

FY 2021 Papua New Guinea Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



December 2021



Acknowledgements

The Papua New Guinea Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the PNG country team and independent fielding agency Tebbutt Research. In particular, SI is grateful for the support from Tom Perry (Senior External Affairs Officer); Helen Brigitte Wagambie (Consultant), and Ruth Moiam (Consultant), who coordinated the survey related activities from Sydney, Australia, and Port Moresby, Papua New Guinea.



Country Opinion Surveys
THE WORLD BANK GROUP



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PAPUA NEW GUINEA





I. Objectives

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

II. Methodology

From January 2021 to May 2021, 123 stakeholders of the WBG in PNG 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 65 stakeholders participated in the survey (53% response rate). Respondents received and completed the questionnaire online.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'17 (response rate was 19%, N=53). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 80).

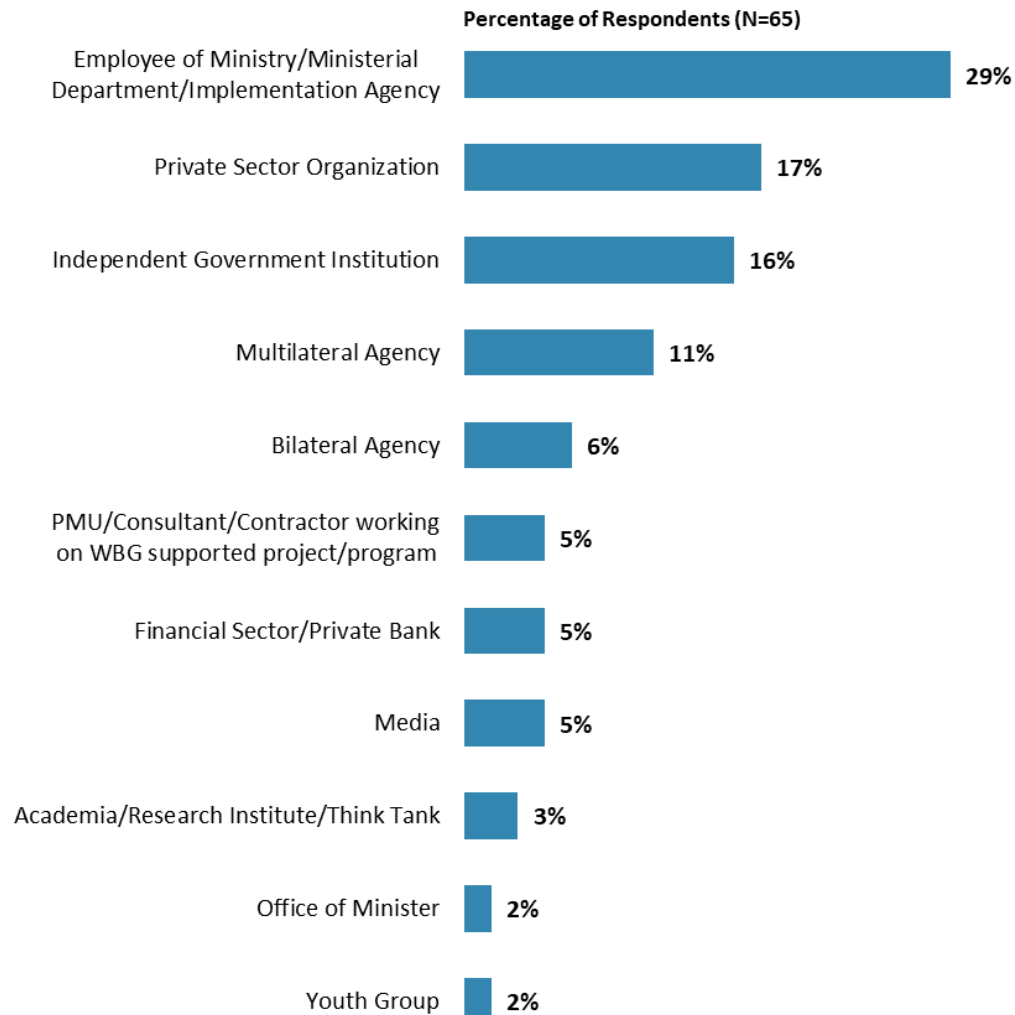
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

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



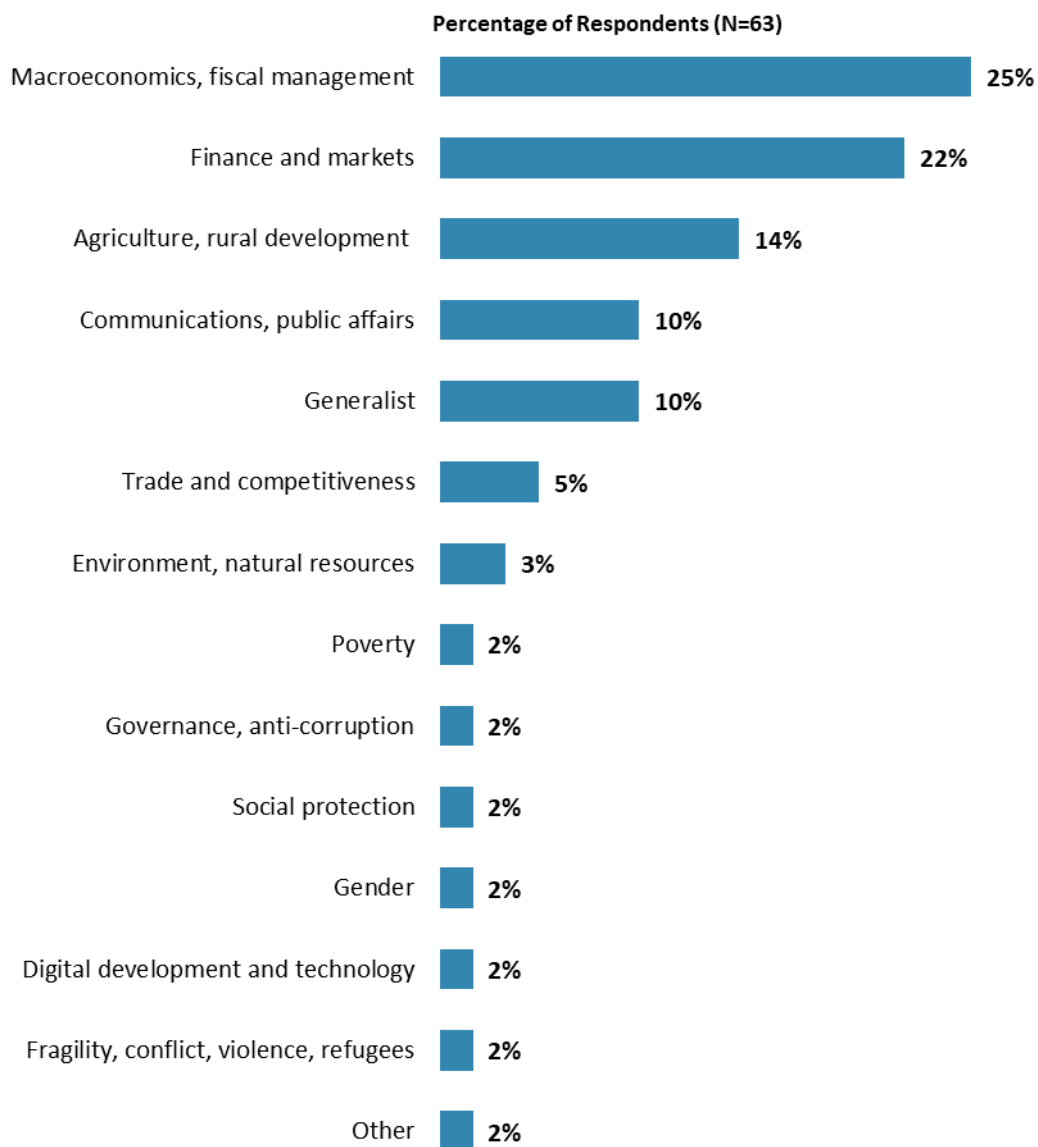
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Employees of ministries/ministerial departments/implementation agencies were combined with the respondents from PMUs/consultants/contractors working on WBG-supported projects/programs; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. The small number of the respondents from the office of a minister, from youth groups, from academia/research institutes/think tanks, and from the media were included in the “Other” category. There were no respondents from the Office of the President/Prime Minister, office of a parliamentarian, from local government, from the judicial system, from state-owned enterprises, private foundation, NGOs/community based, organizations, trade unions, and from faith-based groups.



III. Demographics of the Sample (continued)

Area of Primary Specialization

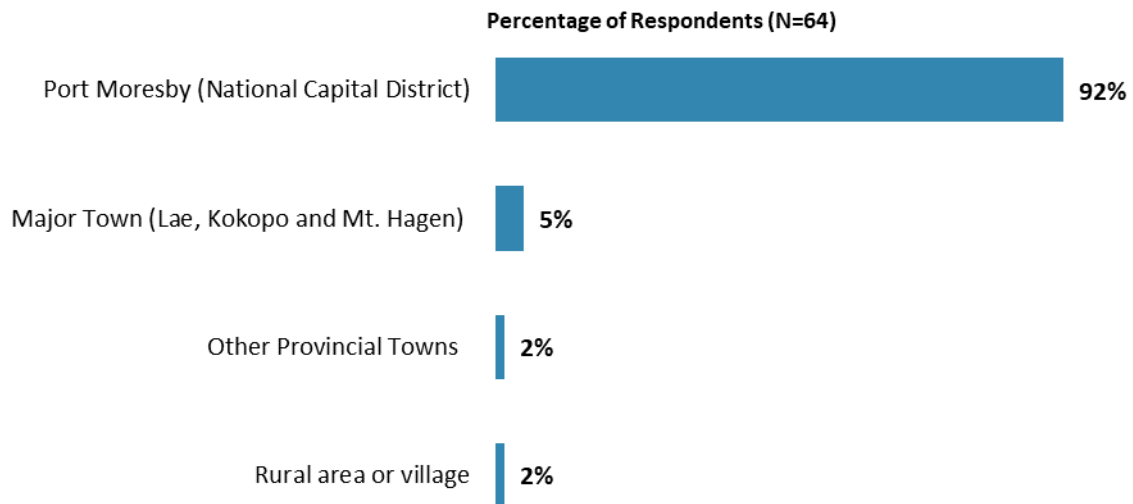


"Please identify the primary specialization of your work."
(Respondents chose from a list.)



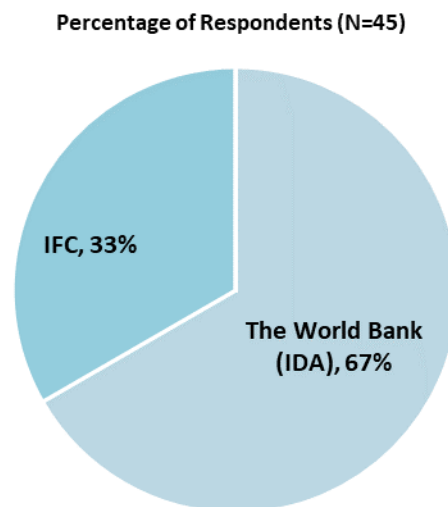
III. Demographics of the Sample (continued)

Geographic Locations



"Which best represents your geographic location?"

Exposure to Agencies within the World Bank Group



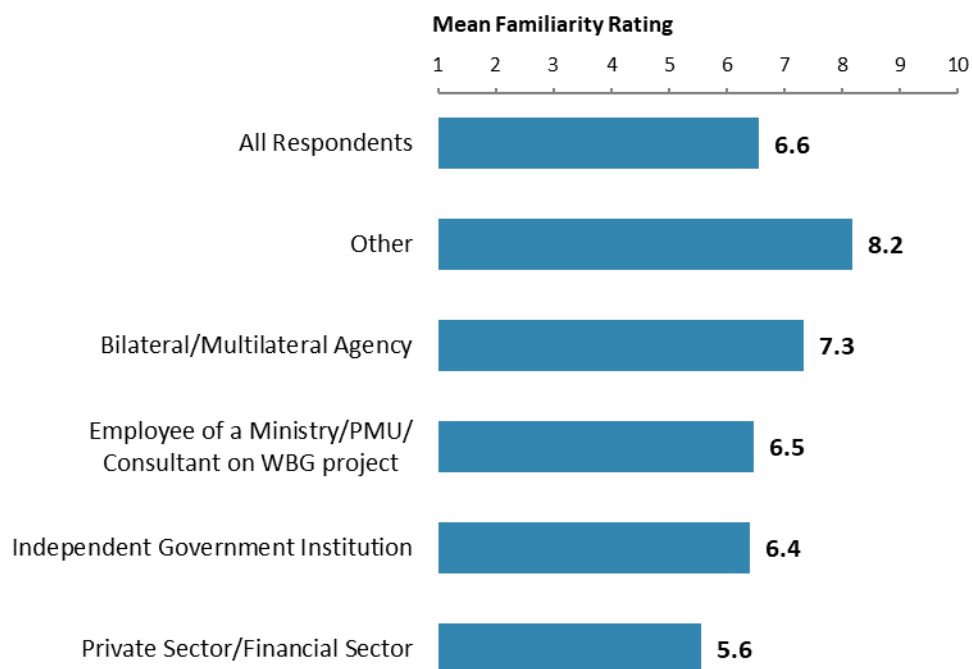
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in PNG?"
(Respondents chose from a list. No respondents selected MIGA or ICSID response options)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to the respondents in the FY'17 Country Survey (weighted mean in FY'21 = 6.6; weighted mean in FY'17 = 6.4)².
- **Impact of familiarity:** Respondents' ratings of familiarity³ with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in PNG and with their agreement that the WBG plays a relevant role in the country's development; and significantly, moderately correlated with their ratings of the extent to which the WBG's work helps achieve development results in PNG.



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

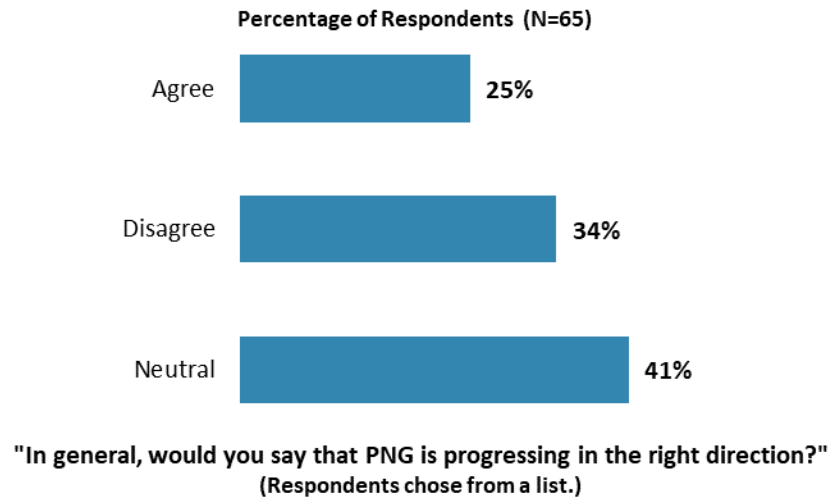
² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 80) for more details on weighting.

³ In FY 2021, the question about familiarity was asked separately about the World Bank Group and the IFC (B1a and B1b). Only variable B1a (World Bank Group) was used in this calculation

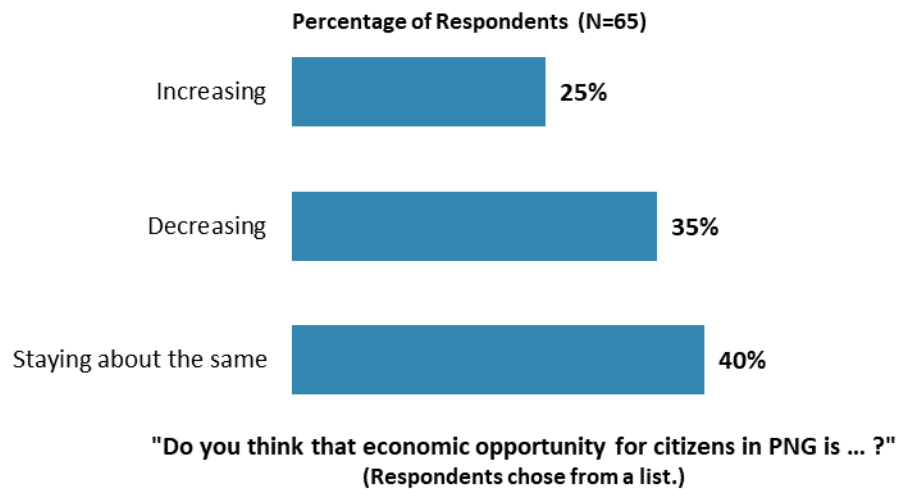


IV. Overall Context

Headed in the Right Direction



Perceptions of Economic Opportunity

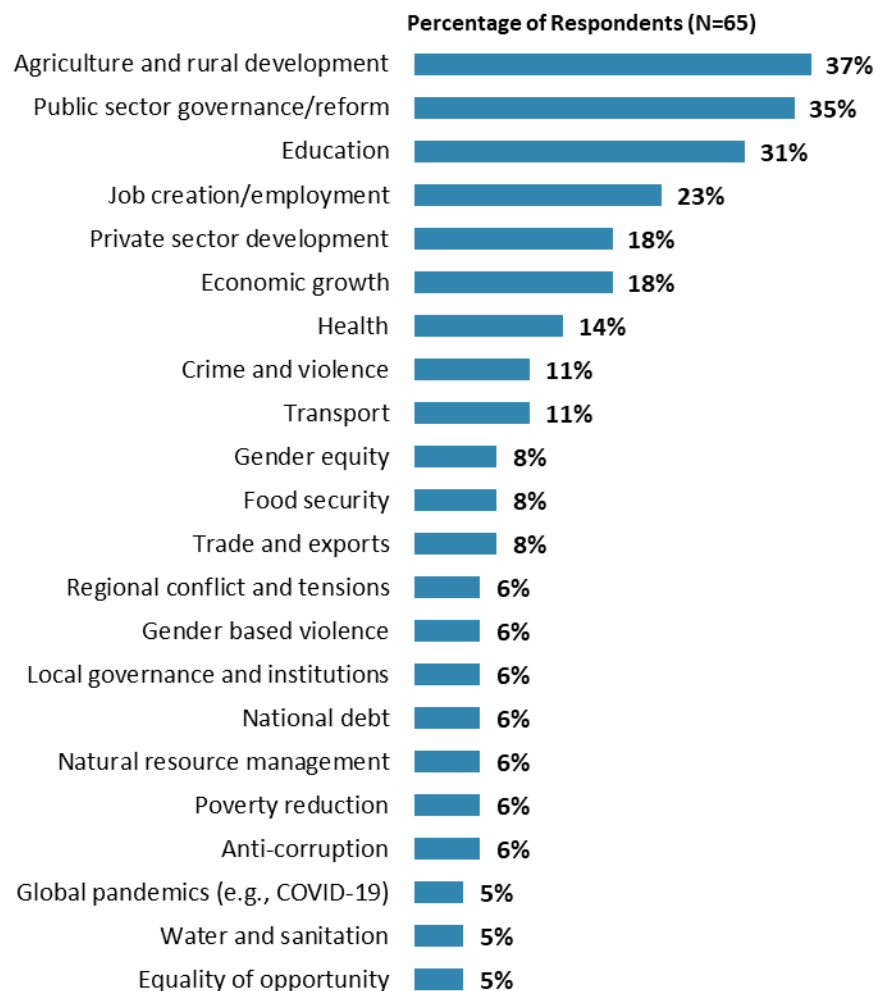




IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in PNG were “*education*” (47%), “*health*” (42%), “*agriculture and rural development*” (28%), “*public sector governance/reform*” (23%), “*Transport*” (21%), and “*Economic growth*” (21%).
- **Specialization:** Respondents whose primary specialization was “*agriculture, rural development*” (14% of the sample) were significantly *more* likely to indicate that “*agriculture and rural development*” was the most important development priority in PNG, compared to the rest of the respondents (agriculture specialists = 67%; others = 32%).⁴



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

(Respondents chose from a list. Responses combined. Top 22 of 35 response options shown)

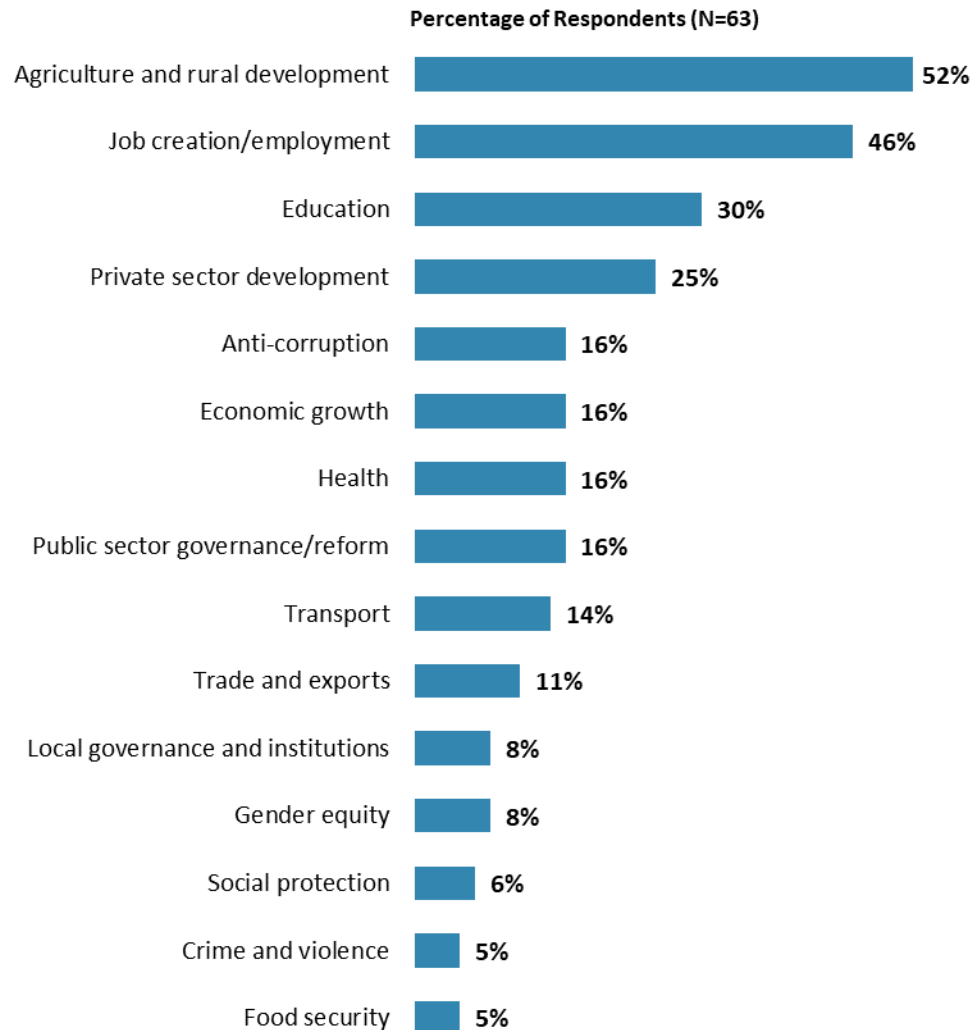
⁴ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



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 PNG were “*Agriculture and rural development*” (62%), “*Job creation/employment*” (40%), “*Education*” (34%), “*Anti-corruption*” (21%), and “*Economic growth*” (17%). “*Private sector development*” emerged among the top factors that contribute to poverty reduction in PNG, with an increase from 15% in FY'17 to 25% in FY'21.

