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**April 2015**



**The world bank group**

**Public Opinion Research Group**

FY15 Country Opinion Survey Report for The Gambia

**Acknowledgements**

The Country Opinion Survey for The Gambia is part of the County Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, and Jessica Cameron. Calita Woods, and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the country team. In particular, PORG is grateful for the support from Gabriel Gomez (consultant) who coordinated the survey related activities from Banjul, The Gambia.

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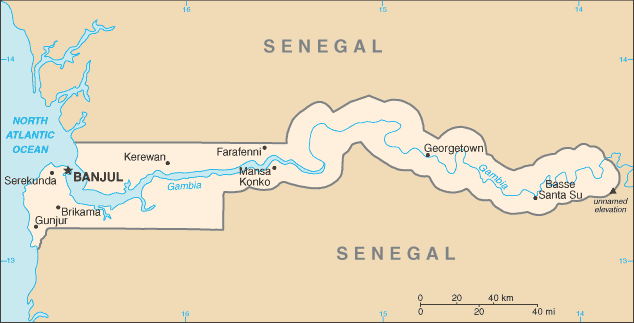
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### I. Objectives

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

*General Issues Facing The Gambia*

*Overall Attitudes toward the World Bank Group*

*World Bank Group’s Effectiveness and Results*

*The World Bank Group’s Knowledge Work and Activities*

*Working with the World Bank Group*

*The Future Role of the World Bank Group in The Gambia*

*Communication and Information Sharing*

*Background Information*

### II. Methodology

From June to September 2015, 657 stakeholders of the WBG in The Gambia 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; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/ programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; non-profit organizations/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 274 stakeholders participated in the survey (42% response rate).

Respondents received and completed the questionnaire either with the presence of an independent fielding consultant or via email. Respondents were asked about: general issues facing The Gambia; their overall attitudes toward the WBG; the WBG’s effectiveness and results; the WBG’s knowledge work and activities; working with the WBG; the WBG’s future role in The Gambia; and the WBG’s communication and information sharing.

Every country that engages in the Country Opinion Survey 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’12 (response rate is 60%, N=150). 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, means of the FY’15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 103).

### III. Demographics of the Sample

#### **Current Position**

* For further analyses, respondents from the office of the President, Prime Minister and Office of a Minister were combined, respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from non-profit organizations/community based organizations, private foundations, faith-based groups, trade unions, and youth groups were combined in the “CSO” category. Few respondents from the office of a parliamentarian, the media, academia/research institute/think tanks, the judiciary branch, and other organizations were included in the “Other” category.

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

#### **Area of Primary Specialization**



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

#### **Geographic locations**

* For further analysis, respondents from West Coast, Lower River, North Bank, Upper River, Central River were combined as “Other.” For comparisons between geographic locations, please go to appendix C (page 93).

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

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

#### **Familiarity with the World Bank Group**

* **Year comparison:** Respondents in this year’s Country Survey and respondents in the FY’12 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY’15 = 5.3; weighted mean in FY’12 = 4.8)[[1]](#footnote-1).
* Respondents’ levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG’s overall effectiveness in The Gambia, the extent to which the WBG plays a relevant role in development in The Gambia, and the extent to which the WBG contributes to the country’s development results.



IV. General Issues Facing The Gambia

#### **Headed in the Right Direction**



IV. General Issues Facing The Gambia (continued)

#### **Development Priority**

* **Year comparison:** Respondents in the previous FY’12 Country Survey indicated that the following areas were the most important development areas in The Gambia: “*agricultural development*” (35%), “*government effectiveness*” (31%), “*access to health services, quality of health care*” (30%), and “*skills development, employment and income generating opportunities, specifically for young people*” (27%). Please note that, unlike it is in the current Country Survey, respondents in FY’12 were allowed to choose up to two top development priorities instead of three.

#### 

IV. General Issues Facing The Gambia (continued)

#### **What Would Contribute Most to Reducing Poverty**

* **Year comparison:** Respondents in the previous FY’12 Country Survey indicated that the following areas would contribute most to reducing poverty in The Gambia: “*skills development, employment and income generating opportunities, specifically for young people*” (43%), “*agricultural development*” (38%), “*government effectiveness/governance*” (24%), and “*access to basic education, quality of basic education*” (16%). Please note that, unlike it is in the current Country Survey, respondents in FY’12 were allowed to choose up to two development areas instead of three.



IV. General Issues Facing The Gambia (continued)

**Factors Contributing to “Shared Prosperity”**



IV. General Issues Facing The Gambia (continued)

**Gap between the Rich and the Poor**



**Climate change**



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

#### **Attributing Failed/Slow Reform Efforts**

* **Year comparison**: Respondents in the previous FY’12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to the following: “*lack of/inadequate levels of capacity in government*” (41%), “*reforms are not well thought out in light of country challenges*” (33%), and “*government works inefficiently/too slowly* (32%).”
* **Stakeholder groups**: Among this year’s respondents, respondents from local governments, CSOs, and the Office of President/Prime Minister/Minister were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*inadequate level of citizen/civil society participation*,” compared to respondents from other stakeholder groups.

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

#### ***As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.***

#### **The World Bank Group’s Overall Effectiveness[[2]](#footnote-2) *(Indicator Question)***

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#### **Achieving Development Results *(Indicator Question)***



#### **WBG Staff Preparedness**



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

#### **The World Bank and the IFC Working Together**

* Only those stakeholders who responded “*Yes*” to the question “*Do your projects involve both the World Bank and the IFC?*” provided their views on the working relationship between the World Bank and the IFC.

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

#### **Overall Ratings for Indicator Questions by Stakeholder Groups[[3]](#footnote-3)**

* **Stakeholder groups:** respondents from local governments gave significantly higher overall ratings for the twenty five indicator questions than respondents from other stakeholder groups.
* **Collaboration:** respondents who do and do not collaborate with the WBG had statistically similar overall ratings for the twenty five indicator questions (mean = 5.9 and 6.3 respectively).



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

#### **Greatest Value**

* **Year comparison:** Respondents in the previous FY’12 Country Survey indicated that the World Bank‘s greatest value to The Gambia were its “*financial resources*” (52%), “*policy and economic advice*” (51%), and “*technical advice*” (35%).



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

#### **Most Effective Instruments in Reducing Poverty**



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

#### **Importance and Effectiveness of WBG’s Capacity Building Work**



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

#### **Greatest Weakness**

* **Year comparison**: Respondents in the previous FY’12 Country Survey indicated that the World Bank’s greatest weaknesses in its work in The Gambia were “*being too bureaucratic in its operational policies and procedures*” (43%), “*its procedures being too slow and complex to show results on the ground in reasonable time*” (28%), and “*not enough public disclosure of its work*” (25%).



VI. Sectoral Importance and Effectiveness

### **Importance of WBG’s Support in Sectoral Areas**



### VI. Sectoral Importance and Effectiveness (continued)

### **Effectiveness of WBG’s Support in Sectoral Areas: Year Comparison[[4]](#footnote-4)**



### VI. Sectoral Importance and Effectiveness (continued)

### **Effectiveness of WBG’s Support in Sectoral Areas: Collaboration[[5]](#footnote-5)**



### VI. Sectoral Importance and Effectiveness (continued)

#### **The WBG Promoting Private Public Partnerships**

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**Helping the Poorest**

### 

### VI. Sectoral Importance and Effectiveness (continued)

#### **Drivers of Effectiveness**

To determine the key drivers of respondents’ ratings of the World Bank Group’s overall effectiveness and ratings of its ability to help achieve development results in The Gambia, bivariate correlational analyses were conducted using respondents’ ratings of the thirty one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents’ ratings of the World Bank Group’s overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents’ ratings of the WBG’s overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG’s ability to help achieve development results increase. Thus, it can be inferred that respondents’ perceptions of effectiveness in one specific area are related to, or drive, respondents’ perceptions of the WBG’s overall effectiveness or perceptions of the WBG’s ability to help achieve development results.

* Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG’s overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG’s overall effectiveness in The Gambia. The areas determined to be key drivers from these analyses were:
  + The WBG’s effectiveness at urban development;
  + The WBG’s effectiveness at education; and
  + The WBG’s effectiveness at private sector development.
* Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG’s ability to help achieve development results in The Gambia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG’s ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  + The WBG’s effectiveness at information and communications technology;
  + The WBG’s effectiveness at health; and
  + The WBG’s effectiveness at urban development.

VII. How the World Bank Group Operates

#### **The World Bank Group’s Work in The Gambia: Year Comparison[[6]](#footnote-6)**



VII. How the World Bank Group Operates (continued)

#### **The World Bank Group’s Work in The Gambia: Collaboration**



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

#### **Overall Perceptions: Year Comparison[[7]](#footnote-7)**

* **Year comparison**: As indicated in the chart below, respondents in this year’s Country Survey had significantly lower levels of agreement with several statements below compared to respondents in the FY’12 Country Survey.



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

**Overall Perceptions: Collaboration**

* **Collaboration**: As indicated in the chart below, respondents who collaborate with the WBG had significantly lower levels of agreement with several statements below, compared to respondents who do not collaborate with the WBG.



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

#### **The WBG as an Effective Development Partner: Year Comparison[[8]](#footnote-8)**

* **Year comparison**: As indicated in the chart below, respondents in this year’s Country Survey gave significantly lower ratings for a number of qualities below of the WBG as a development partner compared to respondents in the FY’12 Country Survey.



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

#### **The WBG as an Effective Development Partner: Collaboration**

* **Collaboration**: As indicated in the chart below, respondents who collaborate with the WBG had significantly lower ratings for the WBG’s “*responsiveness*,” compared to respondents who do not collaborate with the institution.



VII. How the World Bank Group Operates (continued)

**Internal Measuring and Monitoring**



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

### **Frequency of Consulting WBG Knowledge Work and Activities**



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

#### **Meeting The Gambia’s Knowledge Needs[[9]](#footnote-9) *(Indicator Question)***



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

#### 

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



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

#### **Qualities of the WBG’s Knowledge Work and Activities[[10]](#footnote-10)**

* **Year comparison**: As indicated in the chart below, respondents in this year’s Country Survey gave significantly lower ratings for the WBG’s knowledge work and activities’ “*being adaptable to The Gambia’s specific development challenges and country circumstances*,” compared to respondents in the FY’12 Country Survey.



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

#### **Meeting The Gambia’s Needs for Financial Instruments[[11]](#footnote-11)**

#### ***(Indicator Question)***

#### 

IX. The Future Role of the WBG in The Gambia

#### **Selectivity of the World Bank Group’s Support**



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

**Making the World Bank Group of Greater Value**

* **Year comparison**: Respondents in the previous FY’12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (42%), “*offer more innovative financial products*” (14%), and “*improve the quality of its experts as related to The Gambia’s specific challenges*” (12%) to make itself of greater value in The Gambia.



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

**The World Bank Group Should Collaborate More with …**

* **Year comparison**: Respondents in the previous FY’12 Country Survey indicated that the World Bank should work more with “*private sector*” (40%), “*community based organizations*” (36%), “*NGOs*” (36%), “*beneficiaries*” (31%), and “*local governments*” (22%) to ensure better development results in The Gambia.



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

#### **Where the World Bank Group Should Focus its Resources**

* **Year comparison:** Respondents in the previous FY’12 Country Survey indicated that the World Bank should focus its resources on “*skills development, employment and income generating opportunities, specifically for young people*” (33%), “*agriculture development (crop production, processing)/ food security*” (29%), “*government effectiveness/governance*” (15%), and “*access to basic education, quality of basic education*” (15%). Please note that, unlike it is in the current Country Survey, respondents in FY’12 were allowed to choose up to two development areas.

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

#### **Future Combination of the WBG services**



X. Communication and Outreach

***Note****:* ***When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 70) for all responses by stakeholder groups.***

#### **General Information Sources**

* **Year comparison**: Respondents in the previous FY’12 Country Survey indicated that they got most of their information about economic and social development issues in The Gambia from “*local newspapers*” (66%), “*the Internet*” (37%), and “*local television* (31%)”.



### X. Communication and Outreach (continued)

#### **Preferred Information Sources**

* **Year comparison**: Respondents in the previous FY’12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank website*” (56%), “*e-Newsletters*” (44%), “*workshops/conferences* (25%),” and “*face to face meetings/discussions*” (21%).



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### X. Communication and Outreach (continued)

#### **Access to Information[[12]](#footnote-12)**

* **Year comparison**: This year’s respondents were significantly more likely to be aware of the WBG’s Access to Information Policies than respondents in FY’12.



### X. Communication and Outreach (continued)

#### **Access to Information (continued)[[13]](#footnote-13)**

### 



### X. Communication and Outreach (continued)

### **Access to the Internet[[14]](#footnote-14)**

### 

### 

### X. Communication and Outreach (continued)

### **The WBG Website Usage[[15]](#footnote-15)**



* **Year comparison**: This year’s respondents had significantly lower levels of agreement with the statement that “*I find the WBG’s website easy to navigate*,” compared to respondents in the FY’12 Country Survey.



### X. Communication and Outreach (continued)

**Use of the WBG’s Social Media Channels**

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**Evaluation of the WBG’s Social Media Channels**



### X. Communication and Outreach (continued)

#### **Information Sharing[[16]](#footnote-16)**

* **Year comparison**: This year’s respondents had significantly lower levels of agreement with the statement that “*the WBG is responsive to my information requests and inquiries*,” compared to respondents in the FY’12 Country Survey.



