

FY17 The Palestinian Territories  
Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



July 2017

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## Acknowledgements

The Country Opinion Survey for West Bank and Gaza 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). Jessica Cameron, Svetlana Markova, and Jing Guo oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the country team and the local fielding agency Palestinian Center for Public Opinion (PCPO). In particular, PORG is grateful for the support from Mary Koussa (Communications Officer), who coordinated the survey related activities from Gaza.



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 the Palestinian territories perceive the WBG. The survey explored:

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

## II. Methodology

From May to June 2017, 413 stakeholders of the WBG in the Palestinian territories were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey (COS). Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government officials or staff, bilateral/multilateral agencies, private sector organizations, private foundations, the financial sector/private banks, NGOs/community-based organizations (CBOs), the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch.

A total of 332 stakeholders participated in the survey (80% response rate). Respondents received an invitation via email and completed the questionnaire online or completed the questionnaire with a representative of the fielding agency.

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

The results of this year's Country Survey were compared to those of the Country Survey conducted in FY '13 (response rate was 34%, N = 119). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. 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 this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 110).

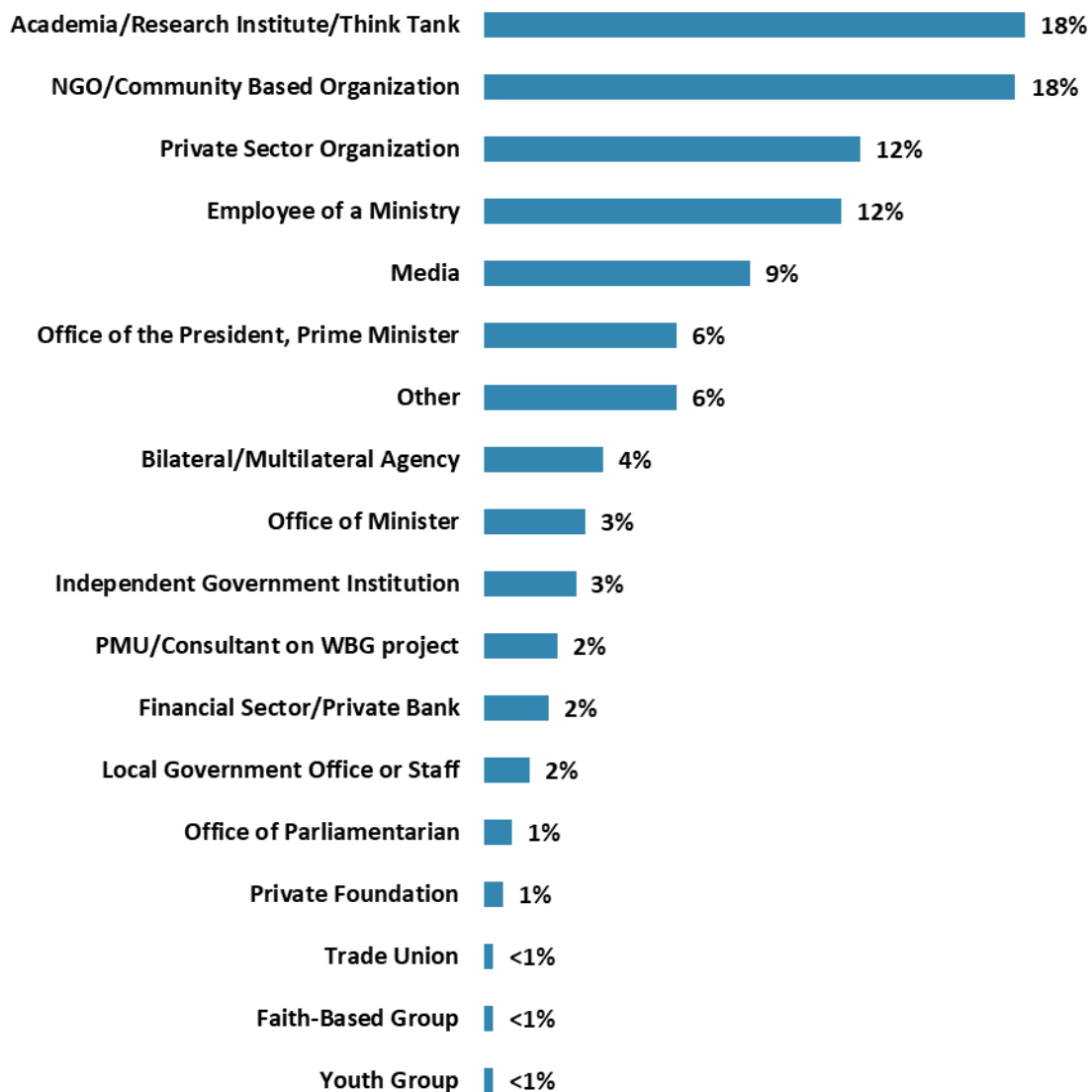


### III. Demographics of the Sample

#### Current Position

- For all further analyses, the small number of respondents from private foundations, trade unions, faith-based groups, and youth groups, were combined with those from NGOs/CBOs to create a “Civil Society” category; the small number of respondents from the office of a Parliamentarian, PMUs/Consultants on WBG-supported projects, and independent government institutions were combined with employees of ministries to create a “Government Institutions” category; and the small number of respondents from the financial sector/private banks were combined with those from the private sector. The few respondents from local government were included in the “Other” category.

Percentage of Respondents (N=330)

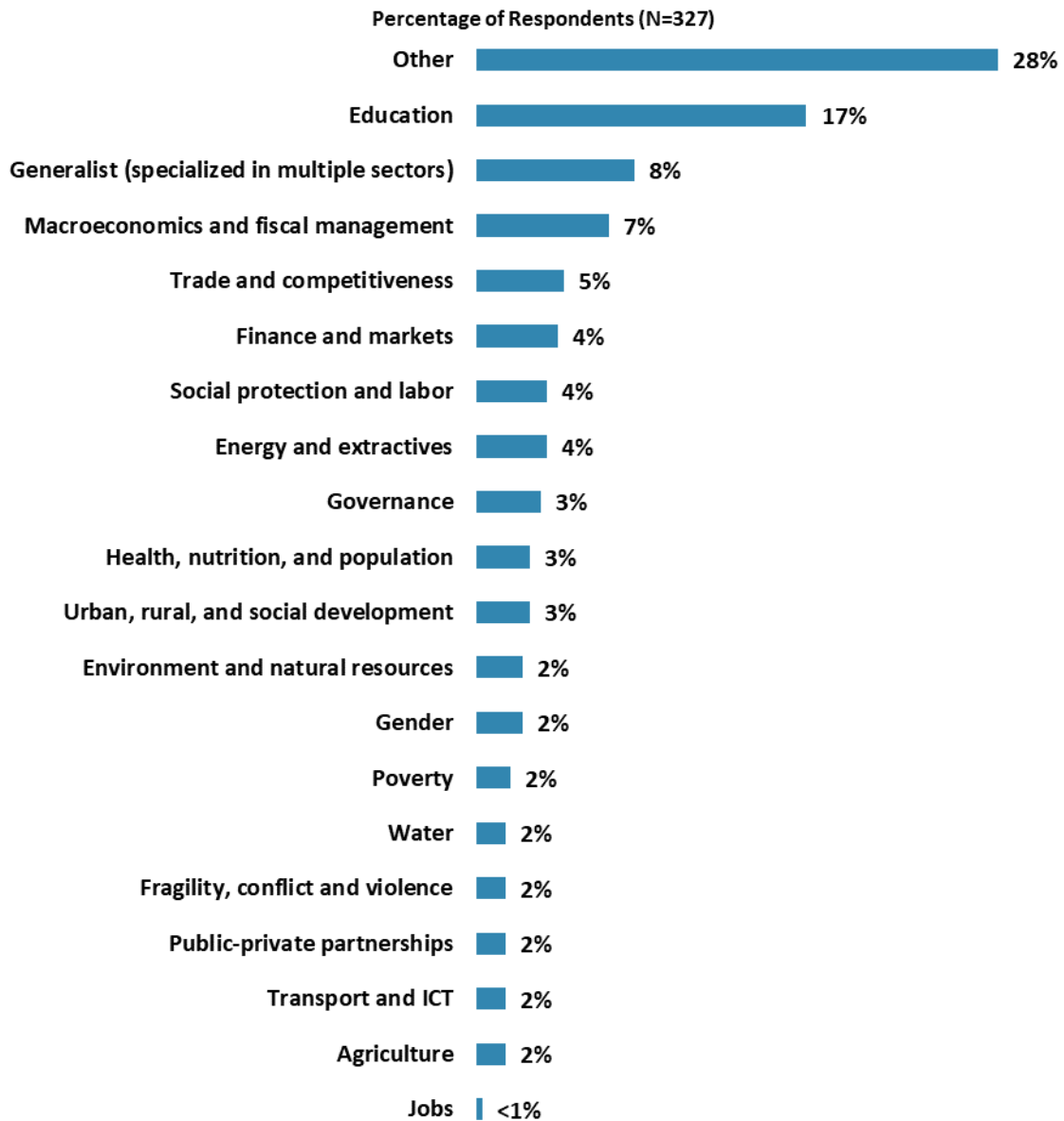


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



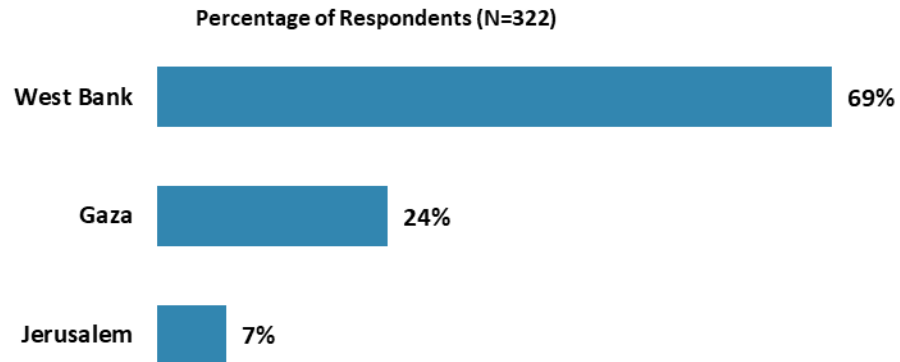
“Please identify the primary specialization of your work. (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Geographic Locations

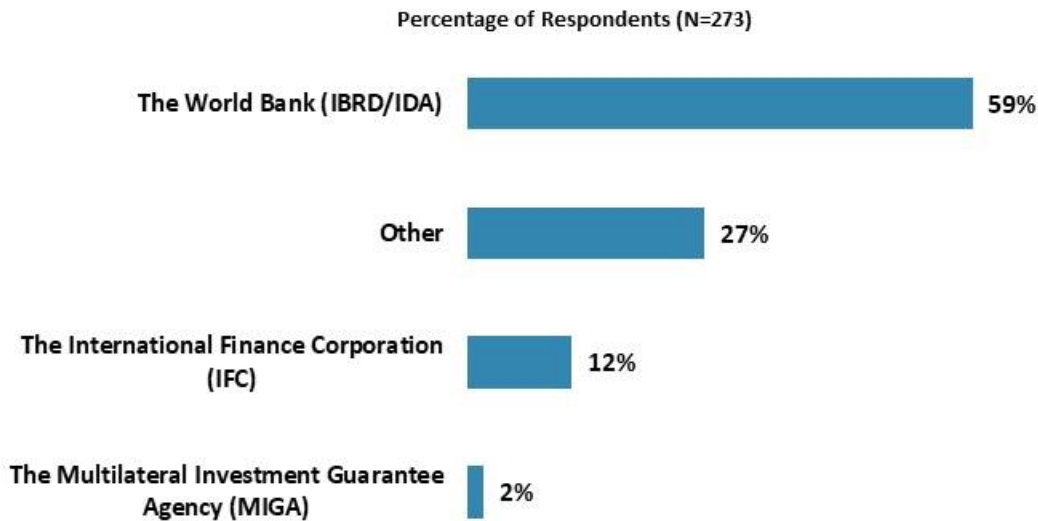
- Because of the small number of respondents from Gaza and Jerusalem, these geographic locations were combined into an “Other Areas” category for all further analyses.



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

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



“Which of the following agencies of the World Bank Group do you primarily engage with in the Palestinian territories? (Select only ONE response)” (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the WBG compared to respondents from the FY '13 Country Survey (weighted mean in FY '17 = 6.3; weighted mean in FY '13 = 6.7)<sup>1</sup>.
- **Location:** Respondents from the West Bank indicated significantly higher levels of familiarity with the WBG (mean rating = 6.6) compared to respondents from Other Areas (mean rating = 5.5).
- **Collaboration:** Respondents who collaborate with the WBG indicated significantly higher levels of familiarity with the WBG (mean rating = 7.2) compared to respondents who do not collaborate with the WBG (mean rating = 5.4).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in the Palestinian territories, and had small, but significant correlations with their ratings of the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in the Palestinian territories.



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

<sup>1</sup>Please refer to Appendix E (page 110) for more details on weighting. The mean in the chart was calculated based on un-weighted data.

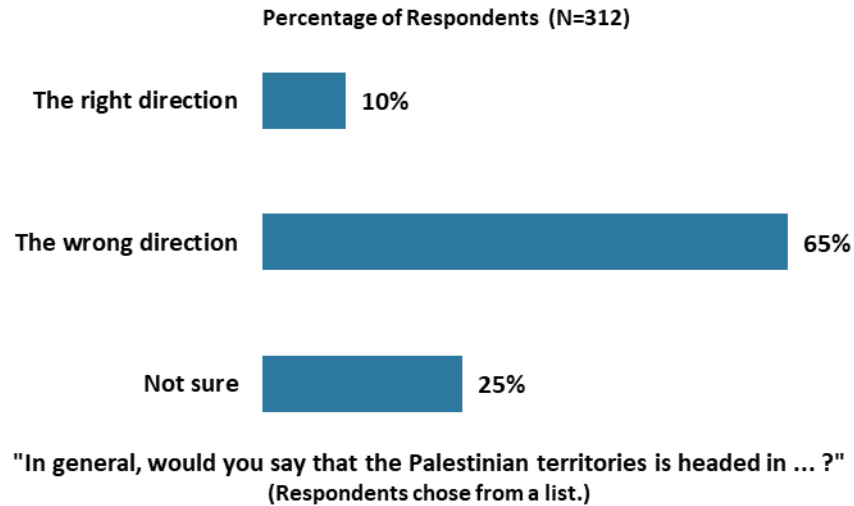




## IV. General Issues Facing the Palestinian territories

### Headed in the Right Direction

- **Year comparison:** Respondents in the FY '13 Country Survey had statistically similar rates of indicating that the West Bank and Gaza were headed in the right direction (percentage of respondents = 9%), the wrong direction (59%), and being not sure (31%).

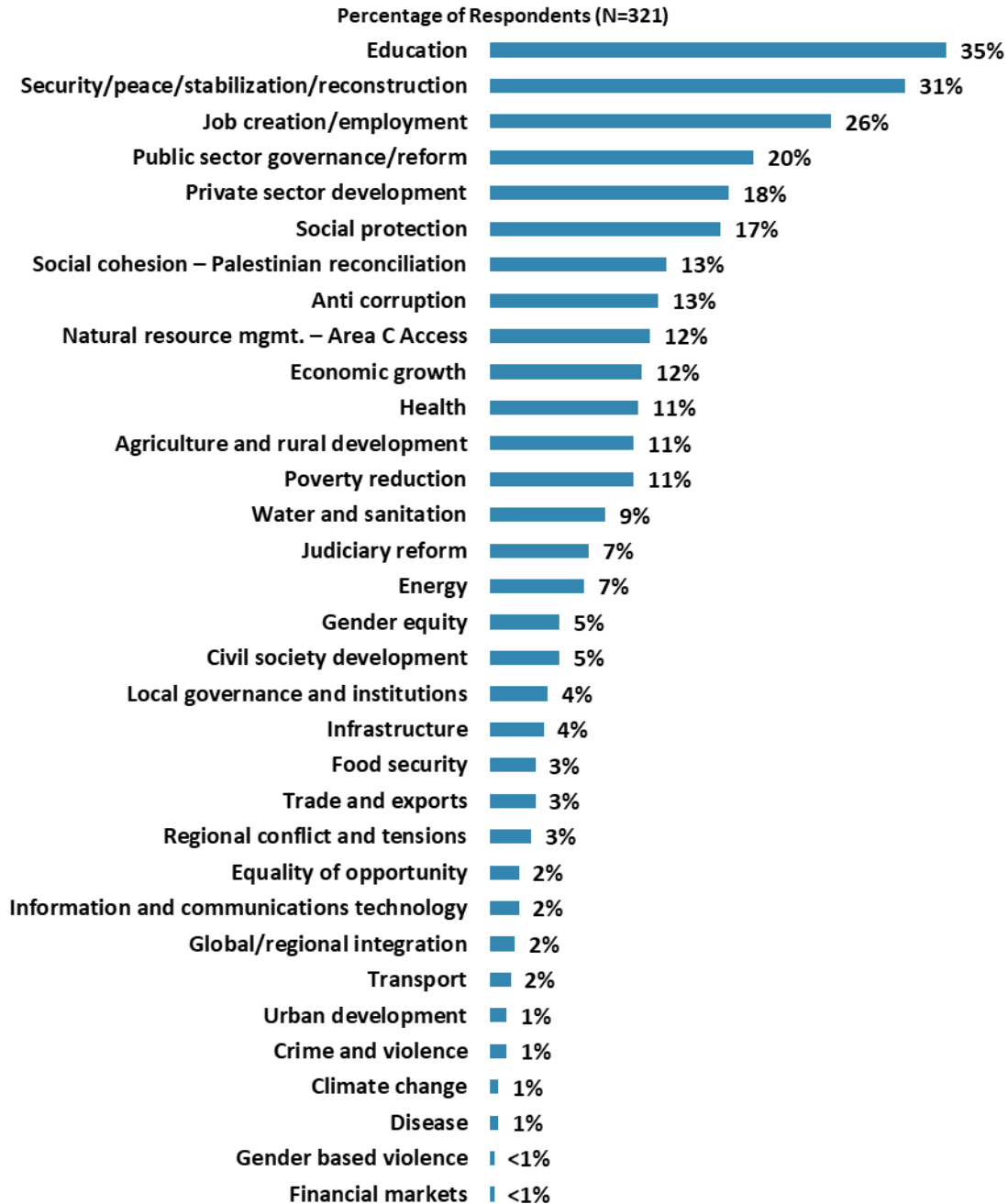




## IV. General Issues Facing the Palestinian territories (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the most important development priorities in the Palestinian territories were public sector governance (percentage of respondents = 29%), education (26%), security/stabilization/reconstruction (24%), and job creation/employment (24%).



