

FY 2021 Liberia Country Opinion Survey Report

THE WORLD BANK GROUP

Strategic Insights Group

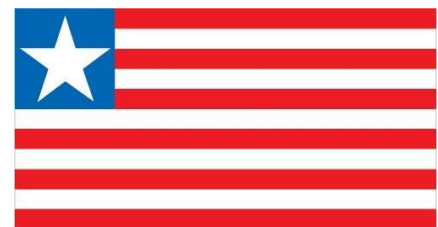


April 2022



Acknowledgements

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CountryOpinionSurveys
THE WORLD BANK GROUP



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LIBERIA





I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Liberia 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 Liberia*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April 2021 to June 2021, 732 stakeholders of the WBG in Liberia were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; 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 606 stakeholders participated in the survey (83% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, or they received the questionnaire via a courier 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.

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 and C present data on selected questions. Additional data breakdowns are available upon request.



II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 79%, N=635). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY'17 and FY'21 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, 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'17 COS report and the non-weighted data presented in this report.

Percentage of Respondents	Original Distribution	
	FY 2017	FY 2021
Office of the President; Office of the Prime Minister; Office of Minister	5.3%	4.0%
Office of Parliamentarian	8.9%	13.3%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and embassy/diplomatic office)	26.5%	26.1%
Local Government Office or Staff	7.5%	10.3%
Bilateral/Multilateral Agency	1.8%	1.0%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	28.1%	26.1%
Private Sector (includes private sector organization and financial sector/private banks)	9.5%	7.1%
Academia/Research Institute/Think Tank	4.9%	4.5%
Media	7.5%	7.7%
Total Number of Respondents (Un-Weighted)	570	595

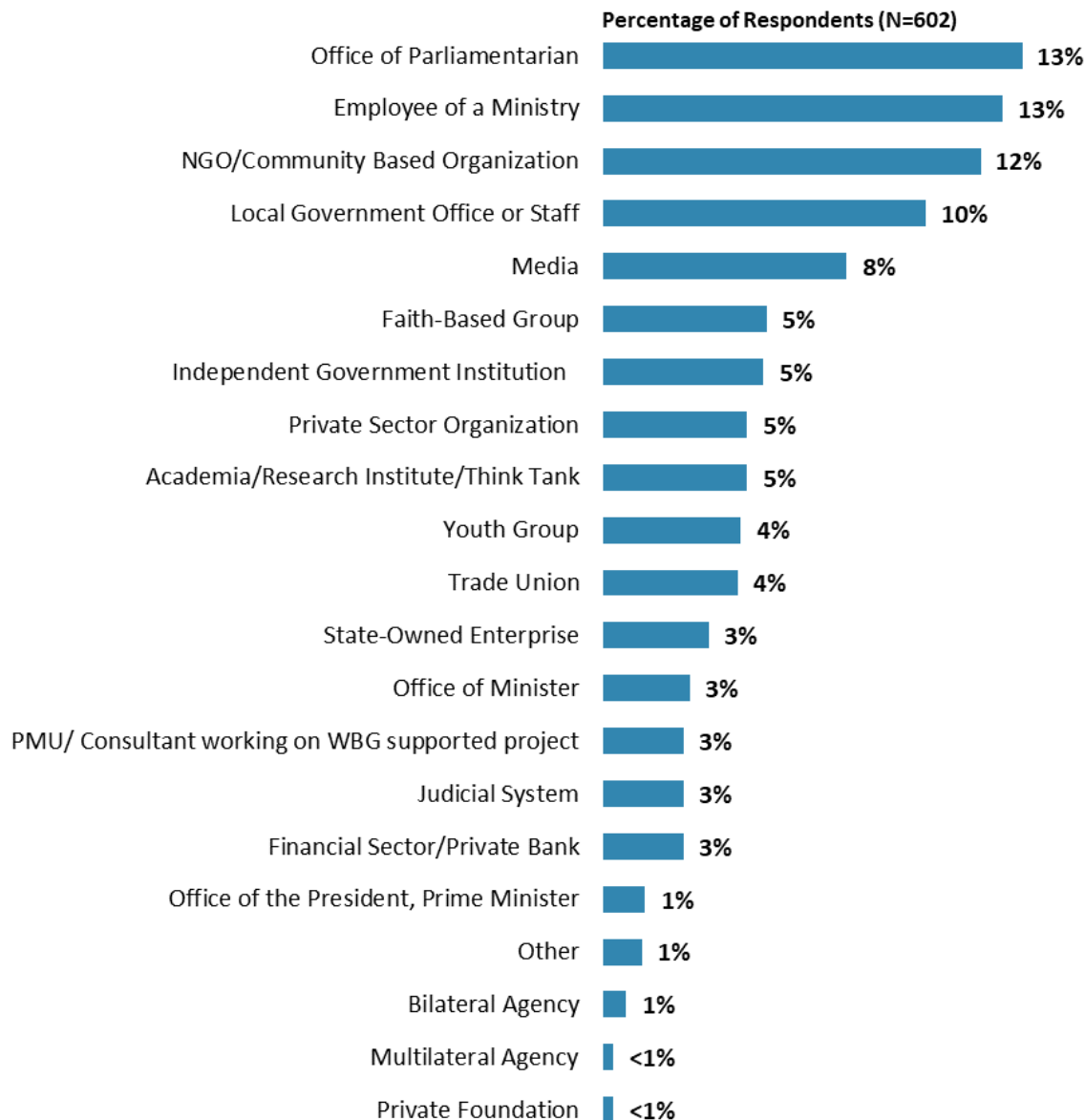
Percentage of Respondents	Weighted Distribution		Weights	
	FY 2017	FY 2021	FY 2017	FY 2021
Office of the President; Office of the Prime Minister; Office of Minister	4.6%	4.6%	0.874	1.140
Office of Parliamentarian	11.0%	11.0%	1.229	0.828
Government Institutions	26.3%	26.3%	0.993	1.010
Local Government Office or Staff	9.0%	9.0%	1.193	0.878
Bilateral/Multilateral Agency	1.5%	1.5%	0.855	1.488
Civil Society	27.0%	27.0%	0.962	1.036
Private Sector	8.3%	8.3%	0.876	1.176
Academia/Research Institute/Think Tank	4.7%	4.7%	0.957	1.036
Media	7.6%	7.6%	1.007	0.983
Total Number of Respondents (Weighted)	570	595		



III. Demographics of the Sample

Current Position

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



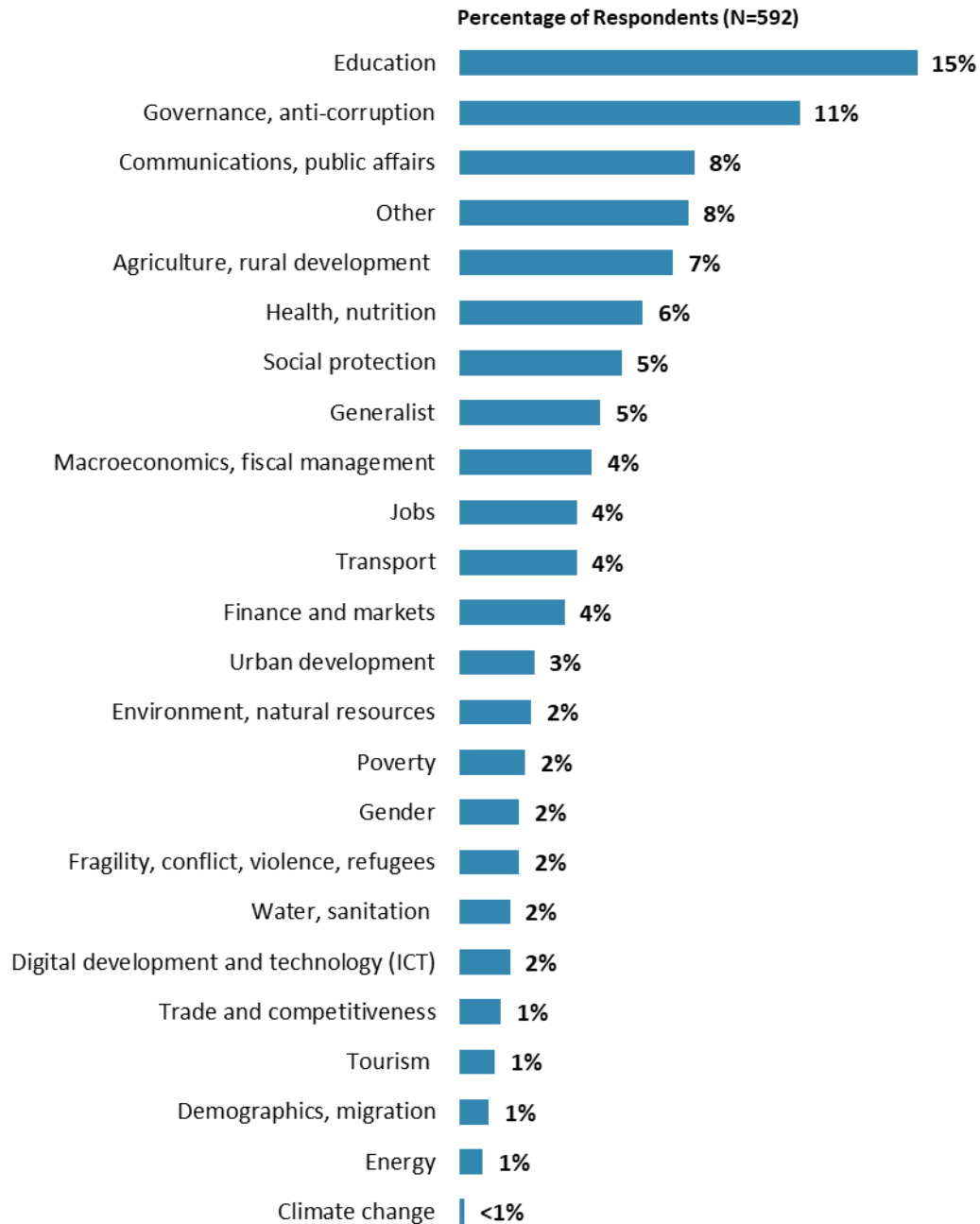
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; respondents from PMU/consultants working on WBG projects were combined with the respondents from ministries, ministerial departments, Implementation agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. The small number of the respondents from bilateral agencies, multilateral agencies, and from private foundations were included in the “Other” category.



III. Demographics of the Sample (continued)

Area of Primary Specialization

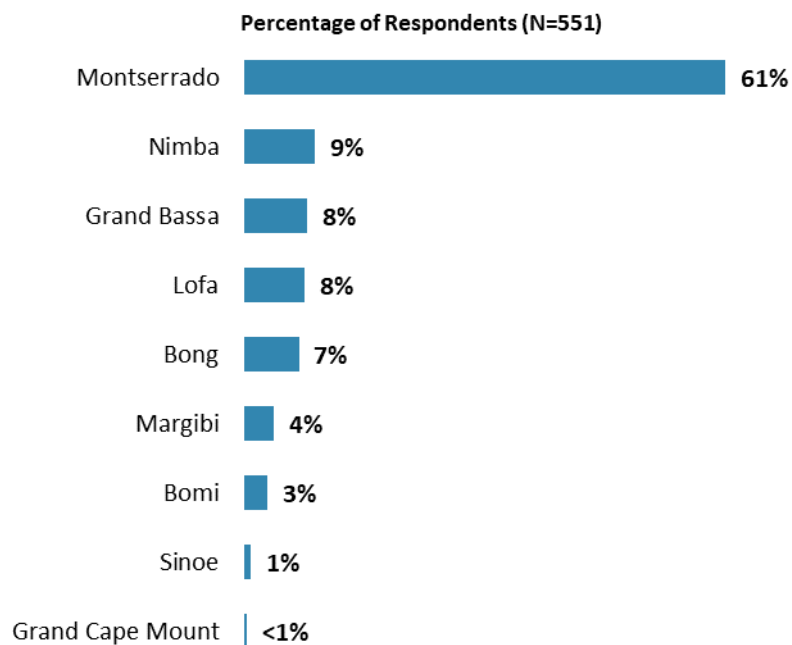


**"Please identify the primary specialization of your work."
(Respondents chose from a list.)**



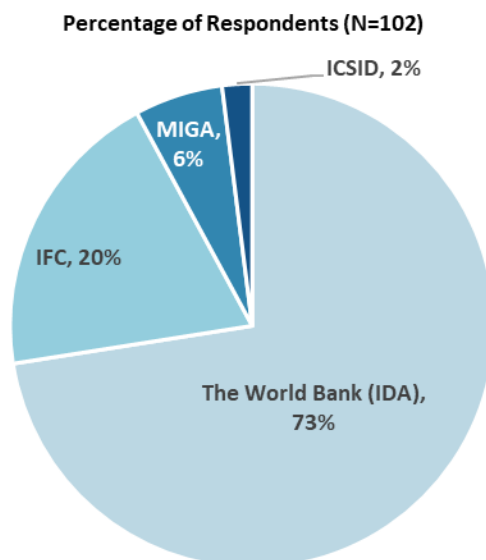
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



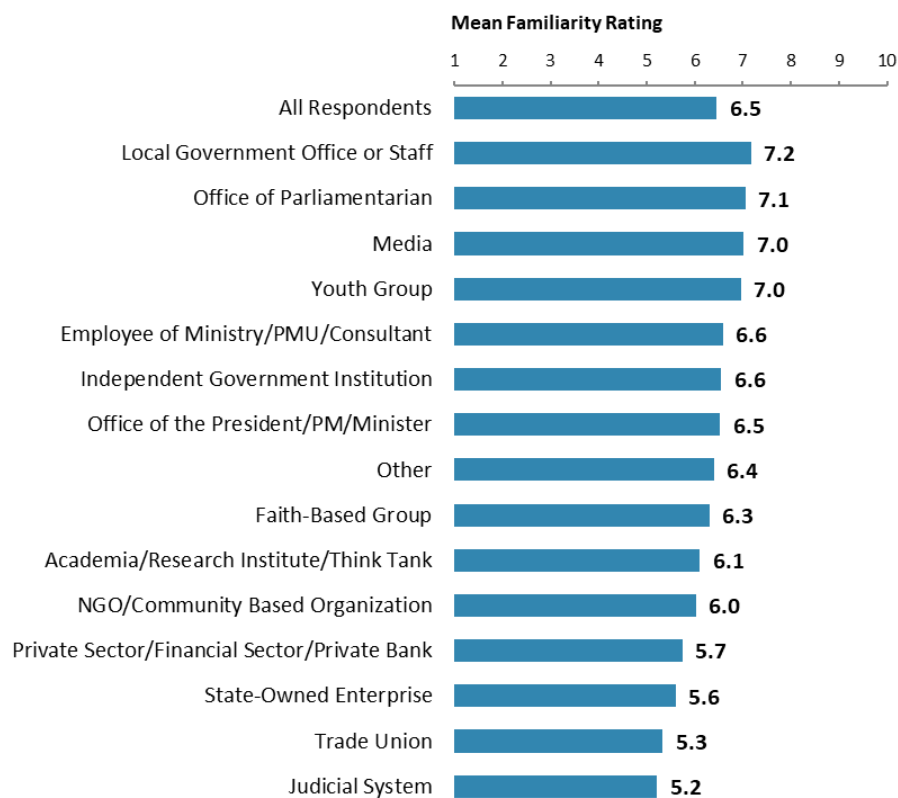
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Liberia?"
(Respondents chose from a list.)



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'17 Country Survey (weighted mean in FY'21 = 6.4; weighted mean in FY'17 = 5.7)².
- **Collaboration:** Respondents who collaborate with the WBG also reported significantly higher levels of familiarity with the work of the WBG compared to respondents who do not collaborate (mean familiarity of collaborators = 7.2; mean familiarity of non-collaborators = 6.3)
- **Impact of familiarity:** Respondents' ratings of familiarity³ with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness⁴ in Liberia and with their agreement that WBG plays a relevant role in Liberia's development, and significantly, moderately correlates with their ratings of the extent to which the WBG's work helps to achieve development results in Liberia.



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

² The means in the chart were calculated based on un-weighted data. Please refer to Methodology (Page 3) for more details on weighting.

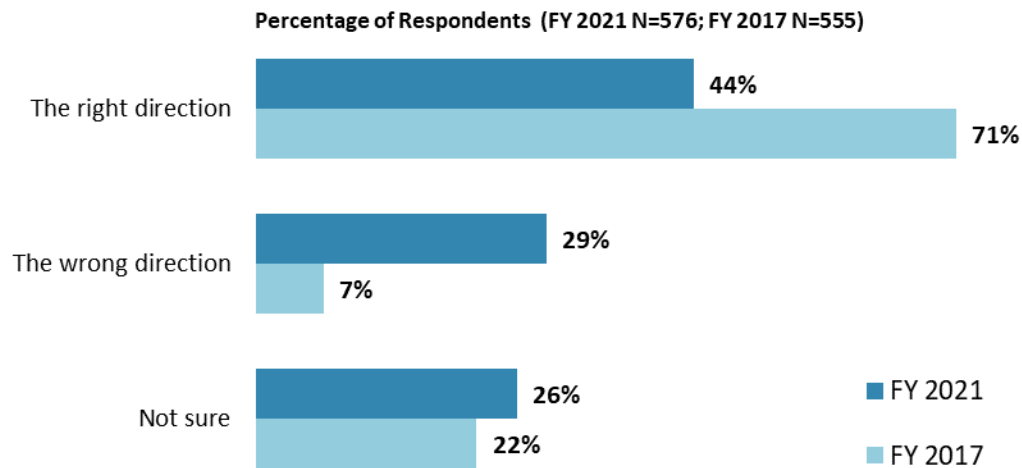
³ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

⁴ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). Only variable B4_1 (World Bank) was used in this calculation.



IV. Overall Context

Headed in the Right Direction



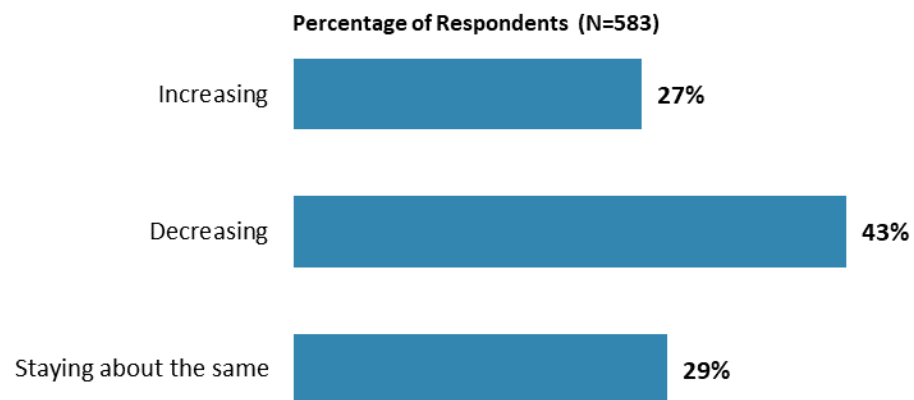
"In general, would you say that Liberia is headed in ... ?"

(Respondents chose from a list.)

(Significantly different between FY 2021 and FY 2017)

Percentages presented in this chart were calculated based on weighted data

Perceptions of Economic Opportunity



"Do you think that economic opportunity for citizens in Liberia is ... ?"

