

FY 2021 Afghanistan Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Afghanistan Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Afghanistan country team and independent fielding agency Pajhwok Afghan News. In particular, PORG is grateful for the support from Abdullah Yadgare (External Affairs Officer) who coordinated the survey related activities from Kabul, Afghanistan.





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AFGHANISTAN





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Afghanistan*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From December 2020 to January 2021, 620 stakeholders of the WBG in Afghanistan 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; 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; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 475 stakeholders participated in the survey (77% response rate). Respondents received the questionnaire via a 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'18 (response rate was 76%, N=502). 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'18 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 96).

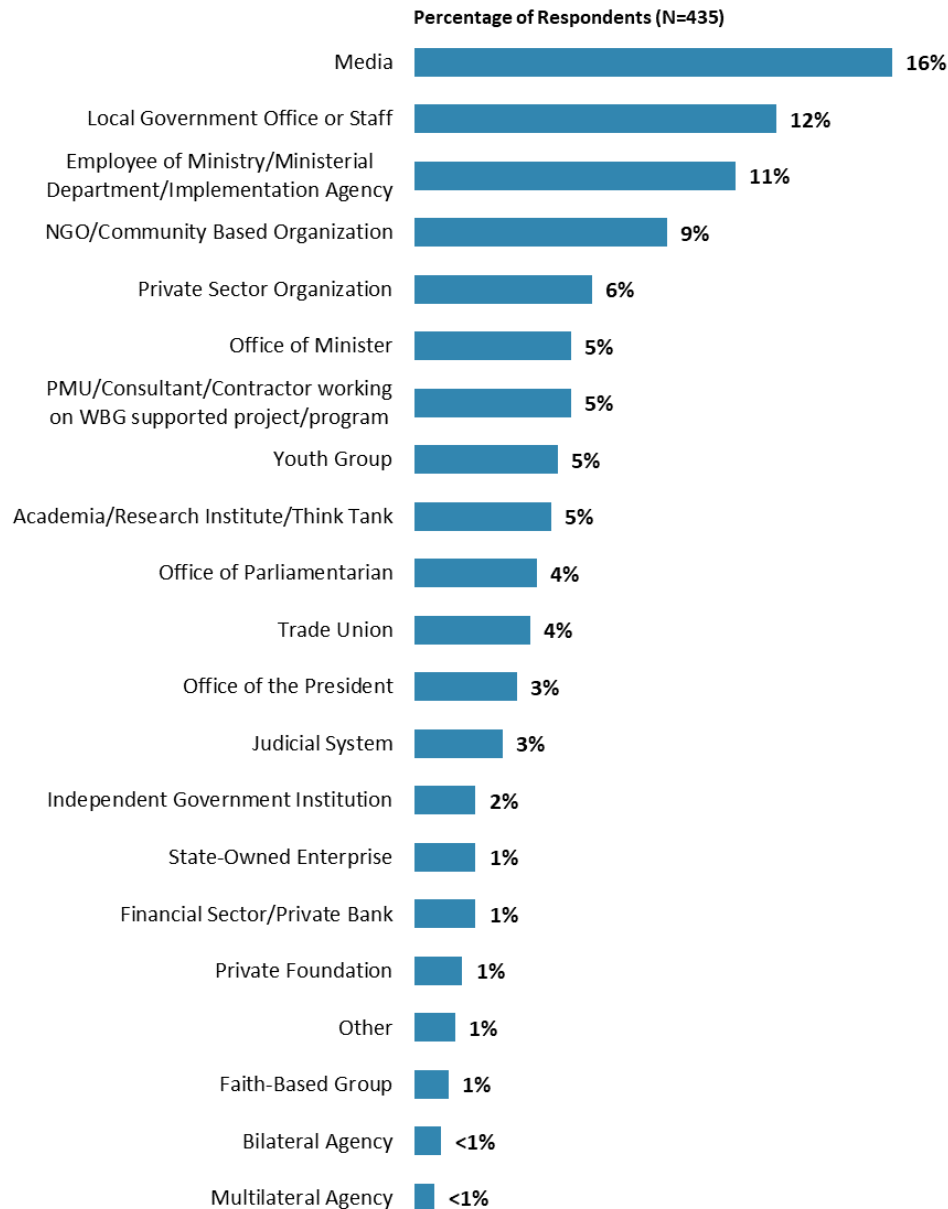
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

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



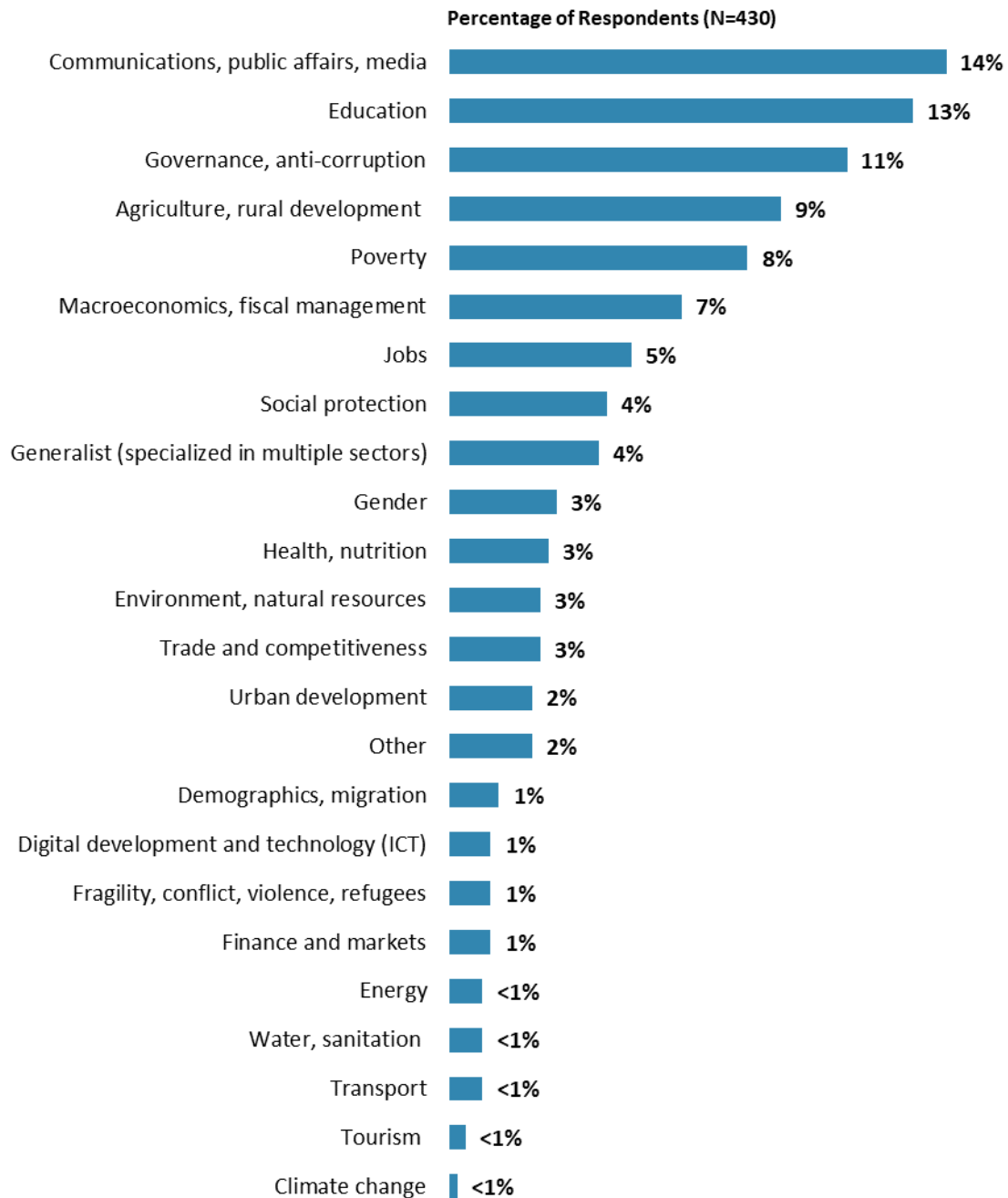
“Which of the following best describes your current position?”
(Respondents chose from a list.)

¹ Respondents the office of the President were combined with respondents from the office of a minister; employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG projects; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from private foundations, from NGOs/community-based organizations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category. The small number of the respondents from independent government institutions, from state-owned enterprises, and from bilateral and multilateral agencies were included in the “Other” category.



III. Demographics of the Sample (continued)

Area of Primary Specialization



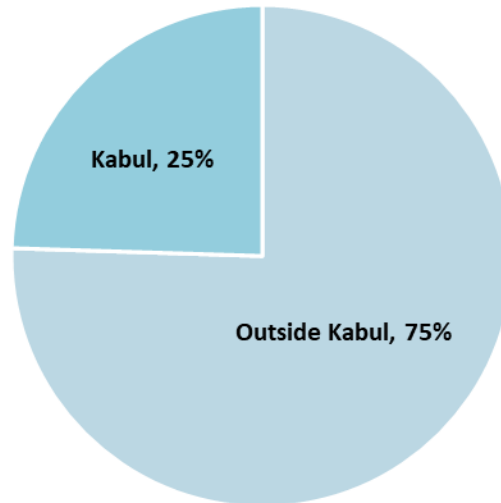
“Please identify the primary specialization of your work.”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

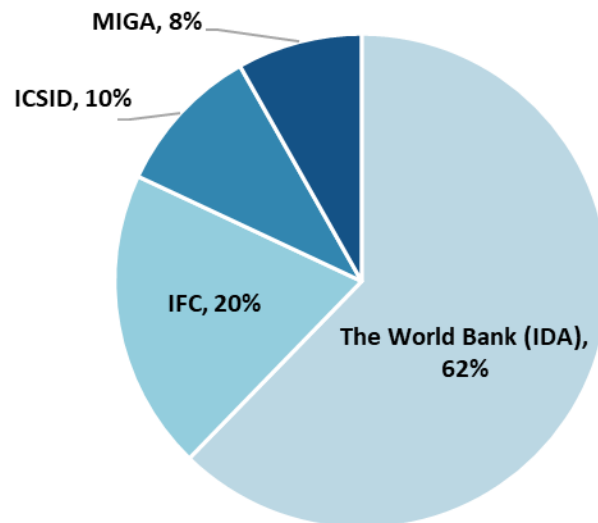
Percentage of Respondents (N=453)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=61)



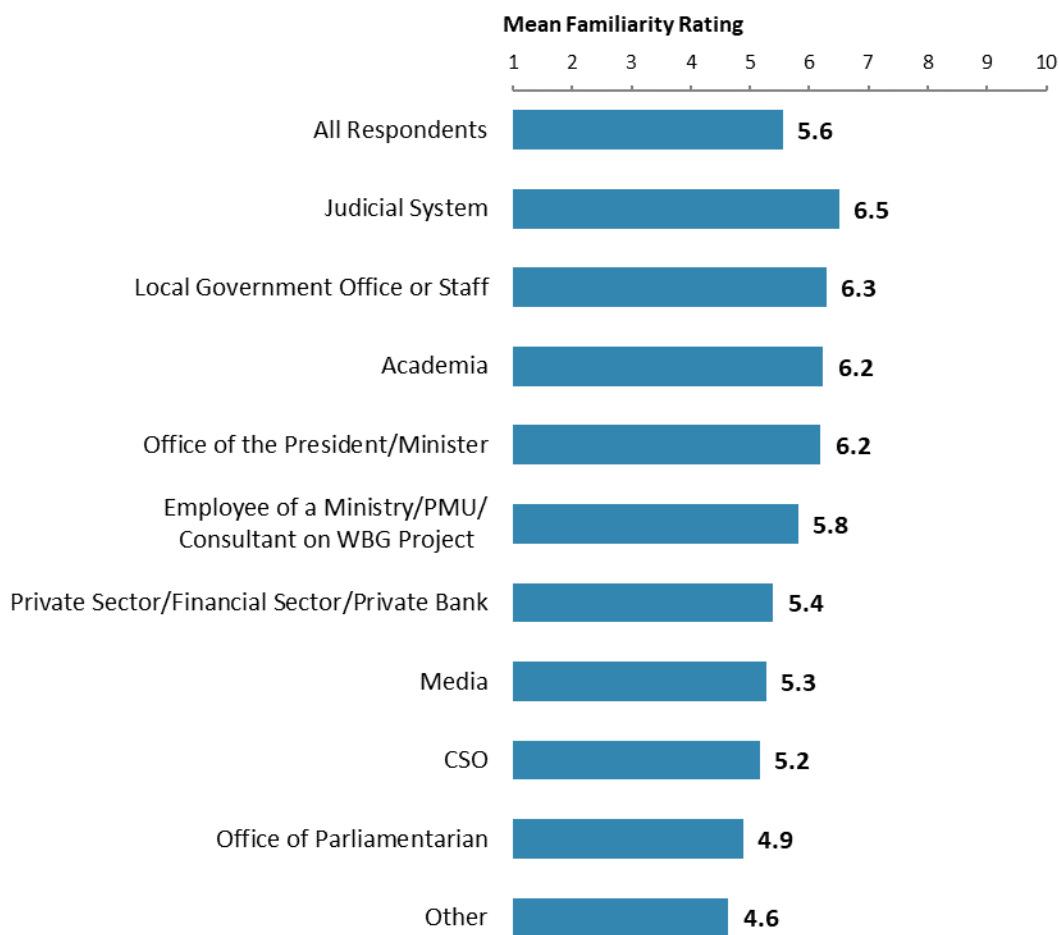
"Which of the following agencies of the World Bank Group
do you primarily collaborate/work with in Afghanistan?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 5.7; weighted mean in FY'18 = 5.3)².
- **Impact of familiarity:** Respondents' ratings of familiarity³ with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness⁴ in Afghanistan, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Afghanistan's development and with their ratings of the extent to which the WBG's work helps achieve development results in Afghanistan.



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

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 96) for more details on weighting.

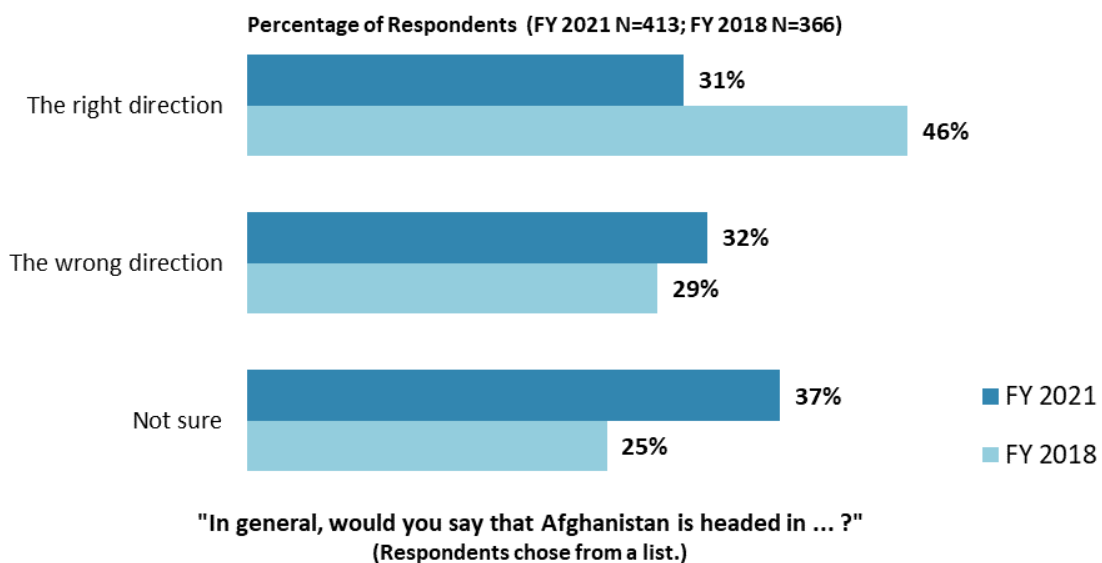
³ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). A mean score of responses provided to these two questions was used in this calculation.

⁴ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). A mean score of responses provided to these two questions was used in this calculation.

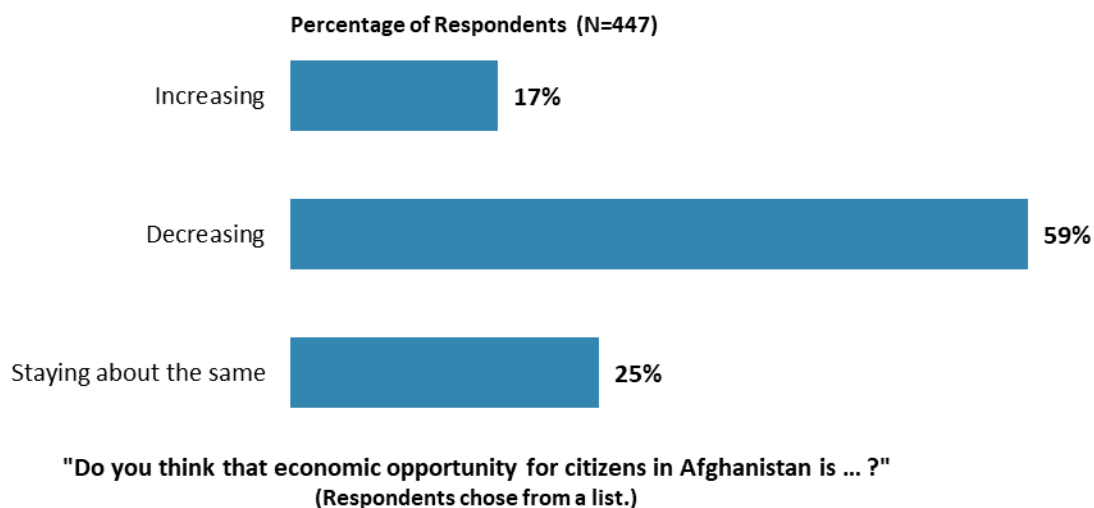


IV. Overall Context

Headed in the Right Direction⁵



Perceptions of Economic Opportunity



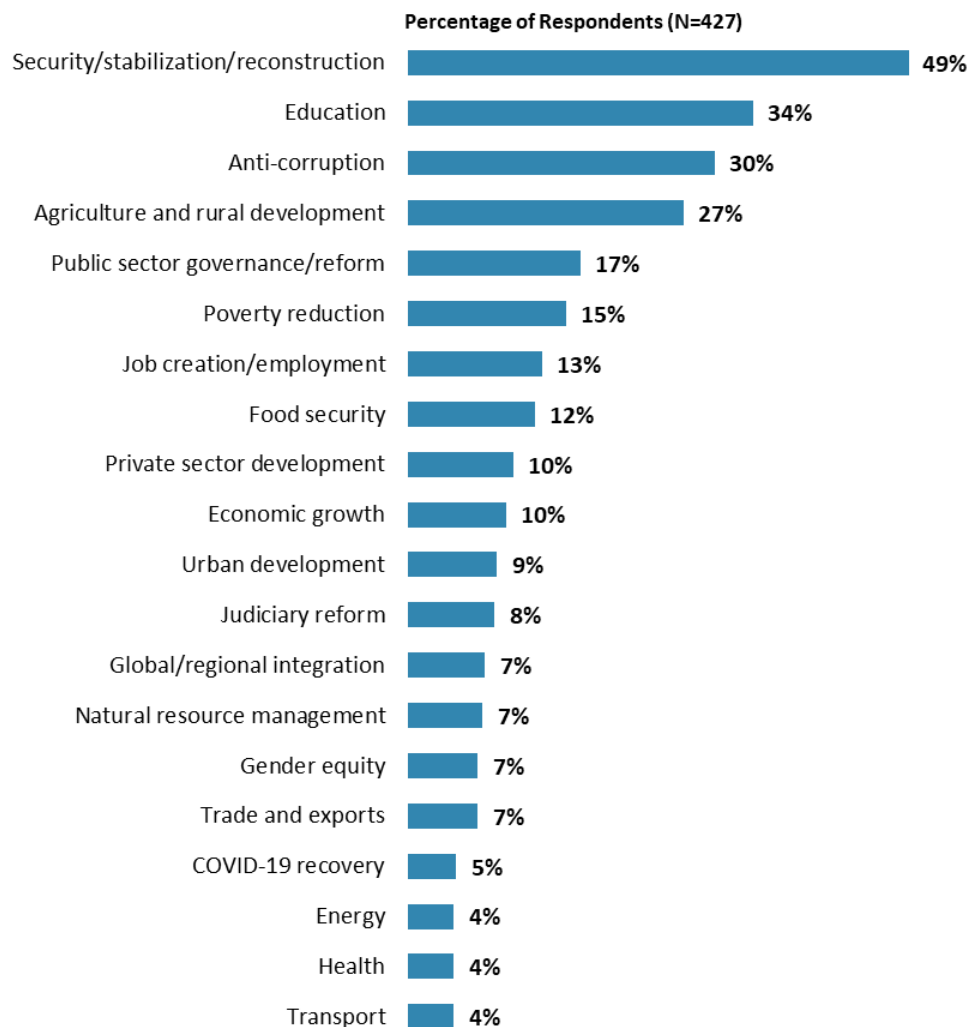
⁵ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Afghanistan were “*security/stabilization/reconstruction*” (49%), “*job creation/employment*” (36%), “*education*” (27%), “*anticorruption*” (21%), and “*health*” (13%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Afghanistan, compared to the rest of respondents in other areas of work (education specialists = 60%; others = 32%).⁶



"Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown)

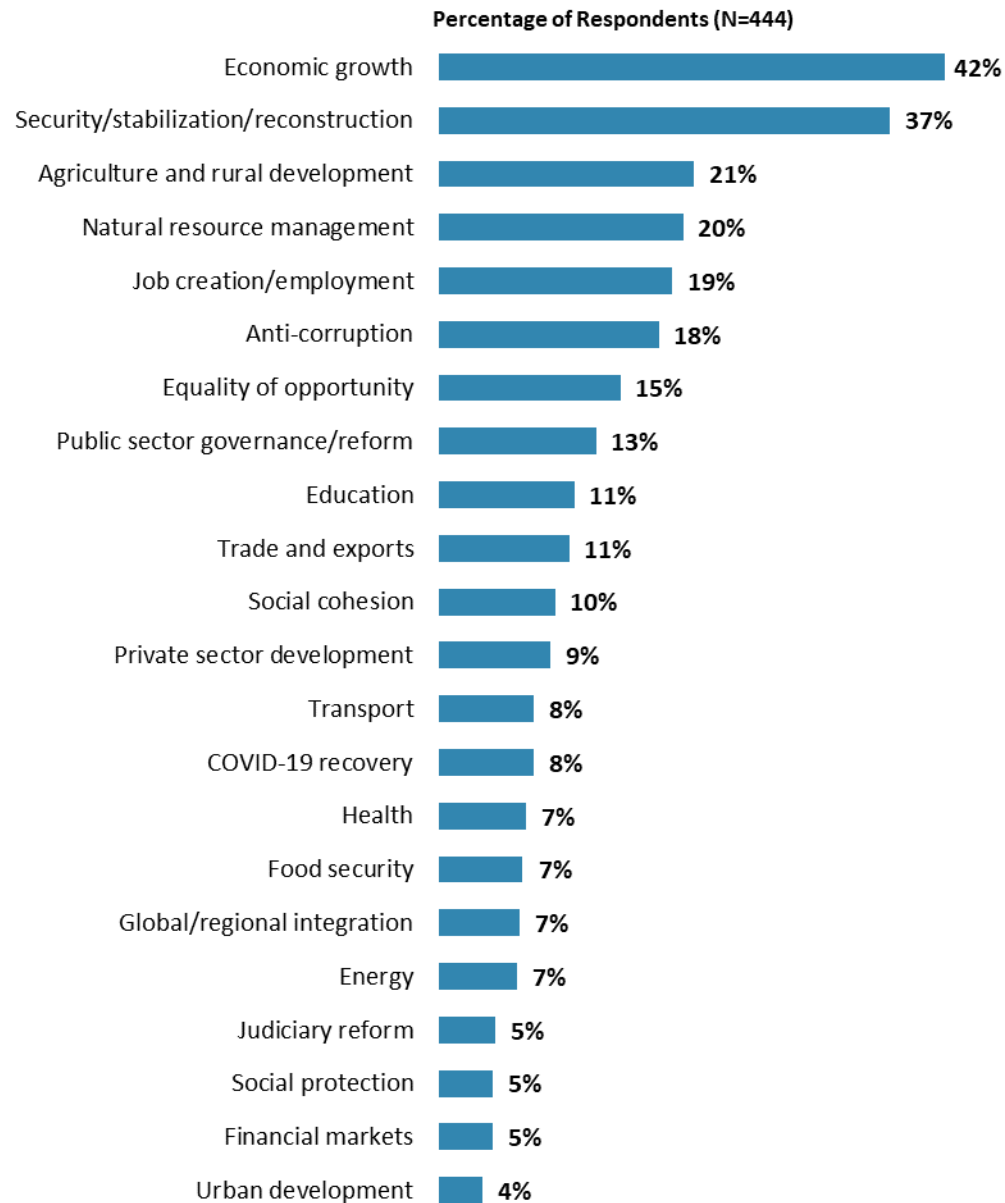
⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in Afghanistan were “*security/stabilization/reconstruction*” (44%), “*economic growth*” (41%), “*anticorruption*” (34%), “*agriculture and rural development*” (32%), and “*job creation/employment*” (25%).



"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 Afghanistan?

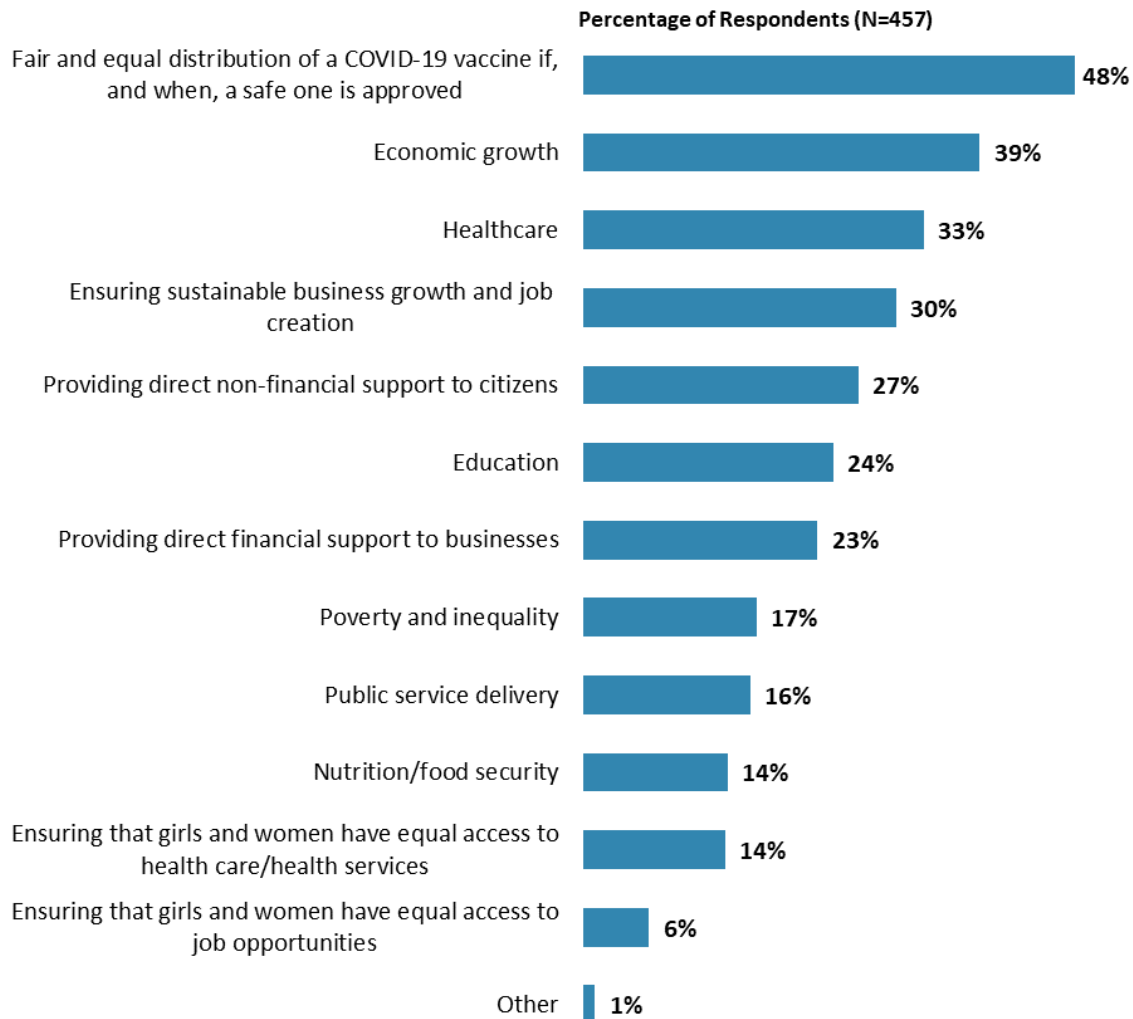
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.

