

FY 2016 Jamaica Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Jamaica Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Svetlana Markova, Jessica Cameron, Calita Woods, and Isabel Tepedino. Dania Mendoza and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Jamaica country team and the local fielding agency Market Research Services Ltd. In particular, PORG is grateful for the support from Gerrard McDaniel (Communications Consultant) who coordinated the survey related activities from Kingston, Jamaica.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

- *General Issues Facing Jamaica*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Jamaica*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From June to September 2016, 244 stakeholders of the WBG in Jamaica were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 91 stakeholders participated in the survey (37% response rate).

Some respondents received and returned the questionnaires via courier. Others responded to the survey on the independent online platform, Qualtrics. Respondents were asked about: general issues facing Jamaica; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Jamaica; and the WBG's communication and information sharing.

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

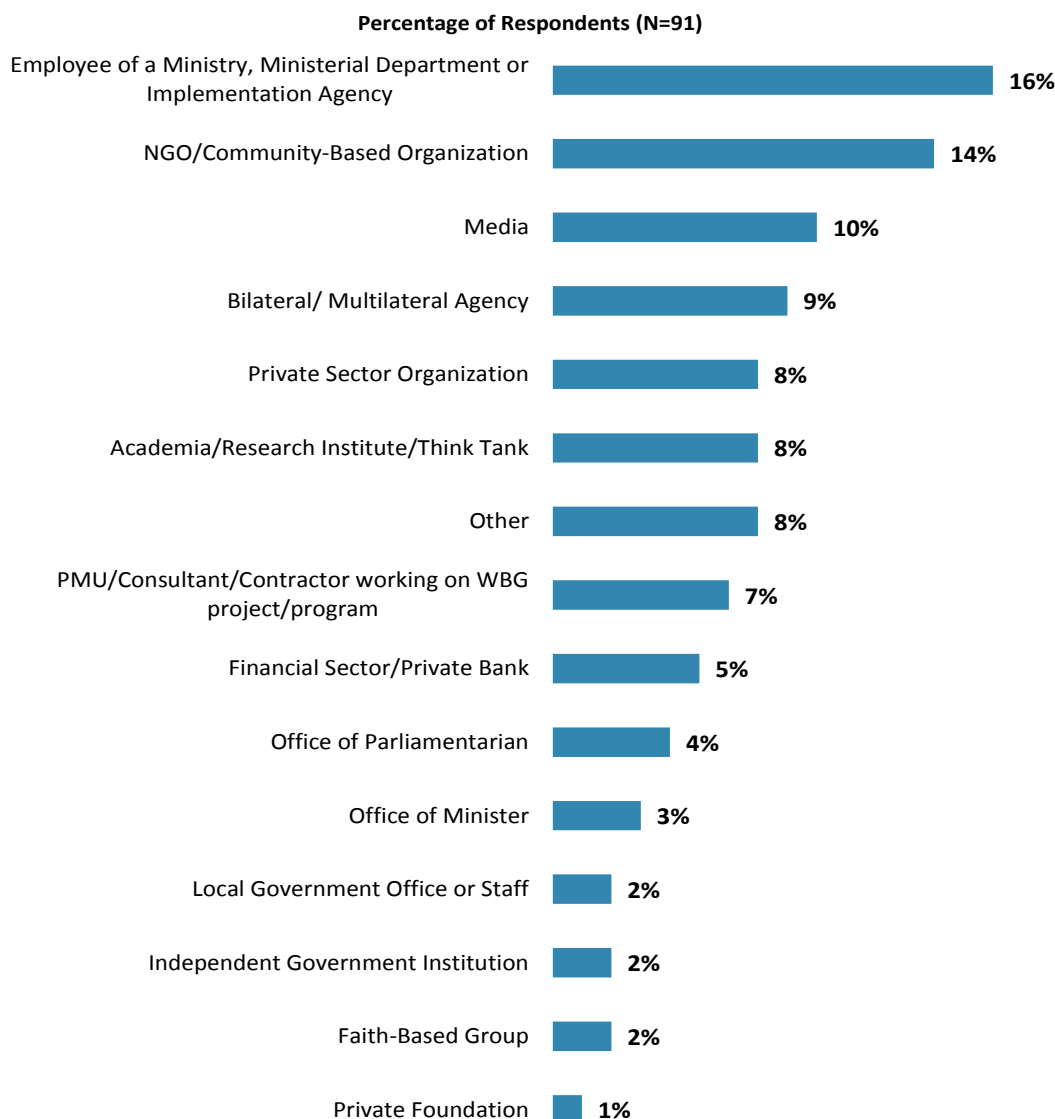
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 68%, N=108). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 86).



III. Demographics of the Sample

Current Position

- For further analyses, employees from a ministry were combined with consultants working on WBG projects, and respondents from PMUs; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, and faith based groups were combined in the “CSO” category; and the small number of respondents from the office of a minister, office of a parliamentarian, local governments, independent government institutions, and other organizations were included in the “Other” category. There were no respondents from the office of the President/Prime Minister, trade unions, youth groups, or the judiciary branch.

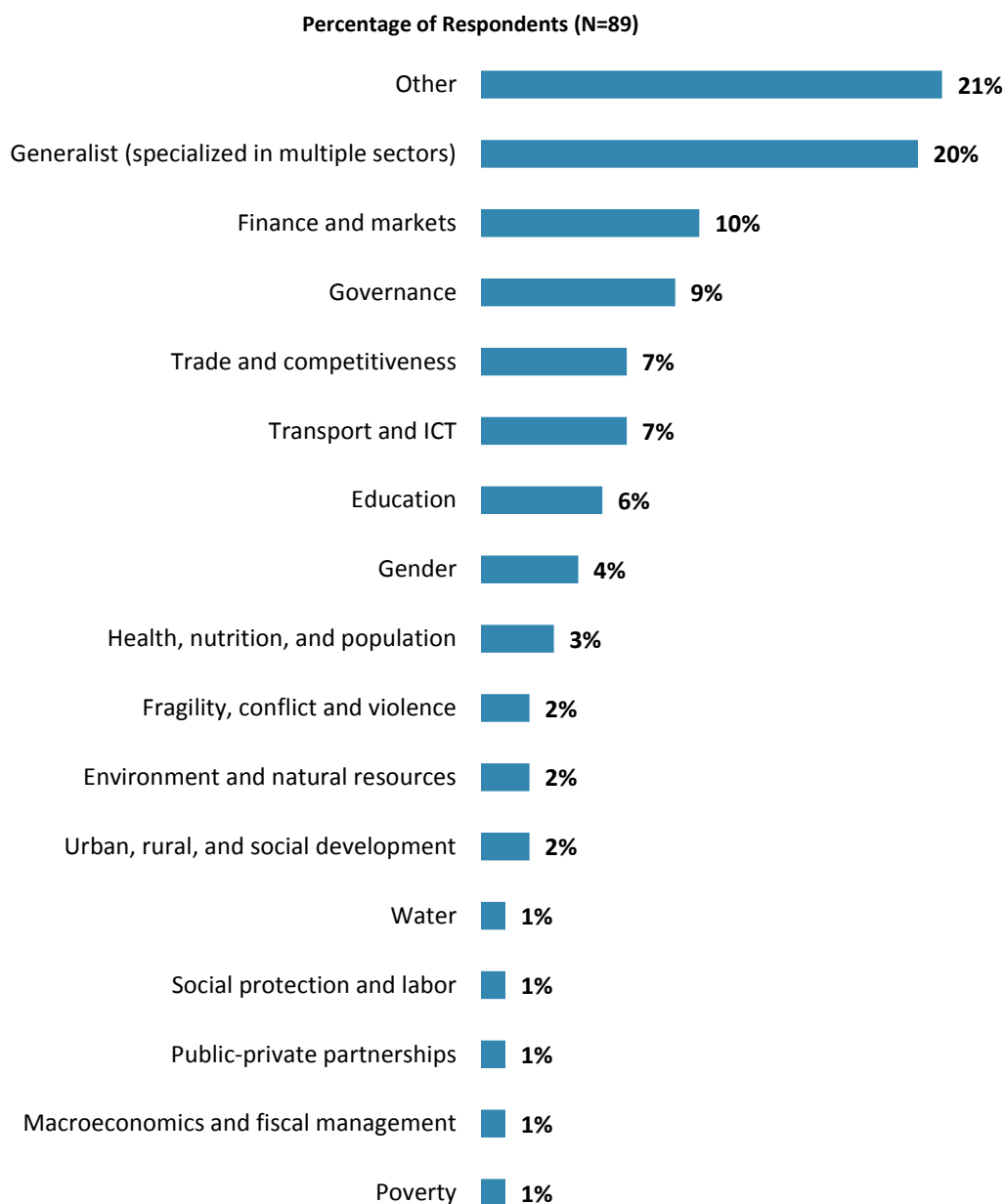


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization

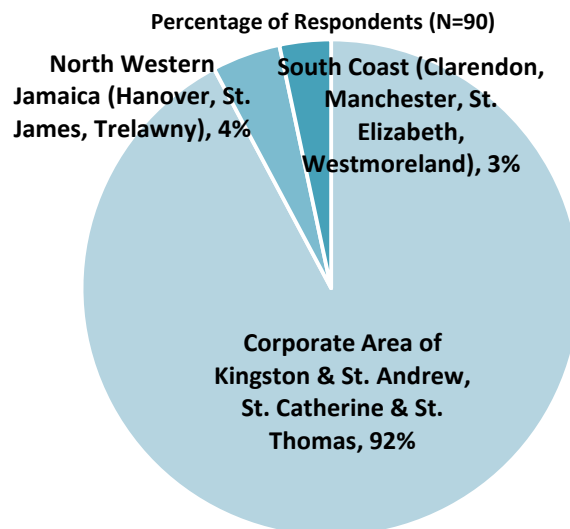


“Please identify the primary specialization of your work.” (Respondents chose from a list.)



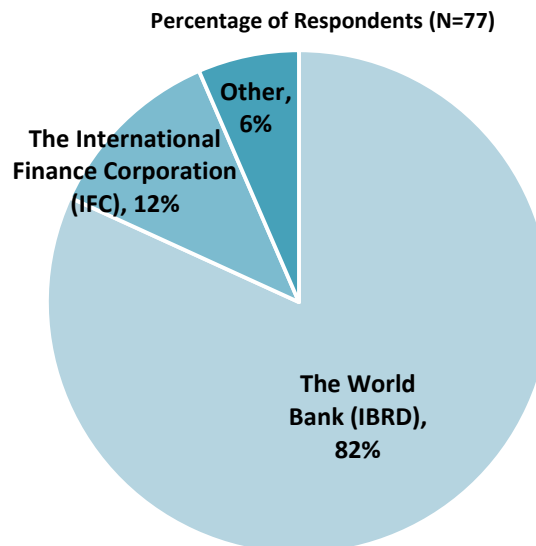
III. Demographics of the Sample (continued)

Geographic Locations



"Which best represents your geographic location?"
(Respondents chose from a list.)
(Note: percentages may not total 100 due to rounding)

Exposure to Agencies within the World Bank Group



"Which of the following agencies of the World Bank Group do you primarily engage with in Jamaica?" (Respondents chose from a list.) (Note: no respondents chose "The Multilateral Investment Guarantee Agency.")



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey had significantly lower levels of familiarity with the WBG than the respondents in the FY'13 survey (weighted mean in FY'16 = 7.0; weighted mean in FY'13 = 8.3)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Jamaica, and the extent to which the WBG plays a relevant role in development in Jamaica, and significantly, moderately correlated with the extent to which the WBG helps to achieve development results in the country.



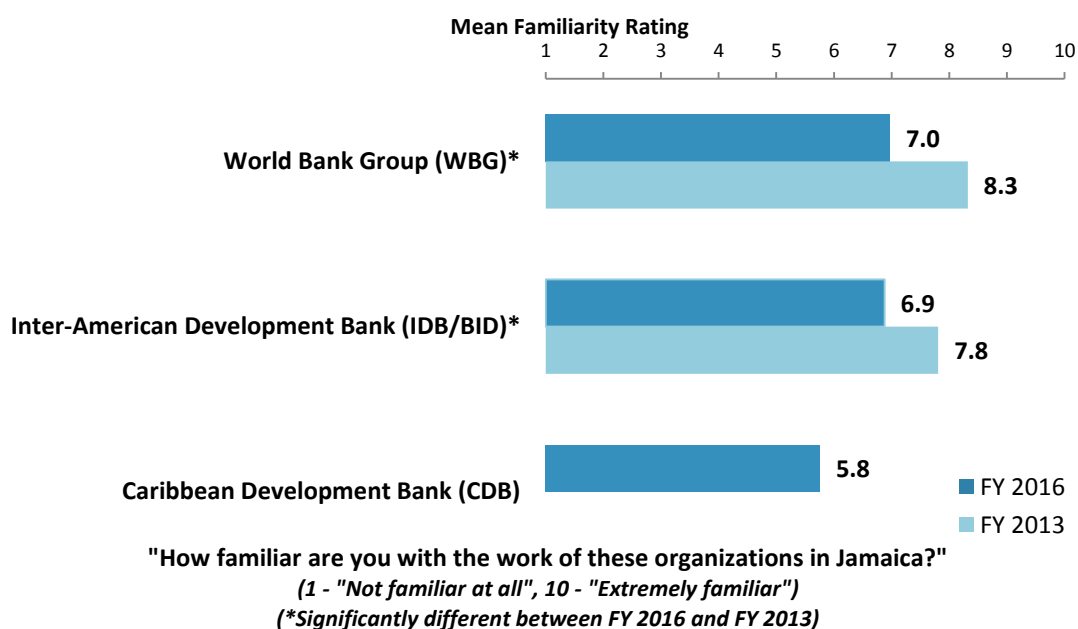
¹ Please refer to Appendix D (page 86) for more details on weighting. The means in the chart were calculated based on un-weighted data.



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group and Other Development Banks²

- **Year comparison:** Stakeholders in FY'16 have significantly lower levels of familiarity with the World Bank Group and the Inter-American Development Bank than respondents in the FY'13 survey.
- This year's stakeholders in Jamaica were significantly more familiar with the WBG than the Caribbean Development Bank. They have statistically similar levels of familiarity with the WBG and IDB.



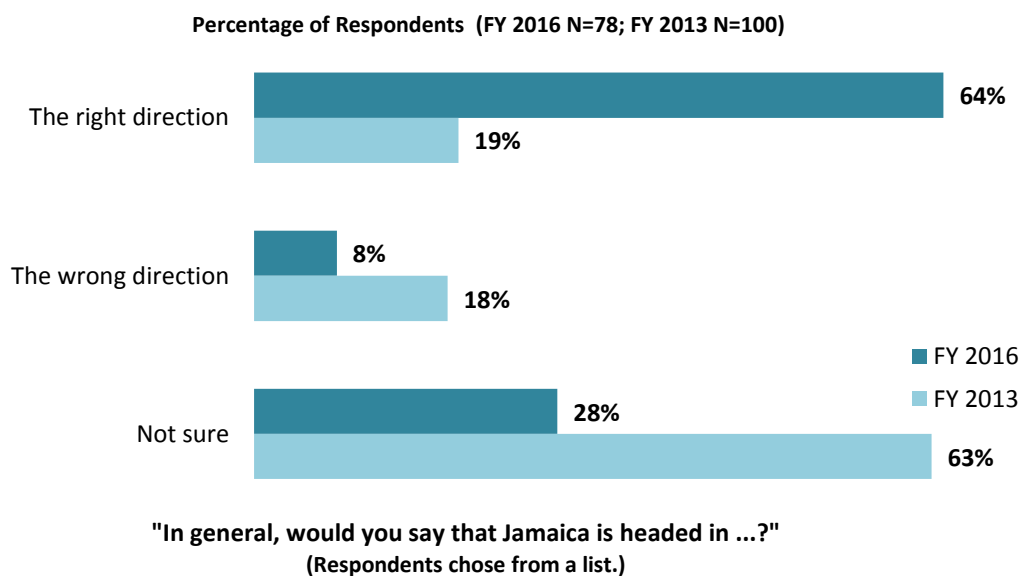
² Means were calculated based on weighted data.



IV. General Issues Facing Jamaica

Headed in the Right Direction³

- **Year comparison:** This year's respondents were significantly more likely to believe that Jamaica is headed in the right direction compared to respondents in the FY'13 Country Survey.



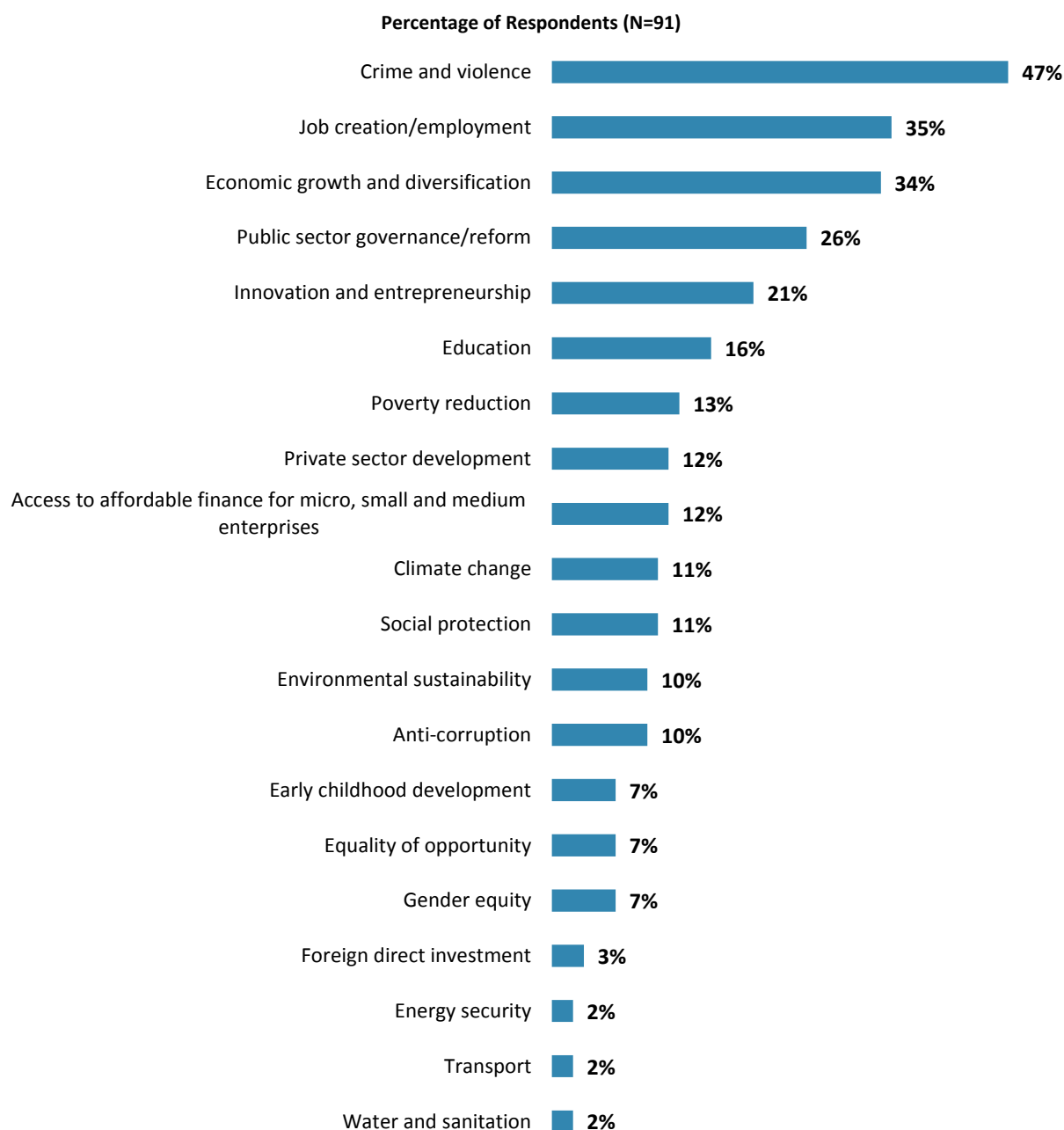
³ Percentages presented in the chart were calculated based on weighted data from FY'16 and FY'13.



IV. General Issues Facing Jamaica (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Jamaica were “*job creation/employment/entrepreneurship*” (61%) and “*education and skills development*” (53%).



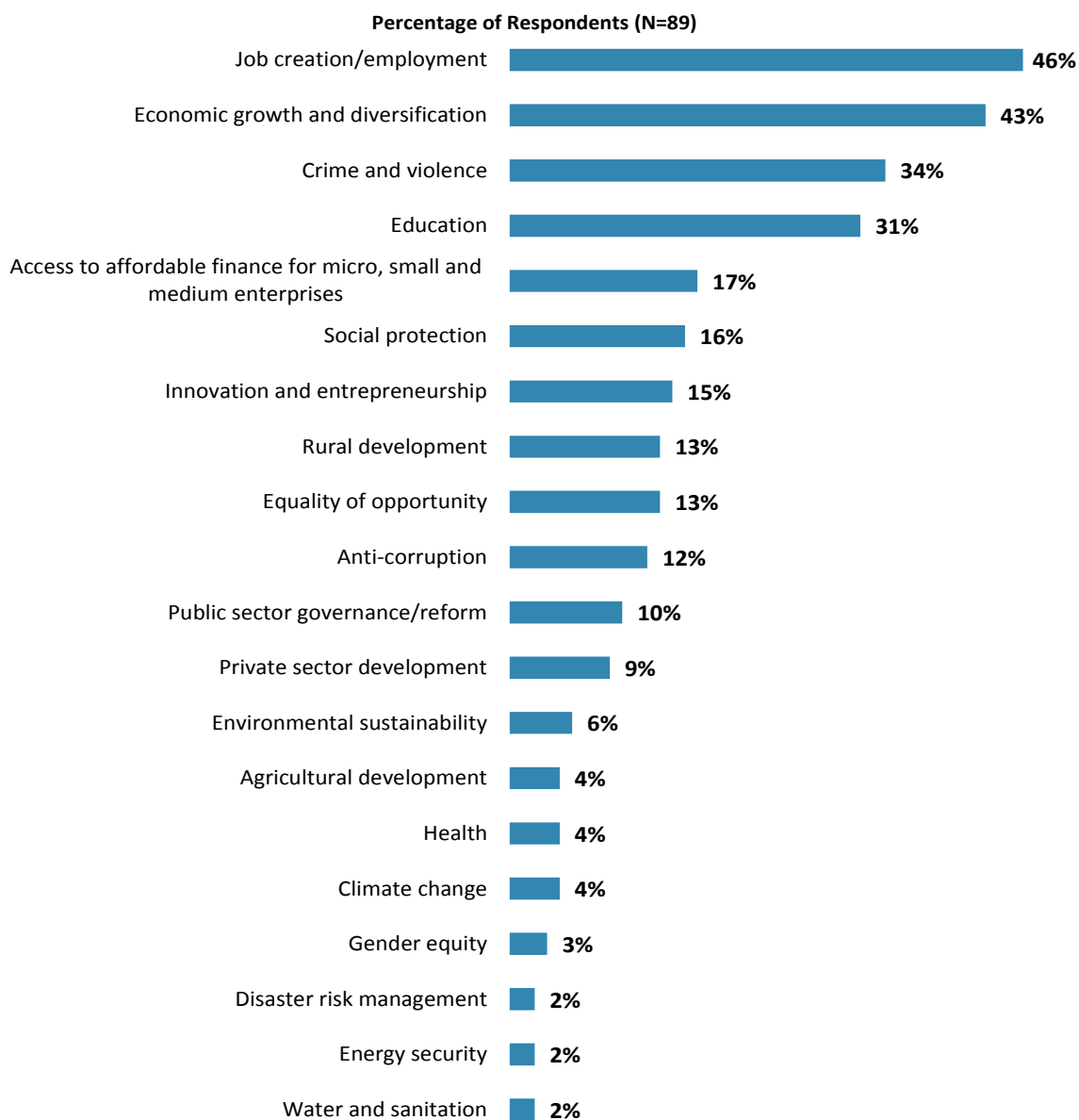
"Listed below are a number of development priorities in Jamaica. Please identify which of the following you consider the most important development priorities in Jamaica. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



IV. General Issues Facing Jamaica (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Jamaica were “*job creation/employment/entrepreneurship*” (76%), “*education and skills development*” (61%), and “*equality of opportunity*” (38%).