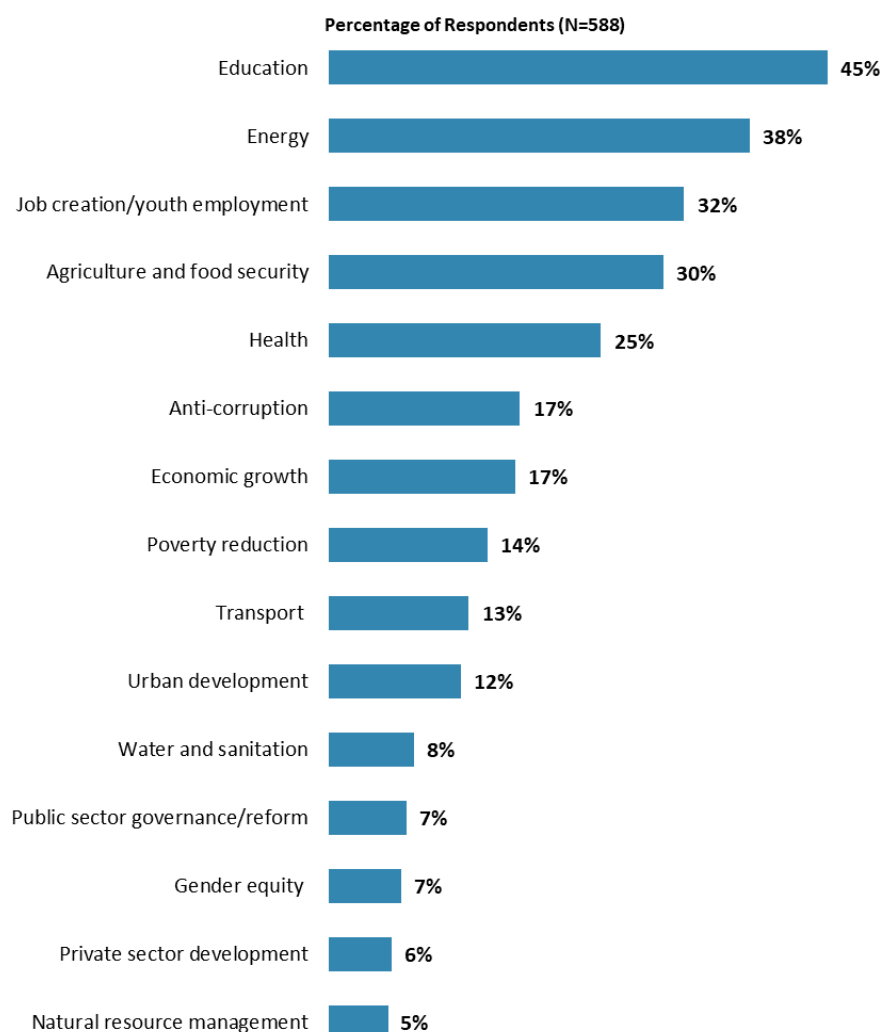
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Liberia were “*education*” (63%), “*job creation/employment*” (32%), “*energy*” (29%), “*health*” (26%), and “*transport*” (19%). “*Anti-corruption*” emerged as a somewhat more prominent priority this year, with 17% of respondents selecting it among the top priorities, compared to FY'17 (5%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Liberia, compared to the rest of the respondents (education specialists = 67%; others = 41%).⁵



"Listed below are a number of development priorities in Liberia. Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 15 of 29 response options shown)

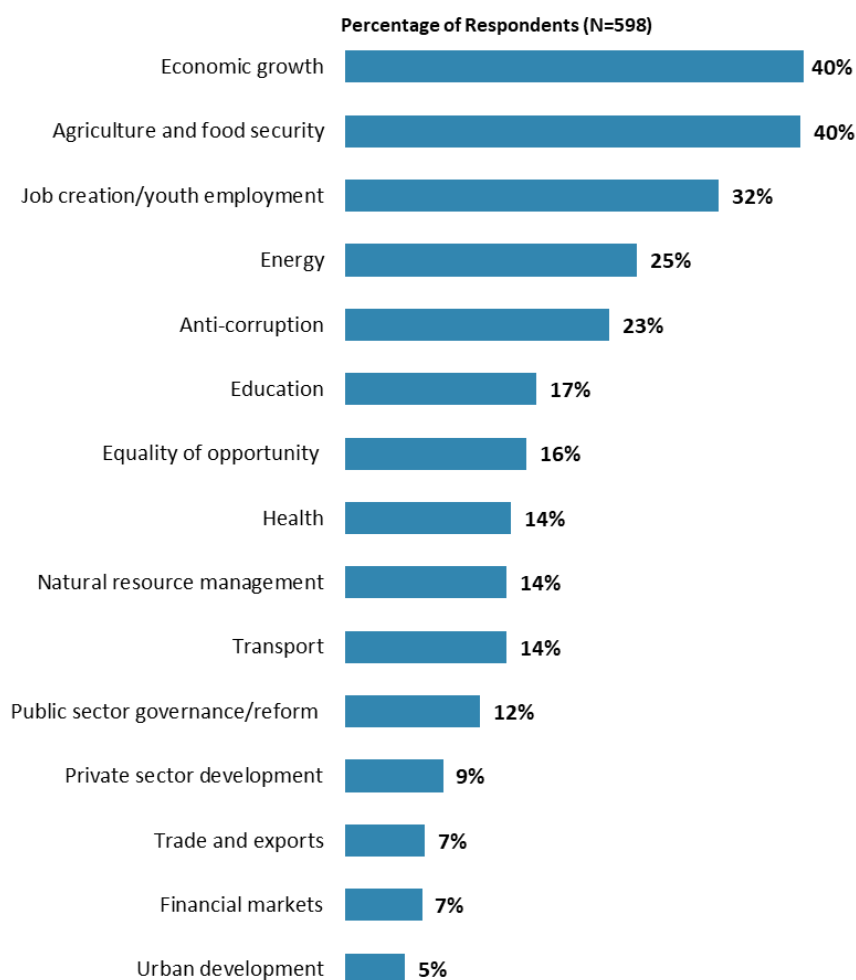
⁵ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in Liberia were “*economic growth*” (57%), “*job creation/employment*” (55%), “*education*” (27%), “*anti-corruption*” (17%), “*agriculture /fisheries*” (17%), and “*energy*” (17%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Liberia compared to the rest of the respondents (education specialists = 24%; others = 15%).⁶



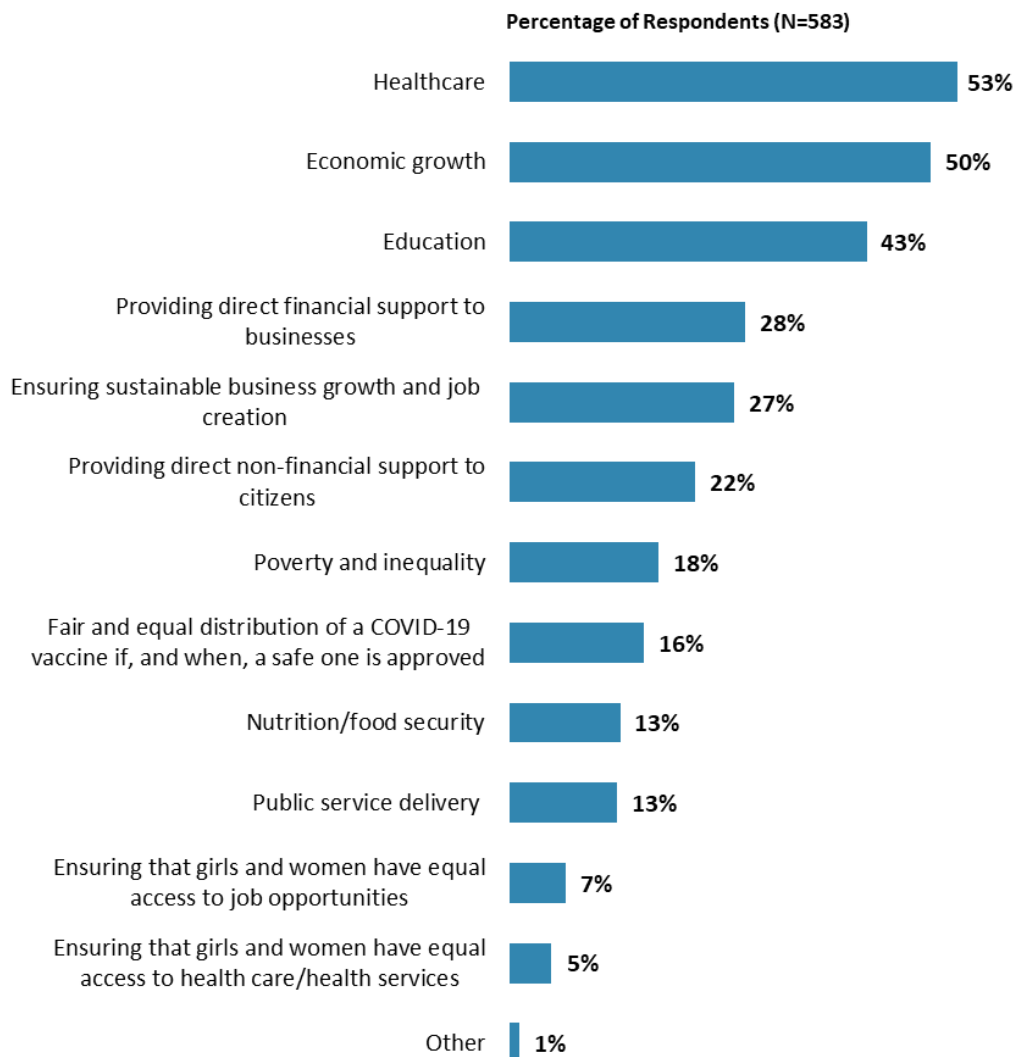
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Liberia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.
Top 15 of 27 response options 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 D), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of Liberia Should Focus Efforts



"The COVID-19 pandemic has stressed many aspects of Liberia's growth and development. In which areas would you like to see the Liberia's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year?

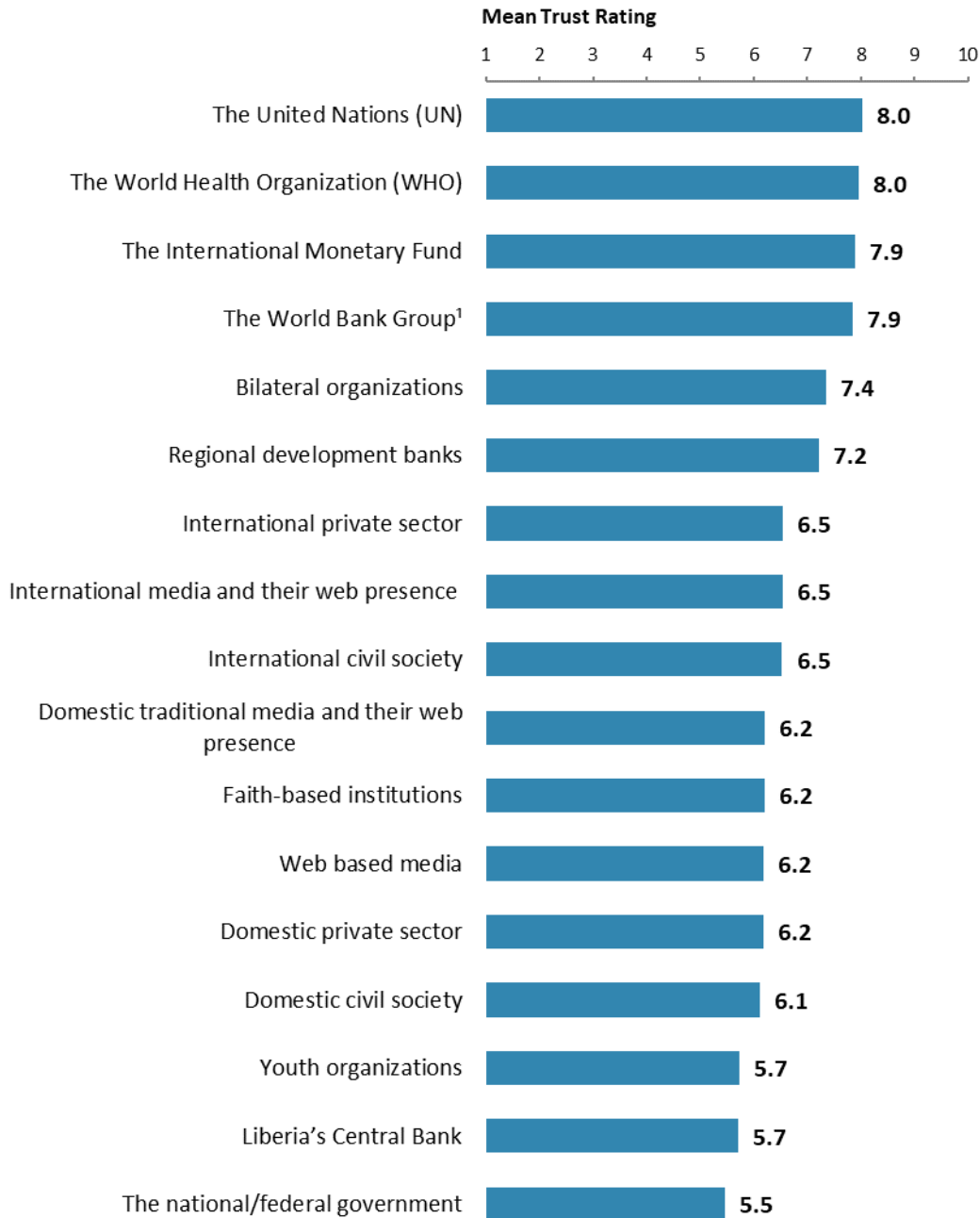
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



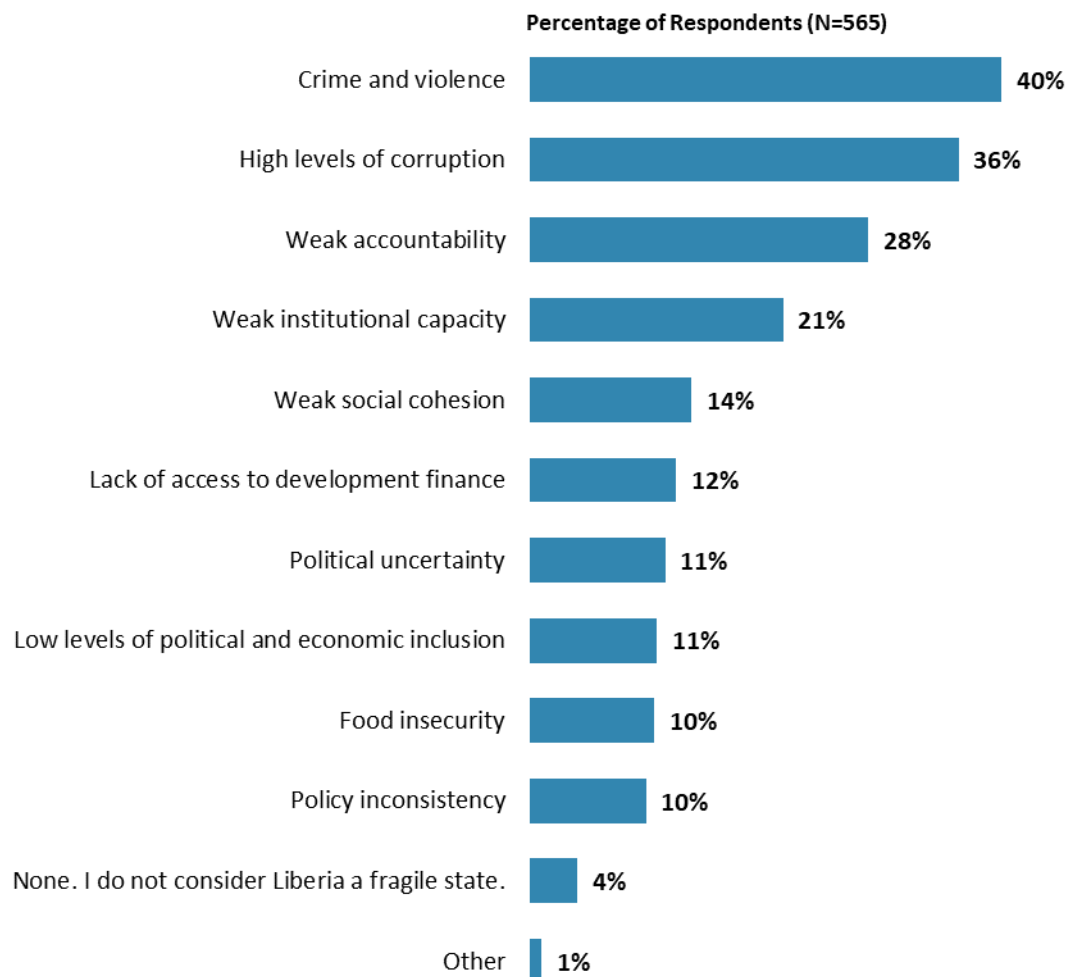
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



IV. Overall Context (continued)

Liberia as a Fragile State

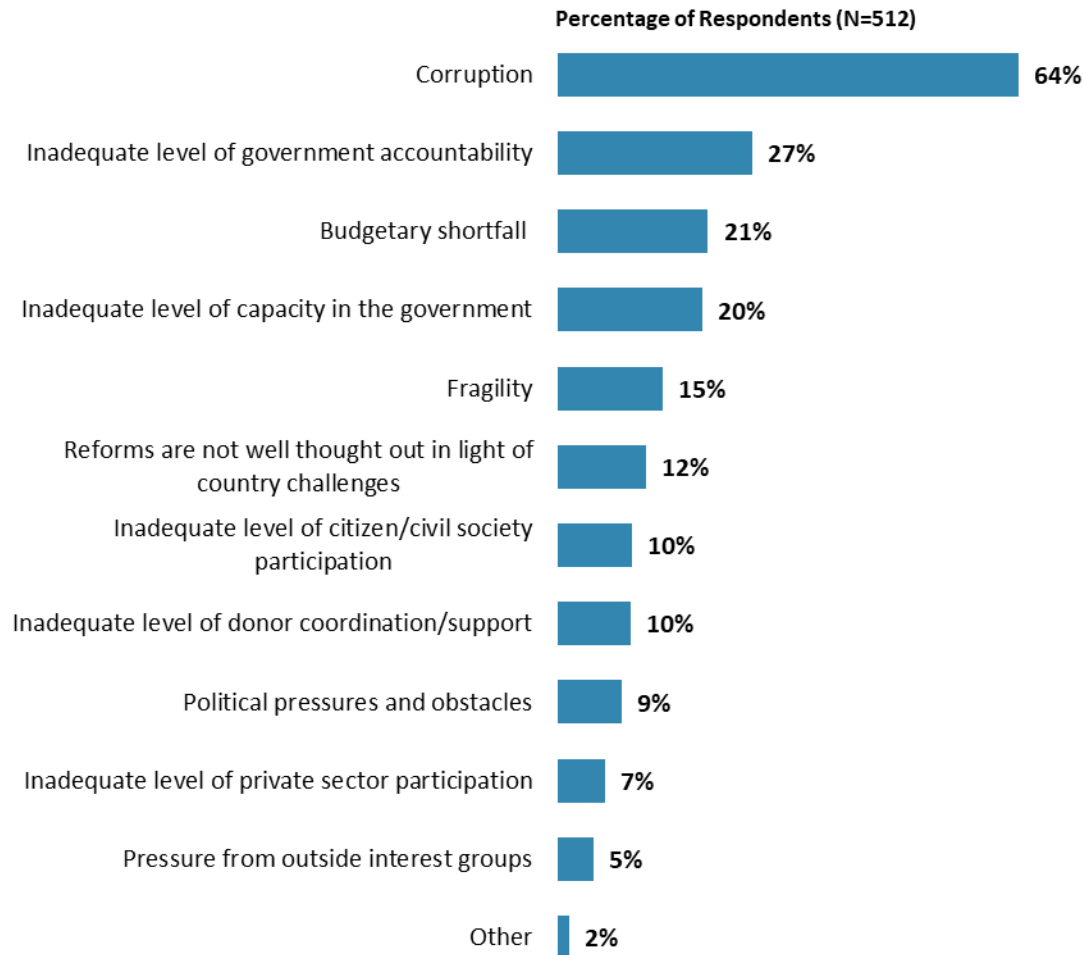


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Liberia. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

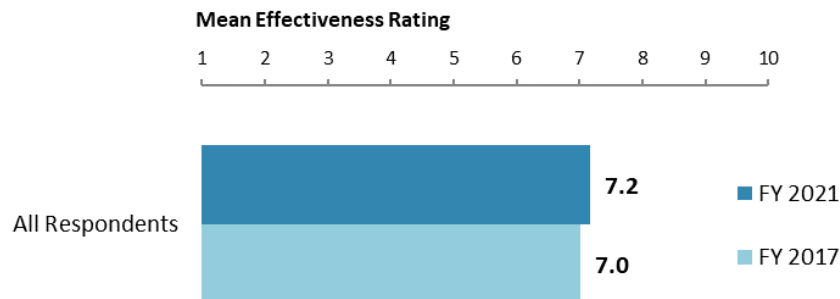


"When economic and/or social reform efforts fail or are slow to take place in Liberia, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



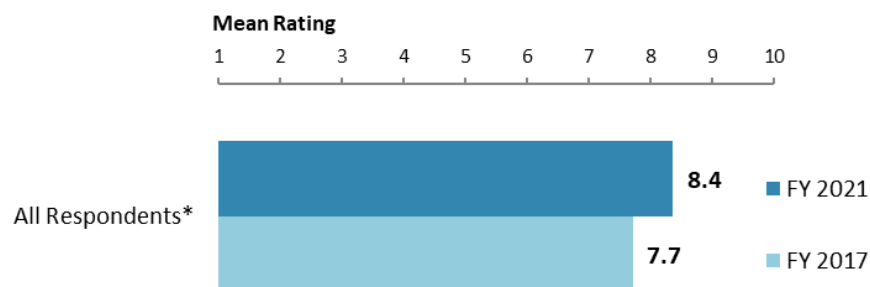
V. Overall Attitudes toward the World Bank Group

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



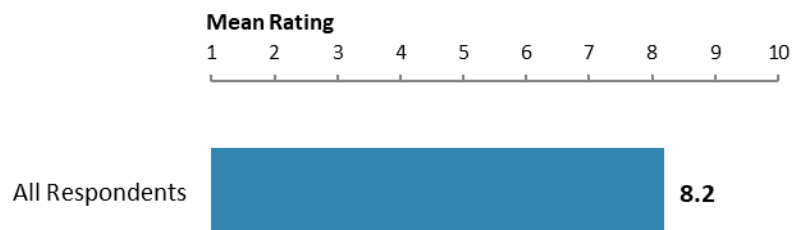
"Overall, please rate your impression of the World Bank Group's effectiveness in Liberia." (1-"Not effective at all", 10-"Very effective")
Means presented in this chart were calculated based on weighted data

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Liberia?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2017)
Means in this chart were calculated based on weighted data

Influence on Liberia's Development Agenda (Indicator Question)



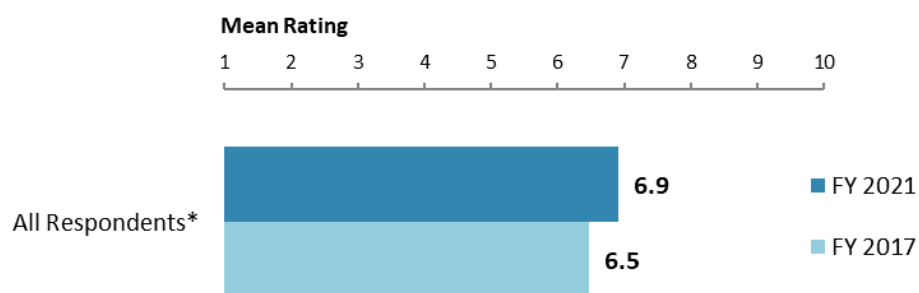
"To what extent does the World Bank Group influence the development agenda in Liberia?"
(1-"To no degree at all", 10-"To a very significant degree")

⁷ In FY 2021, this question was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, question B4_1 that refers to the World Bank was compared to question B2 from FY 2017 – "Overall, please rate your impression of the World Bank Group's effectiveness in Liberia."