Top 22 of 27 response options shown)



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of Afghanistan Should Focus

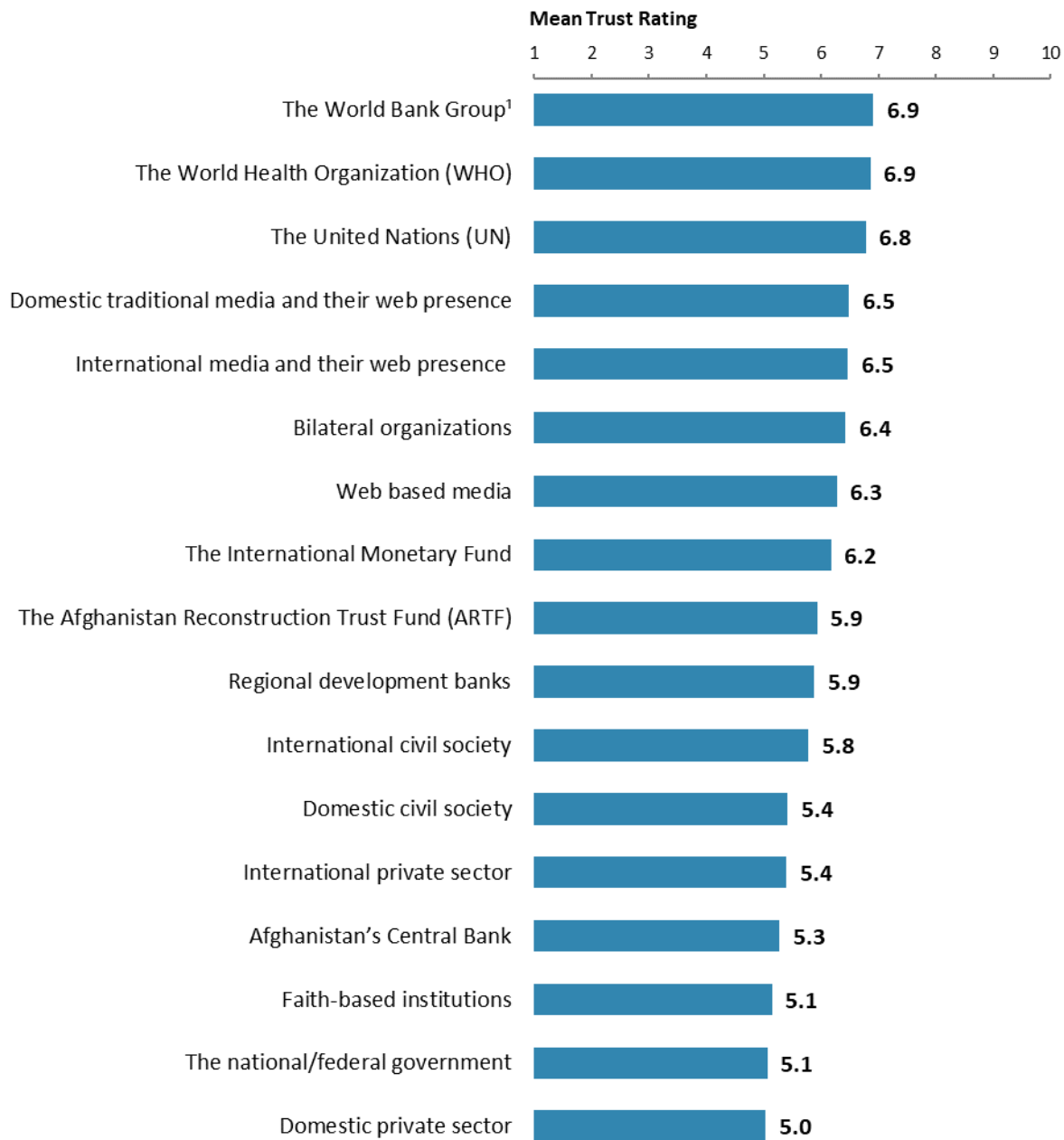


"The COVID-19 pandemic has stressed many aspects of Afghanistan's growth and development. In which areas would you like to see the Government of Afghanistan focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



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

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

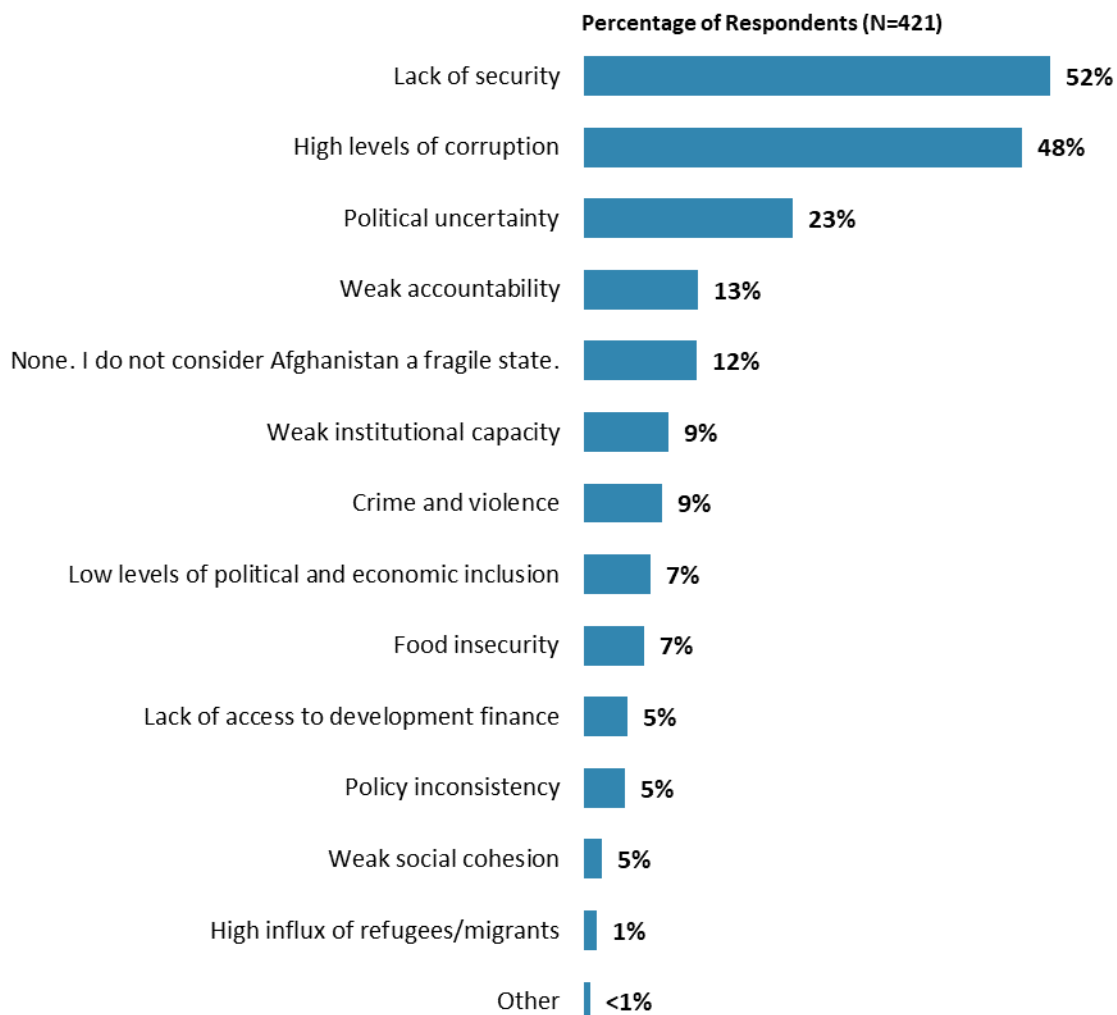
¹Indicator Question



IV. Overall Context (continued)

Afghanistan as a Fragile State

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the characteristics that best illustrate fragility in Afghanistan were “*high levels of corruption*” (56%) and “*lack of security*” (39%).

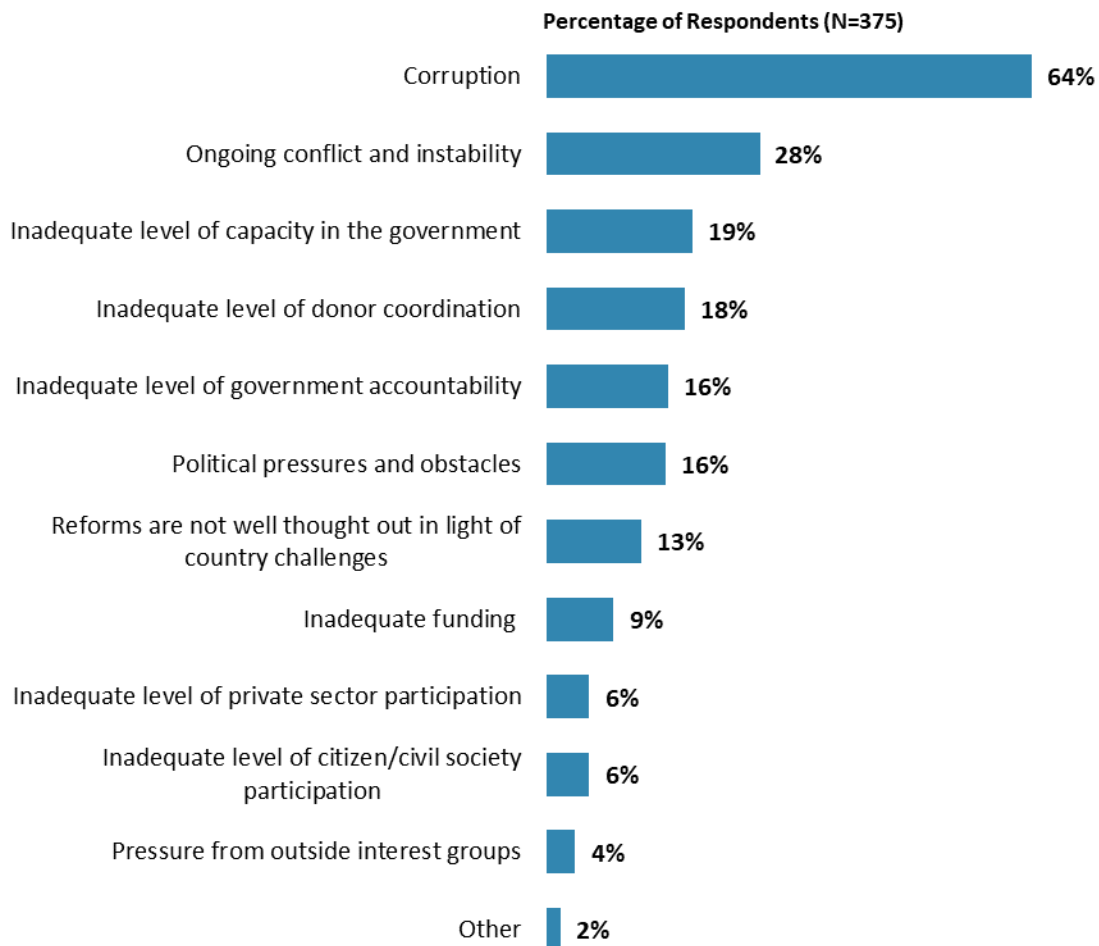


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Afghanistan. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

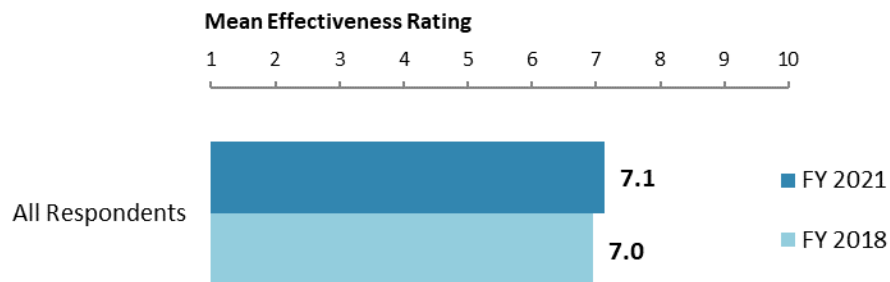


"When economic and/or social reform efforts fail or are slow to take place in Afghanistan, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



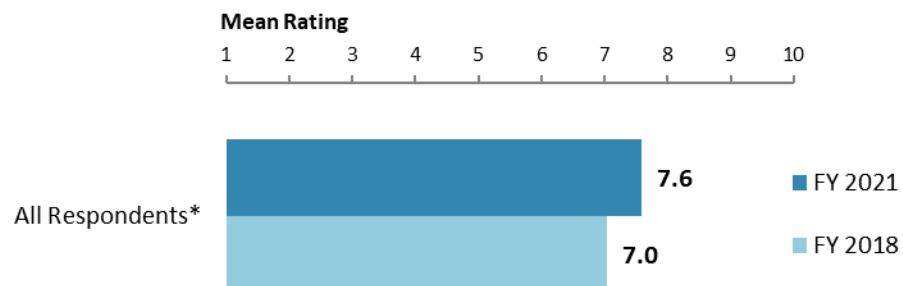
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁷ (Indicator Question)



"Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan." (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 Afghanistan?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2018)

Influence on Afghanistan's Development Agenda (Indicator Question)



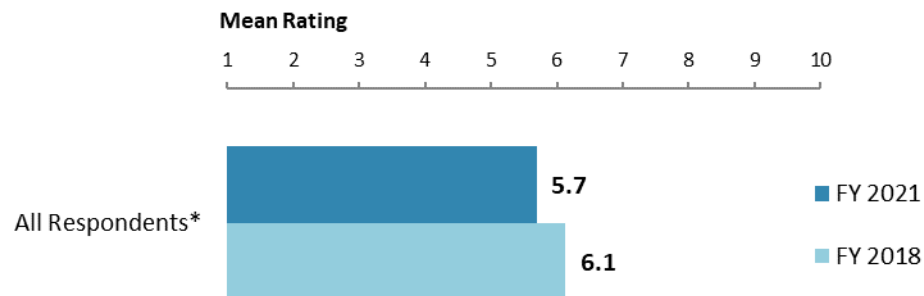
"To what extent does the World Bank Group influence the development agenda in Afghanistan?"
(1-"To no degree at all", 10-"To a very significant degree")

⁷ Means in the first two charts on this page were calculated based on weighted data.



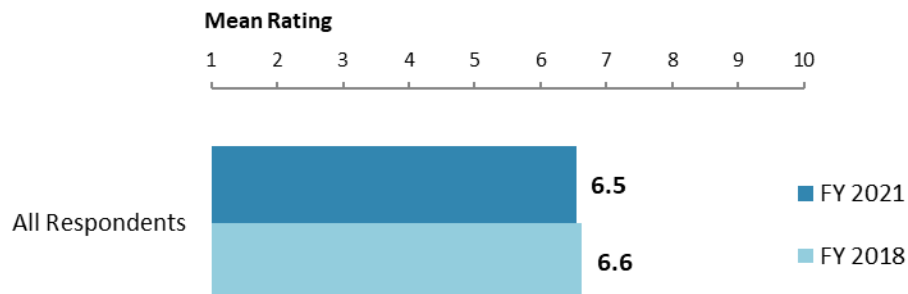
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Afghanistan⁸



"To what extent do you believe the World Bank Group is adequately staffed in Afghanistan?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2018)

WBG Staff Preparedness



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

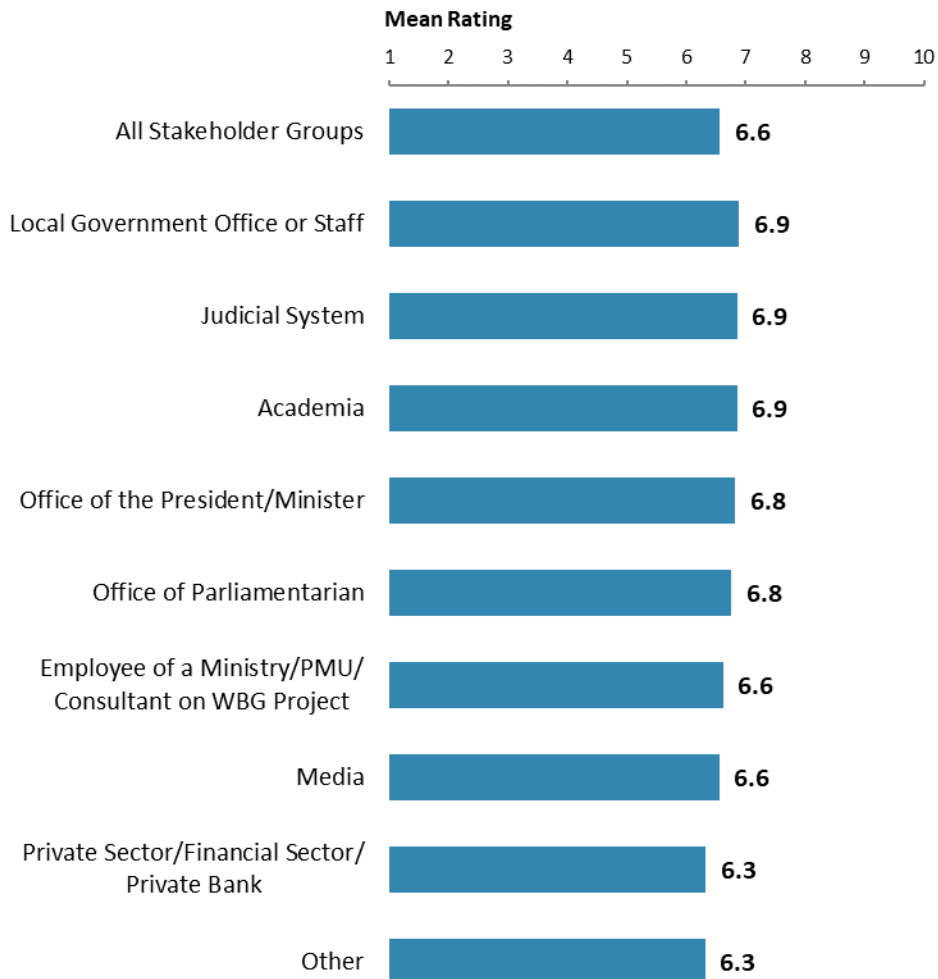
⁸ Means in the charts on this page were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 7.1) 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 103).



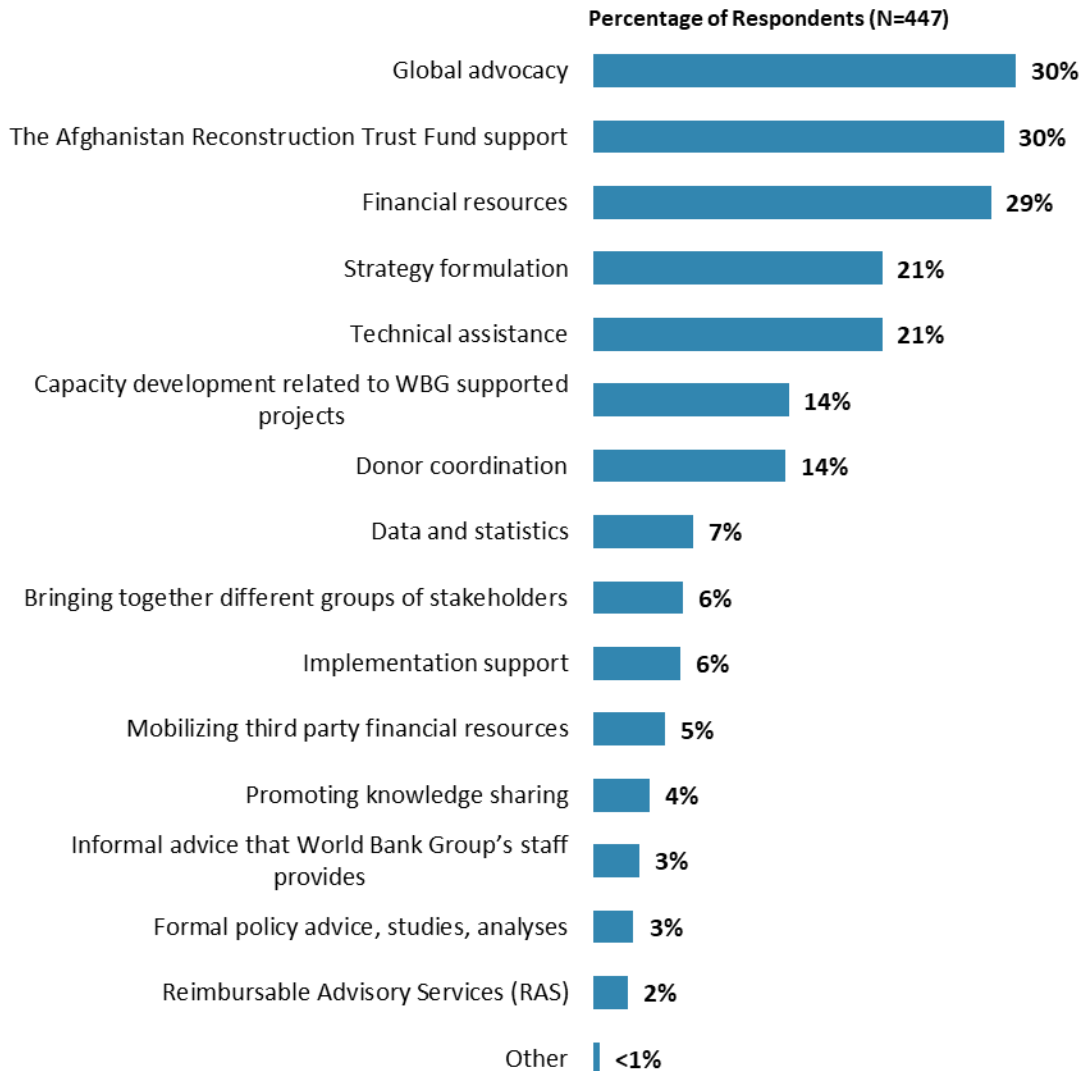
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to Afghanistan were "*capacity development related to World Bank Group supported projects*" (40%), "*financial resources*" (33%), and "*bringing together different groups of stakeholders*" (32%).



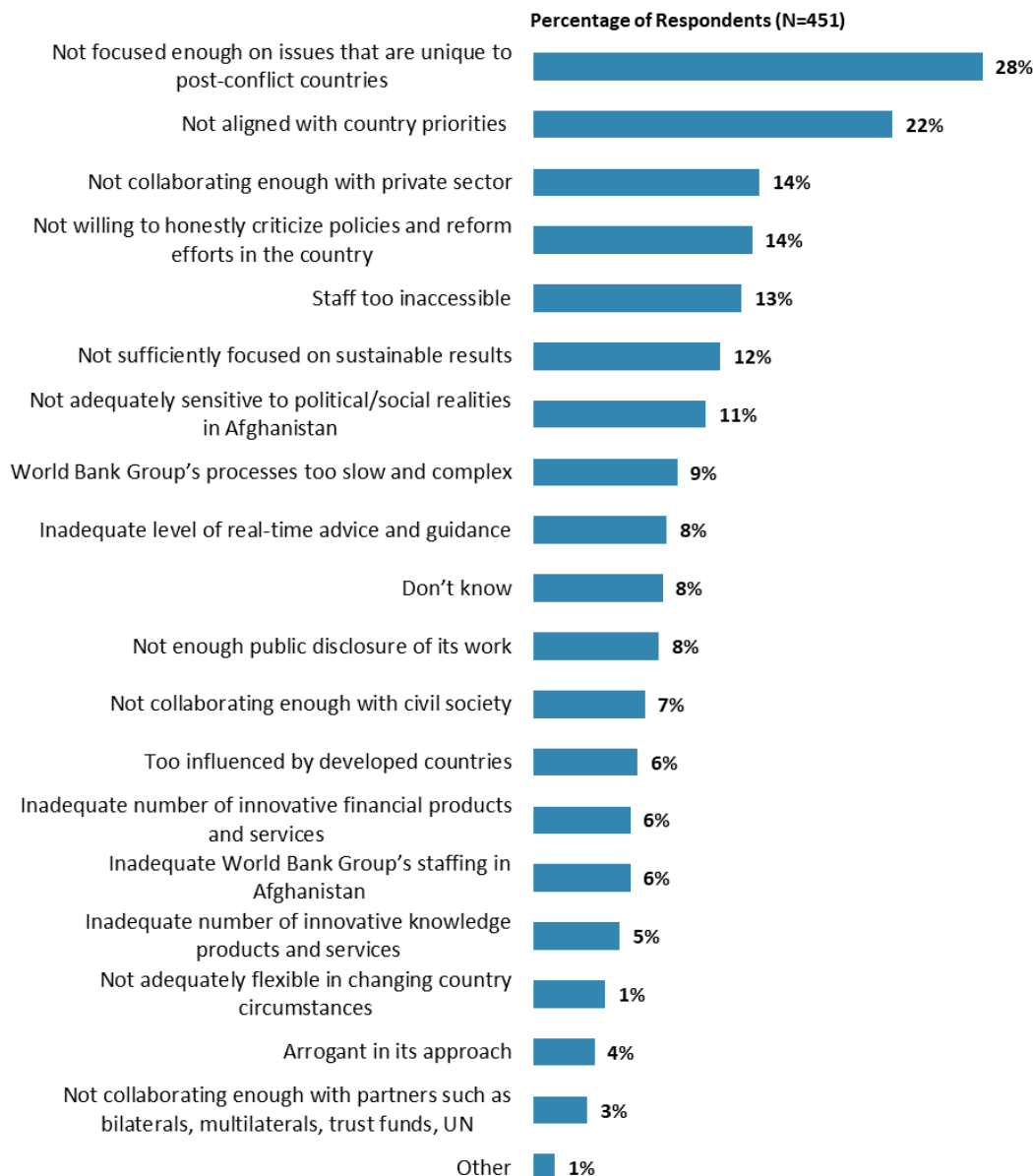
"When thinking about the World Bank Group's role in Afghanistan, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Afghanistan were "*not enough public disclosure of its work*" (19%), "*not sufficiently focused on results*" (16%), "*not collaborating enough with private sector*" (16%), and "*not sensitive to political/social realities*" (15%).

