

FY 2019 Sierra Leone Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Sierra Leone 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, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Sierra Leone country team and the independent fielding agency Institute of Governance Reform (IGR). In particular, PORG is grateful for the support from Sheikh Alhaji Yayah Sesay (Operations Officer) and Moses Alex Kargbo (Consultant) who coordinated the survey related activities from Freetown, Sierra Leone.





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SIERRA LEONE





I. Objectives

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

- *General Issues Facing Sierra Leone*
- *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 Sierra Leone*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to June 2019, 500 stakeholders of the WBG in Sierra Leone 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; the financial sector/private banks; private foundations; 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 396 stakeholders participated in the survey (79% response rate). Respondents completed the questionnaire with a representative from the local fielding agency or they received the questionnaire via email and returned it accordingly.

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'16 (response rate was 69%, N=343). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'16 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 91).

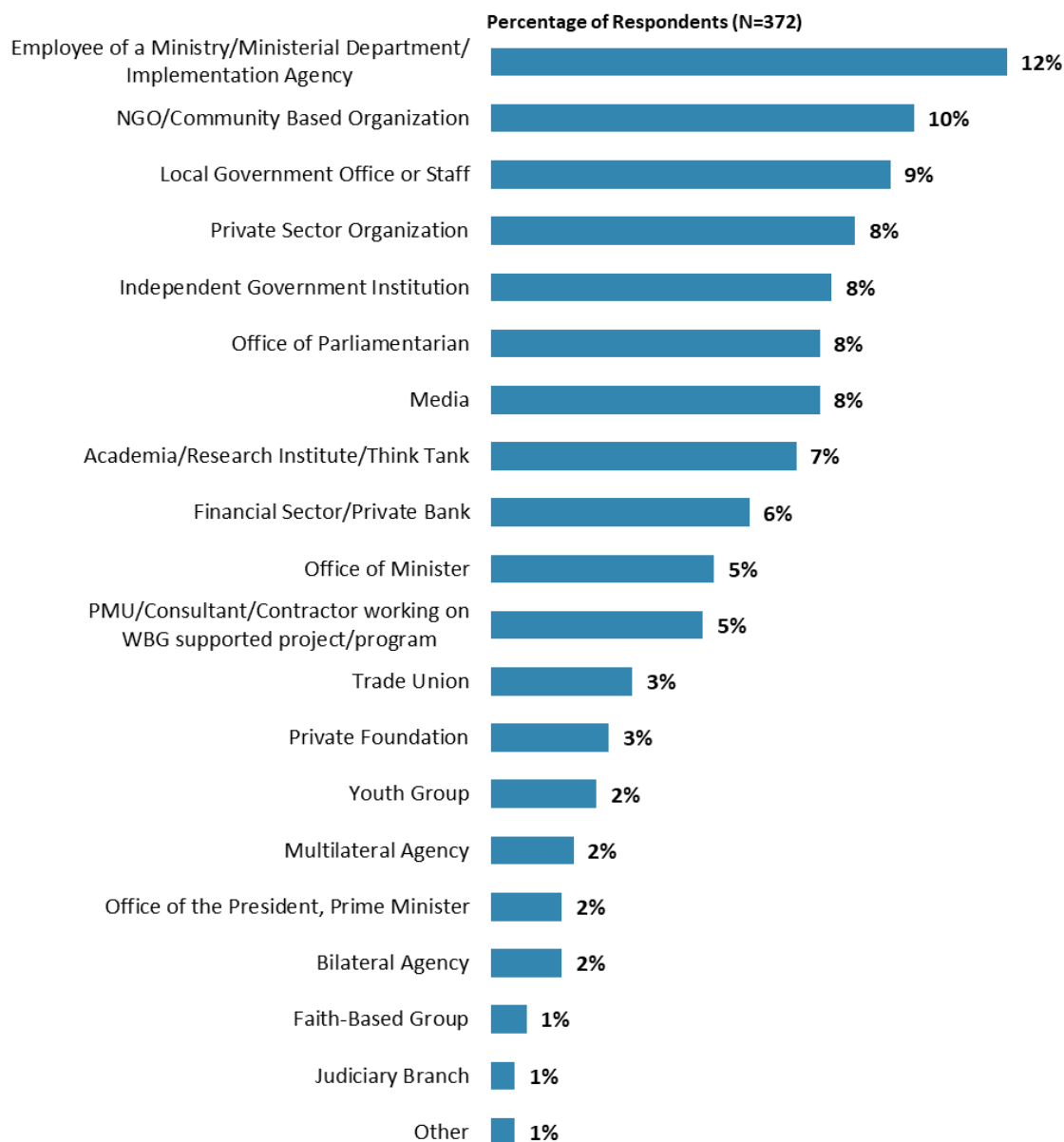
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



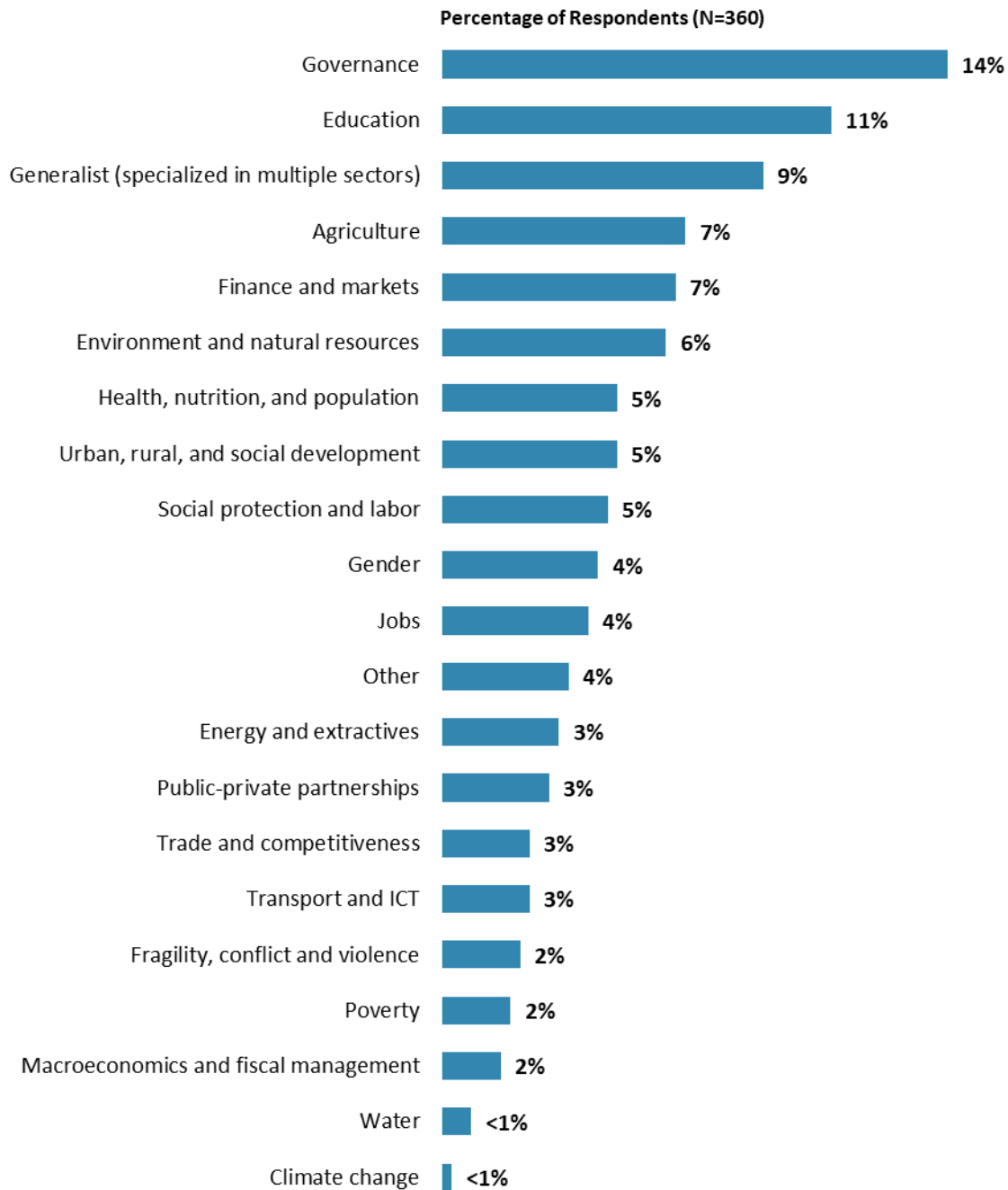
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ 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 were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, NGOs/community based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category. The small number of the respondents from the judiciary branch were included in the “Other” category.



III. Demographics of the Sample (continued)

Area of Primary Specialization

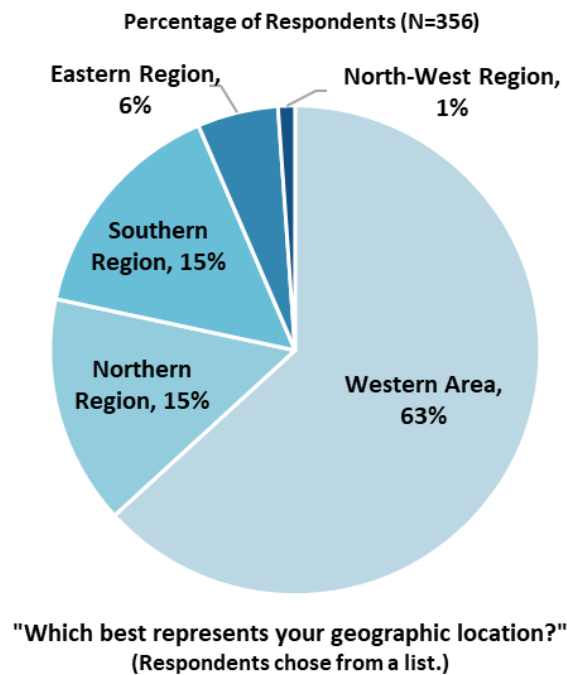


**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**

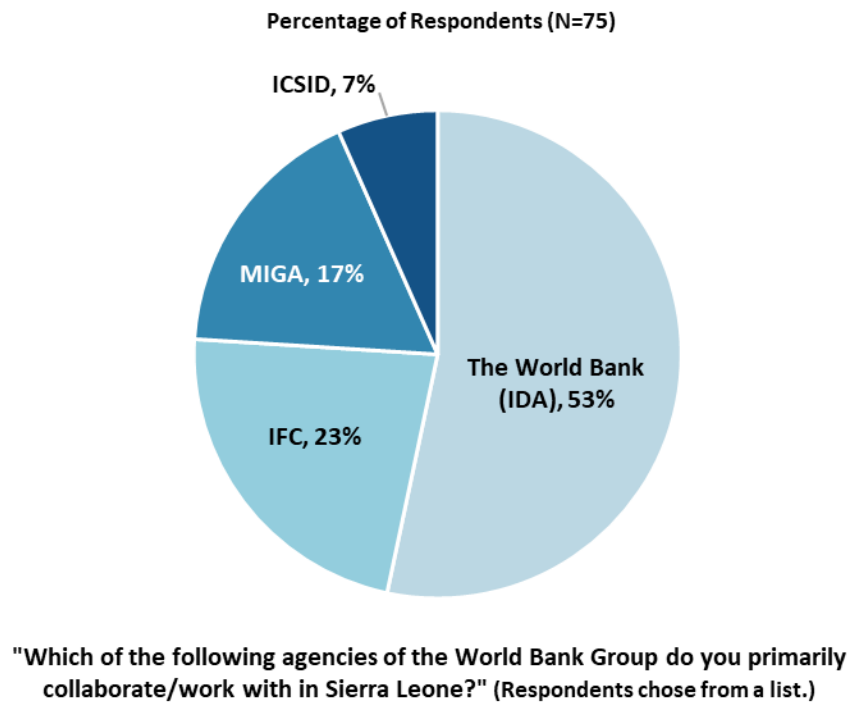


III. Demographics of the Sample (continued)

Geographic Locations



Exposure to Agencies within the World Bank Group

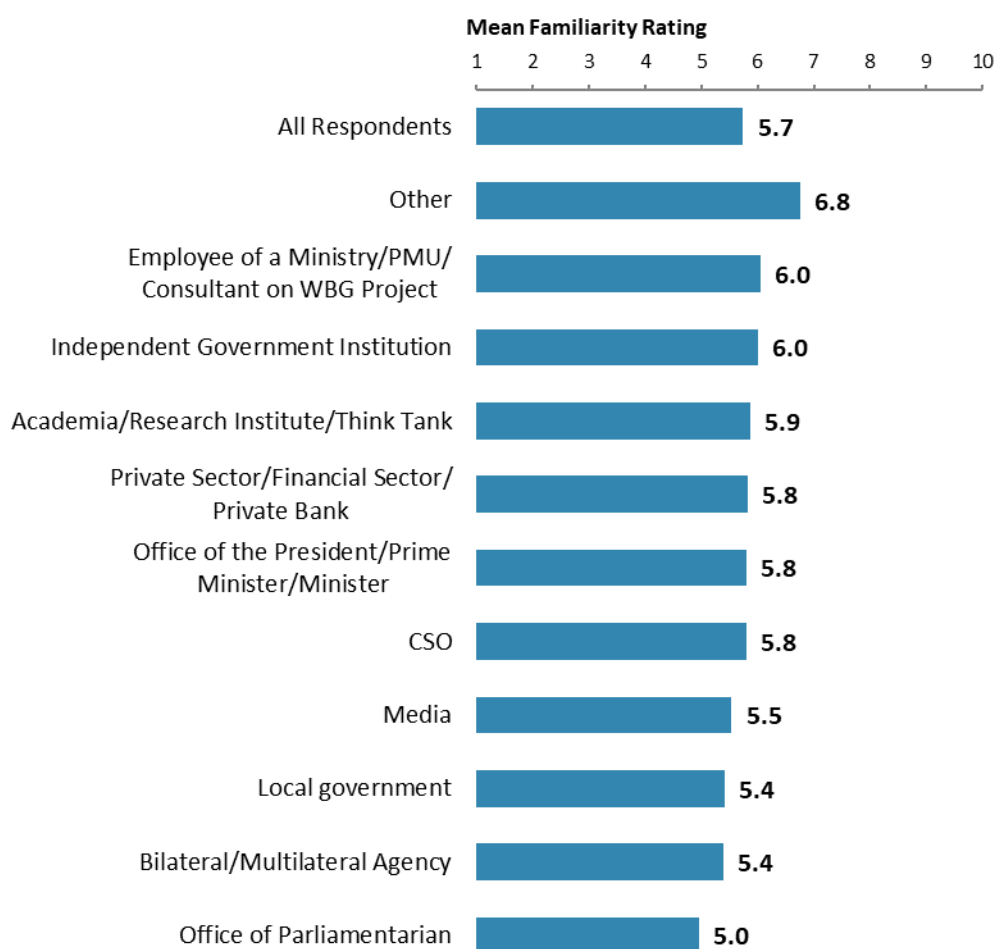




III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'16 Country Survey (weighted mean in FY'19 = 5.7; weighted mean in FY'16 = 5.4)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, moderately correlated with their ratings for the WBG's overall effectiveness in Sierra Leone, with their agreement that the WBG plays a relevant role in Sierra Leone's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in Sierra Leone.



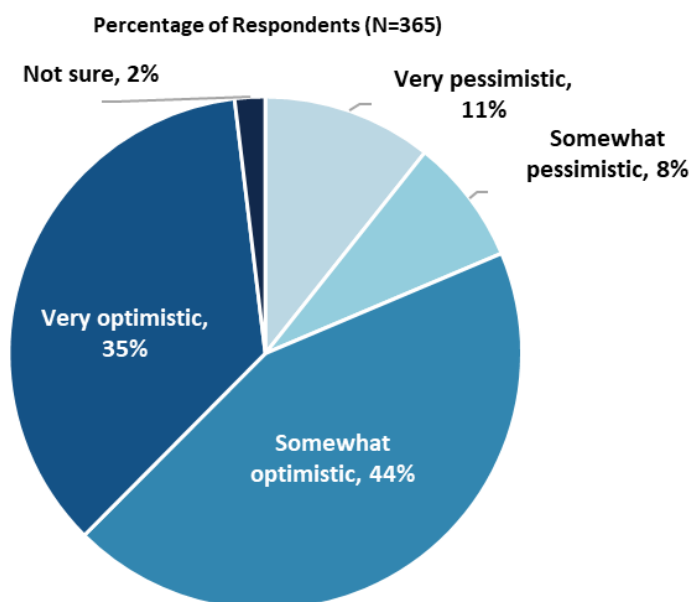
"How familiar are you with the work of the World Bank Group in Sierra Leone?" (1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 91) for more details on weighting.



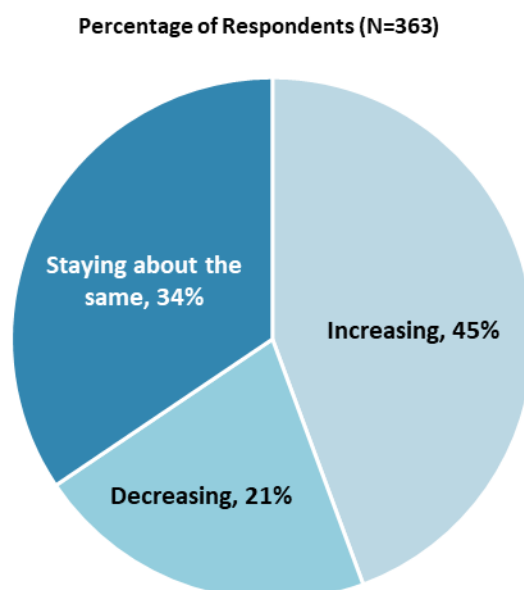
IV. General Issues Facing Sierra Leone

Optimism for the Future of Sierra Leone



"When you think about the future in Sierra Leone, are you ... ?"
(Respondents chose from a list.)

Perceptions of Economic Opportunity

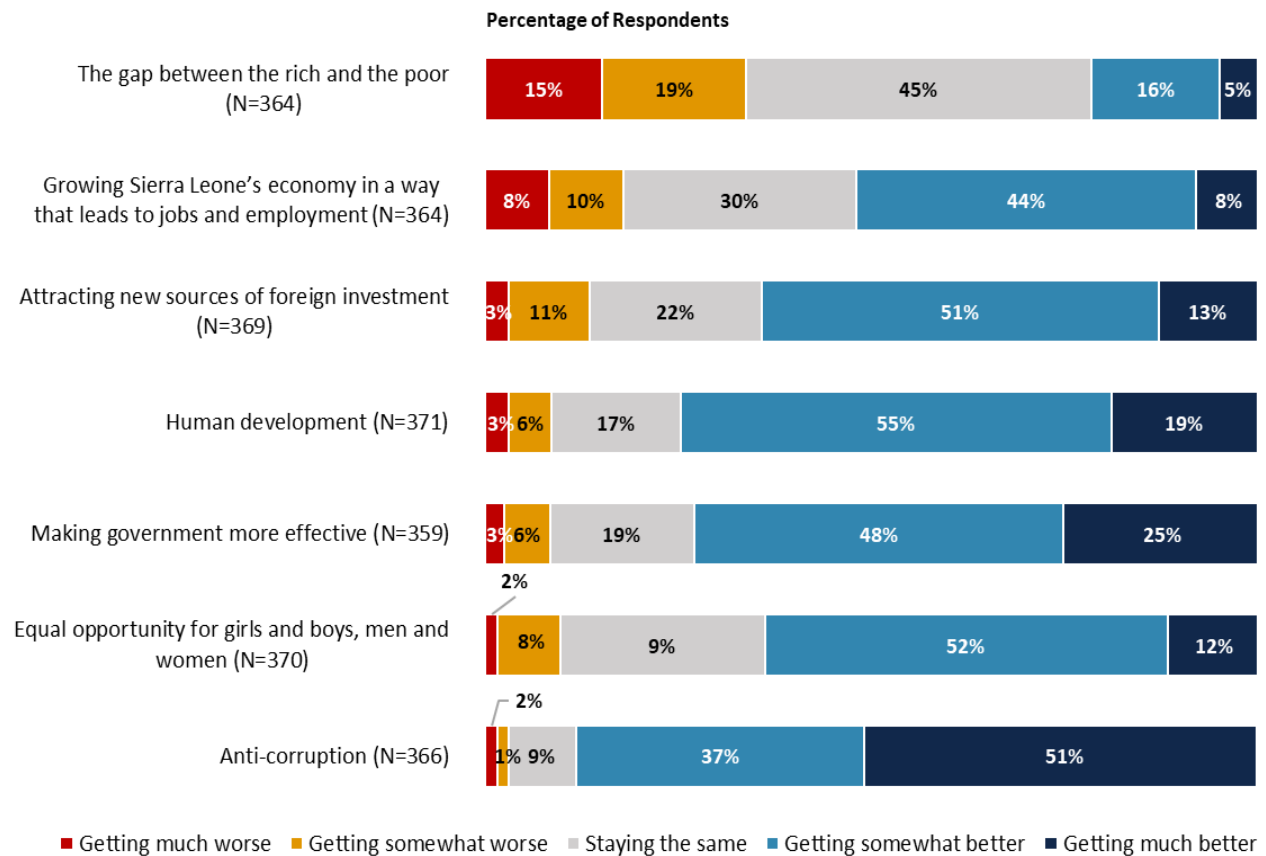


"Do you think that economic opportunity for citizens in Sierra Leone is ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Sierra Leone (continued)

Perceptions of Improvement and Decline in Specific Areas



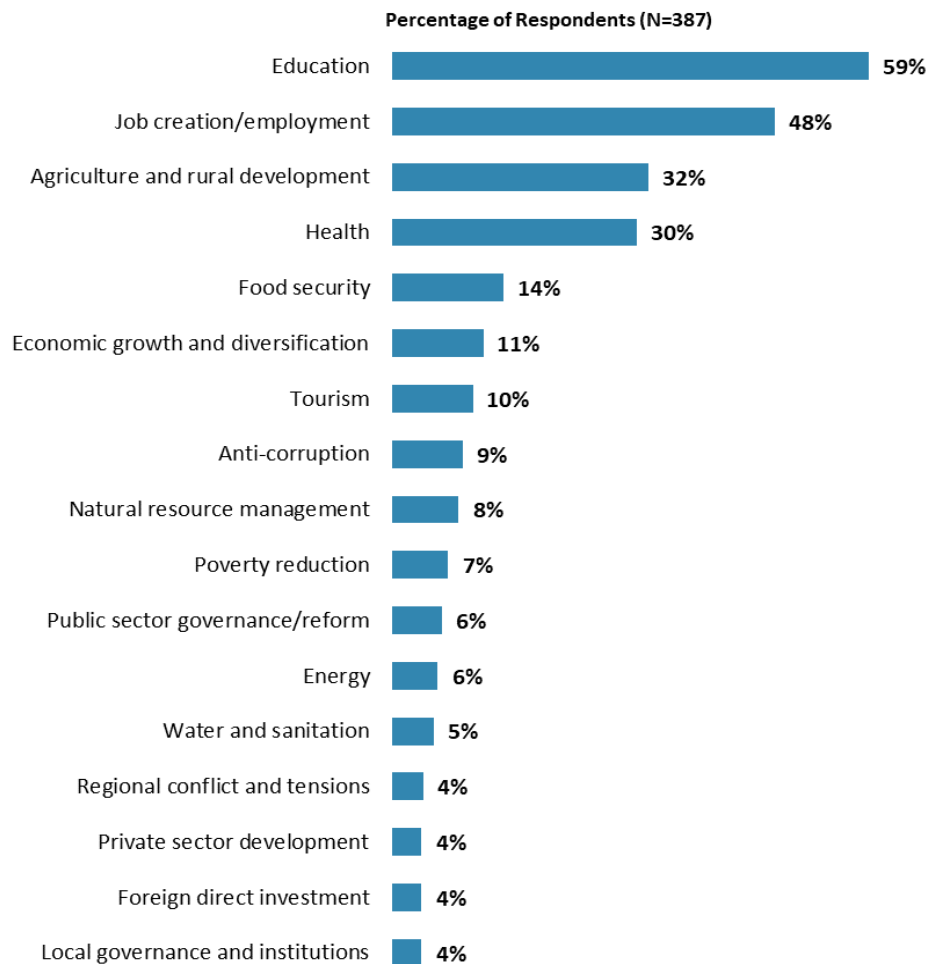
"Please describe the direction Sierra Leone is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. General Issues Facing Sierra Leone (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Sierra Leone were “*food security*” (52%), “*education*” (51%), “*energy*” (22%), “*health*” (20%), “*poverty reduction*” (18%), and “*job creation/employment*” (18%). The percentage of respondents who selected “*job creation/employment*” as a top development priority rose by 30% this year compared to FY'16.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (11% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Sierra Leone, compared to the rest of respondents in other areas of work (education specialists=79%; others=62%).³



"Listed below are a number of development priorities in Sierra Leone. Please identify which of the following you consider the most important development priorities in Sierra Leone. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 17 of 36 response options shown)

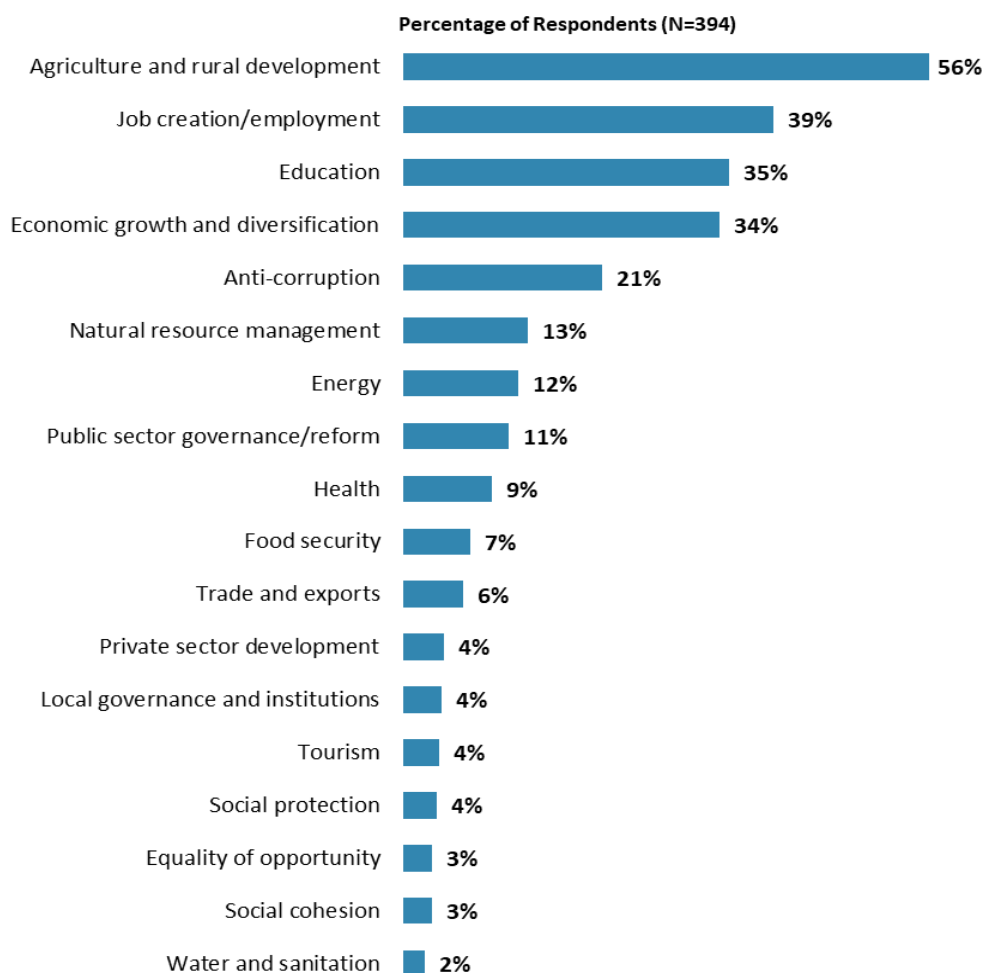
³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



IV. General Issues Facing Sierra Leone (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the biggest contributors to poverty reduction in Sierra Leone were “*education*” (44%), “*economic growth*” (38%), “*agricultural development*” (27%), and “*water and sanitation*” (24%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (11% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Sierra Leone compared to the rest of respondents in other areas of work (education specialists=55%; others=35%).⁴



"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 Sierra Leone? (Choose no more than THREE)"

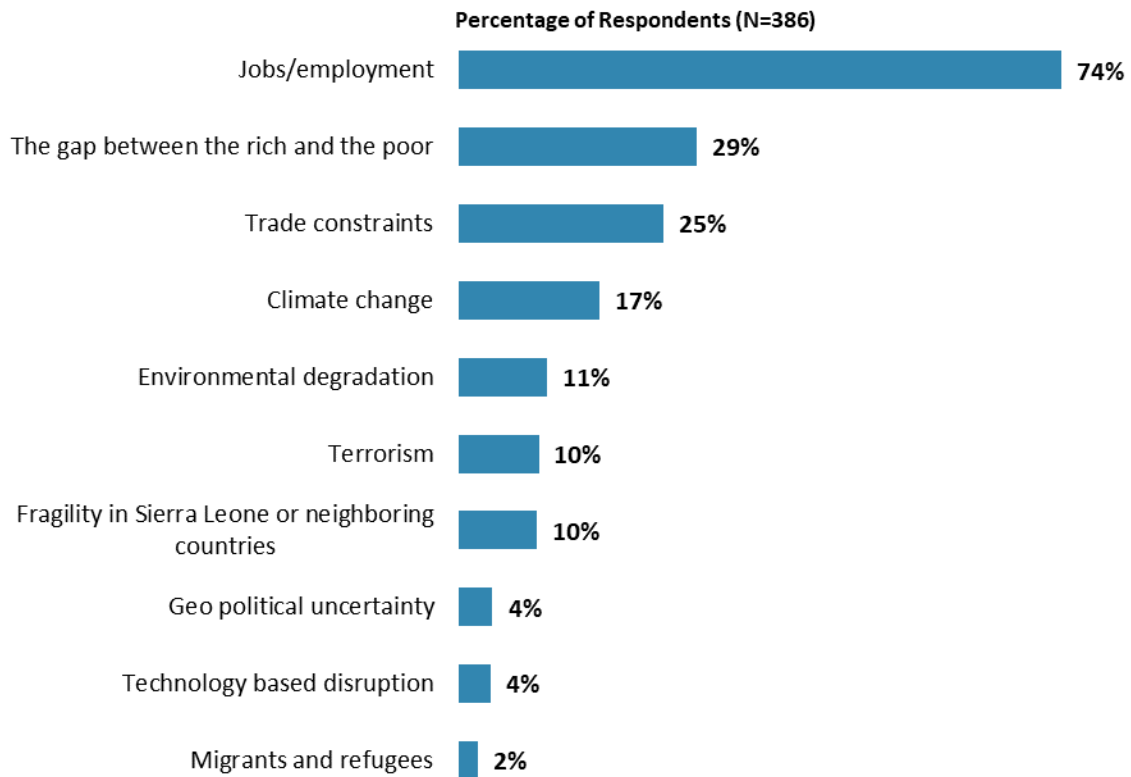
(Respondents chose from a list. Responses combined. Top 18 of 35 response options shown)

⁴ 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 of development contribute most to poverty reduction in the country.