"The World Bank Group has committed itself to two goals: ending extreme poverty by 2030 and boosting shared prosperity. 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)"

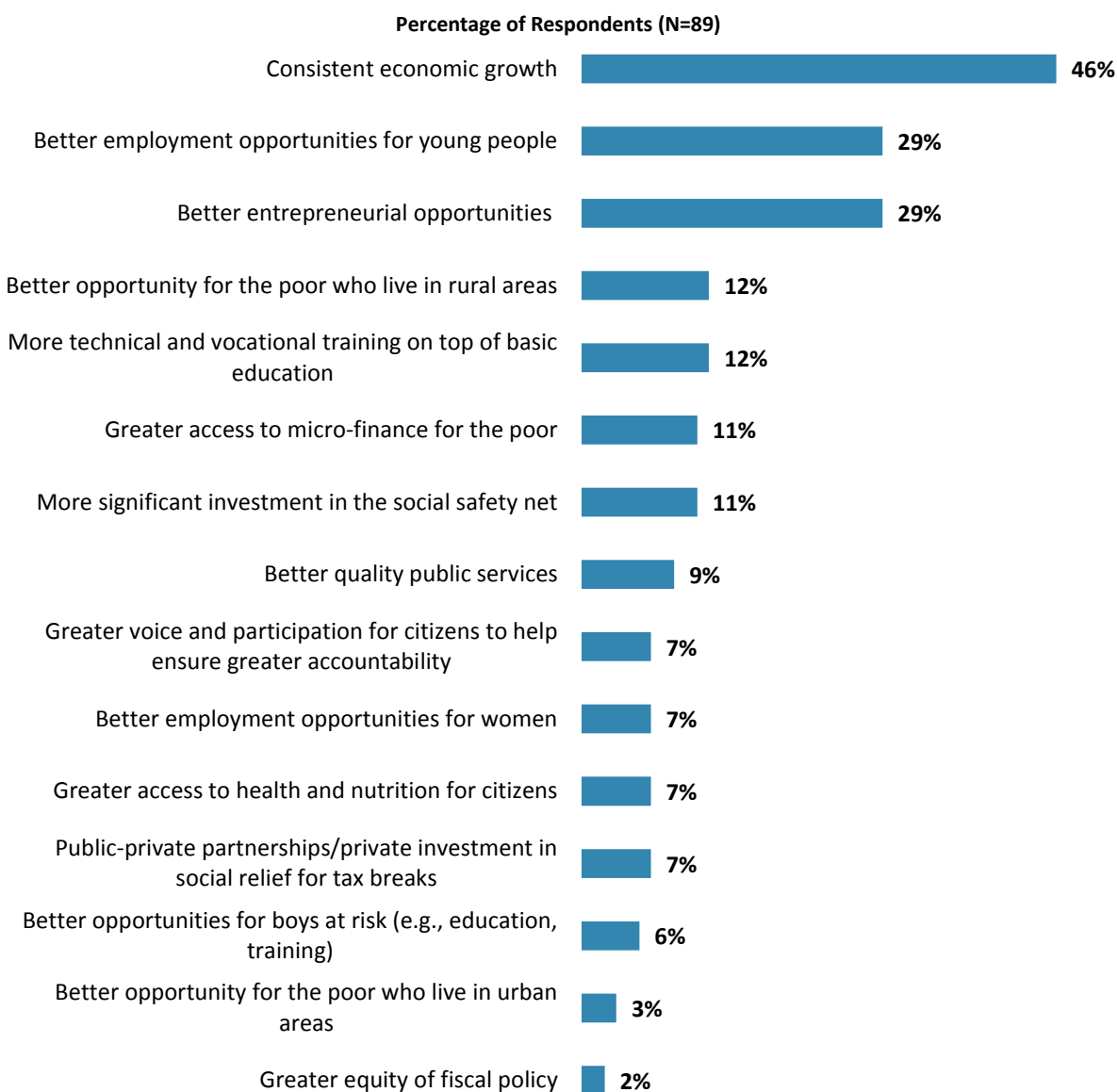
(Respondents chose from a list. Responses combined. Top 20 of 28 response options shown.)



IV. General Issues Facing Jamaica (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that shared prosperity in Jamaica would be best illustrated by “*better entrepreneurial opportunities*” (49%) and “*greater voice and participation for citizens to help ensure greater accountability*” (42%).



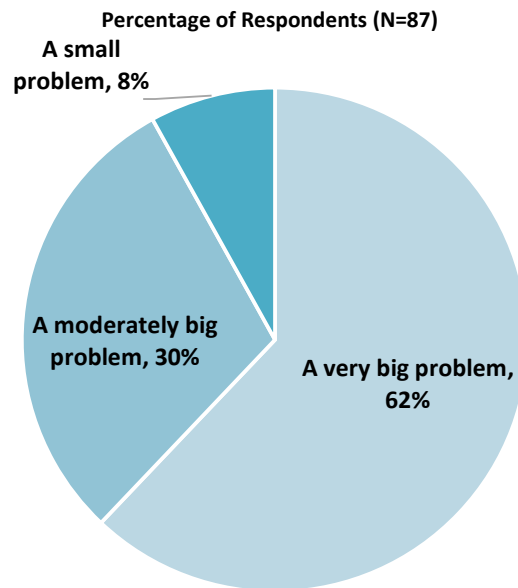
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



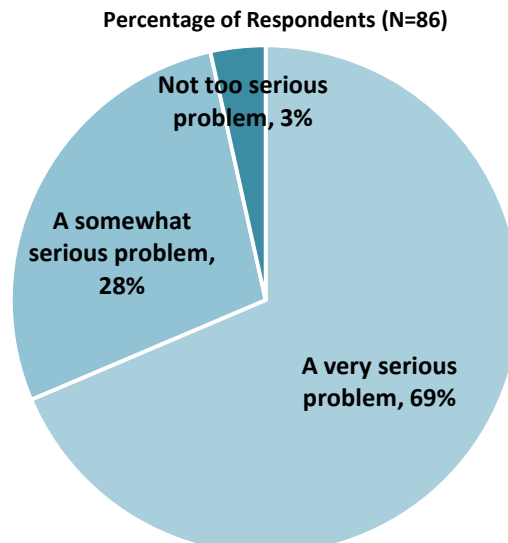
IV. General Issues Facing Jamaica (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Jamaica?" (Respondents chose from a list.)
(Note: no respondents chose "not a problem at all" or "don't know")

Global Climate Change



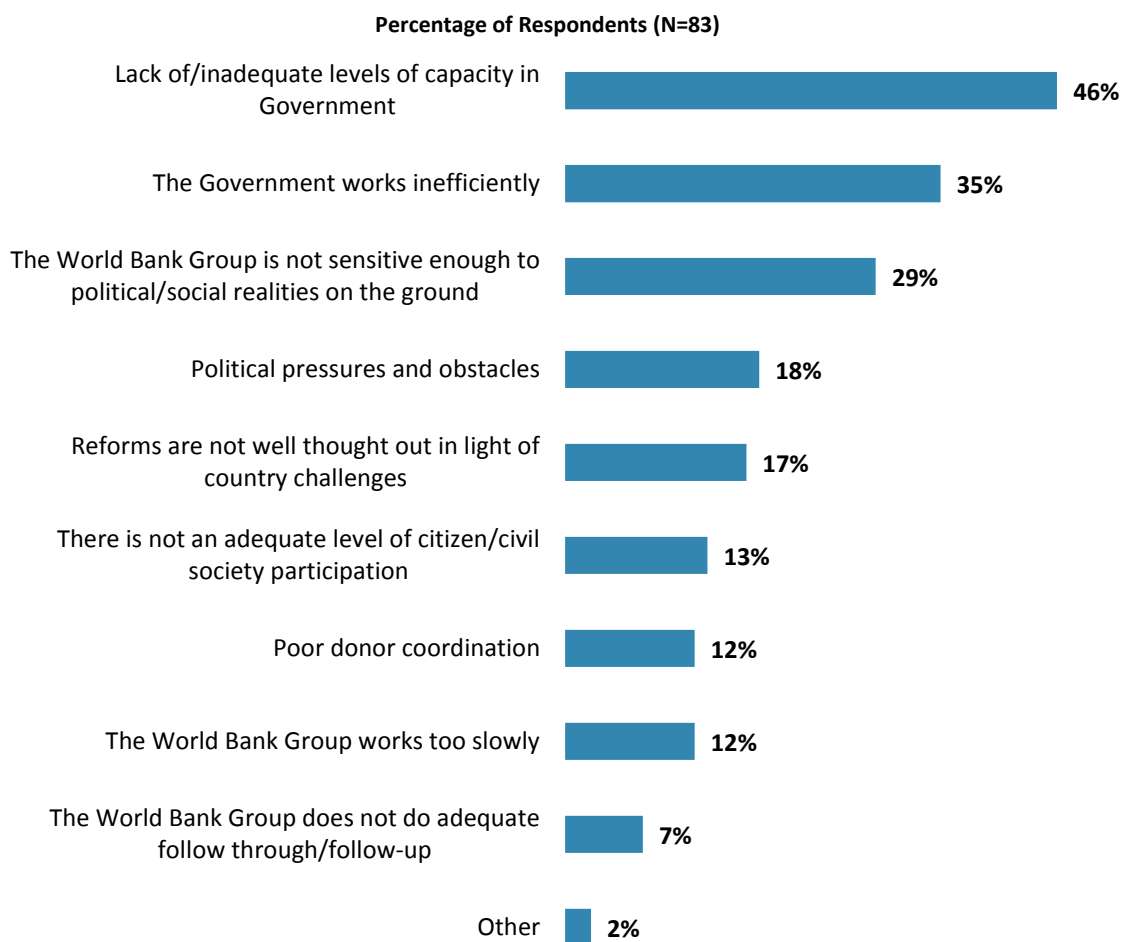
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)
(Note: no respondents chose "not a problem" or "don't know")



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that "*the World Bank is not sensitive enough to political/social realities on the ground*" (53%) and that "*there is not an adequate level of citizen/civil society participation*" (47%).



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

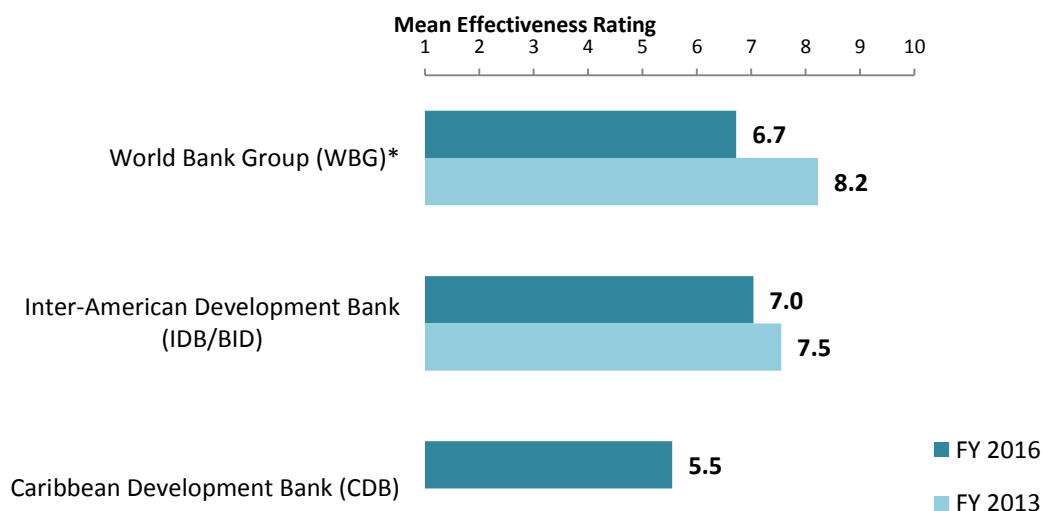


V. Overall Attitudes toward the World Bank Group (continued)

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

The Effectiveness of the World Bank Group and Other Development Banks⁴ (Indicator Question)

- **Year comparison:** This year’s respondents gave significantly lower ratings for the effectiveness of the WBG than the respondents in FY13. Respondents in the FY’13 and FY’16 Country Surveys gave statistically similar ratings for the effectiveness of the IDB.
- In FY16, stakeholders gave significantly higher ratings for the WBG’s effectiveness than the effectiveness of the Caribbean Development Bank, and statistically similar ratings for the effectiveness of the Inter-American Development Bank.



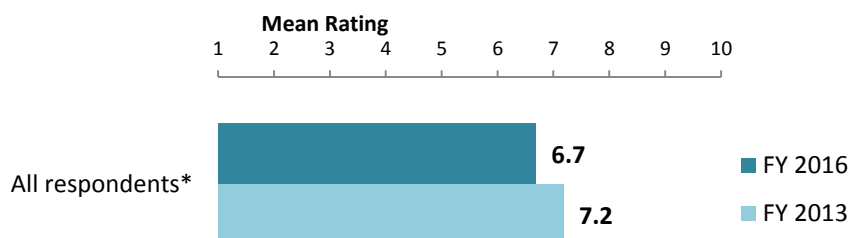
"Overall, please rate your impression of the World Bank Group's effectiveness in Jamaica."
(1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2016 and FY 2013)

⁴ Means in the chart were calculated based on weighted data.



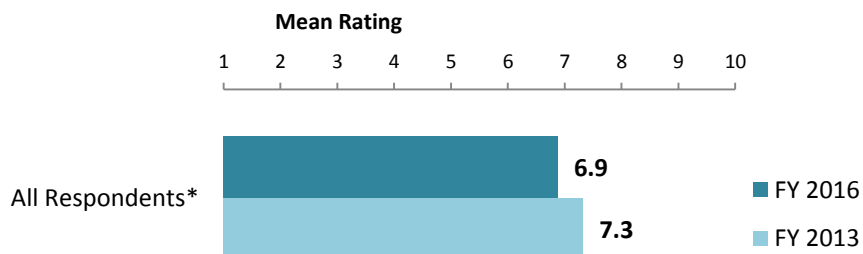
V. Overall Attitudes toward the World Bank Group (continued)

Achieving Development Results (*Indicator Question*)⁵



"To what extent does the World Bank Group's work help to achieve development results in Jamaica?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2016 and FY 2013)

WBG Staff Preparedness



"To what extent do you believe the World Bank Group'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")
(*Significantly different between FY 2016 and FY 2013)

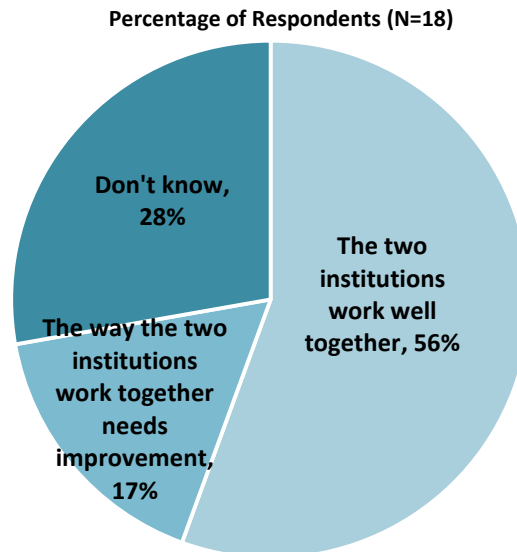
⁵ Means presented in the charts on this page were calculated based on weighted data.



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

The World Bank and the IFC Working Together

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



“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Jamaica?” (Respondents chose from a list.)

(Note: percentages may not total 100 due to rounding)

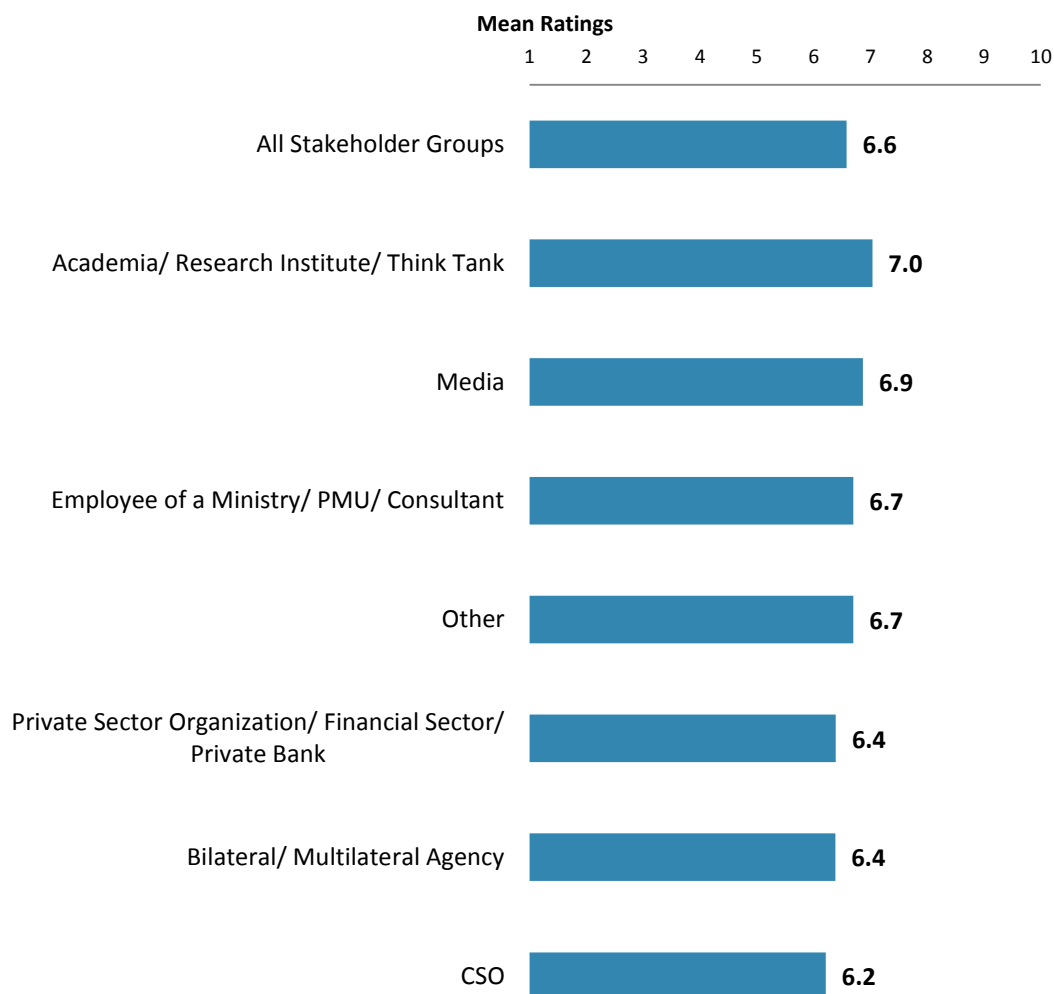
(Note: no respondents chose “the two institutions do not work well together.”)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholders gave statistically similar aggregated mean ratings for the twenty six COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 58).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher overall mean ratings for the twenty six indicator questions than respondents who do not work with the WBG (aggregated means are 6.9 and 6.0 respectively).



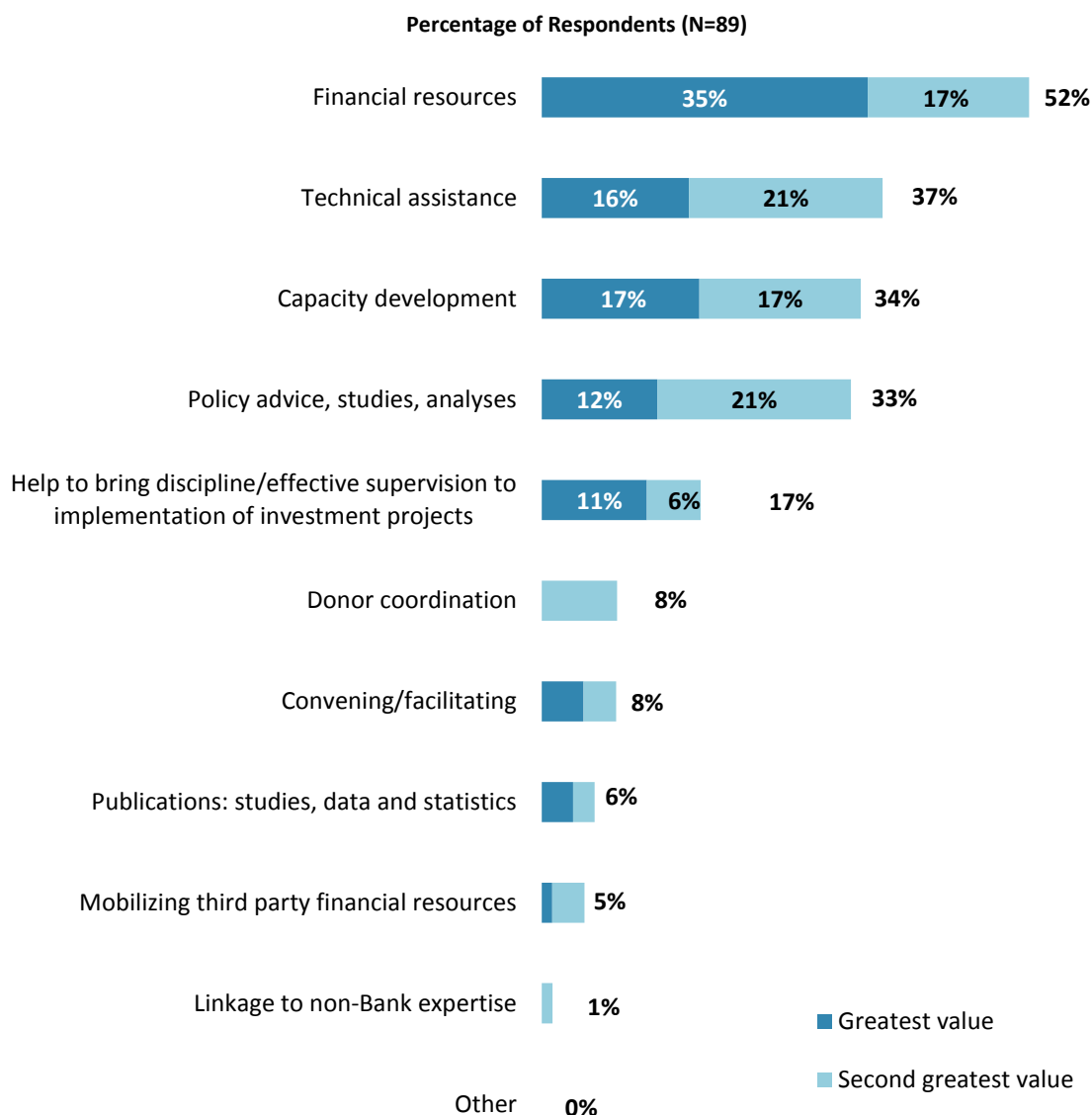
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Jamaica were its "*financial resources: investment lending*" (50%) and "*technical assistance*" (50%).