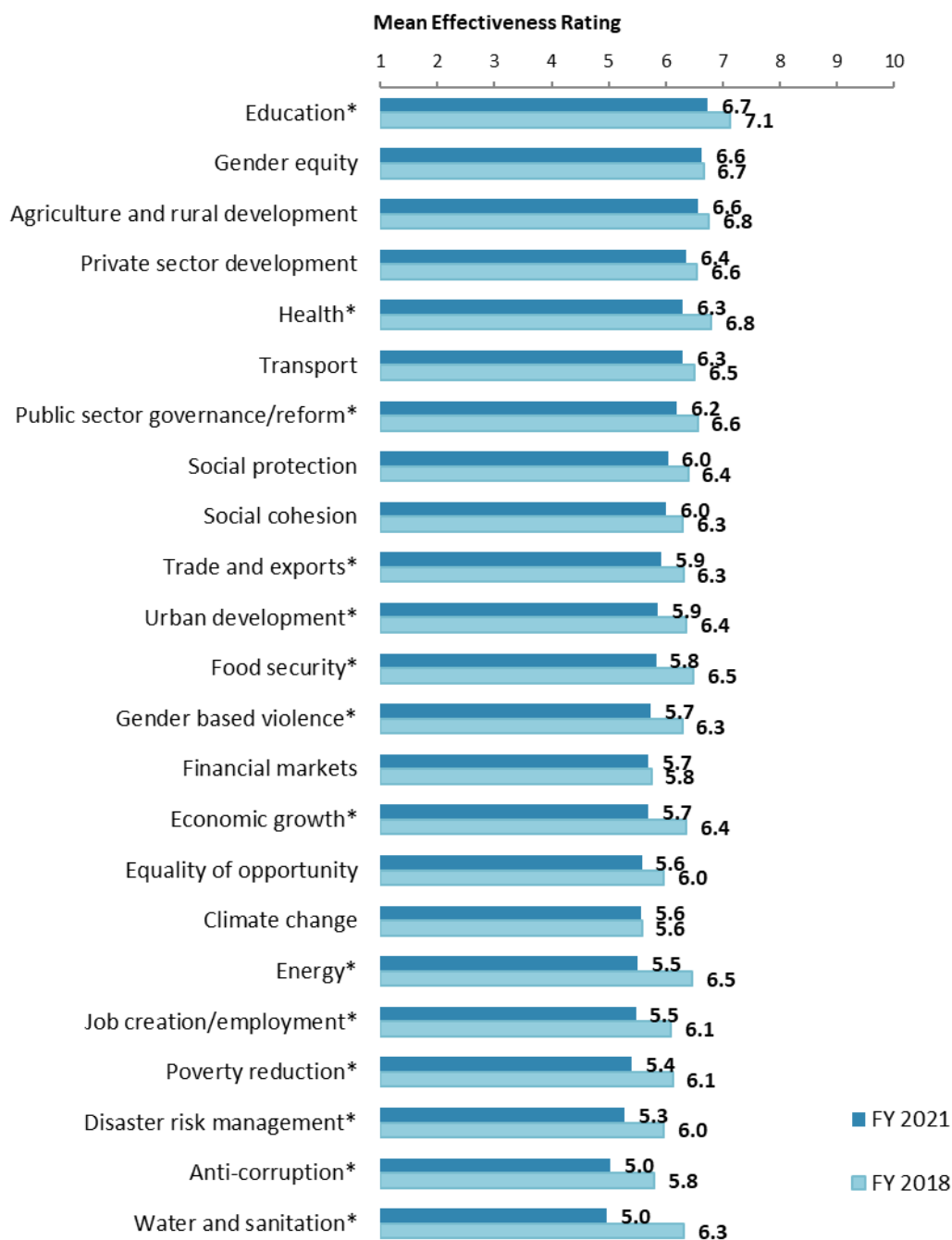


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Afghanistan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁹



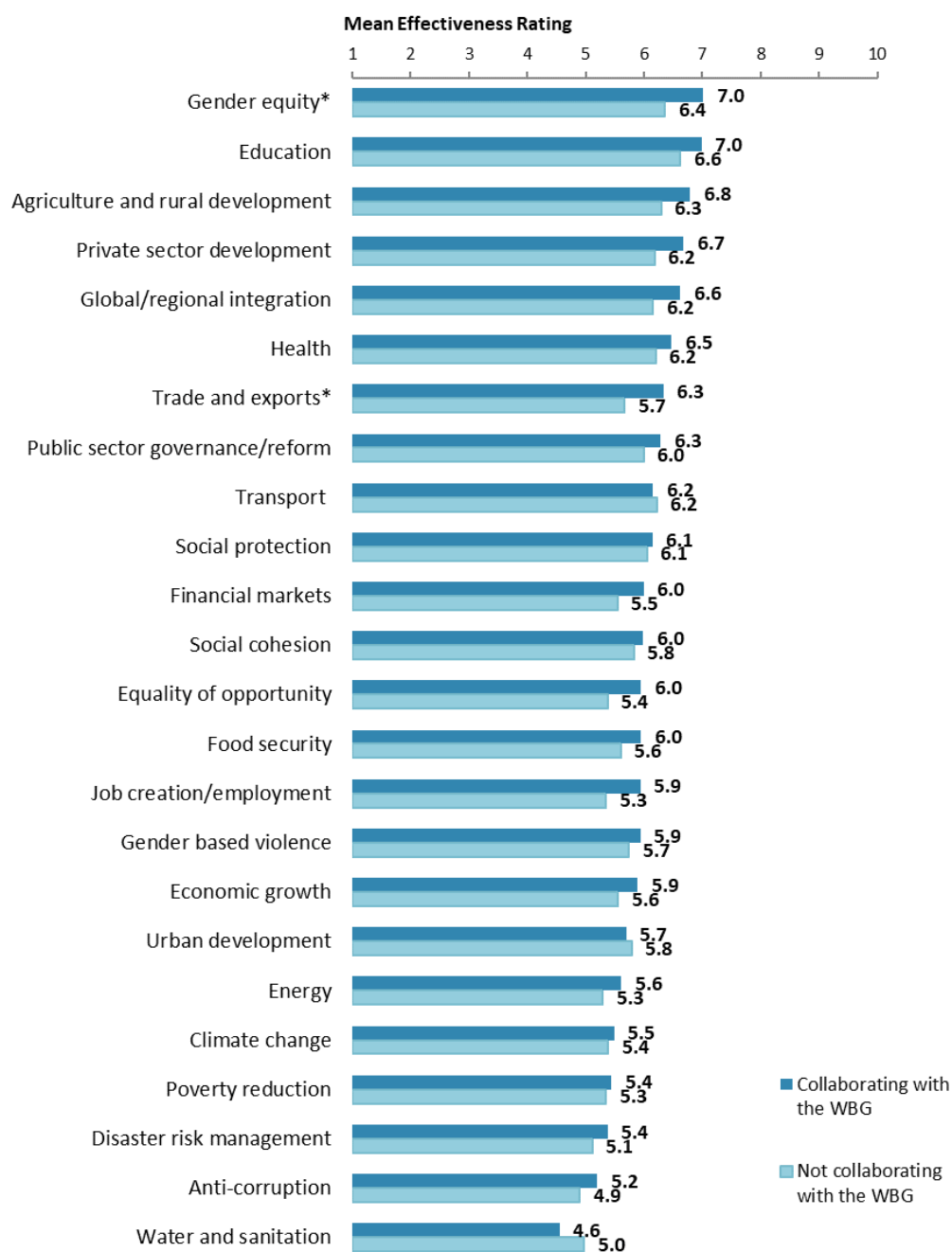
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Afghanistan?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2021 and FY 2018)*

⁹ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration¹⁰



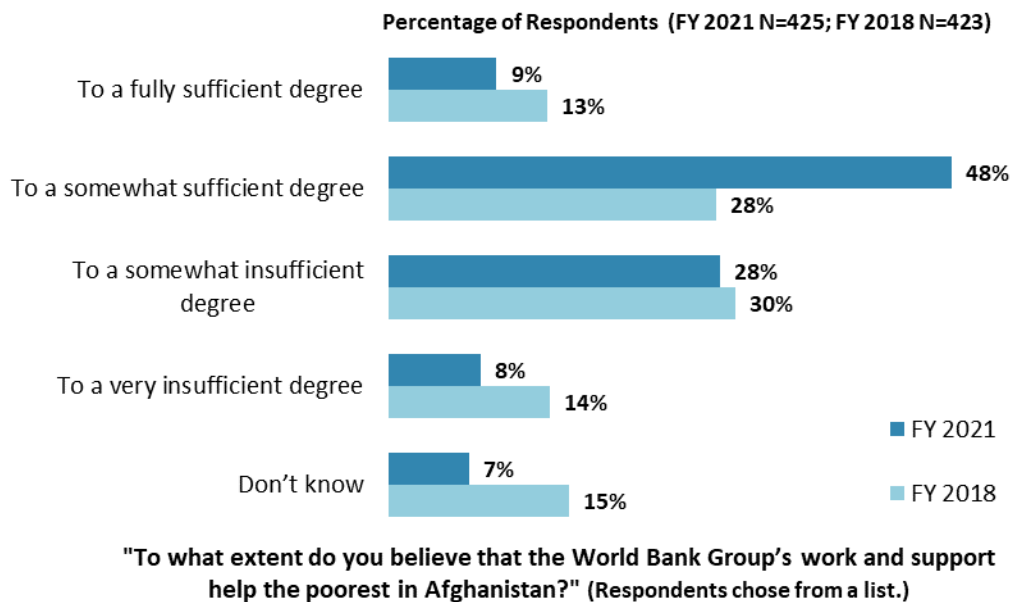
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Afghanistan?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

¹⁰ Note in the Appendix on the sectoral effectiveness (Appendix A, page 50) 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.

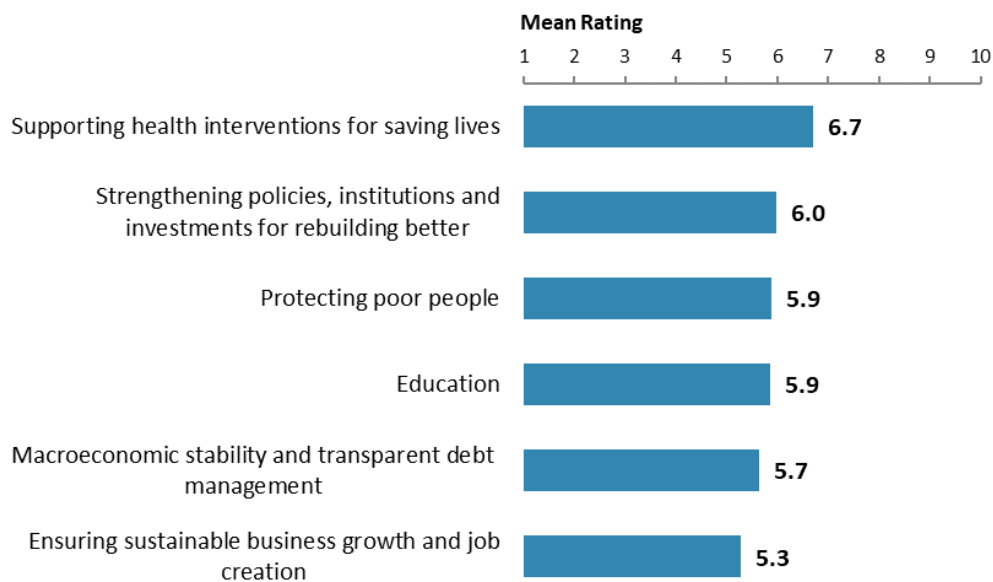


VI. WBG's Support in Development Areas (continued)

Helping the Poorest¹¹



Support related to COVID-19 outbreak



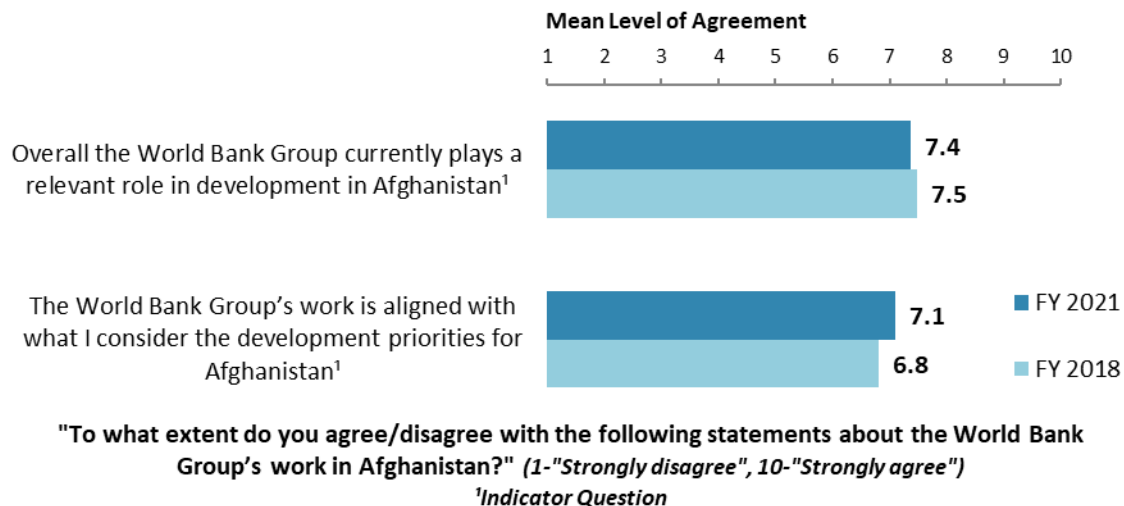
"The World Bank Group has provided fast track support to Afghanistan related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"
(1 - "Not effective at all", 10 - "Very effective")

¹¹ Percentages presented in this chart were calculated based on weighted data.

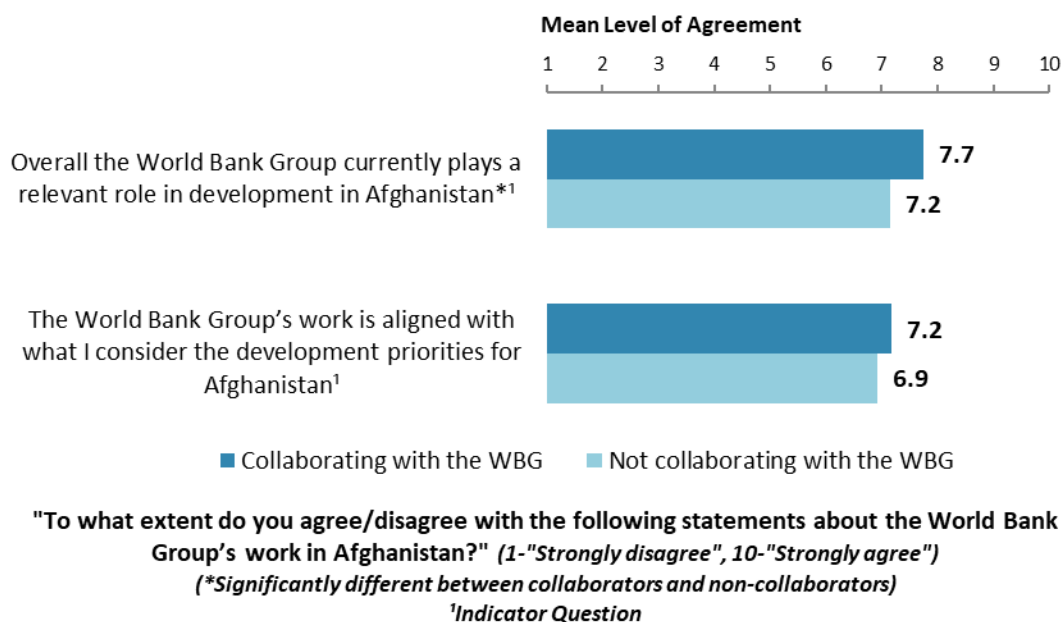


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Afghanistan: Year Comparison¹²



The World Bank Group's Work in Afghanistan: Collaboration

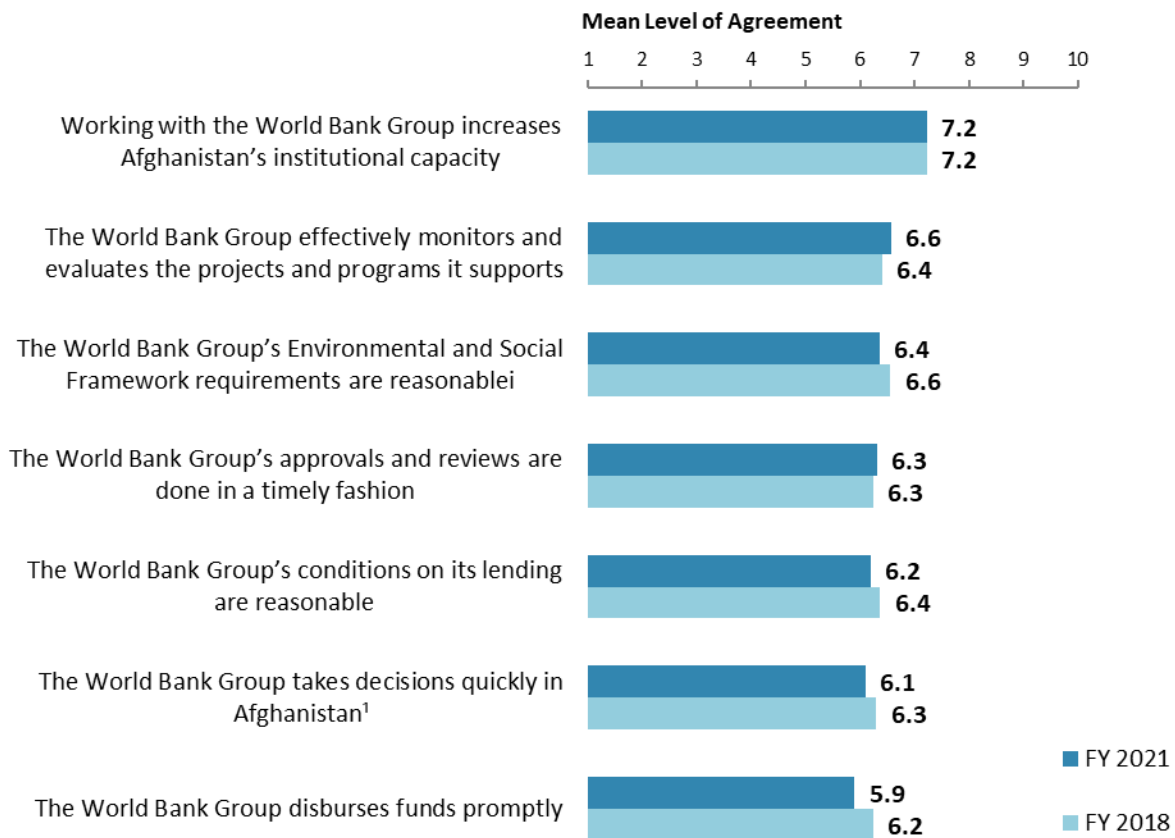


¹² Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹³



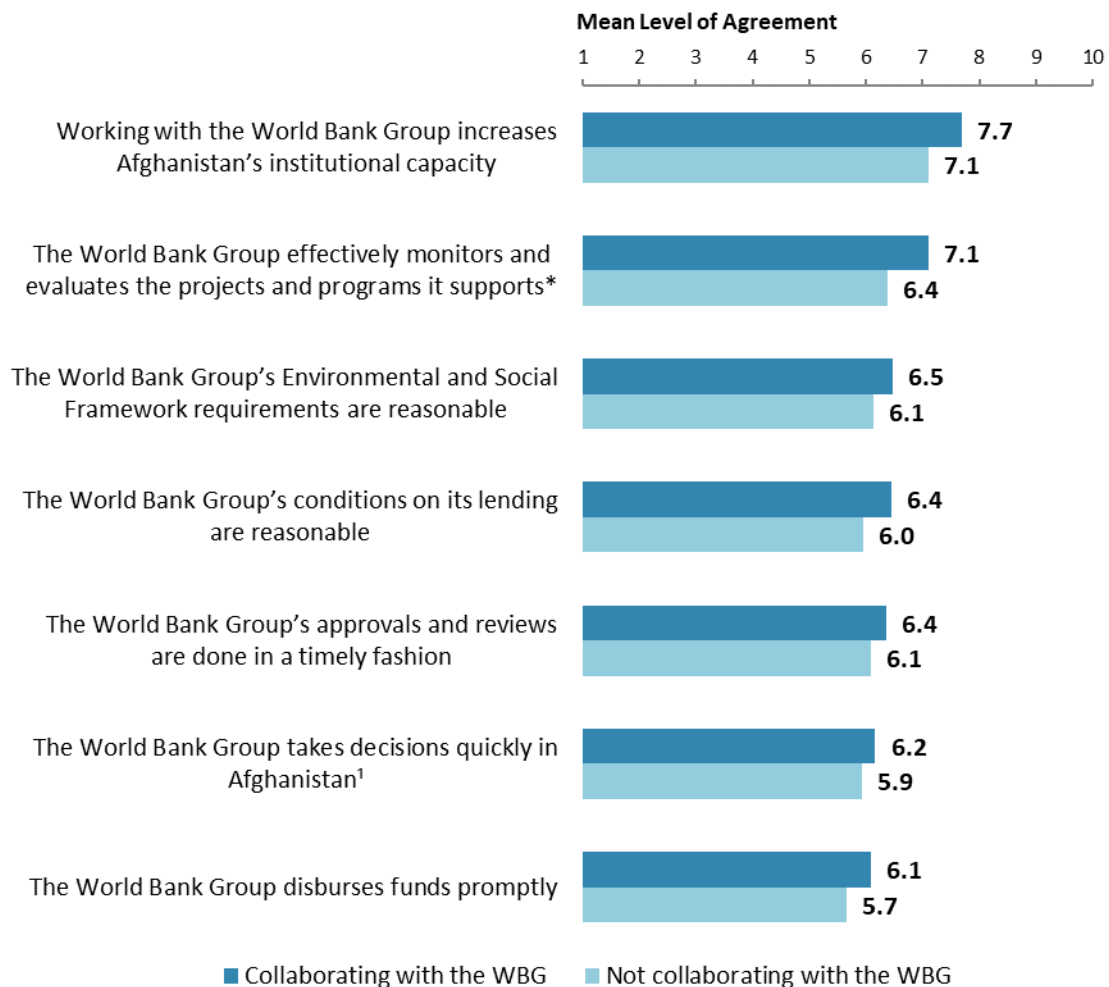
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

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



VII. WBG's Work and Engagement on the Ground (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)

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁴



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

(*Significantly different between FY 2021 and FY 2018)

¹Indicator Question

¹⁴ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

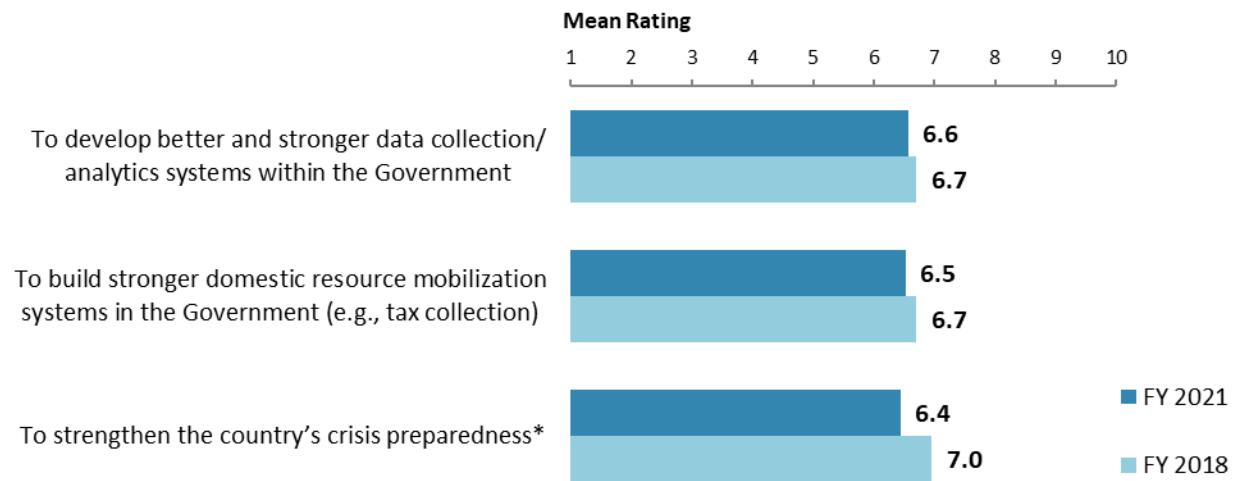
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Effectiveness of WBG's Support¹⁵



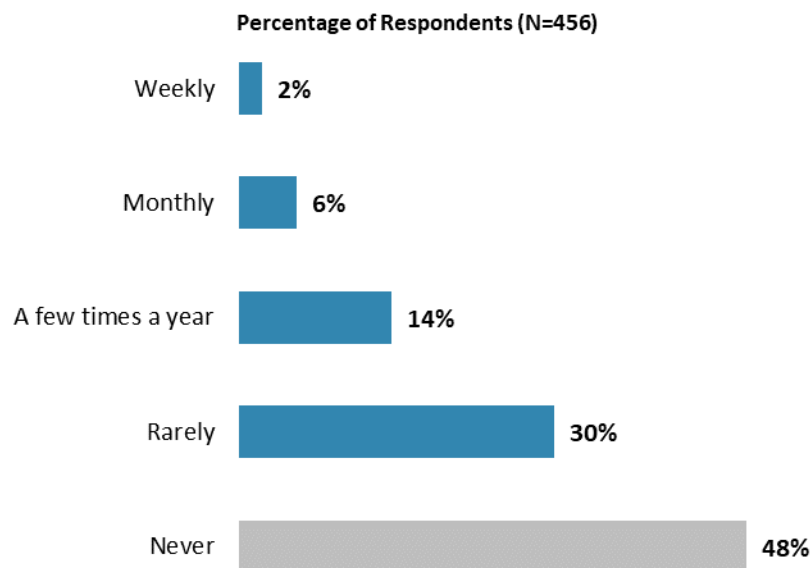
"How effectively does the World Bank Group support Afghanistan's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")
(*Significantly different between FY 2021 and FY 2018)

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



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

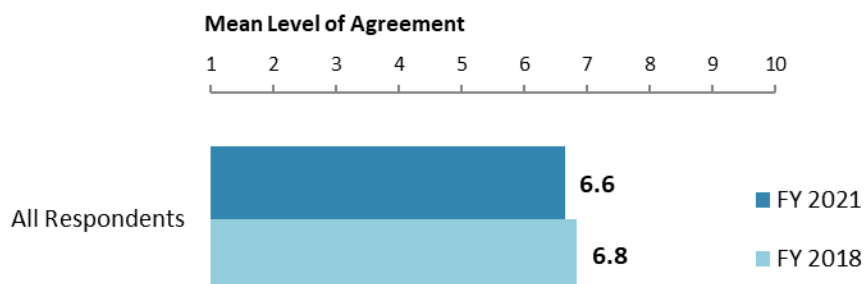


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"



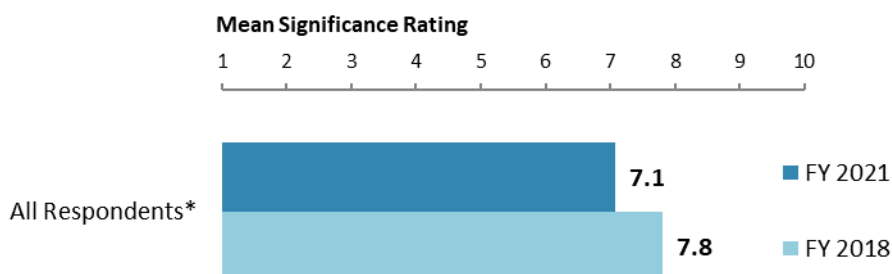
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Afghanistan's Knowledge Needs¹⁶ (Indicator Question)



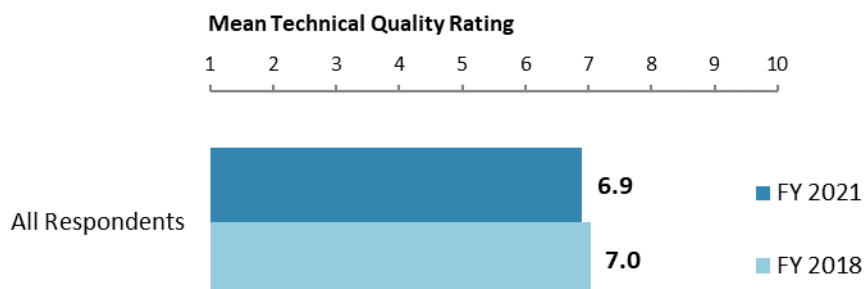
"The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

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?"
(*Significantly different between FY 2021 and FY 2018)
(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")

¹⁶ 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 Activities¹⁷



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

(*Significantly different between FY 2021 and FY 2018)

¹Indicator Question

¹⁷ Means in this chart were calculated based on weighted data.