IV. General Issues Facing Sierra Leone (continued)

The Impact of Global Challenges on Sierra Leone

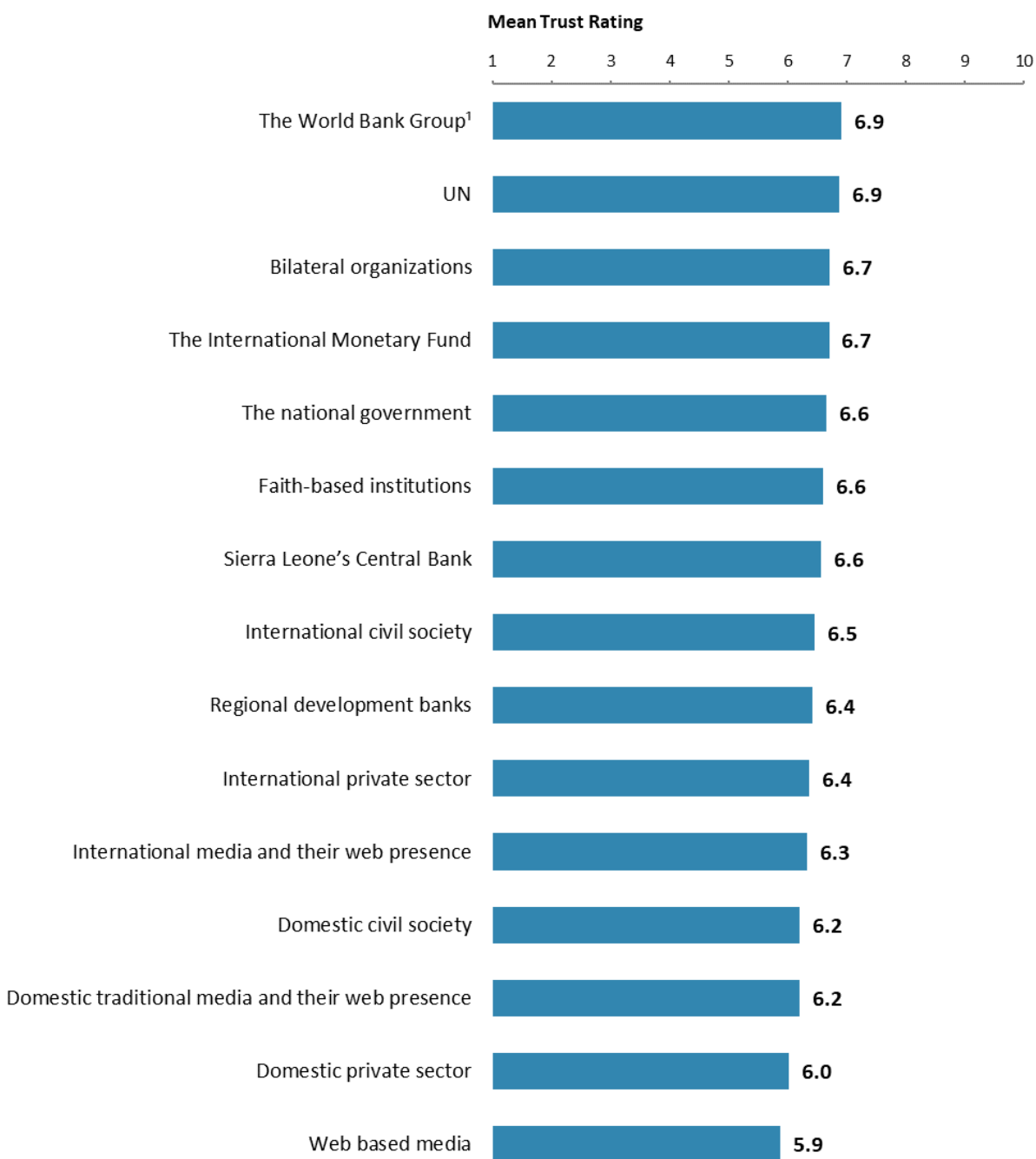


"Listed below are global challenges. Which do you think have the most serious impact on Sierra Leone? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Sierra Leone (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right? "

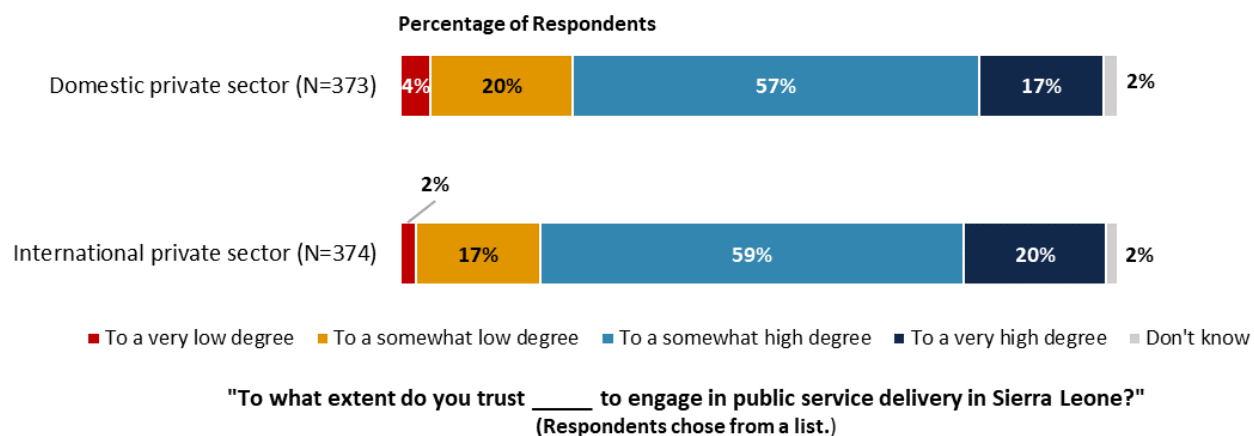
(1-"To no degree at all ", 10-"To a very significant degree")

¹Indicator Question

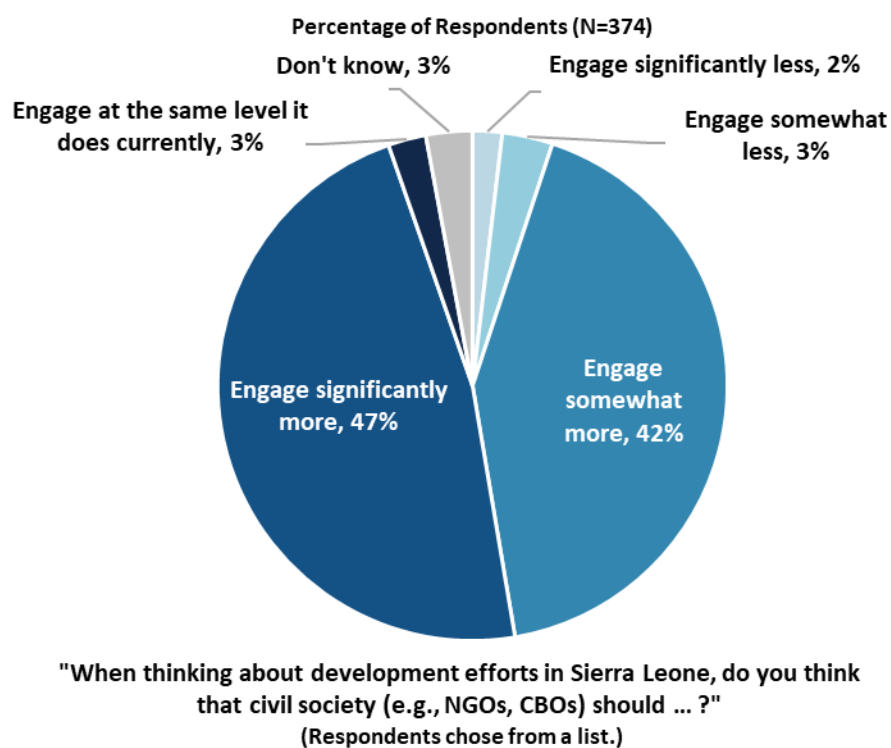


IV. General Issues Facing Sierra Leone (continued)

Trust in the Private Sector



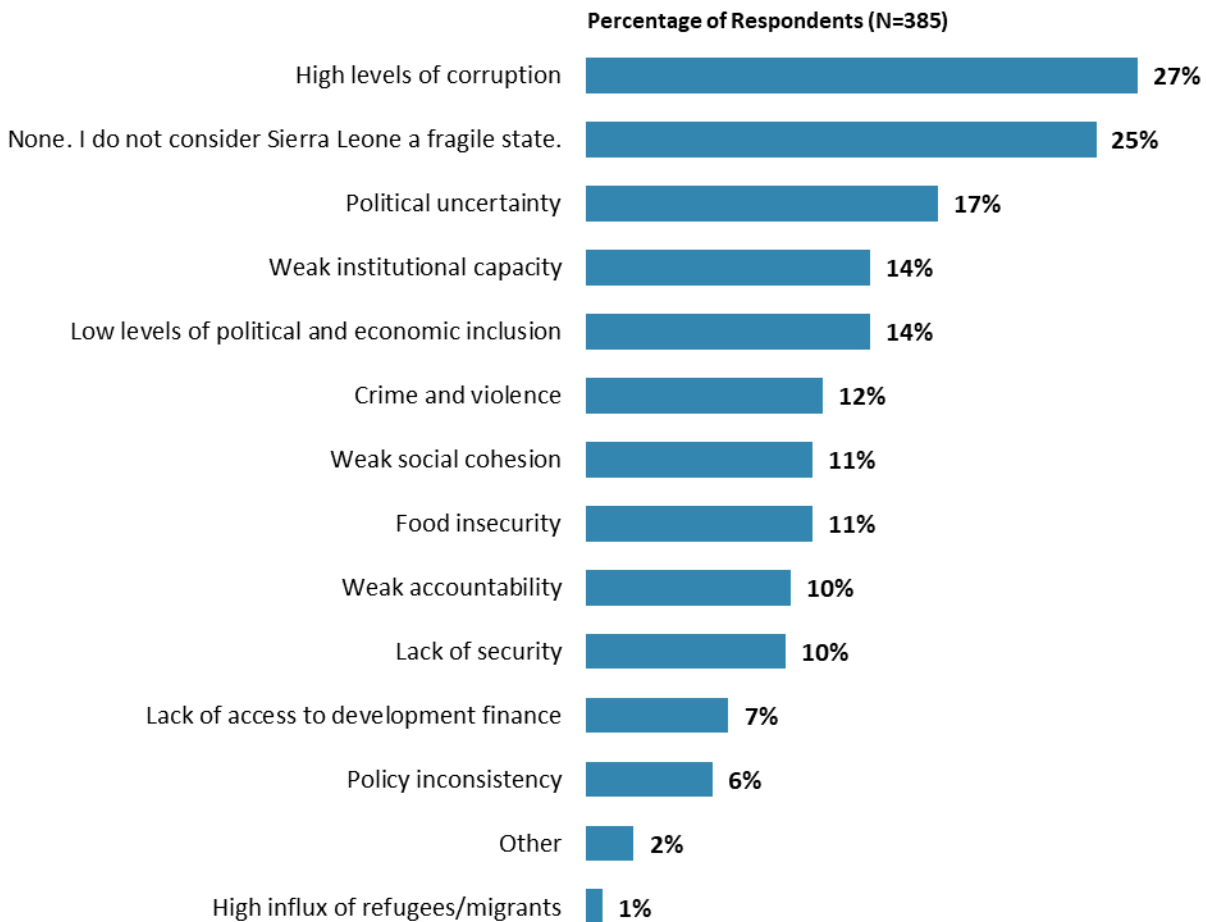
Civil Society Engagement





IV. General Issues Facing Sierra Leone (continued)

Sierra Leone as a Fragile State

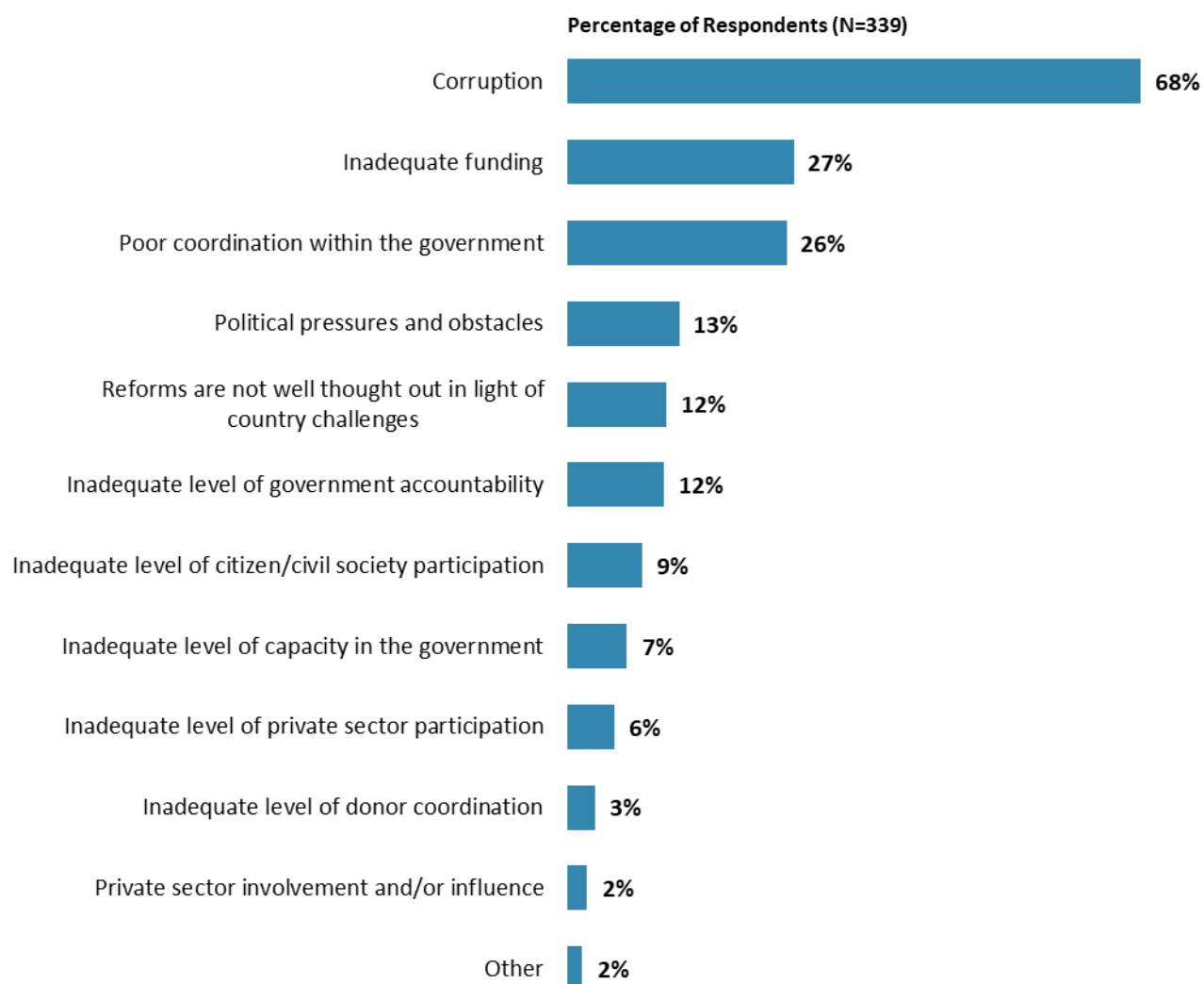


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Sierra Leone. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. General Issues Facing Sierra Leone (continued)

Attributions for Slow/Failed Reform Efforts

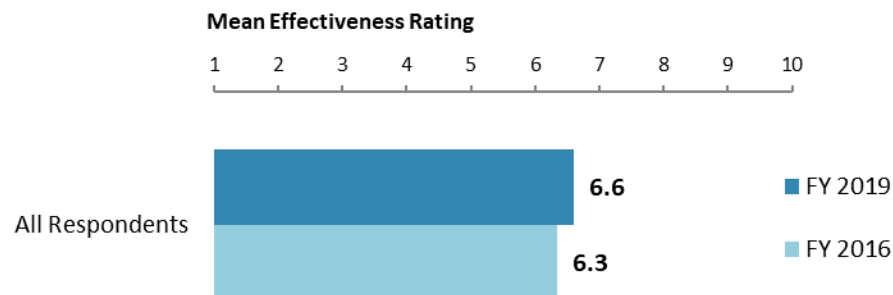


"When economic and/or social reform efforts fail or are slow to take place in Sierra Leone, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



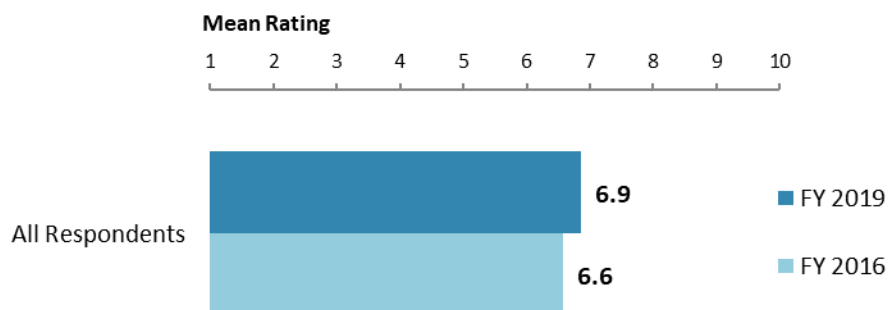
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁵ (*Indicator Question*)



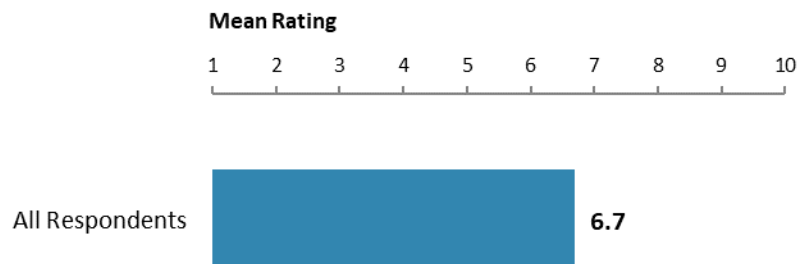
"Overall, please rate your impression of the World Bank Group's effectiveness in Sierra Leone." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (*Indicator Question*)



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

Influence on Sierra Leone's Development Agenda (*Indicator Question*)



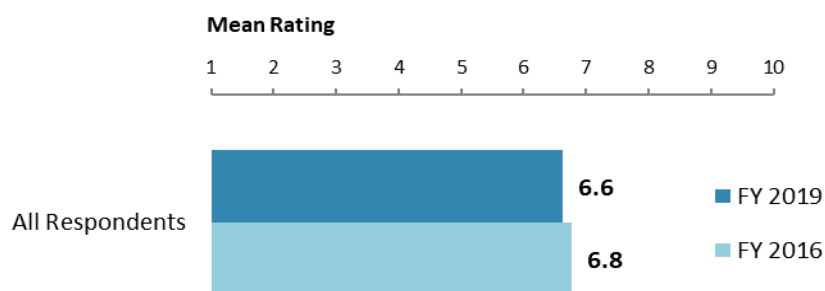
"To what extent does the World Bank Group influence the development agenda in Sierra Leone?" (1-"To no degree at all", 10-"To a very significant degree")

⁵ Means in the first two charts on this page were calculated based on weighted data.



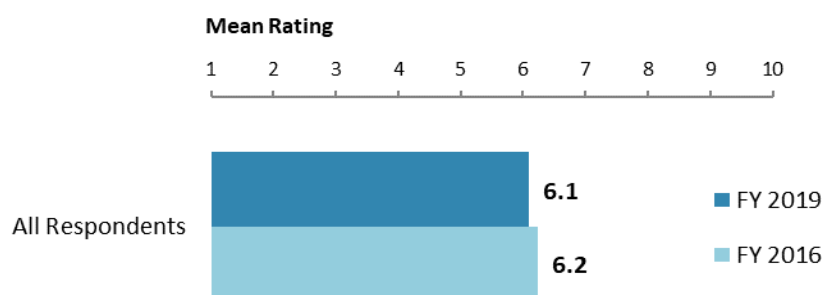
V. Overall Attitudes toward the World Bank Group (continued)

Building/Strengthening Existing Country Systems⁶ (Indicator Question)



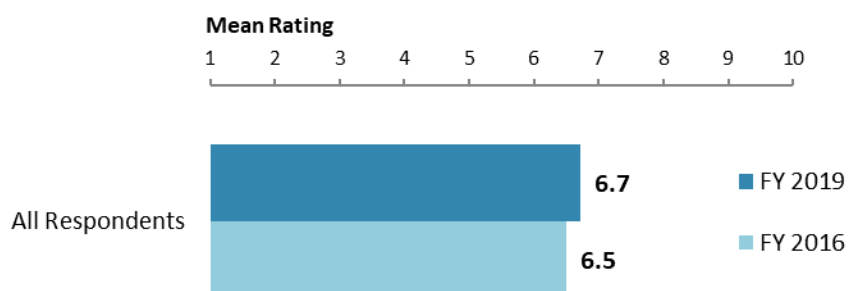
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Sierra Leone?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staffing in Sierra Leone



"To what extent do you believe the World Bank Group is adequately staffed in Sierra Leone?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness



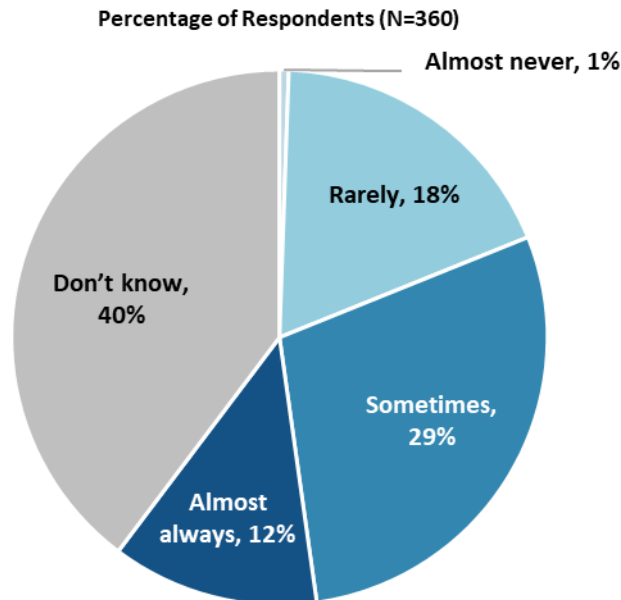
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Sierra Leone solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

⁶ Means in the charts on this page were calculated based on weighted data



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

The WBG Staff's Skills Mix to Tackle Fragility

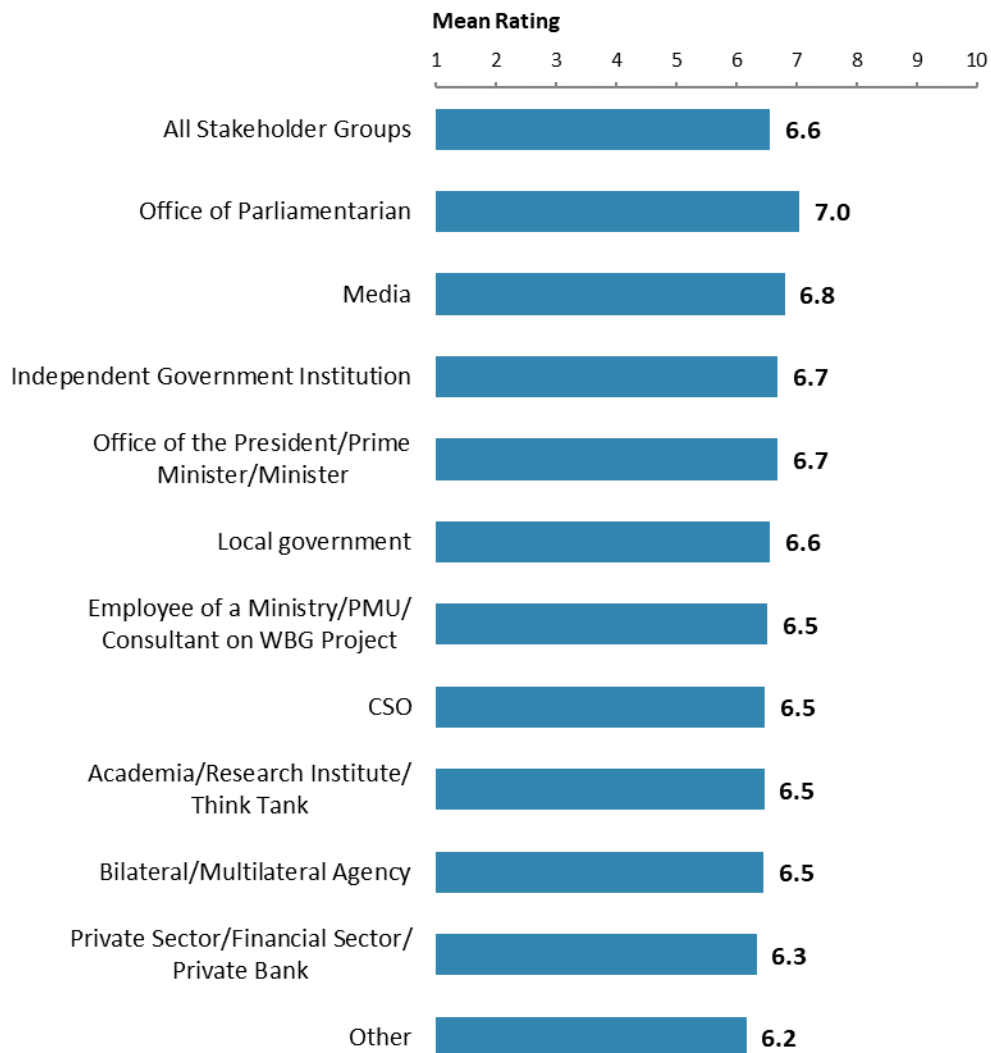


"To what extent does the World Bank Group's team in Sierra Leone have the right skills mix to tackle the challenges of fragility?"
(Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups



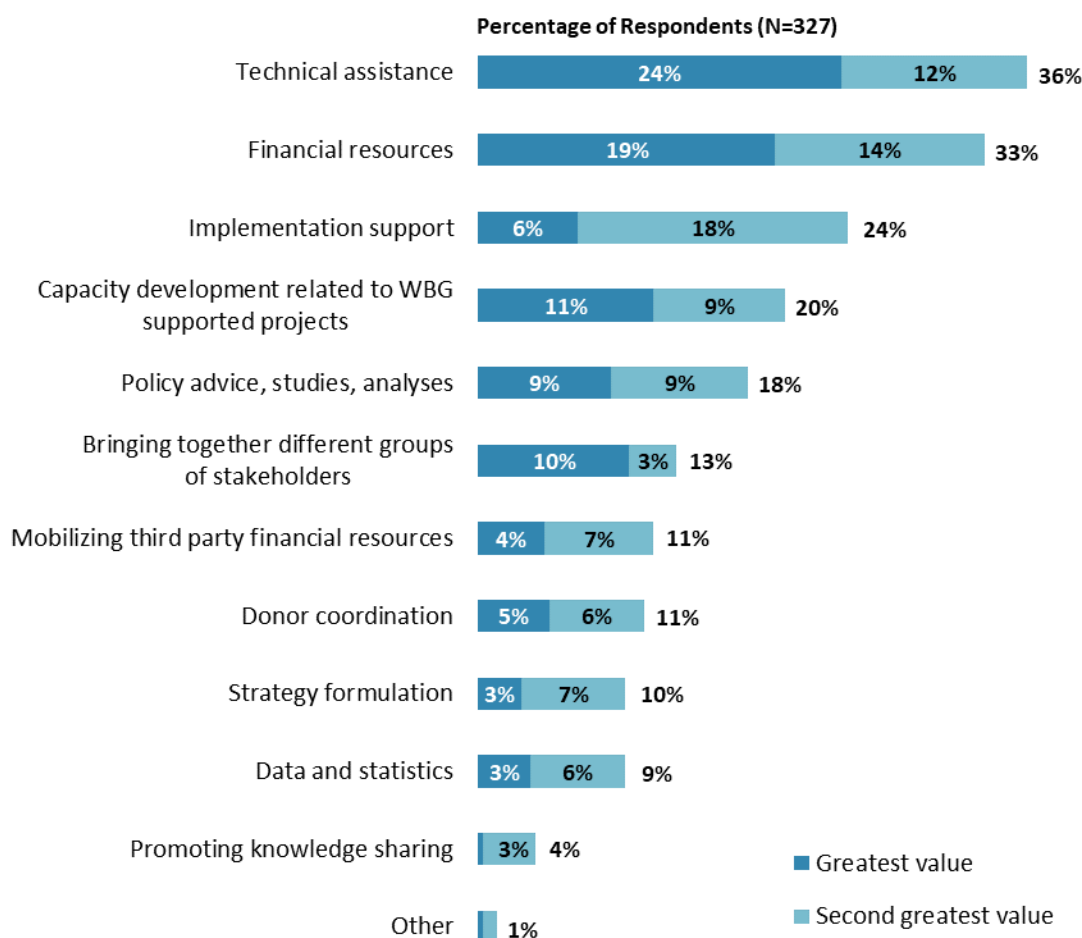
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest values to Sierra Leone were its "*financial resources*" (48%) and "*capacity development*" (35%).