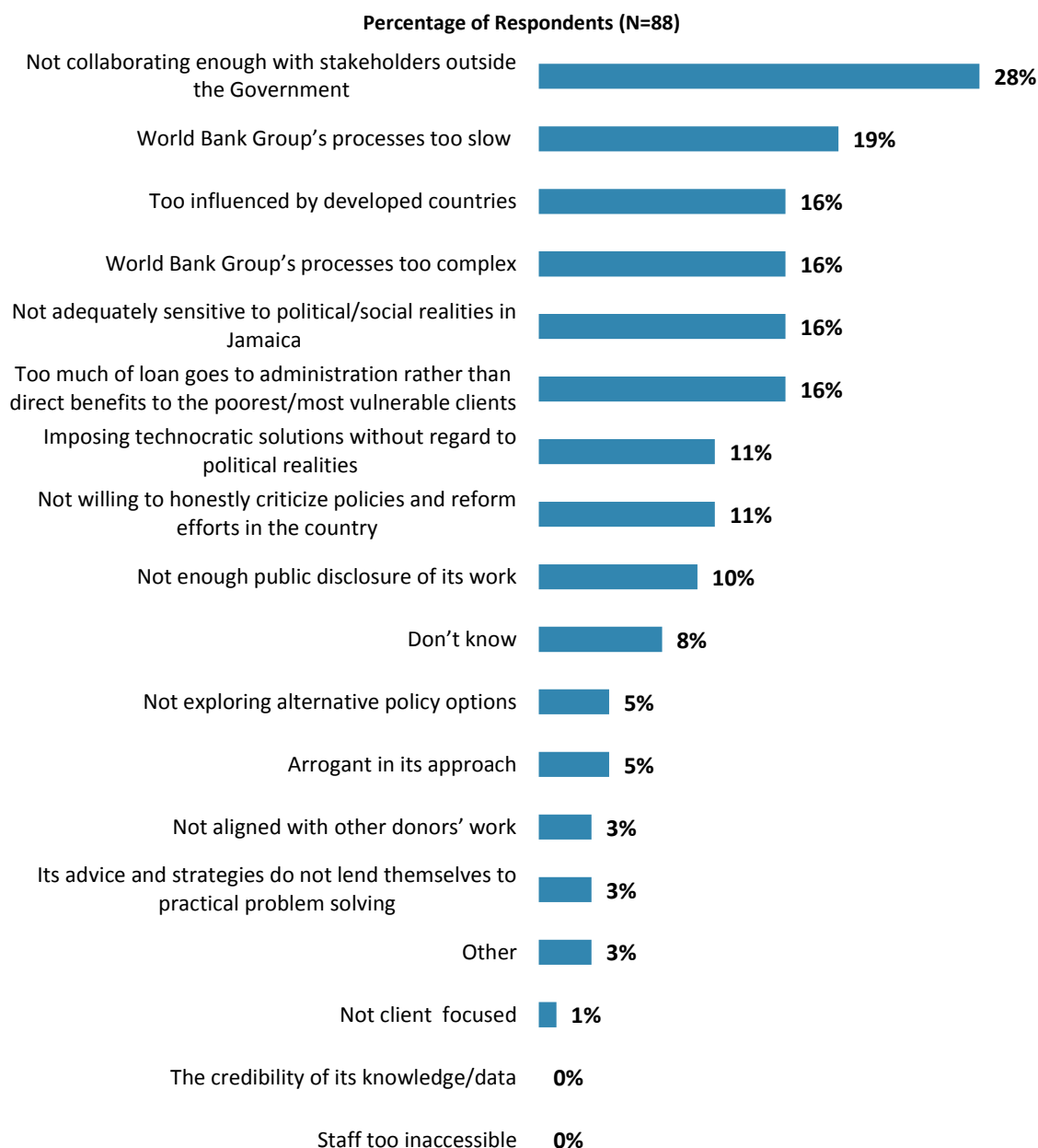
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Jamaica were "*the World Bank being too bureaucratic in its operational policies and procedures*" (37%) and "*the WB being not adequately sensitive to political/social realities in Jamaica*" (30%).



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



VI. Sectoral Effectiveness

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



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jamaica?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2016 and FY 2013)

⁶ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁷



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

⁷ Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

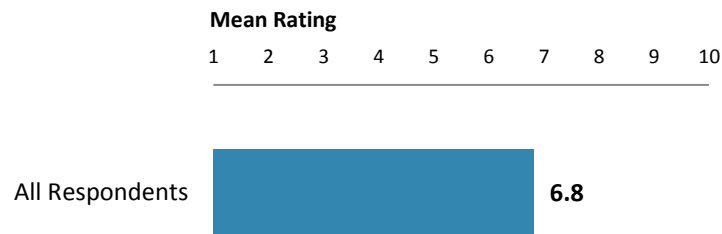
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Jamaica. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at transport;
 - The WBG's effectiveness at access to affordable finance for micro, small, and medium enterprises; and
 - The WBG's effectiveness at water and sanitation.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Jamaica, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at private sector development; and
 - The WBG's effectiveness at early childhood development.



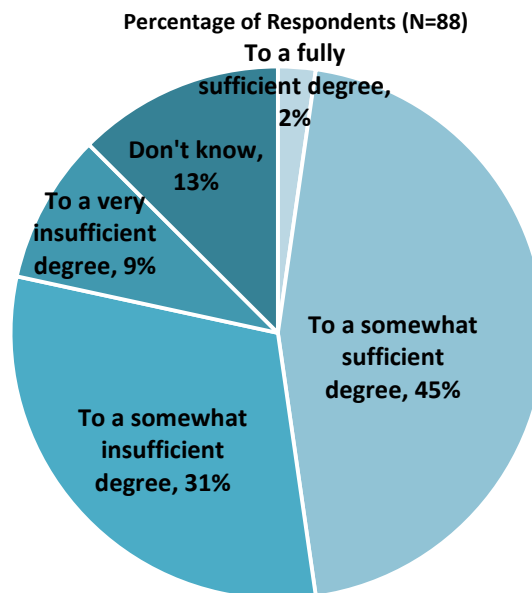
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Jamaica?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

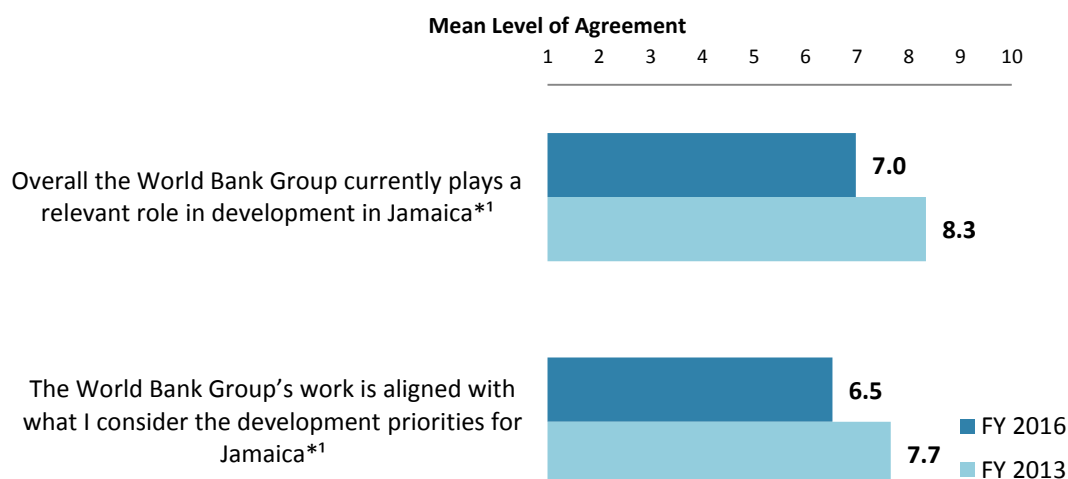


"To what extent do you believe that the World Bank Group's work and support help the poorest in Jamaica?" (Respondents chose from a list.)



VII. How the World Bank Group Operates

The World Bank Group's Work in Jamaica: Year Comparison⁸

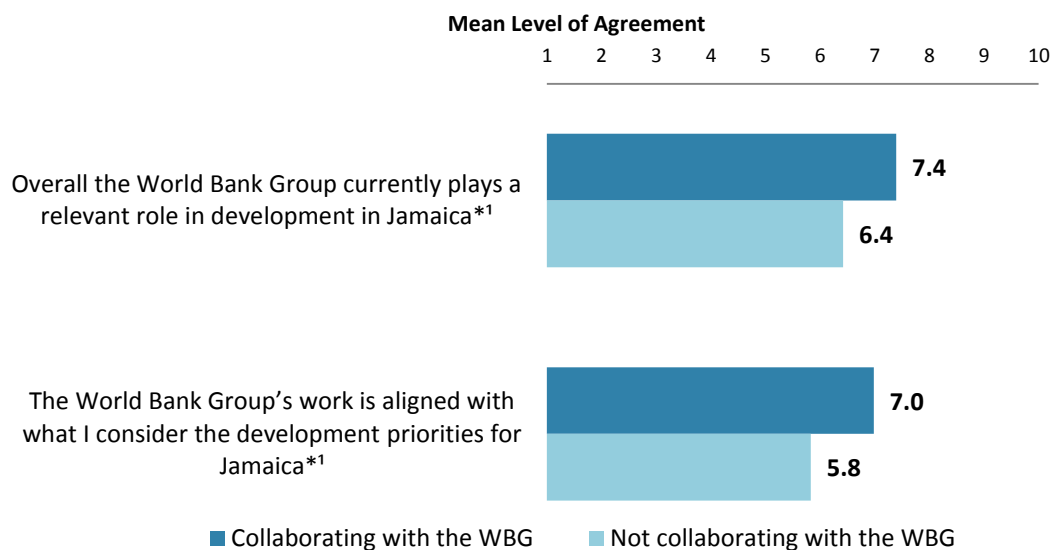


"To what extent do you agree with the following statements about the World Bank Group's work in Jamaica?" (1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2016 and FY 2013)

¹Indicator Question

The World Bank Group's Work in Jamaica: Collaboration



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

(*Significantly between collaborators and non-collaborators with the WBG)

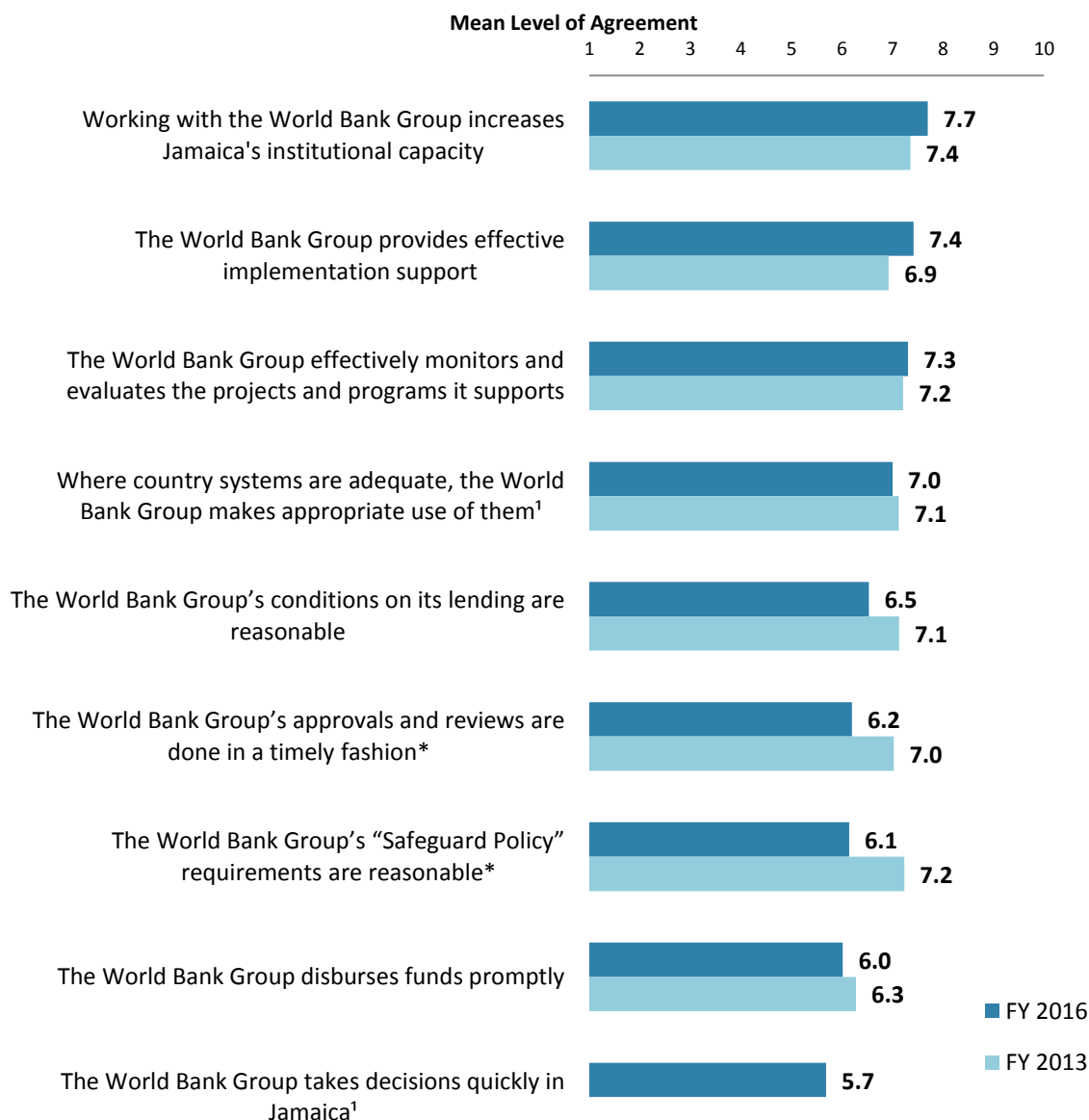
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁹



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

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

*(*significantly different between FY 2016 and FY 2013)*

¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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

(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁰



"To what extent is the World Bank Group 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")

(*Significantly different between FY 2016 and FY 2013)

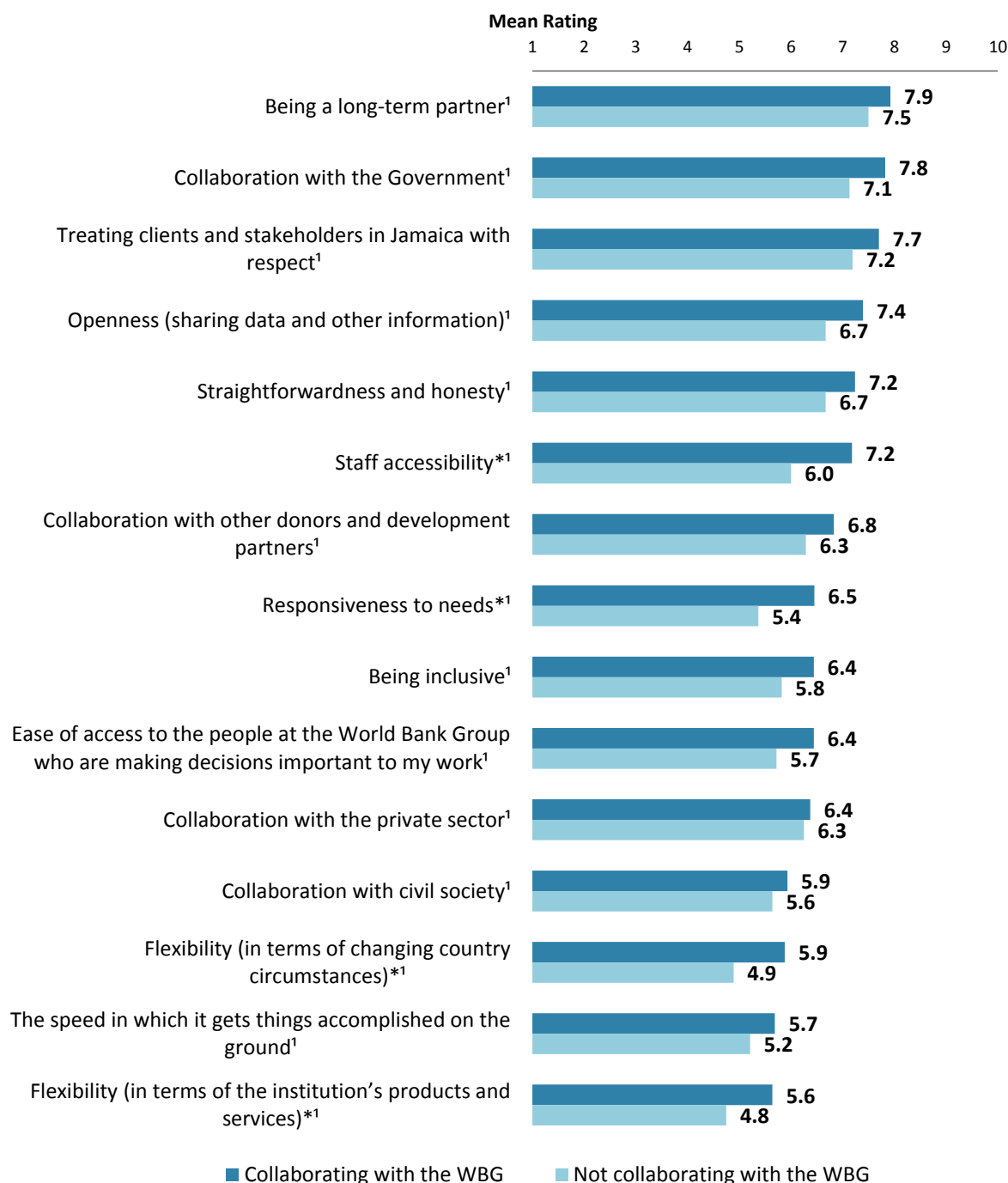
¹Indicator Question

¹⁰ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



"To what extent is the World Bank Group 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")

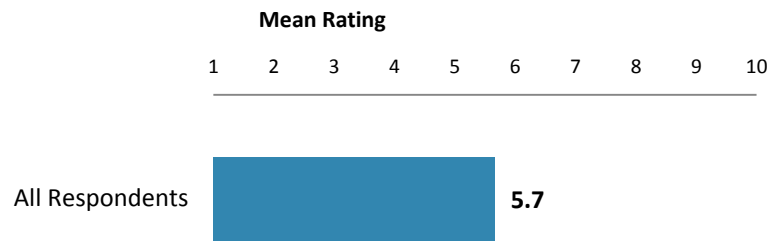
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



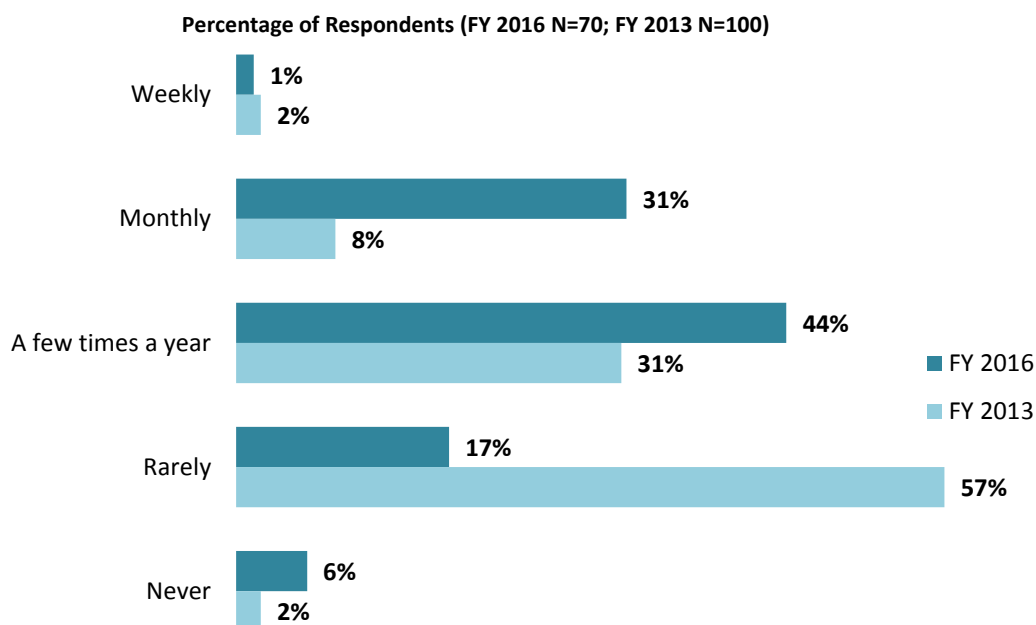
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Jamaica?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹¹

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities compared to respondents in the previous FY'13 Country Survey.



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

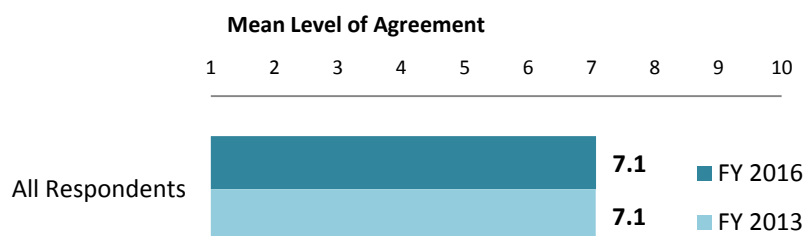
(Note: percentages may not total 100 due to rounding)

¹¹ Percentages in the chart were calculated based on weighted data.