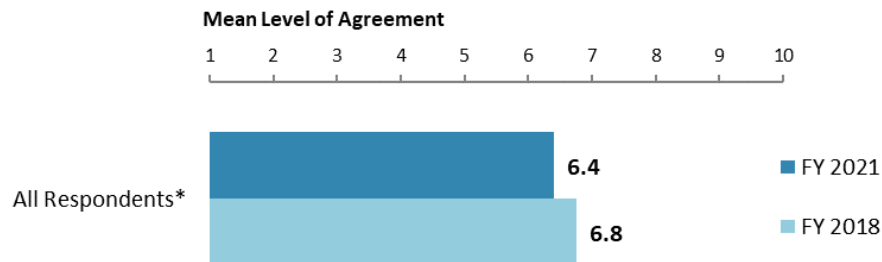
VIII. World Bank Group's Knowledge and Instruments (continued)

Usefulness of the COVID-19 "Approach Paper"



"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Afghanistan government's efforts to support citizens throughout this crisis?"
(1-"Not usefull at all", 10-"Very useful")

Meeting Afghanistan's Needs for Financial Instruments¹⁸ (Indicator Question)



"The World Bank Group's financial instruments (i.e., Development Policy Grants, Trust Funds, etc.) meet the needs of Afghanistan"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2021 and FY 2018)

WBG's Global Advocacy Role (Indicator Question)



"How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")

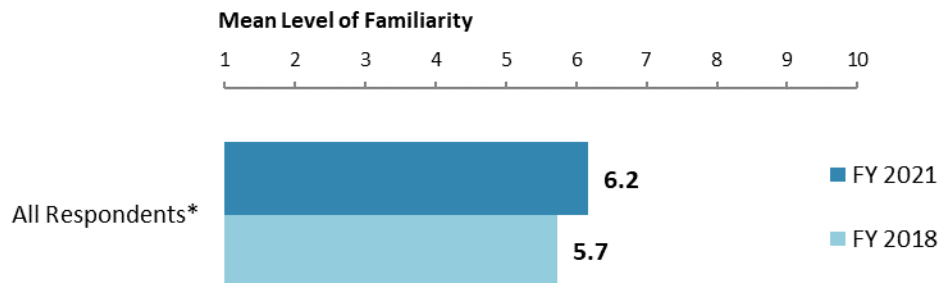
¹⁸ Means in this chart were calculated based on weighted data.



IX. The Afghanistan Reconstruction Trust Fund (ARTF)

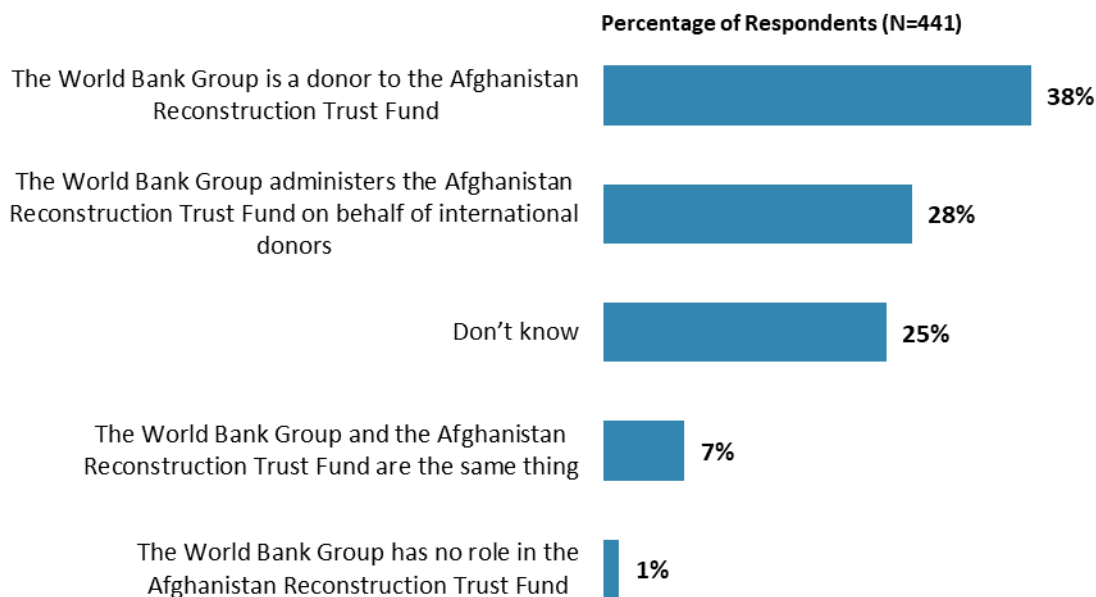
Familiarity with ARTF¹⁹

- **Collaboration:** Respondents who collaborate with the WBG indicated significantly higher levels of familiarity with the work of the ARTF (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 5.8).



"How familiar are you with the work of the Afghanistan Reconstruction Trust Fund in Afghanistan?"
(1-"Not familiar at all", 10-"Very familiar")
(*Significantly different between FY 2021 and FY 2018)

World Bank Group's role is in the ARTF



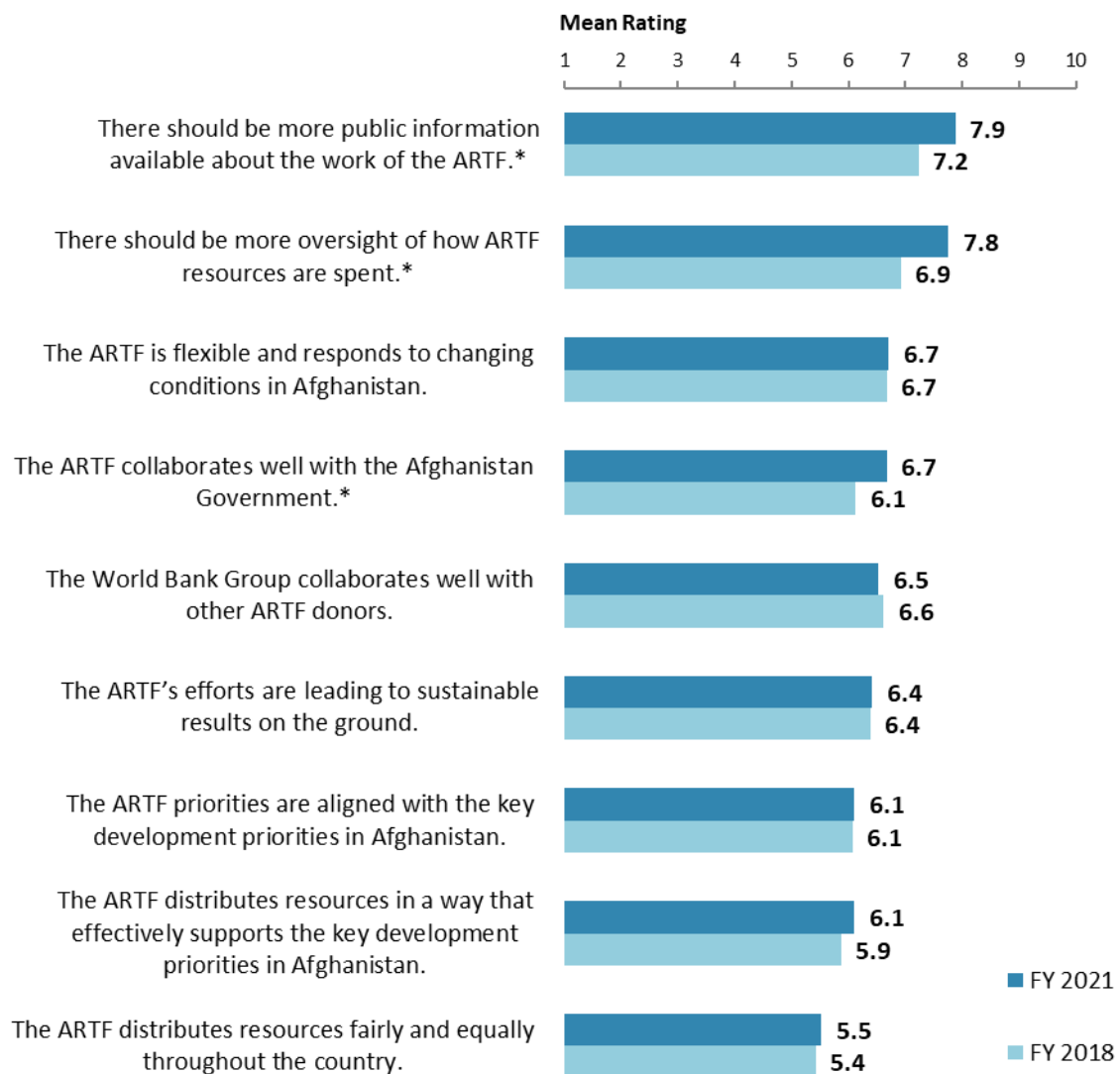
"What do you think the World Bank Group's role is in the Afghanistan Reconstruction Trust Fund? (Select only ONE response)"

¹⁹ Means in the chart were calculated based on weighted data.



IX. The Afghanistan Reconstruction Trust Fund (ARTF) (continued)

Qualities of ARTF's Work: Year Comparison



"To what extent do you agree/disagree with the following statements?"

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

(*Significantly different between FY 2021 and FY 2018)



IX. The Afghanistan Reconstruction Trust Fund (ARTF) (continued)

Qualities of ARTF's Work: Collaboration



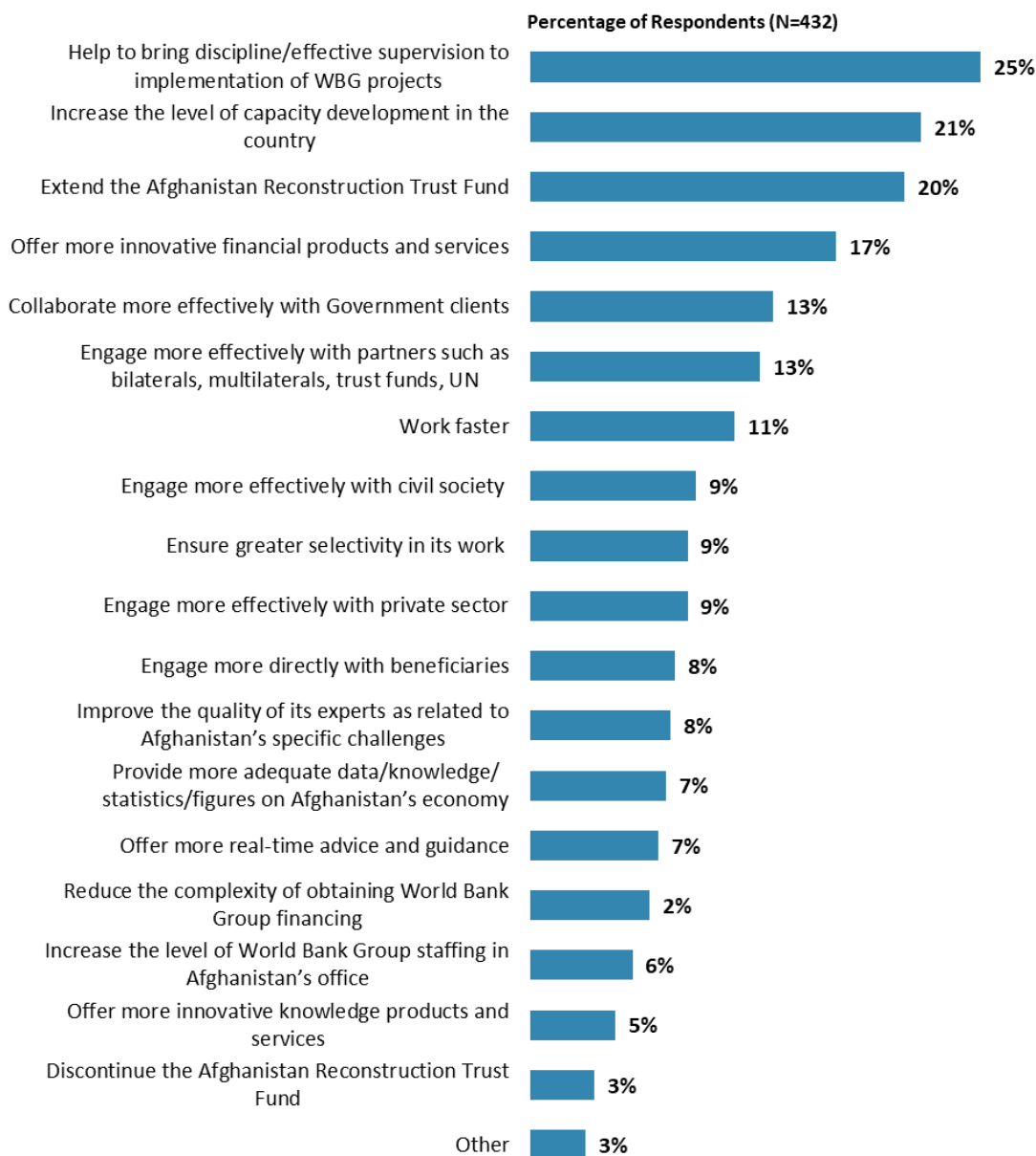
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators)



X. The Future Role of the World Bank Group in Afghanistan

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (23%), “*collaborate more effectively with Government clients*” (23%), “*work more with the private sector*” (21%), and “*provide more adequate data/knowledge/statistics/figures on Afghanistan’s economy*” (19%) to make itself of greater value in Afghanistan.



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

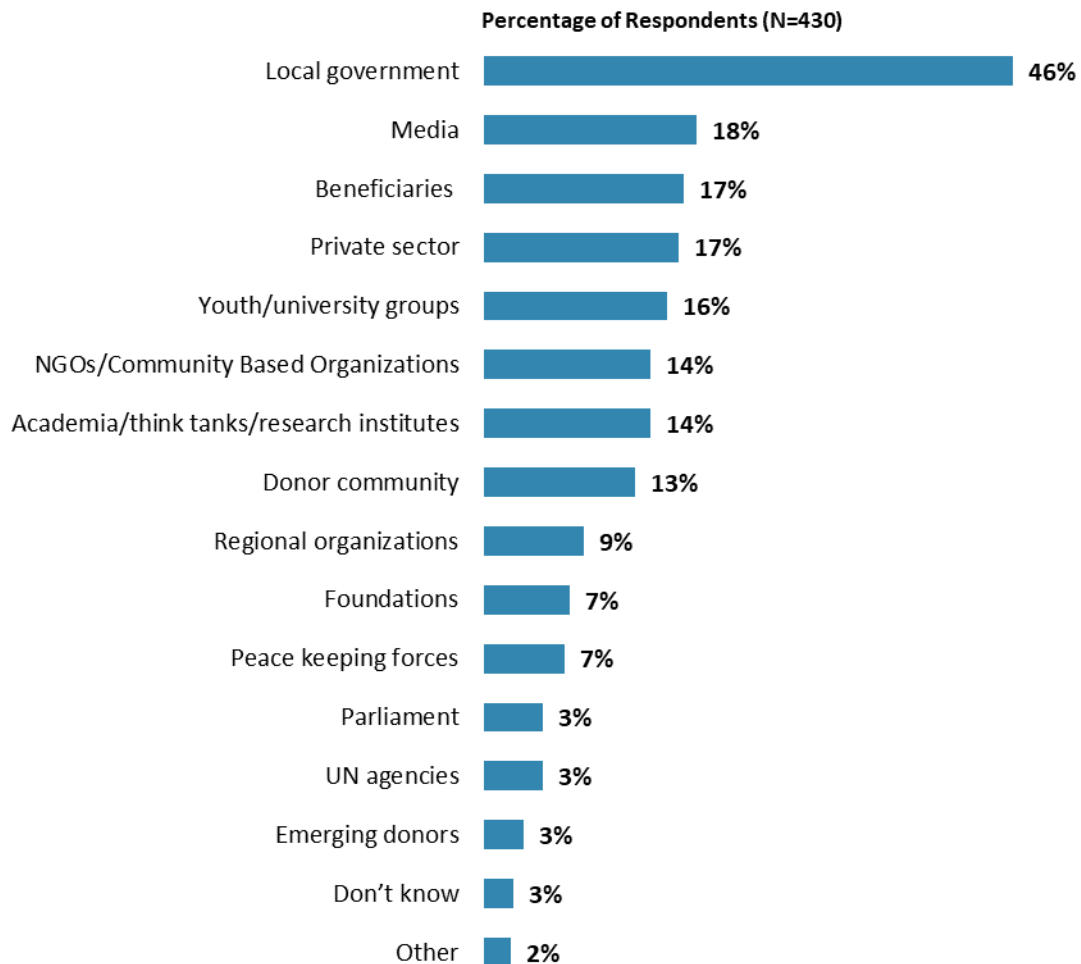
(Respondents chose from a list. Responses combined.)



X. The Future Role of the WBG in Afghanistan (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*youth/university groups*” (31%), “*media*” (26%), “*private sector*” (26%), and “*local government*” (25%) to ensure better development results in Afghanistan.



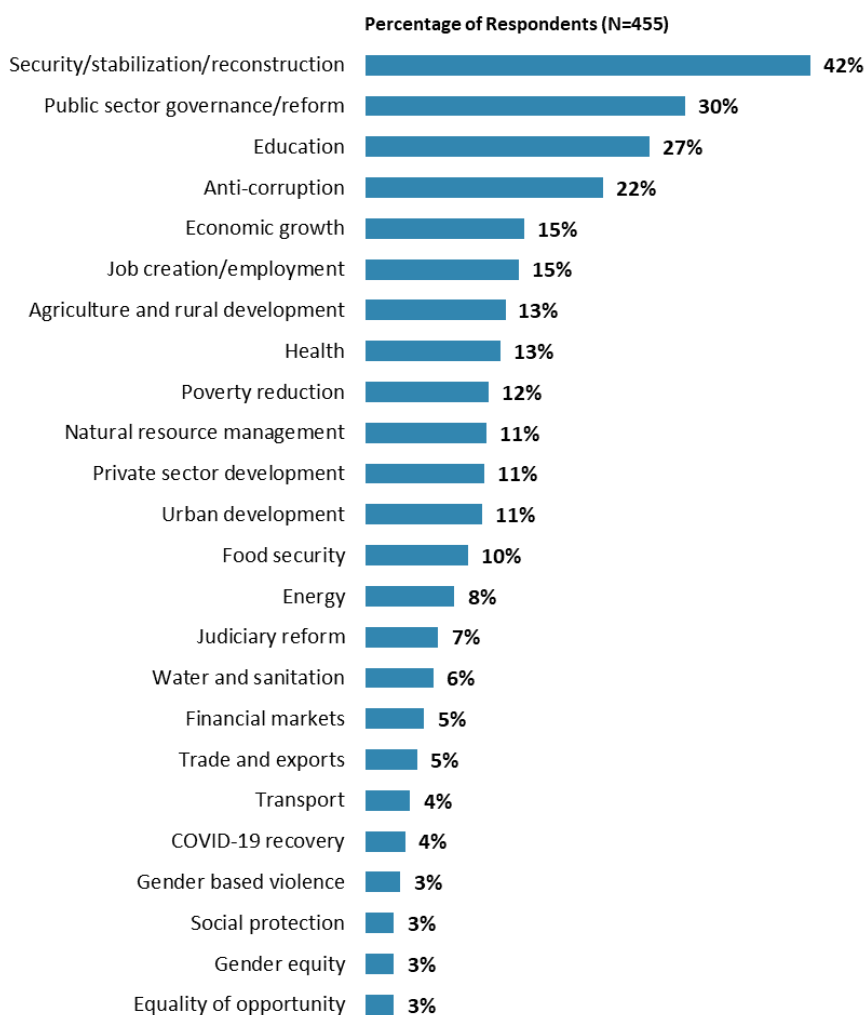
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. The Future Role of the WBG in Afghanistan (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*security/stabilization/reconstruction*” (61%), “*education*” (27%), “*job creation/employment*” (21%), and “*anticorruption*” (21%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents in other areas of work (education specialists = 55%; others = 22%).²⁰



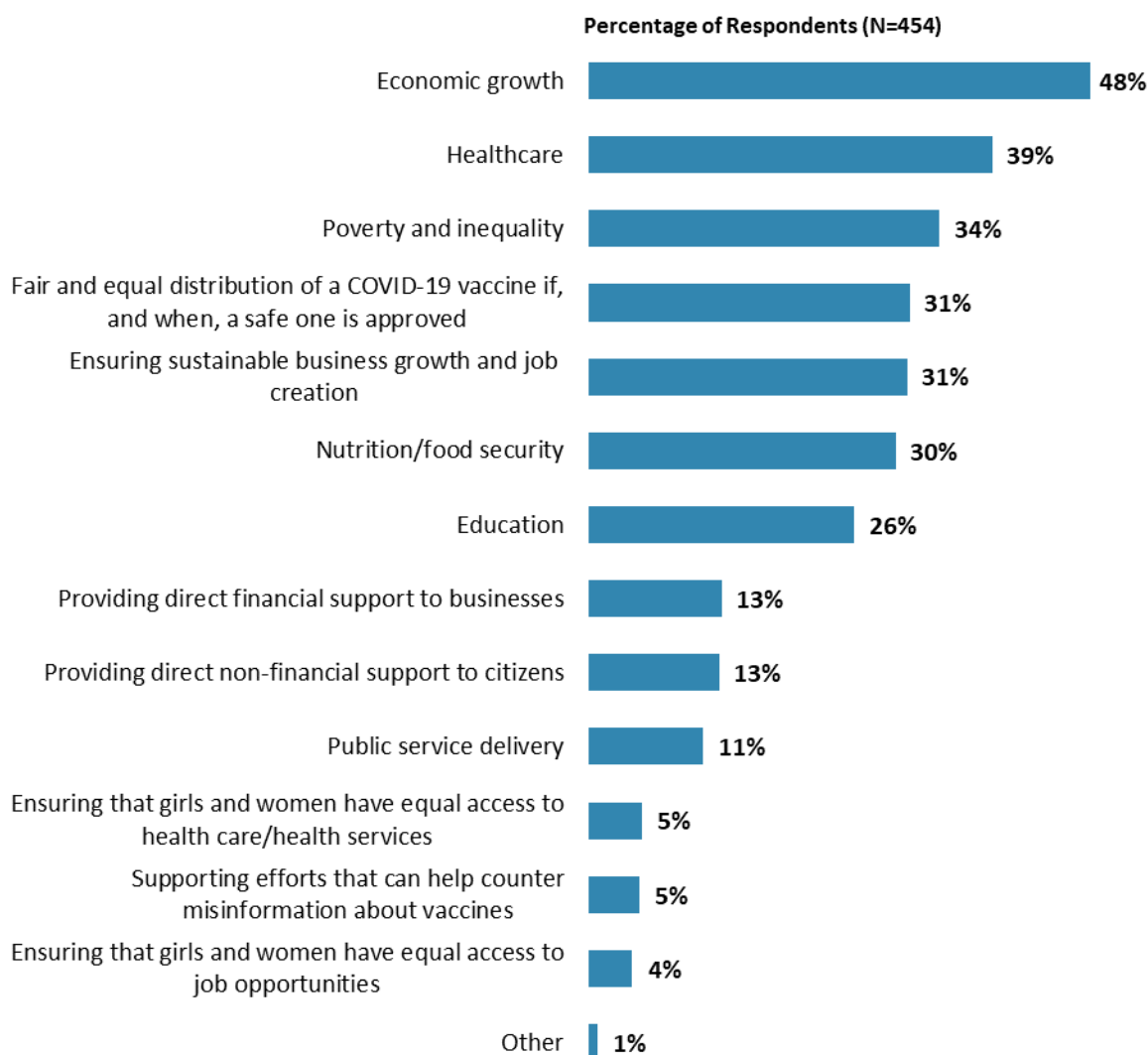
“When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Afghanistan? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 24 of 28 response options shown)

²⁰ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



X. The Future Role of the WBG in Afghanistan (continued)

COVID-19 Pandemic: Where the World Bank Group Should Focus

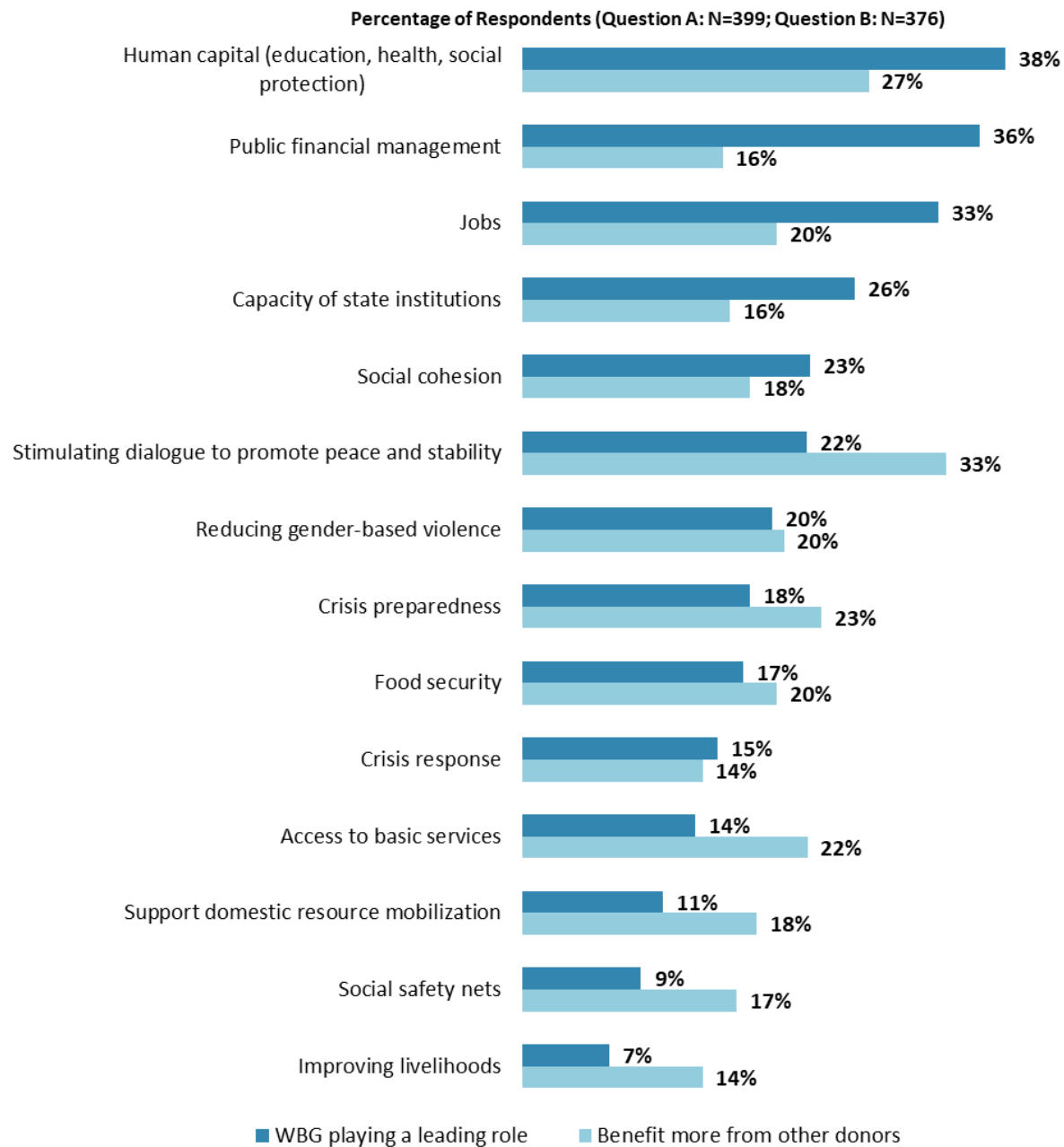


"The COVID-19 pandemic has stressed many aspects of Afghanistan's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Afghanistan over the next six months to a year? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



X. The Future Role of the WBG in Afghanistan (continued)

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

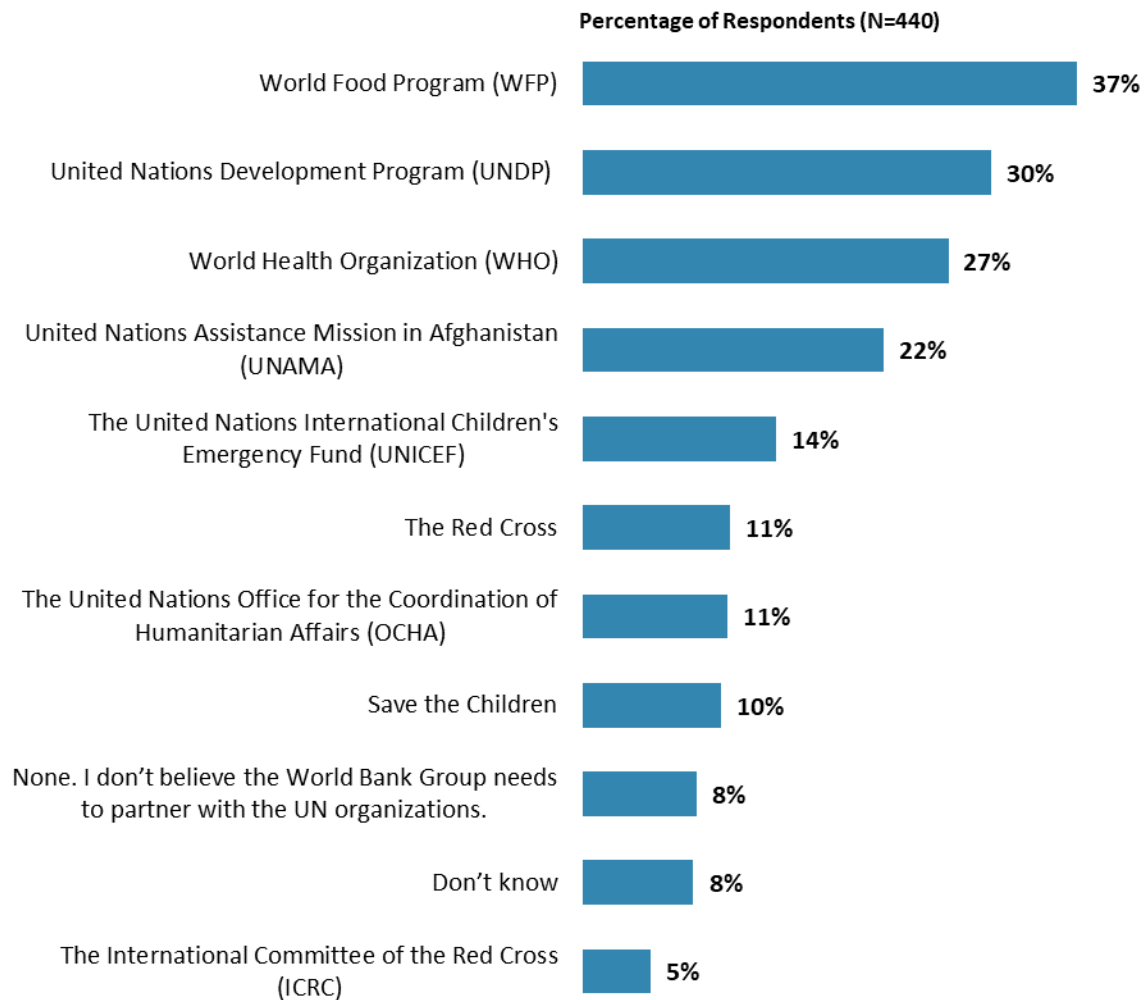
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Afghanistan?