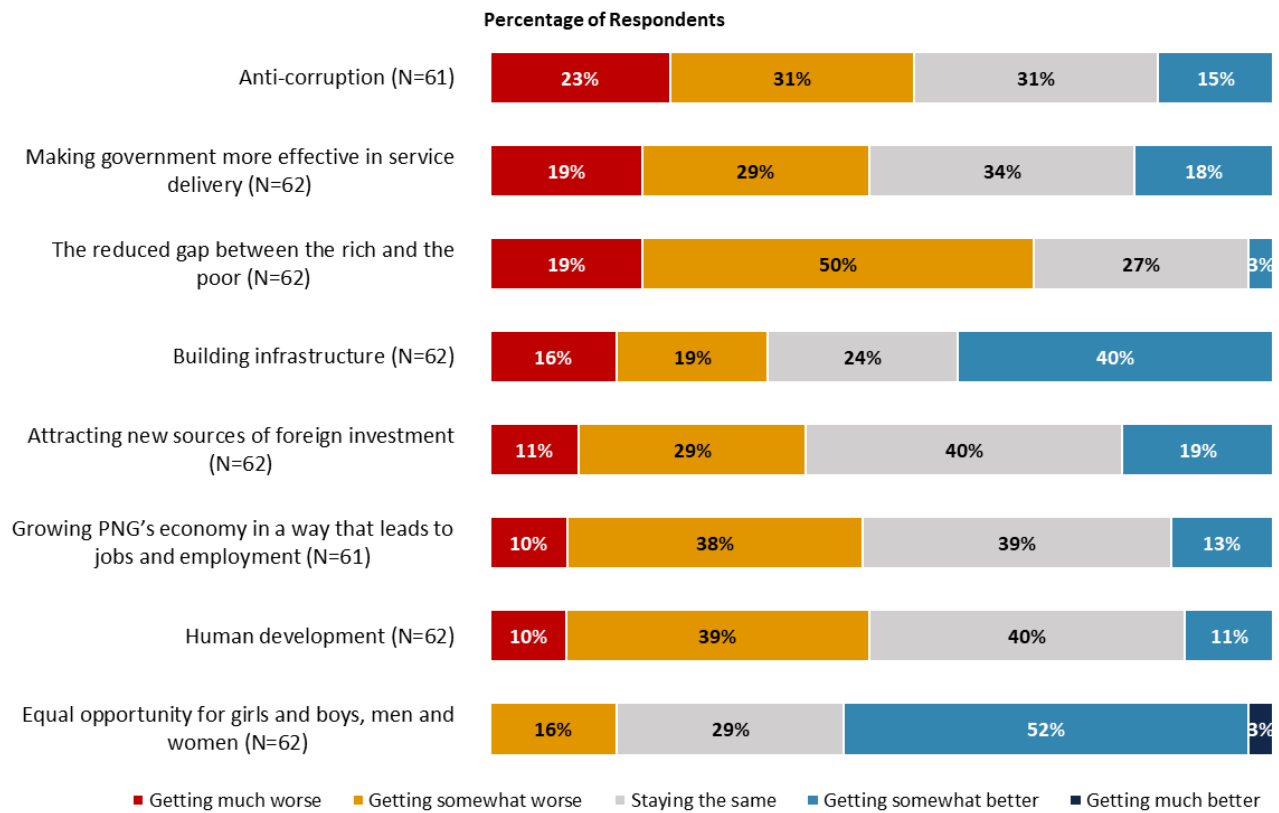


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in PNG? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 15 of 34 response options shown)



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas

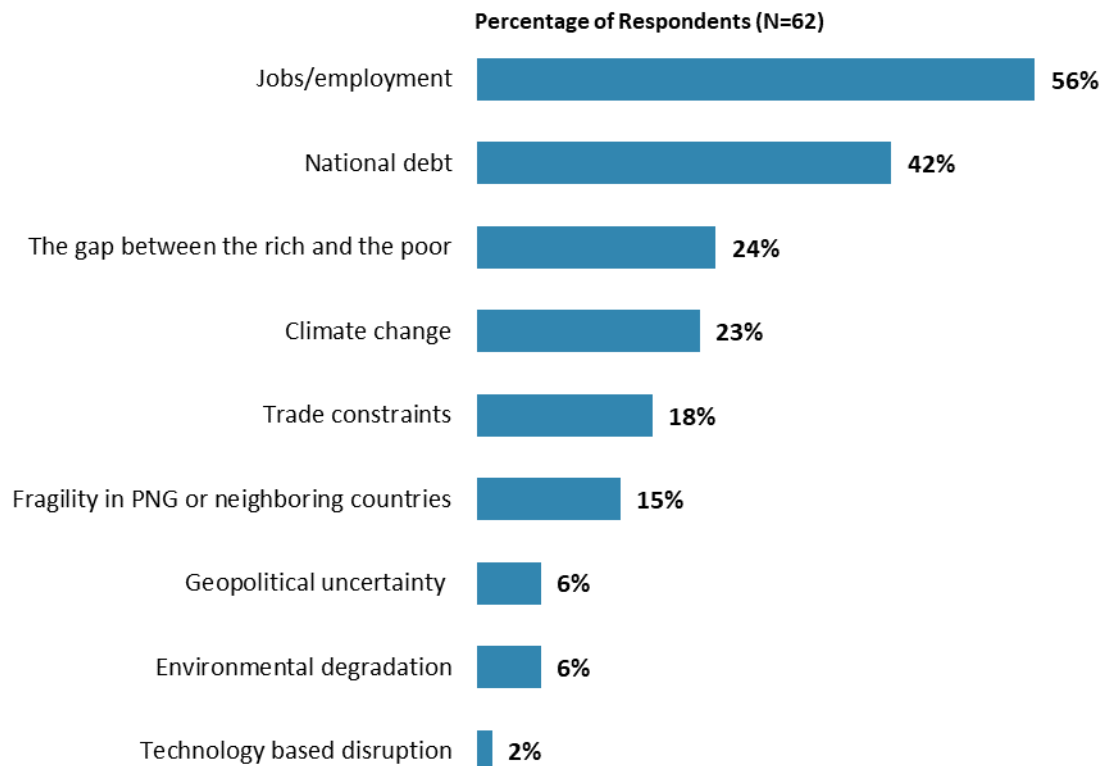


"Please describe the direction PNG is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

The Impact of Global Challenges on PNG

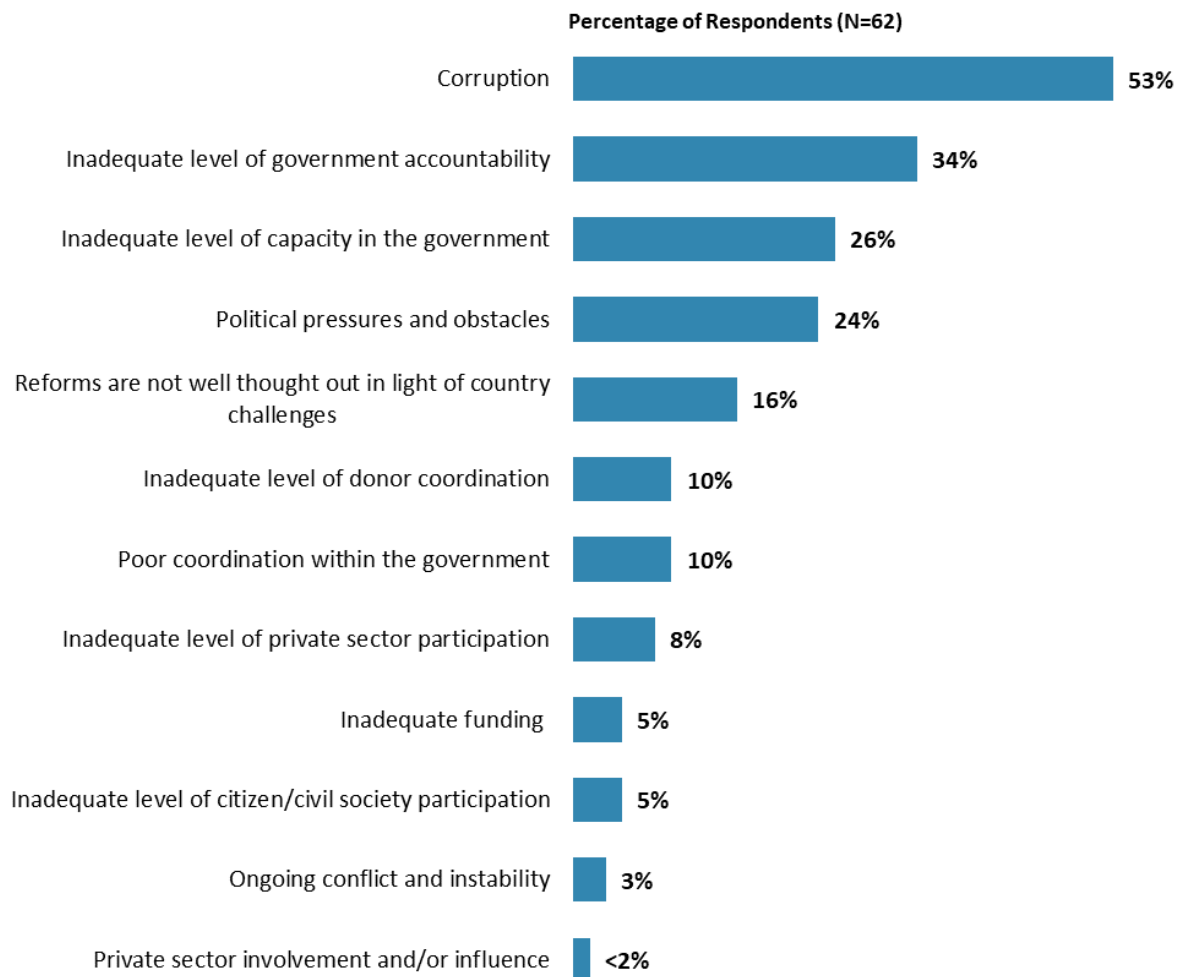


"Listed below are global challenges. Which do you think have the most serious impact on PNG? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Attributions for Failed/Slow Reform Efforts

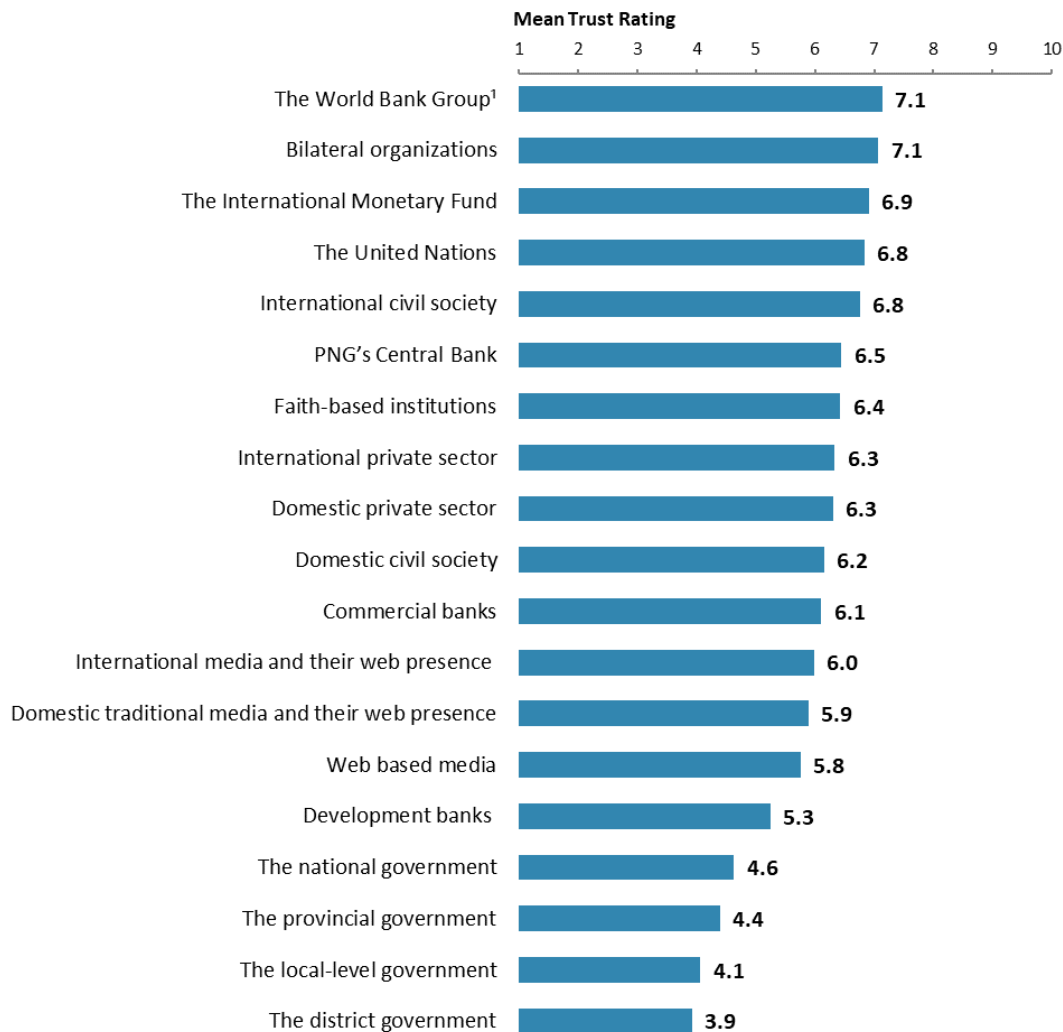


"When economic and/or social reform efforts fail or are slow to take place in PNG, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined. No responses on Other)



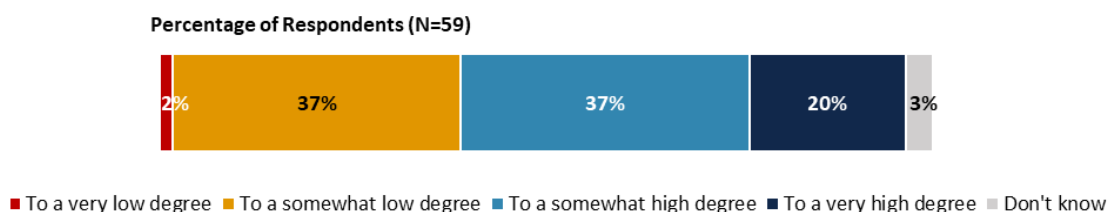
IV. Overall Context (continued)

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

Trust in the Private Sector

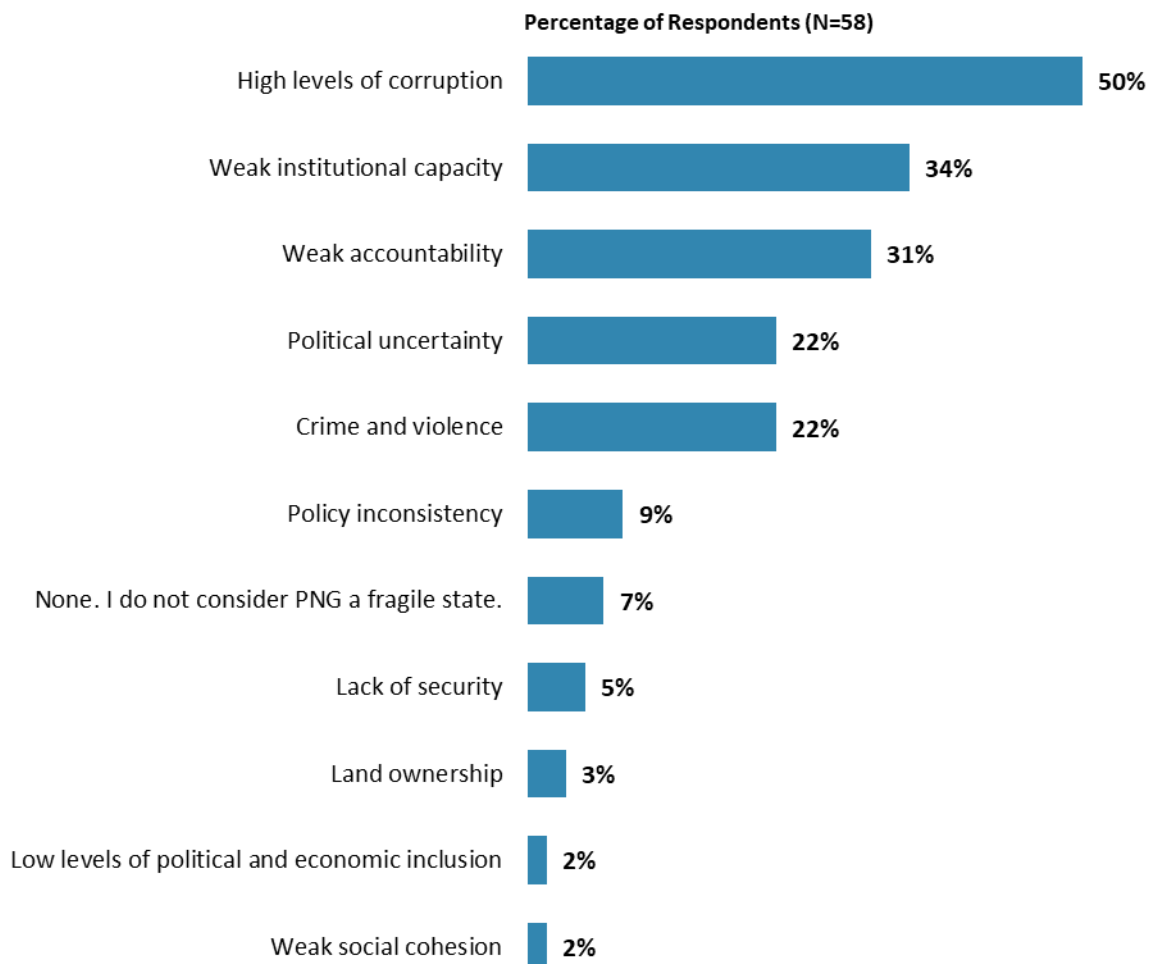


"To what extent do you trust private sector to engage in public service delivery in PNG?"
 (Respondents chose from a list.)



IV. Overall Context (continued)

PNG as a Fragile State

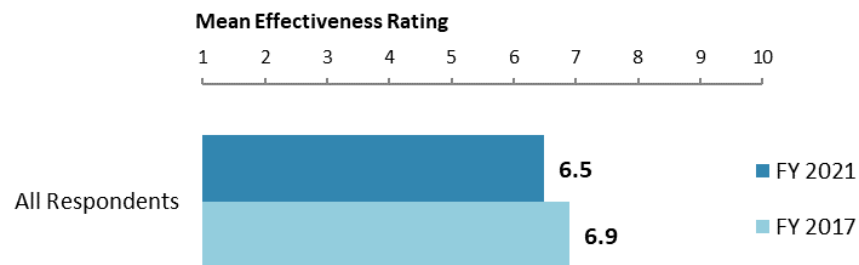


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in PNG. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



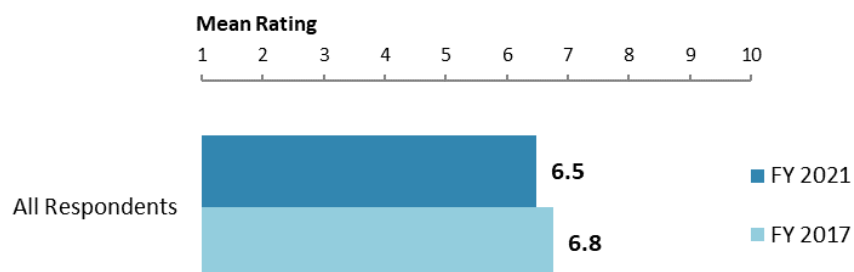
V. Overall Attitudes toward the World Bank Group

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



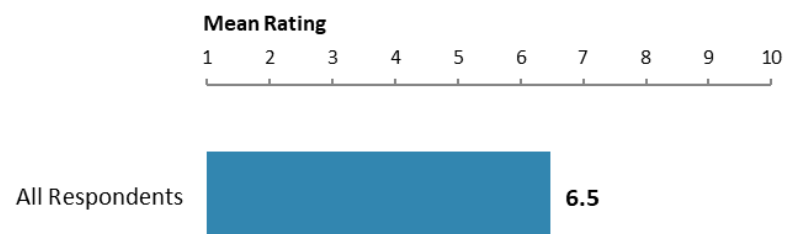
"Overall, please rate your impression of the World Bank Group's effectiveness in PNG." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (*Indicator Question*)



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

Influence on PNG's Development Agenda (*Indicator Question*)



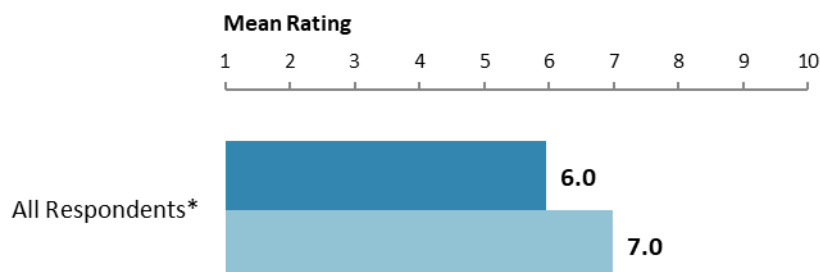
"To what extent does the World Bank Group influence the development agenda in PNG" (1-"To no degree at all", 10-"To a very significant degree")

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



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

WBG Staff Preparedness

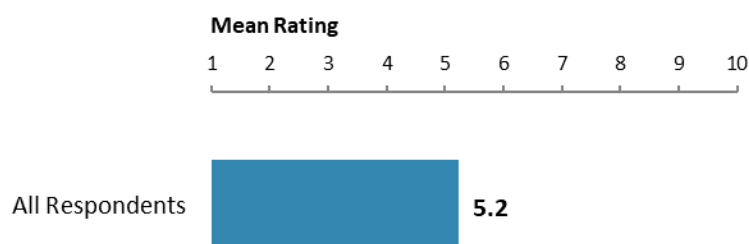


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help PNG solve its most complicated development challenges?"