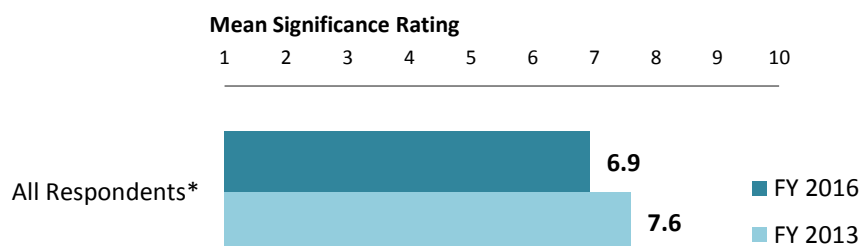
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Jamaica's Knowledge Needs¹² (Indicator Question)



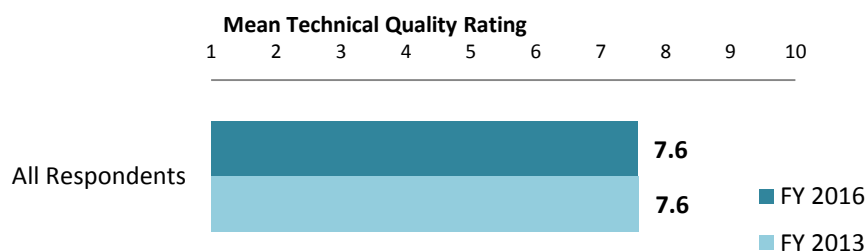
"The World Bank Group meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(*Significantly different between FY 2016 and FY 2013)
(1-"Not significant at all", 10-"Very significant")

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



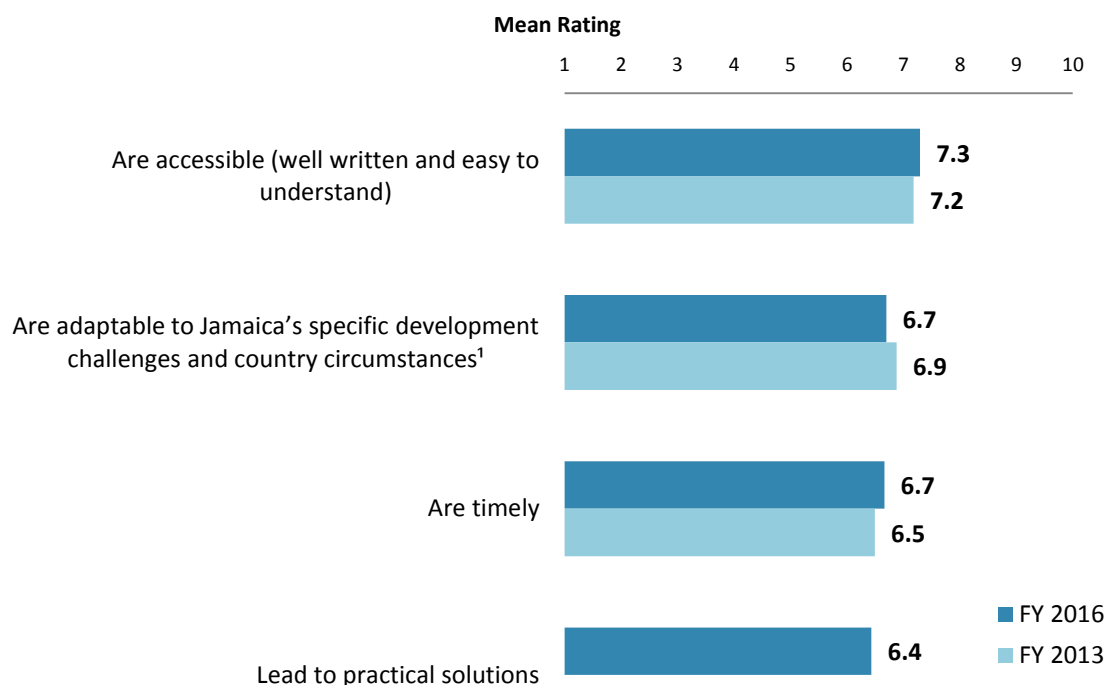
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹² Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹³



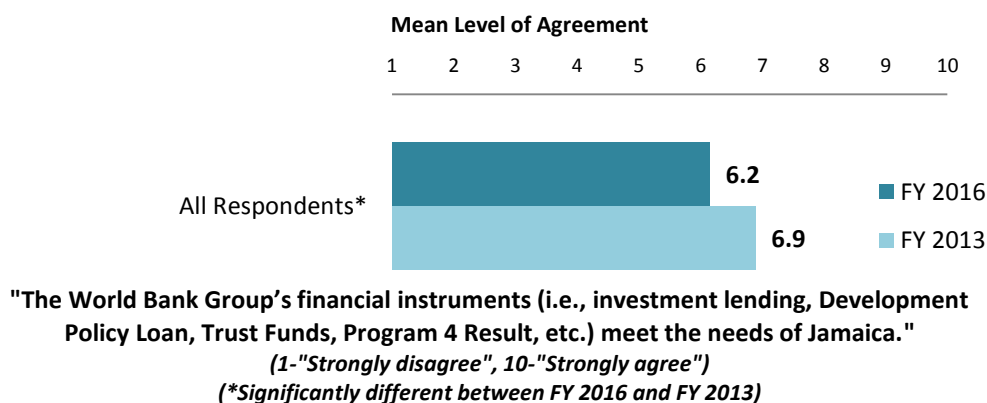
"In Jamaica, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")
Indicator Question

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



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

Meeting Jamaica's Needs for Financial Instruments¹⁴ (*Indicator Question*)



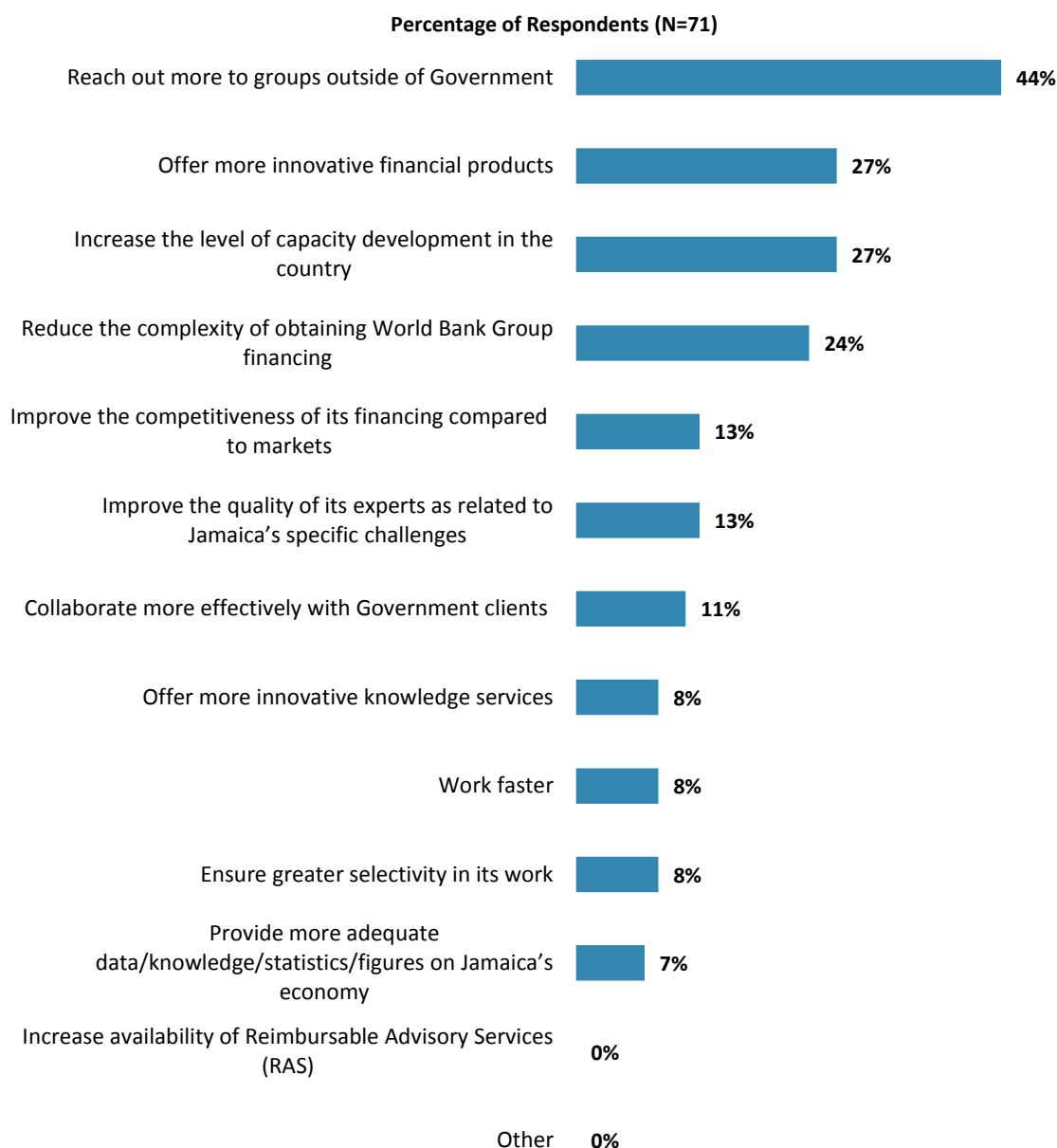
¹⁴ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*provide more adequate data/knowledge/statistics/figures on Jamaica’s economy*” (34%) and “*improve the competitiveness of its financing compared to markets*” (32%) to make itself of greater value in Jamaica.



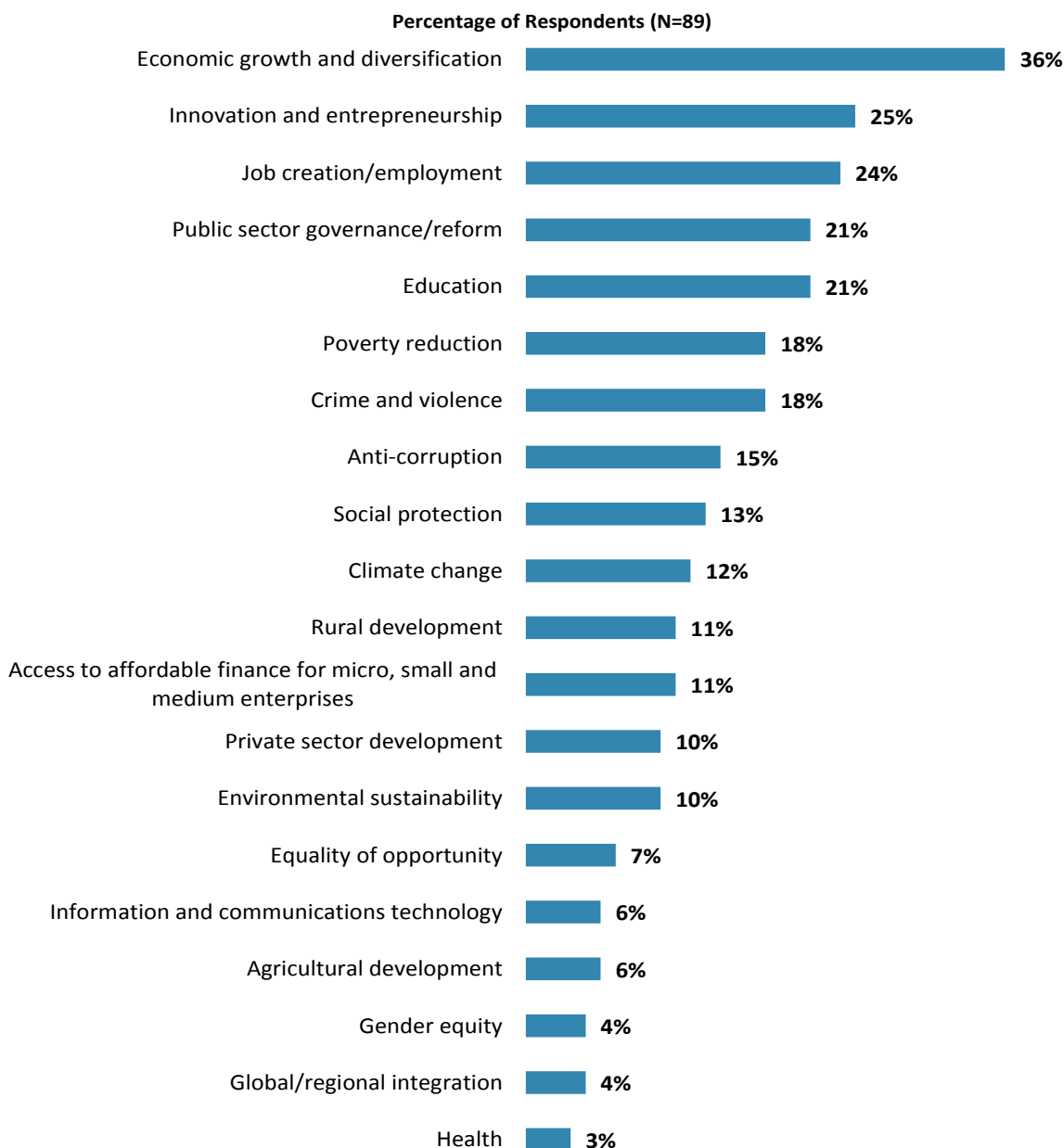
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Jamaica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*education and skills development*” (63%), “*job creation/employment and entrepreneurship*” (53%), and “*public sector governance/reform*” (32%).



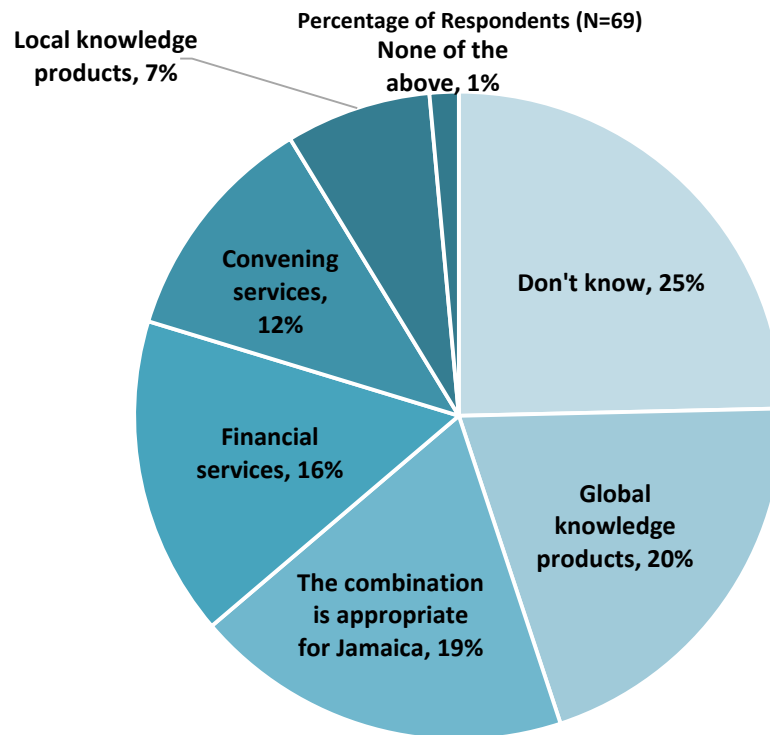
“When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectoral areas do you believe the WBG should focus most of its resources in Jamaica? (Choose no more than THREE)”

(Respondents chose from a list. Responses combined. Top 20 of 29 response options shown.)



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

Future Combination of the WBG Services



"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 WBG should offer more of in Jamaica?" (Respondents chose from a list.)

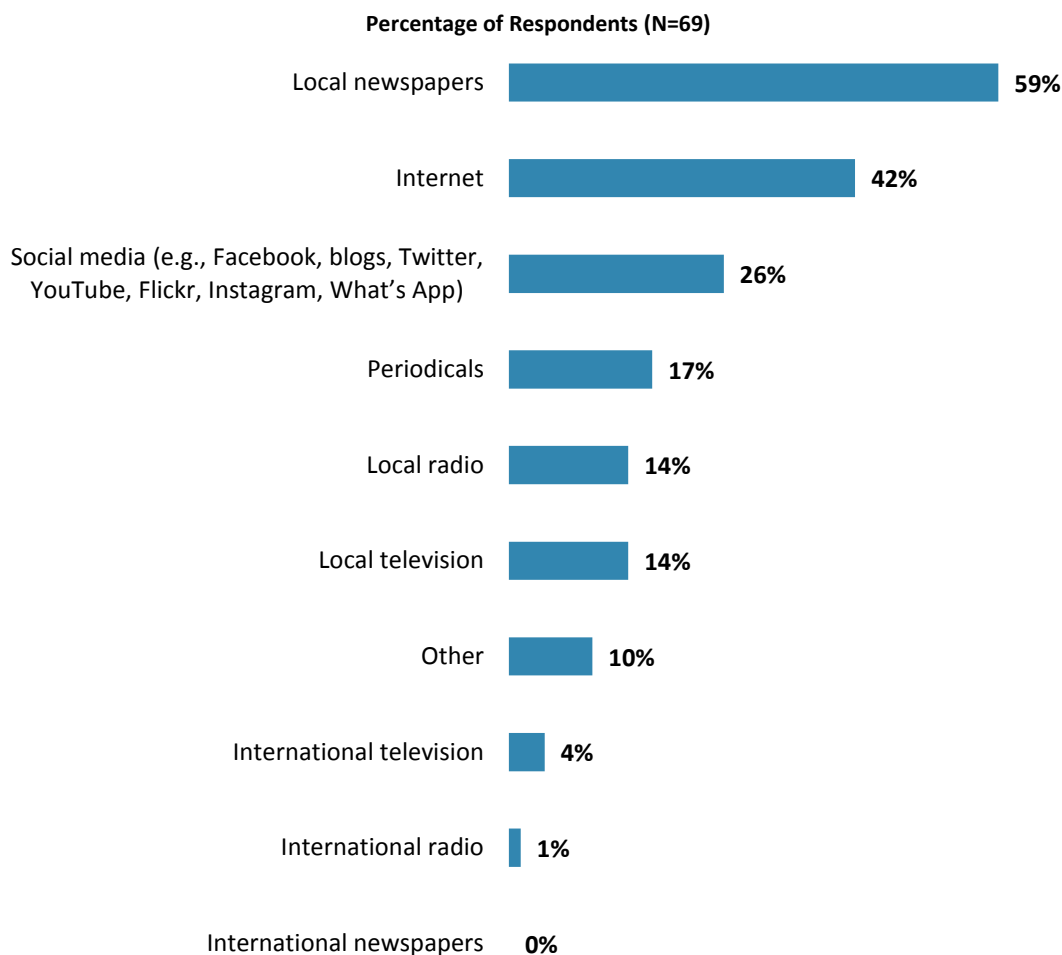


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 58) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Jamaica from “*local newspapers*” (78%), “*Internet*” (47%), and “*local television*” (21%).



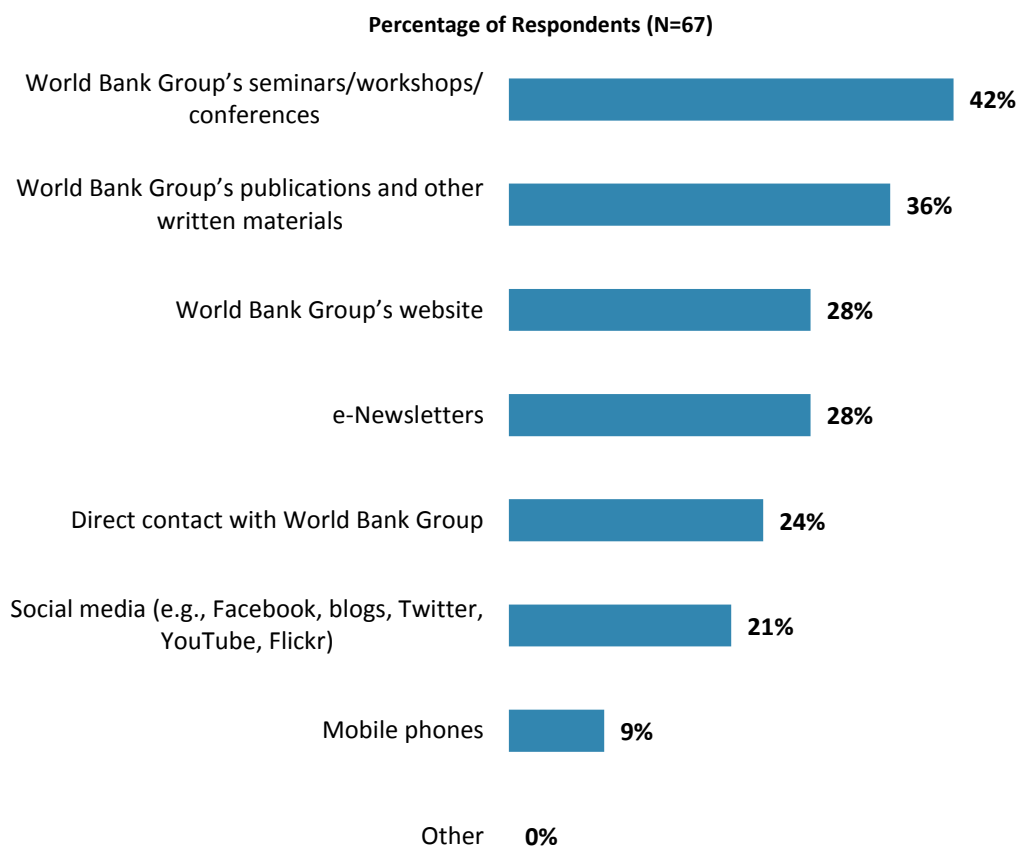
"How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “*website*” (64%), “*World Bank publications and other written materials*” (51%), and “*e-newsletters*” (43%).



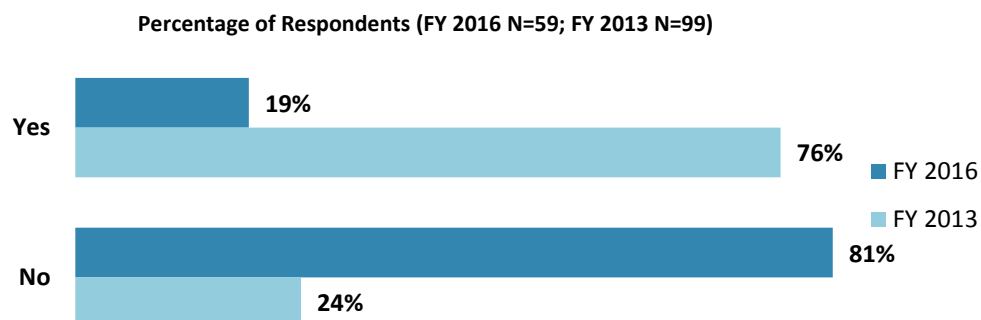
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Access to Information¹⁵

- **Year comparison:** This year's respondents were significantly less likely to be aware of the WBG's Access to Information Policy than respondents in the FY'13 survey.



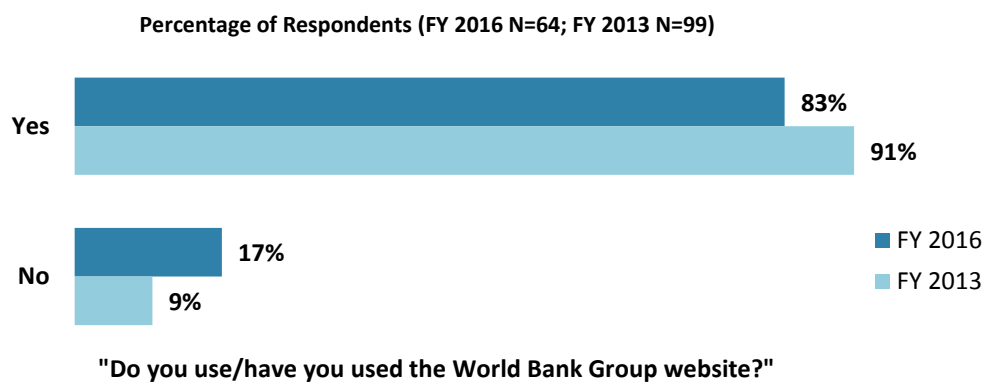
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

¹⁵ Percentages presented in the chart were calculated based on weighted data.

