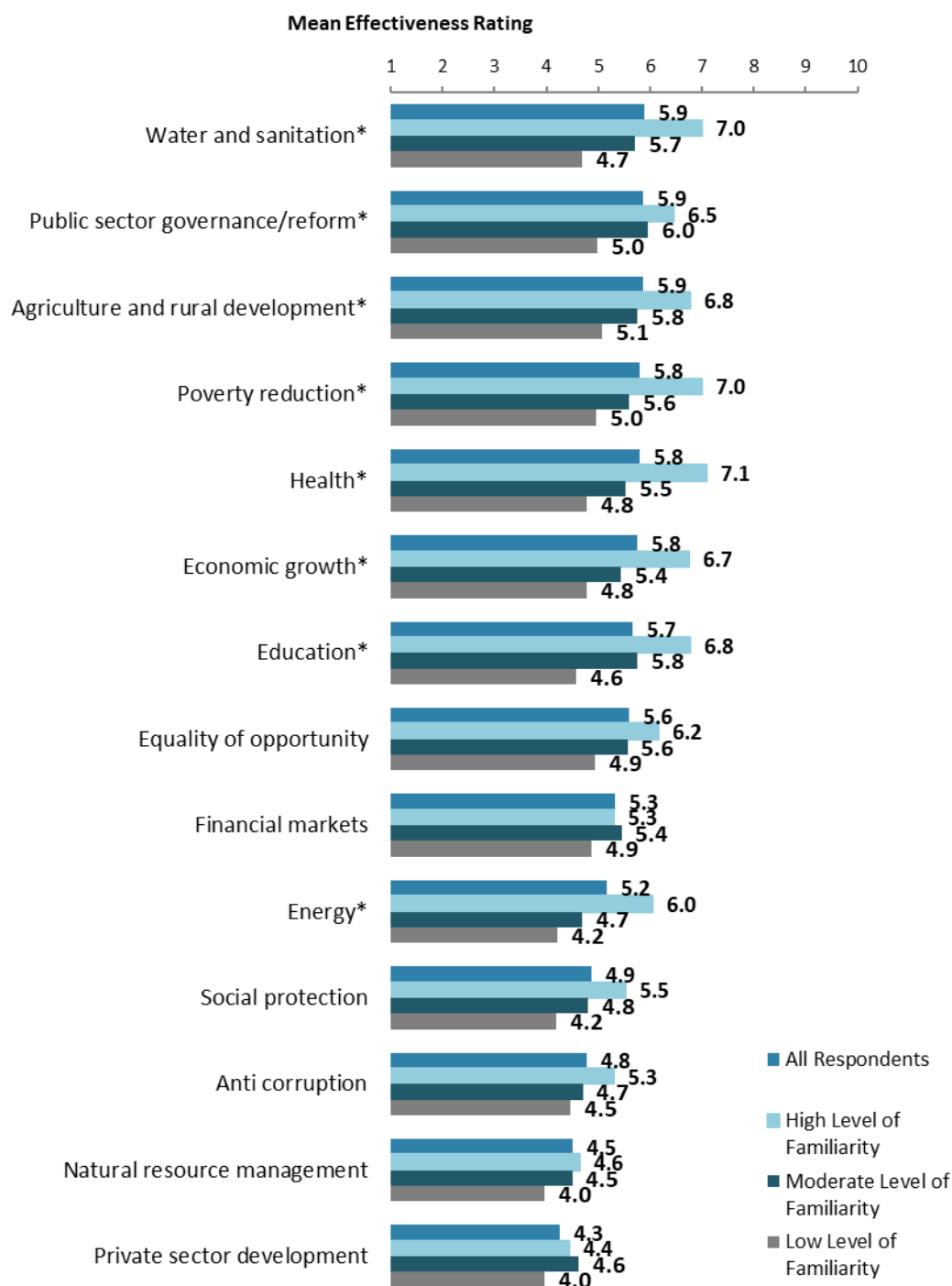


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas



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



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Angola, bivariate correlational analyses were conducted using respondents' ratings of the fourteen specific areas of effectiveness.

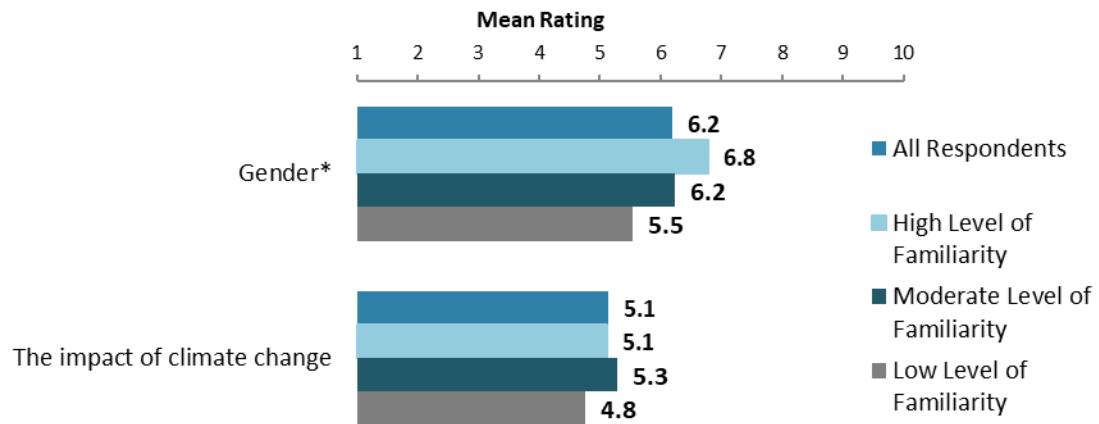
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Angola. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at equality of opportunity; and
  - The WBG's effectiveness at public sector governance/reform.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Angola, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at public sector governance/reform; and
  - The WBG's effectiveness at equality of opportunity.



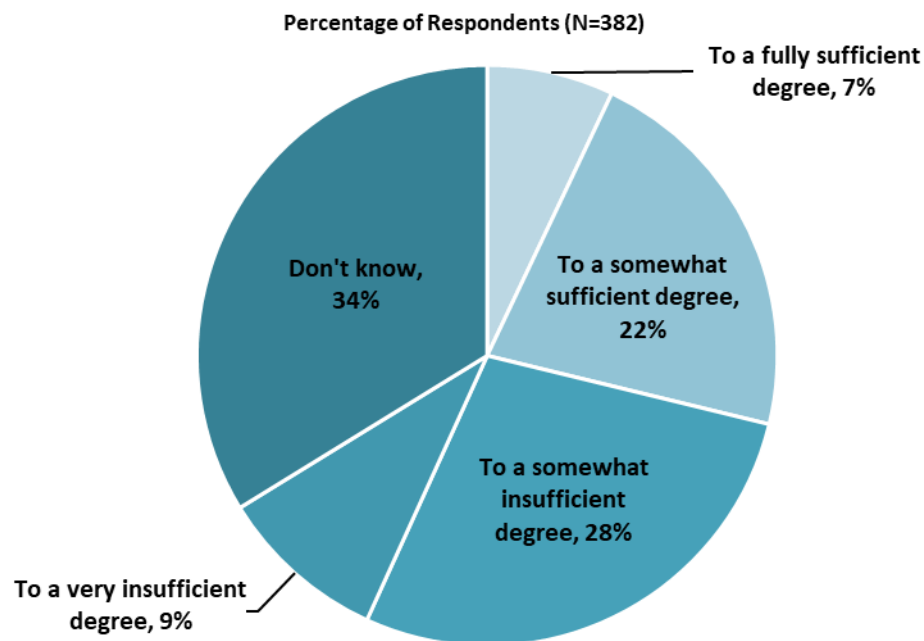
## VI. Sectoral Effectiveness (continued)

### WBG's Influence on Gender and Climate Change Policy



"In Angola, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between groups)

### Helping the Poorest

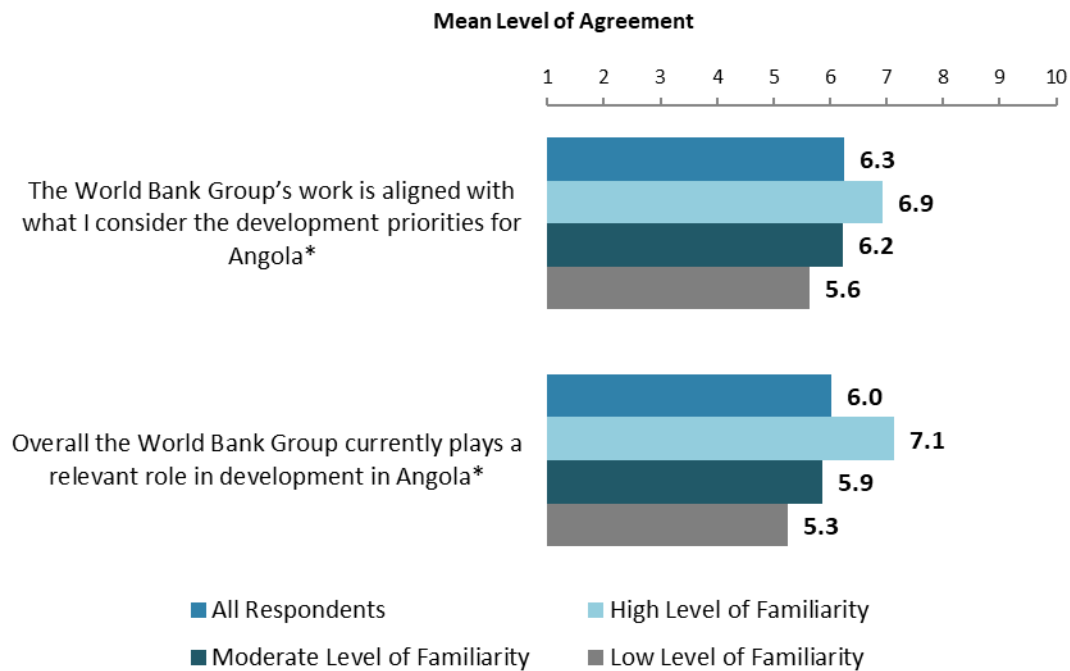


"To what extent do you believe that the World Bank Group's work and support help the poorest in Angola?" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Angola (*Indicator Questions*)



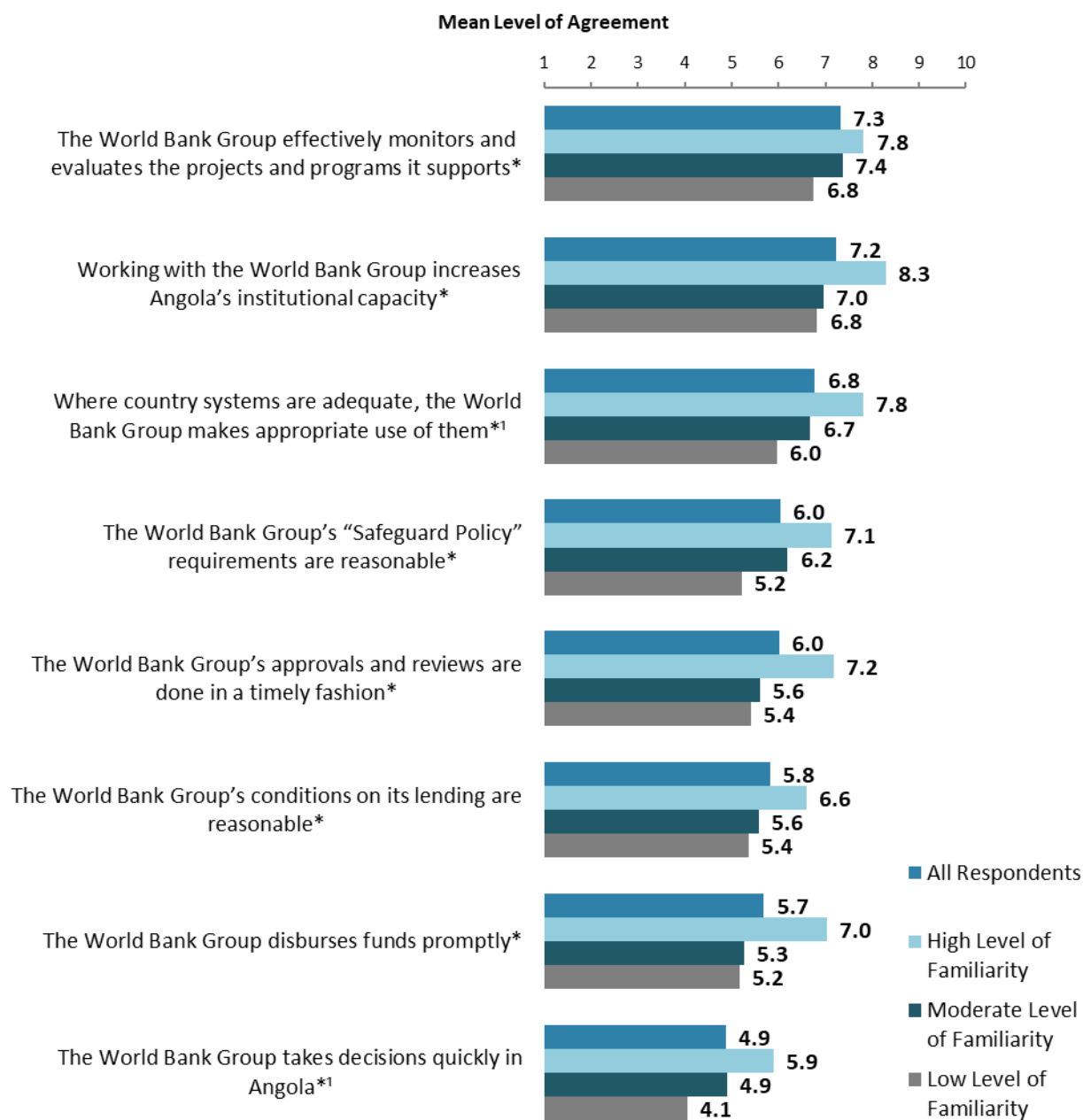
"To what extent do you agree with the following statements about the World Bank Group's work in Angola?" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between groups)





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

### Overall Perceptions

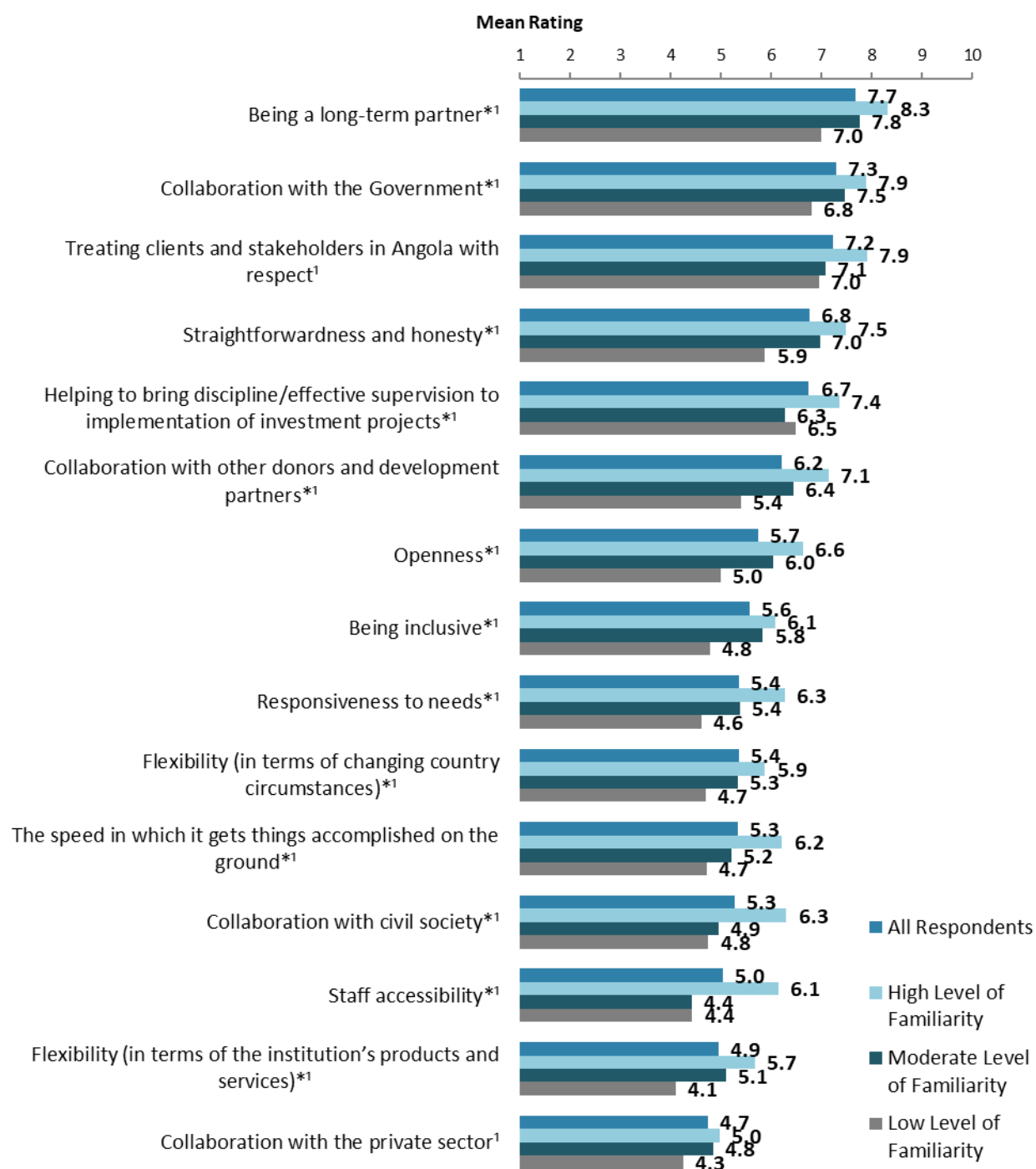


"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between groups)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner



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

(\*Significantly different between groups)

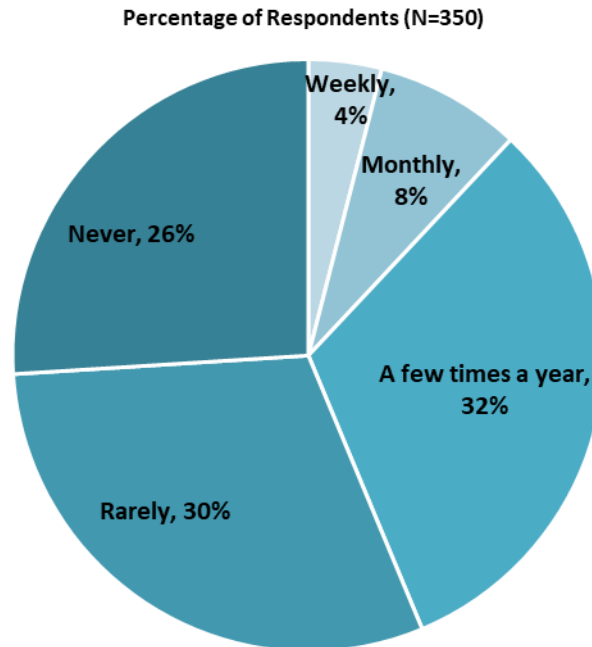
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from the Office of President/Prime Minister/Minister indicated the most frequent usage of the WBG's knowledge work and activities ("weekly/monthly") compared to respondents from other stakeholder groups.

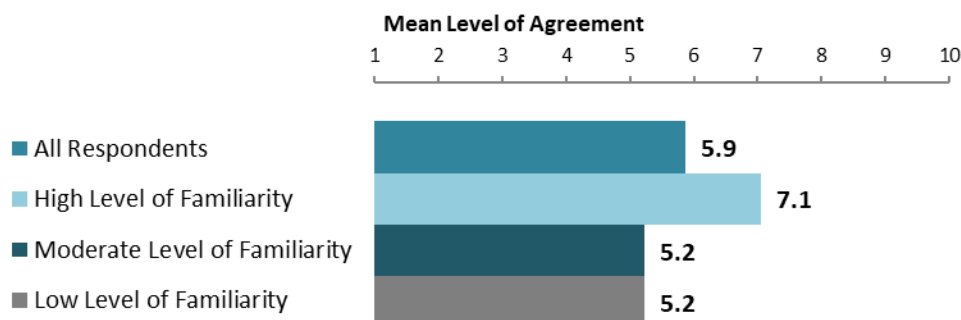


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



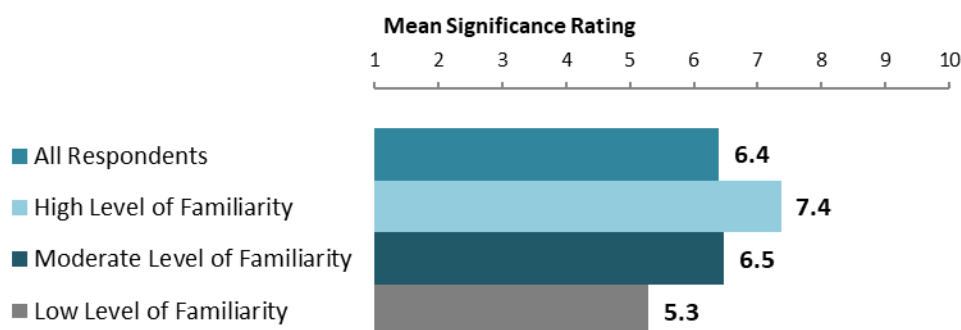
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



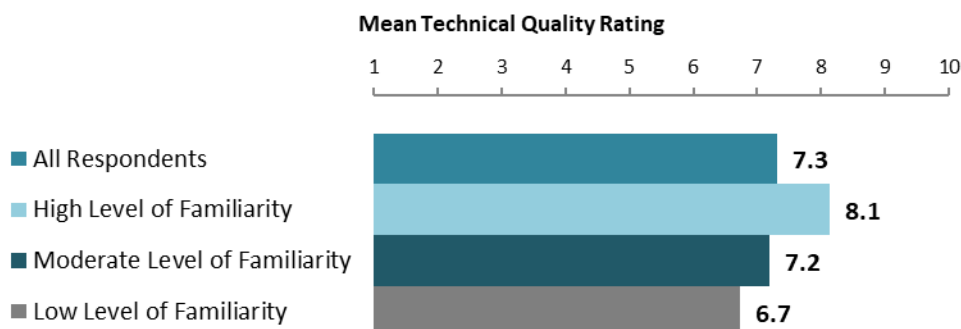
**"The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")**  
(Significantly different between groups)

