

# FY 2019 Jamaica Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**December 2019**



## Acknowledgements

The Jamaica 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 Jamaica country team and the independent fielding agency Market Research Services Limited. In particular, PORG is grateful for the support from Jody Kay Amoy Maxwell (Consultant) who coordinated the survey related activities from Kingston, Jamaica.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## JAMAICA





## I. Objectives

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

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

## II. Methodology

In May-July 2019, 441 stakeholders of the WBG in Jamaica 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 114 stakeholders participated in the survey (26% response rate). Respondents either received the questionnaires via the online survey platform Qualtrics, or they received the questionnaire via courier or 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 37%, N=91). 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 75).

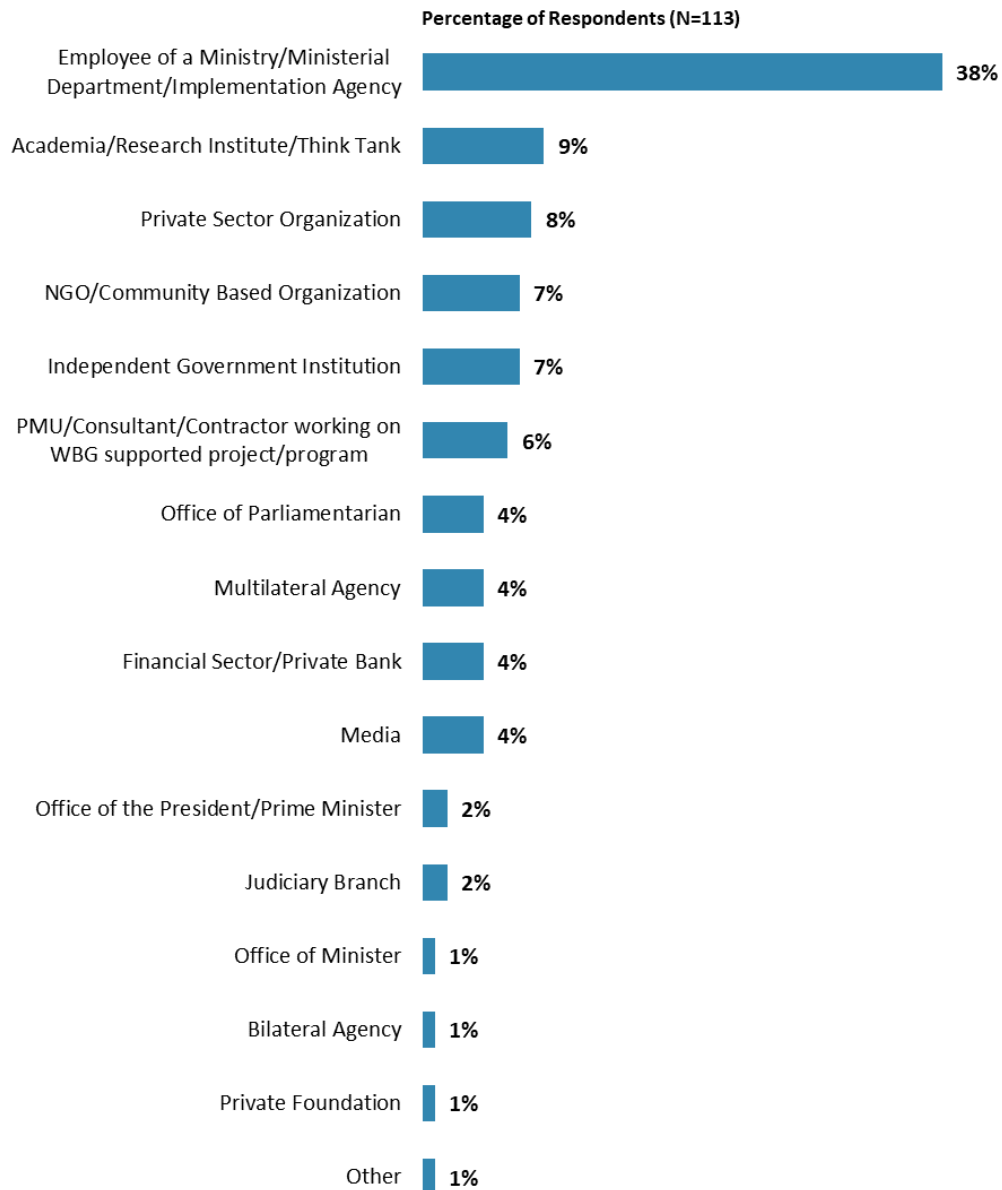
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- For further analyses, some respondent groups were combined.<sup>1</sup>



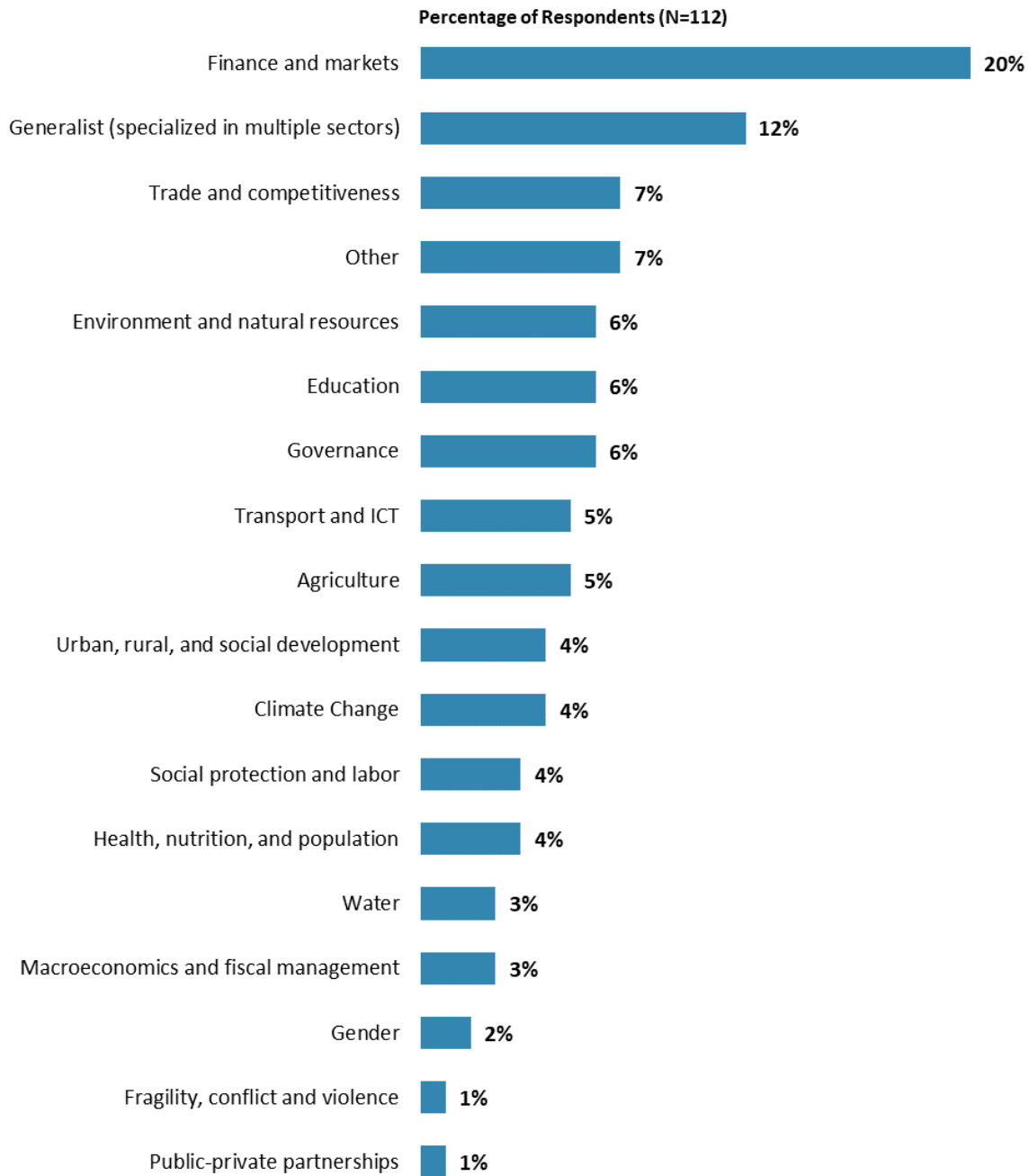
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> 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 and NGOs/community-based organizations were combined in the “CSO” category. The small number of the respondents from the office of the President/Prime Minister, office of a minister, and the judiciary branch were included in the “Other” category. There were no respondents from local governments, trade unions, faith-based groups, and youth groups.



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

#### Area of Primary Specialization



**"Please identify the primary specialization of your work."**

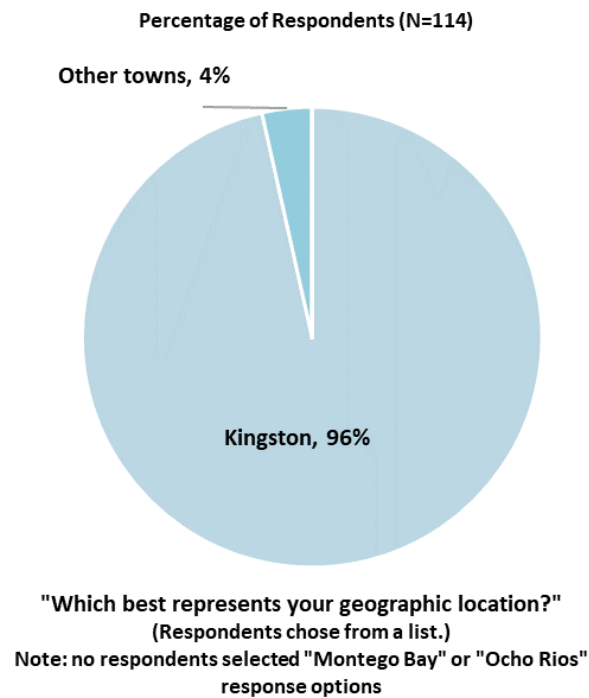
(Respondents chose from a list.)

Note: no respondents selected "Energy and extractives", "Poverty", or "Jobs" response options

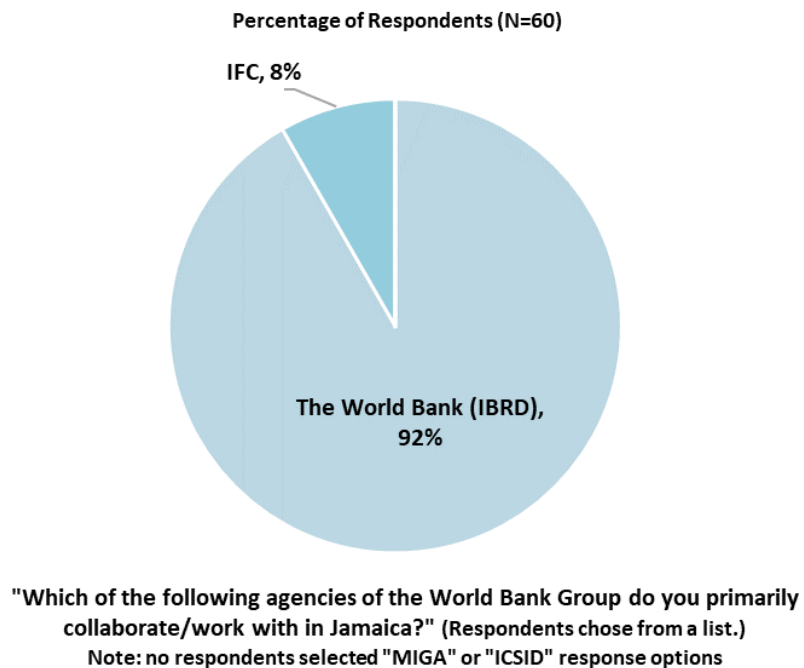


### III. Demographics of the Sample (continued)

#### Geographic Locations



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

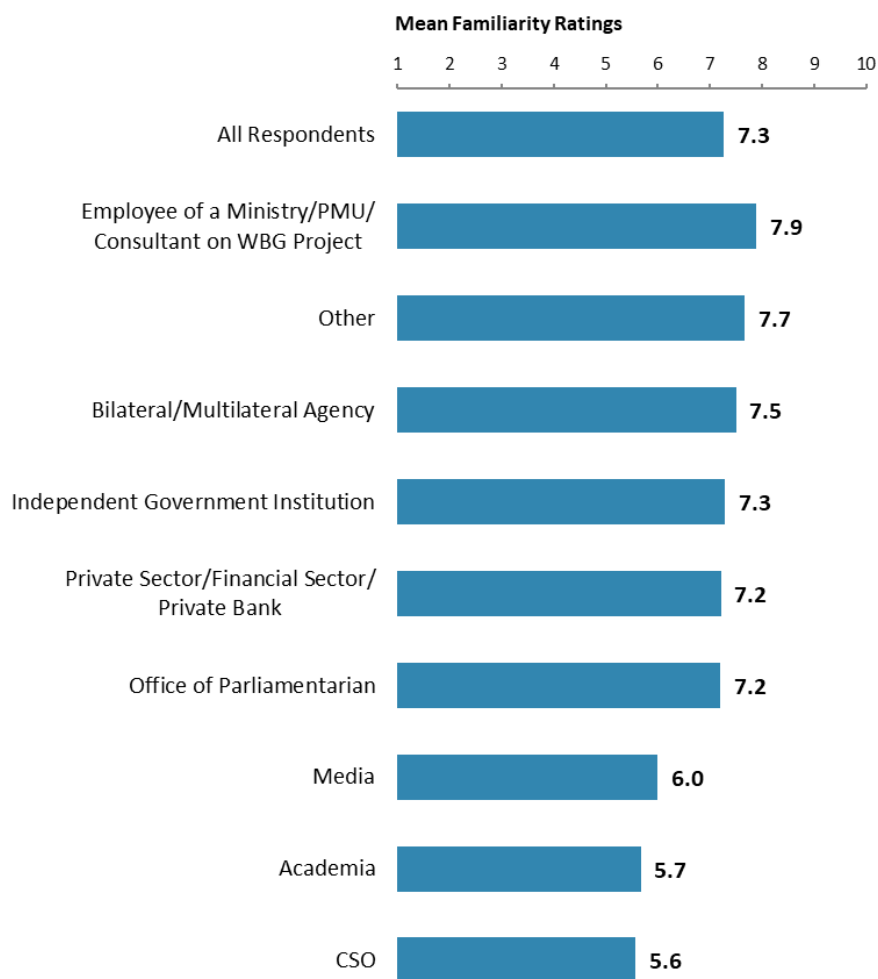




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'16 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'19 = 7.1; weighted mean in FY'16 = 7.1)<sup>2</sup>.
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in Jamaica, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Jamaica's development, and with their ratings of the extent to which the WBG's work helps to achieve development results in Jamaica.



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

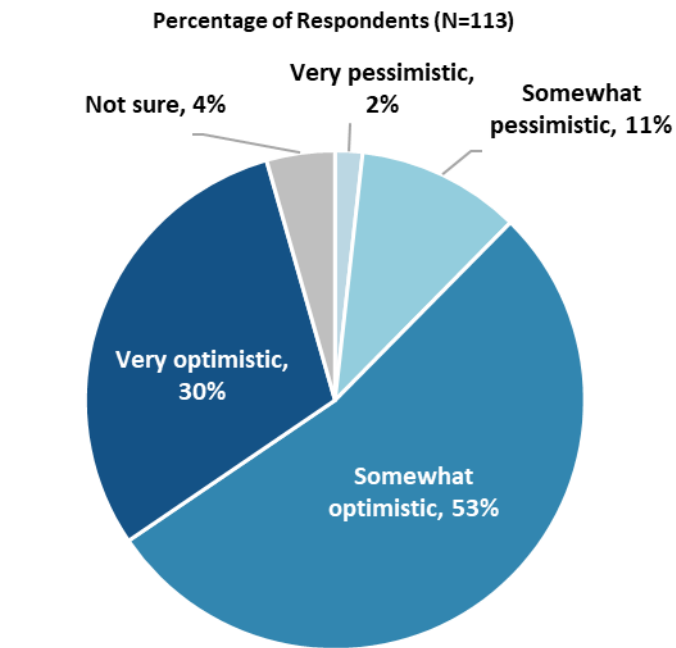
<sup>2</sup> Please refer to Appendix D (page 75) for more details on weighting. The means in the chart were calculated based on un-weighted data.





## IV. General Issues Facing Jamaica

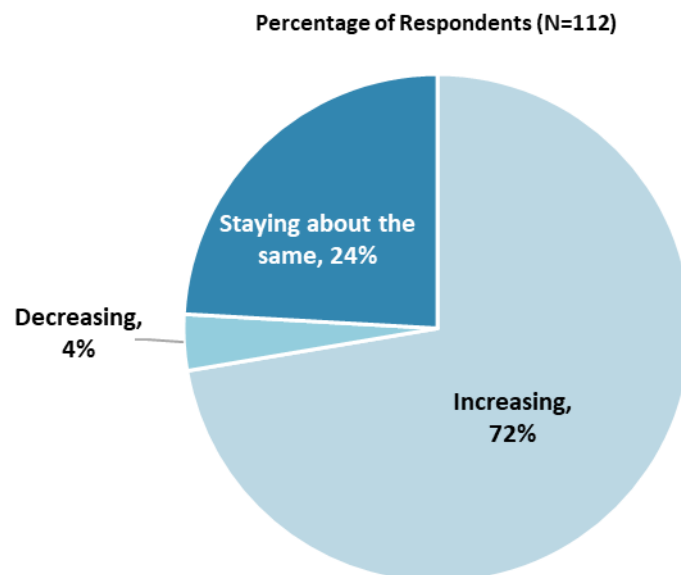
### Optimism for the Future of Jamaica



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

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### Perceptions of Economic Opportunity

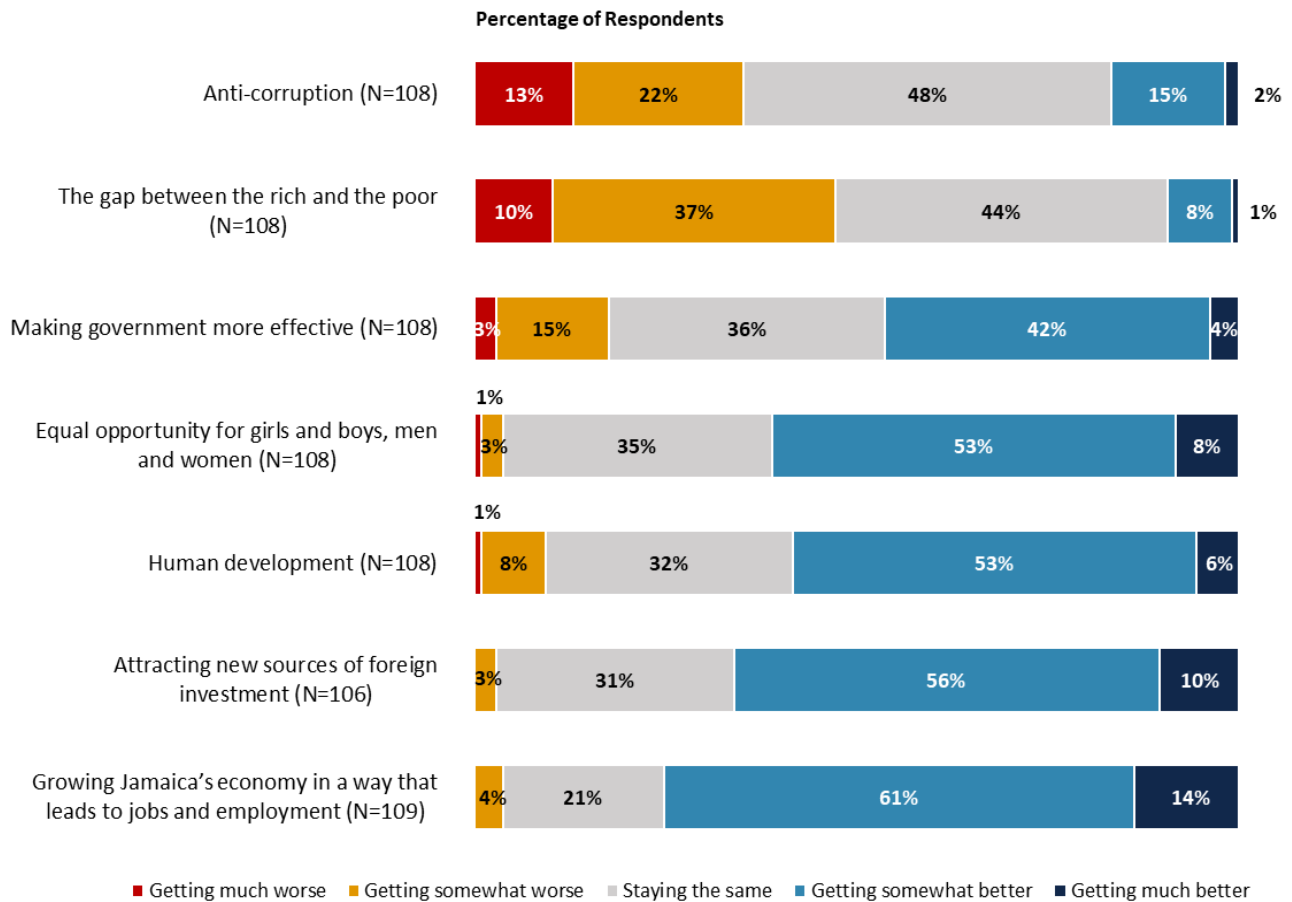


"Do you think that economic opportunity for citizens in Jamaica is ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Jamaica (continued)

### Perceptions of Improvement and Decline in Specific Areas



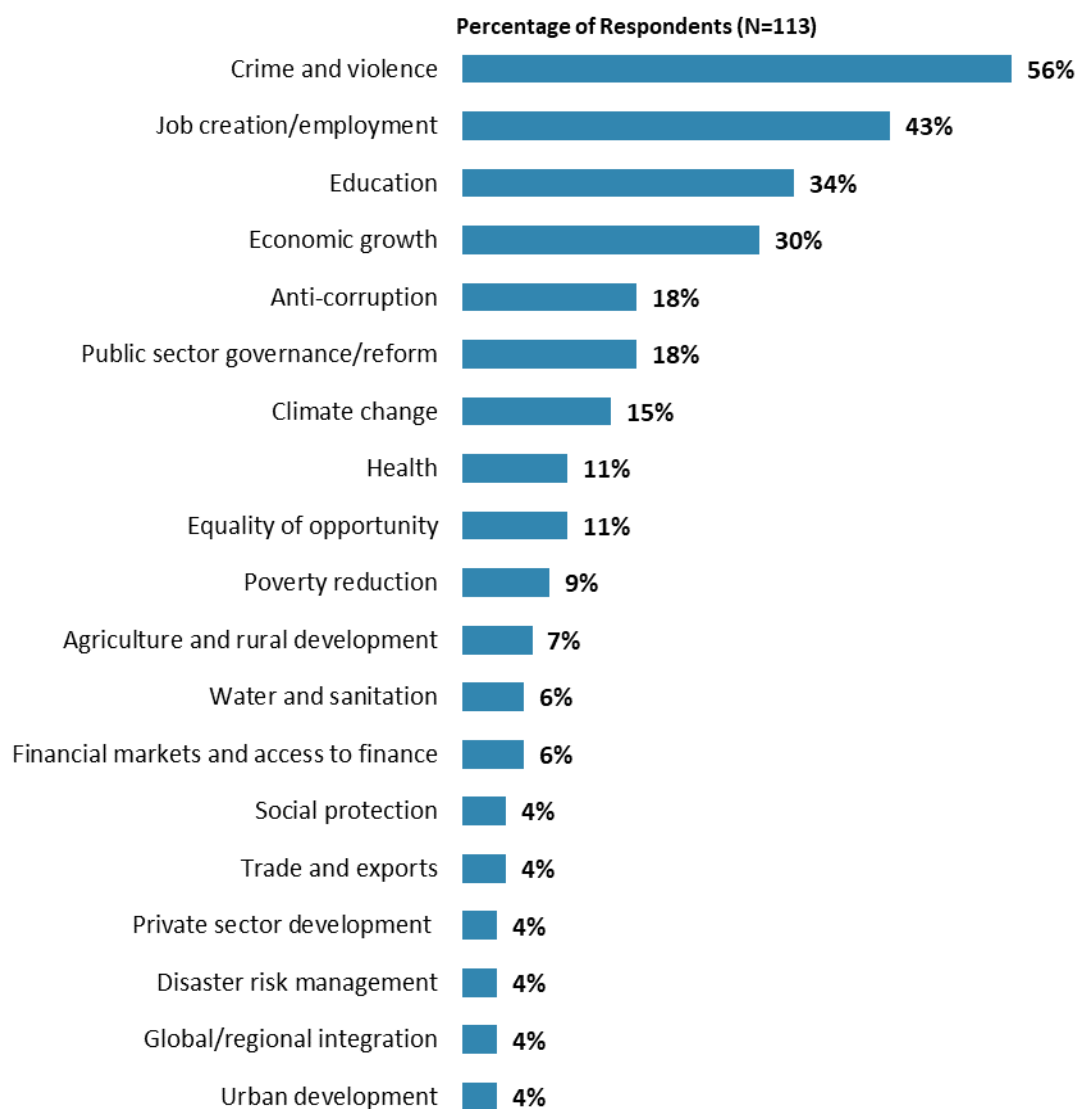
"Please describe the direction Jamaica is moving in, when considering ... ?"  
(Respondents chose from a list.)