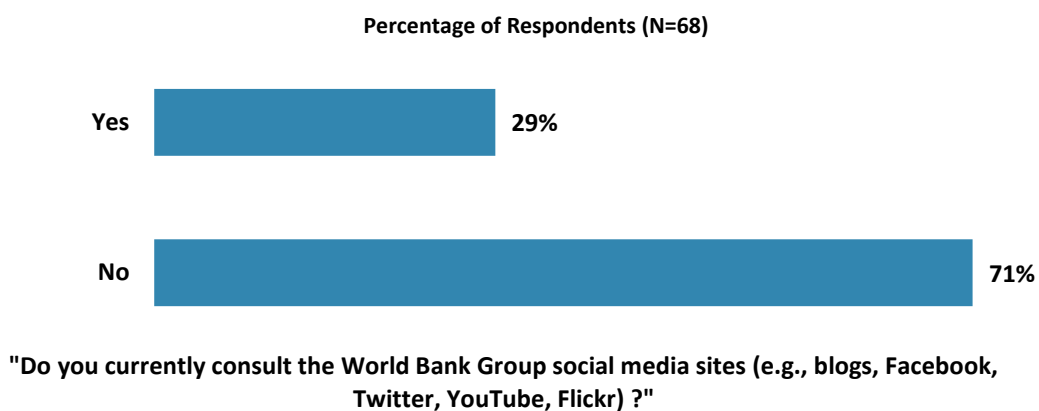


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels



¹⁶ Percentages presented in the chart were calculated based on weighted data.



P

XI. Appendices

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Jamaica





Appendix A: Responses to All Questions across All Respondents (N=91)

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=86)
The right direction	65.1%
The wrong direction	7.0%
Not sure	27.9%

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=91)
Crime and violence	47.3%
Job creation/employment (e.g., targeted youth employment)	35.2%
Economic growth and diversification	34.1%
Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	26.4%
Innovation and entrepreneurship	20.9%
Education	16.5%
Poverty reduction	13.2%
Private sector development (e.g., competitiveness, trade, logistics)	12.1%
Access to affordable finance for micro, small and medium enterprises (MSME)	12.1%
Climate change (e.g., mitigation, adaptation)	11.0%
Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	11.0%
Environmental sustainability	9.9%
Anti-corruption	9.9%
Early childhood development	6.6%
Equality of opportunity (i.e., equity)	6.6%
Gender equity (e.g., focus on gender-based violence)	6.6%
Foreign direct investment	3.3%
Energy security (e.g., alternative/green sources)	2.2%
Transport (e.g., roads, bridges, transportation)	2.2%
Water and sanitation	2.2%
Rural development	2.2%
Open data and digital citizenship	2.2%
Health	2.2%
Urban development (incl. community-based resilience)	2.2%
Global/regional integration	1.1%
Agricultural development	1.1%
Disaster risk management (i.e., planning/ preparation, mitigation, response)	0.0%
Natural resource management (e.g., oil, gas, mining)	0.0%
Information and communications technology	0.0%

**A. General Issues Facing Jamaica (continued)**

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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=89)
Job creation/employment (e.g., targeted youth employment)	46.1%
Economic growth and diversification	42.7%
Crime and violence	33.7%
Education	31.5%
Access to affordable finance for micro, small and medium enterprises (MSME)	16.9%
Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	15.7%
Innovation and entrepreneurship	14.6%
Rural development	13.5%
Equality of opportunity (i.e., equity)	13.5%
Anti-corruption	12.4%
Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	10.1%
Private sector development (e.g., competitiveness, trade, logistics)	9.0%
Environmental sustainability	5.6%
Agricultural development	4.5%
Health	4.5%
Climate change (e.g., mitigation, adaptation)	4.5%
Gender equity (e.g., focus on gender-based violence)	3.4%
Disaster risk management (i.e., planning/ preparation, mitigation, response)	2.2%
Energy security (e.g., alternative/green sources)	2.2%
Water and sanitation	2.2%
Urban development (incl. community-based resilience)	2.2%
Early childhood development	2.2%
Global/regional integration	1.1%
Open data and digital citizenship	1.1%
Foreign direct investment	1.1%
Transport (e.g., roads, bridges, transportation)	1.1%
Natural resource management (e.g., oil, gas, mining)	0.0%
Information and communications technology	0.0%

**A. General Issues Facing Jamaica (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=89)
Consistent economic growth	46.1%
Better employment opportunities for young people	29.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses, including better access to affordable financing, independent counsel, more robust microfinance)	29.2%
Better opportunity for the poor who live in rural areas	12.4%
More technical and vocational training on top of basic education	12.4%
Greater access to micro-finance for the poor	11.2%
More significant investment in the social safety net	11.2%
Better quality public services	9.0%
Greater voice and participation for citizens to help ensure greater accountability	6.7%
Better employment opportunities for women	6.7%
Greater access to health and nutrition for citizens	6.7%
Public-private partnerships/private investment in social relief for tax breaks	6.7%
Better opportunities for boys at risk (e.g., education, training)	5.6%
Better opportunity for the poor who live in urban areas	3.4%
Greater equity of fiscal policy	2.2%
Other	0.0%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Jamaica? (Select only ONE response)	Percentage of Respondents (N=87)
A very big problem	62.1%
A moderately big problem	29.9%
A small problem	8.0%
Not a problem at all	0.0%
Don't know	0.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=86)
A very serious problem	68.6%
A somewhat serious problem	27.9%
Not too serious problem	3.5%
Not a problem	0.0%
Don't know	0.0%

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Jamaica? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. World Bank Group (WBG)	87	0	6.98	2.19
2. Inter-American Development Bank (IDB/BID)	88	0	6.92	2.19
3. Caribbean Development Bank (CDB)	88	0	5.75	2.47

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

Overall, please rate your impression of the effectiveness of these organizations in Jamaica. (1-Not effective at all, 10-Extremely effective)	Effectiveness			
	N	DK	Mean	SD
4. World Bank Group (WBG)*	82	5	6.76	1.82
5. Inter-American Development Bank (IDB/BID)	78	9	7.01	1.99
6. Caribbean Development Bank (CDB)	68	19	5.51	2.11

Staff Preparedness	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group'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)	75	14	6.87	1.80

8. When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jamaica? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=89)
Economic growth and diversification	36.0%
Innovation and entrepreneurship	24.7%
Job creation/employment (e.g., targeted youth employment)	23.6%
Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	21.3%
Education	21.3%
Poverty reduction	18.0%
Crime and violence	18.0%
Anti-corruption	14.6%
Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	13.5%
Climate change (e.g., mitigation, adaptation)	12.4%
Rural development	11.2%
Access to affordable finance for micro, small and medium enterprises (MSME)	11.2%
Private sector development (e.g., competitiveness, trade, logistics)	10.1%
Environmental sustainability	10.1%
Equality of opportunity (i.e., equity)	6.7%
Information and communications technology	5.6%
Agricultural development	5.6%
Gender equity (e.g., focus on gender-based violence)	4.5%
Global/regional integration	4.5%
Health	3.4%
Early childhood development	3.4%
Transport (e.g., roads, bridges, transportation)	3.4%
Water and sanitation	2.2%
Open data and digital citizenship	2.2%
Urban development (incl. community-based resilience)	2.2%
Natural resource management (e.g., oil, gas, mining)	1.1%
Energy security (e.g., alternative/green sources)	1.1%
Foreign direct investment	0.0%
Disaster risk management (i.e., planning/ preparation, mitigation, response)	0.0%

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

9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?	Percentage of Respondents (N=89)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	34.8%	17.2%	52.1%
Technical assistance	15.7%	20.7%	36.4%
Capacity development	16.9%	17.2%	34.1%
Policy advice, studies, analyses	12.4%	20.7%	33.0%
Help to bring discipline/effective supervision to implementation of investment projects	11.2%	5.7%	17.0%
Donor coordination	0.0%	8.0%	8.0%
Convening/facilitating	4.5%	3.4%	7.9%
Publications: studies, data and statistics	3.4%	2.3%	5.7%
Mobilizing third party financial resources	1.1%	3.4%	4.6%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	1.1%	1.1%
Other	0.0%	0.0%	0.0%

10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=88)
Not collaborating enough with stakeholders outside the Government	28.4%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	19.3%
Too influenced by developed countries	15.9%
World Bank Group's processes too complex	15.9%
Not adequately sensitive to political/social realities in Jamaica	15.9%
Too much of loan goes to administration rather than direct benefits to the poorest/most vulnerable clients	15.9%
Imposing technocratic solutions without regard to political realities	11.4%
Not willing to honestly criticize policies and reform efforts in the country	11.4%
Not enough public disclosure of its work	10.2%
Don't know	8.0%
Not exploring alternative policy options	4.5%
Arrogant in its approach	4.5%
Not aligned with other donors' work	3.4%
Its advice and strategies do not lend themselves to practical problem solving	3.4%
Other	3.4%
Not client focused	1.1%
The credibility of its knowledge/data	0.0%
Staff too inaccessible	0.0%

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

11. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=87)
Technical assistance (advice, best practice, international experience, etc.)	37.9%
Investment lending (financing specific projects)	34.5%
Capacity development	32.2%
Multi-sectoral approaches	23.0%
Policy based lending/budget support to the Government	23.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	13.8%
Don't know	9.2%
Trust Fund management	1.1%
Other	0.0%

12. To what extent do you believe that the World Bank Group's work and support help the poorest in Jamaica? (Select only ONE response)	Percentage of Respondents (N=88)
To a fully sufficient degree	2.3%
To a somewhat sufficient degree	45.5%
To a somewhat insufficient degree	30.7%
To a very insufficient degree	9.1%
Don't know	12.5%

To what extent do you agree with the following statements about the World Bank Group's work in Jamaica? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
13. Overall the World Bank Group currently plays a relevant role in development in Jamaica*	82	4	7.09	1.75
14. The World Bank Group's work is aligned with what I consider the development priorities for Jamaica*	78	9	6.63	1.94

To what extent is the World Bank Group 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
15. Responsiveness to needs*	70	10	6.16	1.75
16. Flexibility (in terms of the institution's products and services)*	67	13	5.37	1.67
17. Flexibility (in terms of changing country circumstances)*	67	11	5.60	1.80
18. Being inclusive*	74	6	6.26	1.87
19. Openness (sharing data and other information)*	72	6	7.18	2.08
20. Collaboration with the Government*	75	6	7.60	1.86
21. The speed in which it gets things accomplished on the ground*	67	13	5.55	1.89
22. Ease of access to the people at the World Bank Group who are making decisions important to my work*	68	10	6.25	2.22
23. Collaboration with civil society*	67	12	5.84	1.98
24. Staff accessibility*	63	16	6.83	2.14
25. Collaboration with other donors and development partners*	63	17	6.68	2.03
26. Collaboration with the private sector*	63	14	6.33	1.98
27. Straightforwardness and honesty*	69	10	7.09	2.19
28. Treating clients and stakeholders in Jamaica with respect*	74	6	7.55	1.98
29. Being a long-term partner*	73	6	7.79	2.09

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

30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=83)
Lack of/inadequate levels of capacity in Government	45.8%
The Government works inefficiently	34.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	28.9%
Political pressures and obstacles	18.1%
Reforms are not well thought out in light of country challenges	16.9%
There is not an adequate level of citizen/civil society participation	13.3%
Poor donor coordination	12.0%
The World Bank Group works too slowly	12.0%
The World Bank Group does not do adequate follow through/follow-up	7.2%
Other	2.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Jamaica? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	73	5	8.01	2.44
2. Early childhood development	74	3	7.49	2.31
3. Transport (e.g., roads, bridges, transportation)	73	3	6.78	2.30
4. Anti-corruption	76	1	7.66	2.51
5. Open data and digital citizenship	73	4	7.03	2.40
6. Urban development (incl. community-based resilience)	73	3	7.52	1.97
7. Environmental sustainability	76	2	7.78	2.03
8. Access to affordable finance for micro, small and medium enterprises (MSME)	77	2	8.21	1.98
9. Information and communications technology	75	3	6.97	2.16
10. Poverty reduction	77	2	8.57	1.70
11. Gender equity (e.g., focus on gender-based violence)	77	1	6.84	2.57
12. Private sector development (e.g., competitiveness, trade, logistics)	76	1	7.79	2.03
13. Foreign direct investment	76	2	7.49	2.19
14. Water and sanitation	73	4	7.34	2.24
15. Economic growth and diversification	75	3	8.57	1.65
16. Energy security (e.g., alternative/green sources)	76	2	7.72	2.00
17. Disaster risk management (i.e., planning/ preparation, mitigation, response)	74	3	7.65	1.92
18. Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	77	2	7.90	2.16
19. Job creation/employment (e.g., targeted youth employment)	75	4	8.17	2.08
20. Equality of opportunity (i.e., equity)	75	3	7.32	2.28
21. Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	76	2	7.78	2.32
22. Rural development	72	5	7.57	2.26
23. Global/regional integration	71	4	6.94	2.12
24. Innovation and entrepreneurship	75	3	7.95	2.00
25. Natural resource management (e.g., oil, gas, mining)	70	5	6.24	2.30
26. Health	73	3	7.74	1.94
27. Climate change (e.g., mitigation, adaptation)	75	2	7.91	1.94
28. Agricultural development	76	2	7.66	2.24
29. Education	74	4	8.05	2.44

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jamaica? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity (e.g., focus on gender-based violence)	29	45	6.55	2.28
2. Information and communications technology	32	43	6.78	2.04
3. Transport (e.g., roads, bridges, transportation)	25	49	7.16	1.68
4. Crime and violence	31	44	6.61	2.35
5. Access to affordable finance for micro, small and medium enterprises (MSME)	38	34	6.50	1.66
6. Urban development (incl. community-based resilience)	32	41	6.87	1.50
7. Environmental sustainability	39	34	7.13	1.63
8. Early childhood development	34	40	6.62	2.27
9. Poverty reduction	54	20	6.89	2.12
10. Anti-corruption	30	45	6.47	2.22
11. Private sector development (e.g., competitiveness, trade, logistics)	37	36	6.43	1.88
12. Foreign direct investment	31	43	6.94	1.61
13. Water and sanitation	32	41	7.03	1.82
14. Open data and digital citizenship	28	45	6.57	2.33
15. Economic growth and diversification	49	22	7.08	1.68
16. Disaster risk management (i.e., planning/ preparation, mitigation, response)	25	49	6.76	2.40
17. Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	48	26	7.44	2.09
18. Job creation/employment (e.g., targeted youth employment)	41	33	6.37	2.11
19. Innovation and entrepreneurship	40	33	6.68	2.19
20. Equality of opportunity (i.e., equity)	26	48	6.23	2.35
21. Energy security (e.g., alternative/green sources)	29	45	6.66	1.90
22. Rural development	30	43	6.43	1.77
23. Global/regional integration	28	43	6.21	1.95
24. Education	41	31	7.07	2.41
25. Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	44	30	7.61	2.27
26. Climate change (e.g., mitigation, adaptation)	38	37	7.42	1.84
27. Agricultural development	31	43	7.26	1.84
28. Natural resource management (e.g., oil, gas, mining)	17	56	6.53	2.67
Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Jamaica? (1-To no degree at all, 10-To a very significant degree)	64	11	6.75	1.46

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

To what extent do you agree with the following statements about the World Bank Group in Jamaica? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jamaica*	54	21	6.20	1.76
5. The World Bank Group meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	66	9	7.09	1.63

Reimbursable Advisory Services	N	DK	Mean	SD
6. To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	22	53	5.91	1.93

Measuring/Correcting the World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Jamaica? (1-To no degree at all, 10-To a very significant degree)	38	37	5.66	1.83

D. The World Bank Group's Knowledge Work and Activities

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=75)
Weekly	1.3%
Monthly	32.0%
A few times a year	44.0%
Rarely	17.3%
Never	5.3%

In Jamaica, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	61	13	6.69	1.70
3. Lead to practical solutions	51	17	6.47	1.75
4. Are accessible (well written and easy to understand)	65	8	7.32	1.77
5. Are adaptable to Jamaica's specific development challenges and country circumstances*	66	7	6.65	1.67

Overall Evaluations	N	DK	Mean	SD
6. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	67	7	6.84	1.75
7. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	68	7	7.63	1.44

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	36	34	6.00	2.03
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	57	13	7.40	1.49
3. The World Bank Group's approvals and reviews are done in a timely fashion	43	27	6.23	1.82
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	26	43	6.12	1.63
5. The World Bank Group's conditions on its lending are reasonable	38	32	6.53	1.77
6. The World Bank Group takes decisions quickly in Jamaica*	45	25	5.80	2.10
7. Working with the World Bank Group increases Jamaica's institutional capacity	61	9	7.69	1.74
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	39	31	7.10	2.04
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	53	17	7.38	1.68

WBG Promoting PPP in Jamaica	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Jamaica? (1-To no degree at all, 10-To a very significant degree)	52	19	6.81	1.65

11. Which of the following best describes the World Bank Group's support in Jamaica? (Select only ONE response)	Percentage of Respondents (N=70)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Jamaica	41.4%
The World Bank Group is not sufficiently selective in Jamaica, and it is involved in too many areas of development	18.6%
Don't know	40.0%

F. Recent Trends and the Future Role of the World Bank Group in Jamaica

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=71)
Reach out more to groups outside of Government	43.7%
Offer more innovative financial products	26.8%
Increase the level of capacity development in the country	26.8%
Reduce the complexity of obtaining World Bank Group financing	23.9%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.7%
Improve the quality of its experts as related to Jamaica's specific challenges	12.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.3%
Offer more innovative knowledge services	8.5%
Work faster	8.5%
Ensure greater selectivity in its work	8.5%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy	7.0%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%
Other	0.0%

**F. Recent Trends and the Future Role of the World Bank Group in Jamaica (continued)**

2. 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 Group should offer more of in Jamaica? (Select only ONE response)	Percentage of Respondents (N=69)
Don't know	24.6%
Global knowledge products	20.3%
The combination is appropriate for Jamaica	18.8%
Financial services	15.9%
Convening services	11.6%
Local knowledge products	7.2%
None of the above	1.4%

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=69)
Local newspapers	59.4%
Internet	42.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr, Instagram, What's App)	26.1%
Periodicals	17.4%
Local radio	14.5%
Local television	14.5%
Other	10.1%
International television	4.3%
International radio	1.4%
International newspapers	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=67)
World Bank Group's seminars/workshops/ conferences	41.8%
World Bank Group's publications and other written materials	35.8%
World Bank Group's website	28.4%
e-Newsletters	28.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	20.9%
Mobile phones	9.0%
Other	0.0%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=64)
Yes	17.2%
No	82.8%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=11)
World Bank Group's website	36.4%
World Bank Group's seminars/workshops/conferences	27.3%
Colleagues/Friends/Peer organizations	18.2%
World Bank Group's e-Newsletters	9.1%
Other	9.1%
News/Media	0.0%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=70)
Yes	24.3%
No	75.7%

6. Were you able to obtain this information?	Percentage of Respondents (N=16)
Yes	100.0%
No	0.0%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=69)
Yes	84.1%
No	15.9%

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=68)
Yes	29.4%
No	70.6%

Please rate how much you agree with the following statements. <i>(1-Strongly disagree, 10-Strongly agree)</i>	Level of Agreement			
	N	DK	Mean	SD
9. When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	67	3	7.15	1.95
10. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	36	33	7.00	2.22
11. The World Bank Group is responsive to my information requests and inquiries	42	27	7.55	1.71

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=91)
Employee of a Ministry, Ministerial Department or Implementation Agency	16.5%
NGO/Community Based Organization	14.3%
Media	9.9%
Bilateral/ Multilateral Agency	8.8%
Private Sector Organization	7.7%
Academia/Research Institute/Think Tank	7.7%
Other	7.7%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	6.6%
Financial Sector/Private Bank	5.5%
Office of Parliamentarian	4.4%
Office of Minister	3.3%
Local Government Office or Staff	2.2%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.2%
Faith-Based Group	2.2%
Private Foundation	1.1%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=89)
Other	21.3%
Generalist (specialized in multiple sectors)	20.2%
Finance and markets	10.1%
Governance	9.0%
Trade and competitiveness	6.7%
Transport and ICT	6.7%
Education	5.6%
Gender	4.5%
Health, nutrition, and population	3.4%
Fragility, conflict and violence	2.2%
Environment and natural resources	2.2%
Urban, rural, and social development	2.2%
Water	1.1%
Social protection and labor	1.1%
Public-private partnerships	1.1%
Macroeconomics and fiscal management	1.1%
Poverty	1.1%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=91)
Yes	63.7%
No	36.3%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Jamaica? (Select only ONE response)	Percentage of Respondents (N=77)
The World Bank (IBRD)	81.8%
The International Finance Corporation (IFC)	11.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	6.5%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=82)
Yes	23.2%
No	76.8%

6. If yes, what was your view of how the two institutions work together in Jamaica? (Select only ONE response)	Percentage of Respondents (N=18)
The two institutions work well together	55.6%
The way the two institutions work together needs improvement	16.7%
The two institutions do not work well together	0.0%
Don't know	27.8%

7. Which of the following describes most of your exposure to the World Bank Group in Jamaica? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=89)
Engage in World Bank Group related/sponsored events/activities	49.4%
Collaborate as part of my professional duties	48.3%
Use World Bank Group reports/data	34.8%
Use World Bank Group website for information, data, research, etc.	28.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	20.2%

8. What's your gender?	Percentage of Respondents (N=89)
Female	46.1%
Male	53.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=90)
Corporate Area of Kingston & St. Andrew, St. Catherine & St. Thomas	92.2%
North Western Jamaica (Hanover, St. James, Trelawny)	4.4%
North Coast (St. Ann, St. Mary, Portland)	0.0%
South Coast (Clarendon, Manchester, St. Elizabeth, Westmoreland)	3.3%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Employee of a Ministry/PMU/Consultant on WBG-supported Project N=21
- Private Sector/Financial Sector/Private Bank N=12
- Bilateral/Multilateral Agency N=8
- CSO N=16
- Media N=9
- Academia/Research Institute/Think Tank N=7
- Other N=18

A. General Issues facing Jamaica

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	65.0%	62.5%	75.0%	46.7%	62.5%	66.7%	76.5%
The wrong direction	0.0%	0.0%	0.0%	26.7%	0.0%	0.0%	11.8%
Not sure	35.0%	37.5%	25.0%	26.7%	37.5%	33.3%	11.8%

¹⁷ All 91 respondents provided information about their current positions. Therefore, all respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Jamaica (continued)**

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)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Innovation and entrepreneurship	19.0%	0.0%	16.7%	12.5%	33.3%	0.0%	44.4%
Public sector governance/reform*	28.6%	62.5%	8.3%	18.8%	0.0%	57.1%	27.8%
Transport	0.0%	0.0%	0.0%	6.3%	11.1%	0.0%	0.0%
Early childhood development	0.0%	12.5%	0.0%	12.5%	0.0%	0.0%	16.7%
Private sector development	23.8%	0.0%	25.0%	12.5%	0.0%	14.3%	0.0%
Foreign direct investment	4.8%	0.0%	0.0%	6.3%	0.0%	0.0%	5.6%
Water and sanitation	4.8%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Energy security	4.8%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Job creation/employment	38.1%	37.5%	25.0%	31.3%	44.4%	28.6%	38.9%
Rural development	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	5.6%
Access to affordable finance for micro, small and medium enterprises	14.3%	0.0%	25.0%	0.0%	0.0%	0.0%	27.8%
Environmental sustainability	4.8%	0.0%	8.3%	18.8%	22.2%	14.3%	5.6%
Equality of opportunity*	0.0%	0.0%	0.0%	31.3%	0.0%	0.0%	5.6%
Health	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Climate change	4.8%	25.0%	0.0%	6.3%	11.1%	42.9%	11.1%
Poverty reduction	14.3%	12.5%	0.0%	18.8%	33.3%	14.3%	5.6%
Social protection	19.0%	0.0%	0.0%	25.0%	0.0%	14.3%	5.6%
Education*	23.8%	0.0%	41.7%	25.0%	11.1%	0.0%	0.0%
Agricultural development	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Gender equity*	0.0%	0.0%	0.0%	18.8%	11.1%	28.6%	0.0%
Crime and violence*	28.6%	87.5%	83.3%	31.3%	44.4%	28.6%	50.0%
Anti-corruption	4.8%	37.5%	8.3%	0.0%	22.2%	14.3%	5.6%
Open data and digital citizenship	4.8%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth and diversification	47.6%	25.0%	58.3%	18.8%	22.2%	28.6%	27.8%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%