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

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

WBG Staffing in PNG



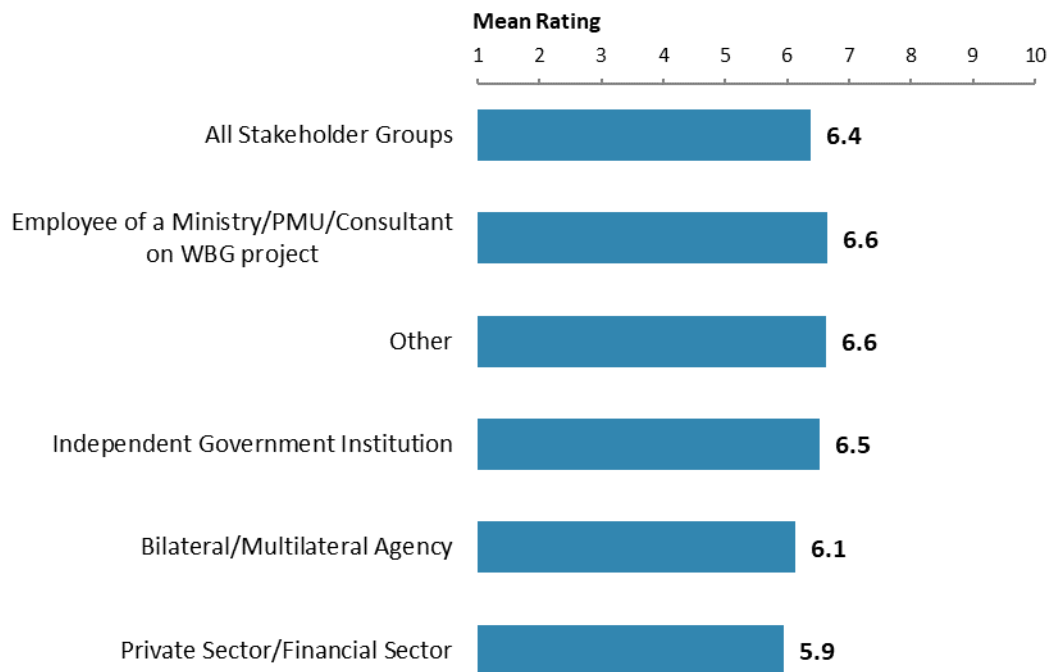
"To what extent do you believe the World Bank Group is adequately staffed in PNG?"

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



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

Overall Ratings for Indicator Questions by Stakeholder Groups



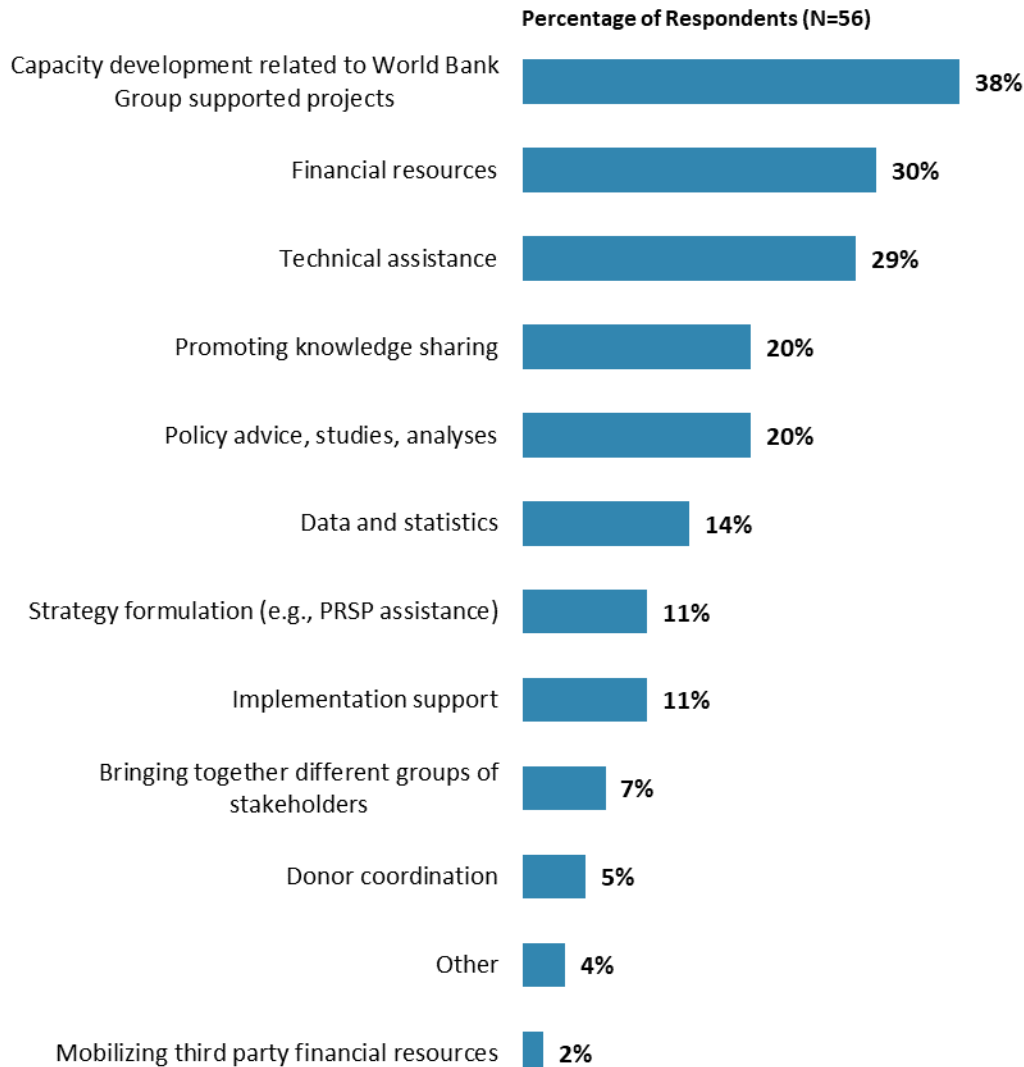
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to PNG were "*Capacity development related to World Bank Group supported projects*" (44%), "*Bringing together different groups of stakeholders*" (30%), "*Financial resources*" (24%), and "*Implementation support*" (22%).



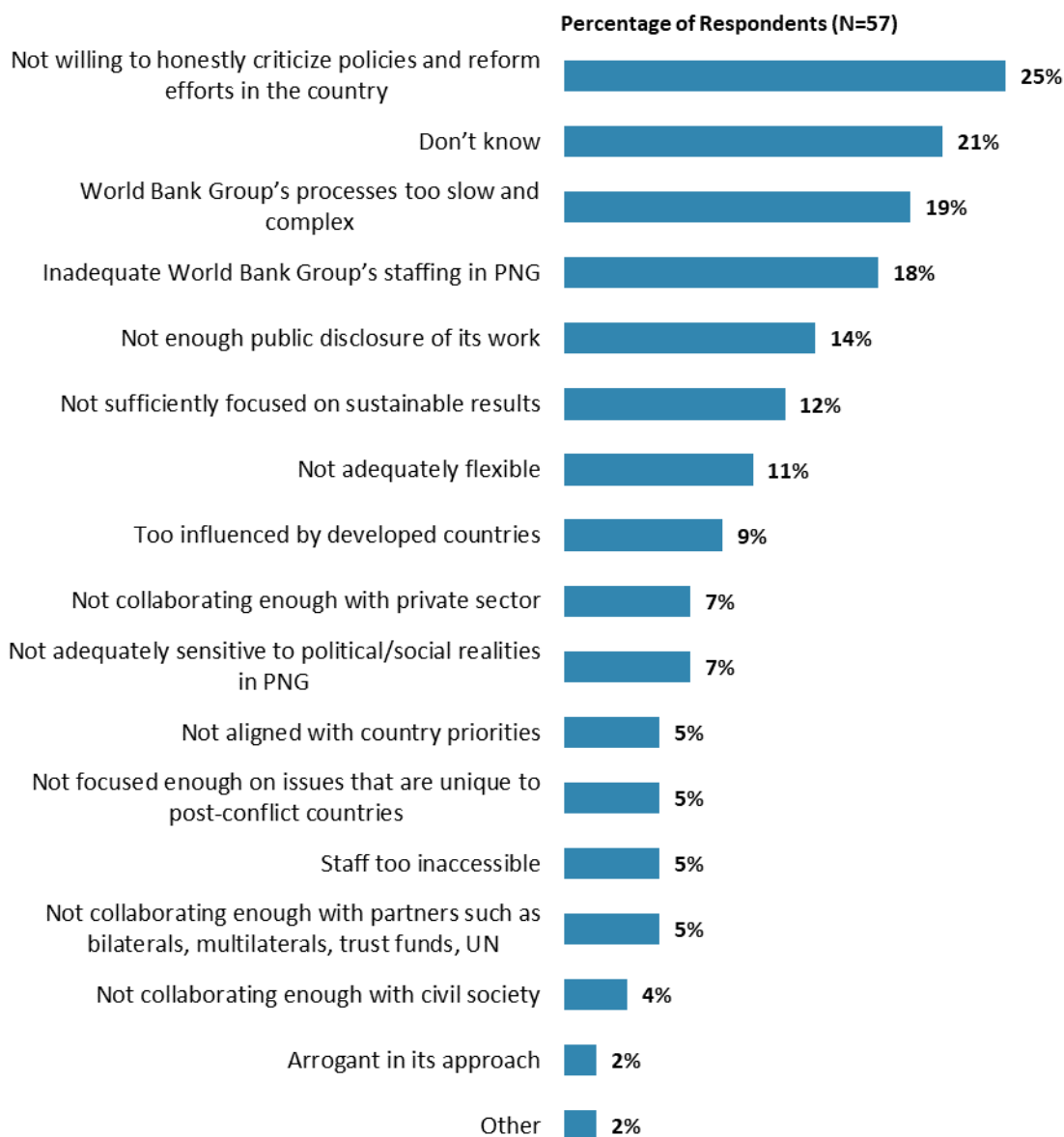
"When thinking about the World Bank Group's role in PNG, which activity do you VALUE the most? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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 PNG were "*World Bank Group's processes too slow*" (26%) and "*World Bank Group's processes too complex*" (20%), and "*Not enough public disclosure of its work*" (18%).

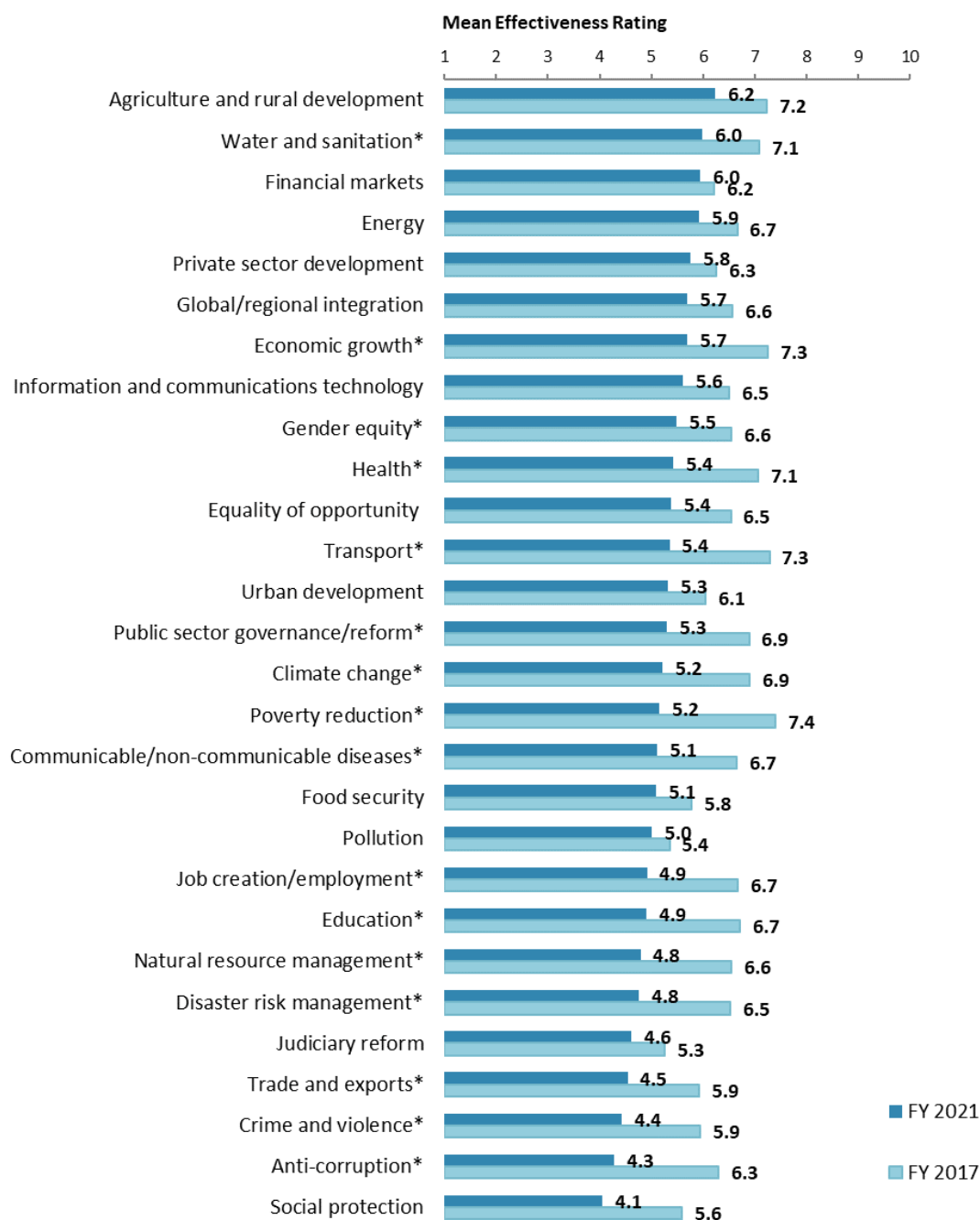


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in PNG? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



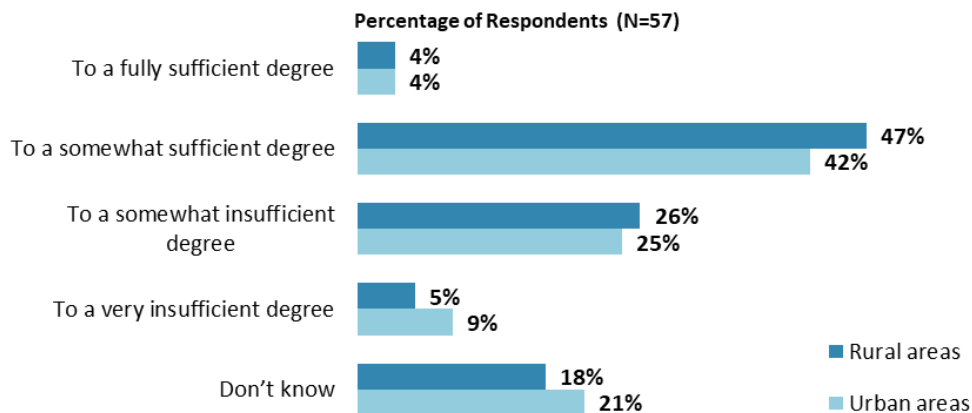
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in PNG?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2021 and FY 2017)*

⁶ Means presented in this chart were calculated based on weighted data. See Appendix D for details. Only those options that were asked both in FY17 and FY21 were included in the chart.



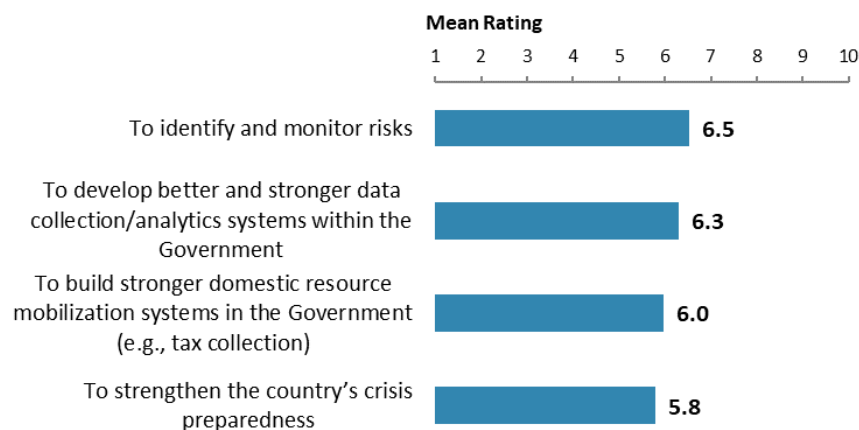
VI. WBG's Support in Development Areas (continued)

Helping the Poorest



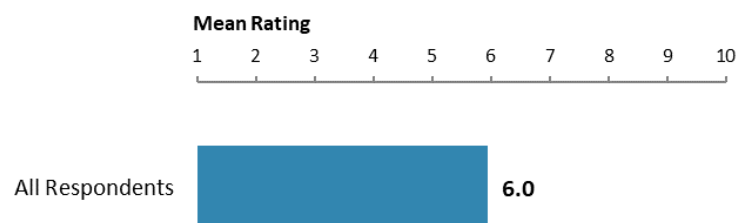
"To what extent do you believe that the World Bank Group's work and support help the poorest in RURAL (URBAN) areas in PNG?" (Respondents chose from a list.)

Effectiveness of WBG's Support



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

Support for Management of Crisis Related Risks

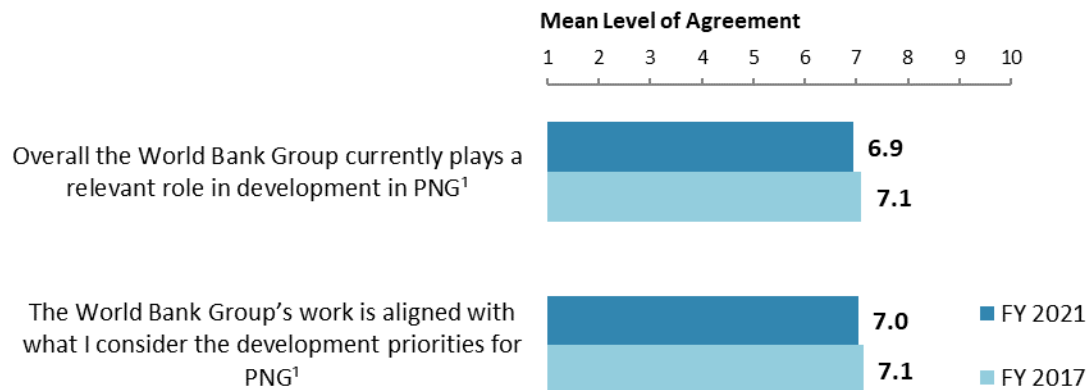


"How effectively does the World Bank Group's SCD and CPF activities support PNG's efforts to manage crisis related risks?"
(1- Not effectively at all, 10- Very effectively)



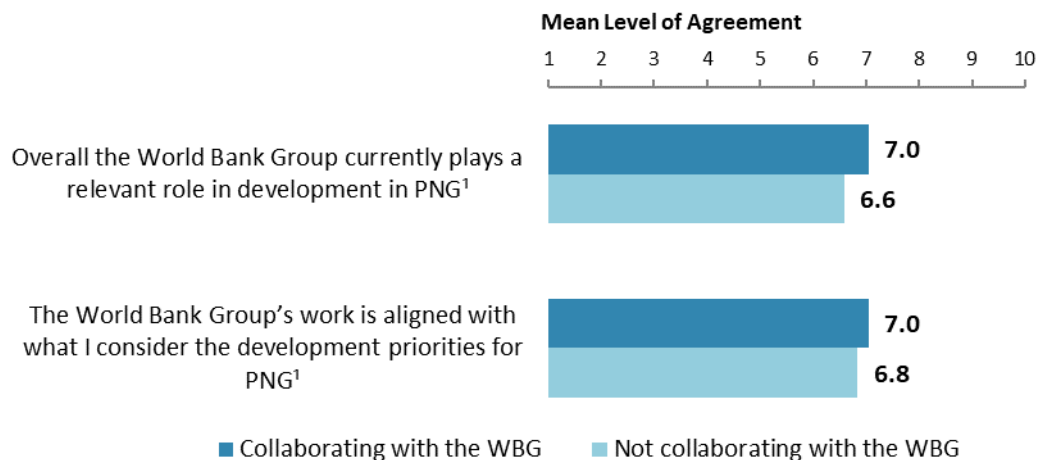
VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in PNG: Year Comparison⁷