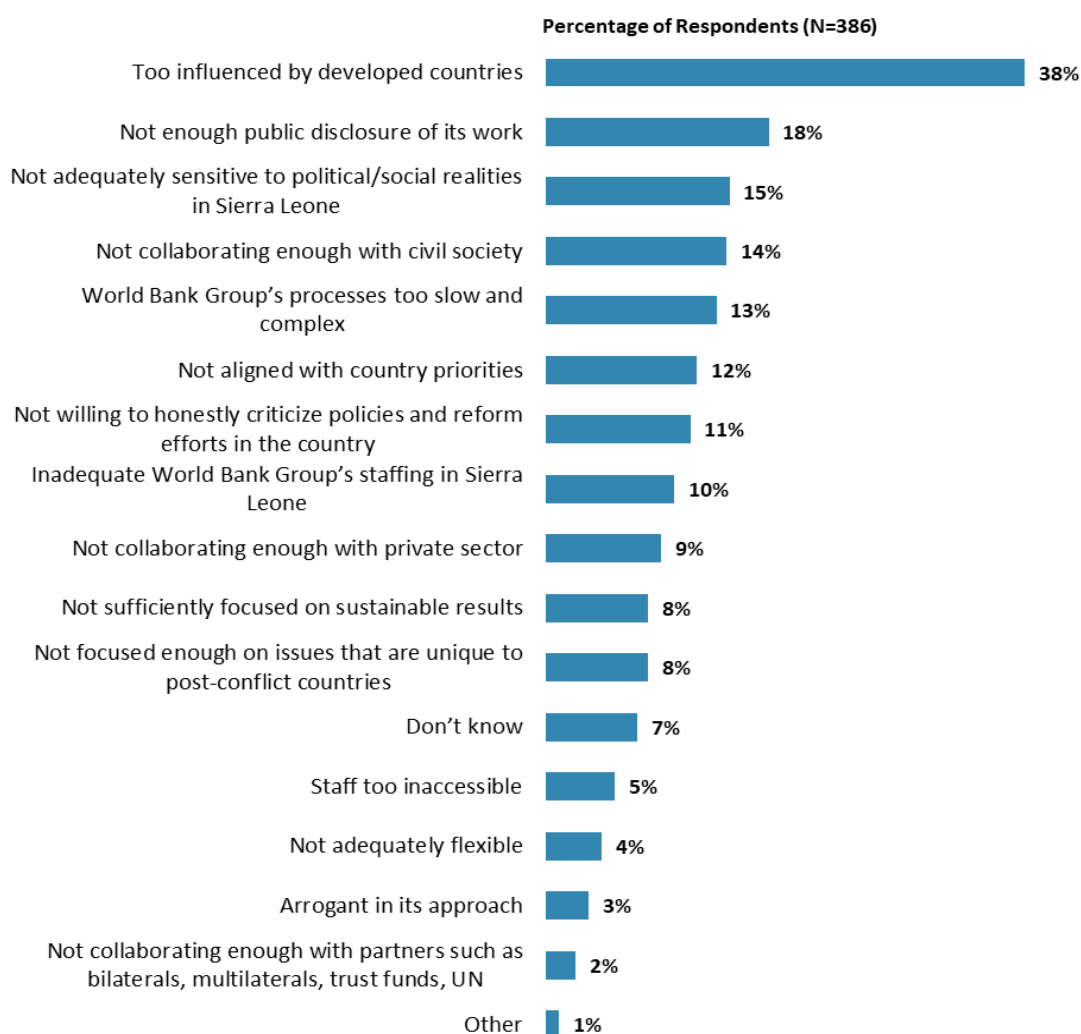
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sierra Leone?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG's greatest weaknesses in its work in Sierra Leone were being "*too influenced by developed countries*" (31%), "*not collaborating enough with stakeholders outside the Government*" (28%), and "*not enough public disclosure of its work*" (20%).
- **Impact of familiarity:** Respondents who had higher level of familiarity⁷ with the work of the WBG indicated that the WBG's greatest weaknesses were being "*too influenced by developed countries*" (39%), "*not adequately sensitive to political/social realities in Sierra Leone*" (19%), and "*World Bank Group's processes too slow and complex*" (18%).



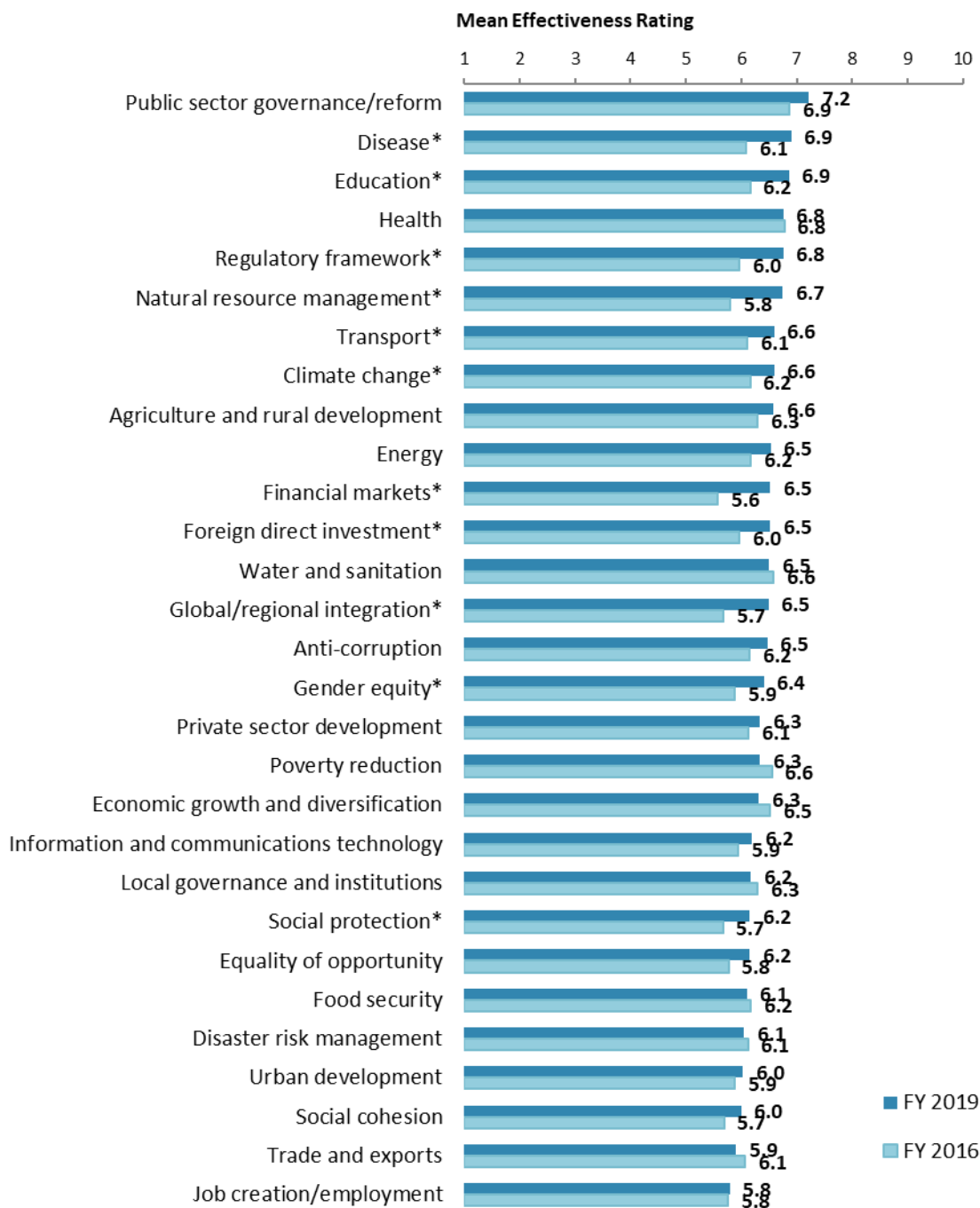
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sierra Leone? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

⁷ In this category were included respondents who reported their level of familiarity with the work of the World Bank Group in Sierra Leone as 5 and higher on a 10-point scale in question B1.



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁸



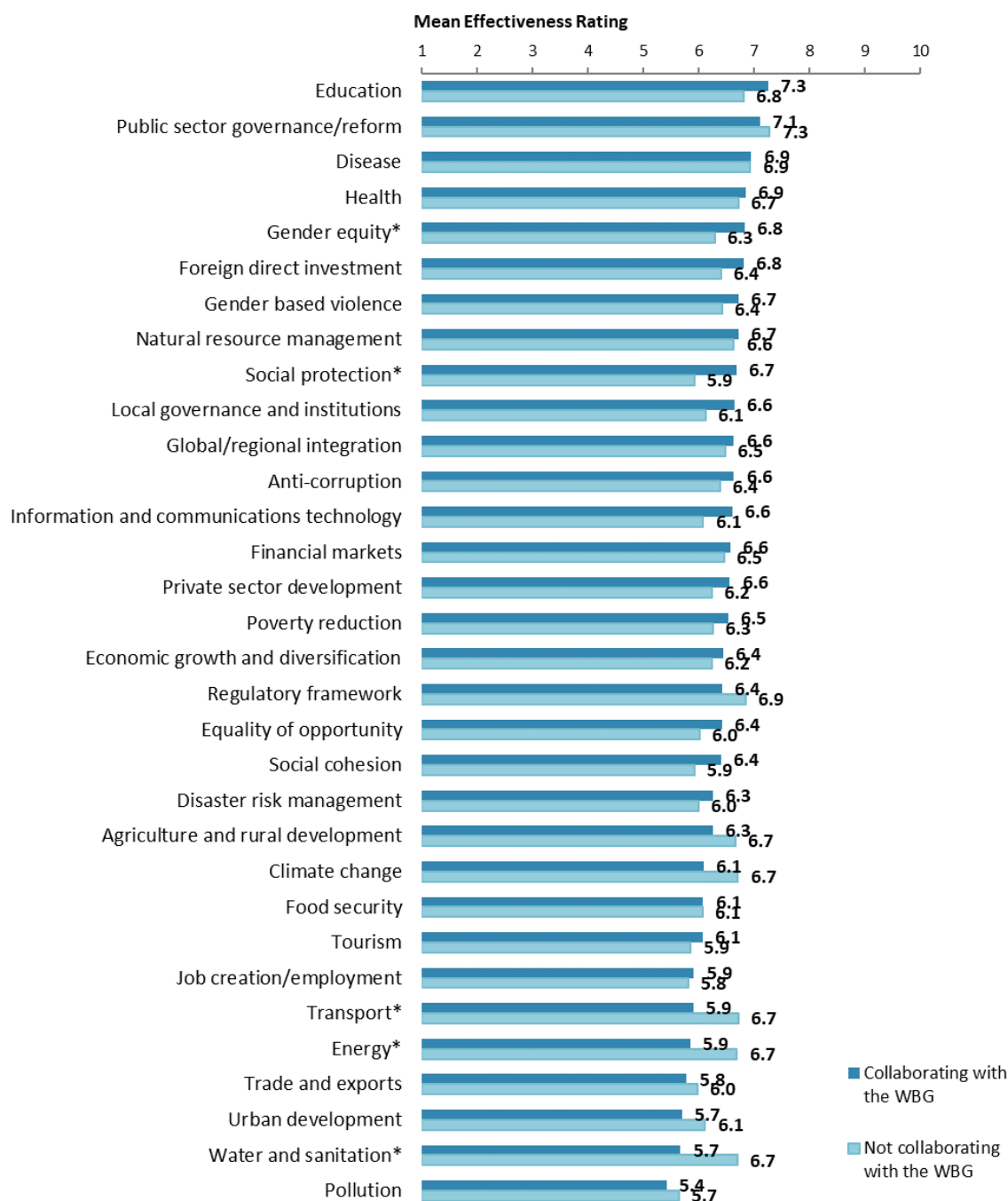
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sierra Leone?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2019 and FY 2016)*

⁸ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁹



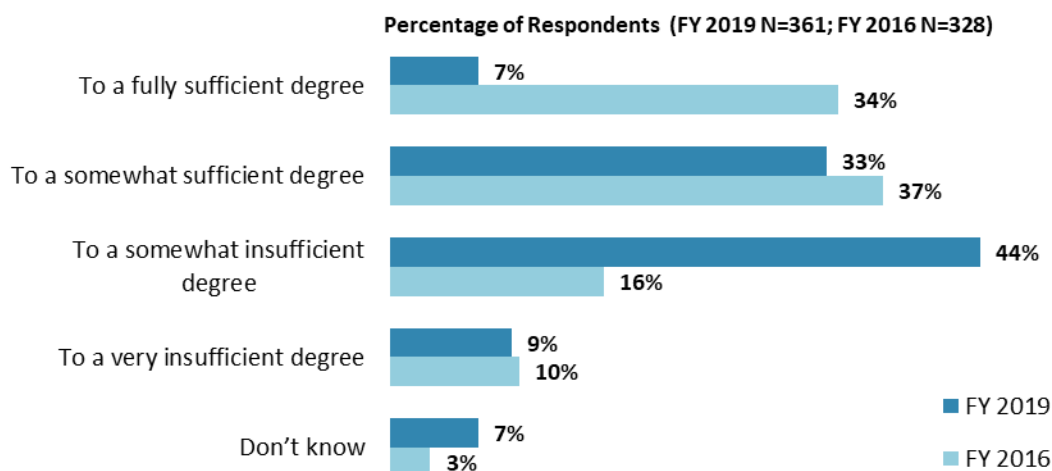
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sierra Leone?" (1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

⁹ Note in the Appendix on the sectoral effectiveness (Appendix A, page 49) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



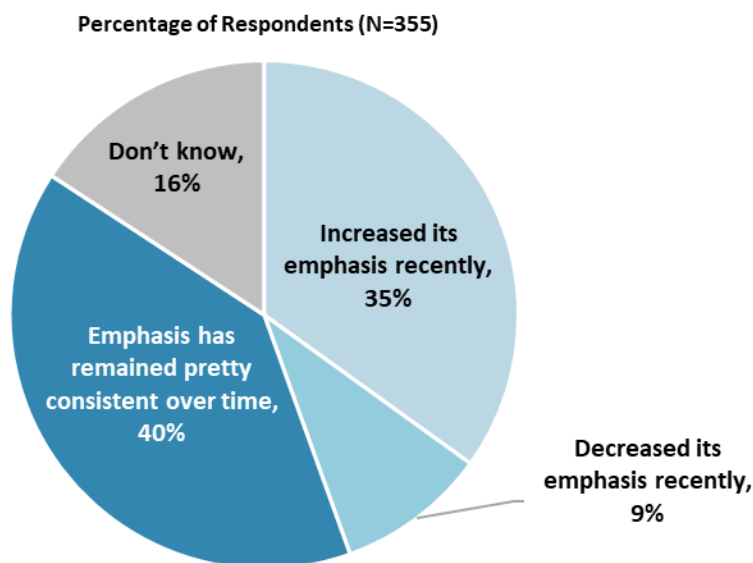
VI. Sectoral Effectiveness (continued)

Helping the Poorest¹⁰



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

The WBG's Human Capital Investment



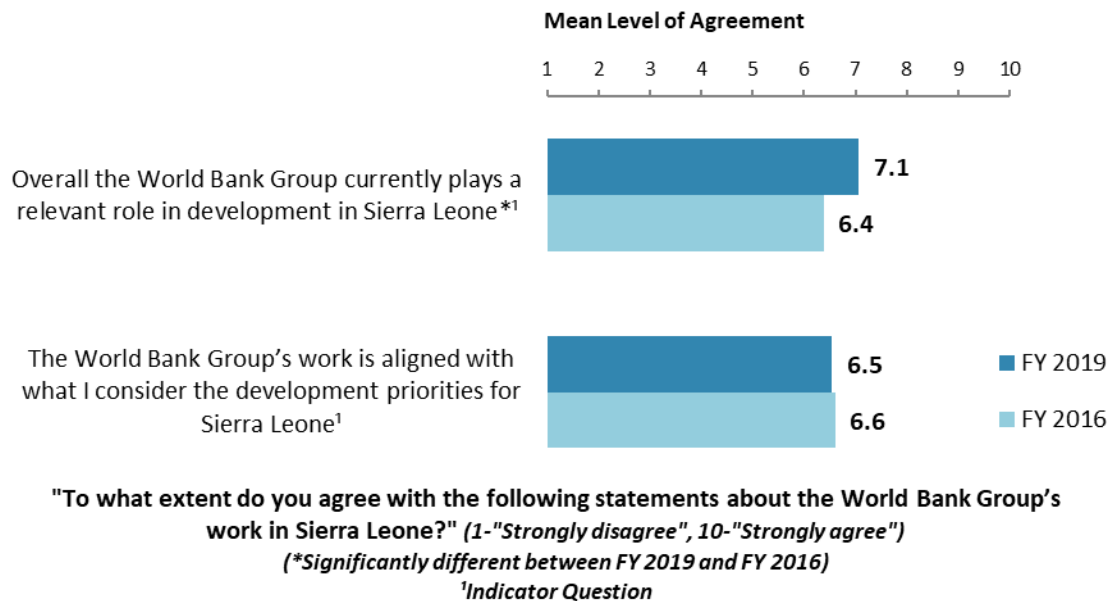
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

¹⁰ Percentages presented in this chart were calculated based on weighted data.

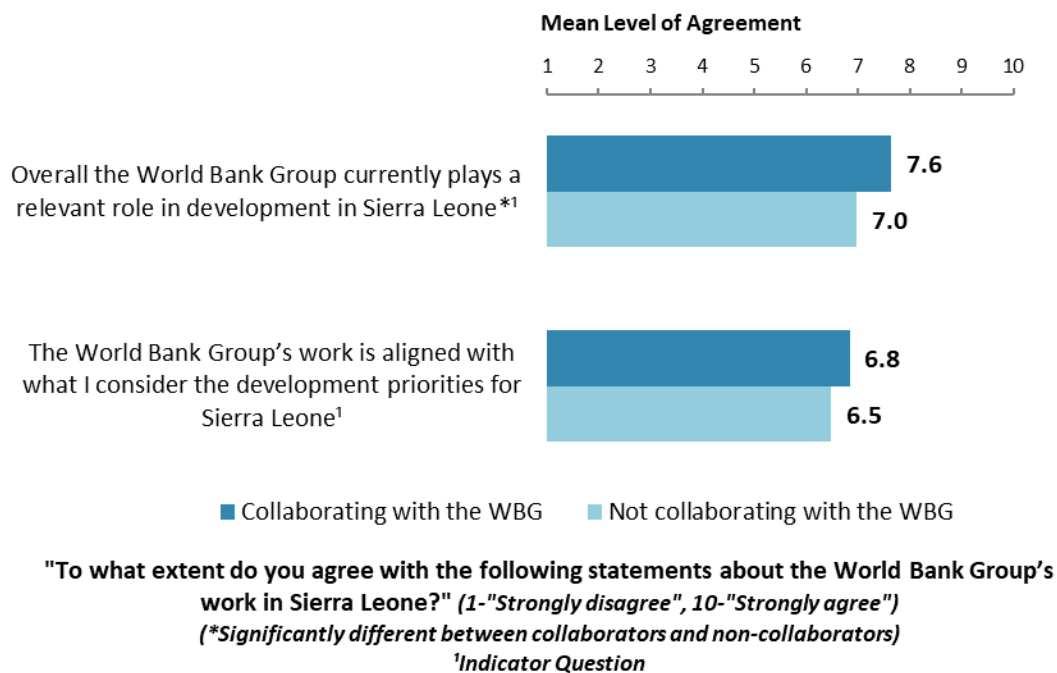


VII. How the World Bank Group Operates

The World Bank Group's Work in Sierra Leone: Year Comparison¹¹



The World Bank Group's Work in Sierra Leone: Collaboration

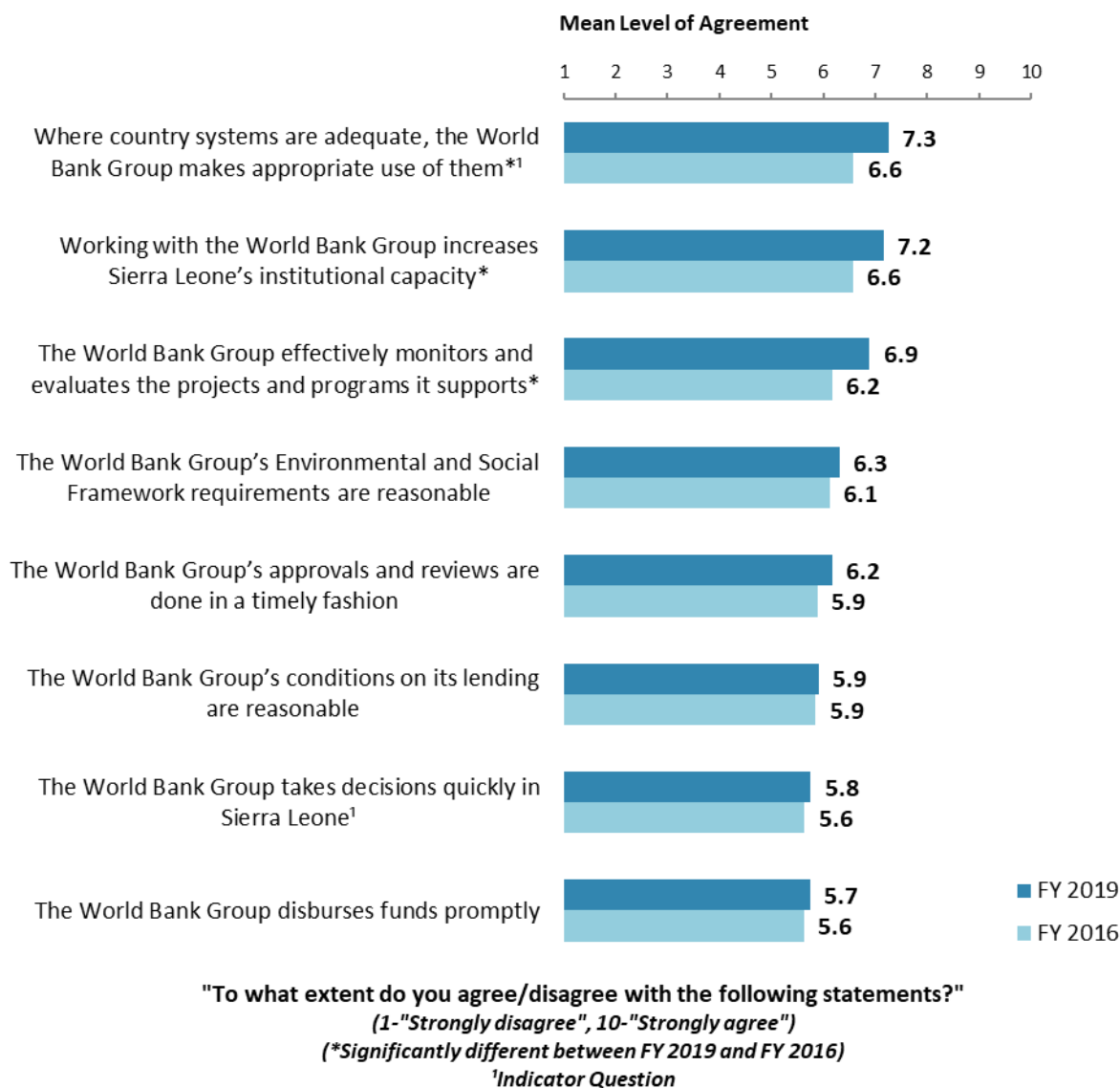


¹¹ Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison¹²

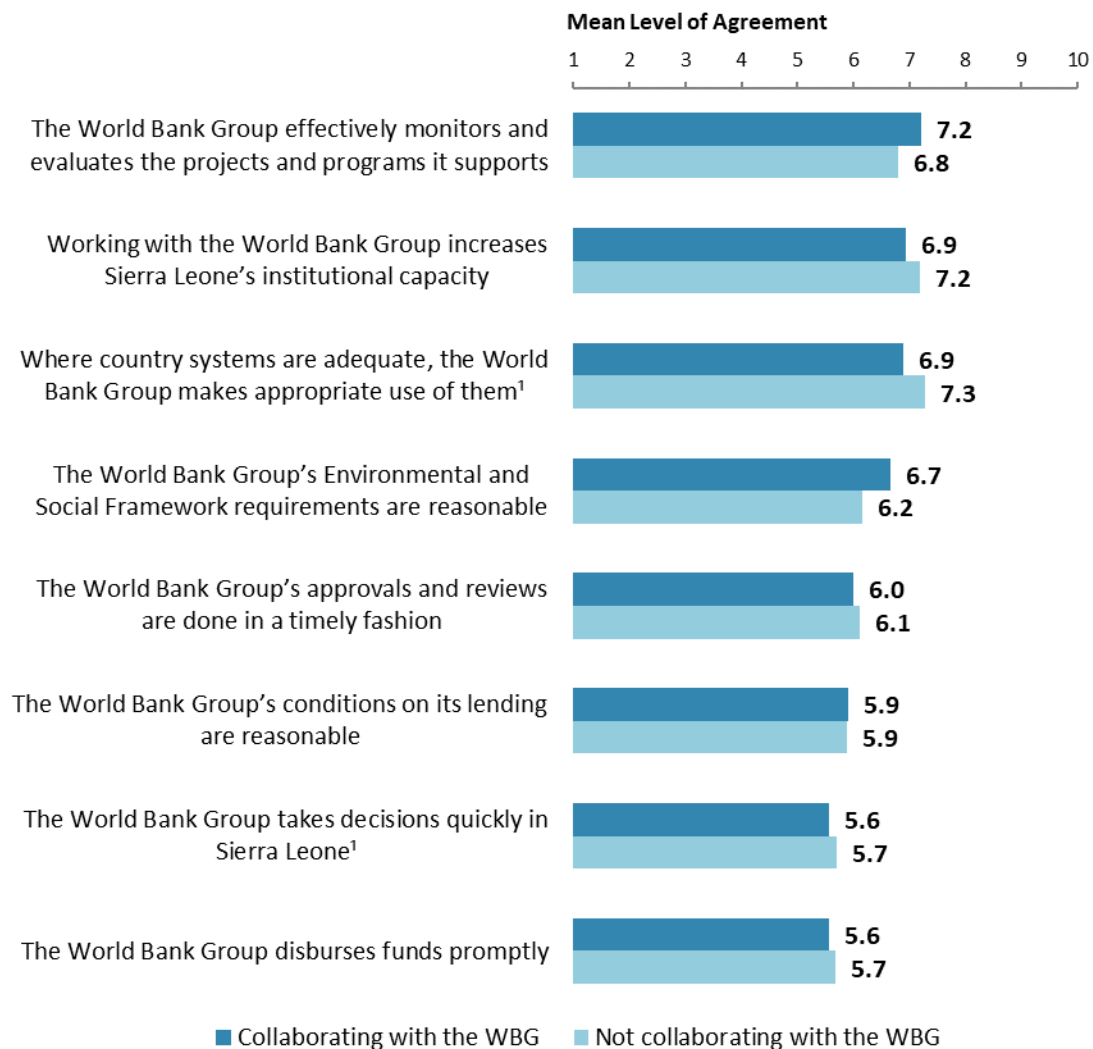


¹² Means in this chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

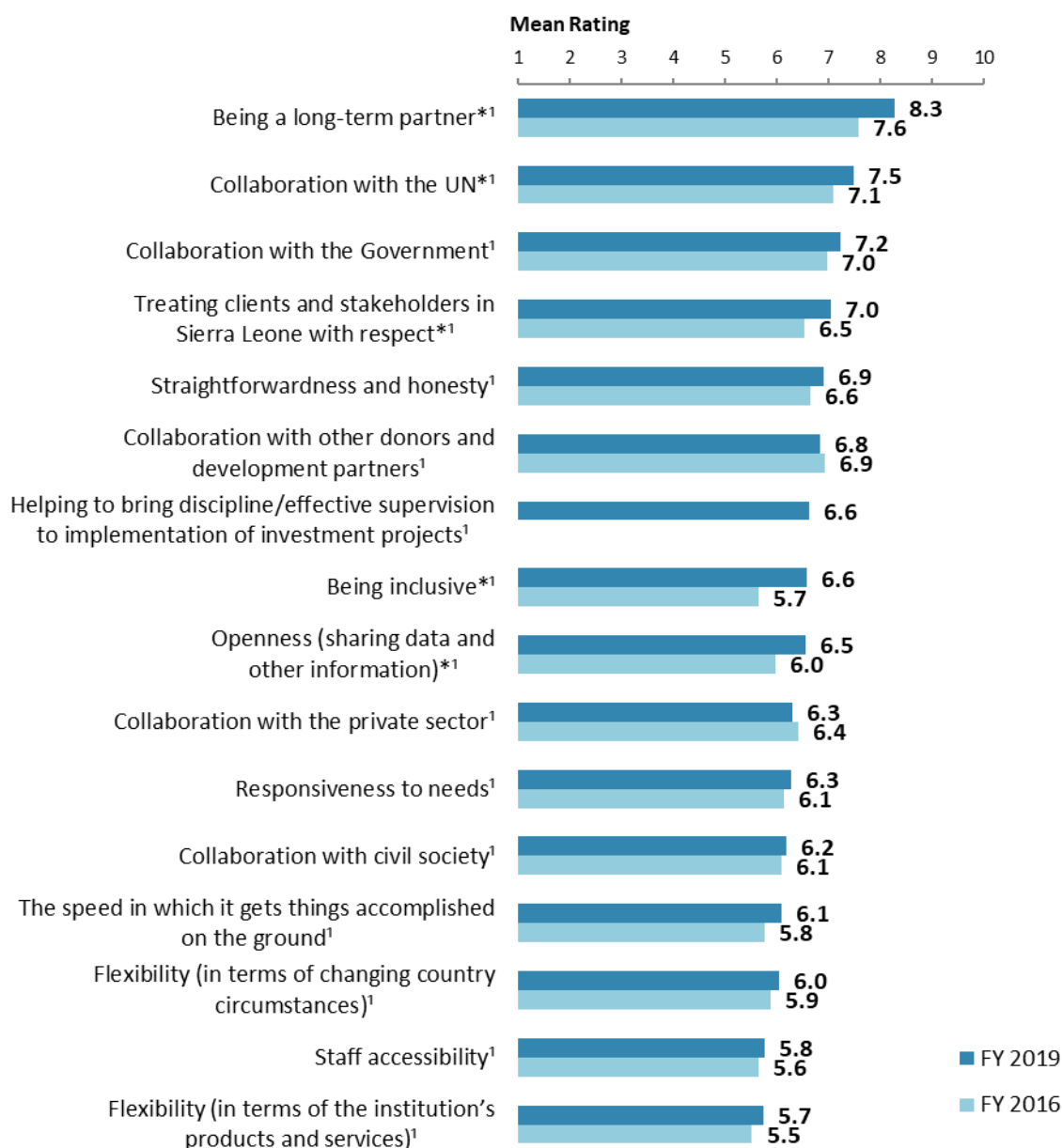


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹³



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

(*Significantly different between FY 2019 and FY 2016)