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

WBG Staffing in Liberia



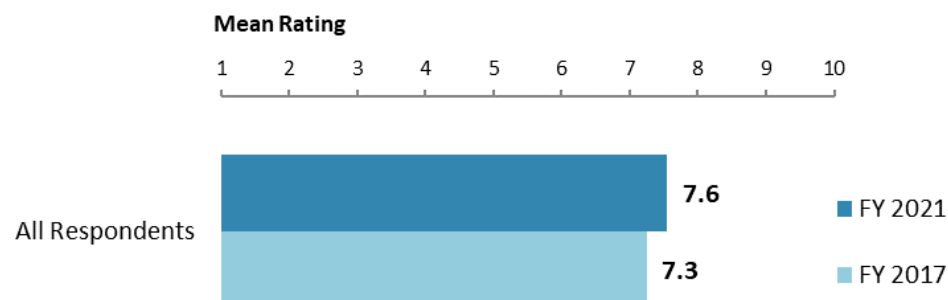
"To what extent do you believe the World Bank Group is adequately staffed in Liberia?"

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

*(*Significantly different between FY 2021 and FY 2017)*

Means in this chart were calculated based on weighted data

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 Liberia solve its most complicated development challenges?"

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

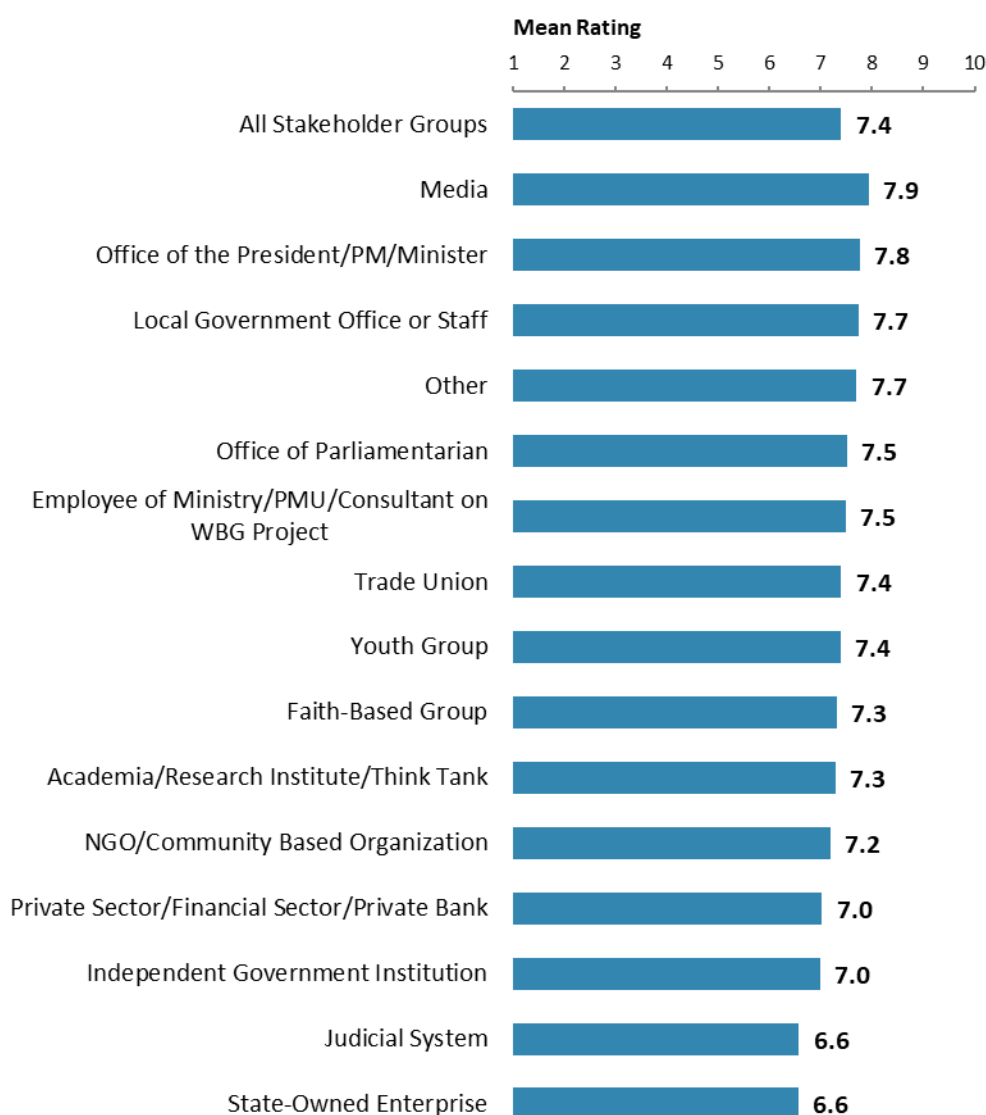
Means in this chart were calculated based on weighted data



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had statistically similar mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 7.3).
- **Stakeholder groups:** Respondents from the media had the highest mean ratings for the aggregated responses to the thirty COS indicator questions, whereas respondents from the judicial system and state-owned enterprises had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 57).



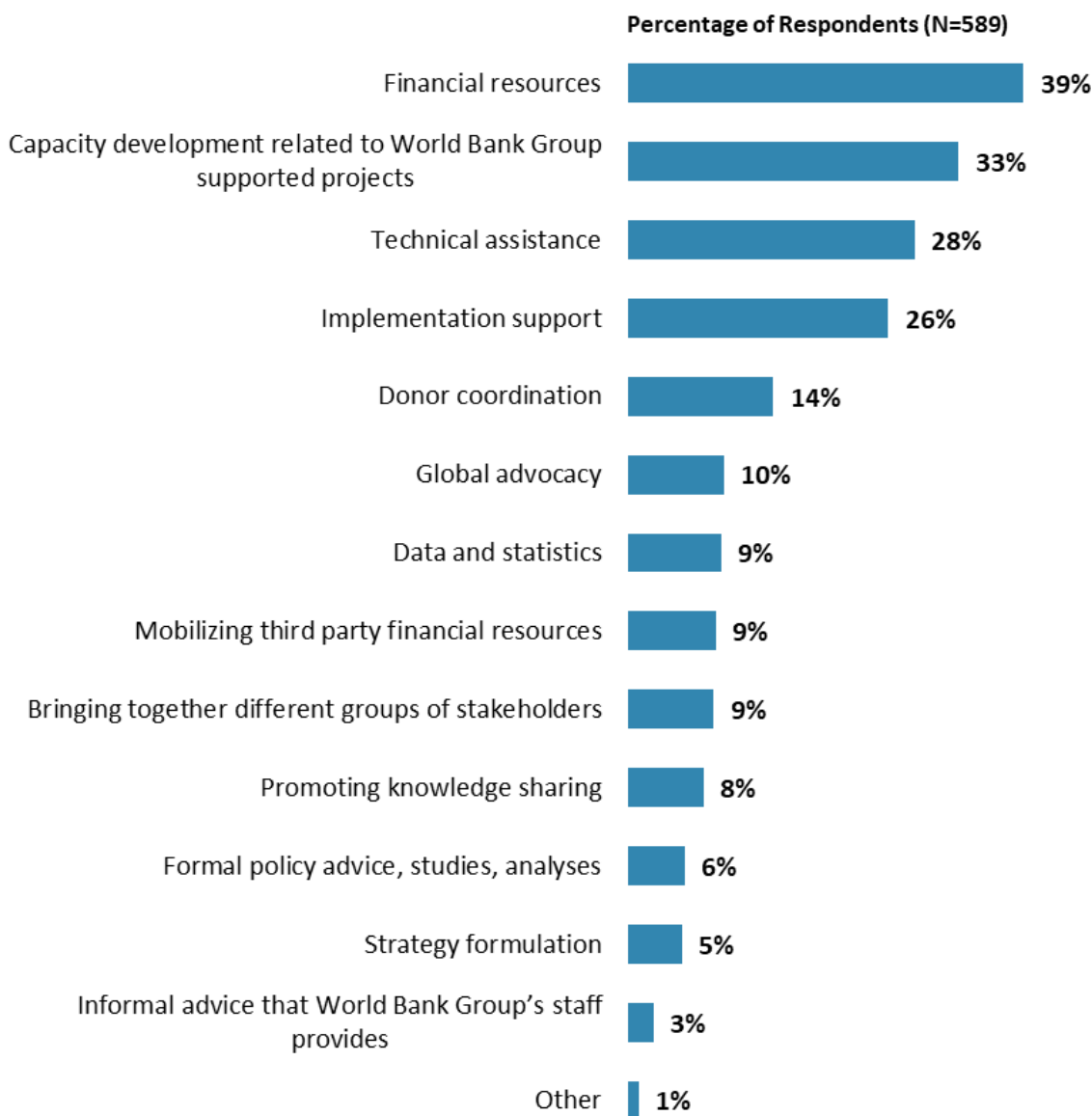
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to Liberia were "*capacity development related to World Bank Group supported projects*" (38%), "*technical assistance*" (32%), and "*financial resources*" (30%).



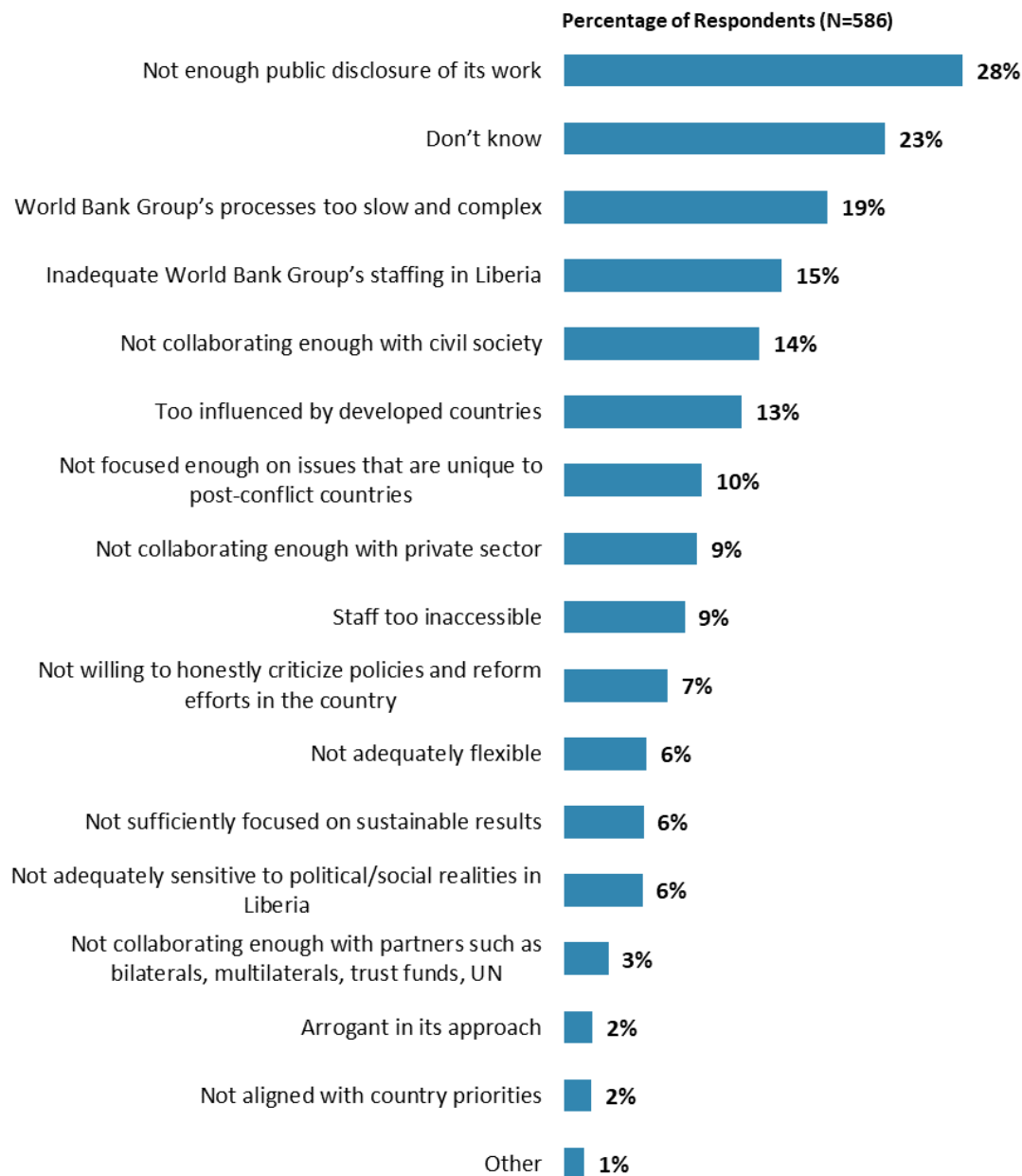
"When thinking about the World Bank Group's role in Liberia, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in Liberia were "*not willing to honestly criticize policies and reform efforts in the country*" (23%), "*World Bank Group's processes too complex*" (21%), and "*not enough public disclosure of its work*" (21%).

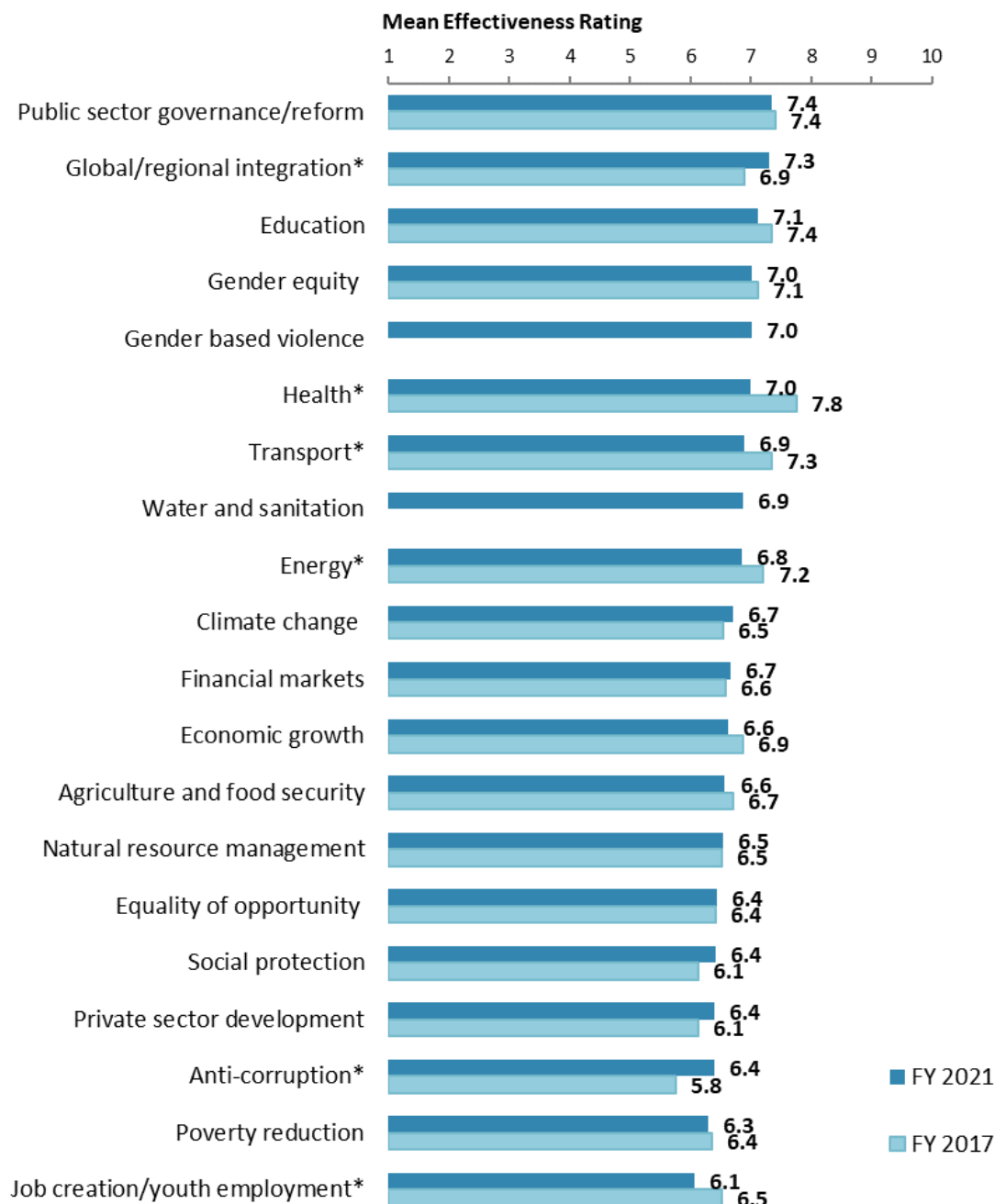


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas:



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Liberia?"

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

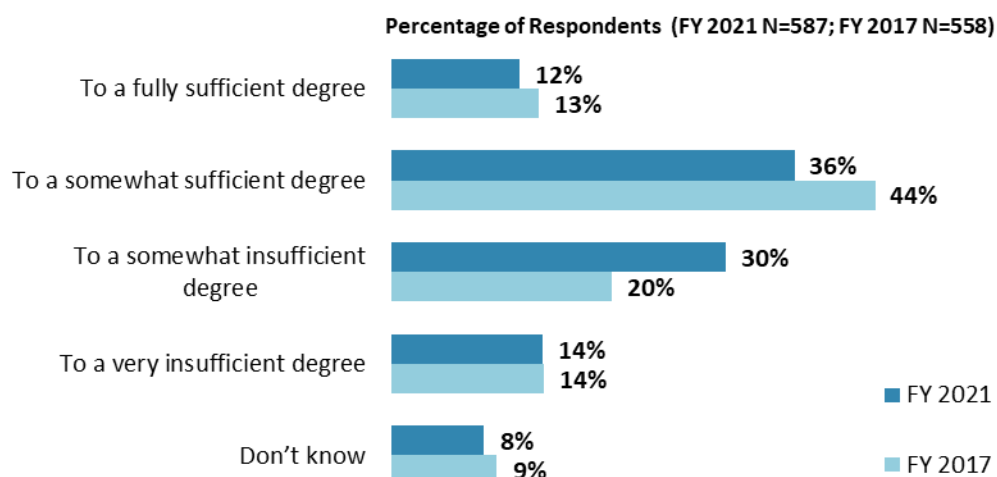
*(*Significantly different between FY 2021 and FY 2017)*

Means in this chart were calculated based on weighted data



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

Helping the Poorest

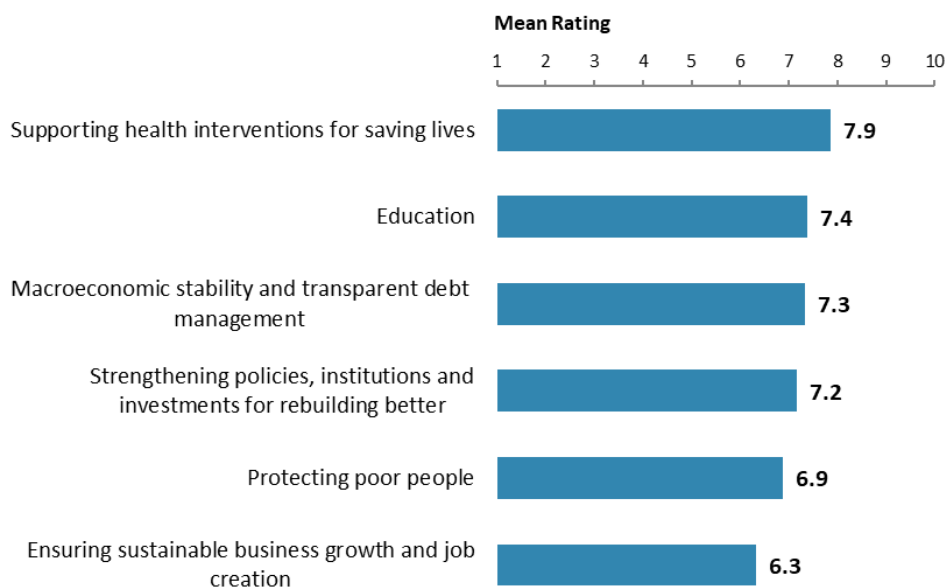


"To what extent do you believe that the World Bank Group's work and support help the poorest in Liberia?" (Respondents chose from a list.)