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



**"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")  
(Significantly different between groups)

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

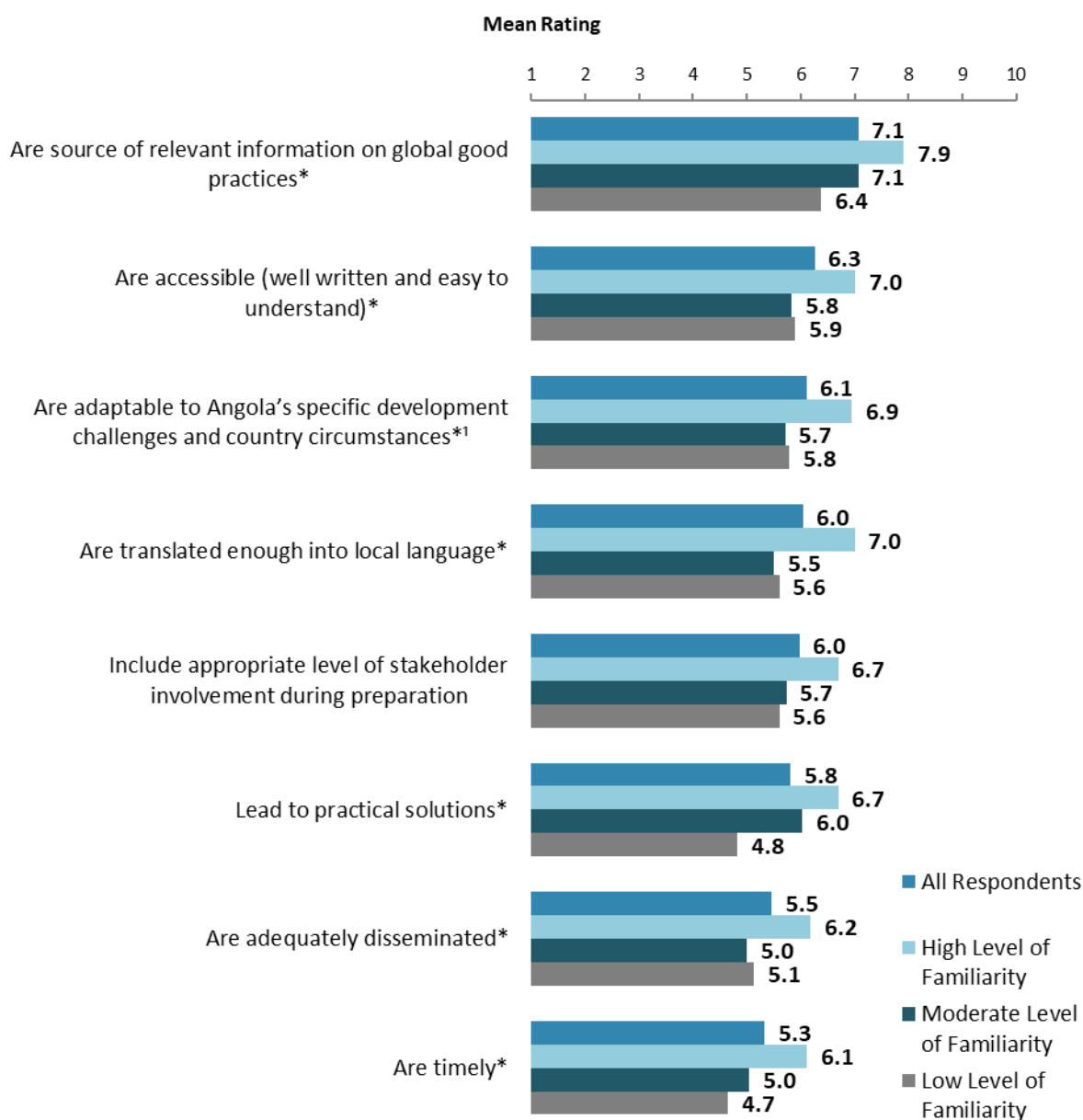


**"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")**  
(Significantly different between groups)



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

### Qualities of the WBG's Knowledge Work and Activities



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

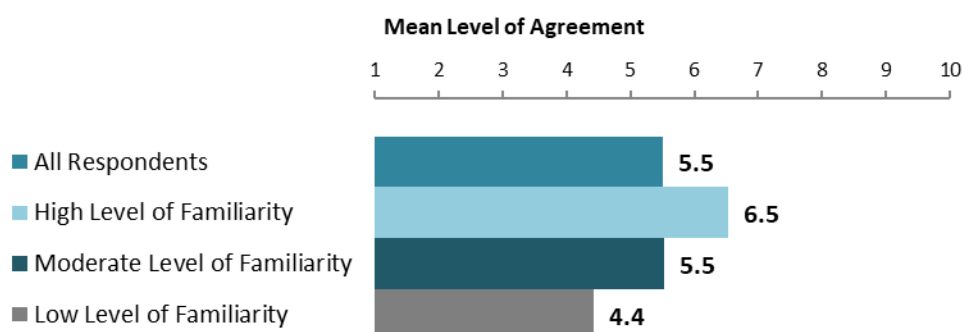
(\*Significantly different between groups)

<sup>1</sup>Indicator Question



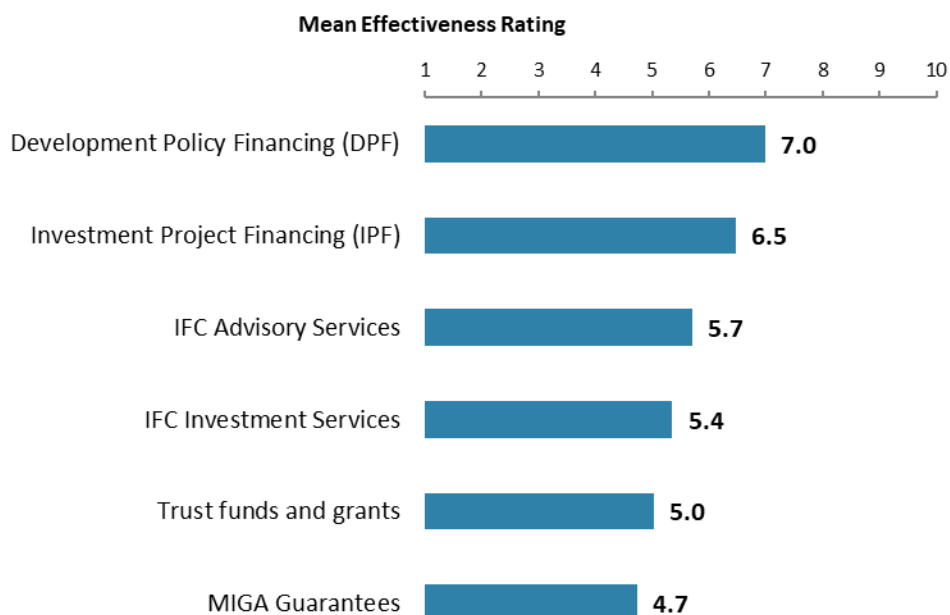
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Angola." (1-"Strongly disagree", 10-"Strongly agree")**  
(Significantly different between groups)

### Effectiveness of WBG's Instruments<sup>5</sup>



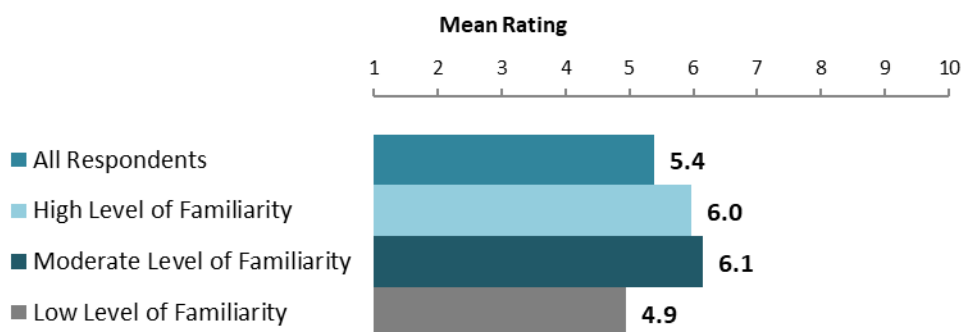
**"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Angola Government's efforts to reduce poverty?"**  
(1-"Not effective at all", 10-"Very effective")

<sup>5</sup> Ratings from respondents who indicated high levels of familiarity with the WBG are provided in this chart.



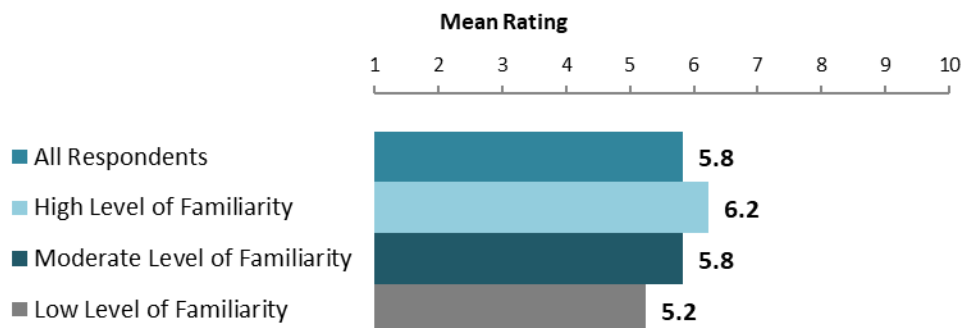
## VIII. World Bank Group's Knowledge and Instruments (continued)

### WBG's Reimbursable Advisory Services



**"To what extent do you believe that Angola 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")

### Mobilizing Finance for Development from Private Sector Sources



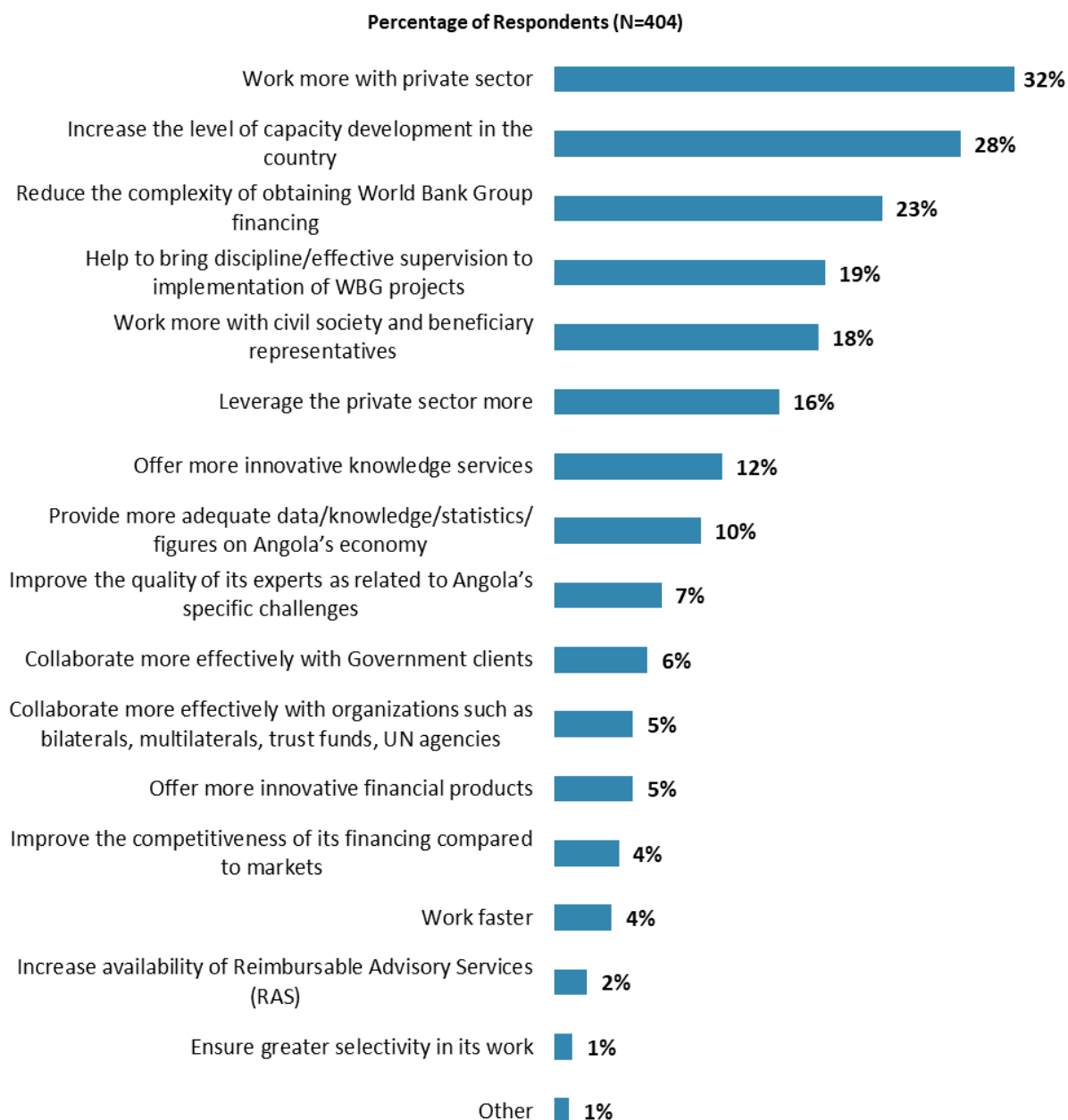
**"How effectively does the World Bank Group help Angola to mobilize finance for development from private sector sources?"**  
(1-"Not effectively at all", 10-"Very effectively")



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

### Making the World Bank Group of Greater Value

- **Familiarity:** Respondents with high levels of familiarity with the WBG were significantly *more* likely than other respondents to indicate that the WBG should “*work more with private sector*” (44%) to make itself of greater value in Angola.



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

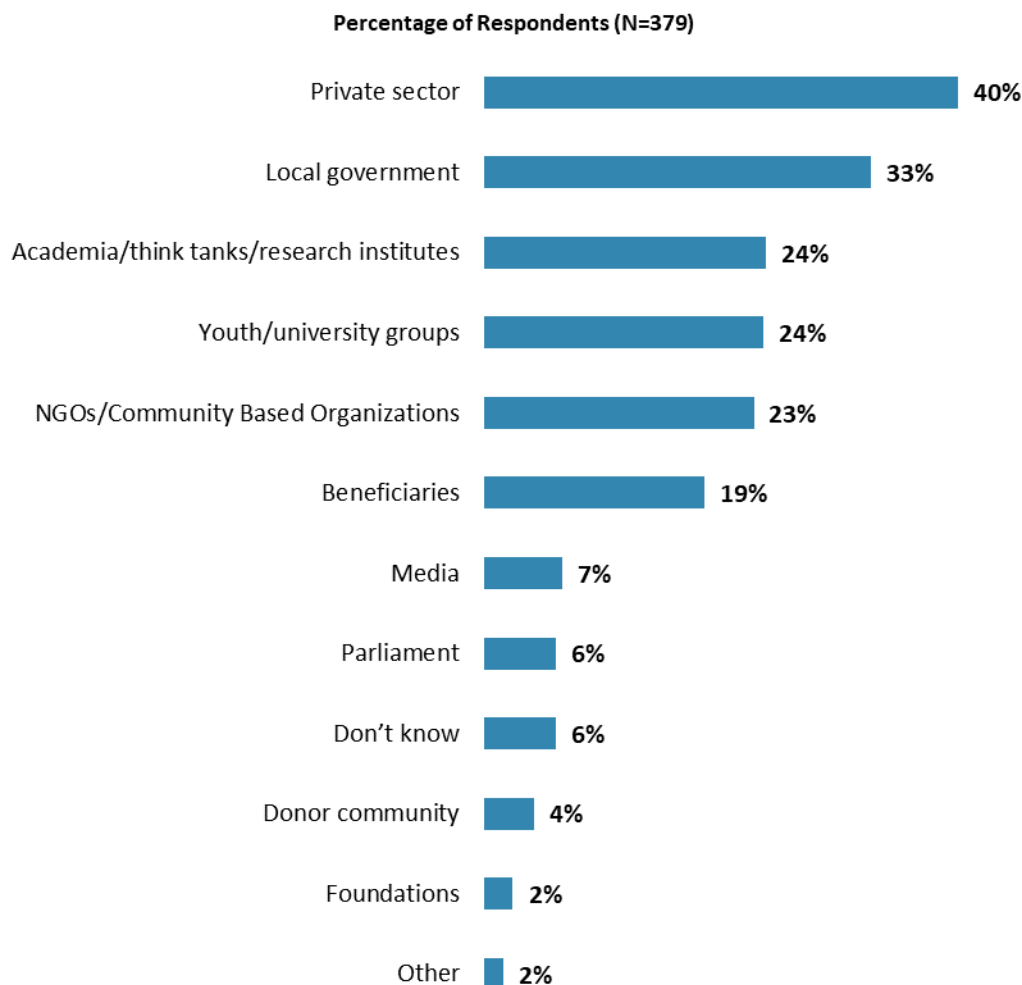




## IX. The Future Role of the WBG in Angola (continued)

### The World Bank Group Should Collaborate More with ...

- **Familiarity:** Respondents with high levels of familiarity with the WBG were significantly *more* likely than other respondents to indicate that the WBG should work more with “*private sector*” (57%) to ensure better development results in Angola.



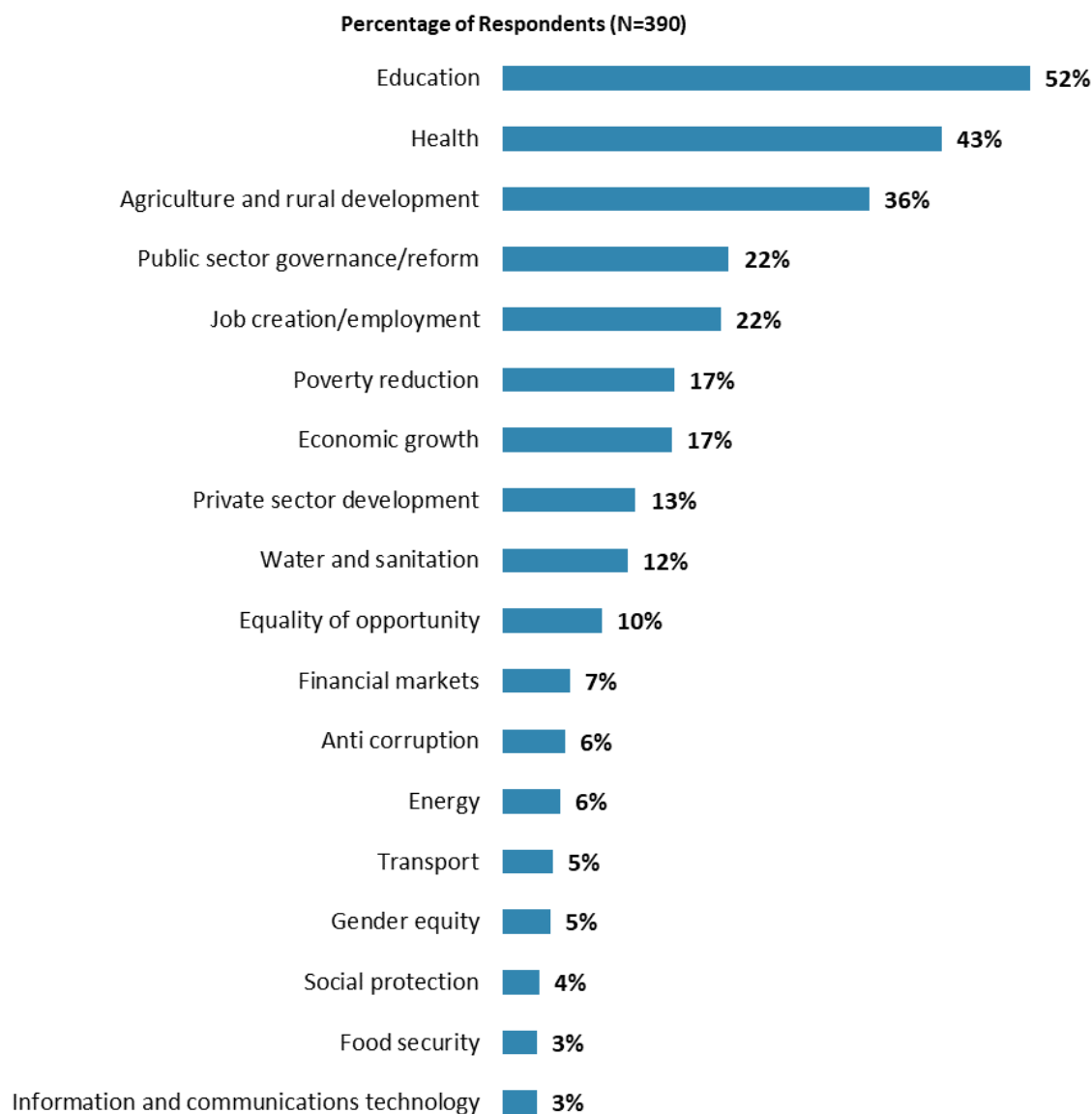
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Specialization:** Respondents who identified their primary specialization of work as “education” (18% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “education”, compared to the rest of respondents from other areas (education specialists = 69%; others = 50%).



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

**(Respondents chose from a list. Responses combined. Top 18 of 28 response options shown.)**

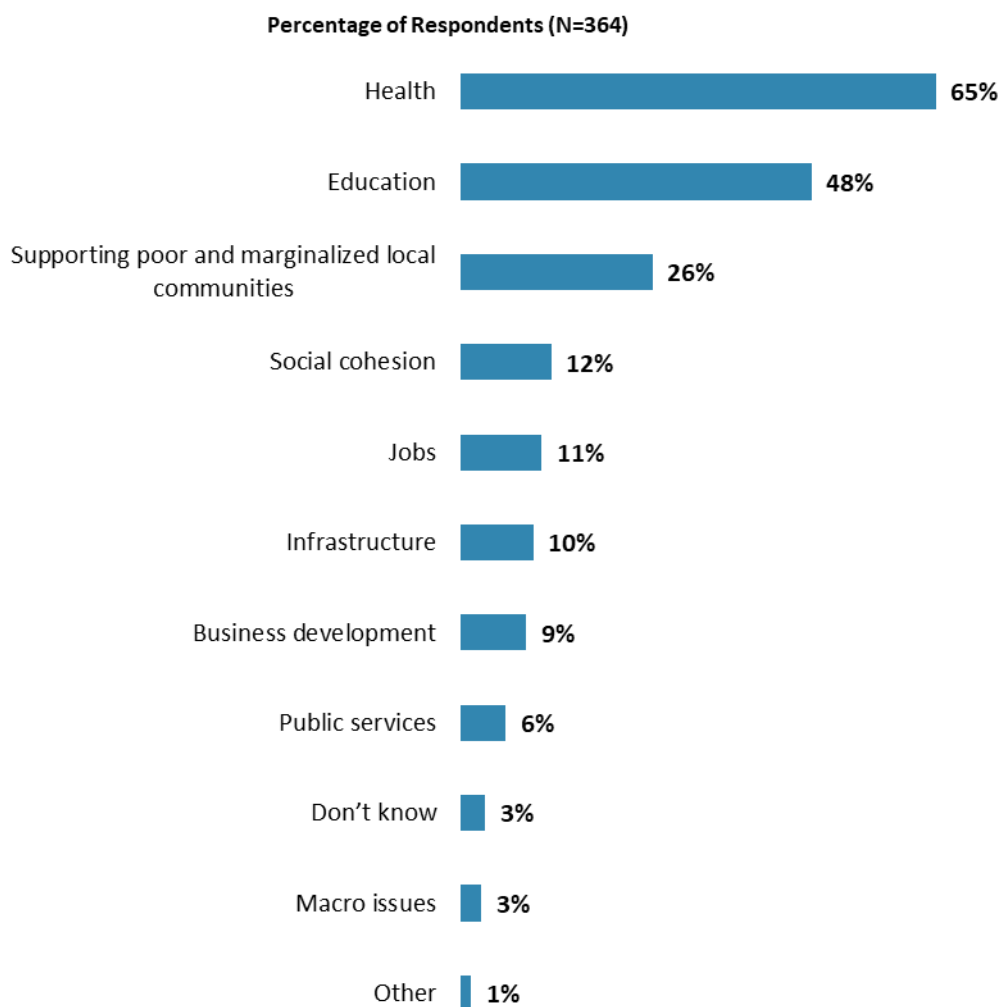
\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas the World Bank Group should focus most of its resources on.



