



Jamaica Country Opinion Survey Report

(July 2013 - June 2014)



CountryOpinionSurveys
THE WORLD BANK GROUP

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I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Jamaica perceive the Bank;
- Obtain systematic feedback from stakeholders in Jamaica regarding:
 - Their views regarding the general environment in Jamaica;
 - Their overall attitudes toward the World Bank in Jamaica;
 - Overall impressions of the World Bank's effectiveness and results, knowledge work and activities, and communication and information sharing in Jamaica; and
 - Perceptions of the World Bank's future role in Jamaica.
- Use data to help inform Jamaica country team's strategy.

II. Methodology

In April and May 2013, 160 stakeholders of the World Bank in Jamaica were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 108 stakeholders participated in the country survey (68% response rate).

Respondents received questionnaires via courier or email and returned it accordingly.

Respondents were asked about: general issues facing Jamaica; their overall attitudes toward the World Bank; the World Bank's effectiveness and results; the World Bank's knowledge work and activities; working with the World Bank; the Bank's future role in Jamaica; and the Bank's communication and information sharing in Jamaica.

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

- A. General Issues Facing Jamaica: Respondents were asked to indicate whether Jamaica is headed in the right direction, what they thought were the top three most important development priorities, which areas would contribute most to reducing poverty and generating economic growth in Jamaica, and how to best achieve "shared prosperity".

II. Methodology (continued)

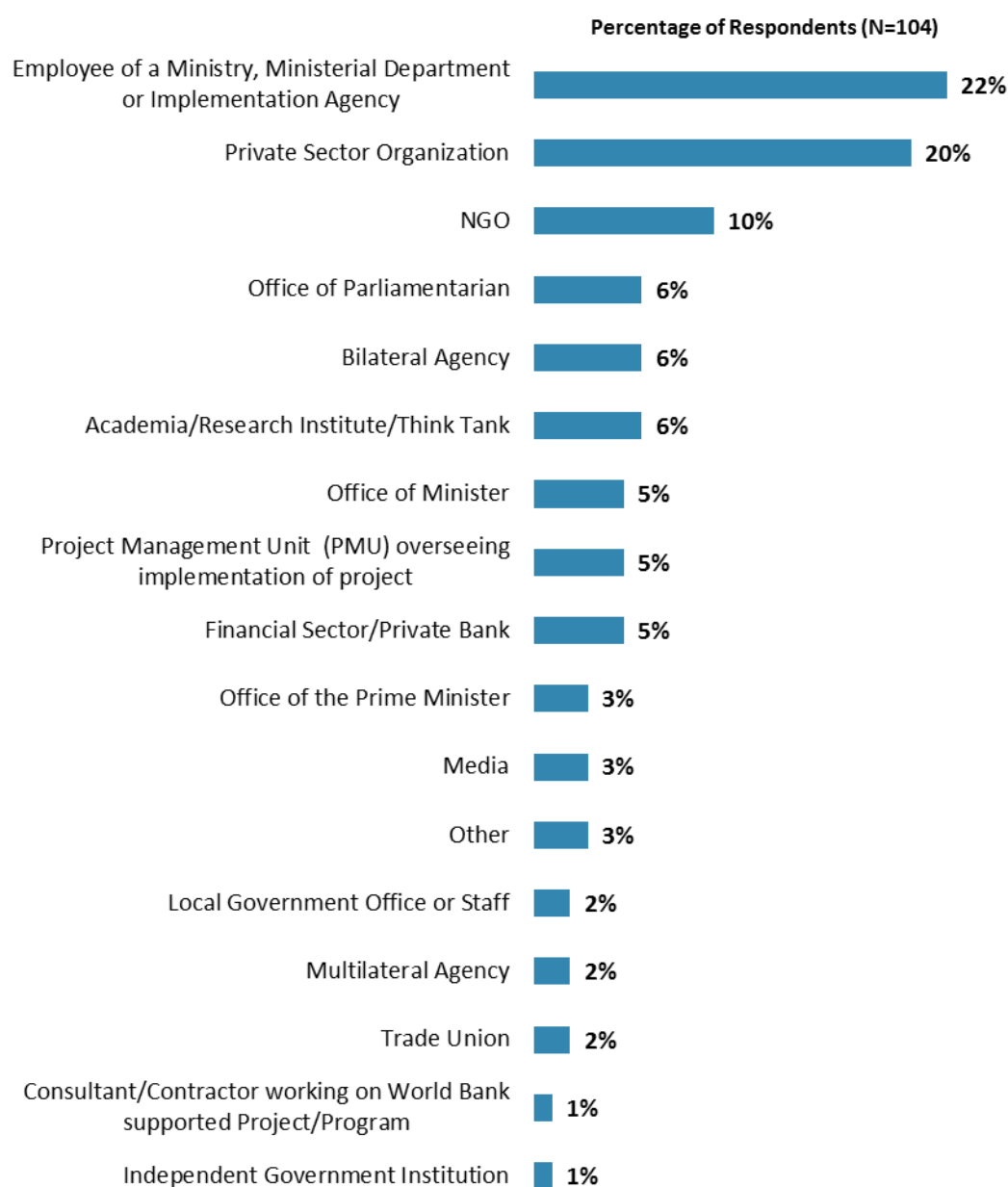
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with and the effectiveness of various organizations working in Jamaica, including the World Bank. Respondents were asked to rate Bank staff preparedness to help Jamaica solve its development challenges, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements regarding the Bank's work, the extent to which the Bank is an effective development partner, and the Bank's services meet the national development needs of Jamaica. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most effective instruments in helping to reduce poverty in Jamaica, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Jamaica, the extent to which the Bank meets Jamaica's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across twenty-five development areas, such as social protection.
- D. The World Bank's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities, the areas on which the Bank should focus its knowledge work and activities, and to rate the effectiveness and quality of the Bank's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality. Respondents were also asked if they consulted the most recent LAC Flagship Report and if so, to evaluate it.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as working with the World Bank increasing Jamaica's institutional capacity.
- F. The Future Role of the World Bank in Jamaica: Respondents were asked to rate how significant a role the Bank should play in Jamaica's development in the near future and to what extent they believe the Bank has moved in the right direction. Respondents were also asked to indicate what the Bank should do to make itself of greater value in Jamaica and which services the Bank should offer more of in Jamaica.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the Bank, their Internet access, and their usage and evaluation of the Bank's website and PICs. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Jamaica, and geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 73 respondents (59% response rate) who completed the survey in FY 2010. Notations and/or charts are included when these comparisons were possible.

III. Demographics of the Sample

Current Position

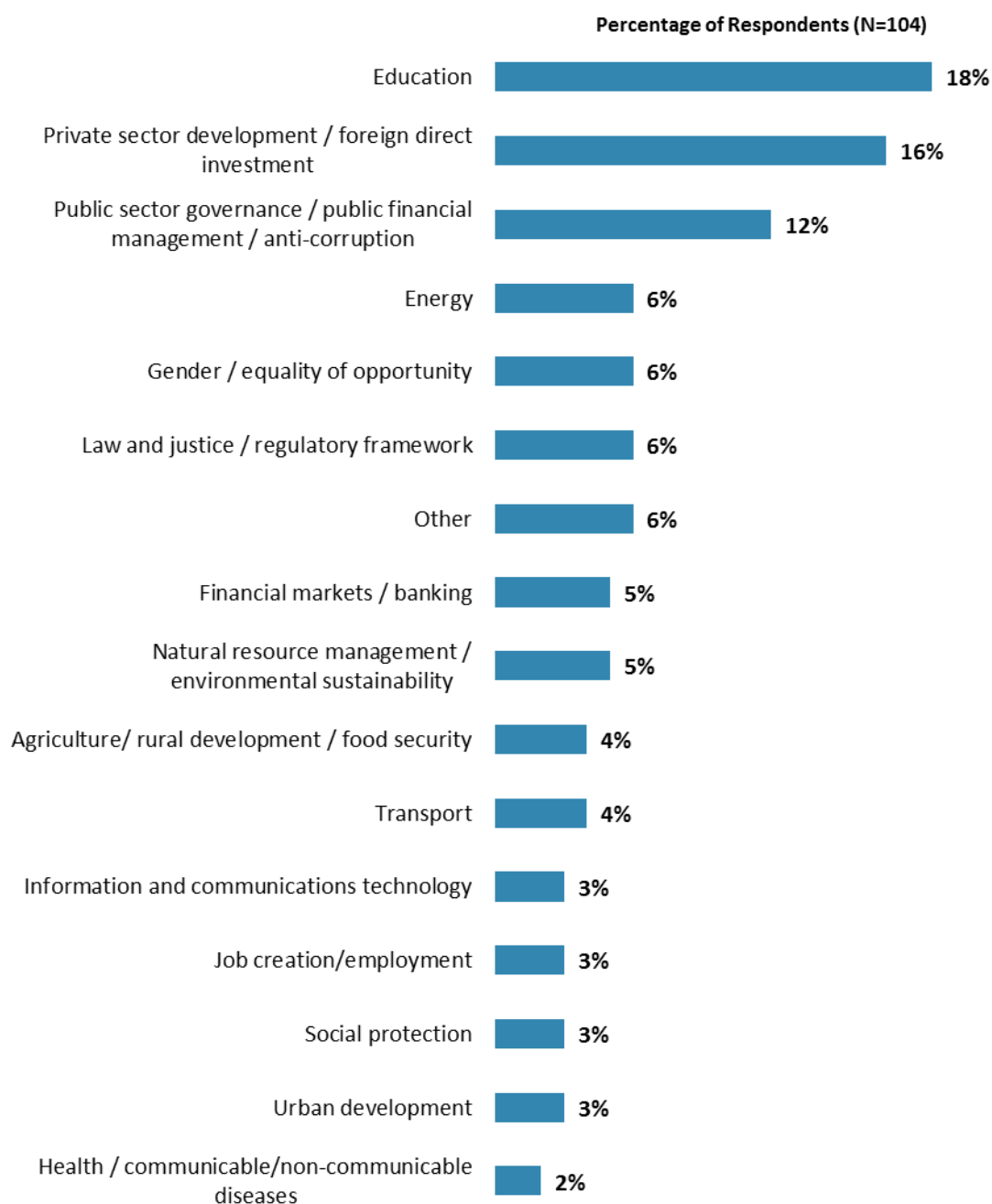
- For further analyses, respondents from the office of a Minister were combined with those from the office of the Prime Minister; respondents from PMUs were combined with consultants working on Bank-supported projects; respondents from bilateral agencies and multilateral agencies were combined; respondents from the financial sector/private banks were combined with those from the private sector; and the few respondents from local government, the media, independent government institutions, and trade unions were included in the “Other” category.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

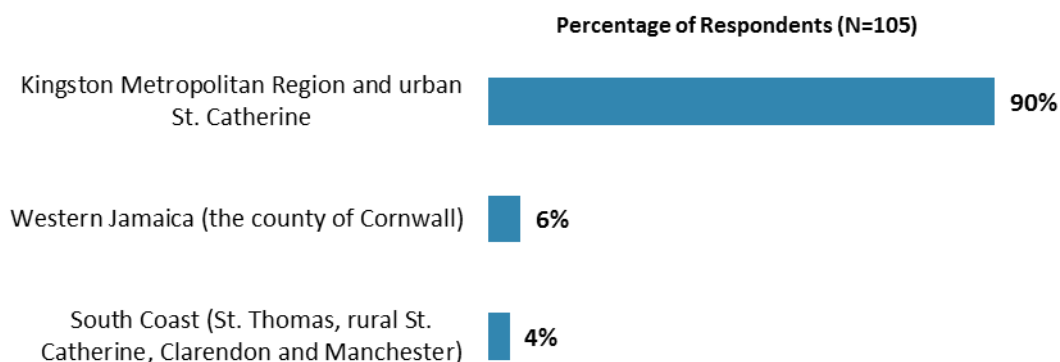


"Please identify the primary specialization of your work." (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Geographic Location

- Because of the small number of respondents from Western Jamaica and the South Coast, these respondents were combined into an “Other Areas” category for all further analyses. Responses across geographic locations for all country survey questions can be found in Appendix C (see page 88). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



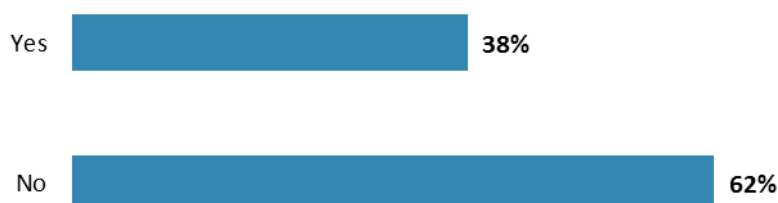
“Which best represents your geographic location?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

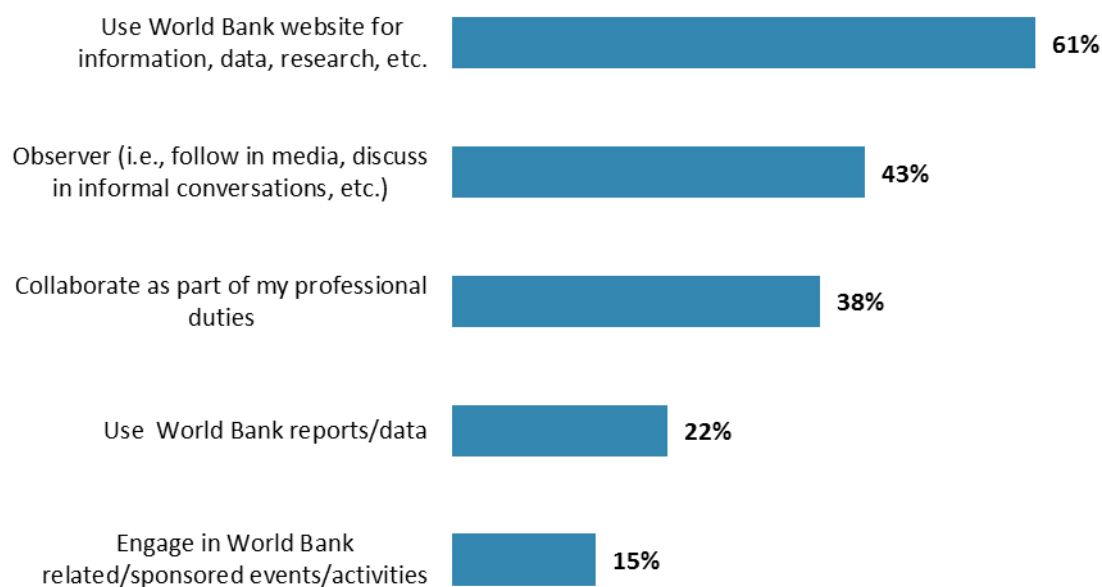
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Jamaica, can be found in Appendix F (see page 105). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=105)



"Currently, do you professionally collaborate/work with the World Bank in your country?"

Percentage of Respondents (N=107)

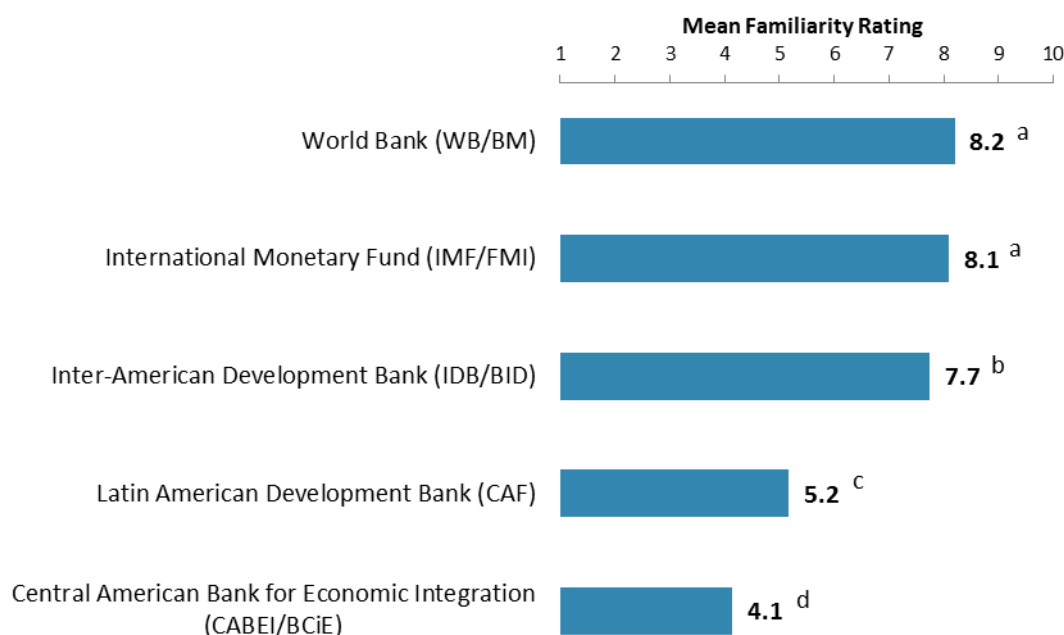


"Which of the following describes most of your exposure to the World Bank in Jamaica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank

- Familiarity with the World Bank in Jamaica received a mean rating of 8.2 across all respondents, significantly higher than the mean level of familiarity received in the FY '10 country survey (6.6).
- Familiarity with the World Bank and the IMF was significantly higher than the levels of familiarity indicated for the other organizations.
- Respondents from Kingston and urban St. Catherine had significantly higher levels of familiarity (8.4) than respondents from other areas (6.8). Respondents across stakeholder groups had statistically similar levels of familiarity with the Bank.
- Respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their perceptions of the Bank's overall effectiveness in Jamaica and the Bank's relevance to Jamaica's development and a significant, but smaller correlation with perceptions of the Bank's ability to help achieve development results in Jamaica.

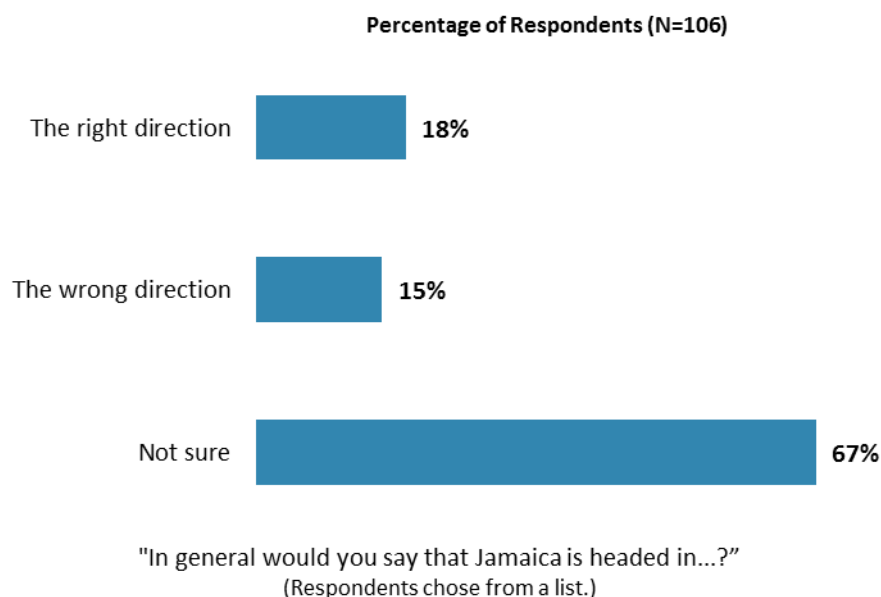


"How familiar are you with the work of these organizations in Jamaica?"
 (1 - "Not familiar at all", 10 - "Extremely familiar"; Unique letters are significantly different.)

IV. General Issues Facing Jamaica

Jamaica's Direction

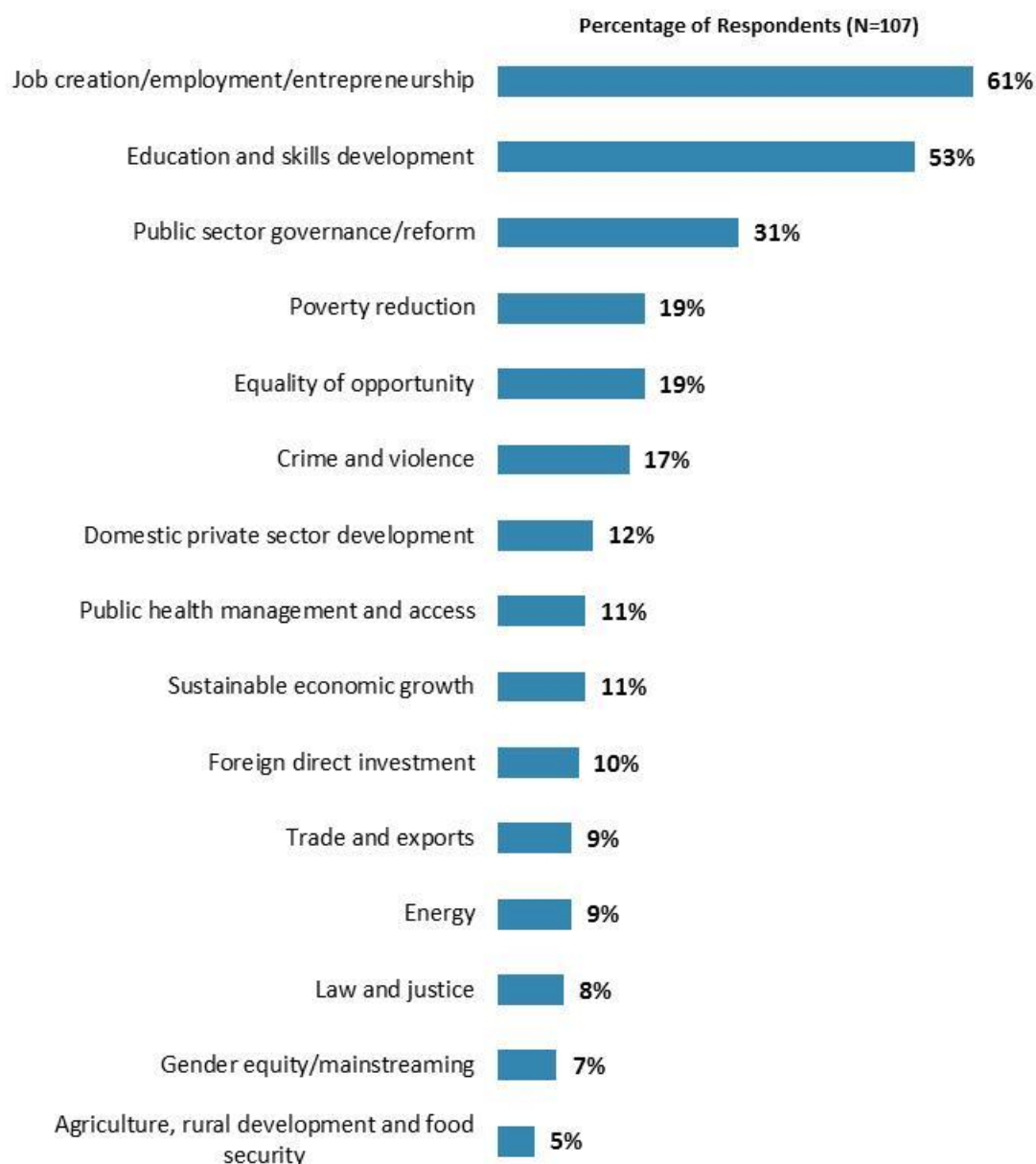
- The majority of respondents from the office of the Prime Minister/Minister and other organizations indicated that Jamaica was headed in the right direction.
- The majority of employees of ministries/implementation agencies, consultants on Bank-supported projects/PMUs, and respondents from the office of a Parliamentarian, the private sector/financial sector/private banks, and NGOs indicated that they were not sure if Jamaica was headed in the right or wrong direction.
- Respondents from bilateral or multilateral agencies and academia were equally split between Jamaica being headed in the wrong direction and being not sure.



IV. General Issues Facing Jamaica (continued)

Development Priority

- In the FY '10 country survey, respondents indicated that reducing crime and violence was the most important development priority for Jamaica (54%), followed by economic growth (32%) and government effectiveness/governance (30%).

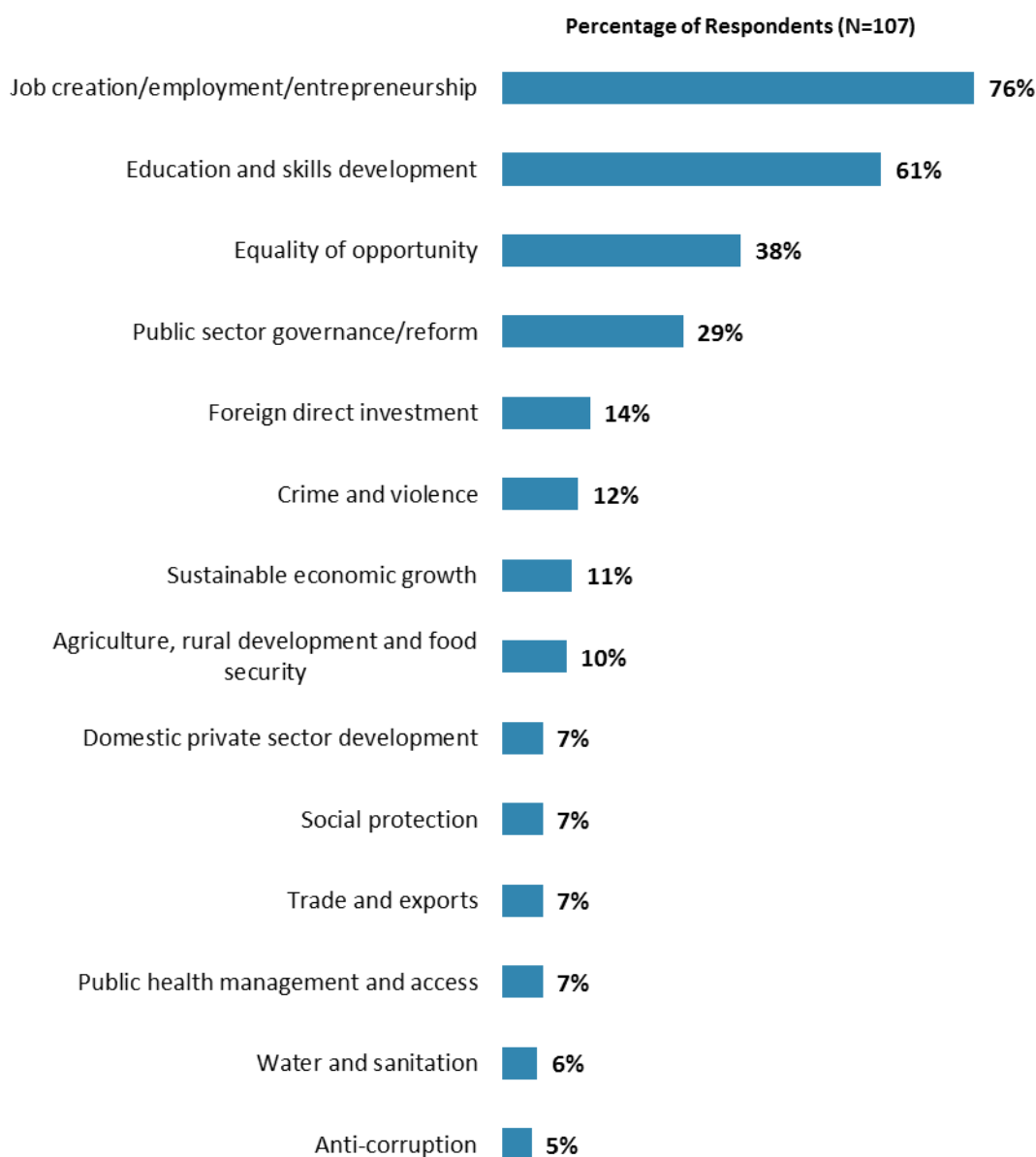


"Listed below are a number of development priorities in Jamaica. Please identify which of the following you consider the most important development priorities in Jamaica. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 shown.)

IV. General Issues Facing Jamaica (continued)

Factors Contributing to Poverty Reduction

- In the FY '10 country survey, respondents indicated that education would contribute most to poverty reduction in Jamaica (66%), followed by increasing employment (32%) and increasing economic growth (22%).

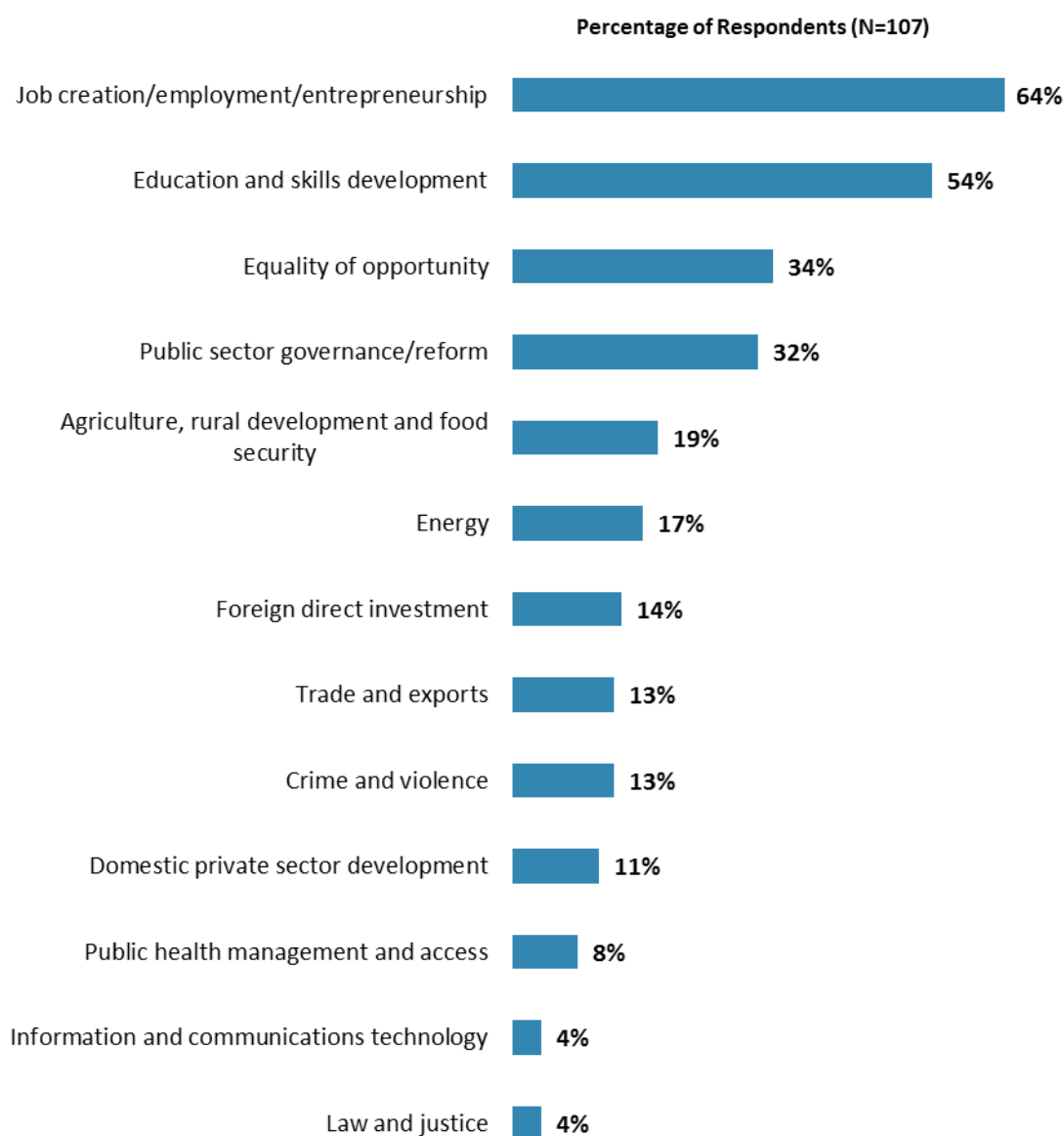


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Jamaica?” (Respondents chose from a list. Responses combined. Top 15 shown.)