*Significantly different between stakeholder groups

**A. General Issues facing Jamaica (continued)**

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	5.6%
Equality of opportunity*	10.0%	0.0%	0.0%	31.3%	37.5%	14.3%	5.6%
Rural development	15.0%	0.0%	0.0%	18.8%	37.5%	28.6%	5.6%
Climate change	0.0%	12.5%	0.0%	12.5%	0.0%	14.3%	0.0%
Social protection	20.0%	12.5%	8.3%	31.3%	0.0%	0.0%	16.7%
Gender equity	0.0%	0.0%	0.0%	12.5%	0.0%	14.3%	0.0%
Economic growth and diversification	55.0%	50.0%	58.3%	31.3%	37.5%	14.3%	38.9%
Urban development	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Global/regional integration	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Open data and digital citizenship	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	35.0%	75.0%	41.7%	12.5%	37.5%	14.3%	33.3%
Disaster risk management*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	5.0%	25.0%	16.7%	6.3%	12.5%	14.3%	16.7%
Education	40.0%	25.0%	50.0%	31.3%	25.0%	28.6%	16.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Energy security	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	5.6%
Public sector governance/reform	5.0%	12.5%	8.3%	12.5%	0.0%	14.3%	16.7%
Private sector development	10.0%	0.0%	25.0%	0.0%	25.0%	0.0%	5.6%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Environmental sustainability	10.0%	0.0%	0.0%	12.5%	0.0%	0.0%	5.6%
Health	5.0%	12.5%	8.3%	0.0%	0.0%	14.3%	0.0%
Agricultural development	0.0%	0.0%	8.3%	6.3%	0.0%	14.3%	5.6%
Job creation/employment	45.0%	37.5%	33.3%	56.3%	62.5%	42.9%	44.4%
Early childhood development	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.6%
Access to affordable finance for micro, small and medium enterprises	15.0%	0.0%	16.7%	12.5%	12.5%	28.6%	27.8%
Innovation and entrepreneurship	15.0%	0.0%	25.0%	12.5%	0.0%	28.6%	16.7%

*Significantly different between stakeholder groups



A. General Issues facing Jamaica (continued)

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	65.0%	37.5%	50.0%	31.3%	62.5%	28.6%	38.9%
More significant investment in the social safety net	0.0%	25.0%	16.7%	12.5%	0.0%	0.0%	22.2%
Greater access to micro-finance for the poor	15.0%	12.5%	8.3%	6.3%	0.0%	28.6%	11.1%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	0.0%	8.3%	18.8%	12.5%	0.0%	5.6%
Greater access to health and nutrition for citizens	10.0%	0.0%	0.0%	6.3%	0.0%	14.3%	11.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses, including better access to affordable financing, independent counsel, more robust microfinance)	30.0%	12.5%	25.0%	25.0%	37.5%	28.6%	38.9%
Public-private partnerships/private investment in social relief for tax breaks	0.0%	12.5%	16.7%	12.5%	0.0%	14.3%	0.0%
Better opportunity for the poor who live in rural areas	0.0%	0.0%	8.3%	25.0%	12.5%	28.6%	16.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Better employment opportunities for young people	40.0%	50.0%	16.7%	31.3%	37.5%	14.3%	16.7%
Better employment opportunities for women*	0.0%	0.0%	0.0%	12.5%	25.0%	28.6%	0.0%
Better opportunities for boys at risk (e.g., education, training)	5.0%	12.5%	16.7%	0.0%	0.0%	0.0%	5.6%
Greater equity of fiscal policy	5.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
More technical and vocational training on top of basic education	15.0%	0.0%	25.0%	12.5%	12.5%	0.0%	11.1%
Better quality public services	10.0%	37.5%	0.0%	6.3%	0.0%	14.3%	5.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Jamaica? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	60.0%	50.0%	50.0%	62.5%	100.0%	85.7%	55.6%
A moderately big problem	25.0%	25.0%	50.0%	31.3%	0.0%	14.3%	38.9%
A small problem	15.0%	25.0%	0.0%	6.3%	0.0%	0.0%	5.6%
Not a problem at all	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%

**A. General Issues facing Jamaica (continued)**

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	70.0%	100.0%	41.7%	62.5%	66.7%	71.4%	76.5%
A somewhat serious problem	25.0%	0.0%	58.3%	25.0%	33.3%	28.6%	23.5%
Not too serious problem	5.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%
Not a problem	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%

B. Overall Attitudes toward the World Bank Group

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	20	7.25	2.75	8	6.63	2.33	12	6.42	2.07	15	6.20	1.93	8	7.88	1.46	7	7.57	1.27	17	7.24	2.28
Inter-American Development Bank (IDB/BID)	20	7.35	1.95	8	7.00	1.93	12	6.42	2.54	16	5.88	2.25	7	7.43	1.62	7	7.00	2.45	18	7.44	2.28
Caribbean Development Bank (CDB)	20	6.40	2.26	8	5.25	3.20	12	5.08	2.91	16	4.50	2.39	7	6.43	2.07	7	7.00	2.00	18	6.06	2.15

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	20	6.75	2.20	7	6.43	1.99	9	7.00	1.12	14	6.64	1.34	8	7.00	1.51	7	6.71	2.21	17	6.76	2.14
Inter-American Development Bank (IDB/BID)	20	6.90	2.05	7	7.57	2.07	7	7.71	1.25	13	6.77	1.69	7	6.86	1.35	6	7.50	3.08	18	6.72	2.27
Caribbean Development Bank (CDB)	19	5.47	1.74	6	5.67	2.73	6	5.00	2.76	9	5.33	2.65	7	5.29	1.70	6	6.67	2.88	15	5.47	1.73

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Group's staff is well prepared to help Jamaica solve its most complicated development challenges?	19	7.05	2.09	7	6.86	2.04	9	7.11	1.96	9	6.11	1.05	8	6.88	1.96	6	7.00	1.67	17	6.88	1.73

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



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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	10.0%	0.0%	8.3%	6.3%	0.0%	0.0%	0.0%
Innovation and entrepreneurship*	25.0%	0.0%	58.3%	18.8%	0.0%	0.0%	38.9%
Public sector governance/reform	30.0%	12.5%	25.0%	12.5%	25.0%	14.3%	22.2%
Transport	5.0%	0.0%	0.0%	0.0%	12.5%	0.0%	5.6%
Early childhood development	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
Private sector development	25.0%	0.0%	16.7%	0.0%	12.5%	14.3%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	5.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy security	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Job creation/employment	20.0%	37.5%	16.7%	18.8%	25.0%	0.0%	38.9%
Rural development	5.0%	0.0%	0.0%	12.5%	25.0%	14.3%	22.2%
Access to affordable finance for micro, small and medium enterprises	15.0%	0.0%	8.3%	18.8%	0.0%	14.3%	11.1%
Environmental sustainability	10.0%	0.0%	8.3%	12.5%	12.5%	14.3%	11.1%
Equality of opportunity*	0.0%	0.0%	0.0%	31.3%	0.0%	14.3%	0.0%
Health	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Climate change	15.0%	12.5%	8.3%	12.5%	12.5%	28.6%	5.6%
Poverty reduction	25.0%	37.5%	8.3%	18.8%	25.0%	14.3%	5.6%
Social protection*	5.0%	37.5%	0.0%	31.3%	0.0%	14.3%	11.1%
Education	15.0%	12.5%	41.7%	12.5%	37.5%	0.0%	27.8%
Agricultural development	0.0%	12.5%	8.3%	0.0%	0.0%	28.6%	5.6%
Gender equity*	0.0%	0.0%	0.0%	6.3%	12.5%	28.6%	0.0%
Crime and violence*	5.0%	62.5%	16.7%	18.8%	0.0%	14.3%	22.2%
Anti-corruption	0.0%	12.5%	16.7%	25.0%	37.5%	14.3%	11.1%
Open data and digital citizenship	5.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth and diversification	50.0%	25.0%	41.7%	25.0%	37.5%	57.1%	22.2%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Information and communications technology	5.0%	0.0%	16.7%	0.0%	12.5%	0.0%	5.6%
Urban development	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	5.6%

*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	10.0%	0.0%	16.7%	6.3%	25.0%	14.3%	16.7%
Publications: studies, data and statistics	0.0%	12.5%	0.0%	6.3%	0.0%	0.0%	5.6%
Convening/facilitating	5.0%	0.0%	0.0%	6.3%	0.0%	14.3%	5.6%
Financial resources	40.0%	50.0%	33.3%	12.5%	25.0%	57.1%	38.9%
Capacity development	25.0%	0.0%	25.0%	12.5%	25.0%	14.3%	11.1%
Technical assistance	15.0%	37.5%	8.3%	31.3%	0.0%	0.0%	11.1%
Help to bring discipline/effective supervision to implementation of investment projects	5.0%	0.0%	16.7%	25.0%	25.0%	0.0%	5.6%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Donor coordination	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%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	25.0%	37.5%	16.7%	26.7%	12.5%	0.0%	17.6%
Publications: studies, data and statistics	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	12.5%	0.0%	6.7%	0.0%	0.0%	5.9%
Financial resources	25.0%	0.0%	25.0%	26.7%	12.5%	14.3%	5.9%
Capacity development	5.0%	25.0%	16.7%	6.7%	25.0%	42.9%	23.5%
Technical assistance*	30.0%	0.0%	8.3%	0.0%	50.0%	14.3%	35.3%
Help to bring discipline/effective supervision to implementation of investment projects*	0.0%	0.0%	0.0%	26.7%	0.0%	0.0%	5.9%
Mobilizing third party financial resources	0.0%	12.5%	8.3%	6.7%	0.0%	0.0%	0.0%
Donor coordination	5.0%	12.5%	16.7%	0.0%	0.0%	28.6%	5.9%
Linkage to non-Bank expertise	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%
Other	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 Group (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries*	15.0%	0.0%	25.0%	12.5%	0.0%	57.1%	11.1%
Not exploring alternative policy options	0.0%	25.0%	0.0%	0.0%	0.0%	14.3%	5.6%
Not collaborating enough with stakeholders outside the Government	25.0%	25.0%	41.7%	43.8%	42.9%	14.3%	11.1%
Its advice and strategies do not lend themselves to practical problem solving	5.0%	0.0%	8.3%	0.0%	0.0%	0.0%	5.6%
Not enough public disclosure of its work	10.0%	12.5%	16.7%	12.5%	14.3%	0.0%	5.6%
Arrogant in its approach	5.0%	0.0%	8.3%	0.0%	0.0%	14.3%	5.6%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	35.0%	0.0%	8.3%	6.3%	14.3%	14.3%	16.7%
Not willing to honestly criticize policies and reform efforts in the country	10.0%	12.5%	0.0%	25.0%	14.3%	14.3%	5.6%
Staff too inaccessible	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	10.0%	12.5%	8.3%	0.0%	28.6%	0.0%	22.2%
World Bank Group's processes too slow	20.0%	12.5%	25.0%	6.3%	14.3%	14.3%	33.3%
Not aligned with other donors' work	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	11.1%
Too much of loan goes to administration rather than direct benefits to the poorest/most vulnerable clients	20.0%	12.5%	16.7%	18.8%	28.6%	0.0%	11.1%
Not adequately sensitive to political/social realities in Jamaica	20.0%	12.5%	25.0%	6.3%	28.6%	28.6%	5.6%
Other	0.0%	12.5%	8.3%	0.0%	0.0%	0.0%	5.6%
Don't know	10.0%	12.5%	0.0%	12.5%	0.0%	14.3%	5.6%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	10.5%	0.0%	18.2%	6.3%	12.5%	14.3%	27.8%
Capacity development	42.1%	25.0%	36.4%	31.3%	50.0%	14.3%	22.2%
Technical assistance (advice, best practice, international experience, etc.)	42.1%	25.0%	54.5%	37.5%	25.0%	42.9%	33.3%
Investment lending (financing specific projects)*	26.3%	62.5%	18.2%	18.8%	12.5%	71.4%	50.0%
Policy based lending/budget support to the Government	36.8%	37.5%	9.1%	6.3%	25.0%	28.6%	22.2%
Multi-sectoral approaches	21.1%	12.5%	36.4%	31.3%	25.0%	14.3%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	5.3%	0.0%	9.1%	25.0%	12.5%	0.0%	5.6%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%
To a somewhat sufficient degree	42.1%	25.0%	41.7%	43.8%	62.5%	71.4%	44.4%
To a somewhat insufficient degree	36.8%	37.5%	25.0%	18.8%	25.0%	28.6%	38.9%
To a very insufficient degree	5.3%	37.5%	16.7%	12.5%	0.0%	0.0%	0.0%
Don't know	15.8%	0.0%	16.7%	25.0%	12.5%	0.0%	5.6%

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Group currently plays a relevant role in development in Jamaica	20	7.25	1.86	8	6.25	1.28	7	7.29	0.49	15	6.67	2.02	7	7.14	1.86	7	7.14	1.68	18	7.50	1.92
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica	18	7.00	2.30	7	6.71	0.95	9	5.67	1.87	13	5.85	1.28	7	6.43	2.15	7	7.00	2.00	17	7.24	2.08

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

To what extent is the World Bank Group 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)

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	17	6.53	2.12	8	5.63	1.30	7	5.29	1.80	10	6.00	1.41	6	6.00	2.00	6	7.17	1.17	16	6.19	1.76
Flexibility (in terms of the institution's products and services)	17	5.88	1.69	8	5.13	1.25	5	3.40	2.07	10	5.00	1.15	6	6.00	1.90	5	5.80	2.28	16	5.44	1.41
Flexibility (in terms of changing country circumstances)	17	5.76	1.56	8	5.38	1.41	6	4.17	2.56	9	5.11	1.36	5	6.00	2.12	6	6.50	2.43	16	5.88	1.71
Being inclusive	17	6.47	1.91	8	5.87	2.17	9	5.89	1.90	13	5.77	1.79	5	6.00	2.00	6	6.83	2.64	16	6.69	1.49
Openness (sharing data and other information)	18	7.28	1.96	8	5.75	2.12	8	7.37	1.60	13	6.85	2.48	5	7.60	2.19	5	8.80	1.30	15	7.33	2.09
Collaboration with the Government	17	8.12	2.00	8	7.12	1.96	9	7.44	1.42	13	7.23	1.48	5	6.80	1.92	6	8.83	1.60	17	7.47	2.15
The speed in which it gets things accomplished on the ground	17	5.71	1.90	6	5.50	1.64	7	4.29	2.29	10	5.10	1.37	5	5.80	1.79	4	7.75	1.89	18	5.61	1.88
Ease of access to the people at the World Bank Group who are making decisions important to my work	17	6.59	2.15	7	6.71	2.14	6	5.50	1.05	11	4.55	2.16	4	7.50	3.11	6	6.83	2.79	17	6.59	1.91
Collaboration with civil society	14	5.64	2.31	7	6.29	2.56	7	5.71	1.38	14	5.14	1.92	5	5.60	2.19	5	6.80	2.28	15	6.27	1.58
Staff accessibility*	16	7.00	2.25	5	7.80	2.59	6	5.83	1.72	10	4.90	1.60	6	8.17	2.32	5	7.60	1.14	15	7.20	1.82
Collaboration with other donors and development partners	16	6.63	2.19	8	7.38	2.62	6	7.17	0.98	10	5.80	1.99	4	5.75	2.50	4	7.75	1.89	15	6.73	1.79
Collaboration with the private sector	16	6.06	2.43	6	6.17	2.23	6	5.17	0.98	11	6.27	1.79	4	6.00	2.45	4	8.00	0.82	16	6.81	1.76
Straightforwardness and honesty	16	7.44	1.97	7	7.00	2.58	8	7.88	1.96	11	5.36	2.54	6	7.00	2.76	4	6.75	2.63	17	7.65	1.41
Treating clients and stakeholders in Jamaica with respect	17	7.12	2.06	8	7.63	2.07	9	8.33	1.66	11	7.18	2.04	6	7.50	2.59	6	8.33	1.37	17	7.53	2.07
Being a long-term partner	18	7.83	2.36	7	7.00	2.24	9	8.00	1.58	11	7.45	2.25	6	7.67	2.50	5	8.60	0.89	17	8.00	2.18

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	15.8%	50.0%	40.0%	33.3%	71.4%	33.3%	33.3%
Poor donor coordination	10.5%	0.0%	0.0%	20.0%	0.0%	33.3%	16.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	26.3%	62.5%	50.0%	13.3%	14.3%	16.7%	27.8%
Lack of/inadequate levels of capacity in Government	63.2%	12.5%	30.0%	46.7%	42.9%	66.7%	44.4%
There is not an adequate level of citizen/civil society participation*	10.5%	0.0%	10.0%	40.0%	28.6%	0.0%	0.0%
The World Bank Group works too slowly	15.8%	25.0%	10.0%	6.7%	0.0%	0.0%	16.7%
The World Bank Group does not do adequate follow through/follow-up	5.3%	25.0%	0.0%	13.3%	0.0%	16.7%	0.0%
Political pressures and obstacles	31.6%	12.5%	0.0%	6.7%	14.3%	33.3%	22.2%
Reforms are not well thought out in light of country challenges	21.1%	0.0%	40.0%	20.0%	14.3%	0.0%	11.1%
Other	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	5.6%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	14	7.79	2.01	8	8.13	3.36	8	8.13	2.95	14	8.14	2.07	6	8.17	2.23	6	9.50	0.84	17	7.41	2.87
Early childhood development*	16	8.06	1.73	8	5.25	3.11	8	6.38	2.56	13	7.77	1.79	6	7.50	1.87	5	8.40	0.55	18	8.00	2.52
Transport	16	7.06	1.91	7	5.29	2.81	9	5.11	2.62	13	7.15	2.23	6	8.50	1.38	5	7.40	2.07	17	6.94	2.16
Anti-corruption	16	7.44	2.42	8	7.38	2.92	9	6.11	3.37	14	8.64	1.95	6	9.17	1.17	5	8.80	1.30	18	7.17	2.55
Open data and digital citizenship	16	7.06	2.54	8	6.38	3.20	9	6.67	2.45	12	7.50	2.15	6	7.67	1.75	5	6.80	3.03	17	7.00	2.32
Urban development	16	7.56	1.63	8	7.63	2.33	8	5.75	2.38	13	8.00	2.16	6	8.17	1.33	5	8.00	1.73	17	7.53	1.84
Environmental sustainability	17	7.29	2.05	8	7.25	2.96	9	6.33	1.87	13	8.31	1.70	6	8.17	1.83	5	8.80	1.64	18	8.39	1.69
Access to affordable finance for micro, small and medium enterprises	17	8.24	1.35	8	6.75	2.76	9	7.22	2.68	14	8.64	1.34	6	8.67	1.03	5	8.60	2.19	18	8.72	2.11
Information and communications technology	16	7.31	1.70	8	6.13	2.90	9	5.78	1.20	13	7.69	2.18	6	7.00	2.19	5	7.40	2.51	18	7.00	2.40
Poverty reduction	18	8.67	1.19	8	7.88	2.03	8	8.00	2.14	14	9.00	1.18	6	9.17	0.98	5	8.40	2.30	18	8.56	2.18
Gender equity	17	7.12	2.18	8	6.75	3.24	9	5.11	2.47	14	8.00	1.88	6	7.67	1.86	5	7.80	3.83	18	6.06	2.58
Private sector development	17	7.76	1.52	8	6.87	2.85	9	8.56	1.33	13	7.31	1.65	6	8.33	1.86	5	9.20	0.84	18	7.61	2.66
Foreign direct investment	17	7.29	1.79	8	6.25	2.49	9	8.33	1.73	14	7.79	2.22	5	7.60	1.52	5	8.40	2.07	18	7.28	2.70
Water and sanitation*	16	7.81	1.33	8	5.63	2.50	8	5.50	2.56	12	7.67	2.46	6	8.17	1.83	5	8.80	1.30	18	7.61	2.20
Economic growth and diversification*	16	8.62	1.26	8	6.50	2.67	9	9.67	0.71	14	8.64	1.45	6	8.17	1.33	5	9.20	1.10	17	8.82	1.47
Energy security	17	7.47	1.74	8	6.63	2.33	8	7.25	2.25	14	8.29	1.98	6	8.50	1.22	5	8.80	2.17	18	7.67	2.09
Disaster risk management*	17	8.00	1.00	8	6.75	2.76	8	5.88	1.55	13	7.62	1.71	6	9.00	0.89	5	8.80	2.17	17	7.76	2.14
Public sector governance/reform	17	8.59	1.23	8	6.87	2.75	9	7.78	1.92	14	7.86	1.75	6	8.00	2.19	5	8.60	1.14	18	7.56	3.03
Job creation/employment	17	8.88	1.05	8	6.75	2.66	9	8.56	2.01	13	8.08	1.75	5	9.20	1.10	5	7.40	2.88	18	7.94	2.55
Equality of opportunity*	16	7.56	1.90	8	6.25	3.01	9	5.67	2.35	14	8.50	1.51	5	8.80	1.30	5	8.00	1.73	18	6.89	2.49
Social protection*	16	8.75	1.13	8	6.88	3.00	9	5.33	3.04	14	8.36	1.55	6	8.50	1.22	5	7.60	3.21	18	7.89	2.22
Rural development*	16	7.56	1.46	8	5.88	3.09	9	6.11	2.42	11	9.00	1.26	5	8.00	1.41	5	7.80	3.27	18	8.00	2.20
Global/regional integration	17	6.88	1.50	8	5.88	2.59	8	6.88	2.30	12	7.17	1.90	4	8.25	0.50	5	7.40	2.30	17	6.94	2.68
Innovation and entrepreneurship	17	7.76	2.02	8	6.50	2.78	9	7.67	1.94	14	8.43	1.22	5	8.80	1.10	5	7.80	2.17	17	8.35	2.18
Natural resource management	16	6.44	2.00	7	5.00	2.71	9	5.22	1.99	12	7.08	1.93	5	5.80	1.64	5	7.40	3.78	16	6.31	2.36
Health	16	8.31	1.25	8	7.25	2.12	9	6.44	2.46	12	8.50	1.45	6	7.67	1.86	5	8.80	1.30	17	7.29	2.28
Climate change	17	7.65	1.54	8	7.88	2.23	9	6.78	1.99	12	8.75	1.14	6	7.50	2.66	5	8.80	2.68	18	8.06	2.01
Agricultural development*	17	7.94	1.48	8	6.13	3.18	9	5.67	2.69	13	8.38	1.39	6	8.50	1.52	5	8.60	2.61	18	8.00	2.11
Education	16	8.38	1.54	8	6.75	3.24	8	6.88	3.64	13	8.31	2.36	6	8.50	2.35	5	9.40	0.89	18	8.17	2.38