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

### Where the WBG Should Focus its Resources during the Refugee Crisis

- **Stakeholder groups:** Respondents across stakeholder groups and levels of familiarity with the WBG indicated “*health*” and “*education*” at top areas for the WBG to provide support to the refugee crisis.

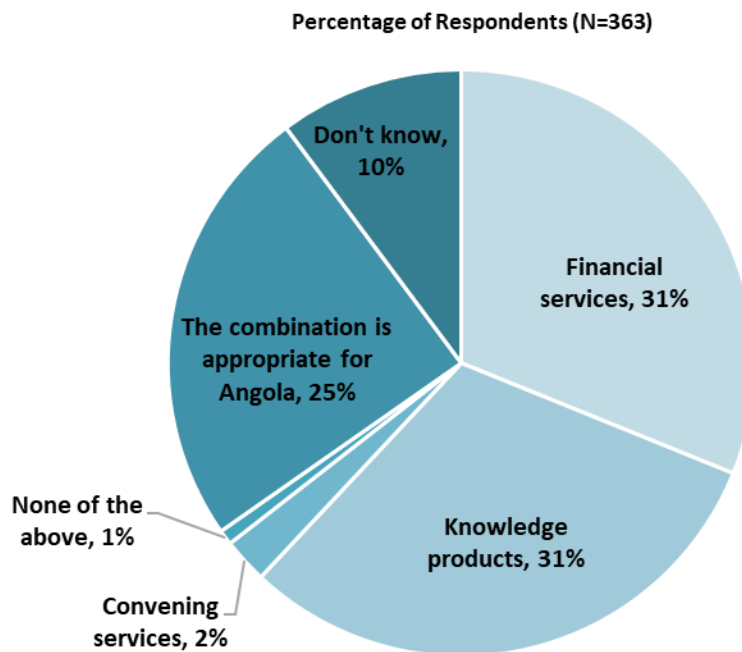


“In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Angola? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)



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

### Future Combination of the WBG Services



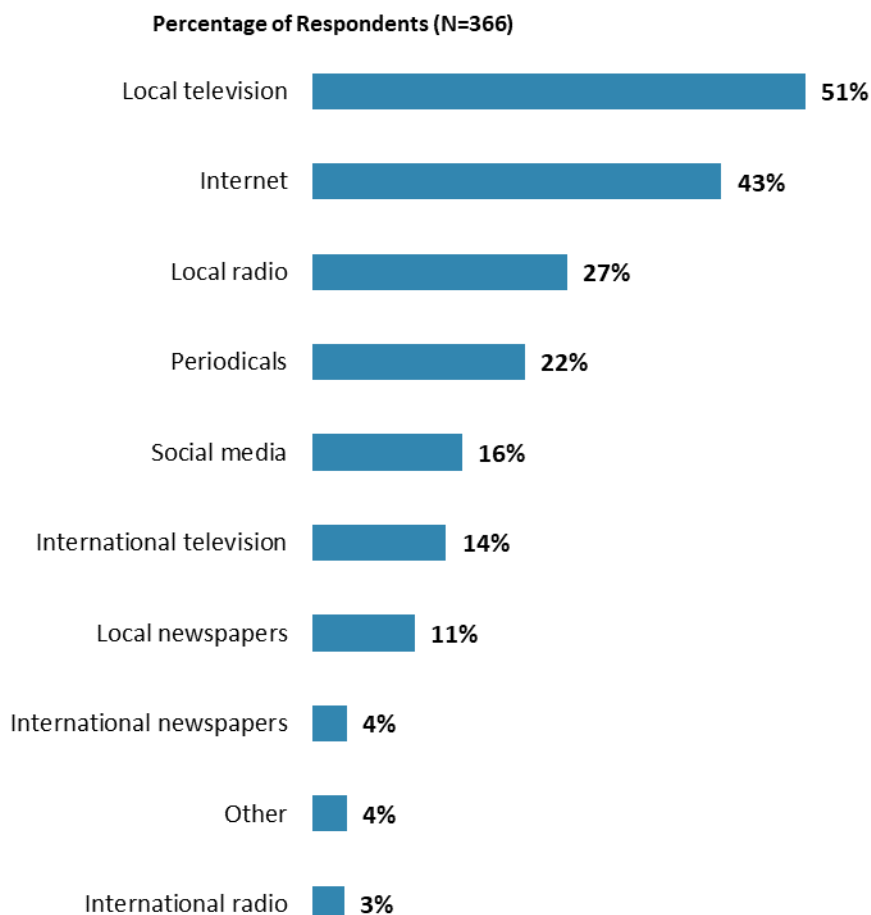
"When considering the combination of services that the World Bank Group offers in Angola, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Angola?"  
(Respondents chose from a list.)



## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for all responses by stakeholder groups.*

### General Information Sources

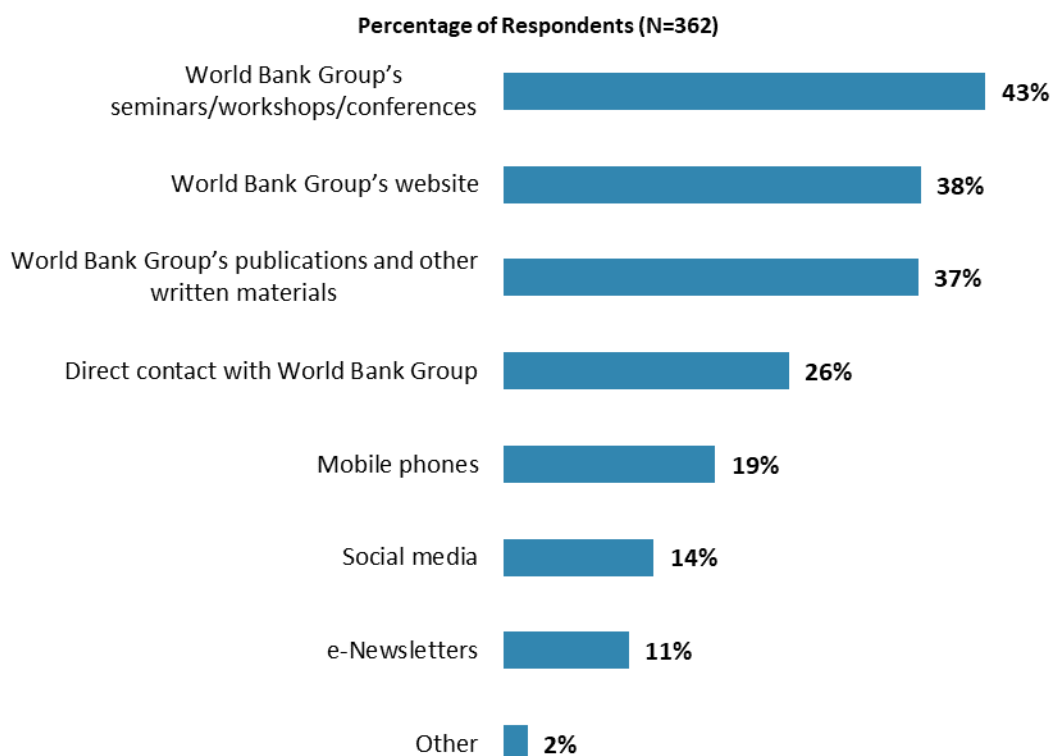


**"How do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

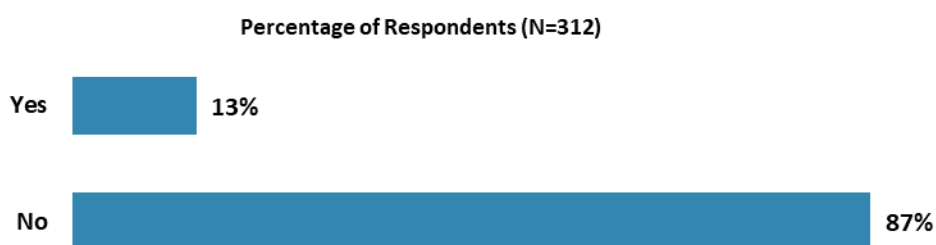
### Preferred Information Sources



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

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### Access to Information



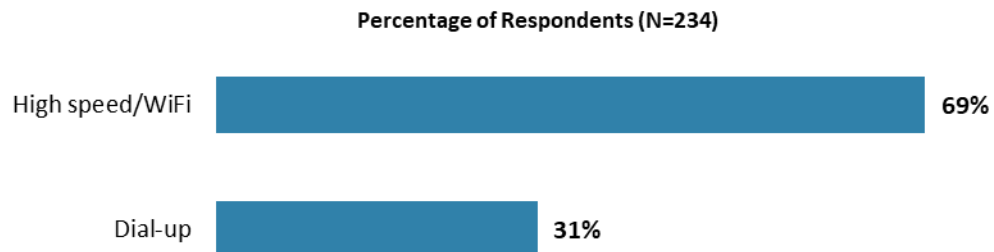
"Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?"



## X. Communication and Outreach (continued)

### Access to the Internet

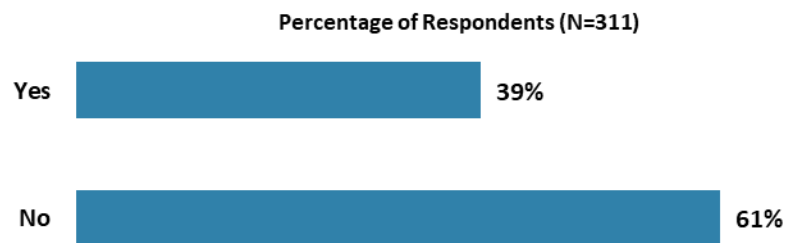
- 79 percent of respondents indicated that they had reliable access to the Internet.



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

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### WBG Website Usage

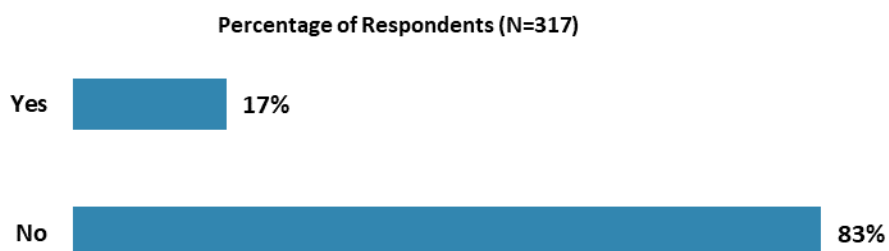


"Do you use/have you used the World Bank Group website?"



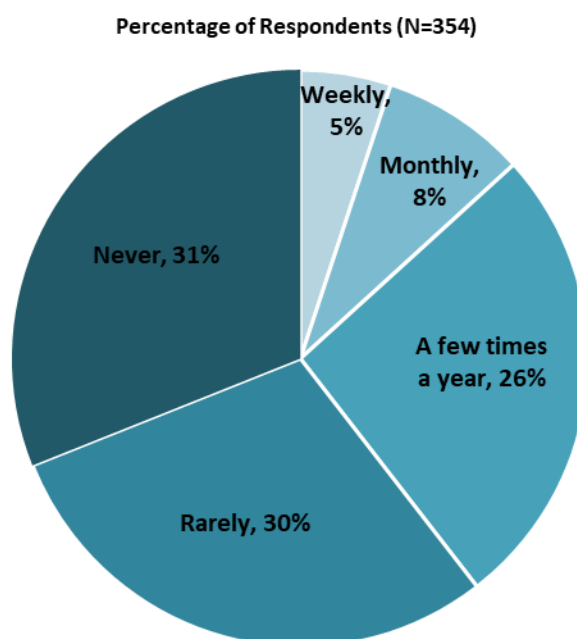
## X. Communication and Outreach (continued)

### WBG Social Media Usage



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

### Frequency of Digital WBG Usage



"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?"  
(Respondents chose from a list.)





## XI. Appendices

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### ANGOLA





## Appendix A: Responses to All Questions across All Respondents (N=444)

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 Angola

1. In general, would you say that Angola is headed in ... ?	Percentage of Respondents (N=358)
The right direction	75.4%
The wrong direction	4.7%
Not sure	19.8%

2. Listed below are a number of development priorities in Angola. Please identify which of the following you consider the most important development priorities in Angola. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=379)
Education	71.2%
Health	45.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.6%
Agriculture and rural development	26.9%
Private sector development	24.0%
Anti corruption	12.4%
Water and sanitation	12.1%
Job creation/employment	11.9%
Poverty reduction	9.5%
Transport (e.g., roads, bridges, transportation)	7.9%
Economic growth	6.1%
Food security	5.3%
Energy	5.3%
Equality of opportunity (i.e., social inclusion)	4.5%
Gender equity (closing the gap between women and men, and boys and girls)	3.4%
Trade and exports	2.4%
Urban development	2.1%
Social protection (e.g., pensions, targeted social assistance)	1.6%
Judiciary reform	1.6%
Information and communications technology	1.6%
Global/regional integration	1.3%
Crime and violence	1.3%
Financial markets	1.1%
Natural resource management (e.g., oil, gas, mining)	0.8%
Disease (e.g., Ebola, Dengue, Malaria)	0.8%
Disaster risk management	0.5%
Pollution	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%

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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=432)</b>
Agriculture and rural development	53.2%
Job creation/employment	37.3%
Education	32.2%
Economic growth	28.9%
Health	22.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.1%
Equality of opportunity (i.e., social inclusion)	11.6%
Anti corruption	11.6%
Private sector development	11.6%
Transport (e.g., roads, bridges, transportation)	11.3%
Social protection (e.g., pensions, targeted social assistance)	10.6%
Water and sanitation	9.7%
Food security	7.4%
Natural resource management (e.g., oil, gas, mining)	6.7%
Energy	6.0%
Trade and exports	3.9%
Information and communications technology	3.0%
Gender equity (closing the gap between women and men, and boys and girls)	2.8%
Disease (e.g., Ebola, Dengue, Malaria)	2.5%
Judiciary reform	1.6%
Urban development	1.6%
Global/regional integration	1.4%
Crime and violence	0.9%
Financial markets	0.5%
Climate change (e.g., mitigation, adaptation)	0.2%
Disaster risk management	0.0%
Pollution	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=396)
Education and training that better ensure job opportunity	45.5%
Consistent economic growth	36.4%
Better opportunity for the poor who live in rural areas	24.2%
Greater access to health and nutrition for citizens	19.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	15.7%
Greater access to micro-finance for the poor	13.1%
Better employment opportunities for young people	12.1%
Greater voice and participation for citizens to help ensure greater accountability	10.9%
Better quality public services	7.6%
A growing middle class	4.0%
Better opportunity for the poor who live in urban areas	3.5%
More reliable social safety net	2.5%
Better employment opportunities for women	2.3%
Other	1.3%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Angola? (1-Not familiar at all, 10-Extremely familiar)	352	n/a	4.13	2.78
<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Angola. (1-Not effective at all, 10-Very effective)	240	130	5.65	2.64
<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	229	134	7.20	2.23

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Angola? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=390)</b>
Education	52.1%
Health	43.3%
Agriculture and rural development	36.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.3%
Job creation/employment	21.5%
Poverty reduction	16.9%
Economic growth	16.7%
Private sector development	13.1%
Water and sanitation	12.3%
Equality of opportunity (i.e., social inclusion)	9.7%
Financial markets	6.7%
Anti corruption	6.2%
Energy	5.6%
Transport (e.g., roads, bridges, transportation)	4.9%
Gender equity (closing the gap between women and men, and boys and girls)	4.6%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Food security	3.3%
Information and communications technology	3.3%
Global/regional integration	3.1%
Disease (e.g., Ebola, Dengue, Malaria)	2.3%
Trade and exports	2.1%
Natural resource management (e.g., oil, gas, mining)	2.1%
Judiciary reform	1.8%
Urban development	1.0%
Crime and violence	0.5%
Pollution	0.3%
Climate change (e.g., mitigation, adaptation)	0.3%
Disaster risk management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?	Percentage of Respondents (N=371)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development related to World Bank Group supported projects	32.9%	11.6%	44.5%
Financial resources	17.3%	12.2%	29.4%
Policy advice, studies, analyses	13.5%	15.2%	28.7%
Technical assistance	10.8%	13.0%	23.8%
Mobilizing third party financial resources	5.9%	15.2%	21.1%
Promoting knowledge sharing	8.6%	10.8%	19.4%
Implementation support	4.3%	11.3%	15.6%
Bringing together different groups of stakeholders	2.4%	4.1%	6.6%
Data and statistics	2.4%	4.1%	6.6%
Donor coordination	1.3%	1.7%	3.0%
Other	0.5%	0.3%	0.8%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=406)
Not enough public disclosure of its work	24.4%
Don't know	21.2%
Not aligned with country priorities	20.2%
Not collaborating enough with private sector	18.5%
Not adequately sensitive to political/social realities in Angola	14.5%
Too influenced by developed countries	14.5%
Not willing to honestly criticize policies and reform efforts in the country	14.3%
World Bank Group's processes too complex	9.1%
Not collaborating enough with civil society	8.6%
World Bank Group's processes too slow	4.9%
Not exploring alternative policy options	4.7%
Its advice and strategies do not lend themselves to practical problem solving	4.7%
Not sufficiently focused on results	3.4%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	2.7%
Staff too inaccessible	2.7%
Not in it for the long term	2.2%
Other	1.2%
Arrogant in its approach	0.7%
The credibility of its knowledge/data	0.2%
Inadequate World Bank Group's staffing in Angola	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Angola? (Select only ONE response)	Percentage of Respondents (N=382)
To a fully sufficient degree	7.1%
To a somewhat sufficient degree	21.7%
To a somewhat insufficient degree	28.0%
To a very insufficient degree	9.4%
Don't know	33.8%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Angola Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	131	199	6.24	2.37
2. Development Policy Financing (DPF)	116	168	6.61	2.25
3. Trust funds and grants	50	218	4.94	2.03
4. MIGA Guarantees	44	222	5.05	2.30
5. IFC Investment Services	59	208	5.24	2.39
6. IFC Advisory Services	69	204	5.77	2.67

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=379)
Private sector	40.4%
Local government	33.0%
Academia/think tanks/research institutes	24.0%
Youth/university groups	23.7%
NGOs/Community Based Organizations	23.0%
Beneficiaries	18.7%
Media	6.6%
Parliament	6.1%
Don't know	6.1%
Donor community	4.2%
Foundations	2.4%
Other	1.6%

To what extent do you agree with the following statements about the World Bank Group's work in Angola? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. Overall the World Bank Group currently plays a relevant role in development in Angola*	224	107	6.03	2.68
2. The World Bank Group's work is aligned with what I consider the development priorities for Angola*	226	106	6.26	2.76

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

To what extent is the World Bank Group an effective development partner in Angola, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	209	123	5.36	2.27
13. Flexibility (in terms of the institution's products and services)*	171	124	4.95	2.30
14. Flexibility (in terms of changing country circumstances)*	189	115	5.35	2.44
15. Being inclusive*	169	117	5.57	2.44
16. Openness (sharing data and other information)*	202	93	5.74	2.61
17. Collaboration with the Government*	242	80	7.29	2.11
18. The speed in which it gets things accomplished on the ground*	176	125	5.33	2.45
19. Helping to bring discipline/effective supervision to implementation of investment projects*	234	98	6.75	2.47
20. Collaboration with civil society*	202	104	5.28	2.70
21. Staff accessibility*	175	116	5.03	2.56
22. Collaboration with other donors and development partners*	171	139	6.20	2.47
23. Collaboration with the private sector*	179	121	4.74	2.53
24. Straightforwardness and honesty*	172	130	6.76	2.61
25. Treating clients and stakeholders in Angola with respect*	185	124	7.22	2.26
26. Being a long-term partner*	218	104	7.67	2.27

27. 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=385)
Poor coordination within the Government	30.4%
Reforms are not well thought out in light of country challenges	24.4%
Political pressures and obstacles	23.4%
Corruption	22.9%
There is not an adequate level of citizen/civil society participation	22.3%
There is an inadequate level of private sector participation and support	16.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	14.0%
The World Bank Group does not provide the government with consistent support throughout the reform effort	9.4%
Poor donor coordination	7.8%
Lack of/inadequate levels of capacity in Government	7.5%
Poor coordination within the World Bank Group	5.2%
Other	3.1%



**C. World Bank Group's Effectiveness and Results**

1. In Angola, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. Gender (i.e., closing the gap between women and men, and boys and girls)	184	165	6.18	2.51
2. The impact of climate change	141	159	5.14	2.81

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 Angola? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	90	209	4.88	2.94
2. Private sector development	133	152	4.26	2.50
3. Education	159	134	5.66	2.60
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	144	146	5.88	2.63
5. Energy	121	163	5.17	2.59
6. Water and sanitation	152	142	5.88	2.73
7. Health	147	141	5.80	2.76
8. Financial markets	109	171	5.31	2.77
9. Agriculture and rural development	159	123	5.86	2.46
10. Natural resource management (e.g., oil, gas, mining)	92	184	4.50	2.58
11. Poverty reduction	168	121	5.80	2.73
12. Anti corruption	111	164	4.78	2.74
13. Economic growth	157	132	5.75	2.76
14. Equality of opportunity (i.e., social inclusion)	132	154	5.60	2.77

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Angola? (1-To no degree at all, 10-To a very significant degree)	292	119	6.79	2.39

To what extent do you agree with the following statements about the World Bank Group in Angola? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Angola*	288	102	5.52	2.70
5. The World Bank Group meets Angola's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	277	99	5.87	2.71

Mobilizing Finance for Development	N	DK	Mean	SD
6. How effectively does the World Bank Group help Angola to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	215	187	5.84	2.94

Reimbursable Advisory Services (RAS)	N	DK	Mean	SD
7. To what extent do you believe that Angola 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)	94	313	5.39	2.52

**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=350)
Weekly	4.0%
Monthly	8.0%
A few times a year	31.7%
Rarely	30.3%
Never	26.0%

In Angola, 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	146	166	5.33	2.36
3. Include appropriate level of stakeholder involvement during preparation	162	140	5.98	2.55
4. Lead to practical solutions	185	117	5.82	2.59
5. Are accessible (well written and easy to understand)	177	114	6.25	2.41
6. Are source of relevant information on global good practices	188	109	7.06	2.29
7. Are adequately disseminated	173	119	5.45	2.67
8. Are translated enough into local language	180	115	6.04	2.78
9. Are adaptable to Angola's specific development challenges and country circumstances*	200	100	6.11	2.51

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	253	105	6.38	2.72
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	253	114	7.32	2.18

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	169	194	5.69	2.84
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	269	104	7.32	2.52
3. The World Bank Group's approvals and reviews are done in a timely fashion	189	161	6.02	2.74
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	175	165	6.03	2.38
5. The World Bank Group's conditions on its lending are reasonable	184	163	5.82	2.48
6. The World Bank Group takes decisions quickly in Angola	170	180	4.88	2.55
7. Working with the World Bank Group increases Angola's institutional capacity	259	92	7.24	2.44
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	167	180	6.78	2.68

Donor Support to Refugees	N	DK	Mean	SD
9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Angola? (1-To no degree at all, 10-To a very significant degree)	213	145	5.74	2.77