### XI. Appendices

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**The Gambia**

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#### Appendix A: Responses to All Questions across All Respondents (N=274)

*All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they “Don’t know” (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).*

#### ***A. General Issues Facing The Gambia***

|  |  |
| --- | --- |
| **1. In general would you say that The Gambia is headed in ... ?** | **Percentage of Respondents (N=252)** |
| The right direction | 31.0% |
| The wrong direction | 34.9% |
| Not sure | 34.1% |

|  |  |
| --- | --- |
| **2. Listed below are a number of development priorities in The Gambia. Please identify which of the following you consider the most important development priorities in The Gambia? (Choose no more than THREE)** | **Percentage of Respondents  (Responses Combined; N=268)** |
| Agricultural development | 29.9% |
| Job creation/employment | 25.4% |
| Food security | 24.3% |
| Private sector development | 20.9% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20.9% |
| Education | 20.9% |
| Health | 20.1% |
| Poverty reduction | 18.3% |
| Energy | 13.1% |
| Law and justice (e.g., judicial system) | 10.4% |
| Rural development | 9.7% |
| Economic growth | 9.7% |
| Gender equity | 7.8% |
| Foreign direct investment | 7.5% |
| Environmental sustainability | 6.3% |
| Water and sanitation | 5.6% |
| Social protection (e.g., pensions, targeted social assistance) | 5.6% |
| Anti corruption | 5.6% |
| Global/regional integration | 4.9% |
| Trade and exports | 4.9% |
| Climate change (e.g., mitigation, adaptation) | 4.1% |
| Transport (e.g., roads, bridges, transportation) | 4.1% |
| Equality of opportunity (i.e., equity) | 3.4% |
| Financial markets | 3.0% |
| Crime and violence | 2.6% |
| Communicable/non-communicable diseases | 2.6% |
| Natural resource management (e.g., oil, gas, mining) | 1.9% |
| Disaster management | 1.5% |
| Information and communications technology | 1.5% |
| Regulatory framework | 0.7% |
| Urban development | 0.0% |

#### ***General Issues Facing The Gambia (continued)***

|  |  |
| --- | --- |
| **3. 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 The Gambia? (Choose no more than THREE)** | **Percentage of Respondents  (Responses Combined; N=271)** |
| Agricultural development | 30.3% |
| Rural development | 28.8% |
| Education | 28.0% |
| Job creation/employment | 27.7% |
| Economic growth | 27.3% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20.3% |
| Energy | 16.2% |
| Food security | 13.3% |
| Gender equity | 11.1% |
| Private sector development | 10.3% |
| Health | 10.3% |
| Climate change (e.g., mitigation, adaptation) | 6.3% |
| Trade and exports | 6.3% |
| Equality of opportunity (i.e., equity) | 5.9% |
| Anti corruption | 5.9% |
| Urban development | 5.5% |
| Social protection (e.g., pensions, targeted social assistance) | 5.5% |
| Foreign direct investment | 5.2% |
| Natural resource management (e.g., oil, gas, mining) | 4.4% |
| Law and justice (e.g., judicial system) | 4.1% |
| Transport (e.g., roads, bridges, transportation) | 4.1% |
| Water and sanitation | 3.3% |
| Global/regional integration | 3.0% |
| Environmental sustainability | 3.0% |
| Information and communications technology | 2.6% |
| Regulatory framework | 2.2% |
| Financial markets | 2.2% |
| Disaster management | 1.8% |
| Crime and violence | 0.7% |
| Communicable/non-communicable diseases | 0.4% |

#### ***A. General Issues Facing The Gambia (continued)***

|  |  |
| --- | --- |
| **4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in The Gambia? (Choose no more than TWO)** | **Percentage of Respondents  (Responses Combined; N=249)** |
| Education and training that better ensure job opportunity | 28.5% |
| Better employment opportunities for young people | 26.1% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 24.5% |
| Greater access to health and nutrition for citizens | 19.7% |
| Greater access to micro-finance for the poor | 19.3% |
| Better opportunity for the poor who live in rural areas | 16.5% |
| Consistent economic growth | 14.9% |
| Greater voice and participation for citizens to help ensure greater accountability | 13.7% |
| A growing middle class | 11.6% |
| Better quality public services | 7.6% |
| Better employment opportunities for women | 5.6% |
| More reliable social safety net | 5.2% |
| Better opportunity for the poor who live in urban areas | 2.8% |
| Greater equity of fiscal policy | 2.4% |
| Other | 0.4% |

|  |  |
| --- | --- |
| **5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia? (Select only ONE response)** | **Percentage of Respondents  (N=266)** |
| A very big problem | 46.6% |
| A moderately big problem | 38.3% |
| A small problem | 10.2% |
| Not a problem at all | 1.9% |
| Don’t know | 3.0% |

|  |  |
| --- | --- |
| **6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)** | **Percentage of Respondents  (N=272)** |
| A very serious problem | 65.4% |
| A somewhat serious problem | 23.2% |
| Not too serious problem | 9.2% |
| Not a problem | .7% |
| Don’t know | 1.5% |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Familiarity | **N** | **DK** | **Mean** | **SD** |
| 1. How familiar are you with the work of the World Bank Group in The Gambia? *(1-Not familiar at all, 10-Extremely familiar)* | 271 | 0 | 5.10 | 2.65 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Effectiveness\* | **N** | **DK** | **Mean** | **SD** |
| 1. Overall, please rate your impression of the World Bank Group’s effectiveness in The Gambia? *(1-Not effective at all, 10-Very effective)* | 235 | 38 | 6.40 | 2.26 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| 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 and knowledge) to help The Gambia solve its most complicated development challenges? *(1-To no degree at all, 10-To a very significant degree)* | 212 | 61 | 6.82 | 2.33 |

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

|  |  |
| --- | --- |
| **4. When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in The Gambia? (Choose no more than THREE)** | **Percentage of Respondents  (Responses Combined; N=269)** |
| Agricultural development | 43.9% |
| Education | 24.9% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 22.7% |
| Food security | 20.8% |
| Health | 19.7% |
| Economic growth | 18.2% |
| Poverty reduction | 17.8% |
| Job creation/employment | 14.9% |
| Energy | 13.4% |
| Private sector development | 13.4% |
| Rural development | 11.5% |
| Transport (e.g., roads, bridges, transportation) | 9.3% |
| Trade and exports | 8.9% |
| Gender equity | 8.2% |
| Foreign direct investment | 5.6% |
| Climate change (e.g., mitigation, adaptation) | 5.2% |
| Environmental sustainability | 4.8% |
| Global/regional integration | 4.1% |
| Water and sanitation | 4.1% |
| Law and justice (e.g., judicial system) | 3.7% |
| Equality of opportunity (i.e., equity) | 3.3% |
| Social protection (e.g., pensions, targeted social assistance) | 3.0% |
| Crime and violence | 2.2% |
| Financial markets | 2.2% |
| Communicable/non-communicable diseases | 1.9% |
| Urban development | 1.5% |
| Natural resource management (e.g., oil, gas, mining) | 1.5% |
| Anti corruption | 1.5% |
| Information and communications technology | 1.5% |
| Regulatory framework | 1.1% |
| Disaster management | 1.1% |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?** | **Percentage of Respondents (N=205)** | | |
| **Greatest Value** | **2nd Greatest Value** | **Combined** |
| Financial resources | 39.5% | 7.5% | 47.0% |
| Capacity development | 24.9% | 21.9% | 46.8% |
| Technical assistance | 7.8% | 23.9% | 31.7% |
| Policy advice, studies, analyses | 13.2% | 16.4% | 29.6% |
| Donor coordination | 3.9% | 10.9% | 14.8% |
| Data | 4.9% | 6.0% | 10.8% |
| Mobilizing third party financial resources | 1.5% | 7.5% | 8.9% |
| Convening/facilitating | 2.9% | 2.5% | 5.4% |
| Linkage to non-Bank expertise | 1.0% | 2.0% | 3.0% |
| Other | 0.5% | 1.5% | 2.0% |

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| --- | --- | --- | --- | --- |
| **How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in The Gambia?** *(1-Not effective at all, 10-Very effective)* | **Effectiveness** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. Project implementation (or other organizational strengthening) | 190 | 77 | 5.98 | 2.73 |
| 1. Citizen engagement (incorporating citizens' voices into development) | 160 | 90 | 4.95 | 2.18 |
| 1. Policy design (for clarity and better incentives to achieve development goals) | 171 | 80 | 6.40 | 2.28 |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **When thinking about how to improve capacity building in The Gambia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?** *(1-Not important all, 10-Very important)* | **Importance** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. Project implementation (or other organizational strengthening) | 226 | 37 | 7.44 | 2.82 |
| 1. Citizen engagement (incorporating citizens' voices into development) | 205 | 47 | 7.51 | 2.63 |
| 1. Policy design (for clarity and better incentives to achieve development goals) | 214 | 37 | 8.07 | 2.38 |

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| **12. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=249)** |
| Not collaborating enough with stakeholders outside the Government | 19.7% |
| Not willing to honestly criticize policies and reform efforts in the country | 16.9% |
| Don’t know | 15.3% |
| World Bank Group’s processes too slow (e.g., too bureaucratic in its operational policies and procedures) | 14.9% |
| World Bank Group’s processes too complex | 14.5% |
| Not enough public disclosure of its work | 13.3% |
| Too influenced by developed countries | 11.2% |
| Imposing technocratic solutions without regard to political realities | 9.6% |
| Staff too inaccessible | 9.2% |
| Not adequately sensitive to political/social realities in The Gambia | 9.2% |
| The credibility of its knowledge/data | 8.8% |
| Not client focused | 6.8% |
| Not aligned with country priorities | 6.4% |
| Arrogant in its approach | 5.6% |
| Not exploring alternative policy options | 4.4% |
| Its advice and strategies do not lend themselves to practical problem solving | 4.4% |
| Not aligned with other donors’ work | 4.0% |
| Other | 2.0% |

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

|  |  |
| --- | --- |
| **13. Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in The Gambia? (Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=270)** |
| Capacity development | 41.9% |
| Investment lending (financing specific projects) | 32.6% |
| Multi-sectoral approaches | 20.4% |
| Policy based lending / budget support to the Government | 19.6% |
| Knowledge products/services (analytical work, studies, surveys, etc.) | 18.1% |
| Trust Fund management | 17.8% |
| Technical assistance (advice, best practice, international experience, etc.) | 17.8% |
| Don’t know | 10.7% |
| Other | 3.7% |

|  |  |
| --- | --- |
| **14. To what extent do you believe that the World Bank Group’s work and support help the poorest in The Gambia? (Choose only ONE response)** | **Percentage of Respondents (N=263)** |
| To a fully sufficient degree | 22.1% |
| To a somewhat sufficient degree | 32.7% |
| To a somewhat insufficient degree | 20.9% |
| To a very insufficient degree | 9.1% |
| Don't know | 15.2% |

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| **15. 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=270)** |
| NGOs/Community-based organizations (CBOs) | 37.3% |
| Beneficiaries | 33.6% |
| Private sector | 29.9% |
| Local government | 21.4% |
| Academia/think tanks/research institutes | 16.6% |
| Donor community | 15.9% |
| Youth/university groups | 14.4% |
| Media | 9.6% |
| Foundations | 6.3% |
| Parliament | 5.2% |
| Don’t know | 2.2% |
| Other | 1.8% |

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| --- | --- | --- | --- | --- |
| **To what extent do you agree with the following statements about the World Bank Group’s work in The Gambia?** *(1-Strongly disagree, 10-Strongly agree)* | **Level of Agreement** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. Overall the World Bank Group currently plays a relevant role in development in The Gambia\* | 236 | 28 | 6.26 | 2.82 |
| 1. The World Bank Group’s work is aligned with what I consider the development priorities for The Gambia\* | 229 | 30 | 6.18 | 2.37 |
| 1. The World Bank Group supports programs and strategies that are realistic for The Gambia | 232 | 28 | 6.49 | 2.45 |
| 1. The World Bank Group treats clients and stakeholders in The Gambia with respect | 210 | 48 | 6.73 | 2.48 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **To what extent is the World Bank Group an effective development partner in The Gambia, in terms of each of the following?** *(1-To no degree at all, 10-To a very significant degree)* | **Degree** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. Responsiveness\* | 213 | 46 | 5.60 | 2.37 |
| 1. Flexibility (in terms of the institution’s products and services)\* | 203 | 53 | 5.27 | 2.16 |
| 1. Flexibility (in terms of changing country circumstances)\* | 201 | 54 | 5.30 | 2.32 |
| 1. Being inclusive\* | 194 | 53 | 5.72 | 2.36 |
| 1. Openness (sharing data and other information)\* | 201 | 46 | 6.26 | 2.53 |
| 1. Staff accessibility\* | 204 | 42 | 5.87 | 2.50 |
| 1. Straightforwardness and honesty\* | 191 | 54 | 6.60 | 2.55 |
| 1. Ease of access to the people at the World Bank Group who are making decisions important to my work\* | 198 | 55 | 5.55 | 2.54 |
| 1. Collaboration with civil society\* | 213 | 46 | 5.84 | 2.40 |
| 1. Collaboration with the Government\* | 226 | 32 | 7.33 | 2.29 |
| 1. Collaboration with other donors and development partners\* | 206 | 51 | 6.83 | 2.49 |
| 1. Collaboration with the private sector\* | 198 | 56 | 5.77 | 2.56 |
| 1. The speed in which it gets things accomplished on the ground\* | 209 | 48 | 5.94 | 2.28 |
| 1. Being a long-term partner\* | 230 | 33 | 7.70 | 2.39 |

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| --- | --- |
| **34. To be a more effective development partner in The Gambia, do you believe that the World Bank Group should have…? (Choose only ONE response)** | **Percentage of Respondents (N=268)** |
| More local presence | 69.4% |
| The current level of local presence is adequate | 17.5% |
| Less local presence | 7.1% |
| Don't know | 6.0% |

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| --- | --- |
| **35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=254)** |
| Lack of/inadequate levels of capacity in Government | 34.6% |
| There is not an adequate level of citizen/civil society participation | 31.1% |
| Political pressures and obstacles | 25.6% |
| Reforms are not well thought out in light of country challenges | 20.9% |
| The Government works inefficiently | 19.3% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 16.5% |
| Poor donor coordination | 16.1% |
| The World Bank Group does not do adequate follow through/follow-up | 11.0% |
| The World Bank Group works too slowly | 10.2% |
| Other | 3.5% |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in The Gambia?***(1-Not important at all, 10-Very important)* | **Importance** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. Anti corruption | 232 | 23 | 6.92 | 3.29 |
| 1. Information and communications technology | 238 | 18 | 7.58 | 2.40 |
| 1. Transport (e.g., roads, bridges, transportation) | 233 | 17 | 7.79 | 2.30 |
| 1. Crime and violence | 221 | 28 | 5.44 | 2.67 |
| 1. Law and justice (e.g., judicial system) | 226 | 25 | 7.37 | 2.53 |
| 1. Urban development | 233 | 18 | 7.36 | 2.32 |
| 1. Environmental sustainability | 235 | 17 | 7.51 | 2.33 |
| 1. Regulatory framework | 226 | 23 | 7.12 | 2.35 |
| 1. Communicable/non-communicable diseases | 231 | 18 | 7.36 | 2.42 |
| 1. Poverty reduction | 245 | 12 | 8.40 | 2.08 |
| 1. Gender equity | 237 | 16 | 6.89 | 2.55 |
| 1. Private sector development | 243 | 16 | 7.67 | 2.27 |
| 1. Foreign direct investment | 236 | 17 | 7.44 | 2.38 |
| 1. Water and sanitation | 237 | 16 | 7.78 | 2.29 |
| 1. Trade and exports | 240 | 12 | 7.46 | 2.27 |
| 1. Economic growth | 247 | 9 | 8.30 | 2.14 |
| 1. Energy | 242 | 14 | 8.20 | 2.24 |
| 1. Disaster management | 244 | 12 | 7.34 | 2.32 |
| 1. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 241 | 10 | 7.95 | 2.43 |
| 1. Job creation/employment | 243 | 13 | 7.81 | 2.42 |
| 1. Financial markets | 232 | 20 | 7.07 | 2.48 |
| 1. Equality of opportunity (i.e., equity) | 228 | 20 | 7.14 | 2.32 |
| 1. Health | 245 | 12 | 8.11 | 2.13 |
| 1. Rural development | 247 | 10 | 8.10 | 2.10 |
| 1. Global/regional integration | 230 | 17 | 7.25 | 2.26 |
| 1. Food security | 243 | 13 | 8.16 | 2.23 |
| 1. Education | 245 | 10 | 8.44 | 2.01 |
| 1. Social protection (e.g., pensions, targeted social assistance) | 240 | 14 | 7.23 | 2.38 |
| 1. Climate change (e.g., mitigation, adaptation) | 236 | 14 | 7.64 | 2.35 |
| 1. Agricultural development | 251 | 8 | 8.47 | 2.24 |
| 1. Natural resource management (e.g., oil, gas, mining) | 242 | 14 | 7.24 | 2.61 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?***(1-Not effective at all, 10-Very effective)* | **Effectiveness** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. Anti corruption | 146 | 108 | 4.04 | 2.51 |
| 1. Information and communications technology | 166 | 82 | 5.51 | 2.45 |
| 1. Transport (e.g., roads, bridges, transportation) | 172 | 71 | 6.05 | 2.42 |
| 1. Crime and violence | 137 | 110 | 4.85 | 2.49 |
| 1. Law and justice (e.g., judicial system) | 147 | 99 | 5.20 | 2.44 |
| 1. Urban development | 180 | 67 | 6.04 | 2.35 |
| 1. Environmental sustainability | 166 | 75 | 6.07 | 2.27 |
| 1. Regulatory framework | 166 | 79 | 6.11 | 2.33 |
| 1. Communicable/non-communicable diseases | 163 | 84 | 6.36 | 2.20 |
| 1. Poverty reduction | 194 | 56 | 6.85 | 2.30 |
| 1. Gender equity | 166 | 80 | 6.23 | 2.17 |
| 1. Private sector development | 170 | 78 | 6.28 | 2.24 |
| 1. Foreign direct investment | 156 | 86 | 5.97 | 2.31 |
| 1. Water and sanitation | 169 | 76 | 6.69 | 2.32 |
| 1. Trade and exports | 168 | 79 | 5.99 | 2.15 |
| 1. Economic growth | 189 | 57 | 6.80 | 2.04 |
| 1. Energy | 170 | 76 | 6.24 | 2.51 |
| 1. Disaster management | 164 | 83 | 6.46 | 2.36 |
| 1. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 187 | 60 | 6.35 | 2.49 |
| 1. Job creation/employment | 179 | 67 | 5.76 | 2.26 |
| 1. Financial markets | 142 | 102 | 5.79 | 2.38 |
| 1. Equality of opportunity (i.e., equity) | 152 | 94 | 6.01 | 2.14 |
| 1. Health | 182 | 63 | 6.93 | 2.26 |
| 1. Rural development | 177 | 69 | 6.49 | 2.36 |
| 1. Global/regional integration | 153 | 88 | 5.71 | 2.46 |
| 1. Food security | 171 | 73 | 6.60 | 2.23 |
| 1. Education | 202 | 47 | 7.49 | 2.32 |
| 1. Social protection (e.g., pensions, targeted social assistance) | 144 | 101 | 5.64 | 2.58 |
| 1. Climate change (e.g., mitigation, adaptation) | 164 | 79 | 6.18 | 2.38 |
| 1. Agricultural development | 193 | 55 | 7.21 | 2.21 |
| 1. Natural resource management (e.g., oil, gas, mining) | 145 | 100 | 5.89 | 2.79 |