IV. General Issues Facing Jamaica (continued)

Factors Contributing to Economic Growth

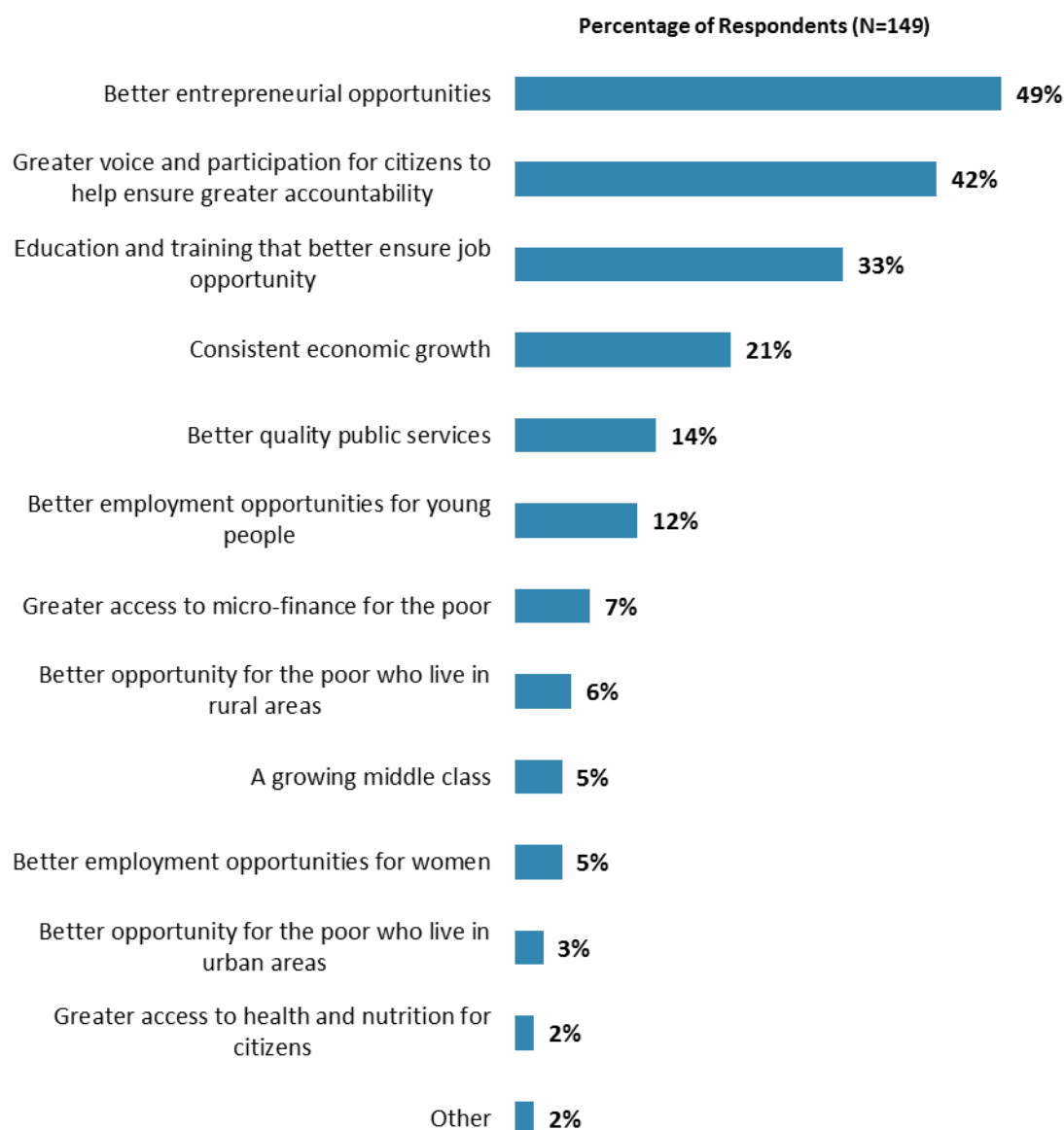
- In the FY '10 country survey, respondents indicated that reducing crime and violence would contribute most to generating economic growth in Jamaica (41%), followed by enhancing the environment for private sector growth (36%) and improving access to and/or quality of education (30%).



“Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jamaica? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 13 shown.)

IV. General Issues Facing Jamaica (continued)

Factors Contributing to “Shared Prosperity”



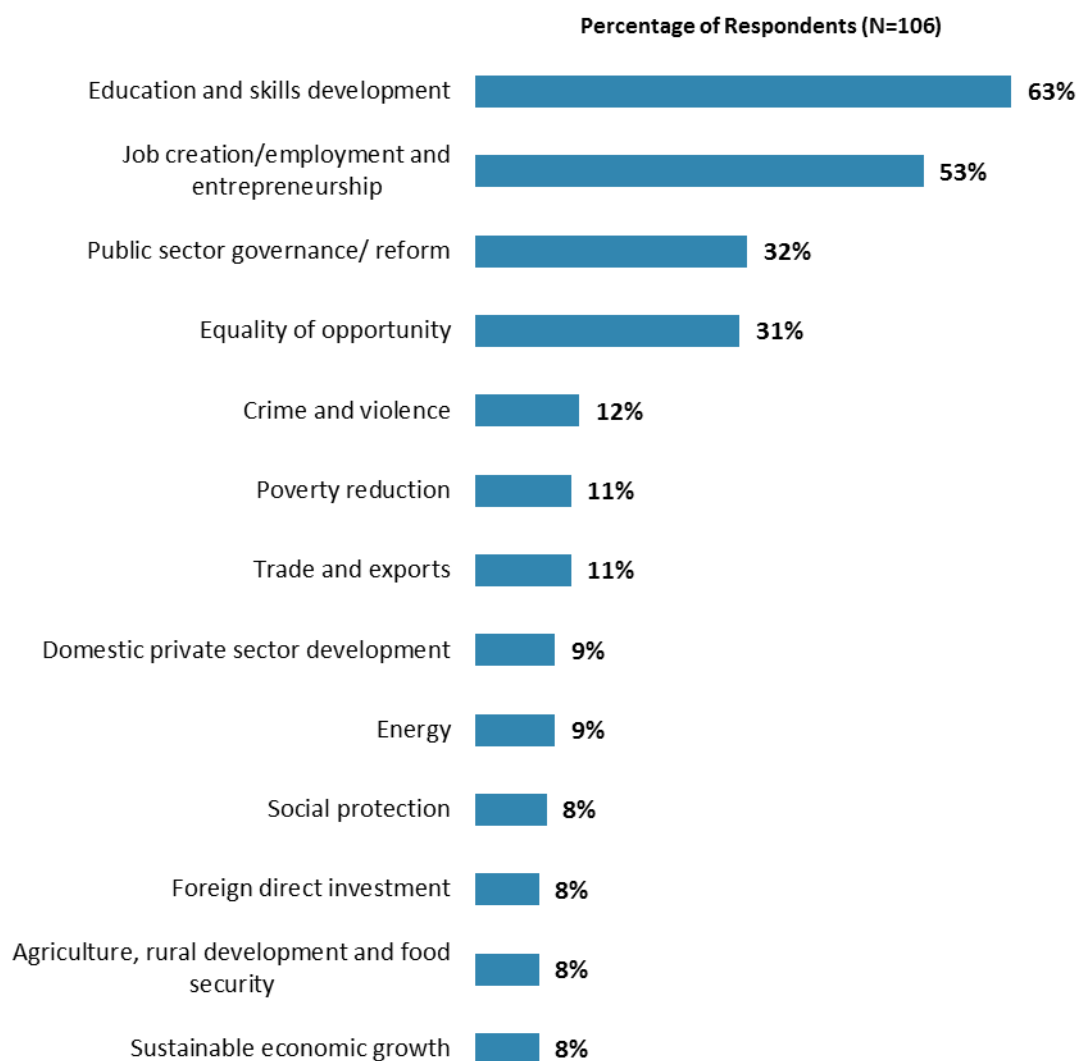
“When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Jamaica? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

V. Overall Attitudes toward the World Bank

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 Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

Focusing World Bank Resources

- Respondents from academia/research institutes were significantly more likely to indicate that the Bank should focus on domestic private sector development in Jamaica compared to respondents from other stakeholder groups.
- In the FY '10 country survey, respondents indicated that it would be most productive for the Bank to focus on economic growth (27%), followed by education and reducing poverty (both 19%).

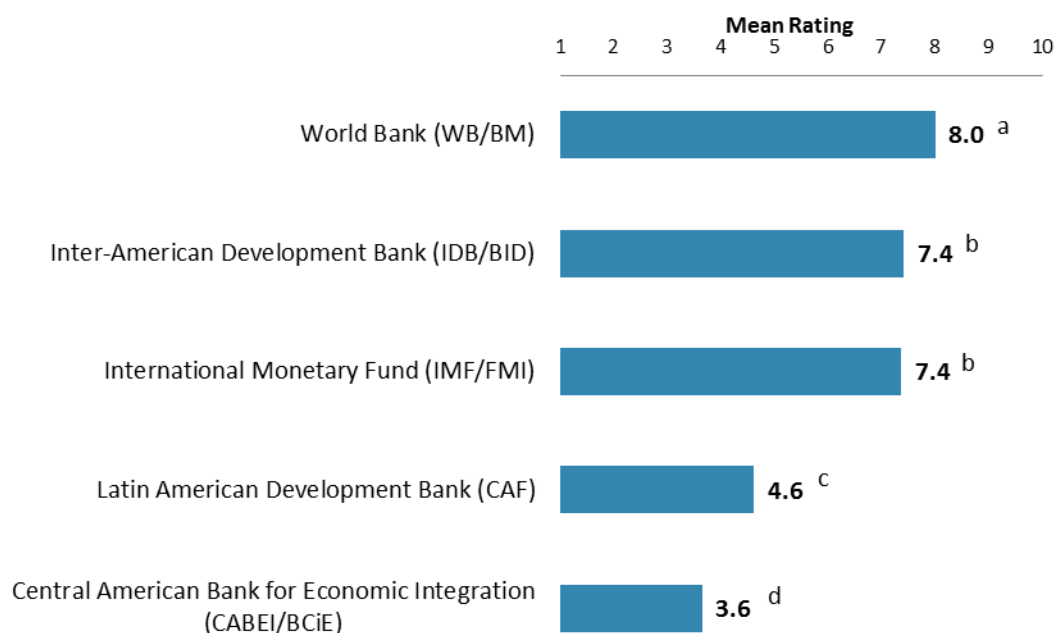


“When thinking about how the World Bank can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jamaica? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 13 shown.)

V. Overall Attitudes toward the World Bank (continued)

The World Bank's Overall Effectiveness (*Indicator Question*)

- The World Bank's effectiveness in Jamaica received a mean rating of 8.0 across all respondents, significantly higher than the mean overall effectiveness rating received in the FY '10 country survey (6.3).
- Ratings for the World Bank's effectiveness in Jamaica were significantly higher than the effectiveness ratings for all other organizations.
- Respondents from Kingston and urban St. Catherine gave significantly higher ratings for the World Bank's overall effectiveness (8.2) compared to respondents from other areas (6.2). Respondents across stakeholder groups had statistically similar ratings for the World Bank's overall effectiveness in Jamaica.

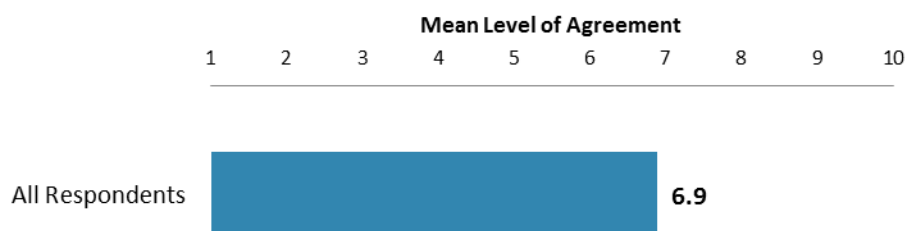


"Overall, please rate your impression of the effectiveness of these organizations in Jamaica."
 (1-Not effective at all, 10-Very effective; Unique letters are significantly different.)

V. Overall Attitudes toward the World Bank (continued)

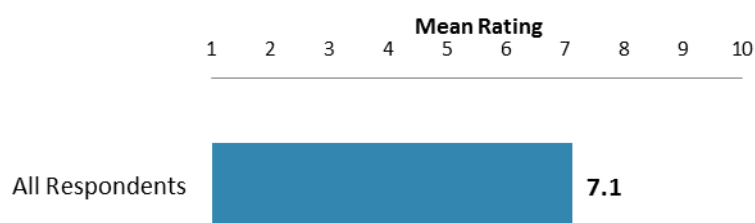
Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for these key attitudes toward the World Bank in Jamaica.

The World Bank Achieves Development Results *(Indicator Question)*



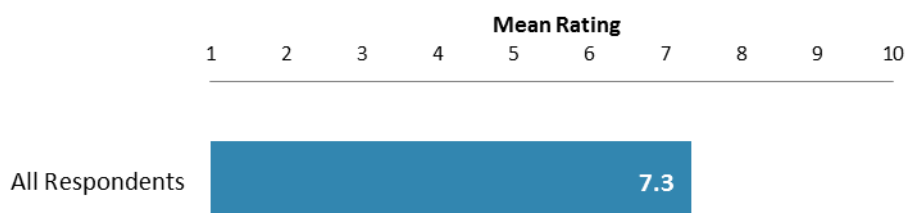
"To what extent does the World Bank's work help to achieve development results in Jamaica?"
(1-"Strongly disagree", 10-"Strongly agree")

The Bank Moving in the Right Direction



"In the last three years, to what extent do you believe that the World Bank has moved in the right direction in terms of the focus of its work in Jamaica?"
(1-"To no degree at all", 10-"To a very significant degree")

Staff Preparedness *(Indicator Question)*

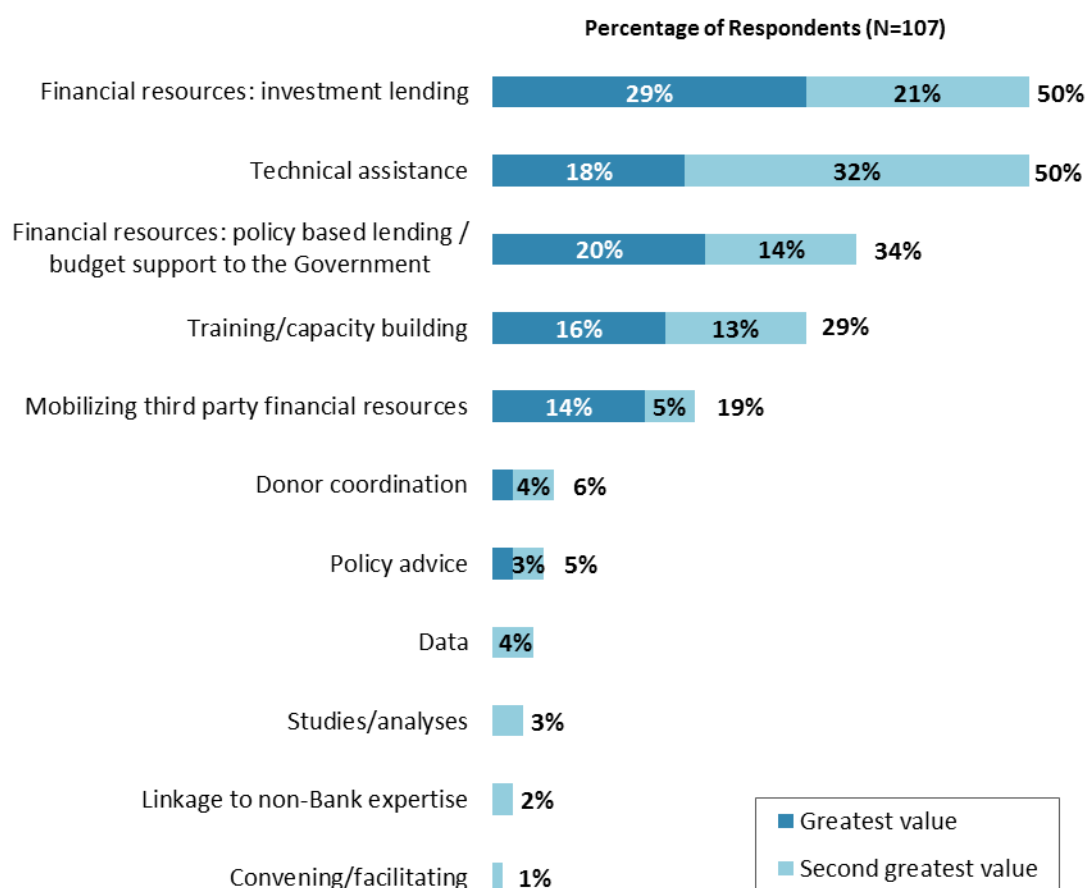


"To what extent do you agree that the World Bank's staff is well prepared (e.g., skills and knowledge) to help Jamaica solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

V. Overall Attitudes toward the World Bank (continued)

Greatest Value

- Respondents in the FY '10 country survey indicated that financial resources were the Bank's greatest value to Jamaica (56%), followed by the Bank's knowledge (37%).

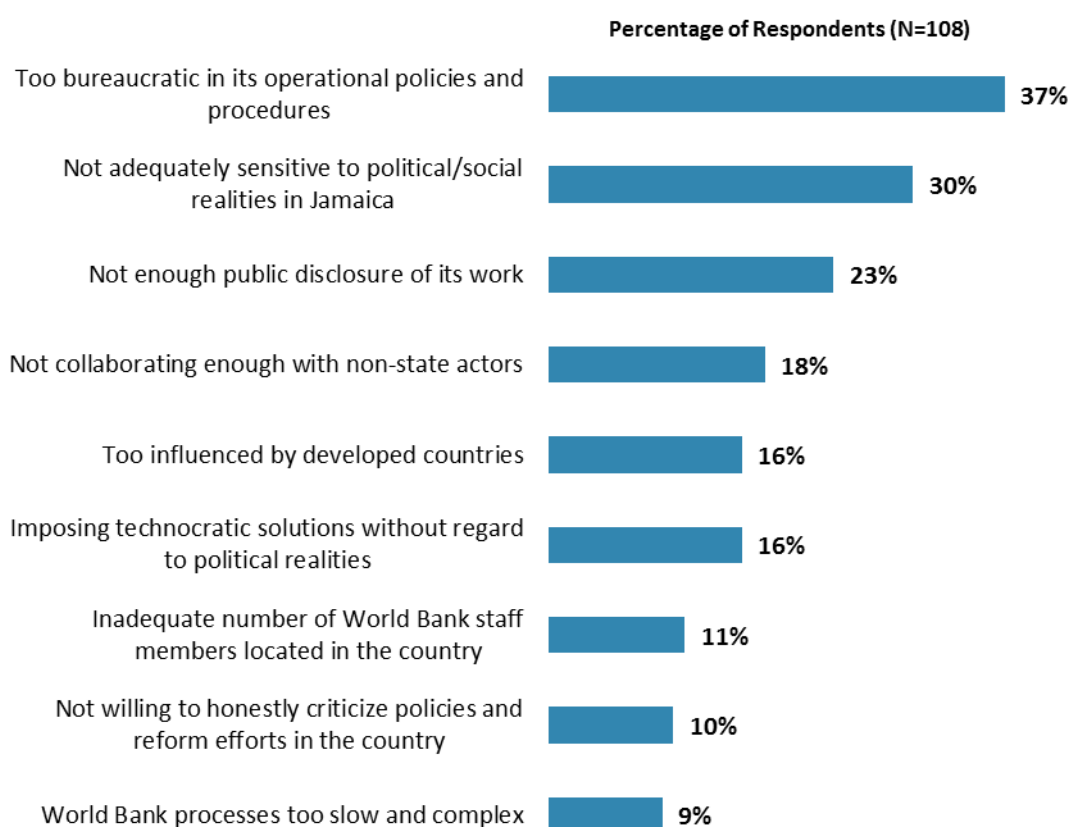


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?" (Respondents chose from a list.)

V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

- Respondents in the FY '10 country survey indicated that the Bank's greatest weakness in its work in Jamaica was being too bureaucratic in its operational policies and procedures (49%), followed by imposing technocratic solutions without regard to political realities (23%) and not exploring alternative policy options (19%).
- Consultants on Bank-supported projects/PMUs and respondents from the office of a Parliamentarian and the private sector/financial sector/private banks were significantly more likely to indicate that the World Bank's greatest weakness was not enough public disclosure of its work compared to respondents from other stakeholder groups.
- Respondents from academia/research institutes were significantly more likely to indicate that the World Bank's staff being too inaccessible was one of its greatest weaknesses compared to respondents from other stakeholder groups.

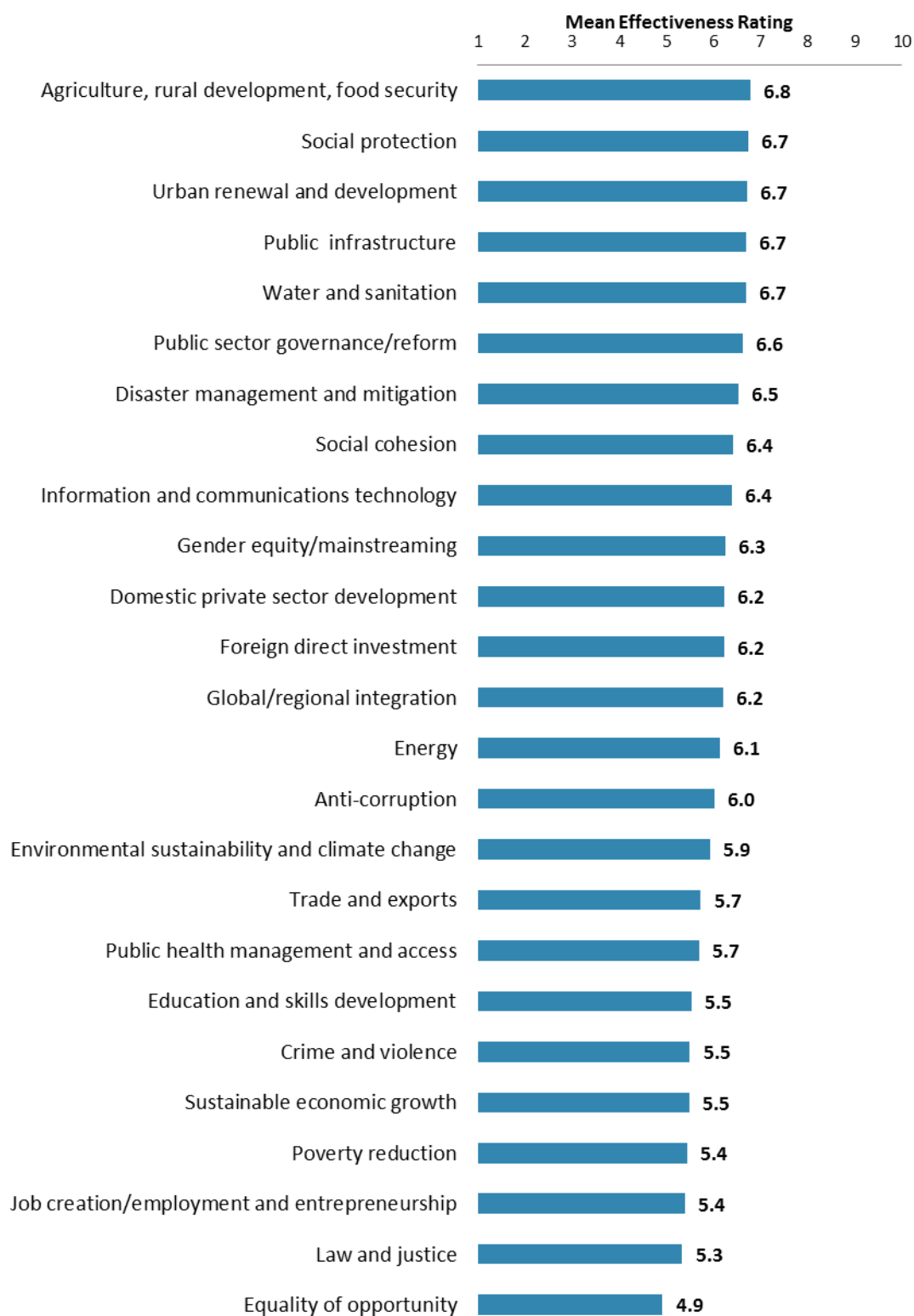


“Which of the following do you identify as the World Bank’s greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)”

(Respondents chose from a list. Responses combined. Top 9 shown.)

VI. Sectoral Effectiveness

Specific Areas of Effectiveness



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

VI. Sectoral Effectiveness (continued)

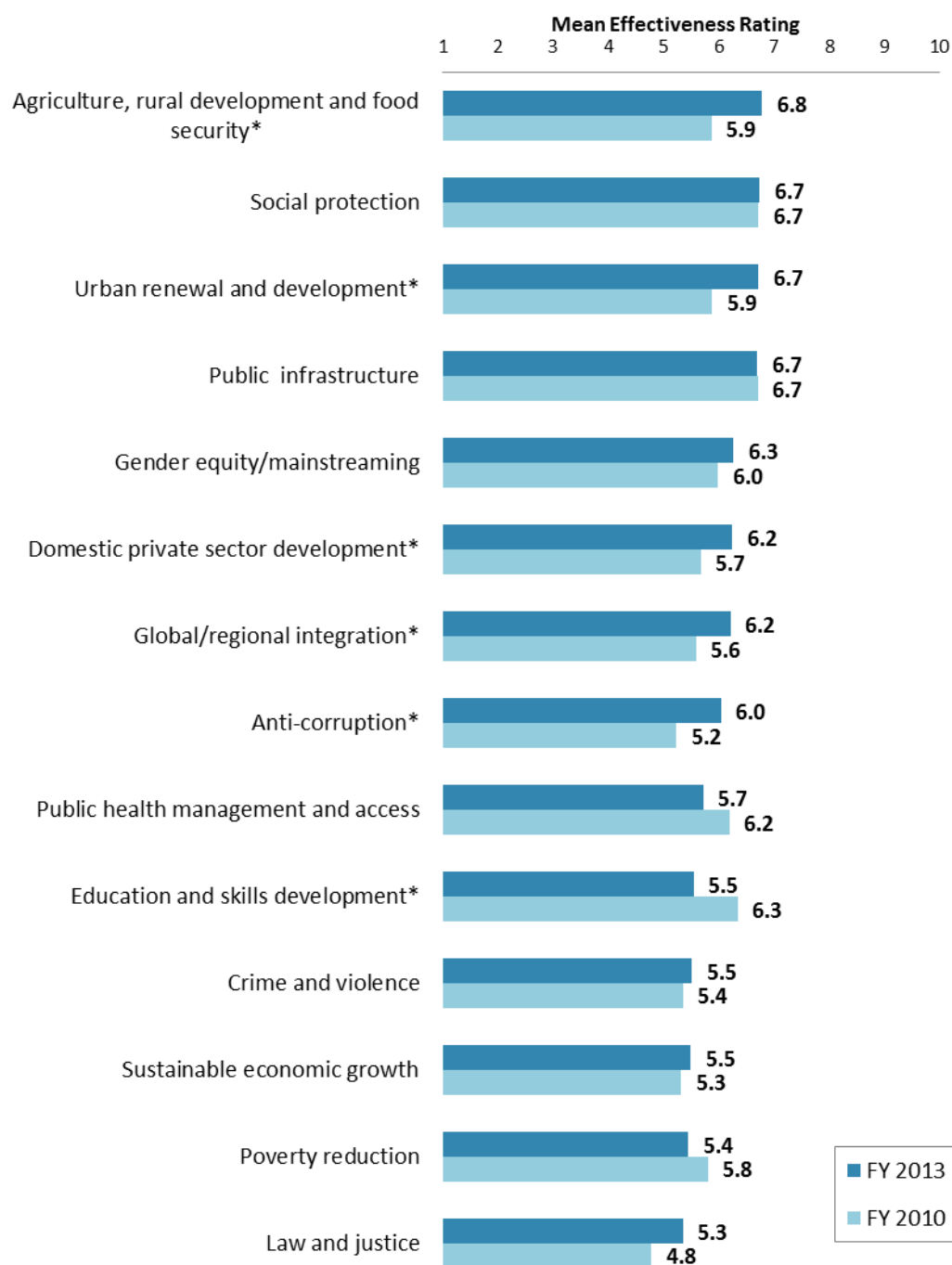
Specific Areas of Effectiveness (continued)

- There were just three instances in which there were statistically significant stakeholder group differences across these twenty-five areas of development.
 - Respondents from the office of a Parliamentarian gave the highest ratings for the Bank's effectiveness at "Public health management and access" whereas respondents from academia/research institutes gave significantly lower effectiveness ratings.
 - Respondents from bilateral or multilateral agencies gave the highest ratings for the Bank's effectiveness at "Education and skills development" whereas consultants on Bank-supported programs/PMUs gave significantly lower effectiveness ratings.
 - Respondents from the office of the Prime Minister/Minister gave the highest ratings for the Bank's effectiveness at "Environmental sustainability and climate change" whereas respondents from academia/research institutes gave significantly lower effectiveness ratings.

VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- Respondents in this year's country survey gave higher ratings for the Bank's effectiveness across many areas that could be compared to respondents in the FY '10 country survey; however, there was one notable instance in which ratings of the Bank's effectiveness significantly declined in the current country survey. Statistically significant comparisons are noted in the graph below.