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

<b>10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Angola? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=364)</b>
Health	64.8%
Education	47.8%
Supporting poor and marginalized local communities	26.1%
Social cohesion	12.4%
Jobs	11.0%
Infrastructure	9.9%
Business development	8.8%
Public services	6.0%
Don't know	3.3%
Macro issues (fiscal accounts, balance of payments, etc.)	2.7%
Other	1.4%

<b>11. Please rate how you feel when you think about the impact of the refugees in regards to....</b>	<b>A very negative impact</b>	<b>A somewhat negative impact</b>	<b>A somewhat positive impact</b>	<b>A very positive impact</b>	<b>No impact at all</b>
Angola's economy (N=324)	38.9%	36.1%	14.8%	2.5%	7.7%
Social cohesion (N=277)	22.7%	40.8%	18.4%	6.9%	11.2%
National security (N=287)	38.0%	36.6%	11.5%	2.8%	11.1%
Public service delivery (N=280)	24.3%	37.9%	18.6%	3.9%	15.4%
Angola's poor and marginalized (N=291)	35.4%	33.0%	10.3%	3.4%	17.9%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Angola? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=404)</b>
Work more with private sector	31.9%
Increase the level of capacity development in the country	28.2%
Reduce the complexity of obtaining World Bank Group financing	22.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	18.8%
Work more with civil society and beneficiary representatives	18.3%
Leverage the private sector more (i.e., mobilize private sector development)	15.6%
Offer more innovative knowledge services	11.6%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	10.1%
Improve the quality of its experts as related to Angola's specific challenges	7.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	6.4%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	5.4%
Offer more innovative financial products	5.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	4.5%
Work faster	4.0%
Increase availability of Reimbursable Advisory Services (RAS)	2.2%
Ensure greater selectivity in its work	1.2%
Other	1.0%

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

<b>2. When considering the combination of services that the World Bank Group offers in Angola, 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 Angola? (Select only ONE response)</b>	<b>Percentage of Respondents (N=363)</b>
Financial services	31.1%
Knowledge products	30.9%
The combination is appropriate for Angola	24.5%
Don't know	10.2%
Convening services	2.5%
None of the above	0.8%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Angola? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=366)</b>
Local television	51.4%
Internet	42.6%
Local radio	26.5%
Periodicals	22.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.6%
International television	13.9%
Local newspapers	10.7%
International newspapers	3.6%
Other	3.6%
International radio	3.3%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=362)</b>
World Bank Group's seminars/workshops/conferences	43.4%
World Bank Group's website	37.6%
World Bank Group's publications and other written materials	37.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.7%
Mobile phones	19.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	13.5%
e-Newsletters	11.3%
Other	2.2%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=312)</b>
Yes	13.5%
No	86.5%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=334)</b>
Yes	79.3%
No	20.7%

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

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=311)
Yes	38.6%
No	61.4%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=317)
Yes	17.0%
No	83.0%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=234)
High speed/WiFi	68.8%
Dial-up	31.2%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=354)
Weekly	5.1%
Monthly	8.2%
A few times a year	26.3%
Rarely	29.4%
Never	31.1%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	108	6	7.27	2.15
10. I find the information on the World Bank Group's websites useful.	112	3	8.12	1.86
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	220	144	7.85	2.36

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=341)</b>
Local Government Office or Staff	16.1%
Employee of a Ministry, Ministerial Department or Implementation Agency	12.3%
Academia/Research Institute/Think Tank	9.4%
Private Sector Organization	8.2%
Other	6.7%
NGO/Community Based Organization	6.5%
Financial Sector/Private Bank	5.9%
Bilateral/Multilateral Agency	5.0%
Office of Parliamentarian	4.4%
Media (press, radio, TV, web, etc.)	4.4%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	3.8%
Office of the President, Prime Minister	3.5%
Trade Union	2.9%
Faith-Based Group	2.9%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.6%
Youth Group	1.8%
Judiciary Branch	1.5%
Office of Minister	1.2%
Private Foundation	0.9%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=350)</b>
Education	18.0%
Other	16.6%
Governance	7.7%
Finance and markets	7.4%
Trade and competitiveness	7.1%
Macroeconomics and fiscal management	6.3%
Generalist (specialized in multiple sectors)	6.3%
Urban, rural, and social development	4.9%
Health, nutrition, and population	4.3%
Agriculture	4.3%
Social protection and labor	2.9%
Gender	2.6%
Energy and extractives	2.3%
Transport and ICT	2.0%
Water	1.7%
Public-private partnerships	1.7%
Jobs	1.7%
Poverty	1.1%
Environment and natural resources	0.9%
Fragility, conflict and violence	0.3%
Climate change	0.0%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=353)</b>
Yes	8.2%
No	91.8%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Angola? (Select only ONE response)</b>	<b>Percentage of Respondents (N=129)</b>
The World Bank (IBRD)	57.4%
The International Finance Corporation (IFC)	13.2%
The Multilateral Investment Guarantee Agency (MIGA)	4.7%
Other	24.8%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=331)</b>
Yes	12.7%
No	87.3%

<b>6. If yes, what was your view of how the two institutions work together in Angola? (Select only ONE response)</b>	<b>Percentage of Respondents (N=40)</b>
The two institutions work well together	47.5%
The way the two institutions work together needs improvement	42.5%
The two institutions do not work well together	2.5%
Don't know	7.5%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Angola? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=269)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	42.8%
Use World Bank Group website for information, data, research, etc.	33.8%
Use World Bank Group reports/data	24.9%
Collaborate as part of my professional duties	23.4%
Engage in World Bank Group related/sponsored events/activities	15.2%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=401)</b>
Female	35.4%
Male	64.6%

<b>9. What's your age?</b>	<b>Percentage of Respondents (N=401)</b>
25 and under	2.2%
26-35	20.0%
36-45	30.4%
46-55	29.2%
56 and above	18.2%

<b>10. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=415)</b>
Luanda	54.2%
Huila	25.1%
Kwanza-Norte	15.9%
Other	4.8%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>6</sup>

- Office of the President/ Prime Minister/ Minister N=16 ● Office of Parliamentarian N=15 ● Employee of a Ministry/ PMU/ Consultant on WBG Project N=51
- Local Government N=55 ● Bilateral/Multilateral Agency N=17 ● Private Sector/ Financial Sector/ Private Bank N=48 ● CSO N=51 ● Media N=15
- Independent Government Institution N=13 ● Academia N=32 ● Other N=28

### A. General Issues facing Angola

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The right direction	78.6%	92.9%	81.4%	84.6%	85.7%	61.4%	61.0%	73.3%	90.9%	65.5%	76.0%
The wrong direction	0.0%	7.1%	0.0%	3.8%	0.0%	9.1%	12.2%	6.7%	0.0%	10.3%	4.0%
Not sure	21.4%	0.0%	18.6%	11.5%	14.3%	29.5%	26.8%	20.0%	9.1%	24.1%	20.0%

<sup>6</sup> Only 341 respondents provided their current position, therefore, only responses from these individuals were analyzed.



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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Private sector development	31.3%	14.3%	18.4%	32.1%	31.3%	27.9%	23.9%	20.0%	23.1%	23.3%	21.4%
Education	68.8%	71.4%	77.6%	75.5%	37.5%	65.1%	71.7%	80.0%	84.6%	80.0%	85.7%
Public sector governance/reform	43.8%	35.7%	26.5%	32.1%	56.3%	37.2%	28.3%	26.7%	30.8%	43.3%	25.0%
Social protection	0.0%	0.0%	2.0%	1.9%	12.5%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	6.1%	3.8%	6.3%	2.3%	6.5%	0.0%	7.7%	3.3%	0.0%
Global/regional integration	0.0%	0.0%	4.1%	1.9%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	3.6%
Food security	0.0%	0.0%	2.0%	11.3%	0.0%	7.0%	8.7%	6.7%	0.0%	3.3%	7.1%
Urban development	12.5%	0.0%	0.0%	3.8%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Energy	6.3%	7.1%	10.2%	0.0%	18.8%	4.7%	4.3%	0.0%	0.0%	3.3%	7.1%
Water and sanitation	6.3%	7.1%	14.3%	11.3%	0.0%	11.6%	15.2%	20.0%	15.4%	6.7%	14.3%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	12.5%	21.4%	12.2%	5.7%	12.5%	11.6%	26.1%	13.3%	7.7%	3.3%	10.7%
Health*	31.3%	57.1%	32.7%	49.1%	12.5%	32.6%	43.5%	73.3%	61.5%	50.0%	60.7%
Financial markets	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	3.6%
Trade and exports	0.0%	0.0%	6.1%	0.0%	0.0%	2.3%	2.2%	6.7%	7.7%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	7.1%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	12.5%	21.4%	14.3%	13.2%	12.5%	2.3%	0.0%	6.7%	0.0%	10.0%	0.0%
Agriculture and rural development*	25.0%	21.4%	22.4%	32.1%	37.5%	41.9%	26.1%	6.7%	0.0%	13.3%	32.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	25.0%	14.3%	12.2%	5.7%	0.0%	9.3%	4.3%	13.3%	7.7%	16.7%	7.1%
Anti corruption	12.5%	0.0%	20.4%	9.4%	18.8%	16.3%	10.9%	20.0%	23.1%	13.3%	3.6%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	4.7%	2.2%	0.0%	0.0%	10.0%	0.0%
Economic growth	0.0%	14.3%	12.2%	5.7%	6.3%	9.3%	6.5%	0.0%	7.7%	3.3%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	6.3%	7.1%	4.1%	0.0%	25.0%	4.7%	2.2%	0.0%	7.7%	0.0%	3.6%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%
Information and communications technology	6.3%	7.1%	0.0%	3.8%	0.0%	0.0%	2.2%	0.0%	0.0%	3.3%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Disease	0.0%	7.1%	2.0%	5.5%	0.0%	2.2%	0.0%	6.7%	0.0%	0.0%	0.0%
Information and communications technology*	25.0%	0.0%	6.1%	7.3%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	3.8%
Social protection*	6.3%	42.9%	4.1%	12.7%	11.8%	15.2%	14.6%	0.0%	7.7%	3.1%	7.7%
Economic growth	43.8%	7.1%	22.4%	29.1%	17.6%	26.1%	43.8%	13.3%	46.2%	25.0%	34.6%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	6.3%	14.3%	8.2%	5.5%	17.6%	10.9%	14.6%	20.0%	23.1%	12.5%	23.1%
Agriculture and rural development	68.8%	64.3%	46.9%	61.8%	29.4%	67.4%	52.1%	73.3%	38.5%	43.8%	53.8%
Trade and exports	12.5%	7.1%	4.1%	7.3%	5.9%	2.2%	8.3%	0.0%	7.7%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	1.8%	0.0%	2.2%	0.0%	0.0%	7.7%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%
Transport	6.3%	21.4%	6.1%	12.7%	11.8%	15.2%	8.3%	6.7%	7.7%	3.1%	11.5%
Energy	12.5%	0.0%	10.2%	0.0%	11.8%	2.2%	4.2%	6.7%	0.0%	9.4%	3.8%
Anti corruption*	12.5%	0.0%	10.2%	1.8%	17.6%	10.9%	14.6%	13.3%	15.4%	34.4%	7.7%
Judiciary reform	0.0%	0.0%	2.0%	1.8%	0.0%	0.0%	2.1%	0.0%	0.0%	3.1%	0.0%
Health	12.5%	42.9%	18.4%	23.6%	23.5%	19.6%	16.7%	26.7%	23.1%	40.6%	30.8%
Financial markets	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	6.3%	28.6%	18.4%	21.8%	35.3%	13.0%	8.3%	26.7%	30.8%	28.1%	11.5%
Water and sanitation	0.0%	7.1%	16.3%	1.8%	5.9%	8.7%	4.2%	13.3%	15.4%	3.1%	3.8%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	18.8%	21.4%	61.2%	41.8%	23.5%	34.8%	37.5%	46.7%	30.8%	34.4%	30.8%
Gender equity	0.0%	0.0%	0.0%	10.9%	5.9%	2.2%	2.1%	0.0%	0.0%	3.1%	0.0%
Private sector development	18.8%	0.0%	16.3%	10.9%	5.9%	17.4%	25.0%	6.7%	7.7%	3.1%	11.5%
Education	18.8%	28.6%	36.7%	25.5%	35.3%	32.6%	22.9%	20.0%	23.1%	46.9%	38.5%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	11.8%	0.0%	2.1%	0.0%	7.7%	0.0%	0.0%
Food security	18.8%	0.0%	4.1%	5.5%	5.9%	6.5%	2.1%	13.3%	0.0%	0.0%	15.4%
Urban development	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	12.5%	0.0%	4.1%	3.6%	5.9%	6.5%	10.4%	6.7%	7.7%	6.3%	11.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Better opportunity for the poor who live in rural areas	28.6%	35.7%	23.9%	22.6%	17.6%	23.8%	27.9%	30.8%	20.0%	13.3%	33.3%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	10.9%	7.5%	5.9%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth*	21.4%	35.7%	43.5%	35.8%	17.6%	47.6%	20.9%	23.1%	0.0%	60.0%	18.5%
Greater access to health and nutrition for citizens	14.3%	14.3%	23.9%	11.3%	5.9%	31.0%	16.3%	30.8%	10.0%	13.3%	25.9%
Better entrepreneurial opportunities	7.1%	21.4%	10.9%	17.0%	29.4%	9.5%	20.9%	23.1%	10.0%	16.7%	3.7%
A growing middle class	0.0%	0.0%	4.3%	3.8%	11.8%	7.1%	4.7%	0.0%	10.0%	3.3%	3.7%
More reliable social safety net	0.0%	0.0%	6.5%	1.9%	5.9%	2.4%	2.3%	0.0%	0.0%	0.0%	0.0%
Greater access to micro-finance for the poor*	42.9%	7.1%	8.7%	11.3%	17.6%	9.5%	20.9%	23.1%	30.0%	3.3%	22.2%
Greater voice and participation for citizens to help ensure greater accountability	7.1%	0.0%	4.3%	13.2%	11.8%	9.5%	11.6%	7.7%	10.0%	10.0%	11.1%
Education and training that better ensure job opportunity	28.6%	57.1%	52.2%	52.8%	35.3%	40.5%	41.9%	30.8%	80.0%	70.0%	44.4%
Better quality public services	14.3%	14.3%	2.2%	3.8%	23.5%	7.1%	14.0%	0.0%	0.0%	10.0%	3.7%
Better employment opportunities for young people*	28.6%	14.3%	4.3%	11.3%	11.8%	7.1%	14.0%	30.8%	30.0%	0.0%	22.2%
Better employment opportunities for women	7.1%	0.0%	2.2%	9.4%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	7.4%

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Angola?*	13	4.08	3.59	14	4.14	2.80	42	4.52	2.69	49	4.27	2.60	17	6.18	2.53	46	4.63	2.93	40	2.95	2.62	13	4.38	3.25	13	4.92	2.02	30	4.13	2.52	26	3.69	2.77

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.	6	6.00	3.29	12	4.83	2.98	30	5.70	2.23	37	5.49	2.55	13	5.77	1.54	37	5.54	2.80	13	5.77	3.35	9	6.33	2.83	12	4.92	2.50	21	5.62	2.42	18	5.17	2.73

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Angola solve its most complicated development challenges?	4	6.00	3.37	12	6.42	2.31	30	6.97	1.79	37	7.32	2.38	14	6.86	1.92	33	7.12	2.22	16	7.31	2.75	10	7.80	1.93	11	6.82	2.23	18	7.56	2.36	13	6.46	2.30

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Job creation/employment	37.5%	28.6%	17.8%	20.4%	35.3%	12.8%	29.2%	26.7%	15.4%	12.5%	29.6%
Health	56.3%	35.7%	40.0%	40.7%	17.6%	31.9%	56.3%	46.7%	15.4%	46.9%	48.1%
Financial markets	18.8%	7.1%	2.2%	3.7%	5.9%	2.1%	2.1%	6.7%	7.7%	12.5%	3.7%
Energy	6.3%	7.1%	6.7%	0.0%	0.0%	8.5%	6.3%	6.7%	7.7%	6.3%	3.7%
Water and sanitation	12.5%	7.1%	15.6%	13.0%	11.8%	10.6%	8.3%	20.0%	15.4%	3.1%	7.4%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection*	6.3%	7.1%	2.2%	5.6%	23.5%	2.1%	4.2%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	4.4%	11.1%	5.9%	2.1%	10.4%	0.0%	0.0%	6.3%	0.0%
Private sector development*	12.5%	0.0%	17.8%	7.4%	5.9%	25.5%	12.5%	33.3%	0.0%	9.4%	7.4%
Education*	25.0%	64.3%	64.4%	59.3%	35.3%	48.9%	52.1%	33.3%	30.8%	71.9%	70.4%
Public sector governance/reform	31.3%	28.6%	24.4%	14.8%	47.1%	25.5%	12.5%	26.7%	15.4%	28.1%	14.8%
Global/regional integration	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%	2.1%	0.0%	7.7%	3.1%	0.0%
Food security	0.0%	14.3%	0.0%	3.7%	0.0%	2.1%	4.2%	0.0%	0.0%	3.1%	7.4%
Urban development	0.0%	0.0%	0.0%	1.9%	0.0%	2.1%	2.1%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	12.5%	14.3%	6.7%	11.1%	11.8%	17.0%	8.3%	6.7%	15.4%	6.3%	3.7%
Disease*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	7.7%	6.3%	14.8%
Information and communications technology*	0.0%	7.1%	0.0%	11.1%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	4.2%	0.0%	0.0%	3.1%	0.0%
Economic growth	31.3%	21.4%	24.4%	18.5%	11.8%	17.0%	10.4%	13.3%	46.2%	18.8%	14.8%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	18.8%	14.3%	6.7%	3.7%	0.0%	10.6%	4.2%	0.0%	0.0%	0.0%	3.7%
Agriculture and rural development	12.5%	42.9%	40.0%	51.9%	52.9%	34.0%	33.3%	33.3%	38.5%	21.9%	37.0%
Trade and exports	0.0%	0.0%	2.2%	0.0%	0.0%	4.3%	2.1%	0.0%	15.4%	0.0%	7.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	2.1%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	2.1%	13.3%	0.0%	3.1%	3.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%
Poverty reduction*	6.3%	0.0%	13.3%	9.3%	5.9%	17.0%	22.9%	20.0%	53.8%	12.5%	22.2%
Anti corruption	12.5%	0.0%	2.2%	7.4%	11.8%	10.6%	4.2%	13.3%	0.0%	15.6%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	6.7%	6.7%	2.6%	0.0%	13.3%	2.2%	0.0%	7.7%	0.0%	3.4%	4.8%
Capacity development related to World Bank Group supported projects	40.0%	26.7%	30.8%	29.8%	26.7%	32.6%	26.8%	30.8%	25.0%	20.7%	38.1%
Technical assistance	6.7%	13.3%	15.4%	4.3%	13.3%	15.2%	12.2%	7.7%	8.3%	13.8%	9.5%
Policy advice, studies, analyses	20.0%	33.3%	7.7%	8.5%	6.7%	19.6%	14.6%	0.0%	8.3%	17.2%	23.8%
Financial resources	0.0%	0.0%	17.9%	29.8%	26.7%	13.0%	14.6%	23.1%	25.0%	20.7%	14.3%
Data and statistics*	13.3%	0.0%	5.1%	0.0%	0.0%	0.0%	4.9%	0.0%	16.7%	0.0%	4.8%
Promoting knowledge sharing	0.0%	0.0%	7.7%	14.9%	0.0%	8.7%	14.6%	23.1%	0.0%	17.2%	0.0%
Implementation support	6.7%	0.0%	0.0%	2.1%	6.7%	6.5%	4.9%	0.0%	16.7%	0.0%	0.0%
Mobilizing third party financial resources	6.7%	20.0%	10.3%	10.6%	6.7%	2.2%	2.4%	0.0%	0.0%	3.4%	4.8%
Donor coordination	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	3.4%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	7.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	0.0%	0.0%	10.5%	7.0%	0.0%	2.3%	7.7%	0.0%	0.0%	3.4%	4.5%
Capacity development related to World Bank Group supported projects	9.1%	21.4%	7.9%	9.3%	7.1%	9.3%	10.3%	30.8%	8.3%	13.8%	13.6%
Technical assistance	9.1%	7.1%	18.4%	16.3%	21.4%	16.3%	5.1%	0.0%	16.7%	10.3%	13.6%
Policy advice, studies, analyses	36.4%	14.3%	13.2%	7.0%	28.6%	11.6%	17.9%	23.1%	16.7%	10.3%	0.0%
Financial resources*	36.4%	7.1%	7.9%	0.0%	7.1%	18.6%	20.5%	0.0%	0.0%	6.9%	13.6%
Data and statistics	0.0%	14.3%	2.6%	0.0%	7.1%	4.7%	5.1%	7.7%	16.7%	3.4%	0.0%
Promoting knowledge sharing	0.0%	14.3%	10.5%	14.0%	7.1%	11.6%	12.8%	0.0%	0.0%	6.9%	18.2%
Implementation support	0.0%	7.1%	13.2%	20.9%	14.3%	14.0%	10.3%	7.7%	0.0%	10.3%	13.6%
Mobilizing third party financial resources	9.1%	14.3%	15.8%	18.6%	7.1%	9.3%	10.3%	30.8%	33.3%	31.0%	18.2%
Donor coordination	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	8.3%	3.4%	4.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	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 Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	0.0%	0.0%	0.0%	0.0%	35.3%	0.0%	2.1%	6.7%	7.7%	3.2%	0.0%
Not aligned with country priorities	13.3%	30.8%	28.6%	20.4%	17.6%	8.5%	17.0%	13.3%	38.5%	25.8%	9.1%
Not adequately sensitive to political/social realities in Angola	0.0%	15.4%	21.4%	13.0%	0.0%	12.8%	21.3%	6.7%	23.1%	9.7%	22.7%
Not willing to honestly criticize policies and reform efforts in the country	33.3%	15.4%	19.0%	7.4%	5.9%	23.4%	12.8%	13.3%	30.8%	19.4%	4.5%
Staff too inaccessible	0.0%	0.0%	2.4%	5.6%	5.9%	2.1%	4.3%	13.3%	0.0%	0.0%	0.0%
Not collaborating enough with private sector	26.7%	0.0%	21.4%	9.3%	23.5%	25.5%	14.9%	20.0%	7.7%	12.9%	22.7%
Too influenced by developed countries	13.3%	30.8%	16.7%	22.2%	23.5%	8.5%	8.5%	20.0%	7.7%	19.4%	0.0%
World Bank Group's processes too slow*	20.0%	15.4%	7.1%	0.0%	11.8%	4.3%	0.0%	6.7%	7.7%	12.9%	0.0%
World Bank Group's processes too complex	13.3%	15.4%	11.9%	9.3%	0.0%	12.8%	2.1%	13.3%	7.7%	9.7%	9.1%
Not exploring alternative policy options*	6.7%	0.0%	0.0%	9.3%	23.5%	0.0%	4.3%	6.7%	0.0%	3.2%	0.0%
Not sufficiently focused on results*	0.0%	0.0%	7.1%	0.0%	5.9%	4.3%	2.1%	26.7%	0.0%	6.5%	4.5%
Not in it for the long term	0.0%	0.0%	0.0%	7.4%	0.0%	2.1%	2.1%	0.0%	7.7%	3.2%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	7.7%	9.5%	1.9%	0.0%	8.5%	2.1%	6.7%	0.0%	6.5%	9.1%
Not collaborating enough with civil society	13.3%	0.0%	2.4%	13.0%	5.9%	6.4%	21.3%	13.3%	0.0%	3.2%	18.2%
Not enough public disclosure of its work	13.3%	38.5%	19.0%	25.9%	23.5%	31.9%	19.1%	0.0%	7.7%	29.0%	22.7%
Arrogant in its approach*	13.3%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Inadequate World Bank Group's staffing in Angola	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data*	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	4.3%	0.0%	0.0%	0.0%	9.1%
Don't know	13.3%	15.4%	14.3%	24.1%	5.9%	19.1%	27.7%	13.3%	23.1%	16.1%	31.8%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	0.0%	13.3%	4.2%	10.9%	0.0%	4.4%	4.3%	13.3%	7.7%	3.2%	9.1%
To a somewhat sufficient degree	18.8%	20.0%	20.8%	18.2%	5.9%	20.0%	25.5%	26.7%	30.8%	19.4%	36.4%
To a somewhat insufficient degree	18.8%	26.7%	29.2%	38.2%	76.5%	31.1%	17.0%	13.3%	23.1%	22.6%	13.6%
To a very insufficient degree	12.5%	6.7%	14.6%	9.1%	5.9%	11.1%	10.6%	6.7%	7.7%	6.5%	13.6%
Don't know	50.0%	33.3%	31.3%	23.6%	11.8%	33.3%	42.6%	40.0%	30.8%	48.4%	27.3%