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| --- | --- |
| **3. Where are the World Bank Group’s decisions made primarily that support the program in The Gambia? (Choose only ONE response)** | **Percentage of Respondents (N=266)** |
| At the Headquarters (in Washington D.C.) | 47.4% |
| In the country | 9.8% |
| Don't know | 42.9% |

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| --- | --- | --- | --- | --- |
| Achieving Development Results\* | **N** | **DK** | **Mean** | **SD** |
| 1. To what extent does the World Bank Group’s work help to achieve development results in The Gambia? *(1-To no degree at all, 10-To a very significant degree)* | 225 | 46 | 6.45 | 2.32 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| To what extent do you agree with the following statements about the World Bank Group in The Gambia? *(1-Strongly disagree, 10-Strongly agree)* | **N** | **DK** | **Mean** | **SD** |
| 1. The World Bank Group’s financial instruments meet the needs of The Gambia\* | 214 | 55 | 5.28 | 2.47 |
| 1. The World Bank Group meets The Gambia’s needs for knowledge services\* | 207 | 55 | 5.75 | 2.28 |

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| --- | --- | --- | --- | --- |
| Measuring and Correcting Work | **N** | **DK** | **Mean** | **SD** |
| 1. To what extent do you believe the World Bank Group measures and corrects its work in real time in The Gambia? *(1-To no degree at all, 10-To a very significant degree)* | 167 | 104 | 6.84 | 1.99 |

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

|  |  |
| --- | --- |
| **1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?** | **Percentage of Respondents (N=262)** |
| Weekly | 8.8% |
| Monthly | 18.7% |
| A few times a year | 22.5% |
| Rarely | 25.2% |
| Never | 24.8% |

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| --- | --- | --- | --- | --- |
| **In The Gambia, 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** |
| 1. Are timely | 181 | 74 | 4.71 | 2.41 |
| 1. Include appropriate level of stakeholder involvement during preparation | 189 | 63 | 5.64 | 2.29 |
| 1. Lead to practical solutions | 187 | 66 | 5.82 | 2.23 |
| 1. Are accessible (well written and easy to understand) | 189 | 66 | 6.09 | 2.36 |
| 1. Are source of relevant information on global good practices | 187 | 67 | 6.55 | 2.41 |
| 1. Are adequately disseminated | 182 | 66 | 5.69 | 2.28 |
| 1. Are translated enough into local language | 167 | 82 | 3.99 | 2.59 |
| 1. Are adaptable to The Gambia’s specific development challenges and country circumstances\* | 187 | 69 | 6.09 | 2.34 |

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| --- | --- | --- | --- | --- |
| **Overall Evaluations** | **N** | **DK** | **Mean** | **SD** |
| 1. 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)* | 213 | 51 | 7.38 | 2.18 |
| 1. 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)* | 213 | 48 | 7.41 | 1.89 |

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

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **To what extent do you agree/disagree with the following statements?**  *(1-Strongly disagree, 10-Strongly agree)* | **Level of Agreement** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. The World Bank Group disburses funds promptly | 196 | 67 | 4.83 | 2.71 |
| 1. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 217 | 47 | 6.79 | 2.41 |
| 1. The World Bank Group’s approvals and reviews are done in a timely fashion | 193 | 71 | 6.05 | 2.18 |
| 1. The World Bank Group’s “Safeguard Policy” requirements are reasonable | 173 | 82 | 6.09 | 2.43 |
| 1. The World Bank Group’s conditions on its lending are reasonable | 183 | 74 | 5.28 | 2.17 |
| 1. The World Bank Group takes decisions quickly in The Gambia\* | 183 | 74 | 5.19 | 2.36 |
| 1. Working with the World Bank Group increases The Gambia’s institutional capacity | 211 | 48 | 6.87 | 2.32 |
| 1. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them\* | 181 | 78 | 6.41 | 2.29 |
| 1. The World Bank Group provides effective implementation support (i.e., supervision of projects) | 208 | 53 | 7.07 | 2.14 |

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| --- | --- | --- | --- | --- |
| WBG Promoting PPP in The Gambia | **N** | **DK** | **Mean** | **SD** |
| 1. To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in The Gambia? *(1-To no degree at all, 10-To a very significant degree)* | 206 | 59 | 6.77 | 2.35 |

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| --- | --- |
| **11. Which of the following best describes the way the World Bank Group operates in The Gambia? (Select only one response)** | **Percentage of Respondents (N=265)** |
| The World Bank Group takes too much risk in The Gambia | 17.4% |
| The World Bank Group does not take enough risk in The Gambia | 19.6% |
| The World Bank Group’s approach to risk is appropriate | 21.1% |
| Don't know | 41.9% |

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| --- | --- |
| **12. Which of the following best describes the World Bank Group’s support in The Gambia? (Select only one response)** | **Percentage of Respondents (N=264)** |
| The World Bank Group is sufficiently selective and focuses on the most important development challenges in The Gambia | 55.3% |
| The World Bank Group is not sufficiently selective in The Gambia, and it is involved in too many areas of development | 14.4% |
| Don’t know | 30.3% |

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

|  |  |
| --- | --- |
| **1. Which of the following SHOULD the World Bank Group do to make itself of greater value in The Gambia? (Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=260)** |
| Reach out more to groups outside of Government | 39.2% |
| Increase the level of capacity development in the country | 31.9% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 20.0% |
| Reduce the complexity of obtaining World Bank Group financing | 18.5% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) | 15.8% |
| Provide more adequate data/knowledge/statistics/figures on The Gambia’s economy | 13.5% |
| Offer more innovative financial products | 11.9% |
| Offer more innovative knowledge services | 11.5% |
| Improve the quality of its experts as related to The Gambia’s specific challenges | 11.2% |
| Work faster | 10.0% |
| Ensure greater selectivity in its work | 8.5% |
| Other | 3.8% |

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| **2. When considering the combination of services that the World Bank Group offers in The Gambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in The Gambia? (Select only ONE response)** | **Percentage of Respondents (N=259)** |
| Financial services | 49.4% |
| The combination is appropriate for The Gambia | 31.3% |
| Knowledge products | 9.7% |
| Don't know | 5.8% |
| None of the above | 2.3% |
| Convening services | 1.5% |

***G. Communication and Information Sharing***

|  |  |
| --- | --- |
| **1. How do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=264)** |
| Local newspapers | 50.4% |
| Internet | 44.7% |
| Local television | 19.7% |
| Local radio | 17.8% |
| Periodicals | 17.4% |
| International newspapers | 10.2% |
| International television | 10.2% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 9.1% |
| Other | 5.3% |
| International radio | 4.2% |

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| --- | --- |
| **2. How would you prefer to receive information from the World Bank Group?**  **(Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=264)** |
| World Bank Group’s website | 47.0% |
| World Bank Group’s publications and other written materials | 38.6% |
| World Bank Group’s seminars/workshops/ conferences | 33.7% |
| e-Newsletters | 22.0% |
| Direct contact with World Bank Group | 19.3% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 16.7% |
| Mobile phones | 9.5% |
| Other | 1.1% |

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| --- | --- |
| **3. Are you aware of the World Bank Group’s Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?** | **Percentage of Respondents (N=249)** |
| Yes | 39.8% |
| No | 60.2% |

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| **4. Have you requested information from the World Bank Group on its activities in the past year?** | **Percentage of Respondents (N=249)** |
| Yes | 10.8% |
| No | 89.2% |

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| --- | --- |
| **5. Were you able to obtain this information?** | **Percentage of Respondents (N=27)** |
| Yes | 70.4% |
| No | 29.6% |

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| --- | --- |
| **6. Do you have access to the Internet?** | **Percentage of Respondents (N=259)** |
| Yes | 79.5% |
| No | 20.5% |

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| --- | --- |
| **7. Do you use/have you used the World Bank Group website?** | **Percentage of Respondents (N=253)** |
| Yes | 61.3% |
| No | 38.7% |

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

|  |  |
| --- | --- |
| **8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?** | **Percentage of Respondents (N=257)** |
| Yes | 13.6% |
| No | 86.4% |

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| --- | --- |
| **9. Which Internet connection do you use primarily when visiting a World Bank Group website?** | **Percentage of Respondents (N=176)** |
| High speed/WiFi | 76.7% |
| Dial-up | 23.3% |

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| --- | --- | --- | --- | --- |
| **Please rate how much you agree with the following statements.** *(1-Strongly disagree, 10-Strongly agree)* | **Level of Agreement** | | | |
| **N** | **DK** | **Mean** | **SD** |
| 1. I find the World Bank Group’s websites easy to navigate. | 178 | 72 | 6.16 | 2.77 |
| 1. I find the information on the World Bank Group’s websites useful. | 174 | 71 | 6.84 | 2.44 |
| 1. The World Bank Group’s social media channels are valuable sources of information about the institution | 111 | 130 | 6.43 | 2.73 |
| 1. When I need information from the World Bank Group I know how to find it | 166 | 78 | 5.74 | 2.89 |
| 1. The World Bank Group is responsive to my information requests and inquiries | 136 | 106 | 5.74 | 2.50 |

***H. Background Information***

|  |  |
| --- | --- |
| **1. Which of the following best describes your current position?  (Please mark only ONE response)** | **Percentage of Respondents (N=226)** |
| Employee of a Ministry, Ministerial Department or Implementation Agency | 17.3% |
| Private Sector Organization | 14.6% |
| NGO/ Community-Based Organization | 9.3% |
| PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program | 8.4% |
| Other | 8.0% |
| Local Government Office or Staff | 6.6% |
| Independent Government Institution | 6.6% |
| Bilateral/ Multilateral Agency | 5.8% |
| Financial Sector/Private Bank | 4.9% |
| Office of the President/Prime Minister | 3.5% |
| Academia/Research Institute/Think Tank | 3.5% |
| Office of Minister | 2.7% |
| Media | 2.2% |
| Private Foundation | 1.8% |
| Trade Union | 1.8% |
| Youth Group | 1.3% |
| Faith-Based Group | .9% |
| Office of Parliamentarian | .4% |
| Judiciary Branch | .4% |

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| --- | --- |
| **2. Please identify the primary specialization of your work. (Please mark only ONE response)** | **Percentage of Respondents**  **(N=244)** |
| Other | 17.6% |
| Finance and markets | 9.8% |
| Education | 7.8% |
| Health, nutrition, and population | 7.0% |
| Transport and ICT | 6.6% |
| Gender | 6.1% |
| Social protection and labor | 5.7% |
| Urban, rural, and social development | 5.7% |
| Governance | 5.7% |
| Agriculture | 5.7% |
| Generalist (specialized in multiple sectors) | 4.1% |
| Trade and competitiveness | 3.7% |
| Environment and natural resources | 3.3% |
| Energy and extractives | 2.5% |
| Water | 2.0% |
| Poverty | 2.0% |
| Fragility, conflict and violence | 1.6% |
| Public-private partnerships | 1.6% |
| Macroeconomics and fiscal management | .8% |
| Jobs | .4% |

***H. Background Information (continued)***

|  |  |
| --- | --- |
| **3. Which one of the following best describes your level of interaction with the World Bank Group in your country?** | **Percentage of Respondents (N=253)** |
| I currently collaborate with the World Bank Group | 23.3% |
| I have previously collaborated with the World Bank Group | 28.5% |
| Both of the above (I currently collaborate and previously have collaborated with the World Bank Group) | 13.8% |
| I have never collaborated with the World Bank Group | 34.4% |

|  |  |
| --- | --- |
| **4. Which of the following agencies of the World Bank Group do you primarily engage with in The Gambia? (Select only ONE response)** | **Percentage of Respondents (N=196)** |
| The World Bank (IDA) | 78.6% |
| The International Finance Corporation (IFC) | 11.7% |
| The Multilateral Investment Guarantee Agency (MIGA) | 5.6% |
| Other | 4.1% |

|  |  |
| --- | --- |
| **5. Do your projects involve both the World Bank and the IFC?** | **Percentage of Respondents (N=281)** |
| Yes | 23.4% |
| No | 76.6% |

|  |  |
| --- | --- |
| **6. If yes, what was your view of how the two institutions work together in The Gambia? (Select only ONE response)** | **Percentage of Respondents (N=50)** |
| The two institutions work well together | 42.0% |
| The way the two institutions work together needs improvement | 36.0% |
| The two institutions do not work well together | 8.0% |
| Don't know | 14.0% |

|  |  |
| --- | --- |
| **7. Which of the following describes most of your exposure to the World Bank Group in The Gambia? (Choose no more than TWO)** | **Percentage of Respondents (Responses Combined; N=245)** |
| Use World Bank Group website for information, data, research, etc. | 35.9% |
| Observer | 30.6% |
| Use World Bank Group reports/data | 30.2% |
| Collaborate as part of my professional duties | 29.8% |
| Engage in World Bank Group related/sponsored events/activities | 26.1% |

|  |  |
| --- | --- |
| **8. What’s your gender?** | **Percentage of Respondents**  **(N=263)** |
| Female | 27.0% |
| Male | 73.0% |

|  |  |
| --- | --- |
| **9. Which best represents your geographic location?** | **Percentage of Respondents**  **(N=262)** |
| Banjul | 74.8% |
| West Coast | 23.7% |
| North Bank | .8% |
| Lower River | .4% |
| Upper River | .4% |

#### Appendix B: Responses to All Questions by Stakeholder Groups[[17]](#footnote-17)

**Office of the President, Prime Minister, Minister N=14**  **Employee of a Ministry N=39**  **PMU/Consultant N=19**  **Local Government N=15** **Bilateral/ Multilateral Agency N=13**  **Private Sector/Financial Sector/Private Bank N=44**  **CSO N=34**  **Independent Government Institution N=15** **Other N=33**