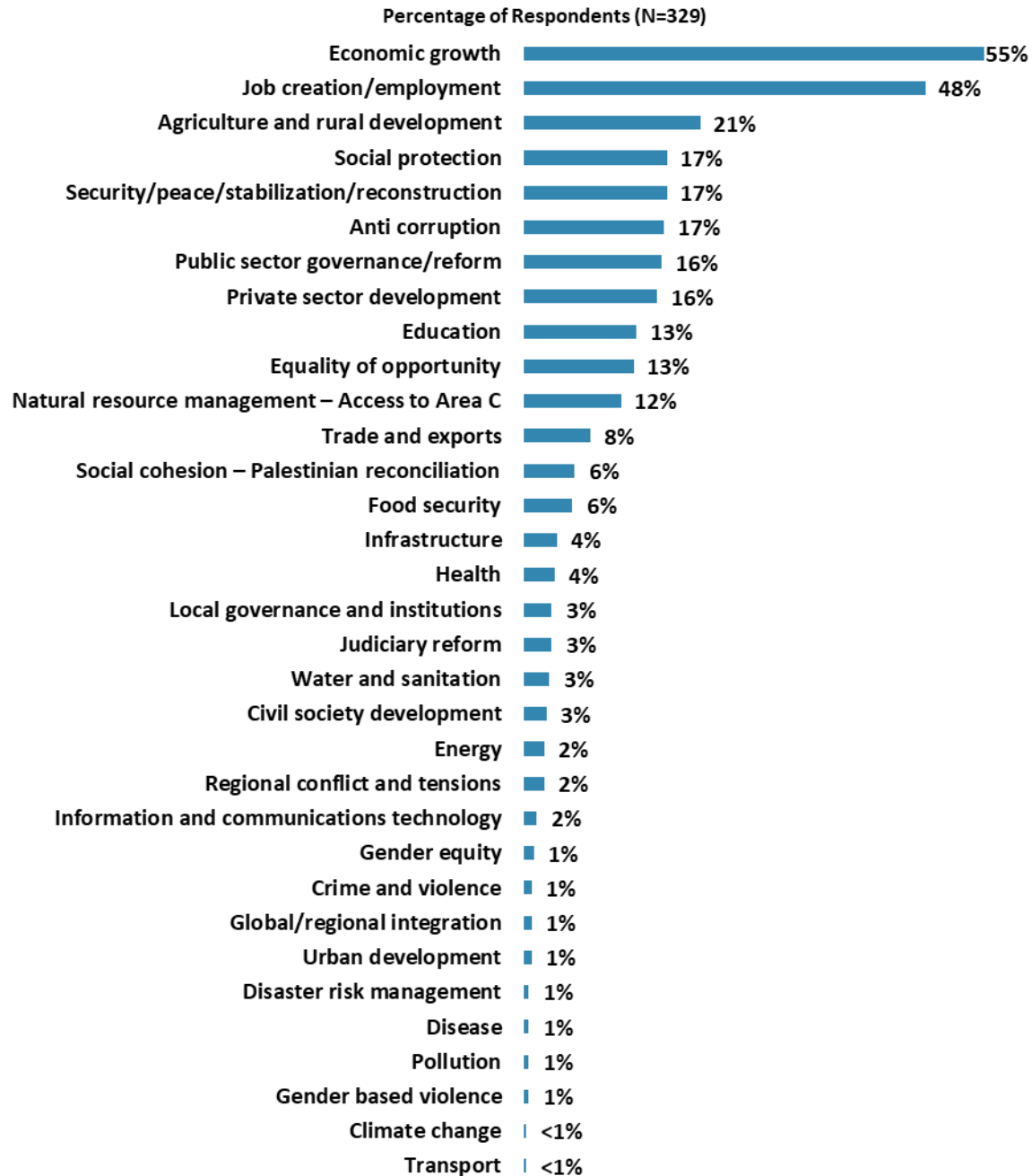
"Listed below are a number of development priorities in the Palestinian territories. Please identify which of the following you consider the most important development priorities in the Palestinian territories. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the Palestinian territories (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the areas that would contribute most to poverty reduction were economic growth (percentage of respondents = 49%) and job creation/employment (42%), followed by domestic private sector development (29%).

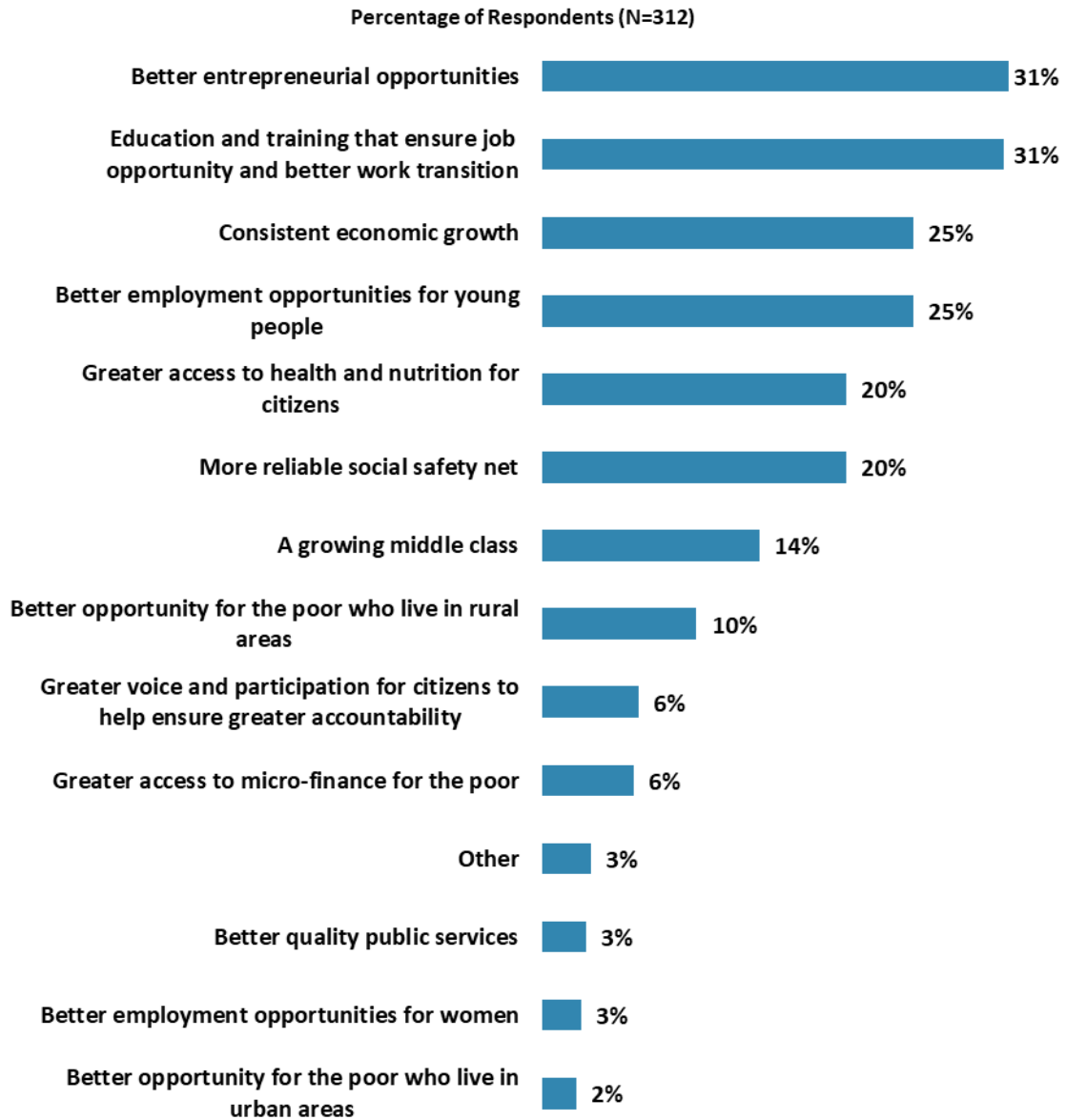


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Palestinian territories?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the Palestinian territories (continued)

### Factors Contributing to “Shared Prosperity”

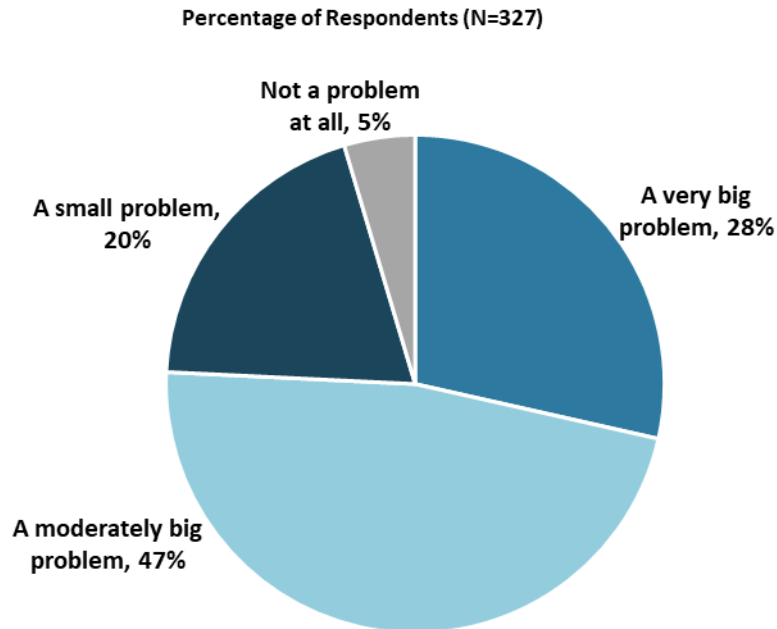


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Palestinian territories? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the Palestinian territories (continued)

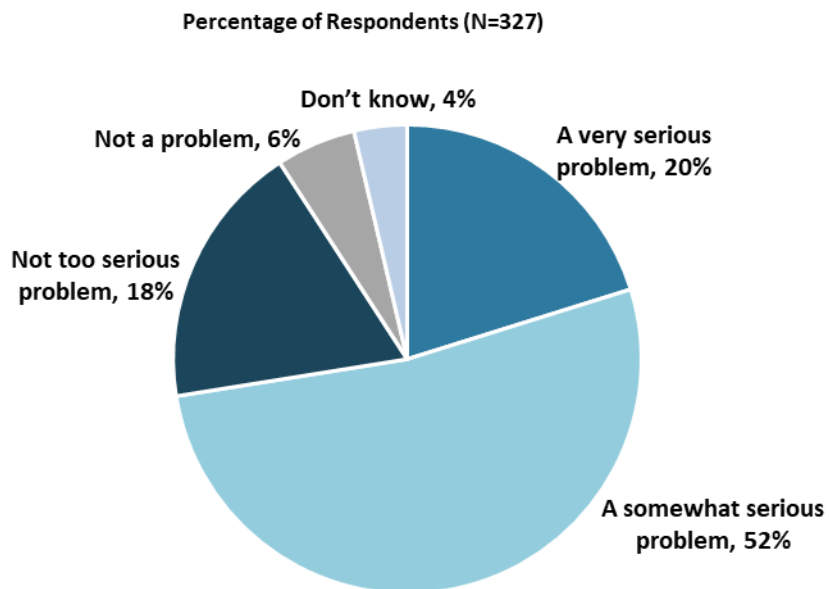
### Gap between the Rich and the Poor



"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 the Palestinian territories? (Select only ONE response)" (Respondents chose from a list.)

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### Global Climate Change

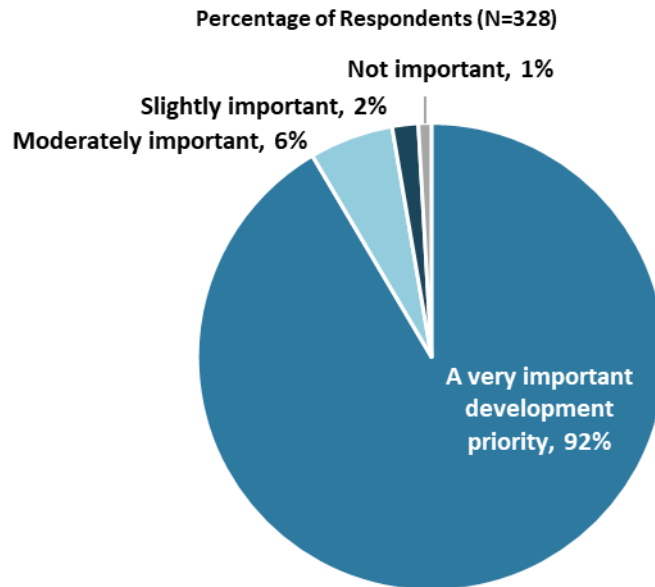


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)" (Respondents chose from a list.)



## IV. General Issues Facing the Palestinian territories (continued)

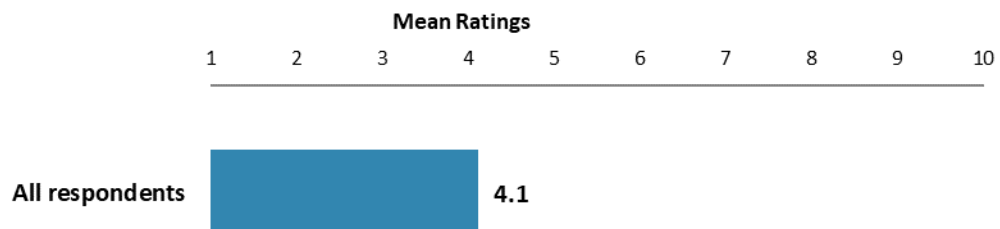
### Childhood Development is a Priority



"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in the Palestinian territories? (Select only ONE response)" (Respondents chose from a list.)

### Government Accountability

- **Stakeholders:** Respondents from the office of Minister gave the highest ratings that citizens in the Palestinian territories have obtained greater "voice" whereas respondents from the media gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings that citizens in the Palestinian territories have obtained greater "voice" (mean rating = 4.6) compared to respondents who do not collaborate with the WBG (mean rating = 3.6).