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Angola Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Investment Project Financing (IPF)	4	4.25	2.63	7	5.00	1.83	19	6.68	2.29	23	6.87	2.24	7	5.86	2.34	18	5.61	2.12	9	5.11	2.09	4	5.75	3.30	6	6.33	2.25	12	6.08	2.87	9	7.22	2.39
Development Policy Financing (DPF)	2	7.00	2.83	5	5.00	3.00	16	6.44	1.97	21	7.05	2.29	7	6.14	2.54	19	6.16	2.52	7	6.00	2.31	2	9.00	1.41	4	7.00	2.58	10	5.90	1.97	10	7.10	2.08
Trust funds and grants	2	3.50	3.54	2	3.50	2.12	9	4.56	1.13	5	5.40	2.07	5	4.80	2.39	7	4.71	1.50	3	6.00	1.73	1	7.00		1	4.00		6	5.00	3.63	5	4.80	2.17
MIGA Guarantees	2	5.50	4.95	2	3.00	1.41	9	4.11	2.15	5	7.00	2.00	4	4.75	2.22	5	5.20	1.48	1	9.00				1	4.00		6	4.00	2.19	4	5.25	2.22	
IFC Investment Services	2	5.50	6.36	3	3.67	2.08	11	4.55	2.30	7	6.57	2.23	5	5.60	1.95	10	5.50	1.84	3	4.67	2.08	1	6.00		1	4.00		7	4.86	2.79	5	6.00	3.00
IFC Advisory Services	3	4.33	4.93	3	2.67	0.58	13	5.62	2.33	10	7.90	2.08	5	5.40	2.30	13	5.46	2.57	3	4.00	1.73	2	8.50	0.71	2	5.00	1.41	8	6.00	2.62	5	6.20	3.11

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Beneficiaries	25.0%	21.4%	19.6%	22.2%	23.5%	17.8%	12.8%	33.3%	23.1%	6.5%	19.2%
Youth/university groups*	25.0%	14.3%	21.7%	29.6%	5.9%	8.9%	31.9%	13.3%	23.1%	22.6%	46.2%
Private sector*	25.0%	21.4%	47.8%	42.6%	29.4%	62.2%	34.0%	66.7%	30.8%	35.5%	34.6%
Local government*	25.0%	28.6%	28.3%	51.9%	35.3%	28.9%	19.1%	13.3%	38.5%	29.0%	15.4%
Donor community*	18.8%	7.1%	4.3%	0.0%	11.8%	0.0%	0.0%	6.7%	0.0%	9.7%	3.8%
NGOs/Community Based Organizations*	12.5%	28.6%	23.9%	14.8%	47.1%	15.6%	36.2%	13.3%	7.7%	9.7%	46.2%
Academia/think tanks/research institutes*	6.3%	28.6%	34.8%	22.2%	29.4%	28.9%	10.6%	20.0%	15.4%	80.6%	11.5%
Parliament*	18.8%	28.6%	6.5%	3.7%	5.9%	4.4%	4.3%	6.7%	0.0%	0.0%	3.8%
Foundations	0.0%	0.0%	0.0%	1.9%	5.9%	4.4%	6.4%	0.0%	0.0%	0.0%	0.0%
Media	0.0%	7.1%	4.3%	3.7%	0.0%	11.1%	10.6%	20.0%	15.4%	6.5%	0.0%
Other	0.0%	0.0%	0.0%	1.9%	5.9%	2.2%	4.3%	0.0%	0.0%	0.0%	3.8%
Don't know*	31.3%	7.1%	0.0%	1.9%	0.0%	4.4%	10.6%	0.0%	23.1%	0.0%	3.8%

\*Significantly different between stakeholder groups



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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola	5	8.20	3.03	11	5.18	2.93	33	5.33	2.41	35	6.77	2.46	15	6.33	2.02	33	5.91	2.88	19	6.16	2.93	7	6.00	2.16	9	6.67	2.45	20	4.95	2.56	15	7.40	2.35
The World Bank Group's work is aligned with what I consider the development priorities for Angola	7	7.86	2.91	11	5.36	3.01	32	5.47	2.24	35	7.09	2.23	15	5.93	2.40	30	6.50	2.85	17	6.41	2.96	10	7.20	2.10	9	5.78	2.33	22	5.00	2.96	12	6.92	3.20

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	5	7.40	2.88	10	3.90	1.97	28	5.07	2.19	33	5.58	2.32	14	6.43	1.45	31	4.90	2.39	11	5.00	2.41	6	6.00	2.10	6	5.50	3.15	19	4.89	2.54	12	5.50	2.28
Flexibility (in terms of the institution's products and services)	3	5.00	3.00	9	4.78	2.11	27	4.52	2.01	32	5.16	2.85	13	4.77	1.24	22	5.18	2.17	9	5.78	3.07	4	5.25	2.99	4	7.25	2.22	13	3.92	1.89	9	4.33	2.65
Flexibility (in terms of changing country circumstances)*	5	6.20	3.77	9	4.22	1.86	29	4.97	2.20	34	5.68	2.48	11	5.91	1.81	26	5.00	2.51	12	6.75	2.93	4	7.00	3.46	5	7.60	2.30	16	4.06	1.91	9	4.44	2.60
Being inclusive	3	4.33	3.06	6	3.83	1.83	22	4.64	2.59	29	6.00	2.20	14	6.29	1.98	26	5.00	2.65	8	6.75	2.66	4	6.25	2.50	4	7.50	1.29	15	5.00	2.30	11	6.09	2.70
Openness (sharing data and other information)	4	5.25	3.77	9	5.89	3.02	25	5.12	3.06	29	6.55	2.41	14	5.57	2.47	32	5.00	2.63	15	6.27	2.74	5	6.20	2.39	6	6.67	2.16	17	6.41	2.21	9	5.33	2.92
Collaboration with the Government	6	8.00	2.19	11	6.82	2.14	30	7.07	2.02	38	7.58	2.10	12	7.50	1.83	34	7.32	2.25	17	7.35	2.29	7	8.00	2.45	9	7.56	2.35	22	6.77	2.22	15	7.67	2.55
The speed in which it gets things accomplished on the ground	3	4.33	3.06	10	4.40	2.63	25	4.96	2.23	32	5.91	2.43	11	6.09	2.39	27	4.59	2.59	10	6.00	3.20	4	6.25	2.06	4	6.25	2.50	13	5.00	2.52	7	4.86	2.04
Helping to bring discipline/effective supervision to implementation of investment projects	6	7.17	3.19	12	6.42	2.68	32	6.00	2.53	36	6.81	2.35	10	5.90	2.42	31	6.48	2.69	19	6.74	2.73	8	7.25	2.38	8	8.25	1.83	17	6.53	2.55	13	7.77	2.24
Collaboration with civil society	2	3.50	2.12	8	6.13	2.53	29	4.52	2.92	35	5.57	2.63	10	5.50	2.95	28	4.68	2.63	16	5.00	3.31	7	5.14	2.41	5	6.20	2.86	15	4.73	2.12	13	6.38	2.75
Staff accessibility	3	4.33	2.08	9	4.44	2.46	22	4.73	2.31	26	5.54	2.93	15	5.67	2.29	25	4.48	2.63	13	4.54	3.15	5	4.00	2.00	5	6.80	2.68	12	3.75	1.86	9	4.33	2.65
Collaboration with other donors and development partners	3	5.67	1.53	8	6.25	3.01	25	5.64	2.58	24	6.63	2.48	13	6.15	2.27	20	6.05	2.21	16	6.25	2.79	5	6.80	3.11	5	9.00	1.22	12	5.33	2.35	10	7.00	2.45
Collaboration with the private sector	3	4.33	3.51	7	5.00	3.37	26	3.69	2.22	27	4.85	2.66	10	3.30	1.42	25	4.88	2.70	13	5.08	2.99	6	4.17	1.94	6	6.50	2.43	12	3.75	1.60	10	4.20	2.20
Straightforwardness and honesty	3	5.67	2.08	9	6.89	2.52	25	6.20	2.45	27	7.00	2.81	10	6.80	2.66	26	6.12	2.78	13	6.85	3.21	3	8.33	1.15	4	8.50	0.58	11	5.73	2.69	10	7.80	2.66
Treating clients and stakeholders in Angola with respect	3	8.33	1.53	9	7.33	1.94	26	6.81	1.96	32	7.34	2.19	10	6.80	1.81	25	7.48	2.37	13	6.69	2.98	4	7.50	2.65	5	8.80	0.84	12	6.42	2.75	9	7.44	2.65
Being a long-term partner	6	8.33	1.97	9	8.11	2.15	29	7.34	2.18	29	7.45	2.57	14	7.93	2.20	27	7.33	2.59	17	7.35	2.26	6	8.67	1.21	7	8.43	0.98	15	6.87	2.72	12	7.50	3.12

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Poor coordination within the Government*	26.7%	13.3%	26.7%	14.6%	64.7%	28.3%	23.3%	42.9%	22.2%	41.9%	50.0%
There is an inadequate level of private sector participation and support	26.7%	13.3%	13.3%	14.6%	0.0%	30.4%	14.0%	21.4%	22.2%	16.1%	0.0%
Poor donor coordination	0.0%	20.0%	4.4%	18.8%	5.9%	6.5%	4.7%	0.0%	0.0%	9.7%	9.1%
The World Bank Group does not provide the government with consistent support throughout the reform effort	20.0%	26.7%	8.9%	4.2%	11.8%	2.2%	9.3%	14.3%	11.1%	12.9%	9.1%
Political pressures and obstacles*	6.7%	13.3%	22.2%	47.9%	11.8%	19.6%	18.6%	28.6%	11.1%	22.6%	18.2%
Reforms are not well thought out in light of country challenges	53.3%	40.0%	26.7%	31.3%	17.6%	23.9%	14.0%	7.1%	11.1%	16.1%	18.2%
The World Bank Group is not sensitive enough to political/social realities on the ground*	26.7%	40.0%	24.4%	4.2%	17.6%	8.7%	9.3%	28.6%	11.1%	12.9%	9.1%
Lack of/inadequate levels of capacity in Government*	0.0%	0.0%	4.4%	4.2%	35.3%	10.9%	4.7%	0.0%	22.2%	3.2%	4.5%
There is not an adequate level of citizen/civil society participation	0.0%	20.0%	11.1%	22.9%	29.4%	26.1%	27.9%	21.4%	55.6%	16.1%	31.8%
Corruption	13.3%	6.7%	26.7%	18.8%	5.9%	30.4%	34.9%	21.4%	11.1%	29.0%	27.3%
Poor coordination within the World Bank Group*	20.0%	0.0%	2.2%	2.1%	0.0%	0.0%	9.3%	0.0%	11.1%	9.7%	9.1%
Other	0.0%	0.0%	4.4%	0.0%	0.0%	6.5%	11.6%	0.0%	0.0%	3.2%	4.5%

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results**

In Angola, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender	7	7.00	3.37	11	6.36	3.04	17	6.59	2.53	31	6.58	2.01	11	6.18	2.48	25	5.80	2.69	17	6.06	2.44	10	7.20	2.30	6	6.17	2.93	13	5.54	2.93	16	5.94	2.69
The impact of climate change	6	5.00	4.10	8	5.50	2.07	16	5.06	2.29	25	6.12	2.68	8	5.25	3.20	18	4.33	2.79	13	5.23	2.98	7	6.86	2.91	2	2.50	2.12	12	4.33	2.99	12	5.00	2.89

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	2	3.50	3.54	4	4.00	2.94	11	3.73	2.45	12	6.75	2.96	12	5.08	3.03	12	4.08	3.03	6	5.83	3.54	4	5.75	2.06	3	7.00	2.65	12	4.67	3.11	5	4.20	2.17
Private sector development	4	4.25	2.75	7	3.43	1.72	16	4.19	2.83	21	4.71	2.24	11	2.73	1.42	25	4.28	2.69	10	5.00	2.45	6	2.83	1.17	6	6.67	2.34	12	4.75	3.22	7	4.29	2.43
Education*	5	4.60	2.70	8	5.50	2.51	15	5.40	1.64	30	6.90	2.20	11	6.00	2.41	19	3.84	2.52	15	5.87	3.23	6	5.83	2.79	8	5.13	2.47	18	6.06	3.00	13	6.15	2.64
Public sector governance/reform	4	5.50	3.70	7	6.14	2.48	21	6.24	2.66	25	6.28	2.65	10	5.70	1.25	18	4.61	3.13	8	6.38	2.88	4	6.50	3.00	6	6.50	2.74	15	5.13	2.59	12	6.25	2.77
Energy	3	5.00	2.65	6	5.33	3.08	17	4.94	2.41	19	6.53	3.03	11	4.45	2.11	13	4.46	2.85	7	5.57	2.23	6	7.00	2.53	4	3.75	2.06	10	4.00	2.71	9	4.44	2.40
Water and sanitation	4	6.00	2.94	6	5.33	3.08	20	5.50	2.50	25	6.76	2.44	12	7.33	2.06	19	5.37	3.48	9	5.33	2.74	8	7.63	2.39	5	5.40	3.44	12	4.42	3.12	11	5.55	2.84
Health	4	3.50	2.38	8	5.25	1.98	16	5.50	2.56	24	5.96	2.68	13	7.15	1.95	18	5.00	3.66	10	6.30	2.98	8	6.13	3.04	4	6.00	3.56	13	5.00	2.86	13	6.77	2.71
Financial markets*	4	7.00	3.16	6	4.33	2.42	13	4.23	2.01	18	6.44	2.71	10	3.20	2.20	16	5.00	2.50	8	6.63	2.67	3	7.67	3.21	6	7.33	1.63	11	4.45	2.77	9	6.33	3.16
Agriculture and rural development	4	4.50	3.32	6	5.17	1.72	23	5.96	2.33	24	6.58	2.36	11	6.82	2.18	22	4.91	2.39	12	6.50	2.32	7	6.86	2.54	7	6.86	2.12	16	4.88	2.36	14	5.79	2.89
Natural resource management	3	3.00	2.00	5	4.20	3.27	14	4.36	2.31	18	5.89	2.19	10	2.90	1.97	9	3.67	2.12	8	5.13	3.31	2	5.00	2.83	3	6.00	4.00	8	4.50	3.16	6	4.67	1.37
Poverty reduction*	4	4.50	2.38	7	4.29	2.06	21	5.76	2.30	27	6.74	2.81	12	6.67	2.27	24	4.71	3.01	16	5.31	2.80	7	7.14	2.91	9	7.33	2.24	12	5.17	2.92	15	6.80	2.37
Anti corruption	3	2.33	1.15	5	5.80	2.59	14	4.93	2.27	17	5.41	1.97	11	4.45	3.27	14	3.07	2.59	9	4.89	2.62	3	4.33	4.93	5	6.40	2.88	11	4.64	2.66	10	6.40	3.03
Economic growth	4	5.75	3.30	7	4.57	2.15	18	5.06	2.10	27	6.96	2.31	12	5.50	2.84	24	5.46	2.78	13	5.92	3.17	6	4.83	3.49	8	6.75	3.41	12	5.67	2.77	11	6.09	3.21
Equality of opportunity*	3	3.33	2.08	6	4.00	2.00	13	5.54	2.11	25	6.36	2.72	11	6.27	2.76	18	4.11	2.91	10	6.60	2.37	7	7.29	2.29	5	8.00	2.55	13	5.08	2.50	10	4.80	3.43

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Angola?	9	7.56	2.35	10	7.00	2.98	31	6.16	2.28	43	6.98	2.32	11	6.82	1.40	41	6.68	2.66	27	7.26	2.68	10	7.00	2.21	10	7.30	2.21	22	6.14	2.27	16	7.25	2.32

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

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Angola	5	5.20	3.42	9	5.11	2.80	35	4.83	2.53	41	5.83	2.39	14	5.29	1.44	41	5.34	2.91	25	6.12	3.18	9	5.56	2.60	10	6.50	2.88	24	4.46	2.64	18	5.44	3.01
The World Bank Group meets Angola's needs for knowledge services	7	8.14	2.12	10	4.90	2.92	33	5.42	2.60	43	6.44	2.50	13	5.08	1.75	34	5.32	2.75	26	5.54	3.18	8	7.38	2.07	7	5.86	2.61	24	5.00	3.02	14	6.07	3.02

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Angola to mobilize finance for development from private sector sources?*	8	7.50	3.38	10	6.60	3.27	23	5.35	2.74	32	7.28	2.76	4	4.25	1.26	31	5.03	2.65	18	6.33	3.24	7	6.14	4.06	9	5.78	2.28	12	3.92	2.23	14	6.50	2.95

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

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Angola received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	3	6.67	3.51	4	5.50	3.11	13	5.46	2.47	16	6.06	2.54	3	4.33	0.58	14	4.79	2.83	6	5.67	2.88	1	3.00		2	7.00	4.24	8	4.25	2.12	4	5.50	3.32

(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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	20.0%	0.0%	8.9%	0.0%	0.0%	0.0%	2.3%	6.7%	0.0%	0.0%	15.0%
Monthly	6.7%	20.0%	13.3%	9.4%	5.9%	11.1%	4.5%	0.0%	15.4%	6.5%	0.0%
A few times a year	33.3%	40.0%	26.7%	37.7%	29.4%	37.8%	13.6%	26.7%	15.4%	35.5%	40.0%
Rarely	13.3%	20.0%	28.9%	30.2%	58.8%	28.9%	29.5%	33.3%	46.2%	35.5%	25.0%
Never	26.7%	20.0%	22.2%	22.6%	5.9%	22.2%	50.0%	33.3%	23.1%	22.6%	20.0%

\*Significantly different between stakeholder groups

In Angola, 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)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	4	4.25	3.30	8	5.63	2.67	26	5.23	2.52	29	6.00	2.36	10	5.20	1.75	21	4.86	1.96	9	5.78	2.86	2	5.00	1.41	3	7.33	2.08	14	5.00	2.51	7	6.57	2.30
Include appropriate level of stakeholder involvement during preparation	5	7.20	2.77	8	6.38	3.02	26	5.54	1.86	34	5.91	2.60	10	6.10	2.60	18	5.61	2.23	14	6.00	2.91	8	5.63	2.67	5	8.20	1.48	13	5.31	2.72	8	7.13	2.85
Lead to practical solutions	5	7.40	2.88	7	4.86	1.57	30	5.63	2.40	39	5.95	2.61	11	6.18	2.71	25	5.48	2.55	15	6.33	2.55	6	6.50	3.51	5	6.60	2.30	18	5.22	2.58	9	7.56	2.88
Are accessible (well written and easy to understand)	3	5.00	2.65	7	5.29	1.89	29	6.28	1.96	33	6.39	2.38	12	5.67	2.39	22	6.14	2.64	17	6.35	2.71	6	6.33	3.67	5	6.60	2.41	17	6.59	2.45	10	5.90	2.77
Are source of relevant information on global good practices	6	8.17	2.40	9	7.00	2.06	30	7.00	1.74	35	7.23	2.52	11	6.45	2.58	27	6.59	2.22	15	7.00	2.85	7	8.00	2.00	5	7.40	2.30	17	7.41	2.43	11	7.91	2.12
Are adequately disseminated	5	6.60	3.51	7	4.86	2.61	29	5.48	2.41	34	5.38	2.85	12	4.67	1.83	23	5.30	2.53	9	6.11	3.18	6	7.17	3.76	9	5.56	2.79	17	5.35	2.64	10	6.70	2.58
Are translated enough into local language	3	5.00	4.00	9	6.11	2.93	32	5.41	2.46	36	6.44	2.86	8	5.00	2.00	24	6.13	2.44	18	5.78	3.32	6	6.83	3.37	6	5.33	2.80	18	6.94	2.51	9	6.44	3.36
Are adaptable to Angola's specific development challenges and country circumstances	6	7.50	2.35	8	5.13	2.17	33	5.67	2.06	35	6.46	2.51	12	6.08	2.15	29	5.76	2.47	20	6.00	3.16	7	6.43	3.36	7	6.57	2.76	19	6.11	2.56	12	7.42	2.27

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6	7.00	2.37	10	6.80	2.35	37	5.59	2.83	40	6.85	2.21	11	5.82	2.68	43	6.19	2.72	23	6.52	3.01	11	7.09	2.98	9	6.44	2.70	20	5.40	2.50	15	6.73	2.76
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5	8.60	0.89	12	7.92	1.62	31	7.13	1.73	44	7.64	2.00	15	6.93	2.09	40	7.15	2.17	23	6.61	2.81	11	7.09	2.55	9	7.33	2.18	21	7.38	2.77	15	7.27	2.52

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

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

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	6	6.00	3.52	7	5.86	2.85	20	5.50	2.96	29	6.31	2.85	11	6.45	2.11	19	5.26	3.12	14	4.86	3.13	3	6.67	2.31	5	7.20	1.92	10	4.20	2.53	12	4.67	2.81
The World Bank Group effectively monitors and evaluates the projects and programs it supports	5	7.80	3.03	11	7.27	2.87	30	7.20	2.37	42	7.74	2.45	13	7.46	1.85	34	6.76	2.72	24	7.00	3.04	11	6.00	2.90	8	7.63	2.62	25	6.96	2.79	18	7.89	1.91
The World Bank Group's approvals and reviews are done in a timely fashion	3	5.00	1.00	9	6.44	2.51	25	5.96	3.27	35	6.40	2.50	12	6.58	2.27	20	6.20	2.67	17	5.18	3.13	6	6.17	2.56	5	7.60	1.82	13	5.08	2.84	10	4.80	2.90
The World Bank Group's "Safeguard Policy" requirements are reasonable	3	5.00	2.65	9	4.78	2.05	21	5.81	2.09	28	6.96	2.12	11	6.00	1.84	22	6.45	2.56	16	5.19	2.74	5	6.80	2.17	5	8.40	1.52	12	5.67	2.06	13	5.38	3.25
The World Bank Group's conditions on its lending are reasonable	4	5.50	3.42	9	5.44	2.01	23	5.48	2.23	31	5.94	2.98	7	6.14	1.77	23	6.09	1.88	16	5.44	3.20	5	6.60	1.52	7	7.43	2.15	13	5.08	2.43	12	6.08	2.91
The World Bank Group takes decisions quickly in Angola	3	4.00	3.00	8	4.50	2.51	24	4.50	2.48	25	5.36	2.53	9	5.22	1.79	20	4.85	2.56	16	4.81	3.29	4	6.75	1.71	6	6.00	2.37	10	3.90	2.08	11	5.09	3.27
Working with the World Bank Group increases Angola's institutional capacity	6	7.67	3.01	11	7.55	2.21	31	6.55	2.17	40	6.88	2.93	13	7.54	1.39	33	7.61	2.42	22	7.05	2.65	7	8.57	1.13	7	7.57	2.07	22	7.41	2.70	17	7.65	2.42
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	6.00	3.41	10	6.30	3.09	17	6.35	2.91	30	6.93	2.35	7	8.43	1.62	18	6.17	2.73	17	5.71	3.29	5	8.20	1.79	5	8.00	1.58	12	6.67	3.17	12	7.75	2.34