***A. General Issues facing The Gambia***

**In general, would you say that The Gambia is headed in...?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| The right direction | 16.7% | 48.6% | 31.3% | 69.2% | 9.1% | 21.4% | 30.3% | 38.5% | 23.3% |
| The wrong direction | 33.3% | 14.3% | 43.8% | 0.0% | 54.5% | 47.6% | 18.2% | 38.5% | 50.0% |
| Not sure | 50.0% | 37.1% | 25.0% | 30.8% | 36.4% | 31.0% | 51.5% | 23.1% | 26.7% |

*\*Significantly different between stakeholder groups*

***A. General Issues facing The Gambia (continued)***

**Listed below are a number of development priorities in The Gambia. Please identify which of the following you consider the most important development priorities in The Gambia?**

**(Choose no more than THREE)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Gender equity\* | 0.0% | 0.0% | 5.3% | 6.7% | 8.3% | 4.5% | 27.3% | 13.3% | 6.3% |
| Private sector development\* | 35.7% | 15.4% | 31.6% | 0.0% | 16.7% | 40.9% | 12.1% | 13.3% | 15.6% |
| Foreign direct investment | 0.0% | 7.7% | 5.3% | 6.7% | 8.3% | 9.1% | 6.1% | 6.7% | 3.1% |
| Water and sanitation | 0.0% | 10.3% | 5.3% | 20.0% | 0.0% | 6.8% | 3.0% | 6.7% | 0.0% |
| Social protection (e.g., pensions, targeted social assistance) | 7.1% | 2.6% | 0.0% | 6.7% | 8.3% | 6.8% | 6.1% | 0.0% | 3.1% |
| Food security | 28.6% | 38.5% | 26.3% | 33.3% | 50.0% | 13.6% | 18.2% | 26.7% | 12.5% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 21.4% | 25.6% | 26.3% | 20.0% | 33.3% | 34.1% | 9.1% | 26.7% | 21.9% |
| Global/regional integration | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 6.8% | 6.1% | 0.0% | 3.1% |
| Anti corruption | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 6.1% | 6.7% | 15.6% |
| Job creation/employment | 7.1% | 23.1% | 31.6% | 46.7% | 25.0% | 22.7% | 27.3% | 40.0% | 34.4% |
| Rural development | 7.1% | 12.8% | 15.8% | 6.7% | 25.0% | 6.8% | 15.2% | 6.7% | 6.3% |
| Financial markets | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 6.1% | 0.0% | 9.4% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Environmental sustainability | 0.0% | 10.3% | 0.0% | 13.3% | 8.3% | 0.0% | 15.2% | 0.0% | 6.3% |
| Equality of opportunity (i.e., equity) | 7.1% | 2.6% | 5.3% | 0.0% | 0.0% | 0.0% | 6.1% | 0.0% | 3.1% |
| Health | 21.4% | 35.9% | 26.3% | 26.7% | 8.3% | 9.1% | 15.2% | 33.3% | 21.9% |
| Climate change (e.g., mitigation, adaptation) | 0.0% | 0.0% | 5.3% | 6.7% | 8.3% | 0.0% | 12.1% | 0.0% | 3.1% |
| Agricultural development | 21.4% | 30.8% | 36.8% | 40.0% | 16.7% | 40.9% | 27.3% | 26.7% | 15.6% |
| Trade and exports | 0.0% | 5.1% | 0.0% | 0.0% | 0.0% | 4.5% | 3.0% | 6.7% | 9.4% |
| Crime and violence\* | 21.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.1% | 0.0% | 0.0% |
| Education | 28.6% | 25.6% | 21.1% | 20.0% | 16.7% | 13.6% | 12.1% | 13.3% | 21.9% |
| Poverty reduction | 7.1% | 20.5% | 21.1% | 26.7% | 25.0% | 9.1% | 21.2% | 13.3% | 25.0% |
| Energy | 14.3% | 10.3% | 5.3% | 0.0% | 8.3% | 15.9% | 6.1% | 26.7% | 28.1% |
| Transport (e.g., roads, bridges, transportation) | 7.1% | 2.6% | 0.0% | 6.7% | 0.0% | 2.3% | 0.0% | 6.7% | 3.1% |
| Economic growth | 14.3% | 7.7% | 5.3% | 13.3% | 16.7% | 11.4% | 9.1% | 6.7% | 9.4% |
| Law and justice (e.g., judicial system)\* | 0.0% | 7.7% | 21.1% | 0.0% | 8.3% | 22.7% | 0.0% | 13.3% | 18.8% |
| Regulatory framework | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 3.0% | 0.0% | 0.0% |
| Natural resource management (e.g., oil, gas, mining) | 7.1% | 0.0% | 0.0% | 0.0% | 8.3% | 2.3% | 3.0% | 0.0% | 3.1% |
| Disaster management | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.1% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

***A. General Issues facing The Gambia (continued)***

**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 The Gambia? (Choose no more than THREE)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Climate change (e.g., mitigation, adaptation)\* | 7.1% | 2.6% | 5.3% | 6.7% | 7.7% | 2.3% | 21.2% | 0.0% | 3.0% |
| Global/regional integration | 0.0% | 2.6% | 0.0% | 13.3% | 0.0% | 4.5% | 3.0% | 0.0% | 0.0% |
| Gender equity | 21.4% | 2.6% | 0.0% | 0.0% | 7.7% | 4.5% | 12.1% | 13.3% | 6.1% |
| Rural development | 35.7% | 23.1% | 21.1% | 20.0% | 23.1% | 27.3% | 30.3% | 46.7% | 33.3% |
| Urban development | 14.3% | 2.6% | 5.3% | 6.7% | 7.7% | 0.0% | 3.0% | 6.7% | 6.1% |
| Water and sanitation | 7.1% | 5.1% | 0.0% | 6.7% | 0.0% | 4.5% | 6.1% | 0.0% | 0.0% |
| Equality of opportunity (i.e., equity) | 0.0% | 5.1% | 5.3% | 6.7% | 0.0% | 9.1% | 6.1% | 6.7% | 6.1% |
| Economic growth\* | 7.1% | 20.5% | 21.1% | 73.3% | 38.5% | 34.1% | 27.3% | 20.0% | 27.3% |
| Regulatory framework | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.1% | 0.0% | 9.1% |
| Social protection (e.g., pensions, targeted social assistance) | 14.3% | 5.1% | 0.0% | 6.7% | 7.7% | 6.8% | 12.1% | 0.0% | 3.0% |
| Law and justice (e.g., judicial system)\* | 14.3% | 0.0% | 0.0% | 0.0% | 7.7% | 2.3% | 0.0% | 0.0% | 21.2% |
| Transport (e.g., roads, bridges, transportation) | 0.0% | 2.6% | 5.3% | 0.0% | 7.7% | 4.5% | 9.1% | 6.7% | 6.1% |
| Crime and violence | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |
| Communicable/non-communicable diseases | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 10.5% | 0.0% | 0.0% | 2.3% | 3.0% | 6.7% | 3.0% |
| Education | 21.4% | 30.8% | 47.4% | 33.3% | 30.8% | 29.5% | 15.2% | 20.0% | 30.3% |
| Energy\* | 28.6% | 25.6% | 5.3% | 13.3% | 23.1% | 0.0% | 9.1% | 13.3% | 18.2% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 14.3% | 25.6% | 10.5% | 13.3% | 15.4% | 18.2% | 21.2% | 33.3% | 15.2% |
| Natural resource management (e.g., oil, gas, mining) | 0.0% | 2.6% | 0.0% | 0.0% | 7.7% | 0.0% | 9.1% | 6.7% | 3.0% |
| Environmental sustainability | 14.3% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 3.0% | 0.0% | 6.1% |
| Anti corruption | 14.3% | 2.6% | 5.3% | 0.0% | 0.0% | 6.8% | 3.0% | 6.7% | 6.1% |
| Private sector development | 0.0% | 15.4% | 10.5% | 13.3% | 7.7% | 18.2% | 3.0% | 13.3% | 9.1% |
| Foreign direct investment | 0.0% | 10.3% | 0.0% | 0.0% | 0.0% | 9.1% | 6.1% | 6.7% | 0.0% |
| Disaster management | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% | 0.0% |
| Health | 14.3% | 10.3% | 10.5% | 6.7% | 7.7% | 13.6% | 9.1% | 13.3% | 3.0% |
| Agricultural development\* | 28.6% | 38.5% | 73.7% | 20.0% | 23.1% | 38.6% | 24.2% | 26.7% | 33.3% |
| Job creation/employment | 14.3% | 28.2% | 31.6% | 46.7% | 46.2% | 29.5% | 24.2% | 20.0% | 30.3% |
| Financial markets | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 6.1% | 6.7% | 3.0% |
| Trade and exports | 7.1% | 10.3% | 15.8% | 6.7% | 7.7% | 0.0% | 6.1% | 6.7% | 9.1% |
| Food security | 0.0% | 20.5% | 15.8% | 6.7% | 23.1% | 25.0% | 12.1% | 13.3% | 6.1% |

*\*Significantly different between stakeholder groups*

***A. General Issues facing The Gambia (continued)***

**The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in The Gambia? (Choose no more than TWO)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Greater access to health and nutrition for citizens | 42.9% | 25.7% | 15.8% | 20.0% | 9.1% | 10.5% | 17.2% | 15.4% | 25.8% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 35.7% | 22.9% | 26.3% | 20.0% | 9.1% | 18.4% | 24.1% | 15.4% | 9.7% |
| Better employment opportunities for young people | 21.4% | 40.0% | 21.1% | 13.3% | 9.1% | 31.6% | 20.7% | 23.1% | 38.7% |
| Better employment opportunities for women | 0.0% | 2.9% | 0.0% | 0.0% | 0.0% | 7.9% | 17.2% | 0.0% | 3.2% |
| Greater access to micro-finance for the poor\* | 7.1% | 14.3% | 26.3% | 13.3% | 9.1% | 42.1% | 20.7% | 30.8% | 6.5% |
| Greater voice and participation for citizens to help ensure greater accountability | 14.3% | 8.6% | 0.0% | 26.7% | 27.3% | 15.8% | 27.6% | 15.4% | 9.7% |
| A growing middle class | 7.1% | 0.0% | 5.3% | 0.0% | 18.2% | 21.1% | 10.3% | 7.7% | 9.7% |
| Education and training that better ensure job opportunity\* | 28.6% | 31.4% | 21.1% | 66.7% | 45.5% | 18.4% | 13.8% | 30.8% | 38.7% |
| Better quality public services | 14.3% | 5.7% | 5.3% | 6.7% | 9.1% | 0.0% | 13.8% | 7.7% | 6.5% |
| Better opportunity for the poor who live in rural areas | 28.6% | 17.1% | 21.1% | 0.0% | 27.3% | 13.2% | 13.8% | 30.8% | 16.1% |
| Better opportunity for the poor who live in urban areas | 0.0% | 2.9% | 5.3% | 0.0% | 0.0% | 0.0% | 3.4% | 0.0% | 3.2% |
| Consistent economic growth\* | 0.0% | 14.3% | 36.8% | 33.3% | 9.1% | 18.4% | 3.4% | 15.4% | 29.0% |
| More reliable social safety net\* | 0.0% | 8.6% | 10.5% | 0.0% | 27.3% | 0.0% | 6.9% | 0.0% | 3.2% |
| Greater equity of fiscal policy | 0.0% | 5.7% | 0.0% | 0.0% | 0.0% | 2.6% | 0.0% | 7.7% | 0.0% |
| Other | 0.0% | 0.0% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

**Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia?**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| A very big problem | 71.4% | 43.6% | 5.6% | 33.3% | 50.0% | 44.2% | 47.1% | 50.0% | 50.0% |
| A moderately big problem | 21.4% | 30.8% | 77.8% | 46.7% | 50.0% | 44.2% | 44.1% | 21.4% | 28.1% |
| A small problem | 0.0% | 20.5% | 11.1% | 13.3% | 0.0% | 4.7% | 5.9% | 28.6% | 12.5% |
| Not a problem at all | 0.0% | 2.6% | 5.6% | 0.0% | 0.0% | 0.0% | 2.9% | 0.0% | 6.3% |
| Don’t know | 7.1% | 2.6% | 0.0% | 6.7% | 0.0% | 7.0% | 0.0% | 0.0% | 3.1% |

***A. General Issues facing The Gambia (continued)***

**In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| A very serious problem | 71.4% | 53.8% | 63.2% | 80.0% | 69.2% | 68.2% | 61.8% | 46.7% | 63.6% |
| A somewhat serious problem | 21.4% | 30.8% | 26.3% | 20.0% | 30.8% | 11.4% | 23.5% | 46.7% | 21.2% |
| Not too serious problem | 7.1% | 10.3% | 5.3% | 0.0% | 0.0% | 18.2% | 14.7% | 6.7% | 9.1% |
| Not a problem | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 0.0% | 0.0% | 3.0% |
| Don’t know | 0.0% | 5.1% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% |

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



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



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



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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Transport (e.g., roads, bridges, transportation) | 0.0% | 2.6% | 16.7% | 13.3% | 25.0% | 11.4% | 8.8% | 6.7% | 12.5% |
| Agricultural development\* | 35.7% | 55.3% | 66.7% | 53.3% | 33.3% | 59.1% | 23.5% | 46.7% | 50.0% |
| Global/regional integration | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.1% |
| Gender equity\* | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 14.7% | 0.0% | 3.1% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)\* | 42.9% | 31.6% | 16.7% | 6.7% | 25.0% | 34.1% | 8.8% | 40.0% | 6.3% |
| Social protection (e.g., pensions, targeted social assistance) | 7.1% | 2.6% | 0.0% | 13.3% | 0.0% | 4.5% | 0.0% | 0.0% | 6.3% |
| Crime and violence | 7.1% | 5.3% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.1% |
| Health | 28.6% | 21.1% | 5.6% | 20.0% | 33.3% | 11.4% | 17.6% | 33.3% | 25.0% |
| Education | 21.4% | 23.7% | 33.3% | 33.3% | 50.0% | 20.5% | 17.6% | 26.7% | 34.4% |
| Energy | 14.3% | 23.7% | 11.1% | 6.7% | 16.7% | 20.5% | 17.6% | 0.0% | 12.5% |
| Rural development | 14.3% | 10.5% | 22.2% | 26.7% | 16.7% | 9.1% | 20.6% | 6.7% | 6.3% |
| Foreign direct investment | 0.0% | 2.6% | 0.0% | 6.7% | 0.0% | 15.9% | 2.9% | 13.3% | 9.4% |
| Job creation/employment | 0.0% | 18.4% | 16.7% | 13.3% | 16.7% | 20.5% | 23.5% | 6.7% | 21.9% |
| Financial markets | 0.0% | 0.0% | 5.6% | 0.0% | 0.0% | 4.5% | 2.9% | 0.0% | 6.3% |
| Urban development | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.8% | 0.0% | 0.0% | 3.1% |
| Environmental sustainability | 0.0% | 7.9% | 5.6% | 13.3% | 0.0% | 2.3% | 8.8% | 0.0% | 6.3% |
| Water and sanitation | 7.1% | 7.9% | 0.0% | 6.7% | 0.0% | 0.0% | 2.9% | 6.7% | 0.0% |
| Food security | 42.9% | 15.8% | 11.1% | 13.3% | 16.7% | 6.8% | 20.6% | 20.0% | 18.8% |
| Climate change (e.g., mitigation, adaptation)\* | 7.1% | 0.0% | 0.0% | 0.0% | 8.3% | 0.0% | 14.7% | 0.0% | 6.3% |
| Poverty reduction | 7.1% | 21.1% | 5.6% | 20.0% | 33.3% | 18.2% | 11.8% | 33.3% | 25.0% |
| Trade and exports | 7.1% | 7.9% | 5.6% | 6.7% | 0.0% | 6.8% | 20.6% | 20.0% | 3.1% |
| Equality of opportunity (i.e., equity) | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% | 2.3% | 8.8% | 0.0% | 0.0% |
| Private sector development | 0.0% | 13.2% | 27.8% | 0.0% | 8.3% | 11.4% | 5.9% | 26.7% | 12.5% |
| Economic growth | 14.3% | 15.8% | 11.1% | 33.3% | 8.3% | 18.2% | 23.5% | 6.7% | 9.4% |
| Communicable/non-communicable diseases | 7.1% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 2.9% | 0.0% | 3.1% |
| Natural resource management (e.g., oil, gas, mining) | 7.1% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 2.9% | 0.0% | 0.0% |
| Law and justice (e.g., judicial system) | 14.3% | 0.0% | 11.1% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 9.4% |
| Regulatory framework | 0.0% | 0.0% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Anti corruption | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.8% | 2.9% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% | 8.8% | 0.0% | 0.0% |
| Disaster management | 0.0% | 5.3% | 0.0% | 6.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