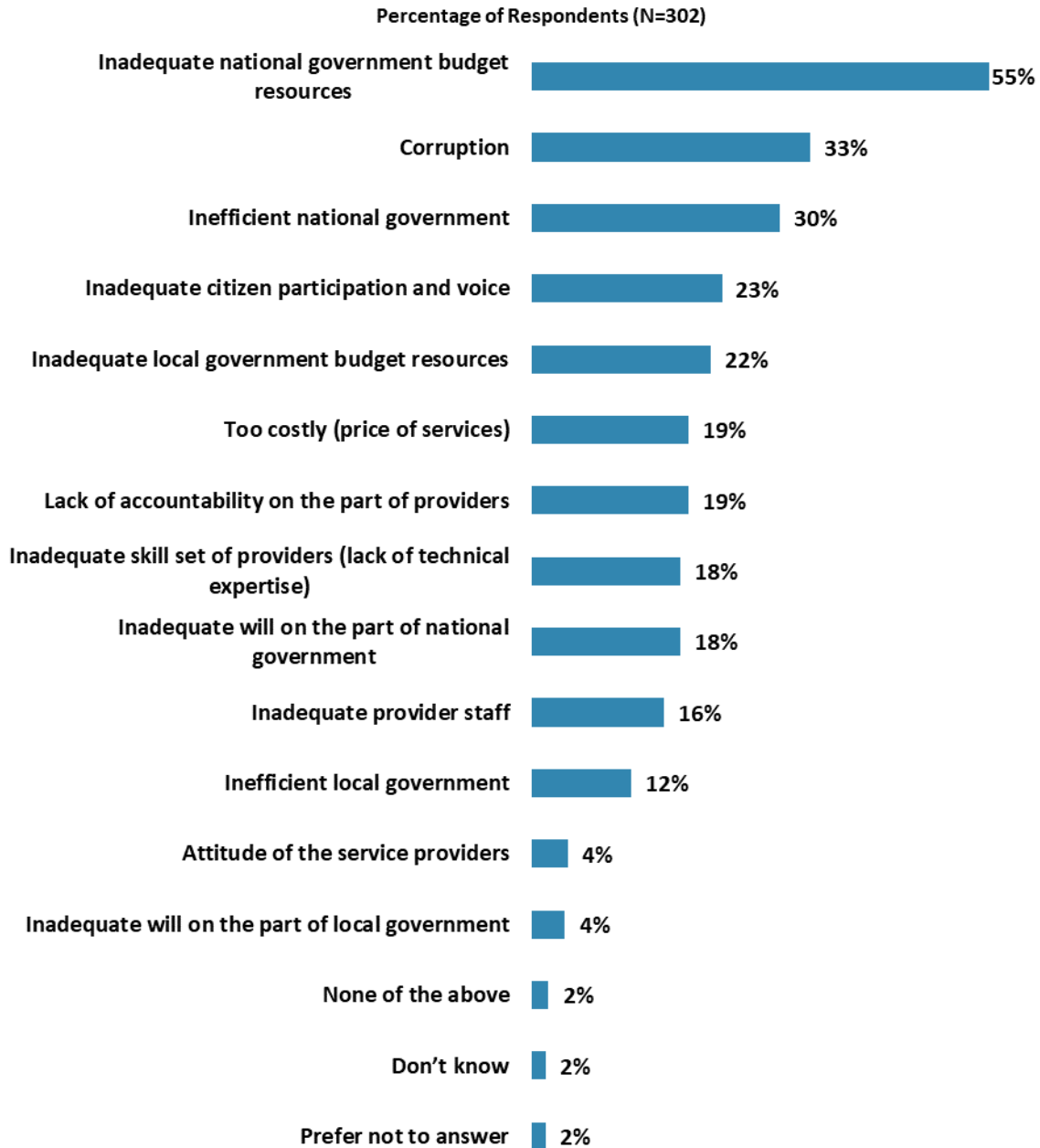


"Do you think that in the past year or so, citizens in the Palestinian territories have obtained greater 'voice' to hold the state more accountable?"  
(1-"Far less voice", 10-"Much greater voice")



## IV. General Issues Facing the Palestinian territories (continued)

### Obstacles to Service Delivery

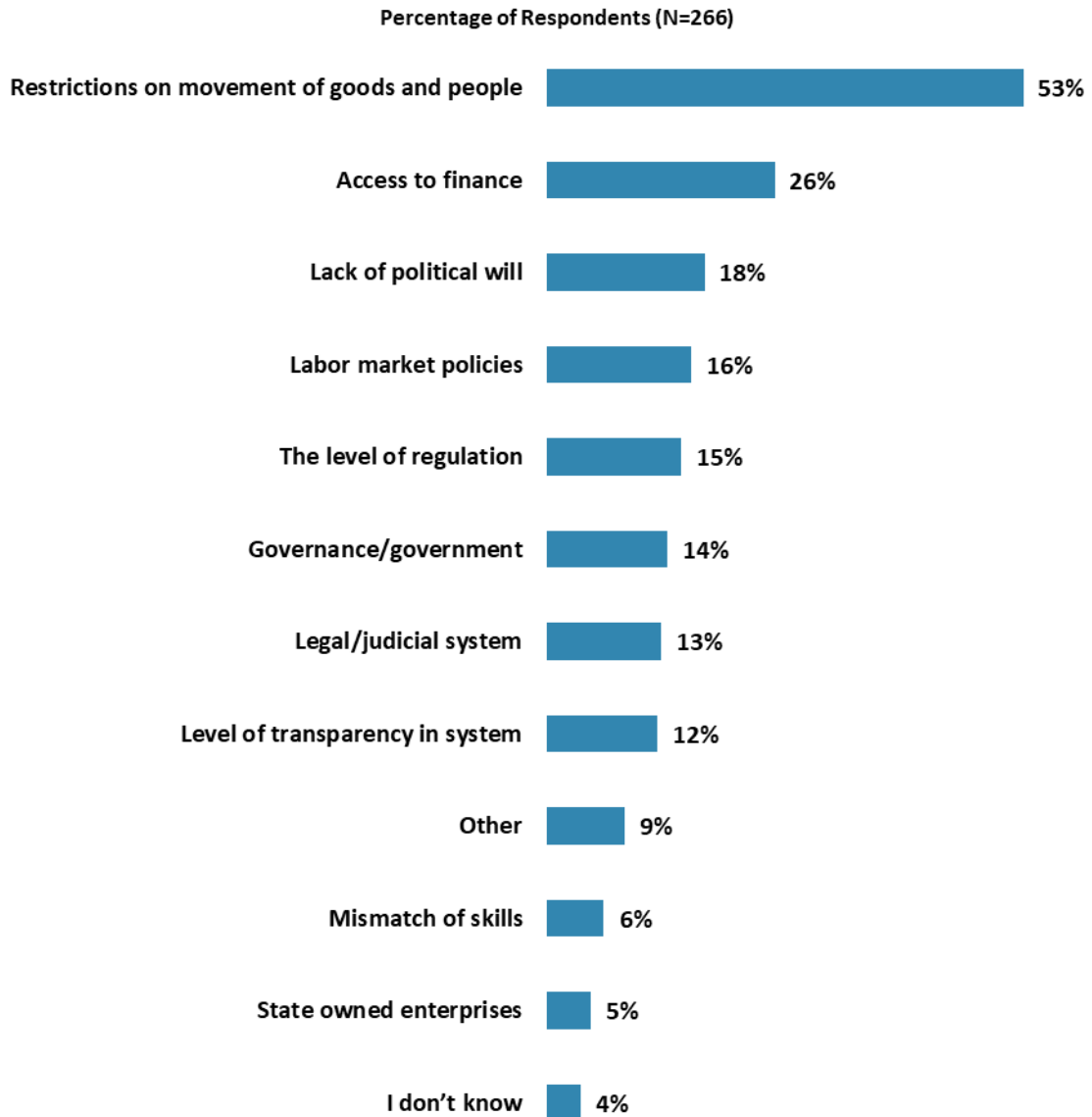


"Which of the following are the greatest obstacles in the Palestinian territories to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)



## IV. General Issues Facing the Palestinian territories (continued)

### Obstacles to Private Sector Development



"Which of the following are the most significant obstacles to private sector development in the Palestinian territories? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined.)

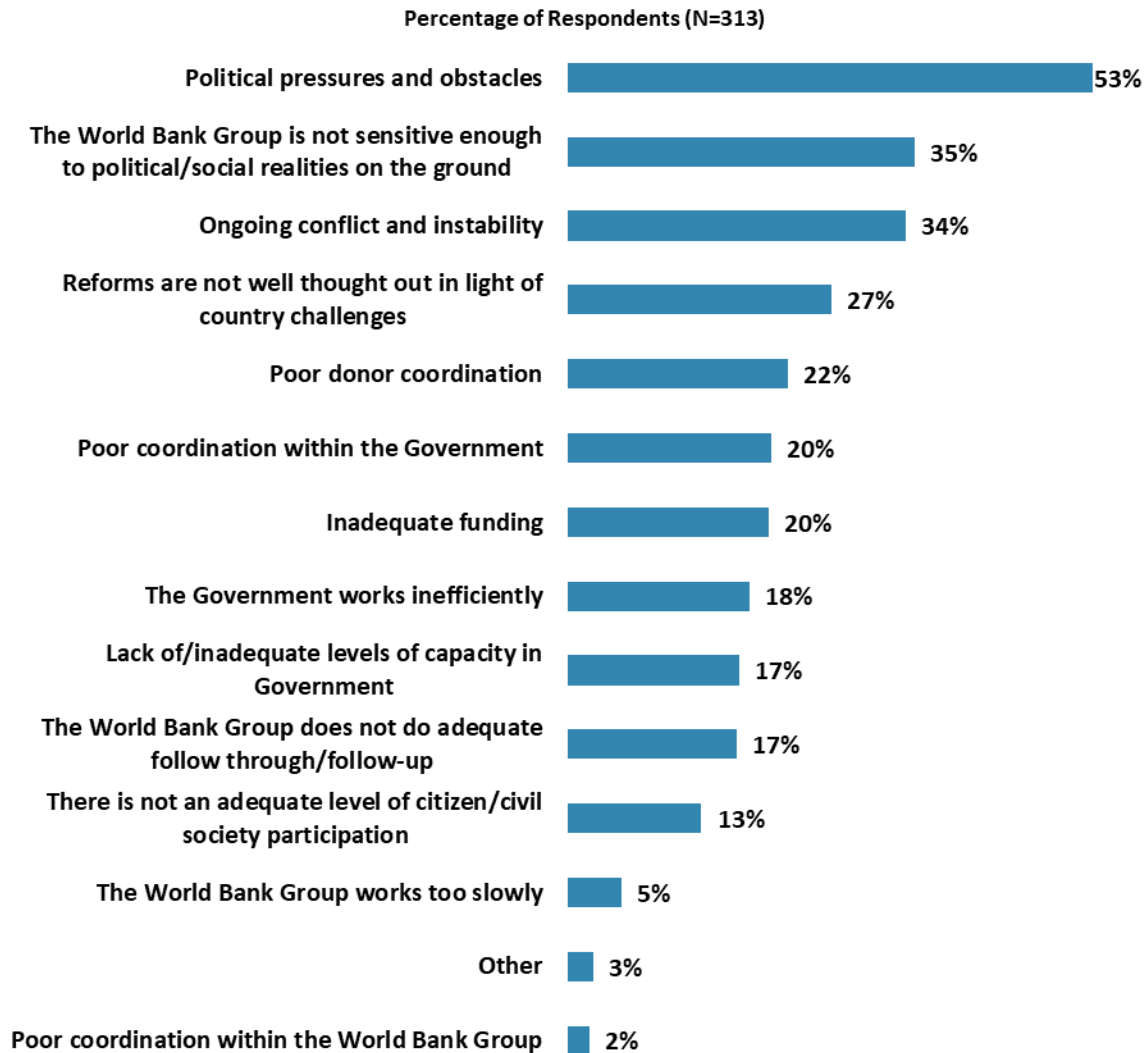




## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they attributed slow or failed WBG-assisted reform efforts to political pressures and obstacles (percentage of respondents = 31%), the Government working inefficiently (30%), and ongoing conflict and instability (29%).



"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 THREE)"  
(Respondents chose from a list. Responses combined.)

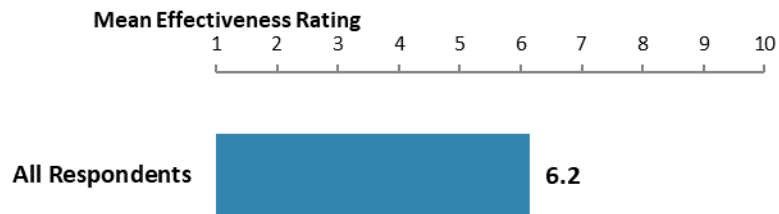


## V. Overall Attitudes toward the World Bank Group (continued)

*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 World Bank Group’s Overall Effectiveness (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey gave significantly higher ratings for the WBG’s effectiveness in the Palestinian territories (weighted mean = 6.1) compared to respondents from the FY ‘13 Country Survey (weighted mean = 5.6)<sup>2</sup>.
- **Stakeholders:** Respondents from other organizations gave the highest ratings for the WBG’s effectiveness whereas respondents from academia, civil society, and the media gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG’s effectiveness (mean rating = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 5.4).



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

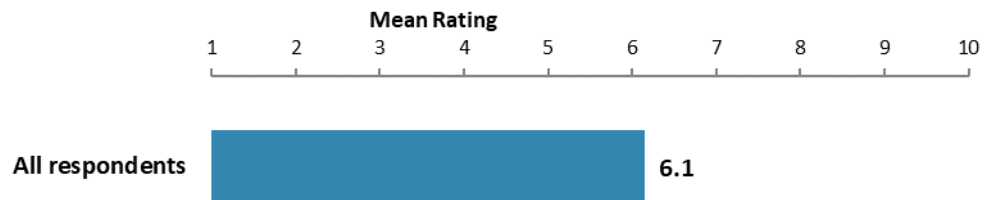
<sup>2</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the extent to which the WBG achieves development results (weighted mean = 6.2) compared to respondents from the FY '13 Country Survey (weighted mean = 5.2)<sup>3</sup>.
- **Stakeholders:** Respondents from the office of Minister, the office of the President/Prime Minister, and other organizations gave the highest ratings for the extent to which the WBG achieves development results whereas respondents from academia, media, and civil society gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).



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

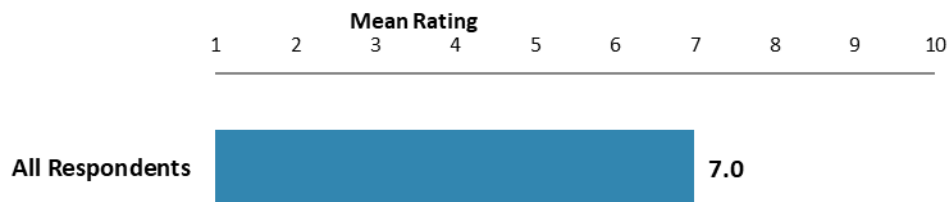
<sup>3</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### WBG Staff Preparedness

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the WBG's staff being well prepared (weighted mean = 7.0) compared to respondents from the FY '13 Country Survey (weighted mean = 5.8)<sup>4</sup>.
- **Stakeholders:** Respondents from the office of Minister gave the highest ratings for the WBG's staff being well prepared whereas respondents from academia and media gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.4) compared to respondents who do not collaborate with the WBG (mean rating = 6.4).



"To what extent do you believe the World Bank Group's staff is well prepared to help the Palestinian territories solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

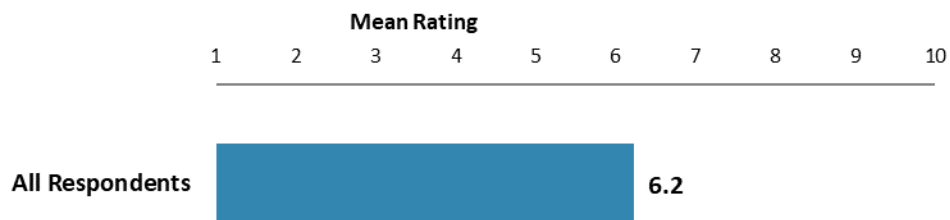
<sup>4</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### Strengthening Existing Country Systems

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the WBG helping to build/strengthen existing country systems in the Palestinian territories (weighted mean = 6.3) compared to respondents from the FY '13 Country Survey (weighted mean = 5.8)<sup>5</sup>.
- **Stakeholders:** Respondents from the office of Minister and other organizations gave the highest ratings for the WBG helping to build/strengthen existing country systems whereas respondents from academia and media gave significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 5.7).



"To what extent does the World Bank Group help to build/strengthen existing country systems in the Palestinian territories?" (1-"To no degree at all", 10-"To a very significant degree")

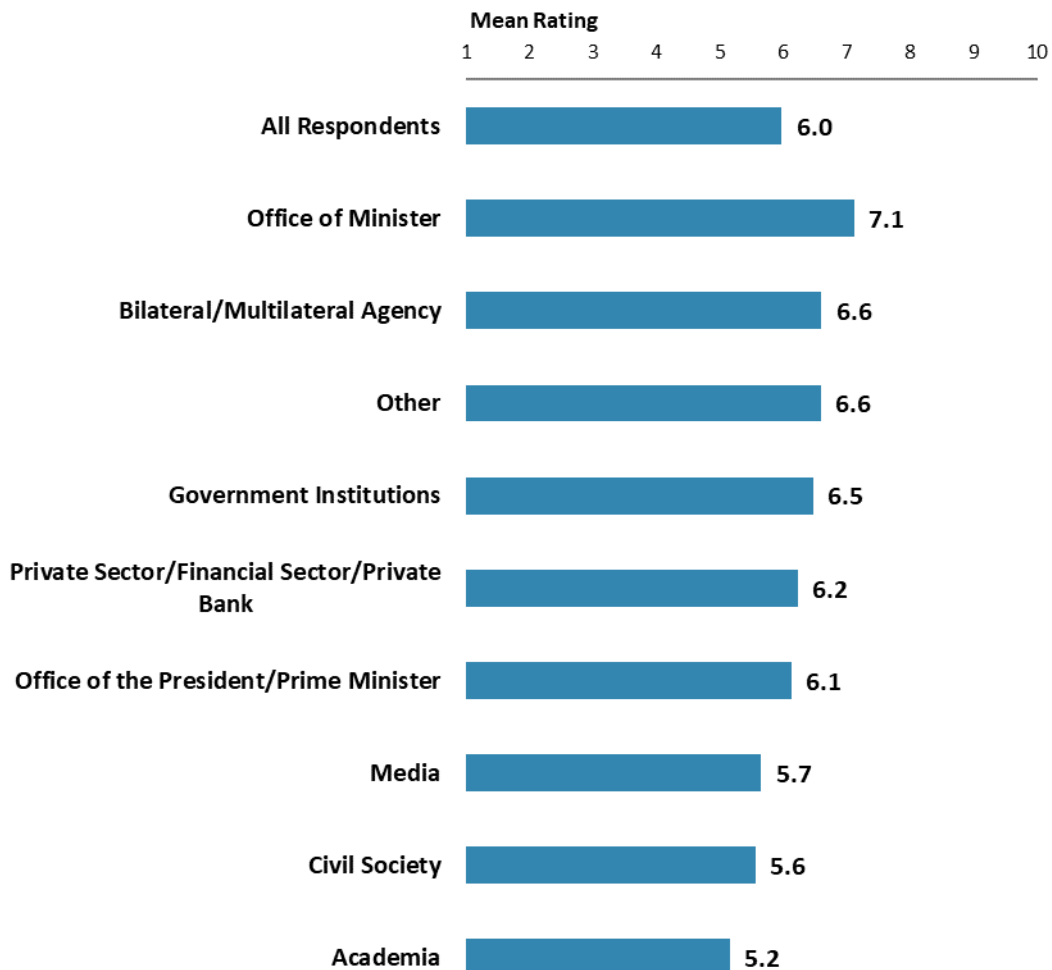
<sup>5</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from the office of Minister had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions whereas respondents from the media, civil society, and academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 73).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix D (see page 102).