## IV. General Issues Facing Jamaica (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'16 Country Survey indicated that the most important development priorities in Jamaica were “*crime and violence*” (47%), “*job creation/employment*” (35%), “*economic growth and diversification*” (34%), “*public sector governance/reform*” (26%), and “*innovation and entrepreneurship*” (21%). In FY'19, “*education*” emerged among the top development priorities, with 34% of respondents selecting it, up from 16% in FY'16.



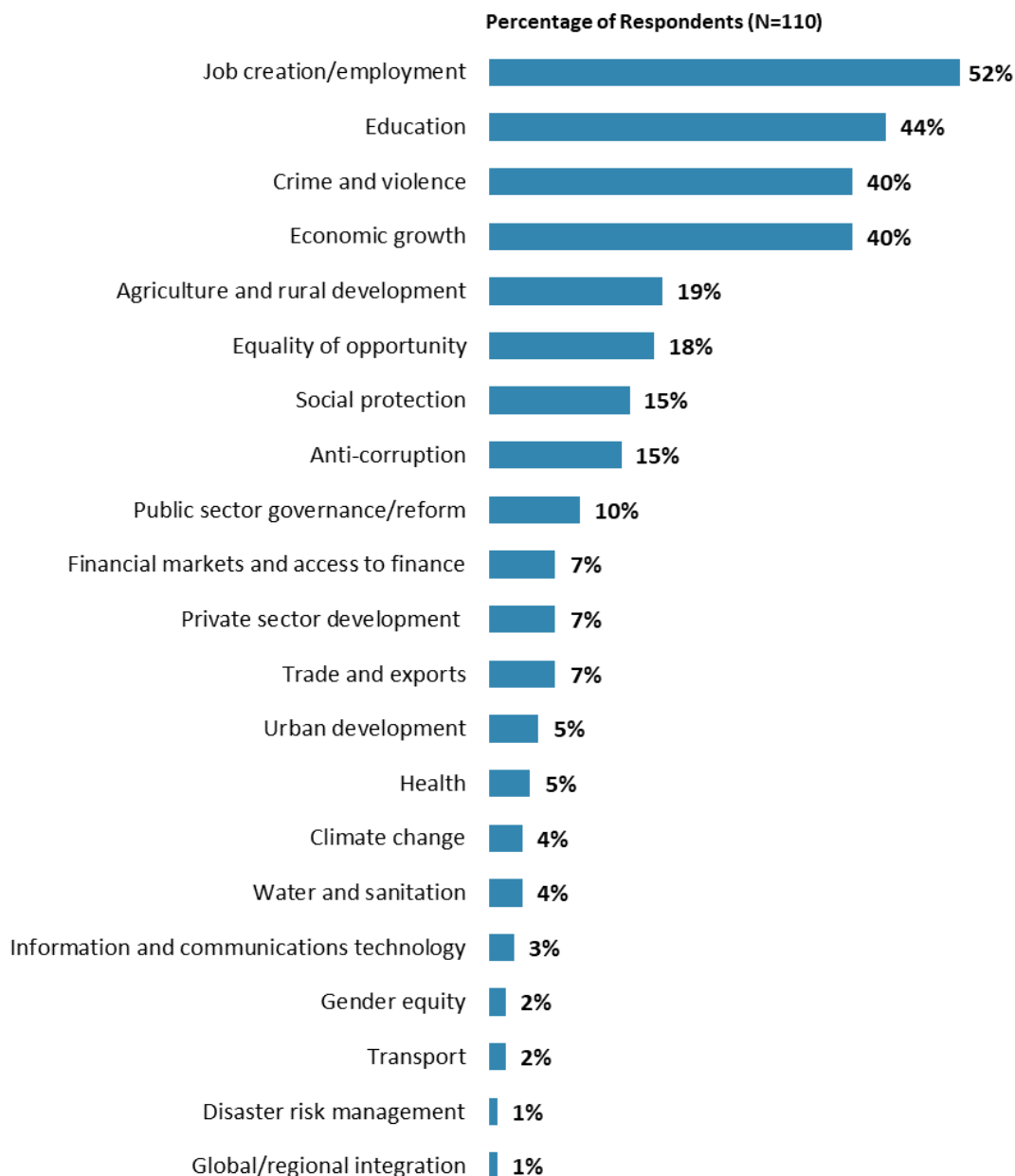
"Listed below are a number of development priorities in Jamaica. Please identify which of the following you consider the most important development priorities in Jamaica. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 19 of 25 response options shown)



## IV. General Issues Facing Jamaica (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 Jamaica were “*job creation/employment*” (46%), “*economic growth and diversification*” (43%), “*crime and violence*” (34%), and “*education*” (31%).

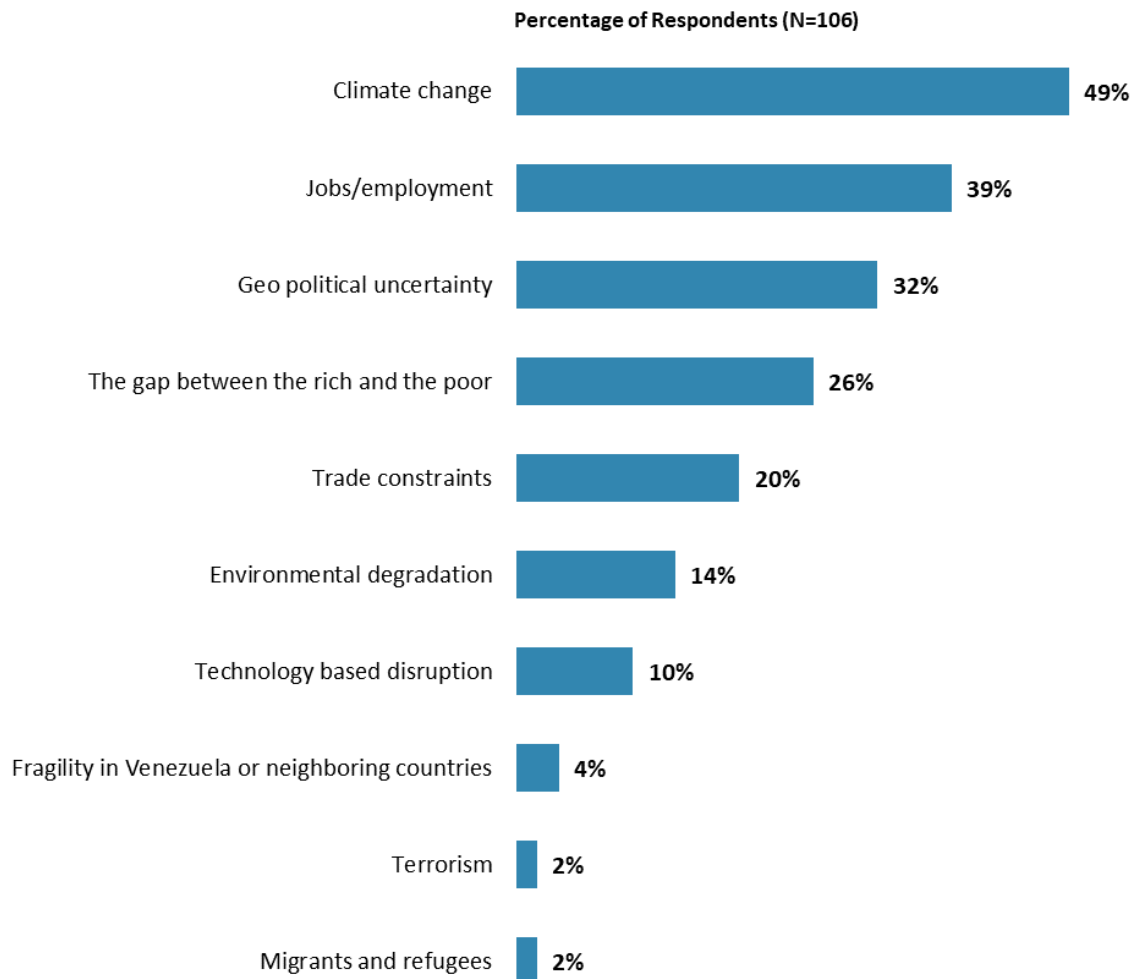


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Jamaica? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Jamaica (continued)

### The Impact of Global Challenges on Jamaica



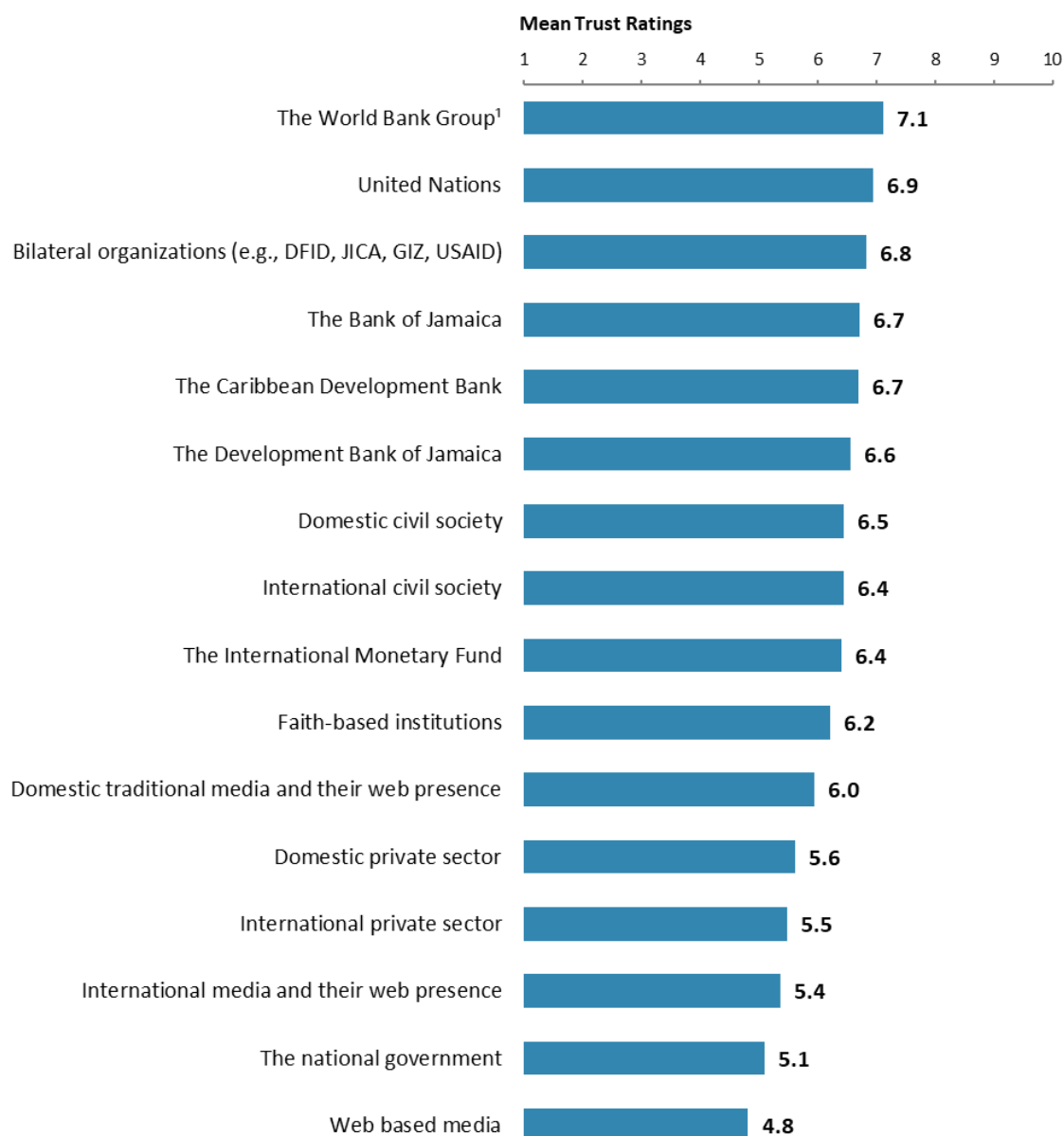
**"Listed below are global challenges. Which do you think have the most serious impact on Jamaica?  
(Choose no more than TWO)"**

**(Respondents chose from a list. Responses combined.)**



## IV. General Issues Facing Jamaica (continued)

### Trust in Institutions



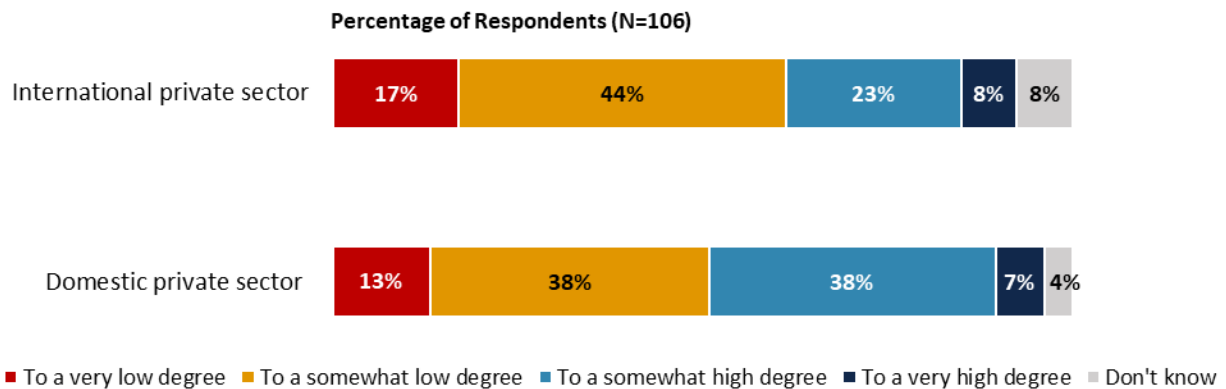
"To what extent do you trust each of the following groups to do what is right? "  
(1-"To no degree at all ", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



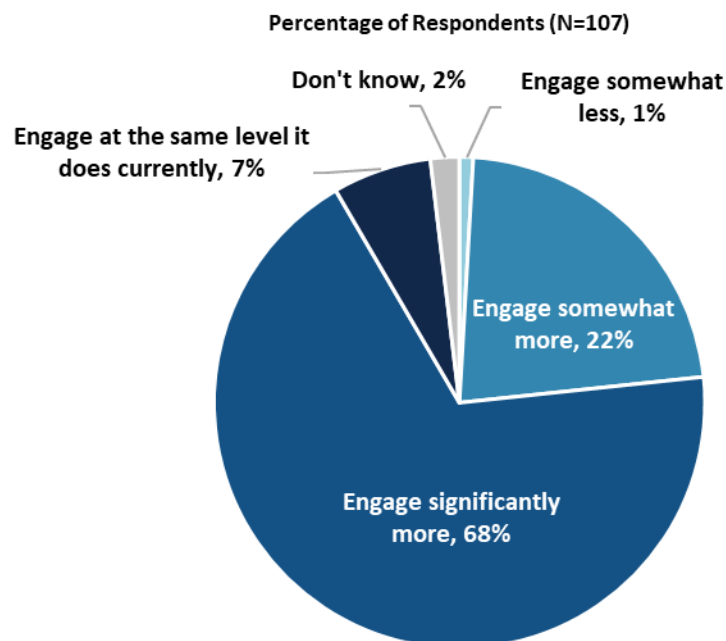
## IV. General Issues Facing Jamaica (continued)

### Trust in the Private Sector



"To what extent do you trust \_\_\_\_\_ to engage in public service delivery in Jamaica?"  
(Respondents chose from a list.)

### Civil Society Engagement



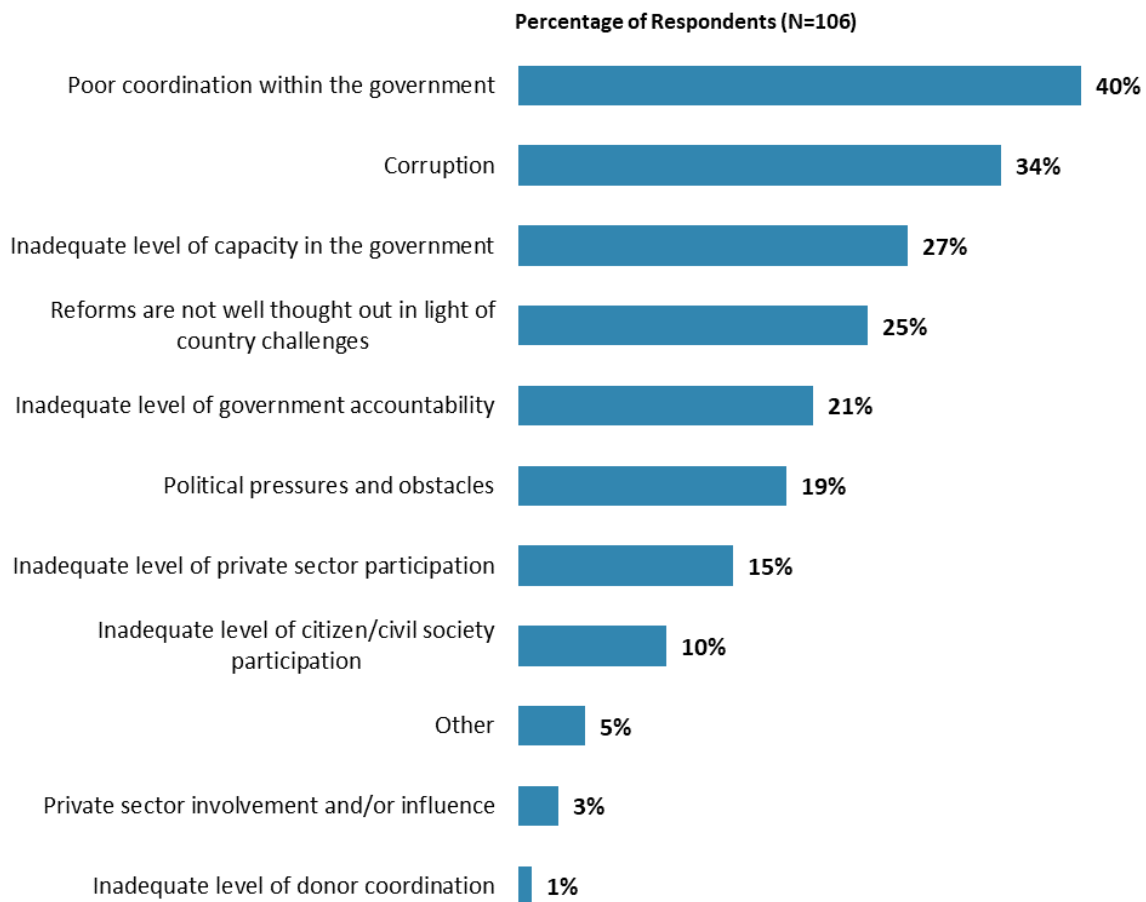
"When thinking about development efforts in Jamaica, do you think that civil society (e.g., NGOs, CBOs) should ... ?"  
(Respondents chose from a list.)

Note: no respondents selected "Engage significantly less" response option



## V. Overall Attitudes toward the World Bank Group

### Attributions for Slow/Failed Reform Efforts



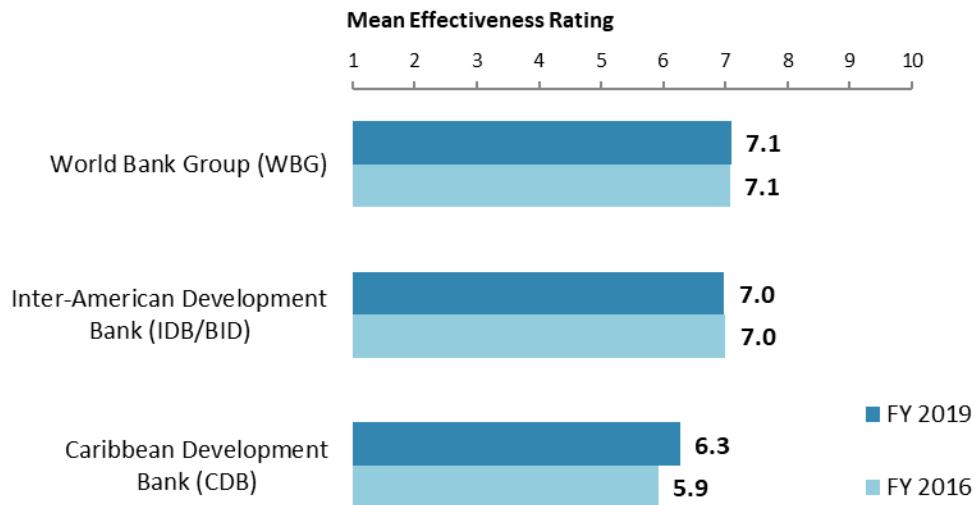
**"When economic and/or social reform efforts fail or are slow to take place in Jamaica, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)





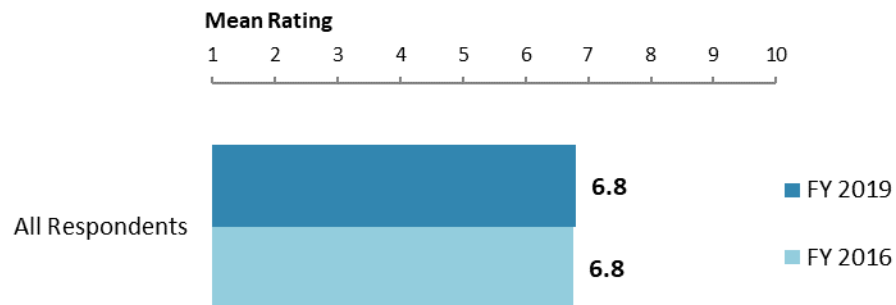
## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Effectiveness of the World Bank Group vs. Other Development Banks<sup>3</sup> (Indicator Question)



"Overall, please rate your impression of the effectiveness of these organizations in Jamaica."  
(1-"Not effective at all", 10-"Very effective")

### Achieving Development Results (Indicator Question)



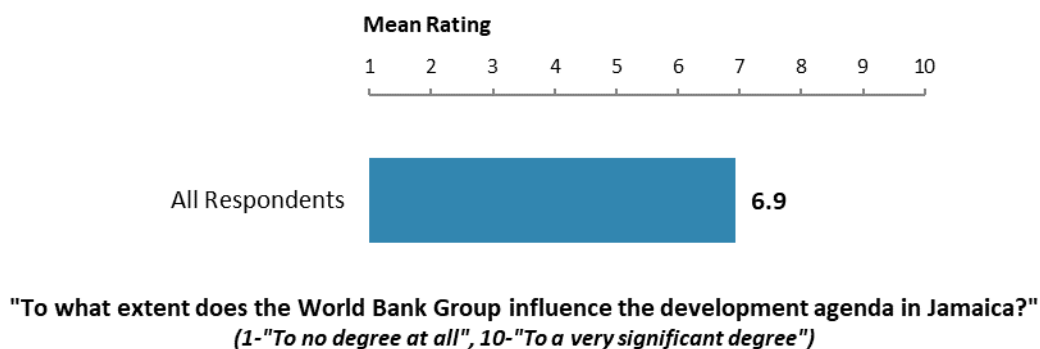
"To what extent does the World Bank Group's work help to achieve development results in Jamaica?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.