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

**When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Greatest Value**  **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Convening/facilitating | 0.0% | 2.9% | 5.6% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 10.3% |
| Data\* | 16.7% | 2.9% | 11.1% | 0.0% | 18.2% | 0.0% | 3.4% | 0.0% | 0.0% |
| Policy advice, studies, analyses | 0.0% | 14.7% | 11.1% | 16.7% | 0.0% | 17.9% | 20.7% | 10.0% | 3.4% |
| Financial resources | 33.3% | 41.2% | 38.9% | 25.0% | 63.6% | 41.0% | 37.9% | 50.0% | 41.4% |
| Capacity development | 33.3% | 26.5% | 16.7% | 33.3% | 18.2% | 28.2% | 20.7% | 40.0% | 31.0% |
| Technical assistance | 0.0% | 8.8% | 5.6% | 16.7% | 0.0% | 2.6% | 6.9% | 0.0% | 10.3% |
| Mobilizing third party financial resources | 0.0% | 0.0% | 5.6% | 8.3% | 0.0% | 2.6% | 0.0% | 0.0% | 0.0% |
| Donor coordination | 16.7% | 2.9% | 5.6% | 0.0% | 0.0% | 5.1% | 3.4% | 0.0% | 3.4% |
| Linkage to non-Bank expertise (i.e., South-South knowledge sharing) | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% | 3.4% | 0.0% | 0.0% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.4% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **2nd Greatest Value**  **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Convening/facilitating | 0.0% | 0.0% | 11.1% | 8.3% | 0.0% | 0.0% | 6.7% | 0.0% | 0.0% |
| Data | 0.0% | 3.0% | 5.6% | 0.0% | 0.0% | 2.4% | 10.0% | 10.0% | 13.8% |
| Policy advice, studies, analyses | 0.0% | 15.2% | 11.1% | 16.7% | 27.3% | 24.4% | 13.3% | 20.0% | 13.8% |
| Financial resources | 0.0% | 9.1% | 5.6% | 8.3% | 9.1% | 4.9% | 6.7% | 10.0% | 6.9% |
| Capacity development | 0.0% | 27.3% | 33.3% | 41.7% | 36.4% | 19.5% | 10.0% | 20.0% | 13.8% |
| Technical assistance | 40.0% | 30.3% | 16.7% | 8.3% | 9.1% | 22.0% | 26.7% | 30.0% | 24.1% |
| Mobilizing third party financial resources | 40.0% | 3.0% | 0.0% | 8.3% | 18.2% | 7.3% | 3.3% | 10.0% | 10.3% |
| Donor coordination | 0.0% | 6.1% | 16.7% | 8.3% | 0.0% | 17.1% | 20.0% | 0.0% | 10.3% |
| Linkage to non-Bank expertise (i.e., South-South knowledge sharing) | 0.0% | 3.0% | 0.0% | 0.0% | 0.0% | 2.4% | 3.3% | 0.0% | 3.4% |
| Other | 20.0% | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.4% |

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in The Gambia?** *(1-Not effective at all, 10-Very effective)*



*\*Significantly different between stakeholder groups*

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

**When thinking about how to improve capacity building in The Gambia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?** *(1-Not important all, 10-Very important)*



*\*Significantly different between stakeholder groups*

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Not client focused\* | 25.0% | 2.7% | 0.0% | 0.0% | 8.3% | 0.0% | 3.3% | 0.0% | 9.7% |
| The credibility of its knowledge/data\* | 25.0% | 5.4% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 13.3% | 3.2% |
| World Bank Group’s processes too complex | 33.3% | 27.0% | 6.3% | 6.7% | 0.0% | 10.0% | 13.3% | 13.3% | 16.1% |
| Not willing to honestly criticize policies and reform efforts in the country\* | 0.0% | 16.2% | 37.5% | 0.0% | 8.3% | 42.5% | 13.3% | 13.3% | 12.9% |
| Staff too inaccessible | 8.3% | 10.8% | 0.0% | 6.7% | 33.3% | 5.0% | 20.0% | 0.0% | 9.7% |
| Not exploring alternative policy options | 0.0% | 5.4% | 12.5% | 13.3% | 0.0% | 2.5% | 0.0% | 0.0% | 3.2% |
| Not collaborating enough with stakeholders outside the Government\* | 8.3% | 10.8% | 31.3% | 20.0% | 50.0% | 15.0% | 43.3% | 6.7% | 16.1% |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0% | 8.1% | 0.0% | 0.0% | 0.0% | 5.0% | 3.3% | 13.3% | 0.0% |
| Not enough public disclosure of its work | 8.3% | 8.1% | 6.3% | 13.3% | 8.3% | 27.5% | 10.0% | 20.0% | 19.4% |
| Arrogant in its approach | 8.3% | 2.7% | 0.0% | 0.0% | 0.0% | 2.5% | 3.3% | 0.0% | 3.2% |
| Too influenced by developed countries | 16.7% | 8.1% | 18.8% | 6.7% | 8.3% | 15.0% | 13.3% | 13.3% | 9.7% |
| Imposing technocratic solutions without regard to political realities | 8.3% | 8.1% | 12.5% | 13.3% | 0.0% | 0.0% | 13.3% | 26.7% | 16.1% |
| World Bank Group’s processes too slow (e.g., too bureaucratic in its operational policies and procedures) | 25.0% | 18.9% | 31.3% | 26.7% | 0.0% | 7.5% | 3.3% | 20.0% | 22.6% |
| Not aligned with other donors’ work\* | 8.3% | 5.4% | 0.0% | 0.0% | 25.0% | 2.5% | 0.0% | 13.3% | 3.2% |
| Not aligned with country priorities | 0.0% | 8.1% | 0.0% | 0.0% | 0.0% | 17.5% | 13.3% | 0.0% | 3.2% |
| Not adequately sensitive to political/social realities in The Gambia | 8.3% | 2.7% | 0.0% | 13.3% | 16.7% | 10.0% | 20.0% | 13.3% | 9.7% |
| Other | 0.0% | 5.4% | 6.3% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 3.2% |
| Don’t know | 8.3% | 18.9% | 12.5% | 26.7% | 8.3% | 17.5% | 6.7% | 13.3% | 16.1% |

*\*Significantly different between stakeholder groups*

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

**Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in The Gambia? (Choose no more than TWO)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Trust Fund management | 27.3% | 15.4% | 5.3% | 6.7% | 8.3% | 9.1% | 17.6% | 26.7% | 12.1% |
| Knowledge products/services (analytical work, studies, surveys, etc.)\* | 45.5% | 12.8% | 10.5% | 0.0% | 16.7% | 6.8% | 26.5% | 13.3% | 18.2% |
| Investment lending (financing specific projects)\* | 18.2% | 28.2% | 52.6% | 26.7% | 25.0% | 59.1% | 35.3% | 20.0% | 30.3% |
| Technical assistance (advice, best practice, international experience, etc.) | 18.2% | 20.5% | 21.1% | 20.0% | 41.7% | 6.8% | 20.6% | 26.7% | 24.2% |
| Capacity development | 18.2% | 46.2% | 47.4% | 66.7% | 33.3% | 52.3% | 32.4% | 40.0% | 51.5% |
| Policy based lending / budget support to the Government\* | 27.3% | 20.5% | 5.3% | 13.3% | 33.3% | 9.1% | 11.8% | 40.0% | 6.1% |
| Multi-sectoral approaches | 27.3% | 15.4% | 31.6% | 20.0% | 25.0% | 22.7% | 29.4% | 0.0% | 21.2% |
| Other | 0.0% | 12.8% | 5.3% | 0.0% | 0.0% | 0.0% | 2.9% | 0.0% | 6.1% |
| Don’t know | 9.1% | 10.3% | 0.0% | 13.3% | 8.3% | 15.9% | 8.8% | 13.3% | 12.1% |

*\*Significantly different between stakeholder groups*

**To what extent do you believe that the World Bank Group’s work and support help the poorest in The Gambia?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| To a fully sufficient degree | 53.8% | 10.5% | 0.0% | 20.0% | 0.0% | 7.1% | 15.2% | 20.0% | 12.9% |
| To a somewhat sufficient degree | 15.4% | 39.5% | 63.2% | 33.3% | 41.7% | 26.2% | 30.3% | 20.0% | 45.2% |
| To a somewhat insufficient degree | 15.4% | 21.1% | 31.6% | 13.3% | 33.3% | 21.4% | 30.3% | 33.3% | 22.6% |
| To a very insufficient degree | 0.0% | 5.3% | 5.3% | 0.0% | 0.0% | 23.8% | 18.2% | 13.3% | 6.5% |
| Don't know | 15.4% | 23.7% | 0.0% | 33.3% | 25.0% | 21.4% | 6.1% | 13.3% | 12.9% |

*\*Significantly different between stakeholder groups*

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

**In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?**

**(Choose no more than TWO)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Academia/think tanks/research institutes\* | 14.3% | 20.5% | 0.0% | 0.0% | 7.7% | 15.9% | 11.8% | 13.3% | 39.4% |
| Donor community\* | 21.4% | 7.7% | 16.7% | 0.0% | 53.8% | 11.4% | 2.9% | 6.7% | 9.1% |
| Media\* | 35.7% | 2.6% | 0.0% | 0.0% | 0.0% | 2.3% | 8.8% | 6.7% | 12.1% |
| Local government\* | 14.3% | 28.2% | 22.2% | 93.3% | 23.1% | 11.4% | 17.6% | 6.7% | 15.2% |
| Private sector\* | 7.1% | 33.3% | 55.6% | 6.7% | 30.8% | 65.9% | 23.5% | 20.0% | 30.3% |
| Parliament | 0.0% | 7.7% | 5.6% | 13.3% | 0.0% | 6.8% | 8.8% | 6.7% | 3.0% |
| NGOs/Community-based organizations (CBOs)\* | 7.1% | 30.8% | 27.8% | 40.0% | 46.2% | 52.3% | 61.8% | 33.3% | 45.5% |
| Youth/university groups | 7.1% | 7.7% | 5.6% | 13.3% | 0.0% | 11.4% | 20.6% | 13.3% | 6.1% |
| Beneficiaries\* | 50.0% | 56.4% | 38.9% | 26.7% | 23.1% | 15.9% | 23.5% | 66.7% | 36.4% |
| Foundations | 14.3% | 0.0% | 5.6% | 0.0% | 0.0% | 2.3% | 11.8% | 0.0% | 3.0% |
| Other | 7.1% | 2.6% | 0.0% | 0.0% | 7.7% | 0.0% | 2.9% | 6.7% | 0.0% |
| Don’t know | 7.1% | 2.6% | 5.6% | 0.0% | 0.0% | 2.3% | 2.9% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

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



*\*Significantly different between stakeholder groups*

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

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



*\*Significantly different between stakeholder groups*

**To be a more effective development partner in The Gambia, do you believe that the World Bank Group should have…? (Choose only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| More local presence | 42.9% | 87.2% | 83.3% | 86.7% | 92.3% | 77.3% | 61.8% | 73.3% | 78.1% |
| The current level of local presence is adequate | 35.7% | 5.1% | 16.7% | 0.0% | 0.0% | 15.9% | 8.8% | 13.3% | 12.5% |
| Less local presence | 14.3% | 5.1% | 0.0% | 13.3% | 0.0% | 2.3% | 14.7% | 6.7% | 3.1% |
| Don't know | 7.1% | 2.6% | 0.0% | 0.0% | 7.7% | 4.5% | 14.7% | 6.7% | 6.3% |

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

**When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Lack of/inadequate levels of capacity in Government | 33.3% | 27.0% | 46.7% | 13.3% | 58.3% | 27.0% | 27.3% | 60.0% | 28.1% |
| There is not an adequate level of citizen/civil society participation\* | 50.0% | 18.9% | 20.0% | 60.0% | 33.3% | 21.6% | 51.5% | 13.3% | 37.5% |
| The World Bank Group works too slowly | 0.0% | 10.8% | 26.7% | 6.7% | 0.0% | 0.0% | 15.2% | 13.3% | 9.4% |
| The World Bank Group does not do adequate follow through/follow-up | 8.3% | 10.8% | 26.7% | 6.7% | 8.3% | 5.4% | 18.2% | 0.0% | 15.6% |
| Poor donor coordination | 25.0% | 16.2% | 0.0% | 13.3% | 16.7% | 16.2% | 15.2% | 13.3% | 6.3% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 41.7% | 24.3% | 6.7% | 6.7% | 8.3% | 10.8% | 15.2% | 20.0% | 18.8% |
| The Government works inefficiently\* | 0.0% | 8.1% | 20.0% | 0.0% | 16.7% | 43.2% | 18.2% | 20.0% | 18.8% |
| Political pressures and obstacles\* | 16.7% | 13.5% | 20.0% | 26.7% | 50.0% | 43.2% | 12.1% | 26.7% | 34.4% |
| Reforms are not well thought out in light of country challenges\* | 8.3% | 45.9% | 20.0% | 20.0% | 0.0% | 18.9% | 21.2% | 20.0% | 18.8% |
| Other\* | 8.3% | 13.5% | 6.7% | 13.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

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

**In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in The Gambia?** *(1-Not important at all, 10-Very important)*

*\*Significantly different between stakeholder groups*

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

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



*\*Significantly different between stakeholder groups*

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

**Where are the World Bank Group’s decisions made primarily that support the program in The Gambia? (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| At the Headquarters (in Washington D.C.) | 85.7% | 48.7% | 57.9% | 20.0% | 46.2% | 52.4% | 44.1% | 46.7% | 48.4% |
| In the country | 0.0% | 5.1% | 21.1% | 6.7% | 0.0% | 4.8% | 5.9% | 13.3% | 6.5% |
| Don't know | 14.3% | 46.2% | 21.1% | 73.3% | 53.8% | 42.9% | 50.0% | 40.0% | 45.2% |



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

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



*\*Significantly different between stakeholder groups*



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

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

**How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?\* (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Weekly | 23.1% | 8.1% | 21.1% | 0.0% | 0.0% | 0.0% | 8.8% | 6.7% | 6.3% |
| Monthly | 30.8% | 10.8% | 26.3% | 0.0% | 7.7% | 2.3% | 20.6% | 13.3% | 6.3% |
| A few times a year | 30.8% | 27.0% | 26.3% | 20.0% | 23.1% | 23.3% | 17.6% | 40.0% | 31.3% |
| Rarely | 7.7% | 27.0% | 15.8% | 13.3% | 38.5% | 37.2% | 32.4% | 33.3% | 25.0% |
| Never | 7.7% | 27.0% | 10.5% | 66.7% | 30.8% | 37.2% | 20.6% | 6.7% | 31.3% |