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Angola?	9	7.22	3.46	9	5.78	2.99	24	5.67	2.75	37	5.84	2.67	10	4.90	1.73	25	4.52	1.81	23	5.74	2.86	10	5.50	2.84	6	5.33	2.50	18	5.00	2.95	16	6.81	3.08

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Education*	42.9%	78.6%	55.6%	40.7%	5.9%	50.0%	52.1%	40.0%	41.7%	56.7%	57.7%
Health	71.4%	71.4%	73.3%	63.0%	35.3%	54.5%	58.3%	60.0%	75.0%	80.0%	53.8%
Supporting poor and marginalized local communities*	28.6%	14.3%	22.2%	29.6%	47.1%	15.9%	27.1%	40.0%	16.7%	3.3%	38.5%
Jobs	14.3%	14.3%	8.9%	14.8%	5.9%	13.6%	10.4%	13.3%	8.3%	6.7%	11.5%
Business development	14.3%	7.1%	2.2%	16.7%	5.9%	15.9%	8.3%	0.0%	0.0%	10.0%	11.5%
Infrastructure	7.1%	7.1%	11.1%	5.6%	11.8%	6.8%	8.3%	13.3%	16.7%	16.7%	0.0%
Social cohesion	0.0%	7.1%	6.7%	18.5%	29.4%	11.4%	10.4%	26.7%	25.0%	6.7%	11.5%
Public services*	0.0%	0.0%	8.9%	3.7%	29.4%	4.5%	6.3%	0.0%	0.0%	6.7%	11.5%
Macro issues*	0.0%	0.0%	0.0%	3.7%	23.5%	4.5%	2.1%	0.0%	0.0%	3.3%	0.0%
Don't know	14.3%	0.0%	2.2%	1.9%	0.0%	9.1%	6.3%	0.0%	0.0%	3.3%	0.0%
Other	7.1%	0.0%	4.4%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%

\*Significantly different between stakeholder groups

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

Angola's economy Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	10.0%	53.8%	36.4%	52.1%	23.1%	33.3%	45.0%	40.0%	33.3%	36.7%	40.0%
A somewhat negative impact	60.0%	15.4%	38.6%	22.9%	38.5%	51.3%	32.5%	46.7%	41.7%	30.0%	44.0%
A somewhat positive impact	10.0%	15.4%	15.9%	16.7%	15.4%	10.3%	12.5%	13.3%	16.7%	13.3%	12.0%
A very positive impact	10.0%	0.0%	2.3%	8.3%	0.0%	2.6%	0.0%	0.0%	0.0%	3.3%	0.0%
No impact at all	10.0%	15.4%	6.8%	0.0%	23.1%	2.6%	10.0%	0.0%	8.3%	16.7%	4.0%

Social cohesion* Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	28.6%	22.2%	36.6%	20.5%	7.7%	22.9%	30.0%	40.0%	0.0%	18.5%	14.3%
A somewhat negative impact	0.0%	44.4%	41.5%	43.2%	30.8%	48.6%	36.7%	20.0%	75.0%	37.0%	42.9%
A somewhat positive impact	42.9%	22.2%	14.6%	18.2%	7.7%	14.3%	20.0%	40.0%	12.5%	14.8%	33.3%
A very positive impact	0.0%	0.0%	0.0%	13.6%	15.4%	8.6%	3.3%	0.0%	0.0%	11.1%	0.0%
No impact at all	28.6%	11.1%	7.3%	4.5%	38.5%	5.7%	10.0%	0.0%	12.5%	18.5%	9.5%

\*Significantly different between stakeholder groups

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

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

National security Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	62.5%	50.0%	37.2%	42.2%	30.8%	42.9%	27.3%	45.5%	25.0%	41.4%	45.5%
A somewhat negative impact	12.5%	20.0%	34.9%	35.6%	30.8%	42.9%	39.4%	36.4%	58.3%	37.9%	31.8%
A somewhat positive impact	0.0%	10.0%	11.6%	8.9%	0.0%	5.7%	18.2%	18.2%	16.7%	10.3%	18.2%
A very positive impact	0.0%	0.0%	2.3%	11.1%	0.0%	0.0%	3.0%	0.0%	0.0%	3.4%	0.0%
No impact at all	25.0%	20.0%	14.0%	2.2%	38.5%	8.6%	12.1%	0.0%	0.0%	6.9%	4.5%

Public service delivery Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	50.0%	16.7%	33.3%	31.8%	38.5%	20.6%	22.6%	9.1%	0.0%	27.6%	26.1%
A somewhat negative impact	33.3%	33.3%	35.7%	34.1%	30.8%	47.1%	32.3%	72.7%	44.4%	31.0%	39.1%
A somewhat positive impact	16.7%	25.0%	11.9%	15.9%	0.0%	14.7%	19.4%	18.2%	33.3%	20.7%	21.7%
A very positive impact	0.0%	16.7%	0.0%	6.8%	0.0%	2.9%	6.5%	0.0%	0.0%	3.4%	4.3%
No impact at all	0.0%	8.3%	19.0%	11.4%	30.8%	14.7%	19.4%	0.0%	22.2%	17.2%	8.7%

Angola's poor and marginalized Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
A very negative impact	14.3%	33.3%	42.9%	43.5%	23.1%	36.8%	34.3%	27.3%	33.3%	27.6%	40.0%
A somewhat negative impact	28.6%	25.0%	28.6%	39.1%	30.8%	39.5%	25.7%	54.5%	33.3%	41.4%	30.0%
A somewhat positive impact	28.6%	8.3%	4.8%	8.7%	15.4%	5.3%	17.1%	18.2%	22.2%	3.4%	5.0%
A very positive impact	0.0%	0.0%	2.4%	6.5%	0.0%	2.6%	5.7%	0.0%	0.0%	3.4%	10.0%
No impact at all	28.6%	33.3%	21.4%	2.2%	30.8%	15.8%	17.1%	0.0%	11.1%	24.1%	15.0%

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consult ant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Work more with private sector*	25.0%	20.0%	30.4%	20.0%	41.2%	48.9%	42.6%	60.0%	23.1%	29.0%	25.0%
Reduce the complexity of obtaining World Bank Group financing	12.5%	40.0%	32.6%	34.5%	11.8%	21.3%	8.5%	33.3%	30.8%	22.6%	17.9%
Increase availability of Reimbursable Advisory Services (RAS)	6.3%	0.0%	4.3%	0.0%	0.0%	6.4%	0.0%	0.0%	7.7%	3.2%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	25.0%	6.7%	17.4%	18.2%	0.0%	21.3%	21.3%	6.7%	15.4%	6.5%	25.0%
Offer more innovative knowledge services	12.5%	13.3%	13.0%	18.2%	0.0%	8.5%	21.3%	6.7%	0.0%	16.1%	0.0%
Collaborate more effectively with Government clients	12.5%	6.7%	8.7%	3.6%	11.8%	6.4%	2.1%	0.0%	7.7%	9.7%	14.3%
Work faster	18.8%	6.7%	6.5%	1.8%	0.0%	2.1%	2.1%	0.0%	0.0%	6.5%	3.6%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	0.0%	6.7%	2.2%	3.6%	23.5%	2.1%	6.4%	13.3%	0.0%	12.9%	7.1%
Offer more innovative financial products	6.3%	20.0%	4.3%	3.6%	11.8%	2.1%	6.4%	6.7%	7.7%	0.0%	3.6%
Ensure greater selectivity in its work	6.3%	0.0%	2.2%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	0.0%	20.0%	10.9%	1.8%	11.8%	6.4%	12.8%	6.7%	15.4%	12.9%	3.6%
Improve the competitiveness of its financing compared to markets*	12.5%	13.3%	2.2%	1.8%	0.0%	4.3%	0.0%	6.7%	23.1%	6.5%	7.1%
Work more with civil society and beneficiary representatives	12.5%	6.7%	10.9%	16.4%	35.3%	23.4%	27.7%	20.0%	15.4%	16.1%	14.3%
Increase the level of capacity development in the country*	12.5%	26.7%	19.6%	49.1%	41.2%	23.4%	19.1%	13.3%	23.1%	32.3%	35.7%
Leverage the private sector more	6.3%	6.7%	23.9%	23.6%	11.8%	17.0%	14.9%	6.7%	15.4%	16.1%	14.3%
Improve the quality of its experts as related to Angola's specific challenges*	31.3%	6.7%	6.5%	1.8%	0.0%	2.1%	6.4%	13.3%	7.7%	6.5%	17.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	2.1%	0.0%	0.0%	0.0%	7.1%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Financial services	40.0%	15.4%	21.7%	24.4%	6.3%	41.9%	34.1%	27.3%	63.6%	26.7%	45.8%
Knowledge products	30.0%	30.8%	39.1%	29.3%	18.8%	11.6%	27.3%	36.4%	18.2%	46.7%	25.0%
Convening services	0.0%	0.0%	2.2%	7.3%	0.0%	4.7%	0.0%	9.1%	0.0%	0.0%	0.0%
None of the above	10.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	4.2%
The combination is appropriate for Angola	20.0%	53.8%	23.9%	36.6%	56.3%	27.9%	18.2%	18.2%	9.1%	16.7%	20.8%
Don't know	0.0%	0.0%	13.0%	2.4%	18.8%	11.6%	20.5%	9.1%	9.1%	10.0%	4.2%

\*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 Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Local radio*	37.5%	42.9%	28.3%	41.2%	11.8%	12.5%	21.7%	20.0%	7.7%	9.4%	29.6%
International radio	0.0%	7.1%	6.5%	3.9%	5.9%	0.0%	2.2%	6.7%	0.0%	3.1%	3.7%
Social media	25.0%	7.1%	15.2%	11.8%	17.6%	14.6%	19.6%	20.0%	23.1%	18.8%	7.4%
International newspapers	0.0%	14.3%	4.3%	0.0%	0.0%	4.2%	2.2%	0.0%	7.7%	3.1%	3.7%
Local television	50.0%	57.1%	47.8%	64.7%	35.3%	52.1%	56.5%	60.0%	38.5%	46.9%	51.9%
Internet*	37.5%	21.4%	54.3%	33.3%	64.7%	58.3%	32.6%	33.3%	53.8%	59.4%	48.1%
Periodicals	18.8%	7.1%	23.9%	21.6%	23.5%	18.8%	13.0%	26.7%	30.8%	18.8%	22.2%
International television	0.0%	14.3%	8.7%	19.6%	11.8%	16.7%	17.4%	6.7%	15.4%	21.9%	14.8%
Local newspapers*	18.8%	21.4%	4.3%	3.9%	23.5%	16.7%	13.0%	26.7%	7.7%	6.3%	0.0%
Other	6.3%	7.1%	2.2%	0.0%	5.9%	2.1%	4.3%	0.0%	0.0%	3.1%	7.4%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials	12.5%	40.0%	45.7%	32.1%	41.2%	28.3%	32.6%	38.5%	46.2%	53.3%	28.6%
e-Newsletters*	6.3%	0.0%	6.5%	3.8%	17.6%	34.8%	2.2%	23.1%	15.4%	20.0%	7.1%
World Bank Group's seminars/workshops/conferences	43.8%	53.3%	47.8%	52.8%	29.4%	21.7%	52.2%	61.5%	38.5%	46.7%	46.4%
Mobile phones	25.0%	33.3%	17.4%	15.1%	23.5%	26.1%	17.4%	15.4%	15.4%	6.7%	14.3%
Direct contact with World Bank Group	31.3%	20.0%	30.4%	34.0%	17.6%	17.4%	30.4%	30.8%	15.4%	26.7%	21.4%
World Bank Group's website	56.3%	40.0%	37.0%	35.8%	52.9%	43.5%	28.3%	15.4%	38.5%	33.3%	50.0%
Social media	18.8%	6.7%	10.9%	11.3%	17.6%	13.0%	19.6%	15.4%	15.4%	10.0%	10.7%
Other	0.0%	0.0%	0.0%	3.8%	0.0%	2.2%	2.2%	0.0%	0.0%	0.0%	10.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	11.1%	33.3%	19.4%	28.0%	6.3%	10.0%	5.3%	7.1%	0.0%	6.9%	14.3%
No	88.9%	66.7%	80.6%	72.0%	93.8%	90.0%	94.7%	92.9%	100.0%	93.1%	85.7%

\*Significantly different between stakeholder groups

Do you have reliable access to the Internet?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	75.0%	91.7%	90.5%	72.9%	100.0%	88.9%	62.5%	53.8%	69.2%	93.5%	76.9%
No	25.0%	8.3%	9.5%	27.1%	0.0%	11.1%	37.5%	46.2%	30.8%	6.5%	23.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	55.6%	40.0%	50.0%	28.6%	71.4%	50.0%	20.5%	30.8%	45.5%	53.3%	26.1%
No	44.4%	60.0%	50.0%	71.4%	28.6%	50.0%	79.5%	69.2%	54.5%	46.7%	73.9%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	0.0%	33.3%	17.5%	20.0%	6.3%	19.5%	21.1%	7.7%	0.0%	18.8%	13.6%
No	100.0%	66.7%	82.5%	80.0%	93.8%	80.5%	78.9%	92.3%	100.0%	81.3%	86.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	66.7%	44.4%	81.8%	54.8%	100.0%	75.0%	39.1%	25.0%	81.8%	82.6%	83.3%
Dial-up	33.3%	55.6%	18.2%	45.2%	0.0%	25.0%	60.9%	75.0%	18.2%	17.4%	16.7%

\*Significantly different between stakeholder groups

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	13.3%	15.4%	2.2%	3.8%	0.0%	2.2%	4.4%	7.1%	8.3%	0.0%	7.7%
Monthly	13.3%	7.7%	17.8%	7.5%	5.9%	6.7%	4.4%	0.0%	8.3%	16.1%	3.8%
A few times a year	13.3%	30.8%	26.7%	26.4%	58.8%	26.7%	17.8%	28.6%	33.3%	32.3%	26.9%
Rarely	6.7%	30.8%	33.3%	37.7%	11.8%	28.9%	22.2%	28.6%	50.0%	29.0%	30.8%
Never	53.3%	15.4%	20.0%	24.5%	23.5%	35.6%	51.1%	35.7%	0.0%	22.6%	30.8%

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	4	9.00	1.41	4	7.50	1.73	18	7.17	2.60	13	7.23	2.24	10	7.50	1.08	18	6.72	2.52	8	6.75	2.05	4	7.00	3.16	5	7.40	2.07	14	7.36	1.95	6	8.33	1.63
I find the information on the World Bank Group's websites useful.	4	9.00	1.15	4	8.50	0.58	19	7.32	2.31	13	8.15	2.30	10	8.20	1.40	19	8.16	1.89	8	7.38	1.85	4	8.00	2.45	5	8.00	1.58	15	8.93	1.39	6	9.33	1.21
The World Bank Group's social media channels are valuable sources of information about the institution	7	9.29	0.95	10	8.60	1.58	32	7.25	2.71	36	8.00	2.70	9	6.67	1.73	25	8.24	2.17	19	8.42	2.04	7	9.43	0.79	7	8.86	1.68	18	8.17	1.86	15	7.60	2.50



## 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 President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	6.7%	6.7%	16.7%	6.0%	13.3%	4.5%	2.2%	13.3%	23.1%	6.3%	8.0%
No	93.3%	93.3%	83.3%	94.0%	86.7%	95.5%	97.8%	86.7%	76.9%	93.8%	92.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	57.1%	28.6%	75.0%	72.2%	81.8%	31.3%	50.0%	60.0%	60.0%	44.4%	28.6%
The International Finance Corporation (IFC)	14.3%	14.3%	15.0%	11.1%	0.0%	25.0%	6.3%	40.0%	0.0%	22.2%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	14.3%	0.0%	0.0%	0.0%	12.5%	12.5%	0.0%	0.0%	0.0%	14.3%
Other	28.6%	42.9%	10.0%	16.7%	18.2%	31.3%	31.3%	0.0%	40.0%	33.3%	57.1%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	27.3%	0.0%	20.0%	34.2%	7.1%	4.9%	7.3%	8.3%	27.3%	10.7%	7.4%
No	72.7%	100.0%	80.0%	65.8%	92.9%	95.1%	92.7%	91.7%	72.7%	89.3%	92.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The two institutions work well together	0.0%	0.0%	42.9%	38.5%	100.0%	50.0%	66.7%	100.0%	100.0%	0.0%	100.0%
The way the two institutions work together needs improvement	66.7%	0.0%	57.1%	61.5%	0.0%	0.0%	33.3%	0.0%	0.0%	33.3%	0.0%
The two institutions do not work well together	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	66.7%	0.0%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer	50.0%	66.7%	39.5%	29.6%	21.4%	54.5%	37.5%	55.6%	44.4%	29.2%	40.0%
Use World Bank Group reports/data*	16.7%	25.0%	21.1%	33.3%	42.9%	9.1%	20.8%	11.1%	44.4%	45.8%	13.3%
Engage in World Bank Group related/sponsored events/activities	33.3%	0.0%	18.4%	25.9%	14.3%	6.1%	16.7%	33.3%	22.2%	8.3%	13.3%
Collaborate as part of my professional duties*	25.0%	16.7%	23.7%	55.6%	42.9%	15.2%	16.7%	22.2%	11.1%	4.2%	53.3%
Use World Bank Group website for information, data, research, etc.*	25.0%	41.7%	26.3%	7.4%	28.6%	45.5%	41.7%	33.3%	33.3%	58.3%	40.0%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Female	31.3%	40.0%	27.7%	43.1%	35.3%	37.5%	53.3%	26.7%	41.7%	18.8%	29.6%
Male	68.8%	60.0%	72.3%	56.9%	64.7%	62.5%	46.7%	73.3%	58.3%	81.3%	70.4%

What's your age?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
25 and under	6.3%	0.0%	4.3%	0.0%	0.0%	2.1%	8.7%	6.7%	0.0%	0.0%	0.0%
26-35	12.5%	6.7%	21.3%	17.6%	0.0%	25.0%	23.9%	13.3%	30.8%	18.8%	23.1%
36-45	12.5%	13.3%	27.7%	29.4%	23.5%	35.4%	28.3%	53.3%	46.2%	31.3%	30.8%
46-55	56.3%	26.7%	36.2%	33.3%	58.8%	18.8%	17.4%	26.7%	23.1%	37.5%	23.1%
56 and above	12.5%	53.3%	10.6%	19.6%	17.6%	18.8%	21.7%	0.0%	0.0%	12.5%	23.1%

\*Significantly different between stakeholder groups

Which best represents your geographic location?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Luanda	37.5%	66.7%	73.5%	7.3%	47.1%	46.7%	63.0%	40.0%	76.9%	46.9%	50.0%
Huila	25.0%	0.0%	12.2%	58.2%	52.9%	31.1%	13.0%	26.7%	15.4%	28.1%	28.6%
Kwanza-Norte	31.3%	0.0%	12.2%	29.1%	0.0%	8.9%	17.4%	33.3%	7.7%	25.0%	17.9%
Other	6.3%	33.3%	2.0%	5.5%	0.0%	13.3%	6.5%	0.0%	0.0%	0.0%	3.6%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>7</sup>

● Luanda N=225    ● Huila N=104    ● Kwanza-Norte N=66    ● Other N=20

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

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.	122	5.51	2.56	60	5.53	2.37	36	5.89	3.28	10	6.10	2.85

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

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola	115	5.53	2.50	59	6.51	2.49	27	6.48	2.90	10	6.40	3.47
The World Bank Group's work is aligned with what I consider the development priorities for Angola*	114	5.72	2.71	60	6.48	2.55	31	7.10	2.74	10	7.10	3.00

\*Significantly different between geographic locations

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

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

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	114	5.31	2.21	58	5.52	2.38	19	5.37	2.45	7	3.57	1.62
Flexibility (in terms of the institution's products and services)	94	4.85	2.16	48	4.92	2.43	15	5.87	2.97	6	4.17	1.33
Flexibility (in terms of changing country circumstances)	97	5.05	2.21	53	5.58	2.63	21	6.05	2.85	8	5.13	2.80
Being inclusive	91	5.27	2.33	47	5.64	2.52	19	6.16	2.54	3	5.33	1.53
Openness (sharing data and other information)	115	5.68	2.58	52	5.77	2.66	17	6.47	2.90	7	4.29	2.81
Collaboration with the Government*	127	6.86	2.14	65	7.68	1.96	29	7.83	2.05	10	8.00	2.16
The speed in which it gets things accomplished on the ground	98	5.04	2.38	47	5.43	2.42	18	6.17	2.66	6	5.17	2.48
Helping to bring discipline/effective supervision to implementation of investment projects	126	6.67	2.47	60	6.78	2.36	27	6.85	2.74	9	6.56	3.17
Collaboration with civil society	107	5.06	2.61	54	5.48	2.76	23	5.26	2.82	7	5.00	3.06
Staff accessibility	100	5.05	2.37	44	4.77	2.75	14	5.14	2.71	7	2.57	1.90
Collaboration with other donors and development partners	98	5.97	2.47	40	6.38	2.37	16	7.19	2.56	7	5.86	3.13
Collaboration with the private sector	103	4.69	2.47	41	4.07	2.52	19	5.53	1.95	6	3.33	2.88
Straightforwardness and honesty	96	6.50	2.48	40	6.68	2.80	21	7.33	3.02	6	6.83	2.56
Treating clients and stakeholders in Angola with respect	105	6.99	2.30	45	7.00	2.13	18	8.11	2.19	5	7.80	1.92
Being a long-term partner	128	7.54	2.32	50	7.70	2.44	22	7.86	1.93	6	8.00	2.00

\*Significantly different between geographic locations

<sup>7</sup> 415 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

**C. World Bank Group's Effectiveness and Results**

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Angola?*	149	6.39	2.33	73	6.75	2.32	45	7.33	2.36	14	8.43	2.31

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

\*Significantly different between geographic locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Angola	155	5.39	2.61	69	5.22	2.55	38	5.66	3.02	13	7.00	3.11
The World Bank Group meets Angola's needs for knowledge services	146	5.75	2.66	72	5.49	2.70	38	6.95	2.80	14	6.00	2.91

**D. The World Bank Group's Knowledge Work and Activities****In Angola, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Angola's specific development challenges and country circumstances	105	5.90	2.41	53	6.08	2.22	29	6.76	2.90	7	5.43	3.78

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	120	5.93	2.62	70	6.27	2.58	42	6.95	2.79	12	8.17	2.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	126	6.98	2.26	66	7.24	2.05	39	7.92	2.13	15	8.73	1.75

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

\*Significantly different between geographic locations

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Which best represents your geographic location?											
	Luanda			Huila			Kwanza-Norte			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Angola	94	4.59	2.31	35	4.94	2.51	24	5.25	2.97	9	5.44	3.17
Where country systems are adequate, the World Bank Group makes appropriate use of them	87	6.47	2.42	46	7.02	3.00	22	7.36	2.80	8	6.88	3.40



## Appendix D: Responses to All Questions by Level of Familiarity with the World Bank Group<sup>8</sup>

*Note that this appendix presents analysis of the data from respondents by their level of familiarity with the work of the World Bank Group in Angola measured by a 10-point scale question “How familiar are you with the work of the World Bank Group in Angola?” with 1 being “not familiar at all” and 10 – “extremely familiar” (please see Question B1 in Appendix F). Depending on ratings respondents provided, they were grouped into three categories: “Low Level of Familiarity” (1-4 rating), “Moderate Level of Familiarity” (5-6 rating), and “High Level of Familiarity” (7-10 rating).*

● Low Level of Familiarity N=198      ● Moderate Level of Familiarity N=81      ● High Level of Familiarity N=73

### A. General Issues facing Angola

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
The right direction	68.4%	81.1%	86.6%
The wrong direction	4.5%	5.4%	4.5%
Not sure	27.1%	13.5%	9.0%

\*Significantly different between groups

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Private sector development*	20.9%	19.5%	38.9%
Education*	75.8%	76.6%	59.7%
Public sector governance/reform	30.8%	39.0%	44.4%
Social protection*	0.5%	3.9%	0.0%
Gender equity*	1.6%	2.6%	8.3%
Global/regional integration	2.7%	0.0%	0.0%
Food security	6.0%	2.6%	5.6%
Urban development	3.3%	0.0%	0.0%
Energy	3.8%	7.8%	6.9%
Water and sanitation	11.5%	15.6%	4.2%
Pollution	0.0%	0.0%	0.0%
Job creation/employment	12.1%	6.5%	9.7%
Health*	52.2%	44.2%	33.3%
Financial markets	1.1%	2.6%	0.0%
Trade and exports	3.3%	1.3%	2.8%
Crime and violence	2.7%	0.0%	0.0%
Natural resource management	0.5%	0.0%	2.8%
Transport	8.2%	5.2%	8.3%
Agriculture and rural development	25.3%	29.9%	33.3%
Climate change	0.0%	0.0%	0.0%
Poverty reduction*	4.9%	14.3%	6.9%
Anti corruption	12.6%	10.4%	13.9%
Judiciary reform	2.2%	1.3%	1.4%
Economic growth	4.4%	9.1%	11.1%
Disaster risk management	1.1%	0.0%	0.0%
Equality of opportunity	2.7%	6.5%	4.2%
Disease	1.1%	0.0%	1.4%
Information and communications technology	2.7%	0.0%	0.0%

\*Significantly different between groups

<sup>8</sup> Only 352 respondents provided information about their familiarity with the work of the WBG, therefore, only responses from these individuals were analyzed.