(Significantly different between FY 2021 and FY 2017)

Percentages in this chart were calculated based on weighted data

Support related to COVID-19 outbreak

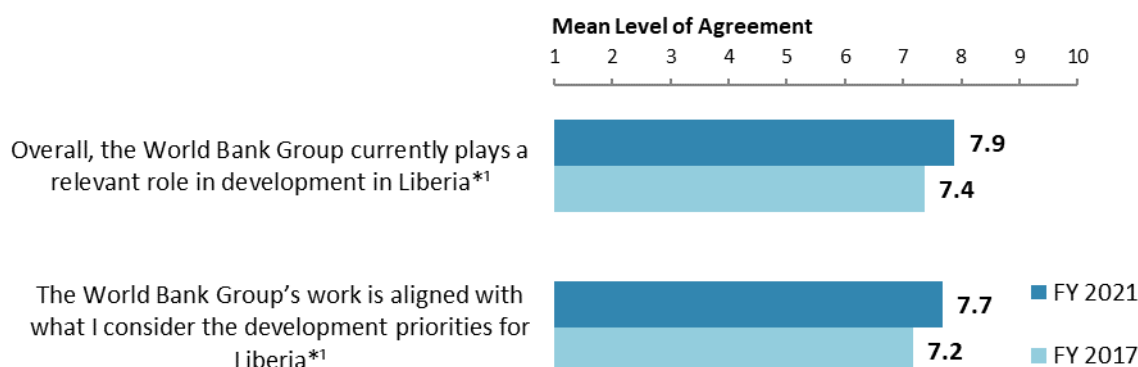


"The World Bank Group has provided fast track support to Liberia related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"
(1 - "Not effective at all",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



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

The World Bank Group's Work in Liberia



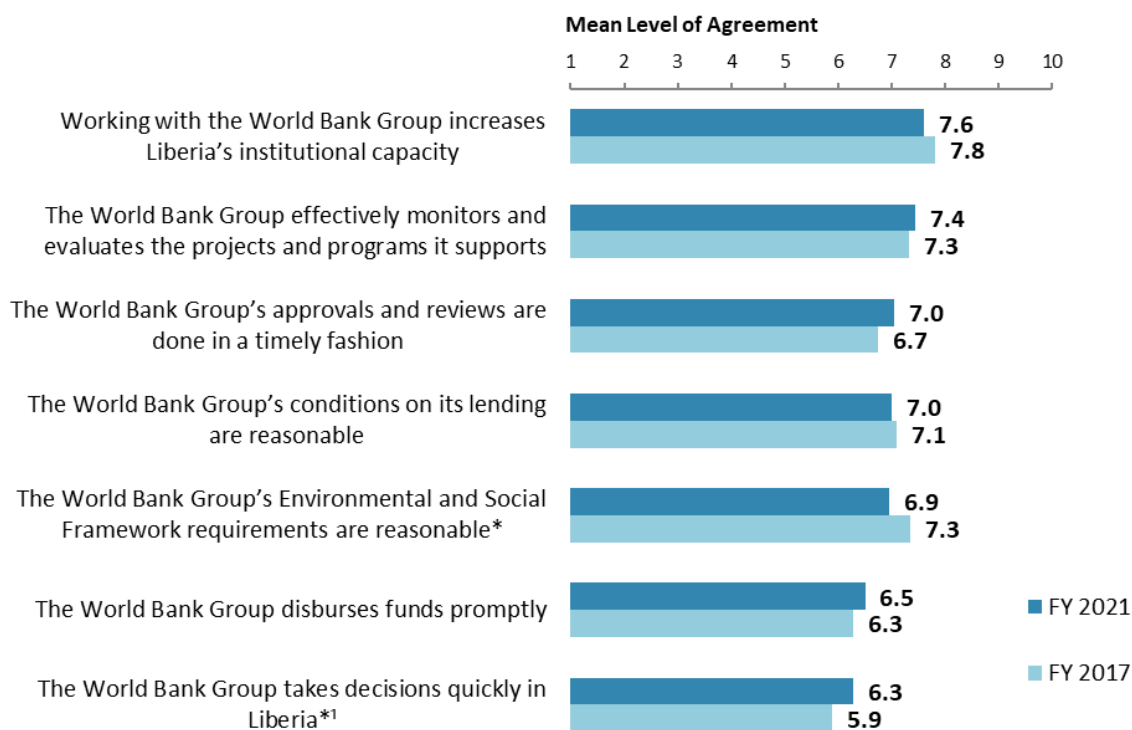
"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Liberia?" (1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2021 and FY 2017)

¹Indicator Question

Means in this chart were calculated based on weighted data

Overall Perceptions:



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

¹Indicator Question

(*Significantly different between FY 2021 and FY 2017)

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:



"To what extent is the World Bank Group an effective development partner in Liberia, 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 2017)*

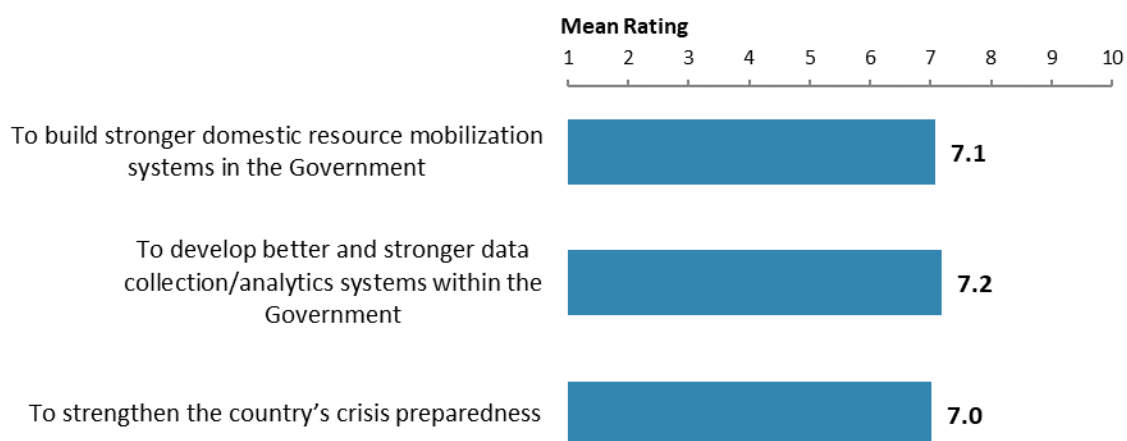
¹Indicator Question

Means in this chart were calculated based on weighted data



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

Effectiveness of WBG's Support

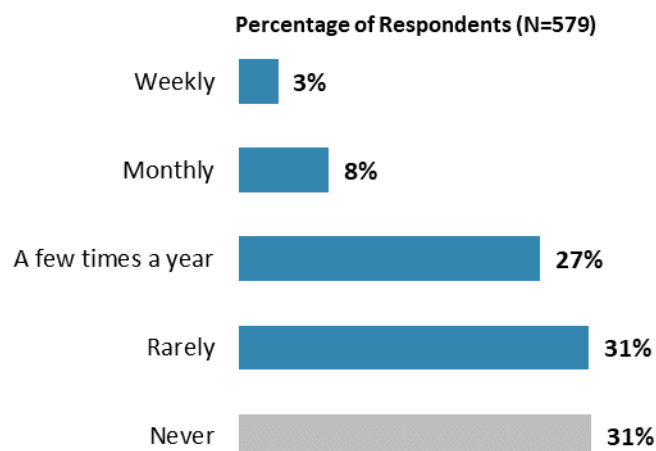


"How effectively does the World Bank Group support Liberia's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")



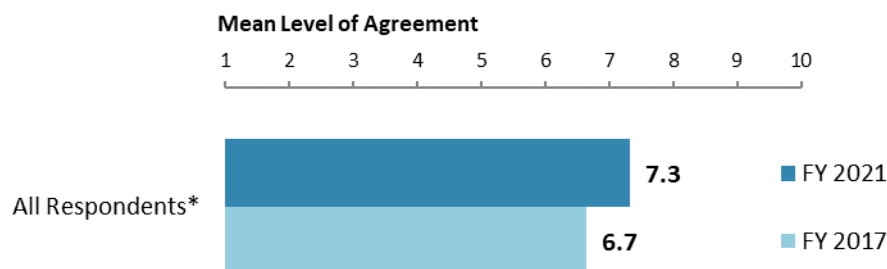
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

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

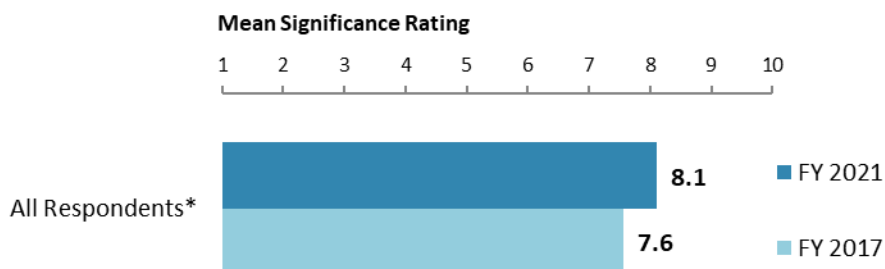


"The World Bank Group meets Liberia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2021 and FY 2017)
Means in this chart were calculated based on weighted data



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

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



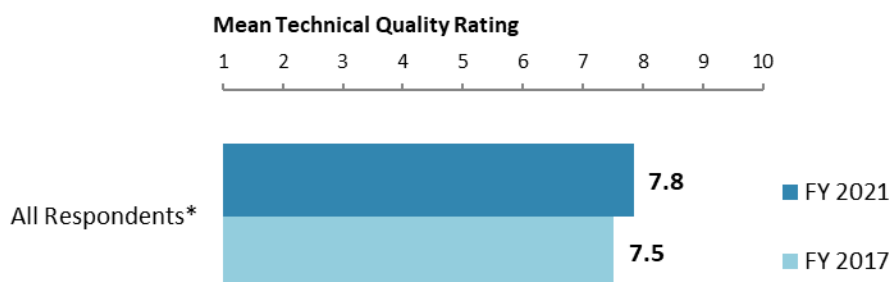
"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

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

(*Significantly different between FY 2021 and FY 2017)

Means in this chart were calculated based on weighted data

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



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

(1- "Very low technical quality", 10- "Very high technical quality")

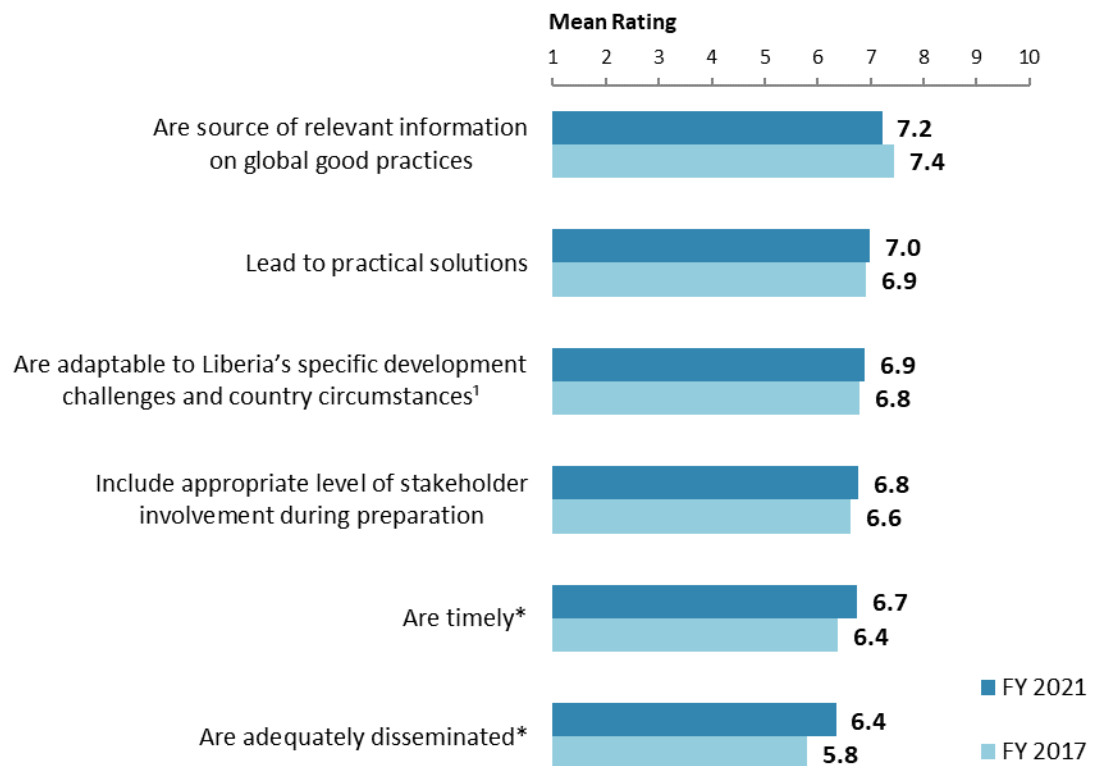
(*Significantly different between FY 2021 and FY 2017)

Means in this chart were calculated based on weighted data



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

Qualities of the WBG's Knowledge Work and Activities



"In Liberia, 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 2017)

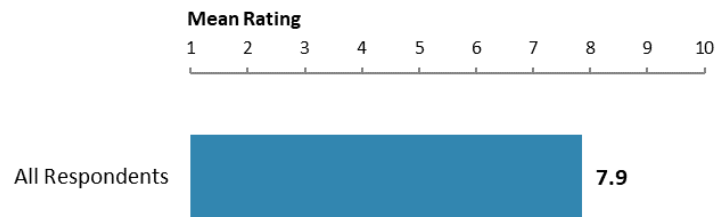
¹Indicator Question

Means in this chart were calculated based on weighted data



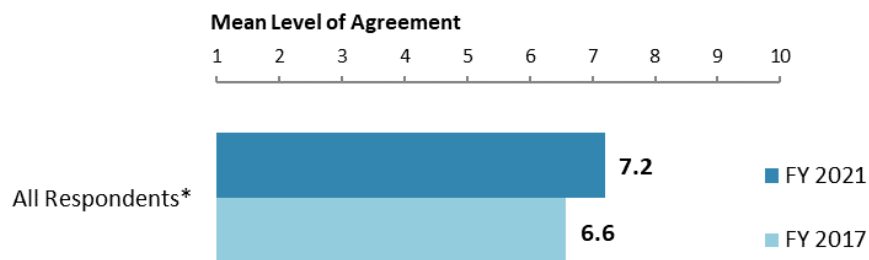
VIII. World Bank Group's Knowledge and Instruments (continued)

Usefulness of the COVID-19 "Approach Paper"



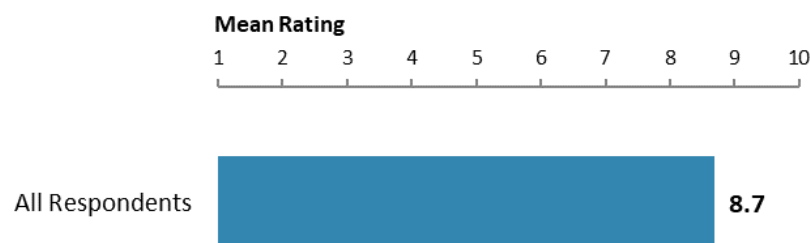
"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers)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

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



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Liberia"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2021 and FY 2017)
Means in this chart were calculated based on weighted data

WBG's Global Advocacy Role (*Indicator Question*)



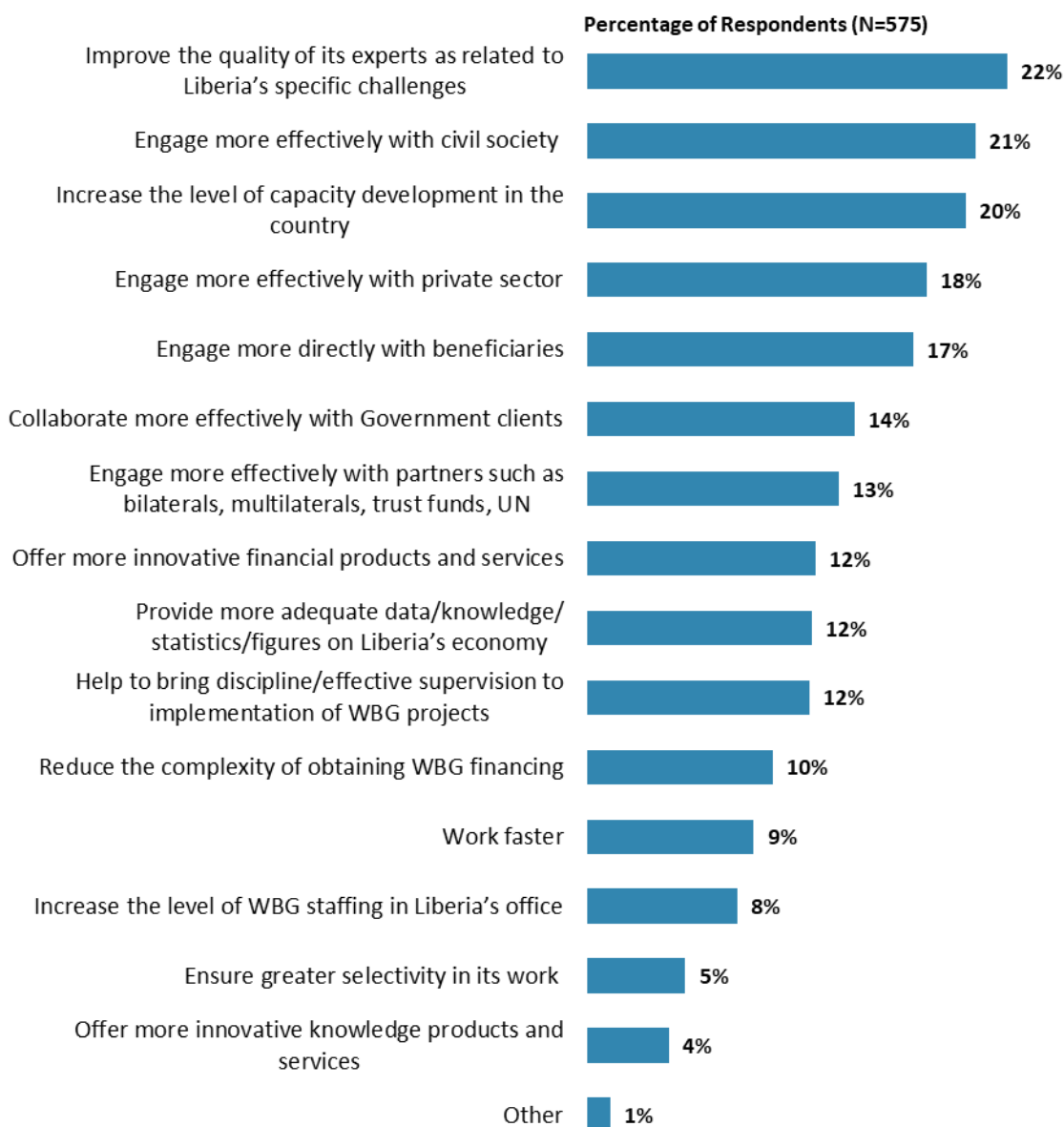
"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"
(1-"Not important at all", 10-"Very important")



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (33%), “*reach out more to groups outside of Government*” (31%), and “*collaborate more effectively with government clients*” (27%) to make itself of greater value in Liberia. This year, “*Improve the quality of its experts as related to Liberia’s specific challenges*” emerged at the top of the list, with significant increase from 8% in FY'17 to 22%.



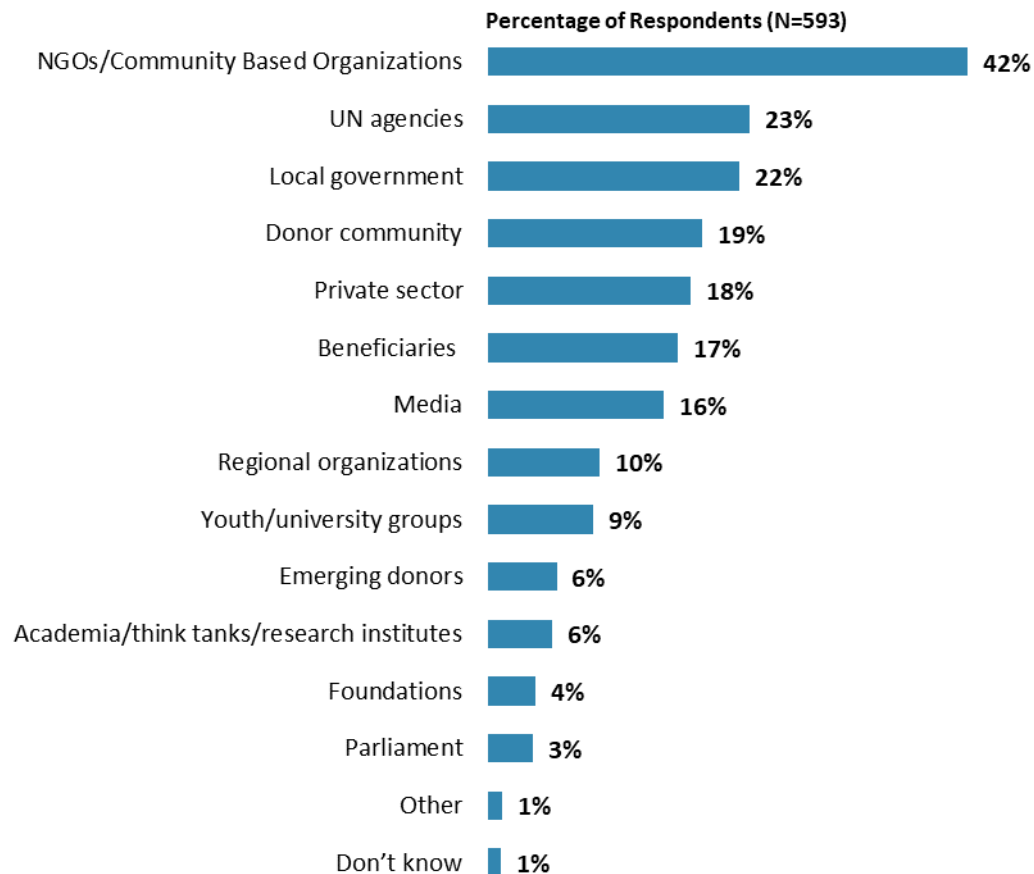
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*NGOs/community-based organizations*” (44%), “*private sector*” (34%), and “*local government*” (31%) to ensure better development results in Liberia.