(*Significantly different between FY 2013 and FY 2010 country surveys)

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

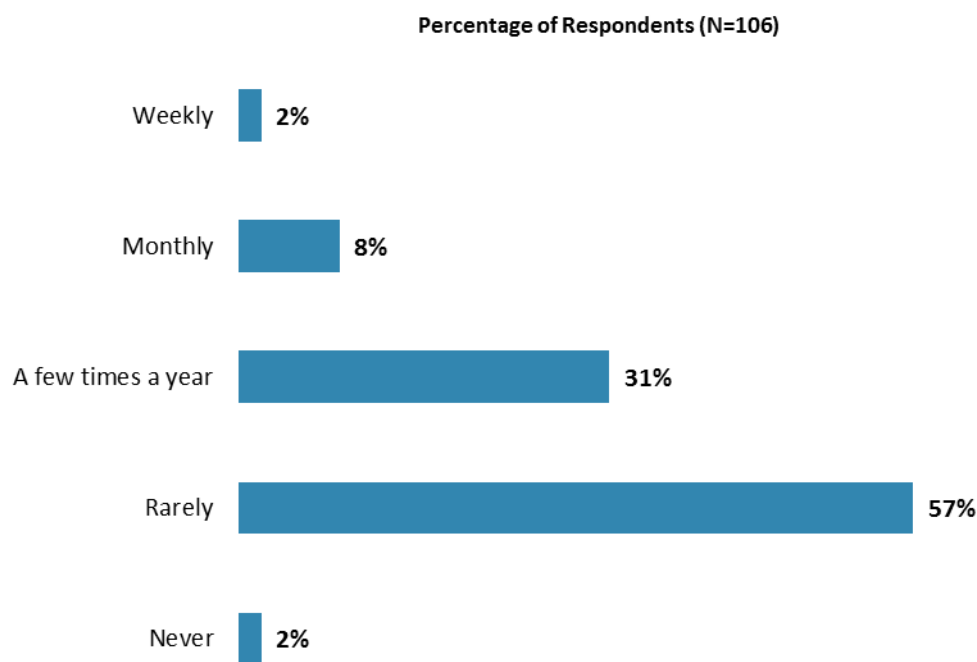
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve development results in Jamaica, bivariate correlational analyses were conducted using respondents' ratings of the twenty-five specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank'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 Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank'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 Bank's overall effectiveness or perceptions of the Bank'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 Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Jamaica. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at global/regional integration;
 - The Bank's effectiveness at agriculture, rural development and food security; and
 - The Bank's effectiveness at public infrastructure.
- 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 Bank's ability to help achieve development results in Jamaica, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at global/regional integration;
 - The Bank's effectiveness at social cohesion; and
 - The Bank's effectiveness at gender equity/mainstreaming.

VII. World Bank Knowledge and Instruments

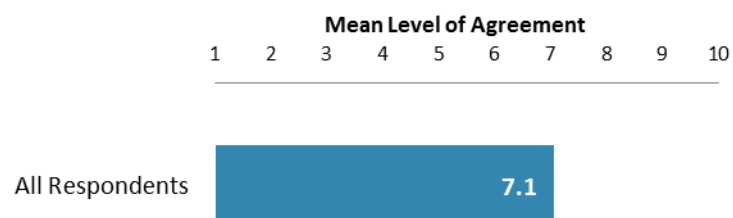
Frequency of Consulting Bank Knowledge Work and Activities



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

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

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Jamaica's needs for knowledge services.

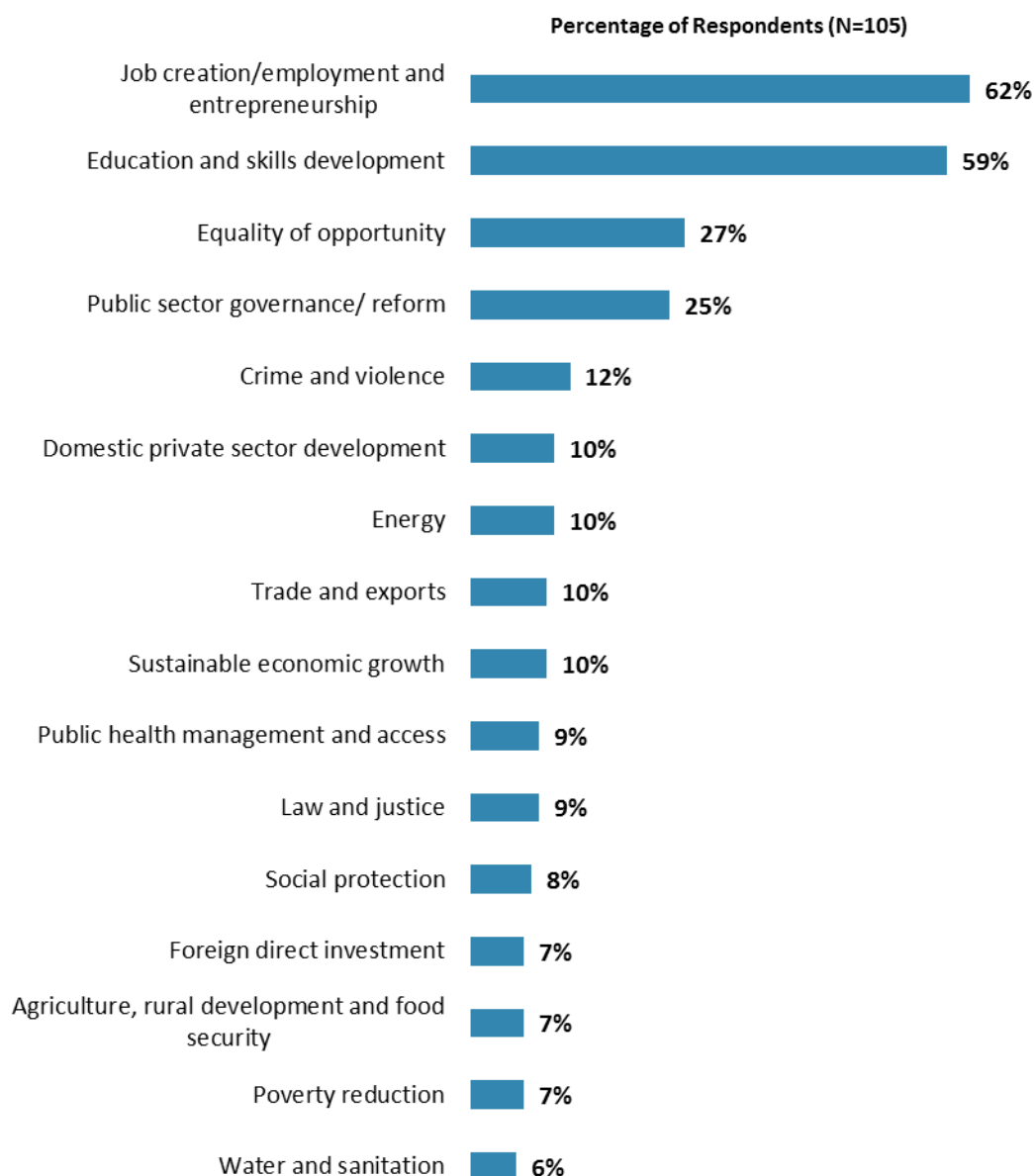


"The World Bank meets Jamaica's needs for knowledge services
(e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

VII. World Bank Knowledge and Instruments (continued)

Focusing Bank Research

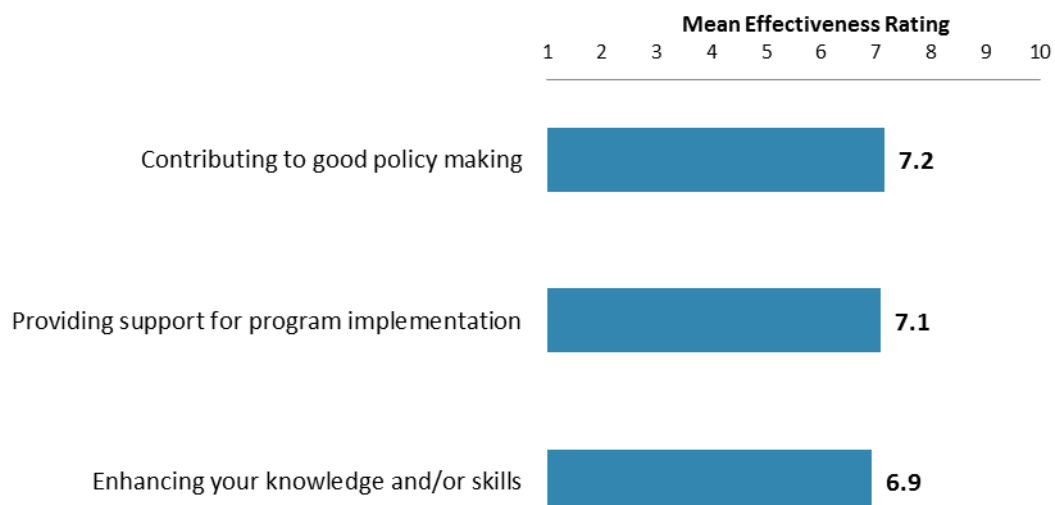
- Respondents in the FY '10 country survey indicated that it would be most valuable for the Bank to focus its research efforts on education (27%), security/crime and violence (26%), and private sector development (22%).



“When thinking about the development challenges in Jamaica, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

VII. World Bank Knowledge and Instruments (continued)

Effectiveness of the Bank's Knowledge Work and Activities

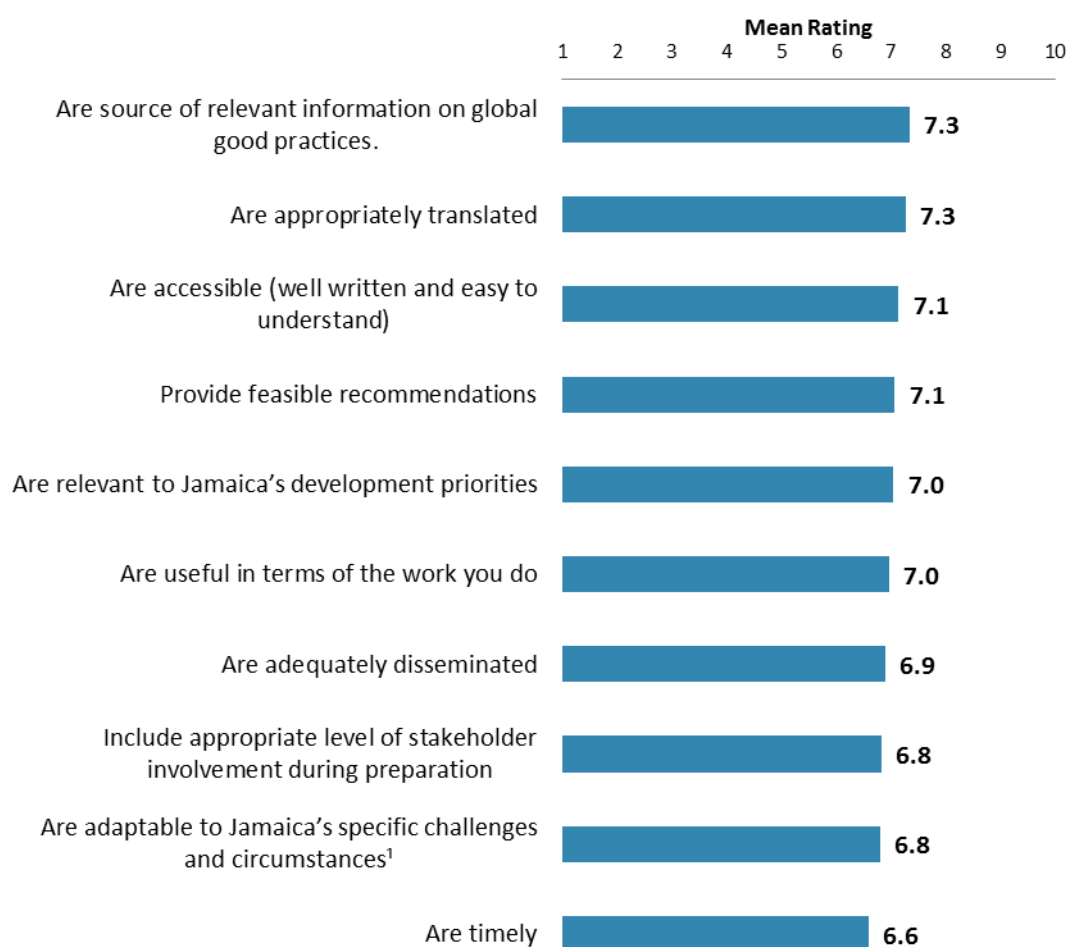


"In Jamaica, how effective do you believe the World Bank's knowledge work and activities are at:"
(1- "Not effective at all", 10- "Very effective")

VII. World Bank Knowledge and Instruments (continued)

Qualities of the Bank's Knowledge Work and Activities

- Respondents in this year's country survey had significantly *lower* ratings that the Bank's knowledge work and activities "Are useful in terms of the work you do" compared to respondents from the FY '10 country survey (7.8). All other comparisons were statistically similar between the two country surveys.
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the indicator question that the Bank's knowledge work and activities "Are adaptable to Jamaica's specific development challenges and country circumstances".

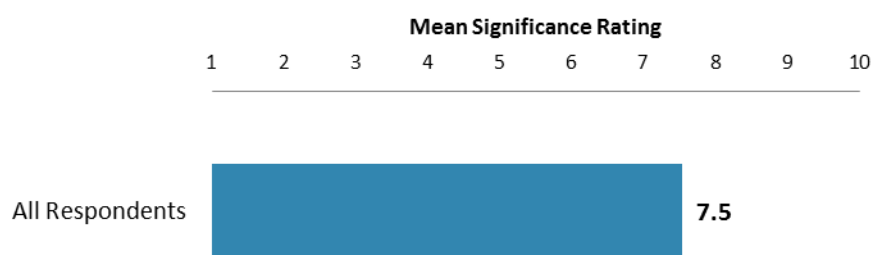


"In Jamaica, to what extent do you believe that the World Bank's knowledge work and activities:"
 (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

VII. World Bank Knowledge and Instruments (continued)

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

- The significance of the contribution of the World Bank's knowledge work and activities to development results in Jamaica received a mean rating of 7.5 across all respondents, statistically similar to the mean overall effectiveness rating received in the FY '10 country survey (7.2).
- Respondents across all stakeholder groups and geographic locations gave statistically similar ratings for the significance of the contribution that the World Bank's knowledge work and activities make to development results in Jamaica.

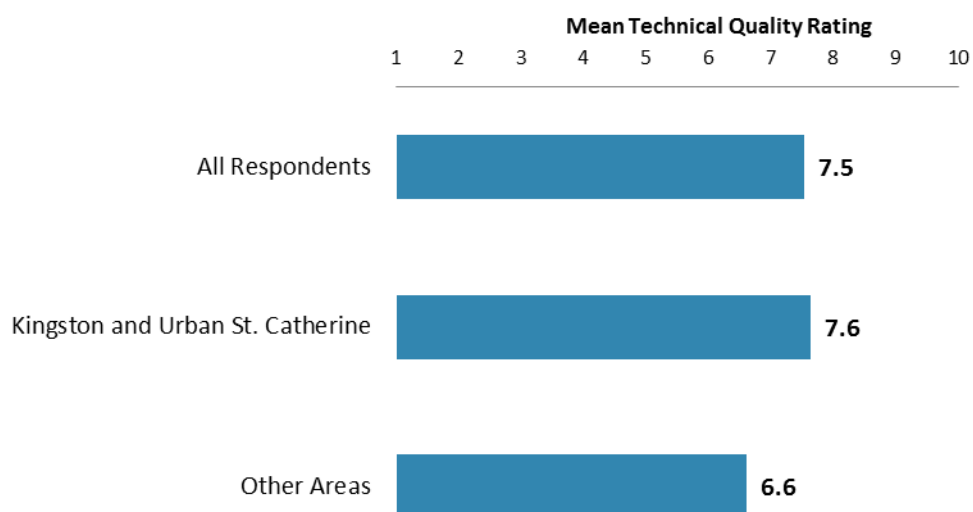


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?
(1- "Not significant at all", 10- "Very significant")

VII. World Bank Knowledge and Instruments (continued)

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

- Respondents from Kingston and urban St. Catherine gave significantly higher ratings for the technical quality of the World Bank's knowledge work and activities compared to respondents from other areas.
- Respondents across all stakeholder groups gave statistically similar ratings for the technical quality of the World Bank's knowledge work and activities.

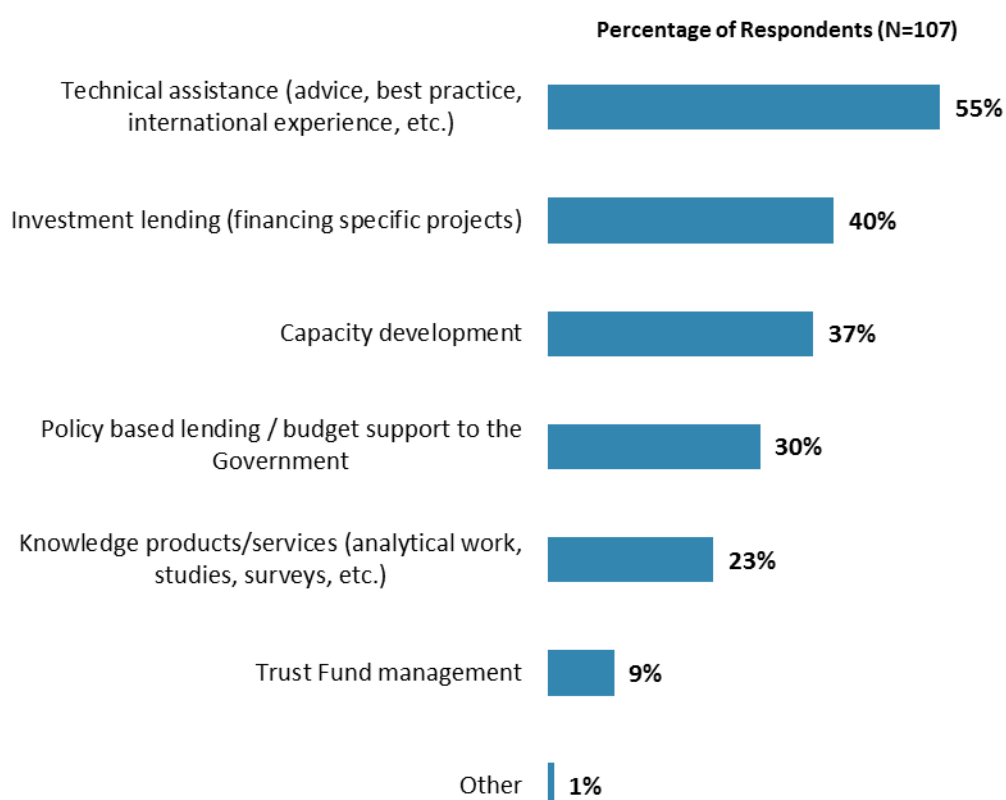


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

VII. World Bank Knowledge and Instruments (continued)

Most Effective Instruments

- No respondents from bilateral or multilateral agencies indicated that technical assistance was the most effective in reducing poverty; instead, these respondents indicated that investment lending was the most effective.
- Similarly, respondents from academia/research institutes were much more likely to indicate that investment lending and trust fund management were the most effective in reducing poverty rather than technical assistance.

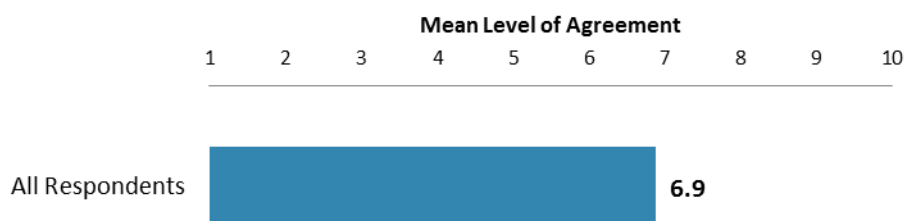


“Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

VII. World Bank Knowledge and Instruments (continued)

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

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank's financial instruments meet Jamaica's needs.



"The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jamaica"
 (1- "Strongly disagree", 10- "Strongly agree")

VII. World Bank Knowledge and Instruments (continued)

LAC Flagship Report

Percentage of Respondents (N=104)



"Have you read/consulted the most recent LAC Flagship Report?"

Mean Effectiveness Rating

1 2 3 4 5 6 7 8 9 10

To what extent do you believe the Flagship Report raised substantive new information and insight that you were not aware of prior to reading?



To what extent do you believe the Flagship Report provided you with useful information in terms of the work you do?

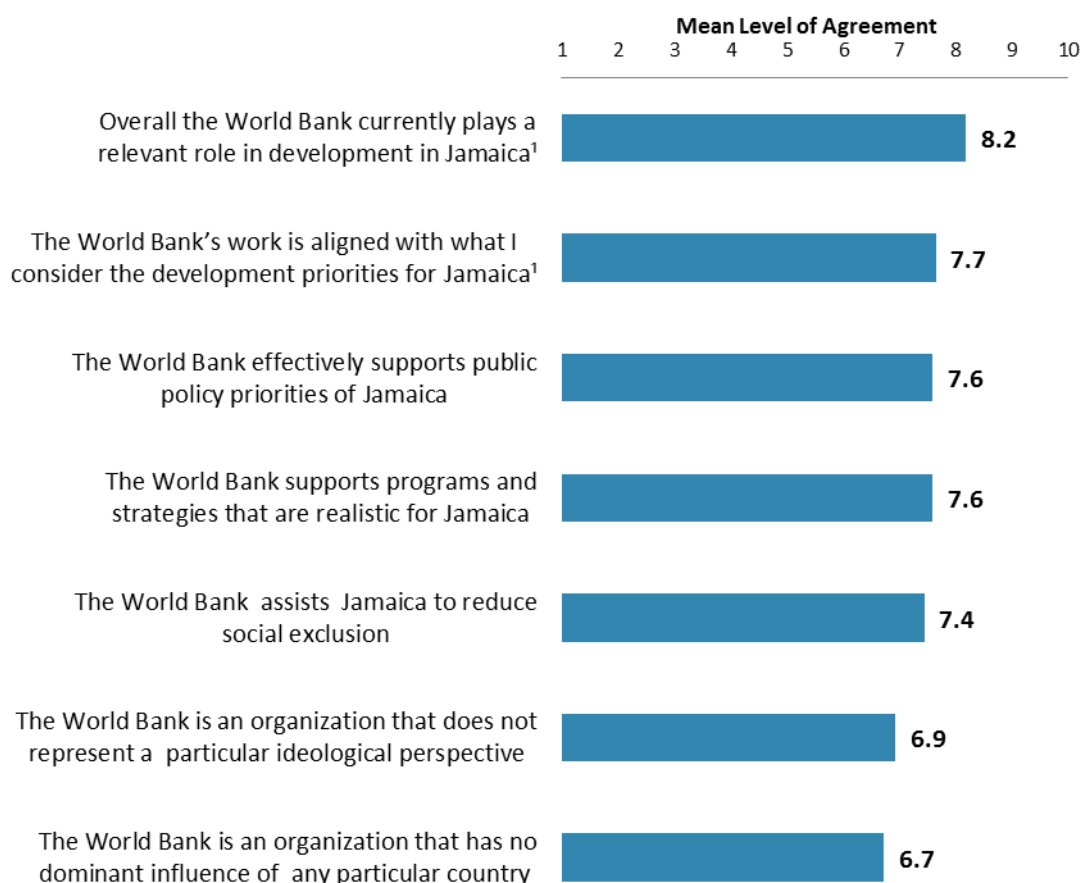


*(Only asked of those who indicated that they read/consulted the most recent LAC Flagship Report.
1-"To no degree at all", 10-"To a very significant degree")*

VIII. How the World Bank Operates

The World Bank's Work in Jamaica

- Respondents in this year's country survey had significantly higher levels of agreement that "Overall the World Bank currently plays a relevant role in development in Jamaica", that "The World Bank's work is aligned with what I consider the development priorities for Jamaica", and that "The World Bank supports programs and strategies that are realistic for Jamaica" compared to FY '10 respondents (7.3, 6.5, and 6.4, respectively).
- Respondents from Kingston and urban St. Catherine had significantly higher levels of agreement for the indicator questions, "Overall the World Bank currently plays a relevant role in development in Jamaica" and "The World Bank's work is aligned with what I consider the development priorities for Jamaica" (8.3 and 7.8, respectively) compared to respondents from other areas (7.0 and 5.8, respectively). Responses across geographic locations for all other questions can be found in the Appendix (page 88).
- Respondents across all stakeholder groups gave statistically similar ratings across all of these questions regarding the World Bank's work in Jamaica.

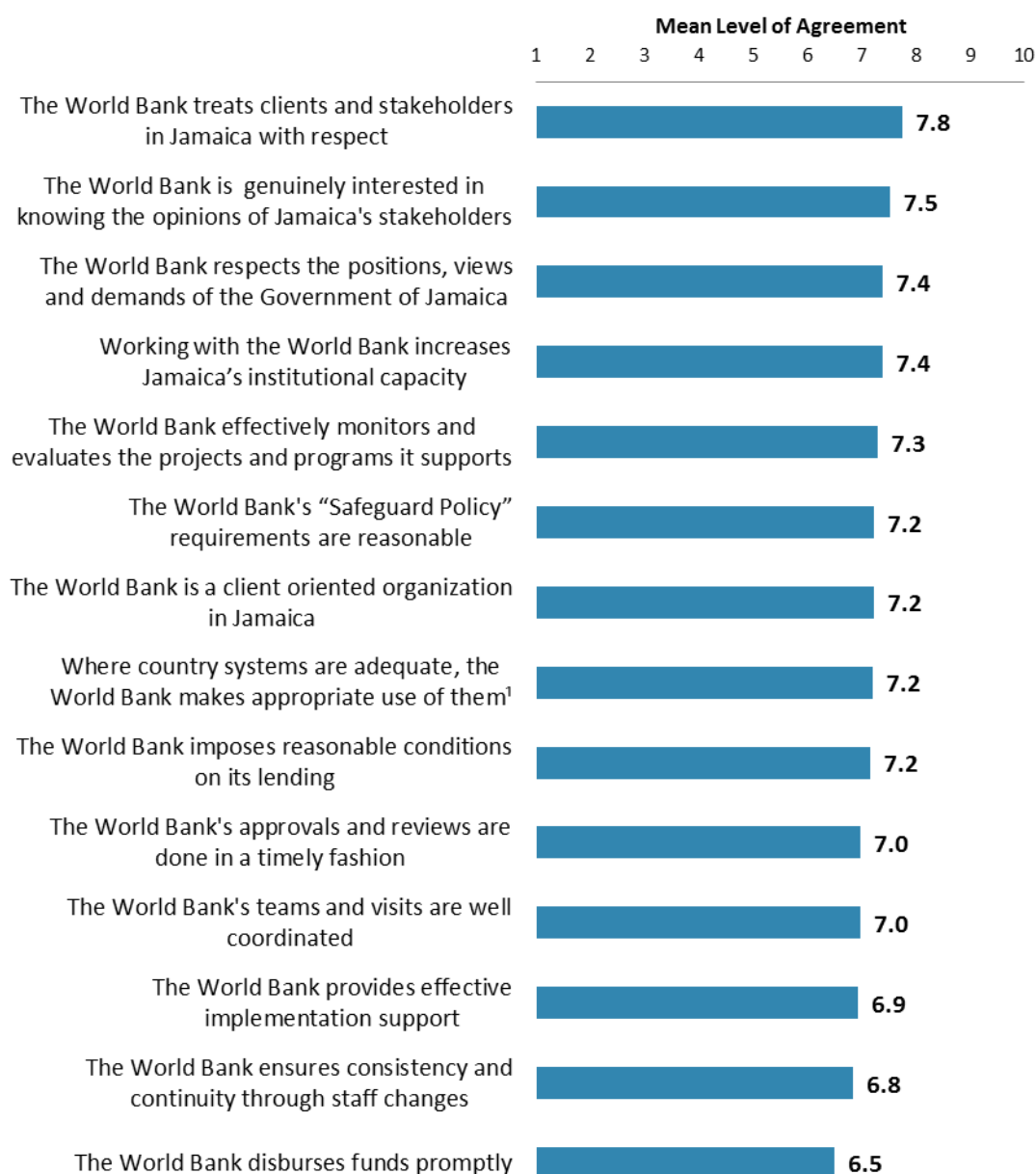


"To what extent do you agree with the following statements about the World Bank's work in Jamaica?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

VIII. How the World Bank Operates (continued)

Overall Perceptions

- Respondents in this year's country survey had statistically similar levels of agreement for all statements that could be compared to respondents from the FY '10 country survey.
- Respondents from bilateral or multilateral agencies had the highest levels of agreement that "The World Bank disburses funds promptly" whereas consultants on Bank-supported projects/PMUs had significantly lower levels of agreement.
- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement for the indicator question that "Where country systems are adequate, the World Bank makes appropriate use of them".