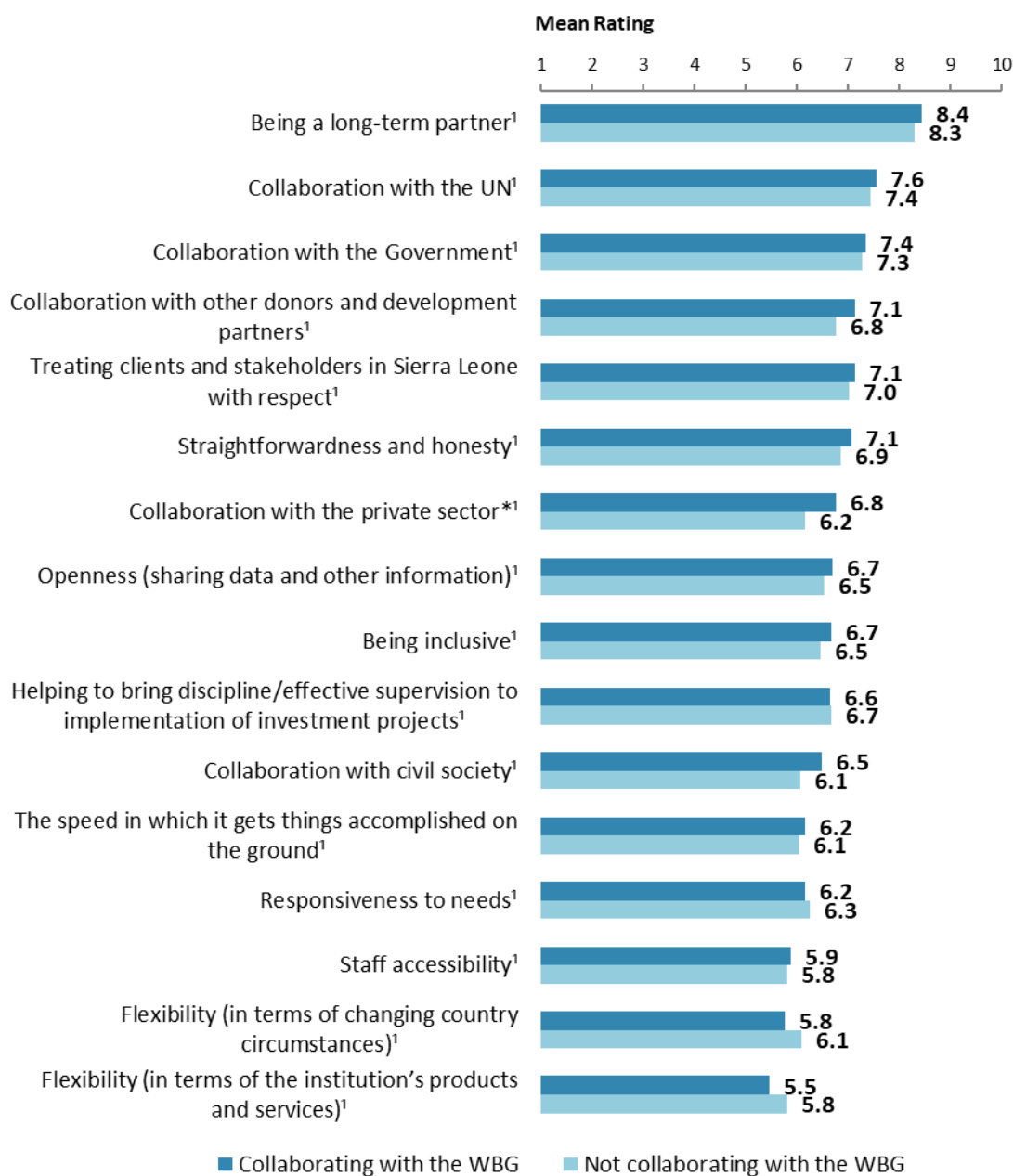
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

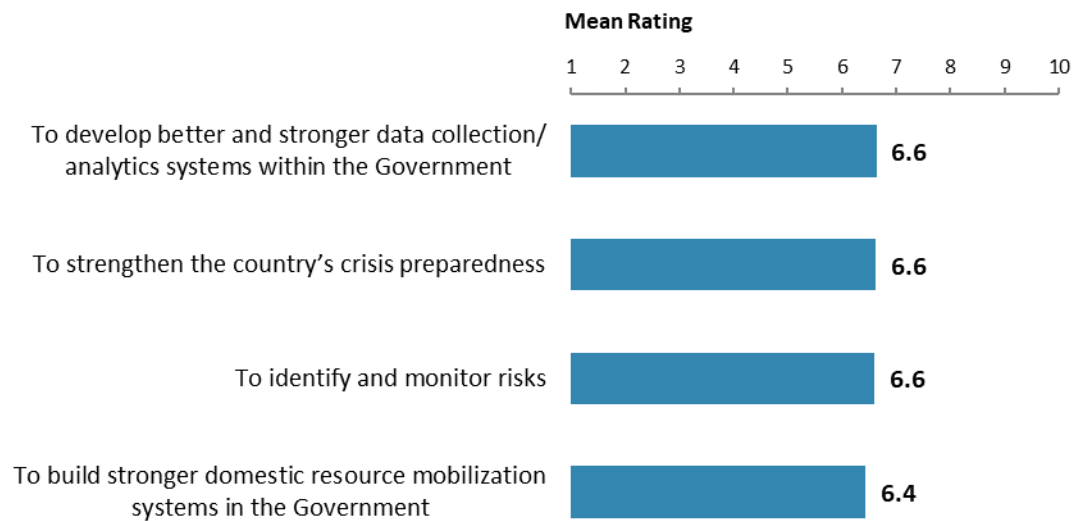
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



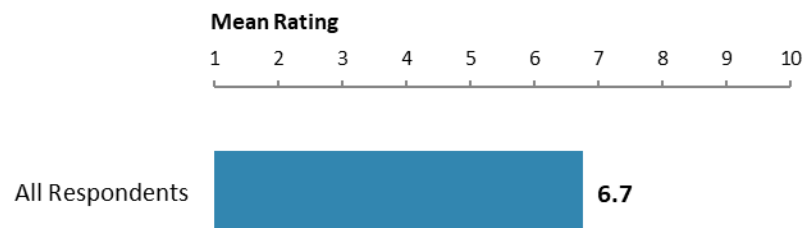
VII. How the World Bank Group Operates (continued)

Effectiveness of WBG's Support



"How effectively does the World Bank Group support Sierra Leone's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")

Effectiveness of WBG's Support for Management of Crisis Related Risks

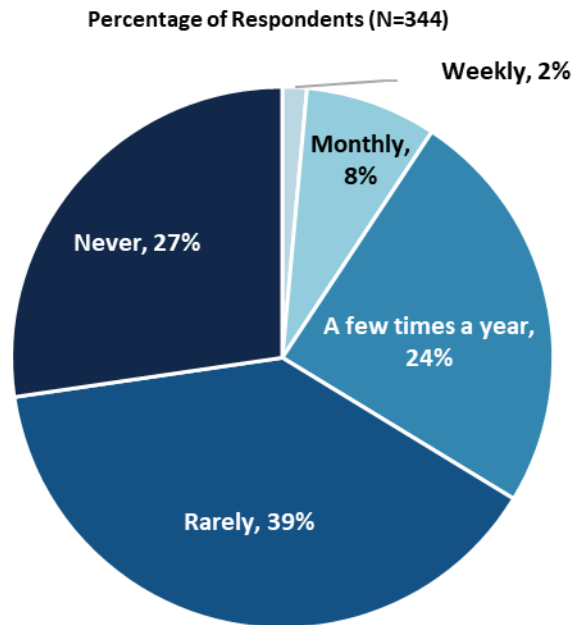


"How effectively does the World Bank Group's SCD and CPF activities support Sierra Leone's efforts to manage crisis related risks?"
(1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

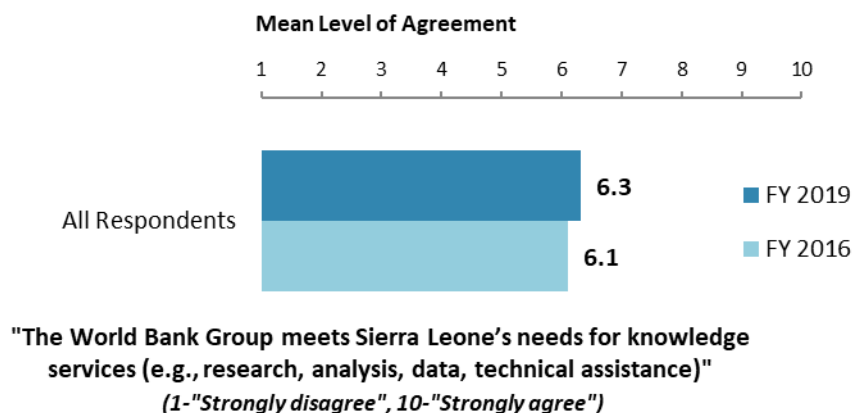


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)

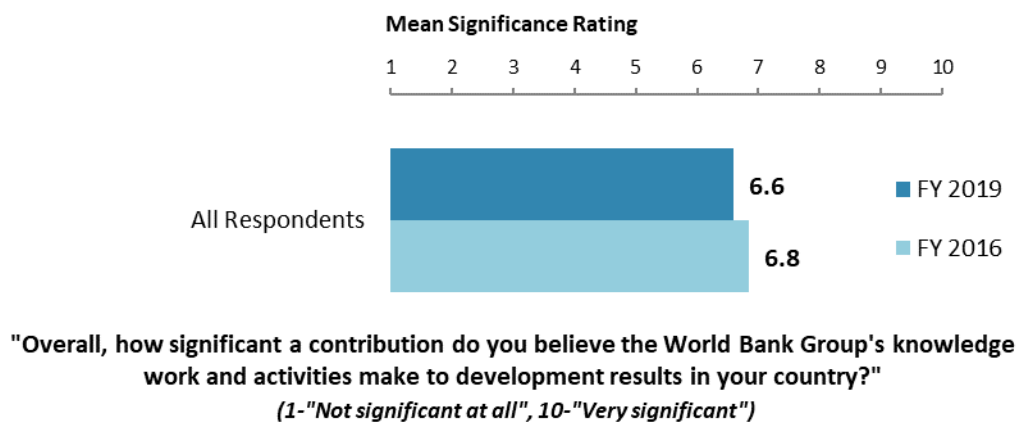


VIII. World Bank Group's Knowledge and Instruments (continued)

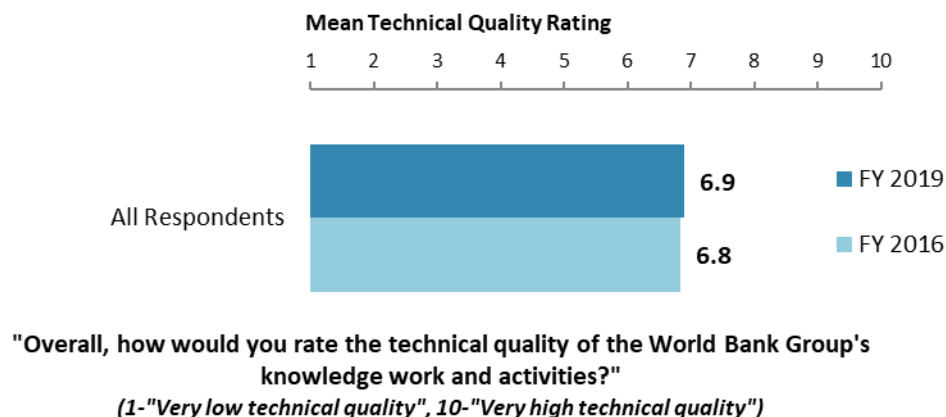
Meeting Sierra Leone's Knowledge Needs¹⁴ (*Indicator Question*)



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



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

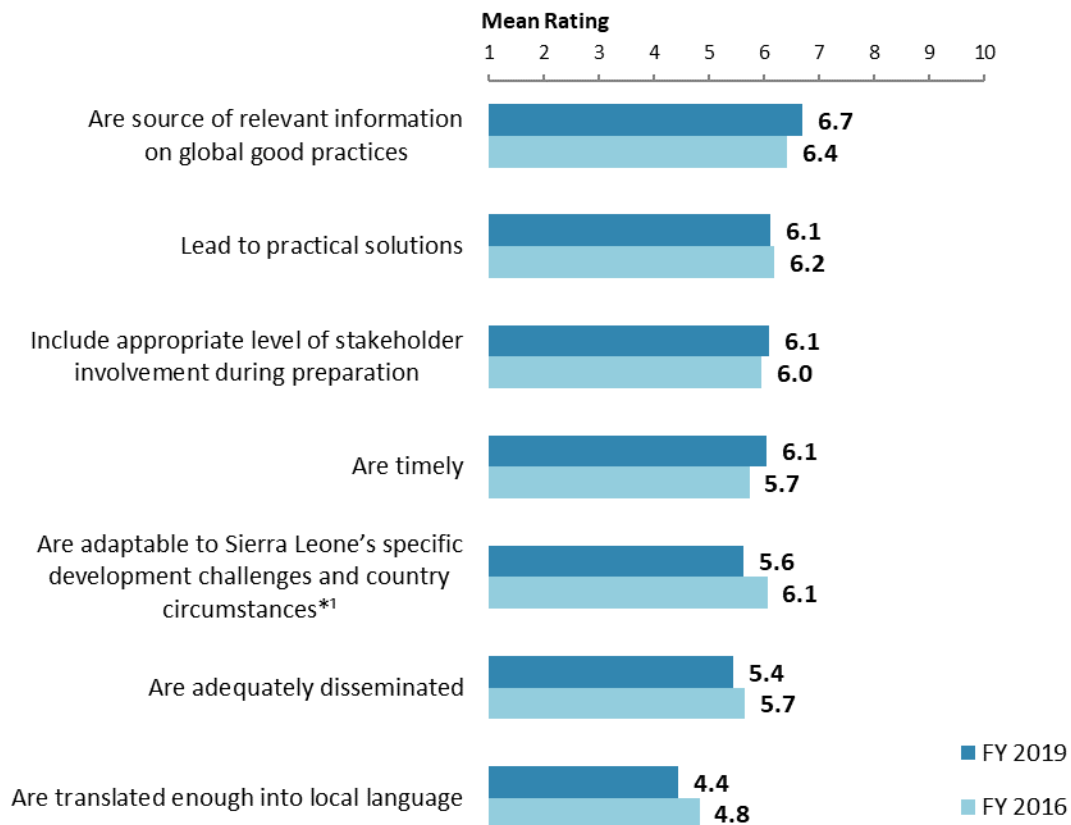


¹⁴ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹⁵



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

(*Significantly different between FY 2019 and FY 2016)

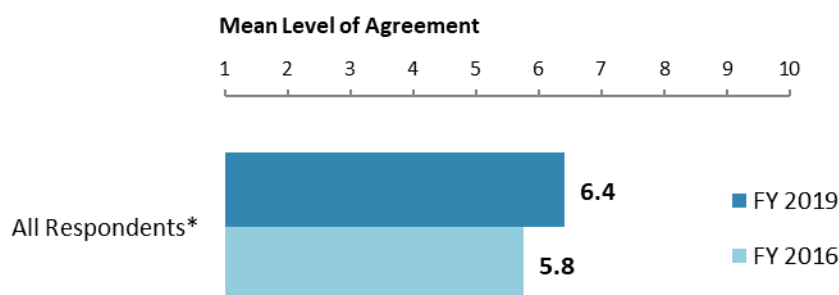
¹Indicator Question

¹⁵ Means in this chart were calculated based on weighted data.



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

Meeting Sierra Leone's Needs for Financial Instruments¹⁶ (*Indicator Question*)

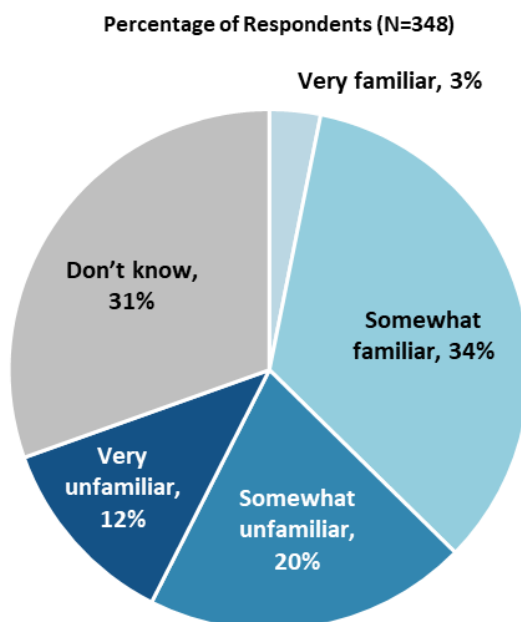


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Disbursement Linked Indicators, etc.) meet the needs of Sierra Leone"

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

(*Significantly different between FY 2019 and FY 2016)

Familiarity with WBG's New Financial Instruments



"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Sierra Leone?" (Respondents chose from a list.)

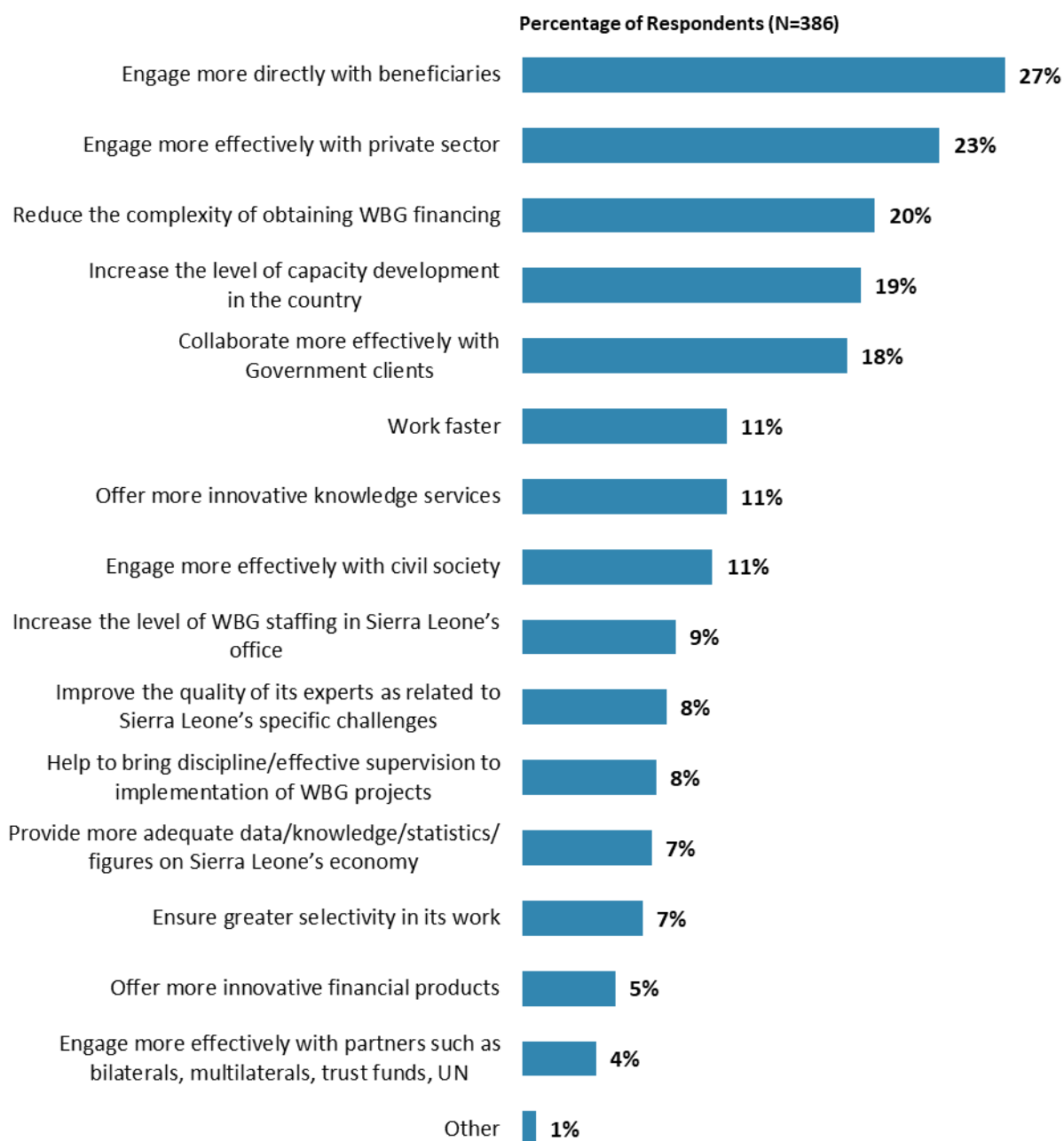
¹⁶ Means in this chart were calculated based on weighted data.



IX. The Future Role of the WBG in Sierra Leone

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (31%), “*increase the level of capacity development in the country*” (28%), and “*offer more innovative financial products*” (26%) to make itself of greater value in Sierra Leone.



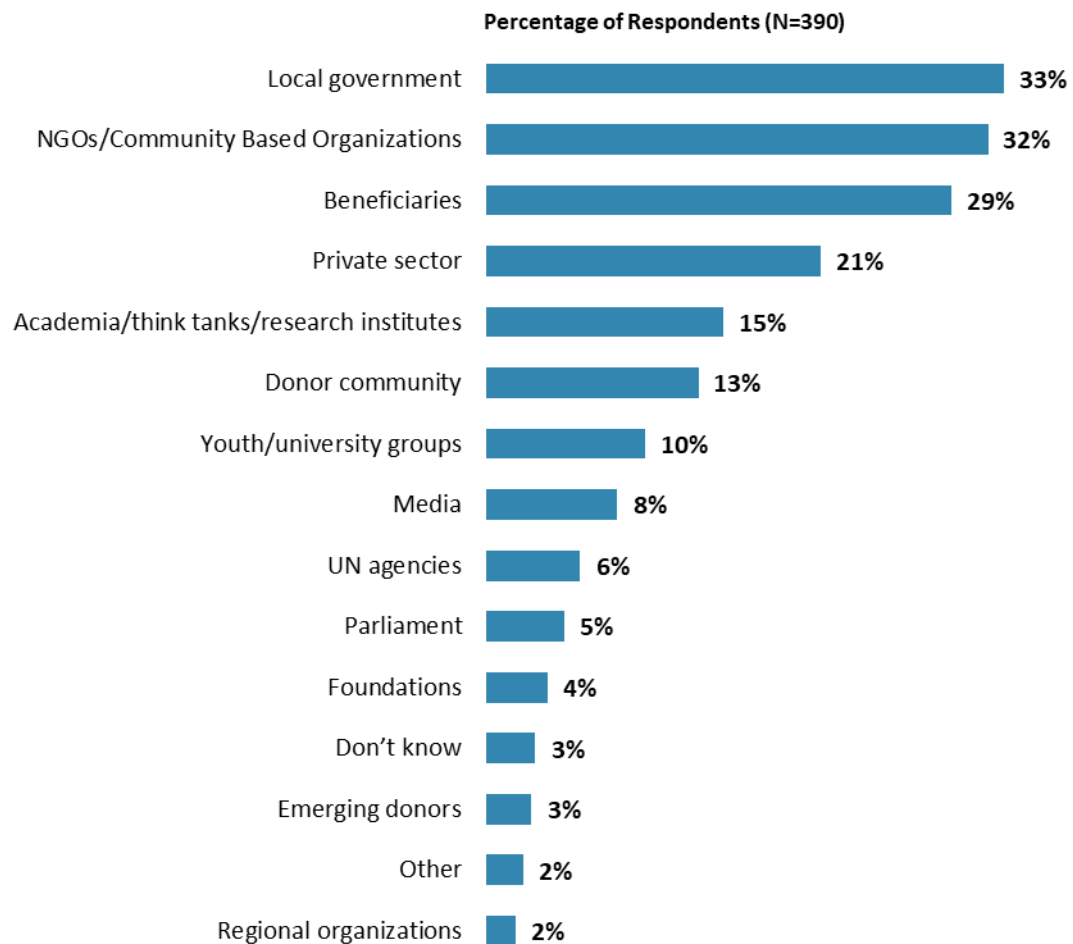
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Sierra Leone? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG should collaborate more with the “*parliament*” (26%), “*local government*” (24%), “*media*” (24%), “*NGOs/community-based organizations*” (23%), “*beneficiaries*” (22%), and “*private sector*” (21%).



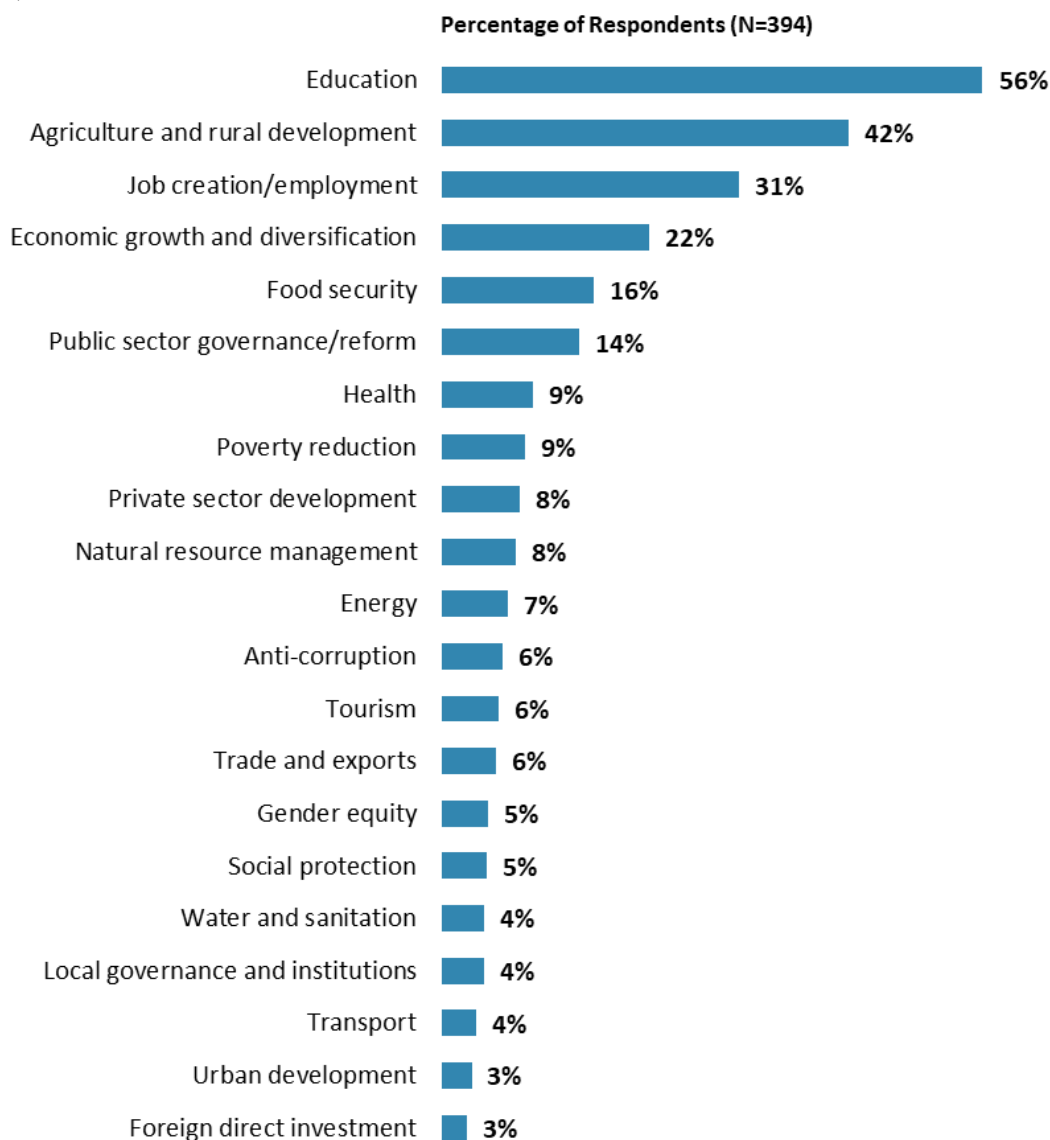
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the WBG should focus its resources on “*health*” (46%), “*education*” (40%), “*economic growth*” (26%), “*agricultural development*” (24%), and “*job creation/employment*” (21%).

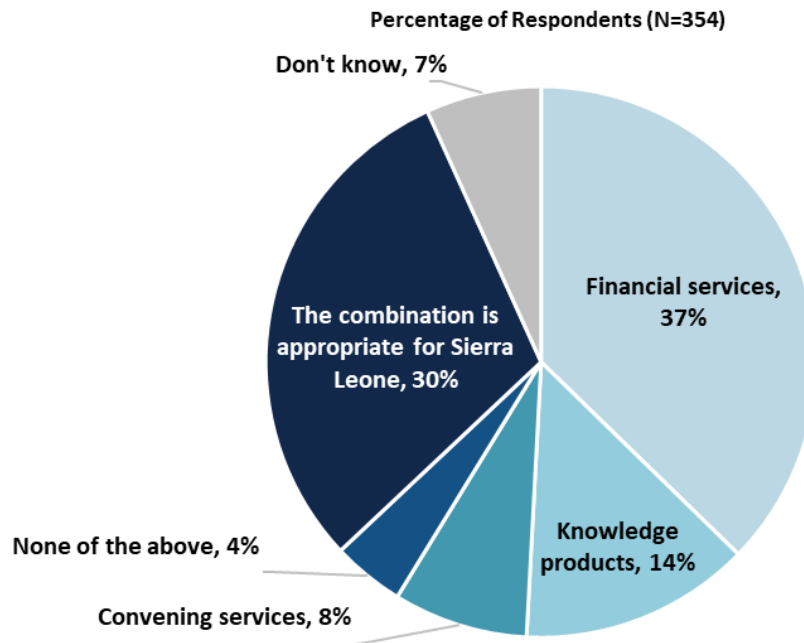


“When thinking about how the World Bank Group can have the most impact on development results in Sierra Leone, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sierra Leone? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 21 of 36 response options shown)



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

Future Combination of the WBG Services

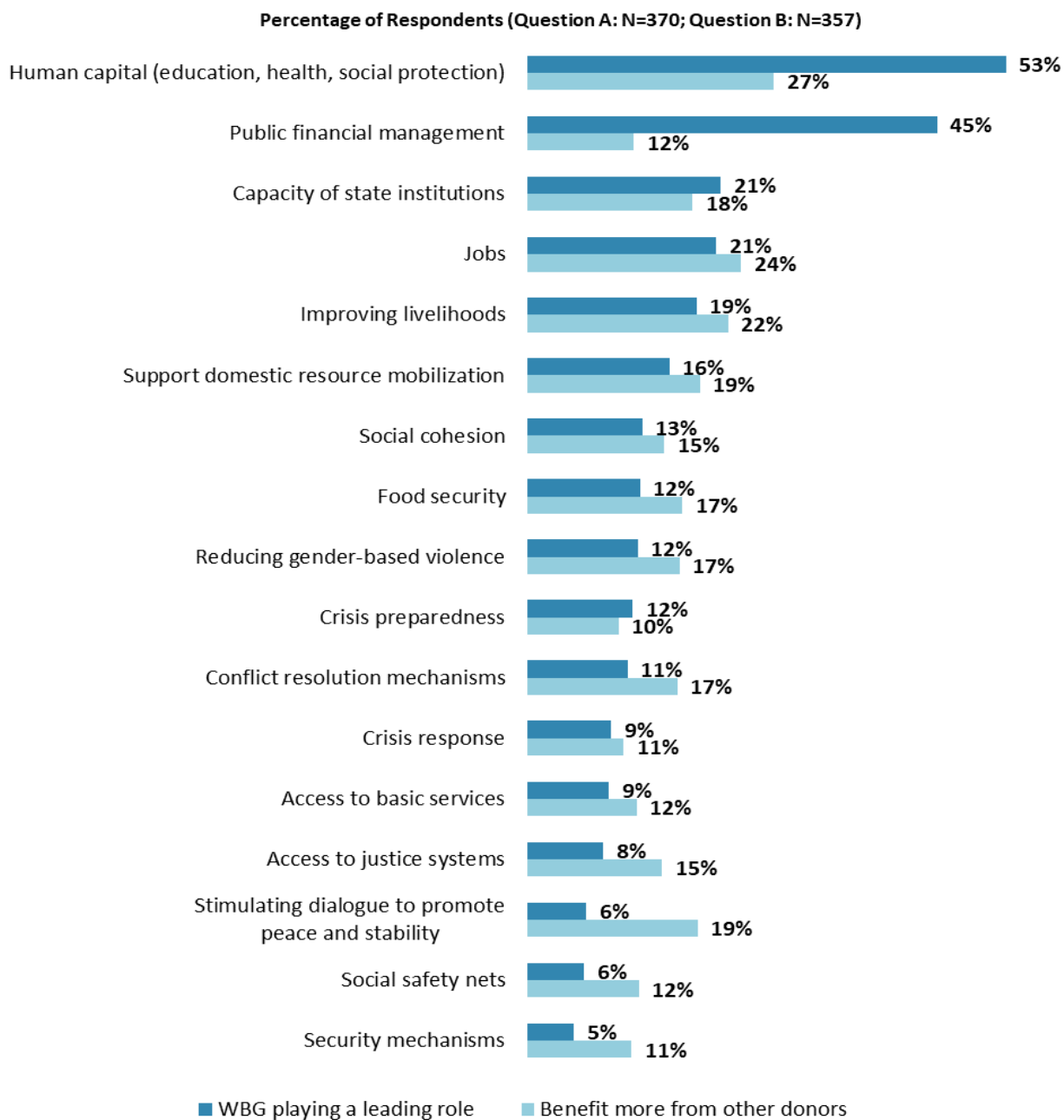


"When considering the combination of services that the World Bank Group offers in Sierra Leone, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Sierra Leone?" (Respondents chose from a list.)