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

The World Bank Group's Work in PNG: Collaboration



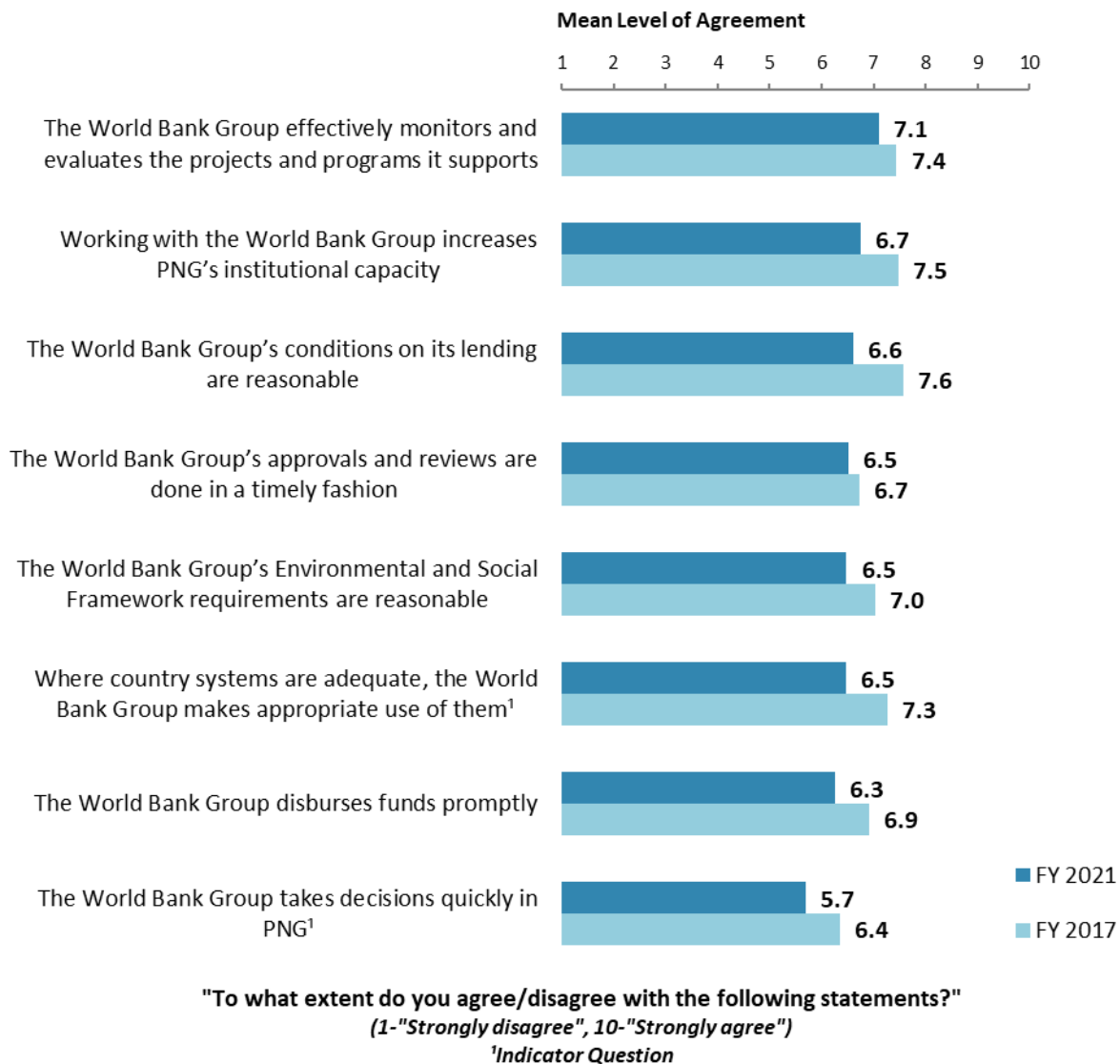
"To what extent do you agree/disagree with the following statements about the World Bank Group's work in PNG?" (1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

⁷ Means in this chart were calculated based on weighted data. See Appendix D for details.



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

Overall Perceptions: Year Comparison⁸

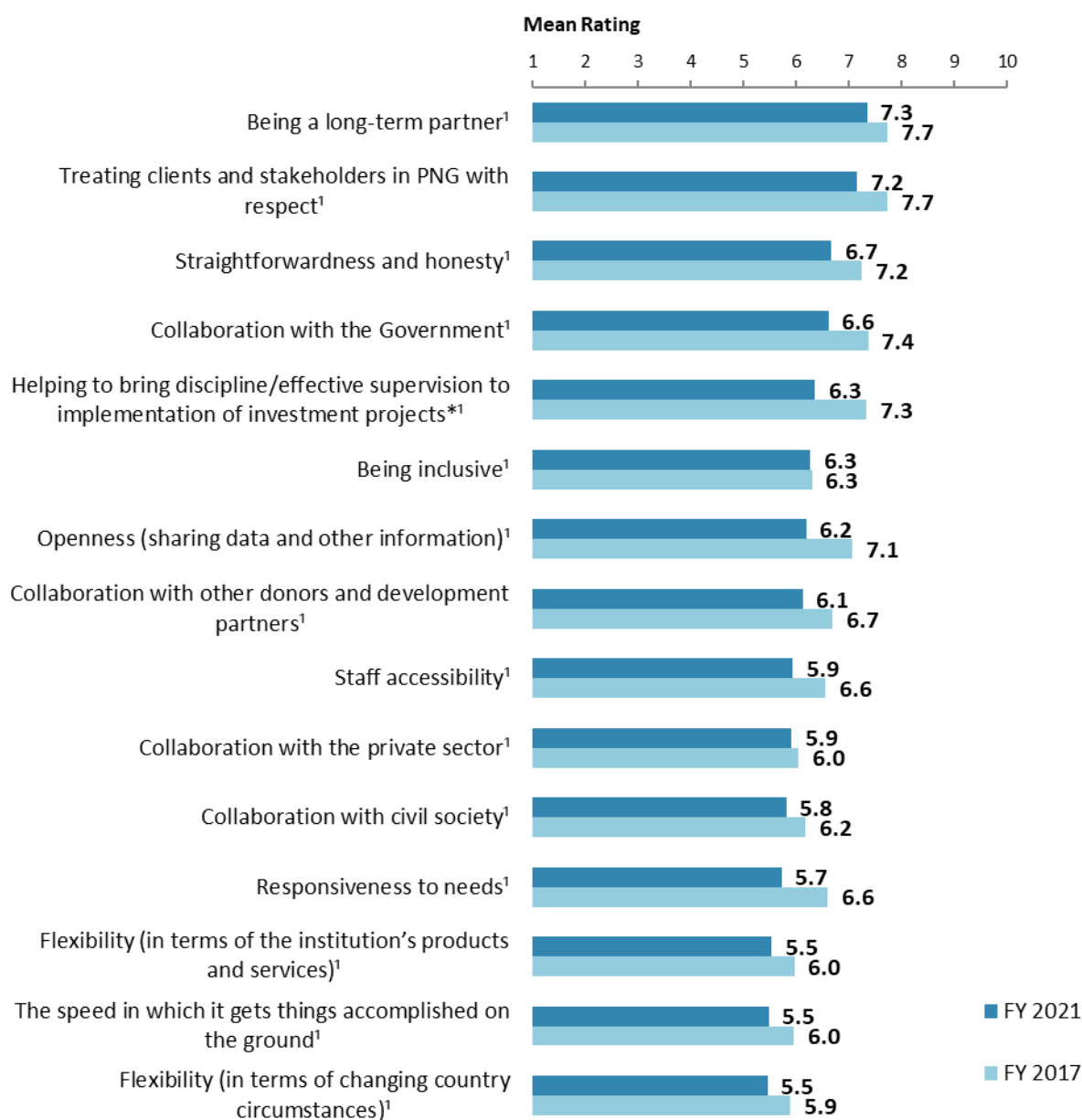


⁸ Means in this chart were calculated based on weighted data. See Appendix D for details.



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

The WBG as an Effective Development Partner: Year Comparison⁹



"To what extent is the World Bank Group an effective development partner in PNG, 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

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



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

The WBG as an Effective Development Partner: Collaboration



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

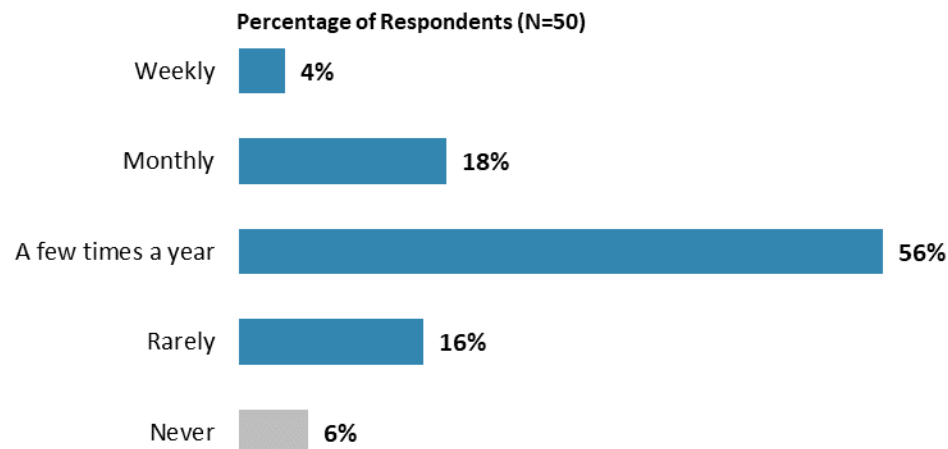
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



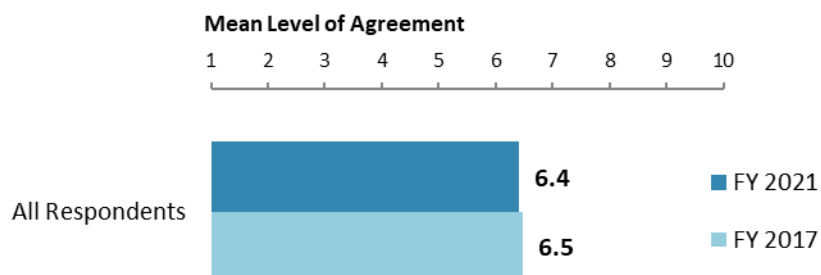
VIII. World Bank Group's Knowledge and Instruments

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 PNG's Knowledge Needs¹⁰ (Indicator Question)



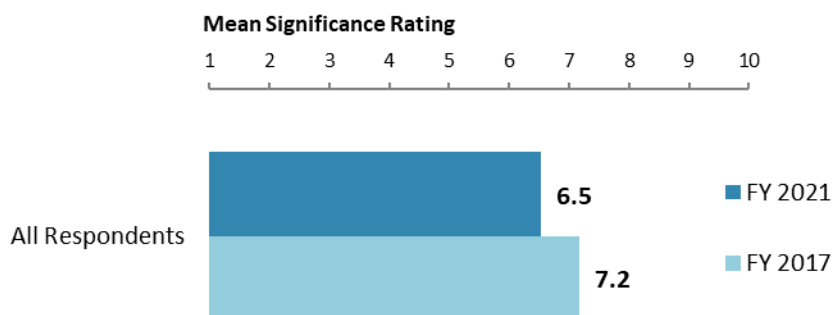
"The World Bank Group meets PNG's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")

¹⁰ Means in this chart were calculated based on weighted data. See Appendix D for details.



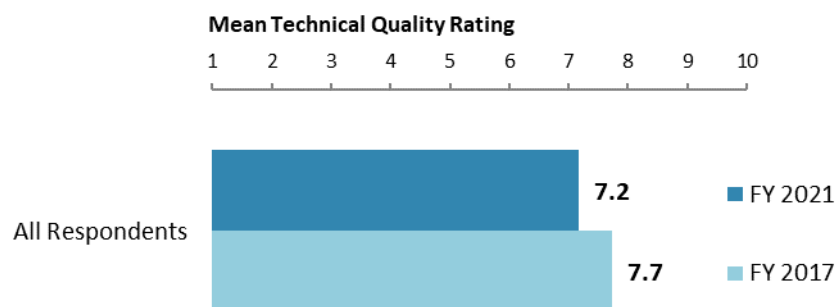
VIII. World Bank Group's Knowledge and Instruments (continued)

Contribution of the WBG's Knowledge Work and Activities¹¹ (*Indicator Question*)



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

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



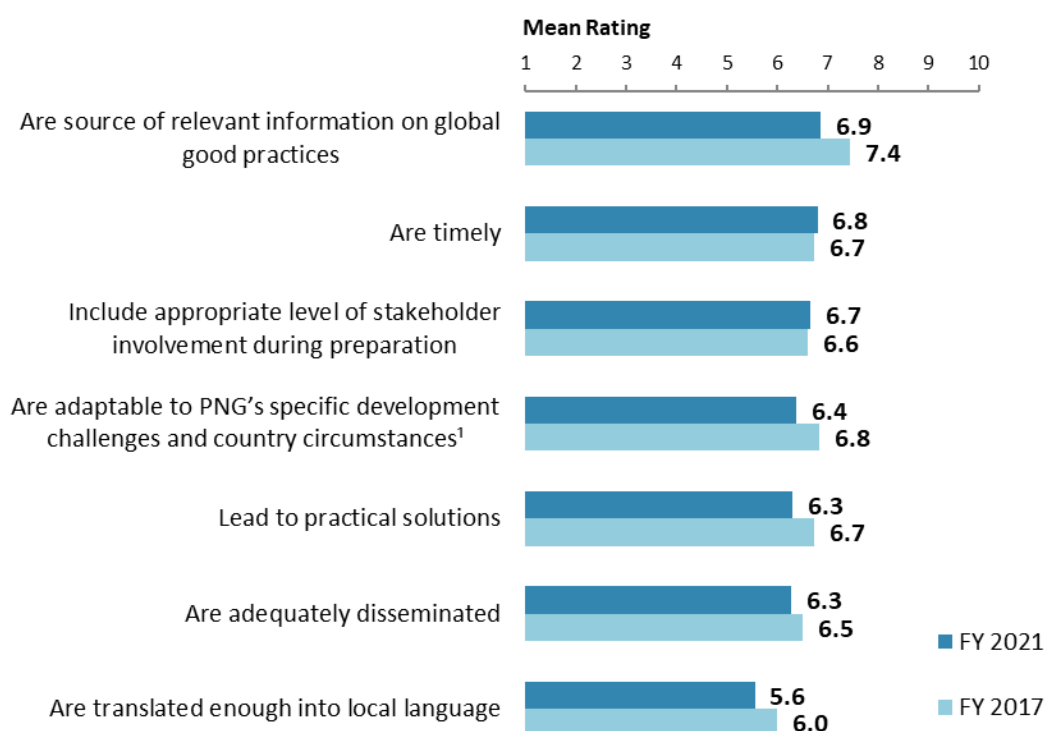
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹¹ Means in the charts on this page were calculated based on weighted data. See Appendix D for details.



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

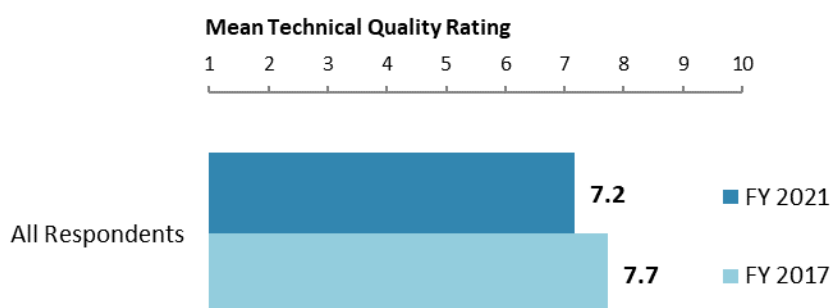
Qualities of the WBG's Knowledge Work and Activities¹²



"In PNG, 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")

¹Indicator Question

Meeting PNG's Needs for Financial Instruments (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")

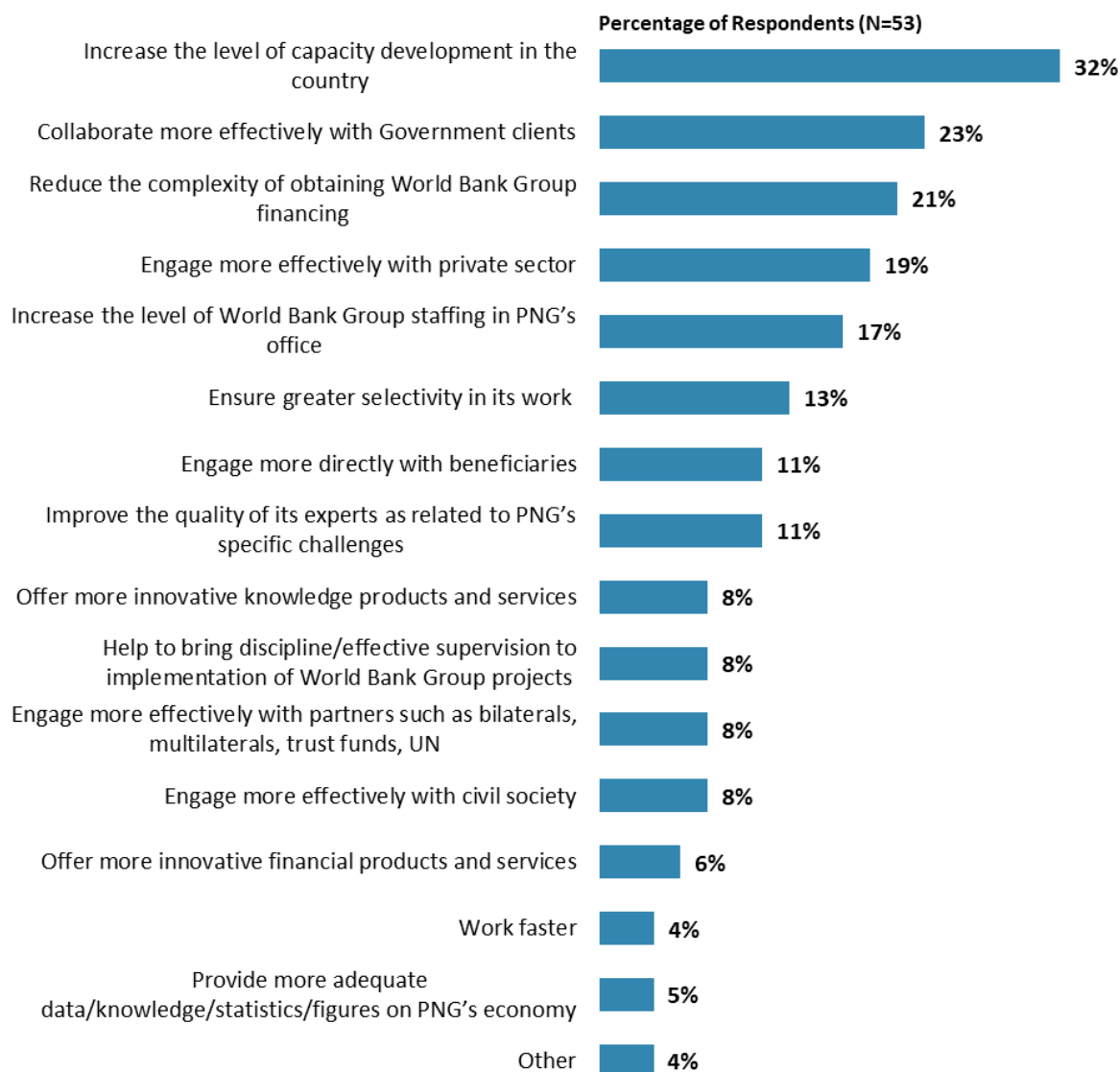
¹² Means in the charts on this page were calculated based on weighted data. See Appendix D for details.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*Reach out more to groups outside of Government*” (40%), “*Collaborate more effectively with Government clients*” (33%), and “*Increase the level of capacity development in the country*” (33%) to make itself of greater value in PNG.



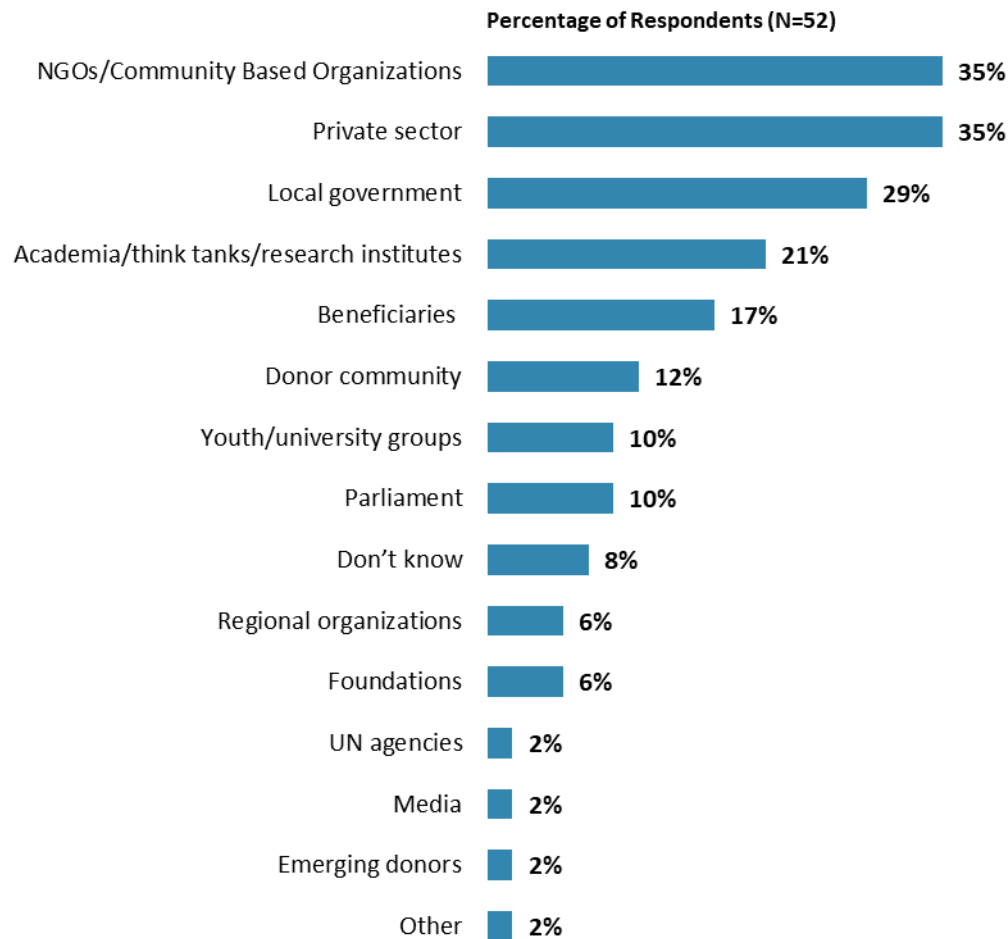
"Which of the following SHOULD the World Bank Group do to make itself of greater value in PNG?
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in PNG (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 “*Private sector*” (41%), “*NGOs/community-based organizations*” (37%), and “*Local government*” (31%) to ensure better development results in PNG.