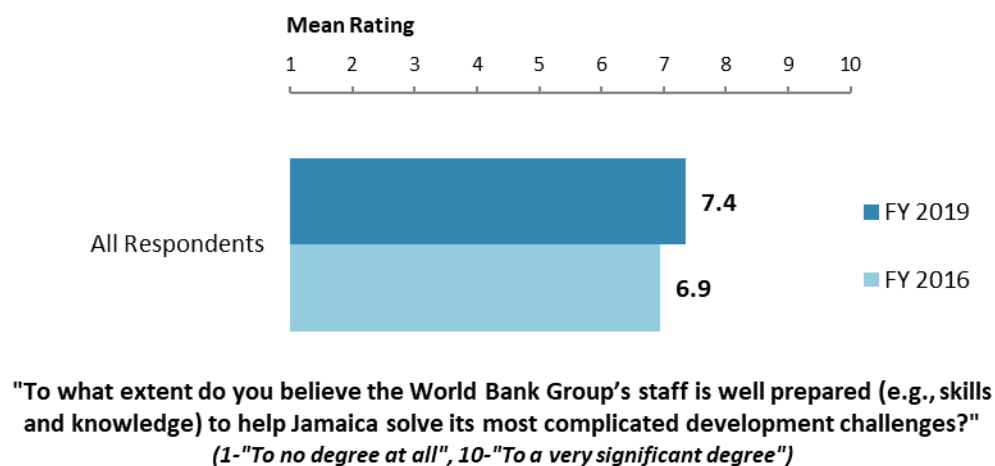


## V. Overall Attitudes toward the World Bank Group (continued)

### Influence on Jamaica's Development Agenda (*Indicator Question*)



### WBG Staff Preparedness<sup>4</sup>



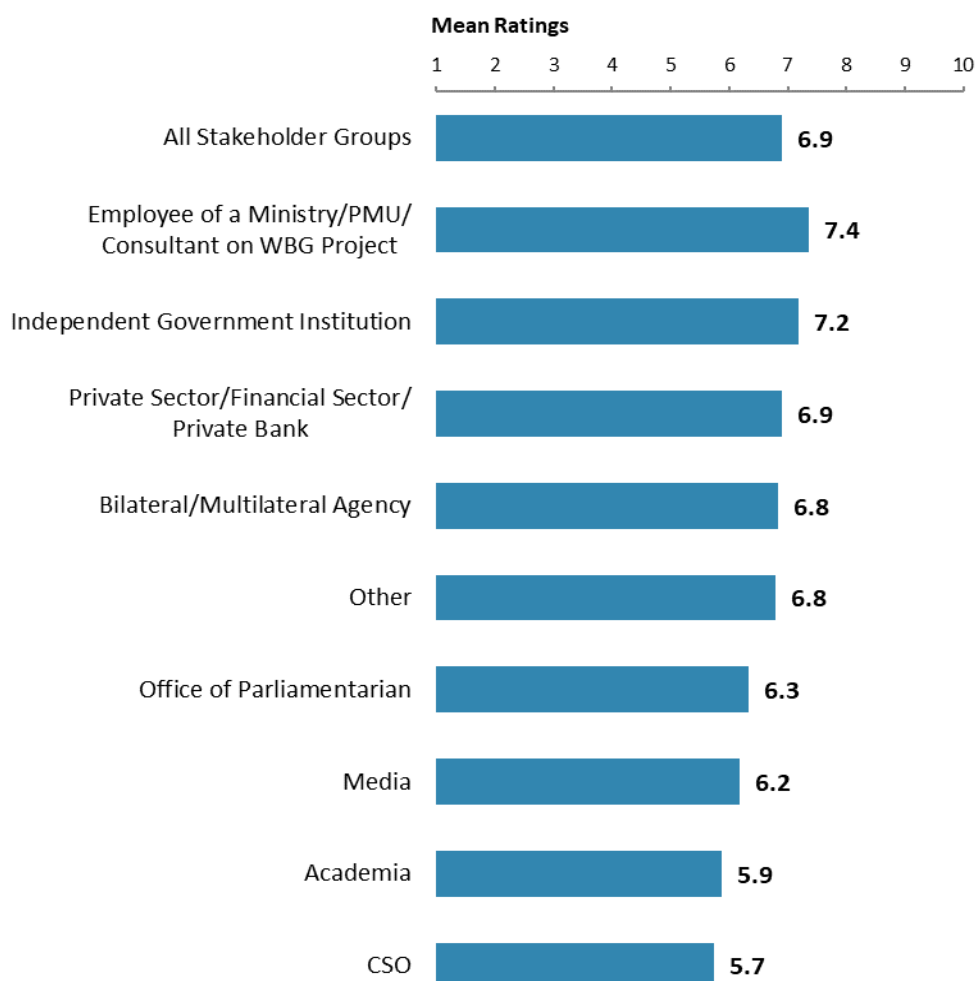
<sup>4</sup> Means presented in this chart were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Employees of ministries/PMUs/consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 56).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 80).



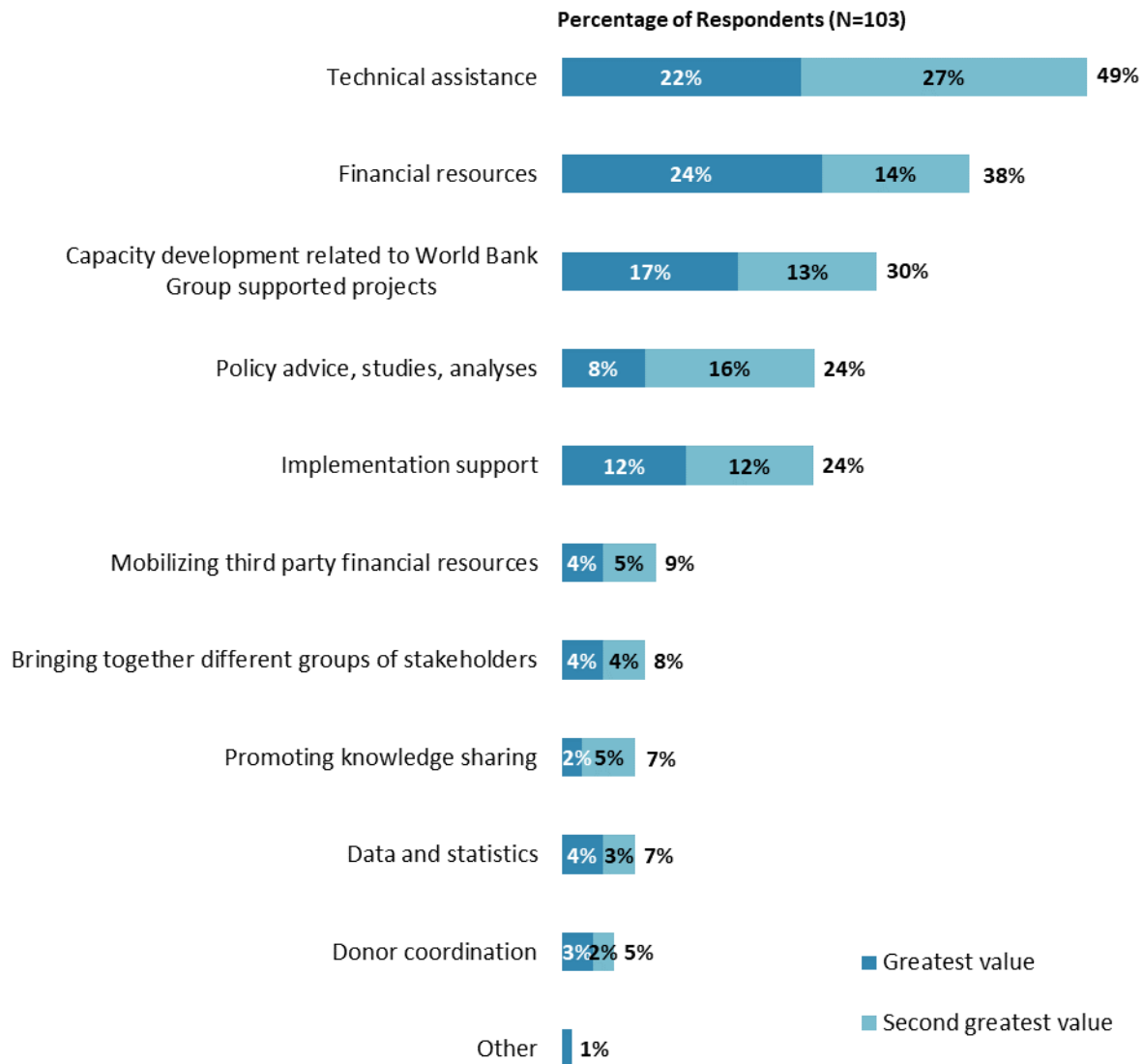
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



## 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 Jamaica were its "*financial resources*" (52%), "*technical assistance*" (37%), "*capacity development*" (34%), and "*policy advice, studies, analyses*" (33%).



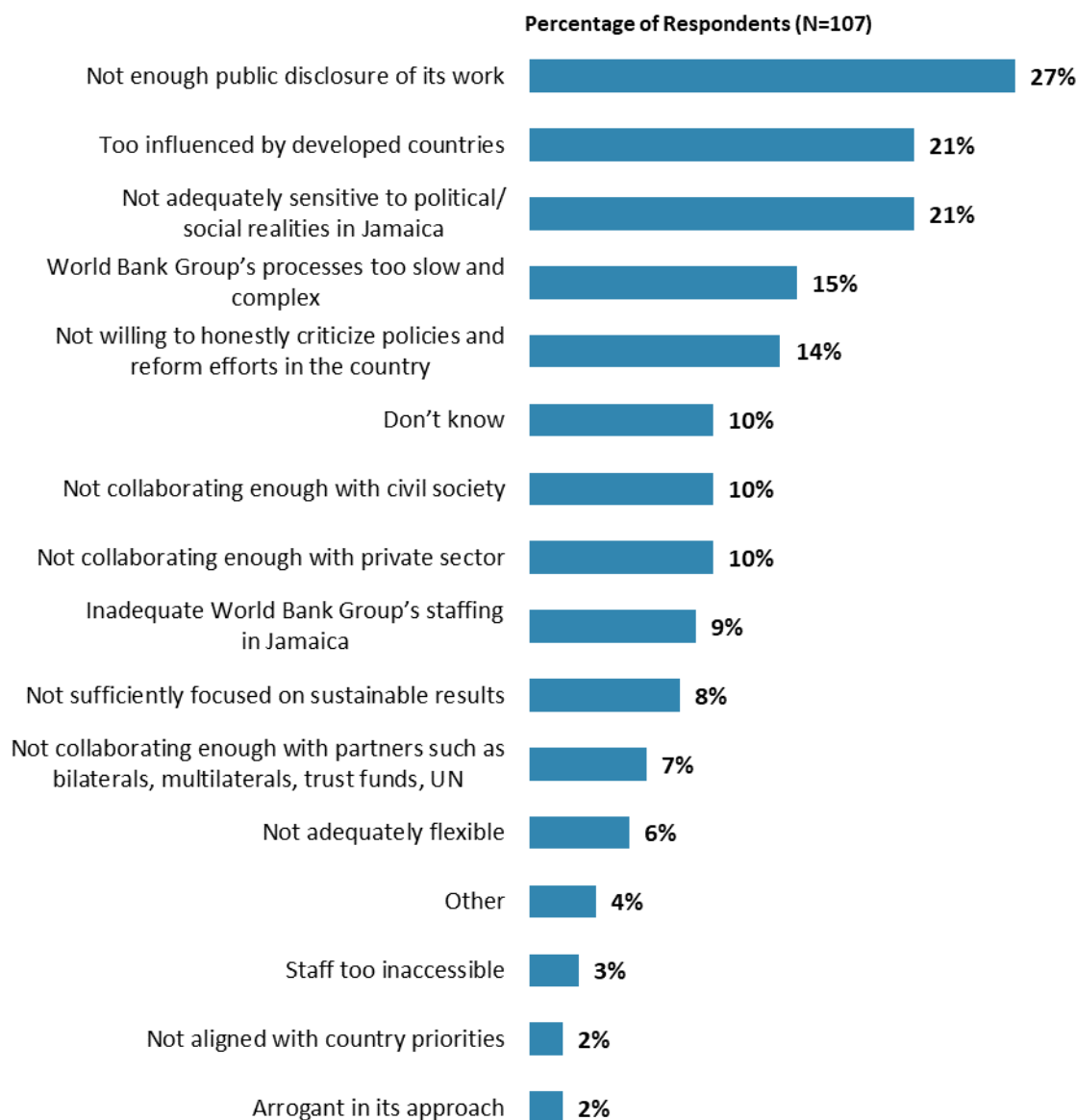
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?"  
(Respondents chose from a list.)



## 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 Jamaica were "*not collaborating enough with stakeholders outside the Government*" (28%) and "*World Bank Group's processes too slow*" (19%).

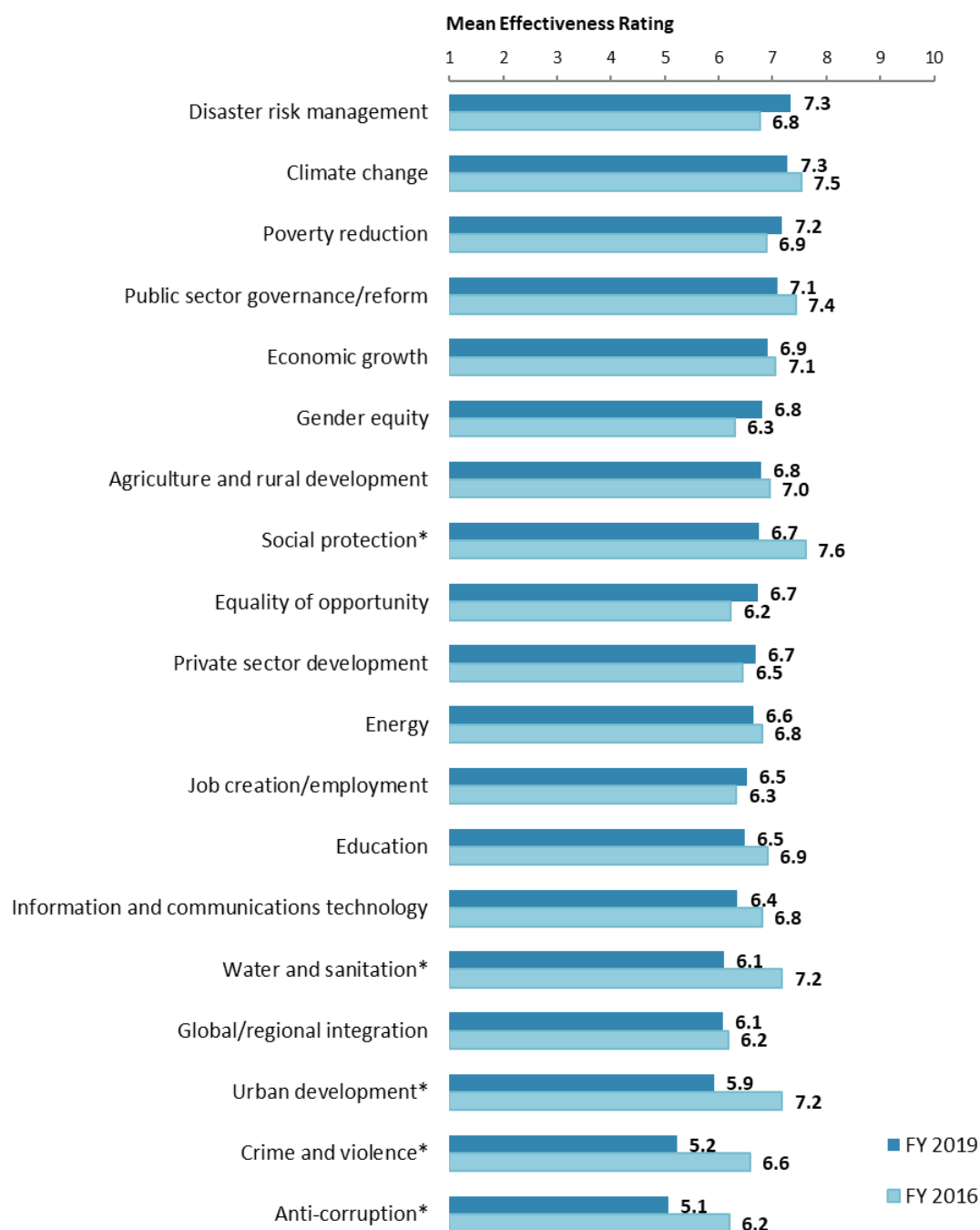


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



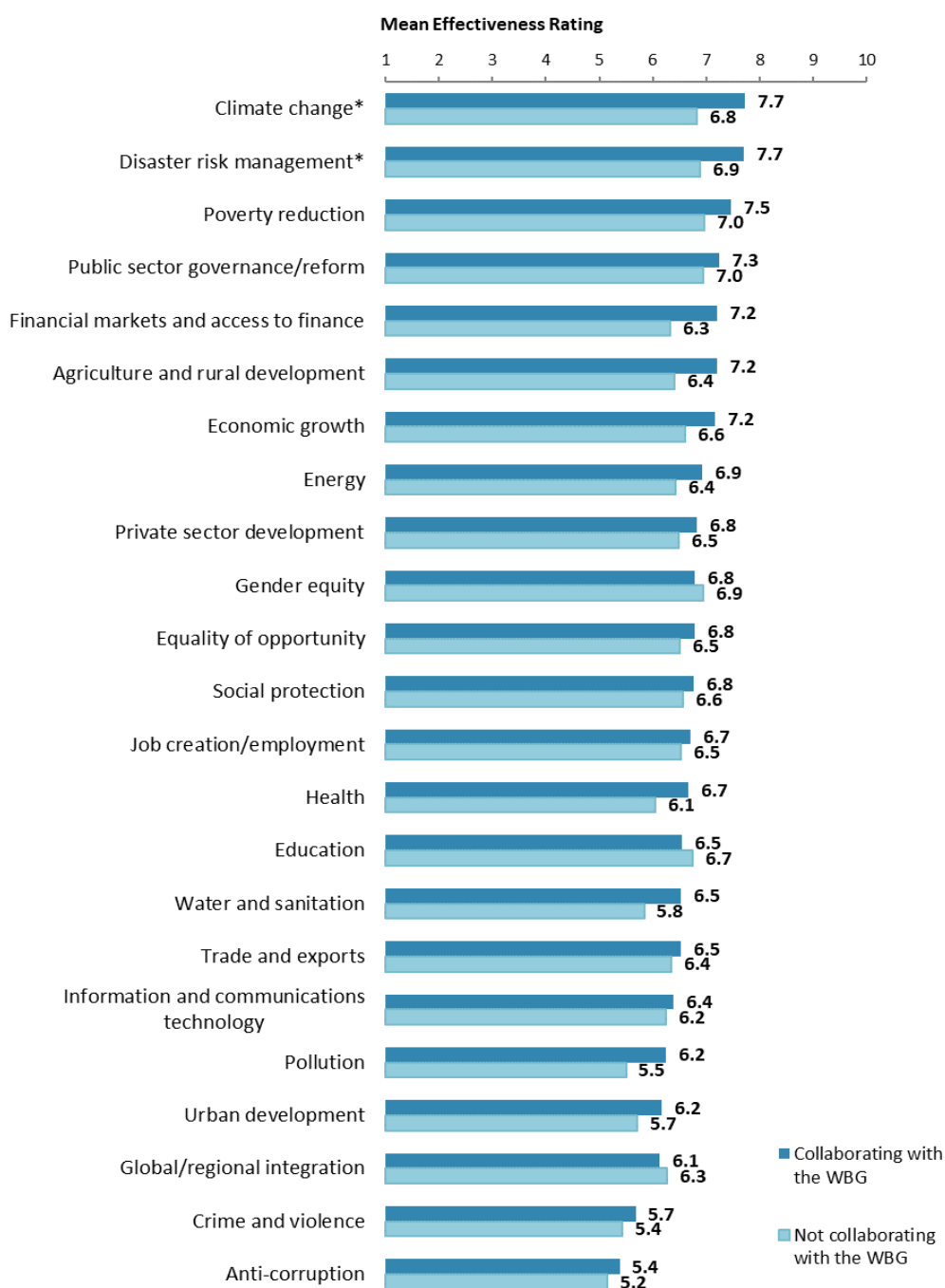
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jamaica?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2019 and FY 2016)

<sup>5</sup> 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: Collaboration<sup>6</sup>



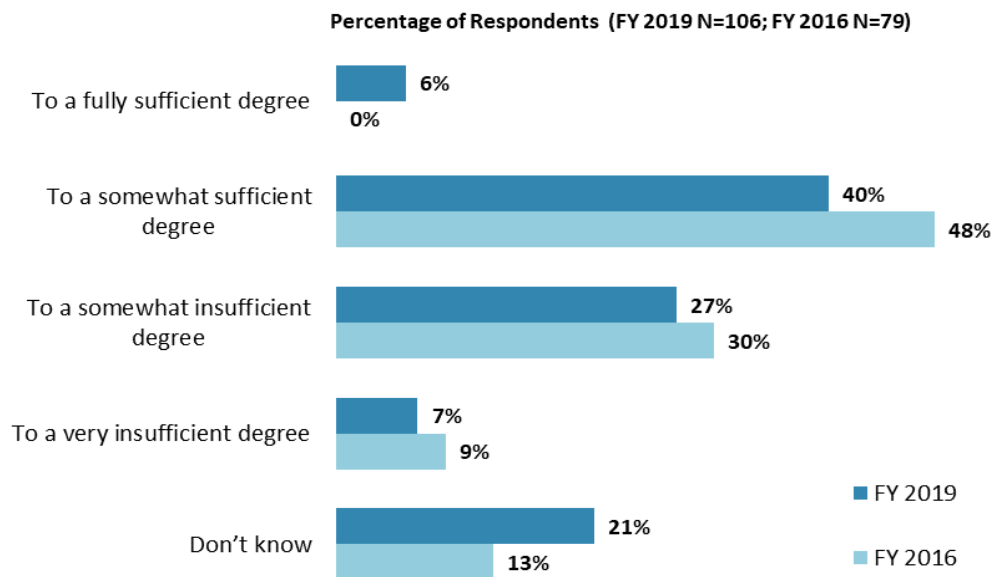
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jamaica?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) 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.