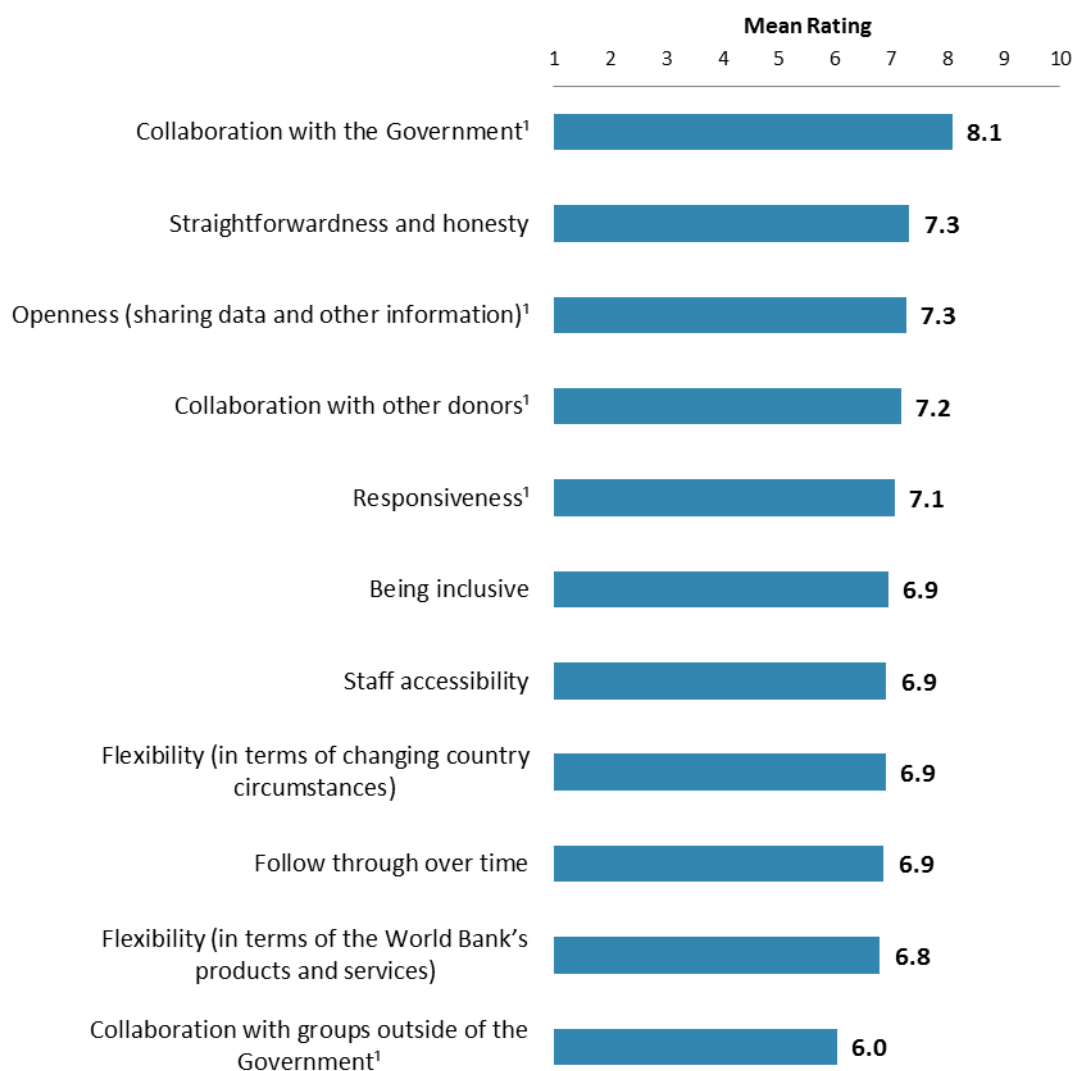


"To what extent do you agree/disagree with the following statements?"
(1- "Strongly disagree", 10- "Strongly agree") ¹Indicator Question

VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

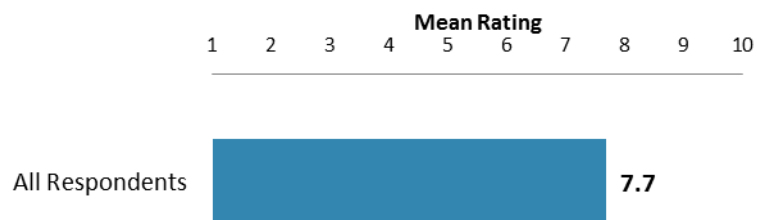
- Repondents in this year's country survey gave significantly *lower* ratings for the Bank's "Straightforwardness and honesty" compared to respondents from the FY '10 country survey (7.9), but statistically similar ratings for the Bank's "Staff accessibility".



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

IX. The Future Role of the World Bank in Jamaica

Role Significance

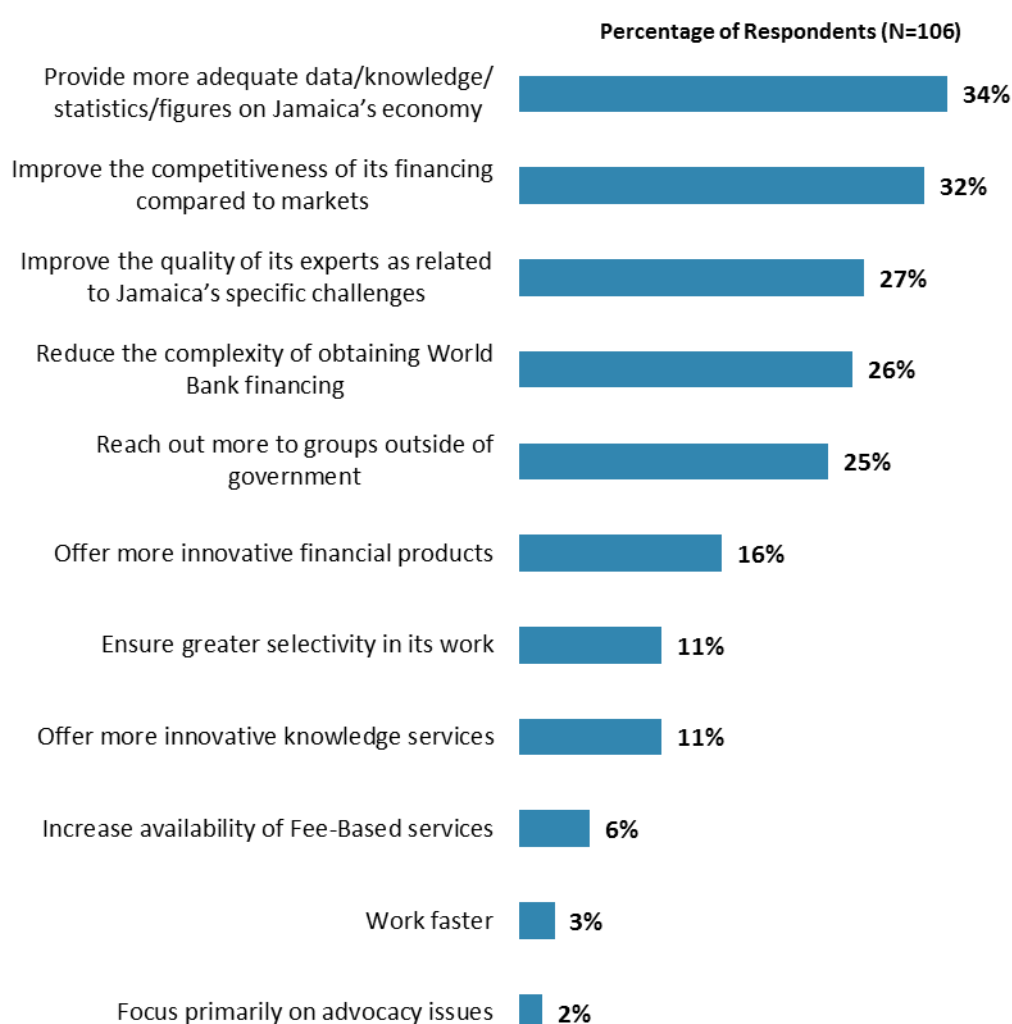


"How significant a role do you believe the World Bank SHOULD play in Jamaica's development in the near future?" (1- "Not a significant role at all", 10- "Very significant role")

IX. The Future Role of the World Bank in Jamaica (continued)

Making the World Bank of Greater Value

- Respondents in the FY '10 country survey indicated that the World Bank should reduce the complexity of obtaining World Bank financing (25%), improve the quality of its experts as related to Jamaica's specific challenges (23%), and offer more innovative financial products (22%) to make itself of greater value in Jamaica.
- Respondents from the office of a Parliamentarian and academia/research institutes were significantly more likely to indicate that the Bank should offer more innovative financial products compared to respondents from other stakeholder groups.

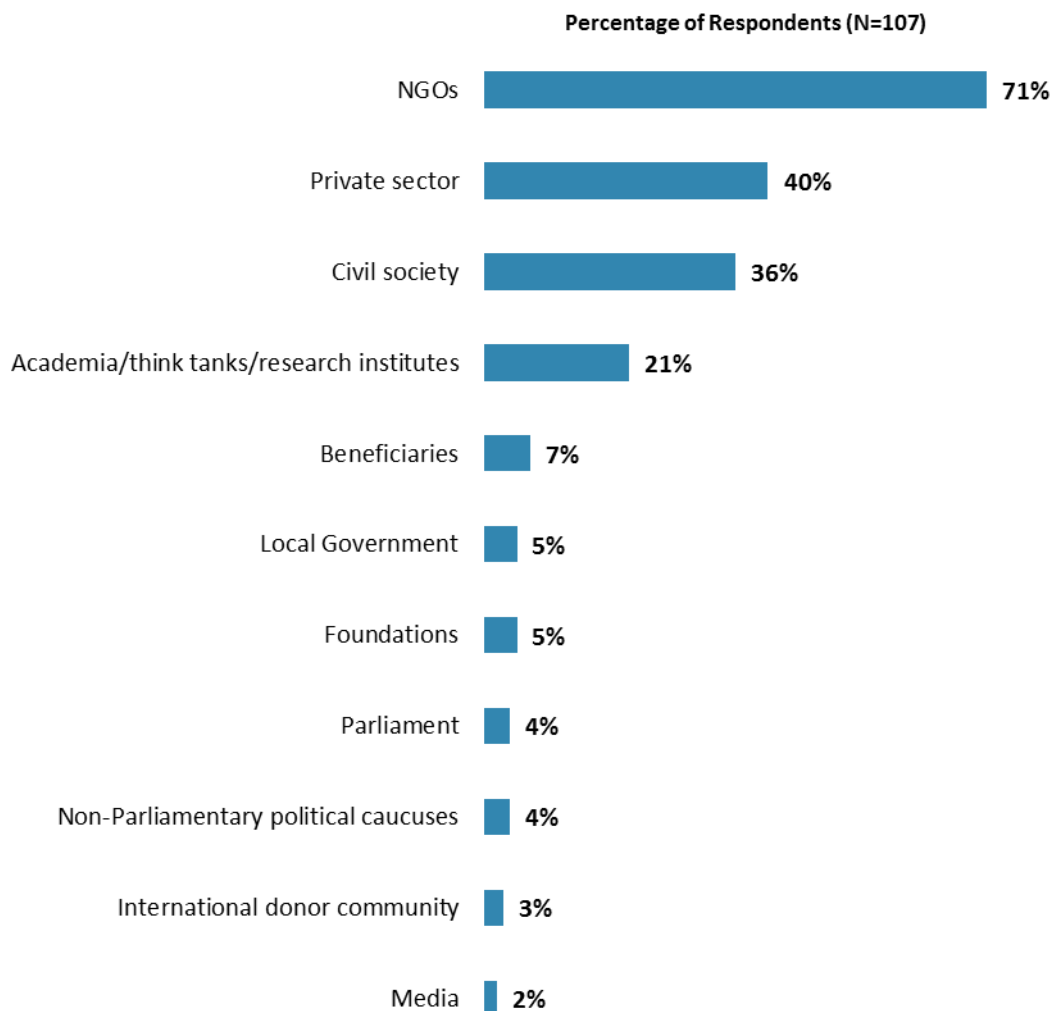


"Which of the following SHOULD the World Bank do to make itself of greater value in Jamaica?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

IX. The Future Role of the World Bank in Jamaica (continued)

Collaborating with Stakeholders in Jamaica

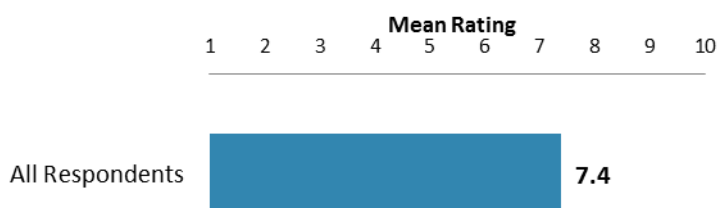
- Respondents in the FY '10 country survey indicated the World Bank should work more with private sector (38%), CBOs (33%), NGOs (27%), and the National Government (27%) to ensure better development results in Jamaica.
- Respondents from bilateral or multilateral agencies were significantly *less* likely to indicate that the Bank should collaborate more with NGOs in Jamaica and significantly more likely to indicate that the Bank should collaborate more with beneficiaries compared to respondents from other stakeholder groups.
- Consultants on Bank-supported projects/PMUs and respondents from the private sector/financial sector/private banks, academia/research institutes, and other organizations were significantly more likely to indicate that the Bank should collaborate more with private sector in Jamaica compared to respondents from other stakeholder groups.



"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?" (Respondents chose from a list. Responses combined.)

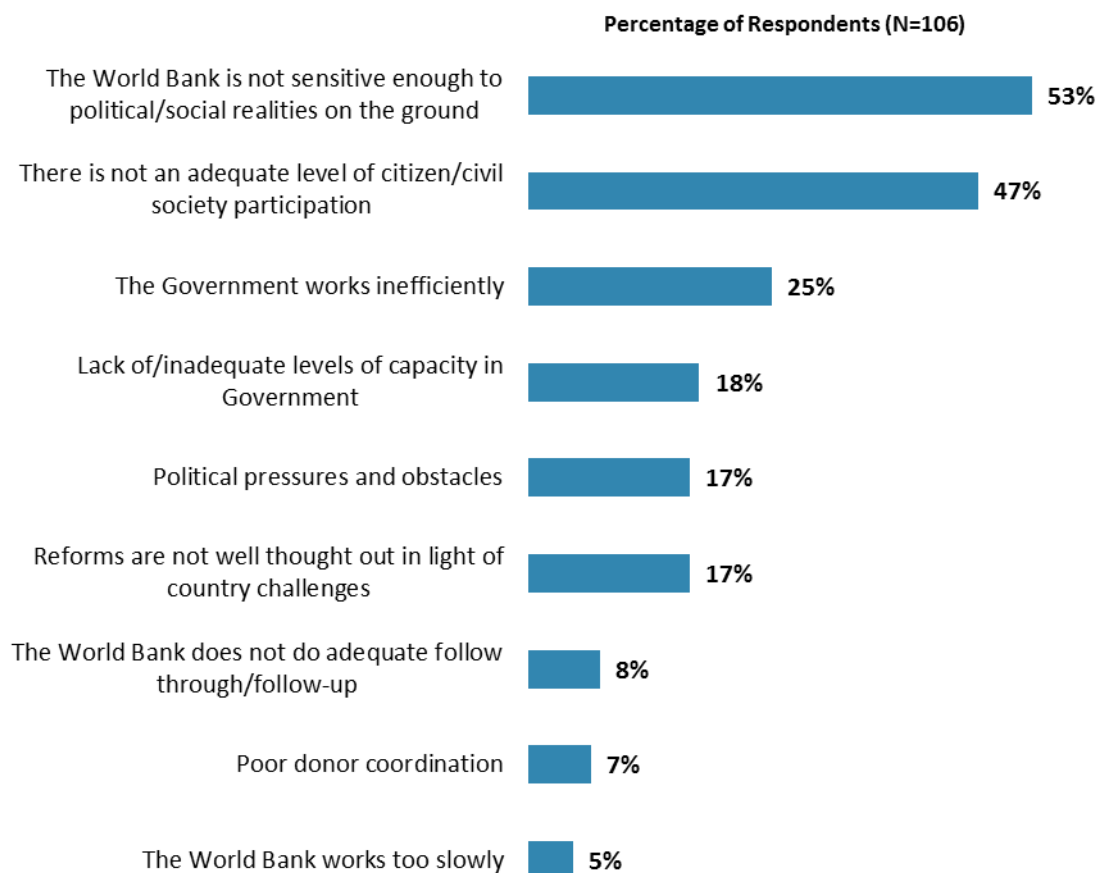
IX. The Future Role of the World Bank in Jamaica (continued)

Influencing the Global Development Agenda



"To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods' (e.g., climate change, communicable diseases, international financial systems, trade, etc.)?"
 (1 - "To no degree at all", 10 - "To a very significant degree")

Attributing Slow or Failed Reform Efforts

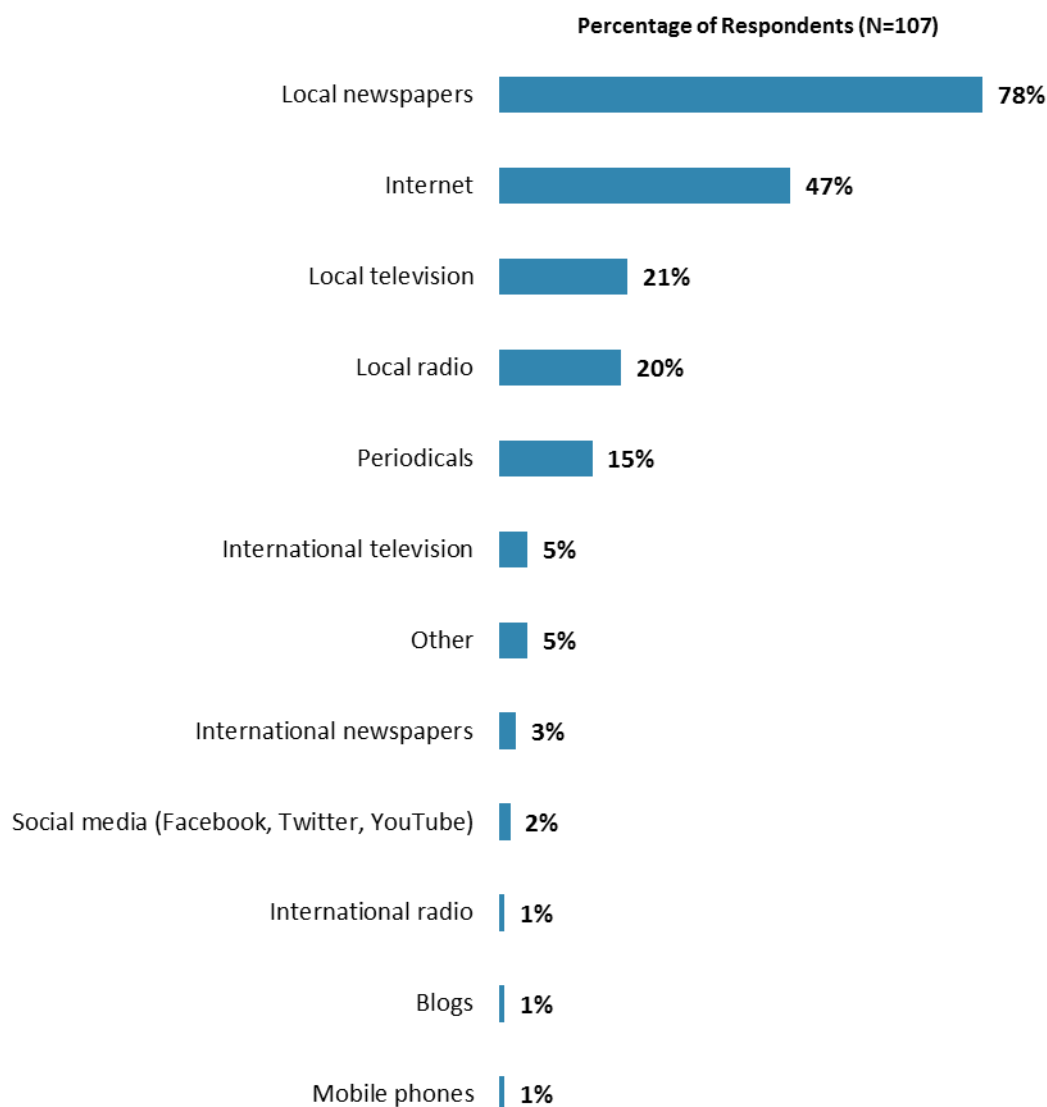


"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
 (Respondents chose from a list. Responses combined.)

X. Communication and Openness

Information Sources

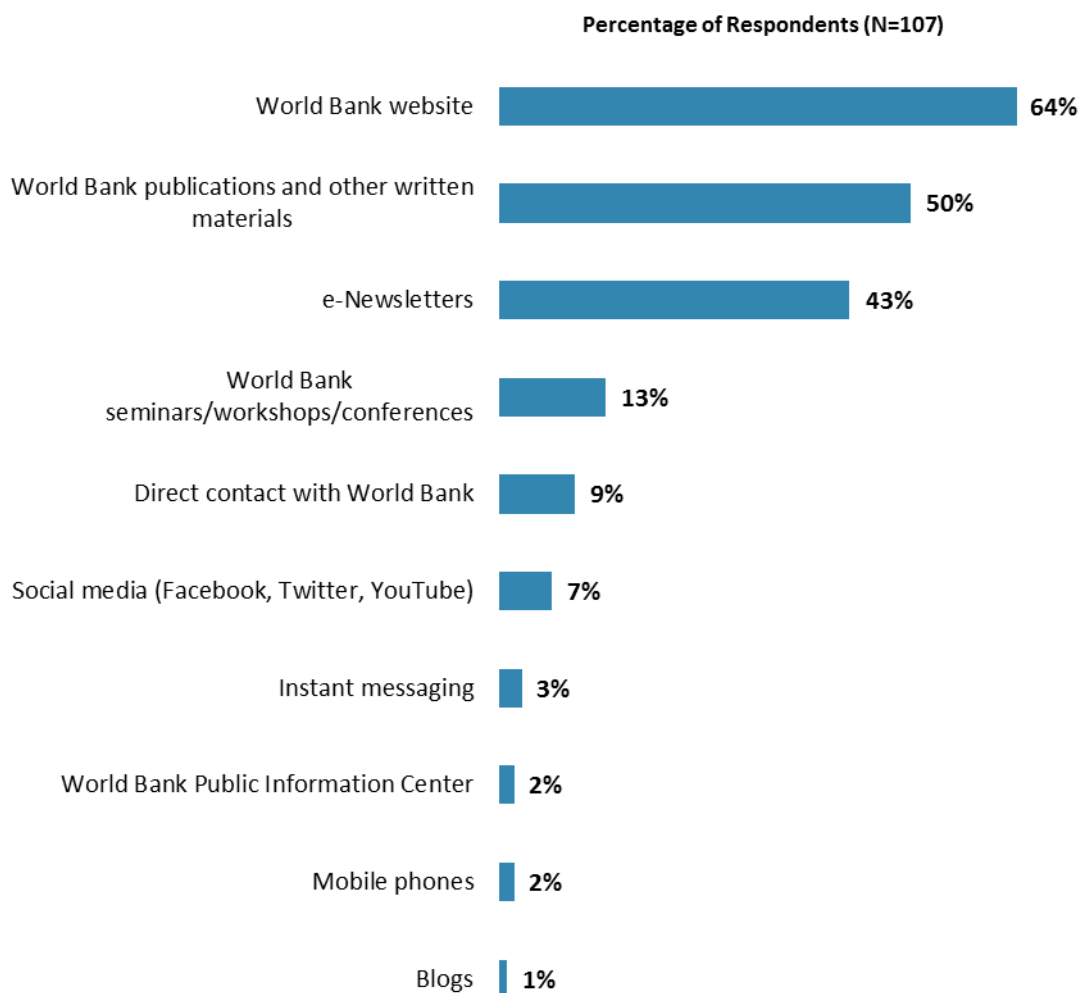
- The vast majority of respondents in the FY '10 country survey indicated that they got most of their information about policy and international development issues from local newspapers (75%).



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

X. Communication and Openness (continued)

Preferred Information Sources

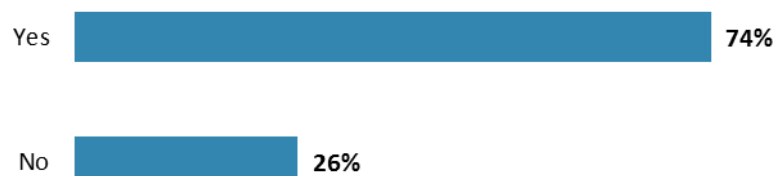


“How would you prefer to receive information from the World Bank?
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

X. Communication and Openness (continued)

Access to Information

Percentage of Respondents (N=104)



“Are you aware of the World Bank'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?”

- Respondents from bilateral or multilateral agencies were the most likely to have requested information from the World Bank in the past year whereas consultants on Bank-supported projects/PMUs and respondents from the office of a Parliamentarian, academia/research institutes, and other organizations have never requested information.

Percentage of Respondents (N=102)



“Have you requested information from the World Bank on its activities in the past year?”

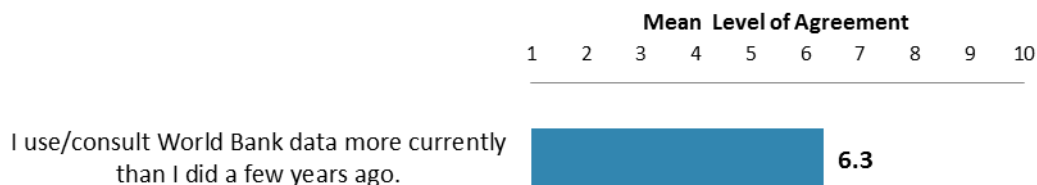
Percentage of Respondents (N=18)



“Were you able to obtain this information?”

X. Communication and Openness (continued)

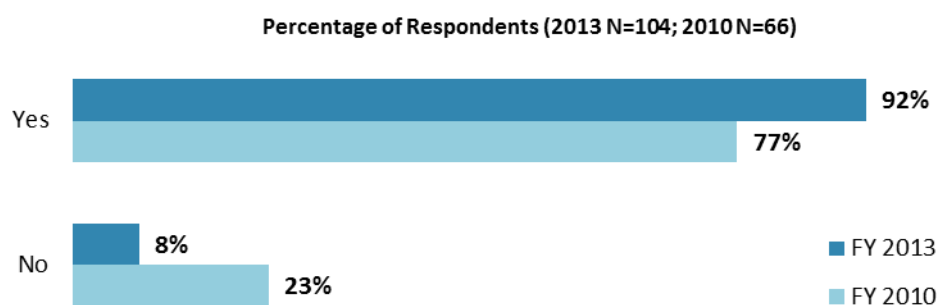
Access to Information (continued)



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

Website Usage

- All respondents indicated that they had Internet access (100%), same as respondents from the FY '10 country survey (100%).
- Respondents in this year's country survey were significantly more likely to have used the Bank's website compared to respondents from the FY '10 country survey.
- Respondents from bilateral or multilateral agencies were significantly *less* likely to have used the Bank's website compared to respondents from other stakeholder groups.

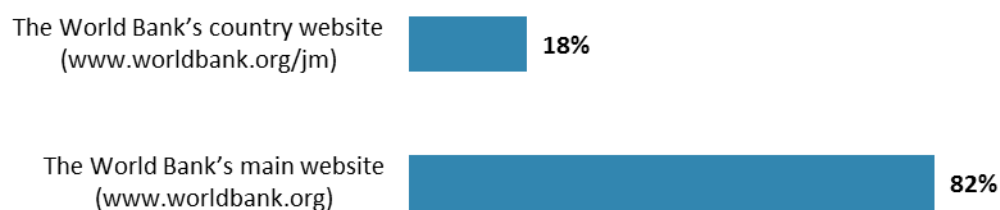


"Do you use/have you used the World Bank website?"

X. Communication and Openness (continued)

Website Usage (continued)

Percentage of Respondents (N=104)



"Which do you primarily use?" (Respondents chose from a list.)

Percentage of Respondents (N=106)

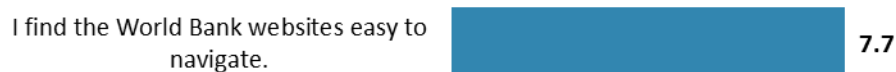


"Which Internet connection do you use primarily when visiting a World Bank website?"
(Respondents chose from a list.)

Website Evaluation

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

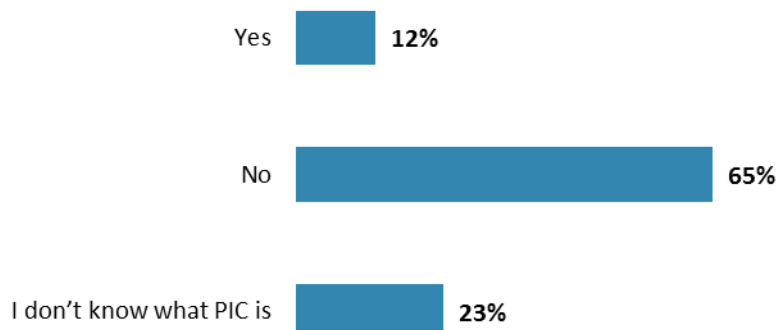


"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness (continued)

PIC Usage

Percentage of Respondents (N=105)



"Do you use/have you used the World Bank's Public Information Centers (PICs) in Jamaica?"
(Respondents chose from a list.)

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

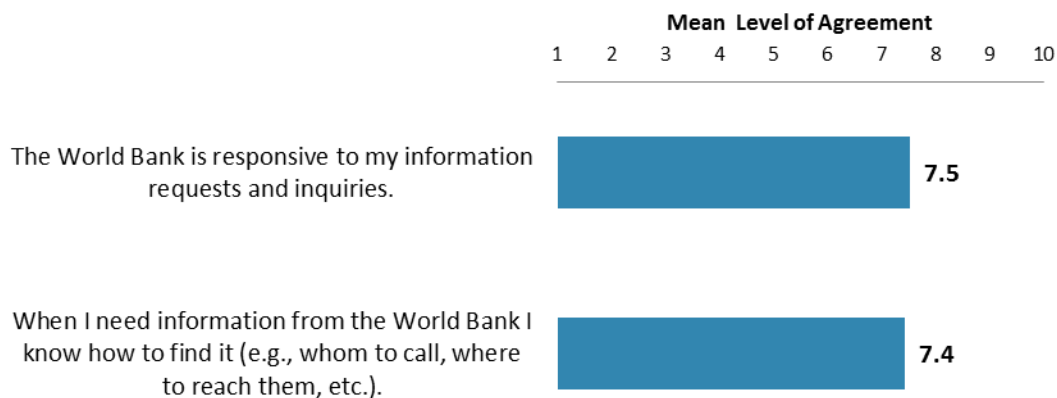
The World Bank's PIC is a valuable source of information related to development in Jamaica.