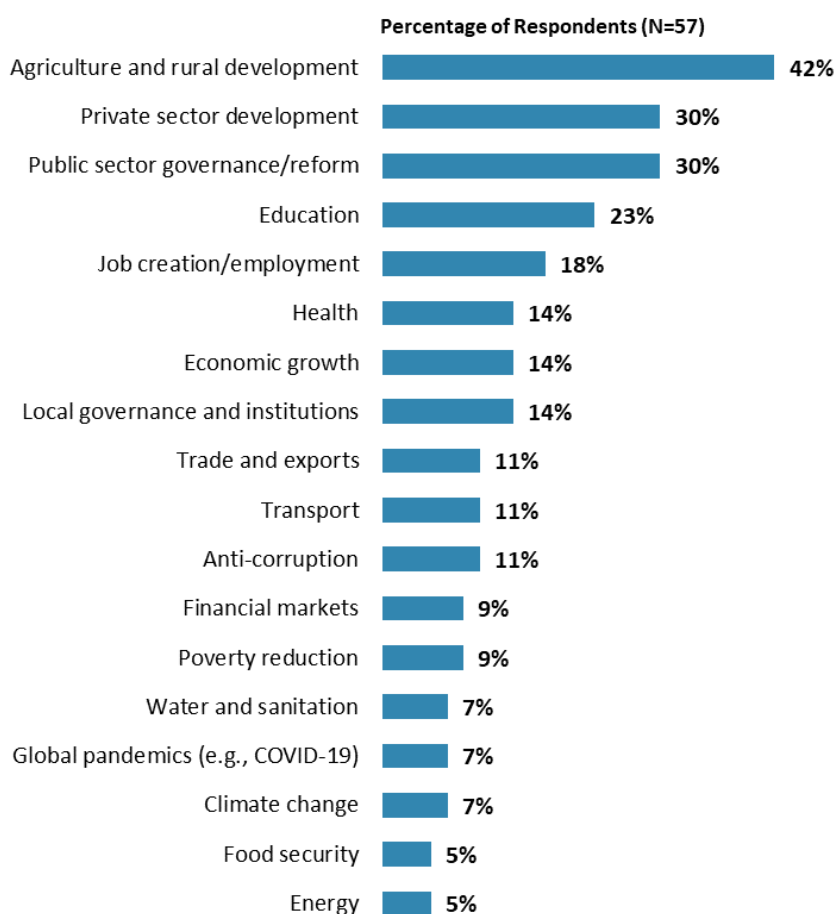
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in PNG (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 “*agriculture and rural development*” (52%), “*economic growth*” (37%), “*education*” (33%), “*public sector governance/reform*” (27%), and “*health*” (17%). “*Private sector development*” emerged among the top areas of the WBG focus, with an increase from 12% in FY'17 to 30% in FY'21.
- **Specialization:** Respondents who identified their primary specialization as “*agriculture, rural development*” (14% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*agriculture and rural development*” (agriculture specialists = 78%; others = 35%).¹³



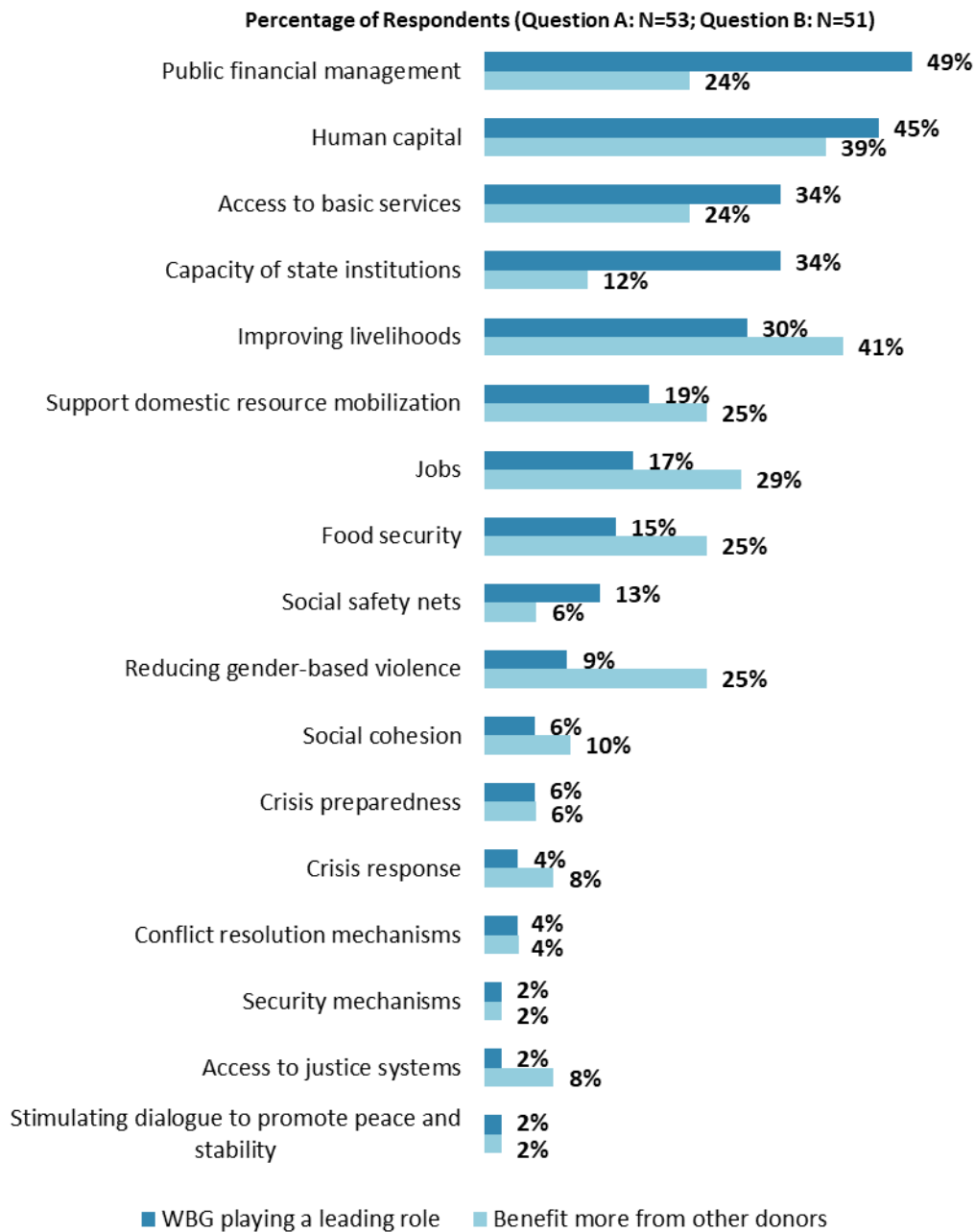
“When thinking about how the World Bank Group can have the most impact on development results in PNG, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in PNG? (Choose no more than THREE)”
 (Respondents chose from a list. Responses combined. Top 18 of 35 response options shown)

¹³ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



IX. The Future Role of the WBG in PNG (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 PNG?

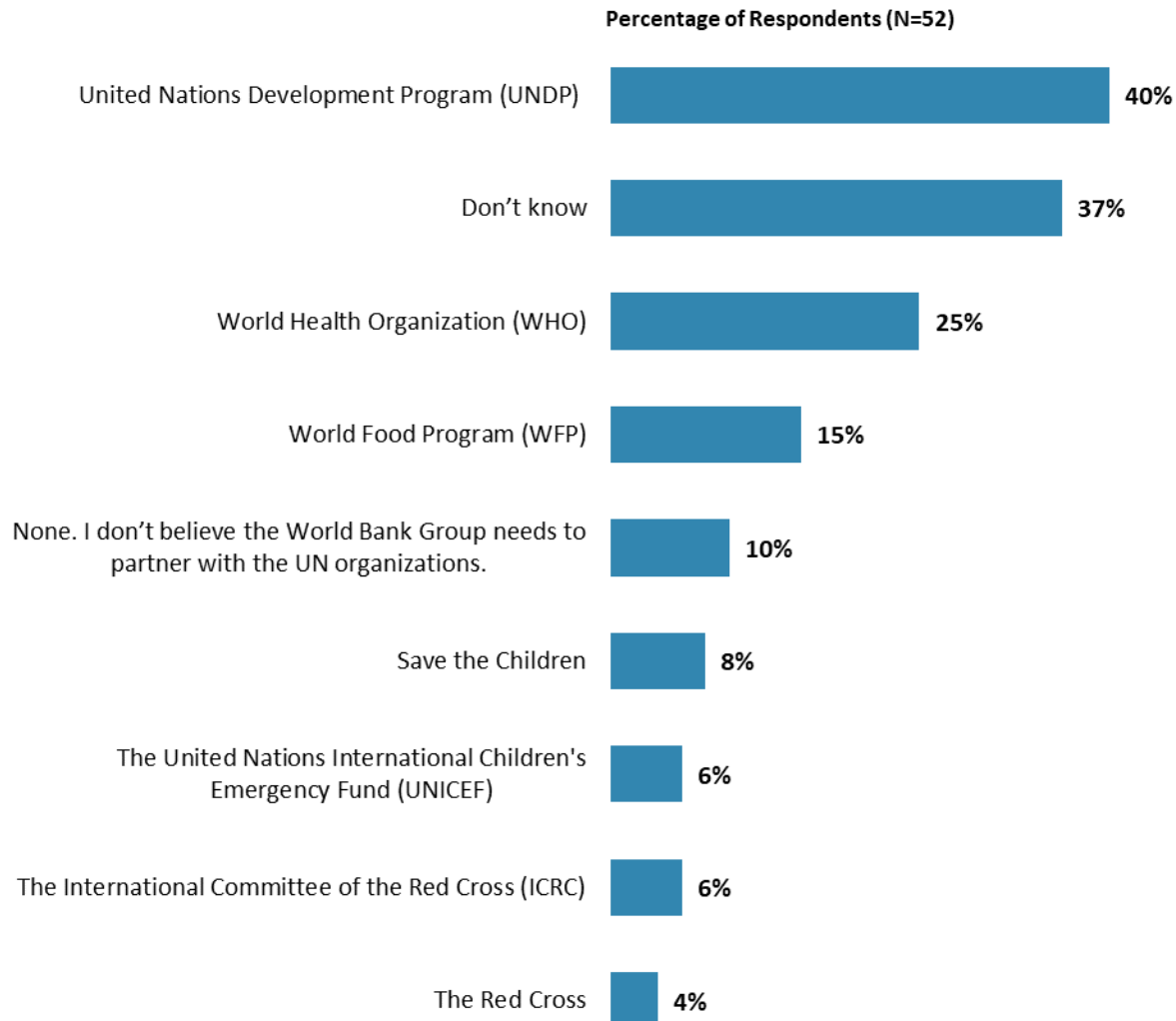
B. Which THREE areas below would benefit most from other donors in PNG?"

(Respondents chose from a list. Responses combined.)



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

Partnering with Other Organizations



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

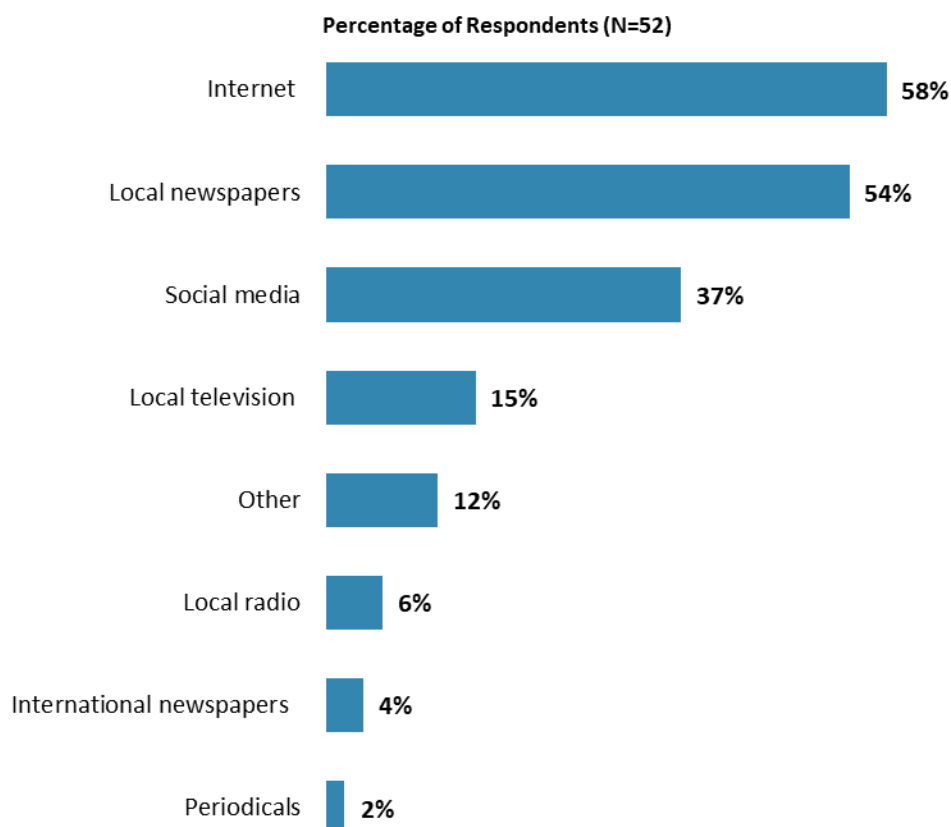


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 60) for selected responses by stakeholder groups.

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 PNG from “*local newspapers*” (81%), the “*Internet*” (42%), and from “*local television*” (26%). Compared to FY'17, almost twice as many respondents selected “*Social media*” as their go-to sources of information (19% in FY'17 vs. 37% in FY'21).



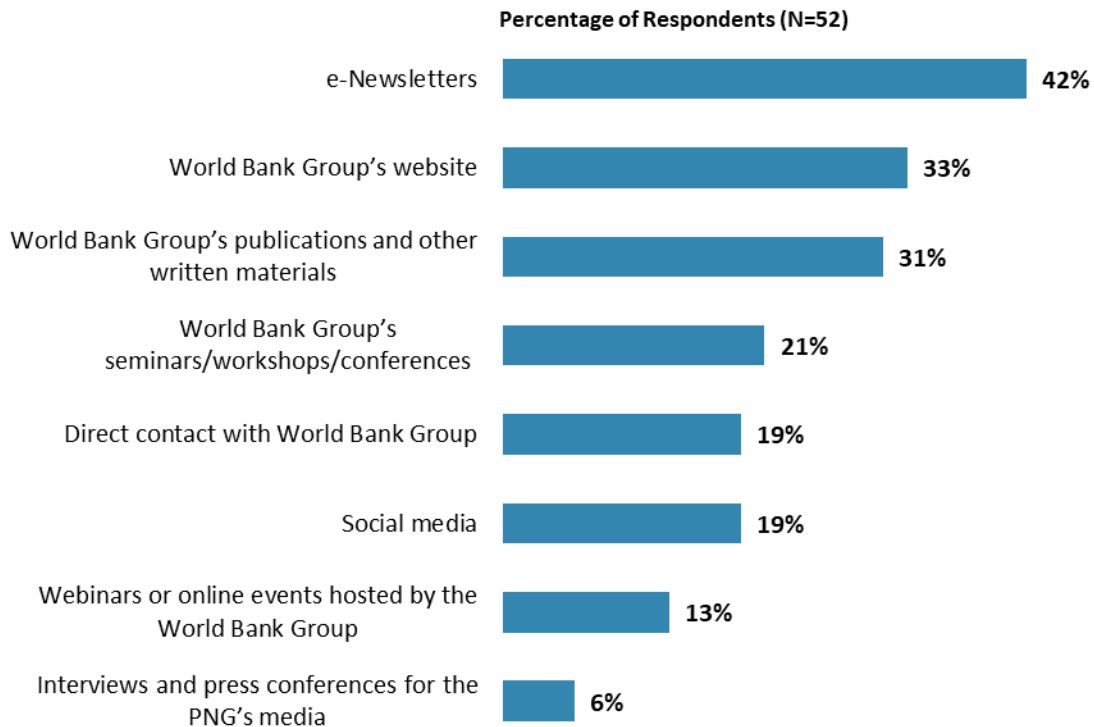
"How do you get most of your information about economic and social development issues in PNG? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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*” (37%), followed by “*direct contact with the WBG*” (33%), “*WBG’s seminars/workshops/conferences*” (30%), and “*World Bank Group’s website*” (30%).

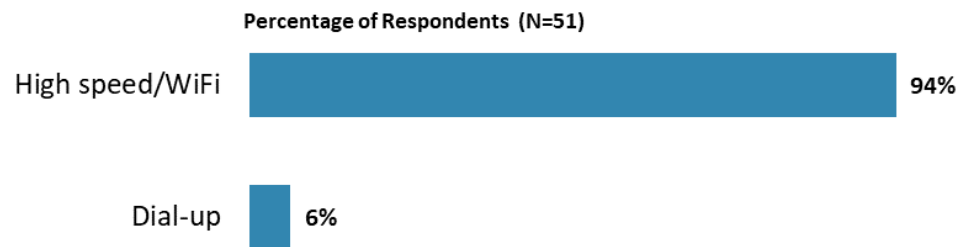


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



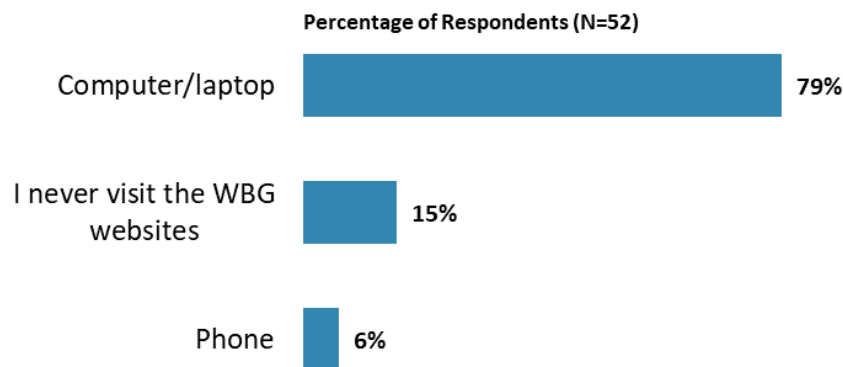
X. Communication and Outreach (continued)

Internet connection



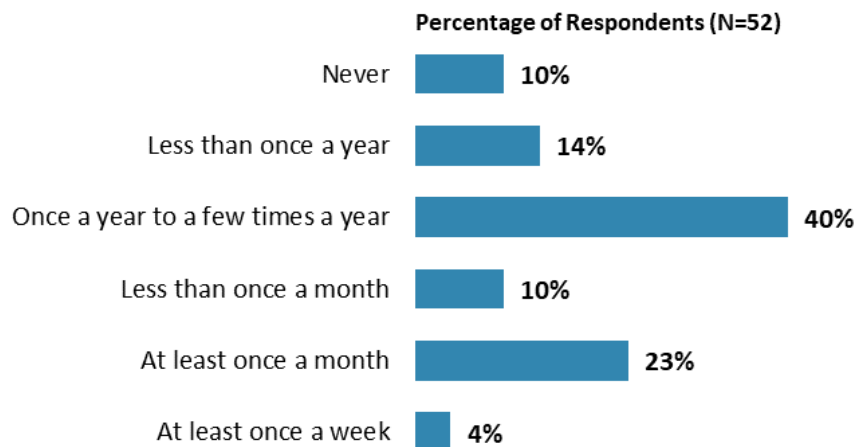
"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list. No response on Tablet)

WBG Interaction Frequency

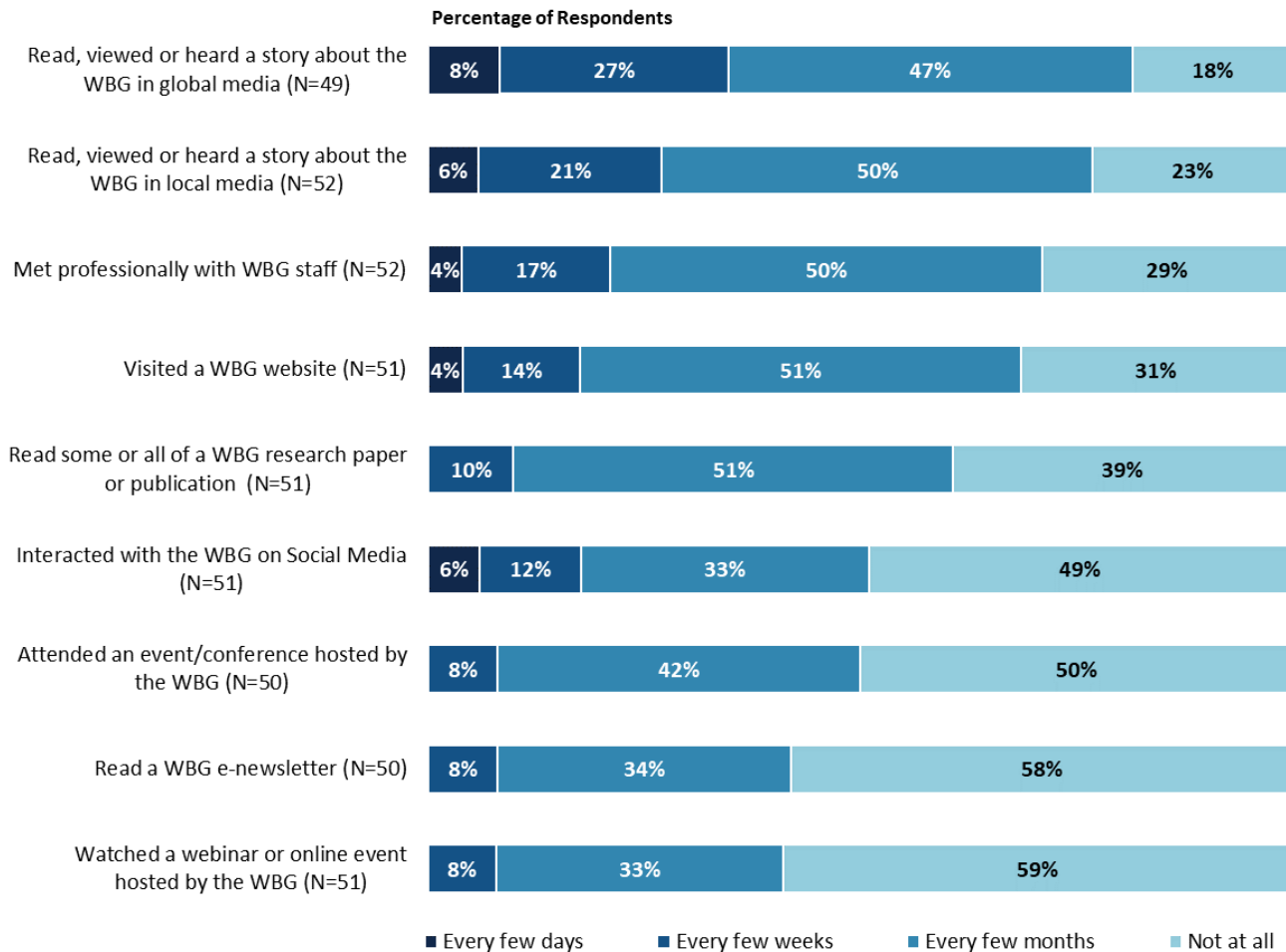


"How frequently do you interact with the World Bank Group now in PNG?" (Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