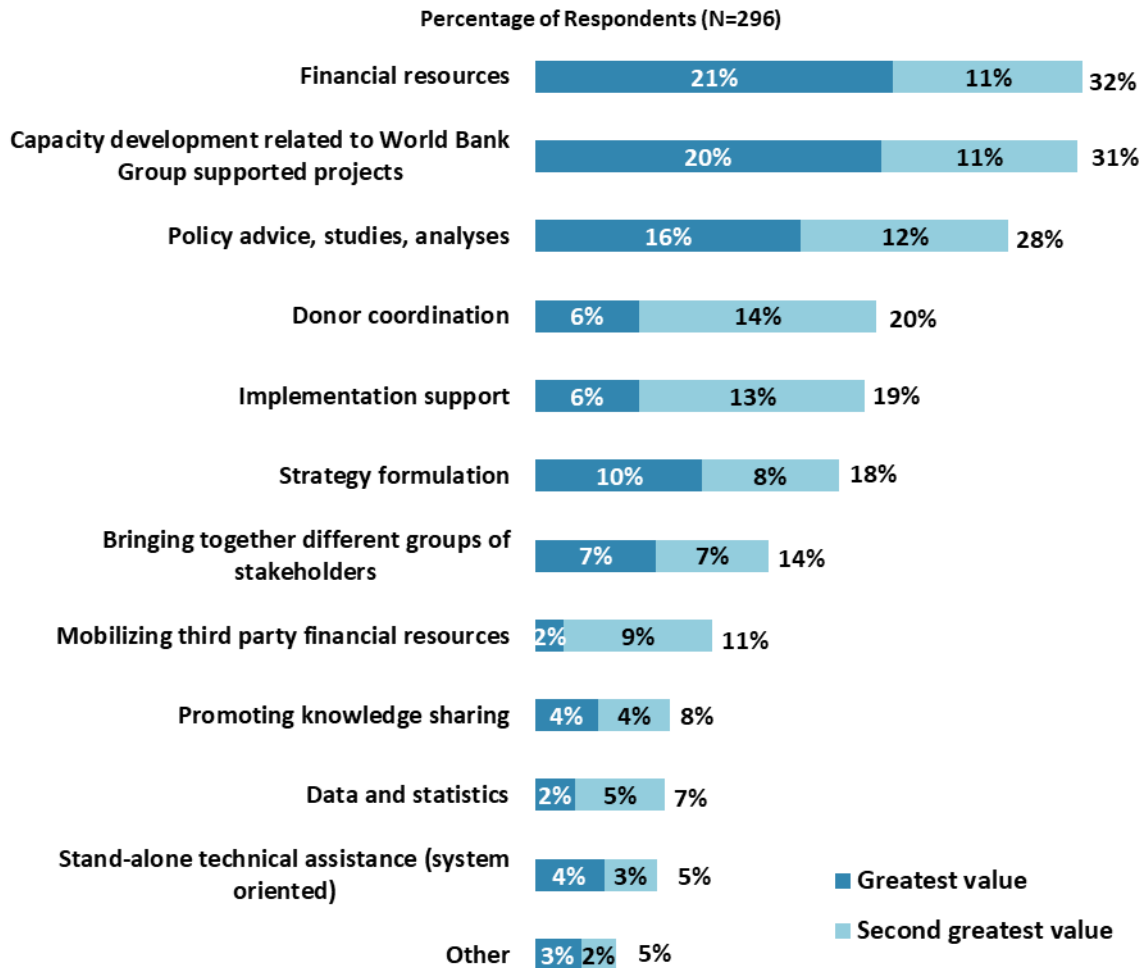
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest values to the Palestinian territories were its financial resources, both policy-based lending/budget support to the Government (percentage of respondents = 40%) and in investment lending (34%), as well as its technical assistance (27%) and training/capacity building (22%).

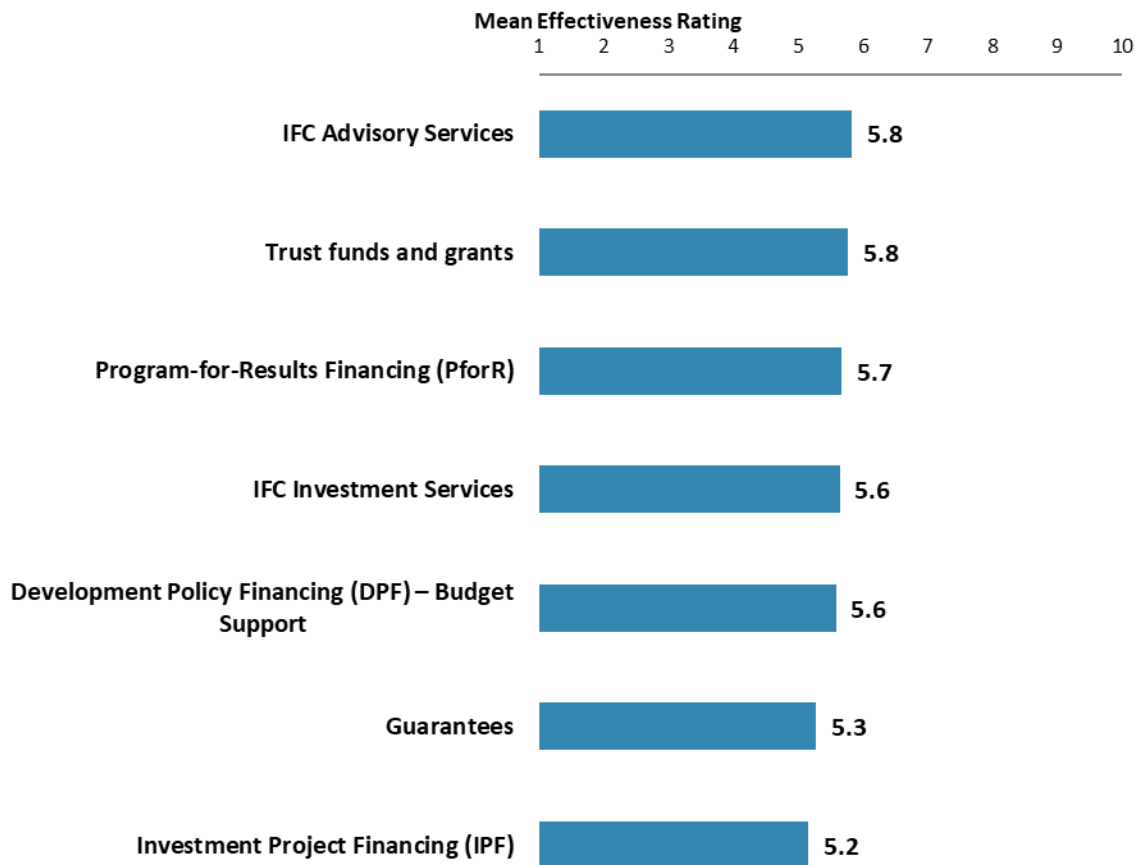


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE & which activity is of second greatest value in the Palestinian territories?" (Respondents chose from list.)



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

### Effectiveness of WBG's Instruments in Reducing Poverty



"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Palestinian territories' Government's efforts to reduce poverty?"  
(1-"Not effective at all", 10-"Very effective")

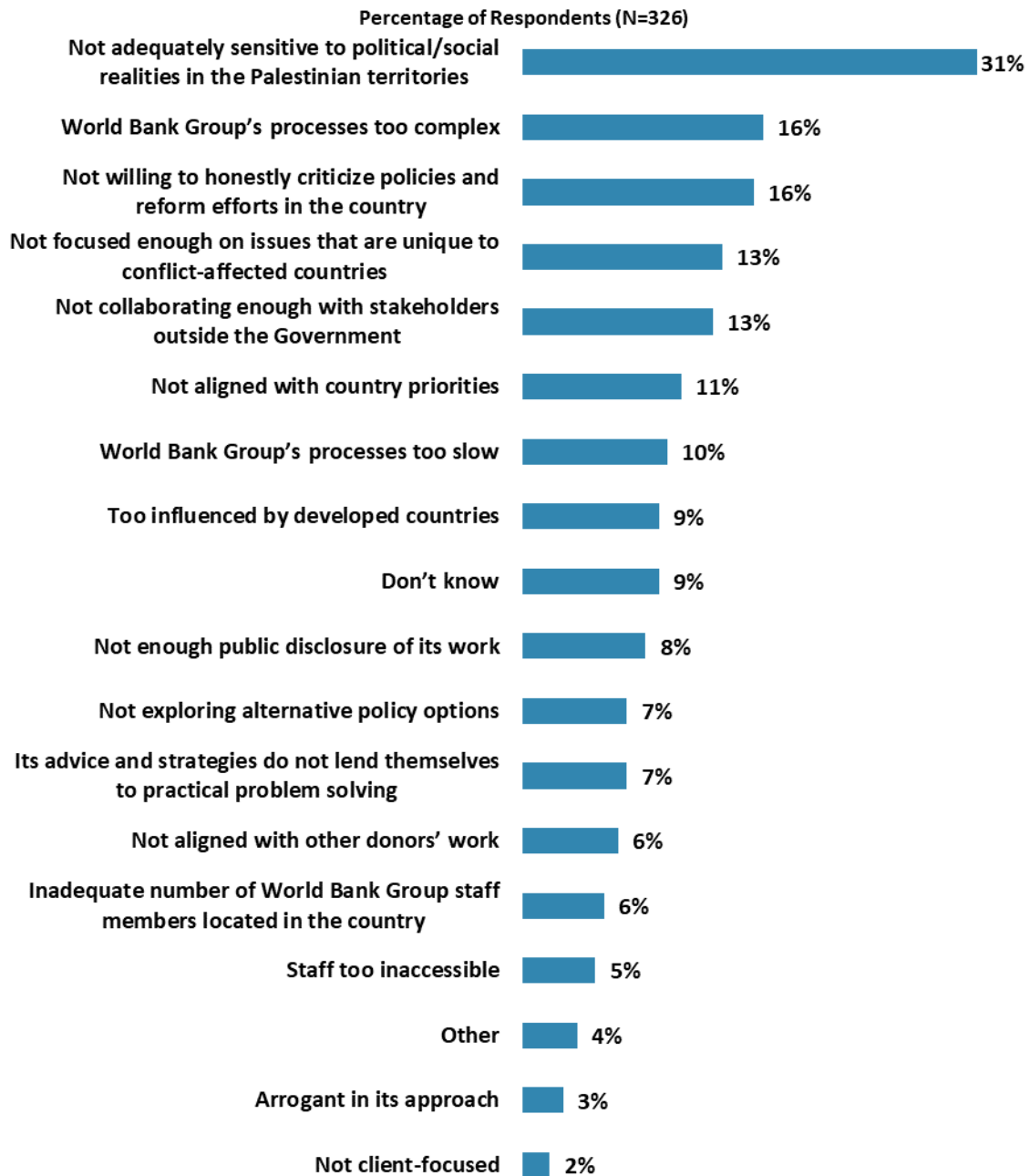




## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG's greatest weaknesses in its work in the Palestinian territories were not being adequately sensitive to political/social realities (percentage of respondents = 33%) and not enough public disclosure of its work (23%).

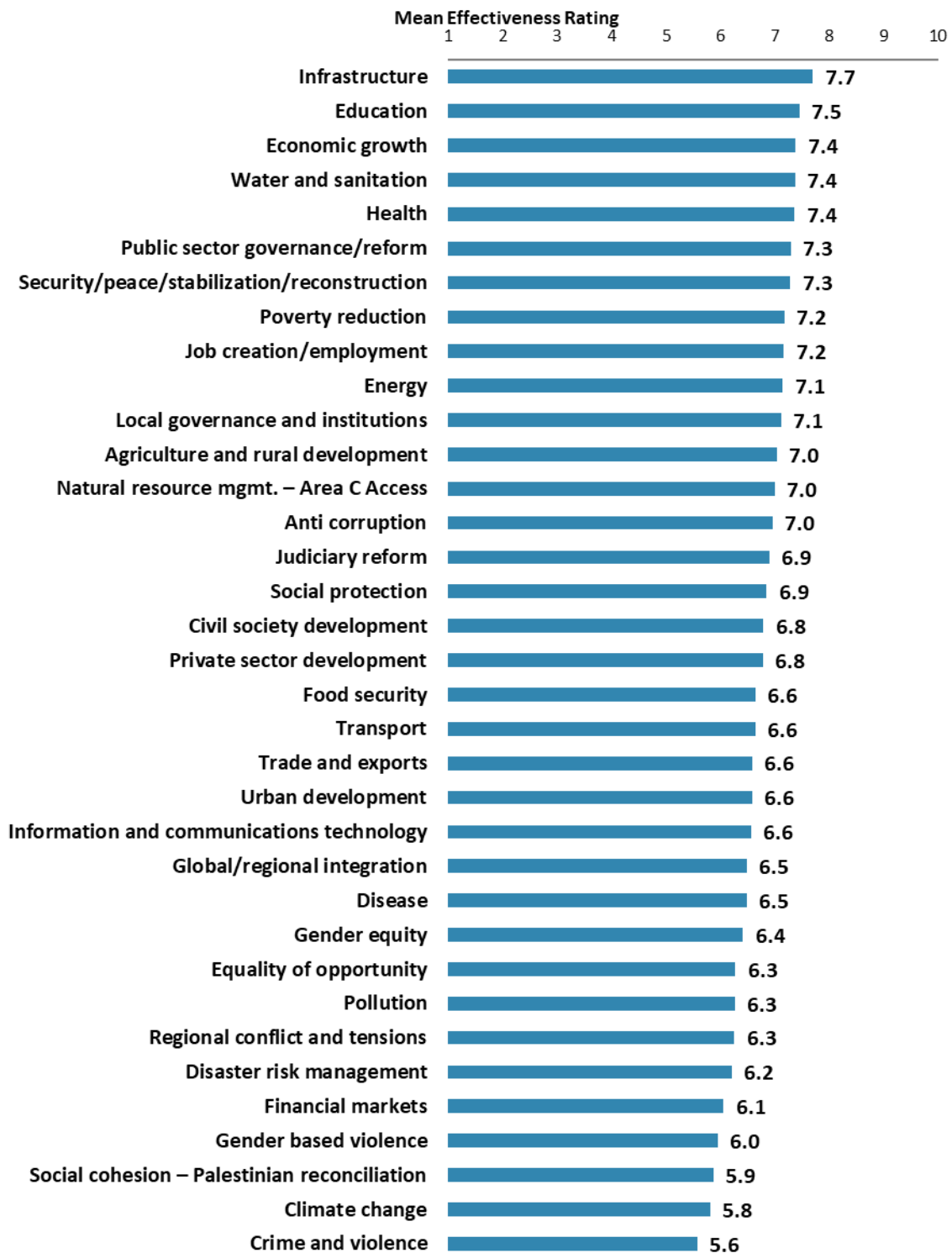


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Palestinian territories? (Choose no more than 2)" (Respondents chose from list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas

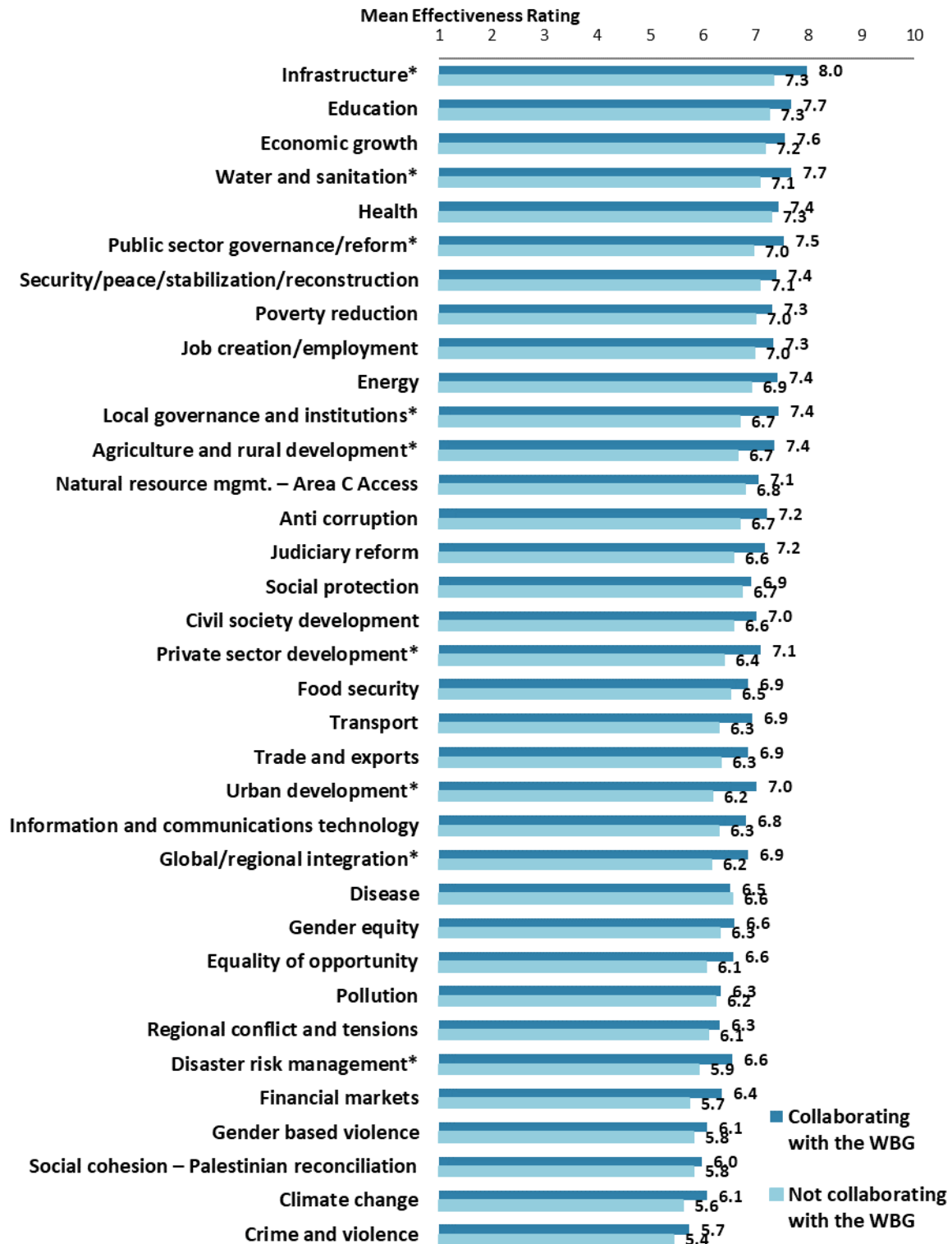


"How EFFECTIVE do you believe the WBG is in terms of the work it does in the following areas of development in the Palestinian territories?" (1-"Not effective at all", 10-"Very effective")