7.5

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

X. Communication and Openness (continued)

Information Sharing



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

XI. Appendices

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JAMAICA



Appendix A: Responses to All Questions across All Respondents (N=108)

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

A. General Issues Facing Jamaica

1. In general would you say that Jamaica is headed in...?	Percentage of Respondents (N=106)
The right direction	17.9%
The wrong direction	15.1%
Not sure	67.0%

2. Listed below are a number of development priorities in Jamaica. Please identify which of the following you consider the most important development priorities in Jamaica. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=107)
Job creation/employment and entrepreneurship	60.7%
Education and skills development (incl. life skills, numeracy and entrepreneurship)	53.3%
Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	30.8%
Poverty reduction	18.7%
Equality of opportunity (i.e., equity)	18.7%
Crime and violence	16.8%
Domestic private sector development	12.1%
Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	11.2%
Sustainable economic growth	11.2%
Foreign direct investment	10.3%
Trade and exports	9.3%
Energy (e.g., renewable, alternative sources)	9.3%
Law and justice (e.g., judicial system)	8.4%
Gender equity/mainstreaming	7.5%
Agriculture, rural development and food security	4.7%
Anti-corruption (incl. access to information)	3.7%
Social protection (e.g., pensions, social security for the most vulnerable groups)	2.8%
Public infrastructure (e.g., roads, bridges, transportation)	2.8%
Water and sanitation	1.9%
Global/regional integration	0.9%
Disaster management and mitigation	0.9%
Urban renewal and development	0.0%
Social cohesion	0.0%
Information and communications technology (incl. digitization of public records and integration into the global economy)	0.0%
Environmental sustainability and climate change	0.0%

A. General Issues Facing Jamaica (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 Jamaica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=107)
Job creation/employment and entrepreneurship	75.7%
Education and skills development (incl. life skills, numeracy and entrepreneurship)	60.7%
Equality of opportunity (i.e., equity)	38.3%
Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	29.0%
Foreign direct investment	14.0%
Crime and violence	12.1%
Sustainable economic growth	11.2%
Agriculture, rural development and food security	10.3%
Domestic private sector development	6.5%
Social protection (e.g., pensions, social security for the most vulnerable groups)	6.5%
Trade and exports	6.5%
Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	6.5%
Water and sanitation	5.6%
Anti-corruption (incl. access to information)	4.7%
Energy (e.g., renewable, alternative sources)	3.7%
Law and justice (e.g., judicial system)	2.8%
Urban renewal and development	1.9%
Gender equity/mainstreaming	0.9%
Public infrastructure (e.g., roads, bridges, transportation)	0.9%
Information and communications technology (incl. digitization of public records and integration into the global economy)	0.9%
Social cohesion	0.9%
Global/regional integration	0.0%
Disaster management and mitigation	0.0%
Environmental sustainability and climate change	0.0%

A. General Issues Facing Jamaica (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jamaica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=107)
Job creation/employment and entrepreneurship	63.6%
Education and skills development (incl. life skills, numeracy and entrepreneurship)	54.2%
Equality of opportunity (i.e., equity)	33.6%
Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	31.8%
Agriculture, rural development and food security	18.7%
Energy (e.g., renewable, alternative sources)	16.8%
Foreign direct investment	14.0%
Trade and exports	13.1%
Crime and violence	13.1%
Domestic private sector development	11.2%
Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	8.4%
Information and communications technology (incl. digitization of public records and integration into the global economy)	3.7%
Law and justice (e.g., judicial system)	3.7%
Environmental sustainability and climate change	2.8%
Gender equity/mainstreaming	1.9%
Social protection (e.g., pensions, social security for the most vulnerable groups)	1.9%
Public infrastructure (e.g., roads, bridges, transportation)	1.9%
Disaster management and mitigation	1.9%
Water and sanitation	0.9%
Global/regional integration	0.9%
Anti-corruption (incl. access to information)	0.9%
Social cohesion	0.0%
Urban renewal and development	0.0%

5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	48.6%
Greater voice and participation for citizens to help ensure greater accountability	42.1%
Education and training that better ensure job opportunity	32.7%
Consistent economic growth	21.5%
Better quality public services	14.0%
Better employment opportunities for young people	12.1%
Greater access to micro-finance for the poor	7.5%
Better opportunity for the poor who live in rural areas	5.6%
A growing middle class	4.7%
Better employment opportunities for women	4.7%
Better opportunity for the poor who live in urban areas	2.8%
Greater access to health and nutrition for citizens	1.9%
Other	1.9%

B. Overall Attitudes toward the World Bank

1. How familiar are you with the work of these organizations in Jamaica? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
World Bank (WB/BM)	108	0	8.20	1.65
International Monetary Fund (IMF/FMI)	108	0	8.10	1.73
Inter-American Development Bank (IDB/BID)	105	1	7.74	1.70
Latin American Development Bank (CAF)	99	9	5.17	2.39
Central American Bank for Economic Integration (CABEI/BCiE)	98	9	4.14	2.30

2. Overall, please rate your impression of the effectiveness of these organizations in Jamaica. <i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
World Bank (WB/BM)*	106	2	7.99	1.78
International Monetary Fund (IMF/FMI)	107	1	7.36	1.73
Inter-American Development Bank (IDB/BID)	99	4	7.41	1.71
Latin American Development Bank (CAF)	86	21	4.60	2.23
Central American Bank for Economic Integration (CABEI/BCiE)	84	23	3.64	2.53

Staff Preparedness*	N	DK	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Jamaica solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	99	7	7.34	1.08

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jamaica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=106)
Education and skills development (incl. life skills, numeracy and entrepreneurship)	63.2%
Job creation/employment and entrepreneurship	52.8%
Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	32.1%
Equality of opportunity (i.e., equity)	31.1%
Crime and violence	12.3%
Poverty reduction	11.3%
Trade and exports	11.3%
Domestic private sector development	9.4%
Energy (e.g., renewable, alternative sources)	9.4%
Social protection (e.g., pensions, social security for the most vulnerable groups)	8.5%
Foreign direct investment	7.5%
Agriculture, rural development and food security	7.5%
Sustainable economic growth	7.5%
Law and justice (e.g., judicial system)	6.6%
Public infrastructure (e.g., roads, bridges, transportation)	5.7%
Gender equity/mainstreaming	4.7%
Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	3.8%
Information and communications technology (incl. digitization of public records and integration into the global economy)	3.8%
Urban renewal and development	2.8%
Water and sanitation	1.9%
Disaster management and mitigation	1.9%
Environmental sustainability and climate change	1.9%
Anti-corruption (incl. access to information)	0.9%
Social cohesion	0.9%
Global/regional integration	0.0%

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?	Percentage of Respondents (N=107)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources: investment lending	29.0%	20.6%	49.5%
Technical assistance	17.8%	31.8%	49.5%
Financial resources: policy based lending / budget support to the Government	19.6%	14.0%	33.6%
Training/capacity building	15.9%	13.1%	29.0%
Mobilizing third party financial resources	14.0%	4.7%	18.7%
Donor coordination	1.9%	3.7%	5.6%
Policy advice	1.9%	2.8%	4.7%
Data	0.0%	3.7%	3.7%
Studies/analyses	0.0%	2.8%	2.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	1.9%	1.9%
Convening/facilitating	0.0%	0.9%	0.9%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=108)
Too bureaucratic in its operational policies and procedures	37.0%
Not adequately sensitive to political/social realities in Jamaica	29.6%
Not enough public disclosure of its work	23.1%
Not collaborating enough with non-state actors	17.6%
Too influenced by developed countries	15.7%
Imposing technocratic solutions without regard to political realities	15.7%
Inadequate number of World Bank staff members located in the country	11.1%
Not willing to honestly criticize policies and reform efforts in the country	10.2%
World Bank processes too slow and complex	9.3%
Not aligned with country priorities	6.5%
Not aligned with other donors' work	6.5%
Arrogant in its approach	5.6%
Not exploring alternative policy options	4.6%
Staff too inaccessible	2.8%
Not client focused	2.8%
The credibility of its knowledge/data	0.9%
Other	0.0%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
Technical assistance (advice, best practice, international experience, etc.)	55.1%
Investment lending (financing specific projects)	40.2%
Capacity development	37.4%
Policy based lending / budget support to the Government	29.9%
Knowledge products/services (analytical work, studies, surveys, etc.)	23.4%
Trust Fund management	9.3%
Other	0.9%
Don't know	0.0%

B. Overall Attitudes toward the World Bank (continued)

Global Development Agenda	N	DK	Mean	SD
8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.)? (1-To no degree at all, 10-To a very significant degree)	101	2	7.38	1.31

9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
NGOs	71.0%
Private sector	40.2%
Civil society (e.g., Community Based Organizations, Faith-Based Organizations)	35.5%
Academia/think tanks/research institutes	20.6%
Beneficiaries	6.5%
Local Government	4.7%
Foundations	4.7%
Parliament	3.7%
Non-Parliamentary political caucuses (e.g., former members of Government, prominent political figures, caretakers, etc.)	3.7%
International donor community	2.8%
Media	1.9%
Other	0.0%

To what extent do you agree with the following statements about the World Bank's work in Jamaica? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank currently plays a relevant role in development in Jamaica*	106	2	8.19	1.61
11. The World Bank's work is aligned with what I consider the development priorities for Jamaica*	106	1	7.65	1.59
12. The World Bank supports programs and strategies that are realistic for Jamaica	106	1	7.59	1.51
13. The World Bank treats clients and stakeholders in Jamaica with respect	100	6	7.75	1.55
14. The World Bank effectively supports public policy priorities of Jamaica	104	3	7.60	1.48
15. The World Bank assists Jamaica to reduce social exclusion	105	2	7.45	1.70
16. The World Bank is a client oriented organization in Jamaica	98	6	7.22	1.77
17. The World Bank is an organization that does not represent a particular ideological perspective in Jamaica	100	7	6.93	2.12
18. The World Bank is an organization that has no dominant influence of any particular country	100	7	6.73	2.30
19. The World Bank respects the positions, views and demands of the Government of Jamaica	103	4	7.39	1.77
20. The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Jamaica	104	3	7.53	1.68

B. Overall Attitudes toward the World Bank (continued)

Financial, Knowledge, and Convening Services	N	DK	Mean	SD
21. When considering the national development needs in Jamaica, to what extent does the combination of financial, knowledge and convening services that the World Bank currently provides meet the national development needs of Jamaica? (1-To no degree at all, 10-To a very significant degree)	106	2	7.46	1.16

To what extent is the World Bank an effective development partner in Jamaica in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
22. Responsiveness*	102	4	7.06	1.42
23. Flexibility (in terms of the World Bank's products and services)	101	6	6.79	1.55
24. Flexibility (in terms of changing country circumstances)	103	4	6.89	1.49
25. Being inclusive	102	4	6.94	1.46
26. Openness (sharing data and other information)*	99	6	7.26	1.40
27. Staff accessibility	85	20	6.91	1.52
28. Straightforwardness and honesty	96	8	7.32	1.36
29. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*	102	5	6.03	1.81
30. Collaboration with the Government*	105	2	8.09	1.51
31. Collaboration with other donors*	97	11	7.18	1.34
32. Follow through over time	94	13	6.86	1.59

33. When World Bank 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; N=106)
The World Bank is not sensitive enough to political/social realities on the ground	52.8%
There is not an adequate level of citizen/civil society participation	47.2%
The Government works inefficiently	25.5%
Lack of/inadequate levels of capacity in Government	17.9%
Political pressures and obstacles (incl. corruption)	17.0%
Reforms are not well thought out in light of country challenges	17.0%
The World Bank does not do adequate follow through/follow-up	7.5%
Poor donor coordination	6.6%
The World Bank works too slowly	4.7%
Other	0.0%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jamaica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, social security for the most vulnerable groups)	99	8	6.74	1.74
2. Public infrastructure (e.g., roads, bridges, transportation)	102	5	6.70	1.81
3. Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	103	4	6.62	1.42
4. Global/regional integration	97	10	6.21	1.61
5. Gender equity/mainstreaming	96	10	6.26	1.68
6. Domestic private sector development	100	6	6.24	1.46
7. Social cohesion	101	5	6.42	1.67
8. Foreign direct investment	96	9	6.23	1.36
9. Water and sanitation	100	6	6.69	1.50
10. Anti-corruption (incl. access to information)	94	9	6.03	1.51
11. Job creation/employment and entrepreneurship	104	3	5.40	1.73
12. Agriculture, rural development and food security	101	5	6.78	1.87
13. Urban renewal and development	99	7	6.72	2.01
14. Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	96	10	5.71	1.56
15. Education and skills development (incl. life skills, numeracy and entrepreneurship)	96	10	5.54	1.65
16. Information and communications technology (incl. digitization of public records and integration into the global economy)	92	14	6.39	1.53
17. Poverty reduction	103	4	5.45	1.93
18. Disaster management and mitigation	96	10	6.54	1.44
19. Trade and exports	96	10	5.74	1.32
20. Crime and violence	99	8	5.51	1.54
21. Sustainable economic growth	98	8	5.49	1.68
22. Law and justice (e.g., judicial system)	99	8	5.34	1.84
23. Equality of opportunity (i.e., equity)	97	9	4.93	1.84
24. Environmental sustainability and climate change	93	11	5.94	1.55
25. Energy (e.g., renewable, alternative sources)	97	9	6.13	1.57

Achieving Development Results	N	DK	Mean	SD
26. To what extent does the World Bank's work help to achieve development results in Jamaica?*(1-To no degree at all, 10-To a very significant degree)	104	3	7.17	1.18

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Jamaica? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
27. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Results, etc.) meet the needs of Jamaica*	104	3	6.88	1.34
28. The World Bank meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	101	6	7.05	1.58

D. The World Bank's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=106)
Weekly	1.9%
Monthly	8.5%
A few times a year	31.1%
Rarely	56.6%
Never	1.9%

2. When thinking about the development challenges in Jamaica, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=105)
Job creation/employment and entrepreneurship	61.9%
Education and skills development (incl. life skills, numeracy and entrepreneurship)	59.0%
Equality of opportunity (i.e., equity)	26.7%
Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	24.8%
Crime and violence	12.4%
Domestic private sector development	10.5%
Energy (e.g., renewable, alternative sources)	10.5%
Trade and exports	9.5%
Sustainable economic growth	9.5%
Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	8.6%
Law and justice (e.g., judicial system)	8.6%
Social protection (e.g., pensions, social security for the most vulnerable groups)	7.6%
Foreign direct investment	6.7%
Agriculture, rural development and food security	6.7%
Poverty reduction	6.7%
Water and sanitation	5.7%
Gender equity/mainstreaming	3.8%
Anti-corruption (incl. access to information)	3.8%
Public infrastructure (e.g., roads, bridges, transportation)	2.9%
Global/regional integration	2.9%
Information and communications technology (incl. digitization of public records and integration into the global economy)	2.9%
Disaster management and mitigation	1.0%
Urban renewal and development	0.0%
Social cohesion	0.0%
Environmental sustainability and climate change	0.0%

D. The World Bank's Knowledge Work and Activities (continued)

In Jamaica, how effective do you believe the World Bank's knowledge work and activities are at: <i>(1-Not effective at all, 10-Very effective)</i>	Level of Effectiveness			
	N	DK	Mean	SD
3. Enhancing your knowledge and/or skills	104	2	6.92	1.55
4. Contributing to good policy making	100	5	7.15	1.53
5. Providing support for program implementation	102	4	7.08	1.58

In Jamaica, to what extent do you believe that the World Bank's knowledge work and activities: <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
6. Are timely	77	29	6.58	1.35
7. Include appropriate level of stakeholder involvement during preparation	100	6	6.82	1.52
8. Are relevant to Jamaica's development priorities	104	2	7.05	1.47
9. Provide feasible recommendations	100	4	7.07	1.46
10. Are accessible (well written and easy to understand)	97	8	7.13	1.59
11. Are source of relevant information on global good practices	101	5	7.34	1.37
12. Are useful in terms of the work you do	102	4	6.96	1.67
13. Are adequately disseminated	101	5	6.89	1.52
14. Are appropriately translated	100	5	7.27	1.38
15. Are adaptable to Jamaica's specific development challenges and country circumstances*	103	3	6.80	1.55

Overall Evaluations	N	DK	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* <i>(1-Not significant at all, 10-Very significant)</i>	105	2	7.53	1.14
17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* <i>(1-Very low technical quality, 10-Very high technical quality)</i>	102	5	7.53	1.17

18. Have you read/consulted the most recent LAC Flagship Report?	Percentage of Respondents (N=104)
Yes	17.3%
No	82.7%

LAC Flagship Report Evaluations <i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
19. To what extent do you believe the Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	17	1	7.24	1.48
20. To what extent do you believe the Flagship Report provided you with useful information in terms of the work you do?	18	0	7.17	1.47

E. Working with the World Bank

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 disburses funds promptly	68	38	6.50	1.68
2. The World Bank effectively monitors and evaluates the projects and programs it supports	97	10	7.30	1.38
3. The World Bank's approvals and reviews are done in a timely fashion	94	12	6.98	1.54
4. The World Bank's "Safeguard Policy" requirements are reasonable	90	14	7.23	1.43
5. The World Bank imposes reasonable conditions on its lending	93	10	7.15	1.51
6. Working with the World Bank increases Jamaica's institutional capacity	104	3	7.38	1.63
7. The World Bank ensures consistency and continuity through staff changes	74	31	6.84	1.70
8. The World Bank's teams and visits are well coordinated	83	23	6.96	1.69
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them*	95	11	7.19	1.57
10. The World Bank provides effective implementation support (i.e., supervision of projects)	95	11	6.93	1.72

F. The Future Role of the World Bank in Jamaica

The Bank's Role	N	DK	Mean	SD
1. How significant a role do you believe the World Bank SHOULD play in Jamaica's development in the near future? (1-Not a significant role at all, 10-Very significant role)	106	1	7.68	1.31

2. Which of the following SHOULD the World Bank do to make itself of greater value in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=106)
Improve the quality of its experts as related to Jamaica's specific challenges	27.4%
Reduce the complexity of obtaining World Bank financing	26.4%
Focus primarily on advocacy issues	1.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)	32.1%
Reach out more to groups outside of government	24.5%
Ensure greater selectivity in its work	11.3%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy	34.0%
Offer more innovative financial products	16.0%
Offer more innovative knowledge services	11.3%
Increase availability of Fee-Based services	5.7%
Work faster	2.8%
Other	0.0%

The Bank's Focus	N	DK	Mean	SD
3. In the last three years, to what extent do you believe that the World Bank has moved in the right direction in terms of the focus of its work in Jamaica? (1-To no degree at all, 10-To a very significant degree)	100	6	7.12	1.29

F. The Future Role of the World Bank in Jamaica

4. When considering the combination of services that the World Bank Group offers in Jamaica, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank should offer more of in Jamaica?	Percentage of Respondents (N=105)
The combination is appropriate for Jamaica	65.7%
Financial services	19.0%
Knowledge products	8.6%
Convening services	4.8%
None of the above	1.9%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
Local newspapers	77.6%
Internet	46.7%
Local television	20.6%
Local radio	19.6%
Periodicals	15.0%
International television	4.7%
Other	4.7%
International newspapers	2.8%
Social media (Facebook, Twitter, YouTube)	1.9%
International radio	0.9%
Blogs	0.9%
Mobile phones	0.9%
Instant messaging	0.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=107)
World Bank website	63.6%
World Bank publications and other written materials	50.5%
e-newsletters	43.0%
World Bank seminars/workshops/conferences	13.1%
Direct contact with World Bank (i.e., face to face meetings/discussions)	9.3%
Social media (Facebook, Twitter, YouTube)	6.5%
Instant messaging	2.8%
World Bank Public Information Center	1.9%
Mobile phones	1.9%
Blogs	0.9%
Other	0.0%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=104)
Yes	74.0%
No	26.0%

G. Communication and Information Sharing (continued)

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=102)
Yes	17.6%
No	82.4%

5. Were you able to obtain this information?	Percentage of Respondents (N=18)
Yes	94.4%
No	5.6%

6. Do you have access to the Internet?	Percentage of Respondents (N=104)
Yes	100.0%
No	0.0%

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=104)
Yes	92.3%
No	7.7%

8. Which do you primarily use?	Percentage of Respondents (N=104)
The World Bank's country website (www.worldbank.org/jm)	18.3%
The World Bank's main website (www.worldbank.org)	81.7%

9. Which Internet connection do you use primarily when visiting a World Bank website?	Percentage of Respondents (N=106)
High speed	93.4%
Dial-up	6.6%

10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Jamaica?	Percentage of Respondents (N=105)
Yes	12.4%
No	64.8%
I don't know what PIC is	22.9%

Please rate how much you agree with the following statements, on a ten-point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I use/consult World Bank data more currently than I did a few years ago.	104	2	6.34	2.05
12. The World Bank's PIC is a valuable source of information related to development in Jamaica.	15	8	7.47	1.19
13. I find the World Bank websites easy to navigate.	102	4	7.68	1.46
14. I find the information on the World Bank's websites useful.	101	3	7.87	1.37
15. When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.).	97	10	7.42	2.28
16. The World Bank is responsive to my information requests and inquiries.	78	24	7.53	1.70

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=104)
Employee of a Ministry, Ministerial Department or Implementation Agency	22.1%
Private Sector Organization	20.2%
NGO	9.6%
Office of Parliamentarian	5.8%
Bilateral Agency	5.8%
Academia/Research Institute/Think Tank	5.8%
Office of Minister	4.8%
Project Management Unit (PMU) overseeing implementation of project	4.8%
Financial Sector/Private Bank	4.8%
Office of the Prime Minister	2.9%
Media	2.9%
Other	2.9%
Local Government Office or Staff	1.9%
Multilateral Agency	1.9%
Trade Union	1.9%
Consultant/Contractor working on World Bank supported Project/Program	1.0%
Independent Government Institution	1.0%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=104)
Education	18.3%
Private sector development / foreign direct investment	16.3%
Public sector governance / public financial management / anti-corruption	11.5%
Energy	5.8%
Gender / equality of opportunity	5.8%
Law and justice / regulatory framework	5.8%
Other	5.8%
Financial markets / banking	4.8%
Natural resource management / environmental sustainability	4.8%
Agriculture/ rural development / food security	3.8%
Transport	3.8%
Information and communications technology	2.9%
Job creation/employment	2.9%
Social protection	2.9%
Urban development	2.9%
Health / communicable/non-communicable diseases	1.9%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=105)
Yes	38.1%
No	61.9%

H. Background Information (continued)

4. Which of the following describes most of your exposure to the World Bank in Jamaica? (Choose no more than TWO)	Percentage of Respondents (N=107)
Use World Bank website for information, data, research, etc.	60.7%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	43.0%
Collaborate as part of my professional duties	38.3%
Use World Bank reports/data	22.4%
Engage in World Bank related/sponsored events/activities	15.0%

5. Which best represents your geographic location?	Percentage of Respondents (N=105)
Kingston Metropolitan Region and urban St. Catherine	90.5%
Western Jamaica (the county of Cornwall)	5.7%
South Coast (St. Thomas, rural St. Catherine, Clarendon and Manchester)	3.8%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues Facing Jamaica

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

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
The right direction	62.5%	-	8.7%	-	14.3%	3.8%	40.0%	-	54.5%
The wrong direction	-	16.7%	-	33.3%	42.9%	19.2%	10.0%	50.0%	9.1%
Not sure	37.5%	83.3%	91.3%	66.7%	42.9%	76.9%	50.0%	50.0%	36.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Social protection*	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Public infrastructure*	0.0%	0.0%	4.3%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	37.5%	16.7%	26.1%	50.0%	37.5%	30.8%	40.0%	16.7%	30.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Gender equity/mainstreaming	0.0%	0.0%	8.7%	16.7%	25.0%	7.7%	10.0%	0.0%	0.0%
Domestic private sector development*	12.5%	16.7%	4.3%	16.7%	0.0%	11.5%	10.0%	66.7%	10.0%
Foreign direct investment	12.5%	33.3%	8.7%	16.7%	12.5%	3.8%	0.0%	0.0%	30.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	10.0%
Anti-corruption	0.0%	0.0%	0.0%	16.7%	12.5%	0.0%	0.0%	0.0%	0.0%
Job creation/employment/ entrepreneurship*	75.0%	83.3%	73.9%	33.3%	0.0%	65.4%	70.0%	50.0%	40.0%
Agriculture, rural development and food security*	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	10.0%	0.0%	20.0%
Urban renewal and development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public health management and access	12.5%	0.0%	13.0%	16.7%	12.5%	11.5%	0.0%	16.7%	20.0%
Education and skills development	62.5%	66.7%	65.2%	50.0%	12.5%	57.7%	30.0%	50.0%	70.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	50.0%	21.7%	16.7%	25.0%	15.4%	30.0%	33.3%	0.0%
Disaster management and mitigation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	16.7%	13.0%	16.7%	0.0%	3.8%	30.0%	0.0%	10.0%
Crime and violence	12.5%	0.0%	17.4%	0.0%	12.5%	26.9%	20.0%	0.0%	20.0%
Sustainable economic growth	0.0%	16.7%	8.7%	33.3%	12.5%	15.4%	0.0%	16.7%	0.0%
Law and justice	12.5%	0.0%	4.3%	16.7%	0.0%	15.4%	10.0%	0.0%	10.0%
Equality of opportunity	12.5%	0.0%	30.4%	0.0%	12.5%	19.2%	30.0%	16.7%	10.0%
Environmental sustainability and climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	25.0%	0.0%	0.0%	0.0%	25.0%	15.4%	0.0%	0.0%	20.0%

*Significantly different between stakeholder groups

A. General Issues Facing Jamaica (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 Jamaica?

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity/mainstreaming	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	12.5%	16.7%	8.7%	16.7%	0.0%	4.0%	0.0%	16.7%	0.0%
Social protection	12.5%	0.0%	8.7%	16.7%	12.5%	4.0%	0.0%	0.0%	9.1%
Foreign direct investment	12.5%	16.7%	8.7%	16.7%	37.5%	0.0%	10.0%	16.7%	36.4%
Water and sanitation*	0.0%	0.0%	4.3%	0.0%	25.0%	0.0%	10.0%	33.3%	0.0%
Public sector governance/reform	12.5%	16.7%	34.8%	16.7%	12.5%	40.0%	40.0%	16.7%	27.3%
Anti-corruption*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	10.0%	33.3%	0.0%
Job creation/employment/ entrepreneurship	87.5%	100.0%	91.3%	66.7%	62.5%	80.0%	70.0%	50.0%	54.5%
Agriculture, rural development and food security*	12.5%	0.0%	0.0%	0.0%	25.0%	0.0%	20.0%	16.7%	36.4%
Public infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Urban renewal and development*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%
Disaster management and mitigation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	16.7%	4.3%	33.3%	12.5%	0.0%	10.0%	0.0%	9.1%
Crime and violence	25.0%	0.0%	4.3%	16.7%	12.5%	20.0%	20.0%	16.7%	0.0%
Public health management and access	12.5%	0.0%	8.7%	16.7%	0.0%	8.0%	0.0%	16.7%	0.0%
Sustainable economic growth	0.0%	16.7%	8.7%	33.3%	12.5%	16.0%	0.0%	0.0%	18.2%
Law and justice	0.0%	0.0%	4.3%	0.0%	0.0%	4.0%	10.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	37.5%	50.0%	39.1%	16.7%	25.0%	36.0%	60.0%	33.3%	18.2%
Environmental sustainability and climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	12.5%	0.0%	0.0%	0.0%	0.0%	8.0%	0.0%	0.0%	9.1%
Education and skills development	62.5%	66.7%	69.6%	50.0%	50.0%	80.0%	30.0%	33.3%	63.6%
Social cohesion*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Jamaica (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jamaica?

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity/mainstreaming	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Domestic private sector development	25.0%	16.7%	8.7%	0.0%	0.0%	3.8%	10.0%	33.3%	27.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Foreign direct investment	37.5%	16.7%	17.4%	50.0%	0.0%	3.8%	10.0%	0.0%	18.2%
Agriculture, rural development and food security	12.5%	0.0%	13.0%	33.3%	57.1%	7.7%	20.0%	33.3%	27.3%
Equality of opportunity	37.5%	33.3%	39.1%	16.7%	14.3%	46.2%	40.0%	0.0%	18.2%
Anti-corruption*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment/ entrepreneurship*	25.0%	100.0%	82.6%	33.3%	57.1%	80.8%	50.0%	50.0%	36.4%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	16.7%	0.0%
Public infrastructure	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	10.0%	0.0%	18.2%
Trade and exports	0.0%	16.7%	8.7%	33.3%	14.3%	7.7%	10.0%	0.0%	36.4%
Crime and violence	12.5%	16.7%	13.0%	16.7%	28.6%	15.4%	10.0%	16.7%	0.0%
Disaster management and mitigation	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	14.3%	11.5%	0.0%	0.0%	0.0%
Education and skills development	37.5%	50.0%	69.6%	33.3%	28.6%	61.5%	60.0%	33.3%	54.5%
Public sector governance/reform	37.5%	50.0%	17.4%	16.7%	28.6%	26.9%	50.0%	66.7%	36.4%
Environmental sustainability and climate change	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	16.7%	0.0%
Energy*	62.5%	0.0%	8.7%	16.7%	28.6%	19.2%	10.0%	0.0%	18.2%
Public health management and access	12.5%	0.0%	17.4%	16.7%	0.0%	3.8%	0.0%	16.7%	9.1%
Urban renewal and development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

A. General Issues Facing Jamaica (continued)

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Jamaica?

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
A growing middle class	0.0%	0.0%	4.3%	0.0%	0.0%	4.0%	0.0%	33.3%	9.1%
Better employment opportunities for young people	12.5%	16.7%	21.7%	16.7%	12.5%	8.0%	10.0%	0.0%	9.1%
Better employment opportunities for women	0.0%	0.0%	8.7%	0.0%	12.5%	4.0%	0.0%	0.0%	9.1%
Education and training that better ensure job opportunity*	62.5%	16.7%	21.7%	50.0%	62.5%	28.0%	20.0%	0.0%	54.5%
Greater access to health and nutrition for citizens	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	16.7%	0.0%
Better entrepreneurial opportunities*	50.0%	50.0%	73.9%	16.7%	12.5%	44.0%	70.0%	33.3%	27.3%
Greater access to micro-finance for the poor	0.0%	0.0%	4.3%	0.0%	25.0%	12.0%	10.0%	16.7%	0.0%
Better opportunity for the poor who live in rural areas*	25.0%	0.0%	0.0%	0.0%	25.0%	0.0%	10.0%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	12.5%	4.0%	10.0%	0.0%	0.0%
Consistent economic growth	25.0%	0.0%	17.4%	50.0%	25.0%	24.0%	10.0%	16.7%	27.3%
Greater voice and participation for citizens to help ensure greater accountability*	25.0%	100.0%	34.8%	50.0%	0.0%	44.0%	50.0%	66.7%	45.5%
Better quality public services	0.0%	16.7%	13.0%	16.7%	12.5%	24.0%	10.0%	16.7%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	8	7.75	2.49	6	8.83	1.17	23	8.26	1.42	6	8.83	2.04	8	7.88	1.73	26	8.19	1.74	10	8.10	1.45	6	8.67	0.82	11	8.00	2.10
International Monetary Fund (IMF/FMI)	8	8.38	1.60	6	8.67	1.51	23	7.83	1.92	6	8.17	2.23	8	7.88	1.64	26	8.23	1.80	10	8.00	1.63	6	8.83	0.75	11	7.82	2.04
Inter-American Development Bank (IDB/BID)	8	7.88	2.53	6	8.50	1.52	23	7.74	1.39	6	8.33	1.97	8	8.38	1.06	25	7.64	1.82	10	7.50	1.58	4	8.00	1.41	11	7.27	1.85
Latin American Development Bank (CAF)	6	4.17	3.55	6	5.33	1.75	22	5.14	2.59	6	5.33	1.21	8	6.88	2.95	26	5.15	2.26	8	4.25	2.19	6	4.83	2.14	8	4.63	1.92
Central American Bank for Economic Integration (CABEI/BCiE)*	5	2.20	0.84	6	4.00	1.67	22	3.95	2.19	6	3.83	1.33	7	7.29	2.98	26	3.92	2.26	8	3.88	2.10	6	4.50	2.43	8	3.75	1.83

*Significantly different between stakeholder groups

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)	7	6.86	2.41	6	8.83	1.47	23	8.48	1.93	6	7.67	1.86	8	7.38	0.92	25	7.76	1.74	10	8.40	1.27	6	8.17	1.47	11	8.45	1.97
International Monetary Fund (IMF/FMI)	8	7.37	1.92	6	8.00	1.10	23	7.22	1.86	6	7.00	2.53	8	7.13	1.13	25	7.32	1.84	10	7.20	1.69	6	8.17	1.33	11	7.91	1.76
Inter-American Development Bank (IDB/BID)	7	8.00	1.92	6	7.83	1.47	22	7.45	1.54	6	7.00	2.10	8	7.63	1.30	23	6.61	1.88	10	7.60	1.78	4	8.25	1.71	11	8.00	1.61
Latin American Development Bank (CAF)*	5	2.20	1.10	6	3.17	2.14	21	4.71	2.39	4	5.00	1.41	6	7.33	1.86	21	4.38	1.69	6	4.33	2.66	6	5.17	2.32	8	4.63	1.85
Central American Bank for Economic Integration (CABEI/BCiE)*	4	2.00	0.82	6	2.67	2.25	19	2.84	2.06	4	2.75	2.36	6	8.50	1.76	21	3.29	1.95	6	3.67	2.34	6	4.67	2.88	8	3.25	2.12

*Significantly different between stakeholder groups

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Jamaica solve its most complicated development challenges?	7	7.29	1.11	6	7.50	0.84	22	7.45	1.30	6	7.00	0.89	8	7.75	1.04	23	7.61	1.03	7	7.14	1.07	6	7.17	0.41	10	6.90	1.10

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Public infrastructure*	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	27.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	12.5%	0.0%	4.3%	16.7%	25.0%	0.0%	0.0%	16.7%	18.2%
Gender equity/mainstreaming	0.0%	0.0%	4.3%	16.7%	0.0%	4.2%	0.0%	16.7%	9.1%
Social protection*	37.5%	0.0%	4.3%	16.7%	25.0%	0.0%	0.0%	0.0%	9.1%
Domestic private sector development*	12.5%	33.3%	0.0%	0.0%	0.0%	4.2%	0.0%	66.7%	18.2%
Water and sanitation	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
Agriculture, rural development and food security	12.5%	0.0%	8.7%	0.0%	25.0%	0.0%	10.0%	33.3%	0.0%
Anti-corruption*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	37.5%	16.7%	26.1%	50.0%	25.0%	29.2%	40.0%	50.0%	36.4%
Urban renewal and development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	18.2%
Job creation/employment and entrepreneurship*	25.0%	83.3%	65.2%	33.3%	12.5%	70.8%	50.0%	50.0%	36.4%
Social cohesion*	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and skills development*	62.5%	66.7%	78.3%	50.0%	25.0%	79.2%	80.0%	16.7%	54.5%
Poverty reduction	12.5%	0.0%	8.7%	0.0%	12.5%	16.7%	0.0%	16.7%	9.1%
Crime and violence	0.0%	16.7%	8.7%	33.3%	12.5%	20.8%	10.0%	0.0%	9.1%
Disaster management and mitigation	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Public health management and access	0.0%	0.0%	8.7%	0.0%	12.5%	4.2%	0.0%	0.0%	0.0%
Trade and exports	0.0%	16.7%	4.3%	16.7%	25.0%	8.3%	10.0%	33.3%	9.1%
Sustainable economic growth	0.0%	16.7%	13.0%	0.0%	12.5%	4.2%	20.0%	0.0%	0.0%
Environmental sustainability and climate change	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	9.1%
Law and justice	12.5%	0.0%	8.7%	0.0%	0.0%	8.3%	10.0%	0.0%	0.0%
Information and communications technology	25.0%	0.0%	0.0%	0.0%	12.5%	0.0%	10.0%	0.0%	0.0%
Energy	12.5%	0.0%	4.3%	33.3%	25.0%	8.3%	0.0%	0.0%	18.2%
Equality of opportunity	12.5%	33.3%	47.8%	16.7%	25.0%	41.7%	30.0%	0.0%	9.1%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?