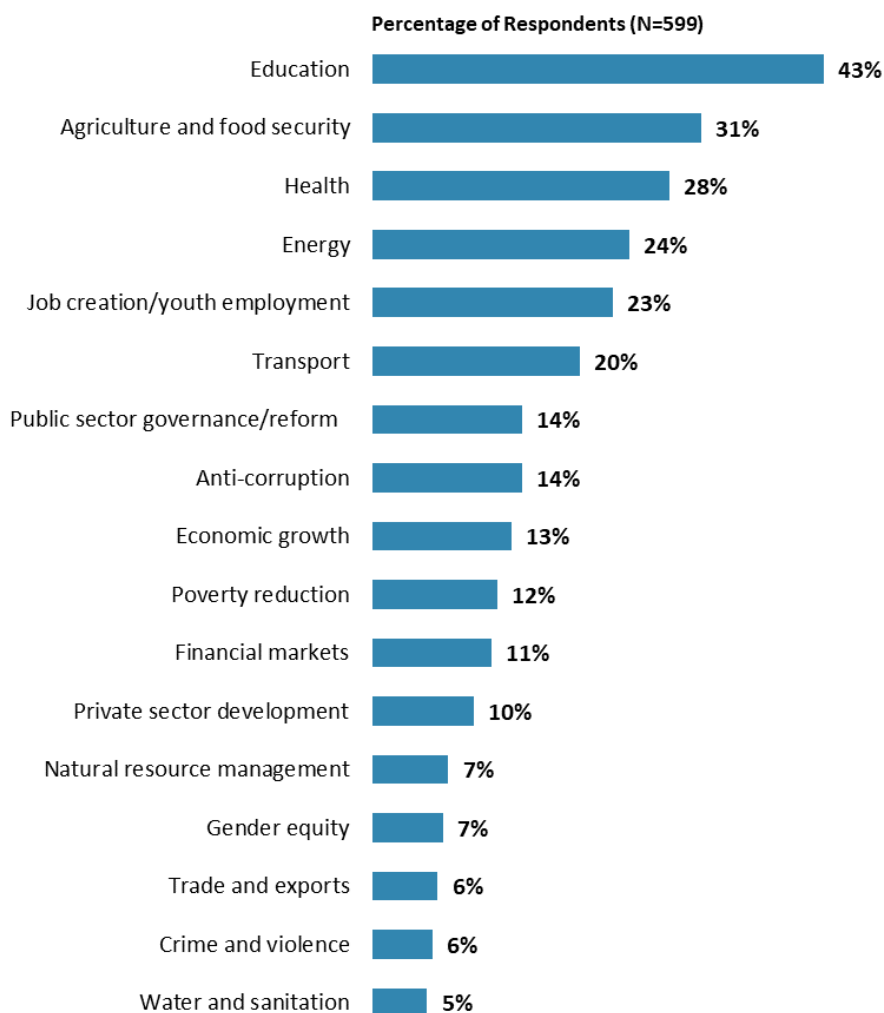
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*education*” (52%), “*energy*” (38%), “*job creation/employment*” (35%), “*economic growth*” (26%), and “*health*” (26%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% 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 (education specialists = 56%; others = 41%).⁸



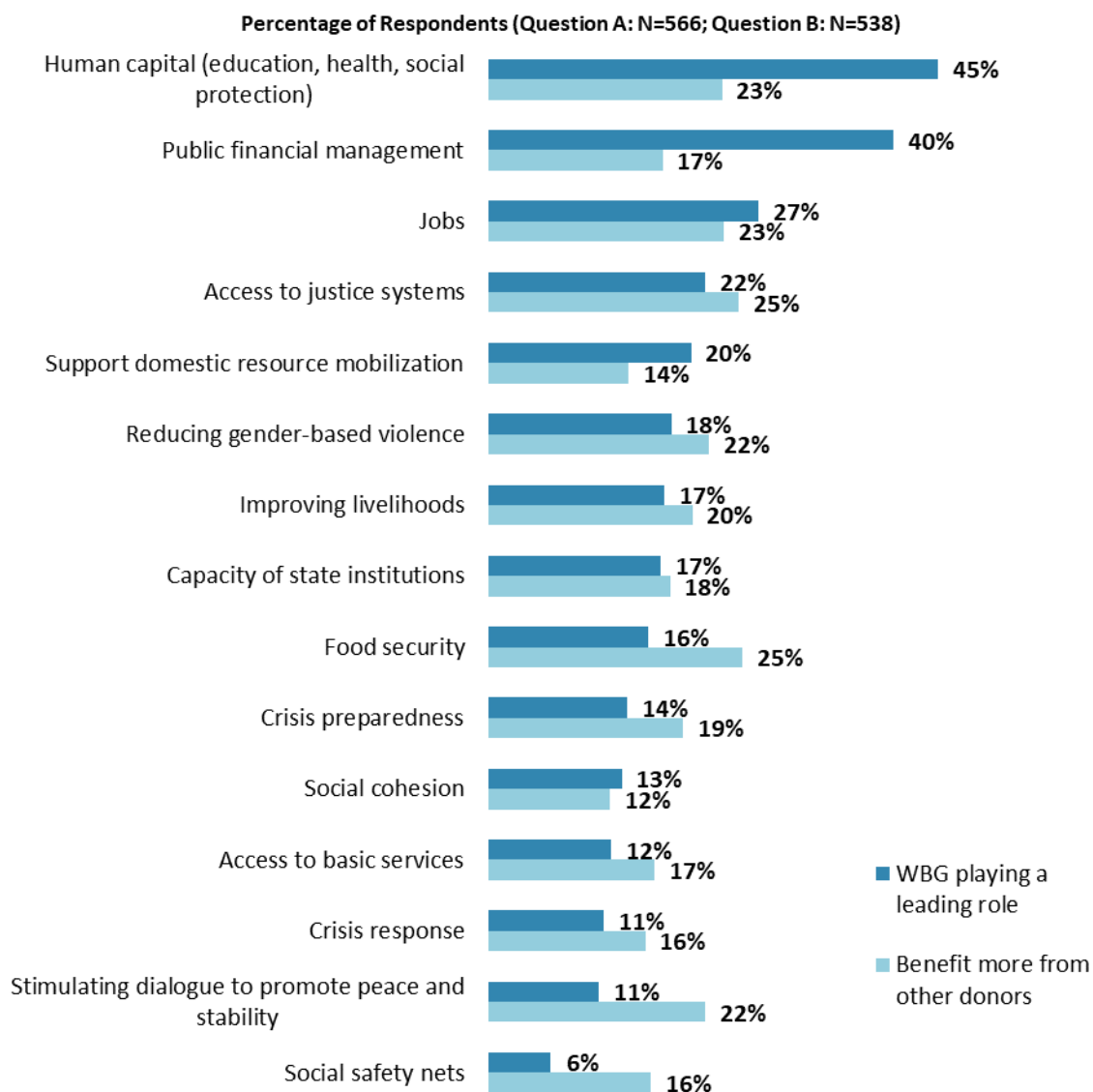
“When thinking about how the World Bank Group can have the most impact on development results in Liberia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 17 of 29 response options shown)

⁸ 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 D), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

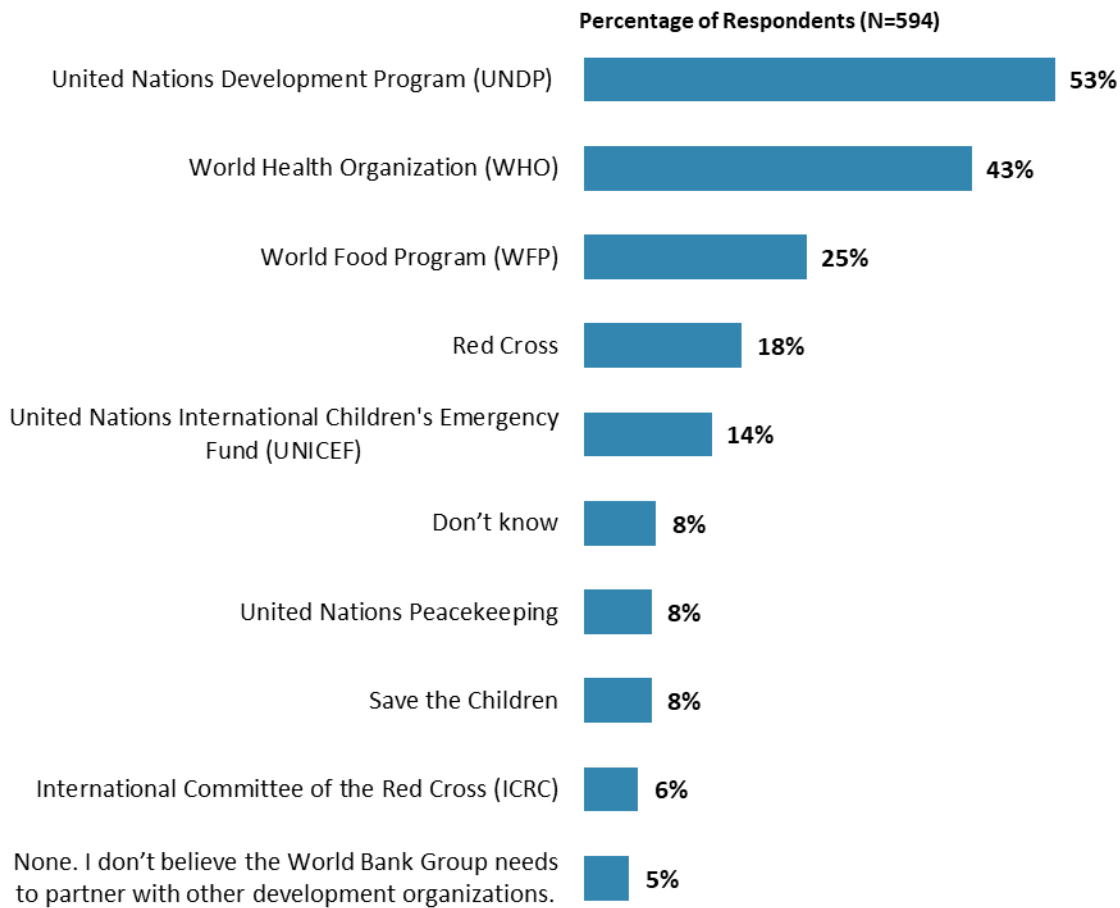
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia?

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



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

Partnering with Other Organizations



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

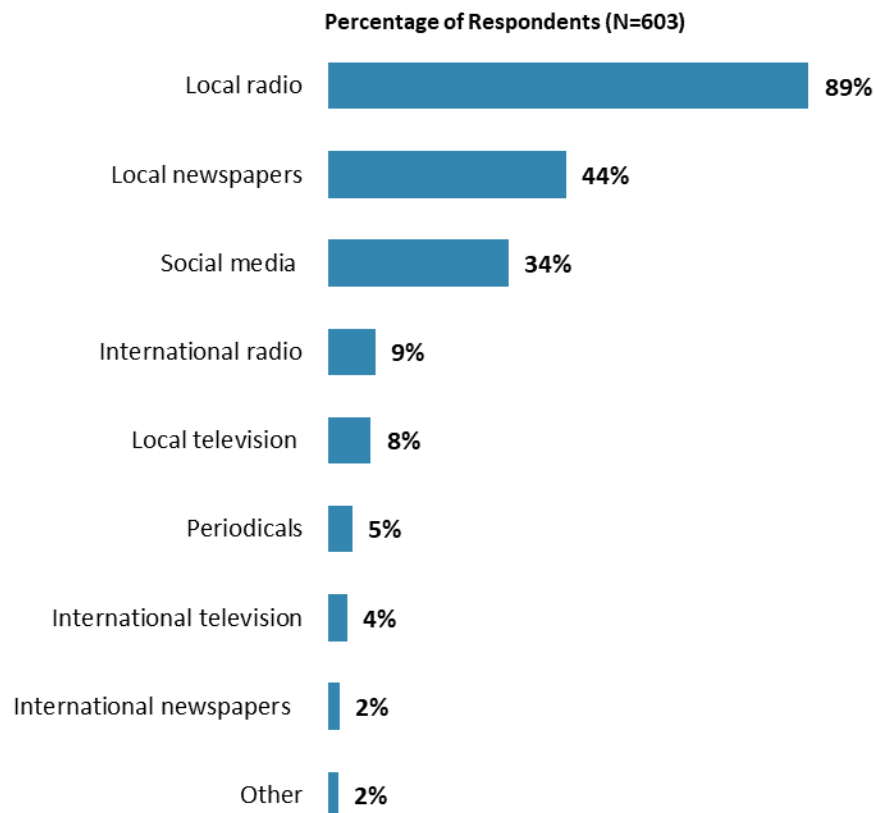


X. Communication and Outreach

Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 39) for reported frequency of interactions with key forms of World Bank Group communication.

General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in Liberia from “local radio” (86%), “local newspapers” (42%), and from the “Internet” (23%).



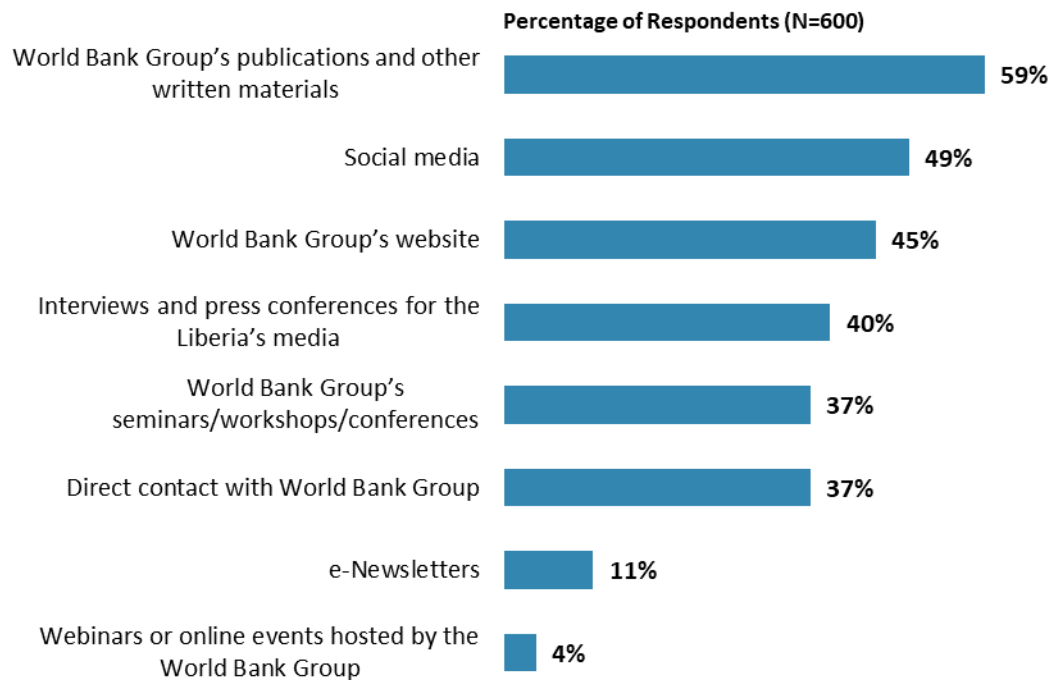
"How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through “*WBG’s publications and other written materials*” (45%), through “*WBG’s seminars/ workshops/conferences*” (40%), and through the “*WBG’s website*” (32%).

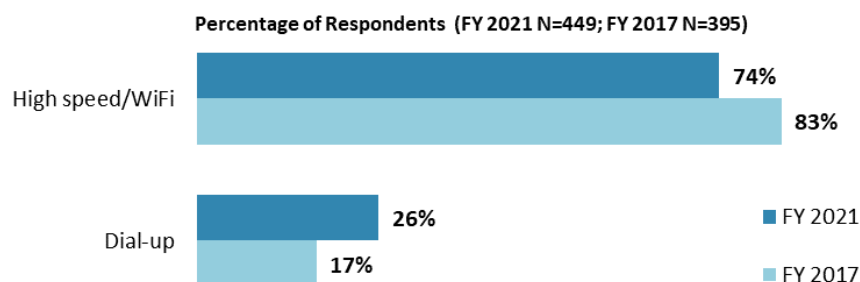


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than THREE)"**
(Respondents chose from a list. Responses combined.)



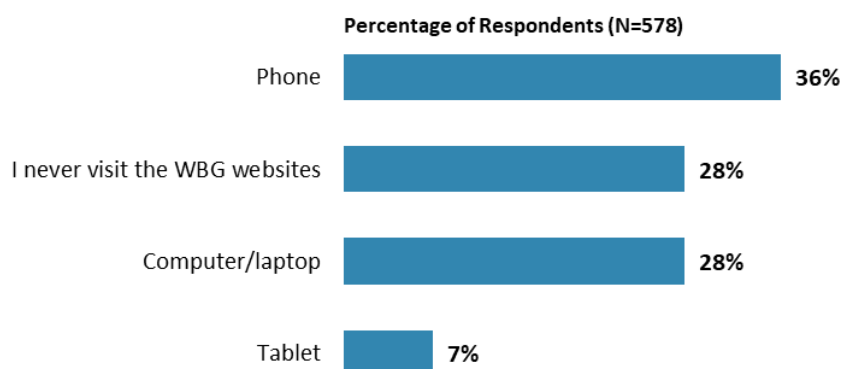
X. Communication and Outreach (continued)

Internet connection



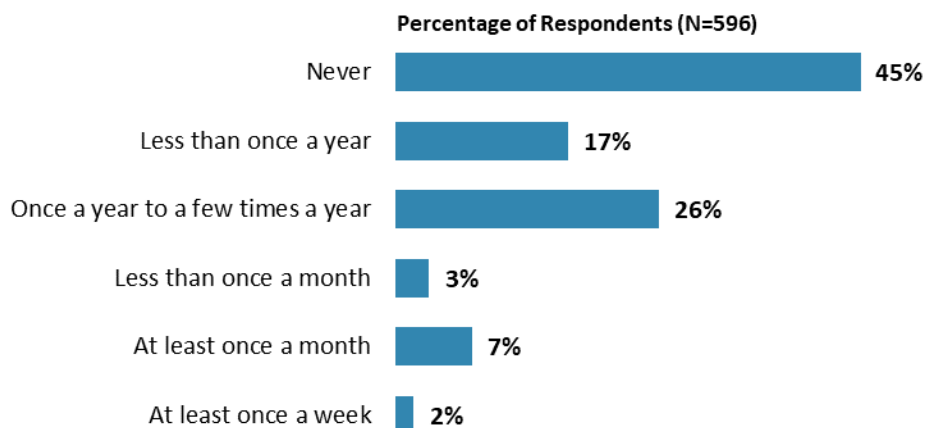
"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)
(*Significantly different between FY 2021 and FY 2017)
Means in this chart were calculated based on weighted data

Devices used to access WBG website



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

WBG Interaction Frequency



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



XI. Appendices

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Appendix A: Responses to All Questions across All Respondents (N=606)

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 Liberia is headed in ... ?	Percentage of Respondents (N=587)
The right direction	44.5%
The wrong direction	29.3%
Not sure	26.2%

2. Do you think that economic opportunity for citizens in Liberia is ... ?	Percentage of Respondents (N=583)
Increasing	27.3%
Decreasing	43.4%
Staying about the same	29.3%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Liberia. Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=588)
Education	44.9%
Energy	37.9%
Job creation/youth employment	32.0%
Agriculture and food security	30.1%
Health	24.5%
Anti-corruption	17.2%
Economic growth	16.8%
Poverty reduction	14.3%
Transport	12.6%
Urban development	11.9%
Water and sanitation	7.7%
Public sector governance/reform	7.0%
Gender equity	6.5%
Private sector development	5.6%
Natural resource management	5.3%
Trade and exports	3.7%
Financial markets	2.7%
Crime and violence	2.4%
Public debt	2.2%
Global pandemics	2.0%
Global/regional integration	1.7%
Local governance and institutions	1.5%
Equality of opportunity	1.5%
Gender based violence	1.4%
Social cohesion	1.4%
Information and communications technology	1.0%
Social protection	1.0%
Climate change	0.7%
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 Liberia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=598)
Economic growth	39.8%
Agriculture and food security	39.5%
Job creation/youth employment	32.4%
Energy	25.3%
Anti-corruption	22.9%
Education	16.6%
Equality of opportunity	15.7%
Health	14.4%
Natural resource management	14.0%
Transport	14.0%
Public sector governance/reform	11.7%
Private sector development	8.5%
Trade and exports	6.9%
Financial markets	6.7%
Urban development	5.2%
Social protection	4.3%
Gender equity	3.8%
Water and sanitation	3.5%
Crime and violence	3.2%
Local governance and institutions	2.5%
Information and communications technology	2.0%
Gender based violence	1.5%
Disaster risk management	1.2%
Social cohesion	1.0%
Global/regional integration	1.0%
Public debt	0.5%
Climate change	0.3%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of Liberia's growth and development. In which areas would you like to see the Liberia's government 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=583)
Healthcare	53.3%
Economic growth	50.1%
Education	42.5%
Providing direct financial support to businesses	28.1%
Ensuring sustainable business growth and job creation	26.8%
Providing direct non-financial support to citizens	22.1%
Poverty and inequality	17.8%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	16.0%
Nutrition/food security	13.2%
Public service delivery	12.9%
Ensuring that girls and women have equal access to job opportunities	6.7%
Ensuring that girls and women have equal access to health care/health services	5.0%
Other	1.2%

6. When economic and/or social reform efforts fail or are slow to take place in Liberia, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=512)
Corruption	63.5%
Inadequate level of government accountability	26.8%
Budgetary shortfall	20.7%
Inadequate level of capacity in the government	19.9%
Fragility	14.5%
Reforms are not well thought out in light of country challenges	12.1%
Inadequate level of citizen/civil society participation	10.2%
Inadequate level of donor coordination/support	10.0%
Political pressures and obstacles	8.8%
Inadequate level of private sector participation	6.6%
Pressure from outside interest groups	4.9%
Other	1.6%