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



XI. Appendices

A. Responses to All Questions Across All Respondents	40
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Appendix A: Responses to All Questions across All Respondents (N=65)

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 PNG is progressing in the right direction?	Percentage of Respondents (N=65)
Agree	24.6%
Disagree	33.8%
Neutral	41.5%

2. Do you think that economic opportunity for citizens in PNG is ... ?	Percentage of Respondents (N=65)
Increasing	24.6%
Decreasing	35.4%
Staying about the same	40.0%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in PNG. Please identify which of the following you consider the most important development priorities in PNG. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=65)
Agriculture and rural development	36.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.4%
Education	30.8%
Job creation/employment	23.1%
Private sector development	18.5%
Economic growth	18.5%
Health	13.8%
Crime and violence	10.8%
Transport (e.g., roads, bridges, transportation)	10.8%
Gender equity (closing the gap between women and men, and boys and girls)	7.7%
Food security	7.7%
Trade and exports	7.7%
Regional conflict and tensions	6.2%
Gender based violence	6.2%
Local governance and institutions	6.2%
National debt	6.2%
Natural resource management	6.2%
Poverty reduction	6.2%
Anti-corruption	6.2%
Global pandemics (e.g., COVID-19)	4.6%
Water and sanitation	4.6%
Equality of opportunity (i.e., social inclusion)	4.6%
Urban development	3.1%
Energy	3.1%
Financial markets	3.1%
Pollution	1.5%
Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	1.5%
Disaster risk management	1.5%
Communicable/non-communicable diseases	1.5%
Information and communications technology	1.5%
Security/post-disaster reconstruction	0.0%
Global/regional integration	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Social cohesion	0.0%
Judiciary reform	0.0%

**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 PNG? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=63)
Agriculture and rural development	52.4%
Job creation/employment	46.0%
Education	30.2%
Private sector development	25.4%
Anti-corruption	15.9%
Economic growth	15.9%
Health	15.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.9%
Transport (e.g., roads, bridges, transportation)	14.3%
Trade and exports	11.1%
Local governance and institutions	7.9%
Gender equity (closing the gap between women and men, and boys and girls)	7.9%
Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	6.3%
Crime and violence	4.8%
Food security	4.8%
Financial markets	3.2%
Water and sanitation	3.2%
Communicable/non-communicable diseases	1.6%
Information and communications technology	1.6%
Energy	1.6%
National debt	1.6%
Disaster risk management	1.6%
Social cohesion	1.6%
Natural resource management	1.6%
Pollution	1.6%
Regional conflict and tensions	1.6%
Climate change (e.g., mitigation, adaptation)	0.0%
Judiciary reform	0.0%
Equality of opportunity (i.e., social inclusion)	0.0%
Security/post-disaster reconstruction	0.0%
Global/regional integration	0.0%
Urban development	0.0%
Gender based violence	0.0%
Global pandemics (e.g., COVID-19)	0.0%

**A. Overall Context (continued)**

5. Please describe the direction PNG is moving in, when considering...?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	62	9.7%	38.7%	40.3%	11.3%	0.0%
2. Equal opportunity for girls and boys, men and women	62	0.0%	16.1%	29.0%	51.6%	3.2%
3. Growing PNG's economy in a way that leads to jobs and employment	61	9.8%	37.7%	39.3%	13.1%	0.0%
4. The reduced gap between the rich and the poor	62	19.4%	50.0%	27.4%	3.2%	0.0%
5. Making government more effective in service delivery	62	19.4%	29.0%	33.9%	17.7%	0.0%
6. Anti-corruption	61	23.0%	31.1%	31.1%	14.8%	0.0%
7. Attracting new sources of foreign investment	62	11.3%	29.0%	40.3%	19.4%	0.0%
8. Building infrastructure (e.g., road, bridges, airports)	62	16.1%	19.4%	24.2%	40.3%	0.0%

6. Listed below are global challenges. Which do you think have the most serious impact on PNG? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=62)
Jobs/employment	56.5%
National debt	41.9%
The gap between the rich and the poor	24.2%
Climate change	22.6%
Trade constraints	17.7%
Fragility in PNG or neighboring countries	14.5%
Geopolitical uncertainty	6.5%
Environmental degradation	6.5%
Technology based disruption	1.6%
Migrants and refugees	0.0%
Terrorism	0.0%

**A. Overall Context (continued)**

7. When economic and/or social reform efforts fail or are slow to take place in PNG, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=62)
Corruption	53.2%
Inadequate level of government accountability	33.9%
Inadequate level of capacity in the government	25.8%
Political pressures and obstacles	24.2%
Reforms are not well thought out in light of country challenges	16.1%
Inadequate level of donor coordination	9.7%
Poor coordination within the government	9.7%
Inadequate level of private sector participation	8.1%
Inadequate funding	4.8%
Inadequate level of citizen/civil society participation	4.8%
Ongoing conflict and instability	3.2%
Private sector involvement and/or influence	1.6%
Other	0.0%

8. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national government	59	0	4.63	2.15
2. The provincial government	58	1	4.40	2.20
3. The district government	57	1	3.93	2.16
4. The local-level government	54	2	4.07	2.26
5. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	54	3	7.07	1.64
6. The World Bank Group*	56	2	7.14	1.66
7. The International Monetary Fund	53	5	6.91	1.78
8. The United Nations (UN)	54	3	6.83	1.76
9. Development banks (e.g., National Development Bank)	57	2	5.25	2.09
10. Commercial banks (e.g., Bank South Pacific)	56	2	6.11	2.05
11. PNG's Central Bank	56	2	6.45	2.25
12. International private sector	57	1	6.33	1.89
13. Domestic private sector	54	1	6.31	1.78
14. International civil society (e.g., NGOs, CBOs)	51	5	6.76	1.82
15. Domestic civil society (e.g., NGOs, CBOs)	53	4	6.15	1.73
16. Faith-based institutions	53	5	6.43	1.70
17. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	57	0	5.89	1.62
18. International media and their web presence	57	1	5.98	1.81
19. Web based media (i.e., blogs, social media, other web-based news and information sources)	58	0	5.76	1.96

9. To what extent do you trust private sector to engage in public service delivery in PNG?	Percentage of Respondents (N=59)
To a very low degree	1.7%
To a somewhat low degree	37.3%
To a somewhat high degree	37.3%
To a very high degree	20.3%
Don't know	3.4%

**A. Overall Context (continued)**

10. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in PNG. (Choose no more than TWO)	Percentage of Respondents (N=58)
High levels of corruption	50.0%
Weak institutional capacity	34.5%
Weak accountability	31.0%
Political uncertainty	22.4%
Crime and violence	22.4%
Policy inconsistency	8.6%
None. I do not consider PNG a fragile state.	6.9%
Lack of security (i.e., conflict and violence)	5.2%
Land ownership (i.e., conflicts related to communally owned land)	3.4%
Low levels of political and economic inclusion	1.7%
Weak social cohesion	1.7%
High influx of refugees/migrants	0.0%
Food insecurity	0.0%
Other	0.0%

B. Overall Attitudes toward the World Bank Group

Familiarity with the WBG	N	DK	Mean	SD
1a. How familiar are you with the work of the World Bank Group in PNG? (1-Not familiar at all, 10-Extremely familiar)	59	0	6.54	2.41

Familiarity with the IFC	N	DK	Mean	SD
1b. How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in PNG? (1-Not familiar at all, 10-Extremely familiar)	59	0	5.73	2.50

To what extent do you agree/disagree with the following statements about the World Bank Group's work in PNG? (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 PNG*	55	2	6.96	1.89
3. The World Bank Group's work is aligned with what I consider the development priorities for PNG*	56	3	7.02	2.04

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in PNG.* (1-Not effective at all, 10-Very effective)	56	3	6.45	1.88

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in PNG?* (1-To no degree at all, 10-To a very significant degree)	56	3	6.45	1.82

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in PNG?* (1-To no degree at all, 10-To a very significant degree)	56	3	6.48	1.93

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

7. To what extent do you believe that the World Bank Group's work and support help the poorest in RURAL areas in PNG? (Select only ONE response)	Percentage of Respondents (N=57)
To a fully sufficient degree	3.5%
To a somewhat sufficient degree	47.4%
To a somewhat insufficient degree	26.3%
To a very insufficient degree	5.3%
Don't know	17.5%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in URBAN areas in PNG? (Select only ONE response)	Percentage of Respondents (N=57)
To a fully sufficient degree	3.5%
To a somewhat sufficient degree	42.1%
To a somewhat insufficient degree	24.6%
To a very insufficient degree	8.8%
Don't know	21.1%

9. When thinking about the World Bank Group's role in PNG, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=56)
Capacity development related to World Bank Group supported projects	37.5%
Financial resources	30.4%
Technical assistance	28.6%
Promoting knowledge sharing	19.6%
Policy advice, studies, analyses	19.6%
Data and statistics	14.3%
Strategy formulation (e.g., PRSP assistance)	10.7%
Implementation support	10.7%
Bringing together different groups of stakeholders	7.1%
Donor coordination	5.4%
Other	3.6%
Mobilizing third party financial resources	1.8%

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

10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in PNG? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
Not willing to honestly criticize policies and reform efforts in the country	24.6%
Don't know	21.1%
World Bank Group's processes too slow and complex	19.3%
Inadequate World Bank Group's staffing in PNG	17.5%
Not enough public disclosure of its work	14.0%
Not sufficiently focused on sustainable results	12.3%
Not adequately flexible	10.5%
Too influenced by developed countries	8.8%
Not collaborating enough with private sector	7.0%
Not adequately sensitive to political/social realities in PNG	7.0%
Not aligned with country priorities	5.3%
Not focused enough on issues that are unique to post-conflict countries	5.3%
Staff too inaccessible	5.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	5.3%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	3.5%
Arrogant in its approach	1.8%
Other	1.8%

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

11. When thinking about how the World Bank Group can have the most impact on development results in PNG, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in PNG? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=57)
Agriculture and rural development	42.1%
Private sector development	29.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	29.8%
Education	22.8%
Job creation/employment	17.5%
Health	14.0%
Economic growth	14.0%
Local governance and institutions	14.0%
Trade and exports	10.5%
Transport (e.g., roads, bridges, transportation)	10.5%
Anti-corruption	10.5%
Financial markets	8.8%
Poverty reduction	8.8%
Water and sanitation	7.0%
Global pandemics (e.g., COVID-19)	7.0%
Climate change (e.g., mitigation, adaptation)	7.0%
Food security	5.3%
Energy	5.3%
Gender equity (closing the gap between women and men, and boys and girls)	3.5%
Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	3.5%
Crime and violence	3.5%
Natural resource management	3.5%
Equality of opportunity (i.e., social inclusion)	3.5%
Global/regional integration	1.8%
Pollution	1.8%
Gender based violence	1.8%
Social cohesion	1.8%
Disaster risk management	1.8%
Security/post-disaster reconstruction	0.0%
Urban development	0.0%
Regional conflict and tensions	0.0%
National debt	0.0%
Judiciary reform	0.0%
Communicable/non-communicable diseases	0.0%
Information and communications technology	0.0%

**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 PNG solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	42	13	5.95	1.62

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in PNG? <i>(1-To no degree at all, 10-To a very significant degree)</i>	39	16	5.23	1.68

To what extent is the World Bank Group an effective development partner in PNG, in terms of each of the following? <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	43	10	5.58	1.88
4. Flexibility (in terms of the institution's products and services)*	43	12	5.47	1.68
5. Flexibility (in terms of changing country circumstances)*	40	13	5.53	1.66
6. Being inclusive*	43	10	6.23	1.86
7. Openness (sharing data and other information)*	48	6	6.15	2.12
8. Collaboration with the Government*	47	6	6.51	1.92
9. The speed in which it gets things accomplished on the ground*	46	9	5.33	1.98
10. Helping to bring discipline/effective supervision to implementation of investment projects*	44	11	6.27	2.15
11. Collaboration with civil society*	42	11	5.69	1.62
12. Staff accessibility*	44	10	5.91	2.10
13. Collaboration with other donors and development partners*	44	11	6.14	2.03
14. Collaboration with the private sector*	45	10	5.82	1.92
15. Collaboration with the UN*	31	23	5.84	1.81
16. Straightforwardness and honesty*	43	12	6.58	1.88
17. Treating clients and stakeholders in PNG with respect*	45	10	7.04	1.78
18. Being a long-term partner*	46	9	7.26	2.12

To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
19. The World Bank Group disburses funds promptly	38	15	6.16	2.44
20. The World Bank Group effectively monitors and evaluates the projects and programs it supports	41	12	7.02	2.13
21. The World Bank Group's approvals and reviews are done in a timely fashion	40	13	6.45	1.96
22. The World Bank Group's Environmental and Social Framework requirements are reasonable	36	17	6.42	1.84
23. The World Bank Group's conditions on its lending are reasonable	37	15	6.54	2.24
24. The World Bank Group takes decisions quickly in PNG*	36	16	5.67	1.79
25. Working with the World Bank Group increases PNG's institutional capacity	45	7	6.78	2.00
26. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	36	16	6.42	1.81

Strengthening the existing systems	N	DK	Mean	SD
27. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in PNG? <i>(1-To no degree at all, 10-To a very significant degree)</i>	44	8	6.07	1.92

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

To what extent do you agree/disagree with the following statements about the World Bank Group in PNG? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
28. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of PNG*	41	11	6.39	2.19
29. The World Bank Group meets PNG's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	46	7	6.39	2.04

30. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in PNG? (Select only ONE response)	Percentage of Respondents (N=50)
Very familiar	4.0%
Somewhat familiar	16.0%
Somewhat unfamiliar	14.0%
Very unfamiliar	34.0%
Don't know	32.0%

How effectively does the World Bank Group support PNG's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
31. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	35	17	5.97	1.81
32. To develop better and stronger data collection/analytics systems within the Government	38	14	6.29	1.81
33. To strengthen the country's crisis preparedness	34	18	5.79	2.24
34. To identify and monitor risks	33	17	6.52	1.70

Systematic Country Diagnostic and Country Partnership Framework	N	DK	Mean	SD
35. How effectively does the World Bank Group's SCD and CPF activities support PNG's efforts to manage crisis related risks? (1- Not effectively at all, 10- Very effectively)	20	28	5.95	2.04

**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 PNG? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	16	32	4.25	2.54
2. Gender equity (closing the gap between women and men, and boys and girls)	21	27	5.62	1.36
3. Private sector development	33	17	5.85	1.79
4. Education	21	24	5.52	2.23
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30	17	5.63	2.36
6. Global/regional integration	19	26	5.89	2.16
7. Food security	20	27	5.70	1.75
8. Urban development	18	29	5.56	1.42
9. Energy	22	24	6.18	1.87
10. Water and sanitation	22	25	6.09	1.77
11. Pollution	16	29	4.88	2.09
12. Job creation/employment	24	24	5.00	1.96
13. Health	21	24	5.76	2.05
14. Financial markets	24	22	6.17	1.81
15. Transport (e.g., roads, bridges, transportation)	23	26	5.52	2.19
16. Agriculture and rural development	27	21	6.33	1.69
17. Trade and exports	18	30	4.83	1.92
18. Crime and violence	15	31	4.27	2.05
19. Natural resource management	17	30	4.65	2.03
20. Climate change (e.g., mitigation, adaptation)	18	29	5.33	1.37
21. Poverty reduction	22	25	5.27	2.05
22. Anti-corruption	22	27	4.64	2.30
23. Judiciary reform	17	30	4.94	2.28
24. Economic growth	28	19	5.79	1.87
25. Disaster risk management	19	28	5.42	2.17
26. Equality of opportunity (i.e., social inclusion)	19	28	5.37	1.98
27. Communicable/non-communicable diseases	16	31	5.44	1.86
28. Information and communications technology	21	25	5.52	2.06
29. Gender based violence	21	26	6.10	1.76
30. Security/post-disaster reconstruction	16	31	5.88	1.71
31. Regional conflict and tensions	14	33	5.00	2.22
32. Local governance and institutions	16	31	5.06	2.29
33. Social cohesion	14	32	4.57	2.44

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

2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=44)
Increased its emphasis recently	15.9%
Decreased its emphasis recently	11.4%
Emphasis has remained pretty consistent over time	31.8%
Don't know	40.9%

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=50)
Weekly	4.0%
Monthly	18.0%
A few times a year	56.0%
Rarely	16.0%
Never	6.0%

In PNG, 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	38	11	6.84	2.05
3. Include appropriate level of stakeholder involvement during preparation	41	11	6.68	2.02
4. Lead to practical solutions	41	10	6.32	2.17
5. Are source of relevant information on global good practices	37	13	6.84	1.99
6. Are adequately disseminated	37	13	6.24	1.88
7. Are translated enough into local language	30	21	5.67	1.94
8. Are adaptable to PNG's specific development challenges and country circumstances*	39	12	6.38	1.90

Overall Evaluations	N	DK	Mean	SD
9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	44	7	6.52	1.85
10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	43	7	7.09	2.01

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in PNG? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=53)
Increase the level of capacity development in the country	32.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.6%
Reduce the complexity of obtaining World Bank Group financing	20.8%
Engage more effectively with private sector	18.9%
Increase the level of World Bank Group staffing in PNG's office	17.0%
Ensure greater selectivity in its work	13.2%
Engage more directly with beneficiaries	11.3%
Improve the quality of its experts as related to PNG's specific challenges	11.3%
Offer more innovative knowledge products and services	7.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.5%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.5%
Engage more effectively with civil society (e.g., NGOs, CBOs)	7.5%
Offer more innovative financial products and services	5.7%
Work faster	3.8%
Provide more adequate data/knowledge/statistics/figures on PNG's economy	3.8%
Other	3.8%

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in PNG? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=53)
Public financial management	49.1%
Human capital (education, health, social protection)	45.3%
Access to basic services	34.0%
Capacity of state institutions	34.0%
Improving livelihoods	30.2%
Support domestic resource mobilization	18.9%
Jobs	17.0%
Food security	15.1%
Social safety nets	13.2%
Reducing gender-based violence	9.4%
Social cohesion	5.7%
Crisis preparedness	5.7%
Crisis response	3.8%
Conflict resolution mechanisms	3.8%
Access to justice systems	1.9%
Security mechanisms	1.9%
Stimulating dialogue to promote peace and stability	1.9%

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

2B. Which THREE areas below would benefit most from other donors in PNG? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=51)
Improving livelihoods	41.2%
Human capital (education, health, social protection)	39.2%
Jobs	29.4%
Reducing gender-based violence	25.5%
Support domestic resource mobilization	25.5%
Food security	25.5%
Public financial management	23.5%
Access to basic services	23.5%
Capacity of state institutions	11.8%
Social cohesion	9.8%
Crisis response	7.8%
Access to justice systems	7.8%
Crisis preparedness	5.9%
Social safety nets	5.9%
Conflict resolution mechanisms	3.9%
Security mechanisms	2.0%
Stimulating dialogue to promote peace and stability	2.0%

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=52)
NGOs/Community Based Organizations	34.6%
Private sector	34.6%
Local government	28.8%
Academia/think tanks/research institutes	21.2%
Beneficiaries	17.3%
Donor community	11.5%
Youth/university groups	9.6%
Parliament	9.6%
Don't know	7.7%
Regional organizations (e.g., Secretariat of Pacific Regional Environment Programme, Forum Fisheries Authority, Pacific Islands Forum)	5.8%
Foundations	5.8%
UN agencies	1.9%
Media	1.9%
Emerging donors	1.9%
Other	1.9%
Peace keeping forces	0.0%

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

4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in PNG? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=52)
United Nations Development Program (UNDP)	40.4%
Don't know	36.5%
World Health Organization (WHO)	25.0%
World Food Program (WFP)	15.4%
None. I don't believe the World Bank Group needs to partner with the UN organizations	9.6%
Save the Children	7.7%
The United Nations International Children's Emergency Fund (UNICEF)	5.8%
The International Committee of the Red Cross (ICRC)	5.8%
The Red Cross	3.8%
United Nations Peacekeeping	0.0%

5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=51)
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	56.9%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	43.1%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	31.4%
Share more information about the World Bank Group's activities, products, and knowledge	15.7%
Organize more joint meetings and missions with the UN	13.7%
Involve UN experts to a greater degree in World Bank Group activities	5.9%
Other	5.9%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in PNG?	Percentage of Respondents (N=52)
Never	9.6%
Less than once a year	13.5%
Once a year to a few times a year	40.4%
Less than once a month	9.6%
At least once a month	23.1%
At least once a week	3.8%