Greatest Value	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Percentage of Respondents									
Financial resources: investment lending	25.0%	33.3%	21.7%	50.0%	37.5%	38.5%	20.0%	16.7%	30.0%
Financial resources: policy based lending / budget support to the Government	50.0%	33.3%	17.4%	0.0%	25.0%	15.4%	20.0%	16.7%	10.0%
Mobilizing third party financial resources*	12.5%	0.0%	0.0%	0.0%	12.5%	11.5%	50.0%	50.0%	20.0%
Technical assistance*	0.0%	33.3%	39.1%	0.0%	12.5%	19.2%	0.0%	16.7%	0.0%
Policy advice	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	16.7%	0.0%	3.8%	0.0%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	12.5%	0.0%	17.4%	33.3%	12.5%	11.5%	10.0%	0.0%	40.0%
Studies/analyses	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Percentage of Respondents									
Financial resources: investment lending	37.5%	0.0%	34.8%	16.7%	0.0%	15.4%	20.0%	33.3%	10.0%
Financial resources: policy based lending / budget support to the Government	25.0%	0.0%	17.4%	0.0%	12.5%	19.2%	20.0%	0.0%	10.0%
Mobilizing third party financial resources	0.0%	16.7%	4.3%	0.0%	12.5%	3.8%	10.0%	0.0%	0.0%
Technical assistance	37.5%	16.7%	13.0%	50.0%	12.5%	42.3%	30.0%	33.3%	70.0%
Policy advice	0.0%	0.0%	8.7%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Donor coordination*	0.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	16.7%	0.0%
Data	0.0%	0.0%	0.0%	16.7%	12.5%	0.0%	10.0%	0.0%	0.0%
Training/capacity building	0.0%	16.7%	21.7%	16.7%	0.0%	19.2%	10.0%	16.7%	0.0%
Studies/analyses	0.0%	16.7%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Staff too inaccessible*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	9.1%
Not exploring alternative policy options	0.0%	0.0%	4.3%	0.0%	12.5%	7.7%	0.0%	16.7%	0.0%
Not adequately sensitive to political/social realities in Jamaica	25.0%	16.7%	34.8%	33.3%	12.5%	34.6%	30.0%	50.0%	18.2%
Not enough public disclosure of its work*	0.0%	33.3%	13.0%	50.0%	12.5%	46.2%	10.0%	0.0%	18.2%
Arrogant in its approach	0.0%	0.0%	4.3%	16.7%	25.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	0.0%	0.0%	4.3%	0.0%	25.0%	3.8%	10.0%	16.7%	9.1%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	0.0%	8.7%	33.3%	12.5%	11.5%	0.0%	0.0%	18.2%
Too influenced by developed countries	37.5%	16.7%	13.0%	0.0%	25.0%	11.5%	10.0%	0.0%	27.3%
Imposing technocratic solutions without regard to political realities	0.0%	16.7%	26.1%	16.7%	25.0%	11.5%	10.0%	0.0%	18.2%
World Bank processes too slow and complex	12.5%	0.0%	13.0%	16.7%	12.5%	7.7%	10.0%	16.7%	0.0%
Too bureaucratic in its operational policies and procedures	37.5%	66.7%	39.1%	33.3%	0.0%	34.6%	60.0%	33.3%	27.3%
Not aligned with other donors' work	0.0%	0.0%	4.3%	0.0%	25.0%	11.5%	0.0%	16.7%	0.0%
Not collaborating enough with non-state actors	37.5%	50.0%	21.7%	0.0%	0.0%	15.4%	10.0%	16.7%	18.2%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	18.2%
Inadequate number of World Bank staff members located in the country	37.5%	0.0%	8.7%	0.0%	12.5%	3.8%	30.0%	0.0%	18.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Capacity development	25.0%	50.0%	47.8%	50.0%	37.5%	40.0%	40.0%	16.7%	18.2%
Policy based lending / budget support to the Government	62.5%	33.3%	30.4%	0.0%	37.5%	20.0%	20.0%	16.7%	45.5%
Knowledge products/services	12.5%	16.7%	26.1%	16.7%	12.5%	32.0%	30.0%	33.3%	18.2%
Investment lending	37.5%	33.3%	21.7%	66.7%	62.5%	24.0%	60.0%	66.7%	45.5%
Technical assistance*	62.5%	66.7%	69.6%	50.0%	0.0%	68.0%	50.0%	16.7%	63.6%
Trust Fund management*	0.0%	0.0%	0.0%	16.7%	25.0%	16.0%	0.0%	50.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods”?	6	7.67	1.63	6	7.17	0.75	22	7.09	1.60	6	6.83	1.17	8	7.50	1.69	25	7.56	0.87	10	7.20	1.32	6	7.83	0.98	10	8.00	1.25

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
NGOs*	50.0%	100.0%	82.6%	50.0%	0.0%	92.0%	80.0%	50.0%	72.7%
Local Government	0.0%	16.7%	4.3%	16.7%	0.0%	0.0%	10.0%	0.0%	9.1%
Beneficiaries*	12.5%	0.0%	4.3%	0.0%	50.0%	0.0%	10.0%	0.0%	0.0%
Private sector*	37.5%	16.7%	17.4%	66.7%	37.5%	52.0%	20.0%	66.7%	63.6%
Civil society	50.0%	33.3%	39.1%	33.3%	37.5%	44.0%	30.0%	16.7%	9.1%
International donor community	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Foundations	12.5%	0.0%	0.0%	16.7%	12.5%	0.0%	10.0%	16.7%	0.0%
Academia/think tanks/research institutes	12.5%	16.7%	30.4%	16.7%	0.0%	12.0%	30.0%	33.3%	36.4%
Parliament*	25.0%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Media	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Non-Parliamentary political caucuses	0.0%	16.7%	4.3%	0.0%	12.5%	0.0%	0.0%	0.0%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Jamaica	7	8.71	1.80	6	8.83	0.98	23	8.17	1.80	6	8.17	0.75	8	8.00	1.31	25	7.68	1.68	10	8.60	1.43	6	8.67	1.03	11	8.64	1.96
The World Bank's work is aligned with what I consider the development priorities for Jamaica	7	7.57	2.23	6	8.00	0.89	23	8.00	1.60	6	7.33	1.37	8	7.38	1.51	26	7.58	1.75	10	7.90	1.29	6	7.50	1.64	11	7.27	1.62
The World Bank supports programs and strategies that are realistic for Jamaica	7	7.14	1.22	6	8.17	0.98	23	7.74	1.60	6	7.33	1.21	8	7.25	1.28	26	7.38	1.77	10	7.70	1.57	6	8.17	1.17	11	7.82	1.47
The World Bank treats clients and stakeholders in Jamaica with respect	6	8.17	1.72	6	7.67	1.21	21	7.76	1.70	6	6.83	0.98	8	8.00	1.85	25	7.80	1.50	9	8.11	1.45	6	8.33	0.82	10	7.40	1.84
The World Bank effectively supports public policy priorities of Jamaica	7	7.43	1.27	6	8.33	1.37	23	7.87	1.69	6	7.33	1.51	8	7.63	1.30	25	7.44	1.61	10	7.80	1.14	6	6.83	1.17	10	7.60	1.58
The World Bank assists Jamaica to reduce social exclusion	8	6.75	2.19	6	8.33	1.37	23	7.65	1.80	6	6.67	2.34	8	7.75	1.04	24	7.33	1.71	10	7.70	1.57	6	7.33	1.21	11	7.64	1.75
The World Bank is a client oriented organization in Jamaica	7	6.71	2.69	6	8.33	1.21	21	7.29	1.98	5	7.20	1.64	8	7.63	1.06	22	7.09	1.63	10	7.40	1.78	6	6.83	1.94	10	7.00	1.70
The World Bank is an organization that does not represent a particular ideological perspective in Jamaica	7	6.71	3.45	6	7.50	1.98	22	6.41	2.46	6	6.17	2.14	8	8.00	1.31	24	7.17	1.90	9	7.44	1.81	6	6.83	1.94	9	6.67	1.94
The World Bank is an organization that has no dominant influence of any particular country	7	6.57	3.87	6	7.83	1.72	21	6.90	1.81	5	5.20	2.78	8	7.25	2.32	26	6.92	2.43	7	7.14	1.46	6	5.33	1.86	11	6.36	2.38
The World Bank respects the positions, views and demands of the Government of Jamaica	7	7.14	2.19	6	7.50	1.38	22	7.59	1.53	6	6.83	2.64	8	8.00	0.93	25	7.52	1.94	9	7.78	1.30	6	7.50	1.64	10	7.00	1.76
The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Jamaica	7	7.57	2.51	6	8.33	0.52	22	7.36	2.08	6	6.50	1.87	8	8.13	0.84	26	7.69	1.44	9	8.11	1.17	6	7.17	1.47	11	7.18	1.89

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When considering the national development needs in Jamaica, to what extent does the combination of financial, knowledge and convening services that the World Bank currently provides meet the national development needs of Jamaica?	7	7.43	1.13	6	7.83	0.75	23	7.57	1.24	6	6.50	1.52	8	7.75	0.89	25	7.40	1.32	10	7.30	0.95	6	7.67	0.82	11	7.45	1.13

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

B. Overall Attitudes toward the World Bank (continued)

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	7	7.14	2.34	6	7.50	0.55	23	6.74	1.51	6	6.83	1.17	8	8.25	0.71	24	7.00	1.41	9	7.11	1.62	6	7.00	0.89	10	6.80	1.23
Flexibility (in terms of the World Bank's products and services)	7	7.00	2.45	6	7.83	0.98	23	6.30	1.49	5	6.40	1.82	8	7.88	1.13	23	6.74	1.48	9	6.89	1.17	6	6.83	0.98	11	6.36	1.63
Flexibility (in terms of changing country circumstances)	7	7.00	1.83	6	7.33	1.51	23	6.83	1.37	5	5.60	1.52	8	8.13	1.25	25	6.84	1.43	9	7.00	1.50	6	7.00	0.89	11	6.27	1.74
Being inclusive	6	7.17	1.72	6	7.50	1.98	22	6.95	1.25	6	6.33	1.03	8	7.63	1.92	25	6.76	1.48	9	6.78	1.48	6	7.33	0.82	11	6.55	1.64
Openness (sharing data and other information)	6	6.83	1.72	5	8.00	0.71	21	7.48	1.47	6	7.00	0.89	8	7.50	1.77	24	7.13	1.68	9	7.44	1.01	6	7.33	0.82	11	6.82	1.33
Staff accessibility	4	8.75	0.50	3	7.00	1.73	17	7.12	1.69	6	6.50	2.35	8	7.38	0.92	22	6.41	1.44	8	7.13	1.13	5	7.00	1.23	10	6.30	1.49
Straightforwardness and honesty	5	8.20	0.84	6	7.50	0.84	21	7.52	1.33	5	6.40	1.82	8	7.38	1.06	24	7.12	1.42	8	7.50	0.93	5	7.60	1.14	11	7.09	1.92
Collaboration with groups outside of the Government	6	6.00	2.76	6	6.17	1.94	20	5.80	1.91	6	6.33	1.86	8	7.38	1.19	25	5.88	1.69	10	5.90	1.91	6	6.67	1.03	11	5.36	1.69
Collaboration with the Government	7	8.86	1.07	6	8.67	2.34	22	8.41	1.59	6	7.67	1.03	8	7.75	1.17	25	8.08	1.26	10	8.00	1.76	6	7.83	1.84	11	7.36	1.91
Collaboration with other donors	5	7.20	1.10	6	7.17	0.75	20	7.50	1.24	5	6.80	1.30	8	7.25	1.17	25	6.68	1.52	7	7.71	1.38	6	7.17	0.75	11	7.55	1.75
Follow through over time	6	6.00	2.00	5	7.20	1.10	20	6.90	1.52	6	6.67	1.86	8	7.25	1.28	23	6.83	1.70	7	7.43	1.81	6	6.33	0.82	10	7.00	1.76

When World Bank 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 the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
The World Bank works too slowly	12.5%	0.0%	4.3%	0.0%	0.0%	3.8%	10.0%	16.7%	0.0%
The Government works inefficiently	50.0%	16.7%	26.1%	33.3%	12.5%	34.6%	20.0%	16.7%	11.1%
There is not an adequate level of citizen/civil society participation	25.0%	83.3%	39.1%	50.0%	50.0%	42.3%	60.0%	66.7%	44.4%
Poor donor coordination	0.0%	0.0%	13.0%	0.0%	25.0%	3.8%	10.0%	0.0%	0.0%
The World Bank does not do adequate follow through/follow-up	0.0%	0.0%	13.0%	0.0%	0.0%	11.5%	0.0%	33.3%	0.0%
Lack of/inadequate levels of capacity in Government	37.5%	0.0%	8.7%	33.3%	37.5%	15.4%	20.0%	0.0%	22.2%
Political pressures and obstacles	0.0%	16.7%	17.4%	0.0%	50.0%	15.4%	10.0%	16.7%	22.2%
Reforms are not well thought out in light of country challenges	37.5%	0.0%	13.0%	33.3%	12.5%	11.5%	0.0%	16.7%	33.3%
The World Bank is not sensitive enough to political/social realities on the ground	37.5%	83.3%	60.9%	50.0%	12.5%	61.5%	60.0%	33.3%	55.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. World Bank Effectiveness and Results

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	7	7.29	2.69	6	7.33	1.75	21	6.33	1.71	5	6.40	2.07	8	7.38	1.41	24	6.71	1.76	9	7.00	2.06	6	6.33	1.37	10	6.40	1.27
Public infrastructure	7	6.57	2.23	6	7.50	2.07	22	6.32	1.78	4	5.75	2.06	8	6.63	2.33	25	6.76	1.81	10	7.20	2.10	6	6.50	1.05	11	6.82	1.47
Public sector governance/ reform	7	6.71	0.95	6	7.17	1.33	22	6.32	1.25	6	6.50	1.76	8	6.75	1.67	25	6.64	1.66	9	7.22	1.64	6	5.83	1.72	11	6.73	0.91
Global/regional integration	6	5.00	2.83	6	7.17	1.47	21	6.24	1.26	5	6.00	1.41	8	6.13	2.53	24	6.50	1.53	7	6.14	1.57	6	5.67	1.51	11	6.00	1.18
Gender equity/mainstreaming	6	6.00	2.53	6	7.17	1.47	19	6.16	1.39	5	5.60	1.67	8	6.13	2.42	24	6.37	1.58	9	6.56	2.13	6	6.33	1.51	10	5.60	1.35
Domestic private sector development	7	6.29	2.14	6	6.50	0.55	20	6.25	1.45	6	6.33	1.75	8	6.75	1.83	24	6.33	1.31	9	6.11	1.36	6	5.17	2.23	11	6.09	0.70
Social cohesion	5	6.20	3.03	6	7.00	0.89	21	6.29	1.45	6	6.33	2.07	8	6.63	2.20	24	5.88	1.78	10	7.40	1.51	6	6.17	1.17	11	6.73	1.19
Foreign direct investment	5	7.00	0.71	6	6.67	1.21	21	6.14	0.96	6	6.67	1.75	7	6.00	2.16	24	5.83	1.47	8	6.75	1.58	6	5.83	0.41	10	6.10	1.45
Water and sanitation	6	7.67	1.03	6	7.50	1.38	22	6.73	1.39	6	6.83	1.94	8	5.88	2.10	24	6.38	1.47	10	6.90	1.60	6	6.17	1.17	9	6.78	1.30
Anti-corruption (incl. access to information)	4	6.75	0.96	6	6.00	0.63	21	6.10	1.45	6	6.33	2.16	8	6.13	1.96	24	5.67	1.37	9	6.00	2.12	6	6.50	0.55	8	5.63	1.69
Job creation/employment and entrepreneurship	7	5.00	2.71	6	5.67	1.37	22	5.55	1.85	6	6.00	1.67	8	6.13	1.25	25	5.08	1.61	10	5.40	2.01	6	5.00	1.41	11	5.09	1.64
Agriculture, rural development and food security	6	6.50	2.35	6	7.50	1.38	22	7.09	1.57	4	6.25	2.06	8	5.75	1.67	25	7.16	1.52	10	7.00	2.16	6	5.33	3.20	11	6.82	1.83
Urban renewal and development	6	7.50	2.35	5	7.80	1.30	22	7.14	1.83	5	6.40	2.70	7	5.57	2.07	24	6.50	1.69	10	7.10	2.13	6	5.00	2.76	11	6.91	1.81
Public health management and access*	5	5.80	0.84	6	7.00	0.89	22	5.82	1.33	5	5.00	2.74	7	6.71	1.98	24	5.04	1.40	9	6.56	1.74	6	6.07	1.03	9	5.56	0.53
Education and skills development*	6	6.00	0.89	6	6.67	0.82	21	5.38	1.24	6	5.83	2.64	7	7.00	1.92	24	4.79	1.56	8	5.75	2.44	6	5.83	0.75	9	4.78	0.97
Information and communications technology	5	7.20	1.30	6	7.17	0.98	21	6.14	1.62	5	6.20	0.84	8	6.88	1.73	24	6.04	1.60	5	7.20	2.28	6	6.33	0.82	9	6.00	1.41
Poverty reduction	7	5.29	2.43	6	5.67	1.75	23	5.39	1.78	6	5.33	2.42	8	7.00	1.85	24	4.79	1.62	9	5.89	2.42	6	4.83	1.47	11	5.55	1.97
Disaster management and mitigation	4	7.00	2.00	6	7.00	0.63	19	6.37	1.61	6	6.33	1.75	8	6.75	1.75	24	6.21	1.32	9	7.11	2.15	6	6.50	0.55	11	6.36	0.81
Trade and exports	4	5.75	1.50	6	5.83	0.98	21	5.29	1.19	4	5.75	0.50	8	6.13	1.36	25	5.80	1.44	8	5.63	1.77	6	5.83	0.75	11	5.73	1.35
Crime and violence	5	6.80	2.05	6	5.33	1.03	21	5.43	1.43	5	4.60	1.52	8	6.13	1.64	25	5.44	1.42	9	5.56	2.19	6	5.17	0.75	11	4.91	1.30
Sustainable economic growth	3	6.67	1.53	6	5.67	1.21	21	5.14	1.28	6	5.83	1.94	8	6.63	1.41	25	5.08	1.80	9	5.78	2.49	6	5.33	1.21	11	5.00	1.48
Law and justice (e.g., judicial system)	7	5.14	3.13	6	6.00	1.67	21	5.00	2.07	5	5.20	1.30	7	6.00	2.38	25	5.28	1.24	8	5.75	2.61	6	5.50	1.05	11	4.73	1.10
Equality of opportunity (i.e., equity)	6	4.83	2.40	6	5.17	0.75	22	4.77	1.69	5	5.00	2.65	7	6.00	1.83	25	4.36	1.71	8	5.25	2.71	6	5.33	1.37	9	4.67	1.32
Environmental sustainability and climate change*	4	8.00	0.82	6	6.33	1.03	22	5.59	1.74	5	4.60	0.89	8	6.13	1.89	23	5.57	1.12	8	6.75	1.67	6	6.33	0.52	8	5.75	1.75
Energy (e.g., renewable, alternative sources)	5	7.40	1.52	6	6.67	1.21	22	5.77	1.66	5	4.80	1.30	8	6.25	2.19	25	6.04	1.34	8	6.25	1.58	6	6.33	1.03	9	6.33	1.73

*Significantly different between stakeholder groups

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Jamaica?	7	6.86	1.77	6	7.67	0.52	23	7.13	1.29	6	6.67	1.86	8	7.75	1.04	24	7.12	1.15	10	7.30	0.95	6	6.83	0.98	11	7.18	0.98

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

C. World Bank Effectiveness and Results (continued)

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Jamaica	7	7.00	1.73	6	7.83	1.17	23	6.70	1.58	5	6.80	1.10	8	6.38	1.30	25	7.20	1.44	10	6.90	0.74	6	7.17	0.98	11	6.55	1.04
The World Bank meets Jamaica's needs for knowledge services	6	8.17	2.64	6	7.67	1.03	22	6.73	1.91	5	6.80	1.30	8	7.00	1.69	24	7.29	1.49	10	7.10	1.29	6	7.00	0.63	11	6.55	1.37

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Weekly	-	-	-	-	-	-	-	-	9.1%
Monthly	25.0%	-	4.3%	16.7%	-	12.5%	20.0%	-	-
A few times a year	37.5%	-	26.1%	16.7%	50.0%	33.3%	40.0%	33.3%	36.4%
Rarely	37.5%	83.3%	69.6%	66.7%	37.5%	54.2%	40.0%	66.7%	54.5%
Never	-	16.7%	-	-	12.5%	-	-	-	-

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Jamaica, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank- supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Public infrastructure	12.5%	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	10.0%
Global/regional integration*	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Foreign direct investment	0.0%	16.7%	0.0%	16.7%	12.5%	8.0%	0.0%	16.7%	10.0%
Gender equity/mainstreaming	0.0%	0.0%	0.0%	16.7%	12.5%	4.0%	11.1%	0.0%	0.0%
Social protection*	37.5%	0.0%	8.7%	0.0%	25.0%	4.0%	0.0%	0.0%	0.0%
Domestic private sector development*	12.5%	16.7%	0.0%	33.3%	0.0%	4.0%	0.0%	50.0%	20.0%
Water and sanitation*	12.5%	0.0%	0.0%	0.0%	37.5%	0.0%	11.1%	0.0%	10.0%
Agriculture, rural development and food security	12.5%	0.0%	4.3%	16.7%	12.5%	0.0%	11.1%	33.3%	0.0%
Anti-corruption*	0.0%	0.0%	0.0%	0.0%	25.0%	4.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	37.5%	0.0%	26.1%	0.0%	0.0%	36.0%	11.1%	16.7%	50.0%
Urban renewal and development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment and entrepreneurship*	37.5%	83.3%	82.6%	50.0%	12.5%	64.0%	88.9%	50.0%	50.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Education and skills development	50.0%	66.7%	69.6%	33.3%	12.5%	60.0%	77.8%	66.7%	70.0%
Poverty reduction	12.5%	0.0%	13.0%	0.0%	0.0%	4.0%	0.0%	16.7%	10.0%
Crime and violence	12.5%	33.3%	4.3%	16.7%	37.5%	8.0%	11.1%	0.0%	10.0%
Disaster management and mitigation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Public health management and access	0.0%	0.0%	21.7%	16.7%	12.5%	4.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	16.7%	4.3%	16.7%	12.5%	8.0%	11.1%	0.0%	20.0%
Sustainable economic growth	0.0%	33.3%	4.3%	0.0%	25.0%	16.0%	0.0%	0.0%	10.0%
Environmental sustainability and climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	12.5%	0.0%	4.3%	16.7%	12.5%	8.0%	11.1%	0.0%	10.0%
Information and communications technology	0.0%	0.0%	4.3%	0.0%	12.5%	0.0%	0.0%	16.7%	0.0%
Energy	12.5%	0.0%	0.0%	16.7%	25.0%	24.0%	0.0%	0.0%	10.0%
Equality of opportunity	12.5%	33.3%	39.1%	16.7%	0.0%	40.0%	33.3%	0.0%	10.0%

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

In Jamaica, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	7	6.86	2.73	6	7.50	1.05	22	7.18	1.71	6	6.50	1.52	8	6.75	1.75	25	6.76	1.45	10	7.00	1.49	5	7.20	1.30	11	6.55	0.93
Contributing to good policy making	7	7.14	2.55	6	8.00	1.27	22	7.55	1.54	5	6.40	1.82	8	7.00	1.85	24	6.88	1.33	10	6.90	1.52	5	7.20	1.30	10	6.90	0.99
Providing support for program implementation	7	6.14	2.34	6	7.83	1.17	23	7.22	1.65	6	7.00	1.79	8	7.00	2.14	22	7.14	1.25	10	7.00	0.94	5	7.80	1.92	11	6.55	1.51

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	5	7.00	1.41	3	7.00	1.00	14	6.14	1.96	5	6.80	1.30	8	7.25	1.04	19	6.47	1.07	8	6.25	1.04	5	6.40	1.14	7	6.43	1.51
Include appropriate level of stakeholder involvement during preparation	6	6.67	1.97	6	7.50	1.52	22	6.64	1.73	5	6.60	1.14	8	7.13	1.73	23	6.83	1.59	10	7.30	0.95	6	6.67	1.03	11	6.09	1.30
Are relevant to Jamaica's development priorities	7	7.14	1.86	6	7.33	1.51	23	6.83	1.70	5	7.00	1.00	8	7.38	1.60	25	6.92	1.55	10	7.10	1.20	6	7.33	1.03	11	7.00	1.41
Provide feasible recommendations	7	7.00	2.16	5	8.00	1.23	22	6.77	1.63	5	6.40	1.14	8	7.25	1.49	24	7.13	1.33	10	7.20	1.40	6	7.33	1.03	10	7.00	1.41
Are accessible (well written and easy to understand)	6	7.83	1.60	5	8.00	1.87	20	7.30	1.63	4	6.25	1.71	8	7.38	1.30	25	6.92	1.44	10	6.80	1.48	6	7.83	0.98	10	6.40	2.01
Are source of relevant information on global good practices.	7	7.86	0.90	6	7.33	1.37	22	7.27	1.55	4	7.50	0.58	8	7.75	1.28	25	7.08	1.29	9	7.00	1.66	6	7.50	1.05	11	7.55	1.44
Are useful in terms of the work you do	7	6.29	2.43	5	7.40	1.52	22	6.82	1.94	5	6.40	1.52	8	7.75	1.28	25	7.44	1.08	10	6.40	1.65	6	7.17	0.98	11	6.27	2.05
Are adequately disseminated	7	6.57	1.90	5	7.00	1.23	22	6.82	1.76	5	6.20	0.84	8	8.00	1.51	25	7.00	1.23	9	6.78	1.30	6	7.17	1.17	11	6.18	1.78
Are appropriately translated	7	8.00	1.16	5	7.00	1.41	23	7.17	1.40	4	7.00	0.82	8	8.00	1.51	25	7.20	1.32	8	6.50	1.85	6	7.83	0.98	11	7.09	0.94
Are adaptable to Jamaica's specific development challenges and country circumstances	7	6.57	2.23	6	7.17	1.17	23	6.70	2.08	5	7.40	0.89	8	6.88	1.36	25	6.60	1.26	9	6.78	1.48	6	7.33	1.21	11	6.64	1.03

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	7	7.14	1.86	6	7.83	0.75	23	7.43	1.44	6	7.50	1.05	8	8.25	0.71	25	7.60	0.91	9	7.67	0.71	6	7.00	0.89	11	7.36	1.21
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	6	7.67	1.03	6	8.00	0.89	22	7.45	1.50	6	7.33	0.82	8	8.50	0.76	26	7.23	1.18	9	7.78	1.30	6	7.33	0.82	9	7.33	0.87

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

D. The World Bank's Knowledge (continued)

Have you read/consulted the most recent LAC Flagship Report?*

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	37.5%	-	8.7%	50.0%	28.6%	15.4%	10.0%	50.0%	-
No	62.5%	100.0%	91.3%	50.0%	71.4%	84.6%	90.0%	50.0%	100.0%

*Significantly different between stakeholder groups

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	3	7.33	2.08				2	7.50	0.71	2	7.50	2.12	2	7.50	0.71	4	6.50	2.08				3	8.00	1.00			
To what extent do you believe the Flagship Report provided you with useful information in terms of the work you do?	3	7.67	2.31				2	7.00	2.83	2	6.50	0.71	2	7.50	0.71	4	6.25	0.96	1	9.00	.	3	7.33	1.53			

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

E. Working with the World Bank

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

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	6	7.00	1.67	4	6.00	0.00	14	6.50	1.83	3	4.67	3.51	8	7.75	1.58	14	7.07	1.27	8	5.38	1.06	4	5.75	1.26	5	5.60	1.14
The World Bank effectively monitors and evaluates the projects and programs it supports	7	8.14	1.35	5	7.80	1.10	20	7.55	1.28	4	6.50	1.00	8	8.00	1.31	23	6.91	1.70	10	7.10	0.88	6	6.50	1.38	11	7.09	1.04
The World Bank's approvals and reviews are done in a timely fashion	7	6.86	1.07	5	7.80	1.64	20	7.25	1.71	5	5.80	2.17	8	7.38	1.30	22	6.50	1.66	10	6.60	1.35	6	7.83	0.75	8	7.00	1.07
The World Bank's "Safeguard Policy" requirements are reasonable	6	6.50	2.17	4	9.00	0.82	21	7.38	1.56	5	6.20	1.30	7	7.43	0.98	22	7.09	1.27	9	7.00	1.32	6	7.50	1.38	8	7.13	1.25
The World Bank imposes reasonable conditions on its lending	7	6.86	1.57	4	7.75	2.06	20	7.15	1.57	4	6.50	1.92	8	6.63	1.60	23	7.30	1.33	10	7.00	1.49	6	8.00	1.10	9	6.78	1.79
Working with the World Bank increases Jamaica's institutional capacity	7	6.86	2.41	6	8.67	1.97	22	7.45	1.74	6	6.50	0.84	8	6.88	1.55	26	7.42	1.39	9	7.44	1.67	6	7.50	1.98	11	7.55	1.44
The World Bank ensures consistency and continuity through staff changes	6	5.83	2.48	3	7.33	1.53	14	6.79	2.42	2	5.50	0.71	8	6.63	1.30	18	7.28	0.90	8	6.50	1.93	5	7.40	0.89	7	7.00	1.92
The World Bank's teams and visits are well coordinated	4	8.00	2.31	4	7.50	1.92	18	7.22	1.67	5	7.00	1.58	8	6.50	2.27	23	6.65	1.47	5	7.60	2.30	6	6.83	0.98	7	6.57	1.51
Where country systems are adequate, the World Bank makes appropriate use of them	5	7.40	2.07	6	7.17	1.72	21	7.48	1.33	5	6.20	2.05	8	6.75	1.67	23	7.30	1.43	8	6.75	2.32	6	7.33	1.21	10	7.20	1.55
The World Bank provides effective implementation support	6	6.67	2.16	5	7.40	2.70	21	7.24	1.58	5	7.00	1.23	8	7.13	1.96	23	6.48	1.76	9	6.78	1.79	6	7.33	1.21	9	6.89	1.54

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Jamaica

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Jamaica's development in the near future?	8	8.13	1.73	6	7.17	0.98	22	7.73	1.39	6	8.00	1.67	8	7.00	1.85	26	7.81	0.94	10	7.30	0.82	6	7.67	2.34	11	8.00	1.00

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

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Improve the quality of its experts as related to Jamaica's specific challenges	42.9%	50.0%	34.8%	33.3%	12.5%	30.8%	20.0%	0.0%	18.2%
Reduce the complexity of obtaining World Bank financing	57.1%	0.0%	26.1%	50.0%	0.0%	26.9%	40.0%	50.0%	9.1%
Focus primarily on advocacy issues	0.0%	16.7%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets	14.3%	33.3%	30.4%	33.3%	37.5%	15.4%	50.0%	50.0%	54.5%
Reach out more to groups outside of government	28.6%	0.0%	21.7%	16.7%	12.5%	38.5%	20.0%	16.7%	27.3%
Ensure greater selectivity in its work	28.6%	0.0%	17.4%	16.7%	25.0%	7.7%	0.0%	0.0%	9.1%
Provide more adequate data/ knowledge/statistics/figures on Jamaica's economy	0.0%	33.3%	30.4%	16.7%	50.0%	42.3%	50.0%	0.0%	45.5%
Offer more innovative financial products*	0.0%	50.0%	21.7%	0.0%	0.0%	11.5%	0.0%	66.7%	9.1%
Offer more innovative knowledge services	0.0%	0.0%	4.3%	33.3%	0.0%	23.1%	10.0%	0.0%	9.1%
Increase availability of Fee-Based services	0.0%	16.7%	8.7%	0.0%	0.0%	3.8%	0.0%	0.0%	9.1%
Work faster*	14.3%	0.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank has moved in the right direction in terms of the focus of its work in Jamaica?	7	7.29	2.56	6	7.33	1.03	21	6.90	1.58	6	6.83	0.75	8	6.88	1.46	24	7.38	0.97	9	7.11	0.78	6	6.50	1.23	10	7.60	0.97

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

F. The Future Role of the World Bank in Jamaica (continued)

When considering the combination of services that the World Bank Group offers in Jamaica, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank should offer more of in Jamaica?