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	5	6.20	0.45	4	5.75	3.59	3	7.00	1.00	6	6.17	2.48	4	8.25	1.71	3	5.67	3.06	4	7.00	2.94
Information and communications technology	7	7.14	1.35	5	5.00	2.92	5	6.20	1.30	2	7.50	2.12	3	9.00	1.00	3	6.33	1.15	7	7.14	2.34
Transport	5	7.20	1.30	2	6.50	2.12	3	7.00	1.00	5	7.80	1.64	1	8.00	-	2	7.50	0.71	7	6.71	2.50
Crime and violence	6	6.17	1.33	4	6.25	4.11	3	4.00	2.65	4	8.00	1.15	3	7.33	2.52	3	7.33	0.58	8	6.88	2.42
Access to affordable finance for micro, small and medium enterprises	11	6.91	1.92	3	6.00	1.00	7	5.71	1.38	3	7.00	2.65	1	9.00	-	2	6.00	0.00	11	6.45	1.51
Urban development	8	7.00	0.76	3	6.33	1.53	3	7.00	1.00	5	7.20	1.79	1	9.00	-	2	6.00	1.41	10	6.70	2.00
Environmental sustainability	14	6.93	1.73	4	6.50	1.29	3	7.00	1.00	5	8.00	1.22	1	9.00	-	4	6.75	2.36	8	7.25	1.75
Early childhood development	11	7.36	1.63	4	5.75	3.59	3	4.00	2.65	4	7.25	0.50	1	9.00	-	4	7.50	2.38	7	5.86	2.19
Poverty reduction	14	6.71	1.86	5	7.40	2.30	5	4.80	2.39	9	7.78	1.48	3	8.67	1.53	4	7.25	2.06	14	6.57	2.34
Anti-corruption	7	5.86	1.86	4	6.25	0.96	4	5.75	3.40	4	7.75	1.71	1	9.00	-	3	6.67	2.89	7	6.43	2.64
Private sector development	8	6.25	1.75	4	5.00	0.82	5	6.00	2.35	5	8.00	1.41	-	-	-	4	6.75	1.26	11	6.45	2.16
Foreign direct investment	8	6.75	1.16	3	6.00	1.73	3	7.33	1.53	4	8.00	1.63	2	7.00	0.00	3	7.33	2.31	8	6.63	2.07
Water and sanitation	7	7.43	1.62	2	6.50	2.12	3	6.33	1.15	6	8.00	1.10	2	8.50	0.71	3	7.33	2.08	9	6.00	2.29
Open data and digital citizenship	7	6.00	1.63	2	3.00	2.83	5	5.40	2.70	3	7.33	0.58	2	8.00	0.00	5	8.20	2.17	4	7.50	2.38
Economic growth and diversification	12	6.92	1.51	6	6.83	1.94	6	6.67	1.97	8	7.75	1.49	2	7.50	0.71	3	6.67	2.52	12	7.17	1.85
Disaster risk management	6	7.50	2.07	3	4.67	1.53	3	6.67	1.53	2	8.00	1.41	1	10.00	-	4	8.00	2.83	6	5.33	2.58
Public sector governance/reform	13	7.38	1.98	5	7.00	2.00	6	7.50	1.64	7	8.29	1.60	1	10.00	-	5	7.40	2.79	11	6.91	2.59
Job creation/employment	10	6.70	1.42	3	5.67	1.15	8	4.75	2.87	5	7.20	1.92	1	8.00	-	4	7.00	2.45	10	6.70	1.95
Innovation and entrepreneurship	9	7.11	1.17	5	6.80	2.05	8	5.13	2.70	4	7.50	2.38	1	8.00	-	3	7.33	3.06	10	6.80	2.25
Equality of opportunity	4	6.50	1.00	3	6.67	2.89	4	4.00	2.00	4	5.50	2.52	1	7.00	-	4	8.00	2.71	6	6.50	2.43
Energy security	10	6.70	1.64	2	5.00	0.00	3	6.00	1.00	2	9.00	1.41	1	8.00	-	3	6.33	2.52	8	6.63	2.39
Rural development	8	6.50	1.20	2	6.00	1.41	3	5.33	0.58	6	7.83	1.47	1	8.00	-	2	6.00	4.24	8	5.75	1.98
Global/regional integration	8	6.00	1.85	5	7.20	2.05	4	6.25	1.26	2	5.50	0.71	1	8.00	-	2	6.00	5.66	6	5.67	1.63
Education	10	7.20	2.20	4	7.00	2.94	5	4.60	2.51	6	8.17	1.94	3	8.33	1.15	3	7.00	2.00	10	7.20	2.70
Social protection	10	8.10	1.52	5	7.60	2.88	5	5.40	2.07	8	7.75	1.83	3	8.00	2.00	4	8.50	2.38	9	7.67	3.00
Climate change	9	7.67	1.41	2	5.00	0.00	4	6.75	1.26	4	8.50	1.29	3	9.00	1.00	6	8.33	2.25	10	6.50	1.90
Agricultural development	7	7.29	1.89	2	5.50	0.71	3	6.67	0.58	6	7.67	1.63	3	8.33	0.58	3	7.67	3.21	7	7.00	2.31
Natural resource management	2	5.50	0.71	2	6.00	1.41	3	5.00	1.00	2	8.00	1.41	1	9.00	-	2	5.50	6.36	5	7.40	3.21

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Group's work help to achieve development results in Jamaica?	15	7.07	1.44	6	6.33	1.21	6	5.67	1.86	10	6.50	1.84	5	7.00	1.41	6	6.33	1.75	16	7.25	0.86

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

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Jamaica	13	6.92	1.61	6	6.50	1.87	5	4.40	1.82	10	5.90	1.60	4	6.25	0.96	4	6.00	2.83	12	6.33	1.61
The World Bank Group meets Jamaica's needs for knowledge services	16	7.31	1.99	6	6.67	2.07	7	7.14	1.95	13	6.85	1.57	5	7.60	0.55	4	7.75	1.26	15	6.87	1.41

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services?	5	6.40	1.67	2	3.00	2.83	3	6.33	2.08	4	4.75	0.50	-	-	-	-	-	-	8	6.75	1.67

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Group measures and corrects its work in real time in Jamaica?*	10	6.60	1.90	3	3.67	1.15	5	4.00	1.58	5	4.80	0.45	-	-	-	4	6.00	2.45	11	6.36	1.29

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



D. The World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monthly	27.8%	37.5%	33.3%	14.3%	75.0%	50.0%	31.3%
A few times a year	61.1%	25.0%	11.1%	57.1%	25.0%	50.0%	43.8%
Rarely	5.6%	37.5%	33.3%	14.3%	0.0%	0.0%	25.0%
Never	0.0%	0.0%	22.2%	14.3%	0.0%	0.0%	0.0%

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	16	7.06	1.57	7	6.43	2.07	6	6.17	2.40	9	6.33	1.87	4	7.25	0.96	5	7.00	1.58	14	6.57	1.60
Lead to practical solutions	15	6.67	1.63	3	3.67	1.53	7	6.00	2.71	6	6.67	1.75	4	7.50	1.00	3	6.67	2.08	13	6.69	0.85
Are accessible (well written and easy to understand)	18	7.11	1.68	6	6.83	2.56	6	8.33	1.37	12	6.75	2.01	4	7.50	1.00	5	9.00	1.00	14	7.21	1.58
Are adaptable to Jamaica's specific development challenges and country circumstances	18	6.83	1.82	7	6.29	2.43	6	6.67	2.07	12	6.25	1.36	4	6.75	0.96	5	7.60	1.14	14	6.57	1.55

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 Group's knowledge work and activities make to development results in your country?	18	7.28	1.64	7	6.29	2.81	7	5.57	2.23	10	7.00	1.41	4	6.75	1.71	6	7.50	1.38	15	6.80	1.26
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	17	7.71	1.53	7	7.00	1.73	8	7.37	1.92	11	7.73	0.90	4	8.75	1.50	6	7.83	0.98	15	7.53	1.46

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

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

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	14	7.14	1.51	3	6.00	2.65	3	6.33	1.53	2	6.00	0.00	1	6.00	-	2	4.50	3.54	11	4.73	2.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports	16	7.69	1.58	6	6.50	2.07	6	7.17	0.98	9	7.33	1.41	3	8.00	1.73	5	7.60	1.67	12	7.42	1.31
The World Bank Group's approvals and reviews are done in a timely fashion	15	6.80	1.74	4	5.75	1.71	5	5.40	2.30	5	7.00	1.58	1	6.00	-	2	4.50	2.12	11	6.00	1.84
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	6.60	1.35	4	7.25	2.06	1	3.00	-	3	5.00	0.00	1	8.00	-	1	4.00	-	6	5.67	1.21
The World Bank Group's conditions on its lending are reasonable	12	6.75	1.66	4	7.00	1.83	4	5.50	2.38	4	5.50	1.00	3	7.33	1.15	3	8.67	1.53	8	5.88	1.64
The World Bank Group takes decisions quickly in Jamaica	14	6.64	1.69	4	6.00	2.16	4	3.50	0.58	4	5.75	1.50	3	7.33	1.53	5	6.20	2.77	11	4.91	2.26
Working with the World Bank Group increases Jamaica's institutional capacity	17	7.82	1.98	4	8.00	2.16	7	7.43	2.07	10	7.90	0.99	4	7.75	0.96	5	8.40	2.07	14	7.14	1.79
Where country systems are adequate, the World Bank Group makes appropriate use of them	15	7.13	2.23	4	7.50	2.38	1	9.00	-	5	7.00	1.00	1	8.00	-	3	7.33	2.89	10	6.60	2.17
The World Bank Group provides effective implementation support	15	7.53	1.88	7	7.00	2.31	5	8.20	1.64	7	7.00	1.63	3	7.33	0.58	4	7.50	1.73	12	7.25	1.42

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Jamaica?	12	7.17	1.80	6	6.67	2.73	5	5.20	1.10	8	6.50	1.20	4	7.00	0.82	5	7.60	1.14	12	7.00	1.48

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

Which of the following best describes the World Bank Group's support in Jamaica? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Jamaica	47.1%	42.9%	25.0%	16.7%	75.0%	50.0%	50.0%
The World Bank Group is not sufficiently selective in Jamaica, and it is involved in too many areas of development	11.8%	0.0%	50.0%	25.0%	25.0%	33.3%	6.3%
Don't know	41.2%	57.1%	25.0%	58.3%	0.0%	16.7%	43.8%

**F. Recent Trends and the Future Role of the World Bank Group in Jamaica**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	17.6%	37.5%	25.0%	25.0%	50.0%	16.7%	31.3%
Ensure greater selectivity in its work	5.9%	12.5%	12.5%	16.7%	0.0%	16.7%	0.0%
Provide more adequate data/knowledge/statistics/figures on Jamaica's economy	11.8%	0.0%	12.5%	0.0%	0.0%	0.0%	12.5%
Improve the competitiveness of its financing compared to markets	11.8%	12.5%	0.0%	16.7%	25.0%	16.7%	12.5%
Reach out more to groups outside of Government*	29.4%	62.5%	50.0%	83.3%	25.0%	33.3%	25.0%
Increase the level of capacity development in the country	35.3%	12.5%	12.5%	25.0%	75.0%	16.7%	25.0%
Improve the quality of its experts as related to Jamaica's specific challenges	17.6%	0.0%	12.5%	0.0%	25.0%	0.0%	25.0%
Offer more innovative knowledge services	11.8%	0.0%	12.5%	0.0%	0.0%	33.3%	6.3%
Collaborate more effectively with Government clients	23.5%	12.5%	12.5%	8.3%	0.0%	0.0%	6.3%
Work faster	0.0%	25.0%	12.5%	0.0%	0.0%	0.0%	18.8%
Reduce the complexity of obtaining World Bank Group financing	29.4%	0.0%	25.0%	16.7%	0.0%	50.0%	31.3%
Increase availability of Reimbursable Advisory Services	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%

*Significantly different between stakeholder groups

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 Group should offer more of in Jamaica? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	23.5%	37.5%	12.5%	0.0%	0.0%	25.0%	12.5%
Global knowledge products	11.8%	12.5%	37.5%	16.7%	25.0%	25.0%	25.0%
Local knowledge products	5.9%	12.5%	0.0%	8.3%	0.0%	0.0%	12.5%
Convening services	11.8%	12.5%	0.0%	8.3%	25.0%	50.0%	6.3%
None of the above	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
The combination is appropriate for Jamaica	35.3%	0.0%	12.5%	16.7%	25.0%	0.0%	18.8%
Don't know	11.8%	25.0%	37.5%	41.7%	25.0%	0.0%	25.0%

**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)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr, Instagram, What's App)	12.5%	12.5%	25.0%	33.3%	50.0%	20.0%	37.5%
International newspapers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local radio	12.5%	25.0%	25.0%	16.7%	0.0%	0.0%	12.5%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Local television	18.8%	12.5%	25.0%	0.0%	0.0%	0.0%	25.0%
International television	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	12.5%
Local newspapers	75.0%	37.5%	62.5%	66.7%	50.0%	80.0%	43.8%
Internet	37.5%	62.5%	25.0%	41.7%	50.0%	80.0%	31.3%
Periodicals	25.0%	25.0%	25.0%	8.3%	25.0%	0.0%	12.5%
Other	6.3%	12.5%	12.5%	25.0%	25.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	12.5%	25.0%	0.0%	36.4%	0.0%	40.0%	37.5%
Mobile phones*	6.3%	12.5%	42.9%	9.1%	0.0%	0.0%	0.0%
World Bank Group's publications and other written materials	37.5%	25.0%	42.9%	36.4%	50.0%	80.0%	18.8%
e-Newsletters	25.0%	12.5%	42.9%	27.3%	0.0%	0.0%	50.0%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	18.8%	37.5%	14.3%	27.3%	25.0%	0.0%	18.8%
World Bank Group's website	31.3%	25.0%	42.9%	18.2%	50.0%	20.0%	25.0%
World Bank Group's seminars/workshops/ conferences	50.0%	37.5%	14.3%	36.4%	75.0%	40.0%	43.8%
Other	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 Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	12.5%	0.0%	12.5%	36.4%	50.0%	20.0%	8.3%
No	87.5%	100.0%	87.5%	63.6%	50.0%	80.0%	91.7%

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

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	50.0%	0.0%	0.0%	25.0%	0.0%	100.0%	0.0%
World Bank Group's website	0.0%	0.0%	0.0%	75.0%	50.0%	0.0%	0.0%
World Bank Group's e-Newsletters	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
News/Media	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	100.0%
Other	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	18.8%	62.5%	12.5%	25.0%	25.0%	33.3%	12.5%
No	81.3%	37.5%	87.5%	75.0%	75.0%	66.7%	87.5%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	93.8%	100.0%	75.0%	81.8%	100.0%	83.3%	68.8%
No	6.3%	0.0%	25.0%	18.2%	0.0%	16.7%	31.3%

Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	25.0%	25.0%	37.5%	25.0%	50.0%	40.0%	26.7%
No	75.0%	75.0%	62.5%	75.0%	50.0%	60.0%	73.3%

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

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

	Employee of a Ministry/ PMU/Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	16	7.06	1.48	7	6.86	2.19	7	7.00	2.00	11	6.82	2.40	4	8.00	1.63	6	8.00	2.10	16	7.13	2.13
The World Bank Group's social media channels are valuable sources of information about the institution	9	7.11	1.83	6	6.33	3.44	4	6.75	2.63	5	6.40	1.95	4	8.00	2.31	3	7.00	2.65	5	7.60	1.52
The World Bank Group is responsive to my information requests and inquiries	10	7.10	1.20	7	7.29	2.06	3	8.00	1.00	6	7.00	1.79	3	8.33	1.53	4	7.00	2.83	9	8.44	1.59

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	76.2%	87.5%	66.7%	31.3%	55.6%	57.1%	72.2%
No	23.8%	12.5%	33.3%	68.8%	44.4%	42.9%	27.8%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	94.4%	71.4%	72.7%	90.0%	66.7%	100.0%	75.0%
The International Finance Corporation (IFC)	0.0%	28.6%	27.3%	0.0%	22.2%	0.0%	12.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	5.6%	0.0%	0.0%	10.0%	11.1%	0.0%	12.5%

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	30.0%	12.5%	18.2%	7.7%	14.3%	0.0%	50.0%
No	70.0%	87.5%	81.8%	92.3%	85.7%	100.0%	50.0%

**H. Background Information (continued)**

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

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	87.5%
The way the two institutions work together needs improvement	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	16.7%	0.0%	100.0%	100.0%	100.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer	15.0%	25.0%	25.0%	31.3%	12.5%	0.0%	22.2%
Use World Bank Group reports/data	30.0%	25.0%	16.7%	43.8%	62.5%	28.6%	38.9%
Engage in World Bank Group related/sponsored events/activities	45.0%	50.0%	41.7%	62.5%	12.5%	57.1%	61.1%
Collaborate as part of my professional duties*	75.0%	87.5%	50.0%	25.0%	12.5%	42.9%	38.9%
Use World Bank Group website for information, data, research, etc.*	15.0%	0.0%	41.7%	18.8%	75.0%	57.1%	22.2%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of a Ministry/ PMU/Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	52.6%	25.0%	33.3%	62.5%	44.4%	85.7%	27.8%
Male	47.4%	75.0%	66.7%	37.5%	55.6%	14.3%	72.2%



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Jamaica COS questionnaire: All 10-point scale questions and question B8 "When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Jamaica?"

- Collaborating with the WBG N=58 ● Not collaborating with the WBG N=33

B. Overall Attitudes toward the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	57	7.51	2.00	30	5.97	2.22
Inter-American Development Bank (IDB/BID)*	58	7.26	2.16	30	6.27	2.13
Caribbean Development Bank (CDB)	58	5.67	2.49	30	5.90	2.48

**Significantly different between collaborators and non-collaborators*

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)	57	7.51	2.00	30	5.97	2.22
Inter-American Development Bank (IDB/BID)	58	7.26	2.16	30	6.27	2.13
Caribbean Development Bank (CDB)	58	5.67	2.49	30	5.90	2.48

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Jamaica solve its most complicated development challenges?*	52	7.19	1.88	23	6.13	1.36

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

¹⁸ All 91 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, all respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Global/regional integration	5.2%	3.2%
Innovation and entrepreneurship	25.9%	22.6%
Public sector governance/reform	25.9%	12.9%
Transport	1.7%	6.5%
Early childhood development	3.4%	3.2%
Private sector development	10.3%	9.7%
Foreign direct investment	0.0%	0.0%
Water and sanitation	3.4%	0.0%
Energy security	1.7%	0.0%
Job creation/employment	22.4%	25.8%
Rural development	10.3%	12.9%
Access to affordable finance for micro, small and medium enterprises	6.9%	19.4%
Environmental sustainability	10.3%	9.7%
Equality of opportunity*	1.7%	16.1%
Health	3.4%	3.2%
Climate change	17.2%	3.2%
Poverty reduction	17.2%	19.4%
Social protection	12.1%	16.1%
Education	19.0%	25.8%
Agricultural development	5.2%	6.5%
Gender equity	5.2%	3.2%
Crime and violence	13.8%	25.8%
Anti-corruption	15.5%	12.9%
Open data and digital citizenship	1.7%	3.2%
Disaster risk management	0.0%	0.0%
Economic growth and diversification	41.4%	25.8%
Natural resource management	1.7%	0.0%
Information and communications technology	6.9%	3.2%
Urban development	1.7%	3.2%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Jamaica*	56	7.39	1.73	26	6.42	1.63
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica*	54	6.98	1.94	24	5.83	1.74

*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	51	6.45	1.75	19	5.37	1.54
Flexibility (in terms of the institution's products and services)*	47	5.64	1.65	20	4.75	1.59
Flexibility (in terms of changing country circumstances)*	48	5.88	1.76	19	4.89	1.76
Being inclusive	52	6.44	1.85	22	5.82	1.87
Openness (sharing data and other information)	51	7.39	2.14	21	6.67	1.91
Collaboration with the Government	51	7.82	1.94	24	7.13	1.62
The speed in which it gets things accomplished on the ground	48	5.69	1.91	19	5.21	1.84
Ease of access to the people at the World Bank Group who are making decisions important to my work	50	6.44	2.21	18	5.72	2.19
Collaboration with civil society	45	5.93	2.05	22	5.64	1.87
Staff accessibility*	44	7.18	2.19	19	6.00	1.80
Collaboration with other donors and development partners	46	6.83	2.18	17	6.29	1.53
Collaboration with the private sector	43	6.37	2.15	20	6.25	1.59
Straightforwardness and honesty	51	7.24	2.15	18	6.67	2.30
Treating clients and stakeholders in Jamaica with respect	53	7.70	2.04	21	7.19	1.81
Being a long-term partner	51	7.92	2.27	22	7.50	1.63

**Significantly different between collaborators and non-collaborators*



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	47	8.00	2.57	26	8.04	2.24
Early childhood development	49	7.53	2.53	25	7.40	1.85
Transport	46	7.07	2.24	27	6.30	2.38
Anti-corruption	50	7.54	2.63	26	7.88	2.30
Open data and digital citizenship*	48	7.50	2.48	25	6.12	2.01
Urban development	48	7.67	1.93	25	7.24	2.07
Environmental sustainability	51	7.84	2.19	25	7.64	1.70
Access to affordable finance for micro, small and medium enterprises	50	8.16	2.16	27	8.30	1.64
Information and communications technology	50	7.20	2.20	25	6.52	2.04
Poverty reduction	50	8.62	1.70	27	8.48	1.74
Gender equity	51	6.84	2.63	26	6.85	2.49
Private sector development	50	7.86	2.10	26	7.65	1.92
Foreign direct investment	50	7.68	2.14	26	7.12	2.27
Water and sanitation	48	7.52	2.13	25	7.00	2.43
Economic growth and diversification	50	8.56	1.70	25	8.60	1.58
Energy security	50	7.84	1.90	26	7.50	2.20
Disaster risk management	49	7.90	1.81	25	7.16	2.08
Public sector governance/reform	50	8.02	2.15	27	7.67	2.18
Job creation/employment	48	8.25	2.03	27	8.04	2.21
Equality of opportunity	49	7.29	2.33	26	7.38	2.25
Social protection	50	7.78	2.35	26	7.77	2.30
Rural development	48	7.44	2.42	24	7.83	1.93
Global/regional integration	49	7.00	2.27	22	6.82	1.76
Innovation and entrepreneurship	49	7.98	2.16	26	7.88	1.70
Natural resource management	47	6.45	2.46	23	5.83	1.92
Health	48	7.85	2.00	25	7.52	1.85
Climate change	51	8.18	1.82	24	7.33	2.10
Agricultural development	51	7.69	2.49	25	7.60	1.63
Education	49	7.90	2.65	25	8.36	1.98