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration

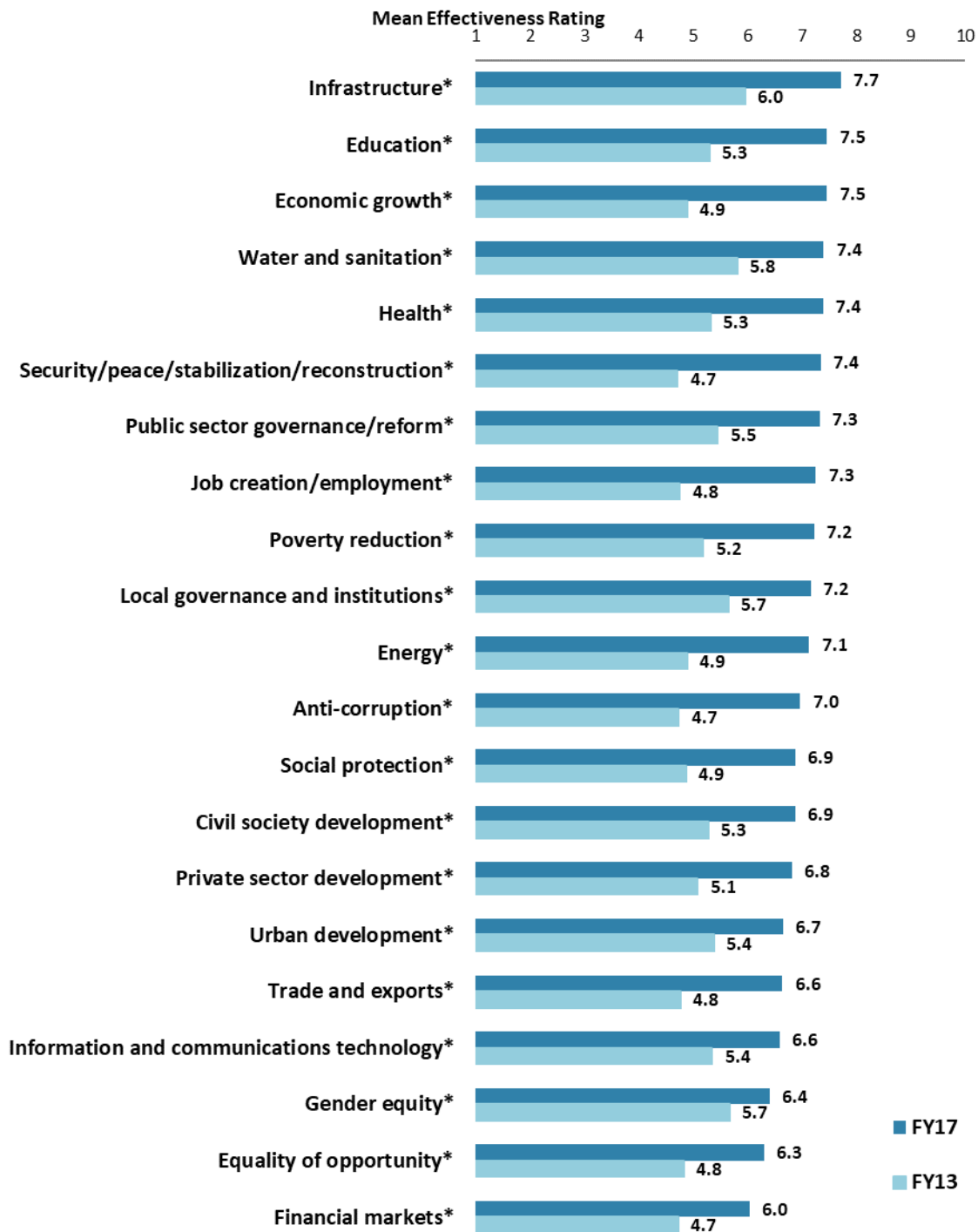


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Palestinian territories?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>6</sup>



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

(\*Significantly different between FY17 and FY13)

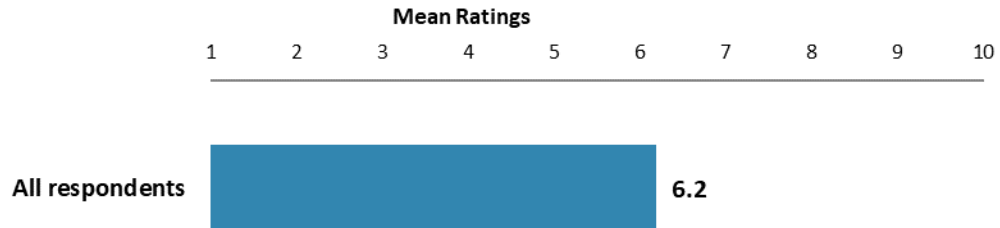
<sup>6</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



## VI. Sectoral Effectiveness (continued)

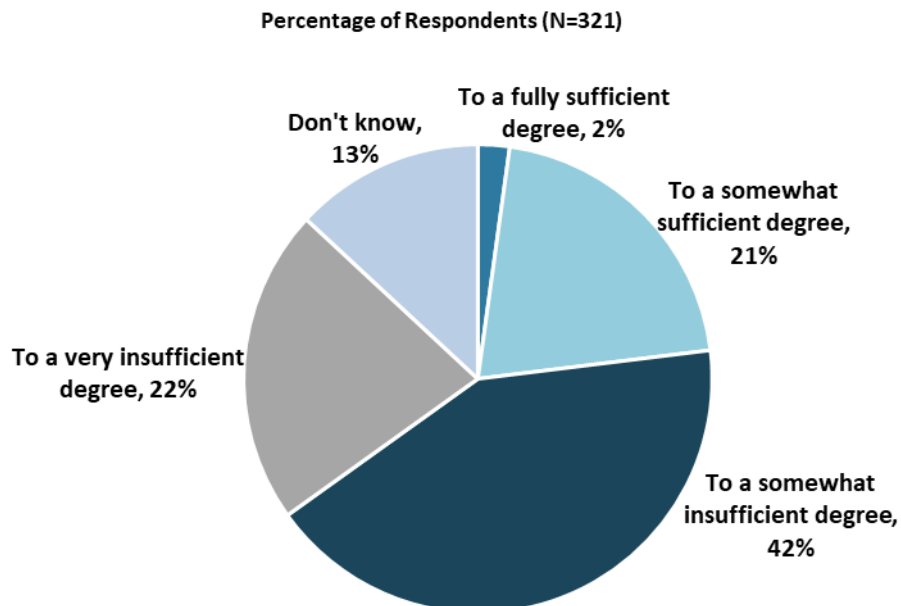
### The WBG Promoting Private Public Partnerships

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for extent to which the WBG helps to promote private public partnerships in the Palestinian territories (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.5).



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

### Helping the Poorest



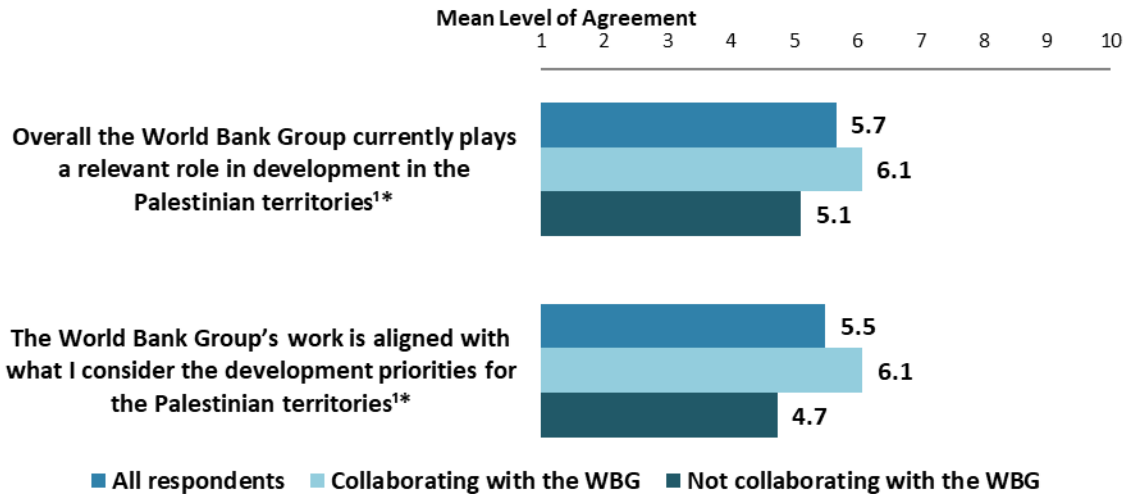
"To what extent do you believe that the World Bank Group's work and support help the poorest in the Palestinian territories? (Select only ONE response)" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

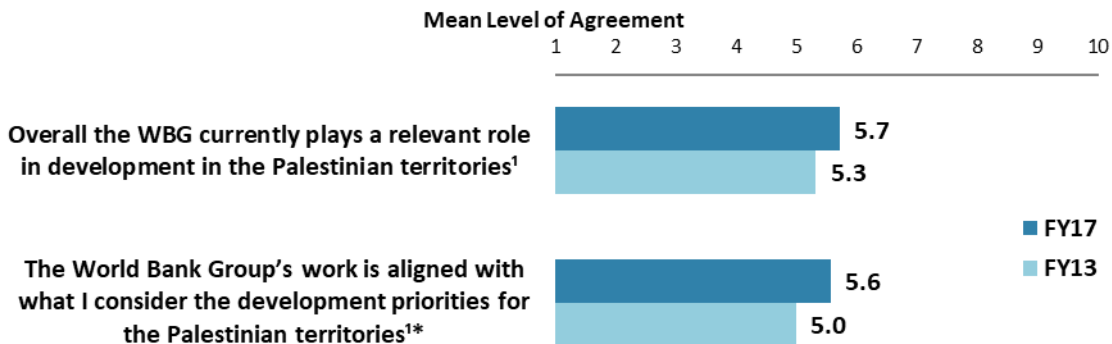
### The World Bank Group's Work in the Palestinian territories

- **Stakeholders:** Respondents from bilateral/multilateral agencies, the office of Minister, and other organizations had the highest levels of agreement for these aspects of the WBG's work whereas respondents from the media, civil society, and academia had significantly lower levels of agreement (see Appendix B, page 75).
- **Location:** Respondents from the West Bank had significantly higher levels of agreement that the WBG plays a relevant role in the Palestinian territories and that the WBG's work is aligned with their development priorities (mean ratings = 5.9 and 5.7, respectively) compared to respondents from Other Areas (mean ratings = 5.1 and 4.9, respectively).



"To what extent do you agree with the following statements about the World Bank Group's work in the Palestinian territories?" (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question

### The World Bank Group's Work: Year Comparison<sup>7</sup>



"To what extent do you agree with the following statements about the World Bank Group's work in the Palestinian territories?" (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between FY17 and FY13) <sup>1</sup>Indicator Question

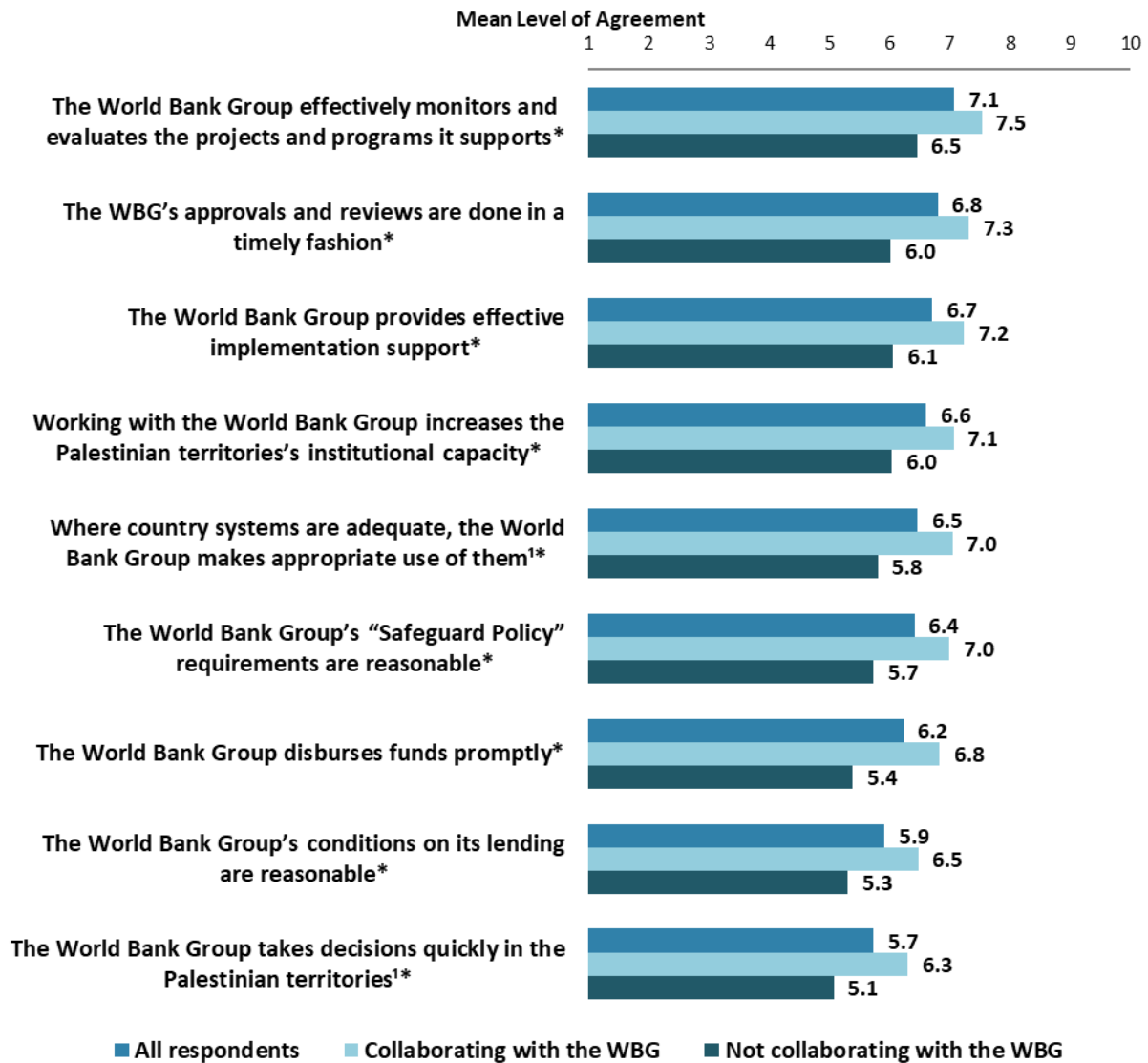
<sup>7</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



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

### Overall Perceptions

- **Stakeholders:** Respondents from the office of Minister, government institutions, and other organizations tended to have the highest levels of agreement that the WBG’s “Safeguard Policy” requirements are reasonable, that working with the WBG increases institutional capacity, and that where country systems are adequate, the WBG makes appropriate use of them whereas respondents from the media and academia tended to have significantly lower levels of agreement (see Appendix B, page 73, for a full breakdown).
- **Location:** Respondents from the West Bank had significantly higher levels of agreement that the WBG takes decisions quickly in the Palestinian territories (mean rating = 6.0) compared to respondents from Other Areas (mean rating = 5.1).