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Financial services	37.5%	16.7%	23.8%	33.3%	-	11.5%	20.0%	16.7%	27.3%
Knowledge products	12.5%	-	9.5%	-	12.5%	7.7%	-	-	18.2%
Convening services	-	-	-	-	37.5%	-	-	16.7%	-
None of the above	-	-	-	-	-	-	20.0%	-	-
The combination is appropriate for Jamaica	50.0%	83.3%	66.7%	66.7%	50.0%	80.8%	60.0%	66.7%	54.5%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Local newspapers	50.0%	100.0%	78.3%	100.0%	75.0%	84.6%	80.0%	50.0%	81.8%
International newspapers	0.0%	0.0%	4.3%	0.0%	0.0%	3.8%	0.0%	0.0%	9.1%
Local radio	12.5%	50.0%	13.0%	16.7%	37.5%	11.5%	10.0%	50.0%	9.1%
International radio*	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	37.5%	0.0%	30.4%	16.7%	50.0%	0.0%	30.0%	33.3%	18.2%
International television	0.0%	0.0%	4.3%	0.0%	0.0%	3.8%	0.0%	33.3%	9.1%
Periodicals*	25.0%	0.0%	21.7%	0.0%	0.0%	30.8%	0.0%	0.0%	0.0%
Internet	25.0%	33.3%	47.8%	50.0%	25.0%	61.5%	60.0%	33.3%	54.5%
Social media (Facebook, Twitter, YouTube)	0.0%	0.0%	0.0%	16.7%	0.0%	3.8%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	37.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	18.2%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
World Bank website	62.5%	83.3%	78.3%	33.3%	50.0%	69.2%	70.0%	50.0%	45.5%
Direct contact with World Bank*	25.0%	0.0%	0.0%	0.0%	37.5%	3.8%	20.0%	0.0%	18.2%
e-Newsletters*	0.0%	0.0%	39.1%	66.7%	0.0%	65.4%	60.0%	33.3%	72.7%
Instant messaging	0.0%	0.0%	0.0%	0.0%	12.5%	3.8%	0.0%	0.0%	0.0%
World Bank seminars/workshops/conferences	37.5%	0.0%	8.7%	0.0%	25.0%	3.8%	10.0%	33.3%	18.2%
World Bank Public Information Center	0.0%	0.0%	0.0%	0.0%	12.5%	3.8%	0.0%	0.0%	0.0%
World Bank publications and other written materials	62.5%	100.0%	56.5%	50.0%	50.0%	46.2%	30.0%	66.7%	27.3%
Mobile phones	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)*	12.5%	0.0%	0.0%	50.0%	0.0%	3.8%	0.0%	0.0%	18.2%
Blogs*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	62.5%	100.0%	81.8%	50.0%	62.5%	76.0%	80.0%	66.7%	63.6%
No	37.5%	-	18.2%	50.0%	37.5%	24.0%	20.0%	33.3%	36.4%

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

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	37.5%	-	9.5%	-	62.5%	12.5%	30.0%	-	-
No	62.5%	100.0%	90.5%	100.0%	37.5%	87.5%	70.0%	100.0%	100.0%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	100.0%	-	100.0%	-	80.0%	100.0%	100.0%	-	-
No	-	-	-	-	20.0%	-	-	-	-

Do you have access to the Internet?

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	-	-	-	-	-	-	-	-	-

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	87.5%	83.3%	95.5%	100.0%	62.5%	100.0%	90.0%	83.3%	100.0%
No	12.5%	16.7%	4.5%	-	37.5%	-	10.0%	16.7%	

*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
The World Bank's country website (www.worldbank.org/jm)	14.3%	-	17.4%	33.3%	37.5%	3.8%	11.1%	33.3%	36.4%
The World Bank's main website (www.worldbank.org)	85.7%	100.0%	82.6%	66.7%	62.5%	96.2%	88.9%	66.7%	63.6%

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

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
High speed	87.5%	83.3%	91.3%	100.0%	100.0%	100.0%	90.0%	83.3%	90.9%
Dial-up	12.5%	16.7%	8.7%	-	-	-	10.0%	16.7%	9.1%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Jamaica?*

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	-	-	4.3%	-	62.5%	-	10.0%	66.7%	-
No	100.0%	66.7%	65.2%	83.3%	25.0%	76.9%	50.0%	33.3%	72.7%
I don't know what PIC is	-	33.3%	30.4%	16.7%	12.5%	23.1%	40.0%	-	27.3%

*Significantly different between stakeholder groups

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

	Office of the Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry			Consultant on Bank-supported Project/PMU			Bilateral or Multilateral Agency			Private / Financial Sector/ Private Bank			NGO			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago.	8	6.25	3.54	5	7.00	2.00	23	6.22	2.02	6	5.17	2.32	8	6.88	1.13	26	6.31	1.91	9	6.56	1.51	5	6.80	1.30	11	6.18	2.36
The World Bank's PIC is a valuable source of information related to development in Jamaica.	1	8.00	.				2	9.00	0.00				5	7.40	0.89				2	6.00	1.41	3	7.33	0.58			
I find the World Bank websites easy to navigate.	7	7.71	1.60	5	8.60	0.89	23	7.65	1.34	5	7.80	1.10	8	7.88	1.73	26	7.58	1.77	9	7.33	1.58	5	7.80	0.84	11	7.45	1.37
I find the information on the World Bank's websites useful.	7	8.14	1.95	5	9.00	1.23	23	7.87	1.33	6	7.33	1.51	8	7.75	1.39	26	7.88	1.34	9	7.56	1.13	5	7.80	0.84	9	7.67	1.50
When I need information from the World Bank I know how to find it.	8	8.75	1.39	5	8.60	2.07	20	7.80	2.19	5	7.00	2.00	8	7.62	1.77	24	6.88	2.85	8	7.25	1.98	5	7.40	0.55	11	6.73	2.80
The World Bank is responsive to my information requests and inquiries.	6	8.50	1.05	5	7.80	2.78	16	8.06	1.34	3	6.33	2.89	8	7.75	1.49	19	7.42	1.54	8	7.13	1.55	5	7.40	1.14	5	6.80	2.17

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?*

Percentage of Respondents	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Yes	75.0%	50.0%	47.8%	50.0%	62.5%	16.7%	30.0%	16.7%	20.0%
No	25.0%	50.0%	52.2%	50.0%	37.5%	83.3%	70.0%	83.3%	80.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of the Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry	Consultant on Bank-supported Project/PMU	Bilateral or Multilateral Agency	Private / Financial Sector/ Private Bank	NGO	Academia	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	12.5%	16.7%	39.1%	16.7%	25.0%	61.5%	50.0%	66.7%	50.0%
Use World Bank reports/data	50.0%	16.7%	30.4%	16.7%	25.0%	19.2%	10.0%	16.7%	0.0%
Engage in World Bank related/sponsored events/activities	12.5%	16.7%	13.0%	16.7%	37.5%	11.5%	30.0%	0.0%	10.0%
Collaborate as part of my professional duties*	75.0%	83.3%	43.5%	66.7%	25.0%	15.4%	40.0%	0.0%	40.0%
Use World Bank website for information, data, research, etc.*	25.0%	50.0%	65.2%	33.3%	37.5%	69.2%	60.0%	100.0%	90.0%

*Significantly different between stakeholder groups

Appendix C: Responses to All Questions by Geographic Location

A. General Issues Facing Jamaica

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

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
The right direction	16.1%	20.0%
The wrong direction	15.1%	20.0%
Not sure	68.8%	60.0%

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

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
Social protection	3.2%	0.0%
Public infrastructure	3.2%	0.0%
Public sector governance/ reform	31.6%	30.0%
Global/regional integration	1.1%	0.0%
Gender equity/mainstreaming	7.4%	10.0%
Domestic private sector development	10.5%	10.0%
Foreign direct investment*	8.4%	30.0%
Water and sanitation	2.1%	0.0%
Anti-corruption	4.2%	0.0%
Job creation/employment/ entrepreneurship	60.0%	70.0%
Agriculture, rural development and food security	4.2%	0.0%
Urban renewal and development	0.0%	0.0%
Social cohesion	0.0%	0.0%
Public health management and access	11.6%	10.0%
Education and skills development	51.6%	70.0%
Information and communications technology	0.0%	0.0%
Poverty reduction	21.1%	0.0%
Disaster management and mitigation	1.1%	0.0%
Trade and exports	10.5%	0.0%
Crime and violence	17.9%	10.0%
Sustainable economic growth	10.5%	20.0%
Law and justice	7.4%	10.0%
Equality of opportunity	20.0%	10.0%
Environmental sustainability and climate change	0.0%	0.0%
Energy	8.4%	20.0%

*Significantly different between locations

A. General Issues Facing Jamaica (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 Jamaica?

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
Global/regional integration	0.0%	0.0%
Gender equity/mainstreaming	1.1%	0.0%
Domestic private sector development	6.3%	0.0%
Social protection	7.4%	0.0%
Foreign direct investment	12.6%	11.1%
Water and sanitation	5.3%	11.1%
Public sector governance/reform	29.5%	33.3%
Anti-corruption	5.3%	0.0%
Job creation/employment/entrepreneurship	76.8%	77.8%
Agriculture, rural development and food security	8.4%	11.1%
Public infrastructure	1.1%	0.0%
Urban renewal and development	0.0%	0.0%
Disaster management and mitigation	0.0%	0.0%
Trade and exports	6.3%	11.1%
Crime and violence	11.6%	22.2%
Public health management and access	7.4%	0.0%
Sustainable economic growth	10.5%	22.2%
Law and justice	3.2%	0.0%
Information and communications technology	1.1%	0.0%
Equality of opportunity	40.0%	33.3%
Environmental sustainability and climate change	0.0%	0.0%
Energy	4.2%	0.0%
Education and skills development	61.1%	66.7%
Social cohesion	1.1%	0.0%

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Jamaica?

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
Water and sanitation	1.1%	0.0%
Gender equity/mainstreaming	2.1%	0.0%
Domestic private sector development	9.6%	20.0%
Global/regional integration	1.1%	0.0%
Foreign direct investment	14.9%	10.0%
Agriculture, rural development and food security	19.1%	0.0%
Equality of opportunity	33.0%	50.0%
Anti-corruption	1.1%	0.0%
Job creation/employment/entrepreneurship	66.0%	50.0%
Social protection	2.1%	0.0%
Public infrastructure	1.1%	10.0%
Social cohesion	0.0%	0.0%
Information and communications technology	2.1%	0.0%
Trade and exports	11.7%	10.0%
Crime and violence	11.7%	30.0%
Disaster management and mitigation	2.1%	0.0%
Law and justice	4.3%	0.0%
Education and skills development	54.3%	60.0%
Public sector governance/reform	30.9%	50.0%
Environmental sustainability and climate change	3.2%	0.0%
Energy	18.1%	10.0%
Public health management and access	9.6%	0.0%
Urban renewal and development	0.0%	0.0%

A. General Issues Facing Jamaica (continued)

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Jamaica?

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine		Other Areas
A growing middle class	4.3%		10.0%
Better employment opportunities for young people	13.8%		0.0%
Better employment opportunities for women	5.3%		0.0%
Education and training that better ensure job opportunity	30.9%		50.0%
Greater access to health and nutrition for citizens	2.1%		0.0%
Better entrepreneurial opportunities	52.1%		30.0%
Greater access to micro-finance for the poor	7.4%		10.0%
Better opportunity for the poor who live in rural areas	6.4%		0.0%
Better opportunity for the poor who live in urban areas	3.2%		0.0%
Consistent economic growth	18.1%		40.0%
Greater voice and participation for citizens to help ensure greater accountability	41.5%		50.0%
Better quality public services	14.9%		10.0%
Other	0.0%		0.0%

B. Overall Attitudes toward the World Bank

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)*	95	8.35	1.52	10	6.80	2.39
International Monetary Fund (IMF/FMI)*	95	8.24	1.64	10	6.70	2.21
Inter-American Development Bank (IDB/BID)*	94	7.88	1.63	8	6.00	2.00
Latin American Development Bank (CAF)	89	5.22	2.49	9	4.67	1.12
Central American Bank for Economic Integration (CABEI/BCiE)	88	4.14	2.38	9	4.22	1.48

*Significantly different between locations

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

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
World Bank (WB/BM)*	93	8.17	1.71	10	6.20	1.75
International Monetary Fund (IMF/FMI)*	94	7.51	1.67	10	5.80	1.81
Inter-American Development Bank (IDB/BID)*	88	7.53	1.66	8	6.13	2.10
Latin American Development Bank (CAF)	76	4.67	2.33	9	4.22	1.20
Central American Bank for Economic Integration (CABEI/BCiE)	74	3.66	2.65	9	3.56	1.51

*Significantly different between locations

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's staff is well prepared to help Jamaica solve its most complicated development challenges?	88	7.33	1.11	8	7.50	0.93

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

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
Public infrastructure	4.3%	0.0%
Global/regional integration	0.0%	0.0%
Foreign direct investment	7.5%	10.0%
Gender equity/mainstreaming	5.4%	0.0%
Social protection	8.6%	10.0%
Domestic private sector development	7.5%	20.0%
Water and sanitation	2.2%	0.0%
Agriculture, rural development and food security	7.5%	10.0%
Anti-corruption	1.1%	0.0%
Public sector governance/ reform	29.0%	50.0%
Urban renewal and development	1.1%	0.0%
Job creation/employment and entrepreneurship	54.8%	40.0%
Social cohesion	1.1%	0.0%
Education and skills development	65.6%	50.0%
Poverty reduction	11.8%	10.0%
Crime and violence	12.9%	10.0%
Disaster management and mitigation	2.2%	0.0%
Public health management and access	4.3%	0.0%
Trade and exports	11.8%	10.0%
Sustainable economic growth	7.5%	10.0%
Environmental sustainability and climate change	2.2%	0.0%
Law and justice	6.5%	10.0%
Information and communications technology	3.2%	10.0%
Energy	8.6%	20.0%
Equality of opportunity	32.3%	30.0%

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?

Greatest Value	Kingston and Urban St. Catherine	Other Areas
Percentage of Respondents		
Financial resources: investment lending	29.5%	30.0%
Financial resources: policy based lending / budget support to the Government	16.8%	30.0%
Mobilizing third party financial resources	13.7%	20.0%
Technical assistance	20.0%	0.0%
Policy advice	2.1%	0.0%
Donor coordination	2.1%	0.0%
Data	0.0%	0.0%
Training/capacity building	15.8%	20.0%
Studies/analyses	0.0%	0.0%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%
Other	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?

2 nd Greatest Value	Kingston and Urban St. Catherine		Other Areas
Percentage of Respondents			
Financial resources: investment lending	23.2%		0.0%
Financial resources: policy based lending / budget support to the Government	15.8%		0.0%
Mobilizing third party financial resources	5.3%		0.0%
Technical assistance*	24.2%		100.0%
Policy advice	3.2%		0.0%
Donor coordination	4.2%		0.0%
Data	4.2%		0.0%
Training/capacity building	14.7%		0.0%
Studies/analyses	3.2%		0.0%
Convening/facilitating	1.1%		0.0%
Linkage to non-Bank expertise	1.1%		0.0%
Other	0.0%		0.0%

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine		Other Areas
Staff too inaccessible	2.1%		10.0%
Not exploring alternative policy options	4.2%		10.0%
Not adequately sensitive to political/social realities in Jamaica	29.5%		20.0%
Not enough public disclosure of its work	24.2%		20.0%
Arrogant in its approach	6.3%		0.0%
Not aligned with country priorities	7.4%		0.0%
The credibility of its knowledge/data	1.1%		0.0%
Not willing to honestly criticize policies and reform efforts in the country*	8.4%		30.0%
Too influenced by developed countries	13.7%		30.0%
Imposing technocratic solutions without regard to political realities	15.8%		20.0%
World Bank processes too slow and complex	10.5%		0.0%
Too bureaucratic in its operational policies and procedures	38.9%		20.0%
Not aligned with other donors' work	6.3%		10.0%
Not collaborating enough with non-state actors	16.8%		30.0%
Not client focused	1.1%		0.0%
Inadequate number of World Bank staff members located in the country	12.6%		0.0%
Other	0.0%		0.0%

*Significantly different between locations

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jamaica?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine		Other Areas
Capacity development	39.4%		30.0%
Policy based lending / budget support to the Government	26.6%		40.0%
Knowledge products/services	23.4%		30.0%
Investment lending	41.5%		20.0%
Technical assistance	55.3%		60.0%
Trust Fund management	9.6%		10.0%
Other	1.1%		0.0%
Don't know	0.0%		0.0%

B. Overall Attitudes toward the World Bank (continued)

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	90	7.32	1.31	8	7.38	0.92

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there?

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
NGOs	71.3%	60.0%
Local Government	5.3%	0.0%
Beneficiaries	7.4%	0.0%
Private sector*	35.1%	80.0%
Civil society	35.1%	40.0%
International donor community	3.2%	0.0%
Foundations	5.3%	0.0%
Academia/think tanks/research institutes	22.3%	10.0%
Parliament	3.2%	10.0%
Media	2.1%	0.0%
Non-Parliamentary political caucuses	4.3%	0.0%
Other	0.0%	0.0%

*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Jamaica*	93	8.26	1.51	10	7.00	2.06
The World Bank's work is aligned with what I consider the development priorities for Jamaica*	93	7.83	1.52	10	5.80	1.32
The World Bank supports programs and strategies that are realistic for Jamaica*	93	7.72	1.48	10	6.20	1.32
The World Bank treats clients and stakeholders in Jamaica with respect	88	7.81	1.52	10	7.30	1.89
The World Bank effectively supports public policy priorities of Jamaica*	92	7.67	1.43	9	6.56	1.81
The World Bank assists Jamaica to reduce social exclusion	93	7.47	1.67	9	6.67	2.00
The World Bank is a client oriented organization in Jamaica	86	7.26	1.81	9	6.67	1.32
The World Bank is an organization that does not represent a particular ideological perspective in Jamaica	90	6.89	2.14	9	7.11	2.03
The World Bank is an organization that has no dominant influence of any particular country	87	6.82	2.27	10	6.10	2.69
The World Bank respects the positions, views and demands of the Government of Jamaica	90	7.50	1.74	10	6.80	1.93
The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Jamaica	91	7.60	1.65	10	6.60	1.96

*Significantly different between locations

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
When considering the national development needs in Jamaica, to what extent does the combination of financial, knowledge and convening services that the World Bank currently provides meet the national development needs of Jamaica?	93	7.49	1.19	10	7.00	1.05

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

B. Overall Attitudes toward the World Bank (continued)

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

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness	90	7.10	1.42	9	6.56	1.67
Flexibility (in terms of the World Bank's products and services)*	88	6.90	1.49	10	5.60	1.71
Flexibility (in terms of changing country circumstances)	90	6.93	1.48	10	6.30	1.64
Being inclusive	89	6.99	1.42	10	6.20	1.62
Openness (sharing data and other information)	86	7.30	1.46	10	6.80	0.79
Staff accessibility*	73	7.01	1.47	9	5.89	1.90
Straightforwardness and honesty	83	7.34	1.39	10	7.20	1.32
Collaboration with groups outside of the Government	89	6.10	1.80	10	5.60	1.84
Collaboration with the Government	93	8.13	1.56	9	7.44	1.01
Collaboration with other donors	84	7.17	1.33	10	6.80	1.32
Follow through over time*	81	6.98	1.50	10	5.50	1.72

*Significantly different between locations

When World Bank 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)	Kingston and Urban St. Catherine	Other Areas
The World Bank works too slowly	5.3%	0.0%
The Government works inefficiently	27.4%	0.0%
There is not an adequate level of citizen/civil society participation	46.3%	60.0%
Poor donor coordination	7.4%	0.0%
The World Bank does not do adequate follow through/follow-up	6.3%	20.0%
Lack of/inadequate levels of capacity in Government	17.9%	20.0%
Political pressures and obstacles	14.7%	30.0%
Reforms are not well thought out in light of country challenges	15.8%	30.0%
The World Bank is not sensitive enough to political/social realities on the ground	55.8%	30.0%
Other	0.0%	0.0%

C. World Bank Effectiveness and Results

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
Social protection	88	6.72	1.77	8	6.50	1.60
Public infrastructure	89	6.75	1.82	10	5.90	1.79
Public sector governance/ reform*	90	6.71	1.34	10	5.50	1.72
Global/regional integration	85	6.26	1.66	9	5.78	1.09
Gender equity/mainstreaming	84	6.36	1.68	9	5.67	1.41
Domestic private sector development	88	6.27	1.49	9	5.67	1.23
Social cohesion*	88	6.53	1.58	10	5.00	1.94
Foreign direct investment	85	6.26	1.36	8	5.50	1.41
Water and sanitation	90	6.73	1.54	9	6.11	0.93
Anti-corruption (incl. access to information)	85	6.08	1.53	8	5.38	1.19
Job creation/employment and entrepreneurship	91	5.38	1.72	10	5.40	2.17
Agriculture, rural development and food security	88	6.91	1.86	10	5.90	2.08
Urban renewal and development*	87	6.89	1.97	9	5.00	2.00
Public health management and access	86	5.80	1.56	9	4.78	1.39
Education and skills development	86	5.63	1.65	9	4.56	1.51
Information and communications technology	82	6.40	1.57	9	6.22	1.30
Poverty reduction*	91	5.58	1.90	9	3.56	1.01
Disaster management and mitigation*	83	6.66	1.45	10	5.40	1.08
Trade and exports	84	5.79	1.34	9	5.11	1.05
Crime and violence*	86	5.66	1.54	10	4.50	1.27
Sustainable economic growth	85	5.54	1.67	10	4.80	1.87
Law and justice (e.g., judicial system)	86	5.45	1.88	10	4.60	1.58
Equality of opportunity (i.e., equity)*	86	5.06	1.82	10	3.80	1.75
Environmental sustainability and climate change	84	5.96	1.55	8	5.63	1.69
Energy (e.g., renewable, alternative sources)	86	6.19	1.55	10	5.80	1.81

*Significantly different between locations

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Jamaica?	92	7.21	1.19	9	6.56	1.01

(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 in Jamaica?

(1-Strongly disagree, 10-Strongly agree)

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Jamaica	92	6.87	1.39	9	6.89	1.05
The World Bank meets Jamaica's needs for knowledge services	90	7.09	1.61	8	6.75	1.49

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge work and activities in the work you do?

Percentage of Respondents	Kingston and Urban St. Catherine		Other Areas	
Weekly	2.2%		-	
Monthly	9.7%		-	
A few times a year	28.0%		50.0%	
Rarely	58.1%		50.0%	
Never	2.2%		-	

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Jamaica, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine		Other Areas
Public infrastructure	1.1%		10.0%
Global/regional integration	3.2%		0.0%
Foreign direct investment	7.5%		0.0%
Gender equity/mainstreaming	4.3%		0.0%
Social protection	7.5%		10.0%
Domestic private sector development	8.6%		20.0%
Water and sanitation	6.5%		0.0%
Agriculture, rural development and food security	6.5%		10.0%
Anti-corruption	4.3%		0.0%
Public sector governance/ reform	23.7%		30.0%
Urban renewal and development	0.0%		0.0%
Job creation/employment and entrepreneurship	63.4%		50.0%
Social cohesion	0.0%		0.0%
Education and skills development	59.1%		60.0%
Poverty reduction	6.5%		10.0%
Crime and violence	11.8%		20.0%
Disaster management and mitigation	1.1%		0.0%
Public health management and access	9.7%		0.0%
Trade and exports	8.6%		20.0%
Sustainable economic growth	9.7%		0.0%
Environmental sustainability and climate change	0.0%		0.0%
Law and justice	9.7%		0.0%
Information and communications technology	3.2%		0.0%
Energy	10.8%		10.0%
Equality of opportunity	25.8%		40.0%

In Jamaica, how effective do you believe the World Bank's knowledge work and activities are at:

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
Enhancing your knowledge and/or skills	91	7.00	1.61	10	6.10	0.88
Contributing to good policy making	88	7.18	1.56	9	6.56	1.42
Providing support for program implementation	90	7.12	1.59	9	6.56	1.74

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

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
Are timely	69	6.58	1.40	7	6.57	0.98
Include appropriate level of stakeholder involvement during preparation*	88	6.97	1.51	9	5.44	1.01
Are relevant to Jamaica's development priorities	92	7.08	1.51	9	6.44	1.13
Provide feasible recommendations	88	7.07	1.53	9	6.89	0.78
Are accessible (well written and easy to understand)	85	7.20	1.53	9	6.67	1.73
Are source of relevant information on global good practices.	89	7.34	1.37	9	7.00	1.50
Are useful in terms of the work you do	89	7.00	1.69	10	6.50	1.72
Are adequately disseminated	89	6.99	1.53	9	6.00	1.41
Are appropriately translated	88	7.32	1.42	9	7.00	1.12
Are adaptable to Jamaica's specific development challenges and country circumstances	91	6.88	1.60	9	6.00	0.71

*Significantly different between locations

D. The World Bank's Knowledge (continued)

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	92	7.61	1.15	10	7.00	0.94
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*	91	7.63	1.10	10	6.60	1.51

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

*Significantly different between locations

Have you read/consulted the most recent LAC Flagship Report?