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

2. How do you get most of your information about economic and social development issues in PNG? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=52)
Internet	57.7%
Local newspapers	53.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	36.5%
Local television	15.4%
Other	11.5%
Local radio	5.8%
International newspapers	3.8%
Periodicals	1.9%
International radio	0.0%
International television	0.0%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=52)
e-Newsletters	42.3%
World Bank Group's website	32.7%
World Bank Group's publications and other written materials	30.8%
World Bank Group's seminars/workshops/conferences	21.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	19.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	19.2%
Webinars or online events hosted by the World Bank Group	13.5%
Interviews and press conferences for the PNG's media	5.8%

4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=51)
High speed/WiFi	94.1%
Dial-up	5.9%

5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	Percentage of Respondents (N=52)
Computer/laptop	78.8%
I never visit the WBG websites	15.4%
Phone	5.8%
Tablet	0.0%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	52	5.8%	21.2%	50.0%	23.1%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	49	8.2%	26.5%	46.9%	18.4%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	51	5.9%	11.8%	33.3%	49.0%
Visited a WBG website (e.g., read a blog, used data)	51	3.9%	13.7%	51.0%	31.4%
Attended an event/conference hosted by the WBG	50	0.0%	8.0%	42.0%	50.0%
Watched a webinar or online event hosted by the WBG	51	0.0%	7.8%	33.3%	58.8%
Read some or all of a WBG research paper or publication	51	0.0%	9.8%	51.0%	39.2%
Met professionally with WBG staff	52	3.8%	17.3%	50.0%	28.8%
Read a WBG e-newsletter	50	0.0%	8.0%	34.0%	58.0%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=63)
Employee of Ministry, Ministerial Department, Implementation Agency	28.6%
Private Sector Organization	17.5%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	15.9%
Multilateral Agency (UN, regional development bank)	11.1%
Bilateral Agency (e.g., embassy, diplomatic, military)	6.3%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	4.8%
Financial Sector/Private Bank	4.8%
Media (press, radio, TV, web, etc.)	4.8%
Academia/Research Institute/Think Tank	3.2%
Office of Minister	1.6%
Youth Group	1.6%
Office of the President, Prime Minister	0.0%
Office of Parliamentarian	0.0%
Local Government Office or Staff	0.0%
Judicial System (e.g., courts)	0.0%
State-Owned Enterprise	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%
NGO/Community Based Organization	0.0%
Trade Union	0.0%
Faith-Based Group	0.0%
Other	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=63)
Macroeconomics, fiscal management	25.4%
Finance and markets	22.2%
Agriculture, rural development	14.3%
Communications, public affairs	9.5%
Generalist (specialized in multiple sectors)	9.5%
Trade and competitiveness	4.8%
Environment, natural resources	3.2%
Poverty	1.6%
Governance, anti-corruption	1.6%
Social protection	1.6%
Gender	1.6%
Digital development and technology (ICT)	1.6%
Fragility, conflict, violence, refugees	1.6%
Other	1.6%
Education	0.0%
Health, nutrition	0.0%
Jobs	0.0%
Energy	0.0%
Climate change	0.0%
Water, sanitation	0.0%
Urban development	0.0%
Transport	0.0%
Tourism	0.0%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in PNG?	Percentage of Respondents (N=63)
Yes	69.8%
No	30.2%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in PNG? (Select only ONE response)	Percentage of Respondents (N=45)
The World Bank (IBRD/IDA)	66.7%
The International Finance Corporation (IFC)	33.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=43)
Yes	60.5%
No	39.5%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in PNG? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=64)
Collaborate as part of my professional duties	53.1%
Engage in World Bank Group related/sponsored events/activities	42.2%
Use World Bank Group reports/data	31.3%
Use World Bank Group website for information, data, research, etc.	23.4%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	14.1%

7. What's your gender?	Percentage of Respondents (N=64)
Female	26.6%
Male	73.4%

8. What's your age?	Percentage of Respondents (N=64)
25 and under	1.6%
26-35	18.8%
36-45	18.8%
46-55	31.3%
56 and above	29.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=64)
Port Moresby (National Capital District)	92.2%
Major Town (Lae, Kokopo and Mt. Hagen)	4.7%
Other Provincial Towns	1.6%
Rural area or village	1.6%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁴

- Employee of Ministry/PMU/Consultant on WBG project N=21
- Independent Government Institution N=10
- Bilateral/ Multilateral Agency N=11
- Private Sector/Financial Sector N=14 (Private Sector)
- Other¹⁵ N=7

A. Overall Context

In general, would you say that PNG is progressing in the right direction?

Percentage of Respondents	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Agree	38.1%	40.0%	18.2%	7.1%	14.3%
Disagree*	19.0%	10.0%	27.3%	64.3%	57.1%
Neutral	42.9%	50.0%	54.5%	28.6%	28.6%

*Significantly different between stakeholder groups

¹⁴ Only 63 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁵ Includes the following categories: Office of minister (N=1), Youth Group (N=1), Academia/Research Institute/Think Tank (N=2) and Media (N=3). There were no respondents from Office of the President/PM, Office of Parliamentarian, Local Government Office or Staff, Judicial System, State-owned Enterprise, Private Foundation, NGO/Community Based Organization, Trade Union, Faith-Based Group, and Other.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Pollution	4.8%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	4.8%	0.0%	9.1%	0.0%	28.6%
Global pandemics (e.g., COVID-19)	9.5%	10.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	9.1%	21.4%	14.3%
Private sector development	14.3%	20.0%	18.2%	28.6%	14.3%
Education	38.1%	40.0%	27.3%	21.4%	28.6%
Security/post-disaster reconstruction	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	38.1%	50.0%	45.5%	28.6%	14.3%
Food security	14.3%	0.0%	9.1%	7.1%	0.0%
Urban development	4.8%	0.0%	0.0%	0.0%	14.3%
Social protection	0.0%	0.0%	0.0%	7.1%	0.0%
Energy*	0.0%	0.0%	18.2%	0.0%	0.0%
Water and sanitation	9.5%	10.0%	0.0%	0.0%	0.0%
Job creation/employment	23.8%	20.0%	27.3%	21.4%	28.6%
Health	23.8%	0.0%	9.1%	21.4%	0.0%
Financial markets	4.8%	10.0%	0.0%	0.0%	0.0%
Gender based violence	0.0%	0.0%	18.2%	7.1%	14.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	10.0%	0.0%	0.0%	0.0%
Local governance and institutions	4.8%	0.0%	9.1%	14.3%	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%	0.0%	0.0%	0.0%	0.0%
Agriculture and rural development	47.6%	50.0%	18.2%	35.7%	0.0%
National debt	9.5%	10.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	20.0%	9.1%	14.3%	28.6%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	4.8%	0.0%	9.1%	7.1%	14.3%
Poverty reduction	9.5%	0.0%	0.0%	7.1%	14.3%
Anti-corruption	4.8%	10.0%	9.1%	0.0%	14.3%
Transport (e.g., roads, bridges, transportation)	4.8%	0.0%	18.2%	28.6%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	19.0%	10.0%	9.1%	21.4%	42.9%
Equality of opportunity (i.e., social inclusion)	0.0%	20.0%	9.1%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	14.3%
Trade and exports	4.8%	0.0%	9.1%	7.1%	14.3%
Information and communications technology	0.0%	10.0%	0.0%	0.0%	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 PNG, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Inadequate level of donor coordination	5.3%	20.0%	9.1%	7.1%	16.7%
Private sector involvement and/or influence	0.0%	0.0%	0.0%	7.1%	0.0%
Ongoing conflict and instability	0.0%	10.0%	0.0%	0.0%	16.7%
Inadequate funding	5.3%	0.0%	0.0%	7.1%	16.7%
Corruption	68.4%	30.0%	54.5%	50.0%	33.3%
Political pressures and obstacles	26.3%	20.0%	27.3%	21.4%	33.3%
Inadequate level of private sector participation	10.5%	20.0%	0.0%	7.1%	0.0%
Inadequate level of citizen/civil society participation	0.0%	0.0%	9.1%	7.1%	16.7%
Reforms are not well thought out in light of country challenges	10.5%	30.0%	0.0%	21.4%	33.3%
Poor coordination within the government	15.8%	10.0%	9.1%	7.1%	0.0%
Inadequate level of government accountability	42.1%	40.0%	36.4%	21.4%	16.7%
Inadequate level of capacity in the government*	5.3%	20.0%	54.5%	42.9%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	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?	17	7.41	9	7.00	9	6.44	14	7.50	6	7.17

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



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
None. I do not consider PNG a fragile state.	16.7%	0.0%	0.0%	0.0%	16.7%
Political uncertainty	22.2%	20.0%	11.1%	21.4%	50.0%
Low levels of political and economic inclusion	5.6%	0.0%	0.0%	0.0%	0.0%
Crime and violence	22.2%	20.0%	33.3%	21.4%	16.7%
High influx of refugees/migrants	0.0%	0.0%	0.0%	0.0%	0.0%
Land ownership (i.e., conflicts related to communally owned land)	5.6%	0.0%	0.0%	0.0%	16.7%
Policy inconsistency	5.6%	30.0%	0.0%	7.1%	0.0%
Weak social cohesion	0.0%	0.0%	11.1%	0.0%	0.0%
Weak institutional capacity*	11.1%	30.0%	66.7%	42.9%	50.0%
Food insecurity	0.0%	0.0%	0.0%	0.0%	0.0%
High levels of corruption*	55.6%	40.0%	44.4%	71.4%	0.0%
Weak accountability	27.8%	50.0%	22.2%	28.6%	16.7%
Lack of security (i.e., conflict and violence)	0.0%	0.0%	11.1%	7.1%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes Toward the World Bank Group

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in PNG?	19	6.47	10	6.40	9	7.33	14	5.57	6	8.17
How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in PNG?	19	5.32	10	5.90	9	6.56	14	5.14	6	7.00

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

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

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

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in PNG	18	6.89	9	7.22	9	7.11	14	6.79	4	7.25
The World Bank Group's work is aligned with what I consider the development priorities for PNG	17	6.94	9	7.56	9	7.22	14	6.57	6	7.33

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in PNG.	17	6.18	9	7.11	9	5.78	14	6.57	6	7.00

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

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	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 PNG?	17	6.24	9	7.11	9	6.00	14	6.50	6	6.67

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

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in PNG?	18	6.44	9	6.56	8	6.63	14	6.21	6	6.83

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

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Gender equity	0.0%	0.0%	11.1%	7.7%	0.0%
Private sector development	22.2%	30.0%	44.4%	15.4%	66.7%
Education*	38.9%	0.0%	0.0%	38.5%	16.7%
Public sector governance/reform	27.8%	20.0%	33.3%	46.2%	16.7%
Security/post-disaster reconstruction	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	10.0%	0.0%	0.0%	0.0%
Food security	5.6%	10.0%	0.0%	7.7%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	11.1%	7.7%	16.7%
Water and sanitation	5.6%	0.0%	0.0%	15.4%	16.7%
Pollution	5.6%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	16.7%	10.0%	11.1%	15.4%	33.3%
Health	16.7%	10.0%	22.2%	15.4%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%
Global pandemics (e.g., COVID-19)	5.6%	10.0%	11.1%	0.0%	16.7%
Social protection*	0.0%	0.0%	22.2%	0.0%	0.0%
Gender based violence	0.0%	0.0%	11.1%	0.0%	0.0%
Financial markets	5.6%	10.0%	11.1%	7.7%	16.7%
Agriculture and rural development	44.4%	60.0%	33.3%	38.5%	16.7%
Trade and exports	11.1%	10.0%	11.1%	7.7%	0.0%
Crime and violence	5.6%	0.0%	0.0%	0.0%	16.7%
Natural resource management	11.1%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	16.7%
Climate change (e.g., mitigation, adaptation)	5.6%	0.0%	22.2%	0.0%	16.7%
Poverty reduction	5.6%	20.0%	0.0%	7.7%	16.7%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	22.2%	20.0%	0.0%	15.4%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	16.7%
Equality of opportunity (i.e., social inclusion)	0.0%	10.0%	0.0%	7.7%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	16.7%	30.0%	11.1%	7.7%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	5.6%	10.0%	22.2%	15.4%	0.0%
Anti-corruption	11.1%	20.0%	11.1%	7.7%	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 PNG, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	13	5.69	9	6.11	5	5.40	10	5.40	5	5.00
Flexibility (in terms of the institution's products and services)	13	5.92	9	5.89	5	4.20	10	5.30	5	5.20
Flexibility (in terms of changing country circumstances)	11	5.82	9	5.78	5	4.60	10	5.20	4	6.25
Being inclusive	13	6.62	9	6.22	6	5.50	10	6.30	4	6.25
Openness (sharing data and other information)	14	6.29	9	6.33	8	6.00	11	5.82	5	6.60
Collaboration with the Government	14	6.79	9	6.56	8	6.50	11	6.18	4	6.75
The speed in which it gets things accomplished on the ground	12	5.50	9	6.67	7	4.71	12	4.50	5	5.40
Helping to bring discipline/effective supervision to implementation of investment projects	12	6.92	9	6.56	6	5.33	11	5.82	5	6.60
Collaboration with civil society	12	6.08	9	6.22	5	4.60	11	5.27	4	6.00
Staff accessibility	11	5.73	9	5.89	8	7.13	10	4.90	5	6.60
Collaboration with other donors and development partners	11	6.00	8	6.00	8	6.13	11	6.00	5	7.20
Collaboration with the private sector	12	6.33	9	6.33	6	6.00	12	5.08	5	5.40
Collaboration with the UN	8	5.38	5	5.60	4	5.75	8	6.25	5	6.40
Straightforwardness and honesty	12	7.00	7	6.43	8	6.25	10	6.40	5	7.00
Treating clients and stakeholders in PNG with respect	14	7.14	8	7.13	7	6.86	10	7.30	5	6.80
Being a long-term partner	13	7.69	8	7.00	7	7.00	12	7.33	5	7.20

**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)

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in PNG	10	5.70	7	6.29	4	5.00	10	5.50	4	5.75

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

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of PNG	14	7.14	8	6.38	4	6.50	10	5.40	4	6.50
The World Bank Group meets PNG's needs for knowledge services	15	6.73	9	6.89	8	5.88	9	5.89	4	6.50

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	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Weekly	6.3%	10.0%	0.0%	0.0%	0.0%
Monthly	6.3%	20.0%	37.5%	16.7%	33.3%
A few times a year	56.3%	40.0%	62.5%	66.7%	66.7%
Rarely	18.8%	20.0%	0.0%	16.7%	0.0%
Never	12.5%	10.0%	0.0%	0.0%	0.0%

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

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

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to PNG's specific development challenges and country circumstances	12	5.92	8	6.25	7	7.57	8	6.13	3	7.00

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

	Employee of Ministry/ PMU/Consultant on WBG project		Independent Government Institution		Bilateral/Multilateral Agency		Private Sector		Other	
	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	14	6.79	8	6.63	8	6.88	10	5.90	3	6.67
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	15	7.40	8	7.00	7	7.29	9	6.89	3	6.67

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Ensure greater selectivity in its work	23.5%	0.0%	25.0%	8.3%	0.0%
Increase the level of World Bank Group staffing in PNG's office	17.6%	20.0%	25.0%	0.0%	50.0%
Increase the level of capacity development in the country	23.5%	40.0%	25.0%	50.0%	0.0%
Offer more innovative knowledge products and services	17.6%	10.0%	0.0%	0.0%	0.0%
Offer more innovative financial products and services	5.9%	10.0%	0.0%	0.0%	25.0%
Collaborate more effectively with Government clients (e.g., national, state, local)*	11.8%	50.0%	25.0%	0.0%	50.0%
Work faster	0.0%	10.0%	0.0%	0.0%	25.0%
Reduce the complexity of obtaining World Bank Group financing	11.8%	10.0%	25.0%	41.7%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	0.0%	0.0%	12.5%	25.0%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.9%	0.0%	25.0%	8.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on PNG's economy	11.8%	0.0%	0.0%	0.0%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	11.8%	10.0%	0.0%	8.3%	0.0%
Engage more directly with beneficiaries	23.5%	10.0%	0.0%	8.3%	0.0%
Improve the quality of its experts as related to PNG's specific challenges	11.8%	10.0%	12.5%	8.3%	25.0%
Engage more effectively with private sector	17.6%	10.0%	12.5%	25.0%	25.0%
Other	0.0%	0.0%	12.5%	8.3%	0.0%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in PNG (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)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Donor community	6.3%	10.0%	25.0%	16.7%	0.0%
NGOs/Community Based Organizations	43.8%	20.0%	12.5%	58.3%	0.0%
Beneficiaries	37.5%	10.0%	12.5%	8.3%	0.0%
Youth/university groups	12.5%	20.0%	12.5%	0.0%	0.0%
Private sector	18.8%	20.0%	50.0%	58.3%	50.0%
Local government	31.3%	50.0%	0.0%	16.7%	50.0%
Academia/think tanks/research institutes	6.3%	20.0%	50.0%	16.7%	25.0%
Parliament	12.5%	10.0%	12.5%	8.3%	0.0%
UN agencies	0.0%	0.0%	12.5%	0.0%	0.0%
Regional organizations	6.3%	20.0%	0.0%	0.0%	0.0%
Foundations	0.0%	10.0%	0.0%	8.3%	25.0%
Media*	0.0%	0.0%	0.0%	0.0%	25.0%
Peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	0.0%	8.3%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	12.5%	10.0%	12.5%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
World Food Program (WFP)	12.5%	20.0%	12.5%	8.3%	25.0%
World Health Organization (WHO)*	6.3%	30.0%	25.0%	58.3%	0.0%
United Nations Development Program (UNDP)	18.8%	50.0%	37.5%	66.7%	25.0%
United Nations Peacekeeping	0.0%	0.0%	0.0%	0.0%	0.0%
Save the Children	6.3%	10.0%	0.0%	8.3%	25.0%
The Red Cross	12.5%	0.0%	0.0%	0.0%	0.0%
The United Nations International Children's Emergency Fund (UNICEF)	12.5%	0.0%	12.5%	0.0%	0.0%
The International Committee of the Red Cross (ICRC)	6.3%	0.0%	12.5%	8.3%	0.0%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	12.5%	0.0%	0.0%	8.3%	25.0%
Don't know	50.0%	40.0%	50.0%	16.7%	25.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

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

Percentage of Respondents	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Never	18.8%	10.0%	0.0%	8.3%	0.0%
Less than once a year	31.3%	0.0%	0.0%	16.7%	0.0%
Once a year to a few times a year*	25.0%	60.0%	12.5%	66.7%	0.0%
Less than once a month*	6.3%	0.0%	37.5%	0.0%	25.0%
At least once a month*	12.5%	20.0%	50.0%	8.3%	75.0%
At least once a week	6.3%	10.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Local radio	12.5%	0.0%	0.0%	8.3%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%
Social media	43.8%	10.0%	25.0%	33.3%	75.0%
International newspapers	0.0%	10.0%	0.0%	8.3%	0.0%
Local television	18.8%	20.0%	12.5%	16.7%	0.0%
Internet	56.3%	40.0%	87.5%	58.3%	50.0%
Periodicals*	0.0%	0.0%	0.0%	0.0%	25.0%
International television	0.0%	0.0%	0.0%	0.0%	0.0%
Local newspapers	43.8%	60.0%	75.0%	50.0%	50.0%
Other*	0.0%	40.0%	0.0%	16.7%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
World Bank Group's publications and other written materials	31.3%	60.0%	12.5%	33.3%	0.0%
e-Newsletters	43.8%	40.0%	62.5%	50.0%	0.0%
World Bank Group's seminars/workshops/conferences	18.8%	20.0%	0.0%	25.0%	50.0%
World Bank Group's website	31.3%	50.0%	37.5%	16.7%	25.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	0.0%	10.0%	50.0%	25.0%	50.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.0%	10.0%	25.0%	0.0%	25.0%
Webinars or online events hosted by the World Bank Group	18.8%	0.0%	0.0%	16.7%	50.0%
Interviews and press conferences for the PNG's media	6.3%	0.0%	0.0%	16.7%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
High speed/WiFi	93.3%	100.0%	100.0%	83.3%	100.0%
Dial-up	6.7%	0.0%	0.0%	16.7%	0.0%

**H. Background Information**

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

Percentage of Respondents	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Yes	76.2%	90.0%	90.9%	53.8%	28.6%
No	23.8%	10.0%	9.1%	46.2%	71.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
IDA	87.5%	33.3%	80.0%	37.5%	100.0%
IFC	12.5%	66.7%	20.0%	62.5%	0.0%
MIGA	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/Consultant on WBG project	Independent Government Institution	Bilateral/ Multilateral Agency	Private Sector	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	9.5%	10.0%	0.0%	28.6%	28.6%
Use World Bank Group reports/data	23.8%	20.0%	27.3%	50.0%	42.9%
Engage in World Bank Group related/sponsored events/activities	47.6%	70.0%	45.5%	21.4%	28.6%
Collaborate as part of my professional duties	57.1%	40.0%	90.9%	35.7%	42.9%
Use World Bank Group website for information, data, research, etc.	14.3%	10.0%	18.2%	35.7%	42.9%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁶

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 PNG COS questionnaire: Selected¹⁷ 10-point scale questions and questions B7, B8, B10, B11, and F1.

- Collaborating with the WBG, FY21 N=44 ● Not collaborating with the WBG, FY21 N=19

A. Overall Context

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The national government	42	4.60	2.02	16	4.69	2.57
The provincial government	42	4.29	1.85	15	4.73	3.08
The district government	40	3.75	1.89	16	4.44	2.78
The local-level government	37	3.95	2.00	16	4.50	2.80
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	40	7.15	1.44	13	6.69	2.14
The World Bank Group	41	7.10	1.53	14	7.14	2.03
The International Monetary Fund	39	6.90	1.60	13	6.77	2.28
The United Nations (UN)	41	6.98	1.56	12	6.42	2.39
Development banks (e.g., National Development Bank)	42	5.00	1.98	14	5.79	2.33
Commercial banks (e.g., Bank South Pacific)	41	6.10	1.79	14	6.00	2.77
PNG's Central Bank	41	6.39	2.04	14	6.36	2.76
International private sector	41	6.37	1.71	15	6.20	2.43
Domestic private sector	38	6.34	1.60	15	6.13	2.23
International civil society (e.g., NGOs, CBOs)	39	6.90	1.76	11	6.18	2.04
Domestic civil society (e.g., NGOs, CBOs)	39	6.28	1.75	13	5.85	1.72
Faith-based institutions	39	6.36	1.61	13	6.46	1.94
Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	41	5.78	1.42	15	6.07	2.09
International media and their web presence	40	5.88	1.64	16	6.38	2.19
Web based media	41	5.85	1.88	16	5.63	2.22

¹⁶ Only 63 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

¹⁷ In some scale questions, the number of responses was too low (5 and less), which the means unreliable. These questions were not included in this appendix.