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

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Disease	2.1%	2.5%	2.8%
Information and communications technology	3.1%	1.3%	2.8%
Social protection	8.8%	15.0%	11.3%
Economic growth	31.4%	28.8%	31.0%
Disaster risk management	0.0%	0.0%	0.0%
Equality of opportunity	12.9%	6.3%	15.5%
Agriculture and rural development	50.5%	56.3%	50.7%
Trade and exports	5.2%	3.8%	1.4%
Crime and violence	1.5%	0.0%	0.0%
Climate change	0.5%	0.0%	0.0%
Transport	11.3%	7.5%	14.1%
Energy*	6.7%	0.0%	8.5%
Anti corruption	15.5%	12.5%	7.0%
Judiciary reform	1.0%	2.5%	0.0%
Health	24.7%	28.8%	19.7%
Financial markets	0.5%	0.0%	0.0%
Public sector governance/reform	13.9%	22.5%	21.1%
Water and sanitation	8.2%	10.0%	9.9%
Pollution	0.0%	0.0%	0.0%
Job creation/employment	37.1%	37.5%	36.6%
Gender equity	2.1%	3.8%	2.8%
Private sector development	12.4%	15.0%	5.6%
Education	32.5%	31.3%	38.0%
Global/regional integration	2.1%	1.3%	0.0%
Food security	8.8%	3.8%	9.9%
Urban development	0.5%	1.3%	0.0%
Natural resource management	6.7%	7.5%	4.2%

\*Significantly different between groups

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Better opportunity for the poor who live in rural areas	22.7%	26.7%	14.3%
Better opportunity for the poor who live in urban areas	3.9%	1.3%	1.6%
Consistent economic growth	38.1%	41.3%	28.6%
Greater access to health and nutrition for citizens	24.3%	12.0%	20.6%
Better entrepreneurial opportunities	14.4%	10.7%	12.7%
A growing middle class	3.3%	4.0%	4.8%
More reliable social safety net	2.2%	2.7%	6.3%
Greater access to micro-finance for the poor	11.0%	18.7%	14.3%
Greater voice and participation for citizens to help ensure greater accountability	9.9%	16.0%	7.9%
Education and training that better ensure job opportunity	50.8%	42.7%	52.4%
Better quality public services	7.2%	6.7%	14.3%
Better employment opportunities for young people	11.0%	10.7%	12.7%
Better employment opportunities for women*	0.0%	2.7%	7.9%
Other	1.1%	2.7%	1.6%

\*Significantly different between groups

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Angola.*	103	4.49	2.76	66	5.61	1.74	68	7.25	2.17

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	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 Angola solve its most complicated development challenges?*	92	6.49	2.49	68	7.03	1.99	63	8.24	1.59

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

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Job creation/employment	22.8%	11.4%	23.3%
Health*	47.7%	27.8%	42.5%
Financial markets	6.7%	5.1%	2.7%
Energy	3.1%	3.8%	8.2%
Water and sanitation*	7.8%	20.3%	13.7%
Pollution	0.0%	0.0%	1.4%
Social protection*	0.5%	7.6%	8.2%
Gender equity	3.6%	8.9%	2.7%
Private sector development*	11.9%	10.1%	24.7%
Education*	55.4%	64.6%	39.7%
Public sector governance/reform	20.2%	30.4%	30.1%
Global/regional integration	3.6%	2.5%	1.4%
Food security*	5.7%	1.3%	0.0%
Urban development	1.0%	1.3%	0.0%
Equality of opportunity	10.4%	6.3%	9.6%
Disease	4.1%	1.3%	0.0%
Information and communications technology	2.6%	5.1%	0.0%
Judiciary reform	3.1%	0.0%	1.4%
Economic growth	17.6%	20.3%	13.7%
Disaster risk management	0.0%	0.0%	0.0%
Transport	5.2%	3.8%	2.7%
Agriculture and rural development	36.8%	30.4%	42.5%
Trade and exports	3.1%	1.3%	0.0%
Crime and violence	0.5%	0.0%	1.4%
Natural resource management	2.1%	2.5%	0.0%
Climate change	0.5%	0.0%	0.0%
Poverty reduction	15.0%	20.3%	20.5%
Anti corruption	5.7%	8.9%	5.5%

\*Significantly different between 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 Angola?

<b>Greatest Value Percentage of Respondents</b>	<b>Low Level of Familiarity</b>	<b>Moderate Level of Familiarity</b>	<b>High Level of Familiarity</b>
Bringing together different groups of stakeholders	2.3%	3.9%	1.7%
Capacity development related to World Bank Group supported projects	32.2%	35.1%	23.7%
Technical assistance	10.5%	9.1%	13.6%
Policy advice, studies, analyses	15.2%	11.7%	16.9%
Financial resources	17.5%	14.3%	20.3%
Data and statistics	1.8%	2.6%	5.1%
Promoting knowledge sharing	8.2%	11.7%	1.7%
Implementation support	2.9%	6.5%	5.1%
Mobilizing third party financial resources	6.4%	3.9%	10.2%
Donor coordination	1.8%	1.3%	1.7%
Other	1.2%	0.0%	0.0%

<b>2<sup>nd</sup> Greatest Value Percentage of Respondents</b>	<b>Low Level of Familiarity</b>	<b>Moderate Level of Familiarity</b>	<b>High Level of Familiarity</b>
Bringing together different groups of stakeholders	4.2%	1.3%	3.3%
Capacity development related to World Bank Group supported projects*	9.1%	7.9%	21.7%
Technical assistance	11.5%	18.4%	10.0%
Policy advice, studies, analyses	17.0%	15.8%	8.3%
Financial resources	15.8%	9.2%	11.7%
Data and statistics	3.6%	6.6%	1.7%
Promoting knowledge sharing	9.7%	5.3%	15.0%
Implementation support	12.1%	7.9%	13.3%
Mobilizing third party financial resources	13.9%	25.0%	13.3%
Donor coordination	3.0%	0.0%	1.7%
Other	0.0%	1.3%	0.0%

\*Significantly different between 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 Angola? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	4.4%	3.7%	0.0%
Not aligned with country priorities	16.4%	14.8%	28.6%
Not adequately sensitive to political/social realities in Angola*	15.8%	21.0%	5.7%
Not willing to honestly criticize policies and reform efforts in the country*	19.1%	6.2%	18.6%
Staff too inaccessible	2.7%	4.9%	0.0%
Not collaborating enough with private sector*	13.1%	21.0%	30.0%
Too influenced by developed countries	10.4%	21.0%	17.1%
World Bank Group's processes too slow*	3.3%	4.9%	12.9%
World Bank Group's processes too complex	7.1%	12.3%	12.9%
Not exploring alternative policy options*	3.8%	1.2%	12.9%
Not sufficiently focused on results	3.3%	4.9%	4.3%
Not in it for the long term	1.6%	1.2%	2.9%
Its advice and strategies do not lend themselves to practical problem solving	2.7%	4.9%	7.1%
Not collaborating enough with civil society	9.8%	13.6%	4.3%
Not enough public disclosure of its work	20.8%	25.9%	20.0%
Arrogant in its approach	1.6%	0.0%	0.0%
Inadequate World Bank Group's staffing in Angola	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	1.2%	0.0%
Other	1.1%	0.0%	4.3%
Don't know*	30.6%	14.8%	7.1%

\*Significantly different between groups

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
To a fully sufficient degree	9.1%	1.2%	9.6%
To a somewhat sufficient degree	13.4%	28.4%	38.4%
To a somewhat insufficient degree	24.1%	43.2%	27.4%
To a very insufficient degree	9.6%	8.6%	8.2%
Don't know	43.9%	18.5%	16.4%

\*Significantly different between groups

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Angola Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	50	5.92	2.46	33	6.18	2.07	45	6.47	2.43
Development Policy Financing (DPF)	38	6.13	2.32	31	6.39	1.98	44	7.00	2.29
Trust funds and grants	16	5.19	1.76	9	4.22	1.99	25	5.04	2.23
MIGA Guarantees	11	5.91	1.70	9	4.67	2.24	23	4.74	2.58
IFC Investment Services	13	4.69	2.06	16	5.19	1.97	28	5.36	2.78
IFC Advisory Services	17	5.41	2.45	18	5.67	2.72	31	5.71	2.73



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

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Beneficiaries	16.6%	23.5%	18.1%
Youth/university groups*	30.5%	17.3%	11.1%
Private sector*	36.4%	42.0%	56.9%
Local government	30.5%	35.8%	40.3%
Donor community	3.7%	3.7%	5.6%
NGOs/Community Based Organizations	20.9%	28.4%	23.6%
Academia/think tanks/research institutes	24.1%	27.2%	26.4%
Parliament	4.8%	6.2%	6.9%
Foundations	1.1%	2.5%	4.2%
Media	8.6%	7.4%	1.4%
Other	2.1%	0.0%	2.8%
Don't know	6.4%	3.7%	1.4%

\*Significantly different between groups

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Angola*	92	5.26	2.76	64	5.88	2.03	59	7.14	2.52
The World Bank Group's work is aligned with what I consider the development priorities for Angola*	93	5.65	2.98	63	6.24	2.14	62	6.94	2.72

\*Significantly different between groups

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	76	4.62	2.35	57	5.37	1.85	54	6.28	2.18
Flexibility (in terms of the institution's products and services)*	64	4.09	2.01	44	5.09	1.89	47	5.68	2.59
Flexibility (in terms of changing country circumstances)*	71	4.70	2.43	50	5.34	2.04	48	5.88	2.46
Being inclusive*	54	4.78	2.20	48	5.83	2.15	48	6.08	2.64
Openness (sharing data and other information)*	70	4.99	2.64	52	6.04	2.31	53	6.62	2.74
Collaboration with the Government*	92	6.80	2.19	64	7.45	2.05	55	7.89	2.00
The speed in which it gets things accomplished on the ground*	64	4.72	2.27	45	5.20	2.23	46	6.22	2.67
Helping to bring discipline/effective supervision to implementation of investment projects*	90	6.49	2.68	56	6.27	2.35	59	7.36	2.18
Collaboration with civil society*	76	4.75	2.67	52	4.94	2.48	50	6.30	2.76
Staff accessibility*	65	4.43	2.55	43	4.42	2.23	47	6.15	2.60
Collaboration with other donors and development partners*	67	5.40	2.60	39	6.44	2.28	47	7.15	2.20
Collaboration with the private sector	68	4.25	2.65	43	4.84	2.27	48	4.98	2.73
Straightforwardness and honesty*	65	5.88	2.70	40	6.98	2.29	45	7.49	2.63
Treating clients and stakeholders in Angola with respect	62	6.95	2.38	48	7.08	2.11	50	7.90	2.16
Being a long-term partner*	79	6.99	2.57	54	7.76	2.09	53	8.32	2.04

\*Significantly different between groups

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

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Poor coordination within the Government	31.8%	35.5%	33.3%
There is an inadequate level of private sector participation and support	14.7%	13.2%	20.8%
Poor donor coordination	7.6%	2.6%	12.5%
The World Bank Group does not provide the government with consistent support throughout the reform effort	10.6%	5.3%	9.7%
Political pressures and obstacles	21.2%	19.7%	25.0%
Reforms are not well thought out in light of country challenges	22.9%	25.0%	20.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	15.3%	17.1%	11.1%
Lack of/inadequate levels of capacity in Government*	3.5%	13.2%	9.7%
There is not an adequate level of citizen/civil society participation	22.9%	26.3%	20.8%
Corruption	20.6%	19.7%	20.8%
Poor coordination within the World Bank Group	4.7%	6.6%	6.9%
Other	4.1%	3.9%	2.8%

\*Significantly different between groups

**C. World Bank Group's Effectiveness and Results**

In Angola, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to...? (1-To no degree at all, 10-To a very significant degree)

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender*	72	5.54	2.52	52	6.23	2.23	50	6.78	2.47
The impact of climate change	56	4.75	2.69	43	5.28	2.73	36	5.11	2.95

\*Significantly different between groups

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	30	4.20	3.03	25	4.80	2.68	33	5.52	2.87
Private sector development	50	3.96	2.55	35	4.63	2.44	43	4.44	2.58
Education*	63	4.57	2.45	45	5.76	2.22	42	6.76	2.53
Public sector governance/reform*	47	4.98	2.73	43	5.95	2.36	48	6.46	2.41
Energy*	41	4.22	2.33	32	4.69	2.16	42	6.05	2.51
Water and sanitation*	49	4.69	2.54	47	5.70	2.48	48	7.00	2.63
Health*	49	4.78	2.84	45	5.53	2.31	47	7.09	2.67
Financial markets	39	4.87	2.85	29	5.45	2.50	36	5.31	2.78
Agriculture and rural development*	56	5.07	2.49	50	5.76	2.16	50	6.78	2.28
Natural resource management	29	3.97	2.49	24	4.50	2.02	33	4.64	2.71
Poverty reduction*	62	4.97	2.77	52	5.60	2.31	48	7.00	2.51
Anti corruption	37	4.46	3.25	37	4.70	2.43	36	5.31	2.45
Economic growth*	56	4.79	2.84	45	5.44	2.26	50	6.74	2.62
Equality of opportunity	46	4.93	2.82	41	5.56	2.37	39	6.15	2.83

\*Significantly different between groups

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	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 Angola?*	108	6.35	2.66	70	6.41	1.90	66	7.64	2.26

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

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

(1-Strongly disagree, 10-Strongly agree)

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Angola*	110	4.44	2.65	66	5.53	2.36	65	6.54	2.47
The World Bank Group meets Angola's needs for knowledge services*	107	5.22	2.87	63	5.24	2.18	59	7.05	2.29

\*Significantly different between groups

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Angola to mobilize finance for development from private sector sources?	82	5.24	2.95	43	5.84	2.44	53	6.23	3.09

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that Angola received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	38	4.95	2.88	14	6.14	2.41	30	5.97	2.04

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\***

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Weekly	5.7%	0.0%	4.4%
Monthly	4.6%	5.3%	20.6%
A few times a year	15.4%	48.7%	54.4%
Rarely	33.1%	34.2%	16.2%
Never	41.1%	11.8%	4.4%

\*Significantly different between groups



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

In Angola, 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)

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	52	4.65	2.44	45	5.04	1.94	45	6.11	2.23
Include appropriate level of stakeholder involvement during preparation	63	5.60	2.74	45	5.73	2.20	49	6.69	2.48
Lead to practical solutions*	66	4.82	2.66	58	6.03	2.11	52	6.69	2.55
Are accessible (well written and easy to understand)*	64	5.89	2.55	52	5.83	2.11	54	7.02	2.25
Are source of relevant information on global good practices*	69	6.38	2.45	62	7.06	2.04	51	7.90	2.10
Are adequately disseminated*	64	5.13	2.94	55	5.00	2.08	48	6.19	2.58
Are translated enough into local language*	63	5.60	2.78	56	5.50	2.62	52	7.00	2.65
Are adaptable to Angola's specific development challenges and country circumstances*	74	5.78	2.51	62	5.71	2.21	54	6.94	2.51

\*Significantly different between groups

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	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?*	107	5.29	2.93	64	6.47	1.76	66	7.36	2.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	106	6.73	2.35	64	7.19	1.82	66	8.14	1.81

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

\*Significantly different between groups

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

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	67	5.16	3.15	34	5.26	2.40	42	7.02	2.19
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	106	6.75	2.68	59	7.37	2.17	61	7.82	2.51
The World Bank Group's approvals and reviews are done in a timely fashion*	71	5.41	2.95	43	5.60	2.62	47	7.17	2.30
The World Bank Group's "Safeguard Policy" requirements are reasonable*	62	5.21	2.40	40	6.20	1.68	47	7.13	2.44
The World Bank Group's conditions on its lending are reasonable*	68	5.35	2.54	43	5.58	2.18	45	6.60	2.32
The World Bank Group takes decisions quickly in Angola*	60	4.05	2.60	42	4.90	2.03	40	5.90	2.59
Working with the World Bank Group increases Angola's institutional capacity*	97	6.82	2.62	62	6.97	2.22	54	8.30	1.90
Where country systems are adequate, the World Bank Group makes appropriate use of them*	58	5.97	2.90	41	6.68	2.24	38	7.82	2.25

\*Significantly different between groups

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Angola?*	90	5.03	2.79	52	5.40	2.16	50	6.52	2.40

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

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Education	54.4%	40.3%	47.8%
Health	63.3%	59.7%	68.7%
Supporting poor and marginalized local communities	22.8%	27.3%	26.9%
Jobs	10.6%	11.7%	11.9%
Business development*	4.4%	16.9%	10.4%
Infrastructure	9.4%	14.3%	6.0%
Social cohesion	14.4%	11.7%	11.9%
Public services	5.6%	9.1%	6.0%
Macro issues	2.8%	2.6%	3.0%
Don't know	3.3%	2.6%	1.5%
Other	1.7%	0.0%	3.0%

\*Significantly different between groups

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

Angola's economy Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
A very negative impact	40.5%	35.1%	36.1%
A somewhat negative impact	32.0%	41.9%	44.3%
A somewhat positive impact	13.7%	16.2%	11.5%
A very positive impact	2.6%	2.7%	1.6%
No impact at all	11.1%	4.1%	6.6%

Social cohesion Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
A very negative impact	24.0%	20.3%	13.2%
A somewhat negative impact	38.4%	37.5%	49.1%
A somewhat positive impact	17.6%	29.7%	11.3%
A very positive impact	6.4%	7.8%	5.7%
No impact at all	13.6%	4.7%	20.8%

National security Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
A very negative impact	38.8%	34.8%	42.6%
A somewhat negative impact	33.1%	39.4%	37.0%
A somewhat positive impact	9.4%	13.6%	14.8%
A very positive impact	4.3%	3.0%	0.0%
No impact at all	14.4%	9.1%	5.6%

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

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

Public service delivery Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
A very negative impact	27.9%	23.4%	16.7%
A somewhat negative impact	34.1%	42.2%	44.4%
A somewhat positive impact	14.0%	20.3%	18.5%
A very positive impact	4.7%	1.6%	5.6%
No impact at all	19.4%	12.5%	14.8%

Angola's poor and marginalized Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
A very negative impact	35.8%	37.3%	33.9%
A somewhat negative impact	30.6%	37.3%	42.9%
A somewhat positive impact	9.7%	9.0%	12.5%
A very positive impact	3.7%	0.0%	0.0%
No impact at all	20.1%	16.4%	10.7%

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Angola?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Work more with private sector*	29.8%	20.3%	44.1%
Reduce the complexity of obtaining World Bank Group financing*	23.6%	34.2%	16.2%
Increase availability of Reimbursable Advisory Services (RAS)	2.2%	2.5%	2.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	16.3%	11.4%	29.4%
Offer more innovative knowledge services*	14.0%	6.3%	2.9%
Collaborate more effectively with Government clients*	3.9%	12.7%	7.4%
Work faster	5.1%	2.5%	0.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	7.9%	5.1%	1.5%
Offer more innovative financial products	7.9%	5.1%	2.9%
Ensure greater selectivity in its work	1.1%	0.0%	2.9%
Provide more adequate data/knowledge/statistics/figures on Angola's economy	9.0%	16.5%	8.8%
Improve the competitiveness of its financing compared to markets	5.6%	3.8%	2.9%
Work more with civil society and beneficiary representatives	17.4%	26.6%	14.7%
Increase the level of capacity development in the country	28.1%	26.6%	29.4%
Leverage the private sector more	14.6%	17.7%	19.1%
Improve the quality of its experts as related to Angola's specific challenges	8.4%	3.8%	11.8%
Other	1.1%	1.3%	1.5%

\*Significantly different between groups

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

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Financial services	36.1%	22.9%	30.3%
Knowledge products	29.7%	27.1%	28.8%
Convening services	0.6%	5.7%	4.5%
None of the above	1.3%	0.0%	1.5%
The combination is appropriate for Angola	17.4%	37.1%	31.8%
Don't know	14.8%	7.1%	3.0%

\*Significantly different between groups

**G. Communication and Information Sharing**

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Local radio*	26.8%	15.3%	33.3%
International radio	3.8%	0.0%	1.4%
Social media*	20.8%	18.1%	7.2%
International newspapers	4.4%	2.8%	4.3%
Local television	50.3%	51.4%	52.2%
Internet	39.9%	54.2%	49.3%
Periodicals	21.3%	23.6%	18.8%
International television	14.2%	11.1%	10.1%
Local newspapers	7.7%	16.7%	11.6%
Other	2.2%	4.2%	7.2%

\*Significantly different between groups

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
World Bank Group's publications and other written materials	35.0%	46.6%	43.5%
e-Newsletters	11.7%	11.0%	17.4%
World Bank Group's seminars/workshops/conferences	45.6%	41.1%	33.3%
Mobile phones	20.0%	12.3%	18.8%
Direct contact with World Bank Group	22.2%	26.0%	31.9%
World Bank Group's website	33.9%	37.0%	46.4%
Social media	15.6%	13.7%	5.8%
Other	3.3%	0.0%	2.9%

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	9.4%	6.2%	33.3%
No	90.6%	93.8%	66.7%

\*Significantly different between groups

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?\***

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	75.6%	89.2%	81.5%
No	24.4%	10.8%	18.5%

*\*Significantly different between groups***Do you use/have you used the World Bank Group website?\***

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	25.8%	53.6%	67.7%
No	74.2%	46.4%	32.3%

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	9.6%	25.0%	32.3%
No	90.4%	75.0%	67.7%

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	72.4%	68.3%	74.1%
No	27.6%	31.7%	25.9%

**How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?\***

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Weekly	5.2%	2.6%	10.1%
Monthly	3.4%	7.9%	20.3%
A few times a year	15.5%	46.1%	40.6%
Rarely	34.5%	28.9%	13.0%
Never	41.4%	14.5%	15.9%

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

	How familiar are you with the work of the World Bank Group in Angola?								
	Low Level of Familiarity			Moderate Level of Familiarity			High Level of Familiarity		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	35	7.26	2.15	31	6.77	2.04	40	7.80	1.98
I find the information on the World Bank Group's websites useful.*	37	7.62	2.00	33	8.03	1.53	40	8.83	1.48
The World Bank Group's social media channels are valuable sources of information about the institution	83	7.76	2.59	51	7.94	1.95	48	8.15	2.12

*\*Significantly different between groups*



## H. Background Information

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	3.4%	8.0%	21.2%
No	96.6%	92.0%	78.8%

\*Significantly different between groups

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
The World Bank (IBRD)	39.0%	50.0%	86.1%
The International Finance Corporation (IFC)	17.1%	13.9%	8.3%
The Multilateral Investment Guarantee Agency (MIGA)	7.3%	5.6%	0.0%
Other	36.6%	30.6%	5.6%

\*Significantly different between groups

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

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Yes	2.6%	14.1%	41.0%
No	97.4%	85.9%	59.0%

\*Significantly different between groups

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

Percentage of Respondents (Responses combined)	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Observer*	50.0%	35.0%	31.4%
Use World Bank Group reports/data*	12.0%	35.0%	41.2%
Engage in World Bank Group related/sponsored events/activities	15.7%	15.0%	13.7%
Collaborate as part of my professional duties	22.2%	28.3%	21.6%
Use World Bank Group website for information, data, research, etc.*	25.0%	36.7%	49.0%

\*Significantly different between groups

What's your gender?