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Yes	17.2%	25.0%
No	82.8%	75.0%

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the Flagship Report raised substantive new information and insight that you were not aware of prior to reading?	15	7.13	1.55	2	8.00	0.00
To what extent do you believe the Flagship Report provided you with useful information in terms of the work you do?	16	7.06	1.48	2	8.00	1.41

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

E. Working with the World Bank

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

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	63	6.48	1.70	4	7.00	1.63
The World Bank effectively monitors and evaluates the projects and programs it supports*	85	7.39	1.25	9	6.22	2.17
The World Bank's approvals and reviews are done in a timely fashion*	83	7.11	1.47	9	5.67	1.73
The World Bank's "Safeguard Policy" requirements are reasonable*	79	7.35	1.36	9	6.11	1.62
The World Bank imposes reasonable conditions on its lending	83	7.22	1.51	9	6.67	1.58
Working with the World Bank increases Jamaica's institutional capacity	91	7.35	1.63	10	7.00	1.56
The World Bank ensures consistency and continuity through staff changes	65	6.80	1.74	8	6.88	1.36
The World Bank's teams and visits are well coordinated	72	7.00	1.69	9	6.44	1.81
Where country systems are adequate, the World Bank makes appropriate use of them	84	7.20	1.50	9	6.67	2.06
The World Bank provides effective implementation support	85	6.94	1.64	8	6.25	2.38

*Significantly different between locations

F. The Future Role of the World Bank in Jamaica

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Jamaica's development in the near future?	93	7.62	1.33	10	7.90	1.20

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

F. The Future Role of the World Bank in Jamaica (continued)

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

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
Improve the quality of its experts as related to Jamaica's specific challenges	28.0%	20.0%
Reduce the complexity of obtaining World Bank financing	26.9%	30.0%
Focus primarily on advocacy issues	2.2%	0.0%
Improve the competitiveness of its financing compared to markets	32.3%	20.0%
Reach out more to groups outside of government	23.7%	20.0%
Ensure greater selectivity in its work	11.8%	10.0%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy	34.4%	40.0%
Offer more innovative financial products	15.1%	20.0%
Offer more innovative knowledge services	10.8%	20.0%
Increase availability of Fee-Based services	6.5%	0.0%
Work faster	3.2%	0.0%
Other	0.0%	0.0%

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
In the last three years, to what extent do you believe that the World Bank has moved in the right direction in terms of the focus of its work in Jamaica?	88	7.03	1.28	9	7.44	1.24

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

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

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Financial services	19.6%	-
Knowledge products	7.6%	20.0%
Convening services	5.4%	-
None of the above	2.2%	-
The combination is appropriate for Jamaica	65.2%	80.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
Local newspapers	77.7%	70.0%
International newspapers	3.2%	0.0%
Local radio	19.1%	30.0%
International radio	1.1%	0.0%
Local television	23.4%	0.0%
International television*	3.2%	20.0%
Periodicals	16.0%	10.0%
Internet	45.7%	60.0%
Social media (Facebook, Twitter, YouTube)	2.1%	0.0%
Blogs	1.1%	0.0%
Mobile phones	1.1%	0.0%
Instant messaging	0.0%	0.0%
Other	2.1%	10.0%

*Significantly different between locations

G. Communication and Information Sharing (continued)**How would you prefer to receive information from the World Bank? (Choose no more than TWO)**

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine	Other Areas
World Bank website	64.9%	60.0%
Direct contact with World Bank	8.5%	0.0%
e-Newsletters	43.6%	30.0%
Instant messaging	3.2%	0.0%
World Bank seminars/workshops/conferences	12.8%	20.0%
World Bank Public Information Center	2.1%	0.0%
World Bank publications and other written materials	48.9%	70.0%
Mobile phones	2.1%	0.0%
Social media (Facebook, Twitter, YouTube)	5.3%	20.0%
Blogs	1.1%	0.0%
Other	0.0%	0.0%

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

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Yes	76.1%	66.7%
No	23.9%	33.3%

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

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Yes	18.9%	11.1%
No	81.1%	88.9%

Were you able to obtain this information?

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Yes	94.1%	100.0%
No	5.9%	-

Do you have access to the Internet?

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Yes	100.0%	100.0%
No	-	-

Do you use/have used the World Bank website?

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
Yes	91.3%	100.0%
No	8.7%	-

Which do you primarily use?

Percentage of Respondents	Kingston and Urban St. Catherine	Other Areas
The World Bank's country website (www.worldbank.org/jm)	17.6%	10.0%
The World Bank's main website (www.worldbank.org)	82.4%	90.0%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Kingston and Urban St. Catherine		Other Areas
High speed	92.5%		100.0%
Dial-up	7.5%		-

Do you use/have you used the World Bank's Public Information Centers (PICs) in Jamaica?

Percentage of Respondents	Kingston and Urban St. Catherine		Other Areas
Yes	13.0%		10.0%
No	63.0%		70.0%
I don't know what PIC is	23.9%		20.0%

Please rate how much you agree with the following statements, on a ten point scale.

(1-Strongly disagree, 10-Strongly agree)

	Kingston and Urban St. Catherine			Other Areas		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank data more currently than I did a few years ago.	91	6.33	2.05	10	6.00	2.31
The World Bank's PIC is a valuable source of information related to development in Jamaica.	14	7.43	1.22	1	8.00	.
I find the World Bank websites easy to navigate.	89	7.73	1.39	10	7.00	2.11
I find the information on the World Bank's websites useful.	90	7.90	1.30	10	7.50	1.96
When I need information from the World Bank I know how to find it.	85	7.41	2.21	9	6.78	2.91
The World Bank is responsive to my information requests and inquiries.	71	7.55	1.67	6	7.00	2.19

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Kingston and Urban St. Catherine		Other Areas
Yes	40.9%		11.1%
No	59.1%		88.9%

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

Percentage of Respondents (Responses Combined)	Kingston and Urban St. Catherine		Other Areas
Observer (i.e., follow in media, discuss in informal conversations, etc.)	42.1%		66.7%
Use World Bank reports/data	24.2%		11.1%
Engage in World Bank related/sponsored events/activities	16.8%		0.0%
Collaborate as part of my professional duties	38.9%		11.1%
Use World Bank website for information, data, research, etc.	60.0%		55.6%

Appendix D: Responses to Sector Effectiveness Questions by Specialization

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jamaica, on a ten-point scale?

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

	Agriculture/ rural development / food security		Education		Energy		Financial markets / banking		Gender / equality of opportunity		Health / communicable /non- communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti- corruption		Social protection		Transport		Urban development		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	4	5.50	19	6.47	5	6.20	5	5.60	6	5.50	2	7.00	3	6.00	1	8.00	5	7.20	5	6.40	16	6.94	12	7.75	3	8.33	4	6.75	1	8.00	5	7.00
Public infrastructure	4	5.25	18	6.61	6	6.00	5	7.40	6	6.33	2	5.50	3	6.33	2	5.50	5	7.80	5	6.80	17	6.24	12	7.25	3	8.33	4	7.00	2	6.50	5	7.00
Public sector governance/ reform	4	5.75	19	6.37	6	6.50	5	7.20	6	6.17	2	6.50	3	6.67	2	7.50	4	7.75	5	6.60	17	6.06	12	6.83	3	8.00	4	6.50	2	6.50	6	7.17
Global/regional integration	4	4.75	18	6.11	6	6.17	5	6.80	5	5.20	2	7.00	3	6.67	2	6.50	3	5.33	5	6.20	16	6.31	11	7.00	3	7.33	4	5.00	2	6.00	5	5.40
Gender equity/mainstreaming	4	4.50	19	6.32	5	5.80	5	7.40	6	5.00	2	6.00	3	6.33	2	6.00	3	5.00	4	7.00	15	6.13	12	6.75	3	7.67	3	6.67	2	5.50	5	6.00
Domestic private sector development	4	4.50	19	6.21	6	5.00	4	6.50	6	5.50	2	6.00	3	6.00	2	7.00	5	6.80	4	6.75	16	6.06	12	6.50	3	7.00	4	6.75	2	6.50	5	7.00
Social cohesion*	4	4.25	19	6.37	6	6.33	5	6.60	6	6.00	1	4.00	3	5.67	2	8.50	5	7.20	4	7.50	17	5.41	11	7.27	3	8.33	3	7.00	2	7.00	6	6.67
Foreign direct investment	4	5.00	18	6.28	6	6.17	5	6.60	5	6.20	2	5.50	3	6.00	2	6.50	4	6.75	5	6.80	16	5.44	11	6.55	3	8.00	3	5.67	1	7.00	5	6.20
Water and sanitation*	3	5.33	18	6.61	6	6.50	5	5.20	6	5.83	2	6.00	3	6.33	2	7.50	3	7.00	5	7.00	16	6.06	12	7.67	3	8.67	4	7.25	3	7.67	6	6.67
Anti-corruption	4	4.25	16	6.31	6	5.83	5	6.20	6	6.33	2	6.50	3	4.00	2	5.50	2	7.00	5	6.20	16	5.56	11	6.55	3	6.33	3	6.00	1	7.00	6	6.17
Job creation/employment and entrepreneurship	4	4.00	19	5.00	6	5.33	5	5.40	6	5.83	2	5.50	3	3.67	2	5.00	5	5.80	5	6.20	16	5.25	12	5.75	3	7.00	4	4.25	2	5.00	6	6.50
Agriculture, rural development and food security	3	4.67	17	6.47	6	7.00	5	6.40	6	6.33	2	7.50	3	8.00	2	6.50	5	7.40	5	6.20	17	6.65	12	7.33	3	8.00	4	6.50	3	7.00	5	6.60
Urban renewal and development	2	3.50	17	6.71	6	6.67	5	6.00	6	5.83	2	6.00	3	7.33	2	5.50	5	8.00	5	6.20	16	6.19	12	7.83	3	8.00	4	7.00	3	7.00	5	6.40
Public health management and access*	4	4.25	17	5.41	6	5.17	5	5.80	5	4.80	2	7.00	3	5.67	2	6.00	3	5.33	5	5.80	16	4.94	11	6.27	3	7.00	4	6.75	2	5.50	5	7.20
Education and skills development	4	4.75	18	5.67	5	5.20	5	5.00	5	4.60	2	6.00	3	3.67	1	4.00	3	6.67	5	5.60	16	4.94	12	6.00	3	6.00	4	6.25	2	5.00	5	6.80
Information and communications technology	4	5.25	18	6.33	5	6.40	5	6.40	4	6.25	2	6.00	3	5.33	1	4.00	2	7.50	5	6.00	16	5.88	11	7.55	3	8.00	4	6.75	2	5.00	4	6.25
Poverty reduction	4	4.00	19	5.05	6	5.00	5	5.40	6	4.83	2	5.50	3	3.00	2	7.00	4	7.00	5	6.00	16	4.88	12	5.50	3	7.00	4	5.50	3	6.00	6	7.00
Disaster management and mitigation	3	6.00	18	6.28	5	6.60	5	6.40	6	6.67	2	7.00	3	5.67	2	5.50	3	7.00	5	5.80	16	6.06	11	7.18	3	7.67	3	7.00	2	6.50	6	7.33
Trade and exports	4	5.25	18	5.78	6	5.67	5	6.20	6	5.50	2	5.50	3	5.33	2	6.00	3	6.67	5	5.60	17	5.53	10	5.60	3	6.00	3	6.00	2	5.00	4	6.00
Crime and violence	3	4.33	18	5.39	6	5.33	5	5.80	6	4.33	2	5.50	3	4.67	2	6.50	4	5.25	5	5.60	17	5.24	12	6.08	3	6.33	3	6.33	2	5.00	5	5.40
Sustainable economic growth	3	4.33	18	5.44	6	4.67	5	5.60	6	5.00	2	5.00	3	3.67	2	5.00	4	6.75	5	5.00	17	5.47	10	5.50	3	6.33	3	5.33	2	5.50	6	6.50
Law and justice	3	2.67	18	5.44	5	5.60	5	4.80	6	4.67	2	5.50	3	5.00	1	5.00	5	3.00	5	5.40	17	5.18	12	6.17	3	6.00	3	6.67	2	5.00	6	6.00
Equality of opportunity	3	2.67	18	5.06	6	4.67	5	4.40	5	4.20	2	5.50	3	4.00	2	6.00	2	4.50	5	4.80	17	4.24	12	5.67	3	5.00	3	4.67	2	5.00	6	6.17
Environmental sustainability and climate change*	4	3.75	18	6.11	6	6.00	4	4.75	5	5.60	2	5.00	3	4.00	2	7.00	2	6.50	5	6.20	15	5.53	11	6.82	3	6.67	3	7.67	2	4.50	5	6.00
Energy*	4	4.25	18	6.22	6	5.83	5	4.80	5	5.40	2	6.50	3	5.00	2	6.50	2	7.50	5	6.60	17	6.06	11	7.00	3	7.00	4	7.25	2	4.50	5	5.60

*Significantly different between specializations

Appendix E: Responses to All Questions by Year¹

FY '10 Response Number = 73 • FY '13 Response Number = 108

B. Overall Attitudes toward the World Bank

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Jamaica?*	72	6.57	1.89	108	8.20	1.65
Overall, please rate your impression of the effectiveness of the World Bank in Jamaica.*	69	6.33	1.55	106	7.99	1.78

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

*Significantly different between FY13 and FY10 country surveys

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Jamaica*	70	7.33	1.57	106	8.19	1.61
The World Bank's work is aligned with what I consider the development priorities for Jamaica*	64	6.47	1.60	106	7.65	1.59
The World Bank supports programs and strategies that are realistic for Jamaica*	61	6.44	1.56	106	7.59	1.51
The World Bank treats clients and stakeholders in Jamaica with respect	62	7.55	1.69	100	7.75	1.55

*Significantly different between FY13 and FY10 country surveys

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

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

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
Staff accessibility	59	6.99	2.20	85	6.91	1.53
Straightforwardness and honesty*	58	7.91	1.93	96	7.32	1.36

*Significantly different between FY13 and FY10 country surveys

¹ Only those questions that were asked in the FY'10 and FY '13 country surveys, with similar response scales/options, are presented.

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jamaica, on a ten-point scale? (1-Not effective at all, 10-Very effective)

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
Social protection	53	6.72	1.81	99	6.74	1.74
Public infrastructure	60	6.70	1.92	102	6.70	1.81
Global/regional integration*	51	5.59	1.64	97	6.21	1.61
Gender equity/mainstreaming	48	5.98	1.83	96	6.26	1.68
Domestic private sector development*	55	5.67	1.72	100	6.24	1.46
Anti-corruption*	49	5.22	1.91	94	6.03	1.51
Agriculture, rural development and food security*	52	5.87	1.94	101	6.78	1.87
Urban renewal and development*	49	5.88	1.70	99	6.72	2.01
Public health management and access	54	6.19	1.88	96	5.71	1.56
Education and skills development*	57	6.33	2.20	96	5.54	1.65
Poverty reduction	64	5.80	1.80	103	5.45	1.93
Crime and violence	54	5.35	2.02	99	5.51	1.54
Sustainable economic growth	61	5.31	1.85	98	5.49	1.68
Law and justice	48	4.77	2.11	99	5.34	1.84

*Significantly different between FY13 and FY10 country surveys

D. The World Bank's Knowledge

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

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

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
Are source of relevant information on global good practices.	63	7.14	1.99	101	7.34	1.37
Are useful in terms of the work you do*	61	7.75	1.97	102	6.96	1.67
Are adequately disseminated	61	7.16	2.25	101	6.89	1.52
Are adaptable to Jamaica's specific development challenges and country circumstances	57	6.37	1.74	103	6.80	1.55

*Significantly different between FY13 and FY10 country surveys

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	67	7.21	1.58	105	7.53	1.14

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

E. Working with the World Bank

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

	FY 2010			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	36	6.64	2.11	68	6.50	1.68
The World Bank effectively monitors and evaluates the projects and programs it supports	41	7.49	1.90	97	7.30	1.38
The World Bank imposes reasonable conditions on its lending	58	6.66	1.76	93	7.15	1.51
Working with the World Bank increases Jamaica's institutional capacity	42	6.81	1.69	104	7.37	1.63

G. Communication and Information Sharing

Do you have access to the Internet?

Percentage of Respondents	FY 2010	FY 2013
Yes	100.0%	100.0%
No	-	-

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

Percentage of Respondents	FY 2010	FY 2013
Yes	77.3%	92.3%
No	22.7%	7.7%

*Significantly different between FY13 and FY10 country surveys

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

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Jamaica? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Jamaica?	7.95	8.13	7.77	8.38	8.42	6.71	7.98	8.33	7.95	8.15	7.33	8.46
To what extent do you believe the World Bank's staff is well prepared to help Jamaica solve its most complicated development challenges?	7.25	7.45	7.25	7.47	7.54	6.70	7.29	7.64	7.39	7.26	6.95	7.60
Overall the World Bank currently plays a relevant role in development in Jamaica	8.08	8.40	8.10	8.36	8.38	7.61	8.18	8.38	7.95	8.61	8.02	8.33
The World Bank's work is aligned with what I consider the development priorities for Jamaica	7.44	8.05	7.72	7.61	7.79	7.29	7.55	8.38	7.55	7.88	7.41	7.84
Responsiveness	6.75	7.55	7.08	7.02	7.25	6.39	6.91	7.88	6.95	7.23	7.10	7.03
Openness (sharing data and other information)	7.09	7.59	7.18	7.38	7.39	6.81	7.18	7.73	7.27	7.26	7.10	7.37
Collaboration with groups outside of the Government	5.56	6.89	6.11	5.98	6.13	5.76	5.90	6.93	5.92	6.26	6.41	5.84
Collaboration with the Government	7.92	8.45	8.00	8.23	8.28	7.43	8.01	8.56	7.95	8.32	8.10	8.09
Collaboration with other donors	7.18	7.21	7.10	7.24	7.21	7.00	7.18	7.08	7.16	7.17	7.03	7.24
To what extent does the World Bank's work help to achieve development results in Jamaica?	7.00	7.45	7.14	7.25	7.41	6.39	7.09	7.69	7.06	7.37	7.02	7.29
The World Bank's financial instruments meet the needs of Jamaica	6.75	7.15	6.70	7.16	7.20	5.83	6.83	7.25	6.81	7.02	6.50	7.14
The World Bank meets Jamaica's needs for knowledge services	6.78	7.56	6.95	7.23	7.35	6.09	6.94	7.80	7.02	7.15	6.82	7.23
Are adaptable to Jamaica's specific development challenges and country circumstances	6.40	7.45	6.90	6.70	6.95	6.35	6.64	7.75	6.74	6.93	6.95	6.73
Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?	7.40	7.77	7.51	7.60	7.64	7.22	7.48	7.93	7.56	7.53	7.43	7.63
Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?	7.20	8.05	7.63	7.44	7.61	7.32	7.42	8.27	7.40	7.79	7.55	7.54
Where country systems are adequate, the World Bank makes appropriate use of them	7.09	7.39	7.22	7.20	7.26	7.00	7.18	7.40	7.23	7.19	7.00	7.34

Yellow highlight indicates significant difference between Yes and No mean.

Appendix G: Jamaica FY 2013 Questionnaire



World Bank Country Survey FY13 – Jamaica

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Jamaica or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Jamaica, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Jamaica. The World Bank commissioned an independent firm to oversee the logistics of this effort in Jamaica. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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

SECTION A: GENERAL ISSUES FACING JAMAICA

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

A2. Listed below are a number of development priorities in Jamaica.			
Please identify which of the following you consider the most important development priorities in Jamaica? (Choose no more than THREE)			
1	Social protection (e.g., pensions, social security for the most vulnerable groups)	14	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
2	Public infrastructure (e.g., roads, bridges, transportation)	15	Education and skills development (incl. life skills, numeracy and entrepreneurship)
3	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	16	Information and communications technology (incl. digitization of public records and integration into the global economy)
4	Global/regional integration	17	Poverty reduction
5	Gender equity/mainstreaming	18	Disaster management and mitigation
6	Domestic private sector development	19	Trade and exports
7	Foreign direct investment	20	Crime and violence
8	Water and sanitation	21	Sustainable economic growth
9	Anti-corruption (incl. access to information)	22	Law and justice (e.g., judicial system)
10	Job creation/employment and entrepreneurship	23	Equality of opportunity (i.e., equity)
11	Agriculture, rural development and food security	24	Environmental sustainability and climate change
12	Urban renewal and development	25	Energy (e.g., renewable, alternative sources)
13	Social cohesion		

SECTION A: GENERAL ISSUES

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 Jamaica? (Choose no more than THREE)			
1	Global/regional integration	13	Disaster management and mitigation
2	Gender equity/mainstreaming	14	Trade and exports
3	Domestic private sector development	15	Crime and violence
4	Social protection (e.g., pensions, social security for the most vulnerable groups)	16	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
5	Foreign direct investment	17	Sustainable economic growth
6	Water and sanitation	18	Law and justice (e.g., judicial system)
7	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	19	Information and communications technology (incl. digitization of public records and integration into the global economy)
8	Anti-corruption (incl. access to information)	20	Equality of opportunity (i.e., equity)
9	Job creation/employment and entrepreneurship	21	Environmental sustainability and climate change
10	Agriculture, rural development and food security	22	Energy (e.g., renewable, alternative sources)
11	Public infrastructure (e.g., roads, bridges, transportation)	23	Education and skills development (incl. life skills, numeracy and entrepreneurship)
12	Urban renewal and development	24	Social cohesion

A4. Economic growth can be driven by a number of factors.			
Which THREE areas below do you believe would contribute most to generating economic growth in Jamaica? (Choose no more than THREE)			
1	Water and sanitation	13	Information and communications technology (incl. digitization of public records and integration into the global economy)
2	Gender equity/mainstreaming	14	Trade and exports
3	Domestic private sector development	15	Crime and violence
4	Global/regional integration	16	Disaster management and mitigation
5	Foreign direct investment	17	Law and justice (e.g., judicial system)
6	Agriculture, rural development and food security	18	Education and skills development (incl. life skills, numeracy and entrepreneurship)
7	Equality of opportunity (i.e., equity)	19	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)
8	Anti-corruption (incl. access to information)	20	Environmental sustainability and climate change
9	Job creation/employment and entrepreneurship	21	Energy (e.g., renewable, alternative sources)
10	Social protection (e.g., pensions, social security for the most vulnerable groups)	22	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
11	Public infrastructure (e.g., roads, bridges, transportation)	23	Urban renewal and development
12	Social cohesion		

SECTION A: GENERAL ISSUES

A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Jamaica? (Choose no more than TWO)

1	A growing middle class
2	Better employment opportunities for young people
3	Better employment opportunities for women
4	Education and training that better ensure job opportunity
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	Greater access to micro-finance for the poor
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	Greater voice and participation for citizens to help ensure greater accountability
12	Better quality public services
13	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

How familiar are you with the work of these organizations in Jamaica, on a ten point scale?

		Not familiar at all										Extremely familiar	Don't know
B1	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B2	International Monetary Fund (IMF/FMI)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B3	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B4	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B5	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

Overall, please rate your impression of the effectiveness of these organizations in Jamaica, on a ten point scale?

		Not familiar at all										Extremely familiar	Don't know
B6	World Bank (WB/BM)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B7	International Monetary Fund (IMF/FMI)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B8	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B9	Latin American Development Bank (CAF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B10	Central American Bank for Economic Integration (CABEI/BCiE)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Jamaica solve its most complicated development challenges, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Jamaica? (Choose no more than THREE)

1	Public infrastructure (e.g., roads, bridges, transportation)	14	Education and skills development (incl. life skills, numeracy and entrepreneurship)
2	Global/regional integration	15	Poverty reduction
3	Foreign direct investment	16	Crime and violence
4	Gender equity/mainstreaming	17	Disaster management and mitigation
5	Social protection (e.g., pensions, social security for the most vulnerable groups)	18	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
6	Domestic private sector development	19	Trade and exports
7	Water and sanitation	20	Sustainable economic growth
8	Agriculture, rural development and food security	21	Environmental sustainability and climate change
9	Anti-corruption (incl. access to information)	22	Law and justice (e.g., judicial system)
10	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	23	Information and communications technology (incl. digitization of public records and integration into the global economy)
11	Urban renewal and development	24	Energy (e.g., renewable, alternative sources)
12	Job creation/employment and entrepreneurship	25	Equality of opportunity (i.e., equity)
13	Social cohesion		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources: investment lending	<input type="checkbox"/>	<input type="checkbox"/>
2	Financial resources: policy based lending / budget support to the Government	<input type="checkbox"/>	<input type="checkbox"/>
3	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
4	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
5	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
6	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
7	Data	<input type="checkbox"/>	<input type="checkbox"/>
8	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
9	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
10	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
11	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Jamaica
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Imposing technocratic solutions without regard to political realities
11	World Bank processes too slow and complex
12	Too bureaucratic in its operational policies and procedures
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not client focused
16	Inadequate number of World Bank staff members located in the country
17	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)	
1	Capacity development
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B9. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Civil society (e.g., Community Based Organizations, Faith-Based Organizations)
6	International donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Non-Parliamentary political caucuses (e.g., former members of Government, prominent political figures, caretakers, etc.)
12	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent do you agree with the following statements about the World Bank's work in Jamaica, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank currently plays a relevant role in development in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank's work is aligned with what I consider the development priorities for Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank supports programs and strategies that are realistic for Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	The World Bank treats clients and stakeholders in Jamaica with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank effectively supports public policy priorities of Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B20	The World Bank assists Jamaica to reduce social exclusion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B23	The World Bank is a client oriented organization in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B24	The World Bank is an organization that does not represent a particular ideological perspective in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B25	The World Bank is an organization that has no dominant influence of any particular country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B26	The World Bank respects the positions, views and demands of the Government of Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B27	The World Bank is genuinely interested in knowing the opinions of the main stakeholders of Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B28. When considering the national development needs in Jamaica, to what extent does the combination of financial, knowledge and convening services that the World Bank currently provides meet the national development needs of Jamaica, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in Jamaica, in terms of each of the following?												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B14	Responsiveness											<input type="checkbox"/>
B15	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>
B16	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B17	Being inclusive											<input type="checkbox"/>
B18	Openness (sharing data and other information)											<input type="checkbox"/>
B19	Staff accessibility											<input type="checkbox"/>
B20	Straightforwardness and honesty											<input type="checkbox"/>
B21	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>
B22	Collaboration with the Government											<input type="checkbox"/>
B23	Collaboration with other donors											<input type="checkbox"/>
B24	Follow through over time											<input type="checkbox"/>

B25. When World Bank 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	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles (incl. corruption)
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

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 C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Jamaica, on a ten point scale?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
C1	Social protection (e.g., pensions, social security for the most vulnerable groups)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Public infrastructure (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Gender equity/mainstreaming	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Domestic private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Anti-corruption (incl. access to information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Job creation/employment and entrepreneurship	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Agriculture, rural development and food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Urban renewal and development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Public health management and access (incl. epidemic/ pandemic containment and lifestyle illnesses)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Education and skills development (incl. life skills, numeracy and entrepreneurship)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Information and communications technology (incl. digitization of public records and integration into the global economy)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Disaster management and mitigation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Sustainable economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Environmental sustainability and climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Energy (e.g., renewable, alternative sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C26. To what extent does the World Bank's work help to achieve development results in Jamaica, on a ten point scale?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank in Jamaica, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
C27	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jamaica	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
C28	The World Bank meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

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'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?

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

D2. When thinking about the development challenges in Jamaica, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

1	Public infrastructure (e.g., roads, bridges, transportation)	14	Education and skills development (incl. life skills, numeracy and entrepreneurship)
2	Global/regional integration	15	Poverty reduction
3	Foreign direct investment	16	Crime and violence
4	Gender equity/mainstreaming	17	Disaster management and mitigation
5	Social protection (e.g., pensions, social security for the most vulnerable groups)	18	Public health management and access (incl. epidemic/pandemic containment and lifestyle illnesses)
6	Domestic private sector development	19	Trade and exports
7	Water and sanitation	20	Sustainable economic growth
8	Agriculture, rural development and food security	21	Environmental sustainability and climate change
9	Anti-corruption (incl. access to information)	22	Law and justice (e.g., judicial system)
10	Public sector governance/ reform (i.e., government transparency, effectiveness, public financial management, public expenditure, fiscal system reform and regulatory framework)	23	Information and communications technology (incl. digitization of public records and integration into the global economy)
11	Urban renewal and development	24	Energy (e.g., renewable, alternative sources)
12	Job creation/employment and entrepreneurship	25	Equality of opportunity (i.e., equity)
13	Social cohesion		

In Jamaica, how effective do you believe the World Bank's knowledge work and activities are at:

		Not effective at all										Very effective	Don't know
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE WORK AND ACTIVITIES (I.E., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

In Jamaica, to what extent do you believe that the World Bank's knowledge work and activities:												
		To no degree at all								To a very significant degree		Don't know
		1	2	3	4	5	6	7	8	9	10	
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to Jamaica's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adaptable to Jamaica's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
Not significant at all									Very significant		<input type="checkbox"/> Don't know	

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
Very low technical quality									Very high technical quality		<input type="checkbox"/> Don't know	

D15	Have you read/consulted the most recent LAC Flagship Report? (If YES please go to D16; if NO please go to E1)	Yes	No
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D16. To what extent do you believe the Flagship Report raised substantive new information and insight that you were not aware of prior to reading, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree		<input type="checkbox"/> Don't know	

D17. To what extent do you believe the Flagship Report provided you with useful information in terms of the work you do, on a ten point scale?												
1	2	3	4	5	6	7	8	9	10			
To no degree at all									To a very significant degree		<input type="checkbox"/> Don't know	

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E2	The World Bank effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	The World Bank's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	The World Bank imposes reasonable conditions on its lending	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Working with the World Bank increases Jamaica's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E10	The World Bank provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

F1. How significant a role do you believe the World Bank SHOULD play in Jamaica's development in the near future, on a ten point scale?

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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Jamaica? (Choose no more than TWO)

1	Improve the quality of its experts as related to Jamaica's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Reach out more to groups outside of government
6	Ensure greater selectivity in its work
7	Provide more adequate data/knowledge/statistics/figures on Jamaica's economy
8	Offer more innovative financial products
9	Offer more innovative knowledge services
10	Increase availability of Fee-Based services
11	Work faster
12	Other (please specify): _____

F1. In the last three years, to what extent do you believe that the World Bank has moved in the right direction in terms of the focus of its work in Jamaica?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

F5. When considering the combination of services that the World Bank Group offers in Jamaica, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank should offer more of in Jamaica (Please mark only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Jamaica

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Other (please specify): _____

G3	Are you aware of the World Bank'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 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 website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G8. Which do you primarily use? (Please mark only ONE response)	
1	The World Bank's country website (www.worldbank.org/jm)
2	The World Bank's main website (www.worldbank.org)

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

G10. Do you use/have you used the World Bank's Public Information Centers (PICs) in Jamaica?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
G11	I use/consult World Bank data more currently than I did a few years ago												<input type="checkbox"/>
G12	The World Bank's PIC is a valuable source of information related to development in Jamaica. <i>(Only answer if you have used the PIC)</i>												<input type="checkbox"/>
G13	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
G14	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>												<input type="checkbox"/>
G15	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G16	The World Bank is responsive to my information requests and inquiries												<input type="checkbox"/>

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SECTION H: BACKGROUND INFORMATION

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

H2. Please identify the primary specialization of your work. (Please mark only ONE response)			
1	Agriculture/ rural development / food security	10	Law and justice / regulatory framework
2	Climate change / disaster management	11	Natural resource management / environmental sustainability
3	Education	12	Private sector development / foreign direct investment
4	Energy	13	Public sector governance / public financial management / anti corruption
5	Financial markets / banking	14	Social protection
6	Gender / equality of opportunity	15	Transport
7	Health / communicable/non-communicable diseases	16	Urban development
8	Information and communications technology	17	Water and sanitation
9	Job creation/employment	18	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Jamaica? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	Kingston Metropolitan Region and urban St. Catherine
2	Western Jamaica (the county of Cornwall)
3	South Coast (St. Thomas, rural St. Catherine, Clarendon and Manchester)
4	North Coast (St. Ann, St. Mary, Portland)

Thank you for completing the survey!