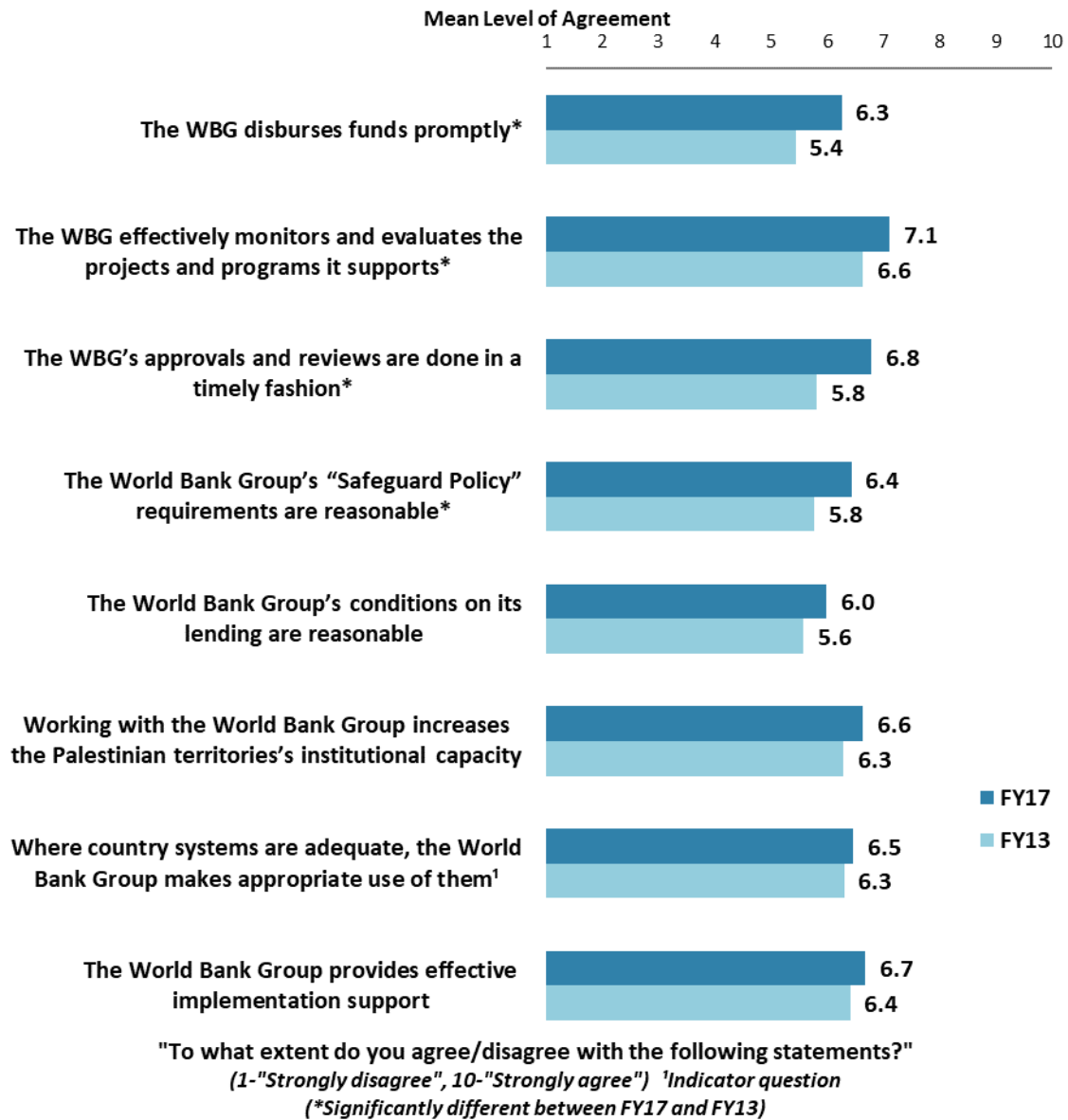


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator question  
 (\*Significantly different between collaborators and non-collaborators)



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

### Overall Perceptions: Year Comparison<sup>8</sup>



<sup>8</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.

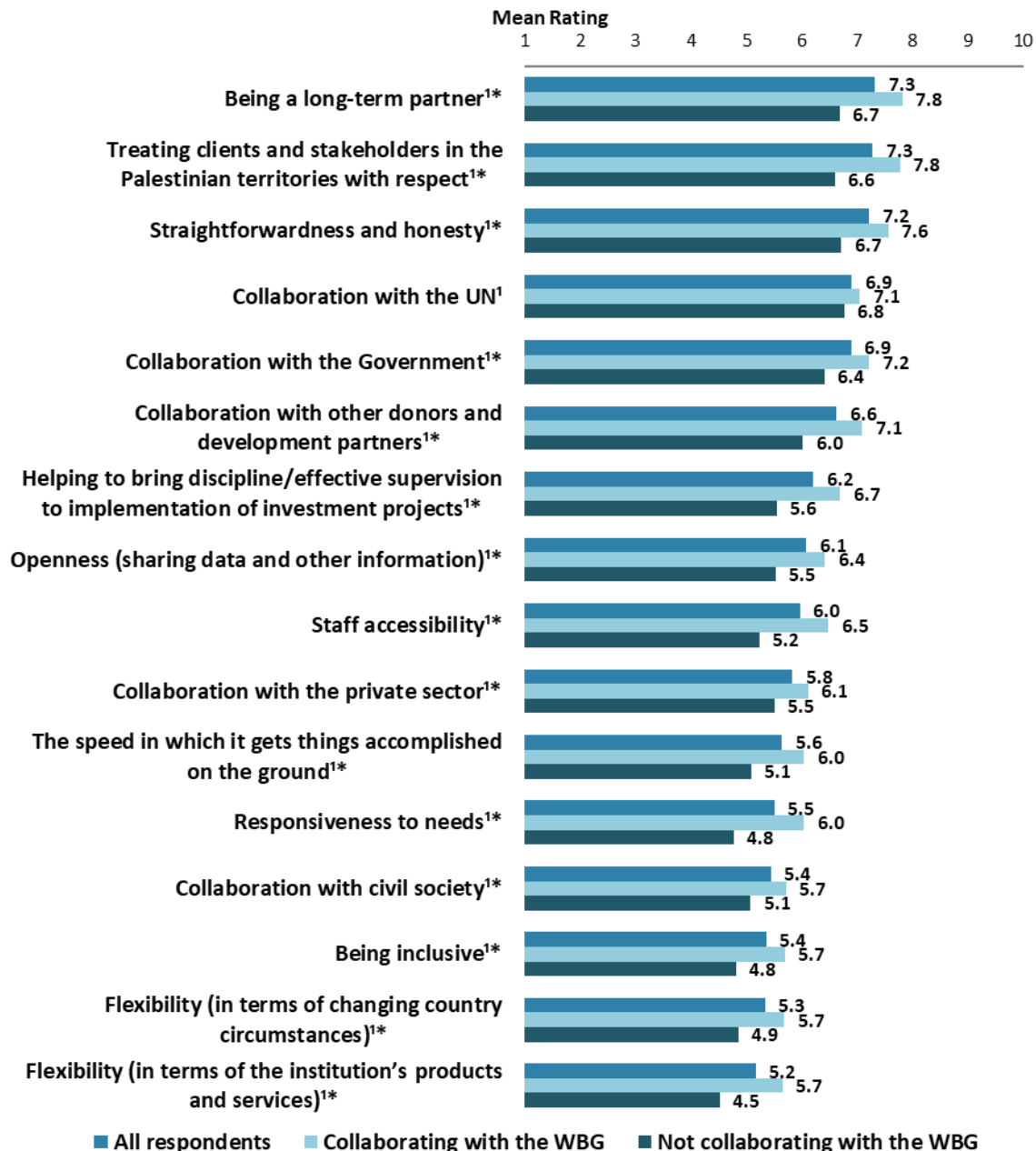




## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner

- **Stakeholders:** There were stakeholder group differences across all but one of these aspects of the WBG being an effective development partner. Respondents from the office of Minister tended to give the highest ratings for these aspects whereas respondents from academia, civil society, and the media tended to give significantly lower ratings (see Appendix B, page 73).
- **Location:** Respondents from the West Bank gave significantly higher ratings for all but three of these aspects of the WBG being an effective development partner compared to respondents from Other Areas (see Appendix C, page 99, for a full breakdown).

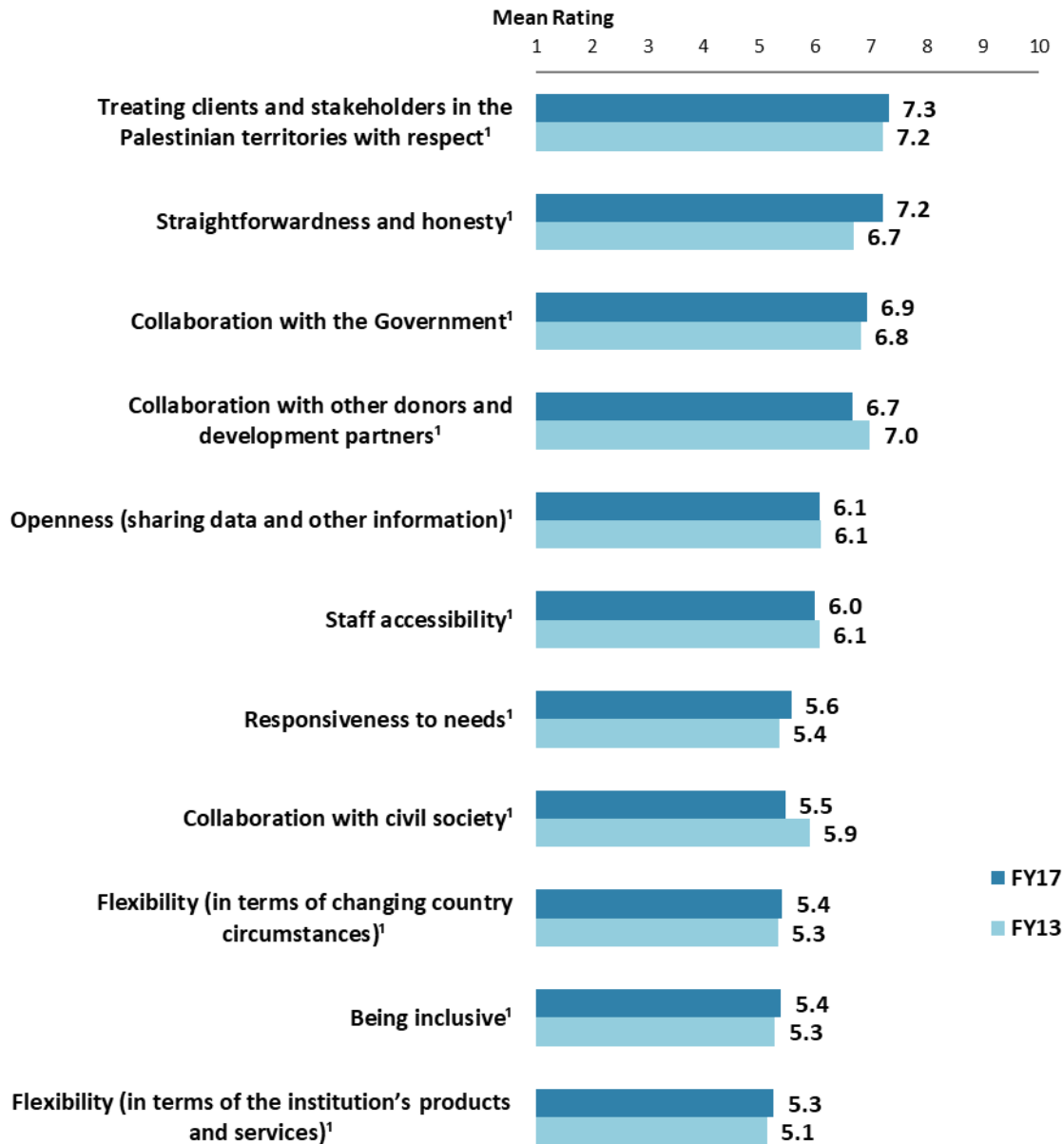


"To what extent is the World Bank Group an effective development partner in the Palestinian territories, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



"To what extent is the World Bank Group an effective development partner in the Palestinian territories in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
(All statistically similar between FY17 and FY13) <sup>1</sup>Indicator Question

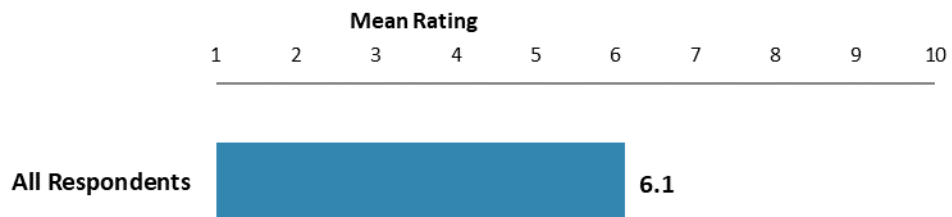
<sup>9</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.



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

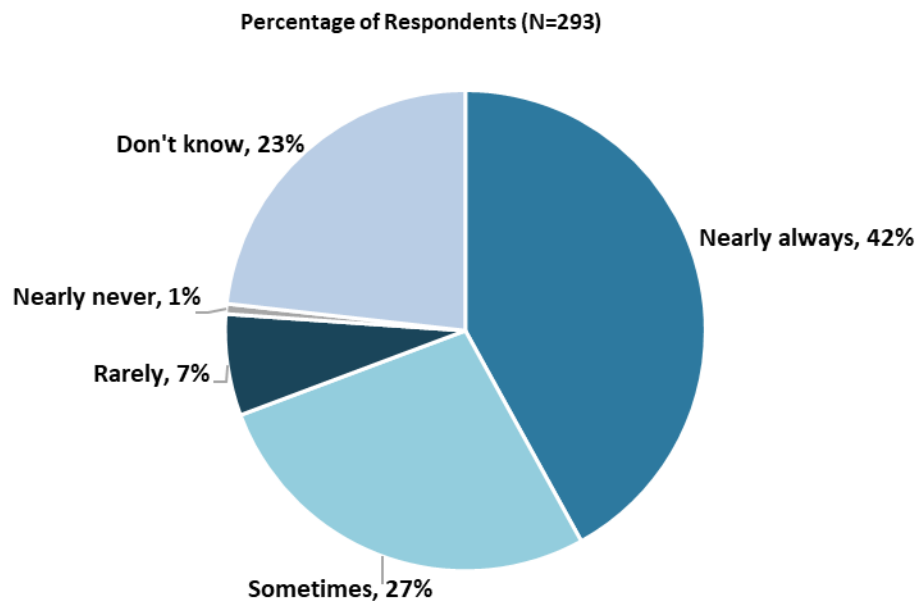
### Internal Measuring and Monitoring

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings that the WBG measures and corrects its work in real time (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.6).



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

### Partnering with the Right People

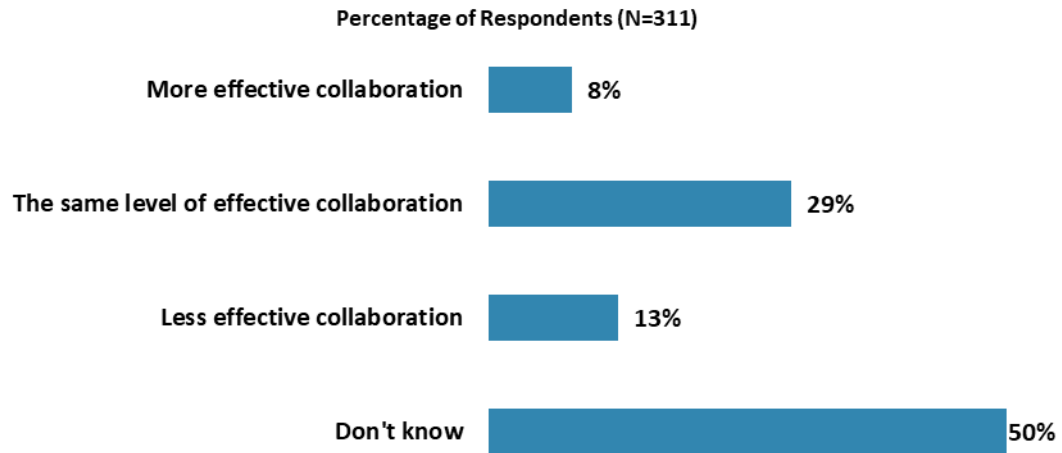


"To what extent does the World Bank Group partner with the right people to support work on the ground in the Palestinian territories? (Select only ONE response)" (Respondents chose from a list.)



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

### Collaboration with the UN

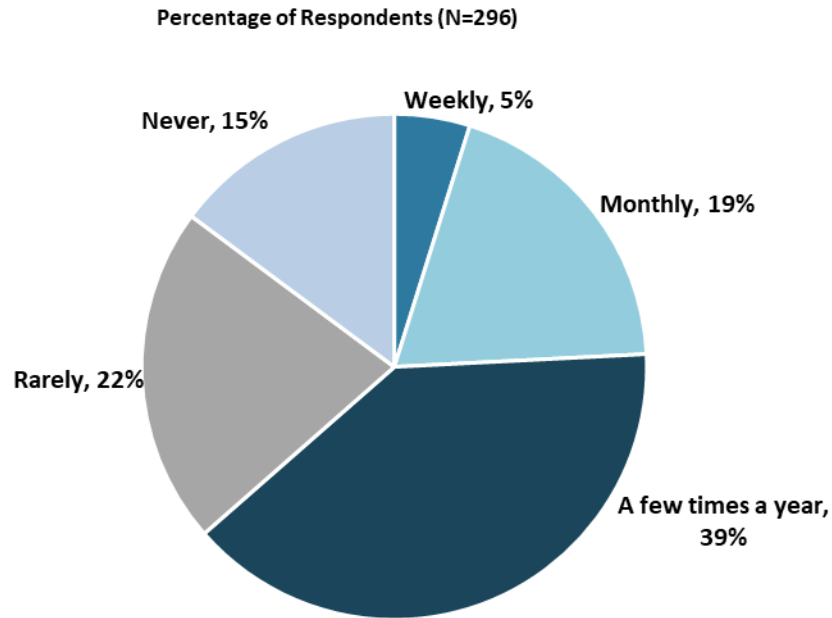


**“In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?”**  
(Respondents chose from a list.)



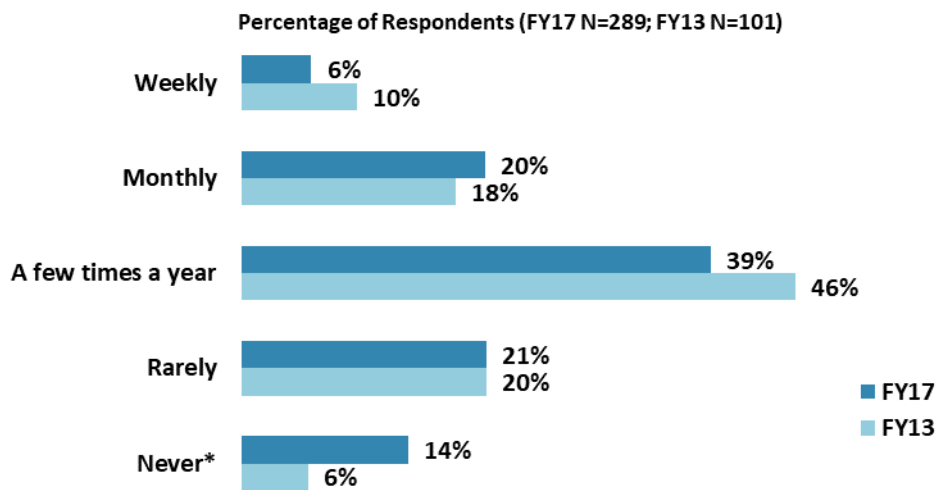
## VIII. World Bank Group’s Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



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

### Frequency of Consulting WBG Knowledge: Year Comparison<sup>10</sup>



"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.) \*Significantly different between FY17 and FY13

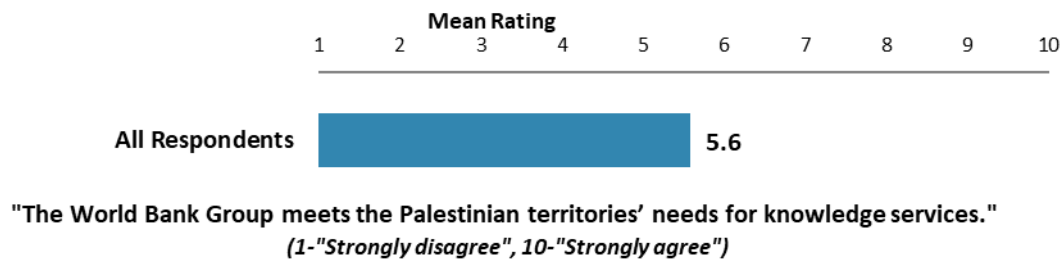
<sup>10</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The percentages in the chart were calculated based on weighted data.