*\*Significantly different between stakeholder groups*

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



*\*Significantly different between stakeholder groups*



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

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

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



*\*Significantly different between stakeholder groups*



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

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

#### **Which of the following best describes the way the World Bank Group operates in The Gambia?\* (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| The World Bank Group takes too much risk in The Gambia | 42.9% | 5.3% | 5.3% | 0.0% | 0.0% | 4.5% | 14.7% | 20.0% | 9.4% |
| The World Bank Group does not take enough risk in The Gambia | 28.6% | 18.4% | 26.3% | 7.1% | 7.7% | 15.9% | 23.5% | 6.7% | 34.4% |
| The World Bank Group’s approach to risk is appropriate | 7.1% | 21.1% | 52.6% | 35.7% | 30.8% | 27.3% | 26.5% | 0.0% | 21.9% |
| Don't know | 21.4% | 55.3% | 15.8% | 57.1% | 61.5% | 52.3% | 35.3% | 73.3% | 34.4% |

*\*Significantly different between stakeholder groups*

#### **Which of the following best describes the World Bank Group’s support in The Gambia? (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| The World Bank Group is sufficiently selective and focuses on the most important development challenges in The Gambia | 57.1% | 36.8% | 78.9% | 57.1% | 61.5% | 47.7% | 45.5% | 46.7% | 56.3% |
| The World Bank Group is not sufficiently selective in The Gambia, and it is involved in too many areas of development | 14.3% | 10.5% | 5.3% | 7.1% | 0.0% | 18.2% | 30.3% | 13.3% | 21.9% |
| Don’t know | 28.6% | 52.6% | 15.8% | 35.7% | 38.5% | 34.1% | 24.2% | 40.0% | 21.9% |

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

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)\* | 50.0% | 13.2% | 5.9% | 7.7% | 15.4% | 11.9% | 8.8% | 13.3% | 6.3% |
| Reach out more to groups outside of Government | 28.6% | 36.8% | 47.1% | 23.1% | 53.8% | 47.6% | 58.8% | 20.0% | 37.5% |
| Work faster | 0.0% | 7.9% | 11.8% | 0.0% | 0.0% | 4.8% | 17.6% | 6.7% | 12.5% |
| Provide more adequate data/knowledge/statistics/figures on The Gambia’s economy | 28.6% | 10.5% | 5.9% | 7.7% | 23.1% | 16.7% | 20.6% | 6.7% | 6.3% |
| Ensure greater selectivity in its work | 14.3% | 0.0% | 0.0% | 7.7% | 0.0% | 9.5% | 8.8% | 13.3% | 9.4% |
| Offer more innovative financial products\* | 0.0% | 5.3% | 23.5% | 0.0% | 15.4% | 2.4% | 14.7% | 6.7% | 21.9% |
| Improve the quality of its experts as related to The Gambia’s specific challenges | 21.4% | 5.3% | 11.8% | 30.8% | 7.7% | 11.9% | 2.9% | 6.7% | 12.5% |
| Offer more innovative knowledge services\* | 35.7% | 13.2% | 5.9% | 15.4% | 0.0% | 4.8% | 23.5% | 6.7% | 6.3% |
| Collaborate more effectively with Government clients (e.g., national, state, local)\* | 21.4% | 31.6% | 11.8% | 30.8% | 7.7% | 9.5% | 11.8% | 40.0% | 12.5% |
| Increase the level of capacity development in the country\* | 0.0% | 42.1% | 29.4% | 38.5% | 53.8% | 45.2% | 20.6% | 46.7% | 37.5% |
| Reduce the complexity of obtaining World Bank Group financing\* | 0.0% | 26.3% | 41.2% | 15.4% | 0.0% | 31.0% | 8.8% | 26.7% | 25.0% |
| Other | 0.0% | 5.3% | 5.9% | 7.7% | 7.7% | 2.4% | 0.0% | 6.7% | 9.4% |

#### *\*Significantly different between stakeholder groups*

**When considering the combination of services that the World Bank Group offers in The Gambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in The Gambia? (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Financial services | 57.1% | 28.9% | 61.1% | 20.0% | 36.4% | 53.7% | 39.4% | 46.7% | 36.7% |
| Knowledge products | 7.1% | 15.8% | 5.6% | 26.7% | 0.0% | 4.9% | 9.1% | 6.7% | 20.0% |
| Convening services | 7.1% | 2.6% | 0.0% | 0.0% | 0.0% | 0.0% | 3.0% | 0.0% | 3.3% |
| None of the above | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 3.3% |
| The combination is appropriate for The Gambia | 14.3% | 36.8% | 33.3% | 53.3% | 54.5% | 31.7% | 36.4% | 40.0% | 36.7% |
| Don't know | 7.1% | 15.8% | 0.0% | 0.0% | 9.1% | 9.8% | 3.0% | 6.7% | 0.0% |

***G. Communication and Information Sharing***

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Periodicals | 35.7% | 7.9% | 15.8% | 14.3% | 15.4% | 16.3% | 25.0% | 13.3% | 21.2% |
| International newspapers | 28.6% | 5.3% | 10.5% | 14.3% | 15.4% | 9.3% | 6.3% | 6.7% | 6.1% |
| Local radio\* | 28.6% | 13.2% | 15.8% | 35.7% | 0.0% | 4.7% | 3.1% | 20.0% | 15.2% |
| International radio | 0.0% | 2.6% | 15.8% | 0.0% | 0.0% | 2.3% | 9.4% | 0.0% | 3.0% |
| Local television | 14.3% | 31.6% | 15.8% | 42.9% | 7.7% | 16.3% | 15.6% | 40.0% | 18.2% |
| International television\* | 0.0% | 5.3% | 5.3% | 0.0% | 7.7% | 7.0% | 28.1% | 6.7% | 15.2% |
| Local newspapers | 28.6% | 63.2% | 36.8% | 57.1% | 69.2% | 58.1% | 46.9% | 46.7% | 51.5% |
| Internet | 42.9% | 31.6% | 42.1% | 21.4% | 53.8% | 62.8% | 43.8% | 46.7% | 39.4% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 7.1% | 10.5% | 10.5% | 0.0% | 7.7% | 11.6% | 12.5% | 0.0% | 15.2% |
| Other | 7.1% | 13.2% | 10.5% | 0.0% | 15.4% | 0.0% | 3.1% | 6.7% | 6.1% |

*\*Significantly different between stakeholder groups*

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Direct contact with World Bank Group\* | 42.9% | 12.8% | 5.3% | 35.7% | 30.8% | 4.8% | 18.8% | 26.7% | 21.2% |
| e-Newsletters | 14.3% | 15.4% | 15.8% | 0.0% | 30.8% | 31.0% | 28.1% | 6.7% | 18.2% |
| World Bank Group’s seminars/workshops/ conferences | 21.4% | 35.9% | 31.6% | 57.1% | 15.4% | 28.6% | 40.6% | 46.7% | 27.3% |
| World Bank Group’s publications and other written materials | 35.7% | 48.7% | 52.6% | 42.9% | 61.5% | 50.0% | 31.3% | 33.3% | 45.5% |
| World Bank Group’s website\* | 28.6% | 61.5% | 73.7% | 35.7% | 53.8% | 52.4% | 31.3% | 40.0% | 45.5% |
| Social media (blogs, Facebook, Twitter, YouTube, Flickr) | 21.4% | 7.7% | 5.3% | 0.0% | 0.0% | 14.3% | 15.6% | 20.0% | 21.2% |
| Mobile phones | 21.4% | 7.7% | 5.3% | 0.0% | 0.0% | 2.4% | 18.8% | 6.7% | 9.1% |
| Other | 7.1% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.3% | 0.0% | 0.0% |

*\*Significantly different between stakeholder groups*

**Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Yes | 71.4% | 33.3% | 56.3% | 8.3% | 23.1% | 7.1% | 48.4% | 33.3% | 36.4% |
| No | 28.6% | 66.7% | 43.8% | 91.7% | 76.9% | 92.9% | 51.6% | 66.7% | 63.6% |

*\*Significantly different between stakeholder groups*

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

**Have you requested information from the World Bank Group on its activities in the past year?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Yes | 7.1% | 17.1% | 36.8% | 0.0% | 0.0% | 6.8% | 16.1% | 7.1% | 14.3% |
| No | 92.9% | 82.9% | 63.2% | 100.0% | 100.0% | 93.2% | 83.9% | 92.9% | 85.7% |

*\*Significantly different between stakeholder groups*

**Were you able to obtain this information?**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Yes | 0.0% | 83.3% | 85.7% | - | - | 66.7% | 60.0% | 100.0% | 50.0% |
| No | 100.0% | 16.7% | 14.3% | - | - | 33.3% | 40.0% | 0.0% | 50.0% |

**Do you have access to the Internet?\***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | | **Other** |
| Yes | 42.9% | 97.4% | 100.0% | 92.9% | 100.0% | 90.9% | 80.0% | 86.7% | 84.4% | |
| No | 57.1% | 2.6% | 0.0% | 7.1% | 0.0% | 9.1% | 20.0% | 13.3% | 15.6% | |

*\*Significantly different between stakeholder groups*

**Do you use/have used the World Bank Group website?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Yes | 71.4% | 62.2% | 78.9% | 14.3% | 76.9% | 53.5% | 58.6% | 85.7% | 48.4% |
| No | 28.6% | 37.8% | 21.1% | 85.7% | 23.1% | 46.5% | 41.4% | 14.3% | 51.6% |

*\*Significantly different between stakeholder groups*

**Do you currently consult the World Bank Group social media sites?**

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | | **Other** |
| Yes | 35.7% | 15.8% | 21.1% | 0.0% | 0.0% | 20.5% | 12.9% | 13.3% | 12.9% | |
| No | 64.3% | 84.2% | 78.9% | 100.0% | 100.0% | 79.5% | 87.1% | 86.7% | 87.1% | |

**Which Internet connection do you use primarily when visiting a World Bank Group website?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| High speed/WiFi | 55.6% | 87.1% | 75.0% | 75.0% | 100.0% | 90.9% | 80.0% | 50.0% | 64.0% |
| Dial-up | 44.4% | 12.9% | 25.0% | 25.0% | 0.0% | 9.1% | 20.0% | 50.0% | 36.0% |

*\*Significantly different between stakeholder groups*

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

**Please rate how much you agree with the following statements.** *(1-Strongly disagree, 10-Strongly agree)*



*\*Significantly different between stakeholder groups*

***H. Background Information***

**Which one of the following best describes your level of interaction with the World Bank Group in your country?\***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | | **Other** |
| I currently collaborate with the World Bank Group | 28.6% | 18.9% | 43.8% | 0.0% | 7.7% | 2.4% | 14.7% | 20.0% | 12.5% | |
| I have previously collaborated with the World Bank Group | 50.0% | 27.0% | 31.3% | 13.3% | 46.2% | 31.7% | 35.3% | 40.0% | 28.1% | |
| Both of the above (I currently collaborate and previously have collaborated with the World Bank Group) | 7.1% | 18.9% | 25.0% | 26.7% | 15.4% | 14.6% | 5.9% | 26.7% | 12.5% | |
| I have never collaborated with the World Bank Group | 14.3% | 35.1% | 0.0% | 60.0% | 30.8% | 51.2% | 44.1% | 13.3% | 46.9% | |

*\*Significantly different between stakeholder groups*

**Which of the following agencies of the World Bank Group do you primarily engage with in The Gambia?\* (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| The World Bank (IDA) | 61.5% | 86.2% | 94.1% | 85.7% | 100.0% | 78.6% | 59.1% | 91.7% | 78.9% |
| The International Finance Corporation (IFC) | 7.7% | 3.4% | 0.0% | 7.1% | 0.0% | 21.4% | 27.3% | 0.0% | 5.3% |
| The Multilateral Investment Guarantee Agency (MIGA) | 15.4% | 3.4% | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 15.8% |
| Other | 15.4% | 6.9% | 5.9% | 7.1% | 0.0% | 0.0% | 4.5% | 8.3% | 0.0% |

*\*Significantly different between stakeholder groups*

***H. Background Information (continued)***

**Do your projects involve both the World Bank and the IFC?\***

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | | **Other** |
| Yes | 66.7% | 21.4% | 17.6% | 54.5% | 0.0% | 7.9% | 21.9% | 10.0% | 16.0% | |
| No | 33.3% | 78.6% | 82.4% | 45.5% | 100.0% | 92.1% | 78.1% | 90.0% | 84.0% | |

*\*Significantly different between stakeholder groups*

**If yes, what was your view of how the two institutions work together in The Gambia? (Select only ONE response)**

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| The two institutions work well together | 37.5% | 50.0% | 50.0% | 33.3% | - | 33.3% | 28.6% | 100.0% | 25.0% |
| The way the two institutions work together needs improvement | 50.0% | 16.7% | 0.0% | 66.7% | - | 33.3% | 42.9% | 0.0% | 0.0% |
| The two institutions do not work well together | 12.5% | 0.0% | 0.0% | 0.0% | - | 0.0% | 14.3% | 0.0% | 25.0% |
| Don't know | 0.0% | 33.3% | 50.0% |  | - | 33.3% | 14.3% | 0.0% | 50.0% |

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

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Observer | 15.4% | 21.6% | 16.7% | 7.7% | 16.7% | 37.1% | 31.3% | 33.3% | 41.9% |
| Use World Bank Group reports/data\* | 46.2% | 37.8% | 0.0% | 53.8% | 41.7% | 31.4% | 34.4% | 13.3% | 19.4% |
| Engage in World Bank Group related/sponsored events/activities | 30.8% | 37.8% | 50.0% | 38.5% | 8.3% | 17.1% | 28.1% | 26.7% | 16.1% |
| Collaborate as part of my professional duties\* | 15.4% | 35.1% | 38.9% | 0.0% | 58.3% | 25.7% | 31.3% | 66.7% | 32.3% |
| Use World Bank Group website for information, data, research, etc.\* | 69.2% | 24.3% | 44.4% | 7.7% | 25.0% | 51.4% | 25.0% | 26.7% | 41.9% |

*\*Significantly different between stakeholder groups*

**What’s your gender?\***

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Percentage of Respondents** | **Office of President/ Prime Minister/ Minister** | **Employee of a Ministry** | **PMU/ Consultant** | **Local Government** | **Bilateral/ Multilateral Agency** | **Private Sector/ Financial Sector/ Private Bank** | **CSO** | **Independent Government Institution** | **Other** |
| Female | 7.7% | 17.9% | 11.1% | 33.3% | 50.0% | 16.3% | 45.5% | 6.7% | 31.3% |
| Male | 92.3% | 82.1% | 88.9% | 66.7% | 50.0% | 83.7% | 54.5% | 93.3% | 68.8% |

*\*Significantly different between stakeholder groups*

#### Appendix C: Responses to Indicator Questions by Geographic Locations[[18]](#footnote-18)

**Banjul N=196** **Cross River N=66**

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



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

#### **To what extent do you agree with the following statements about the World Bank Group’s work in The Gambia?**

#### *(1-Strongly disagree, 10-Strongly agree)*

#### 

*\*Significantly different between geographic locations*

#### **To what extent is the World Bank Group an effective development partner in The Gambia, in terms of each of the following?**

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



*\*Significantly different between geographic locations*

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



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

**To what extent do you agree with the following statements about the World Bank Group in The Gambia?**

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



*\*Significantly different between geographic locations*

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

**In The Gambia, 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)*





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

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

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



*\*Significantly different between geographic locations*

#### Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group[[19]](#footnote-19)

***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 FY15 The Gambia COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources in The Gambia?”***