**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	511	32	5.47	2.52
2. Bilateral organizations	508	38	7.36	1.95
3. The World Bank Group*	536	14	7.85	1.97
4. The International Monetary Fund	524	24	7.89	1.87
5. The United Nations (UN)	544	13	8.03	1.82
6. The World Health Organization (WHO)	538	11	7.95	1.85
7. Regional development banks	508	27	7.22	2.04
8. Liberia's Central Bank	531	19	5.70	2.61
9. International private sector	500	35	6.54	2.09
10. Domestic private sector	502	30	6.18	1.95
11. International civil society	516	23	6.53	2.05
12. Domestic civil society	513	25	6.12	1.99
13. Youth organizations	516	23	5.74	2.08
14. Faith-based institutions	517	22	6.20	2.02
15. Domestic traditional media and their web presence	524	24	6.21	2.02
16. International media and their web presence	512	35	6.54	2.03
17. Web based media	510	41	6.19	2.07

8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Liberia. (Choose no more than TWO)	Percentage of Respondents (N=565)
Crime and violence	39.5%
High levels of corruption	35.9%
Weak accountability	28.3%
Weak institutional capacity	21.2%
Weak social cohesion	13.5%
Lack of access to development finance	12.2%
Political uncertainty	11.3%
Low levels of political and economic inclusion	10.6%
Food insecurity	10.4%
Policy inconsistency	9.7%
None. I do not consider Liberia a fragile state.	3.9%
Other	0.9%

9. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.	N	DK	Level of Agreement				
			Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The COVID-19 vaccine will be safe	529	56	3.4%	7.6%	33.5%	37.2%	18.3%
2. The COVID-19 vaccine will be effective	507	63	3.2%	7.9%	34.9%	39.4%	14.6%
3. I will get the COVID-19 vaccine if I can	534	36	6.2%	13.5%	27.9%	30.1%	22.3%

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

1. How familiar are you with the work of these organizations in Liberia? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	586	n/a	6.47	2.32
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	573	n/a	5.16	2.59

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Liberia? (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 Liberia*	579	15	7.88	1.96
3. The World Bank Group's work is aligned with what I consider the development priorities for Liberia*	552	26	7.68	2.05

4. Overall, please rate your impression of the effectiveness of these organizations in Liberia. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	568	29	7.20	2.11
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	496	81	6.21	2.36

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Liberia?* (1-To no degree at all, 10-To a very significant degree)	567	28	8.39	1.83

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Liberia?* (1-To no degree at all, 10-To a very significant degree)	560	33	8.20	1.79

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Liberia? (Select only ONE response)	Percentage of Respondents (N=598)			
To a fully sufficient degree	12.5%			
To a somewhat sufficient degree	35.8%			
To a somewhat insufficient degree	29.4%			
To a very insufficient degree	13.5%			
Don't know	8.7%			

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

8. When thinking about the World Bank Group's role in Liberia, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=589)
Financial resources	39.2%
Capacity development related to World Bank Group supported projects	32.8%
Technical assistance	28.4%
Implementation support	25.8%
Donor coordination	14.4%
Global advocacy	9.5%
Data and statistics	9.2%
Mobilizing third party financial resources	8.7%
Bringing together different groups of stakeholders	8.5%
Promoting knowledge sharing	7.5%
Formal policy advice, studies, analyses	5.6%
Strategy formulation	5.3%
Informal advice that World Bank Group's staff provides	2.5%
Other	1.0%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=586)
Not enough public disclosure of its work	28.2%
Don't know	22.7%
World Bank Group's processes too slow and complex	18.6%
Inadequate World Bank Group's staffing in Liberia	15.4%
Not collaborating enough with civil society	13.8%
Too influenced by developed countries	12.5%
Not focused enough on issues that are unique to post-conflict countries	9.7%
Not collaborating enough with private sector	9.4%
Staff too inaccessible	8.5%
Not willing to honestly criticize policies and reform efforts in the country	7.3%
Not adequately flexible	5.8%
Not sufficiently focused on sustainable results	5.6%
Not adequately sensitive to political/social realities in Liberia	5.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.1%
Arrogant in its approach	2.0%
Not aligned with country priorities	1.9%
Other	1.4%

**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 Liberia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=599)
Education	42.9%
Agriculture and food security	31.2%
Health	28.2%
Energy	24.4%
Job creation/youth employment	22.9%
Transport	19.7%
Public sector governance/reform	14.2%
Anti-corruption	14.2%
Economic growth	13.2%
Poverty reduction	11.9%
Financial markets	11.4%
Private sector development	9.7%
Natural resource management	7.2%
Gender equity	6.7%
Trade and exports	6.2%
Crime and violence	5.7%
Water and sanitation	5.2%
Equality of opportunity	4.3%
Gender based violence	2.8%
Urban development	2.7%
Social protection	2.5%
Social cohesion	2.5%
Information and communications technology	1.8%
Global/regional integration	1.5%
Local governance and institutions	1.2%
Global pandemics	0.8%
Public debt	0.7%
Climate change	0.7%
Disaster risk management	0.5%

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 Liberia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	451	137	7.58	2.08

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Liberia? (1-To no degree at all, 10-To a very significant degree)	412	179	6.94	2.20

**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 Liberia, 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*	436	128	6.81	1.99
4. Flexibility (in terms of the institution's products and services)*	353	199	6.74	1.91
5. Flexibility (in terms of changing country circumstances)*	364	175	6.78	2.03
6. Being inclusive*	425	108	6.70	2.02
7. Openness (sharing data and other information)*	434	114	6.87	2.14
8. Collaboration with the Government*	487	71	7.88	1.97
9. The speed in which it gets things accomplished on the ground*	380	176	6.53	2.11
10. Helping to bring discipline/effective supervision to implementation of investment projects*	417	146	7.24	2.09
11. Collaboration with civil society*	418	132	6.47	2.24
12. Staff accessibility*	384	161	5.82	2.46
13. Collaboration with other donors and development partners*	447	116	7.49	1.98
14. Collaboration with the private sector*	389	158	6.69	2.04
15. Collaboration with the UN*	478	77	8.00	1.92
16. Straightforwardness and honesty*	381	168	7.75	2.00
17. Treating clients and stakeholders in Liberia with respect*	387	169	7.54	2.14
18. Being a long-term partner*	509	62	8.40	1.79

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	423	150	6.52	2.47
20. The World Bank Group effectively monitors and evaluates the projects and programs it supports	509	72	7.49	2.16
21. The World Bank Group's approvals and reviews are done in a timely fashion	424	152	7.06	2.24
22. The World Bank Group's Environmental and Social Framework requirements are reasonable	430	139	6.99	2.05
23. The World Bank Group's conditions on its lending are reasonable	418	148	7.03	2.12
24. The World Bank Group takes decisions quickly in Liberia*	435	140	6.29	2.25
25. Working with the World Bank Group increases Liberia's institutional capacity	497	79	7.63	2.00

To what extent do you agree/disagree with the following statements about the World Bank Group in Liberia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
26. The World Bank Group's financial instruments meet the needs of Liberia*	520	66	7.22	2.22
27. The World Bank Group meets Liberia's needs for knowledge services*	505	70	7.35	1.96

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 to the Liberia government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	382	203	7.86	2.19

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

Global role of advocacy	N	DK	Mean	SD
29. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	529	66	8.68	1.60

How effectively does the World Bank Group support Liberia'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	516	63	7.08	2.04
31. To develop better and stronger data collection/analytics systems within the Government	499	68	7.19	1.99
32. To strengthen the country's crisis preparedness	472	94	7.02	2.12

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 Liberia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	224	354	6.47	2.28
2. Gender equity	300	269	7.08	2.03
3. Private sector development	291	266	6.49	2.29
4. Education	379	175	7.15	2.09
5. Public sector governance/reform	356	209	7.38	2.06
6. Global/regional integration	272	284	7.33	1.87
7. Energy	380	170	6.88	2.11
8. Water and sanitation	359	198	6.89	2.15
9. Job creation/youth employment	360	201	6.09	2.28
10. Health	344	214	7.05	2.13
11. Financial markets	299	251	6.73	2.02
12. Transport	373	187	6.92	2.19
13. Agriculture and food security	363	198	6.62	2.18
14. Natural resource management	272	296	6.61	1.97
15. Climate change	275	289	6.75	1.95
16. Poverty reduction	360	199	6.35	2.33
17. Anti-corruption	332	226	6.41	2.37
18. Economic growth	392	166	6.67	2.11
19. Equality of opportunity	301	258	6.45	2.16
20. Gender based violence	294	275	7.06	2.18

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

2. The World Bank Group has provided fast track support to Liberia 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)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	371	7	206	7.85	1.96
2. Education	332	12	221	7.37	1.90
3. Protecting poor people	310	17	236	6.88	2.21
4. Ensuring sustainable business growth and job creation	321	8	231	6.33	2.35
5. Strengthening policies, institutions and investments for rebuilding better	340	13	209	7.17	2.11
6. Macroeconomic stability and transparent debt management	320	14	235	7.32	2.12

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=579)
Weekly	3.5%
Monthly	7.9%
A few times a year	26.6%
Rarely	30.9%
Never	31.1%

In Liberia, 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	456	114	6.76	2.07
3. Include appropriate level of stakeholder involvement during preparation	459	98	6.78	2.06
4. Lead to practical solutions	478	87	6.98	1.95
5. Are source of relevant information on global good practices	440	121	7.25	1.96
6. Are adequately disseminated	432	121	6.37	2.16
7. Are adaptable to Liberia's specific development challenges and country circumstances*	438	121	6.91	2.11

Overall Evaluations	N	DK	Mean	SD
8. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	536	57	8.12	1.94
9. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	511	80	7.84	1.94

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=575)
Improve the quality of its experts as related to Liberia's specific challenges	22.4%
Engage more effectively with civil society	20.7%
Increase the level of capacity development in the country	20.2%
Engage more effectively with private sector	18.1%
Engage more directly with beneficiaries	17.4%
Collaborate more effectively with Government clients	14.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	13.4%
Offer more innovative financial products and services	12.2%
Provide more adequate data/knowledge/statistics/figures on Liberia's economy	12.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.8%
Reduce the complexity of obtaining World Bank Group financing	9.9%
Work faster	8.9%
Increase the level of World Bank Group staffing in Liberia's office	8.0%
Ensure greater selectivity in its work	5.2%
Offer more innovative knowledge products and services	4.3%
Other	1.2%

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Liberia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=566)
Human capital	44.7%
Public financial management	40.3%
Jobs	26.9%
Access to justice systems	21.6%
Support domestic resource mobilization	20.1%
Reducing gender-based violence	18.2%
Improving livelihoods	17.5%
Capacity of state institutions	17.1%
Food security	15.9%
Crisis preparedness	13.8%
Social cohesion	13.3%
Access to basic services	12.2%
Crisis response	11.5%
Stimulating dialogue to promote peace and stability	11.0%
Social safety nets	6.2%

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

2B. Which THREE areas below would benefit most from other donors in Liberia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=538)
Food security	25.3%
Access to justice systems	24.9%
Jobs	23.4%
Human capital	23.2%
Reducing gender-based violence	21.9%
Stimulating dialogue to promote peace and stability	21.6%
Improving livelihoods	20.3%
Crisis preparedness	19.3%
Capacity of state institutions	18.0%
Public financial management	17.3%
Access to basic services	16.5%
Social safety nets	16.2%
Crisis response	15.6%
Support domestic resource mobilization	13.9%
Social cohesion	12.1%

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=593)
NGOs/Community Based Organizations	42.2%
UN agencies	23.1%
Local government	22.1%
Donor community	18.9%
Private sector	17.9%
Beneficiaries	16.7%
Media	15.5%
Regional organizations	9.8%
Youth/university groups	9.3%
Emerging donors	6.1%
Academia/think tanks/research institutes	5.7%
Foundations	4.2%
Parliament	4.0%
Other	1.3%
Don't know	1.2%

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

4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Liberia? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=594)
United Nations Development Program (UNDP)	52.7%
World Health Organization (WHO)	43.4%
World Food Program (WFP)	24.9%
Red Cross	17.7%
United Nations International Children's Emergency Fund (UNICEF)	14.3%
Don't know	8.1%
United Nations Peacekeeping	7.6%
Save the Children	7.6%
International Committee of the Red Cross (ICRC)	6.1%
None. I don't believe the World Bank Group needs to partner with other development organizations.	5.1%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Liberia?	Percentage of Respondents (N=596)
Never	45.3%
Less than once a year	16.8%
Once a year to a few times a year	25.7%
Less than once a month	3.2%
At least once a month	7.4%
At least once a week	1.7%

2. How do you get most of your information about economic and social development issues in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=603)
Local radio	89.1%
Local newspapers	44.1%
Social media	33.5%
International radio	8.8%
Local television	8.0%
Periodicals	4.6%
International television	3.6%
International newspapers	2.2%
Other	2.0%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=600)
World Bank Group's publications and other written materials	58.5%
Social media	49.3%
World Bank Group's website	45.3%
Interviews and press conferences for the Liberia's media	39.7%
World Bank Group's seminars/workshops/conferences	37.3%
Direct contact with World Bank Group	37.3%
e-Newsletters	10.8%
Webinars or online events hosted by the World Bank Group	3.8%

**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=456)
High speed/WiFi	74.6%
Dial-up	25.4%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=578)
Phone	36.2%
Computer/laptop	28.2%
I never visit the WBG websites	28.2%
Tablet	7.4%

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	584	6.8%	18.0%	43.7%	31.5%
Read, viewed or heard a story about the WBG in global media	562	4.6%	15.7%	33.3%	46.4%
Interacted with the WBG on Social Media	558	4.1%	10.0%	20.1%	65.8%
Visited a WBG website	555	1.8%	10.8%	26.1%	61.3%
Attended an event/conference hosted by the WBG	545	1.1%	5.0%	16.1%	77.8%
Watched a webinar or online event hosted by the WBG	547	2.0%	5.5%	15.9%	76.6%
Read some or all of a WBG research paper or publication	558	1.3%	7.9%	36.9%	53.9%
Met professionally with WBG staff	555	1.3%	4.9%	19.5%	74.4%
Read a WBG e-newsletter	558	2.2%	5.9%	24.7%	67.2%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=602)
Office of Parliamentarian	13.1%
Employee of Ministry, Ministerial Department, Implementation Agency	12.5%
NGO/Community Based Organization	11.8%
Local Government Office or Staff	10.1%
Media	7.6%
Faith-Based Group	5.1%
Independent Government Institution	5.0%
Private Sector Organization	4.5%
Academia/Research Institute/Think Tank	4.5%
Youth Group	4.3%
Trade Union	4.2%
State-Owned Enterprise	3.3%
Office of Minister	2.7%
Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	2.5%
Judicial System	2.5%
Financial Sector/Private Bank	2.5%
Office of the President, Prime Minister	1.3%
Other	1.2%
Bilateral Agency	0.7%
Multilateral Agency	0.3%
Private Foundation	0.3%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=592)
Education	15.2%
Governance, anti-corruption	11.3%
Communications, public affairs	7.8%
Other	7.6%
Agriculture, rural development	7.1%
Health, nutrition	6.1%
Social protection	5.4%
Generalist	4.7%
Macroeconomics, fiscal management	4.4%
Jobs	3.9%
Transport	3.9%
Finance and markets	3.5%
Urban development	2.5%
Environment, natural resources	2.4%
Poverty	2.2%
Gender	2.0%
Fragility, conflict, violence, refugees	2.0%
Water, sanitation	1.7%
Digital development and technology (ICT)	1.7%
Trade and competitiveness	1.4%
Tourism	1.2%
Demographics, migration	1.0%
Energy	0.8%
Climate change	0.2%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Liberia?	Percentage of Respondents (N=574)
Yes	17.9%
No	82.1%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Liberia? (Select only ONE response)	Percentage of Respondents (N=102)
The World Bank (IDA)	72.5%
The International Finance Corporation (IFC)	19.6%
The Multilateral Investment Guarantee Agency (MIGA)	5.9%
International Centre for Settlement of Investment Disputes (ICSID)	2.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=292)
Yes	25.7%
No	74.3%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Liberia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=564)
Observer	62.9%
Use World Bank Group reports/data	36.9%
Use World Bank Group website for information, data, research, etc.	29.4%
Engage in World Bank Group related/sponsored events/activities	17.0%
Collaborate as part of my professional duties	16.8%

7. What's your gender?	Percentage of Respondents (N=589)
Female	34.8%
Male	65.2%

8. What's your age?	Percentage of Respondents (N=599)
25 and under	2.3%
26-35	16.7%
36-45	34.7%
46-55	34.4%
56 and above	11.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=551)
Montserrado	60.6%
Nimba	8.9%
Grand Bassa	8.0%
Lofa	7.6%
Bong	6.9%
Margibi	3.8%
Bomi	2.9%
Sinoe	0.9%
Grand Cape Mount	0.4%



Appendix B: Responses to Selected Questions by Stakeholder Groups⁹

- Office of the President/Prime Minister/Minister N=24 ● Office of Parliamentarian N=79 ● Employee of a Ministry/PMU/Consultant on WBG Project N=90
- Local Government Office or Staff N=61 ● Independent Government Institution N=30 ● Judicial System N=15 ● State-Owned Enterprise N=20
- Private Sector/Financial Sector/Private Bank N=42 (Private Sector) ● NGO/Community Based Organization (NGO) N=71 ● Trade Union N=25 ● Faith-Based Group N=31
- Youth Group N=26 ● Academia/Research Institute/Think Tank (Academia) N=27 ● Media N=46 ● Other¹⁰ N=15

A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State-Owned Enterprise	Private Sector	NGO	Trade Union	Faith-Based Group	Youth Group	Academia	Media	Other
The right direction	58.3%	49.4%	48.8%	50.0%	42.9%	53.3%	36.8%	46.3%	36.6%	28.0%	30.0%	37.5%	53.8%	38.6%	53.3%
The wrong direction	25.0%	31.2%	25.6%	31.0%	25.0%	26.7%	31.6%	29.3%	32.4%	40.0%	26.7%	37.5%	30.8%	27.3%	13.3%
Not sure	16.7%	19.5%	25.6%	19.0%	32.1%	20.0%	31.6%	24.4%	31.0%	32.0%	43.3%	25.0%	15.4%	34.1%	33.3%