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



X. The Future Role of the WBG in Afghanistan (continued)

Partnering with Other Organizations

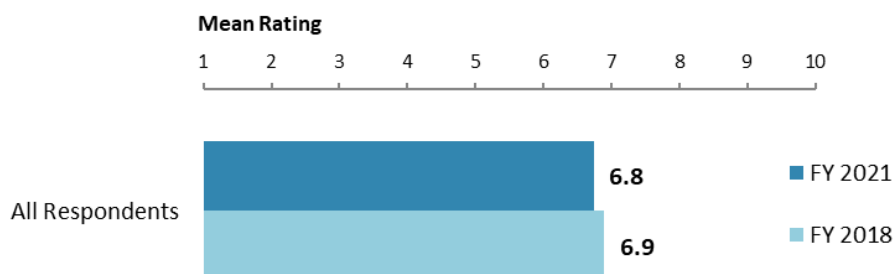


"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Afghanistan? (Select no more than TWO)"
(Respondents chose from a list. Responses combined.)



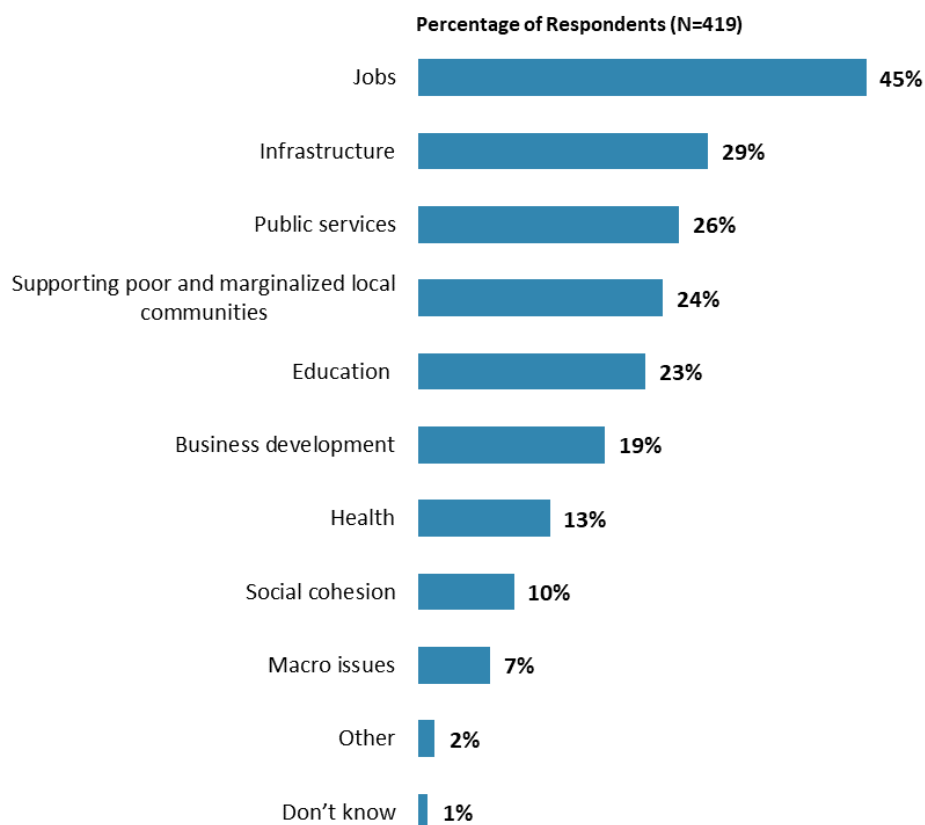
X. The Future Role of the WBG in Afghanistan (continued)

Refugees: Donor Community's Support²¹



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

Refugees: WBG's Support



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugees and internally displaced people (IDPs) in Afghanistan? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

²¹ Means in this chart were calculated based on weighted data.

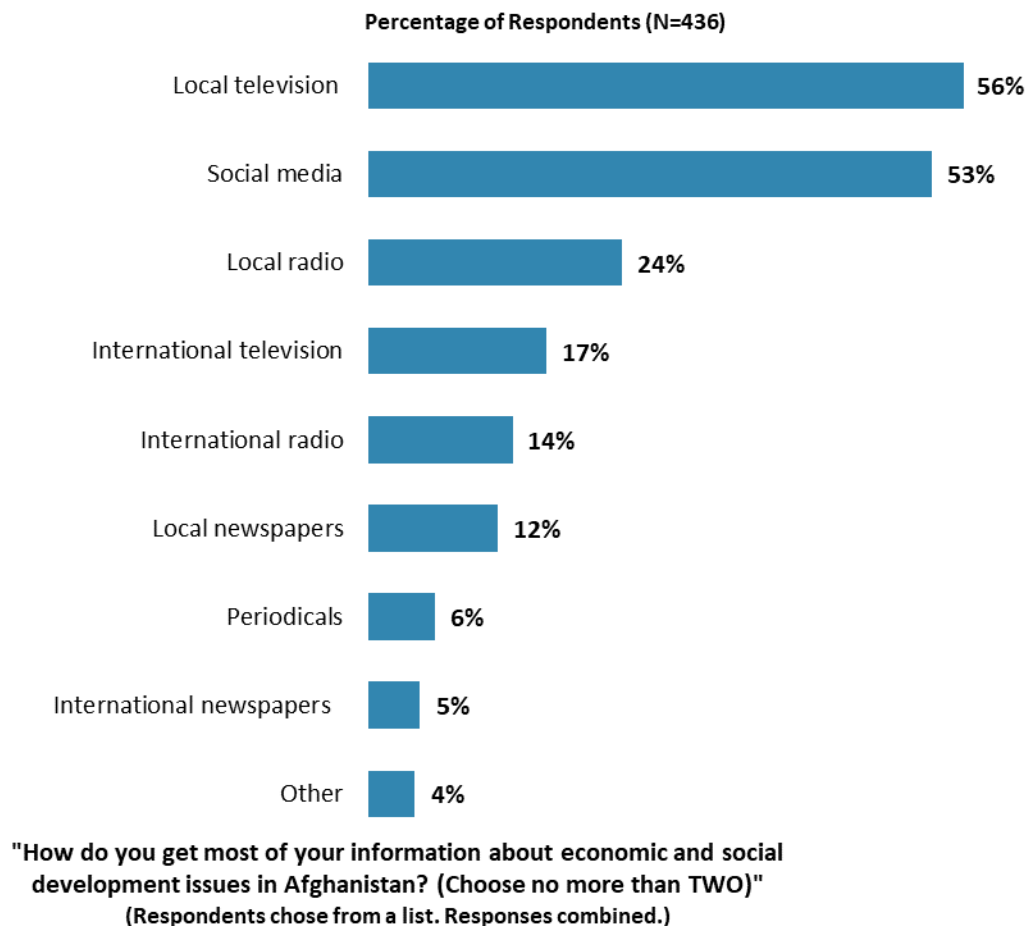


XI. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they got most of their information about economic and social development issues in Afghanistan from the “Internet” (39%), “social media” (36%), and from “local television” (35%).

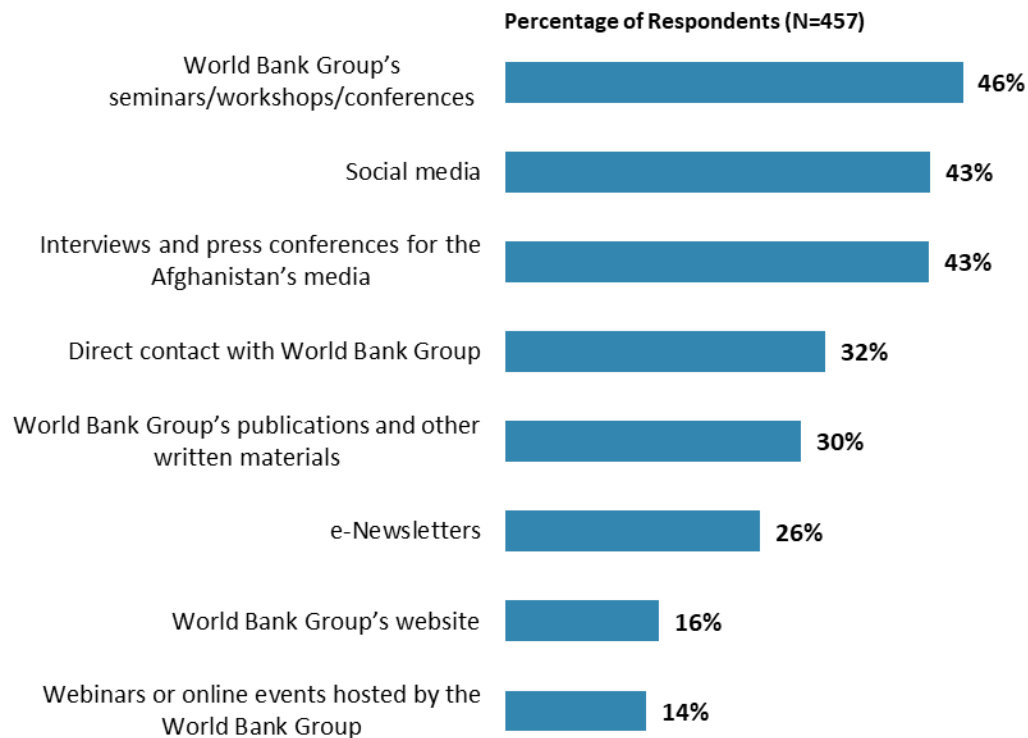




XI. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s seminars/workshops/conferences*” (50%) and through “*social media*” (31%).

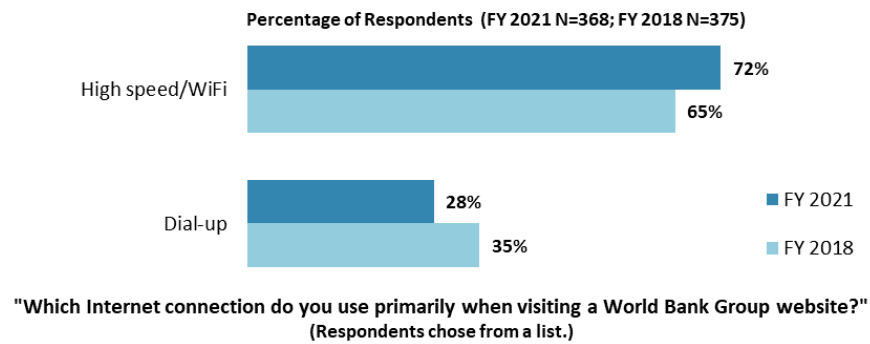


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)

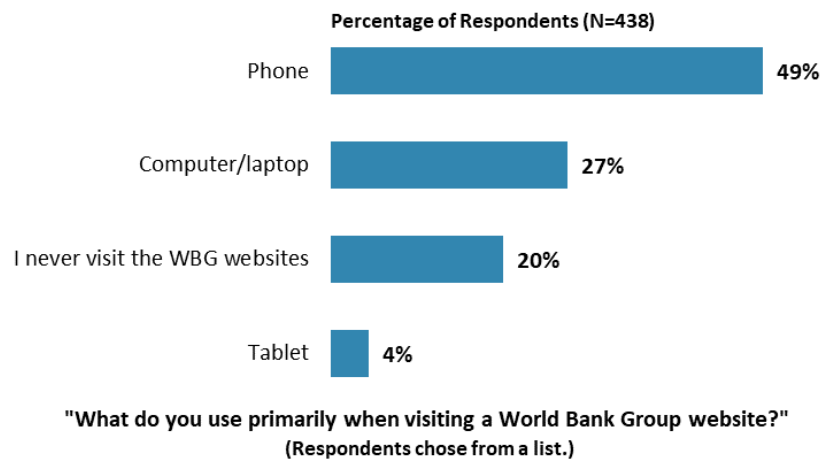


XI. Communication and Outreach (continued)

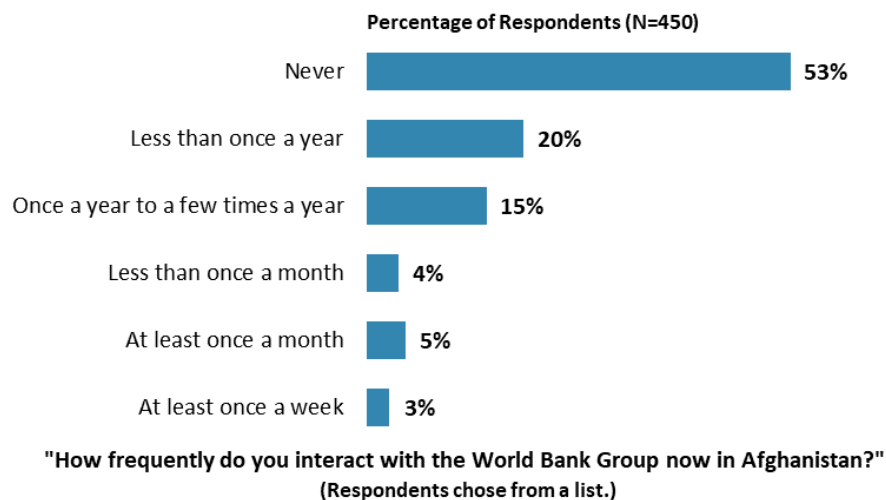
Internet connection²²



Devices used to access WBG website



WBG Interaction Frequency

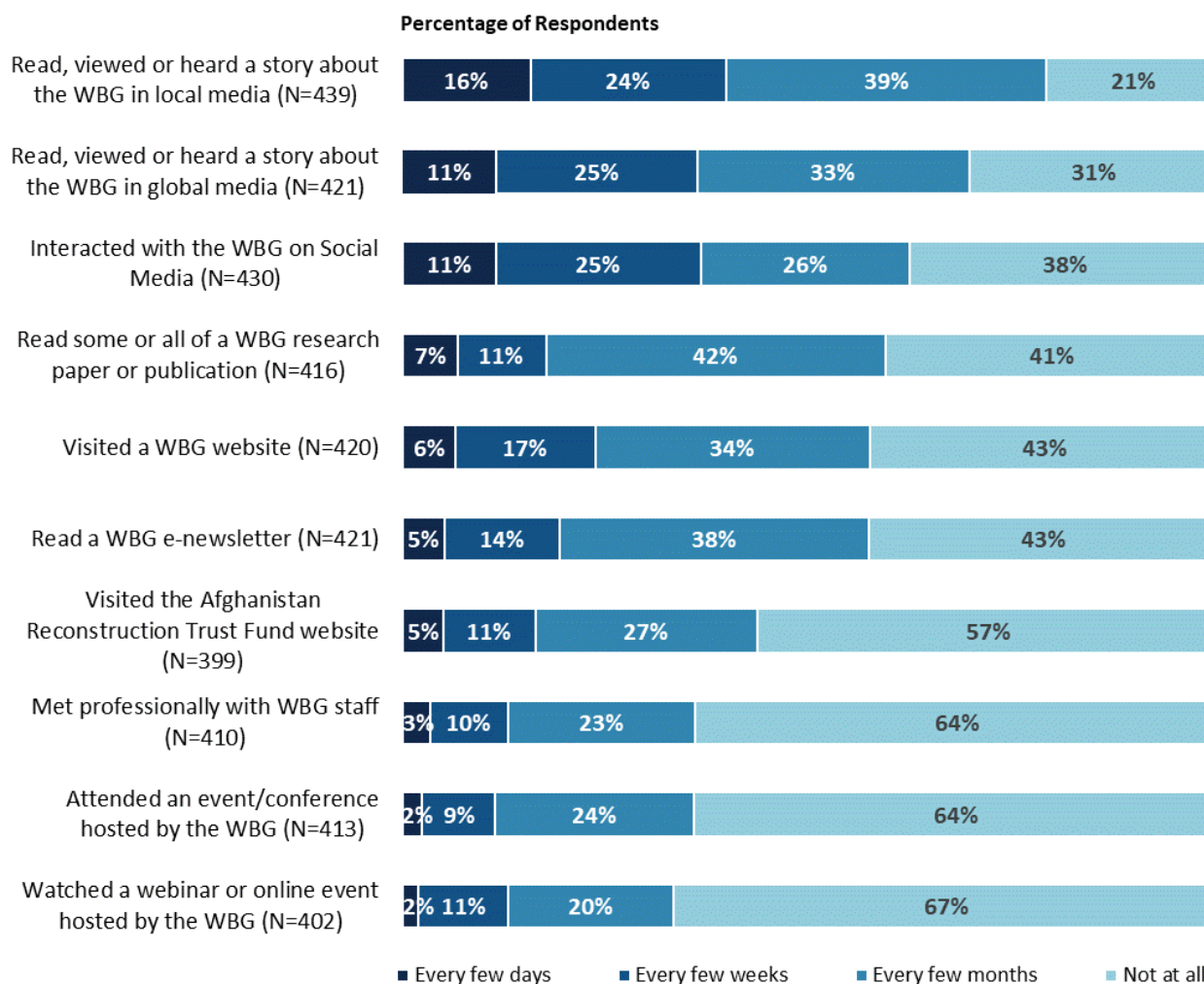


²² Percentages in this chart were calculated based on weighted data.



XI. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



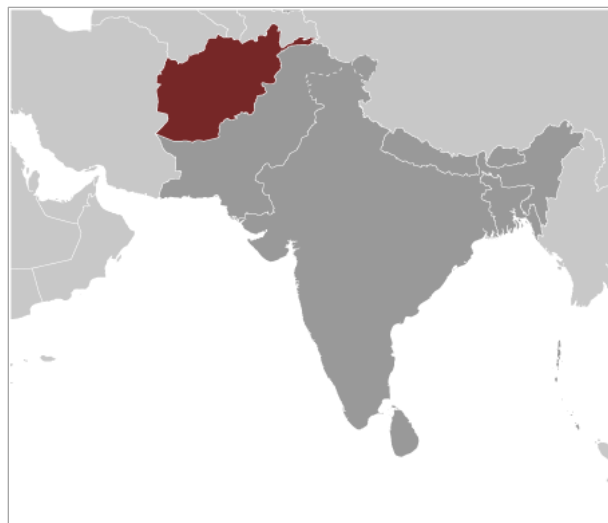
"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XII. Appendices

A. Responses to All Questions Across All Respondents	48
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AFGHANISTAN





Appendix A: Responses to All Questions across All Respondents (N=475)

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. Overall Context

1. In general, would you say that Afghanistan is headed in ... ?	Percentage of Respondents (N=455)
The right direction	31.0%
The wrong direction	31.6%
Not sure	37.4%

2. Do you think that economic opportunity for citizens in Afghanistan is ... ?	Percentage of Respondents (N=447)
Increasing	16.6%
Decreasing	58.8%
Staying about the same	24.6%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=427)
Security/stabilization/reconstruction	48.9%
Education	33.7%
Anti-corruption	30.0%
Agriculture and rural development	26.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.9%
Poverty reduction	15.5%
Job creation/employment	13.1%
Food security	12.4%
Private sector development	10.3%
Economic growth	9.6%
Urban development	8.7%
Judiciary reform	8.4%
Global/regional integration	7.5%
Natural resource management	7.3%
Gender equity (closing the gap between women and men, and boys and girls)	6.8%
Trade and exports	6.8%
COVID-19 recovery (i.e., countering economic impacts of COVID-19)	4.7%
Energy	4.4%
Health	4.4%
Transport (e.g., roads, bridges, transportation)	4.4%
Water and sanitation	3.3%
Equality of opportunity (i.e., social inclusion)	3.3%
Social cohesion	2.1%
Climate change (e.g., mitigation, adaptation)	1.9%
Gender based violence	1.6%
Financial markets	1.2%
Social protection (e.g., pensions, targeted social assistance)	0.9%
Disaster risk management	0.5%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=444)
Economic growth	41.9%
Security/stabilization/reconstruction	37.4%
Agriculture and rural development	21.2%
Natural resource management	20.3%
Job creation/employment	19.4%
Anti-corruption	18.2%
Equality of opportunity (i.e., social inclusion)	15.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.1%
Education	11.3%
Trade and exports	10.8%
Social cohesion	9.7%
Private sector development	9.2%
Transport (e.g., roads, bridges, transportation)	7.9%
COVID-19 recovery (i.e., countering economic impacts of COVID-19)	7.9%
Health	7.2%
Food security	7.0%
Global/regional integration	6.8%
Energy	6.5%
Judiciary reform	4.7%
Social protection (e.g., pensions, targeted social assistance)	4.5%
Financial markets	4.5%
Urban development	3.6%
Gender based violence	2.7%
Disaster risk management	2.0%
Climate change (e.g., mitigation, adaptation)	2.0%
Gender equity (closing the gap between women and men, and boys and girls)	1.4%
Water and sanitation	0.9%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of Afghanistan's growth and development. In which areas would you like to see the Government of Afghanistan focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=457)
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	47.7%
Economic growth	38.5%
Healthcare	33.0%
Ensuring sustainable business growth and job creation	30.4%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	26.7%
Education	24.3%
Providing direct financial support to businesses (business support packages)	22.8%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	16.8%
Public service delivery (e.g., strengthening policies, institutions)	16.2%
Nutrition/food security	14.0%
Ensuring that girls and women have equal access to health care/health services	13.8%
Ensuring that girls and women have equal access to job opportunities	6.3%
Other	1.1%

6. When economic and/or social reform efforts fail or are slow to take place in Afghanistan, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=375)
Corruption	63.7%
Ongoing conflict and instability	28.0%
Inadequate level of capacity in the government	19.2%
Inadequate level of donor coordination	18.1%
Inadequate level of government accountability	16.0%
Political pressures and obstacles	15.7%
Reforms are not well thought out in light of country challenges	12.5%
Inadequate funding	8.8%
Inadequate level of private sector participation	5.6%
Inadequate level of citizen/civil society participation	5.6%
Pressure from outside interest groups (e.g., private sector, unions)	3.7%
Other	1.9%

**A. Overall Context (continued)**

7. 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/federal government	381	16	5.06	2.57
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	375	29	6.43	2.34
3. The World Bank Group*	375	23	6.91	2.28
4. The Afghanistan Reconstruction Trust Fund (ARTF)	317	65	5.93	2.26
5. The International Monetary Fund	315	59	6.17	2.26
6. The United Nations (UN)	382	9	6.78	2.39
7. The World Health Organization (WHO)	369	19	6.86	2.30
8. Regional development banks	330	57	5.88	2.27
9. Afghanistan's Central Bank	351	32	5.28	2.52
10. International private sector	335	52	5.40	2.33
11. Domestic private sector	349	23	5.03	2.49
12. International civil society (e.g., NGOs, CBOs)	362	29	5.78	2.39
13. Domestic civil society (e.g., NGOs, CBOs)	360	23	5.42	2.42
14. Faith-based institutions	344	35	5.14	2.69
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	379	21	6.49	2.46
16. International media and their web presence	363	32	6.47	2.42
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	366	34	6.27	2.49

8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Afghanistan. (Choose no more than TWO)	Percentage of Respondents (N=421)
Lack of security (i.e., conflict and violence)	51.5%
High levels of corruption	48.5%
Political uncertainty	23.0%
Weak accountability	12.6%
None. I do not consider Afghanistan a fragile state.	12.4%
Weak institutional capacity	9.3%
Crime and violence	8.6%
Low levels of political and economic inclusion	7.4%
Food insecurity	6.7%
Lack of access to development finance	4.8%
Policy inconsistency	4.5%
Weak social cohesion	1.9%
High influx of refugees/migrants	1.4%
Other	0.7%

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

1. How familiar are you with the work of these organizations in Afghanistan? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	445	n/a	6.14	2.56
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	417	n/a	5.08	2.52

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Afghanistan? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Afghanistan*	429	30	7.34	2.19
3. The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan*	404	38	7.08	2.12

4. Overall, please rate your impression of the effectiveness of these organizations in Afghanistan. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	432	25	7.27	2.26
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	389	44	6.93	2.25

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Afghanistan?* (1-To no degree at all, 10-To a very significant degree)	431	28	7.57	2.12

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Afghanistan?* (1-To no degree at all, 10-To a very significant degree)	414	42	7.30	2.15

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Afghanistan? (Select only ONE response)	Percentage of Respondents (N=469)
To a fully sufficient degree	9.6%
To a somewhat sufficient degree	48.2%
To a somewhat insufficient degree	26.4%
To a very insufficient degree	7.9%
Don't know	7.9%

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

8. When thinking about the World Bank Group's role in Afghanistan, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=447)
Global advocacy	30.4%
The Afghanistan Reconstruction Trust Fund support	29.5%
Financial resources	28.6%
Strategy formulation (e.g., PRSP assistance)	20.8%
Technical assistance	20.8%
Capacity development related to World Bank Group supported projects	14.1%
Donor coordination	13.9%
Data and statistics	7.2%
Bringing together different groups of stakeholders	6.5%
Implementation support	6.3%
Mobilizing third party financial resources	5.1%
Promoting knowledge sharing	4.0%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	3.4%
Formal policy advice, studies, analyses	2.9%
Reimbursable Advisory Services (RAS)	2.5%
Other	0.4%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=451)
Not focused enough on issues that are unique to post-conflict countries	27.7%
Not aligned with country priorities	22.2%
Not collaborating enough with private sector	14.0%
Not willing to honestly criticize policies and reform efforts in the country	13.5%
Staff too inaccessible	12.9%
Not sufficiently focused on sustainable results	11.5%
Not adequately sensitive to political/social realities in Afghanistan	10.6%
World Bank Group's processes too slow and complex	8.9%
Inadequate level of real-time advice and guidance	8.2%
Don't know	8.0%
Not enough public disclosure of its work	7.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	6.9%
Too influenced by developed countries	6.4%
Inadequate number of innovative financial products and services	6.0%
Inadequate World Bank Group's staffing in Afghanistan	6.0%
Inadequate number of innovative knowledge products and services	5.3%
Not adequately flexible in changing country circumstances	4.4%
Arrogant in its approach	3.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.3%
Other	1.3%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=455)
Security/stabilization/reconstruction	42.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.1%
Education	26.8%
Anti-corruption	22.4%
Economic growth	14.9%
Job creation/employment	14.5%
Agriculture and rural development	13.2%
Health	12.7%
Poverty reduction	11.6%
Natural resource management	11.4%
Private sector development	11.2%
Urban development	11.0%
Food security	9.7%
Energy	8.4%
Judiciary reform	6.8%
Water and sanitation	6.4%
Financial markets	5.5%
Trade and exports	4.8%
Transport (e.g., roads, bridges, transportation)	4.2%
COVID-19 recovery (i.e., countering economic impacts of COVID-19)	3.7%
Gender based violence	3.3%
Social protection (e.g., pensions, targeted social assistance)	2.6%
Gender equity (closing the gap between women and men, and boys and girls)	2.6%
Equality of opportunity (i.e., social inclusion)	2.6%
Climate change (e.g., mitigation, adaptation)	2.4%
Global/regional integration	2.4%
Social cohesion	1.5%
Disaster risk management	1.1%