**Collaborating with the WBG N=94**  **Not collaborating with the WBG N=159**

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



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



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



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

|  |  |  |  |
| --- | --- | --- | --- |
| **Percentage of Respondents**  **(Responses combined)** | **Collaborating with the WBG** | | **Not collaborating with the WBG** |
| Transport (e.g., roads, bridges, transportation) | | 7.7% | 10.8% |
| Agricultural development | | 42.9% | 44.9% |
| Global/regional integration\* | | 7.7% | 0.6% |
| Gender equity\* | | 15.4% | 3.8% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | | 20.9% | 24.1% |
| Social protection (e.g., pensions, targeted social assistance) | | 3.3% | 3.2% |
| Crime and violence | | 2.2% | 2.5% |
| Health | | 14.3% | 22.2% |
| Education\* | | 16.5% | 29.7% |
| Energy | | 11.0% | 13.9% |
| Rural development | | 9.9% | 12.7% |
| Foreign direct investment | | 4.4% | 7.0% |
| Job creation/employment | | 13.2% | 17.7% |
| Financial markets | | 2.2% | 1.9% |
| Urban development | | 0.0% | 2.5% |
| Environmental sustainability | | 1.1% | 6.3% |
| Water and sanitation | | 5.5% | 3.8% |
| Food security\* | | 29.7% | 16.5% |
| Climate change (e.g., mitigation, adaptation) | | 5.5% | 3.8% |
| Poverty reduction | | 15.4% | 18.4% |
| Trade and exports | | 7.7% | 9.5% |
| Equality of opportunity (i.e., equity) | | 5.5% | 2.5% |
| Private sector development\* | | 23.1% | 8.2% |
| Economic growth | | 18.7% | 17.7% |
| Communicable/non-communicable diseases | | 3.3% | 0.6% |
| Natural resource management (e.g., oil, gas, mining) | | 1.1% | 1.9% |
| Law and justice (e.g., judicial system) | | 1.1% | 4.4% |
| Regulatory framework | | 2.2% | 0.0% |
| Anti corruption | | 1.1% | 1.9% |
| Information and communications technology | | 2.2% | 1.3% |
| Disaster management | | 1.1% | 1.3% |

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

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in The Gambia?** *(1-Not effective at all, 10-Very effective)*



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

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

**When thinking about how to improve capacity building in The Gambia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?** *(1-Not important all, 10-Very important)*



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

**To what extent do you agree with the following statements about the World Bank Group’s work in The Gambia?**

#### *(1-Strongly disagree, 10-Strongly agree)*

#### 

#### *\*Significantly different between collaborators and non-collaborators*

#### **To what extent is the World Bank Group an effective development partner in The Gambia, 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* ***C. World Bank Group’s Effectiveness and Results***

**In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in The Gambia?** *(1-Not important at all, 10-Very important)*



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

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

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



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

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



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

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

**To what extent do you agree with the following statements about the World Bank Group in The Gambia?**

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



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



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

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

**In The Gambia, to what extent do you believe that the World Bank Group’s knowledge work and activities:**

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



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



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

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

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

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



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

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



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

***G. Communication and Information Sharing***

**Please rate how much you agree with the following statements.** *(1-Strongly disagree, 10-Strongly agree)*



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

#### Appendix E: Responses to Selected Questions by Year[[20]](#footnote-20)

**\*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.**

FY ‘12 Number of comparable respondents = 138 • FY ’15 Number of comparable respondents = 174

By weighting, the FY 2012 data has the same stakeholder composition as it is in FY 2015. Therefore, the two years are comparable. Respondents from PMU, private foundations, media, faith-based groups, youth groups, the judiciary branch, and the Federal/Central Government were not included in the year comparison analysis, because there were no respondents from the PMU, private foundations, media, faith-based groups, youth groups, and the judiciary branch in FY 2015 and no respondents from the media, faith-based groups, the judiciary branch and the Federal/Central Government in FY 2012. The weighted stakeholder breakdown is presented below:

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY2012** | **FY2015** |
| Office of the President, Prime Minister, Minister, Parliamentarian | 8.6% | 8.6% |
| Employee of a Ministry | 22.4% | 22.4% |
| Local Government | 8.6% | 8.6% |
| Bilateral/ Multilateral Agency | 7.5% | 7.5% |
| Private sector | 25.3% | 25.3% |
| NGO/CBO | 12.1% | 12.1% |
| Independent Government Institution | 8.6% | 8.6% |
| Trade Union | 2.3% | 2.3% |
| Academia/ Research Institute/ Think Tanks | 4.6% | 4.6% |

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



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



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

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

#### **To what extent do you agree with the following statements about the World Bank Group’s work in The Gambia?**

#### *(1-Strongly disagree, 10-Strongly agree)*

#### 

*\*Significantly different between FY2015 and FY2012*

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



*\*Significantly different between FY2015 and FY2012*

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

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



*\*Significantly different between FY2015 and FY2012*

**To what extent do you agree with the following statements about the World Bank Group in The Gambia?**

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



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

**In The Gambia, to what extent do you believe that the World Bank Group’s knowledge work and activities:**

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



*\*Significantly different between FY2015 and FY2012*

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

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



*\*Significantly different between FY2015 and FY2012*

***G. Communication and Information Sharing***

**Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?\***

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY 2015** | **FY 2012** |
| Yes | 28.2% | 13.3% |
| No | 71.8% | 86.7% |

*\*Significantly different between FY2015 and FY2012*

**Have you requested information from the World Bank Group on its activities in the past year?**

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY 2015** | **FY 2012** |
| Yes | 9.8% | 12.8% |
| No | 90.2% | 87.2% |

**Were you able to obtain this information?**

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY 2015** | **FY 2012** |
| Yes | 68.8% | 93.8% |
| No | 31.3% | 6.3% |

**Do you have access to the Internet?**

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY 2015** | **FY 2012** |
| Yes | 87.7% | 94.5% |
| No | 12.3% | 5.5% |

**Do you use/have used the World Bank Group website?**

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY 2015** | **FY 2012** |
| Yes | 58.4% | 60.8% |
| No | 41.6% | 39.2% |

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

|  |  |  |
| --- | --- | --- |
| **Percentage of Respondents** | **FY 2015** | **FY 2012** |
| High speed/WiFi | 79.0% | 70.0% |
| Dial-up | 21.0% | 30.0% |

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

**Please rate how much you agree with the following statements.** *(1-Strongly disagree, 10-Strongly agree)*



*\*Significantly different between FY2015 and FY2012*

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



*Yellow highlight indicates significant difference between Yes and No means.*

#### Appendix G: The Gambia FY 2015 Questionnaire

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**World Bank Group Country Survey FY15 – The Gambia**

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

A local independent firm has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you’ll be candid.

Finally, the survey relates to the World Bank Group’s work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check “Don’t know”.**

**PLEASE NOTE: IN SOME CASES THE SURVEY WILL ASK FOR A SPECIFIC NUMBER OF RESPONSES. PLEASE DO NOT CHOOSE ANY MORE THAN REQUESTED. IF MORE RESPONSES ARE CHOSEN, DATA CANNOT BE INCLUDED IN ANALYSIS.**

**Section A: General Issues facing The Gambia**

|  |  |
| --- | --- |
| **A1. In general would you say that The Gambia is headed in ... ?** | |
| 1 | The right direction |
| 2 | The wrong direction |
| 3 | Not sure |

**Section A: General Issues**

|  |  |  |  |
| --- | --- | --- | --- |
| **A2. Listed below are a number of development priorities in The Gambia.** | | | |
| **Please identify which of the following you consider the most important development priorities in The Gambia? (Choose no more than THREE)** | | | |
| 1 | Gender equity | 17 | Climate change (e.g., mitigation, adaptation) |
| 2 | Private sector development | 18 | Agricultural development |
| 3 | Foreign direct investment | 19 | Trade and exports |
| 4 | Water and sanitation | 20 | Crime and violence |
| 5 | Social protection (e.g., pensions, targeted social assistance) | 21 | Education |
| 6 | Food security | 22 | Poverty reduction |
| 7 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 23 | Energy |
| 8 | Global/regional integration | 24 | Transport (e.g., roads, bridges, transportation) |
| 9 | Anti corruption | 25 | Economic growth |
| 10 | Job creation/employment | 26 | Law and justice (e.g., judicial system) |
| 11 | Rural development | 27 | Regulatory framework |
| 12 | Financial markets | 28 | Communicable/non-communicable diseases |
| 13 | Urban development | 29 | Natural resource management (e.g., oil, gas, mining) |
| 14 | Environmental sustainability | 30 | Disaster management |
| 15 | Equality of opportunity (i.e., equity) | 31 | Information and communications technology |
| 16 | Health |

|  |  |  |  |
| --- | --- | --- | --- |
| **A3. 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 The Gambia? (Choose no more than THREE)** | | | |
| 1 | Climate change (e.g., mitigation, adaptation) | 16 | Education |
| 2 | Global/regional integration | 17 | Energy |
| 3 | Gender equity | 18 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 4 | Rural development | 19 | Natural resource management (e.g., oil, gas, mining) |
| 5 | Urban development | 20 | Environmental sustainability |
| 6 | Water and sanitation | 21 | Anti corruption |
| 7 | Equality of opportunity (i.e., equity) | 22 | Private sector development |
| 8 | Economic growth | 23 | Foreign direct investment |
| 9 | Regulatory framework | 24 | Disaster management |
| 10 | Social protection (e.g., pensions, targeted social assistance) | 25 | Health |
| 11 | Law and justice (e.g., judicial system) | 26 | Agricultural development |
| 12 | Transport (e.g., roads, bridges, transportation) | 27 | Job creation/employment |
| 13 | Crime and violence | 28 | Financial markets |
| 14 | Communicable/non-communicable diseases | 29 | Trade and exports |
| 15 | Information and communications technology | 30 | Food security |

**Section A: General Issues**

|  |  |
| --- | --- |
| **A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in The Gambia? (Choose no more than TWO)** | |
| 1 | Greater access to health and nutrition for citizens |
| 2 | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 3 | Better employment opportunities for young people |
| 4 | Better employment opportunities for women |
| 5 | Greater access to micro-finance for the poor |
| 6 | Greater voice and participation for citizens to help ensure greater accountability |
| 7 | A growing middle class |
| 8 | Education and training that better ensure job opportunity |
| 9 | Better quality public services |
| 10 | Better opportunity for the poor who live in rural areas |
| 11 | Better opportunity for the poor who live in urban areas |
| 12 | Consistent economic growth |
| 13 | More reliable social safety net |
| 14 | Greater equity of fiscal policy |
| 15 | Other (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |
| --- | --- |
| **A5.  Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in The Gambia?  (Select only ONE response)** | |
| 1 | A very big problem |
| 2 | A moderately big problem |
| 3 | A small problem |
| 4 | Not a problem at all |
| 5 | Don’t know |

|  |  |
| --- | --- |
| **A6.  In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?   (Select only ONE response)** | |
| 1 | A very serious problem |
| 2 | A somewhat serious problem |
| 3 | Not too serious problem |
| 4 | Not a problem |
| 5 | Don’t know |

**Section B: Overall attitudeS toward the world bank** **GROUP**

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

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **B2. Overall, please rate your impression of the World Bank Group’s effectiveness in The Gambia.** | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **Not effective at all** |  | | | | | | | | **Very effective** | Don't know |

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

|  |  |  |  |
| --- | --- | --- | --- |
| **B4. When thinking about how the World Bank Group can have the most impact on development results in The Gambia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in The Gambia? (Choose no more than THREE)** | | | |
| 1 | Transport (e.g., roads, bridges, transportation) | 17 | Water and sanitation |
| 2 | Agricultural development | 18 | Food security |
| 3 | Global/regional integration | 19 | Climate change (e.g., mitigation, adaptation) |
| 4 | Gender equity | 20 | Poverty reduction |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 21 | Trade and exports |
| 6 | Social protection (e.g., pensions, targeted social assistance) | 22 | Equality of opportunity (i.e., equity) |
| 7 | Crime and violence | 23 | Private sector development |
| 8 | Health | 24 | Economic growth |
| 9 | Education | 25 | Communicable/non-communicable diseases |
| 10 | Energy | 26 | Natural resource management (e.g., oil, gas, mining) |
| 11 | Rural development | 27 | Law and justice (e.g., judicial system) |
| 12 | Foreign direct investment | 28 | Regulatory framework |
| 13 | Job creation/employment | 29 | Anti corruption |
| 14 | Financial markets | 30 | Information and communications technology |
| 15 | Urban development | 31 | Disaster management |
| 16 | Environmental sustainability |

**Section B: Overall attitudes toward the world bank GROUP**

|  |  |  |  |
| --- | --- | --- | --- |
| **B5. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in The Gambia?** | | | |
|  | | **Greatest Value (Choose only ONE)** | **Second Greatest Value (Choose only ONE)** |
| 1 | Convening/facilitating |  |  |
| 2 | Data |  |  |
| 3 | Policy advice, studies, analyses |  |  |
| 4 | Financial resources |  |  |
| 5 | Capacity development |  |  |
| 6 | Technical assistance |  |  |
| 7 | Mobilizing third party financial resources |  |  |
| 8 | Donor coordination |  |  |
| 9 | Linkage to non-Bank expertise (i.e., South-South knowledge sharing) |  |  |
| 10 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |  |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **How EFFECTIVEdo you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in The Gambia?** *(If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)* | | | | | | | | | | | | | | |
|  | | **Not effective**  **at all** | | | |  | |  | |  |  | **Very  effective** | | Don't know |
| **B6** | Project implementation (or other organizational strengthening) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **B7** | Citizen engagement (incorporating citizens' voices into development) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **B8** | Policy design (for clarity and better incentives to achieve development goals) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **When thinking about how to improve capacity building in The Gambia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?** *(If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)* | | | | | | | | | | | | | | |
|  | | **Not important**  **at all** | | | |  | |  | |  |  | **Very  important** | | Don't know |
| **B9** | Project implementation (or other organizational strengthening) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **B10** | Citizen engagement (incorporating citizens' voices into development) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **B11** | Policy design (for clarity and better incentives to achieve development goals) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |

**Section B: Overall attitudes toward the world bank GROUP**

|  |  |
| --- | --- |
| **B12. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in The Gambia? (Choose no more than TWO)** | |
| 1 | Not client focused |
| 2 | The credibility of its knowledge/data |
| 3 | World Bank Group’s processes too complex |
| 4 | Not willing to honestly criticize policies and reform efforts in the country |
| 5 | Staff too inaccessible |
| 6 | Not exploring alternative policy options |
| 7 | Not collaborating enough with stakeholders outside the Government |
| 8 | Its advice and strategies do not lend themselves to practical problem solving |
| 9 | Not enough public disclosure of its work |
| 10 | Arrogant in its approach |
| 11 | Too influenced by developed countries |
| 12 | Imposing technocratic solutions without regard to political realities |
| 13 | World Bank Group’s processes too slow (e.g., too bureaucratic in its operational policies and procedures) |
| 14 | Not aligned with other donors’ work |
| 15 | Not aligned with country priorities |
| 16 | Not adequately sensitive to political/social realities in The Gambia |
| 17 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 18 | Don’t know |

|  |  |
| --- | --- |
| **B13. Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in The Gambia? (Choose no more than TWO)** | |
| 1 | Trust Fund management |
| 2 | Knowledge products/services (analytical work, studies, surveys, etc.) |
| 3 | Investment lending (financing specific projects) |
| 4 | Technical assistance (advice, best practice, international experience, etc.) |
| 5 | Capacity development |
| 6 | Policy based lending / budget support to the Government |
| 7 | Multi-sectoral approaches |
| 8 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 9 | Don’t know |

|  |  |
| --- | --- |
| **B14. To what extent do you believe that the World Bank Group’s work and support help the poorest in The Gambia? (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**

|  |  |  |  |
| --- | --- | --- | --- |
| **B15. 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 | Academia/think tanks/research institutes | 7 | NGOs/Community Based Organizations (CBOs) |
| 2 | Donor community | 8 | Youth/university groups |
| 3 | Media | 9 | Beneficiaries |
| 4 | Local Government | 10 | Foundations |
| 5 | Private sector | 11 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
| 6 | Parliament | 12 | Don’t know |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **To what extent do you agree with the following statements about the World Bank Group’s work in The Gambia?** | | | | | | | | | | | | |
|  |  | **Strongly disagree** | |  | | | | | | **Strongly  agree** | | Don't know |
| **B16** | Overall the World Bank Group currently plays a relevant role in development in The Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **B17** | The World Bank Group’s work is aligned with what I consider the development priorities for The Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **B18** | The World Bank Group supports programs and strategies that are realistic for The Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **B19** | The World Bank Group treats clients and stakeholders in The Gambia with respect | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **To what extent is the World Bank Group an effective development partner in The Gambia, in terms of each of the following?** | | | | | | | | | | | | | | |
|  |  | **To no degree at all** | | | |  | | | | **To a very significant degree** | | | | Don't know |
| **B20** | Responsiveness | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B21** | Flexibility (in terms of the institution’s products and services) | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B22** | Flexibility (in terms of changing country circumstances) | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B23** | Being inclusive | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B24** | Openness (sharing data and other information) | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B25** | Staff accessibility | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B26** | Straightforwardness and honesty | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B27** | Ease of access to the people at the World Bank Group who are making decisions important to my work | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B28** | Collaboration with civil society | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B29** | Collaboration with the Government | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B30** | Collaboration with other donors and development partners | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B31** | Collaboration with the private sector | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B32** | The speed in which it gets things accomplished on the ground | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |
| **B33** | Being a long-term partner | 1 | 2 | 3 | 4 | | 5 | 6 | 7 | | 8 | 9 | 10 |  |