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

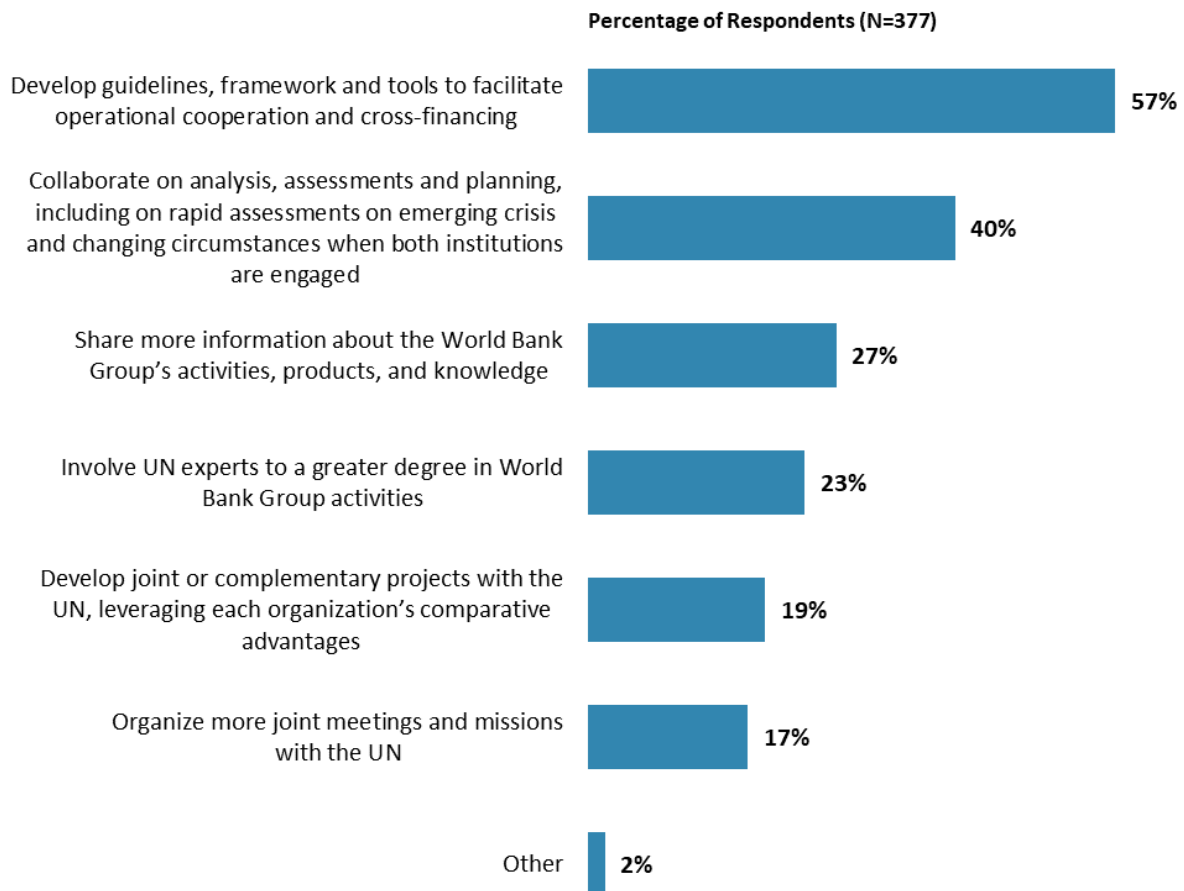
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Sierra Leone?

B. Which THREE areas below would benefit most from other donors in Sierra Leone?"
(Respondents chose from a list. Responses combined.)



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

WBG Collaboration with the UN

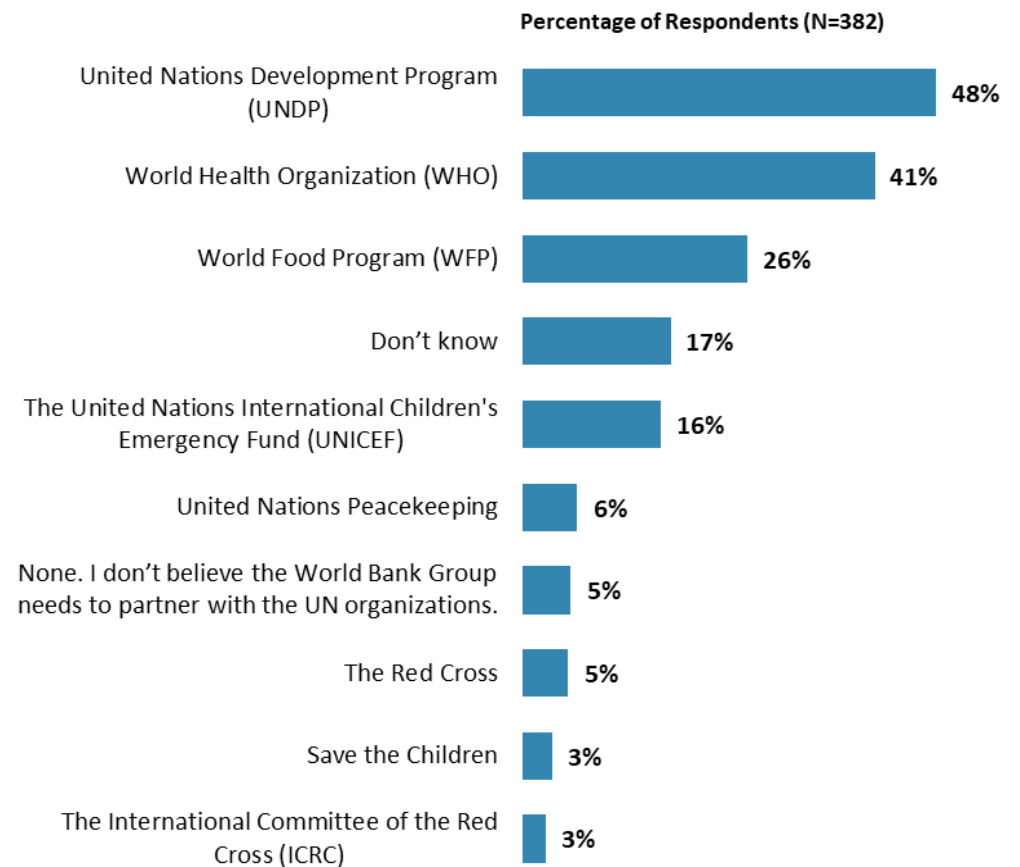


**"What should the World Bank Group do to improve collaboration with the UN in the field?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



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

Partnering with Other Organizations

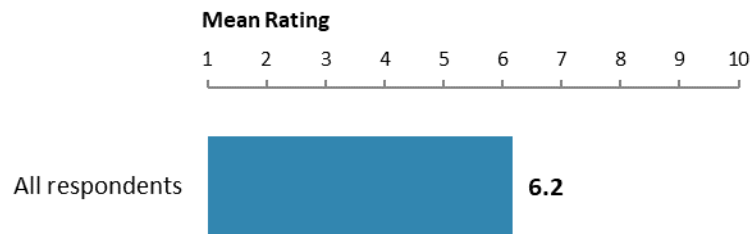


"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Sierra Leone? (Select no more than TWO)"
(Respondents chose from a list.)



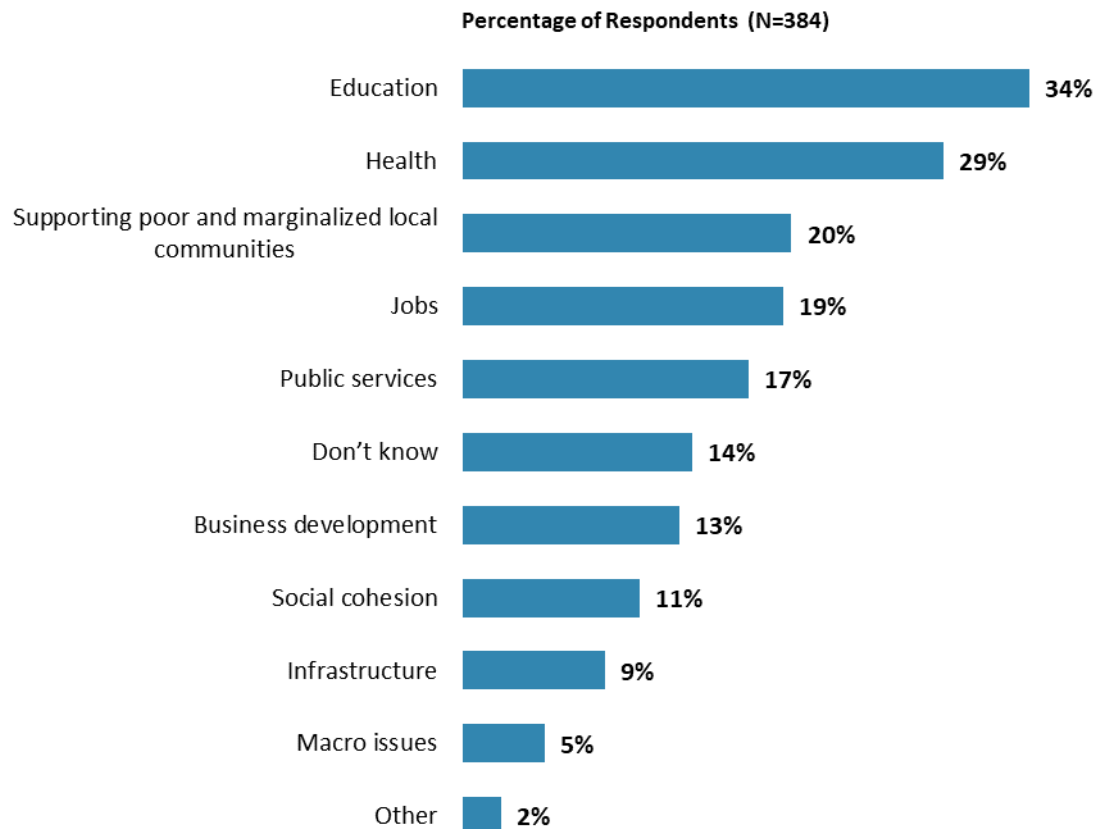
IX. The Future Role of the WBG in Sierra Leone (continued)

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

Refugees: WBG's Support



"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 Sierra Leone? (Choose no more than TWO)" (Respondents chose from a list.)

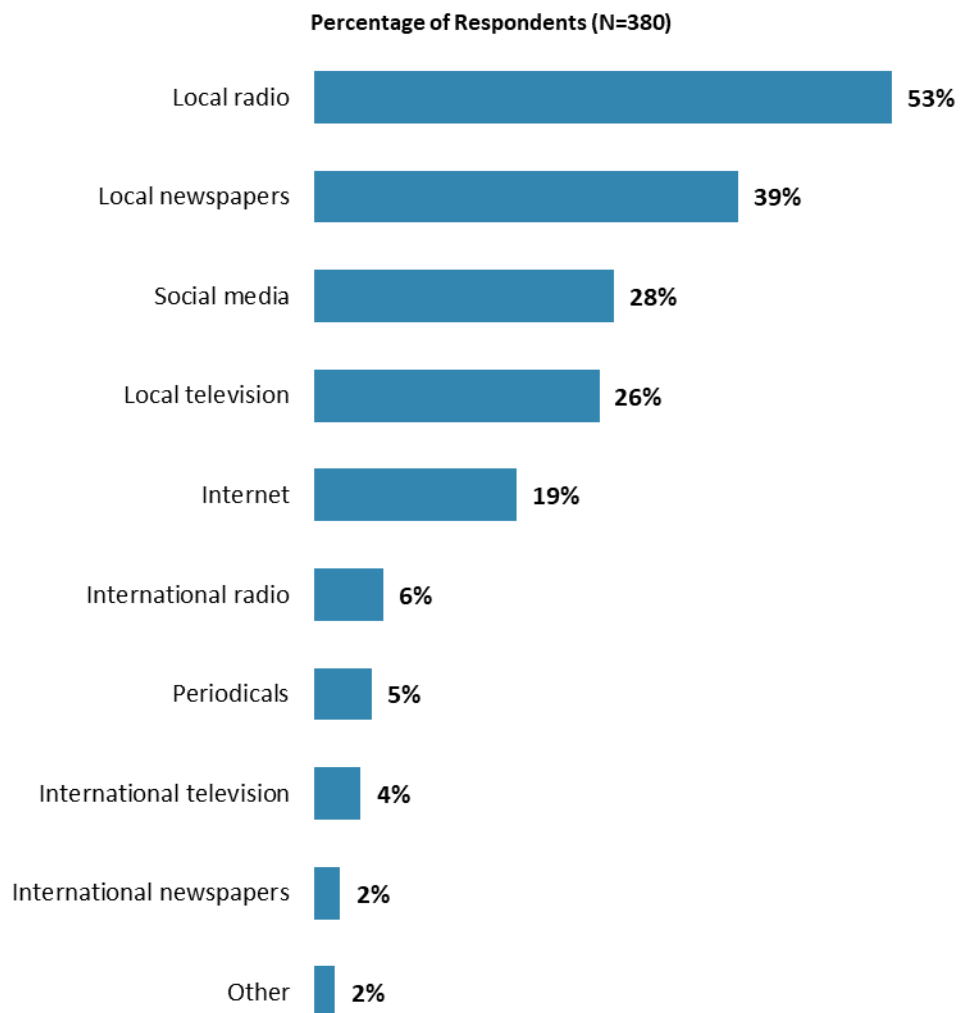


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Sierra Leone from the “*local radio*” (62%), “*local newspapers*” (40%), and the “*Internet*” (32%).



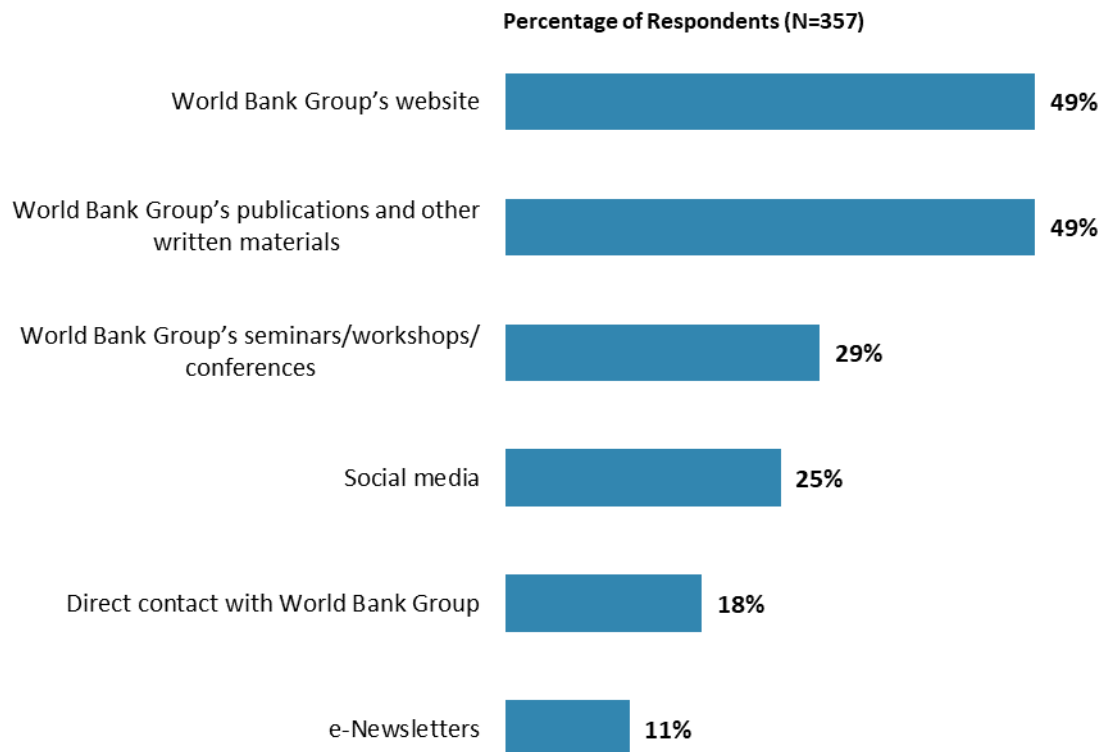
"How do you get most of your information about economic and social development issues in Sierra Leone? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that they would prefer to receive information from the WBG through the “radio” (49%), “newspapers” (33%), and “World Bank Group’s publications and other written materials” (24%).

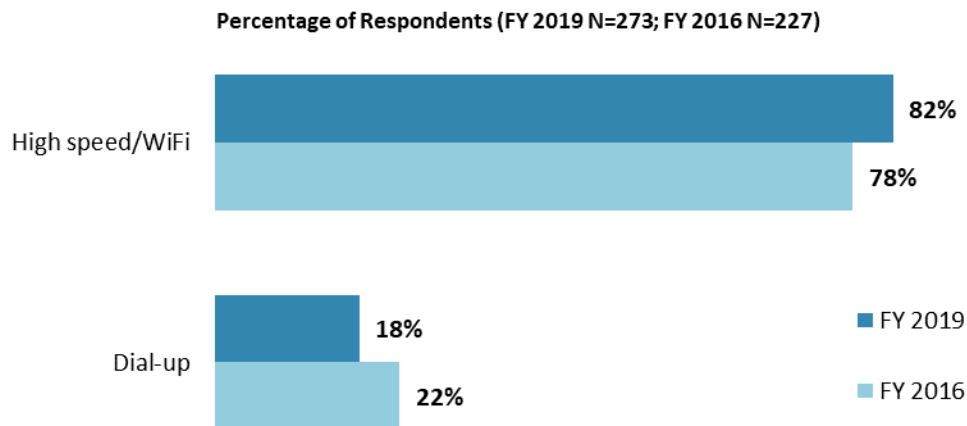


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



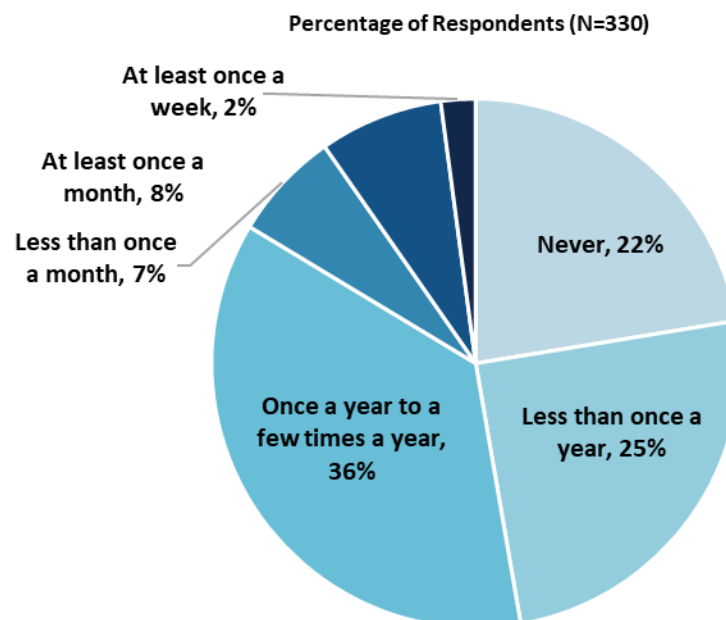
X. Communication and Outreach (continued)

Access to the Internet¹⁷



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

WBG Interaction Frequency



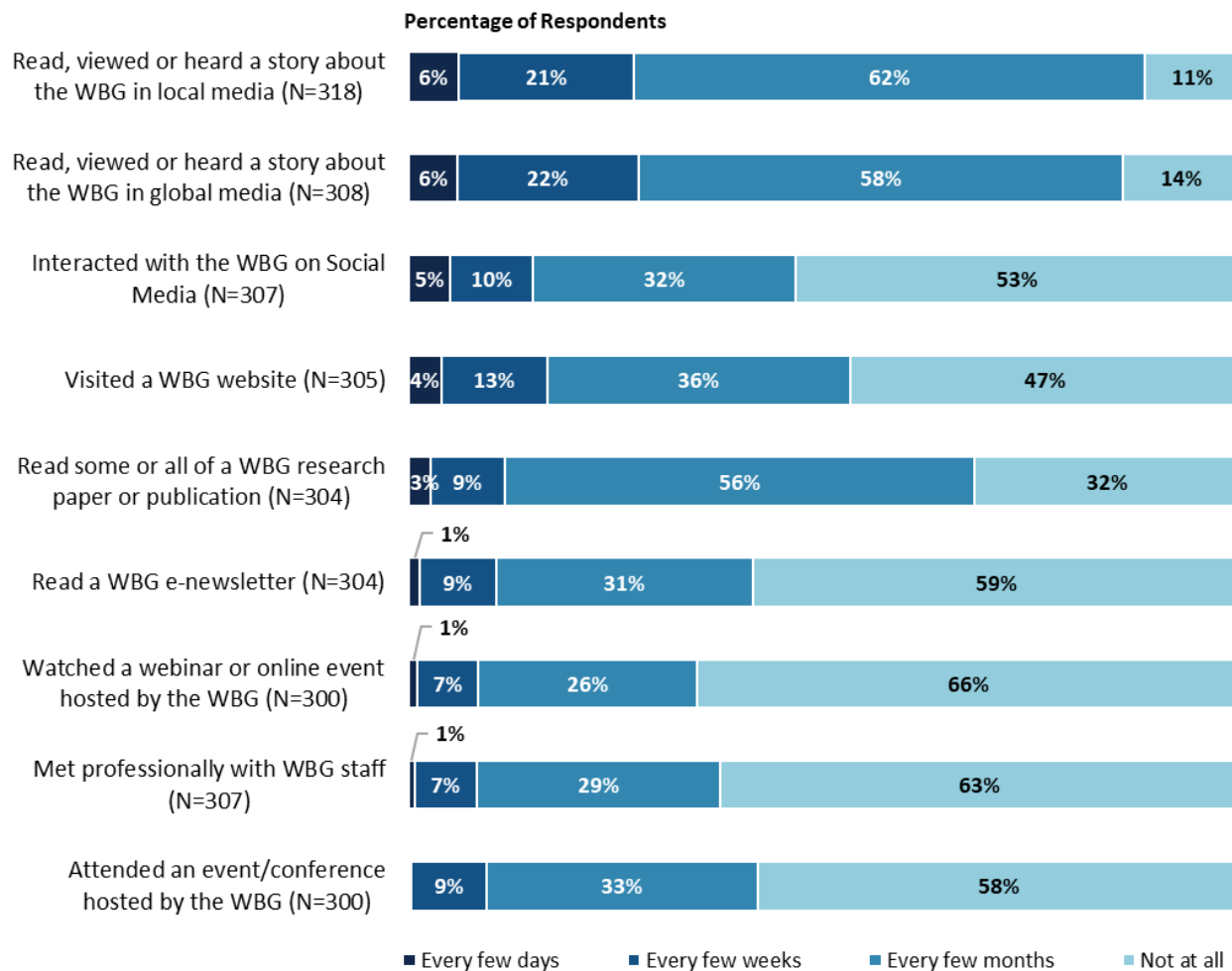
"How frequently do you interact with the World Bank Group now in Sierra Leone?"
(Respondents chose from a list.)

¹⁷ Percentages presented in this chart were calculated based on weighted data.



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	49
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SIERRA LEONE





Appendix A: Responses to All Questions across All Respondents (N=396)

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 Sierra Leone

1. When you think about the future in Sierra Leone, are you ... ?	Percentage of Respondents (N=365)
Very pessimistic	10.7%
Somewhat pessimistic	7.9%
Somewhat optimistic	43.8%
Very optimistic	35.6%
Not sure	1.9%

2. Do you think that economic opportunity for citizens in Sierra Leone is ... ?	Percentage of Respondents (N=363)
Increasing	44.4%
Decreasing	21.2%
Staying about the same	34.4%

**A. General Issues Facing Sierra Leone (continued)**

3. Listed below are a number of development priorities in Sierra Leone. Please identify which of the following you consider the most important development priorities in Sierra Leone. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=387)
Education	59.4%
Job creation/employment	47.8%
Agriculture and rural development	32.0%
Health	30.5%
Food security	14.0%
Economic growth and diversification	11.4%
Tourism	10.1%
Anti-corruption	8.8%
Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)	8.3%
Poverty reduction	7.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	6.2%
Energy	5.7%
Water and sanitation	5.2%
Regional conflict and tensions	3.9%
Private sector development	3.6%
Foreign direct investment	3.6%
Local governance and institutions	3.6%
Gender based violence	3.1%
Trade and exports	2.8%
Gender equity (closing the gap between women and men, and boys and girls)	2.6%
Financial markets	2.6%
Social protection (e.g., pensions, targeted social assistance)	2.1%
Judiciary reform	1.3%
Transport (e.g., roads, bridges, transportation)	1.3%
Information and communications technology	1.0%
Social cohesion	1.0%
Crime and violence	0.8%
Disaster risk management	0.8%
Urban development	0.5%
Disease (e.g., HIV/AIDS, hepatitis, malaria)	0.5%
Equality of opportunity (i.e., social inclusion)	0.5%
Climate change (e.g., mitigation, adaptation)	0.5%
Security/stabilization/reconstruction	0.3%
Regulatory framework	0.3%
Global/regional integration	0.3%
Pollution	0.0%

**A. General Issues Facing Sierra Leone (continued)**

4. 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 Sierra Leone? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=394)
Agriculture and rural development	55.6%
Job creation/employment	39.1%
Education	34.5%
Economic growth and diversification	33.5%
Anti-corruption	21.1%
Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)	13.2%
Energy	12.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.2%
Health	9.4%
Food security	7.1%
Trade and exports	6.3%
Private sector development	4.3%
Local governance and institutions	4.1%
Tourism	3.8%
Social protection (e.g., pensions, targeted social assistance)	3.6%
Equality of opportunity (i.e., social inclusion)	3.0%
Social cohesion	3.0%
Water and sanitation	2.3%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Disease (e.g., HIV/AIDS, hepatitis, malaria)	1.8%
Disaster risk management	1.8%
Urban development	1.5%
Transport (e.g., roads, bridges, transportation)	1.3%
Foreign direct investment	1.3%
Judiciary reform	1.0%
Security/stabilization/reconstruction	1.0%
Information and communications technology	0.8%
Regional conflict and tensions	0.8%
Pollution	0.8%
Financial markets	0.8%
Crime and violence	0.5%
Global/regional integration	0.5%
Regulatory framework	0.3%
Gender based violence	0.3%
Climate change (e.g., mitigation, adaptation)	0.3%

**A. General Issues Facing Sierra Leone (continued)**

5. When economic and/or social reform efforts fail or are slow to take place in Sierra Leone, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=339)
Corruption	67.8%
Inadequate funding	26.8%
Poor coordination within the government	26.0%
Political pressures and obstacles	13.3%
Reforms are not well thought out in light of country challenges	11.8%
Inadequate level of government accountability	11.5%
Inadequate level of citizen/civil society participation	8.8%
Inadequate level of capacity in the government	7.1%
Inadequate level of private sector participation	5.6%
Inadequate level of donor coordination	3.2%
Private sector involvement and/or influence	2.4%
Other	1.8%

6. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	355	1	6.65	2.28
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	347	4	6.71	1.83
3. The World Bank Group*	347	3	6.91	2.04
4. The International Monetary Fund	338	3	6.70	1.94
5. UN	342	3	6.88	1.98
6. Regional development banks	332	9	6.43	1.67
7. Sierra Leone's Central Bank	340	4	6.57	1.99
8. International private sector	327	10	6.36	1.71
9. Domestic private sector	330	7	6.02	1.90
10. International civil society (e.g., NGOs, CBOs)	342	5	6.45	1.88
11. Domestic civil society (e.g., NGOs, CBOs)	336	6	6.21	2.08
12. Faith-based institutions	339	6	6.60	2.14
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	346	6	6.20	2.08
14. International media and their web presence	332	18	6.33	1.86
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	320	30	5.87	2.08

**A. General Issues Facing Sierra Leone (continued)**

7. Please describe the direction Sierra Leone is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	371	3.0%	5.7%	16.7%	55.8%	18.9%
2. Equal opportunity for girls and boys, men and women	370	1.6%	8.1%	26.5%	52.2%	11.6%
3. Growing Sierra Leone's economy in a way that leads to jobs and employment	364	8.2%	9.6%	30.2%	44.0%	8.0%
4. The gap between the rich and the poor	364	15.1%	18.7%	44.8%	16.5%	4.9%
5. Making government more effective	359	2.5%	5.8%	18.7%	47.9%	25.1%
6. Anti-corruption	366	1.6%	1.4%	8.7%	37.4%	50.8%
7. Attracting new sources of foreign investment	369	3.0%	10.6%	22.2%	51.5%	12.7%

8. Listed below are global challenges. Which do you think have the most serious impact on Sierra Leone? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=386)
Jobs/employment	74.1%
The gap between the rich and the poor	29.3%
Trade constraints	25.1%
Climate change	17.4%
Environmental degradation	10.9%
Terrorism	9.8%
Fragility in Sierra Leone or neighboring countries	9.6%
Geo political uncertainty	4.1%
Technology based disruption	3.9%
Migrants and refugees	2.3%

9. When thinking about development efforts in Sierra Leone, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=374)
Engage significantly less	1.9%
Engage somewhat less	3.2%
Engage somewhat more	42.2%
Engage significantly more	47.3%
Engage at the same level it does currently	2.4%
Don't know	2.9%

10. To what extent do you trust domestic private sector to engage in public service delivery in Sierra Leone?	Percentage of Respondents (N=373)
To a very low degree	4.3%
To a somewhat low degree	19.8%
To a somewhat high degree	56.6%
To a very high degree	17.4%
Don't know	1.9%

**A. General Issues Facing Sierra Leone (continued)**

11. To what extent do you trust international private sector to engage in public service delivery in Sierra Leone?	Percentage of Respondents (N=374)
To a very low degree	2.1%
To a somewhat low degree	17.4%
To a somewhat high degree	59.1%
To a very high degree	19.8%
Don't know	1.6%

12. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Sierra Leone. (Choose no more than TWO)	Percentage of Respondents (N=385)
High levels of corruption	27.3%
None. I do not consider Sierra Leone a fragile state.	25.2%
Political uncertainty	17.4%
Weak institutional capacity	14.0%
Low levels of political and economic inclusion	14.0%
Crime and violence	11.7%
Weak social cohesion	11.2%
Food insecurity	11.2%
Weak accountability	10.1%
Lack of security (i.e., conflict and violence)	9.9%
Lack of access to development finance	7.0%
Policy inconsistency	6.2%
Other	2.3%
High influx of refugees/migrants	0.8%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Sierra Leone? (1-Not familiar at all, 10-Extremely familiar)	368	n/a	5.75	2.01

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Sierra Leone.* (1-Not effective at all, 10-Very effective)	356	12	6.61	1.91

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Sierra Leone solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	322	42	6.70	1.80

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

4. When thinking about how the World Bank Group can have the most impact on development results in Sierra Leone, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sierra Leone? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=394)
Education	56.3%
Agriculture and rural development	42.4%
Job creation/employment	31.0%
Economic growth and diversification	21.6%
Food security	15.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.2%
Health	9.4%
Poverty reduction	8.6%
Private sector development	8.1%
Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)	7.6%
Energy	6.9%
Anti-corruption	6.3%
Tourism	5.8%
Trade and exports	5.6%
Gender equity (closing the gap between women and men, and boys and girls)	4.8%
Social protection (e.g., pensions, targeted social assistance)	4.6%
Water and sanitation	4.3%
Local governance and institutions	4.3%
Transport (e.g., roads, bridges, transportation)	3.6%
Urban development	3.0%
Foreign direct investment	2.5%
Gender based violence	2.3%
Judiciary reform	2.3%
Financial markets	2.0%
Equality of opportunity (i.e., social inclusion)	1.5%
Social cohesion	1.5%
Crime and violence	1.5%
Climate change (e.g., mitigation, adaptation)	1.0%
Security/stabilization/reconstruction	1.0%
Regional conflict and tensions	0.8%
Disaster risk management	0.8%
Information and communications technology	0.5%
Pollution	0.3%
Regulatory framework	0.3%
Global/regional integration	0.3%
Disease (e.g., HIV/AIDS, hepatitis, malaria)	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 Sierra Leone?	Percentage of Respondents (N=327)		
	Greatest Value	Second Greatest Value	Combined
Technical assistance	23.5%	12.0%	35.5%
Financial resources	19.3%	13.5%	32.8%
Implementation support	6.4%	17.5%	24.0%
Capacity development related to World Bank Group supported projects	11.3%	8.6%	19.9%
Policy advice, studies, analyses	8.6%	8.9%	17.5%
Bringing together different groups of stakeholders	9.8%	3.1%	12.9%
Mobilizing third party financial resources	4.3%	7.1%	11.4%
Donor coordination	4.6%	6.2%	10.7%
Strategy formulation (e.g., PRSP assistance)	2.8%	6.8%	9.5%
Data and statistics	3.4%	6.2%	9.5%
Promoting knowledge sharing	0.3%	3.4%	3.7%
Other	0.3%	0.9%	1.2%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sierra Leone? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=386)
Too influenced by developed countries	37.8%
Not enough public disclosure of its work	17.6%
Not adequately sensitive to political/social realities in Sierra Leone	14.5%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	14.2%
World Bank Group's processes too slow and complex	13.5%
Not aligned with country priorities	11.9%
Not willing to honestly criticize policies and reform efforts in the country	11.4%
Inadequate World Bank Group's staffing in Sierra Leone	10.1%
Not collaborating enough with private sector	9.1%
Not sufficiently focused on sustainable results	8.0%
Not focused enough on issues that are unique to post-conflict countries	8.0%
Don't know	7.3%
Staff too inaccessible	5.4%
Not adequately flexible	4.4%
Arrogant in its approach	3.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.3%
Other	1.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Sierra Leone? (Select only ONE response)	Percentage of Respondents (N=367)
To a fully sufficient degree	6.5%
To a somewhat sufficient degree	33.5%
To a somewhat insufficient degree	45.0%
To a very insufficient degree	9.0%
Don't know	6.0%

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

8. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=355)
Increased its emphasis recently	34.9%
Decreased its emphasis recently	9.6%
Emphasis has remained pretty consistent over time	39.7%
Don't know	15.8%

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=390)
Local government	32.6%
NGOs/Community Based Organizations	31.5%
Beneficiaries	29.2%
Private sector	21.0%
Academia/think tanks/research institutes	14.9%
Donor community	13.3%
Youth/university groups	10.0%
Media	8.2%
UN agencies	5.9%
Parliament	4.9%
Foundations	3.8%
Don't know	3.1%
Emerging donors	2.8%
Other	2.3%
Regional organizations (e.g., OAU, ECOWAS, MRU)	1.8%

To what extent do you agree with the following statements about the World Bank Group's work in Sierra Leone? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Sierra Leone*	351	3	7.07	2.03
11. The World Bank Group's work is aligned with what I consider the development priorities for Sierra Leone*	336	9	6.54	1.96

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

To what extent is the World Bank Group an effective development partner in Sierra Leone, 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*	330	12	6.23	1.89
13. Flexibility (in terms of the institution's products and services)*	312	24	5.71	1.74
14. Flexibility (in terms of changing country circumstances)*	313	16	6.02	1.90
15. Being inclusive*	310	16	6.55	1.79
16. Openness (sharing data and other information)*	313	10	6.53	1.97
17. Collaboration with the Government*	330	6	7.23	1.80
18. The speed in which it gets things accomplished on the ground*	323	16	6.06	1.74
19. Helping to bring discipline/effective supervision to implementation of investment projects*	322	14	6.62	1.82
20. Collaboration with civil society*	308	24	6.18	1.77
21. Staff accessibility*	298	31	5.79	1.91
22. Collaboration with other donors and development partners*	317	16	6.83	1.94
23. Collaboration with the private sector*	307	29	6.28	1.76
24. Collaboration with the UN*	300	30	7.47	1.96
25. Straightforwardness and honesty*	304	27	6.91	2.04
26. Treating clients and stakeholders in Sierra Leone with respect*	316	19	7.02	2.02
27. Being a long-term partner*	330	11	8.26	2.09

28. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Sierra Leone? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=382)
United Nations Development Program (UNDP)	47.6%
World Health Organization (WHO)	40.6%
World Food Program (WFP)	25.9%
Don't know	17.0%
The United Nations International Children's Emergency Fund (UNICEF)	16.0%
United Nations Peacekeeping	6.3%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	5.5%
The Red Cross	5.2%
Save the Children	3.4%
The International Committee of the Red Cross (ICRC)	2.6%

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sierra Leone? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	253	69	6.11	2.01
2. Gender equity (closing the gap between women and men, and boys and girls)	267	51	6.40	1.80
3. Private sector development	263	45	6.30	1.66
4. Education	288	21	6.89	1.76
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	294	27	7.20	1.91
6. Global/regional integration	261	54	6.49	1.88
7. Food security	279	36	6.11	2.00
8. Urban development	269	37	6.02	2.00
9. Energy	279	31	6.48	2.04
10. Water and sanitation	281	29	6.47	2.17
11. Pollution	230	77	5.57	2.17
12. Job creation/employment	259	47	5.81	2.23
13. Health	282	21	6.75	2.00
14. Financial markets	267	44	6.49	2.07
15. Transport (e.g., roads, bridges, transportation)	267	39	6.51	2.30
16. Agriculture and rural development	283	27	6.54	2.09
17. Trade and exports	255	56	5.92	2.26
18. Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)	265	48	6.65	2.37
19. Climate change (e.g., mitigation, adaptation)	271	35	6.56	2.22
20. Poverty reduction	285	22	6.33	2.00
21. Anti-corruption	259	50	6.46	1.87
22. Economic growth and diversification	276	34	6.30	2.04
23. Disaster risk management	260	48	6.07	1.93
24. Equality of opportunity (i.e., social inclusion)	258	49	6.17	2.03
25. Disease (e.g., HIV/AIDS, hepatitis, malaria)	278	26	6.91	2.03
26. Information and communications technology	245	58	6.20	1.83
27. Gender based violence	266	42	6.51	1.86
28. Local governance and institutions	274	32	6.22	1.92
29. Social cohesion	253	54	6.02	1.97
30. Tourism	238	67	5.94	2.12
31. Regulatory framework	255	49	6.72	2.13
32. Foreign direct investment	261	57	6.51	1.88

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Sierra Leone?* (1-To no degree at all, 10-To a very significant degree)	347	19	6.88	1.77

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Sierra Leone?* (1-To no degree at all, 10-To a very significant degree)	349	16	6.70	1.83

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

Building and Strengthening Country Systems	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Sierra Leone?* (1-To no degree at all, 10-To a very significant degree)	332	30	6.65	1.89

To what extent do you agree with the following statements about the World Bank Group in Sierra Leone? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Disbursement Linked Indicators, etc.) meet the needs of Sierra Leone*	338	21	6.40	2.14
6. The World Bank Group meets Sierra Leone's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	336	20	6.33	2.03

7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Sierra Leone? (Select only ONE response)	Percentage of Respondents (N=348)
Very familiar	3.2%
Somewhat familiar	34.2%
Somewhat unfamiliar	20.1%
Very unfamiliar	12.1%
Don't know	30.5%

How effectively does the World Bank Group support Sierra Leone's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
8. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	324	27	6.43	2.01
9. To develop better and stronger data collection/analytics systems within the Government	324	19	6.63	1.92
10. To strengthen the country's crisis preparedness	303	37	6.61	1.96
11. To identify and monitor risks	313	29	6.60	1.97

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
12. How effectively does the World Bank Group's SCD and CPF activities support Sierra Leone's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	187	139	6.75	1.67

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=344)
Weekly	1.5%
Monthly	7.8%
A few times a year	24.4%
Rarely	39.0%
Never	27.3%

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

In Sierra Leone, to what extent do you believe that the World Bank Group's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	313	30	6.02	1.94
3. Include appropriate level of stakeholder involvement during preparation	299	37	6.06	1.72
4. Lead to practical solutions	308	29	6.09	1.93
5. Are source of relevant information on global good practices	304	31	6.65	2.02
6. Are adequately disseminated and accessible	300	38	5.43	2.16
7. Are translated enough into local language	290	48	4.42	2.43
8. Are adaptable to Sierra Leone's specific development challenges and country circumstances*	317	25	5.62	2.21

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	336	20	6.59	2.03
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	321	38	6.89	1.89

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	299	44	5.69	2.24
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	313	20	6.88	1.94
3. The World Bank Group's approvals and reviews are done in a timely fashion	287	47	6.13	1.95
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	268	66	6.28	1.97
5. The World Bank Group's conditions on its lending are reasonable	274	55	5.89	2.08
6. The World Bank Group takes decisions quickly in Sierra Leone*	283	43	5.72	2.23
7. Working with the World Bank Group increases Sierra Leone's institutional capacity	313	17	7.12	2.17
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	296	37	7.21	2.18

World Bank Group's Staffing	N	DK	Mean	SD
9. To what extent do you believe the World Bank Group is adequately staffed in Sierra Leone? <i>(1-To no degree at all, 10-To a very significant degree)</i>	260	94	6.11	1.94

10. To what extent does the World Bank Group's team in Sierra Leone have the right skills mix to tackle the challenges of fragility?	Percentage of Respondents (N=360)
Almost never	0.6%
Rarely	18.3%
Sometimes	28.9%
Almost always	12.5%
Don't know	39.7%

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

Donor Support to Refugees	N	DK	Mean	SD
11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Sierra Leone? (1-To no degree at all, 10-To a very significant degree)	251	98	6.17	2.14

12. 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 Sierra Leone? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=384)
Education	34.1%
Health	28.9%
Supporting poor and marginalized local communities	19.8%
Jobs	19.3%
Public services	17.2%
Don't know	13.8%
Business development	13.0%
Social cohesion	10.7%
Infrastructure	8.6%
Macro issues (fiscal accounts, balance of payments, etc.)	4.9%
Other	2.3%

F. The Future Role of the World Bank Group in Sierra Leone

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Sierra Leone? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=386)
Engage more directly with beneficiaries	26.9%
Engage more effectively with private sector	23.3%
Reduce the complexity of obtaining World Bank Group financing	19.7%
Increase the level of capacity development in the country	18.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.1%
Work faster	11.4%
Offer more innovative knowledge services	11.4%
Engage more effectively with civil society (e.g., NGOs, CBOs)	10.6%
Increase the level of World Bank Group staffing in Sierra Leone's office	8.5%
Improve the quality of its experts as related to Sierra Leone's specific challenges	8.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.5%
Provide more adequate data/knowledge/statistics/figures on Sierra Leone's economy	7.3%
Ensure greater selectivity in its work	6.7%
Offer more innovative financial products	5.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.1%
Other	0.8%

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

2. When considering the combination of services that the World Bank Group offers in Sierra Leone, 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 Sierra Leone? (Select only ONE response)	Percentage of Respondents (N=354)
Financial services	37.3%
Knowledge products	13.6%
Convening services	7.9%
None of the above	4.2%
The combination is appropriate for Sierra Leone	30.2%
Don't know	6.8%

3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=377)
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	56.8%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	39.5%
Share more information about the World Bank Group's activities, products, and knowledge	26.8%
Involve UN experts to a greater degree in World Bank Group activities	23.3%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	19.1%
Organize more joint meetings and missions with the UN	17.2%
Other	1.9%

4A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Sierra Leone? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=370)
Human capital (education, health, social protection)	52.7%
Public financial management	45.1%
Capacity of state institutions	21.4%
Jobs	20.8%
Improving livelihoods	18.6%
Support domestic resource mobilization	15.7%
Social cohesion	12.7%
Food security	12.4%
Reducing gender-based violence	12.2%
Crisis preparedness	11.6%
Conflict resolution mechanisms	11.1%
Crisis response	9.2%
Access to basic services	8.9%
Access to justice systems	8.4%
Stimulating dialogue to promote peace and stability	6.5%
Social safety nets	6.2%
Security mechanisms	5.1%

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

4B. Which THREE areas below would benefit most from other donors in Sierra Leone? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=357)
Human capital (education, health, social protection)	27.2%
Jobs	23.5%
Improving livelihoods	22.1%
Support domestic resource mobilization	19.0%
Stimulating dialogue to promote peace and stability	18.8%
Capacity of state institutions	18.2%
Food security	17.1%
Reducing gender-based violence	16.8%
Conflict resolution mechanisms	16.5%
Social cohesion	15.1%
Access to justice systems	14.8%
Social safety nets	12.3%
Access to basic services	12.0%
Public financial management	11.8%
Security mechanisms	11.5%
Crisis response	10.6%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Sierra Leone?	Percentage of Respondents (N=330)
Never	22.4%
Less than once a year	24.8%
Once a year to a few times a year	36.4%
Less than once a month	6.7%
At least once a month	7.6%
At least once a week	2.1%

2. How do you get most of your information about economic and social development issues in Sierra Leone? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=380)
Local radio	53.4%
Local newspapers	39.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	27.6%
Local television	26.3%
Internet	18.7%
International radio	6.3%
Periodicals	5.3%
International television	4.2%
International newspapers	2.4%
Other	1.8%

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

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=357)
World Bank Group's website	49.0%
World Bank Group's publications and other written materials	49.0%
World Bank Group's seminars/workshops/conferences	29.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	18.2%
e-Newsletters	11.5%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=278)
High speed/WiFi	82.0%
Dial-up	18.0%

5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	318	6.0%	21.1%	61.6%	11.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	308	5.8%	21.8%	58.4%	14.0%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	307	4.9%	10.1%	31.6%	53.4%
Visited a WBG website (e.g. read a blog, used data)	305	3.9%	12.8%	36.4%	46.9%
Attended an event/conference hosted by the WBG	300	0.3%	9.0%	32.7%	58.0%
Watched a webinar or online event hosted by the WBG	300	1.0%	7.3%	26.3%	65.3%
Read some or all of a WBG research paper or publication	304	2.6%	8.9%	56.6%	31.9%
Met professionally with WBG staff	307	0.7%	7.5%	29.3%	62.5%
Read a WBG e-newsletter	304	1.3%	9.2%	30.9%	58.6%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=372)
Employee of a Ministry, Ministerial Department or Implementation Agency	11.8%
NGO/Community Based Organization	9.7%
Local Government Office or Staff	9.1%
Private Sector Organization	8.3%
Independent Government Institution	7.8%
Office of Parliamentarian	7.5%
Media	7.5%
Academia/Research Institute/Think Tank	7.0%
Financial Sector/Private Bank	5.9%
Office of Minister	5.1%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	4.8%
Trade Union	3.2%
Private Foundation	2.7%
Youth Group	2.4%
Multilateral Agency	1.9%
Office of the President, Prime Minister	1.6%
Bilateral Agency	1.6%
Faith-Based Group	0.8%
Judiciary Branch	0.5%
Other	0.5%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=360)
Governance	14.4%
Education	11.1%
Generalist (specialized in multiple sectors)	9.2%
Agriculture	6.9%
Finance and markets	6.7%
Environment and natural resources	6.4%
Health, nutrition, and population	5.0%
Urban, rural, and social development	5.0%
Social protection and labor	4.7%
Gender	4.4%
Jobs	4.2%
Other	3.6%
Energy and extractives	3.3%
Public-private partnerships	3.1%
Trade and competitiveness	2.5%
Transport and ICT	2.5%
Fragility, conflict and violence	2.2%
Poverty	1.9%
Macroeconomics and fiscal management	1.7%
Water	0.8%
Climate change	0.3%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=349)
Yes	22.6%
No	77.4%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Sierra Leone? (Select only ONE response)	Percentage of Respondents (N=75)
The World Bank (IDA)	53.3%
The International Finance Corporation (IFC)	22.7%
The Multilateral Investment Guarantee Agency (MIGA)	17.3%
International Centre for Settlement of Investment Disputes (ICSID)	6.7%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=321)
Yes	60.0%
No	40.0%

6. Which of the following describes most of your exposure to the World Bank Group in Sierra Leone? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=299)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	50.5%
Use World Bank Group reports/data	37.5%
Use World Bank Group website for information, data, research, etc.	28.8%
Engage in World Bank Group related/sponsored events/activities	24.1%
Collaborate as part of my professional duties	11.7%

7. What's your gender?	Percentage of Respondents (N=357)
Female	30.5%
Male	69.5%

8. What's your age?	Percentage of Respondents (N=361)
25 and under	2.8%
26-35	22.7%
36-45	34.3%
46-55	28.8%
56 and above	11.4%

9. Which best represents your geographic location?	Percentage of Respondents (N=356)
Western Area	63.2%
Northern Region	15.2%
Southern Region	15.2%
Eastern Region	5.3%
North-West Region	1.1%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁸

- Office of President/Prime Minister/Minister N=25
- Office of Parliamentarian N=28
- Employee of a Ministry/PMU/Consultant on WBG Project N=62
- Local Government N=34
- Bilateral/Multilateral Agency N=13
- Private Sector/Financial Sector/Private Bank N=53
- CSO N=70
- Media N=28
- Independent Government Institution N=29
- Academia/Research Institute/Think Tank (Academia) N=26
- Other¹⁹ N=4

A. General Issues facing Sierra Leone

When you think about the future in Sierra Leone, are you ... ?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Very pessimistic	4.0%	15.4%	6.7%	23.5%	30.8%	3.9%	10.4%	14.3%	7.1%	4.2%	0.0%
Somewhat pessimistic	4.0%	7.7%	6.7%	11.8%	15.4%	2.0%	10.4%	14.3%	7.1%	4.2%	0.0%
Somewhat optimistic	32.0%	46.2%	43.3%	35.3%	15.4%	66.7%	47.8%	32.1%	53.6%	33.3%	25.0%
Very optimistic	52.0%	30.8%	41.7%	29.4%	38.5%	25.5%	29.9%	39.3%	32.1%	54.2%	50.0%
Not sure	8.0%	0.0%	1.7%	0.0%	0.0%	2.0%	1.5%	0.0%	0.0%	4.2%	25.0%

*Significantly different between stakeholder groups

¹⁸ Only 372 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁹ Includes the following categories: Judiciary Branch (N=2) and Other (N=2).

**A. General Issues facing Sierra Leone (continued)**

Listed below are a number of development priorities in Sierra Leone. Please identify which of the following you consider the most important development priorities in Sierra Leone. (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Tourism*	16.0%	3.6%	1.7%	24.2%	0.0%	7.5%	11.9%	25.9%	7.1%	11.5%	0.0%
Gender based violence	8.0%	7.1%	1.7%	3.0%	7.7%	3.8%	1.5%	3.7%	0.0%	0.0%	25.0%
Regional conflict and tensions	4.0%	3.6%	1.7%	6.1%	0.0%	1.9%	10.4%	0.0%	3.6%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	3.0%	0.0%	3.8%	3.0%	7.4%	7.1%	3.8%	0.0%
Health	36.0%	32.1%	40.7%	24.2%	38.5%	24.5%	29.9%	29.6%	42.9%	34.6%	25.0%
Job creation/employment	60.0%	50.0%	40.7%	54.5%	38.5%	54.7%	49.3%	51.9%	64.3%	38.5%	50.0%
Social protection	0.0%	0.0%	6.8%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	1.7%	12.1%	7.7%	0.0%	4.5%	0.0%	3.6%	0.0%	0.0%
Private sector development	0.0%	0.0%	3.4%	0.0%	0.0%	9.4%	4.5%	0.0%	7.1%	7.7%	0.0%
Education	64.0%	78.6%	76.3%	45.5%	46.2%	60.4%	59.7%	59.3%	71.4%	57.7%	25.0%
Security/stabilization/ reconstruction	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	4.0%	7.1%	8.5%	6.1%	0.0%	7.5%	3.0%	3.7%	10.7%	7.7%	0.0%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	8.0%	7.1%	8.5%	18.2%	23.1%	7.5%	16.4%	33.3%	10.7%	34.6%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	4.0%	0.0%	10.2%	0.0%	0.0%	3.8%	13.4%	3.7%	0.0%	11.5%	0.0%
Water and sanitation	12.0%	3.6%	8.5%	3.0%	7.7%	3.8%	0.0%	14.8%	3.6%	3.8%	25.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	4.0%	3.6%	1.7%	6.1%	0.0%	1.9%	4.5%	3.7%	3.6%	0.0%	25.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions*	0.0%	0.0%	1.7%	21.2%	0.0%	5.7%	3.0%	3.7%	0.0%	0.0%	0.0%
Information and communications technology	4.0%	3.6%	0.0%	0.0%	0.0%	1.9%	1.5%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	3.6%	1.7%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	7.7%	0.0%
Agriculture and rural development	28.0%	50.0%	35.6%	33.3%	53.8%	41.5%	28.4%	14.8%	25.0%	38.5%	25.0%
Trade and exports	0.0%	0.0%	1.7%	3.0%	7.7%	7.5%	1.5%	7.4%	3.6%	0.0%	0.0%
Crime and violence	4.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%
Social cohesion	0.0%	3.6%	0.0%	0.0%	0.0%	1.9%	1.5%	0.0%	0.0%	3.8%	0.0%
Natural resource management*	4.0%	17.9%	1.7%	6.1%	38.5%	15.1%	4.5%	14.8%	7.1%	3.8%	0.0%
Climate change	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	4.0%	3.6%	15.3%	9.1%	0.0%	11.3%	4.5%	3.7%	0.0%	3.8%	50.0%
Anti-corruption	16.0%	7.1%	11.9%	0.0%	0.0%	5.7%	17.9%	3.7%	7.1%	7.7%	25.0%
Judiciary reform	4.0%	3.6%	0.0%	3.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%
Economic growth and diversification	8.0%	3.6%	13.6%	15.2%	23.1%	9.4%	7.5%	14.8%	14.3%	23.1%	25.0%
Disaster risk management	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	1.5%	0.0%	3.6%	0.0%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Sierra Leone (continued)

When economic and/or social reform efforts fail or are slow to take place in Sierra Leone, 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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Poor coordination within the government	25.0%	30.8%	20.8%	36.7%	30.0%	25.0%	29.3%	38.1%	19.2%	31.8%	0.0%
Inadequate funding*	15.0%	26.9%	45.3%	13.3%	30.0%	33.3%	20.7%	19.0%	46.2%	27.3%	0.0%
Corruption	50.0%	76.9%	73.6%	76.7%	60.0%	81.3%	65.5%	61.9%	80.8%	77.3%	66.7%
Inadequate level of government accountability	25.0%	3.8%	5.7%	10.0%	20.0%	6.3%	13.8%	23.8%	26.9%	9.1%	0.0%
Inadequate level of capacity in the government	10.0%	15.4%	3.8%	6.7%	20.0%	8.3%	10.3%	0.0%	0.0%	9.1%	0.0%
Political pressures and obstacles	15.0%	7.7%	15.1%	20.0%	10.0%	10.4%	13.8%	28.6%	3.8%	13.6%	66.7%
Private sector involvement and/or influence	5.0%	11.5%	3.8%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inadequate level of private sector participation	15.0%	0.0%	5.7%	3.3%	0.0%	2.1%	10.3%	9.5%	7.7%	4.5%	0.0%
Inadequate level of citizen/civil society participation*	15.0%	19.2%	3.8%	13.3%	0.0%	6.3%	19.0%	0.0%	0.0%	4.5%	0.0%
Inadequate level of donor coordination	5.0%	0.0%	5.7%	3.3%	0.0%	2.1%	5.2%	0.0%	7.7%	0.0%	0.0%
Reforms are not well thought out in light of country challenges*	5.0%	7.7%	13.2%	3.3%	10.0%	22.9%	8.6%	14.3%	3.8%	18.2%	66.7%
Other	10.0%	0.0%	1.9%	3.3%	10.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			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 trust the World Bank Group to do what is right?	23	6.91	2.15	23	7.43	1.78	57	6.58	2.11	32	7.16	2.45	13	7.15	2.23	50	6.90	1.63	63	6.76	2.16	25	6.76	2.51	29	6.83	1.65	24	7.21	1.82	4	6.75	2.06

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

**A. General Issues facing Sierra Leone (continued)**

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Sierra Leone. (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
None. I do not consider Sierra Leone a fragile state.*	16.7%	40.0%	28.3%	8.8%	46.2%	41.5%	20.6%	14.8%	31.0%	33.3%	0.0%
Lack of security*	8.3%	8.0%	5.0%	20.6%	0.0%	0.0%	14.7%	25.9%	13.8%	12.5%	0.0%
Political uncertainty	29.2%	12.0%	16.7%	23.5%	23.1%	15.1%	16.2%	29.6%	10.3%	16.7%	25.0%
Low levels of political and economic inclusion	20.8%	8.0%	13.3%	26.5%	15.4%	15.1%	14.7%	7.4%	13.8%	8.3%	25.0%
Crime and violence	29.2%	8.0%	10.0%	14.7%	7.7%	9.4%	13.2%	18.5%	10.3%	4.2%	25.0%
High influx of refugees/migrants	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%
Lack of access to development finance	8.3%	12.0%	13.3%	2.9%	0.0%	11.3%	7.4%	0.0%	3.4%	0.0%	25.0%
Policy inconsistency	4.2%	0.0%	1.7%	5.9%	15.4%	3.8%	10.3%	7.4%	6.9%	16.7%	25.0%
Weak social cohesion	0.0%	8.0%	15.0%	14.7%	7.7%	3.8%	17.6%	18.5%	10.3%	16.7%	0.0%
Weak institutional capacity	20.8%	16.0%	18.3%	23.5%	0.0%	13.2%	8.8%	14.8%	13.8%	8.3%	0.0%
Food insecurity*	0.0%	4.0%	13.3%	11.8%	7.7%	3.8%	23.5%	14.8%	0.0%	16.7%	25.0%
High levels of corruption	25.0%	36.0%	33.3%	23.5%	23.1%	30.2%	19.1%	18.5%	41.4%	33.3%	50.0%
Weak accountability	16.7%	8.0%	3.3%	11.8%	15.4%	11.3%	10.3%	18.5%	13.8%	12.5%	0.0%
Other	4.2%	8.0%	3.3%	2.9%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%

*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 Government			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 Sierra Leone?	24	5.79	2.15	27	4.96	2.05	62	6.05	2.04	34	5.41	2.23	13	5.38	1.71	51	5.82	1.66	67	5.79	2.03	28	5.54	2.52	29	6.00	1.44	24	5.87	1.87	4	6.75	1.26

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			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 Sierra Leone.	24	6.58	1.77	25	6.80	1.71	61	6.69	1.93	33	6.15	2.55	13	6.54	1.61	49	6.43	1.71	65	6.60	1.90	27	6.52	2.39	27	6.89	1.37	24	6.88	1.87	4	6.75	1.71

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



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 Sierra Leone, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sierra Leone? (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Social protection*	8.0%	0.0%	8.1%	0.0%	15.4%	5.7%	1.4%	3.6%	3.4%	3.8%	50.0%
Gender equity	4.0%	0.0%	1.6%	11.8%	0.0%	7.5%	5.7%	0.0%	6.9%	7.7%	25.0%
Private sector development	4.0%	3.7%	8.1%	8.8%	7.7%	17.0%	8.6%	7.1%	6.9%	7.7%	0.0%
Education	44.0%	70.4%	71.0%	41.2%	46.2%	58.5%	60.0%	57.1%	72.4%	57.7%	25.0%
Public sector governance/reform	20.0%	14.8%	11.3%	14.7%	15.4%	13.2%	15.7%	25.0%	6.9%	15.4%	0.0%
Regional conflict and tensions	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	3.4%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Food security*	12.0%	3.7%	8.1%	29.4%	7.7%	9.4%	21.4%	46.4%	6.9%	26.9%	0.0%
Urban development*	0.0%	0.0%	0.0%	8.8%	7.7%	1.9%	1.4%	0.0%	10.3%	11.5%	0.0%
Gender based violence	12.0%	0.0%	0.0%	2.9%	0.0%	1.9%	4.3%	0.0%	3.4%	0.0%	0.0%
Tourism	12.0%	11.1%	1.6%	11.8%	0.0%	5.7%	5.7%	10.7%	3.4%	3.8%	0.0%
Energy	12.0%	0.0%	12.9%	2.9%	23.1%	5.7%	7.1%	0.0%	3.4%	11.5%	0.0%
Water and sanitation	0.0%	7.4%	4.8%	2.9%	7.7%	1.9%	2.9%	3.6%	10.3%	7.7%	25.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	44.0%	33.3%	32.3%	41.2%	30.8%	28.3%	24.3%	42.9%	24.1%	23.1%	100.0%
Health	12.0%	7.4%	21.0%	2.9%	7.7%	5.7%	5.7%	17.9%	3.4%	15.4%	0.0%
Financial markets	8.0%	3.7%	0.0%	2.9%	0.0%	3.8%	1.4%	0.0%	0.0%	3.8%	0.0%
Transport	8.0%	0.0%	3.2%	8.8%	7.7%	3.8%	2.9%	0.0%	3.4%	3.8%	0.0%
Agriculture and rural development*	24.0%	66.7%	45.2%	44.1%	46.2%	52.8%	44.3%	21.4%	51.7%	42.3%	25.0%
Trade and exports	0.0%	3.7%	6.5%	2.9%	7.7%	11.3%	8.6%	7.1%	0.0%	3.8%	0.0%
Crime and violence	4.0%	0.0%	0.0%	2.9%	0.0%	0.0%	2.9%	3.6%	0.0%	3.8%	0.0%
Natural resource management	20.0%	14.8%	4.8%	8.8%	15.4%	3.8%	7.1%	7.1%	6.9%	3.8%	0.0%
Local governance and institutions	8.0%	7.4%	0.0%	11.8%	0.0%	5.7%	4.3%	3.6%	0.0%	3.8%	0.0%
Social cohesion	0.0%	0.0%	3.2%	0.0%	0.0%	1.9%	4.3%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	12.0%	7.4%	9.7%	8.8%	7.7%	11.3%	5.7%	14.3%	10.3%	3.8%	25.0%
Anti-corruption	4.0%	3.7%	9.7%	8.8%	7.7%	5.7%	7.1%	3.6%	6.9%	7.7%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	3.2%	0.0%	7.7%	3.8%	5.7%	0.0%	3.4%	0.0%	0.0%
Judiciary reform	4.0%	0.0%	1.6%	5.9%	0.0%	0.0%	2.9%	3.6%	6.9%	0.0%	0.0%
Economic growth and diversification*	0.0%	37.0%	22.6%	8.8%	23.1%	26.4%	22.9%	17.9%	37.9%	30.8%	0.0%
Disaster risk management	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Equality of opportunity	8.0%	0.0%	0.0%	0.0%	7.7%	0.0%	2.9%	3.6%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	2.9%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Increased its emphasis recently	32.0%	32.0%	35.1%	35.5%	54.5%	26.9%	41.2%	23.1%	42.9%	36.0%	25.0%
Decreased its emphasis recently	20.0%	8.0%	10.5%	12.9%	0.0%	5.8%	11.8%	11.5%	0.0%	12.0%	0.0%
Emphasis has remained pretty consistent over time	32.0%	32.0%	40.4%	38.7%	45.5%	48.1%	33.8%	57.7%	39.3%	32.0%	50.0%
Don't know	16.0%	28.0%	14.0%	12.9%	0.0%	19.2%	13.2%	7.7%	17.9%	20.0%	25.0%