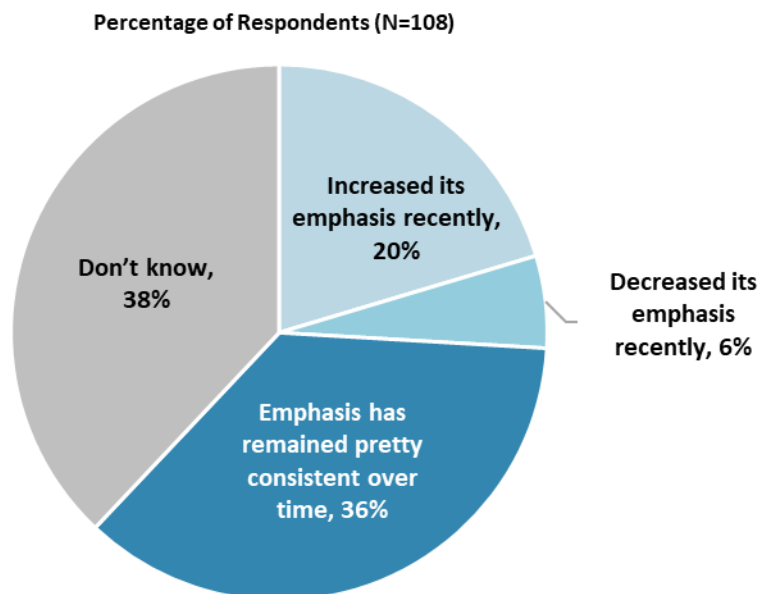
## VI. Sectoral Effectiveness (continued)

### Helping the Poorest<sup>7</sup>



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

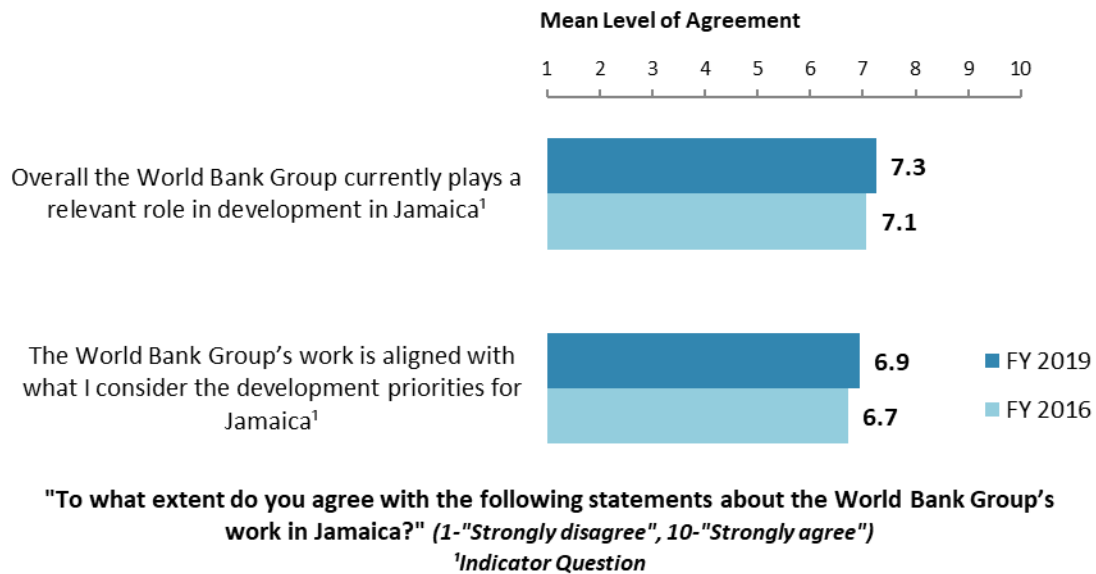
<sup>7</sup> Percentages presented in this chart were calculated based on weighted data.



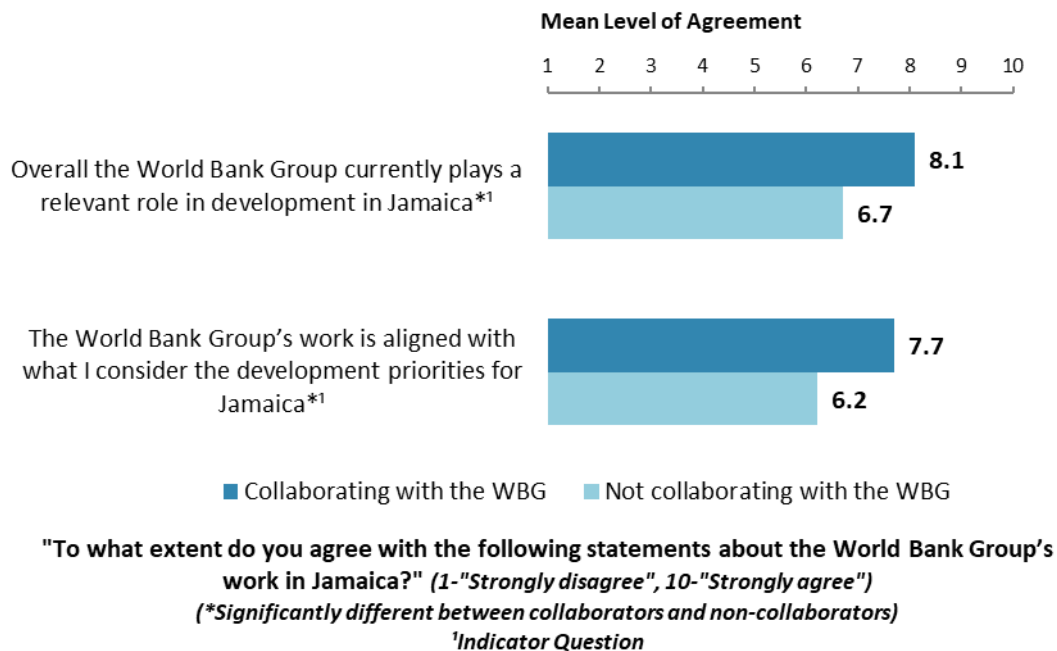


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Jamaica: Year Comparison<sup>8</sup>



### The World Bank Group's Work in Jamaica: Collaboration

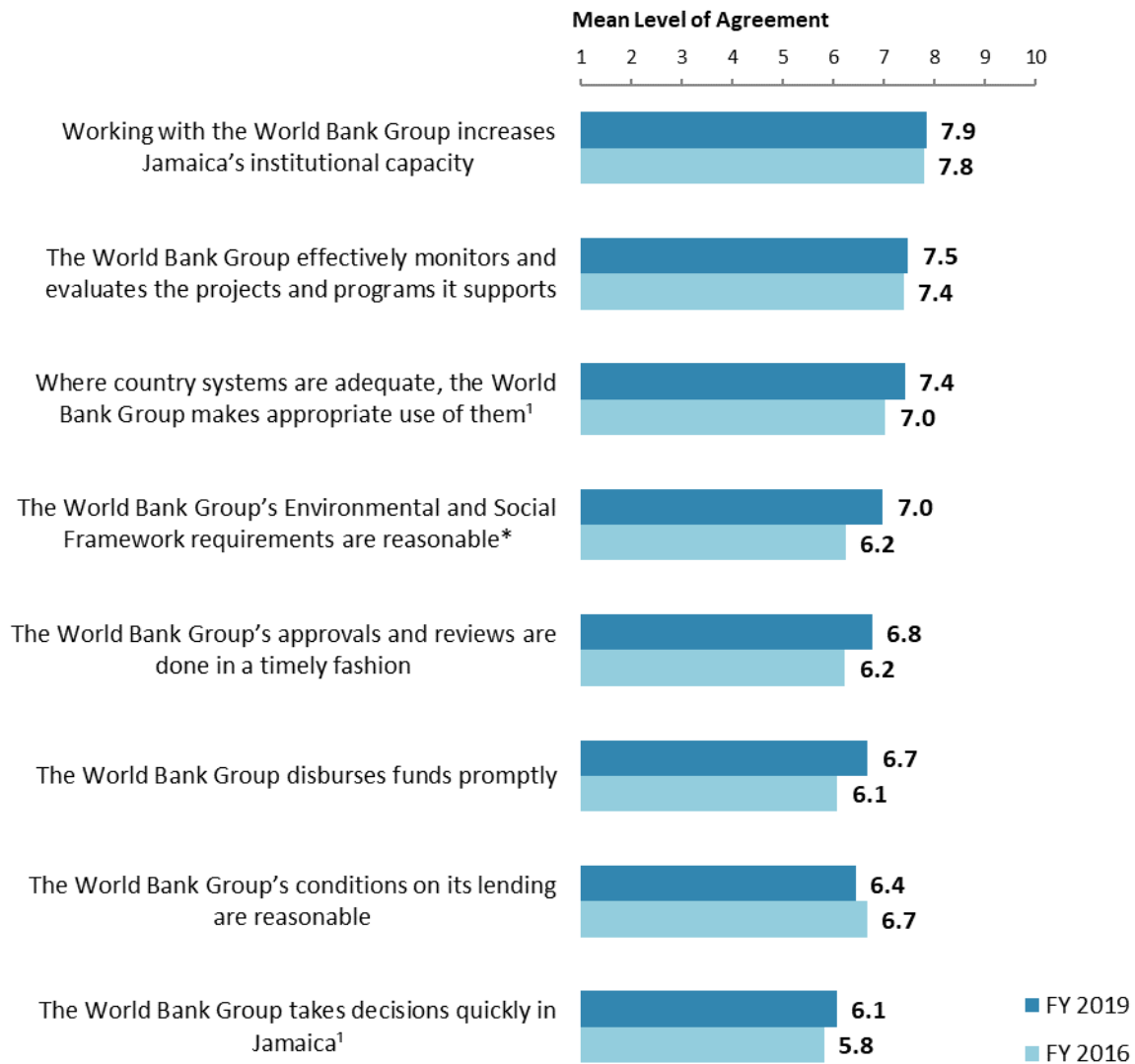


<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>9</sup>



**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2019 and FY 2016)  
<sup>1</sup>Indicator Question

<sup>9</sup> Means in the 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")

(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



**"To what extent is the World Bank Group an effective development partner in Jamaica, 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)**

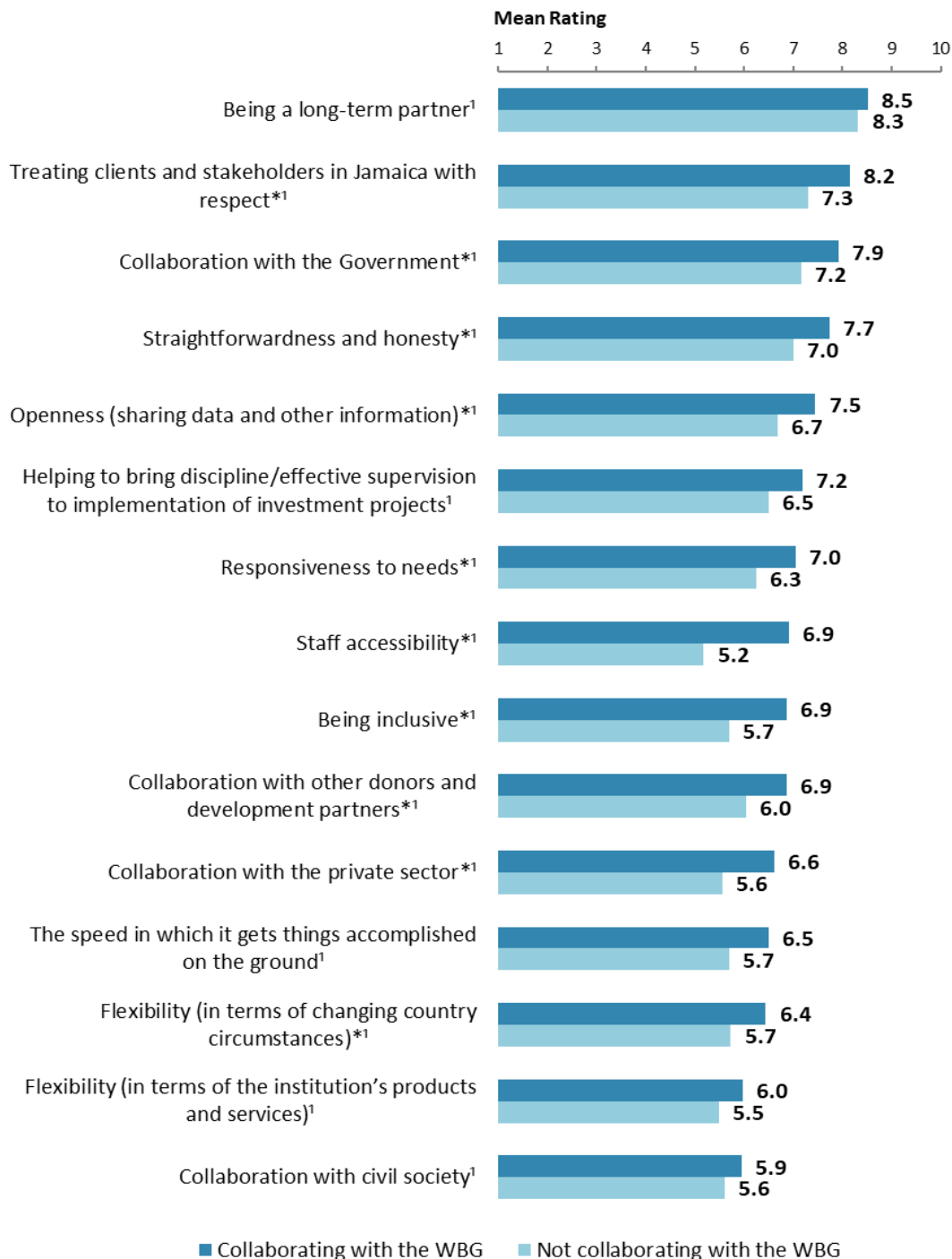
**<sup>1</sup>Indicator Question**

<sup>10</sup> Means in the 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 Jamaica, 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)

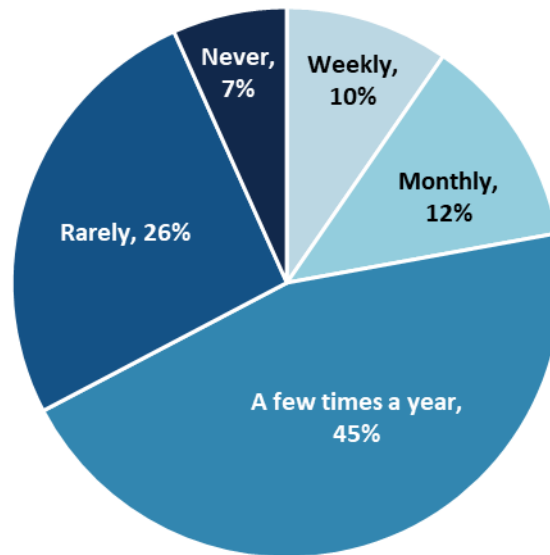
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

Percentage of Respondents (N=104)

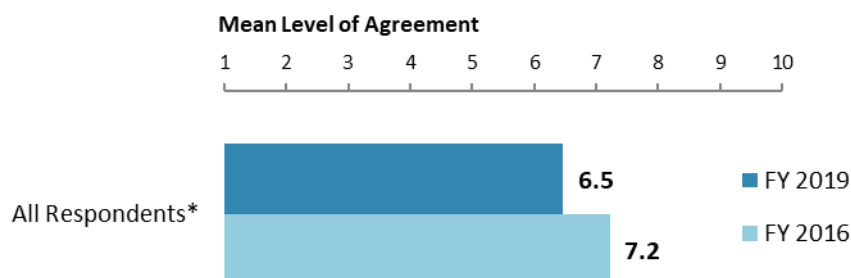


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



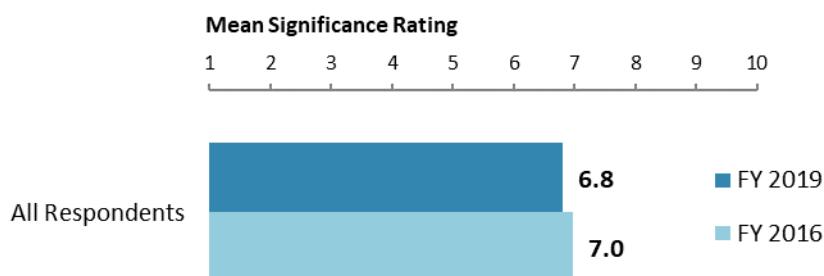
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Jamaica's Knowledge Needs<sup>11</sup> (*Indicator Question*)



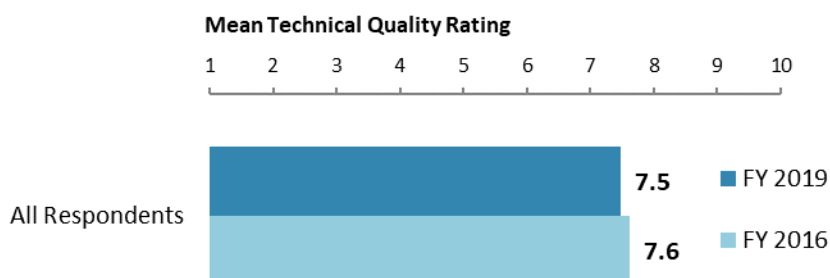
"The World Bank Group meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2019 and FY 2016)

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



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

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



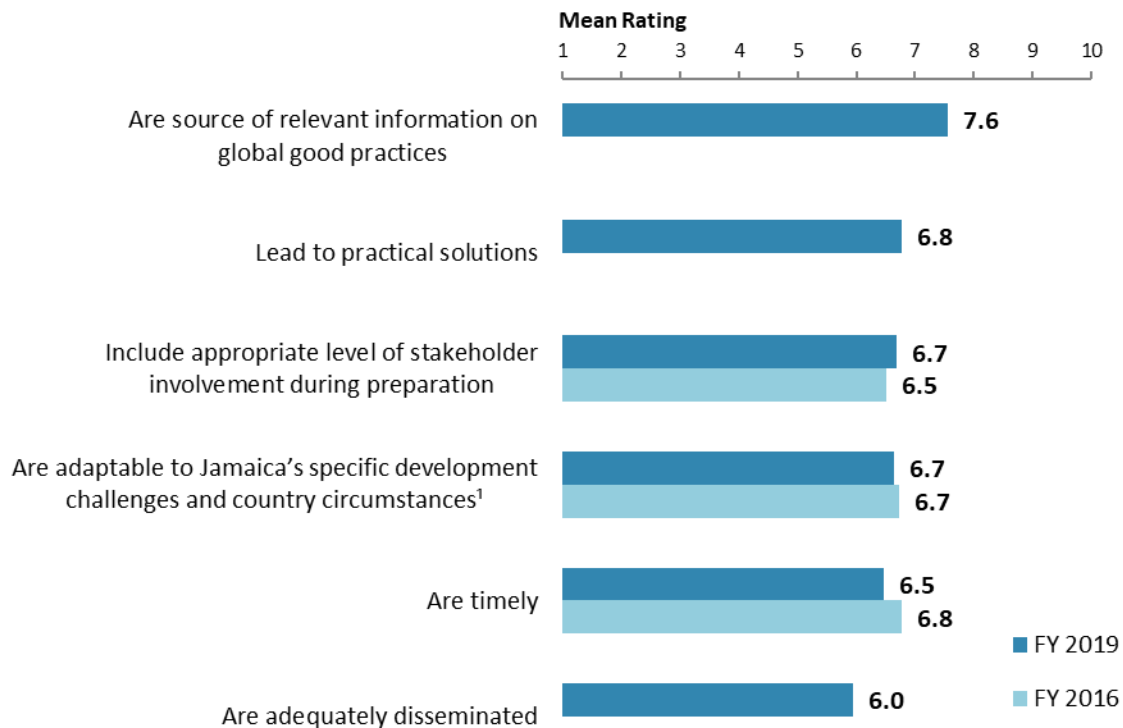
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")

<sup>11</sup> 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 Activities<sup>12</sup>



"In Jamaica, 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")

<sup>1</sup>Indicator Question

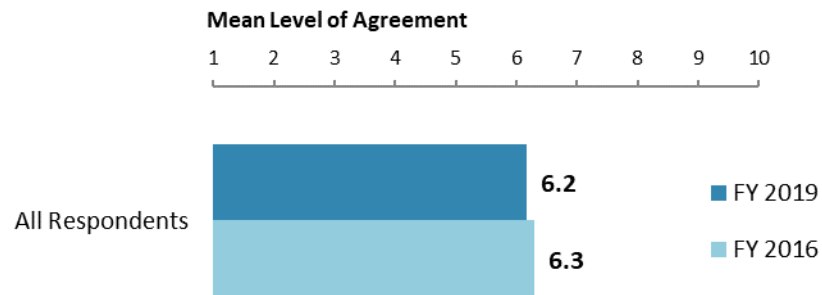
<sup>12</sup> Means in the chart were calculated based on weighted data.