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	20	6.90	2.25	9	5.78	2.28
Information and communications technology*	22	7.27	2.05	10	5.70	1.64
Transport	17	7.06	1.82	8	7.37	1.41
Crime and violence	20	7.05	2.21	11	5.82	2.48
Access to affordable finance for micro, small and medium enterprises	26	6.85	1.35	12	5.75	2.05
Urban development	22	7.14	1.52	10	6.30	1.34
Environmental sustainability*	29	7.45	1.53	10	6.20	1.62
Early childhood development*	24	7.13	2.29	10	5.40	1.78
Poverty reduction	37	7.24	2.02	17	6.12	2.18
Anti-corruption	19	6.89	1.91	11	5.73	2.61
Private sector development	26	6.65	1.72	11	5.91	2.21
Foreign direct investment	21	6.95	1.69	10	6.90	1.52
Water and sanitation	21	7.24	1.92	11	6.64	1.63
Open data and digital citizenship	19	7.05	2.27	9	5.56	2.24
Economic growth and diversification	34	7.18	1.53	15	6.87	2.03
Disaster risk management	18	6.94	2.55	7	6.29	2.06
Public sector governance/reform	35	7.57	2.10	13	7.08	2.10
Job creation/employment	27	6.52	2.06	14	6.07	2.23
Innovation and entrepreneurship	28	6.96	2.06	12	6.00	2.41
Equality of opportunity*	17	6.94	2.14	9	4.89	2.26
Energy security	20	6.95	1.90	9	6.00	1.80
Rural development	20	6.60	1.54	10	6.10	2.23
Global/regional integration*	22	6.68	1.86	6	4.50	1.22
Education	27	7.52	2.33	14	6.21	2.42
Social protection	31	7.97	2.14	13	6.77	2.45
Climate change	28	7.57	1.69	10	7.00	2.26
Agricultural development	20	7.45	1.85	11	6.91	1.87
Natural resource management	11	6.91	2.39	6	5.83	3.25

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Jamaica?*	45	7.11	1.25	19	5.89	1.59

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Jamaica?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Jamaica*	36	6.69	1.62	18	5.22	1.66
The World Bank Group meets Jamaica's needs for knowledge services*	43	7.53	1.42	23	6.26	1.71

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services?	16	5.87	2.09	6	6.00	1.55

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Jamaica?*	26	6.15	1.87	12	4.58	1.24

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators***D. The World Bank Group's Knowledge Work and Activities****In Jamaica, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	45	7.00	1.60	16	5.81	1.72
Lead to practical solutions*	37	6.95	1.56	14	5.21	1.63
Are accessible (well written and easy to understand)	46	7.57	1.70	19	6.74	1.85
Are adaptable to Jamaica's specific development challenges and country circumstances*	47	7.02	1.58	19	5.74	1.56

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	46	7.24	1.62	21	5.95	1.72
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	49	7.90	1.34	19	6.95	1.51

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

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	26	6.15	2.01	10	5.60	2.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports	39	7.44	1.52	18	7.33	1.46
The World Bank Group's approvals and reviews are done in a timely fashion	29	6.07	1.67	14	6.57	2.14
The World Bank Group's "Safeguard Policy" requirements are reasonable*	18	6.61	1.58	8	5.00	1.20
The World Bank Group's conditions on its lending are reasonable*	28	6.93	1.76	10	5.40	1.26
The World Bank Group takes decisions quickly in Jamaica	32	5.84	2.20	13	5.69	1.89
Working with the World Bank Group increases Jamaica's institutional capacity	42	7.93	1.54	19	7.16	2.06
Where country systems are adequate, the World Bank Group makes appropriate use of them	29	7.31	1.95	10	6.50	2.27
The World Bank Group provides effective implementation support*	40	7.65	1.53	13	6.54	1.90

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Jamaica?	37	7.05	1.72	15	6.20	1.32

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	47	7.40	1.93	20	6.55	1.90
The World Bank Group's social media channels are valuable sources of information about the institution*	27	7.44	2.19	9	5.67	1.80
The World Bank Group is responsive to my information requests and inquiries	32	7.78	1.50	10	6.80	2.20

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 101 • FY 2016 Number of comparable respondents = 84

By weighting, the FY 2013 and FY 2016 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2016	FY 2013
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	5.0%	5.0%
Government Institutions	25.0%	25.0%
Local Government	5.0%	5.0%
Bilateral/Multilateral Agency	10.0%	10.0%
Civil Society	20.0%	20.0%
Private Sector	15.0%	15.0%
Academia/Research Institute/Think Tank	10.0%	10.0%
Media	5.0%	5.0%

A. General Issues facing Jamaica

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

Percentage of Respondents	FY 2016	FY 2013
The right direction	64.1%	19.0%
The wrong direction	7.7%	18.0%
Not sure	28.2%	63.0%

*Significantly different between FY2016 and FY2013

B. Overall Attitudes toward the World Bank Group

How familiar are you with the work of these organizations in Jamaica?

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	82	6.97	2.20	101	8.32	1.53
Inter-American Development Bank (IDB/BID)*	82	6.88	2.23	97	7.81	1.59

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
World Bank Group (WBG)*	76	6.72	1.84	100	8.23	1.66
Inter-American Development Bank (IDB/BID)	71	7.04	2.08	94	7.55	1.69

(1-Not effective at all, 10-Very effective) *Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Jamaica solve its most complicated development challenges?*	69	6.88	1.80	93	7.33	1.06

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

¹⁹ Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Jamaica*	76	6.98	1.73	100	8.34	1.54
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica*	72	6.52	1.92	100	7.65	1.51

*Significantly different between FY2016 and FY2013

To what extent is the World Bank Group 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)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	66	6.15	1.74	98	7.09	1.39
Flexibility (in terms of the institution's products and services)*	63	5.35	1.69	96	6.82	1.46
Flexibility (in terms of changing country circumstances)*	64	5.64	1.82	97	6.92	1.48
Being inclusive*	70	6.26	1.89	97	6.96	1.48
Openness (sharing data and other information)	68	7.14	2.10	94	7.30	1.38
Collaboration with the Government	71	7.55	1.87	99	8.02	1.64
The speed in which it gets things accomplished on the ground	61	5.59	1.96			
Ease of access to the people at the World Bank Group who are making decisions important to my work	63	6.22	2.16			
Collaboration with civil society	64	5.79	1.94			
Staff accessibility	57	6.68	2.09	82	6.96	1.44
Collaboration with other donors and development partners*	58	6.60	2.08	90	7.22	1.32
Collaboration with the private sector	57	6.19	1.93			
Straightforwardness and honesty	64	7.01	2.20	90	7.36	1.39
Treating clients and stakeholders in Jamaica with respect	69	7.52	1.94	96	7.78	1.55
Being a long-term partner	68	7.73	2.07			

*Significantly different between FY2016 and FY2013



C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Gender equity	27	6.50	2.39	91	6.30	1.69
Information and communications technology	31	6.80	2.00	87	6.48	1.50
Transport	25	7.32	1.77			
Crime and violence*	31	6.63	2.23	94	5.45	1.54
Access to affordable finance for micro, small and medium enterprises (MSME)	35	6.68	1.57			
Urban development	33	6.80	1.58	95	6.68	2.07
Environmental sustainability*	39	7.16	1.58	90	6.03	1.53
Early childhood development	35	6.60	2.23			
Poverty reduction*	51	6.94	2.10	98	5.42	1.92
Anti-corruption	31	6.59	2.36	94	6.02	1.55
Private sector development	37	6.58	1.96	95	6.13	1.48
Foreign direct investment*	31	6.96	1.75	92	6.16	1.39
Water and sanitation	33	6.84	1.92	98	6.66	1.51
Open data and digital citizenship	30	6.64	2.35			
Economic growth and diversification*	46	7.11	1.67	94	5.40	1.71
Disaster risk management	27	6.53	2.35	92	6.57	1.47
Public sector governance/reform*	47	7.50	2.09	97	6.60	1.44
Job creation/employment*	42	6.34	2.12	99	5.37	1.72
Innovation and entrepreneurship	40	6.70	2.26			
Equality of opportunity*	29	6.28	2.40	93	4.97	1.83
Energy security	31	6.47	1.91	94	6.18	1.55
Rural development	31	6.48	1.84			
Global/regional integration	28	6.32	2.04	91	6.21	1.61
Education*	40	6.93	2.40	92	5.58	1.66
Social protection*	45	7.54	2.30	95	6.67	1.69
Climate change	37	7.44	1.67			
Agricultural development	30	7.10	1.84			
Natural resource management	19	6.28	2.69			

*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Jamaica?*	58	6.68	1.52	99	7.17	1.14

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2016 and FY2013

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Jamaica*	51	6.15	1.83	99	6.89	1.27
The World Bank Group meets Jamaica's needs for knowledge services	61	7.08	1.67	97	7.07	1.50

*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2016	FY 2013
Weekly	1.4%	2.0%
Monthly	31.4%	8.0%
A few times a year	44.3%	31.0%
Rarely	17.1%	57.0%
Never	5.7%	2.0%

*Significantly different between FY2016 and FY2013

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely	58	6.67	1.73	75	6.50	1.32
Are accessible (well written and easy to understand)	61	7.29	1.83	92	7.18	1.58
Are adaptable to Jamaica's specific development challenges and country circumstances	63	6.70	1.71	97	6.88	1.46

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	62	6.94	1.77	98	7.60	1.08
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	64	7.57	1.37	97	7.59	1.13

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

*Significantly different between FY2016 and FY2013

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	34	6.02	2.00	67	6.28	1.68
The World Bank Group effectively monitors and evaluates the projects and programs it supports	53	7.31	1.49	94	7.21	1.31
The World Bank Group's approvals and reviews are done in a timely fashion*	40	6.20	1.84	92	7.03	1.46
The World Bank Group's "Safeguard Policy" requirements are reasonable*	25	6.14	1.63	89	7.23	1.38
The World Bank Group's conditions on its lending are reasonable	36	6.53	1.80	93	7.13	1.54
The World Bank Group takes decisions quickly in Jamaica	41	5.69	2.03			
Working with the World Bank Group increases Jamaica's institutional capacity	57	7.70	1.72	98	7.36	1.63
Where country systems are adequate, the World Bank Group makes appropriate use of them	35	7.00	2.04	92	7.12	1.58
The World Bank Group provides effective implementation support	49	7.42	1.70	93	6.93	1.65

*Significantly different between FY2016 and FY2013

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2016	FY 2013
Yes	18.6%	75.8%
No	81.4%	24.2%

*Significantly different between FY2016 and FY2013

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

Percentage of Respondents	FY 2016	FY 2013
Yes	24.6%	17.2%
No	75.4%	82.8%

Were you able to obtain this information?

Percentage of Respondents	FY 2016	FY 2013
Yes	100.0%	93.8%
No	0.0%	6.3%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	82.8%	90.9%
No	17.2%	9.1%

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
When I need information from the World Bank Group I know how to find it	62	7.13	1.98	91	7.23	2.21
The World Bank Group is responsive to my information requests and inquiries	38	7.36	1.69	76	7.48	1.63



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Jamaica? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall effectiveness of the World Bank Group (WBG) in Jamaica	6.23	7.00	7.01	5.46	6.78	6.74	6.45	7.07	6.30	7.22	6.71	6.91
Overall the World Bank Group currently plays a relevant role in development in Jamaica	6.42	7.39	7.34	5.93	7.18	6.97	6.75	7.44	6.90	7.29	7.00	7.38
The World Bank Group's work is aligned with what I consider the development priorities for Jamaica	5.83	6.98	6.94	5.23	6.69	6.59	6.14	7.13	6.26	7.03	6.71	6.47
Responsiveness to needs	5.37	6.45	6.53	4.50	6.26	6.04	5.71	6.65	5.73	6.58	6.06	6.50
Flexibility (in terms of the institution's products and services)	4.75	5.64	5.76	3.58	5.24	5.56	4.88	5.85	4.74	5.91	5.39	5.27
Flexibility (in terms of changing country circumstances)	4.89	5.88	6.02	3.67	5.40	5.89	5.14	6.09	5.19	5.97	5.48	5.94
Being inclusive	5.82	6.44	6.66	4.17	6.17	6.39	5.71	6.74	5.75	6.74	6.26	6.25
Openness (sharing data and other information)	6.67	7.39	7.53	5.42	7.35	6.88	6.29	8.03	7.15	7.21	7.08	7.47
Collaboration with the Government	7.13	7.82	7.90	6.23	7.78	7.32	7.25	7.95	7.17	8.03	7.64	7.50
The speed in which it gets things accomplished on the ground	5.21	5.69	5.89	4.00	5.34	5.95	5.19	5.86	5.27	5.78	5.43	5.93
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.72	6.44	6.54	4.73	5.93	6.83	6.16	6.32	5.80	6.61	6.06	6.88
Collaboration with civil society	5.64	5.93	6.06	4.83	5.71	6.04	5.35	6.26	5.59	6.06	5.74	6.13
Staff accessibility	6.00	7.18	7.17	5.00	6.82	6.83	6.40	7.22	6.34	7.24	6.76	7.00
Collaboration with other donors and development partners	6.29	6.83	6.90	5.60	6.68	6.72	6.07	7.28	6.36	6.97	6.73	6.57
Collaboration with the private sector	6.25	6.37	6.49	5.67	6.19	6.52	5.82	6.90	6.29	6.37	6.34	6.31
Straightforwardness and honesty	6.67	7.24	7.21	6.33	7.14	6.92	6.63	7.44	7.03	7.08	6.79	8.00
Treating clients and stakeholders in Jamaica with respect	7.19	7.70	7.60	7.09	7.59	7.41	6.91	8.05	7.71	7.36	7.35	8.00
Being a long-term partner	7.50	7.92	7.97	6.75	7.80	7.69	7.03	8.38	7.69	7.84	7.69	8.00
To what extent does the World Bank Group's work help to achieve development results in Jamaica?	5.89	7.11	6.91	5.78	6.63	6.96	6.45	7.03	6.73	6.76	6.62	7.12
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Jamaica	5.22	6.69	6.53	4.56	5.94	6.68	5.77	6.61	5.73	6.64	6.22	6.18
The World Bank Group meets Jamaica's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.26	7.53	7.30	5.90	7.09	7.09	6.48	7.57	6.79	7.39	7.21	6.79
The World Bank Group's knowledge work and activities are adaptable to Jamaica's specific development challenges and country circumstances	5.74	7.02	6.84	5.44	6.62	6.71	6.33	6.92	6.50	6.78	6.61	6.76
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.95	7.24	7.05	5.73	6.65	7.17	6.53	7.15	6.68	6.97	6.82	6.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.95	7.90	7.72	7.10	7.44	8.00	7.55	7.70	7.66	7.62	7.49	8.06
The World Bank Group takes decisions quickly in Jamaica	5.69	5.84	5.78	5.88	5.39	6.71	6.24	5.42	5.78	5.81	5.77	5.90
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.50	7.31	7.06	7.33	6.88	7.50	7.32	6.90	7.31	7.00	6.97	7.71

Yellow highlight indicates significant difference between Yes and No means.



Appendix F: Jamaica FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Jamaica

The World Bank Group 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 will give the World Bank Group's team that works in Jamaica, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Jamaica.

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

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

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

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

SECTION A: GENERAL ISSUES FACING JAMAICA

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Jamaica.			
Please identify which of the following you consider the most important development priorities in Jamaica? (Choose no more than THREE)			
1	Global/regional integration	16	Climate change (e.g., mitigation, adaptation)
2	Innovation and entrepreneurship	17	Poverty reduction
3	Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)
4	Transport (e.g., roads, bridges, transportation)	19	Education
5	Early childhood development	20	Agricultural development
6	Private sector development (e.g., competitiveness, trade, logistics)	21	Gender equity (e.g., focus on gender-based violence)
7	Foreign direct investment	22	Crime and violence
8	Water and sanitation	23	Anti-corruption
9	Energy security (e.g., alternative/green sources)	24	Open data and digital citizenship
10	Job creation/employment (e.g., targeted youth employment)	25	Disaster risk management (i.e., planning/preparation, mitigation, response)
11	Rural development	26	Economic growth and diversification
12	Access to affordable finance for micro, small and medium enterprises (MSME)	27	Natural resource management (e.g., oil, gas, mining)
13	Environmental sustainability	28	Information and communications technology
14	Equality of opportunity (i.e., equity)	29	Urban development (incl. community-based resilience)
15	Health		

**SECTION A: GENERAL ISSUES**

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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	Water and sanitation	15	Anti-corruption
2	Equality of opportunity (i.e., equity)	16	Education
3	Rural development	17	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	18	Energy security (e.g., alternative/green sources)
5	Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	19	Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Gender equity (e.g., focus on gender-based violence)	20	Private sector development (e.g., competitiveness, trade, logistics)
7	Economic growth and diversification	21	Transport (e.g., roads, bridges, transportation)
8	Urban development (incl. community-based resilience)	22	Environmental sustainability
9	Global/regional integration	23	Health
10	Open data and digital citizenship	24	Agricultural development
11	Natural resource management (e.g., oil, gas, mining)	25	Job creation/employment (e.g., targeted youth employment)
12	Crime and violence	26	Early childhood development
13	Disaster risk management (i.e., planning/preparation, mitigation, response)	27	Access to affordable finance for micro, small and medium enterprises (MSME)
14	Information and communications technology	28	Innovation and entrepreneurship

**SECTION A: GENERAL ISSUES**

A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Jamaica? (Choose no more than TWO)

1	Consistent economic growth
2	More significant investment in the social safety net
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses, including better access to affordable financing, independent counsel, more robust microfinance)
7	Public-private partnerships/private investment in social relief for tax breaks
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Better employment opportunities for young people
11	Better employment opportunities for women
12	Better opportunities for boys at risk (e.g., education, training)
13	Greater equity of fiscal policy
14	More technical and vocational training on top of basic education
15	Better quality public services
16	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Jamaica? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don't know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don't know

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

How familiar are you with the work of these organizations in Jamaica?											
		Not familiar at all								Extremely familiar	
B1	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10
B2	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10
B3	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10

Overall, please rate your impression of the effectiveness of these organizations in Jamaica.												
		Not effective at all								Extremely effective		Don't know
B4	World Bank Group (WBG)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B5	Inter-American Development Bank (IDB/BID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B6	Caribbean Development Bank (CDB)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B7. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Jamaica solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all								To a very significant degree		Don't know		

B8. When thinking about how the World Bank Group can have the most impact on development results in Jamaica, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Jamaica? (Choose no more than THREE)			
1	Global/regional integration	16	Climate change (e.g., mitigation, adaptation)
2	Innovation and entrepreneurship	17	Poverty reduction
3	Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)
4	Transport (e.g., roads, bridges, transportation)	19	Education
5	Early childhood development	20	Agricultural development
6	Private sector development (e.g., competitiveness, trade, logistics)	21	Gender equity (e.g., focus on gender-based violence)
7	Foreign direct investment	22	Crime and violence
8	Water and sanitation	23	Anti-corruption
9	Energy security (e.g., alternative/green sources)	24	Open data and digital citizenship
10	Job creation/employment (e.g., targeted youth employment)	25	Disaster risk management (i.e., planning/preparation, mitigation, response)
11	Rural development	26	Economic growth and diversification
12	Access to affordable finance for micro, small and medium enterprises (MSME)	27	Natural resource management (e.g., oil, gas, mining)
13	Environmental sustainability	28	Information and communications technology
14	Equality of opportunity (i.e., equity)	29	Urban development (incl. community-based resilience)
15	Health		

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

B9. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Jamaica?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Publications: studies, data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B10. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Jamaica? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Too much of loan goes to administration rather than direct benefits to the poorest/most vulnerable clients
16	Not adequately sensitive to political/social realities in Jamaica
17	Other (please specify): _____
18	Don't know

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

B11. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Jamaica? (Choose no more than TWO)

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B12. To what extent do you believe that the World Bank Group's work and support help the poorest in Jamaica? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B13	Overall the World Bank Group currently plays a relevant role in development in Jamaica	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	The World Bank Group'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"/>

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

To what extent is the World Bank Group 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		
B15	Responsiveness to needs											<input type="checkbox"/>	
B16	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B18	Being inclusive											<input type="checkbox"/>	
B19	Openness (sharing data and other information)											<input type="checkbox"/>	
B20	Collaboration with the Government											<input type="checkbox"/>	
B21	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B22	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B23	Collaboration with civil society											<input type="checkbox"/>	
B24	Staff accessibility											<input type="checkbox"/>	
B25	Collaboration with other donors and development partners											<input type="checkbox"/>	
B26	Collaboration with the private sector											<input type="checkbox"/>	
B27	Straightforwardness and honesty											<input type="checkbox"/>	
B28	Treating clients and stakeholders in Jamaica with respect											<input type="checkbox"/>	
B29	Being a long-term partner											<input type="checkbox"/>	

B30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The Government works inefficiently
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Jamaica?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Early childhood development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Open data and digital citizenship	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development (incl. community-based resilience)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Access to affordable finance for micro, small and medium enterprises (MSME)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Gender equity (e.g., focus on gender-based violence)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Private sector development (e.g., competitiveness, trade, logistics)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth and diversification	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Energy security (e.g., alternative/green sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Disaster risk management (i.e., planning/preparation, mitigation, response)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Job creation/employment (e.g., targeted youth employment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Innovation and entrepreneurship	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jamaica? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity (e.g., focus on gender-based violence)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Access to affordable finance for micro, small and medium enterprises (MSME)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development (incl. community-based resilience)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Early childhood development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Anti-corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Private sector development (e.g., competitiveness, trade, logistics)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Open data and digital citizenship	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Economic growth and diversification	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Disaster risk management (i.e., planning/preparation, mitigation, response)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Public sector governance/reform (i.e., public sector modernization, government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Job creation/employment (e.g., targeted youth employment)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Innovation and entrepreneurship	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Energy security (e.g., alternative/green sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social protection (i.e., focus on vulnerable groups: poorest families, persons with disabilities, other marginalized social groups)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C3. To what extent does the World Bank Group's work help to achieve development results 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

To what extent do you agree with the following statements about the World Bank Group in Jamaica?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group'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"/>
C5	The World Bank Group 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"/>

C6. To what extent do you believe that Jamaica received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?											
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

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time 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

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



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

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

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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D3	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D4	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
D5	Are adaptable to Jamaica's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

D6. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D7. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

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

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships 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	

E11. Which of the following best describes the World Bank Group's support in Jamaica? (Select only ONE response)												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Jamaica											
2	The World Bank Group is not sufficiently selective in Jamaica, and it is involved in too many areas of development											
3	Don't know											

**SECTION F: RECENT TRENDS AND THE FUTURE ROLE OF THE WORLD BANK GROUP IN JAMAICA**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Jamaica? (Choose no more than TWO)

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Jamaica's economy
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Jamaica's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Reimbursable Advisory Services (RAS)
13	Other (please specify): _____

F2. 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 Group should offer more of in Jamaica? (Select only ONE response)

1	Financial services
2	Global knowledge products
3	Local knowledge products
4	Convening services
5	None of the above
6	The combination is appropriate for Jamaica
7	Don't know

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Jamaica? (Choose no more than TWO)**

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr, Instagram, What's App)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
2	Mobile phones	6	World Bank Group's website
3	World Bank Group's publications and other written materials	7	World Bank Group's seminars/workshops/conferences
4	e-Newsletters	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G9	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
G10	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
G11	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

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

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

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

**SECTION H: BACKGROUND INFORMATION****H5. Do your projects involve both the World Bank and the IFC?*****(If YES please go to Question H6; If NO please go to H7)***

1	Yes
2	No

H6. If yes, what was your view of how the two institutions work together in Jamaica?***(Select only ONE response)***

1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

H7. Which of the following describes most of your exposure to the World Bank Group in Jamaica?***(Choose no more than TWO)***

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H8. What's your gender?

1	Female
2	Male

H9. Which best represents your geographic location?

1	Corporate Area of Kingston & St. Andrew, St. Catherine & St. Thomas
2	North Western Jamaica (Hanover, St. James, Trelawny)
3	North Coast (St. Ann, St. Mary, Portland)
4	South Coast (Clarendon, Manchester, St. Elizabeth, Westmoreland)

Thank you for completing the survey!