⁹ Only 602 respondents provided information about their current affiliations. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁰ Includes the following categories: Bilateral Agency (N=4), Multilateral Agency (N=2), Private Foundation (N=2), and Other (N=7).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Global/regional integration	0.0%	2.7%	2.3%	3.4%	0.0%	6.7%	0.0%	2.4%	1.4%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%
Urban development	12.5%	10.8%	12.6%	13.6%	17.2%	20.0%	10.0%	7.3%	8.5%	16.0%	12.9%	4.2%	18.5%	9.1%	21.4%
Energy	33.3%	41.9%	39.1%	40.7%	31.0%	53.3%	35.0%	43.9%	40.8%	24.0%	35.5%	33.3%	51.9%	29.5%	21.4%
Gender equity	12.5%	6.8%	3.4%	10.2%	3.4%	0.0%	10.0%	4.9%	8.5%	8.0%	3.2%	8.3%	0.0%	6.8%	7.1%
Water and sanitation	0.0%	10.8%	5.7%	10.2%	13.8%	6.7%	5.0%	2.4%	9.9%	4.0%	6.5%	20.8%	0.0%	6.8%	7.1%
Job creation/youth employment	12.5%	35.1%	29.9%	32.2%	34.5%	60.0%	15.0%	29.3%	31.0%	24.0%	35.5%	29.2%	37.0%	43.2%	21.4%
Private sector development	0.0%	8.1%	3.4%	6.8%	0.0%	0.0%	5.0%	2.4%	7.0%	8.0%	6.5%	8.3%	3.7%	9.1%	7.1%
Global pandemics	4.2%	1.4%	1.1%	6.8%	0.0%	0.0%	0.0%	2.4%	1.4%	0.0%	0.0%	0.0%	0.0%	6.8%	0.0%
Education*	54.2%	39.2%	31.0%	45.8%	31.0%	46.7%	55.0%	56.1%	53.5%	28.0%	61.3%	54.2%	55.6%	43.2%	42.9%
Public debt	4.2%	1.4%	2.3%	0.0%	0.0%	6.7%	0.0%	0.0%	1.4%	12.0%	6.5%	4.2%	0.0%	2.3%	0.0%
Public sector governance/reform*	4.2%	16.2%	8.0%	5.1%	13.8%	6.7%	0.0%	2.4%	1.4%	4.0%	9.7%	0.0%	3.7%	6.8%	21.4%
Health	37.5%	17.6%	23.0%	28.8%	13.8%	20.0%	15.0%	22.0%	28.2%	20.0%	32.3%	29.2%	22.2%	22.7%	50.0%
Financial markets	0.0%	2.7%	2.3%	8.5%	3.4%	0.0%	5.0%	2.4%	4.2%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender based violence	4.2%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	2.8%	8.0%	0.0%	0.0%	0.0%	2.3%	0.0%
Information and communications technology	0.0%	0.0%	1.1%	3.4%	0.0%	0.0%	0.0%	0.0%	2.8%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	1.1%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	7.1%
Poverty reduction	8.3%	16.2%	23.0%	16.9%	10.3%	0.0%	10.0%	17.1%	8.5%	16.0%	19.4%	16.7%	11.1%	11.4%	0.0%
Anti-corruption	0.0%	16.2%	26.4%	11.9%	24.1%	6.7%	25.0%	22.0%	14.1%	24.0%	6.5%	16.7%	22.2%	13.6%	14.3%
Agriculture and food security	50.0%	31.1%	29.9%	16.9%	37.9%	33.3%	40.0%	24.4%	23.9%	36.0%	35.5%	37.5%	22.2%	38.6%	21.4%
Economic growth	8.3%	13.5%	14.9%	10.2%	27.6%	13.3%	35.0%	22.0%	21.1%	20.0%	12.9%	16.7%	18.5%	15.9%	14.3%
Local governance and institutions*	0.0%	0.0%	1.1%	0.0%	0.0%	6.7%	0.0%	2.4%	1.4%	12.0%	3.2%	0.0%	3.7%	0.0%	0.0%
Trade and exports	8.3%	1.4%	8.0%	0.0%	6.9%	0.0%	10.0%	4.9%	4.2%	8.0%	0.0%	0.0%	0.0%	2.3%	0.0%
Social protection	0.0%	1.4%	0.0%	0.0%	3.4%	0.0%	0.0%	2.4%	1.4%	4.0%	0.0%	0.0%	3.7%	0.0%	0.0%
Crime and violence	4.2%	2.7%	0.0%	6.8%	0.0%	0.0%	0.0%	0.0%	2.8%	8.0%	0.0%	4.2%	0.0%	2.3%	7.1%
Social cohesion	8.3%	0.0%	1.1%	0.0%	0.0%	0.0%	5.0%	0.0%	1.4%	0.0%	0.0%	0.0%	3.7%	2.3%	7.1%
Natural resource management	0.0%	4.1%	5.7%	6.8%	10.3%	13.3%	10.0%	4.9%	5.6%	0.0%	6.5%	8.3%	3.7%	2.3%	0.0%
Disaster risk management	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%
Equality of opportunity	4.2%	2.7%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	3.2%	4.2%	3.7%	0.0%	7.1%
Transport	29.2%	10.8%	16.1%	8.5%	13.8%	0.0%	10.0%	19.5%	11.3%	12.0%	0.0%	4.2%	11.1%	15.9%	21.4%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of Liberia's growth and development. In which areas would you like to see the Liberia's government 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)	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Providing direct financial support to businesses*	39.1%	37.0%	15.3%	33.9%	37.9%	26.7%	47.4%	14.6%	25.7%	8.7%	25.8%	44.0%	14.8%	29.5%	46.7%
Providing direct non-financial support to citizens*	34.8%	16.4%	21.2%	20.3%	20.7%	26.7%	21.1%	41.5%	17.1%	26.1%	12.9%	16.0%	18.5%	36.4%	6.7%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	26.1%	23.3%	21.2%	18.6%	6.9%	0.0%	15.8%	14.6%	14.3%	4.3%	9.7%	8.0%	3.7%	18.2%	33.3%
Economic growth*	34.8%	52.1%	57.6%	39.0%	55.2%	93.3%	42.1%	46.3%	51.4%	78.3%	51.6%	48.0%	55.6%	38.6%	20.0%
Poverty and inequality	13.0%	19.2%	22.4%	16.9%	17.2%	13.3%	21.1%	22.0%	14.3%	13.0%	16.1%	16.0%	25.9%	15.9%	13.3%
Healthcare	21.7%	52.1%	44.7%	54.2%	72.4%	46.7%	52.6%	58.5%	50.0%	56.5%	67.7%	56.0%	55.6%	59.1%	60.0%
Nutrition/food security	17.4%	8.2%	17.6%	11.9%	10.3%	6.7%	15.8%	7.3%	17.1%	17.4%	9.7%	12.0%	18.5%	9.1%	20.0%
Public service delivery	13.0%	15.1%	15.3%	15.3%	10.3%	6.7%	5.3%	9.8%	12.9%	4.3%	6.5%	24.0%	11.1%	9.1%	20.0%
Education	39.1%	37.0%	40.0%	37.3%	44.8%	53.3%	42.1%	46.3%	50.0%	56.5%	48.4%	36.0%	55.6%	34.1%	33.3%
Ensuring sustainable business growth and job creation	39.1%	26.0%	28.2%	39.0%	10.3%	13.3%	21.1%	17.1%	28.6%	8.7%	29.0%	24.0%	25.9%	38.6%	20.0%
Ensuring that girls and women have equal access to job opportunities	17.4%	11.0%	7.1%	1.7%	6.9%	6.7%	10.5%	2.4%	5.7%	4.3%	6.5%	0.0%	11.1%	4.5%	13.3%
Ensuring that girls and women have equal access to health care/health services	4.3%	0.0%	2.4%	8.5%	0.0%	0.0%	5.3%	2.4%	10.0%	13.0%	9.7%	12.0%	0.0%	2.3%	6.7%
Other	0.0%	0.0%	2.4%	0.0%	3.4%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Pressure from outside interest groups	5.3%	6.6%	2.6%	11.1%	0.0%	0.0%	5.9%	0.0%	4.9%	4.3%	0.0%	8.7%	4.2%	5.3%	14.3%
Fragility	0.0%	29.5%	12.8%	11.1%	12.5%	7.7%	11.8%	11.8%	13.1%	17.4%	7.7%	17.4%	29.2%	10.5%	7.1%
Budgetary shortfall	10.5%	18.0%	25.6%	37.0%	20.8%	23.1%	23.5%	17.6%	19.7%	13.0%	15.4%	8.7%	16.7%	13.2%	28.6%
Corruption*	57.9%	50.8%	66.7%	42.6%	70.8%	61.5%	52.9%	64.7%	68.9%	65.2%	76.9%	69.6%	79.2%	81.6%	42.9%
Political pressures and obstacles	21.1%	3.3%	3.8%	16.7%	4.2%	0.0%	5.9%	11.8%	8.2%	4.3%	3.8%	17.4%	8.3%	13.2%	21.4%
Inadequate level of private sector participation	5.3%	9.8%	3.8%	3.7%	0.0%	7.7%	0.0%	11.8%	3.3%	8.7%	15.4%	8.7%	4.2%	15.8%	0.0%
Inadequate level of citizen/civil society participation	15.8%	14.8%	14.1%	7.4%	20.8%	7.7%	5.9%	5.9%	6.6%	8.7%	0.0%	8.7%	8.3%	15.8%	0.0%
Inadequate level of donor coordination/support	5.3%	6.6%	10.3%	16.7%	4.2%	15.4%	17.6%	8.8%	9.8%	17.4%	19.2%	13.0%	4.2%	2.6%	0.0%
Reforms are not well thought out in light of country challenges*	10.5%	14.8%	12.8%	5.6%	29.2%	7.7%	0.0%	14.7%	11.5%	8.7%	23.1%	8.7%	4.2%	5.3%	35.7%
Inadequate level of government accountability	36.8%	21.3%	26.9%	33.3%	20.8%	46.2%	35.3%	29.4%	27.9%	26.1%	19.2%	21.7%	20.8%	26.3%	14.3%
Inadequate level of capacity in the government	26.3%	19.7%	20.5%	16.7%	16.7%	23.1%	35.3%	23.5%	24.6%	17.4%	19.2%	13.0%	16.7%	10.5%	28.6%
Other	5.3%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	8.7%	0.0%	0.0%	4.2%	0.0%	0.0%

*Significantly different between stakeholder groups

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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?*	20	9.05	66	7.56	81	7.91	50	8.82	26	7.38	15	7.40	20	6.35	38	7.16	69	7.33	22	7.95	26	7.92	21	8.29	26	7.88	39	8.51	13	8.62

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

**B. Overall Attitudes Toward the World Bank Group****How familiar are you with the work of these organizations in Liberia?** (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	23	6.52	74	7.05	85	6.59	59	7.17	29	6.55	14	5.21	20	5.60	42	5.74	70	6.03	24	5.33	30	6.30	25	6.96	27	6.11	45	7.02	15	6.40
The International Finance Corporation (IFC), the World Bank Group's private sector arm	23	5.78	73	6.03	81	4.81	57	5.26	28	5.11	15	4.33	20	4.25	42	4.40	68	5.04	24	5.17	30	5.47	25	5.00	26	5.58	43	4.98	14	5.29

*Significantly different between stakeholder groups

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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 Liberia*	22	8.14	75	7.84	84	8.13	56	8.38	30	7.80	15	7.27	20	6.35	40	7.18	70	7.69	23	7.61	30	7.77	25	8.36	27	7.81	45	8.80	14	7.71
The World Bank Group's work is aligned with what I consider the development priorities for Liberia*	22	8.36	71	7.66	82	7.87	53	7.91	30	7.27	15	7.00	19	6.21	40	7.33	64	7.16	21	7.57	26	7.85	23	8.17	27	7.56	44	8.82	12	7.50

*Significantly different between stakeholder groups

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	23	7.65	76	7.18	81	7.19	56	7.80	29	6.79	15	6.20	18	6.11	42	6.62	65	7.26	23	6.52	27	6.81	23	7.57	27	7.04	46	8.02	13	7.69
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	19	6.63	71	6.79	66	6.24	52	6.13	27	5.59	14	4.57	17	5.06	35	5.66	53	6.08	23	5.74	24	6.25	19	6.16	22	5.55	40	7.28	11	8.00

*Significantly different between stakeholder groups

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State- Owned Enterprise		Private Sector		NGO		Trade Union		Faith- Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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 Liberia?*	22	8.45	76	8.59	83	8.48	58	8.88	28	8.32	13	7.69	20	8.20	40	7.90	65	7.74	22	8.27	29	8.38	24	8.17	22	8.27	29	8.38	24	8.17

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State- Owned Enterprise		Private Sector		NGO		Trade Union		Faith- Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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 Liberia?*	22	8.27	77	8.44	82	8.11	58	8.60	29	7.45	13	8.23	20	7.45	40	8.03	60	7.77	22	8.41	28	7.96	22	7.95	26	8.38	45	9.02	13	7.92

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Financial markets	25.0%	7.9%	14.6%	10.2%	13.3%	20.0%	25.0%	12.2%	9.9%	8.0%	3.2%	11.5%	0.0%	6.5%	20.0%
Gender equity	16.7%	5.3%	2.2%	8.5%	6.7%	0.0%	0.0%	7.3%	11.3%	8.0%	6.5%	0.0%	0.0%	8.7%	20.0%
Private sector development	0.0%	18.4%	10.1%	5.1%	13.3%	20.0%	15.0%	4.9%	8.5%	4.0%	6.5%	3.8%	11.1%	13.0%	0.0%
Health*	16.7%	17.1%	24.7%	30.5%	30.0%	6.7%	10.0%	29.3%	40.8%	24.0%	48.4%	30.8%	33.3%	34.8%	26.7%
Social protection	8.3%	3.9%	0.0%	3.4%	3.3%	6.7%	5.0%	2.4%	0.0%	4.0%	3.2%	0.0%	0.0%	4.3%	0.0%
Public sector governance/reform	12.5%	13.2%	22.5%	11.9%	23.3%	13.3%	10.0%	7.3%	4.2%	28.0%	12.9%	3.8%	14.8%	17.4%	20.0%
Education*	33.3%	39.5%	36.0%	45.8%	20.0%	66.7%	40.0%	39.0%	54.9%	36.0%	61.3%	53.8%	48.1%	34.8%	46.7%
Global/regional integration	8.3%	1.3%	1.1%	0.0%	0.0%	6.7%	0.0%	4.9%	0.0%	0.0%	3.2%	0.0%	0.0%	2.2%	0.0%
Urban development	0.0%	1.3%	5.6%	1.7%	0.0%	0.0%	0.0%	2.4%	0.0%	8.0%	3.2%	0.0%	0.0%	6.5%	13.3%
Gender based violence	0.0%	6.6%	2.2%	3.4%	0.0%	0.0%	0.0%	2.4%	2.8%	8.0%	3.2%	3.8%	0.0%	2.2%	0.0%
Energy	37.5%	21.1%	19.1%	20.3%	16.7%	33.3%	25.0%	22.0%	22.5%	24.0%	32.3%	38.5%	29.6%	23.9%	40.0%
Water and sanitation	0.0%	3.9%	3.4%	3.4%	6.7%	0.0%	0.0%	4.9%	8.5%	8.0%	6.5%	7.7%	18.5%	4.3%	0.0%
Public debt	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Job creation/youth employment	29.2%	27.6%	21.3%	32.2%	20.0%	6.7%	30.0%	12.2%	21.1%	24.0%	16.1%	11.5%	25.9%	23.9%	33.3%
Global pandemics	0.0%	1.3%	0.0%	5.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Transport*	8.3%	26.3%	24.7%	23.7%	40.0%	33.3%	10.0%	19.5%	14.1%	16.0%	9.7%	7.7%	22.2%	17.4%	0.0%
Trade and exports	0.0%	6.6%	9.0%	5.1%	6.7%	6.7%	10.0%	4.9%	2.8%	4.0%	0.0%	11.5%	14.8%	4.3%	13.3%
Crime and violence	12.5%	5.3%	3.4%	5.1%	0.0%	0.0%	5.0%	12.2%	4.2%	4.0%	6.5%	7.7%	0.0%	10.9%	13.3%
Information and communications technology*	0.0%	1.3%	0.0%	1.7%	0.0%	0.0%	0.0%	2.4%	1.4%	8.0%	0.0%	0.0%	0.0%	10.9%	0.0%
Agriculture and food security	29.2%	39.5%	39.3%	22.0%	46.7%	33.3%	30.0%	24.4%	22.5%	24.0%	25.8%	34.6%	33.3%	30.4%	33.3%
Natural resource management	0.0%	9.2%	12.4%	6.8%	3.3%	6.7%	5.0%	9.8%	8.5%	4.0%	9.7%	7.7%	0.0%	2.2%	6.7%
Social cohesion	8.3%	1.3%	1.1%	1.7%	0.0%	6.7%	5.0%	4.9%	4.2%	8.0%	0.0%	0.0%	0.0%	2.2%	0.0%
Climate change	0.0%	0.0%	1.1%	1.7%	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	10.5%	15.7%	11.9%	10.0%	13.3%	20.0%	17.1%	15.5%	0.0%	12.9%	23.1%	7.4%	6.5%	0.0%
Anti-corruption	8.3%	11.8%	11.2%	11.9%	20.0%	6.7%	30.0%	14.6%	18.3%	16.0%	12.9%	11.5%	18.5%	13.0%	13.3%
Economic growth	20.8%	7.9%	12.4%	15.3%	13.3%	13.3%	15.0%	22.0%	14.1%	16.0%	9.7%	7.7%	14.8%	13.0%	0.0%
Disaster risk management	0.0%	2.6%	1.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	4.2%	5.3%	2.2%	1.7%	3.3%	0.0%	5.0%	12.2%	4.2%	8.0%	6.5%	7.7%	3.7%	2.2%	0.0%
Local governance and institutions	4.2%	1.3%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%	2.2%	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 Liberia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of the President/ PM/Minister		Office of the Parliament		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	19	6.26	52	6.63	66	6.88	42	7.43	18	6.39	11	6.64	14	6.36	27	6.81	48	6.75	18	6.78	20	6.00	15	6.27	20	6.55	30	6.90	12	7.67
Flexibility (in terms of the institution's products and services)	15	7.13	53	6.74	53	6.83	31	7.03	12	6.08	7	5.43	12	6.50	23	6.57	39	6.87	17	6.71	16	7.00	15	5.87	16	6.44	29	7.10	11	6.91
Flexibility (in terms of changing country circumstances)	15	7.00	48	6.58	56	6.93	31	7.32	15	6.27	8	6.50	12	5.92	22	6.45	45	6.78	17	7.47	17	6.18	14	6.14	17	7.00	33	7.12	11	6.91
Being inclusive	15	7.00	56	6.88	66	6.59	44	6.57	20	6.20	9	6.89	15	5.60	31	6.87	49	6.59	18	6.89	19	7.16	20	5.90	20	6.65	28	7.57	11	6.64
Openness (sharing data and other information)	17	6.94	62	7.35	63	6.87	42	7.12	19	6.42	11	5.91	15	6.27	33	6.88	48	6.35	14	7.00	22	6.41	21	6.43	21	7.52	34	7.09	8	7.38
Collaboration with the Government	19	8.21	60	8.08	74	7.70	51	8.10	21	7.62	11	7.00	20	6.95	34	7.79	56	8.02	19	7.63	19	7.89	21	7.67	25	7.64	40	8.40	14	8.07
The speed in which it gets things accomplished on the ground	16	6.13	49	6.61	57	6.84	37	7.27	16	5.56	6	5.67	14	5.50	23	6.00	45	6.44	15	6.47	19	6.26	18	6.50	17	6.76	35	6.89	9	6.22
Helping to bring discipline/effective supervision to implementation of investment projects*	18	7.83	55	7.58	63	7.46	38	7.82	18	6.06	8	6.50	14	5.86	31	6.42	47	7.02	17	7.41	18	7.22	19	7.00	17	6.88	39	7.79	13	7.46
Collaboration with civil society*	19	7.26	51	6.96	65	6.25	42	6.67	16	4.44	9	5.33	14	5.93	31	6.39	49	6.37	17	7.06	20	6.30	20	6.00	19	6.42	31	7.10	11	6.91
Staff accessibility*	17	6.47	49	6.47	60	5.92	38	6.26	18	5.11	10	3.90	12	4.92	28	4.75	40	5.25	15	6.07	19	5.26	20	6.00	17	5.41	29	6.59	11	7.00
Collaboration with other donors and development partners*	19	8.00	60	7.72	63	7.86	45	7.96	20	6.15	10	6.00	17	6.35	32	6.81	51	7.45	18	7.61	19	7.05	21	7.19	20	7.65	36	7.94	13	7.92
Collaboration with the private sector*	16	7.94	49	6.82	54	6.69	35	7.26	15	5.67	10	5.70	14	6.00	27	5.85	47	6.43	19	6.68	21	6.71	20	6.15	20	6.45	31	7.29	9	8.22
Collaboration with the UN	21	8.19	62	8.16	76	7.95	45	8.13	19	8.21	13	7.54	17	7.06	36	7.75	59	8.02	20	7.80	19	7.95	21	7.62	22	8.00	35	8.46	10	8.30
Straightforwardness and honesty*	16	8.75	53	7.87	66	8.14	35	7.71	15	7.27	8	6.50	11	6.91	24	6.79	44	7.75	14	6.93	17	7.29	19	7.68	17	7.00	30	8.77	9	7.89
Treating clients and stakeholders in Liberia with respect	16	8.31	53	7.51	64	7.47	37	7.92	16	7.31	8	6.00	11	6.64	27	6.89	42	7.60	16	7.88	19	6.74	19	7.58	16	7.56	29	8.28	11	8.00
Being a long-term partner	20	9.25	67	8.58	78	8.44	48	8.73	24	8.54	13	7.15	16	7.88	36	8.19	58	8.34	21	7.81	23	8.04	24	8.75	27	8.11	38	8.58	13	8.23

*Significantly different between stakeholder groups

**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/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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 Liberia	22	6.36	60	5.90	70	6.1	37	6.57	20	6.80	11	6.00	12	5.50	33	6.1	48	6.1	20	7	19	6.3	20	6.2	18	5.9	34	6.79	9	7.67

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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 Liberia	21	8.19	73	7.64	78	7.03	49	7.31	28	6.75	13	6.85	19	6.63	39	6.82	55	6.84	21	7.67	22	7.45	22	7.00	25	7.16	41	7.37	12	7.67
The World Bank Group meets Liberia's needs for knowledge services*	23	8.35	72	7.58	78	7.37	45	7.18	27	6.85	13	6.23	19	6.84	38	7.05	47	7.13	21	7.00	22	7.91	24	7.29	25	6.92	37	7.89	12	8.33

*Significantly different between stakeholder groups

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?*	21	9.24	72	8.88	73	8.84	54	8.94	24	9.00	15	8.27	19	8.16	37	7.73	59	8.86	22	8.00	23	8.70	23	8.17	26	8.50	43	8.93	14	8.86

(1- Not important at all, 10- Very important) *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/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State-Owned Enterprise	Private Sector	NGO	Trade Union	Faith-Based Group	Youth Group	Academia	Media	Other
Weekly	9.1%	2.6%	4.8%	5.2%	10.3%	0.0%	5.0%	0.0%	0.0%	4.3%	6.9%	0.0%	3.7%	0.0%	6.7%
Monthly	18.2%	11.8%	6.0%	10.3%	0.0%	0.0%	5.0%	4.9%	5.7%	21.7%	6.9%	8.7%	7.4%	4.5%	13.3%
A few times a year	36.4%	32.9%	31.0%	17.2%	27.6%	6.7%	20.0%	39.0%	18.6%	21.7%	31.0%	21.7%	33.3%	27.3%	20.0%
Rarely	13.6%	31.6%	31.0%	41.4%	37.9%	33.3%	25.0%	22.0%	35.7%	26.1%	20.7%	34.8%	29.6%	34.1%	20.0%
Never	22.7%	21.1%	27.4%	25.9%	24.1%	60.0%	45.0%	34.1%	40.0%	26.1%	34.5%	34.8%	25.9%	34.1%	40.0%

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Liberia's specific development challenges and country circumstances*	17	7.35	55	7.09	65	6.68	40	7.88	21	6.71	13	5.38	13	5.54	36	6.53	51	7.00	19	7.26	20	6.65	17	7.29	22	6.86	33	7.03	13	6.38

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

	Office of the President/ PM/Minister		Office of Parliam.		Employee of a Ministry/ PMU/Consultant		Local Gov-t		Independent Gov-t Institution		Judicial System		State-Owned Enterprise		Private Sector		NGO		Trade Union		Faith-Based Group		Youth Group		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	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?	22	8.05	71	8.18	78	8.33	54	8.46	27	8.15	15	7.20	20	7.70	39	8.03	62	8.44	21	7.86	26	8.19	20	7.60	25	7.72	41	8.02	12	7.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	19	8.32	74	7.82	73	8.05	46	8.04	25	7.52	12	6.92	17	6.94	41	7.68	59	7.88	19	7.63	25	8.20	20	7.60	26	7.62	40	8.10	12	7.83