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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Donor community	28.0%	21.4%	11.7%	8.8%	23.1%	9.4%	15.7%	26.9%	0.0%	12.0%	0.0%
NGOs/Community Based Organizations*	36.0%	32.1%	16.7%	41.2%	0.0%	41.5%	45.7%	38.5%	24.1%	32.0%	0.0%
Local government*	44.0%	28.6%	36.7%	55.9%	46.2%	30.2%	27.1%	11.5%	41.4%	28.0%	50.0%
Beneficiaries*	12.0%	42.9%	48.3%	14.7%	7.7%	35.8%	25.7%	23.1%	34.5%	32.0%	50.0%
Youth/university groups*	12.0%	3.6%	8.3%	23.5%	0.0%	1.9%	10.0%	26.9%	3.4%	24.0%	0.0%
Private sector*	8.0%	7.1%	30.0%	14.7%	7.7%	22.6%	24.3%	15.4%	41.4%	24.0%	25.0%
Academia/think tanks/research institutes*	12.0%	14.3%	11.7%	14.7%	30.8%	22.6%	5.7%	19.2%	17.2%	36.0%	0.0%
Parliament	12.0%	10.7%	6.7%	2.9%	7.7%	3.8%	4.3%	0.0%	3.4%	0.0%	0.0%
Regional organizations	4.0%	0.0%	1.7%	2.9%	7.7%	1.9%	2.9%	0.0%	0.0%	0.0%	0.0%
UN agencies	12.0%	7.1%	6.7%	8.8%	15.4%	3.8%	4.3%	3.8%	6.9%	4.0%	0.0%
Foundations*	8.0%	3.6%	0.0%	0.0%	23.1%	0.0%	8.6%	3.8%	6.9%	0.0%	0.0%
Media*	8.0%	10.7%	3.3%	8.8%	7.7%	9.4%	8.6%	30.8%	0.0%	8.0%	0.0%
Emerging donors	4.0%	0.0%	6.7%	2.9%	0.0%	0.0%	4.3%	0.0%	3.4%	0.0%	25.0%
Other	0.0%	7.1%	5.0%	0.0%	7.7%	1.9%	2.9%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	7.1%	3.3%	0.0%	0.0%	7.5%	2.9%	0.0%	3.4%	0.0%	25.0%

*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 Sierra Leone? (1-Strongly disagree, 10-Strongly agree)

	Office of President/Prime Minister/Minister			Office of Parliamentary			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			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 Sierra Leone	25	7.16	2.04	25	7.16	1.93	61	7.15	1.93	31	6.77	2.54	13	6.69	1.44	49	6.57	1.78	67	7.10	2.24	25	7.76	2.01	27	7.11	1.58	21	7.52	2.23	4	7.25	2.22
The World Bank Group's work is aligned with what I consider the development priorities for Sierra Leone	24	6.88	1.80	23	6.57	1.81	59	6.71	1.89	30	6.23	2.45	13	6.23	1.74	48	6.17	1.53	62	6.63	2.15	25	6.80	2.36	25	6.76	1.42	20	6.45	2.28	4	6.25	1.26

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

To what extent is the World Bank Group an effective development partner in Sierra Leone, 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 Parliamentary			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			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	22	6.00	2.16	21	7.00	1.55	58	5.91	1.68	29	6.72	2.36	12	6.33	1.78	46	6.52	1.57	64	6.11	1.88	26	5.77	2.58	25	6.44	1.69	22	6.14	1.78	3	5.67	1.53
Flexibility (in terms of the institution's products and services)	20	5.40	2.09	18	5.89	1.45	56	5.95	1.68	29	5.66	2.02	12	5.67	1.72	45	5.84	1.28	58	5.62	1.96	25	5.08	2.34	24	6.25	1.07	19	5.47	1.35	4	5.25	0.50
Flexibility (in terms of changing country circumstances)	21	5.95	1.88	20	6.80	1.54	55	5.93	1.90	26	6.15	2.09	12	6.42	1.78	46	5.83	1.50	58	5.78	2.10	27	6.04	2.56	23	6.35	1.34	19	6.05	1.72	4	5.00	1.16
Being inclusive	20	6.75	2.12	20	7.60	1.35	55	6.29	1.66	24	6.63	2.22	12	6.67	1.30	45	6.42	1.80	59	6.59	1.78	26	6.81	1.81	23	6.57	1.41	21	5.86	1.77	3	5.33	1.53
Openness (sharing data and other information)	21	7.10	2.30	21	7.05	1.63	53	6.36	2.13	28	6.11	2.11	11	6.27	1.35	44	6.11	1.73	61	6.56	2.04	25	7.28	2.07	23	6.83	1.53	20	6.40	1.90	4	5.50	1.29
Collaboration with the Government	22	7.27	2.31	22	7.41	1.37	59	7.31	1.72	29	7.03	2.15	12	7.33	1.37	47	6.66	1.66	61	7.36	1.93	28	7.79	1.91	23	7.35	1.40	21	7.05	1.50	4	7.00	1.83
The speed in which it gets things accomplished on the ground	23	6.30	2.03	22	6.27	1.75	56	6.14	1.61	30	6.07	2.15	11	6.36	1.80	45	5.87	1.36	63	5.94	1.79	25	6.08	2.14	22	6.41	1.44	21	6.00	1.61	3	4.33	0.58
Helping to bring discipline/effective supervision to implementation of investment projects	21	6.62	2.06	21	6.81	1.75	56	6.71	2.00	28	6.89	1.81	12	6.42	1.73	46	6.35	1.75	63	6.48	1.77	26	6.85	2.17	23	6.70	1.58	21	6.62	1.47	3	6.67	1.53
Collaboration with civil society	19	6.11	2.26	18	6.50	1.82	53	5.85	1.46	27	6.07	2.27	12	6.33	1.16	44	6.07	1.63	63	6.11	1.84	25	6.52	2.00	22	6.68	1.39	21	6.43	1.60	3	4.67	1.53
Staff accessibility	18	6.33	2.45	16	5.38	1.63	53	5.81	1.81	28	5.93	2.32	11	5.18	1.33	41	5.98	1.56	61	5.57	2.03	25	5.84	2.19	19	6.05	1.51	21	5.71	2.00	3	5.67	1.16
Collaboration with other donors and development partners	21	7.14	2.37	23	6.83	1.80	56	6.86	1.93	28	6.86	2.09	13	6.62	1.61	44	6.39	1.90	60	6.93	2.10	24	6.71	1.99	23	7.09	1.78	21	6.95	1.40	2	7.50	2.12
Collaboration with the private sector	22	6.14	1.91	20	6.65	1.31	51	6.10	1.66	27	6.67	1.69	11	6.09	1.22	45	6.20	1.94	60	6.25	1.95	25	6.48	2.12	21	6.52	1.44	19	5.95	1.51	4	6.00	1.16
Collaboration with the UN	20	7.55	2.35	16	7.62	2.00	51	7.80	1.82	24	7.54	1.89	12	7.50	1.57	42	7.00	1.84	62	7.35	2.08	24	6.79	2.38	25	8.00	1.66	19	7.84	1.68	3	6.33	2.31
Straightforwardness and honesty	19	6.58	2.22	19	7.11	1.79	53	7.19	2.15	28	6.93	2.26	12	6.67	1.67	43	6.72	2.06	60	6.70	1.99	24	7.54	2.30	22	7.09	1.72	19	6.53	2.01	3	6.33	1.53
Treating clients and stakeholders in Sierra Leone with respect	20	6.25	2.29	22	7.27	1.86	53	7.53	2.03	27	7.37	2.26	12	6.17	1.85	47	6.89	1.81	61	6.85	2.22	24	7.42	2.00	23	7.39	1.64	21	6.43	1.83	4	6.00	1.41
Being a long-term partner	19	7.63	2.34	23	8.48	2.27	58	8.38	2.35	27	7.78	2.53	13	7.69	1.97	46	8.35	2.00	65	8.29	1.89	26	8.27	2.07	25	8.52	1.50	22	8.64	2.01	4	7.75	1.50

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			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 Sierra Leone?	21	6.90	1.70	25	6.76	1.62	62	6.90	1.84	30	7.03	2.22	13	6.77	1.17	48	6.48	1.29	65	6.80	1.95	26	7.35	1.96	28	6.96	1.53	23	7.04	1.82	4	7.50	1.92

(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 Government			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 influence the development agenda in Sierra Leone?	22	6.95	1.91	25	6.80	1.73	61	6.31	1.93	32	6.88	2.23	13	6.00	1.29	45	6.20	1.39	68	7.03	1.84	26	7.23	2.29	28	6.75	1.30	23	6.83	1.59	4	7.00	2.16

(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 Government			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 help to build/strengthen existing country systems in Sierra Leone?	23	7.30	1.66	23	6.52	1.78	59	6.56	2.00	28	6.86	2.14	13	6.54	1.33	42	6.48	1.76	64	6.67	1.99	24	6.71	2.27	28	6.79	1.55	23	6.26	1.79	3	6.67	1.16

(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 Sierra Leone? (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 Government			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 Sierra Leone	23	6.96	2.46	25	7.16	2.04	61	6.16	2.25	31	6.35	2.78	12	6.50	2.15	45	5.98	1.67	63	6.44	2.19	24	6.71	2.37	25	6.48	1.26	23	6.00	1.91	4	6.00	0.82
The World Bank Group meets Sierra Leone's needs for knowledge services	23	6.04	2.48	24	6.63	2.18	60	6.10	2.18	29	6.86	2.20	13	6.31	1.18	46	6.30	1.65	62	6.18	2.10	24	6.50	2.15	26	6.73	1.43	23	6.04	1.94	4	6.25	2.50

**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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	1.5%	7.4%	0.0%	0.0%	0.0%
Monthly	17.4%	12.5%	6.9%	12.5%	18.2%	4.2%	3.1%	7.4%	4.0%	11.5%	0.0%
A few times a year	30.4%	33.3%	29.3%	21.9%	36.4%	25.0%	15.4%	22.2%	4.0%	38.5%	50.0%
Rarely	26.1%	33.3%	37.9%	21.9%	36.4%	45.8%	41.5%	51.9%	60.0%	26.9%	50.0%
Never	26.1%	20.8%	22.4%	43.8%	9.1%	25.0%	38.5%	11.1%	32.0%	23.1%	0.0%

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			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
In Sierra Leone, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Sierra Leone's specific development	21	6.00	2.61	22	6.55	1.87	54	5.67	2.14	27	5.78	2.52	11	5.45	1.70	46	5.15	1.94	60	5.45	2.30	24	6.04	2.46	24	5.17	2.22	22	5.45	2.04	4	6.00	1.41

(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 Government			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?	20	6.65	2.25	23	6.70	2.23	57	6.30	2.10	30	6.87	2.19	11	7.00	1.61	47	6.17	1.81	65	6.69	2.11	26	7.12	2.23	25	6.80	1.63	26	6.38	1.90	4	6.00	0.82
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	20	6.80	2.07	23	7.04	2.06	57	6.81	1.91	27	7.15	2.03	11	6.91	1.81	44	6.73	1.59	61	6.87	1.82	25	7.16	2.27	23	7.17	1.47	24	6.54	2.15	4	7.00	1.63

(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 Government			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 takes decisions quickly in Sierra Leone	17	5.71	2.11	17	6.59	2.35	52	5.50	2.22	25	6.16	2.43	11	5.18	2.52	42	5.69	1.87	47	5.47	2.60	23	5.26	2.36	24	5.92	1.56	19	6.37	2.24	4	4.25	0.96
Where country systems are adequate, the World Bank Group makes appropriate use of them	21	7.14	1.91	22	7.77	2.93	51	7.51	1.97	25	6.48	2.60	10	6.40	2.01	43	7.60	2.06	51	7.14	2.15	21	6.76	2.10	25	7.12	1.99	21	7.33	2.13	4	6.00	1.41

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 Sierra Leone?

(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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Social cohesion*	25.0%	0.0%	11.9%	24.2%	7.7%	5.8%	13.2%	10.7%	3.4%	4.0%	25.0%
Public services	12.5%	32.1%	15.3%	21.2%	15.4%	19.2%	22.1%	10.7%	20.7%	8.0%	0.0%
Macro issues	0.0%	3.6%	5.1%	3.0%	7.7%	3.8%	4.4%	14.3%	10.3%	4.0%	0.0%
Education	37.5%	25.0%	27.1%	39.4%	38.5%	34.6%	41.2%	42.9%	34.5%	44.0%	25.0%
Health	25.0%	17.9%	30.5%	33.3%	30.8%	21.2%	41.2%	39.3%	31.0%	24.0%	25.0%
Supporting poor and marginalized local communities	29.2%	21.4%	18.6%	27.3%	15.4%	15.4%	20.6%	25.0%	10.3%	32.0%	25.0%
Jobs	41.7%	21.4%	23.7%	27.3%	0.0%	13.5%	22.1%	21.4%	10.3%	12.0%	0.0%
Business development	8.3%	17.9%	20.3%	3.0%	15.4%	21.2%	14.7%	14.3%	3.4%	8.0%	0.0%
Infrastructure	16.7%	10.7%	8.5%	15.2%	7.7%	7.7%	7.4%	14.3%	6.9%	0.0%	0.0%
Other*	0.0%	3.6%	3.4%	3.0%	0.0%	1.9%	1.5%	0.0%	3.4%	0.0%	50.0%
Don't know*	0.0%	21.4%	16.9%	0.0%	23.1%	26.9%	5.9%	0.0%	31.0%	28.0%	0.0%

*Significantly different between stakeholder groups

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

Which of the following SHOULD the World Bank Group do to make itself of greater value in Sierra Leone? (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Ensure greater selectivity in its work	4.0%	3.7%	8.2%	0.0%	16.7%	7.5%	7.1%	3.7%	13.8%	12.0%	0.0%
Engage more effectively with private sector	4.0%	22.2%	29.5%	18.2%	8.3%	28.3%	24.3%	22.2%	41.4%	32.0%	0.0%
Offer more innovative knowledge services	12.0%	3.7%	9.8%	9.1%	25.0%	15.1%	10.0%	18.5%	13.8%	16.0%	0.0%
Engage more directly with beneficiaries	28.0%	29.6%	27.9%	30.3%	8.3%	35.8%	28.6%	25.9%	27.6%	20.0%	66.7%
Collaborate more effectively with Government clients	36.0%	22.2%	19.7%	18.2%	16.7%	13.2%	20.0%	3.7%	24.1%	24.0%	0.0%
Increase the level of World Bank Group staffing in Sierra Leone's office*	8.0%	3.7%	4.9%	21.2%	25.0%	5.7%	10.0%	14.8%	0.0%	4.0%	33.3%
Work faster	20.0%	14.8%	13.1%	18.2%	8.3%	11.3%	12.9%	3.7%	3.4%	8.0%	33.3%
Reduce the complexity of obtaining World Bank Group financing	20.0%	14.8%	24.6%	15.2%	25.0%	15.1%	24.3%	25.9%	24.1%	16.0%	33.3%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	8.0%	11.1%	4.9%	9.1%	0.0%	9.4%	10.0%	14.8%	3.4%	4.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	8.0%	0.0%	6.6%	3.0%	16.7%	1.9%	5.7%	7.4%	0.0%	0.0%	0.0%
Offer more innovative financial products	8.0%	11.1%	0.0%	12.1%	0.0%	9.4%	1.4%	3.7%	3.4%	8.0%	33.3%
Provide more adequate data/knowledge/statistics/figures on Sierra Leone's economy	4.0%	11.1%	4.9%	12.1%	16.7%	1.9%	7.1%	11.1%	3.4%	12.0%	0.0%
Engage more effectively with civil society	8.0%	7.4%	9.8%	9.1%	0.0%	15.1%	15.7%	3.7%	10.3%	16.0%	0.0%
Increase the level of capacity development in the country	20.0%	22.2%	23.0%	21.2%	16.7%	18.9%	17.1%	22.2%	20.7%	20.0%	0.0%
Improve the quality of its experts as related to Sierra Leone's specific challenges	8.0%	18.5%	6.6%	3.0%	16.7%	9.4%	2.9%	18.5%	10.3%	8.0%	0.0%
Other	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Sierra Leone?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Never	15.0%	28.0%	20.0%	27.6%	8.3%	19.6%	29.0%	4.0%	34.6%	20.8%	0.0%
Less than once a year	30.0%	20.0%	23.6%	17.2%	16.7%	28.3%	19.4%	40.0%	38.5%	20.8%	25.0%
Once a year to a few times a year	50.0%	32.0%	41.8%	34.5%	50.0%	41.3%	35.5%	20.0%	19.2%	37.5%	75.0%
Less than once a month	0.0%	4.0%	3.6%	13.8%	0.0%	2.2%	12.9%	16.0%	0.0%	8.3%	0.0%
At least once a month	5.0%	16.0%	5.5%	0.0%	16.7%	8.7%	3.2%	16.0%	7.7%	12.5%	0.0%
At least once a week	0.0%	0.0%	5.5%	6.9%	8.3%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%

How do you get most of your information about economic and social development issues in Sierra Leone? (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Social media*	34.8%	11.5%	15.3%	39.4%	50.0%	26.0%	40.0%	44.4%	27.6%	8.0%	50.0%
International newspapers	4.3%	0.0%	5.1%	3.0%	0.0%	4.0%	0.0%	3.7%	0.0%	4.0%	0.0%
Local radio*	56.5%	76.9%	71.2%	51.5%	41.7%	54.0%	52.9%	33.3%	58.6%	48.0%	50.0%
International radio	4.3%	7.7%	8.5%	3.0%	0.0%	6.0%	7.1%	11.1%	6.9%	8.0%	0.0%
Local television	52.2%	30.8%	20.3%	33.3%	33.3%	26.0%	30.0%	33.3%	20.7%	16.0%	0.0%
International television	4.3%	0.0%	3.4%	6.1%	16.7%	0.0%	5.7%	7.4%	3.4%	4.0%	25.0%
Local newspapers*	21.7%	65.4%	47.5%	24.2%	58.3%	52.0%	28.6%	25.9%	62.1%	44.0%	25.0%
Internet	8.7%	3.8%	18.6%	30.3%	0.0%	20.0%	24.3%	22.2%	17.2%	32.0%	25.0%
Periodicals*	8.7%	0.0%	5.1%	0.0%	0.0%	6.0%	7.1%	3.7%	0.0%	24.0%	0.0%
Other	0.0%	3.8%	1.7%	6.1%	0.0%	2.0%	1.4%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's seminars/workshops/conferences	42.9%	17.4%	19.0%	34.4%	41.7%	21.3%	36.4%	48.0%	25.9%	38.1%	25.0%
e-Newsletters	9.5%	4.3%	15.5%	15.6%	8.3%	6.4%	18.2%	8.0%	7.4%	19.0%	0.0%
World Bank Group's publications and other written materials*	42.9%	73.9%	55.2%	40.6%	58.3%	72.3%	37.9%	28.0%	63.0%	52.4%	75.0%
Social media*	33.3%	13.0%	13.8%	37.5%	33.3%	19.1%	39.4%	44.0%	14.8%	23.8%	25.0%
World Bank Group's website*	47.6%	73.9%	69.0%	40.6%	25.0%	63.8%	36.4%	40.0%	66.7%	38.1%	50.0%
Direct contact with World Bank Group	19.0%	17.4%	24.1%	28.1%	33.3%	6.4%	22.7%	16.0%	14.8%	14.3%	0.0%

*Significantly different between stakeholder groups

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

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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	78.9%	100.0%	90.9%	76.0%	91.7%	85.0%	67.3%	75.0%	81.0%	88.9%	100.0%
Dial-up	21.1%	0.0%	9.1%	24.0%	8.3%	15.0%	32.7%	25.0%	19.0%	11.1%	0.0%

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) 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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	21.1%	8.7%	35.1%	25.0%	50.0%	6.0%	25.0%	37.0%	14.3%	15.4%	25.0%
No	78.9%	91.3%	64.9%	75.0%	50.0%	94.0%	75.0%	63.0%	85.7%	84.6%	75.0%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Sierra Leone? (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IDA)	75.0%	50.0%	70.0%	75.0%	60.0%	0.0%	29.4%	40.0%	66.7%	50.0%	0.0%
The International Finance Corporation (IFC)	0.0%	50.0%	15.0%	0.0%	40.0%	100.0%	35.3%	10.0%	0.0%	50.0%	100.0%
The Multilateral Investment Guarantee Agency (MIGA)	25.0%	0.0%	15.0%	12.5%	0.0%	0.0%	29.4%	30.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	5.9%	20.0%	33.3%	0.0%	0.0%

Which of the following describes most of your exposure to the World Bank Group in Sierra Leone? (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 Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer	43.8%	70.6%	54.4%	52.4%	30.0%	60.0%	51.9%	54.2%	64.7%	42.1%	25.0%
Use World Bank Group reports/data*	12.5%	58.8%	38.6%	52.4%	40.0%	57.5%	21.2%	16.7%	70.6%	52.6%	75.0%
Engage in World Bank Group related/sponsored events/activities	31.3%	17.6%	33.3%	23.8%	30.0%	17.5%	36.5%	16.7%	11.8%	21.1%	0.0%
Collaborate as part of my professional duties	12.5%	5.9%	15.8%	23.8%	40.0%	2.5%	13.5%	12.5%	11.8%	5.3%	0.0%
Use World Bank Group website for information, data, research, etc.	56.3%	17.6%	26.3%	23.8%	30.0%	32.5%	28.8%	41.7%	17.6%	42.1%	50.0%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁰

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY19 Sierra Leone COS questionnaire: All 10-point scale questions and questions B4, B6, B7, and F1.

For 10-point scale questions that were asked both in FY16 and FY19 Sierra Leone COS, the analysis for collaborators is presented for both years. However, ONLY FY19 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY16 N=112
- Collaborating with the WBG, FY19 N=79
- Not collaborating with the WBG, FY19 N=270

A. General Issues Facing Sierra Leone

To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government*	76	7.20	2.75	256	6.51	2.11
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	71	6.61	1.97	253	6.80	1.76
The World Bank Group	72	7.18	2.27	252	6.85	1.95
The International Monetary Fund	71	6.89	2.18	250	6.64	1.87
UN	71	6.72	2.17	251	6.95	1.91
Regional development banks	69	6.46	1.83	242	6.45	1.60
Sierra Leone's Central Bank	69	6.57	2.08	250	6.58	1.97
International private sector	73	6.37	1.86	234	6.40	1.67
Domestic private sector	71	6.10	2.29	239	6.03	1.77
International civil society*	70	6.09	2.06	250	6.60	1.80
Domestic civil society	71	5.87	2.24	246	6.33	2.00
Faith-based institutions*	69	6.19	2.11	248	6.78	2.11
Domestic traditional media and their web presence	76	6.34	2.29	248	6.17	2.00
International media and their web presence	72	6.58	1.97	238	6.25	1.74
Web based media	72	6.28	2.17	229	5.76	2.00

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes toward the World Bank Group

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sierra Leone?	110	5.31	2.58	79	5.80	2.35	261	5.77	1.92

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

²⁰ Only 349 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sierra Leone.	106	6.12	2.88	77	6.61	1.95	251	6.55	1.93

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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 Sierra Leone solve its most complicated development challenges?	103	5.99	2.56	67	6.79	1.94	228	6.64	1.78

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection*	10.1%	3.7%
Gender equity	1.3%	6.7%
Private sector development	3.8%	10.1%
Education	53.2%	61.6%
Public sector governance/reform*	6.3%	16.8%
Regional conflict and tensions	1.3%	0.4%
Security/stabilization/reconstruction	2.5%	0.7%
Global/regional integration	0.0%	0.0%
Food security*	25.3%	15.3%
Urban development	2.5%	3.4%
Gender based violence	0.0%	2.6%
Tourism	10.1%	4.9%
Energy	11.4%	6.3%
Water and sanitation	6.3%	4.1%
Pollution	1.3%	0.0%
Job creation/employment	29.1%	32.8%
Health	11.4%	9.7%
Financial markets	0.0%	2.6%
Transport	2.5%	4.1%
Agriculture and rural development*	30.4%	50.4%
Trade and exports	6.3%	5.6%
Crime and violence*	3.8%	0.7%
Natural resource management	7.6%	7.5%
Local governance and institutions	7.6%	3.7%
Social cohesion	3.8%	1.1%
Climate change	2.5%	0.4%
Poverty reduction	12.7%	8.2%
Anti-corruption*	13.9%	3.7%
Regulatory framework	0.0%	0.4%
Foreign direct investment	5.1%	1.9%
Judiciary reform	2.5%	1.9%
Economic growth and diversification	16.5%	25.4%
Disaster risk management	2.5%	0.4%
Equality of opportunity	1.3%	1.5%
Disease	0.0%	0.0%
Information and communications technology	0.0%	0.7%

*Significantly different between collaborators and non-collaborators

**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 Sierra Leone?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach*	7.8%	1.9%
Inadequate World Bank Group's staffing in Sierra Leone*	19.5%	8.0%
Too influenced by developed countries*	16.9%	47.3%
Not focused enough on issues that are unique to post-conflict countries*	15.6%	7.3%
Not sufficiently focused on sustainable results	11.7%	7.3%
Not collaborating enough with civil society	13.0%	15.6%
Not enough public disclosure of its work	15.6%	19.5%
Not willing to honestly criticize policies and reform efforts in the country	10.4%	12.2%
Staff too inaccessible*	11.7%	3.1%
Not collaborating enough with private sector	9.1%	9.9%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN*	6.5%	0.4%
Not aligned with country priorities	7.8%	14.1%
Not adequately sensitive to political/social realities in Sierra Leone*	7.8%	18.3%
World Bank Group's processes too slow and complex*	23.4%	11.8%
Not adequately flexible	6.5%	4.6%
Other	2.6%	0.8%
Don't know	5.2%	8.0%

*Significantly different between collaborators and non-collaborators

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

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	11.5%	5.0%
To a somewhat sufficient degree	44.9%	30.3%
To a somewhat insufficient degree	33.3%	47.1%
To a very insufficient degree	7.7%	10.0%
Don't know	2.6%	7.7%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sierra Leone*	107	6.07	2.64	76	7.64	1.92	248	6.98	1.99
The World Bank Group's work is aligned with what I consider the development priorities for Sierra Leone	106	6.33	2.53	75	6.84	2.21	236	6.49	1.86

*Significantly different between collaborators and non-collaborators

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

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

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	106	6.09	2.44	73	6.15	2.41	234	6.26	1.69
Flexibility (in terms of the institution's products and services)	105	5.47	2.44	71	5.46	2.29	221	5.81	1.55
Flexibility (in terms of changing country circumstances)	106	5.70	2.59	71	5.76	2.32	221	6.10	1.74
Being inclusive	104	5.39	2.61	68	6.66	1.99	220	6.45	1.69
Openness (sharing data and other information)	104	5.84	2.64	62	6.69	2.19	230	6.53	1.89
Collaboration with the Government	104	6.97	2.69	70	7.36	1.91	236	7.28	1.70
The speed in which it gets things accomplished on the ground	106	5.42	2.68	70	6.17	1.99	229	6.05	1.63
Helping to bring discipline/effective supervision to implementation of investment projects ⁱ				69	6.64	2.08	229	6.68	1.72
Collaboration with civil society	104	5.61	2.70	65	6.49	1.91	221	6.06	1.72
Staff accessibility	103	5.39	2.49	69	5.88	2.38	209	5.80	1.74
Collaboration with other donors and development partners	102	6.54	2.67	68	7.15	2.18	228	6.77	1.87
Collaboration with the private sector*	103	6.09	2.64	65	6.75	1.99	219	6.17	1.70
Collaboration with the UN	100	6.80	2.76	63	7.56	2.17	219	7.43	1.90
Straightforwardness and honesty	101	6.50	2.78	64	7.06	2.32	219	6.86	1.97
Treating clients and stakeholders in Sierra Leone with respect	103	6.10	2.83	68	7.15	2.15	226	7.03	1.98
Being a long-term partner	105	7.15	2.77	72	8.43	2.07	234	8.31	2.03

*Significantly different between collaborators and non-collaborators

ⁱ Only FY 2019 questionnaire had this response option.