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

### Meeting Jamaica's Needs for Financial Instruments<sup>13</sup> (*Indicator Question*)



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

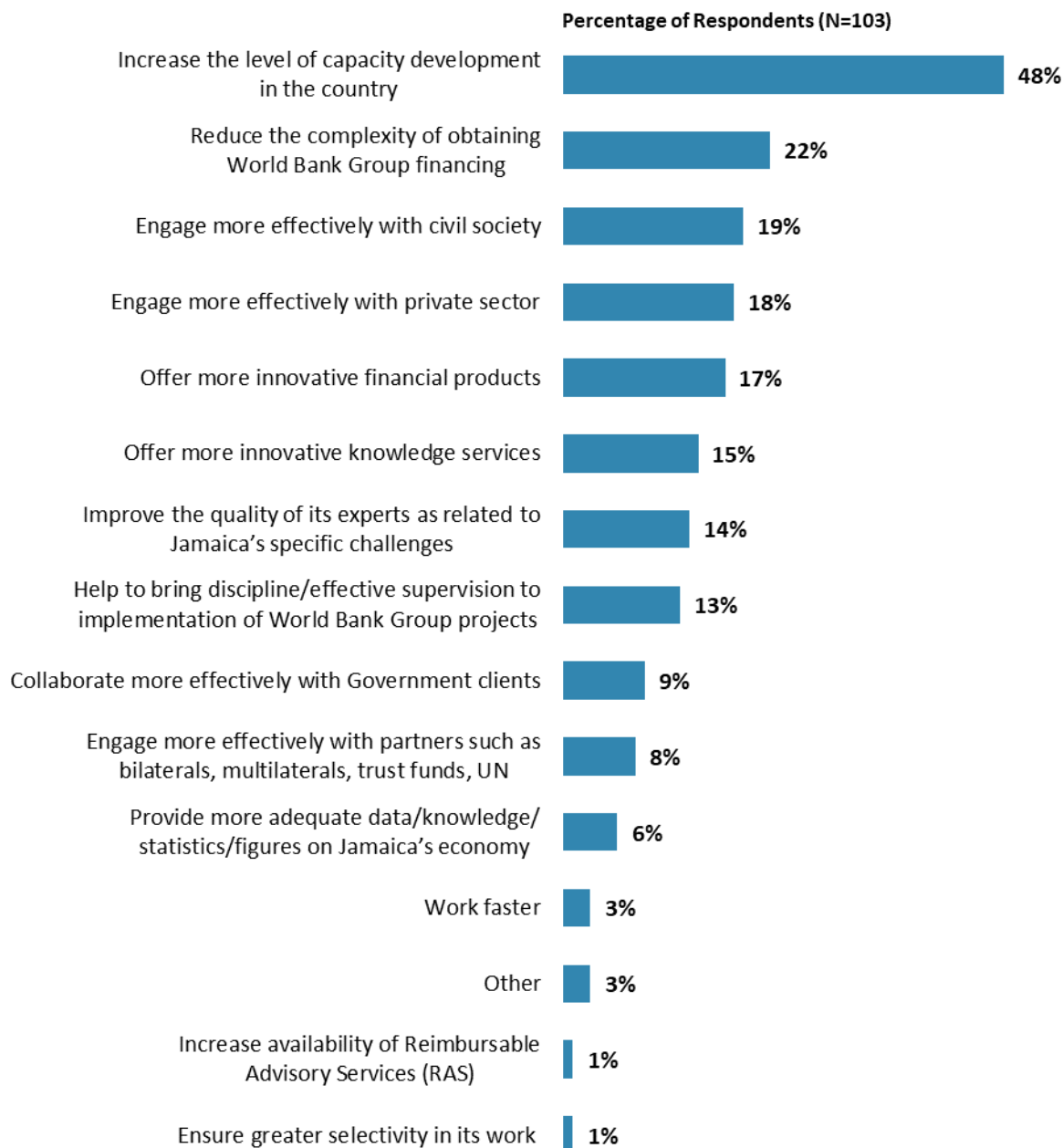
<sup>13</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in Jamaica

### 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*” (44%) to make itself of greater value in Jamaica.

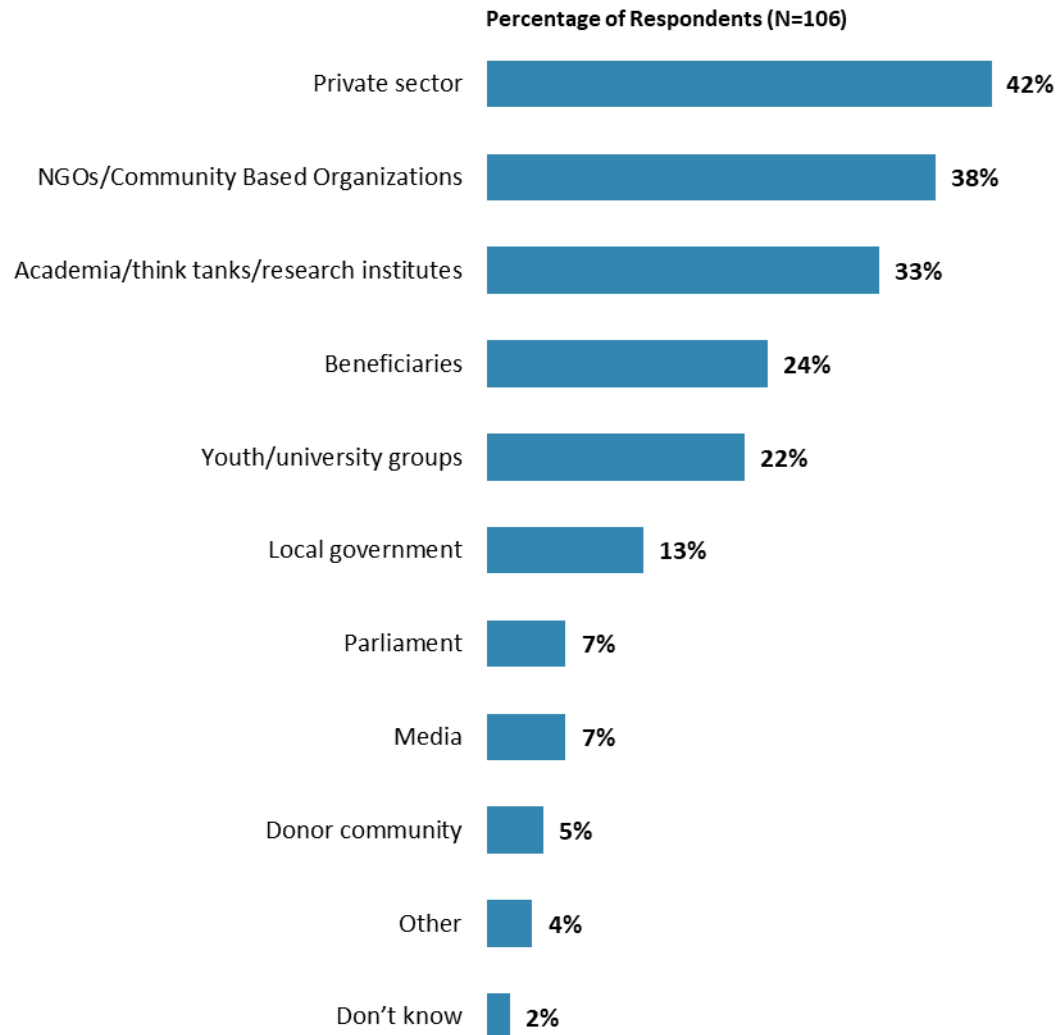


**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Jamaica? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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



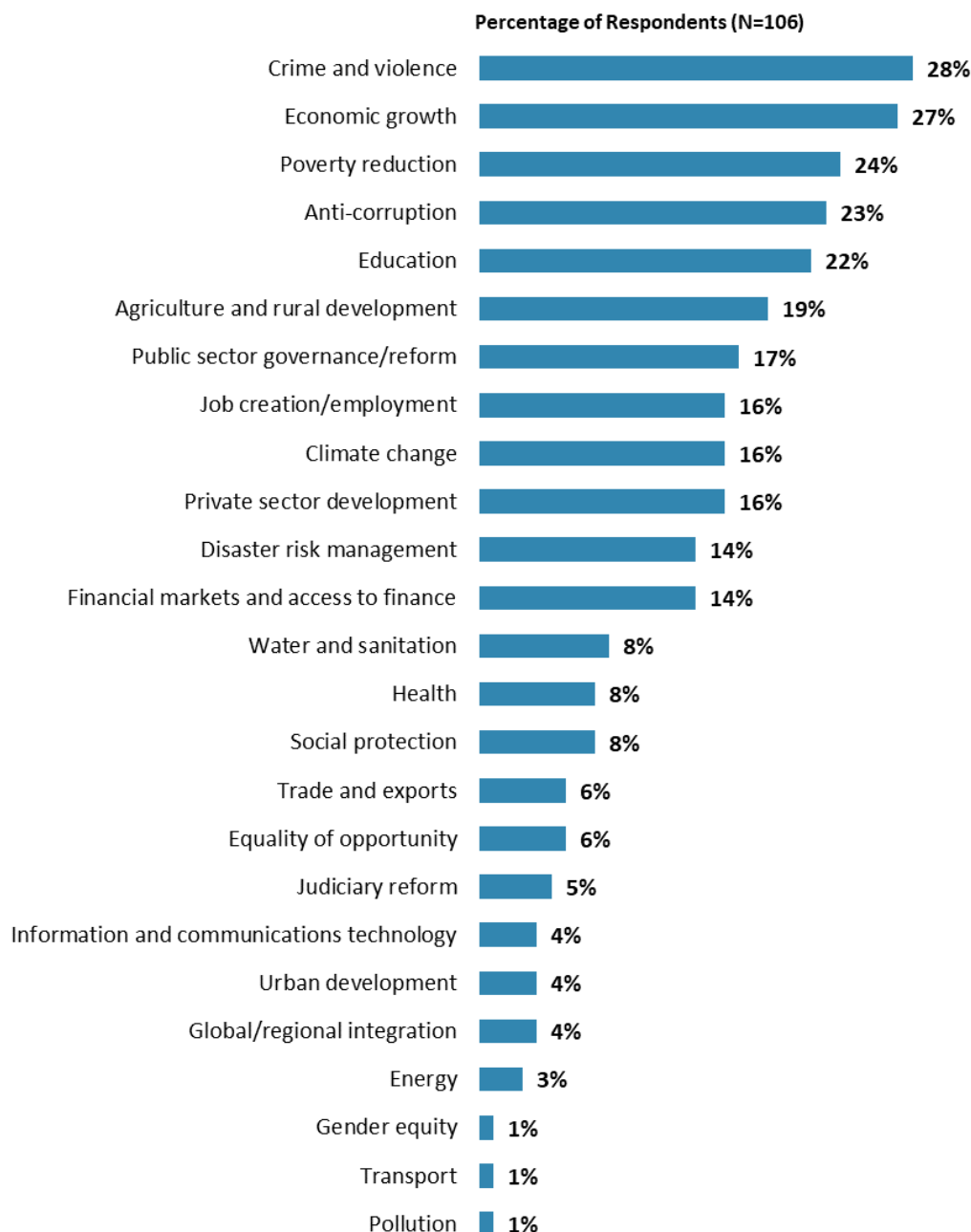
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Jamaica (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 “*economic growth and diversification*” (36%), “*innovation and entrepreneurship*” (25%), and “*job creation/employment*” (24%).

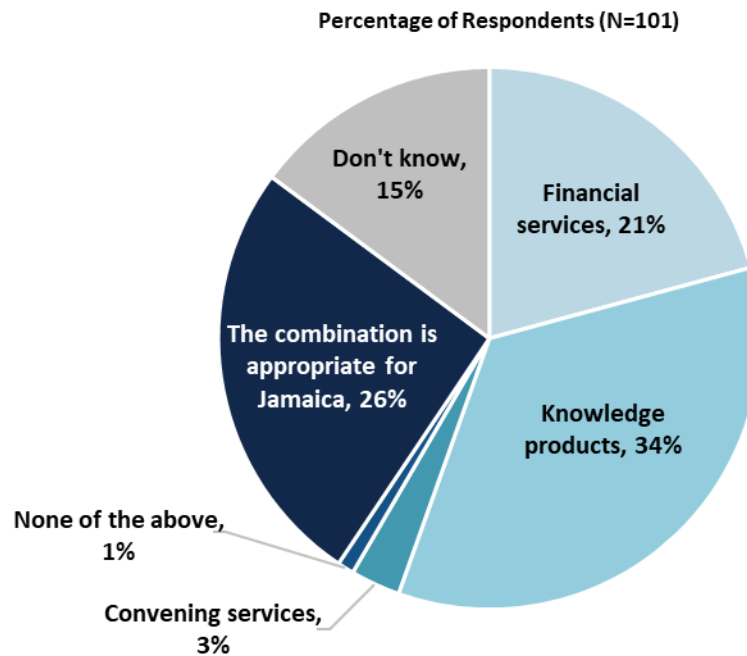


**“When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jamaica? (Choose no more than THREE)”**  
(Respondents chose from a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



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

### Future Combination of the WBG Services



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

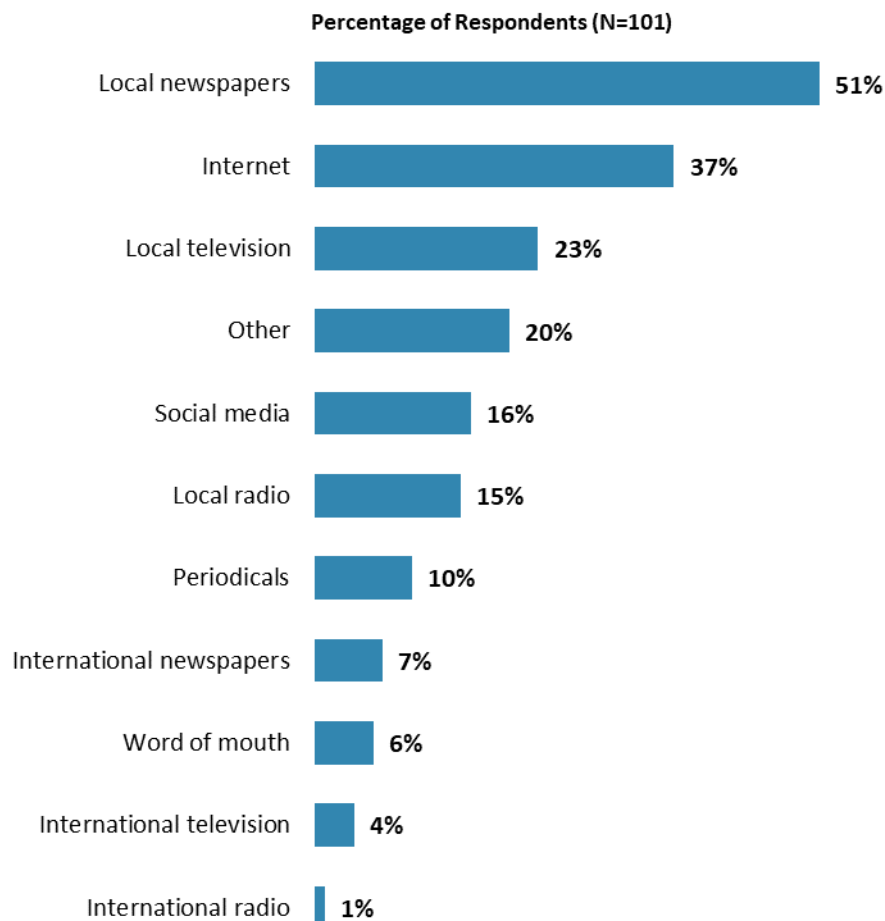


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 56) for all 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 Jamaica from the “*local newspapers*” (59%).



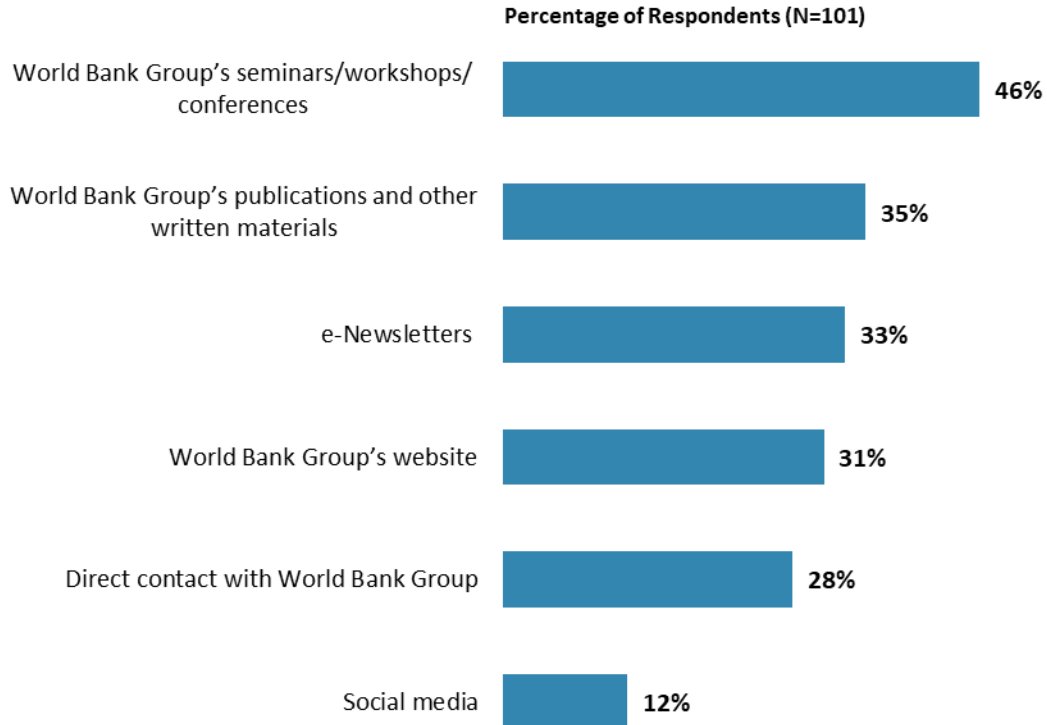
**"How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## 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 “*World Bank seminars/workshops/conferences*” (42%) and “*World Bank Group’s publications and other written materials*” (36%).

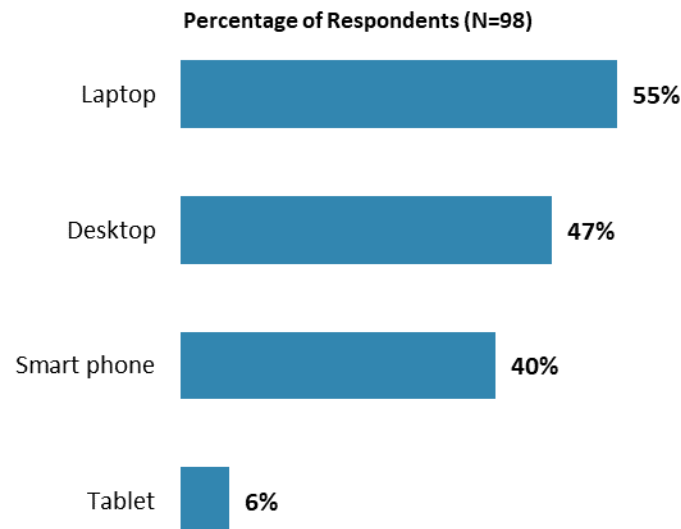


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



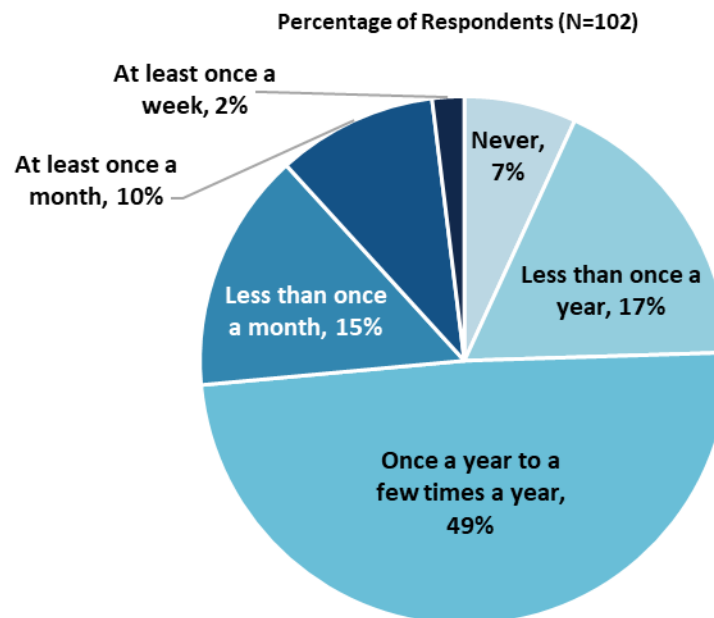
## X. Communication and Outreach (continued)

### Devices used to access WBG website



"Which device do you use primarily when visiting a World Bank Group website?  
(Choose no more than TWO)" (Respondents chose from a list.)

### WBG Interaction Frequency



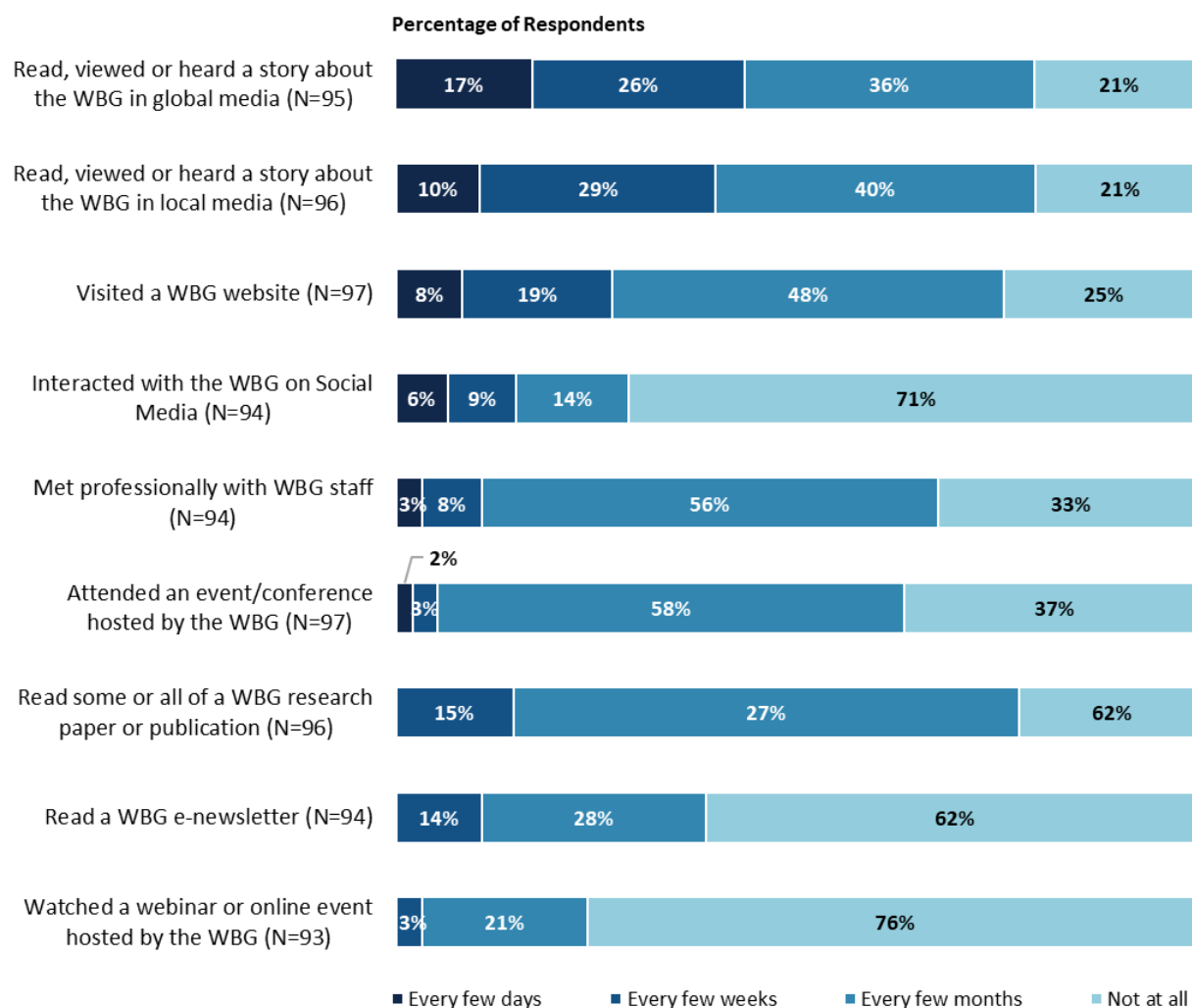
"How frequently do you interact with the World Bank Group now in Jamaica?"  
(Respondents chose from a list.)