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

11. The COVID-19 pandemic has stressed many aspects of Afghanistan's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Afghanistan over the next six months to a year? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=454)
Economic growth	48.2%
Healthcare	38.8%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	33.7%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	30.8%
Ensuring sustainable business growth and job creation	30.6%
Nutrition/food security	29.5%
Education	25.6%
Providing direct financial support to businesses (business support packages)	12.8%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	12.6%
Public service delivery (e.g., strengthening policies, institutions)	11.0%
Ensuring that girls and women have equal access to health care/health services	5.1%
Supporting efforts that can help counter misinformation about vaccines	4.8%
Ensuring that girls and women have equal access to job opportunities	4.2%
Other	0.9%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Afghanistan solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	379	83	6.54	2.10

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Afghanistan? (1-To no degree at all, 10-To a very significant degree)	350	112	5.63	2.29

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Afghanistan, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	387	40	5.78	2.16
4. Flexibility (in terms of the institution's products and services)*	346	67	5.59	1.98
5. Flexibility (in terms of changing country circumstances)*	338	63	5.72	2.17
6. Being inclusive*	351	49	5.66	2.19
7. Openness (sharing data and other information)*	348	50	5.88	2.23
8. Collaboration with the Government*	394	35	6.74	2.11
9. The speed in which it gets things accomplished on the ground*	361	46	6.00	2.19
10. Helping to bring discipline/effective supervision to implementation of investment projects*	380	43	6.08	2.20
11. Collaboration with civil society*	356	59	5.90	2.20
12. Staff accessibility*	334	72	5.54	2.25
13. Collaboration with other donors and development partners*	351	67	6.25	2.08
14. Collaboration with the private sector*	344	65	5.78	2.26
15. Collaboration with the UN*	336	69	6.99	2.06
16. Straightforwardness and honesty*	348	65	6.45	2.26
17. Treating clients and stakeholders in AFGHANISTAN with respect*	352	67	6.82	2.19
18. Being a long-term partner*	369	61	7.02	2.33

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
19. The World Bank Group disburses funds promptly	357	87	5.88	2.42
20. The World Bank Group effectively monitors and evaluates the projects and programs it supports	385	61	6.56	2.21
21. The World Bank Group's approvals and reviews are done in a timely fashion	363	70	6.27	2.20
22. The World Bank Group's Environmental and Social Framework requirements are reasonable	336	90	6.28	2.20
23. The World Bank Group's conditions on its lending are reasonable	308	112	6.14	2.37
24. The World Bank Group takes decisions quickly in Afghanistan*	351	79	6.07	2.28
25. Working with the World Bank Group increases Afghanistan's institutional capacity	410	34	7.27	2.28

To what extent do you agree with the following statements about the World Bank Group in Afghanistan? (1-Strongly disagree, 10-Strongly agree)				
	N	DK	Mean	SD
26. The World Bank Group's financial instruments (i.e., Development Policy Grants, Trust Funds, etc.) meet the needs of Afghanistan*	419	42	6.42	2.32
27. The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	394	59	6.62	2.25

COVID-19 "Approach Paper"				
	N	DK	Mean	SD
28. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Afghanistan government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	389	80	7.04	2.21

**C. World Bank Group's Work and Engagement on the Ground (continued)**

Global role of advocacy	N	DK	Mean	SD
29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	418	48	7.67	2.09

How effectively does the World Bank Group support Afghanistan's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
30. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	406	46	6.55	2.27
31. To develop better and stronger data collection/analytics systems within the Government	387	58	6.56	2.11
32. To strengthen the country's crisis preparedness	379	61	6.40	2.30

Donor Support to Refugees	N	DK	Mean	SD
33. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees and internally displaced people (IDPs) in Afghanistan? (1-To no degree at all, 10-To a very significant degree)	413	39	6.77	2.26

34. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugees and internally displaced people (IDPs) in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=419)
Jobs	44.6%
Infrastructure	28.9%
Public services	26.0%
Supporting poor and marginalized local communities	24.3%
Education	22.7%
Business development	18.6%
Health	13.1%
Social cohesion	9.5%
Macro issues (fiscal accounts, balance of payments, etc.)	7.2%
Other	1.7%
Don't know	1.0%

Familiarity with Afghanistan Reconstruction Trust Fund	N	DK	Mean	SD
35. How familiar are you with the work of the Afghanistan Reconstruction Trust Fund in Afghanistan? (1-Not familiar at all, 10-Very familiar)	400	55	6.21	2.56

36. What do you think the World Bank Group's role is in the Afghanistan Reconstruction Trust Fund? (Select only ONE response)	Percentage of Respondents (N=441)
The World Bank Group is a donor to the Afghanistan Reconstruction Trust Fund	38.3%
The World Bank Group administers the Afghanistan Reconstruction Trust Fund on behalf of international donors	27.7%
Don't know	25.4%
The World Bank Group and the Afghanistan Reconstruction Trust Fund are the same thing	7.3%
The World Bank Group has no role in the Afghanistan Reconstruction Trust Fund	1.4%

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
37. The ARTF priorities are aligned with the key development priorities in Afghanistan.	376	66	6.10	2.12
38. The ARTF distributes resources fairly and equally throughout the country.	369	66	5.45	2.48
39. The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	378	57	6.07	2.27
40. The ARTF's efforts are leading to sustainable results on the ground.	370	59	6.43	2.22
41. The ARTF collaborates well with the Afghanistan Government.	375	60	6.65	2.13
42. The World Bank Group collaborates well with other ARTF donors.	334	95	6.56	2.20
43. The ARTF collaborates well with the United Nations.	327	104	6.74	2.19
44. The ARTF collaborates well with civil society.	345	85	6.04	2.28
45. There should be more oversight of how ARTF resources are spent.	384	53	7.71	2.28
46. There should be more public information available about the work of the ARTF.	385	48	7.87	2.28
47. The ARTF is flexible and responds to changing conditions in Afghanistan.	350	85	6.67	2.41

D. World Bank Group's Support in Development Areas

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 Afghanistan? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	259	177	6.09	2.26
2. Gender equity (closing the gap between women and men, and boys and girls)	360	69	6.59	2.20
3. Private sector development	367	50	6.40	2.10
4. Education	373	36	6.81	2.15
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	374	62	6.17	2.26
6. Global/regional integration	280	133	6.30	2.04
7. Food security	341	68	5.84	2.45
8. Urban development	353	55	5.88	2.42
9. Energy	371	53	5.53	2.57
10. Water and sanitation	330	88	5.05	2.76
11. Job creation/employment	366	50	5.55	2.49
12. Health	381	35	6.33	2.34
13. Financial markets	323	95	5.76	2.33
14. Transport (e.g., roads, bridges, transportation)	363	53	6.30	2.26
15. Agriculture and rural development	371	43	6.56	2.26
16. Trade and exports	345	73	5.99	2.30
17. Climate change (e.g., mitigation, adaptation)	315	105	5.56	2.49
18. Poverty reduction	378	42	5.44	2.56
19. Anti-corruption	363	59	5.04	2.75
20. Economic growth	387	37	5.74	2.45
21. Disaster risk management	325	88	5.30	2.53
22. Equality of opportunity (i.e., social inclusion)	337	86	5.60	2.47
23. Gender based violence	341	88	5.83	2.31
24. Social cohesion	346	86	6.04	2.38

**D. World Bank Group's Support in Development Areas (continued)**

2. The World Bank Group has provided fast track support to Afghanistan related to the outbreak of COVID-19 since early 2021. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	392	11	50	6.70	2.35
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	350	25	67	5.85	2.72
3. Protecting poor people (social assistance/ social safety nets)	370	11	54	5.88	2.51
4. Ensuring sustainable business growth and job creation	360	18	57	5.29	2.55
5. Strengthening policies, institutions and investments for rebuilding better	351	11	81	5.99	2.43
6. Macroeconomic stability and transparent debt management	315	21	102	5.65	2.61

E. 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=456)
Weekly	2.2%
Monthly	5.5%
A few times a year	14.5%
Rarely	29.8%
Never	48.0%

In Afghanistan, 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	336	108	5.66	2.30
3. Include appropriate level of stakeholder involvement during preparation	310	131	5.89	2.15
4. Lead to practical solutions	337	97	6.05	2.23
5. Are source of relevant information on global good practices	313	117	6.28	2.18
6. Are adequately disseminated	316	113	6.03	2.28
7. Are translated enough into local language	337	97	6.15	2.49
8. Are adaptable to Afghanistan's specific development challenges and country circumstances*	346	98	6.17	2.25

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	428	39	7.03	2.26
10. 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)	406	63	6.88	2.15

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=432)
Help to bring discipline/effective supervision to implementation of World Bank Group projects	24.5%
Increase the level of capacity development in the country	21.3%
Extend the Afghanistan Reconstruction Trust Fund	20.4%
Offer more innovative financial products and services	16.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	12.5%
Work faster	11.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)	9.0%
Ensure greater selectivity in its work	8.6%
Engage more effectively with private sector	8.6%
Engage more directly with beneficiaries	7.9%
Improve the quality of its experts as related to Afghanistan's specific challenges	7.6%
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	7.4%
Offer more real-time advice and guidance	6.9%
Reduce the complexity of obtaining World Bank Group financing	6.5%
Increase the level of World Bank Group staffing in Afghanistan's office	5.6%
Offer more innovative knowledge products and services	4.6%
Discontinue the Afghanistan Reconstruction Trust Fund	3.5%
Other	3.0%

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=399)
Human capital (education, health, social protection)	37.8%
Public financial management	35.8%
Jobs	32.6%
Capacity of state institutions	26.1%
Social cohesion	22.6%
Stimulating dialogue to promote peace and stability	22.3%
Reducing gender-based violence	19.5%
Crisis preparedness	17.8%
Food security	17.3%
Crisis response	15.3%
Access to basic services	13.5%
Support domestic resource mobilization	11.0%
Social safety nets	9.3%
Improving livelihoods	6.8%

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

2B. Which THREE areas below would benefit most from other donors in Afghanistan? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=376)
Stimulating dialogue to promote peace and stability	33.2%
Human capital (education, health, social protection)	27.1%
Crisis preparedness	23.4%
Access to basic services	22.3%
Reducing gender-based violence	20.5%
Jobs	19.9%
Food security	19.9%
Support domestic resource mobilization	18.4%
Social cohesion	17.8%
Social safety nets	16.8%
Capacity of state institutions	16.2%
Public financial management	15.7%
Crisis response	14.1%
Improving livelihoods	14.1%

3. 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=430)
Local government	45.6%
Media	18.4%
Beneficiaries	17.2%
Private sector	16.7%
Youth/university groups	15.8%
NGOs/Community Based Organizations	14.4%
Academia/think tanks/research institutes	14.4%
Donor community	13.0%
Regional organizations (e.g., Asian Development Bank)	8.6%
Foundations	7.4%
Peace keeping forces	7.0%
Parliament	5.1%
UN agencies	5.1%
Emerging donors	3.5%
Don't know	2.6%
Other	2.3%

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

4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Afghanistan? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=440)
World Food Program (WFP)	36.6%
United Nations Development Program (UNDP)	30.2%
World Health Organization (WHO)	27.0%
United Nations Assistance Mission in Afghanistan (UNAMA)	22.3%
The United Nations International Children's Emergency Fund (UNICEF)	14.3%
The Red Cross	10.9%
The United Nations Office for the Coordination of Humanitarian Affairs (OCHA)	10.7%
Save the Children	10.2%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	8.4%
Don't know	8.2%
The International Committee of the Red Cross (ICRC)	5.0%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Afghanistan?	Percentage of Respondents (N=450)
Never	53.3%
Less than once a year	19.8%
Once a year to a few times a year	15.1%
Less than once a month	4.0%
At least once a month	4.9%
At least once a week	2.9%

2. How do you get most of your information about economic and social development issues in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=436)
Local television	56.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	53.0%
Local radio	23.9%
International television	16.7%
International radio	13.5%
Local newspapers	12.2%
Periodicals	6.2%
International newspapers	4.8%
Other	4.4%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=457)
World Bank Group's seminars/workshops/conferences	46.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	43.1%
Interviews and press conferences for the Afghanistan's media	42.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.4%
World Bank Group's publications and other written materials	30.0%
e-Newsletters	25.8%
World Bank Group's website	15.5%
Webinars or online events hosted by the World Bank Group	14.2%

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

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=409)
High speed/WiFi	71.4%
Dial-up	28.6%

5. What do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=438)
Phone	49.1%
Computer/laptop	26.9%
I never visit the WBG websites	19.6%
Tablet	4.3%

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	439	15.7%	23.9%	39.2%	21.2%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	421	11.4%	24.7%	33.3%	30.6%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	430	11.4%	25.1%	25.6%	37.9%
Visited a WBG website (e.g., read a blog, used data)	420	6.4%	17.1%	33.6%	42.9%
Visited the Afghanistan Reconstruction Trust Fund website	399	5.0%	11.3%	27.1%	56.6%
Attended an event/conference hosted by the WBG	413	2.4%	9.0%	24.2%	64.4%
Watched a webinar or online event hosted by the WBG	402	2.0%	10.9%	20.1%	66.9%
Read some or all of a WBG research paper or publication	416	6.7%	10.8%	41.6%	40.9%
Met professionally with WBG staff	410	3.4%	9.5%	22.9%	64.1%
Read a WBG e-newsletter	421	5.2%	14.0%	37.8%	43.0%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=435)
Media (press, radio, TV, web, etc.)	16.1%
Local Government Office or Staff	12.2%
Employee of Ministry, Ministerial Department, Implementation Agency	10.8%
NGO/Community Based Organization	8.5%
Private Sector Organization	6.0%
Office of Minister	5.3%
Project Management Unit (PMU) overseeing implementation of WBG project/	5.3%
Youth Group	4.8%
Academia/Research Institute/Think Tank	4.6%
Office of Parliamentarian	4.1%
Trade Union	3.9%
Office of the President	3.4%
Judicial System (e.g., courts)	3.0%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.1%
State-Owned Enterprise	2.1%
Financial Sector/Private Bank	2.1%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	1.6%
Other	1.4%
Faith-Based Group	1.1%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.9%
Multilateral Agency (UN, regional development bank)	0.7%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=430)
Communications, public affairs, media	14.0%
Education	13.0%
Governance, anti-corruption	11.2%
Agriculture, rural development	9.3%
Poverty	8.4%
Macroeconomics, fiscal management	6.5%
Jobs	5.1%
Social protection	4.4%
Generalist (specialized in multiple sectors)	4.2%
Gender	3.0%
Health, nutrition	2.8%
Environment, natural resources	2.6%
Trade and competitiveness	2.6%
Urban development	2.3%
Other	2.3%
Demographics, migration	1.4%
Digital development and technology (ICT)	1.2%
Fragility, conflict, violence, refugees	1.2%
Finance and markets	1.2%
Energy	0.9%
Water, sanitation	0.9%
Transport	0.9%
Tourism	0.5%
Climate change	0.2%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=402)
Yes	19.9%
No	80.1%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Afghanistan? (Select only ONE response)	Percentage of Respondents (N=61)
The World Bank (IDA)	62.3%
The International Finance Corporation (IFC)	19.7%
International Centre for Settlement of Investment Disputes (ICSID)	9.8%
The Multilateral Investment Guarantee Agency (MIGA)	8.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=400)
Yes	39.3%
No	60.8%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Afghanistan? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=401)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	50.6%
Use World Bank Group reports/data	30.7%
Use World Bank Group website for information, data, research, etc.	29.9%
Collaborate as part of my professional duties	27.7%
Engage in World Bank Group related/sponsored events/activities, including ARTF meetings/events/activities	26.2%

7. What's your gender?	Percentage of Respondents (N=454)
Female	16.1%
Male	83.9%

8. What's your age?	Percentage of Respondents (N=458)
25 and under	6.3%
26-35	36.9%
36-45	32.5%
46-55	15.5%
56 and above	8.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=453)
Outside Kabul	75.5%
Kabul	24.5%



Appendix B: Responses to Selected Questions by Stakeholder Groups²³

● Office of President/Minister N=38 ● Office of Parliamentarian N=18 ● Employee of a Ministry/PMU/Consultant on WBG Project N=70 ● Local Government N=53
 ● Judicial System N=13 ● Private Sector/Financial Sector/Private Bank N=35 ● CSO N=87 ● Academia/Research Institute/Think Tank (Academia) N=20 ● Media N=70 ● Other²⁴ N=31

A. Overall Context

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

Percentage of Respondents	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
The right direction	34.2%	17.6%	34.3%	34.0%	53.8%	18.8%	27.7%	25.0%	33.3%	28.6%
The wrong direction	21.1%	47.1%	29.9%	22.6%	7.7%	59.4%	34.9%	50.0%	27.3%	39.3%
Not sure	44.7%	35.3%	35.8%	43.4%	38.5%	21.9%	37.3%	25.0%	39.4%	32.1%

²³ Only 435 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

²⁴ Includes the following categories: Independent Government Institution (N=9), State-Owned Enterprise (N=9), Bilateral/Multilateral Agency (N=7), and Other (N=6).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Global/regional integration	6.1%	23.5%	9.4%	4.0%	16.7%	3.4%	8.5%	5.0%	3.3%	7.4%
Food security	12.1%	23.5%	14.1%	8.0%	0.0%	17.2%	12.2%	20.0%	8.3%	18.5%
Urban development*	6.1%	0.0%	10.9%	10.0%	0.0%	24.1%	9.8%	15.0%	1.7%	7.4%
Agriculture and rural development	33.3%	41.2%	31.3%	36.0%	33.3%	17.2%	22.0%	35.0%	16.7%	18.5%
Gender equity*	9.1%	23.5%	3.1%	4.0%	0.0%	0.0%	7.3%	10.0%	1.7%	18.5%
Private sector development	9.1%	5.9%	15.6%	12.0%	8.3%	6.9%	9.8%	0.0%	13.3%	11.1%
Education	30.3%	23.5%	32.8%	30.0%	16.7%	34.5%	41.5%	35.0%	41.7%	29.6%
Security/stabilization/reconst ruction	39.4%	47.1%	43.8%	58.0%	75.0%	55.2%	45.1%	45.0%	50.0%	51.9%
Public sector governance/reform	21.2%	17.6%	15.6%	24.0%	33.3%	0.0%	11.0%	10.0%	21.7%	11.1%
Energy	3.0%	5.9%	6.3%	4.0%	0.0%	6.9%	4.9%	5.0%	1.7%	11.1%
Water and sanitation	3.0%	0.0%	3.1%	2.0%	0.0%	0.0%	7.3%	5.0%	1.7%	0.0%
Job creation/employment	15.2%	5.9%	10.9%	20.0%	8.3%	13.8%	14.6%	10.0%	15.0%	11.1%
Health	0.0%	0.0%	4.7%	2.0%	0.0%	13.8%	6.1%	5.0%	5.0%	3.7%
Financial markets	6.1%	5.9%	0.0%	0.0%	0.0%	0.0%	1.2%	0.0%	1.7%	0.0%
Climate change	6.1%	0.0%	4.7%	0.0%	0.0%	0.0%	1.2%	0.0%	3.3%	0.0%
Poverty reduction	12.1%	5.9%	10.9%	28.0%	16.7%	10.3%	12.2%	15.0%	20.0%	18.5%
Anti-corruption	30.3%	41.2%	23.4%	24.0%	33.3%	31.0%	35.4%	30.0%	30.0%	29.6%
Transport	0.0%	0.0%	6.3%	2.0%	0.0%	6.9%	8.5%	0.0%	3.3%	3.7%
Social protection*	0.0%	11.8%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Trade and exports*	9.1%	0.0%	4.7%	0.0%	0.0%	20.7%	6.1%	15.0%	8.3%	7.4%
Natural resource management	12.1%	5.9%	9.4%	4.0%	0.0%	6.9%	3.7%	10.0%	8.3%	3.7%
Social cohesion	3.0%	0.0%	1.6%	0.0%	8.3%	0.0%	7.3%	0.0%	0.0%	0.0%
COVID-19 recovery	0.0%	0.0%	3.1%	4.0%	8.3%	6.9%	4.9%	0.0%	10.0%	7.4%
Judiciary reform	15.2%	5.9%	9.4%	4.0%	25.0%	10.3%	7.3%	0.0%	8.3%	7.4%
Economic growth	3.0%	0.0%	14.1%	14.0%	8.3%	3.4%	6.1%	15.0%	13.3%	3.7%
Gender based violence	3.0%	0.0%	1.6%	0.0%	0.0%	3.4%	0.0%	10.0%	1.7%	3.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.2%	5.0%	0.0%	0.0%
Equality of opportunity	0.0%	5.9%	4.7%	2.0%	8.3%	6.9%	1.2%	0.0%	3.3%	7.4%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Inadequate level of donor coordination	33.3%	10.0%	21.3%	20.9%	18.2%	15.4%	14.9%	11.1%	14.3%	8.7%
Reforms are not well thought out in light of country challenges	11.1%	10.0%	19.7%	16.3%	0.0%	15.4%	9.5%	16.7%	8.9%	8.7%
Inadequate level of government accountability	7.4%	30.0%	18.0%	14.0%	27.3%	19.2%	17.6%	0.0%	8.9%	26.1%
Inadequate level of capacity in the government	18.5%	30.0%	18.0%	16.3%	9.1%	19.2%	20.3%	16.7%	21.4%	21.7%
Corruption	66.7%	60.0%	52.5%	65.1%	72.7%	69.2%	68.9%	77.8%	60.7%	65.2%
Pressure from outside interest groups (e.g., private sector, unions)	3.7%	0.0%	4.9%	7.0%	9.1%	0.0%	2.7%	0.0%	7.1%	0.0%
Ongoing conflict and instability	44.4%	20.0%	27.9%	34.9%	45.5%	15.4%	14.9%	33.3%	30.4%	26.1%
Inadequate funding	0.0%	10.0%	6.6%	7.0%	0.0%	15.4%	16.2%	5.6%	5.4%	8.7%
Political pressures and obstacles	14.8%	10.0%	16.4%	16.3%	18.2%	15.4%	17.6%	11.1%	17.9%	13.0%
Inadequate level of private sector participation	3.7%	10.0%	6.6%	0.0%	0.0%	3.8%	6.8%	5.6%	12.5%	4.3%
Inadequate level of citizen/civil society participation	0.0%	10.0%	3.3%	2.3%	0.0%	3.8%	9.5%	16.7%	8.9%	4.3%
Other	0.0%	0.0%	1.6%	0.0%	0.0%	7.7%	1.4%	5.6%	0.0%	4.3%



A. Overall Context (continued)

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Afghanistan. (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
None. I do not consider Afghanistan a fragile state.	12.5%	0.0%	12.5%	14.9%	7.7%	0.0%	13.6%	21.1%	13.1%	12.0%
Food insecurity	9.4%	11.8%	1.6%	2.1%	15.4%	16.1%	7.4%	15.8%	3.3%	8.0%
Weak accountability	15.6%	11.8%	15.6%	21.3%	15.4%	16.1%	13.6%	10.5%	3.3%	8.0%
Lack of security	50.0%	52.9%	53.1%	51.1%	61.5%	51.6%	42.0%	47.4%	65.6%	36.0%
Political uncertainty	31.3%	11.8%	23.4%	23.4%	23.1%	22.6%	22.2%	15.8%	24.6%	28.0%
High levels of corruption	34.4%	64.7%	46.9%	46.8%	46.2%	32.3%	63.0%	47.4%	50.8%	48.0%
Low levels of political and economic inclusion	9.4%	11.8%	7.8%	12.8%	0.0%	12.9%	3.7%	5.3%	3.3%	8.0%
Crime and violence*	6.3%	17.6%	4.7%	6.4%	7.7%	22.6%	8.6%	10.5%	3.3%	20.0%
High influx of refugees/migrants	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.5%	0.0%	3.3%	4.0%
Lack of access to development finance	9.4%	5.9%	6.3%	4.3%	0.0%	3.2%	1.2%	5.3%	6.6%	0.0%
Policy inconsistency	6.3%	5.9%	9.4%	0.0%	0.0%	3.2%	6.2%	0.0%	3.3%	4.0%
Weak social cohesion	6.3%	0.0%	4.7%	0.0%	0.0%	0.0%	2.5%	0.0%	0.0%	0.0%
Weak institutional capacity	6.3%	5.9%	7.8%	8.5%	15.4%	12.9%	7.4%	10.5%	13.1%	4.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	8.0%

*Significantly different between stakeholder groups

	Office of the President/ Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/ Financial Sector/ Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	25	7.08	13	6.85	57	6.91	45	7.24	12	7.58	25	5.72	76	6.82	18	7.00	54	7.09	27	6.81

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

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Afghanistan?**

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	34	6.21	18	5.67	66	6.58	48	7.15	13	6.85	31	5.71	84	5.49	20	7.00	67	6.00	30	5.13
IFC, the World Bank Group's private sector arm*	30	5.67	18	4.67	64	5.20	44	5.68	12	6.17	32	5.16	81	4.80	17	5.71	62	4.50	28	4.04

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

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Afghanistan*	33	7.70	15	8.00	67	7.54	49	7.92	13	7.31	30	7.33	78	6.71	20	7.40	62	7.48	30	6.53
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	28	7.32	15	7.40	63	7.02	45	7.67	13	7.31	29	6.72	78	6.76	17	7.35	61	7.15	26	6.50

*Significantly different between stakeholder groups

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	31	7.10	16	7.31	67	7.13	49	8.27	13	7.92	31	6.55	78	6.77	20	7.75	66	7.47	29	6.66
IFC, the World Bank Group's private sector arm	29	6.90	15	7.00	58	6.60	44	7.75	11	7.27	30	6.40	76	6.62	17	7.18	56	7.14	25	6.60

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

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?	35	7.86	16	8.19	67	7.52	50	7.82	13	8.00	30	7.17	80	7.44	20	7.50	63	7.63	27	7.11

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Afghanistan?	33	7.67	16	7.44	62	7.15	51	7.69	13	7.85	32	7.22	76	7.09	19	7.63	56	6.89	28	6.71