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

**F. The Future Role of The World Bank Group in Liberia****Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Improve the quality of its experts as related to Liberia's specific challenges	33.3%	16.2%	24.4%	30.5%	24.1%	30.8%	15.0%	17.5%	19.1%	13.0%	26.7%	32.0%	7.4%	27.3%	30.8%
Engage more effectively with private sector	9.5%	16.2%	18.6%	8.5%	24.1%	23.1%	20.0%	17.5%	22.1%	21.7%	13.3%	20.0%	22.2%	18.2%	30.8%
Increase the level of World Bank Group staffing in Liberia's office	0.0%	18.9%	4.7%	1.7%	3.4%	7.7%	5.0%	10.0%	10.3%	4.3%	6.7%	8.0%	7.4%	9.1%	15.4%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	23.8%	17.6%	14.0%	18.6%	3.4%	30.8%	20.0%	7.5%	4.4%	17.4%	10.0%	8.0%	11.1%	13.6%	23.1%
Offer more innovative financial products and services	23.8%	8.1%	17.4%	5.1%	17.2%	15.4%	15.0%	5.0%	5.9%	21.7%	10.0%	20.0%	18.5%	11.4%	15.4%
Ensure greater selectivity in its work	4.8%	2.7%	2.3%	8.5%	0.0%	15.4%	5.0%	5.0%	5.9%	13.0%	10.0%	8.0%	7.4%	2.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on Liberia's economy	23.8%	18.9%	12.8%	5.1%	13.8%	7.7%	10.0%	5.0%	8.8%	4.3%	6.7%	12.0%	18.5%	18.2%	15.4%
Engage more effectively with civil society	9.5%	17.6%	16.3%	18.6%	24.1%	30.8%	25.0%	27.5%	35.3%	21.7%	26.7%	16.0%	14.8%	13.6%	0.0%
Increase the level of capacity development in the country	9.5%	14.9%	16.3%	28.8%	24.1%	7.7%	15.0%	25.0%	25.0%	17.4%	23.3%	12.0%	25.9%	20.5%	15.4%
Engage more directly with beneficiaries	23.8%	25.7%	11.6%	18.6%	10.3%	7.7%	10.0%	25.0%	13.2%	30.4%	13.3%	20.0%	3.7%	20.5%	30.8%
Offer more innovative knowledge products and services*	0.0%	4.1%	7.0%	3.4%	0.0%	15.4%	25.0%	5.0%	1.5%	0.0%	0.0%	0.0%	7.4%	4.5%	0.0%
Collaborate more effectively with Government clients	14.3%	6.8%	17.4%	18.6%	20.7%	0.0%	15.0%	25.0%	19.1%	4.3%	6.7%	8.0%	11.1%	13.6%	15.4%
Work faster	0.0%	12.2%	4.7%	6.8%	6.9%	0.0%	5.0%	10.0%	11.8%	17.4%	16.7%	12.0%	18.5%	2.3%	0.0%
Reduce the complexity of obtaining World Bank Group financing	14.3%	12.2%	17.4%	8.5%	6.9%	7.7%	5.0%	7.5%	7.4%	8.7%	10.0%	0.0%	18.5%	6.8%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.5%	6.8%	12.8%	15.3%	17.2%	7.7%	10.0%	5.0%	8.8%	4.3%	20.0%	20.0%	7.4%	18.2%	15.4%
Other	0.0%	1.4%	1.2%	1.7%	3.4%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Liberia (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/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Donor community*	20.8%	27.3%	29.5%	13.6%	13.8%	26.7%	11.1%	9.8%	12.7%	20.0%	29.0%	19.2%	18.5%	4.4%	23.1%
NGOs/Community Based Organizations	50.0%	42.9%	31.8%	28.8%	51.7%	26.7%	61.1%	39.0%	57.7%	44.0%	48.4%	46.2%	37.0%	42.2%	30.8%
Local government*	16.7%	19.5%	23.9%	49.2%	27.6%	20.0%	11.1%	17.1%	15.5%	12.0%	12.9%	23.1%	11.1%	24.4%	30.8%
Beneficiaries	20.8%	16.9%	14.8%	22.0%	3.4%	13.3%	16.7%	22.0%	14.1%	16.0%	25.8%	15.4%	22.2%	11.1%	15.4%
Youth/university groups*	8.3%	6.5%	13.6%	3.4%	6.9%	20.0%	22.2%	9.8%	5.6%	4.0%	6.5%	23.1%	0.0%	11.1%	23.1%
Private sector	8.3%	20.8%	12.5%	13.6%	24.1%	6.7%	27.8%	29.3%	15.5%	16.0%	19.4%	19.2%	25.9%	17.8%	15.4%
Academia/think tanks/research institutes	4.2%	5.2%	4.5%	0.0%	10.3%	0.0%	0.0%	7.3%	8.5%	8.0%	6.5%	11.5%	7.4%	6.7%	0.0%
Parliament*	4.2%	16.9%	2.3%	5.1%	0.0%	6.7%	0.0%	0.0%	1.4%	0.0%	0.0%	3.8%	3.7%	2.2%	0.0%
Regional organizations	8.3%	9.1%	13.6%	13.6%	0.0%	0.0%	16.7%	9.8%	9.9%	8.0%	6.5%	0.0%	11.1%	8.9%	23.1%
UN agencies	25.0%	18.2%	25.0%	27.1%	31.0%	46.7%	16.7%	34.1%	19.7%	20.0%	19.4%	15.4%	33.3%	13.3%	15.4%
Foundations*	8.3%	2.6%	3.4%	0.0%	6.9%	20.0%	0.0%	4.9%	7.0%	12.0%	6.5%	0.0%	0.0%	0.0%	7.7%
Media*	16.7%	5.2%	12.5%	10.2%	20.7%	6.7%	11.1%	7.3%	12.7%	28.0%	12.9%	19.2%	11.1%	53.3%	7.7%
Emerging donors	4.2%	6.5%	6.8%	6.8%	3.4%	6.7%	5.6%	9.8%	8.5%	0.0%	3.2%	3.8%	14.8%	2.2%	0.0%
Other	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	4.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Don't know	0.0%	1.3%	1.1%	1.7%	0.0%	0.0%	0.0%	0.0%	2.8%	8.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State- Owned Enterprise	Private Sector	NGO	Trade Union	Faith- Based Group	Youth Group	Academia	Media	Other
Never*	22.7%	31.2%	36.7%	44.3%	41.4%	53.3%	40.0%	65.9%	59.2%	48.0%	54.8%	36.0%	51.9%	52.3%	42.9%
Less than once a year	18.2%	24.7%	14.4%	21.3%	6.9%	6.7%	10.0%	22.0%	21.1%	16.0%	16.1%	24.0%	7.4%	4.5%	14.3%
Once a year to a few times a year*	36.4%	28.6%	35.6%	26.2%	44.8%	33.3%	50.0%	7.3%	12.7%	20.0%	19.4%	24.0%	25.9%	22.7%	7.1%
Less than once a month	9.1%	6.5%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	1.4%	4.0%	6.5%	4.0%	3.7%	9.1%	0.0%
At least once a month	9.1%	7.8%	12.2%	4.9%	3.4%	6.7%	0.0%	4.9%	1.4%	12.0%	3.2%	12.0%	11.1%	9.1%	21.4%
At least once a week	4.5%	1.3%	1.1%	0.0%	3.4%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	2.3%	14.3%

*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 Liberia? (Choose no more than TWO)**

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State-Owned Enterprise	Private Sector	NGO	Trade Union	Faith-Based Group	Youth Group	Academia	Media	Other
Local radio*	87.5%	89.9%	93.3%	93.3%	90.0%	93.3%	85.0%	95.2%	91.5%	80.0%	80.6%	92.0%	77.8%	91.3%	60.0%
International radio*	33.3%	6.3%	7.9%	15.0%	6.7%	6.7%	10.0%	4.8%	7.0%	0.0%	12.9%	4.0%	11.1%	2.2%	20.0%
Local newspapers*	29.2%	44.3%	32.6%	51.7%	46.7%	20.0%	20.0%	50.0%	43.7%	60.0%	64.5%	52.0%	40.7%	52.2%	46.7%
International newspapers	8.3%	1.3%	2.2%	3.3%	0.0%	0.0%	0.0%	0.0%	1.4%	4.0%	6.5%	0.0%	3.7%	2.2%	0.0%
Local television*	4.2%	5.1%	10.1%	1.7%	3.3%	20.0%	40.0%	11.9%	5.6%	8.0%	6.5%	12.0%	11.1%	4.3%	0.0%
International television	0.0%	7.6%	4.5%	1.7%	0.0%	0.0%	5.0%	9.5%	1.4%	4.0%	6.5%	0.0%	0.0%	4.3%	0.0%
Periodicals	12.5%	3.8%	2.2%	1.7%	3.3%	13.3%	10.0%	4.8%	4.2%	8.0%	0.0%	4.0%	7.4%	6.5%	6.7%
Social media	16.7%	34.2%	41.6%	26.7%	43.3%	40.0%	25.0%	21.4%	39.4%	32.0%	19.4%	28.0%	40.7%	32.6%	40.0%
Other*	0.0%	2.5%	1.1%	0.0%	0.0%	0.0%	5.0%	2.4%	1.4%	4.0%	0.0%	4.0%	3.7%	0.0%	20.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliam.	Employee of a Ministry/ PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State-Owned Enterprise	Private Sector	NGO	Trade Union	Faith-Based Group	Youth Group	Academia	Media	Other
World Bank Group's publications and other written materials*	56.5%	70.5%	66.7%	65.6%	63.3%	46.7%	68.4%	45.2%	52.1%	66.7%	54.8%	52.0%	37.0%	44.4%	66.7%
e-Newsletters*	30.4%	12.8%	4.4%	6.6%	6.7%	26.7%	26.3%	9.5%	9.9%	8.3%	6.5%	12.0%	3.7%	8.9%	40.0%
World Bank Group's seminars/workshops/conferences	43.5%	39.7%	34.4%	50.8%	33.3%	33.3%	36.8%	33.3%	31.0%	33.3%	35.5%	24.0%	33.3%	46.7%	40.0%
Social media*	47.8%	38.5%	54.4%	44.3%	53.3%	53.3%	42.1%	52.4%	57.7%	37.5%	54.8%	64.0%	70.4%	40.0%	20.0%
Direct contact with World Bank Group	39.1%	37.2%	36.7%	39.3%	36.7%	40.0%	21.1%	35.7%	46.5%	41.7%	29.0%	28.0%	29.6%	40.0%	40.0%
World Bank Group's website*	34.8%	46.2%	45.6%	41.0%	76.7%	53.3%	63.2%	57.1%	35.2%	37.5%	35.5%	56.0%	63.0%	31.1%	33.3%
Webinars or online events hosted by the World Bank Group	8.7%	3.8%	5.6%	3.3%	0.0%	0.0%	5.3%	4.8%	2.8%	0.0%	3.2%	0.0%	11.1%	2.2%	0.0%
Interviews and press conferences for the Liberia's media*	39.1%	28.2%	36.7%	24.6%	16.7%	33.3%	31.6%	40.5%	46.5%	66.7%	54.8%	44.0%	44.4%	62.2%	53.3%

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliam.	Employee of a Ministry/PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State-Owned Enterprise	Private Sector	NGO	Trade Union	Faith-Based Group	Youth Group	Academia	Media	Other
Yes	38.1%	30.8%	33.7%	16.1%	17.9%	0.0%	5.0%	5.4%	10.3%	12.5%	3.2%	8.0%	4.0%	20.0%	15.4%
No	61.9%	69.2%	66.3%	83.9%	82.1%	100.0%	95.0%	94.6%	89.7%	87.5%	96.8%	92.0%	96.0%	80.0%	84.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliam.	Employee of a Ministry/PMU/Consultant	Local Gov-t	Independent Gov-t Institution	Judicial System	State-Owned Enterprise	Private Sector	NGO	Trade Union	Faith-Based Group	Youth Group	Academia	Media	Other
The World Bank (IDA)	50.0%	66.7%	85.7%	88.9%	100.0%	0.0%	100.0%	0.0%	85.7%	0.0%	0.0%	0.0%	100.0%	77.8%	100.0%
The International Finance Corporation (IFC)	25.0%	29.2%	10.7%	11.1%	0.0%	0.0%	0.0%	100.0%	0.0%	33.3%	100.0%	100.0%	0.0%	11.1%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	25.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	11.1%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



Appendix C: 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?	7.80	7.95
Overall, the World Bank Group currently plays a relevant role in development in Liberia	7.80	8.17
The World Bank Group's work is aligned with what I consider the development priorities for Liberia	7.56	7.97
Overall, please rate your impression of the The World Bank (IDA)'s effectiveness in Liberia?	7.05	7.53
Overall, please rate your impression of the the IFC's effectiveness in Liberia?	5.97	7.06
To what extent does the World Bank Group's work help to achieve development results in Liberia?	8.37	8.45
To what extent does the World Bank Group influence the development agenda in Liberia?	8.21	8.13
Responsiveness to needs	6.75	6.91
Flexibility (in terms of the institution's products and services)	6.67	6.77
Flexibility (in terms of changing country circumstances)	6.78	6.75
Being inclusive	6.61	6.98
Openness (sharing data and other information)	6.84	6.88
Collaboration with the Government	7.88	7.91
The speed in which it gets things accomplished on the ground	6.49	6.48
Helping to bring discipline/effective supervision to implementation of investment projects	7.18	7.43
Collaboration with civil society	6.36	6.76
Staff accessibility	5.68	6.27
Collaboration with other donors and development partners	7.43	7.58
Collaboration with the private sector	6.60	6.79
Collaboration with the UN	8.06	7.72
Straightforwardness and honesty	7.75	7.88
Treating clients and stakeholders in Liberia with respect	7.53	7.59
Being a long-term partner	8.37	8.47
The World Bank Group takes decisions quickly in Liberia	6.19	6.56
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Liberia	7.21	7.17
The World Bank Group meets Liberia's needs for knowledge services	7.30	7.50
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	8.71	8.61
Are adaptable to Liberia's specific development challenges and country circumstances	6.79	7.42
Overall, how significant a contribution do you believe the World Bank Group knowledge work and activities make to development results in your country?	8.23	7.65
Overall, how would you rate the technical quality of the World Bank Group knowledge work and activities?	7.82	7.98

Yellow highlight indicates significant difference between Yes and No means.

Appendix D: Liberia FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Liberia

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

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 Liberia is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

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

A3. Listed below are a number of development priorities in Liberia.			
Please identify which of the following you consider the most important development priorities in Liberia. (Choose no more than THREE)			
1	Global/regional integration	16	Climate change (e.g., mitigation, adaptation)
2	Urban development	17	Poverty reduction
3	Energy	18	Anti-corruption
4	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and food security
5	Water and sanitation	20	Economic growth
6	Job creation/youth employment	21	Local governance and institutions
7	Private sector development	22	Trade and exports
8	Global pandemics (e.g., COVID-19)	23	Social protection (e.g., pensions, targeted social assistance)
9	Education	24	Crime and violence
10	Public debt	25	Social cohesion
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Natural resource management (e.g., sustainable use of forest resources: controlled logging, wide life conservation of endangered animal species, and benefits to forest communities)
12	Health	27	Disaster risk management
13	Financial markets	28	Equality of opportunity (i.e., social inclusion)
14	Gender based violence	29	Transport (e.g., roads, bridges, transportation)
15	Information and communications technology		

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 Liberia? (Choose no more than THREE)

1	Equality of opportunity (i.e., social inclusion)	15	Health
2	Local governance and institutions	16	Public debt
3	Information and communications technology	17	Financial markets
4	Economic growth	18	Water and sanitation
5	Disaster risk management	19	Job creation/youth employment
6	Social protection (e.g., pensions, targeted social assistance)	20	Gender equity (closing the gap between women and men, and boys and girls)
7	Natural resource management (e.g., sustainable use of forest resources: controlled logging, wide life conservation of endangered animal species, and benefits to forest communities)	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and food security	22	Energy
9	Trade and exports	23	Private sector development
10	Crime and violence	24	Education
11	Climate change (e.g., mitigation, adaptation)	25	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	26	Gender based violence
13	Social cohesion	27	Urban development
14	Anti-corruption		

A5. The COVID-19 pandemic has stressed many aspects of Liberia's growth and development. In which areas would you like to see the Liberia's government 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	Providing direct financial support to businesses (business support packages)
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	Economic growth
5	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
6	Healthcare
7	Nutrition/food security
8	Public service delivery (e.g., strengthening policies, institutions)
9	Education
10	Ensuring sustainable business growth and job creation
11	Ensuring that girls and women have equal access to job opportunities
12	Ensuring that girls and women have equal access to health care/health services
13	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Liberia, which of the following would you attribute this to? (Choose no more than TWO)	
1	Pressure from outside interest groups (e.g., private sector, unions)
2	Fragility
3	Budgetary shortfall
4	Corruption
5	Political pressures and obstacles
6	Inadequate level of private sector participation
7	Inadequate level of citizen/civil society participation
8	Inadequate level of donor coordination/support
9	Reforms are not well thought out in light of country challenges
10	Inadequate level of government accountability
11	Inadequate level of capacity in the government
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	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 International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Regional development banks (e.g., AfDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
8	Liberia's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
13	Youth organizations	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 Liberia. (Choose no more than TWO)

1	None. I do not consider Liberia a fragile state.
2	Crime and violence
3	Low levels of political and economic inclusion
4	Lack of access to development finance
5	Political uncertainty
6	Policy inconsistency
7	Weak social cohesion
8	Weak institutional capacity
9	Food insecurity
10	High levels of corruption
11	Weak accountability
12	Other (please specify): _____

A9. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.

		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine will be safe	1	2	3	4	5	<input type="checkbox"/>
2	The COVID-19 vaccine will be effective	1	2	3	4	5	<input type="checkbox"/>
3	I will get the COVID-19 vaccine if I can	1	2	3	4	5	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Liberia?											
		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 Liberia?												
		Strongly disagree								Strongly agree		Don't know
B2	Overall, the World Bank Group currently plays a relevant role in development in Liberia	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 Liberia	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 Liberia.												
		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 Liberia?												
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 Liberia?												
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 Liberia? (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 Liberia, which activity do you VALUE the most? (Choose no more than TWO)	
1	Promoting knowledge sharing
2	Strategy formulation (e.g., PRSP assistance)
3	Bringing together different groups of stakeholders
4	Capacity development related to World Bank Group supported projects
5	Technical assistance
6	Formal policy advice, studies, analyses
7	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
8	Global advocacy
9	Financial resources
10	Data and statistics
11	Mobilizing third party financial resources
12	Donor coordination
13	Implementation support
14	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Liberia? (Choose no more than TWO)	
1	Arrogant in its approach
2	Inadequate World Bank Group's staffing in Liberia
3	Not focused enough on issues that are unique to post-conflict countries
4	Too influenced by developed countries
5	World Bank Group's processes too slow and complex
6	Not adequately flexible
7	Not sufficiently focused on sustainable results
8	Not collaborating enough with civil society (e.g., NGOs, CBOs)
9	Not enough public disclosure of its work
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Not collaborating enough with private sector
13	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in Liberia
16	Other (please specify): _____
17	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 Liberia, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Liberia? (Choose no more than THREE)			
1	Financial markets	16	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	17	Trade and exports
3	Private sector development	18	Crime and violence
4	Health	19	Information and communications technology
5	Social protection (e.g., pensions, targeted social assistance)	20	Agriculture and food security
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management (e.g., sustainable use of forest resources: controlled logging, wide life conservation of endangered animal species, and benefits to forest communities)
7	Education	22	Social cohesion
8	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
9	Urban development	24	Poverty reduction
10	Gender based violence	25	Anti-corruption
11	Energy	26	Economic growth
12	Water and sanitation	27	Disaster risk management
13	Public debt	28	Equality of opportunity (i.e., social inclusion)
14	Job creation/youth employment	29	Local governance and institutions
15	Global pandemics (e.g., COVID-19)		

**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 Liberia 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 Liberia?												
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 Liberia, 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 Liberia 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	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C20	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C22	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C23	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C24	The World Bank Group takes decisions quickly in Liberia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Working with the World Bank Group increases Liberia's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Liberia?												
		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., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Liberia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C27	The World Bank Group meets Liberia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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 Liberia 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 the World Bank Group's global advocacy role in areas such as 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	

How effectively does the World Bank Group support Liberia's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
		1	2	3	4	5	6	7	8	9	10	
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"/>

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 Liberia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<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"/>	<input type="checkbox"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Job creation/youth employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Agriculture and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
14	Natural resource management (e.g., sustainable use of forest resources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
15	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
16	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
17	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
19	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
20	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

D2. The World Bank Group has provided fast track support to Liberia 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:

		Not effective at all										Very effective	N/A	Don't know
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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"/>	<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 Liberia, 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	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are adaptable to Liberia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E8. 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

E9. 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 LIBERIA

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Liberia? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Liberia's specific challenges
2	Engage more effectively with private sector
3	Increase the level of World Bank Group staffing in Liberia's office
4	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
5	Offer more innovative financial products and services
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Liberia's economy
8	Engage more effectively with civil society (e.g., NGOs, CBOs)
9	Increase the level of capacity development in the country
10	Engage more directly with beneficiaries
11	Offer more innovative knowledge products and services
12	Collaborate more effectively with Government clients (e.g., national, state, local)
13	Work faster
14	Reduce the complexity of obtaining World Bank Group financing
15	Help to bring discipline/effective supervision to implementation of World Bank Group projects
16	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 Liberia?	B. Which THREE areas below would benefit most from other donors in Liberia?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
9	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
10	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
11	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
12	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
13	Food security	<input type="checkbox"/>	<input type="checkbox"/>
14	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
15	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Liberia?	
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 Liberia? (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 Liberia'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	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	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
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 Liberia? (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 Liberia? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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

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

H9. Which best represents your geographic location?	
1	Montserrado
2	Bong
3	Margibi
4	Nimba
5	Grand Bassa
6	Bomi
7	Lofa
8	Grand Cape Mount
9	Sinoe

Thank you for completing the survey!