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Female	34.6%	39.5%	29.4%
Male	65.4%	60.5%	70.6%

Which best represents your geographic location?

Percentage of Respondents	Low Level of Familiarity	Moderate Level of Familiarity	High Level of Familiarity
Luanda	51.3%	47.4%	59.7%
Huila	25.9%	33.3%	19.4%
Kwanza-Norte	15.9%	16.7%	20.9%
Other	6.9%	2.6%	0.0%



## Appendix E: Responses to Selected Questions by Year

*Comparing responses across Country Opinion Surveys (COS) reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, for year comparison, only those questions with similar response scales/options are analyzed. To handle changes in respondent samples, COS data are always weighted to achieve the same stakeholder composition and make the data comparable. However, in the case of Angola, samples for COS FY 2015 and COS FY 2018 could not be weighted, because the number of respondents and their distribution by current position were very different in FY 2015 and FY 2018 (please see the table below). Hence, the comparisons presented in this appendix should be considered provisional.*

Respondent Distribution	FY 2015		FY 2018	
	N	%	N	%
Office of the President/Prime Minister/Minister	4	4.4%	16	3.6%
Office of Parliamentarian	1	1.1%	15	3.4%
Government Institutions (Employee of a Ministry, Ministerial Department or Implementation Agency; Project Implementation Unit/Consultant/Contractor working on WBG-supported project/program; Independent Government Institution; Judiciary Branch)	15	16.5%	69	15.5%
Local Government Office or Staff	1	1.1%	55	12.4%
Bilateral/Multilateral Agency	9	9.9%	17	3.8%
Civil Society (NGOs/Community Based Organizations; Private Foundations; Trade Unions; Faith-Based Groups; Youth Groups)	16	17.6%	51	11.5%
Private Sector (Private Sector Organization; Financial Sector/Private Bank)	22	24.2%	48	10.8%
Academia/Research Institute/Think Tank	15	16.5%	32	7.2%
Media	2	2.2%	15	3.4%
Other	3	3.3%	23	5.2%
Respondents who did not provide their current position	3	3.3%	103	23.2%
<b>Total number of respondents</b>	<b>91</b>	<b>100.0%</b>	<b>444</b>	<b>100.0%</b>

### A. General Issues facing Angola

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

Percentage of Respondents	FY 2015	FY 2018
The right direction	40.4%	75.4%
The wrong direction	28.1%	4.7%
Not sure	31.5%	19.8%

\*Significantly different between FY 2015 and FY 2018

### 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 Angola?	87	4.40	2.43	352	4.13	2.78

(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 Angola.	68	5.46	2.17	240	5.65	2.64

(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 Angola solve its most complicated development challenges?*	62	6.29	2.04	229	7.20	2.23

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY 2015 and FY 2018

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

(Select only ONE response)

Percentage of Respondents	FY 2015	FY 2018
To a fully sufficient degree	3.7%	7.1%
To a somewhat sufficient degree	30.5%	21.7%
To a somewhat insufficient degree	26.8%	28.0%
To a very insufficient degree	14.6%	9.4%
Don't know	24.4%	33.8%

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

(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 Angola	59	6.03	2.31	224	6.03	2.68
The World Bank Group's work is aligned with what I consider the development priorities for Angola	61	6.08	2.39	226	6.26	2.76

**To what extent is the World Bank Group an effective development partner in Angola, 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*	40	6.53	2.14	209	5.36	2.27
Flexibility (in terms of the institution's products and services)	49	5.57	2.23	171	4.95	2.30
Flexibility (in terms of changing country circumstances)	46	5.52	2.02	189	5.35	2.44
Being inclusive	46	6.04	2.14	169	5.57	2.44
Openness (sharing data and other information)	49	6.39	2.59	202	5.74	2.61
Collaboration with the Government	50	7.70	2.02	242	7.29	2.11
The speed in which it gets things accomplished on the ground	46	5.43	2.31	176	5.33	2.45
Helping to bring discipline/effective supervision to implementation of investment projects <sup>†</sup>				234	6.75	2.47
Collaboration with civil society	53	5.25	2.68	202	5.28	2.70
Staff accessibility*	47	6.19	2.21	175	5.03	2.56
Collaboration with other donors and development partners	47	6.53	2.21	171	6.20	2.47
Collaboration with the private sector	45	5.27	2.22	179	4.74	2.53
Straightforwardness and honesty	53	6.30	2.64	172	6.76	2.61
Treating clients and stakeholders in Angola with respect <sup>††</sup>	44	6.57	2.19	185	7.22	2.26
Being a long-term partner	53	7.51	2.37	218	7.67	2.27

\*Significantly different between FY 2015 and FY 2018

<sup>†</sup>Only FY 2018 COS questionnaire had this response option.

<sup>††</sup>In FY 2015, the response option was "The World Bank Group treats clients and stakeholders in Angola with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."





### C. World Bank Group's Effectiveness and Results

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection <sup>*</sup>				90	4.88	2.94
Private sector development <sup>*</sup>	30	5.47	2.70	133	4.26	2.50
Education	35	6.34	2.76	159	5.66	2.60
Public sector governance/reform <sup>*</sup>				144	5.88	2.63
Energy <sup>*</sup>				121	5.17	2.59
Water and sanitation	37	6.11	2.70	152	5.88	2.73
Health	32	6.22	2.43	147	5.80	2.76
Financial markets <sup>*</sup>				109	5.31	2.77
Agriculture and rural development	40	6.10	2.38	159	5.86	2.46
Natural resource management <sup>*</sup>				92	4.50	2.58
Poverty reduction	44	5.73	2.76	168	5.80	2.73
Anti corruption <sup>*</sup>				111	4.78	2.74
Economic growth	36	5.72	2.61	157	5.75	2.76
Equality of opportunity <sup>*</sup>				132	5.60	2.77

<sup>\*</sup>Significantly different between FY 2015 and FY 2018

<sup>\*</sup>Only FY 2018 COS questionnaire had these response options.

	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 Angola? <sup>*</sup>	56	6.02	2.15	292	6.79	2.39

(1-To no degree at all, 10-To a very significant degree) <sup>\*</sup>Significantly different between FY 2015 and FY 2018

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

(1-Strongly disagree, 10-Strongly agree)

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Angola	47	5.09	2.25	288	5.52	2.70
The World Bank Group meets Angola's needs for knowledge services <sup>*</sup>	50	4.92	2.15	277	5.87	2.71

<sup>\*</sup>Significantly different between FY 2015 and FY 2018

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

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

Percentage of Respondents	FY 2015	FY 2018
Weekly	7.2%	4.0%
Monthly	8.7%	8.0%
A few times a year	52.2%	31.7%
Rarely	21.7%	30.3%
Never	10.1%	26.0%

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

In Angola, 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*	50	6.14	2.36	146	5.33	2.36
Include appropriate level of stakeholder involvement during preparation	44	6.00	2.24	162	5.98	2.55
Lead to practical solutions	43	6.09	2.26	185	5.82	2.59
Are accessible (well written and easy to understand)	51	6.57	2.22	177	6.25	2.41
Are source of relevant information on global good practices	52	7.35	2.12	188	7.06	2.29
Are adequately disseminated	50	5.46	2.65	173	5.45	2.67
Are translated enough into local language	45	5.58	2.36	180	6.04	2.78
Are adaptable to Angola's specific development challenges and country circumstances	44	6.02	2.03	200	6.11	2.51

\*Significantly different between FY 2015 and FY 2018

	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?	60	6.48	2.38	253	6.38	2.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	55	7.24	1.62	253	7.32	2.18

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

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

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

	Year					
	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	35	4.09	2.08	169	5.69	2.84
The World Bank Group effectively monitors and evaluates the projects and programs it supports	49	6.84	2.44	269	7.32	2.52
The World Bank Group's approvals and reviews are done in a timely fashion	40	5.85	2.42	189	6.02	2.74
The World Bank Group's "Safeguard Policy" requirements are reasonable	34	6.03	2.54	175	6.03	2.38
The World Bank Group's conditions on its lending are reasonable	29	5.48	2.64	184	5.82	2.48
The World Bank Group takes decisions quickly in Angola*	36	3.94	2.33	170	4.88	2.55
Working with the World Bank Group increases Angola's institutional capacity	51	7.02	2.58	259	7.24	2.44
Where country systems are adequate, the World Bank Group makes appropriate use of them	34	6.85	2.63	167	6.78	2.68

\*Significantly different between FY 2015 and FY 2018



### F. The Future Role of the World Bank Group in Angola

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

Percentage of Respondents	FY 2015	FY 2018
Financial services	21.7%	31.1%
Knowledge products	46.4%	30.9%
Convening services	4.3%	2.5%
None of the above	0.0%	0.8%
The combination is appropriate for Angola	8.7%	24.5%
Don't know	18.8%	10.2%

\*Significantly different between FY 2015 and FY 2018

### G. Communication and Information Sharing

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

Percentage of Respondents	FY 2015	FY 2018
Yes	20.6%	13.5%
No	79.4%	86.5%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	49.3%	38.6%
No	50.7%	61.4%

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

Percentage of Respondents	FY 2015	FY 2018
Yes	28.4%	17.0%
No	71.6%	83.0%

\*Significantly different between FY 2015 and FY 2018

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	86.3%	68.8%
Dial-up	13.7%	31.2%

\*Significantly different between FY 2015 and FY 2018

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.	36	7.03	1.93	108	7.27	2.15
I find the information on the World Bank Group's websites useful.	38	7.58	1.94	112	8.12	1.86
The World Bank Group's social media channels are valuable sources of information about the institution	17	7.12	2.26	220	7.85	2.36



## 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 Angola? (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 Angola.	5.33	6.84	5.51	5.35	5.21	6.07	5.45	5.42	5.50	5.30	5.37	5.59
Overall the World Bank Group currently plays a relevant role in development in Angola	5.86	6.82	5.89	5.89	5.69	6.36	5.85	6.14	5.87	5.93	5.82	6.00
The World Bank Group's work is aligned with what I consider the development priorities for Angola	6.10	6.68	5.90	6.43	6.23	5.78	6.02	6.52	6.01	6.36	6.24	5.84
Responsiveness to needs	5.25	5.58	5.57	5.02	5.30	5.52	5.28	5.87	5.36	5.40	5.22	5.61
Flexibility (in terms of the institution's products and services)	4.86	5.55	4.75	5.07	4.92	4.73	4.84	4.95	4.94	4.62	4.79	4.98
Flexibility (in terms of changing country circumstances)	5.29	5.68	5.24	5.08	5.20	5.16	5.09	5.78	5.25	4.97	5.09	5.33
Being inclusive	5.51	5.81	5.47	5.10	5.13	5.82	5.43	4.73	5.27	5.53	5.08	5.78
Openness (sharing data and other information)	5.76	6.10	6.36	4.53	5.30	6.52	5.54	6.73	5.67	5.86	5.49	6.05
Collaboration with the Government	7.24	7.89	7.30	7.12	7.29	7.10	7.07	8.27	7.13	7.56	7.31	7.10
The speed in which it gets things accomplished on the ground	5.27	5.71	5.30	4.77	5.04	5.24	5.00	5.82	5.09	5.15	4.95	5.38
Helping to bring discipline/effective supervision to implementation of investment projects	6.65	6.84	6.67	6.66	6.53	7.04	6.54	7.35	6.80	6.18	6.56	6.86
Collaboration with civil society	5.22	5.67	5.05	4.82	4.76	5.48	4.93	5.17	4.95	5.06	4.79	5.27
Staff accessibility	4.71	6.05	5.10	4.26	4.62	5.22	4.74	5.11	4.83	4.67	4.61	5.08
Collaboration with other donors and development partners	6.15	6.87	6.31	5.86	5.99	6.56	5.96	7.35	6.11	6.29	6.19	6.10
Collaboration with the private sector	4.54	4.59	4.55	4.26	4.35	4.70	4.37	4.88	4.52	4.16	4.49	4.38
Straightforwardness and honesty	6.53	7.39	6.68	6.15	6.31	6.92	6.42	6.93	6.43	6.61	6.32	6.81
Treating clients and stakeholders in Angola with respect	7.20	7.63	6.84	7.33	7.15	6.72	7.02	6.94	7.03	6.97	7.10	6.89
Being a long-term partner	7.53	7.86	7.56	7.50	7.50	7.62	7.52	7.67	7.52	7.62	7.42	7.71
To what extent does the World Bank Group's work help to achieve development results in Angola?	6.67	7.21	6.31	6.93	6.59	6.41	6.45	7.03	6.45	6.78	6.61	6.41
The World Bank Group's financial instruments meet the needs of Angola	5.22	5.68	5.18	5.19	4.99	5.67	5.14	5.39	5.12	5.38	5.09	5.33
The World Bank Group meets Angola's needs for knowledge services	5.68	5.73	5.60	5.55	5.30	6.29	5.54	5.81	5.53	5.74	5.61	5.52
The World Bank Group's knowledge work and activities are adaptable to Angola's specific development challenges and country circumstances	6.10	6.32	5.96	5.77	5.68	6.32	5.93	5.65	5.94	5.78	5.70	6.21
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.23	6.76	6.02	6.22	5.93	6.50	5.94	6.96	6.20	5.80	6.12	6.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.25	7.62	7.29	6.97	7.01	7.56	7.09	7.62	7.27	6.89	7.03	7.41
The World Bank Group takes decisions quickly in Angola	4.79	5.06	4.69	4.09	4.10	5.16	4.51	4.24	4.64	3.93	4.30	4.83
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.72	7.92	6.55	6.38	6.51	6.38	6.36	7.33	6.34	6.85	6.64	6.13

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Angola FY 2018 Questionnaire



### **World Bank Group Country Survey FY 2018 – Angola**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Angola or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Angola, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Angola.

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

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

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

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

**SECTION A: GENERAL ISSUES FACING ANGOLA**

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

<b>A2. Listed below are a number of development priorities in Angola.</b>			
<b>Please identify which of the following you consider the most important development priorities in Angola. (Choose no more than THREE)</b>			
1	Private sector development	15	Trade and exports
2	Education	16	Crime and violence
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Natural resource management (e.g., oil, gas, mining)
4	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
6	Global/regional integration	20	Climate change (e.g., mitigation, adaptation)
7	Food security	21	Poverty reduction
8	Urban development	22	Anti corruption
9	Energy	23	Judiciary reform
10	Water and sanitation	24	Economic growth
11	Pollution	25	Disaster risk management
12	Job creation/employment	26	Equality of opportunity (i.e., social inclusion)
13	Health	27	Disease (e.g., Ebola, Dengue, Malaria)
14	Financial markets	28	Information and communications technology

**SECTION A: GENERAL ISSUES**

**A3. Poverty reduction is a broad term that encompasses work in many different areas.**

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Angola? (Choose no more than THREE)**

1	Disease (e.g., Ebola, Dengue, Malaria)	15	Health
2	Information and communications technology	16	Financial markets
3	Social protection (e.g., pensions, targeted social assistance)	17	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Economic growth	18	Water and sanitation
5	Disaster risk management	19	Pollution
6	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
7	Agriculture and rural development	21	Gender equity (closing the gap between women and men, and boys and girls)
8	Trade and exports	22	Private sector development
9	Crime and violence	23	Education
10	Climate change (e.g., mitigation, adaptation)	24	Global/regional integration
11	Transport (e.g., roads, bridges, transportation)	25	Food security
12	Energy	26	Urban development
13	Anti corruption	27	Natural resource management (e.g., oil, gas, mining)
14	Judiciary reform		

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

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

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

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

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Angola solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Angola, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Angola? (Choose no more than THREE)</b>							
1	Job creation/employment			15	Equality of opportunity (i.e., social inclusion)		
2	Health			16	Disease (e.g., Ebola, Dengue, Malaria)		
3	Financial markets			17	Information and communications technology		
4	Energy			18	Judiciary reform		
5	Water and sanitation			19	Economic growth		
6	Pollution			20	Disaster risk management		
7	Social protection (e.g., pensions, targeted social assistance)			21	Transport (e.g., roads, bridges, transportation)		
8	Gender equity (closing the gap between women and men, and boys and girls)			22	Agriculture and rural development		
9	Private sector development			23	Trade and exports		
10	Education			24	Crime and violence		
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			25	Natural resource management (e.g., oil, gas, mining)		
12	Global/regional integration			26	Climate change (e.g., mitigation, adaptation)		
13	Food security			27	Poverty reduction		
14	Urban development			28	Anti corruption		



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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Angola?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<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	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Angola? (Choose no more than TWO)</b>	
1	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
2	Not aligned with country priorities
3	Not adequately sensitive to political/social realities in Angola
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
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	Inadequate World Bank Group's staffing in Angola
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	Don't know

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Angola? (Select only ONE response)**

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

**B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Angola Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Angola	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Angola	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 Angola, in terms of each of the following?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Angola with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

**B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

1	Poor coordination within the Government
2	There is an inadequate level of private sector participation and support
3	Poor donor coordination
4	The World Bank Group does not provide the government with consistent support throughout the reform effort
5	Political pressures and obstacles
6	Reforms are not well thought out in light of country challenges
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**

<b>C1. In Angola, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Gender (i.e., closing the gap between women and men, and boys and girls)											<input type="checkbox"/>
2	The impact of climate change											<input type="checkbox"/>

<b>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 Angola? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>												
		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)											<input type="checkbox"/>
2	Private sector development											<input type="checkbox"/>
3	Education											<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)											<input type="checkbox"/>
5	Energy											<input type="checkbox"/>
6	Water and sanitation											<input type="checkbox"/>
7	Health											<input type="checkbox"/>
8	Financial markets											<input type="checkbox"/>
9	Agriculture and rural development											<input type="checkbox"/>
10	Natural resource management (e.g., oil, gas, mining)											<input type="checkbox"/>
11	Poverty reduction											<input type="checkbox"/>
12	Anti corruption											<input type="checkbox"/>
13	Economic growth											<input type="checkbox"/>
14	Equality of opportunity (i.e., social inclusion)											<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 Angola?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Angola	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets Angola'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. How effectively does the World Bank Group help Angola to mobilize finance for development from private sector sources?**

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

**C7. To what extent do you believe that Angola 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



## 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 Angola, 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		
<b>D2</b>	Are timely																						<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation																						<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions																						<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)																						<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices																						<input type="checkbox"/>
<b>D7</b>	Are adequately disseminated																						<input type="checkbox"/>
<b>D8</b>	Are translated enough into local language																						<input type="checkbox"/>
<b>D9</b>	Are adaptable to Angola's specific development challenges and country circumstances																						<input type="checkbox"/>

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

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

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

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

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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Angola	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Angola's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>E9. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Angola?</b>										
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

**E10. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Angola? (Choose no more than TWO)**

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

**E11. Please rate how you feel when you think about the impact of the refugees in regards to....**

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



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

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Angola? (Choose no more than TWO)**

1	Work more with private sector
2	Reduce the complexity of obtaining World Bank Group financing
3	Increase availability of Reimbursable Advisory Services (RAS)
4	Help to bring discipline/effective supervision to implementation of World Bank Group projects
5	Offer more innovative knowledge services
6	Collaborate more effectively with Government clients (e.g., national, state, local)
7	Work faster
8	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
9	Offer more innovative financial products
10	Ensure greater selectivity in its work
11	Provide more adequate data/knowledge/statistics/figures on Angola's economy
12	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
13	Work more with civil society and beneficiary representatives
14	Increase the level of capacity development in the country
15	Leverage the private sector more (i.e., mobilize private sector development)
16	Improve the quality of its experts as related to Angola's specific challenges
17	Other (please specify): _____

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

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

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

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

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

**G7. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?**

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

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

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Angola? (Select only ONE response)</b>	
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. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question H6; If NO please go to H7)*

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

**H6. If yes, what was your view of how the two institutions work together in Angola?****(Select only ONE response)**

- |   |  |
|---|--|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know   |

**H7. Which of the following describes most of your exposure to the World Bank Group in Angola?****(Choose no more than TWO)**

- |   |   |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data   |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**H8. What's your gender?**

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

**H9. What's your age?**

- |   |              |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35        |
| 3 | 36-45        |
| 4 | 46-55        |
| 5 | 56 and above |

**H10. Which best represents your geographic location?**

- |   |                               |
|---|-------------------------------|
| 1 | Luanda                        |
| 2 | Huila                         |
| 3 | Kwanza-Norte                  |
| 4 | Other (please specify): _____ |

**Thank you for completing the survey!**