## 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

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### JAMAICA





## Appendix A: Responses to All Questions across All Respondents (N=114)

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 Jamaica

1. When you think about the future in Jamaica, are you ... ?	Percentage of Respondents (N=113)
Very pessimistic	1.8%
Somewhat pessimistic	10.6%
Somewhat optimistic	53.1%
Very optimistic	30.1%
Not sure	4.4%

2. Do you think that economic opportunity for citizens in Jamaica is ... ?	Percentage of Respondents (N=112)
Increasing	72.3%
Decreasing	3.6%
Staying about the same	24.1%

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

<b>3. Listed below are a number of development priorities in Jamaica. Please identify which of the following you consider the most important development priorities in Jamaica. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=113)</b>
Crime and violence	55.8%
Job creation/employment	43.4%
Education	33.6%
Economic growth	30.1%
Anti-corruption	17.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.7%
Climate change (e.g., mitigation, adaptation)	15.0%
Health	10.6%
Equality of opportunity (i.e., social inclusion)	10.6%
Poverty reduction	8.8%
Agriculture and rural development	7.1%
Water and sanitation	6.2%
Financial markets and access to finance	6.2%
Social protection (e.g., pensions, targeted social assistance)	4.4%
Trade and exports	4.4%
Private sector development	3.5%
Disaster risk management	3.5%
Global/regional integration	3.5%
Urban development	3.5%
Pollution	2.7%
Information and communications technology	2.7%
Gender equity (closing the gap between women and men, and boys and girls)	2.7%
Judiciary reform	1.8%
Transport (e.g., roads, bridges, transportation)	1.8%
Energy	0.9%

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

<b>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 Jamaica? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=110)</b>
Job creation/employment	51.8%
Education	43.6%
Crime and violence	40.0%
Economic growth	40.0%
Agriculture and rural development	19.1%
Equality of opportunity (i.e., social inclusion)	18.2%
Social protection (e.g., pensions, targeted social assistance)	15.5%
Anti-corruption	14.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	10.0%
Financial markets and access to finance	7.3%
Private sector development	7.3%
Trade and exports	7.3%
Urban development	5.5%
Health	4.5%
Climate change (e.g., mitigation, adaptation)	3.6%
Water and sanitation	3.6%
Information and communications technology	2.7%
Gender equity (closing the gap between women and men, and boys and girls)	1.8%
Transport (e.g., roads, bridges, transportation)	1.8%
Disaster risk management	0.9%
Global/regional integration	0.9%
Pollution	0.0%
Energy	0.0%
Judiciary reform	0.0%

<b>5. When economic and/or social reform efforts fail or are slow to take place in Jamaica, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Poor coordination within the government	39.6%
Corruption	34.0%
Inadequate level of capacity in the government	27.4%
Reforms are not well thought out in light of country challenges	24.5%
Inadequate level of government accountability	20.8%
Political pressures and obstacles	18.9%
Inadequate level of private sector participation	15.1%
Inadequate level of citizen/civil society participation	10.4%
Other	4.7%
Private sector involvement and/or influence	2.8%
Inadequate level of donor coordination	0.9%

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

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	109	0	5.10	1.93
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	107	0	6.83	1.68
3. The World Bank Group*	108	0	7.12	1.67
4. The International Monetary Fund	107	1	6.40	1.84
5. United Nations	109	0	6.94	1.87
6. The Caribbean Development Bank	104	4	6.70	1.73
7. The Development Bank of Jamaica	107	1	6.56	1.77
8. The Bank of Jamaica	106	1	6.71	1.77
9. International private sector	99	7	5.48	1.91
10. Domestic private sector	104	1	5.61	1.93
11. International civil society (e.g., NGOs, CBOs)	100	7	6.44	1.90
12. Domestic civil society (e.g., NGOs, CBOs)	100	5	6.45	1.80
13. Faith-based institutions	104	4	6.21	2.14
14. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	105	3	5.95	1.90
15. International media and their web presence	104	2	5.36	1.71
16. Web based media (i.e., blogs, social media, other web-based news and information sources)	106	0	4.82	1.80

7. Please describe the direction Jamaica 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)	108	0.9%	8.3%	32.4%	52.8%	5.6%
2. Equal opportunity for girls and boys, men and women	108	0.9%	2.8%	35.2%	52.8%	8.3%
3. Growing Jamaica's economy in a way that leads to jobs and employment	109	0.0%	3.7%	21.1%	61.5%	13.8%
4. The gap between the rich and the poor	108	10.2%	37.0%	43.5%	8.3%	0.9%
5. Making government more effective	108	2.8%	14.8%	36.1%	42.6%	3.7%
6. Anti-corruption	108	13.0%	22.2%	48.1%	14.8%	1.9%
7. Attracting new sources of foreign investment	106	0.0%	2.8%	31.1%	55.7%	10.4%

8. Listed below are global challenges. Which do you think have the most serious impact on Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=106)
Climate change	49.1%
Jobs/employment	38.7%
Geo political uncertainty	32.1%
The gap between the rich and the poor	26.4%
Trade constraints	19.8%
Environmental degradation	14.2%
Technology based disruption	10.4%
Fragility in Venezuela or neighboring countries	3.8%
Terrorism	1.9%
Migrants and refugees	1.9%

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

9. When thinking about development efforts in Jamaica, do you think that civil society (e.g., NGOs, CBOs) should ... ?	Percentage of Respondents (N=107)
Engage significantly less	0.0%
Engage somewhat less	0.9%
Engage somewhat more	22.4%
Engage significantly more	68.2%
Engage at the same level it does currently	6.5%
Don't know	1.9%

10. To what extent do you trust domestic private sector to engage in public service delivery in Jamaica?	Percentage of Respondents (N=106)
To a very low degree	13.2%
To a somewhat low degree	37.7%
To a somewhat high degree	38.7%
To a very high degree	6.6%
Don't know	3.8%

11. To what extent do you trust international private sector to engage in public service delivery in Jamaica?	Percentage of Respondents (N=106)
To a very low degree	17.0%
To a somewhat low degree	44.3%
To a somewhat high degree	23.6%
To a very high degree	7.5%
Don't know	7.5%

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

1. How familiar are you with the work of these organizations in Jamaica? (1-Not familiar at all, 10-Extremely familiar)	Level of Agreement			
	N	DK	Mean	SD
1. World Bank Group (WBG)	107	n/a	7.24	2.21
2. Inter-American Development Bank (IDB/BID)	104	n/a	7.12	2.19
3. Caribbean Development Bank (CDB)	104	n/a	6.51	2.28

2. Overall, please rate your impression of the effectiveness of these organizations in Jamaica. (1-Not effective at all, 10-Very effective)	Level of Agreement			
	N	DK	Mean	SD
1. World Bank Group (WBG)*	99	7	7.31	1.58
2. Inter-American Development Bank (IDB/BID)	95	8	7.22	1.59
3. Caribbean Development Bank (CDB)	90	12	6.62	1.71

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 Jamaica solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	94	12	7.46	1.63

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jamaica? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=106)</b>
Crime and violence	28.3%
Economic growth	27.4%
Poverty reduction	23.6%
Anti-corruption	22.6%
Education	21.7%
Agriculture and rural development	18.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.0%
Job creation/employment	16.0%
Climate change (e.g., mitigation, adaptation)	16.0%
Private sector development	16.0%
Disaster risk management	14.2%
Financial markets and access to finance	14.2%
Water and sanitation	8.5%
Health	7.5%
Social protection (e.g., pensions, targeted social assistance)	7.5%
Trade and exports	5.7%
Equality of opportunity (i.e., social inclusion)	5.7%
Judiciary reform	4.7%
Information and communications technology	3.8%
Urban development	3.8%
Global/regional integration	3.8%
Energy	2.8%
Gender equity (closing the gap between women and men, and boys and girls)	0.9%
Transport (e.g., roads, bridges, transportation)	0.9%
Pollution	0.9%

<b>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 Jamaica?</b>	<b>Percentage of Respondents (N=103)</b>		
	<b>Greatest Value</b>	<b>Second Greatest Value</b>	<b>Combined</b>
Technical assistance	22.3%	26.7%	49.1%
Financial resources	24.3%	13.9%	38.1%
Capacity development related to World Bank Group supported projects	16.5%	12.9%	29.4%
Policy advice, studies, analyses	7.8%	15.8%	23.6%
Implementation support	11.7%	11.9%	23.5%
Mobilizing third party financial resources	3.9%	5.0%	8.8%
Bringing together different groups of stakeholders	3.9%	4.0%	7.8%
Promoting knowledge sharing	1.9%	5.0%	6.9%
Data and statistics	3.9%	3.0%	6.9%
Donor coordination	2.9%	2.0%	4.9%
Other	1.0%	0.0%	1.0%



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

<b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=107)</b>
Not enough public disclosure of its work	27.1%
Too influenced by developed countries	21.5%
Not adequately sensitive to political/social realities in Jamaica	21.5%
World Bank Group's processes too slow and complex	15.0%
Not willing to honestly criticize policies and reform efforts in the country	14.0%
Don't know	10.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.3%
Not collaborating enough with private sector	10.3%
Inadequate World Bank Group's staffing in Jamaica	9.3%
Not sufficiently focused on sustainable results	8.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.5%
Not adequately flexible	5.6%
Other	3.7%
Staff too inaccessible	2.8%
Not aligned with country priorities	1.9%
Arrogant in its approach	1.9%

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Jamaica? (Select only ONE response)</b>	<b>Percentage of Respondents (N=108)</b>
To a fully sufficient degree	5.6%
To a somewhat sufficient degree	44.4%
To a somewhat insufficient degree	25.9%
To a very insufficient degree	5.6%
Don't know	18.5%

<b>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)?</b>	<b>Percentage of Respondents (N=108)</b>
Increased its emphasis recently	20.4%
Decreased its emphasis recently	5.6%
Emphasis has remained pretty consistent over time	36.1%
Don't know	38.0%

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

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=106)
Private sector	42.5%
NGOs/Community Based Organizations	37.7%
Academia/think tanks/research institutes	33.0%
Beneficiaries	23.6%
Youth/university groups	21.7%
Local government	13.2%
Parliament	6.6%
Media	6.6%
Donor community	4.7%
Other	3.8%
Don't know	1.9%
Private sector	42.5%

To what extent do you agree with the following statements about the World Bank Group's work in Jamaica? (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 Jamaica*	101	5	7.50	1.54
11. The World Bank Group's work is aligned with what I consider the development priorities for Jamaica*	94	9	7.11	1.58

To what extent is the World Bank Group an effective development partner in Jamaica, 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*	86	20	6.74	1.42
13. Flexibility (in terms of the institution's products and services)*	75	28	5.80	1.61
14. Flexibility (in terms of changing country circumstances)*	76	27	6.16	1.43
15. Being inclusive*	84	20	6.37	1.74
16. Openness (sharing data and other information)*	99	5	7.11	1.63
17. Collaboration with the Government*	95	11	7.58	1.54
18. The speed in which it gets things accomplished on the ground*	82	20	6.17	1.85
19. Helping to bring discipline/effective supervision to implementation of investment projects*	87	16	6.90	1.72
20. Collaboration with civil society*	73	30	5.81	1.63
21. Staff accessibility*	85	17	6.22	2.01
22. Collaboration with other donors and development partners*	73	29	6.49	1.77
23. Collaboration with the private sector*	67	36	6.19	1.77
24. Straightforwardness and honesty*	81	22	7.44	1.58
25. Treating clients and stakeholders in Jamaica with respect*	87	16	7.84	1.62
26. Being a long-term partner*	93	10	8.44	1.48

**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 Jamaica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	43	53	6.77	1.62
2. Gender equity	44	53	6.84	1.35
3. Private sector development	57	39	6.70	1.68
4. Education	62	35	6.56	1.69
5. Public sector governance/reform	62	33	7.15	1.48
6. Global/regional integration	41	56	6.17	1.83
7. Urban development	43	54	6.02	2.01
8. Energy	42	54	6.76	1.75
9. Water and sanitation	49	50	6.27	2.10
10. Pollution	43	54	5.93	2.05
11. Job creation/employment	59	38	6.64	1.62
12. Health	43	52	6.40	2.12
13. Financial markets and access to finance	57	40	6.91	1.76
14. Agriculture and rural development	55	43	6.91	1.61
15. Trade and exports	40	55	6.45	1.58
16. Crime and violence	47	49	5.47	2.05
17. Climate change	71	28	7.42	1.49
18. Poverty reduction	65	34	7.23	1.78
19. Anti-corruption	48	49	5.27	2.10
20. Economic growth	70	28	6.94	1.64
21. Disaster risk management	68	32	7.41	1.53
22. Equality of opportunity	50	47	6.68	1.82
23. Information and communications technology	47	50	6.34	1.77

Achieving Development Results	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Jamaica?* (1-To no degree at all, 10-To a very significant degree)	93	10	6.94	1.42

Influencing the Development Agenda	N	DK	Mean	SD
3. To what extent does the World Bank Group influence the development agenda in Jamaica?* (1-To no degree at all, 10-To a very significant degree)	87	14	6.94	1.50

To what extent do you agree with the following statements about the World Bank Group in Jamaica? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Jamaica*	88	14	6.34	1.71
5. The World Bank Group meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	78	20	6.58	1.48

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	22	80	6.86	1.28

**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=104)
Weekly	9.6%
Monthly	12.5%
A few times a year	45.2%
Rarely	26.0%
Never	6.7%

In Jamaica, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	77	27	6.58	1.43
3. Include appropriate level of stakeholder involvement during preparation	79	23	6.82	1.57
4. Lead to practical solutions	83	21	6.87	1.48
5. Are source of relevant information on global good practices	91	12	7.59	1.47
6. Are adequately disseminated	83	20	6.01	1.80
7. Are adaptable to Jamaica's specific development challenges and country circumstances*	86	17	6.74	1.49

Overall Evaluations	N	DK	Mean	SD
8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	90	14	6.89	1.41
9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	94	10	7.62	1.52

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	54	49	6.85	2.20
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	83	19	7.57	1.71
3. The World Bank Group's approvals and reviews are done in a timely fashion	67	36	6.96	1.90
4. The World Bank Group's Environmental and Social Framework requirements are reasonable	68	35	7.07	1.49
5. The World Bank Group's conditions on its lending are reasonable	53	50	6.53	1.66
6. The World Bank Group takes decisions quickly in Jamaica*	62	42	6.18	1.87
7. Working with the World Bank Group increases Jamaica's institutional capacity	91	13	7.88	1.41
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	54	47	7.43	2.02

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Jamaica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=103)</b>
Increase the level of capacity development in the country	47.6%
Reduce the complexity of obtaining World Bank Group financing	22.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	19.4%
Engage more effectively with private sector	18.4%
Offer more innovative financial products	17.5%
Offer more innovative knowledge services	14.6%
Improve the quality of its experts as related to Jamaica's specific challenges	13.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.6%
Collaborate more effectively with Government clients	8.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.8%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy	5.8%
Work faster	2.9%
Other	2.9%
Increase availability of Reimbursable Advisory Services (RAS)	1.0%
Ensure greater selectivity in its work	1.0%

<b>2. When considering the combination of services that the World Bank Group offers in Jamaica, 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 Jamaica? (Select only ONE response)</b>	<b>Percentage of Respondents (N=101)</b>
Financial services	20.8%
Knowledge products	34.7%
Convening services	3.0%
None of the above	1.0%
The combination is appropriate for Jamaica	25.7%
Don't know	14.9%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Jamaica?</b>	<b>Percentage of Respondents (N=102)</b>
Never	6.9%
Less than once a year	17.6%
Once a year to a few times a year	49.0%
Less than once a month	14.7%
At least once a month	9.8%
At least once a week	2.0%

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

<b>2. How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
Local newspapers	51.5%
Internet	36.6%
Local television	22.8%
Other	19.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.8%
Local radio	14.9%
Periodicals	9.9%
International newspapers	6.9%
Word of mouth	5.9%
International television	4.0%
International radio	1.0%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=101)</b>
World Bank Group's seminars/workshops/ conferences	45.5%
World Bank Group's publications and other written materials	34.7%
e-Newsletters	32.7%
World Bank Group's website	30.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	27.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	11.9%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=98)</b>
Laptop	55.1%
Desktop	46.9%
Smart phone	39.8%
Tablet	6.1%

<b>5. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	96	10.4%	29.2%	39.6%	20.8%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	95	16.8%	26.3%	35.8%	21.1%
Interacted with the WBG on Social Media (e.g. read a post or tweet, liked, commented, shared, retweeted)	94	6.4%	8.5%	13.8%	71.3%
Visited a WBG website (e.g. read a blog, used data)	97	8.2%	18.6%	48.5%	24.7%
Attended an event/conference hosted by the WBG	97	2.1%	3.1%	57.7%	37.1%
Watched a webinar or online event hosted by the WBG	93	0.0%	3.2%	20.4%	76.3%
Read some or all of a WBG research paper or publication	96	0.0%	14.6%	62.5%	22.9%
Met professionally with WBG staff	94	3.2%	7.4%	56.4%	33.0%
Read a WBG e-newsletter	94	0.0%	10.6%	27.7%	61.7%

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=113)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	38.1%
Academia/Research Institute/Think Tank	8.8%
Private Sector Organization	8.0%
NGO/Community Based Organization	7.1%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	7.1%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	6.2%
Office of Parliamentarian	4.4%
Multilateral Agency	4.4%
Financial Sector/Private Bank	4.4%
Media (press, radio, TV, web, etc.)	4.4%
Office of the President, Prime Minister	1.8%
Judiciary Branch	1.8%
Office of Minister	0.9%
Bilateral Agency	0.9%
Private Foundation	0.9%
Other	0.9%
Local Government Office or Staff	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Youth Group	0.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=112)</b>
Finance and markets	19.6%
Generalist (specialized in multiple sectors)	11.6%
Trade and competitiveness	7.1%
Other	7.1%
Environment and natural resources	6.3%
Education	6.3%
Governance	6.3%
Transport and ICT	5.4%
Agriculture	5.4%
Urban, rural, and social development	4.5%
Climate Change	4.5%
Social protection and labor	3.6%
Health, nutrition, and population	3.6%
Water	2.7%
Macroeconomics and fiscal management	2.7%
Gender	1.8%
Fragility, conflict and violence	0.9%
Public-private partnerships	0.9%
Energy and extractives	0.0%
Poverty	0.0%
Jobs	0.0%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country?</b>	<b>Percentage of Respondents (N=112)</b>
Yes	54.5%
No	45.5%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Jamaica? (Select only ONE response)</b>	<b>Percentage of Respondents (N=60)</b>
The World Bank (IBRD)	91.7%
The International Finance Corporation (IFC)	8.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=57)</b>
Yes	33.3%
No	66.7%

<b>6. Which of the following describes most of your exposure to the World Bank Group in Jamaica? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=113)</b>
Collaborate as part of my professional duties	54.9%
Use World Bank Group reports/data	33.6%
Engage in World Bank Group related/sponsored events/activities	30.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.2%
Use World Bank Group website for information, data, research, etc.	21.2%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=113)</b>
Female	46.9%
Male	53.1%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=112)</b>
25 and under	9.8%
26-35	25.0%
36-45	29.5%
46-55	35.7%
56 and above	9.8%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=114)</b>
Kingston	96.5%
Other towns	3.5%
Montego Bay	0.0%
Ocho Rios	0.0%





## Appendix B: Responses to All Questions by Stakeholder Groups<sup>14</sup>

- Office of Parliamentarian N=5
- Private Sector/Financial Sector/Private Bank N=14
- Independent Government Institution N=8
- Employee of a Ministry/PMU/Consultant on WBG Project N=50
- CSO N=9
- Academia/Research Institute/Think Tank N=10
- Bilateral/Multilateral Agency N=6
- Media N=5
- Other<sup>15</sup> N=6

### A. General Issues facing Jamaica

When you think about the future in Jamaica, are you ... ?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
Very pessimistic	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Somewhat pessimistic	40.0%	8.2%	0.0%	7.1%	11.1%	0.0%	25.0%	20.0%	0.0%
Somewhat optimistic	40.0%	44.9%	83.3%	57.1%	66.7%	60.0%	37.5%	70.0%	50.0%
Very optimistic	20.0%	42.9%	16.7%	28.6%	0.0%	40.0%	25.0%	0.0%	50.0%
Not sure	0.0%	2.0%	0.0%	7.1%	22.2%	0.0%	12.5%	0.0%	0.0%

<sup>14</sup> Only 113 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>15</sup> Includes the following categories: Office of the President, Prime Minister (N=2), Office of Minister (N=1), Judiciary Branch (N=2), and Other (N=1).