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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	102	5.69	2.63	60	6.68	2.26	174	5.92	1.92
Gender equity*	99	5.80	2.62	55	6.84	2.02	195	6.29	1.72
Private sector development	109	6.17	2.51	59	6.56	1.99	187	6.24	1.56
Education	106	6.10	2.92	64	7.25	2.01	206	6.81	1.66
Public sector governance/reform	106	6.65	2.63	64	7.11	2.10	211	7.28	1.85
Global/regional integration	98	5.50	2.28	58	6.64	2.17	187	6.48	1.80
Food security	103	6.09	2.80	61	6.08	2.40	200	6.08	1.88
Urban development	99	5.42	2.37	57	5.70	2.62	196	6.12	1.80
Energy*	103	5.84	2.68	60	5.85	2.39	202	6.69	1.91
Water and sanitation*	110	6.37	2.68	58	5.67	2.42	205	6.70	2.06
Pollution ⁱ				54	5.43	2.44	160	5.65	2.08
Job creation/employment	103	5.78	2.60	58	5.91	2.64	187	5.81	2.10
Health	109	6.59	2.84	61	6.85	2.15	203	6.72	1.98
Financial markets	97	5.41	2.38	58	6.57	2.22	192	6.46	2.06
Transport*	100	5.77	2.25	61	5.90	2.36	190	6.72	2.25
Agriculture and rural development ⁱⁱ	108	6.10	2.57	62	6.26	2.29	202	6.66	1.96
Trade and exports	100	5.73	2.49	55	5.78	2.57	181	5.97	2.14
Natural resource management	101	5.57	2.75	57	6.72	2.40	194	6.63	2.35
Climate change	97	5.99	2.87	56	6.09	2.24	199	6.71	2.18
Poverty reduction	109	6.39	2.87	64	6.53	2.18	202	6.26	1.94
Anti-corruption	108	6.00	2.84	60	6.63	1.97	185	6.38	1.85
Economic growth and diversification ⁱⁱⁱ	104	6.48	2.77	63	6.44	2.27	196	6.24	1.98
Disaster risk management ^{iv}	101	5.95	2.59	58	6.26	2.12	185	5.99	1.86
Equality of opportunity	99	5.97	3.00	57	6.42	2.08	184	6.02	2.00
Disease ^v	101	5.52	2.38	59	6.95	2.12	204	6.93	1.98
Information and communications technology	101	5.91	2.43	57	6.61	2.04	172	6.08	1.72
Gender based violence ⁱ				58	6.72	1.99	191	6.43	1.80
Local governance and institutions	109	6.22	2.50	57	6.65	2.00	200	6.13	1.89
Social cohesion	98	5.61	2.46	57	6.40	2.15	181	5.92	1.92
Tourism ⁱ				53	6.08	2.46	170	5.86	2.03
Regulatory framework	100	5.36	2.13	59	6.42	2.09	180	6.85	2.18
Foreign direct investment	99	5.61	2.42	59	6.81	2.31	183	6.40	1.73

* Significantly different between collaborators and non-collaborators

ⁱ Only FY 2019 questionnaire had this response option.

ⁱⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture, irrigation, and rural development" category.

ⁱⁱⁱ In FY 2016, the category was "Economic growth"

^{iv} In FY 2016, the category was "Disaster management"

^v In FY 2016, the category was "Communicable/non-communicable diseases"

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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 Sierra Leone?	110	6.05	2.66	76	7.05	1.99	247	6.79	1.71

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Sierra Leone?	76	6.82	2.09	249	6.68	1.76

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Sierra Leone?	111	6.42	2.53	72	6.93	2.27	235	6.51	1.79

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Sierra Leone	108	5.87	2.63	72	6.36	2.56	241	6.44	1.95
The World Bank Group meets Sierra Leone's needs for knowledge services	108	6.03	2.73	76	6.33	2.24	237	6.35	1.94

*(1- Strongly disagree, 10- Strongly agree)***How effectively does the World Bank Group support Sierra Leone's efforts ... ?** *(1-Not effectively at all, 10-Very effectively)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	70	6.36	2.28	231	6.49	1.87
To develop better and stronger data collection/analytics systems within the Government	72	6.76	2.01	230	6.63	1.86
To strengthen the country's crisis preparedness	67	6.37	2.00	215	6.64	1.90
To identify and monitor risks	70	6.69	2.25	220	6.55	1.86

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support Sierra Leone's efforts to manage crisis related risks?	53	6.98	1.80	121	6.62	1.54

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

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

In Sierra Leone, 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)

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	101	5.64	2.50	70	5.93	2.22	223	6.04	1.81
Include appropriate level of stakeholder involvement during preparation	101	5.61	2.54	66	5.95	2.03	216	6.04	1.61
Lead to practical solutions	102	6.12	2.71	68	6.28	2.14	222	5.99	1.87
Are source of relevant information on global good practices	104	6.12	2.65	66	6.67	2.30	220	6.62	1.94
Are adequately disseminated*	98	5.58	2.37	67	5.88	2.20	215	5.23	2.09
Are translated enough into local language*	99	4.62	2.36	60	5.22	2.54	212	4.14	2.28
Are adaptable to Sierra Leone's specific development challenges and country circumstances	103	6.07	2.73	67	5.94	1.80	229	5.45	2.28

*Significantly different between collaborators and non-collaborators

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	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?*	106	6.49	2.64	72	7.17	2.10	240	6.45	1.96

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	105	6.69	2.79	72	7.10	2.18	226	6.82	1.79

(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)

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	101	5.46	2.66	73	5.56	2.74	206	5.67	2.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports	103	5.89	2.85	71	7.21	2.08	221	6.80	1.89
The World Bank Group's approvals and reviews are done in a timely fashion	104	5.74	2.32	69	6.00	2.03	198	6.11	1.93
The World Bank Group's Environmental and Social Framework requirements are reasonable ¹	100	5.81	2.21	63	6.65	2.22	187	6.17	1.85
The World Bank Group's conditions on its lending are reasonable	100	5.66	2.02	68	5.91	2.25	188	5.89	2.03
The World Bank Group takes decisions quickly in Sierra Leone	99	5.74	2.34	63	5.57	2.48	203	5.70	2.15
Working with the World Bank Group increases Sierra Leone's institutional capacity	106	6.26	2.63	70	6.94	2.18	223	7.19	2.17
Where country systems are adequate, the World Bank Group makes appropriate use of them	104	6.47	2.46	64	6.89	2.13	211	7.28	2.19

¹ In FY 2016, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

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

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Sierra Leone?	92	6.02	2.34	59	5.92	2.15	179	6.16	1.88

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Sierra Leone?	58	6.24	2.31	175	6.21	2.07

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

F. The future role of the World Bank Group in Sierra Leone

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	7.8%	7.6%
Engage more effectively with private sector	19.5%	28.0%
Offer more innovative knowledge services	11.7%	12.1%
Engage more directly with beneficiaries*	16.9%	32.6%
Collaborate more effectively with Government clients	24.7%	16.7%
Increase the level of World Bank Group staffing in Sierra Leone's office*	16.9%	6.1%
Work faster	10.4%	12.1%
Reduce the complexity of obtaining World Bank Group financing	20.8%	20.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.7%	6.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	11.7%	2.3%
Offer more innovative financial products	1.3%	6.4%
Provide more adequate data/knowledge/statistics/figures on Sierra Leone's economy	11.7%	6.1%
Engage more effectively with civil society	9.1%	11.4%
Increase the level of capacity development in the country	19.5%	20.1%
Improve the quality of its experts as related to Sierra Leone's specific challenges	3.9%	9.8%
Other*	2.6%	0.0%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year²¹

All data presented in this appendix are weighted. As a result, means of the FY 2019 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2016 respondents and the total number of respondents indicated may differ from those reported in the FY 2016 COS report.

- FY 2016 Number of comparable respondents = 330
- FY 2019 Number of comparable respondents = 370

By weighting, the FY 2016 and FY 2019 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2019
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	12.0%	12.0%
Government Institutions	24.0%	24.0%
Local Government Office or Staff	8.0%	8.0%
Bilateral/Multilateral Agency	3.0%	3.0%
Civil Society	21.0%	21.0%
Private Sector	13.0%	13.0%
Academia/Research Institute/Think Tank	8.0%	8.0%
Media	6.0%	6.0%

B. Overall Attitudes toward the World Bank Group

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Sierra Leone?*	323	5.36	2.52	360	5.70	1.99

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Sierra Leone.	303	6.34	2.63	349	6.61	1.89

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Sierra Leone solve its most complicated development challenges?	281	6.49	2.35	314	6.71	1.78

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

²¹ Only those questions that were asked in the FY 2016 and FY 2019 country opinion surveys, with similar response scales/options, are presented in this appendix.

**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 Sierra Leone?*

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	33.8%	6.6%
To a somewhat sufficient degree	37.2%	33.0%
To a somewhat insufficient degree	16.2%	44.6%
To a very insufficient degree	9.8%	9.1%
Don't know	3.0%	6.6%

*Significantly different between FY2016 and FY2019

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Sierra Leone*	305	6.38	2.46	345	7.07	2.03
The World Bank Group's work is aligned with what I consider the development priorities for Sierra Leone	292	6.62	2.37	329	6.54	1.95

*Significantly different between FY2016 and FY2019

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

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	299	6.12	2.38	324	6.27	1.88
Flexibility (in terms of the institution's products and services)	303	5.51	2.40	304	5.72	1.72
Flexibility (in terms of changing country circumstances)	302	5.87	2.54	306	6.04	1.88
Being inclusive*	293	5.65	2.46	305	6.58	1.77
Openness (sharing data and other information)*	296	5.96	2.58	307	6.54	1.95
Collaboration with the Government	294	6.97	2.45	323	7.23	1.77
The speed in which it gets things accomplished on the ground	300	5.76	2.43	318	6.08	1.73
Helping to bring discipline/effective supervision to implementation of investment projects ⁱ				316	6.62	1.80
Collaboration with civil society	299	6.09	2.62	304	6.18	1.76
Staff accessibility	289	5.64	2.54	291	5.76	1.90
Collaboration with other donors and development partners	289	6.92	2.55	313	6.83	1.92
Collaboration with the private sector	284	6.40	2.62	300	6.29	1.74
Collaboration with the UN*	284	7.09	2.55	293	7.47	1.95
Straightforwardness and honesty	279	6.65	2.66	299	6.90	2.03
Treating clients and stakeholders in Sierra Leone with respect*	290	6.52	2.62	311	7.03	2.02
Being a long-term partner*	303	7.58	2.52	326	8.28	2.09

* Significantly different between FY2016 and FY2019

ⁱ Only FY 2019 questionnaire had this response option.



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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	276	5.67	2.66	249	6.15	1.97
Gender equity*	261	5.89	2.60	265	6.41	1.75
Private sector development	292	6.13	2.46	260	6.33	1.64
Education*	301	6.16	2.76	282	6.86	1.75
Public sector governance/reform	294	6.87	2.59	288	7.22	1.92
Global/regional integration*	270	5.68	2.36	257	6.49	1.87
Food security	292	6.17	2.68	276	6.10	1.99
Urban development	277	5.89	2.41	264	6.03	2.02
Energy	296	6.17	2.59	273	6.53	2.04
Water and sanitation	303	6.58	2.62	276	6.50	2.17
Pollution ⁱ				226	5.60	2.16
Job creation/employment	287	5.76	2.73	254	5.79	2.24
Health	300	6.78	2.68	277	6.76	1.98
Financial markets*	274	5.57	2.54	261	6.52	2.05
Transport*	281	6.11	2.32	264	6.59	2.32
Agriculture and rural development ⁱⁱ	306	6.30	2.38	278	6.58	2.10
Trade and exports	278	6.07	2.60	253	5.90	2.26
Natural resource management*	286	5.80	2.75	262	6.74	2.37
Climate change*	279	6.16	2.77	268	6.59	2.23
Poverty reduction	296	6.55	2.67	280	6.33	2.00
Anti-corruption	277	6.15	2.82	256	6.47	1.86
Economic growth and diversification ⁱⁱⁱ	291	6.52	2.73	271	6.32	2.04
Disaster risk management ^{iv}	277	6.12	2.56	255	6.05	1.94
Equality of opportunity	272	5.77	2.87	251	6.15	2.01
Disease ^v	273	6.09	2.56	274	6.90	2.05
Information and communications technology	261	5.94	2.44	240	6.19	1.83
Gender based violence ⁱ				262	6.49	1.85
Local governance and institutions	292	6.29	2.54	269	6.17	1.91
Social cohesion	266	5.69	2.59	251	6.00	1.97
Tourism ⁱ				236	5.97	2.15
Regulatory framework*	268	5.97	2.32	252	6.76	2.15
Foreign direct investment*	280	5.97	2.51	258	6.52	1.90

*Significantly different between FY2016 and FY2019

ⁱ Only FY 2019 questionnaire had this response option

ⁱⁱ In FY 2016, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2019 "Agriculture, irrigation, and rural development" category.

ⁱⁱⁱ In FY 2016, the category was "Economic growth"

^{iv} In FY 2016, the category was "Disaster management"

^v In FY 2016, the category was "Communicable/non-communicable diseases"

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Sierra Leone?	304	6.57	2.46	343	6.85	1.76

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

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Sierra Leone?	303	6.77	2.40	328	6.63	1.87

(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 Sierra Leone?

(1-Strongly disagree, 10-Strongly agree)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Sierra Leone*	310	5.77	2.47	334	6.42	2.13
The World Bank Group meets Sierra Leone's needs for knowledge services	307	6.11	2.50	331	6.32	2.01

*Significantly different between FY2016 and FY2019

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 2016	FY 2019
Weekly	2.2%	1.5%
Monthly	10.1%	7.9%
A few times a year	37.5%	24.6%
Rarely	19.6%	38.7%
Never	30.6%	27.3%

*Significantly different between FY2016 and FY2019

In Sierra Leone, 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)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Are timely	277	5.74	2.29	310	6.05	1.94
Include appropriate level of stakeholder involvement during preparation	274	5.95	2.42	294	6.10	1.72
Lead to practical solutions	282	6.19	2.51	304	6.12	1.93
Are source of relevant information on global good practices	279	6.41	2.56	300	6.69	2.01
Are adequately disseminated	272	5.66	2.31	292	5.44	2.15
Are translated enough into local language	273	4.83	2.51	284	4.44	2.46
Are adaptable to Sierra Leone's specific development challenges and country circumstances*	288	6.06	2.57	312	5.64	2.19

*Significantly different between FY2016 and FY2019

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

	FY 2016			FY 2019		
	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?	305	6.84	2.46	332	6.58	2.03
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	296	6.84	2.62	317	6.89	1.88

(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)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	274	5.62	2.64	295	5.74	2.24
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	293	6.17	2.67	308	6.89	1.93
The World Bank Group's approvals and reviews are done in a timely fashion	280	5.88	2.27	281	6.17	1.94
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	269	6.12	2.26	262	6.31	1.93
The World Bank Group's conditions on its lending are reasonable	266	5.85	2.15	269	5.91	2.08
The World Bank Group takes decisions quickly in Sierra Leone	272	5.64	2.42	275	5.76	2.25
Working with the World Bank Group increases Sierra Leone's institutional capacity*	286	6.57	2.47	308	7.16	2.18
Where country systems are adequate, the World Bank Group makes appropriate use of them*	273	6.58	2.46	291	7.25	2.22

*Significantly different between FY2016 and FY2019

ⁱ In FY 2016, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Sierra Leone?	240	6.23	2.35	257	6.09	1.93

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

F. The Future Role of the World Bank Group in Sierra Leone

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

Percentage of Respondents	FY 2016	FY 2019
Financial services	50.0%	37.3%
Knowledge products	14.6%	13.4%
Convening services	5.4%	7.4%
None of the above	1.3%	4.6%
The combination is appropriate for Sierra Leone	25.5%	29.9%
Don't know	3.2%	7.4%

*Significantly different between FY2016 and FY2019

**G. Communication and Information Sharing****Which Internet connection do you use primarily when visiting a World Bank Group website?***

Percentage of Respondents	FY 2016	FY 2019
High speed/WiFi	77.5%	82.4%
Dial-up	22.5%	17.6%



Appendix E: 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 Sierra Leone? (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
To what extent do you trust The World Bank Group to do what is right?	6.85	7.18	6.84	7.31	7.31	6.79	7.07	7.16	7.05	7.38	7.07	7.14
Overall, please rate your impression of the World Bank Group's effectiveness in Sierra Leone.	6.55	6.61	6.78	6.85	6.88	6.72	6.76	6.97	6.83	6.69	6.80	6.84
Overall the World Bank Group currently plays a relevant role in development in Sierra Leone	6.98	7.64	7.22	7.35	7.40	7.13	7.22	7.48	7.28	7.35	7.25	7.37
The World Bank Group's work is aligned with what I consider the development priorities for Sierra Leone	6.49	6.84	6.49	6.86	6.78	6.56	6.64	6.82	6.67	6.84	6.69	6.69
Responsiveness to needs	6.26	6.15	6.08	6.38	6.16	6.37	6.35	5.94	6.25	6.21	6.22	6.31
Flexibility (in terms of the institution's products and services)	5.81	5.46	5.52	5.84	5.36	6.15	5.80	5.41	5.70	5.71	5.80	5.45
Flexibility (in terms of changing country circumstances)	6.10	5.76	5.86	6.22	5.99	6.16	6.11	5.93	6.00	6.52	6.16	5.81
Being inclusive	6.45	6.66	6.59	6.70	6.69	6.60	6.72	6.48	6.65	6.70	6.55	6.94
Openness (sharing data and other information)	6.53	6.69	6.63	6.49	6.54	6.56	6.63	6.32	6.47	7.23	6.43	6.84
Collaboration with the Government	7.28	7.36	7.21	7.43	7.64	6.89	7.27	7.53	7.31	7.48	7.24	7.54
The speed in which it gets things accomplished on the ground	6.05	6.17	5.82	6.16	5.85	6.24	6.13	5.63	6.01	6.00	6.03	5.96
Helping to bring discipline/effective supervision to implementation of investment projects	6.68	6.64	6.74	6.72	6.75	6.70	6.77	6.61	6.69	6.97	6.77	6.61
Collaboration with civil society	6.06	6.49	6.35	6.12	6.11	6.39	6.29	6.02	6.19	6.41	6.18	6.33
Staff accessibility	5.80	5.88	5.88	5.65	5.69	5.86	5.78	5.70	5.70	6.13	5.88	5.49
Collaboration with other donors and development partners	6.77	7.15	6.80	7.06	7.04	6.81	6.83	7.27	6.94	6.96	6.96	6.90
Collaboration with the private sector	6.17	6.75	6.31	6.35	6.21	6.49	6.40	6.12	6.32	6.46	6.32	6.36
Collaboration with the UN	7.43	7.56	7.32	7.69	7.45	7.64	7.38	7.98	7.61	6.93	7.60	7.36
Straightforwardness and honesty	6.86	7.06	6.94	7.09	7.18	6.80	7.07	6.89	6.96	7.46	6.96	7.17
Treating clients and stakeholders in Sierra Leone with respect	7.03	7.15	6.81	7.32	6.91	7.35	7.14	6.97	7.09	7.11	7.28	6.65
Being a long-term partner	8.31	8.43	8.01	8.79	8.24	8.72	8.38	8.58	8.54	7.65	8.43	8.44
To what extent does the World Bank Group's work help to achieve development results in Sierra Leone?	6.79	7.05	7.04	6.97	7.14	6.82	7.03	6.94	6.99	7.12	6.93	7.16
To what extent does the World Bank Group influence the development agenda in Sierra Leone?	6.68	6.82	6.95	6.73	7.04	6.53	6.82	6.85	6.82	6.91	6.73	7.06
To what extent does the World Bank Group help to build/strengthen existing country systems in Sierra Leone?	6.51	6.93	6.98	6.59	6.95	6.53	6.58	7.35	6.80	6.55	6.75	6.81
The World Bank Group's financial instruments meet the needs of Sierra Leone	6.44	6.36	6.56	6.22	6.44	6.29	6.34	6.49	6.43	5.97	6.29	6.58
The World Bank Group meets Sierra Leone's needs for knowledge services	6.35	6.33	6.45	6.42	6.34	6.57	6.34	6.69	6.44	6.35	6.42	6.45
The World Bank Group's knowledge work and activities are adaptable to Sierra Leone's specific development challenges and country circumstances	5.45	5.94	5.78	5.96	6.12	5.58	5.91	5.80	5.83	6.26	5.81	6.03
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.45	7.17	6.55	6.86	6.87	6.50	6.72	6.70	6.70	6.84	6.75	6.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.82	7.10	6.97	7.01	7.08	6.87	6.98	7.02	6.97	7.13	6.96	7.08
The World Bank Group takes decisions quickly in Sierra Leone	5.70	5.57	5.44	5.78	5.30	6.07	5.78	5.19	5.60	5.81	5.77	5.28
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.28	6.89	6.82	7.52	7.08	7.38	7.18	7.31	7.31	6.36	7.26	7.10

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Sierra Leone FY19 COS Questionnaire



World Bank Group Country Survey FY 2019 – Sierra Leone

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

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 SIERRA LEONE

A1. When you think about the future in Sierra Leone, are you ... ?	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

A2. Do you think that economic opportunity for citizens in Sierra Leone is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Sierra Leone.			
Please identify which of the following you consider the most important development priorities in Sierra Leone. (Choose no more than THREE)			
1	Tourism	19	Foreign direct investment
2	Gender based violence	20	Regulatory framework
3	Regional conflict and tensions	21	Local governance and institutions
4	Financial markets	22	Information and communications technology
5	Health	23	Disease (e.g., HIV/AIDS, hepatitis, malaria)
6	Job creation/employment	24	Equality of opportunity (i.e., social inclusion)
7	Social protection (e.g., pensions, targeted social assistance)	25	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	26	Agriculture and rural development
9	Private sector development	27	Trade and exports
10	Education	28	Crime and violence
11	Security/stabilization/reconstruction	29	Social cohesion
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30	Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)
13	Global/regional integration	31	Climate change (e.g., mitigation, adaptation)
14	Food security	32	Poverty reduction
15	Urban development	33	Anti-corruption
16	Energy	34	Judiciary reform
17	Water and sanitation	35	Economic growth and diversification
18	Pollution	36	Disaster risk management

**SECTION A: GENERAL ISSUES**

A4. 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 Sierra Leone? (Choose no more than THREE)			
1	Social cohesion	19	Regional conflict and tensions
2	Social protection (e.g., pensions, targeted social assistance)	20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Energy	21	Urban development
4	Disaster risk management	22	Pollution
5	Economic growth and diversification	23	Water and sanitation
6	Equality of opportunity (i.e., social inclusion)	24	Job creation/employment
7	Disease (e.g., HIV/AIDS, hepatitis, malaria)	25	Health
8	Local governance and institutions	26	Security/stabilization/reconstruction
9	Information and communications technology	27	Financial markets
10	Agriculture and rural development	28	Gender equity (closing the gap between women and men, and boys and girls)
11	Trade and exports	29	Private sector development
12	Crime and violence	30	Education
13	Climate change (e.g., mitigation, adaptation)	31	Global/regional integration
14	Foreign direct investment	32	Tourism
15	Transport (e.g., roads, bridges, transportation)	33	Food security
16	Anti-corruption	34	Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)
17	Judiciary reform	35	Gender based violence
18	Regulatory framework		

A5. When economic and/or social reform efforts fail or are slow to take place in Sierra Leone, which of the following would you attribute this to? (Choose no more than TWO)	
1	Poor coordination within the government
2	Inadequate funding
3	Corruption
4	Inadequate level of government accountability
5	Inadequate level of capacity in the government
6	Political pressures and obstacles
7	Private sector involvement and/or influence
8	Inadequate level of private sector participation
9	Inadequate level of citizen/civil society participation
10	Inadequate level of donor coordination
11	Reforms are not well thought out in light of country challenges
12	Other (please specify): _____

SECTION A: GENERAL ISSUES

A6. To what extent do you trust each of the following groups to do what is right?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Sierra Leone's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

A7. Please describe the direction Sierra Leone is moving in, when considering ... ?						
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing Sierra Leone's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A8. Listed below are global challenges. Which do you think have the most serious impact on Sierra Leone? (Choose no more than TWO)

1	Climate change	6	The gap between the rich and the poor
2	Terrorism	7	Environmental degradation
3	Migrants and refugees	8	Fragility in Sierra Leone or neighboring countries
4	Jobs/employment	9	Technology based disruption
5	Trade constraints	10	Geo political uncertainty

A9. When thinking about development efforts in Sierra Leone, do you think that civil society (e.g., NGOs, CBOs) should ... ?

1	Engage significantly less
2	Engage somewhat less
3	Engage somewhat more
4	Engage significantly more
5	Engage at the same level it does currently
6	Don't know

A10. To what extent do you trust domestic private sector to engage in public service delivery in Sierra Leone?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A11. To what extent do you trust international private sector to engage in public service delivery in Sierra Leone?

1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION A: GENERAL ISSUES

A12. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Sierra Leone. (Choose no more than TWO)	
1	None. I do not consider Sierra Leone a fragile state.
2	Lack of security (i.e., conflict and violence)
3	Political uncertainty
4	Low levels of political and economic inclusion
5	Crime and violence
6	High influx of refugees/migrants
7	Lack of access to development finance
8	Policy inconsistency
9	Weak social cohesion
10	Weak institutional capacity
11	Food insecurity
12	High levels of corruption
13	Weak accountability
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

B2. Overall, please rate your impression of the World Bank Group's effectiveness in Sierra Leone.										
1	2	3	4	5	6	7	8	9	10	?
Not effective at all								Very effective		Don't know

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

B4. When thinking about how the World Bank Group can have the most impact on development results in Sierra Leone, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Sierra Leone? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
3	Private sector development	21	Trade and exports
4	Education	22	Crime and violence
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)
6	Regional conflict and tensions	24	Local governance and institutions
7	Security/stabilization/reconstruction	25	Social cohesion
8	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
9	Food security	27	Poverty reduction
10	Urban development	28	Anti-corruption
11	Gender based violence	29	Regulatory framework
12	Tourism	30	Foreign direct investment
13	Energy	31	Judiciary reform
14	Water and sanitation	32	Economic growth and diversification
15	Pollution	33	Disaster risk management
16	Job creation/employment	34	Equality of opportunity (i.e., social inclusion)
17	Health	35	Disease (e.g., HIV/AIDS, hepatitis, malaria)
18	Financial markets	36	Information and communications technology

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Sierra Leone?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	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	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Sierra Leone? (Choose no more than TWO)	
1	Arrogant in its approach
2	Inadequate World Bank Group's staffing in Sierra Leone
3	Too influenced by developed countries
4	Not focused enough on issues that are unique to post-conflict countries
5	Not sufficiently focused on sustainable results
6	Not collaborating enough with civil society (e.g., NGOs, CBOs)
7	Not enough public disclosure of its work
8	Not willing to honestly criticize policies and reform efforts in the country
9	Staff too inaccessible
10	Not collaborating enough with private sector
11	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
12	Not aligned with country priorities
13	Not adequately sensitive to political/social realities in Sierra Leone
14	World Bank Group's processes too slow and complex
15	Not adequately flexible
16	Other (please specify): _____
17	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 Sierra Leone? (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. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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

1	Donor community	9	Regional organizations (e.g., OAU, ECOWAS, MRU)
2	NGOs/Community Based Organizations	10	UN agencies
3	Local government	11	Foundations
4	Beneficiaries	12	Media
5	Youth/university groups	13	Emerging donors
6	Private sector	14	Other (please specify): _____
7	Academia/think tanks/research institutes		
8	Parliament	15	Don't know

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

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

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Collaboration with the UN											<input type="checkbox"/>
B25	Straightforwardness and honesty											<input type="checkbox"/>
B26	Treating clients and stakeholders in Sierra Leone with respect											<input type="checkbox"/>
B27	Being a long-term partner											<input type="checkbox"/>

B28. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Sierra Leone? (Select no more than TWO)

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	Save the Children
6	The Red Cross
7	The United Nations International Children's Emergency Fund (UNICEF)
8	The International Committee of the Red Cross (ICRC)
9	None. I don't believe the World Bank Group needs to partner with the UN organizations.
10	Don't know

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

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Sierra Leone? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Natural resource management (e.g., iron ore, diamond, rutile, bauxite, gold, timber)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Economic growth and diversification	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disease (e.g., HIV/AIDS, hepatitis, malaria)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Gender based violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Tourism	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C2. To what extent does the World Bank Group's work help to achieve development results in Sierra Leone?											
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

C3. To what extent does the World Bank Group influence the development agenda in Sierra Leone?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Sierra Leone?											
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 Sierra Leone?												
		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Disbursement Linked Indicators, etc.) meet the needs of Sierra Leone	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Sierra Leone'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"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C7. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Sierra Leone? (Select only ONE response)

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

How effectively does the World Bank Group support Sierra Leone's efforts ... ?

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
C8	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)												<input type="checkbox"/>
C9	To develop better and stronger data collection/analytics systems within the Government												<input type="checkbox"/>
C10	To strengthen the country's crisis preparedness												<input type="checkbox"/>
C11	To identify and monitor risks												<input type="checkbox"/>

C12. How effectively does the World Bank Group's SCD and CPF activities support Sierra Leone's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF)]

Country: <input type="text"/> (see also Country: <input type="text"/> and Group: <input type="text"/>)											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all										Very effectively	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 Sierra Leone, to what extent do you believe that the World Bank Group's knowledge work and activities:

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

D9. 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

D10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

E9. To what extent do you believe the World Bank Group is adequately staffed in Sierra Leone?												
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. To what extent does the World Bank Group's team in Sierra Leone have the right skills mix to tackle the challenges of fragility?	
1	Almost never
2	Rarely
3	Sometimes
4	Almost always
5	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

E11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Sierra Leone?										
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

E12. 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 Sierra Leone? (Choose no more than TWO)	
1	Social cohesion
2	Public services
3	Macro issues (fiscal accounts, balance of payments, etc.)
4	Education
5	Health
6	Supporting poor and marginalized local communities
7	Jobs
8	Business development
9	Infrastructure
10	Other (please specify): _____
11	Don't know

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SIERRA LEONE

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Sierra Leone? (Choose no more than TWO)	
1	Ensure greater selectivity in its work
2	Engage more effectively with private sector
3	Offer more innovative knowledge services
4	Engage more directly with beneficiaries
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Increase the level of World Bank Group staffing in Sierra Leone's office
7	Work faster
8	Reduce the complexity of obtaining World Bank Group financing
9	Help to bring discipline/effective supervision to implementation of World Bank Group projects
10	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
11	Offer more innovative financial products
12	Provide more adequate data/knowledge/statistics/figures on Sierra Leone's economy
13	Engage more effectively with civil society (e.g., NGOs, CBOs)
14	Increase the level of capacity development in the country
15	Improve the quality of its experts as related to Sierra Leone's specific challenges
16	Other (please specify): _____

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

F3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)	
1	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
2	Share more information about the World Bank Group's activities, products, and knowledge
3	Involve UN experts to a greater degree in World Bank Group activities
4	Organize more joint meetings and missions with the UN
5	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
6	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
7	Other (please specify): _____

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN SIERRA LEONE

F4. Please answer the following questions: (Choose no more than THREE for each column)			
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Sierra Leone?	B. Which THREE areas below would benefit most from other donors in Sierra Leone?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
10	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
11	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
12	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
13	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
14	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
15	Food security	<input type="checkbox"/>	<input type="checkbox"/>
16	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
17	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Sierra Leone?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Sierra Leone? (Choose no more than TWO)			
1	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	World Bank Group's seminars/workshops/conferences	4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
2	e-Newsletters	5	World Bank Group's website
3	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)

G4. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

G5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g. read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	11	Private Foundation
2	Office of Minister	12	NGO/Community Based Organization
3	Office of Parliamentarian	13	Media (press, radio, TV, web, etc.)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Trade Union
6	Local Government Office or Staff	16	Faith-Based Group
7	Bilateral Agency	17	Youth Group
8	Multilateral Agency	18	Academia/Research Institute/Think Tank
9	Private Sector Organization	19	Judiciary Branch
10	Financial Sector/Private Bank	20	Other (please specify): _____

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

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Sierra Leone? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Sierra Leone? (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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Northern Region
2	Southern Region
3	Eastern Region
4	Western Area
5	North-West Region

Thank you for completing the survey!