**Section B: Overall attitudes toward the world bank** **GROUP**

|  |  |  |  |
| --- | --- | --- | --- |
| **B34. To be a more effective development partner in The Gambia, do you believe that the World Bank Group should have… ? (Select only ONE response)** | | | |
| More local presence | The current level of local presence is adequate | Less local presence | Don't know |  |  |  |  |  |  |  |

|  |  |
| --- | --- |
| **B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)** | |
| 1 | Lack of/inadequate levels of capacity in Government |
| 2 | There is not an adequate level of citizen/civil society participation |
| 3 | The World Bank Group works too slowly |
| 4 | The World Bank Group does not do adequate follow through/follow-up |
| 5 | Poor donor coordination |
| 6 | The World Bank Group is not sensitive enough to political/social realities on the ground |
| 7 | The Government works inefficiently |
| 8 | Political pressures and obstacles |
| 9 | Reforms are not well thought out in light of country challenges |
| 10 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Section C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in The Gambia?** | | | | | | | | | | | | | | |
|  | | **Not important**  **at all** | | | |  | |  | |  |  | **Very  important** | | Don't know |
| **1** | Anti corruption | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **2** | Information and communications technology | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **3** | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **4** | Crime and violence | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **5** | Law and justice (e.g., judicial system) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **6** | Urban development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **7** | Environmental sustainability | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **8** | Regulatory framework | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **9** | Communicable/non-communicable diseases | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **10** | Poverty reduction | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **11** | Gender equity | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **12** | Private sector development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **13** | Foreign direct investment | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **14** | Water and sanitation | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **15** | Trade and exports | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **16** | Economic growth | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **17** | Energy | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **18** | Disaster management | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **19** | 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 |  |
| **20** | Job creation/employment | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **21** | Financial markets | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **22** | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **23** | Health | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **24** | Rural development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **25** | Global/regional integration | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **26** | Food security | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **27** | Education | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **28** | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **29** | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **30** | Agricultural development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **31** | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |

**Section C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS**

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in The Gambia?**  *(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** | Anti corruption | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **2** | Information and communications technology | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **3** | Transport (e.g., roads, bridges, transportation) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **4** | Crime and violence | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **5** | Law and justice (e.g., judicial system) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **6** | Urban development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **7** | Environmental sustainability | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **8** | Regulatory framework | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **9** | Communicable/non-communicable diseases | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **10** | Poverty reduction | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **11** | Gender equity | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **12** | Private sector development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **13** | Foreign direct investment | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **14** | Water and sanitation | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **15** | Trade and exports | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **16** | Economic growth | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **17** | Energy | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **18** | Disaster management | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **19** | 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 |  |
| **20** | Job creation/employment | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **21** | Financial markets | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **22** | Equality of opportunity (i.e., equity) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **23** | Health | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **24** | Rural development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **25** | Global/regional integration | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **26** | Food security | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **27** | Education | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **28** | Social protection (e.g., pensions, targeted social assistance) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **29** | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **30** | Agricultural development | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |
| **31** | Natural resource management (e.g., oil, gas, mining) | 1 | 2 | 3 | 4 | | 5 | | 6 | 7 | 8 | 9 | 10 |  |

**Section C: WORLD BANK GROUP’S EFFECTIVENESS AND RESULTS**

|  |  |
| --- | --- |
| **C3. Where are the World Bank Group’s decisions made primarily that support the program in The Gambia? (Select only ONE response)** | |
| 1 | At the Headquarters (in Washington D.C.) |
| 2 | In the country |
| 3 | Don’t know |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **C4. To what extent does the World Bank Group’s work help to achieve development results in The Gambia?** | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **To no degree at all** |  | | | | | | | | **To a very significant degree** | Don't know |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **To what extent do you agree with the following statements about the World Bank Group in The Gambia?** | | | | | | | | | | | | |
|  |  | **Strongly disagree** | |  | | | | | | **Strongly agree** | | Don't know |
| **C5** | The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of The Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **C6** | The World Bank Group meets The Gambia’s needs for knowledge services (e.g., research, analysis, data, technical assistance) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in The Gambia?** | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **To no degree at all** |  | | | | | | | | **To a very significant degree** | 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 D: THE WORLD BANK GROUP’S KNOWLEDGE work and activities (i.e., analysis, studies, research, data, reports, conferences)**

|  |  |
| --- | --- |
| **D1. How frequently do you consult World Bank Group’s knowledge work and activities in the work you do?** | |
| 1 | Weekly |
| 2 | Monthly |
| 3 | A few times a year |
| 4 | Rarely |
| 5 | Never |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **In The Gambia, to what extent do you believe that the World Bank Group’s knowledge work and activities:** | | | | | | | | | | | | | |
|  |  | | **To no degree at all** | |  | | | | | | **To a very significant degree** | | Don't know |
| **D2** | Are timely | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D3** | Include appropriate level of stakeholder involvement during preparation | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D4** | Lead to practical solutions | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D5** | Are accessible (well written and easy to understand) | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D6** | Are source of relevant information on global good practices | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D7** | Are adequately disseminated | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D8** | Are translated enough into local language | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **D9** | Are adaptable to The Gambia’s specific development challenges and country circumstances | 1 | | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **D10. 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 |  |
| **Not significant at all** |  | | | | | | | | **Very significant** | Don't know |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **D11. 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 |  |
| **Very low technical quality** |  | | | | | | | | **Very high technical quality** | Don't know |

**Section E: WORKING WITH THE WORLD BANK GROUP**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **To what extent do you agree/disagree with the following statements?** | | | | | | | | | | | | |
|  |  | **Strongly disagree** | |  | | | | | | **Strongly  agree** | | Don't know |
| **E1** | The World Bank Group disburses funds promptly | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E2** | The World Bank Group effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E3** | The World Bank Group’s approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E4** | The World Bank Group’s “Safeguard Policy” requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E5** | The World Bank Group’s conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E6** | The World Bank Group takes decisions quickly in The Gambia | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E7** | Working with the World Bank Group increases The Gambia’s institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E8** | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **E9** | The World Bank Group provides effective implementation support (i.e., supervision of projects) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |

|  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **E10. To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in The Gambia?** | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **To no degree at all** |  | | | | | | | | **To a very significant degree** | Don't know |

|  |  |
| --- | --- |
| **E11. Which of the following best describes the way the World Bank Group operates in The Gambia?**  **(Select only one response)** | |
| 1 | The World Bank Group takes too much risk in The Gambia |
| 2 | The World Bank Group does not take enough risk in The Gambia |
| 3 | The World Bank Group’s approach to risk is appropriate |
| 4 | Don’t know |

|  |  |
| --- | --- |
| **E12. Which of the following best describes the WBG’s support in The Gambia?**  **(Select only one response)** | |
| 1 | The World Bank Group is sufficiently selective and focuses on the most important development challenges in The Gambia |
| 2 | The World Bank Group is not sufficiently selective in The Gambia, and it is involved in too many areas of development |
| 3 | Don’t know |

**Section F: The future role of the world bank GROUP in The Gambia**

|  |  |
| --- | --- |
| **F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in The Gambia? (Choose no more than TWO)** | |
| 1 | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) |
| 2 | Reach out more to groups outside of Government |
| 3 | Work faster |
| 4 | Provide more adequate data/knowledge/statistics/figures on The Gambia’s economy |
| 5 | Ensure greater selectivity in its work |
| 6 | Offer more innovative financial products |
| 7 | Improve the quality of its experts as related to The Gambia’s specific challenges |
| 8 | Offer more innovative knowledge services |
| 9 | Collaborate more effectively with Government clients (e.g., national, state, local) |
| 10 | Increase the level of capacity development in the country |
| 11 | Reduce the complexity of obtaining World Bank Group financing |
| 12 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |
| --- | --- |
| **F2. When considering the combination of services that the World Bank Group offers in The Gambia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in The Gambia? (Select only ONE response)** | |
| 1 | Financial services |
| 2 | Knowledge products |
| 3 | Convening services |
| 4 | None of the above |
| 5 | The combination is appropriate for The Gambia |
| 6 | Don’t know |

**Section G: cOMMUNICATION AND INFORMATION SHARING**

|  |  |  |  |
| --- | --- | --- | --- |
| **G1. How do you get most of your information about economic and social development issues in The Gambia? (Choose no more than TWO)** | | | |
| 1 | Periodicals | 6 | International television |
| 2 | International newspapers | 7 | Local newspapers |
| 3 | Local radio | 8 | Internet |
| 4 | International radio | 9 | Social media (blogs, Facebook, Twitter, YouTube, Flickr) |
| 5 | Local television | 10 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |  |  |
| --- | --- | --- | --- |
| **G2. How would you prefer to obtain information from the World Bank Group?**  **(Choose no more than TWO)** | | | |
| 1 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 5 | World Bank Group’s website |
| 2 | e-Newsletters | 6 | Social media (blogs, Facebook, Twitter, YouTube, Flickr) |
| 3 | World Bank Group’s seminars/workshops/ conferences | 7 | Mobile phones |
| 4 | World Bank Group’s publications and other written materials | 8 | Other (please specify): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |  |  |
| --- | --- | --- | --- |
| **G3** | Are you aware of the World Bank Group’s Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions? | **Yes** | **No** |
| **G4** | Have you requested information from the World Bank Group on its activities in the past year? **(If YES please go to Question G5; if NO please go to G6)** | **Yes** | **No** |
| **G5** | Were you able to obtain this information? | **Yes** | **No** |
| **G6** | Do you have access to the Internet? | **Yes** | **No** |
| **G7** | Do you use/have you used the World Bank Group website? | **Yes** | **No** |
| **G8** | Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)? | **Yes** | **No** |

|  |  |
| --- | --- |
| **G9. Which Internet connection do you use primarily when visiting a World Bank Group website?** | |
| 1 | High speed/WiFi |
| 2 | Dial-up |

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Please rate how much you agree with the following statements.** | | | | | | | | | | | | |
|  |  | **Strongly disagree** | |  | | | | | | **Strongly  agree** | | Don't know |
| **G10** | I find the World Bank Group’s websites easy to navigate. *(Only answer if you have used a World Bank Group website)* | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **G11** | I find the information on the World Bank Group’s websites useful. *(Only answer if you have used a World Bank Group website)* | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **G12** | The World Bank Group’s social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **G13** | When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |
| **G14** | The World Bank Group is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |  |

**Section H: Background Information**

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

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

|  |  |
| --- | --- |
| **H3. Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)** | |
| 1 | I currently collaborate with the World Bank Group |
| 2 | I have previously collaborated with the World Bank Group |
| 3 | Both of the above (I currently collaborate and previously have collaborated with the World Bank Group) |
| 4 | I have never collaborated with the World Bank Group |

**Section H: Background Information**

|  |  |
| --- | --- |
| **H4. Which of the following agencies of the World Bank Group do you primarily engage with in The Gambia? (Select only ONE response)** | |
| 1 | The World Bank (IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify):\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

|  |  |
| --- | --- |
| **H5. Do your projects involve both the World Bank and the IFC?**  ***(If YES please go to Question H6; If NO please go to H7)*** | |
| 1 | Yes |
| 2 | No |

|  |  |
| --- | --- |
| **H6. If yes, what was your view of how the two institutions work together in The Gambia?**  **(Select only ONE response)** | |
| 1 | The two institutions work well together |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together |
| 4 | Don’t know |

|  |  |
| --- | --- |
| **H7. Which of the following describes most of your exposure to the World Bank Group in The Gambia? (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. |

|  |  |
| --- | --- |
| **H8. What’s your gender?** | |
| 1 | Female |
| 2 | Male |

|  |  |
| --- | --- |
| **H9. Which best represents your geographic location?** | |
| 1 | Banjul |
| 2 | Lower River |
| 3 | Central River |
| 4 | North Bank |
| 5 | Upper River |
| 6 | West Coast |

**Thank you for completing the survey!**

1. Please refer to Appendix E (page 103) for more details on weighting. The means in the chart were calculated based on un-weighted data. [↑](#footnote-ref-1)
2. All means presented in this chart were calculated based on weighted data from FY’15 and FY’12. [↑](#footnote-ref-2)
3. Responses to all twenty five indicator questions by stakeholders’ levels of collaboration with the WBG can be found in Appendix F (page 108). [↑](#footnote-ref-3)
4. All means presented in this chart are calculated based on weighted data. See Appendix E for details. [↑](#footnote-ref-4)
5. Note in the Appendix on the sectoral effectiveness (Appendix A, page 53) that primarily informed stakeholders responded to this question. Respondents were given the option of “don’t know” if they did not have exposure to the WBG’s work in certain development areas. [↑](#footnote-ref-5)
6. Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E. [↑](#footnote-ref-6)
7. Means in the chart were calculated based on weighted data. [↑](#footnote-ref-7)
8. All means in this chart were calculated based on weighted data. [↑](#footnote-ref-8)
9. All means in this chart were calculated based on weighted data. [↑](#footnote-ref-9)
10. All means in this chart were calculated based on weighted data. [↑](#footnote-ref-10)
11. Means in this chart were calculated based on weighted data. [↑](#footnote-ref-11)
12. All percentages presented in the chart were calculated based on weighted data. [↑](#footnote-ref-12)
13. All percentages presented in the charts on this page were calculated based on weighted data. [↑](#footnote-ref-13)
14. Percentages presented in this chart were calculated based on weighted data. [↑](#footnote-ref-14)
15. All percentages and means presented in the charts on this page were calculated based on weighted data. [↑](#footnote-ref-15)
16. Means in the chart were calculated based on weighted data. [↑](#footnote-ref-16)
17. Only 226 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix. [↑](#footnote-ref-17)
18. Only 262 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix. [↑](#footnote-ref-18)
19. Only 253 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. [↑](#footnote-ref-19)
20. Only those questions that were asked in the FY ‘12 and FY ’15 country opinion surveys, with similar response scales/options, are presented. [↑](#footnote-ref-20)