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

### Meeting the Palestinian territories' Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets the Palestinian territories' needs for knowledge services (weighted mean = 5.6) compared to respondents from the FY '13 Country Survey (weighted mean = 5.4)<sup>11</sup>.
- **Stakeholders:** Respondents from bilateral/multilateral agencies and other organizations had the highest levels of agreement that the WBG meets the Palestinian territories' needs for knowledge services whereas respondents from academia and the media had significantly lower levels of agreement.
- **Location:** Respondents from the West Bank had significantly higher levels of agreement that the WBG meets the Palestinian territories' needs for knowledge services (mean rating = 5.9) compared to respondents from Other Areas (mean rating = 4.8).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG meets the Palestinian territories' needs for knowledge services (mean rating = 6.2) compared to respondents who do not collaborate with the WBG (mean rating = 4.9).



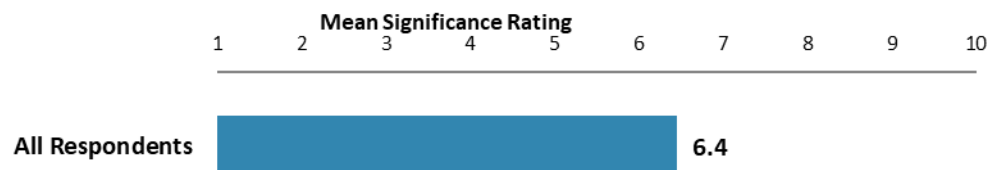
<sup>11</sup>Please refer to Appendix E (page 110 for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically higher ratings for the significance of the contribution of the WBG’s knowledge work and activities (weighted mean = 6.5) compared to respondents from the FY ‘13 Country Survey (weighted mean = 5.9)<sup>12</sup>.
- **Stakeholders:** Respondents from the office of Minister gave statistically higher ratings for the significance of the contribution of the WBG’s knowledge work and activities whereas respondents from academia had significantly lower ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave statistically higher ratings for the significance of the contribution of the WBG’s knowledge work and activities (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 6.0).



**"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")

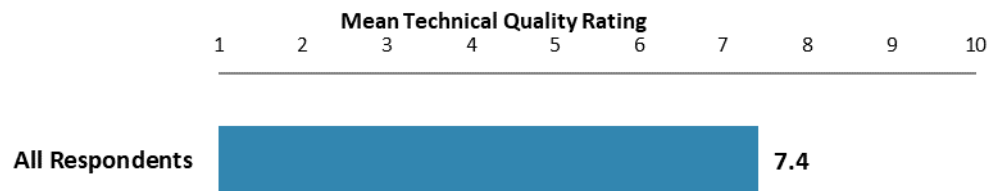
<sup>12</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the technical quality of the WBG’s knowledge work and activities (weighted mean = 6.9) compared to respondents from the FY ‘13 Country Survey (weighted mean = 6.7)<sup>13</sup>.
- **Location:** Respondents from the West Bank gave significantly higher ratings for the technical quality of the WBG’s knowledge work and activities (mean rating = 7.1) compared to respondents from Other Areas (mean rating = 6.4).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG’s knowledge work and activities (mean rating = 7.5) compared to respondents who do not collaborate with the WBG (mean rating = 6.3).



"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")

<sup>13</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.

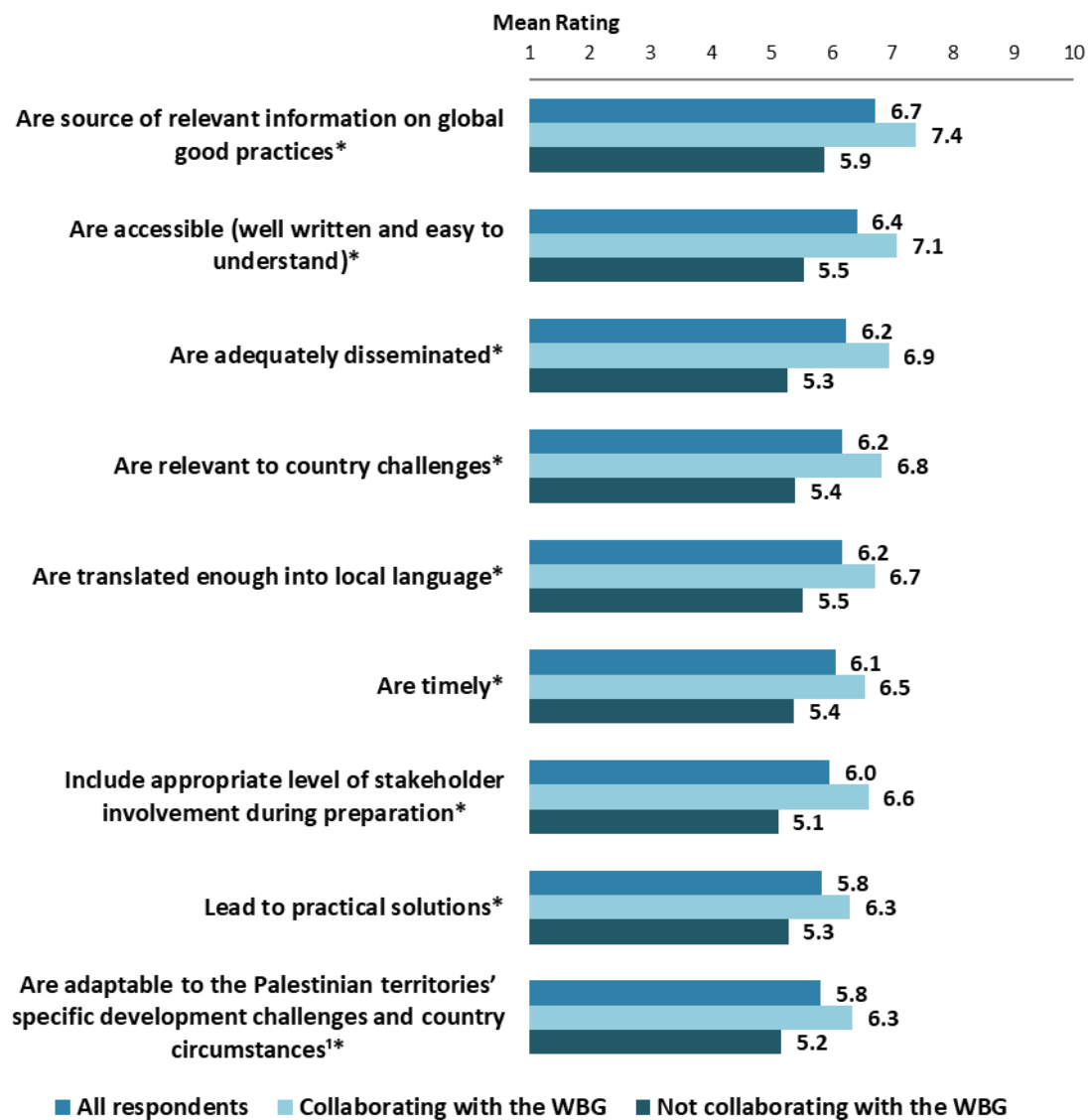




## VIII. World Bank Group's Knowledge and Instruments (continued)

### Qualities of the WBG's Knowledge Work and Activities

- **Stakeholders:** There were stakeholder group differences across all but one of these aspects of the WBG's knowledge work and activities. Respondents from the office of Minister and bilateral/multilateral agencies tended to give the highest ratings for these aspects whereas respondents from academia tended to give significantly lower ratings (see Appendix B, page 73).
- **Location:** Respondents from the West Bank gave significantly higher ratings for the extent to which the WBG's knowledge work and activities are adaptable to the Palestinian territories' specific challenges (mean rating = 6.0) compared to respondents from Other Areas (mean rating = 5.4).

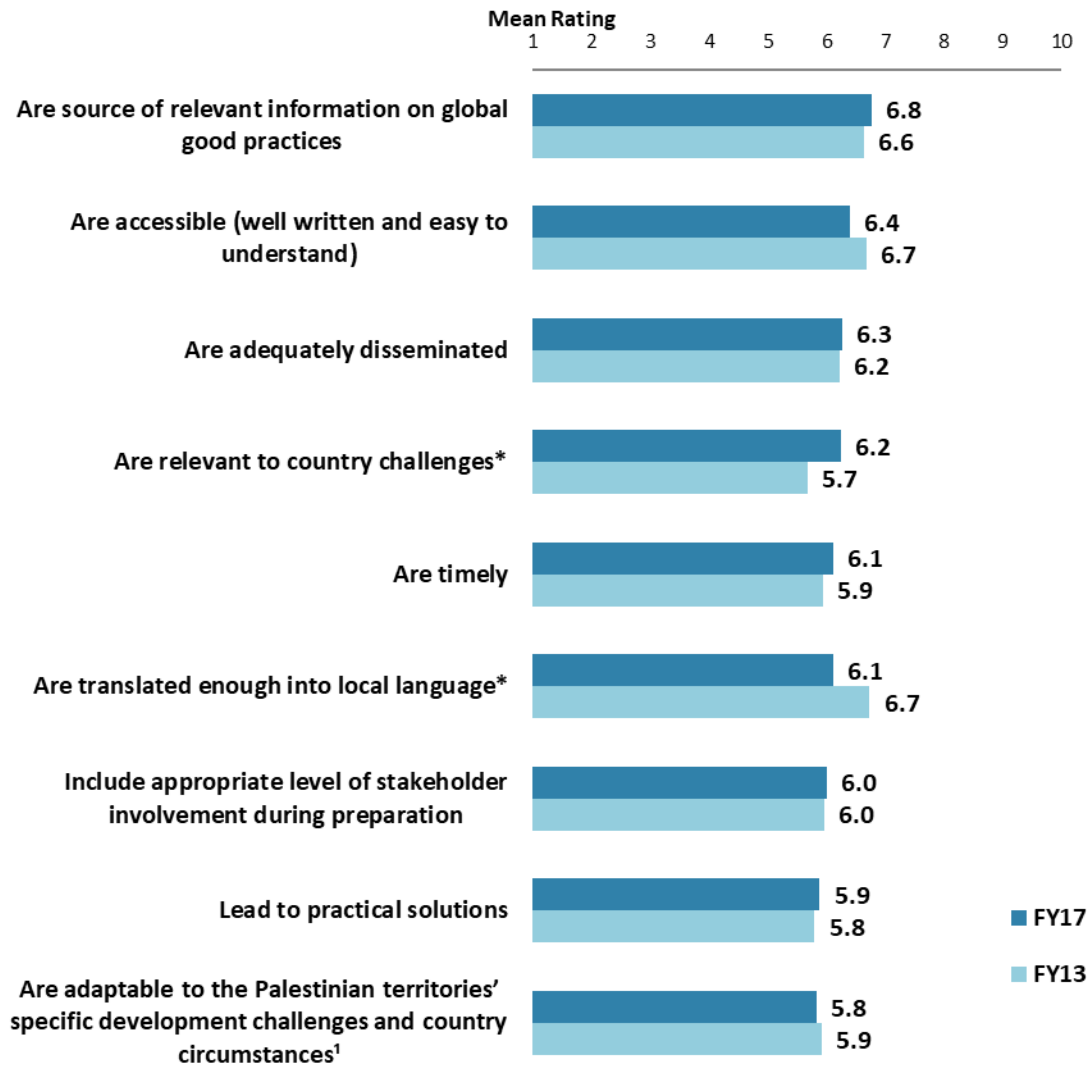


"In the Palestinian territories, to what extent do you believe that the World Bank Group's knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between collaborators and non-collaborators) <sup>1</sup>Indicator Question



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

### Qualities of the WBG’s Knowledge Work and Activities: Year Comparison<sup>14</sup>



"In the Palestinian territories, to what extent do you believe that the World Bank Group's knowledge work and activities...?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY17 and FY13) <sup>1</sup>Indicator Question

<sup>14</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The means in the chart were calculated based on weighted data.

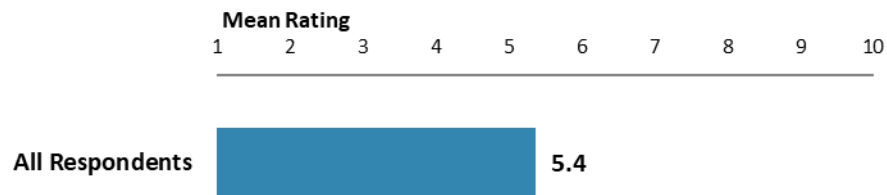


## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting the Palestinian territories' Needs for Financial Instruments

#### (Indicator Question)

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's financial instruments meet the Palestinian territories' needs (weighted mean = 5.4) compared to respondents from the FY '13 Country Survey (weighted mean = 4.8)<sup>15</sup>.
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet the Palestinian territories' needs (mean rating = 5.9) compared to respondents who do not collaborate with the WBG (mean rating = 4.9).



"The World Bank Groups's financial instruments meet the needs of the Palestinian territories."  
(1-"Strongly disagree", 10-"Strongly agree")

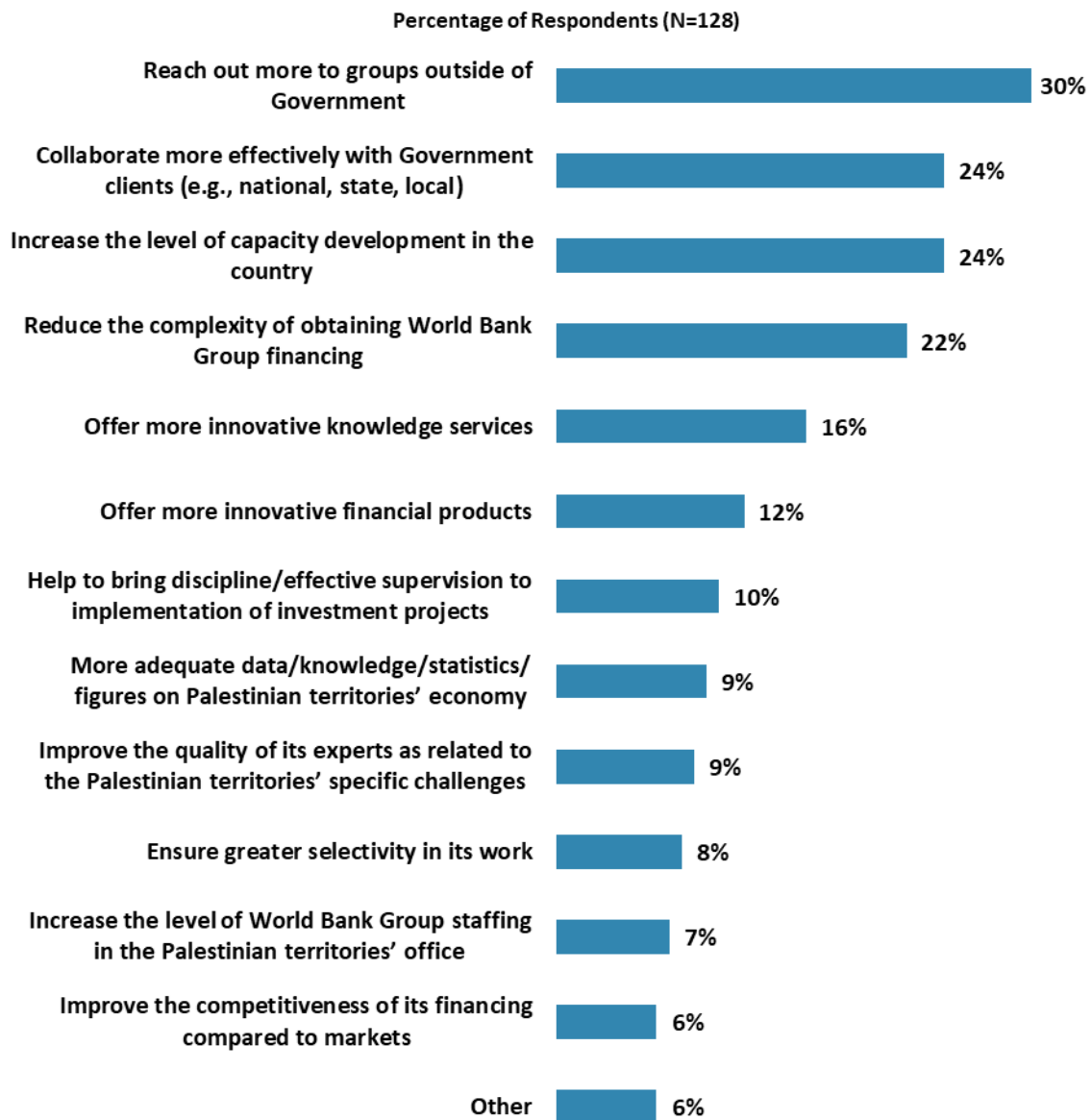
<sup>15</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The mean in the chart was calculated based on un-weighted data.