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Job creation/employment	40.0%	42.9%	50.0%	35.7%	55.6%	20.0%	75.0%	20.0%	66.7%
Trade and exports	0.0%	4.1%	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%	0.0%
Education	40.0%	28.6%	16.7%	42.9%	33.3%	20.0%	37.5%	40.0%	50.0%
Public sector governance/reform*	20.0%	10.2%	0.0%	14.3%	22.2%	40.0%	12.5%	60.0%	16.7%
Gender equity	0.0%	2.0%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	4.1%	0.0%	7.1%	0.0%	0.0%	0.0%	10.0%	0.0%
Urban development	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	12.5%	10.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Water and sanitation	0.0%	6.1%	0.0%	0.0%	0.0%	20.0%	12.5%	10.0%	0.0%
Pollution	0.0%	2.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	16.7%
Social protection	0.0%	6.1%	0.0%	0.0%	22.2%	0.0%	0.0%	0.0%	0.0%
Health	20.0%	14.3%	0.0%	0.0%	0.0%	40.0%	0.0%	0.0%	33.3%
Financial markets and access to finance	0.0%	8.2%	0.0%	14.3%	0.0%	0.0%	12.5%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	16.7%
Private sector development	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Crime and violence	40.0%	46.9%	83.3%	78.6%	55.6%	40.0%	75.0%	60.0%	50.0%
Climate change	20.0%	22.4%	0.0%	7.1%	0.0%	20.0%	0.0%	30.0%	0.0%
Agriculture and rural development	40.0%	8.2%	0.0%	7.1%	0.0%	0.0%	0.0%	10.0%	0.0%
Poverty reduction	20.0%	12.2%	0.0%	0.0%	11.1%	20.0%	0.0%	10.0%	0.0%
Anti-corruption	0.0%	10.2%	50.0%	28.6%	33.3%	20.0%	25.0%	0.0%	16.7%
Judiciary reform	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	40.0%	38.8%	16.7%	21.4%	11.1%	20.0%	37.5%	20.0%	33.3%
Disaster risk management*	0.0%	4.1%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	20.0%	14.3%	16.7%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

When economic and/or social reform efforts fail or are slow to take place in Jamaica, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Poor coordination within the government	40.0%	45.7%	0.0%	61.5%	37.5%	40.0%	25.0%	12.5%	50.0%
Corruption*	40.0%	19.6%	33.3%	23.1%	75.0%	60.0%	37.5%	62.5%	33.3%
Private sector involvement and/or influence*	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%
Political pressures and obstacles	20.0%	21.7%	33.3%	7.7%	0.0%	40.0%	0.0%	25.0%	33.3%
Inadequate level of private sector participation	20.0%	15.2%	16.7%	30.8%	0.0%	0.0%	12.5%	12.5%	16.7%
Inadequate level of donor coordination	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Reforms are not well thought out in light of country challenges	0.0%	32.6%	33.3%	15.4%	25.0%	0.0%	37.5%	25.0%	0.0%
Inadequate level of government accountability	40.0%	10.9%	33.3%	38.5%	25.0%	20.0%	50.0%	0.0%	16.7%
Inadequate level of capacity in the government	40.0%	32.6%	33.3%	7.7%	0.0%	20.0%	25.0%	25.0%	50.0%
Inadequate level of citizen/civil society participation	0.0%	15.2%	16.7%	7.7%	12.5%	20.0%	0.0%	0.0%	0.0%
Other	0.0%	2.2%	0.0%	0.0%	25.0%	0.0%	12.5%	12.5%	0.0%

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you trust the World Bank Group to do what is right?*	5	6.00	2.55	48	7.44	1.52	6	7.33	1.37	14	7.86	1.35	7	7.00	1.29	4	6.25	2.22	8	7.50	1.51	9	5.56	1.88	6	6.67	1.21

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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Jamaica?	5	7.20	2.68	47	7.89	1.93	6	7.50	3.02	14	7.21	2.23	7	5.57	1.62	5	6.00	1.23	7	7.29	2.22	9	5.67	3.00	6	7.67	1.37

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



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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Jamaica.*	4	7.50	1.73	46	7.76	1.37	5	7.00	1.00	13	7.69	1.25	5	6.60	1.52	5	5.40	1.52	7	7.00	2.89	7	6.00	1.00	6	7.50	1.05

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health	40.0%	2.2%	16.7%	14.3%	14.3%	20.0%	0.0%	0.0%	0.0%
Social protection	20.0%	10.9%	0.0%	7.1%	14.3%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	20.0%	17.4%	16.7%	35.7%	14.3%	0.0%	0.0%	0.0%	16.7%
Education	40.0%	19.6%	0.0%	28.6%	28.6%	20.0%	14.3%	22.2%	16.7%
Pollution*	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Job creation/employment	20.0%	15.2%	33.3%	21.4%	28.6%	0.0%	0.0%	11.1%	16.7%
Financial markets and access to finance	0.0%	19.6%	16.7%	28.6%	0.0%	20.0%	0.0%	0.0%	0.0%
Public sector governance/reform	0.0%	17.4%	0.0%	21.4%	14.3%	0.0%	28.6%	33.3%	16.7%
Energy	0.0%	2.2%	0.0%	7.1%	0.0%	0.0%	0.0%	11.1%	0.0%
Water and sanitation	20.0%	6.5%	0.0%	7.1%	0.0%	40.0%	14.3%	0.0%	16.7%
Global/regional integration	0.0%	2.2%	0.0%	7.1%	0.0%	0.0%	0.0%	22.2%	0.0%
Urban development	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	14.3%	11.1%	0.0%
Trade and exports	0.0%	6.5%	0.0%	14.3%	0.0%	20.0%	0.0%	0.0%	0.0%
Agriculture and rural development	60.0%	21.7%	0.0%	14.3%	14.3%	0.0%	0.0%	22.2%	33.3%
Information and communications technology	20.0%	4.3%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	20.0%	19.6%	33.3%	35.7%	71.4%	20.0%	42.9%	44.4%	0.0%
Anti-corruption	20.0%	10.9%	33.3%	7.1%	28.6%	40.0%	57.1%	33.3%	50.0%
Disaster risk management	0.0%	19.6%	16.7%	0.0%	14.3%	20.0%	14.3%	11.1%	16.7%
Equality of opportunity	20.0%	6.5%	16.7%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	23.9%	33.3%	14.3%	28.6%	20.0%	28.6%	33.3%	33.3%
Judiciary reform	0.0%	2.2%	0.0%	7.1%	0.0%	0.0%	0.0%	22.2%	0.0%
Economic growth	0.0%	34.8%	16.7%	14.3%	14.3%	20.0%	42.9%	22.2%	50.0%
Climate change	0.0%	19.6%	33.3%	7.1%	0.0%	20.0%	42.9%	0.0%	16.7%

\*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 Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Increased its emphasis recently	0.0%	27.7%	0.0%	28.6%	0.0%	0.0%	25.0%	22.2%	16.7%
Decreased its emphasis recently	0.0%	4.3%	16.7%	7.1%	14.3%	0.0%	0.0%	11.1%	0.0%
Emphasis has remained pretty consistent over time	80.0%	31.9%	0.0%	50.0%	14.3%	40.0%	62.5%	22.2%	33.3%
Don't know	20.0%	36.2%	83.3%	14.3%	71.4%	60.0%	12.5%	44.4%	50.0%

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 Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Parliament*	60.0%	6.5%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%
Local government	0.0%	19.6%	50.0%	7.7%	0.0%	0.0%	0.0%	11.1%	0.0%
Donor community	0.0%	6.5%	16.7%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
NGOs/Community Based Organizations*	40.0%	21.7%	16.7%	30.8%	100.0%	40.0%	75.0%	33.3%	66.7%
Private sector*	20.0%	39.1%	33.3%	84.6%	57.1%	40.0%	12.5%	22.2%	66.7%
Academia/think tanks/research institutes	40.0%	39.1%	16.7%	7.7%	14.3%	20.0%	25.0%	66.7%	33.3%
Media*	0.0%	0.0%	0.0%	7.7%	14.3%	60.0%	12.5%	11.1%	0.0%
Beneficiaries	40.0%	23.9%	33.3%	23.1%	14.3%	40.0%	37.5%	11.1%	0.0%
Youth/university groups	0.0%	28.3%	0.0%	23.1%	0.0%	0.0%	25.0%	33.3%	33.3%
Other*	0.0%	2.2%	33.3%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Jamaica*	4	7.75	0.50	44	8.25	1.31	6	6.67	1.21	13	7.77	1.01	7	5.57	1.27	5	5.80	0.45	8	7.38	1.92	7	5.86	0.90	6	7.67	1.37
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica*	4	7.25	1.26	44	7.61	1.40	6	6.67	1.51	11	7.00	1.27	3	5.33	0.58	5	5.60	0.55	8	7.63	2.13	7	5.57	1.27	5	7.40	2.07

\*Significantly different between stakeholder groups

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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	4	6.50	1.29	43	7.12	1.43	4	6.75	1.26	13	7.00	0.41	3	4.67	0.58	2	4.50	0.71	4	7.00	2.16	7	5.43	1.13	5	6.80	1.30
Flexibility (in terms of the institution's products and services)	4	5.75	1.71	38	6.03	1.60	3	6.67	1.53	8	6.63	1.51	3	4.00	0.00	2	5.00	0.00	4	5.00	2.16	6	4.83	0.75	6	5.50	2.07
Flexibility (in terms of changing country circumstances)	4	6.25	1.26	37	6.54	1.52	2	7.00	0.00	10	6.20	1.40	3	5.00	0.00	3	5.33	1.53	4	5.25	2.50	6	5.50	0.55	6	5.67	0.82
Being inclusive	3	7.00	1.73	37	6.76	1.61	5	6.80	2.78	14	6.50	1.09	3	4.00	1.00	3	6.00	1.73	5	5.80	3.35	7	5.71	1.50	6	5.67	1.21
Openness (sharing data and other information)	4	6.75	1.50	44	7.43	1.55	5	7.60	1.52	14	6.57	1.51	4	4.50	0.58	5	7.20	2.17	8	7.38	1.60	8	7.13	1.55	6	7.00	1.90
Collaboration with the Government	4	7.50	1.73	44	7.91	1.48	6	7.33	1.51	12	7.92	1.08	4	6.50	1.73	5	7.20	1.92	5	6.60	2.70	9	6.89	1.27	5	7.60	1.52
The speed in which it gets things accomplished on the ground	4	6.00	1.63	39	6.44	1.88	4	6.50	2.38	13	6.31	1.55	3	4.67	2.08	3	5.00	1.00	4	6.00	3.46	6	5.50	1.64	5	6.20	1.79
Helping to bring discipline/effective supervision to implementation of investment projects	4	6.25	0.50	43	7.35	1.53	4	6.50	1.29	11	6.91	2.02	4	6.25	2.22	3	5.33	1.53	4	5.75	1.50	7	6.14	1.77	6	6.83	2.48
Collaboration with civil society*	4	6.50	1.29	28	6.29	1.24	2	6.00	0.00	11	6.00	1.67	7	3.29	1.25	4	4.75	1.50	3	6.00	1.73	7	5.57	1.40	6	6.17	1.94
Staff accessibility*	2	7.00	1.41	40	6.88	1.73	5	5.80	2.59	12	6.00	1.81	4	3.00	1.41	3	5.00	1.73	5	6.60	2.30	8	5.50	2.39	5	5.80	1.92
Collaboration with other donors and development partners	3	6.67	1.53	35	6.63	1.29	6	6.00	3.23	7	6.57	2.30	3	4.33	0.58	3	6.33	3.22	4	7.25	1.71	6	5.67	1.75	5	7.40	1.14
Collaboration with the private sector	3	6.67	1.53	31	6.52	1.61	4	7.50	2.08	12	6.00	1.91	3	4.33	1.16	3	4.67	0.58	2	7.00	0.00	5	4.60	2.30	4	6.75	0.96
Straightforwardness and honesty*	3	6.67	1.53	39	7.69	1.38	3	7.67	2.08	13	8.00	1.29	3	5.00	0.00	4	6.00	0.82	4	7.75	2.22	6	6.33	2.25	5	8.20	1.30
Treating clients and stakeholders in Jamaica with respect*	3	7.67	0.58	42	8.05	1.51	3	8.67	2.31	13	8.38	0.96	3	5.00	1.00	4	7.25	1.71	5	7.40	1.95	7	6.57	2.23	6	8.33	1.03
Being a long-term partner	4	8.50	1.00	42	8.64	1.23	4	9.00	0.82	12	8.75	0.87	5	8.60	3.13	5	7.80	1.79	7	8.57	0.79	7	6.71	2.43	6	8.17	1.17

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Jamaica?*	5	6.60	1.34	45	7.29	1.20	4	6.75	0.96	12	6.75	1.60	3	5.33	0.58	5	6.00	1.87	7	7.71	1.50	6	5.67	0.82	5	7.20	2.17

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Jamaica?	4	7.25	0.50	43	7.26	1.48	5	7.00	1.00	10	6.70	1.64	3	5.67	0.58	4	5.25	1.26	8	6.88	1.81	5	6.20	1.92	4	7.25	0.96

(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 Jamaica? (1- Strongly disagree, 10- Strongly agree)**

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Jamaica*	5	6.00	1.00	41	6.88	1.89	5	5.40	1.67	12	6.25	0.97	2	4.50	0.71	3	5.00	1.00	8	6.88	1.73	6	4.83	1.33	5	6.20	1.30
The World Bank Group meets Jamaica's needs for knowledge services*	4	6.25	0.96	38	6.84	1.48	3	8.00	0.00	8	6.75	1.28	2	4.50	0.71	4	5.50	0.58	7	7.43	0.79	6	5.33	1.51	5	6.00	2.00

\*Significantly different between stakeholder groups



### 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 Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	15.2%	0.0%	0.0%	0.0%	0.0%	37.5%	0.0%	0.0%
Monthly	0.0%	17.4%	40.0%	0.0%	0.0%	20.0%	0.0%	12.5%	16.7%
A few times a year	80.0%	41.3%	40.0%	61.5%	28.6%	40.0%	25.0%	62.5%	33.3%
Rarely	20.0%	21.7%	0.0%	30.8%	57.1%	40.0%	25.0%	12.5%	50.0%
Never	0.0%	4.3%	20.0%	7.7%	14.3%	0.0%	12.5%	12.5%	0.0%

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Jamaica's specific development challenges and country circumstances	3	7.00	1.73	44	7.00	1.26	4	7.25	0.96	12	6.42	1.51	3	5.67	2.08	2	7.00	2.83	6	7.50	2.07	8	5.63	1.19	4	6.00	2.16

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?	3	6.67	1.53	43	7.12	1.56	5	7.00	1.58	12	7.08	0.67	4	5.25	0.50	2	6.50	2.12	7	7.43	1.62	8	5.88	0.64	5	6.80	1.30
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	3	7.33	0.58	45	7.96	1.48	5	7.80	1.48	12	7.67	0.99	4	5.25	0.96	4	7.25	1.50	7	8.29	1.60	8	7.13	1.36	5	6.60	2.30

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups





### E. Working with the World Bank Group

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Jamaica	3	4.00	0.00	32	6.59	1.90	2	6.50	0.71	10	6.40	1.58	3	4.67	1.16	1	5.00	.	4	6.25	2.50	3	4.33	2.52	4	6.50	1.29
Where country systems are adequate, the World Bank Group makes appropriate use of them	2	5.00	1.41	33	7.61	2.03	2	9.50	0.71	5	6.80	1.10	2	6.50	0.71	0	0.00	0.00	4	7.00	3.46	2	8.00	1.41	4	7.50	2.08

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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Engage more effectively with civil society*	0.0%	11.1%	0.0%	8.3%	85.7%	20.0%	57.1%	22.2%	16.7%
Reduce the complexity of obtaining World Bank Group financing	0.0%	31.1%	16.7%	16.7%	14.3%	0.0%	28.6%	11.1%	33.3%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.0%	11.1%	16.7%	16.7%	14.3%	20.0%	0.0%	11.1%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	6.7%	50.0%	8.3%	0.0%	0.0%	0.0%	0.0%	16.7%
Offer more innovative financial products	40.0%	24.4%	16.7%	8.3%	0.0%	20.0%	0.0%	22.2%	0.0%
Offer more innovative knowledge services	0.0%	13.3%	16.7%	33.3%	14.3%	20.0%	0.0%	11.1%	16.7%
Collaborate more effectively with Government clients	20.0%	8.9%	16.7%	8.3%	0.0%	0.0%	14.3%	0.0%	16.7%
Work faster	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy	0.0%	4.4%	0.0%	0.0%	14.3%	20.0%	0.0%	22.2%	0.0%
Increase the level of capacity development in the country*	60.0%	62.2%	50.0%	25.0%	0.0%	20.0%	71.4%	33.3%	50.0%
Improve the quality of its experts as related to Jamaica's specific challenges*	40.0%	2.2%	0.0%	25.0%	14.3%	60.0%	0.0%	22.2%	16.7%
Engage more effectively with private sector*	20.0%	11.1%	16.7%	50.0%	0.0%	0.0%	0.0%	44.4%	33.3%
Other*	0.0%	0.0%	0.0%	0.0%	42.9%	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 Jamaica?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Never	0.0%	0.0%	16.7%	0.0%	14.3%	0.0%	57.1%	11.1%	0.0%
Less than once a year	60.0%	4.4%	0.0%	33.3%	71.4%	0.0%	0.0%	33.3%	20.0%
Once a year to a few times a year	40.0%	53.3%	50.0%	58.3%	0.0%	80.0%	42.9%	44.4%	40.0%
Less than once a month	0.0%	22.2%	16.7%	8.3%	14.3%	20.0%	0.0%	0.0%	20.0%
At least once a month	0.0%	15.6%	16.7%	0.0%	0.0%	0.0%	0.0%	11.1%	20.0%
At least once a week	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
International television	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%	14.3%	12.5%	0.0%
Local newspapers	80.0%	44.4%	66.7%	41.7%	71.4%	20.0%	28.6%	75.0%	80.0%
International newspapers*	0.0%	4.4%	0.0%	16.7%	0.0%	0.0%	42.9%	0.0%	0.0%
Local television	0.0%	28.9%	33.3%	0.0%	42.9%	20.0%	14.3%	25.0%	20.0%
Internet	20.0%	37.8%	0.0%	33.3%	57.1%	40.0%	71.4%	37.5%	20.0%
Periodicals	20.0%	11.1%	0.0%	16.7%	0.0%	0.0%	14.3%	12.5%	0.0%
Local radio	20.0%	20.0%	0.0%	25.0%	0.0%	20.0%	0.0%	0.0%	20.0%
International radio	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	20.0%	20.0%	0.0%	16.7%	14.3%	20.0%	14.3%	12.5%	0.0%
Word of mouth	20.0%	0.0%	16.7%	16.7%	0.0%	0.0%	0.0%	12.5%	0.0%
Other	20.0%	22.2%	33.3%	25.0%	0.0%	60.0%	0.0%	0.0%	20.0%

\*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 Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's website	20.0%	24.4%	50.0%	41.7%	14.3%	40.0%	57.1%	37.5%	0.0%
World Bank Group's seminars/workshops/conferences	20.0%	55.6%	0.0%	58.3%	42.9%	60.0%	14.3%	50.0%	20.0%
Direct contact with World Bank Group*	40.0%	20.0%	83.3%	41.7%	28.6%	40.0%	0.0%	25.0%	20.0%
Social media	0.0%	15.6%	16.7%	0.0%	42.9%	0.0%	14.3%	0.0%	0.0%
World Bank Group's publications and other written materials	60.0%	42.2%	16.7%	16.7%	14.3%	20.0%	28.6%	62.5%	20.0%
e-Newsletters*	60.0%	33.3%	0.0%	8.3%	42.9%	20.0%	85.7%	12.5%	60.0%

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	20.0%	82.0%	40.0%	21.4%	0.0%	0.0%	75.0%	50.0%	50.0%
No	80.0%	18.0%	60.0%	78.6%	100.0%	100.0%	25.0%	50.0%	50.0%

\*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Jamaica?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	100.0%	95.1%	66.7%	50.0%	0.0%	0.0%	83.3%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	4.9%	33.3%	50.0%	0.0%	0.0%	16.7%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer*	60.0%	2.0%	16.7%	42.9%	55.6%	60.0%	0.0%	30.0%	33.3%
Use World Bank Group reports/data	0.0%	36.7%	33.3%	35.7%	66.7%	40.0%	12.5%	20.0%	33.3%
Engage in World Bank Group related/sponsored events/activities	40.0%	30.6%	0.0%	28.6%	22.2%	20.0%	50.0%	30.0%	33.3%
Collaborate as part of my professional duties*	60.0%	77.6%	83.3%	28.6%	0.0%	0.0%	62.5%	50.0%	16.7%
Use World Bank Group website for information, data, research, etc.	0.0%	8.2%	16.7%	28.6%	33.3%	40.0%	50.0%	40.0%	33.3%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>16</sup>

*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 Jamaica 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 Jamaica 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=58
- Collaborating with the WBG, FY19 N=61
- Not collaborating with the WBG, FY19 N=51

### A. General Issues Facing Jamaica

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	60	5.40	1.90	47	4.74	1.96
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	58	7.10	1.56	47	6.55	1.77
The World Bank Group	60	7.40	1.51	46	6.85	1.80
The International Monetary Fund	58	6.66	1.89	47	6.15	1.76
United Nations	60	7.10	1.82	47	6.79	1.96
The Caribbean Development Bank	58	6.98	1.65	44	6.43	1.77
The Development Bank of Jamaica*	60	7.00	1.73	45	6.02	1.71
The Bank of Jamaica*	60	7.03	1.75	44	6.32	1.76
International private sector	55	5.67	1.80	42	5.29	2.08
Domestic private sector	57	5.77	1.86	45	5.42	2.04
International civil society	55	6.73	1.71	43	6.12	2.13
Domestic civil society	56	6.63	1.62	42	6.24	2.05
Faith-based institutions	56	6.59	1.96	46	5.83	2.29
Domestic traditional media and their web presence	58	6.17	1.85	45	5.73	1.91
International media and their web presence	58	5.45	1.76	44	5.23	1.70
Web based media	59	4.93	1.88	45	4.69	1.73

\*Significantly different between collaborators and non-collaborators

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

How familiar are you with the work of these organizations in Jamaica? (1-Not familiar at all, 10-Extremely familiar)

	2016			2019					
	Collaborating with the WBG			Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	57	7.51	2.00	58	8.14	1.77	47	6.19	2.26
Inter-American Development Bank (IDB/BID)*	58	7.26	2.16	56	7.95	2.00	46	6.13	2.01
Caribbean Development Bank (CDB)*	58	5.67	2.49	56	7.30	2.01	46	5.65	2.27

\*Significantly different between collaborators and non-collaborators

<sup>16</sup> Only 112 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)**

**Overall, please rate your impression of the effectiveness of these organizations in Jamaica.**

*(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
World Bank Group (WBG)*	56	7.00	1.90	57	7.77	1.38	40	6.73	1.66
Inter-American Development Bank (IDB/BID)*	55	7.18	2.08	53	7.66	1.57	40	6.67	1.47
Caribbean Development Bank (CDB)	47	5.32	2.16	52	6.87	1.68	37	6.19	1.61

*\*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
To what extent do you believe the World Bank Group's staff is well prepared to help Jamaica solve its most complicated development challenges?*	52	7.19	1.88	57	7.84	1.61	35	6.89	1.53

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	3.5%	10.6%
Social protection	10.5%	4.3%
Gender equity	0.0%	2.1%
Private sector development	12.3%	21.3%
Education	21.1%	21.3%
Pollution	0.0%	2.1%
Job creation/employment	15.8%	17.0%
Financial markets and access to finance	15.8%	12.8%
Public sector governance/reform	14.0%	21.3%
Energy	1.8%	4.3%
Water and sanitation	8.8%	8.5%
Global/regional integration	5.3%	2.1%
Urban development	5.3%	2.1%
Trade and exports	3.5%	8.5%
Agriculture and rural development	21.1%	17.0%
Information and communications technology	3.5%	4.3%
Crime and violence	24.6%	34.0%
Anti-corruption	24.6%	19.1%
Disaster risk management	17.5%	8.5%
Equality of opportunity	7.0%	2.1%
Transport	0.0%	2.1%
Poverty reduction	22.8%	25.5%
Judiciary reform	1.8%	6.4%
Economic growth	26.3%	29.8%
Climate change*	24.6%	6.4%

\*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 Jamaica?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not aligned with country priorities	1.7%	2.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.2%	6.4%
Not adequately sensitive to political/social realities in Jamaica	19.0%	25.5%
Too influenced by developed countries*	12.1%	31.9%
Arrogant in its approach	1.7%	2.1%
Inadequate World Bank Group's staffing in Jamaica	13.8%	4.3%
Not willing to honestly criticize policies and reform efforts in the country	13.8%	14.9%
Not sufficiently focused on sustainable results	12.1%	4.3%
Not collaborating enough with civil society	8.6%	12.8%
Not enough public disclosure of its work*	19.0%	38.3%
Staff too inaccessible	1.7%	4.3%
Not collaborating enough with private sector	8.6%	12.8%
World Bank Group's processes too slow and complex	19.0%	8.5%
Not adequately flexible*	10.3%	0.0%
Other	6.9%	0.0%
Don't know	12.1%	8.5%

\*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 Jamaica?  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	6.8%	4.3%
To a somewhat sufficient degree	54.2%	31.9%
To a somewhat insufficient degree	22.0%	29.8%
To a very insufficient degree	3.4%	8.5%
Don't know	13.6%	25.5%

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

(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 Jamaica*	56	7.39	1.73	57	8.09	1.48	42	6.71	1.26
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica*	54	6.98	1.94	56	7.71	1.47	36	6.22	1.31

\*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 Jamaica, 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*	51	6.45	1.75	53	7.04	1.41	32	6.25	1.32
Flexibility (in terms of the institution's products and services)	47	5.64	1.65	46	5.98	1.63	28	5.50	1.60
Flexibility (in terms of changing country circumstances)*	48	5.88	1.76	45	6.44	1.44	30	5.73	1.36
Being inclusive*	52	6.44	1.85	48	6.87	1.59	35	5.69	1.75
Openness (sharing data and other information)*	51	7.39	2.14	56	7.45	1.55	41	6.68	1.65
Collaboration with the Government*	51	7.82	1.94	52	7.92	1.47	41	7.17	1.56
The speed in which it gets things accomplished on the ground	48	5.69	1.92	48	6.50	1.81	33	5.70	1.86
Helping to bring discipline/effective supervision to implementation of investment projects <sup>i</sup>				50	7.18	1.71	35	6.49	1.65
Collaboration with civil society	45	5.93	2.05	36	5.94	1.26	36	5.61	1.92
Staff accessibility*	44	7.18	2.19	50	6.92	1.83	33	5.18	1.91
Collaboration with other donors and development partners*	46	6.83	2.18	42	6.86	1.35	29	6.03	2.10
Collaboration with the private sector*	43	6.37	2.15	40	6.62	1.71	27	5.56	1.70
Straightforwardness and honesty*	51	7.24	2.15	49	7.73	1.54	30	7.00	1.62
Treating clients and stakeholders in Jamaica with respect*	53	7.70	2.04	53	8.15	1.63	33	7.30	1.49
Being a long-term partner	51	7.92	2.27	55	8.51	1.50	37	8.32	1.47

\*Significantly different between collaborators and non-collaborators

<sup>i</sup> 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 Jamaica?** (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	31	7.97	2.14	25	6.76	1.83	16	6.56	1.09
Gender equity	20	6.90	2.25	27	6.78	1.42	17	6.94	1.25
Private sector development	26	6.65	1.72	36	6.83	1.77	21	6.48	1.54
Education	27	7.52	2.33	37	6.54	1.63	23	6.74	1.71
Public sector governance/reform	35	7.57	2.10	40	7.25	1.39	21	6.95	1.69
Global/regional integration	22	6.68	1.86	26	6.12	1.97	15	6.27	1.62
Urban development	22	7.14	1.52	29	6.17	1.97	14	5.71	2.13
Energy <sup>i</sup>	20	6.95	1.91	28	6.93	1.74	14	6.43	1.79
Water and sanitation	21	7.24	1.92	30	6.53	1.89	19	5.84	2.39
Pollution <sup>ii</sup>				25	6.24	2.07	18	5.50	2.01
Job creation/employment	27	6.52	2.06	38	6.71	1.63	21	6.52	1.63
Health <sup>ii</sup>				24	6.67	2.22	19	6.05	1.99
Financial markets and access to finance <sup>ii</sup>				38	7.21	1.80	19	6.32	1.53
Agriculture and rural development <sup>iii</sup>	28	7.18	1.62	35	7.20	1.53	20	6.40	1.67
Trade and exports <sup>ii</sup>				23	6.52	1.56	17	6.35	1.66
Crime and violence	20	7.05	2.21	25	5.68	1.73	21	5.43	2.25
Climate change*	28	7.57	1.69	47	7.72	1.36	24	6.83	1.58
Poverty reduction	37	7.24	2.02	39	7.46	1.78	24	6.96	1.83
Anti-corruption	19	6.89	1.91	26	5.38	2.02	20	5.15	2.35
Economic growth <sup>iv</sup>	34	7.18	1.53	45	7.16	1.64	23	6.61	1.64
Disaster risk management*	18	6.94	2.56	42	7.71	1.47	25	6.88	1.54
Equality of opportunity	17	6.94	2.14	32	6.78	1.91	18	6.50	1.69
Information and communications technology	22	7.27	2.05	29	6.38	1.97	17	6.24	1.48

\* Significantly different between collaborators and non-collaborators

<sup>i</sup> In FY 2016, the category was "Energy security"

<sup>ii</sup> Only FY 2019 questionnaire had this response option.