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Urban development	8.3%	0.0%	7.7%	15.4%	0.0%	9.4%	17.4%	5.0%	10.4%	16.1%
Public sector governance/reform*	38.9%	17.6%	30.8%	21.2%	61.5%	28.1%	16.3%	30.0%	41.8%	25.8%
Security/stabilization/reconstruction	41.7%	58.8%	35.4%	36.5%	53.8%	43.8%	46.5%	45.0%	38.8%	38.7%
Food security	13.9%	0.0%	12.3%	11.5%	0.0%	12.5%	12.8%	5.0%	6.0%	6.5%
Energy	2.8%	17.6%	12.3%	9.6%	0.0%	9.4%	8.1%	5.0%	3.0%	22.6%
Water and sanitation	5.6%	11.8%	10.8%	3.8%	7.7%	9.4%	5.8%	5.0%	3.0%	9.7%
Natural resource management	13.9%	5.9%	18.5%	7.7%	7.7%	9.4%	12.8%	10.0%	13.4%	6.5%
Job creation/employment	13.9%	5.9%	12.3%	26.9%	7.7%	15.6%	11.6%	25.0%	11.9%	12.9%
Health*	0.0%	29.4%	15.4%	15.4%	15.4%	21.9%	18.6%	5.0%	6.0%	12.9%
Education	11.1%	17.6%	20.0%	25.0%	30.8%	28.1%	32.6%	30.0%	28.4%	25.8%
Financial markets	5.6%	11.8%	4.6%	1.9%	7.7%	3.1%	7.0%	5.0%	7.5%	6.5%
Social protection	5.6%	0.0%	3.1%	1.9%	0.0%	6.3%	1.2%	0.0%	3.0%	6.5%
Gender based violence	0.0%	5.9%	3.1%	3.8%	0.0%	0.0%	7.0%	5.0%	1.5%	6.5%
Private sector development	8.3%	5.9%	10.8%	13.5%	0.0%	18.8%	5.8%	15.0%	13.4%	6.5%
Transport	5.6%	0.0%	4.6%	9.6%	0.0%	3.1%	2.3%	0.0%	4.5%	6.5%
Gender equity	2.8%	11.8%	1.5%	0.0%	0.0%	9.4%	2.3%	0.0%	1.5%	6.5%
Climate change*	8.3%	0.0%	1.5%	0.0%	0.0%	9.4%	0.0%	0.0%	3.0%	3.2%
Global/regional integration	2.8%	5.9%	4.6%	0.0%	0.0%	0.0%	3.5%	5.0%	1.5%	0.0%
Judiciary reform*	5.6%	5.9%	3.1%	7.7%	30.8%	0.0%	8.1%	10.0%	4.5%	9.7%
Economic growth	19.4%	5.9%	15.4%	19.2%	7.7%	21.9%	15.1%	10.0%	16.4%	3.2%
Disaster risk management	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	3.2%
Equality of opportunity	5.6%	5.9%	4.6%	0.0%	7.7%	0.0%	2.3%	5.0%	3.0%	0.0%
Anti-corruption	16.7%	29.4%	18.5%	21.2%	15.4%	25.0%	24.4%	25.0%	29.9%	19.4%
Social cohesion	2.8%	0.0%	1.5%	0.0%	7.7%	0.0%	3.5%	0.0%	1.5%	0.0%
Agriculture and rural development	16.7%	11.8%	12.3%	25.0%	7.7%	3.1%	9.3%	15.0%	16.4%	12.9%
COVID-19 recovery	2.8%	11.8%	3.1%	0.0%	0.0%	6.3%	2.3%	10.0%	1.5%	9.7%
Poverty reduction	22.2%	17.6%	7.7%	15.4%	0.0%	0.0%	12.8%	15.0%	9.0%	6.5%
Trade and exports	2.8%	0.0%	7.7%	3.8%	15.4%	0.0%	3.5%	10.0%	9.0%	0.0%

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground**

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	22	5.86	13	5.69	40	6.03	35	6.26	9	5.44	21	5.33	54	6.07	16	6.13	40	5.83	18	5.44
Flexibility (in terms of the institution's products and services)	24	5.54	13	5.15	47	5.62	35	5.37	9	6.22	23	5.35	63	5.87	18	5.94	40	5.30	16	6.00
Flexibility (in terms of changing country circumstances)	27	5.15	14	5.43	48	5.69	37	6.11	11	5.91	28	5.64	68	5.66	17	6.06	43	5.63	19	5.68
Being inclusive	27	5.93	15	5.00	52	5.79	39	5.31	12	5.83	26	5.73	69	5.77	16	6.25	50	5.48	20	5.35
Openness (sharing data and other information)	25	5.08	14	5.79	52	6.48	40	5.78	10	6.50	24	6.21	70	5.81	17	6.12	48	5.81	21	5.62
Collaboration with the Government	29	6.79	16	6.13	60	6.53	46	7.04	11	6.82	29	6.48	76	6.58	18	6.94	57	6.93	24	6.79
The speed in which it gets things accomplished on the ground	27	5.67	12	6.00	57	6.16	42	6.14	11	6.18	28	5.79	77	5.87	16	6.94	48	5.69	21	6.19
Helping to bring discipline/effective supervision to implementation of investment projects	29	5.93	15	6.47	58	6.48	43	6.12	11	6.18	29	5.93	71	6.03	17	6.06	54	5.63	24	5.71
Collaboration with civil society	27	5.81	13	5.69	52	6.19	41	5.95	11	7.00	30	5.83	71	5.52	17	6.35	50	5.44	18	6.00
Staff accessibility	25	5.44	14	5.79	53	5.83	40	5.30	10	5.80	25	5.80	65	5.57	15	5.93	44	5.23	19	5.79
Collaboration with other donors and development partners	26	6.35	15	6.00	58	6.45	33	5.97	11	6.64	28	6.00	73	6.23	15	6.00	46	5.87	21	6.62
Collaboration with the private sector	24	5.79	14	5.86	51	5.71	41	5.10	12	6.17	28	5.93	70	5.71	15	6.13	44	5.27	20	6.75
Collaboration with the UN	25	7.04	15	6.80	53	6.98	35	7.26	11	7.45	25	6.76	67	6.63	16	6.88	46	6.89	23	7.39
Straightforwardness and honesty	24	6.42	13	5.69	54	6.69	38	6.58	11	6.91	27	6.11	70	6.16	18	6.89	48	6.48	19	7.21
Treating clients and stakeholders in Afghanistan with respect	24	6.50	15	6.60	56	6.91	36	7.42	11	6.55	28	6.64	70	6.44	17	6.76	46	6.87	20	7.00
Being a long-term partner	26	6.92	15	6.60	55	6.91	39	7.85	12	7.58	27	6.78	72	6.61	18	7.28	50	7.04	25	7.28

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statement? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Afghanistan	26	6.23	12	6.17	54	6.41	37	6.30	12	6.33	28	5.14	71	5.85	13	7.23	52	6.10	22	5.64

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Afghanistan*	34	6.65	15	7.27	65	6.55	46	7.00	13	6.92	31	5.81	78	5.62	20	6.60	57	6.75	28	5.71
The World Bank Group meets Afghanistan's needs for knowledge services	32	6.63	16	6.94	61	6.90	40	6.88	12	6.50	32	6.53	72	6.39	19	6.68	53	6.60	26	6.23

*Significantly different between stakeholder groups

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	34	7.65	17	7.18	60	7.63	46	7.93	13	7.85	33	7.67	76	7.70	19	7.95	58	7.47	27	7.89

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugees and internally displaced people (IDPs) in Afghanistan? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Social cohesion	11.4%	11.8%	6.5%	2.2%	0.0%	18.8%	16.0%	5.3%	9.2%	6.9%
Public services	22.9%	17.6%	25.8%	28.3%	30.0%	34.4%	28.0%	31.6%	23.1%	20.7%
Macro issues	11.4%	0.0%	12.9%	6.5%	0.0%	9.4%	6.7%	0.0%	6.2%	6.9%
Supporting poor and marginalized local communities	37.1%	23.5%	24.2%	23.9%	40.0%	21.9%	16.0%	26.3%	20.0%	17.2%
Jobs	48.6%	29.4%	43.5%	47.8%	60.0%	34.4%	46.7%	57.9%	43.1%	41.4%
Education	17.1%	35.3%	14.5%	34.8%	10.0%	21.9%	26.7%	10.5%	24.6%	24.1%
Business development	14.3%	17.6%	22.6%	13.0%	10.0%	18.8%	24.0%	21.1%	18.5%	13.8%
Infrastructure	28.6%	23.5%	30.6%	26.1%	30.0%	25.0%	20.0%	15.8%	36.9%	41.4%
Health*	2.9%	41.2%	12.9%	6.5%	20.0%	15.6%	16.0%	10.5%	15.4%	17.2%
Other	2.9%	0.0%	1.6%	6.5%	0.0%	0.0%	0.0%	5.3%	1.5%	0.0%
Don't know*	0.0%	0.0%	1.6%	2.2%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%

*Significantly different between stakeholder groups

E. 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 the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Weekly	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	5.8%	0.0%	3.0%	0.0%
Monthly	8.6%	5.6%	7.1%	4.2%	0.0%	14.3%	4.7%	5.0%	3.0%	3.2%
A few times a year	22.9%	16.7%	21.4%	16.7%	25.0%	5.7%	16.3%	35.0%	3.0%	6.5%
Rarely	31.4%	50.0%	27.1%	25.0%	25.0%	34.3%	24.4%	25.0%	28.8%	38.7%
Never	37.1%	27.8%	40.0%	54.2%	50.0%	45.7%	48.8%	35.0%	62.1%	51.6%

**E. World Bank Group's Knowledge Work and Activities (continued)****In AFGHANISTAN, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to Afghanistan's specific development challenges and country circumstances*	28	6.64	14	5.79	51	6.06	39	7.00	10	6.20	28	4.79	69	6.17	14	6.50	45	5.87	19	6.58

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

	Office of the President/Minister		Office of Parliamentarian		Employee of a Ministry/PMU/Consultant on WBG Project		Local Government Office or Staff		Judicial System		Private Sector/Financial Sector/Private Bank		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	37	7.35	17	7.82	67	6.76	47	7.79	11	7.73	31	6.32	78	6.91	20	7.90	60	6.47	27	6.70
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	36	7.19	16	7.25	63	6.59	44	7.59	10	6.40	29	6.34	74	6.64	20	7.50	56	6.57	26	7.04

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

**F. The Future Role of The World Bank Group in Afghanistan**

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Offer more real-time advice and guidance	9.1%	0.0%	1.5%	4.3%	0.0%	6.1%	9.6%	5.6%	9.1%	13.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	30.3%	17.6%	34.8%	32.6%	33.3%	15.2%	18.1%	11.1%	27.3%	13.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.1%	17.6%	6.1%	13.0%	8.3%	12.1%	12.0%	5.6%	18.2%	20.7%
Offer more innovative financial products and services	18.2%	23.5%	18.2%	17.4%	8.3%	15.2%	15.7%	22.2%	16.7%	13.8%
Ensure greater selectivity in its work	6.1%	11.8%	3.0%	10.9%	25.0%	18.2%	8.4%	11.1%	9.1%	3.4%
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	6.1%	11.8%	6.1%	8.7%	8.3%	3.0%	9.6%	16.7%	3.0%	3.4%
Extend the Afghanistan Reconstruction Trust Fund	24.2%	29.4%	27.3%	17.4%	33.3%	27.3%	15.7%	0.0%	19.7%	17.2%
Discontinue the Afghanistan Reconstruction Trust Fund	0.0%	5.9%	6.1%	0.0%	0.0%	6.1%	4.8%	5.6%	1.5%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	9.1%	5.9%	4.5%	0.0%	16.7%	15.2%	24.1%	0.0%	3.0%	3.4%
Increase the level of capacity development in the country	27.3%	23.5%	25.8%	28.3%	16.7%	15.2%	12.0%	27.8%	25.8%	27.6%
Engage more directly with beneficiaries*	6.1%	0.0%	9.1%	2.2%	8.3%	15.2%	3.6%	11.1%	3.0%	34.5%
Improve the quality of its experts as related to Afghanistan's specific challenges	6.1%	5.9%	6.1%	13.0%	0.0%	0.0%	4.8%	11.1%	9.1%	6.9%
Engage more effectively with private sector	0.0%	5.9%	12.1%	6.5%	0.0%	12.1%	10.8%	22.2%	6.1%	6.9%
Increase the level of World Bank Group staffing in Afghanistan's office	6.1%	0.0%	9.1%	0.0%	0.0%	3.0%	7.2%	5.6%	10.6%	0.0%
Offer more innovative knowledge products and services	3.0%	11.8%	1.5%	6.5%	16.7%	9.1%	2.4%	5.6%	1.5%	6.9%
Collaborate more effectively with Government clients*	36.4%	11.8%	15.2%	17.4%	8.3%	3.0%	8.4%	16.7%	10.6%	6.9%
Work faster	6.1%	5.9%	4.5%	8.7%	8.3%	18.2%	18.1%	5.6%	13.6%	10.3%
Reduce the complexity of obtaining World Bank Group financing	0.0%	11.8%	7.6%	10.9%	8.3%	0.0%	6.0%	11.1%	6.1%	6.9%
Other	0.0%	0.0%	1.5%	0.0%	0.0%	6.1%	6.0%	0.0%	4.5%	3.4%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local government*	71.4%	17.6%	65.6%	65.3%	44.4%	31.3%	35.8%	33.3%	34.3%	37.0%
Donor community	25.7%	5.9%	9.4%	8.2%	11.1%	12.5%	14.8%	0.0%	16.4%	14.8%
NGOs/Community Based Organizations*	2.9%	17.6%	12.5%	8.2%	11.1%	21.9%	29.6%	16.7%	7.5%	11.1%
Beneficiaries	17.1%	17.6%	21.9%	18.4%	33.3%	15.6%	14.8%	11.1%	20.9%	14.8%
Youth/university groups	8.6%	17.6%	9.4%	18.4%	22.2%	9.4%	14.8%	33.3%	16.4%	22.2%
Private sector	11.4%	29.4%	20.3%	20.4%	11.1%	28.1%	14.8%	16.7%	10.4%	11.1%
Academia/think tanks/research institutes	14.3%	5.9%	6.3%	20.4%	11.1%	18.8%	16.0%	27.8%	14.9%	14.8%
Parliament*	2.9%	23.5%	1.6%	0.0%	0.0%	6.3%	4.9%	5.6%	3.0%	18.5%
Emerging donors	2.9%	0.0%	4.7%	0.0%	0.0%	6.3%	3.7%	16.7%	0.0%	3.7%
UN agencies	2.9%	0.0%	4.7%	2.0%	0.0%	6.3%	6.2%	0.0%	9.0%	11.1%
Regional organizations	11.4%	11.8%	7.8%	4.1%	11.1%	15.6%	6.2%	11.1%	7.5%	3.7%
Foundations	2.9%	5.9%	6.3%	0.0%	11.1%	3.1%	11.1%	5.6%	7.5%	18.5%
Media*	8.6%	29.4%	12.5%	12.2%	22.2%	18.8%	16.0%	16.7%	35.8%	7.4%
Peace keeping forces	11.4%	11.8%	9.4%	10.2%	11.1%	3.1%	6.2%	0.0%	9.0%	0.0%
Other	5.7%	5.9%	1.6%	4.1%	0.0%	3.1%	1.2%	0.0%	1.5%	0.0%
Don't know	0.0%	0.0%	4.7%	2.0%	0.0%	0.0%	2.5%	0.0%	3.0%	3.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Food Program (WFP)	45.7%	33.3%	30.9%	47.9%	27.3%	30.3%	38.6%	38.9%	41.5%	24.1%
World Health Organization (WHO)	20.0%	33.3%	25.0%	39.6%	45.5%	18.2%	21.7%	33.3%	26.2%	17.2%
United Nations Development Program (UNDP)	31.4%	33.3%	33.8%	29.2%	27.3%	39.4%	27.7%	22.2%	26.2%	37.9%
United Nations Assistance Mission in Afghanistan (UNAMA)	20.0%	22.2%	26.5%	14.6%	36.4%	21.2%	22.9%	27.8%	20.0%	27.6%
Save the Children	14.3%	22.2%	4.4%	8.3%	0.0%	21.2%	13.3%	0.0%	7.7%	13.8%
The Red Cross	2.9%	11.1%	11.8%	8.3%	9.1%	15.2%	12.0%	11.1%	12.3%	13.8%
The United Nations Office for the Coordination of Humanitarian Affairs (OCHA)	22.9%	11.1%	16.2%	2.1%	0.0%	12.1%	12.0%	11.1%	6.2%	6.9%
The United Nations International Children's Emergency Fund (UNICEF)	14.3%	22.2%	10.3%	6.3%	27.3%	6.1%	15.7%	16.7%	21.5%	17.2%
The International Committee of the Red Cross (ICRC)	2.9%	0.0%	7.4%	4.2%	9.1%	9.1%	4.8%	0.0%	3.1%	10.3%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	11.4%	0.0%	8.8%	12.5%	0.0%	6.1%	4.8%	16.7%	7.7%	6.9%
Don't know	5.7%	5.6%	10.3%	8.3%	0.0%	9.1%	9.6%	5.6%	9.2%	3.4%

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Afghanistan?*

Percentage of Respondents	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Never	44.4%	33.3%	42.4%	68.0%	53.8%	54.3%	50.6%	47.4%	64.1%	56.7%
Less than once a year	22.2%	22.2%	25.8%	12.0%	15.4%	14.3%	25.9%	21.1%	18.8%	6.7%
Once a year to a few times a year	25.0%	11.1%	15.2%	16.0%	23.1%	25.7%	8.2%	26.3%	9.4%	20.0%
Less than once a month	0.0%	22.2%	6.1%	4.0%	7.7%	0.0%	4.7%	5.3%	1.6%	0.0%
At least once a month	5.6%	11.1%	6.1%	0.0%	0.0%	2.9%	5.9%	0.0%	1.6%	13.3%
At least once a week	2.8%	0.0%	4.5%	0.0%	0.0%	2.9%	4.7%	0.0%	4.7%	3.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
Local radio	11.1%	18.8%	32.8%	22.9%	18.2%	43.3%	20.5%	15.0%	24.2%	19.4%
International radio	13.9%	12.5%	7.8%	18.8%	27.3%	10.0%	16.9%	20.0%	12.1%	9.7%
Local newspapers	8.3%	31.3%	7.8%	6.3%	9.1%	13.3%	16.9%	10.0%	15.2%	9.7%
International newspapers	5.6%	0.0%	7.8%	0.0%	0.0%	0.0%	4.8%	0.0%	4.5%	3.2%
Local television	72.2%	62.5%	56.3%	58.3%	63.6%	53.3%	48.2%	60.0%	54.5%	51.6%
International television	25.0%	6.3%	6.3%	16.7%	27.3%	23.3%	22.9%	15.0%	13.6%	12.9%
Periodicals	2.8%	6.3%	6.3%	12.5%	0.0%	0.0%	8.4%	10.0%	3.0%	3.2%
Social media	50.0%	50.0%	60.9%	52.1%	45.5%	50.0%	44.6%	65.0%	54.5%	67.7%
Other	2.8%	12.5%	3.1%	2.1%	0.0%	0.0%	8.4%	5.0%	3.0%	9.7%

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

Percentage of Respondents (Responses combined)	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	32.4%	33.3%	23.9%	34.0%	33.3%	30.3%	33.7%	40.0%	20.0%	31.0%
e-Newsletters*	21.6%	16.7%	35.8%	14.0%	8.3%	51.5%	20.9%	25.0%	22.9%	31.0%
World Bank Group's seminars/ workshops/conferences*	45.9%	33.3%	50.7%	68.0%	66.7%	30.3%	41.9%	35.0%	41.4%	44.8%
Social media	43.2%	55.6%	40.3%	40.0%	41.7%	42.4%	43.0%	50.0%	47.1%	41.4%
Direct contact with World Bank Group	48.6%	44.4%	29.9%	36.0%	50.0%	33.3%	26.7%	30.0%	31.4%	24.1%
World Bank Group's website	10.8%	16.7%	16.4%	10.0%	16.7%	12.1%	18.6%	10.0%	17.1%	17.2%
Webinars or online events hosted by the World Bank Group	13.5%	11.1%	13.4%	10.0%	16.7%	12.1%	22.1%	20.0%	8.6%	6.9%
Interviews and press conferences for the Afghanistan's media	45.9%	61.1%	34.3%	40.0%	33.3%	36.4%	38.4%	50.0%	54.3%	48.3%

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)

Percentage of Respondents	Office of the President/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/ Financial Sector/ Private Bank	CSO	Academia	Media	Other
High speed/WiFi	73.3%	72.2%	73.8%	78.4%	76.9%	67.7%	75.0%	70.0%	64.4%	65.5%
Dial-up	26.7%	27.8%	26.2%	21.6%	23.1%	32.3%	25.0%	30.0%	35.6%	34.5%



H. Background Information

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

Percentage of Respondents	Office of the President/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Yes	32.3%	7.1%	32.3%	17.4%	25.0%	10.0%	14.9%	5.9%	15.4%	14.8%
No	67.7%	92.9%	67.7%	82.6%	75.0%	90.0%	85.1%	94.1%	84.6%	85.2%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in Afghanistan? (Select only ONE response)

Percentage of Respondents	Office of the President/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
IDA	87.5%	77.8%	33.3%	33.3%	33.3%	75.0%	0.0%	37.5%	100.0%	87.5%
IFC	12.5%	11.1%	16.7%	33.3%	66.7%	0.0%	0.0%	37.5%	0.0%	12.5%
MIGA	0.0%	5.6%	16.7%	33.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	5.6%	33.3%	0.0%	0.0%	0.0%	100.0%	25.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Government	Judicial System	Private Sector/Financial Sector/Private Bank	CSO	Academia	Media	Other
Observer*	51.5%	46.7%	39.1%	59.1%	76.9%	64.3%	53.3%	36.8%	65.5%	19.2%
Use World Bank Group reports/data	33.3%	13.3%	31.3%	31.8%	23.1%	42.9%	36.0%	31.6%	20.7%	26.9%
Engage in World Bank Group related/sponsored events/activities, including ARTF meetings/events/activities	24.2%	46.7%	25.0%	22.7%	15.4%	28.6%	24.0%	26.3%	29.3%	26.9%
Collaborate as part of my professional duties	27.3%	40.0%	40.6%	29.5%	15.4%	14.3%	26.7%	21.1%	20.7%	26.9%
Use World Bank Group website for information, data, research, etc.	36.4%	33.3%	28.1%	25.0%	23.1%	32.1%	26.7%	36.8%	27.6%	42.3%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁵

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 FY21 Afghanistan COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

● Collaborating with the WBG, FY21 N=80

● Not collaborating with the WBG, FY21 N=322

A. Overall Context

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/federal government*	67	5.64	2.67	262	4.77	2.45
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	64	6.58	2.27	259	6.20	2.37
The World Bank Group	66	7.08	2.14	256	6.70	2.36
The Afghanistan Reconstruction Trust Fund (ARTF)*	52	6.63	1.76	216	5.63	2.27
The International Monetary Fund*	50	6.62	2.18	215	5.85	2.21
The United Nations (UN)	69	7.10	2.40	262	6.52	2.41
The World Health Organization (WHO)	63	6.86	2.40	251	6.70	2.30
Regional development banks	53	5.89	1.88	228	5.72	2.26
Afghanistan's Central Bank	56	5.48	2.61	246	5.03	2.46
International private sector	57	5.37	2.18	229	5.26	2.34
Domestic private sector*	62	5.32	2.58	235	4.65	2.36
International civil society (e.g., NGOs, CBOs)*	69	6.20	2.67	270	6.09	2.74
Domestic civil society (e.g., NGOs, CBOs)	63	5.62	2.55	248	5.20	2.35
Faith-based institutions*	57	5.72	2.68	238	4.79	2.64
Domestic traditional media and their web presence	65	6.68	2.42	257	6.32	2.49
International media and their web presence	61	6.44	2.50	249	6.40	2.36
Web based media	62	6.37	2.51	250	6.20	2.53

**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 Afghanistan? (1-Not familiar at all, 10-Extremely familiar)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)	73	6.48	2.59	305	5.95	2.51
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	73	5.45	2.72	284	4.75	2.40

**Significantly different between collaborators and non-collaborators*

²⁵ Only 402 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)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in Afghanistan?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan*	70	7.74	2.16	293	7.16	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	67	7.18	2.30	277	6.93	2.08

Significantly different between collaborators and non-collaborators*Overall, please rate your impression of the effectiveness of these organizations in Afghanistan.***(1-Not effective at all, 10-Very effective)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)	72	7.54	2.31	301	7.14	2.25
The International Finance Corporation (IFC), the World Bank Group's private sector arm	64	7.03	2.20	267	6.91	2.24

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?*	74	8.07	1.69	292	7.40	2.22

*(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 Afghanistan?	71	7.66	1.96	282	7.20	2.17

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you believe that the World Bank Group's work and support help the poorest in Afghanistan?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	11.4%	7.8%
To a somewhat sufficient degree	53.2%	46.3%
To a somewhat insufficient degree	20.3%	28.8%
To a very insufficient degree	8.9%	8.4%
Don't know	6.3%	8.8%

**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 Afghanistan?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Inadequate level of real-time advice and guidance	6.3%	7.8%
Inadequate number of innovative knowledge products and services	7.6%	3.9%
Inadequate number of innovative financial products and services	2.5%	5.2%
Not focused enough on issues that are unique to post-conflict countries	24.1%	28.1%
Not willing to honestly criticize policies and reform efforts in the country	12.7%	15.0%
Staff too inaccessible	8.9%	12.1%
Not collaborating enough with private sector	13.9%	14.4%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.8%	2.9%
Not aligned with country priorities	21.5%	21.6%
Not adequately sensitive to political/social realities in Afghanistan	15.2%	8.8%
Too influenced by developed countries	8.9%	6.5%
World Bank Group's processes too slow and complex	12.7%	9.2%
Not adequately flexible in changing country circumstances	3.8%	4.6%
Not sufficiently focused on sustainable results	12.7%	11.4%
Not collaborating enough with civil society	6.3%	7.8%
Not enough public disclosure of its work	12.7%	6.9%
Arrogant in its approach	1.3%	4.9%
Inadequate World Bank Group's staffing in Afghanistan	8.9%	6.2%
Other	0.0%	2.0%
Don't know	6.3%	9.2%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Urban development	5.6%	11.8%
Public sector governance/reform	36.1%	27.7%
Security/stabilization/reconstruction	47.2%	44.9%
Food security	11.1%	8.3%
Energy	8.3%	8.9%
Water and sanitation	8.3%	6.1%
Natural resource management	9.7%	10.8%
Job creation/employment	15.3%	13.4%
Health	9.7%	13.1%
Education	27.8%	27.4%
Financial markets	4.2%	5.1%
Social protection	1.4%	2.5%
Gender based violence	4.2%	3.5%
Private sector development	12.5%	10.8%
Transport	2.8%	4.5%
Gender equity	1.4%	2.5%
Climate change (e.g., mitigation, adaptation)	0.0%	2.9%
Global/regional integration	1.4%	2.5%
Judiciary reform	11.1%	6.1%
Economic growth	11.1%	15.6%
Disaster risk management	1.4%	1.3%
Equality of opportunity (i.e., social inclusion)	1.4%	2.9%
Anti-corruption	25.0%	23.2%
Social cohesion	1.4%	1.3%
Agriculture and rural development	13.9%	14.3%
COVID-19 recovery	2.8%	2.5%
Poverty reduction	9.7%	11.5%
Trade and exports	5.6%	4.5%

C. World Bank Group's Work and Engagement on the Ground

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Afghanistan solve its most complicated development challenges?	65	6.52	2.18	250	6.33	2.11

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Afghanistan?	57	5.58	2.03	235	5.40	2.27

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	64	5.75	2.17	261	5.61	2.08
Flexibility (in terms of the institution's products and services)	55	5.87	1.93	239	5.43	1.91
Flexibility (in terms of changing country circumstances)	54	6.04	2.06	231	5.49	2.14
Being inclusive	58	5.88	2.01	236	5.53	2.16
Openness (sharing data and other information)	56	6.09	2.11	241	5.75	2.21
Collaboration with the Government*	66	7.30	1.77	270	6.43	2.12
The speed in which it gets things accomplished on the ground	60	6.25	2.12	252	5.75	2.20
Helping to bring discipline/effective supervision to implementation of investment projects*	64	6.55	2.15	257	5.82	2.16
Collaboration with civil society*	55	6.69	2.34	248	5.61	2.16
Staff accessibility*	48	6.06	2.19	236	5.38	2.21
Collaboration with other donors and development partners*	55	6.75	2.06	247	6.00	2.05
Collaboration with the private sector*	57	6.33	2.41	238	5.49	2.19
Collaboration with the UN*	53	7.45	1.84	238	6.74	2.10
Straightforwardness and honesty	57	6.74	2.30	241	6.31	2.30
Treating clients and stakeholders in Afghanistan with respect	60	7.17	2.24	241	6.60	2.24
Being a long-term partner	59	7.42	2.36	253	6.89	2.31

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	62	6.10	2.58	240	5.67	2.34
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	67	7.10	1.99	261	6.39	2.25
The World Bank Group's approvals and reviews are done in a timely fashion	65	6.37	2.20	244	6.08	2.25
The World Bank Group's Environmental and Social Framework requirements are reasonable	63	6.48	2.32	223	6.13	2.24
The World Bank Group's conditions on its lending are reasonable	49	6.45	2.35	209	5.95	2.40
The World Bank Group takes decisions quickly in Afghanistan	60	6.17	2.14	237	5.94	2.34
Working with the World Bank Group increases Afghanistan's institutional capacity	70	7.70	2.00	283	7.11	2.37