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in PNG?*	42	7.19	2.03	16	4.81	2.61
How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in PNG?*	42	6.36	2.18	16	4.13	2.71

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in PNG	42	7.05	1.79	12	6.58	2.27
The World Bank Group's work is aligned with what I consider the development priorities for PNG	42	7.05	1.99	13	6.85	2.34

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in PNG.	42	6.45	1.70	13	6.31	2.46

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in PNG?	42	6.52	1.70	13	6.08	2.22

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in PNG?	41	6.54	1.85	14	6.43	2.24

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

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

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	2.4%	6.7%
To a somewhat sufficient degree	56.1%	26.7%
To a somewhat insufficient degree	19.5%	40.0%
To a very insufficient degree	4.9%	6.7%
Don't know	17.1%	20.0%

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

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	2.4%	6.7%
To a somewhat sufficient degree	39.0%	46.7%
To a somewhat insufficient degree	26.8%	20.0%
To a very insufficient degree	7.3%	13.3%
Don't know	24.4%	13.3%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	0.0%	6.7%
Not aligned with country priorities	4.9%	6.7%
Inadequate World Bank Group's staffing in PNG	22.0%	6.7%
Not focused enough on issues that are unique to post-conflict countries	4.9%	6.7%
Not sufficiently focused on sustainable results	7.3%	20.0%
Not collaborating enough with civil society	4.9%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	22.0%	33.3%
Staff too inaccessible	7.3%	0.0%
Not enough public disclosure of its work	14.6%	13.3%
Not collaborating enough with private sector	4.9%	13.3%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	7.3%	0.0%
Not adequately sensitive to political/social realities in PNG	9.8%	0.0%
Too influenced by developed countries	9.8%	6.7%
World Bank Group's processes too slow and complex	22.0%	6.7%
Not adequately flexible	14.6%	0.0%
Other	2.4%	0.0%
Don't know	17.1%	33.3%



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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Gender equity	4.9%	0.0%
Private sector development	31.7%	26.7%
Education	17.1%	40.0%
Public sector governance/reform	34.1%	13.3%
Security/post-disaster reconstruction	0.0%	0.0%
Global/regional integration	2.4%	0.0%
Food security	4.9%	6.7%
Urban development	0.0%	0.0%
Energy	2.4%	13.3%
Water and sanitation	7.3%	6.7%
Pollution	0.0%	6.7%
Job creation/employment	14.6%	20.0%
Health	14.6%	13.3%
Regional conflict and tensions	0.0%	0.0%
Global pandemics (e.g., COVID-19)	7.3%	6.7%
Social protection	4.9%	0.0%
Gender based violence	2.4%	0.0%
Financial markets	9.8%	6.7%
Agriculture and rural development	39.0%	46.7%
Trade and exports	9.8%	13.3%
Crime and violence	2.4%	6.7%
Natural resource management	4.9%	0.0%
Social cohesion	0.0%	6.7%
Climate change (e.g., mitigation, adaptation)	7.3%	6.7%
Poverty reduction	7.3%	13.3%
National debt	0.0%	0.0%
Judiciary reform	0.0%	0.0%
Economic growth	14.6%	13.3%
Disaster risk management	0.0%	6.7%
Equality of opportunity (i.e., social inclusion)	4.9%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	17.1%	6.7%
Information and communications technology	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)	12.2%	6.7%
Anti-corruption	12.2%	6.7%

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help PNG solve its most complicated development challenges?*	34	6.21	1.51	7	4.71	1.80

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in PNG?	30	5.27	1.53	8	4.75	2.05

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	34	5.79	1.90	8	4.63	1.69
Flexibility (in terms of the institution's products and services)	34	5.56	1.71	8	4.88	1.55
Flexibility (in terms of changing country circumstances)	32	5.63	1.72	7	5.00	1.53
Being inclusive	35	6.37	1.91	7	5.29	1.38
Openness (sharing data and other information)*	39	6.44	2.06	9	4.89	2.03
Collaboration with the Government*	38	6.74	1.93	8	5.13	1.13
The speed in which it gets things accomplished on the ground	36	5.56	2.02	9	4.44	1.74
Helping to bring discipline/effective supervision to implementation of investment projects*	34	6.59	2.11	9	4.78	1.64
Collaboration with civil society	33	5.79	1.69	8	5.13	1.25
Staff accessibility	36	6.17	2.14	7	4.57	1.51
Collaboration with other donors and development partners	36	6.33	2.03	7	4.86	1.68
Collaboration with the private sector*	36	6.28	1.81	8	3.88	1.13
Collaboration with the UN	24	5.92	1.72	6	5.00	1.79
Straightforwardness and honesty	35	6.74	1.92	7	5.43	1.13
Treating clients and stakeholders in PNG with respect*	37	7.24	1.79	7	5.71	1.11
Being a long-term partner	36	7.42	2.10	9	6.44	2.19

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in PNG?	34	6.15	1.84	9	5.44	2.07

(1- Strongly disagree, 10- Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of PNG	32	6.63	2.01	8	5.38	2.83
The World Bank Group meets PNG's needs for knowledge services	39	6.54	2.15	6	5.33	0.82

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	26	6.04	1.80	8	5.50	1.85
To develop better and stronger data collection/analytics systems within the Government	29	6.48	1.72	8	5.63	2.20
To strengthen the country's crisis preparedness	25	6.16	2.01	8	4.75	2.82
To identify and monitor risks	24	6.58	1.79	8	6.25	1.58

E. World Bank Group's Knowledge Work and Activities

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	36	6.69	1.80	8	5.75	1.98

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	36	7.25	1.95	6	6.00	2.37

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

F. The future role of the World Bank Group in PNG

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

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	12.8%	16.7%
Increase the level of World Bank Group staffing in PNG's office	20.5%	8.3%
Increase the level of capacity development in the country	30.8%	33.3%
Offer more innovative knowledge products and services	7.7%	8.3%
Offer more innovative financial products and services	7.7%	0.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	23.1%	25.0%
Work faster	2.6%	8.3%
Reduce the complexity of obtaining World Bank Group financing	20.5%	16.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	10.3%	0.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on PNG's economy	5.1%	0.0%
Engage more effectively with civil society (e.g., NGOs, CBOs)	10.3%	0.0%
Engage more directly with beneficiaries	7.7%	25.0%
Improve the quality of its experts as related to PNG's specific challenges	10.3%	16.7%
Engage more effectively with private sector	12.8%	25.0%
Other	2.6%	8.3%



Appendix D: Responses to Selected Questions by Year

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 FY2017 and FY2021 were weighted to have equivalent stakeholder groups.

Percentage of Respondents	Original Distribution	
	FY 2017	FY 2021
Office of the President/Prime Minister/Minister	0.0%	1.7%
Government Institutions	53.0%	53.0%
Local Government	2.0%	0.0%
Bilateral/Multilateral Agency	15.0%	15.0%
Civil Society	4.5%	4.5%
Private Sector	21.0%	21.0%
Academia/Research Institute/Think Tank	0.0%	3.3%
Media	6.5%	6.5%
Total Number of Respondents (Un-Weighted)	50	63

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)

Percentage of Respondents	Weighted Distribution	
	FY 2017	FY 2021
Government Institutions	53.0%	53.0%
Bilateral/Multilateral Agency	15.0%	15.0%
Civil Society	4.5%	4.5%
Private Sector	21.0%	21.0%
Media	6.5%	6.5%
Total Number of Respondents (Weighted)	49	60

(Note, only 1 stakeholder who identified as "Local Government" in FY 2017, 1 stakeholder who identified as "Office of the PM" and 2 stakeholders who identified as "Academia/Research Institute/Think Tank" in FY 2021. Thus, these categories were not included in the analysis)

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in PNG?	47	6.37	2.31	55	6.59	2.51

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in PNG	44	7.10	2.52	52	6.94	1.91
The World Bank Group's work is aligned with what I consider the development priorities for PNG	42	7.14	2.35	52	7.03	2.11

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in PNG.	40	6.90	2.26	52	6.49	1.93

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in PNG?	38	6.76	2.24	52	6.47	1.84

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

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help PNG solve its most complicated development challenges?*	42	6.98	1.94	38	5.96	1.64

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

* Significantly different between FY2017 and FY2021



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

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

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	38	6.61	2.12	40	5.72	1.87
Flexibility (in terms of the institution's products and services)	36	5.96	2.08	40	5.54	1.71
Flexibility (in terms of changing country circumstances)	36	5.88	2.01	36	5.46	1.64
Being inclusive	34	6.30	2.07	39	6.27	1.88
Openness (sharing data and other information)	38	7.06	2.09	44	6.19	2.12
Collaboration with the Government	40	7.36	2.17	44	6.61	1.93
The speed in which it gets things accomplished on the ground	40	5.95	2.21	42	5.48	2.10
Helping to bring discipline/effective supervision to implementation of investment projects*	39	7.32	1.89	40	6.35	2.09
Collaboration with civil society	32	6.17	2.13	38	5.81	1.68
Staff accessibility	39	6.56	2.13	40	5.94	2.15
Collaboration with other donors and development partners	33	6.68	1.90	40	6.12	1.97
Collaboration with the private sector	33	6.04	2.34	41	5.90	1.91
Straightforwardness and honesty	37	7.24	2.23	39	6.67	1.88
Treating clients and stakeholders in PNG with respect	38	7.72	2.02	41	7.15	1.74
Being a long-term partner	39	7.72	2.11	42	7.34	2.13

* Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	28	6.91	2.49	36	6.27	2.49
The World Bank Group effectively monitors and evaluates the projects and programs it supports	35	7.44	2.19	39	7.10	2.12
The World Bank Group's approvals and reviews are done in a timely fashion	30	6.73	2.29	38	6.51	1.97
The World Bank Group's Environmental and Social Framework requirements are reasonable ¹	29	7.04	2.32	34	6.48	1.82
The World Bank Group's conditions on its lending are reasonable	28	7.57	1.78	35	6.61	2.28
The World Bank Group takes decisions quickly in PNG	29	6.35	2.10	34	5.70	1.80
Working with the World Bank Group increases PNG's institutional capacity	34	7.47	2.12	42	6.75	1.95
Where country systems are adequate, the World Bank Group makes appropriate use of them	26	7.27	1.96	34	6.47	1.84

¹ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of PNG	35	6.70	2.14	39	6.40	2.19
The World Bank Group meets PNG's needs for knowledge services	35	6.48	2.20	43	6.41	2.06

D. World Bank Group's Support in Development Areas

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection	11	5.59	2.73	15	4.05	2.69
Gender equity*	23	6.55	1.77	19	5.49	1.24
Private sector development	24	6.26	2.25	30	5.75	1.78
Education*	26	6.72	1.80	19	4.91	2.53
Public sector governance/reform*	30	6.89	1.61	28	5.30	2.60
Global/regional integration	19	6.58	2.16	19	5.70	2.08
Food security	17	5.78	2.35	19	5.09	2.11
Urban development	19	6.06	2.12	17	5.32	1.23
Energy	23	6.66	2.09	21	5.92	1.83
Water and sanitation*	28	7.08	1.97	21	5.99	1.75
Pollution	18	5.35	2.45	15	5.01	1.77
Job creation/employment*	25	6.67	2.39	23	4.92	1.90
Health*	27	7.07	2.02	20	5.43	1.77
Financial markets	20	6.21	2.23	22	5.95	1.75
Transport*	24	7.29	1.91	22	5.36	2.13
Agriculture and rural development	22	7.23	2.00	25	6.23	1.74
Trade and exports*	17	5.93	1.97	17	4.54	2.00
Crime and violence*	18	5.95	2.18	15	4.42	1.74
Natural resource management*	20	6.55	2.17	16	4.79	1.74
Climate change*	20	6.90	1.89	17	5.23	1.33
Poverty reduction*	28	7.41	1.97	20	5.16	2.06
Anti-corruption*	20	6.30	2.30	20	4.28	2.35
Judiciary reform	16	5.26	2.56	16	4.61	2.35
Economic growth*	25	7.26	2.21	26	5.69	1.89
Disaster risk management*	17	6.53	2.35	18	4.75	2.38
Equality of opportunity	20	6.54	2.16	17	5.38	1.62
Communicable/non-communicable diseases* ⁱⁱ	21	6.66	2.12	15	5.11	1.35
Information and communications technology	23	6.51	2.15	19	5.61	1.79
Gender based violence ⁱ				19	5.82	1.78
Security/post-disaster reconstruction ⁱ				15	5.60	1.67
Regional conflict and tensions ⁱ				13	5.12	1.82
Local governance and institutions ⁱ				15	4.71	2.40
Social cohesion ⁱ				13	4.18	2.47

*Significantly different between FY2017 and FY2021

ⁱ Only FY 2021 questionnaire had this response option

ⁱⁱ In FY 2017, this response option was "Disease"

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

Percentage of Respondents	FY 2017	FY 2021
Weekly	12.2%	4.3%
Monthly	29.3%	15.2%
A few times a year	39.0%	58.7%
Rarely	7.3%	15.2%
Never	12.2%	6.5%

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	33	6.73	2.27	36	6.80	2.06
Include appropriate level of stakeholder involvement during preparation	36	6.60	2.27	39	6.66	2.05
Lead to practical solutions	34	6.74	2.29	38	6.31	2.19
Are source of relevant information on global good practices	36	7.44	1.88	34	6.86	1.99
Are adequately disseminated	35	6.51	2.13	34	6.27	1.88
Are translated enough into local language	23	6.00	1.85	28	5.55	1.92
Are adaptable to PNG's specific development challenges and country circumstances	34	6.84	2.04	36	6.38	1.92

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	37	7.17	2.06	41	6.52	1.87
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	35	7.73	1.52	40	7.17	2.01

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



Appendix E: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.14	7.10
Overall the World Bank Group currently plays a relevant role in development in PNG	6.58	7.05
The World Bank Group's work is aligned with what I consider the development priorities for PNG	6.85	7.05
Overall, please rate your impression of the World Bank Group's effectiveness in PNG.	6.31	6.45
To what extent does the World Bank Group's work help to achieve development results in PNG?	6.08	6.52
To what extent does the World Bank Group influence the development agenda in PNG?	6.43	6.54
Responsiveness to needs	4.63	5.79
Flexibility (in terms of the institution's products and services)	4.88	5.56
Flexibility (in terms of changing country circumstances)	5.00	5.63
Being inclusive	5.29	6.37
Openness (sharing data and other information)	4.89	6.44
Collaboration with the Government	5.13	6.74
The speed in which it gets things accomplished on the ground	4.44	5.56
Helping to bring discipline/effective supervision to implementation of investment projects	4.78	6.59
Collaboration with civil society	5.13	5.79
Staff accessibility	4.57	6.17
Collaboration with other donors and development partners	4.86	6.33
Collaboration with the private sector	3.88	6.28
Collaboration with the UN	5.00	5.92
Straightforwardness and honesty	5.43	6.74
Treating clients and stakeholders in PNG with respect	5.71	7.24
Being a long-term partner	6.44	7.42
The World Bank Group takes decisions quickly in PNG	5.29	5.71
The World Bank Group's financial instruments meet the needs of PNG	5.38	6.63
The World Bank Group meets PNG's needs for knowledge services	5.33	6.54
In PNG, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to PNG's specific development challenges and country circumstances	5.00	6.47
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.75	6.69
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.00	7.25

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: PNG FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Papua New Guinea (PNG)

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

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 the International Bank for Reconstruction and Development (IBRD), the International Development Association (IDA), the International Finance Corporation (IFC), the Multilateral Investment Guarantee Agency (MIGA), and the International Centre for Settlement of Investment Disputes (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 PNG is progressing in the right direction?	
1	Agree
2	Disagree
3	Neutral

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

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

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 PNG? (Choose no more than THREE)

1	Communicable/non-communicable diseases	18	Health
2	Local governance and institutions	19	Security/post-disaster reconstruction
3	Information and communications technology	20	Financial markets
4	Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
5	Agriculture and rural development	22	Gender equity (closing the gap between women and men, and boys and girls)
6	Trade and exports	23	Private sector development
7	Crime and violence	24	Education
8	Climate change (e.g., mitigation, adaptation)	25	Global/regional integration
9	Energy	26	Urban development
10	Anti-corruption	27	Gender based violence
11	Judiciary reform	28	Natural resource management
12	National debt	29	Global pandemics (e.g., COVID-19)
13	Economic growth	30	Water and sanitation
14	Equality of opportunity (i.e., social inclusion)	31	Job creation/employment
15	Disaster risk management	32	Pollution
16	Transport (e.g., roads, bridges, transportation)	33	Food security
17	Social cohesion	34	Regional conflict and tensions

A5. Please describe the direction PNG is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing PNG's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The reduced gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective in service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Building infrastructure (e.g., road, bridges, airports)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: OVERALL CONTEXT

A6. Listed below are global challenges. Which do you think have the most serious impact on PNG? (Choose no more than TWO)			
1	Geopolitical uncertainty	7	National debt
2	Fragility in PNG or neighboring countries	8	Jobs/employment
3	Climate change	9	Migrants and refugees
4	Environmental degradation	10	Technology based disruption
5	The gap between the rich and the poor	11	Terrorism
6	Trade constraints		

A7. When economic and/or social reform efforts fail or are slow to take place in PNG, which of the following would you attribute this to? (Choose no more than TWO)	
1	Inadequate level of donor coordination
2	Private sector involvement and/or influence
3	Ongoing conflict and instability
4	Inadequate funding
5	Corruption
6	Political pressures and obstacles
7	Inadequate level of private sector participation
8	Inadequate level of citizen/civil society participation
9	Reforms are not well thought out in light of country challenges
10	Poor coordination within the government
11	Inadequate level of government accountability
12	Inadequate level of capacity in the government
13	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A8. 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 government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The provincial government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The district government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The local-level government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Development banks (e.g., National Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Commercial banks (e.g., Bank South Pacific)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	PNG's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	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"/>
18	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	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"/>

A9. To what extent do you trust private sector to engage in public service delivery in PNG?	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

SECTION A: OVERALL CONTEXT

A10. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in PNG. (Choose no more than TWO)	
1	None. I do not consider PNG a fragile state.
2	Political uncertainty
3	Low levels of political and economic inclusion
4	Crime and violence
5	High influx of refugees/migrants
6	Land ownership (i.e., conflicts related to communally owned land)
7	Policy inconsistency
8	Weak social cohesion
9	Weak institutional capacity
10	Food insecurity
11	High levels of corruption
12	Weak accountability
13	Lack of security (i.e., conflict and violence)
14	Other (please specify): _____

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

B1a. How familiar are you with the work of the World Bank Group in PNG?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

B1b. How familiar are you with the work of the World Bank Group's private sector arm, the International Finance Corporation (IFC) in PNG?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

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

B4. Overall, please rate your impression of the World Bank Group's effectiveness in PNG.											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effective at all									Very effective	Don't know	

B5. To what extent does the World Bank Group's work help to achieve development results in PNG?											
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 PNG?											
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 RURAL areas in PNG? (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. To what extent do you believe that the World Bank Group's work and support help the poorest in URBAN areas in PNG? (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

B9. When thinking about the World Bank Group's role in PNG, which activity do you VALUE the most? (Choose no more than TWO)

1	Donor coordination
2	Promoting knowledge sharing
3	Strategy formulation (e.g., PRSP assistance)
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Policy advice, studies, analyses
8	Financial resources
9	Data and statistics
10	Implementation support
11	Mobilizing third party financial resources
12	Other (please specify): _____

B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in PNG? (Choose no more than TWO)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B11. When thinking about how the World Bank Group can have the most impact on development results in PNG, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in PNG? (Choose no more than THREE)			
1	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
2	Private sector development	20	Trade and exports
3	Education	21	Crime and violence
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management
5	Security/post-disaster reconstruction	23	Social cohesion
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Food security	25	Poverty reduction
8	Urban development	26	National debt
9	Energy	27	Judiciary reform
10	Water and sanitation	28	Economic growth
11	Pollution	29	Disaster risk management
12	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)
13	Health	31	Communicable/non-communicable diseases
14	Regional conflict and tensions	32	Local governance and institutions
15	Global pandemics (e.g., COVID-19)	33	Information and communications technology
16	Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	34	Transport (e.g., roads, bridges, transportation)
17	Gender based violence	35	Anti-corruption
18	Financial markets		

**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 PNG 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 PNG?											
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 PNG, 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 PNG 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
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 PNG	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	Working with the World Bank Group increases PNG's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C27. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in PNG?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all								To a very significant degree		Don't know		

To what extent do you agree/disagree with the following statements about the World Bank Group in PNG?												
		Strongly disagree								Strongly agree		Don't know
C28	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of PNG	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C29	The World Bank Group meets PNG's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

C30. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in PNG? (Select only ONE response)

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

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

		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
C31	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)												<input type="checkbox"/>
C32	To develop better and stronger data collection/analytics systems within the Government												<input type="checkbox"/>
C33	To strengthen the country's crisis preparedness												<input type="checkbox"/>
C34	To identify and monitor risks												<input type="checkbox"/>

C35. How effectively does the World Bank Group's SCD and CPF activities support PNG's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF)]

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

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 PNG? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance, income support to the most vulnerable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Security/post-disaster reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

D2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	
1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

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 PNG, 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 translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to PNG's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

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

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

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

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

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	UN agencies
2	NGOs/Community Based Organizations	10	Regional organizations (e.g., Secretariat of Pacific Regional Environment Programme, Forum Fisheries Authority, Pacific Islands Forum)
3	Beneficiaries	11	Foundations
4	Youth/university groups	12	Media
5	Private sector	13	Peace keeping forces
6	Local government	14	Emerging donors
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

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

F5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)

1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Share more information about the World Bank Group's activities, products, and knowledge
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in PNG?	
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 PNG? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in PNG? (Select only ONE response)	
1	The World Bank (IBRD/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 PNG? (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	Port Moresby (National Capital District)
2	Major Town (Lae, Kokopo and Mt. Hagen)
3	Other Provincial Towns
4	Rural area or village

Thank you for completing the survey!