<sup>iii</sup> 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.

<sup>iv</sup> In FY 2016, the category was "Economic growth and diversification"

	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 Jamaica?*	45	7.11	1.25	56	7.36	1.34	35	6.31	1.35

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Jamaica?*	52	7.37	1.52	33	6.27	1.23

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

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

	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 Jamaica*	36	6.69	1.62	54	6.76	1.83	32	5.72	1.28
The World Bank Group meets Jamaica's needs for knowledge services*	43	7.53	1.42	50	6.88	1.44	27	6.07	1.44

(1- Strongly disagree, 10- Strongly agree) \* 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
To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	16	5.87	2.09	14	6.93	1.44	8	6.75	1.04

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

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

In Jamaica, 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	45	7.00	1.60	46	6.76	1.32	30	6.33	1.58
Include appropriate level of stakeholder involvement during preparation*	37	6.95	1.56	48	7.15	1.49	29	6.34	1.63
Lead to practical solutions <sup>i</sup>				52	7.13	1.48	31	6.42	1.39
Are source of relevant information on global good practices <sup>i</sup>				56	7.82	1.50	33	7.27	1.38
Are adequately disseminated <sup>i</sup>				48	6.33	1.69	33	5.64	1.90
Are adaptable to Jamaica's specific development challenges and country circumstances	47	7.02	1.58	55	6.91	1.48	30	6.43	1.50

\*Significantly different between collaborators and non-collaborators

<sup>i</sup> Only FY 2019 questionnaire had this response option.

	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?	46	7.24	1.62	55	7.09	1.54	33	6.61	1.12

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

	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?*	49	7.90	1.34	57	7.89	1.57	35	7.23	1.37

(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators



### E. Working with the World Bank Group

To what extent 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*	26	6.15	2.01	38	7.26	2.06	16	5.88	2.28
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	39	7.44	1.52	55	8.00	1.49	27	6.78	1.81
The World Bank Group's approvals and reviews are done in a timely fashion	29	6.07	1.67	46	7.24	1.84	21	6.33	1.93
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>	18	6.61	1.58	45	7.20	1.58	22	6.77	1.31
The World Bank Group's conditions on its lending are reasonable	28	6.93	1.76	32	6.81	1.79	20	6.10	1.41
The World Bank Group takes decisions quickly in Jamaica	32	5.84	2.20	43	6.44	2.00	19	5.58	1.39
Working with the World Bank Group increases Jamaica's institutional capacity*	42	7.93	1.54	57	8.12	1.40	33	7.45	1.35
Where country systems are adequate, the World Bank Group makes appropriate use of them*	29	7.31	1.95	39	7.85	1.95	15	6.33	1.84

\*Significantly different between collaborators and non-collaborators

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

### F. The future role of the World Bank Group in Jamaica

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Engage more effectively with civil society	17.2%	23.3%
Reduce the complexity of obtaining World Bank Group financing*	31.0%	11.6%
Ensure greater selectivity in its work	1.7%	0.0%
Increase availability of Reimbursable Advisory Services (RAS)	1.7%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.3%	14.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	8.6%	4.7%
Offer more innovative financial products	19.0%	16.3%
Offer more innovative knowledge services	12.1%	18.6%
Collaborate more effectively with Government clients	6.9%	9.3%
Work faster	5.2%	0.0%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy*	1.7%	11.6%
Increase the level of capacity development in the country*	58.6%	34.9%
Improve the quality of its experts as related to Jamaica's specific challenges*	5.2%	23.3%
Engage more effectively with private sector	15.5%	23.3%
Other*	0.0%	7.0%

\*Significantly different between collaborators and non-collaborators



## Appendix D: Responses to Selected Questions by Year<sup>17</sup>

*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 = 82
- FY 2019 Number of comparable respondents = 112

*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	3.5%	3.5%
Office of Parliamentarian	5.0%	5.0%
Government Institutions	40.0%	40.0%
Bilateral/Multilateral Agencies	7.5%	7.5%
Civil Society	13.0%	13.0%
Private Sector	14.5%	14.5%
Academia	9.0%	9.0%
Media	7.5%	7.5%

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

How familiar are you with the work of these organizations in Jamaica?

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	79	7.07	2.34	105	7.09	2.24
Inter-American Development Bank (IDB/BID)	79	7.00	2.24	102	6.98	2.22
Caribbean Development Bank (CDB)	79	5.92	2.52	102	6.27	2.30

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

Overall, please rate your impression of the effectiveness of these organizations in Jamaica.

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	75	6.73	1.95	95	7.17	1.57
Inter-American Development Bank (IDB/BID)	70	7.03	2.09	91	7.08	1.61
Caribbean Development Bank (CDB)*	63	5.54	2.14	85	6.43	1.71

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2016 and FY2019

	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 Jamaica solve its most complicated development challenges?	69	6.94	1.90	89	7.35	1.62

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

<sup>17</sup> 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 Jamaica?

(Select only ONE response)

Percentage of Respondents	FY 2016	FY 2019
To a fully sufficient degree	0.0%	5.7%
To a somewhat sufficient degree	48.1%	39.6%
To a somewhat insufficient degree	30.4%	27.4%
To a very insufficient degree	8.9%	6.6%
Don't know	12.7%	20.8%

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

(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 Jamaica	74	7.07	1.78	99	7.25	1.56
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica	70	6.71	2.07	89	6.93	1.56

To what extent is the World Bank Group an effective development partner in Jamaica, 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	64	6.23	1.89	81	6.60	1.42
Flexibility (in terms of the institution's products and services)	61	5.46	1.76	69	5.77	1.59
Flexibility (in terms of changing country circumstances)	62	5.65	1.85	71	6.07	1.40
Being inclusive	67	6.28	1.92	80	6.32	1.74
Openness (sharing data and other information)	65	7.22	2.12	95	6.96	1.66
Collaboration with the Government	68	7.70	1.95	92	7.48	1.54
The speed in which it gets things accomplished on the ground	60	5.52	1.97	79	6.09	1.84
Helping to bring discipline/effective supervision to implementation of investment projects <sup>i</sup>				82	6.71	1.73
Collaboration with civil society	59	5.76	2.00	74	5.51	1.70
Staff accessibility*	57	6.92	2.11	82	5.99	2.09
Collaboration with other donors and development partners	56	6.72	2.08	70	6.33	1.90
Collaboration with the private sector	55	6.20	2.09	67	6.07	1.80
Straightforwardness and honesty	62	7.18	2.17	76	7.29	1.61
Treating clients and stakeholders in Jamaica with respect	67	7.48	2.02	82	7.73	1.66
Being a long-term partner	66	7.82	2.15	90	8.39	1.57

<sup>i</sup> 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 Jamaica? (1-Not effective at all, 10-Very effective)

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
Social protection*	41	7.62	2.24	38	6.74	1.57
Gender equity	24	6.30	2.07	40	6.80	1.31
Private sector development	34	6.45	1.88	54	6.68	1.65
Education	37	6.90	2.47	57	6.48	1.68
Public sector governance/reform	45	7.43	2.17	56	7.09	1.46
Global/regional integration	25	6.17	1.99	38	6.08	1.76
Urban development*	30	7.18	1.18	39	5.92	2.06
Energy <sup>i</sup>	31	6.80	1.86	37	6.64	1.74
Water and sanitation*	30	7.18	1.82	48	6.10	2.17
Pollution <sup>ii</sup>				43	5.81	2.12
Job creation/employment	40	6.33	2.08	54	6.52	1.61
Health <sup>ii</sup>				41	6.35	2.08
Financial markets and access to finance <sup>ii</sup>				53	6.76	1.79
Agriculture and rural development <sup>iii</sup>	37	6.95	1.68	50	6.78	1.64
Trade and exports <sup>ii</sup>				38	6.51	1.60
Crime and violence*	26	6.58	2.24	45	5.23	2.08
Climate change	35	7.54	1.66	65	7.28	1.52
Poverty reduction	49	6.89	2.17	59	7.18	1.85
Anti-corruption*	27	6.19	2.21	46	5.06	2.09
Economic growth <sup>iv</sup>	43	7.06	1.64	63	6.91	1.66
Disaster risk management	23	6.76	2.48	66	7.34	1.54
Equality of opportunity	24	6.23	2.30	48	6.73	1.84
Information and communications technology	29	6.81	1.79	46	6.35	1.83

\*Significantly different between FY2016 and FY2019

<sup>i</sup> In FY 2016, the category was "Energy security"

<sup>ii</sup> Only FY 2019 questionnaire had this response option.

<sup>iii</sup> 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

<sup>iv</sup> In FY 2016, the category was "Economic growth and diversification"

	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 Jamaica?	56	6.77	1.53	87	6.81	1.47

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Jamaica?***(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 Jamaica	49	6.29	1.84	82	6.17	1.65
The World Bank Group meets Jamaica's needs for knowledge services*	58	7.22	1.70	72	6.47	1.45

\*Significantly different between FY2016 and FY2019

	FY 2016			FY 2019		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	18	5.88	1.83	21	6.92	1.31

*(1-To no degree at all, 10-To a very significant degree) \*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	1.5%	7.0%
Monthly	33.3%	11.0%
A few times a year	47.0%	46.0%
Rarely	13.6%	29.0%
Never	4.5%	7.0%

**In Jamaica, 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	56	6.77	1.72	72	6.46	1.46
Include appropriate level of stakeholder involvement during preparation	47	6.51	1.80	75	6.68	1.63
Lead to practical solutions <sup>i</sup>				77	6.78	1.47
Are source of relevant information on global good practices <sup>i</sup>				85	7.55	1.43
Are adequately disseminated <sup>i</sup>				79	5.95	1.91
Are adaptable to Jamaica's specific development challenges and country circumstances	61	6.72	1.75	80	6.65	1.50

\*Significantly different between FY2016 and FY2019

<sup>i</sup> Only FY 2019 questionnaire had this response option.

	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?	61	6.98	1.78	84	6.80	1.39
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	62	7.62	1.45	88	7.48	1.50

*(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	37	6.08	2.03	49	6.68	2.31
The World Bank Group effectively monitors and evaluates the projects and programs it supports	54	7.39	1.49	74	7.48	1.73
The World Bank Group's approvals and reviews are done in a timely fashion	42	6.23	1.82	60	6.76	1.99
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>*i</sup>	25	6.24	1.60	62	6.98	1.47
The World Bank Group's conditions on its lending are reasonable	38	6.67	1.82	51	6.44	1.65
The World Bank Group takes decisions quickly in Jamaica	44	5.82	2.08	58	6.07	1.83
Working with the World Bank Group increases Jamaica's institutional capacity	57	7.79	1.80	84	7.85	1.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	39	7.03	2.08	48	7.42	1.96

<sup>\*</sup>Significantly different between FY2016 and FY2019

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





## 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 Jamaica? (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	7.40	7.29	6.52	7.18	7.00	7.17	7.00	7.00	7.21	7.12	7.14
Overall, please rate your impression of the World Bank Group's effectiveness in Jamaica.	6.73	7.77	7.39	6.94	7.37	7.21	7.40	7.13	6.98	7.55	7.35	7.16
Overall the World Bank Group currently plays a relevant role in development in Jamaica	6.71	8.09	7.72	6.58	7.60	7.32	7.47	7.58	7.09	7.81	7.57	7.27
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica	6.22	7.71	7.25	6.15	7.11	7.06	7.14	7.00	6.69	7.35	7.07	7.19
Responsiveness to needs	6.25	7.04	6.79	6.42	6.79	6.66	6.81	6.61	6.56	6.86	6.81	6.40
Flexibility (in terms of the institution's products and services)	5.50	5.98	5.80	5.90	5.86	5.71	5.90	5.65	5.90	5.76	5.89	5.42
Flexibility (in terms of changing country circumstances)	5.73	6.44	6.20	6.00	6.22	6.08	6.23	6.07	6.19	6.16	6.21	6.00
Being inclusive	5.69	6.87	6.41	6.21	6.34	6.44	6.54	6.07	5.74	6.83	6.48	5.94
Openness (sharing data and other information)	6.68	7.45	7.21	6.56	7.17	6.94	7.13	7.00	6.62	7.45	7.05	7.22
Collaboration with the Government	7.17	7.92	7.63	7.28	7.59	7.52	7.66	7.34	7.34	7.74	7.59	7.45
The speed in which it gets things accomplished on the ground	5.70	6.50	6.30	5.50	6.11	6.33	6.30	5.96	6.09	6.26	6.03	6.87
Helping to bring discipline/effective supervision to implementation of investment projects	6.49	7.18	7.08	5.92	6.86	7.00	7.05	6.59	6.63	7.10	6.83	7.24
Collaboration with civil society	5.61	5.94	5.93	5.41	6.10	5.21	5.74	5.92	5.41	6.27	6.02	4.93
Staff accessibility	5.18	6.92	6.44	5.37	6.26	6.19	6.25	6.21	5.55	6.80	6.48	5.29
Collaboration with other donors and development partners	6.03	6.86	6.59	6.08	6.51	6.48	6.50	6.50	6.04	6.78	6.57	6.17
Collaboration with the private sector	5.56	6.62	6.29	5.60	6.27	6.00	6.13	6.27	6.03	6.31	6.29	5.60
Straightforwardness and honesty	7.00	7.73	7.49	7.08	7.39	7.50	7.49	7.32	7.09	7.67	7.48	7.14
Treating clients and stakeholders in Jamaica with respect	7.30	8.15	7.86	7.69	7.76	8.00	8.00	7.55	7.53	8.06	7.91	7.53
Being a long-term partner	8.32	8.51	8.41	8.56	8.32	8.67	8.48	8.33	8.40	8.46	8.42	8.50
To what extent does the World Bank Group's work help to achieve development results in Jamaica?	6.31	7.36	7.04	6.50	7.03	6.76	6.97	6.89	6.71	7.09	6.89	7.16
To what extent does the World Bank Group influence the development agenda in Jamaica?	6.27	7.37	7.03	6.40	6.98	6.77	6.95	6.84	6.69	7.06	6.90	7.00
The World Bank Group's financial instruments meet the needs of Jamaica	5.72	6.76	6.47	5.80	6.30	6.48	6.62	5.78	6.00	6.56	6.26	6.76
The World Bank Group meets Jamaica's needs for knowledge services	6.07	6.88	6.75	5.40	6.50	6.72	6.87	5.96	6.25	6.76	6.41	7.19
The World Bank Group's knowledge work and activities are adaptable to Jamaica's specific development challenges and country circumstances	6.43	6.91	6.81	6.54	6.69	6.96	6.81	6.67	6.63	6.85	6.74	6.84
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.61	7.09	6.96	6.53	6.78	7.15	7.02	6.63	6.69	7.02	6.88	6.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.23	7.89	7.69	7.19	7.52	7.79	7.78	7.23	7.32	7.79	7.56	7.76
The World Bank Group takes decisions quickly in Jamaica	5.58	6.44	6.37	5.56	6.07	6.75	6.39	6.00	6.09	6.34	6.28	6.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.33	7.85	7.70	6.00	7.32	7.92	7.71	7.05	7.47	7.47	7.31	8.38

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Jamaica FY19 COS Questionnaire



### **World Bank Group Country Survey FY 2019 – Jamaica**

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

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 JAMAICA

<b>A1. When you think about the future in Jamaica, are you ... ?</b>	
1	Very pessimistic
2	Somewhat pessimistic
3	Somewhat optimistic
4	Very optimistic
5	Not sure

<b>A2. Do you think that economic opportunity for citizens in Jamaica is ... ?</b>	
1	Increasing
2	Decreasing
3	Staying about the same

<b>A3. Listed below are a number of development priorities in Jamaica.</b>			
<b>Please identify which of the following you consider the most important development priorities in Jamaica. (Choose no more than THREE)</b>			
1	Job creation/employment	14	Information and communications technology
2	Trade and exports	15	Private sector development
3	Education	16	Crime and violence
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Climate change (e.g., mitigation, adaptation)
5	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
6	Global/regional integration	19	Poverty reduction
7	Urban development	20	Anti-corruption
8	Energy	21	Judiciary reform
9	Water and sanitation	22	Economic growth
10	Pollution	23	Disaster risk management
11	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
12	Health	25	Equality of opportunity (i.e., social inclusion)
13	Financial markets and access to finance		

## SECTION A: GENERAL ISSUES

<b>A4. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Jamaica? (Choose no more than THREE)</b>			
1	Gender equity (closing the gap between women and men, and boys and girls)	13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
2	Pollution	14	Education
3	Social protection (e.g., pensions, targeted social assistance)	15	Health
4	Agriculture and rural development	16	Financial markets and access to finance
5	Trade and exports	17	Private sector development
6	Crime and violence	18	Climate change (e.g., mitigation, adaptation)
7	Economic growth	19	Judiciary reform
8	Disaster risk management	20	Water and sanitation
9	Equality of opportunity (i.e., social inclusion)	21	Transport (e.g., roads, bridges, transportation)
10	Information and communications technology	22	Job creation/employment
11	Energy	23	Global/regional integration
12	Anti-corruption	24	Urban development

<b>A5. When economic and/or social reform efforts fail or are slow to take place in Jamaica, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	Poor coordination within the government
2	Corruption
3	Private sector involvement and/or influence
4	Political pressures and obstacles
5	Inadequate level of private sector participation
6	Inadequate level of donor coordination
7	Reforms are not well thought out in light of country challenges
8	Inadequate level of government accountability
9	Inadequate level of capacity in the government
10	Inadequate level of citizen/civil society participation
11	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	United Nations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The Caribbean Development Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The Development Bank of Jamaica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The Bank of Jamaica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	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"/>
15	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	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 Jamaica 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 Jamaica'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 Jamaica? (Choose no more than TWO)**

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

**A9. When thinking about development efforts in Jamaica, 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 Jamaica?**

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 Jamaica?**

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

<b>B1. How familiar are you with the work of these organizations in Jamaica?</b>											
		Not familiar at all								Extremely familiar	
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
3	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10

<b>B2. Overall, please rate your impression of the effectiveness of these organizations in Jamaica.</b>												
		Not effective at all								Very effective	Don't know	
1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

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

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)</b>	
1	Not aligned with country priorities
2	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
3	Not adequately sensitive to political/social realities in Jamaica
4	Too influenced by developed countries
5	Arrogant in its approach
6	Inadequate World Bank Group's staffing in Jamaica
7	Not willing to honestly criticize policies and reform efforts in the country
8	Not sufficiently focused on sustainable results
9	Not collaborating enough with civil society (e.g., NGOs, CBOs)
10	Not enough public disclosure of its work
11	Staff too inaccessible
12	Not collaborating enough with private sector
13	World Bank Group's processes too slow and complex
14	Not adequately flexible
15	Other (please specify): _____
16	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 Jamaica? (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	Parliament	7	Media
2	Local government	8	Beneficiaries
3	Donor community	9	Youth/university groups
4	NGOs/Community Based Organizations	10	Other (please specify): _____
5	Private sector	11	Don't know
6	Academia/think tanks/research institutes		

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

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

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

**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 Jamaica?** *(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	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Financial markets and access to finance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

<b>C2. To what extent does the World Bank Group's work help to achieve development results in Jamaica?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

<b>To what extent do you agree with the following statements about the World Bank Group in Jamaica?</b>														
		Strongly disagree										Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Jamaica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C5</b>	The World Bank Group meets Jamaica'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"/>		

<b>C6. To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Jamaica, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are adaptable to Jamaica's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>D8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not significant at all									Very significant	Don't know	

<b>D9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Very low technical quality									Very high technical quality	Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN JAMAICA

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

1	Engage more effectively with civil society (e.g., NGOs, CBOs)
2	Reduce the complexity of obtaining World Bank Group financing
3	Ensure greater selectivity in its work
4	Increase availability of Reimbursable Advisory Services (RAS)
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients
10	Work faster
11	Provide more adequate data/knowledge/statistics/figures on Jamaica's economy
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to Jamaica's specific challenges
14	Engage more effectively with private sector
15	Other (please specify): _____

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in Jamaica?</b>	
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

<b>G2. How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)</b>			
1	International television	7	Local radio
2	Local newspapers	8	International radio
3	International newspapers	9	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Local television	10	Word of mouth
5	Internet	11	Other (please specify): _____
6	Periodicals		

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

<b>G4. Which device do you use primarily when visiting a World Bank Group website? (Choose no more than TWO)</b>	
1	Smart phone
2	Tablet
3	Laptop
4	Desktop



## SECTION G: COMMUNICATION AND INFORMATION SHARING

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

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
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): _____

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

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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Jamaica? (Select only ONE response)</b>	
1	The World Bank (IBRD)
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**

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

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Jamaica? (Choose no more than TWO)</b>	
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.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	Kingston
2	Montego Bay
3	Ocho Rios
4	Other towns

**Thank you for completing the survey!**