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Afghanistan?**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Afghanistan*	74	7.15	2.41	282	6.17	2.28
The World Bank Group meets Afghanistan's needs for knowledge services*	68	7.34	2.08	265	6.35	2.33

*(1- Strongly disagree, 10- Strongly agree) *Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance to the Afghanistan government's efforts to support citizens throughout this crisis?	66	7.32	1.97	260	6.92	2.24

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	71	8.03	1.87	280	7.62	2.13

*(1- Not important at all, 10- Very important)***How effectively does the World Bank Group support Afghanistan's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	71	6.52	2.11	275	6.41	2.34
To develop better and stronger data collection/analytics systems within the Government	70	6.76	2.02	257	6.39	2.19
To strengthen the country's crisis preparedness	66	6.33	2.32	256	6.29	2.30

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.*	73	6.37	2.20	251	5.78	2.02
The ARTF distributes resources fairly and equally throughout the country.	68	5.63	2.58	248	5.10	2.42
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.*	71	6.49	2.18	255	5.73	2.25
The ARTF's efforts are leading to sustainable results on the ground.	69	6.62	2.24	248	6.18	2.23
The ARTF collaborates well with the Afghanistan Government.*	73	6.97	1.99	249	6.37	2.16
The World Bank Group collaborates well with other ARTF donors.*	63	6.86	1.97	220	6.24	2.23
The ARTF collaborates well with the United Nations.*	58	7.12	2.09	221	6.48	2.26
The ARTF collaborates well with civil society.*	64	6.45	2.37	232	5.70	2.27
There should be more oversight of how ARTF resources are spent.	74	7.85	2.14	255	7.67	2.34
There should be more public information available about the work of the ARTF.	71	8.23	2.07	259	7.85	2.33
The ARTF is flexible and responds to changing conditions in Afghanistan.	62	6.98	2.49	235	6.37	2.39

*Significantly different between collaborators and non-collaborators

**D. World Bank Group's Support in Development Areas**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	42	6.14	2.24	170	6.05	2.28
Gender equity*	69	7.01	2.21	238	6.36	2.21
Private sector development	65	6.68	2.20	247	6.18	2.09
Education	69	6.99	2.37	248	6.63	2.16
Public sector governance/reform	66	6.29	2.09	249	5.99	2.32
Global/regional integration	50	6.62	1.74	185	6.16	2.12
Food security	62	5.95	2.41	229	5.60	2.44
Urban development	63	5.70	2.56	243	5.79	2.37
Energy	64	5.61	2.55	252	5.29	2.53
Water and sanitation	56	4.55	2.65	222	4.97	2.71
Job creation/employment	65	5.94	2.40	249	5.35	2.43
Health	63	6.48	2.26	265	6.20	2.36
Financial markets	57	6.00	2.38	214	5.54	2.26
Transport	64	6.16	2.56	246	6.22	2.12
Agriculture and rural development	68	6.79	2.18	247	6.30	2.31
Trade and exports*	63	6.33	2.03	229	5.66	2.33
Climate change	57	5.49	2.59	209	5.39	2.46
Poverty reduction	70	5.44	2.62	253	5.35	2.50
Anti-corruption	64	5.20	2.82	249	4.90	2.69
Economic growth	67	5.90	2.51	263	5.56	2.39
Disaster risk management	64	5.38	2.56	214	5.12	2.48
Equality of opportunity	63	5.95	2.41	223	5.38	2.44
Gender based violence	63	5.94	2.38	225	5.74	2.30
Social cohesion	65	5.98	2.41	229	5.83	2.36

*Significantly different between collaborators and non-collaborators

The World Bank Group has provided fast track support to Afghanistan related to the outbreak of COVID-19 since early 2021. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives	71	6.86	2.36	262	6.62	2.26
Education	58	6.02	2.76	240	5.61	2.62
Protecting poor people*	65	6.25	2.56	248	5.56	2.45
Ensuring sustainable business growth and job creation	64	5.59	2.29	240	5.00	2.52
Strengthening policies, institutions and investments for rebuilding better	66	6.29	2.13	233	5.76	2.42
Macroeconomic stability and transparent debt management	53	6.00	2.54	211	5.40	2.62

*Significantly different between collaborators and non-collaborators

**E. World Bank Group's Knowledge Work and Activities**

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	65	6.11	2.24	220	5.46	2.32
Include appropriate level of stakeholder involvement during preparation	59	6.08	2.24	201	5.75	2.15
Lead to practical solutions*	64	6.45	2.17	223	5.82	2.25
Are source of relevant information on global good practices*	60	6.87	1.95	202	5.99	2.26
Are adequately disseminated*	65	6.46	2.18	206	5.77	2.30
Are translated enough into local language	61	6.33	2.55	225	6.00	2.50
Are adaptable to Afghanistan's specific development challenges and country circumstances	65	6.29	2.26	229	6.03	2.28

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	76	7.38	2.06	289	6.72	2.31

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	71	7.25	2.01	273	6.68	2.19

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

**F. The future role of the World Bank Group in Afghanistan**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more real-time advice and guidance	9.6%	6.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	26.0%	24.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	16.4%	11.5%
Offer more innovative financial products and services	11.0%	17.6%
Ensure greater selectivity in its work	6.8%	9.5%
Provide more adequate data/knowledge/statistics/figures on Afghanistan's economy	5.5%	7.4%
Extend the Afghanistan Reconstruction Trust Fund	27.4%	20.3%
Discontinue the Afghanistan Reconstruction Trust Fund	1.4%	3.7%
Engage more effectively with civil society (e.g., NGOs, CBOs)	2.7%	8.8%
Increase the level of capacity development in the country	13.7%	23.6%
Engage more directly with beneficiaries	12.3%	6.8%
Improve the quality of its experts as related to Afghanistan's specific challenges	9.6%	6.8%
Engage more effectively with private sector	6.8%	8.8%
Increase the level of World Bank Group staffing in Afghanistan's office	5.5%	5.1%
Offer more innovative knowledge products and services	5.5%	4.4%
Collaborate more effectively with Government clients	19.2%	12.2%
Work faster	9.6%	12.8%
Reduce the complexity of obtaining World Bank Group financing	6.8%	6.4%
Other	4.1%	3.0%



Appendix D: Responses to Selected Questions by Year²⁶

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.

- FY 2018 Number of comparable respondents = 429
- FY 2021 Number of comparable respondents = 429

By weighting, the FY 2018 and FY 2021 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 2018	FY 2021
Office of the President/Minister	12.0%	12.0%
Office of Parliamentarian	5.5%	5.5%
Government Institutions	23.0%	23.0%
Local Government Office or Staff	13.0%	13.0%
Bilateral/Multilateral Agency	1.5%	1.5%
Civil Society	19.5%	19.5%
Private Sector	7.5%	7.5%
Academia/Research Institute/Think Tank	5.0%	5.0%
Media	13.0%	13.0%

A. Overall Context

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

Percentage of Respondents	FY 2018	FY 2021
The right direction	46.2%	30.5%
The wrong direction	28.7%	32.2%
Not sure	25.1%	37.3%

**Significantly different between FY2018 and FY2021*

B. Overall Attitudes toward the World Bank Group

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Afghanistan? ⁱ	417	5.27	2.65	408	5.66	2.32

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2018 and FY2021*

ⁱ *In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). A mean score of responses provided to these two questions was calculated, and the resulting variable was then weighted and compared to question B1 from FY 2018 – “How familiar are you with the work of the World Bank Group in Afghanistan”.*

²⁶ Only those questions that were asked both in FY 2018 and FY 2021 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 agree/disagree with the following statements about the World Bank Group's work in Afghanistan?
(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	378	7.47	2.47	391	7.37	2.17
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	338	6.80	2.50	368	7.09	2.10

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan. ⁱ	371	6.96	2.56	402	7.14	2.02

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

ⁱ In FY 2021, this question was asked separately about the World Bank and the IFC (B4_1 and B4_2). A mean score of responses provided to these two questions was calculated, and the resulting variable was then weighted and compared to question B2 from FY 2018 – "Overall, please rate your impression of the World Bank Group's effectiveness in Afghanistan."

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?*	363	7.04	2.29	397	7.59	2.07

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2018 and FY2021

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

Percentage of Respondents	FY 2018	FY 2021
To a fully sufficient degree	13.5%	9.2%
To a somewhat sufficient degree	27.9%	48.0%
To a somewhat insufficient degree	29.6%	28.2%
To a very insufficient degree	13.7%	7.8%
Don't know	15.4%	6.8%

*Significantly different between FY2018 and FY2021

C. World Bank Group's Work and Engagement on the Ground

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Afghanistan solve its most complicated development challenges?	339	6.63	2.56	344	6.54	2.11

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Afghanistan?*	270	6.13	2.45	316	5.69	2.27

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2018 and FY2021

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	341	6.15	2.35	354	5.82	2.17
Flexibility (in terms of the institution's products and services)*	294	6.19	2.20	318	5.60	2.00
Flexibility (in terms of changing country circumstances)*	311	6.24	2.21	311	5.69	2.15
Being inclusive*	309	6.29	2.44	322	5.67	2.17
Openness (sharing data and other information)	309	6.10	2.60	315	5.93	2.24
Collaboration with the Government*	337	7.18	2.20	361	6.71	2.13
The speed in which it gets things accomplished on the ground*	310	6.69	2.18	333	6.02	2.21
Helping to bring discipline/effective supervision to implementation of investment projects*	298	6.59	2.47	345	6.08	2.16
Collaboration with civil society*	296	6.22	2.44	325	5.87	2.19
Staff accessibility	280	5.56	2.62	306	5.60	2.26
Collaboration with other donors and development partners*	280	6.57	2.20	320	6.22	2.06
Collaboration with the private sector*	290	6.21	2.38	314	5.71	2.24
Collaboration with the UN	273	7.10	2.14	310	6.95	2.06
Straightforwardness and honesty	281	6.80	2.48	316	6.48	2.27
Treating clients and stakeholders in Afghanistan with respect*	276	7.16	2.31	318	6.79	2.22
Being a long-term partner	297	7.36	2.52	333	7.04	2.31

* Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	296	6.24	2.63	326	5.90	2.42
The World Bank Group effectively monitors and evaluates the projects and programs it supports	323	6.41	2.43	359	6.57	2.21
The World Bank Group's approvals and reviews are done in a timely fashion	308	6.25	2.37	333	6.31	2.20
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	291	6.56	2.21	306	6.36	2.19
The World Bank Group's conditions on its lending are reasonable	308	6.37	2.41	283	6.20	2.38
The World Bank Group takes decisions quickly in Afghanistan	303	6.30	2.35	320	6.10	2.28
Working with the World Bank Group increases Afghanistan's institutional capacity	343	7.22	2.33	378	7.23	2.28

ⁱ In FY 2018, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Afghanistan?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Afghanistan*	374	6.76	2.42	382	6.40	2.33
The World Bank Group meets Afghanistan's needs for knowledge services	335	6.83	2.42	360	6.64	2.24

* Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	333	6.70	2.46	366	6.52	2.27
To develop better and stronger data collection/analytics systems within the Government	318	6.71	2.15	348	6.57	2.08
To strengthen the country's crisis preparedness*	316	6.96	2.47	340	6.44	2.27

* Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees and internally displaced people (IDPs) in Afghanistan?	374	6.90	2.69	372	6.75	2.24

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the Afghanistan Reconstruction Trust Fund in Afghanistan?*	335	5.73	2.85	365	6.16	2.56

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

* Significantly different between FY2018 and FY2021

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The ARTF priorities are aligned with the key development priorities in Afghanistan.	312	6.07	2.53	344	6.11	2.10
The ARTF distributes resources fairly and equally throughout the country.	312	5.42	2.52	338	5.53	2.47
The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	319	5.87	2.30	349	6.10	2.23
The ARTF's efforts are leading to sustainable results on the ground.	304	6.38	2.55	343	6.42	2.21
The ARTF collaborates well with the Afghanistan Government.*	301	6.12	2.44	344	6.67	2.11
The World Bank Group collaborates well with other ARTF donors.	285	6.61	2.32	302	6.53	2.19
The ARTF collaborates well with the United Nations. ⁱ				300	6.77	2.16
The ARTF collaborates well with civil society. ⁱ				314	6.07	2.30
There should be more oversight of how ARTF resources are spent.*	308	6.92	2.66	350	7.76	2.24
There should be more public information available about the work of the ARTF.*	319	7.23	2.65	352	7.88	2.32
The ARTF is flexible and responds to changing conditions in Afghanistan.	298	6.67	2.54	320	6.71	2.42

* Significantly different between FY2018 and FY2021

ⁱ Only FY 2021 questionnaire had these response options



D. World Bank Group's Support in Development Areas

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection	243	6.39	2.40	241	6.04	2.28
Gender equity	290	6.66	2.14	329	6.63	2.22
Private sector development	283	6.55	2.35	334	6.36	2.13
Education*	289	7.13	2.09	340	6.74	2.13
Public sector governance/reform*	279	6.56	2.14	340	6.19	2.23
Global/regional integration ⁱ				255	6.26	2.05
Food security*	259	6.48	2.37	311	5.83	2.42
Urban development*	281	6.36	2.21	320	5.87	2.36
Energy*	277	6.47	2.44	337	5.51	2.57
Water and sanitation*	275	6.32	2.35	295	4.97	2.71
Job creation/employment*	292	6.09	2.56	332	5.48	2.46
Health*	293	6.79	2.09	344	6.30	2.33
Financial markets	258	5.75	2.46	293	5.70	2.28
Transport (e.g., roads, bridges, transportation)	281	6.51	2.34	331	6.30	2.22
Agriculture and rural development	286	6.75	2.35	338	6.57	2.25
Trade and exports*	263	6.31	2.45	317	5.92	2.30
Climate change (e.g., mitigation, adaptation)	238	5.58	2.64	285	5.57	2.43
Poverty reduction*	296	6.12	2.53	343	5.41	2.50
Anti-corruption*	283	5.80	2.78	328	5.03	2.72
Economic growth*	296	6.36	2.35	351	5.70	2.41
Disaster risk management*	247	5.97	2.28	294	5.28	2.45
Equality of opportunity (i.e., social inclusion)	255	5.96	2.44	306	5.58	2.46
Gender based violence*	269	6.29	2.19	311	5.74	2.28
Social cohesion	271	6.30	2.56	316	6.00	2.39

*Significantly different between FY2018 and FY2021

ⁱ Only FY21 questionnaire had this response option

E. 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 2018	FY 2021
Weekly	4.8%	2.2%
Monthly	7.7%	5.6%
A few times a year	13.7%	16.2%
Rarely	42.0%	29.2%
Never	31.9%	46.9%

*Significantly different between FY2018 and FY2021

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

In Afghanistan, 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 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	277	5.75	2.58	307	5.65	2.29
Include appropriate level of stakeholder involvement during preparation	270	6.05	2.39	287	5.92	2.13
Lead to practical solutions*	277	6.46	2.35	312	6.02	2.24
Are source of relevant information on global good practices*	288	6.80	2.39	288	6.28	2.19
Are adequately disseminated	278	5.72	2.75	285	6.06	2.28
Are translated enough into local language	279	6.33	2.82	310	6.15	2.49
Are adaptable to Afghanistan's specific development challenges and country circumstances	287	6.50	2.57	313	6.19	2.23

**Significantly different between FY2018 and FY2021*

	FY 2018			FY 2021		
	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?*	384	7.80	2.04	391	7.07	2.22
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	336	7.03	2.16	370	6.90	2.11

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

**Significantly different between FY2018 and FY2021*



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?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.70	7.08
Overall the World Bank Group currently plays a relevant role in development in Afghanistan	7.16	7.74
The World Bank Group's work is aligned with what I consider the development priorities for Afghanistan	6.93	7.18
Overall, please rate your impression of the World Bank's effectiveness in Afghanistan.	7.14	7.54
Overall, please rate your impression of the IFC's effectiveness in Afghanistan.	6.91	7.03
To what extent does the World Bank Group's work help to achieve development results in Afghanistan?	7.40	8.07
To what extent does the World Bank Group influence the development agenda in Afghanistan?	7.20	7.66
Responsiveness to needs	5.61	5.75
Flexibility (in terms of the institution's products and services)	5.43	5.87
Flexibility (in terms of changing country circumstances)	5.49	6.04
Being inclusive	5.53	5.88
Openness (sharing data and other information)	5.75	6.09
Collaboration with the Government	6.43	7.30
The speed in which it gets things accomplished on the ground	5.75	6.25
Helping to bring discipline/effective supervision to implementation of investment projects	5.82	6.55
Collaboration with civil society	5.61	6.69
Staff accessibility	5.38	6.06
Collaboration with other donors and development partners	6.00	6.75
Collaboration with the private sector	5.49	6.33
Collaboration with the UN	6.74	7.45
Straightforwardness and honesty	6.31	6.74
Treating clients and stakeholders in Afghanistan with respect	6.60	7.17
Being a long-term partner	6.89	7.42
The World Bank Group takes decisions quickly in Afghanistan	5.94	6.17
The World Bank Group's financial instruments meet the needs of Afghanistan	6.17	7.15
The World Bank Group meets Afghanistan's needs for knowledge services	6.35	7.34
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	7.62	8.03
In Afghanistan, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Afghanistan's specific development challenges and country circumstances	6.03	6.29
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.72	7.38
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.68	7.25

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Afghanistan FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Afghanistan

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

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: OVERALL CONTEXT

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

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

A3. Listed below are a number of development priorities in Afghanistan. Please identify which of the following you consider the most important development priorities in Afghanistan. (Choose no more than THREE)			
1	Global/regional integration	15	Climate change (e.g., mitigation, adaptation)
2	Food security	16	Poverty reduction
3	Urban development	17	Anti-corruption
4	Agriculture and rural development	18	Transport (e.g., roads, bridges, transportation)
5	Gender equity (closing the gap between women and men, and boys and girls)	19	Social protection (e.g., pensions, targeted social assistance)
6	Private sector development	20	Trade and exports
7	Education	21	Natural resource management
8	Security/stabilization/reconstruction	22	Social cohesion
9	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	COVID-19 recovery (i.e., countering economic impacts of COVID-19)
10	Energy	24	Judiciary reform
11	Water and sanitation	25	Economic growth
12	Job creation/employment	26	Gender based violence
13	Health	27	Disaster risk management
14	Financial markets	28	Equality of opportunity (i.e., social inclusion)

SECTION A: OVERALL CONTEXT

A4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Afghanistan? (Choose no more than THREE)

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

A5. The COVID-19 pandemic has stressed many aspects of Afghanistan's growth and development. In which areas would you like to see the Government of Afghanistan focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

1	Ensuring that girls and women have equal access to health care/health services
2	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
3	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
4	Education
5	Healthcare
6	Economic growth
7	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
8	Nutrition/food security
9	Public service delivery (e.g., strengthening policies, institutions)
10	Ensuring sustainable business growth and job creation
11	Ensuring that girls and women have equal access to job opportunities
12	Providing direct financial support to businesses (business support packages)
13	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Afghanistan, which of the following would you attribute this to? (Choose no more than TWO)

1	Inadequate level of donor coordination
2	Reforms are not well thought out in light of country challenges
3	Inadequate level of government accountability
4	Inadequate level of capacity in the government
5	Corruption
6	Pressure from outside interest groups (e.g., private sector, unions)
7	Ongoing conflict and instability
8	Inadequate funding
9	Political pressures and obstacles
10	Inadequate level of private sector participation
11	Inadequate level of citizen/civil society participation
12	Other (please specify): _____

A7. 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/federal 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 Afghanistan Reconstruction Trust Fund (ARTF)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
8	Regional development banks	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
9	Afghanistan's Central Bank	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
10	International private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
11	Domestic private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
12	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
13	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
15	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"/>
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
17	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"/>

SECTION A: OVERALL CONTEXT

A8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Afghanistan. (Choose no more than TWO)	
1	None. I do not consider Afghanistan a fragile state.
2	Food insecurity
3	Weak accountability
4	Lack of security (i.e., conflict and violence)
5	Political uncertainty
6	High levels of corruption
7	Low levels of political and economic inclusion
8	Crime and violence
9	High influx of refugees/migrants
10	Lack of access to development finance
11	Policy inconsistency
12	Weak social cohesion
13	Weak institutional capacity
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Afghanistan?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Afghanistan?													
		Strongly disagree								Strongly agree		Don't know	
B2	Overall the World Bank Group currently plays a relevant role in development in Afghanistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B3	The World Bank Group’s work is aligned with what I consider the development priorities for Afghanistan	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B4. Overall, please rate your impression of the effectiveness of these organizations in Afghanistan.													
		Not effective at all										Very effective	Don't know
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B5. To what extent does the World Bank Group's work help to achieve development results in Afghanistan?											
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	

B6. To what extent does the World Bank Group influence the development agenda in Afghanistan?											
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	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Afghanistan? (Select only ONE response)											
1	To a fully sufficient degree										
2	To a somewhat sufficient degree										
3	To a somewhat insufficient degree										
4	To a very insufficient degree										
5	Don't know										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Afghanistan, which activity do you VALUE the most? (Choose no more than TWO)

1	Global advocacy
2	Data and statistics
3	Strategy formulation (e.g., PRSP assistance)
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	The Afghanistan Reconstruction Trust Fund support
8	Formal policy advice, studies, analyses
9	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
10	Financial resources
11	Promoting knowledge sharing
12	Implementation support
13	Mobilizing third party financial resources
14	Donor coordination
15	Reimbursable Advisory Services (RAS)
16	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Afghanistan? (Choose no more than TWO)

1	Inadequate level of real-time advice and guidance
2	Inadequate number of innovative knowledge products and services
3	Inadequate number of innovative financial products and services
4	Not focused enough on issues that are unique to post-conflict countries
5	Not willing to honestly criticize policies and reform efforts in the country
6	Staff too inaccessible
7	Not collaborating enough with private sector
8	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
9	Not aligned with country priorities
10	Not adequately sensitive to political/social realities in Afghanistan
11	Too influenced by developed countries
12	World Bank Group's processes too slow and complex
13	Not adequately flexible in changing country circumstances
14	Not sufficiently focused on sustainable results
15	Not collaborating enough with civil society (e.g., NGOs, CBOs)
16	Not enough public disclosure of its work
17	Arrogant in its approach
18	Inadequate World Bank Group's staffing in Afghanistan
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Afghanistan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Afghanistan? (Choose no more than THREE)

1	Urban development	15	Transport (e.g., roads, bridges, transportation)
2	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Gender equity (closing the gap between women and men, and boys and girls)
3	Security/stabilization/reconstruction	17	Climate change (e.g., mitigation, adaptation)
4	Food security	18	Global/regional integration
5	Energy	19	Judiciary reform
6	Water and sanitation	20	Economic growth
7	Natural resource management	21	Disaster risk management
8	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
9	Health	23	Anti-corruption
10	Education	24	Social cohesion
11	Financial markets	25	Agriculture and rural development
12	Social protection (e.g., pensions, targeted social assistance)	26	COVID-19 recovery (i.e., countering economic impacts of COVID-19)
13	Gender based violence	27	Poverty reduction
14	Private sector development	28	Trade and exports

B11. The COVID-19 pandemic has stressed many aspects of Afghanistan's growth and development. Which areas do you identify as most important for the World Bank Group to focus its efforts and support related to the impact of COVID-19 in Afghanistan over the next six months to a year? (Choose no more than THREE)

1	Nutrition/food security
2	Public service delivery (e.g., strengthening policies, institutions)
3	Ensuring sustainable business growth and job creation
4	Education
5	Healthcare
6	Economic growth
7	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
8	Ensuring that girls and women have equal access to job opportunities
9	Providing direct financial support to businesses (business support packages)
10	Ensuring that girls and women have equal access to health care/health services
11	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
12	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
13	Supporting efforts that can help counter misinformation about vaccines
14	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Afghanistan solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

C2. To what extent do you believe the World Bank Group is adequately staffed in Afghanistan?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

To what extent is the World Bank Group an effective development partner in Afghanistan, 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		
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Treating clients and stakeholders in Afghanistan with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

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	
C19	The World Bank Group disburses funds promptly											<input type="checkbox"/>
C20	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
C21	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
C22	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>
C23	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
C24	The World Bank Group takes decisions quickly in Afghanistan											<input type="checkbox"/>
C25	Working with the World Bank Group increases Afghanistan's institutional capacity											<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Afghanistan?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C26	The World Bank Group's financial instruments (i.e., Development Policy Grants, Trust Funds, etc.) meet the needs of Afghanistan											<input type="checkbox"/>
C27	The World Bank Group meets Afghanistan's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

C28. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Afghanistan government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not useful at all									Very useful		Don't know	

C29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all									Very important		Don't know	

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

How effectively does the World Bank Group support Afghanistan's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
C30	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C31	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C32	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C33. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees and internally displaced people (IDPs) in Afghanistan?												
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		

C34. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to refugees and internally displaced people (IDPs) in Afghanistan? (Choose no more than TWO)												
1	Social cohesion											
2	Public services											
3	Macro issues (fiscal accounts, balance of payments, etc.)											
4	Supporting poor and marginalized local communities											
5	Jobs											
6	Education											
7	Business development											
8	Infrastructure											
9	Health											
10	Other (please specify): _____											
11	Don't know											

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

THE AFGHANISTAN RECONSTRUCTION TRUST FUND (ARTF)

The Afghanistan Reconstruction Trust Fund (ARTF) is the main vehicle for donors to channel funds to the Government of Afghanistan in support of development in Afghanistan. All funds are on-budget and projects are 100 % implemented by government ministries and agencies. Since 2002 34 donors have contributed over \$12.3 billion, making the ARTF the largest contributor to the Afghan budget—for both operating costs and development programs.

C35. How familiar are you with the work of the Afghanistan Reconstruction Trust Fund in Afghanistan?										
1	2	3	4	5	6	7	8	9	10	?
Not familiar at all									Very familiar	Don't know

C36. What do you think the World Bank Group's role is in the Afghanistan Reconstruction Trust Fund? (Select only ONE response)	
1	The World Bank Group and the Afghanistan Reconstruction Trust Fund are the same thing
2	The World Bank Group administers the Afghanistan Reconstruction Trust Fund on behalf of international donors
3	The World Bank Group is a donor to the Afghanistan Reconstruction Trust Fund
4	The World Bank Group has no role in the Afghanistan Reconstruction Trust Fund
5	Don't know

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
C37	The ARTF priorities are aligned with the key development priorities in Afghanistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C38	The ARTF distributes resources fairly and equally throughout the country.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C39	The ARTF distributes resources in a way that effectively supports the key development priorities in Afghanistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C40	The ARTF's efforts are leading to sustainable results on the ground.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C41	The ARTF collaborates well with the Afghanistan Government.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C42	The World Bank Group collaborates well with other ARTF donors.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C43	The ARTF collaborates well with the United Nations.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C44	The ARTF collaborates well with civil society.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C45	There should be more oversight of how ARTF resources are spent.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C46	There should be more public information available about the work of the ARTF.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C47	The ARTF is flexible and responds to changing conditions in Afghanistan.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS**

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Afghanistan? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	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	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	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	Gender based violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D2. The World Bank Group has provided fast track support to Afghanistan related to the outbreak of COVID-19 since early 2021. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:															
		Not effective at all										Very effective		N/A	Don't know
		1	2	3	4	5	6	7	8	9	10				
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>		

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

In Afghanistan, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	?
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	?
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	?
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	?
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	?
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	?
E8	Are adaptable to Afghanistan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	?

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

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

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

F2. Please answer the following questions: (Choose no more than THREE for each column)			
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Afghanistan?	B. Which THREE areas below would benefit most from other donors in Afghanistan?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
8	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
9	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
10	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
12	Food security	<input type="checkbox"/>	<input type="checkbox"/>
13	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
14	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

F3. 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	Local government	9	Emerging donors
2	Donor community	10	UN agencies
3	NGOs/Community Based Organizations	11	Regional organizations (e.g., Asian Development Bank)
4	Beneficiaries	12	Foundations
5	Youth/university groups	13	Media
6	Private sector	14	Peace keeping forces
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

F4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Afghanistan? (Select no more than TWO)

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Afghanistan's media

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

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. 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	Visited the Afghanistan Reconstruction Trust Fund website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs, media
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

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

SECTION H: BACKGROUND INFORMATION

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

H6. Which of the following describes most of your exposure to the World Bank Group in Afghanistan? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities, including ARTF meetings/events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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

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

H9. Which best represents your geographic location?	
1	Kabul
2	Outside Kabul

Thank you for completing the survey!