## IX. The Future Role of the WBG in the Palestinian territories

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to make itself of greater value, the WBG should reach out more to groups outside of Government (percentage of respondents = 33%), reduce the complexity of obtaining World Bank financing (29%), and improve the quality of its experts as related to West Bank and Gaza's specific challenges (24%).



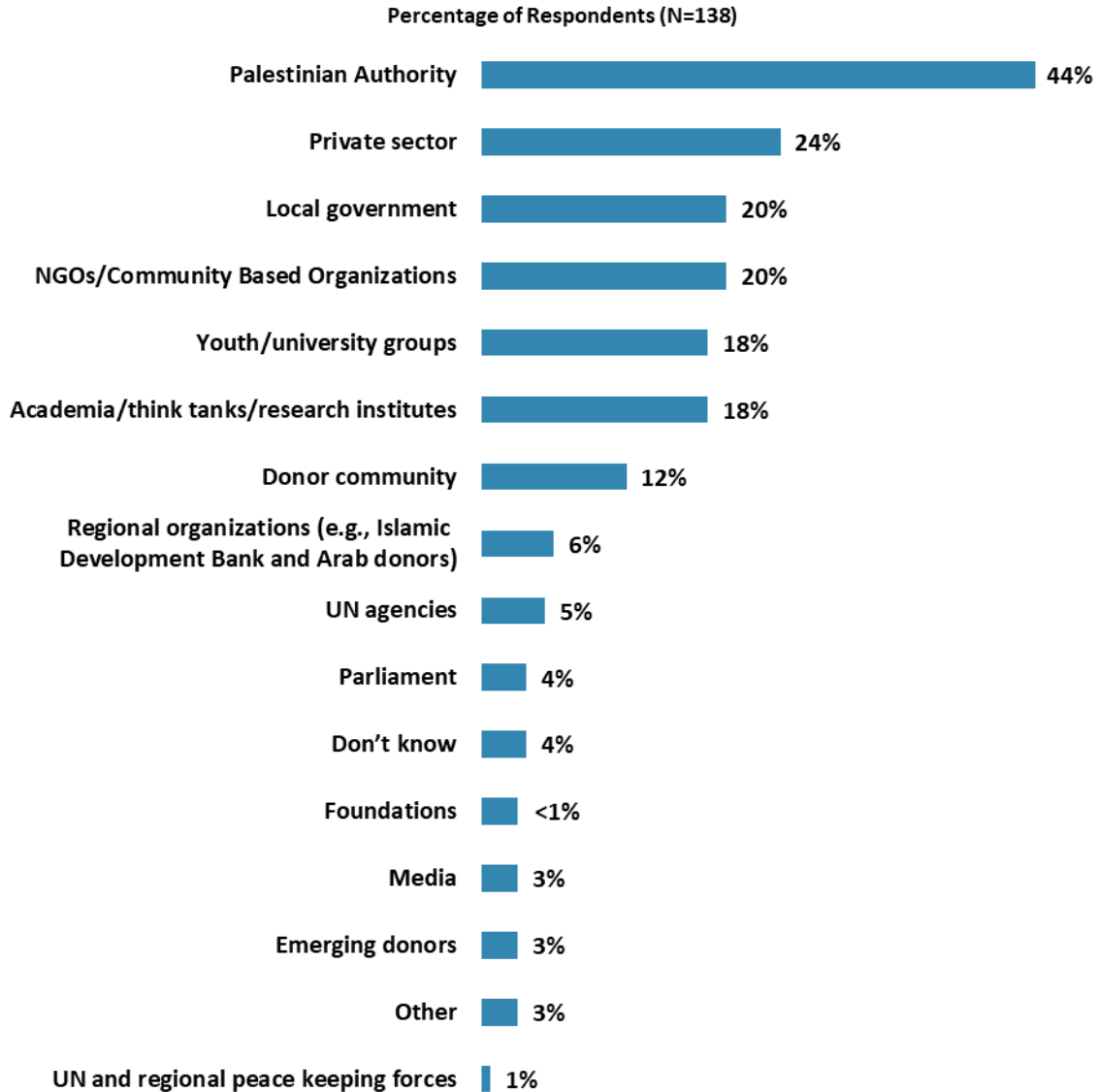
"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Palestinian territories? (Choose no more than 2)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in the Palestinian territories (cont.)

### World Bank Group Should Collaborate More with...<sup>16</sup>

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that, to ensure better development results, the WBG should collaborate more with the private sector (percentage of respondents = 44%), followed by local government (31%), academia/think tanks/research institutes (29%), and NGOs (25%).



**"Which THREE (TWO) of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**

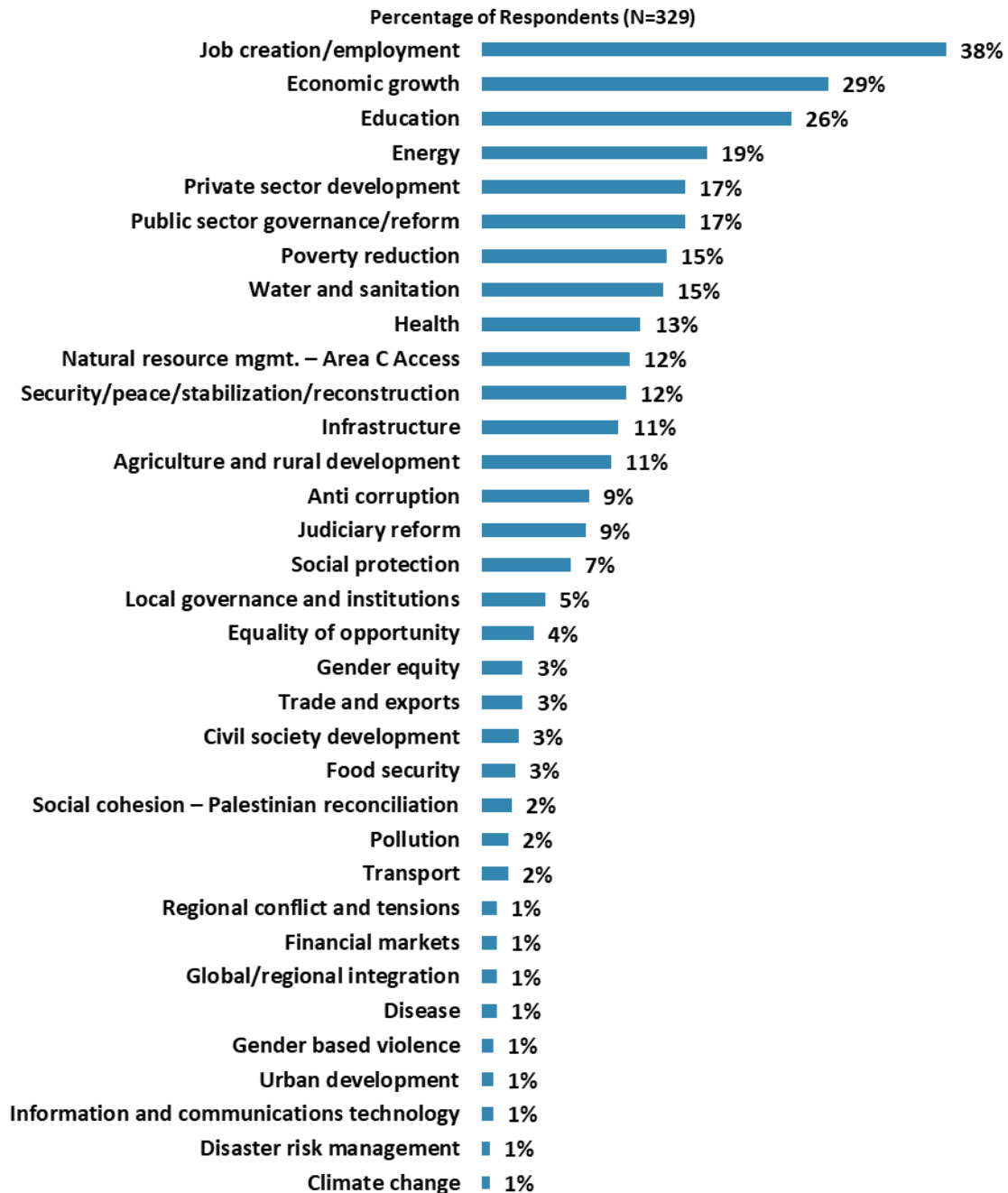
<sup>16</sup>Although the full text of this question indicated that respondents could select three groups, respondents also received the instruction to select no more than two in the parenthetical note. The online version of this question only accepted two responses (respondents selecting three responses would have been instructed to go back and restrict their answers to just two groups), hence, only those respondents who indicated two responses on the pen and paper version of the questionnaire were included here. Responses from those respondents who selected three groups had their data excluded.



## IX. The Future Role of the WBG in the Palestinian territories (cont.)

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

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that the WBG should focus its resources on public sector governance/reform (percentage of respondents = 29%), education (29%), economic growth (26%), and poverty reduction (23%).

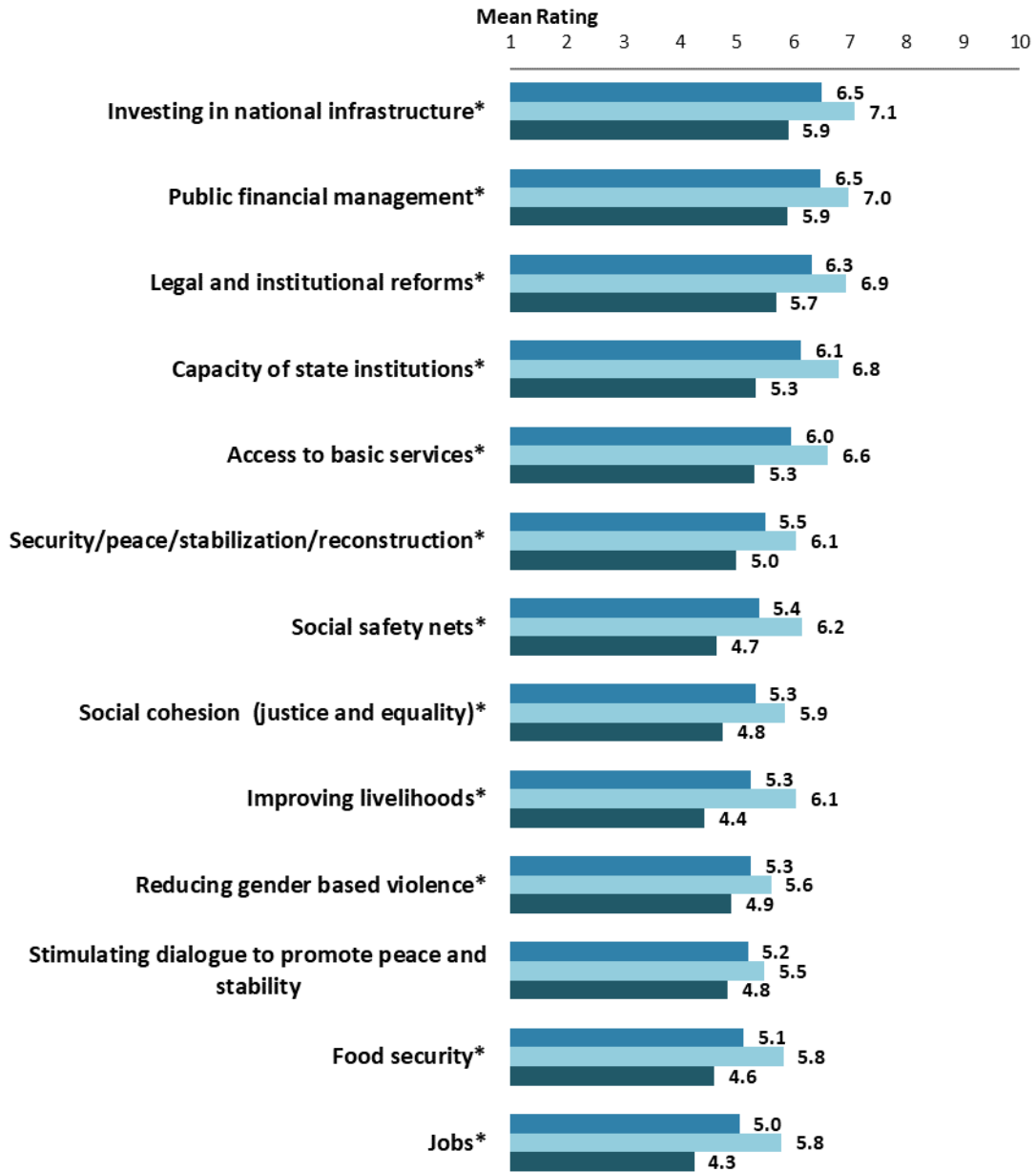


“When thinking about how the World Bank Group can have the most impact on development results in the Palestinian territories, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Palestinian territories? (Choose no more than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



# IX. The Future Role of the WBG in the Palestinian territories (cont.)

## Support from WBG Resources



■ All respondents ■ Collaborating with the WBG ■ Not collaborating with the WBG

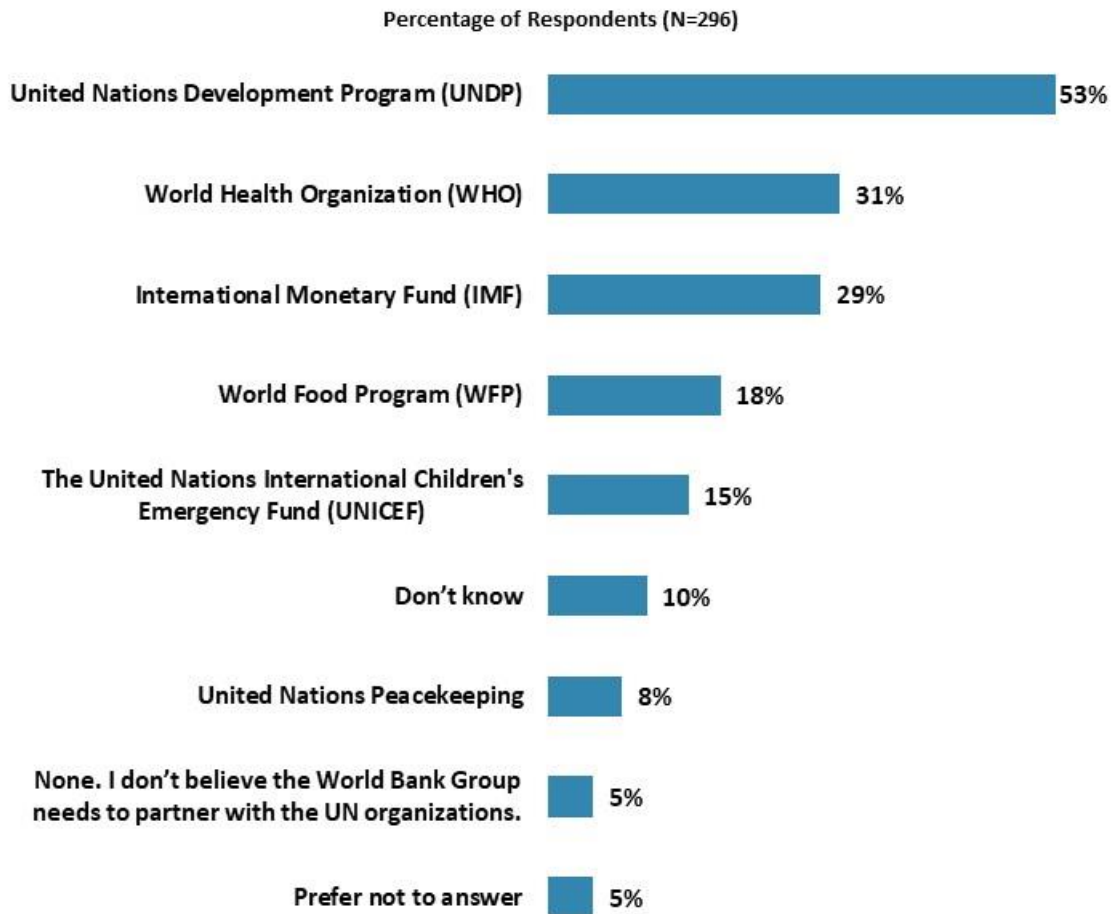
"To what degree does the World Bank Group support with its resources (financial, technical, knowledge, and convening power)?" (1-"To no degree at all", 10-"To a very significant degree")

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



## IX. The Future Role of the WBG in the Palestinian territories (cont.)

### Partnering with the UN



"Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in the Palestinian territories? (Select no more than TWO)" (Respondents chose from a list. Responses combined.)

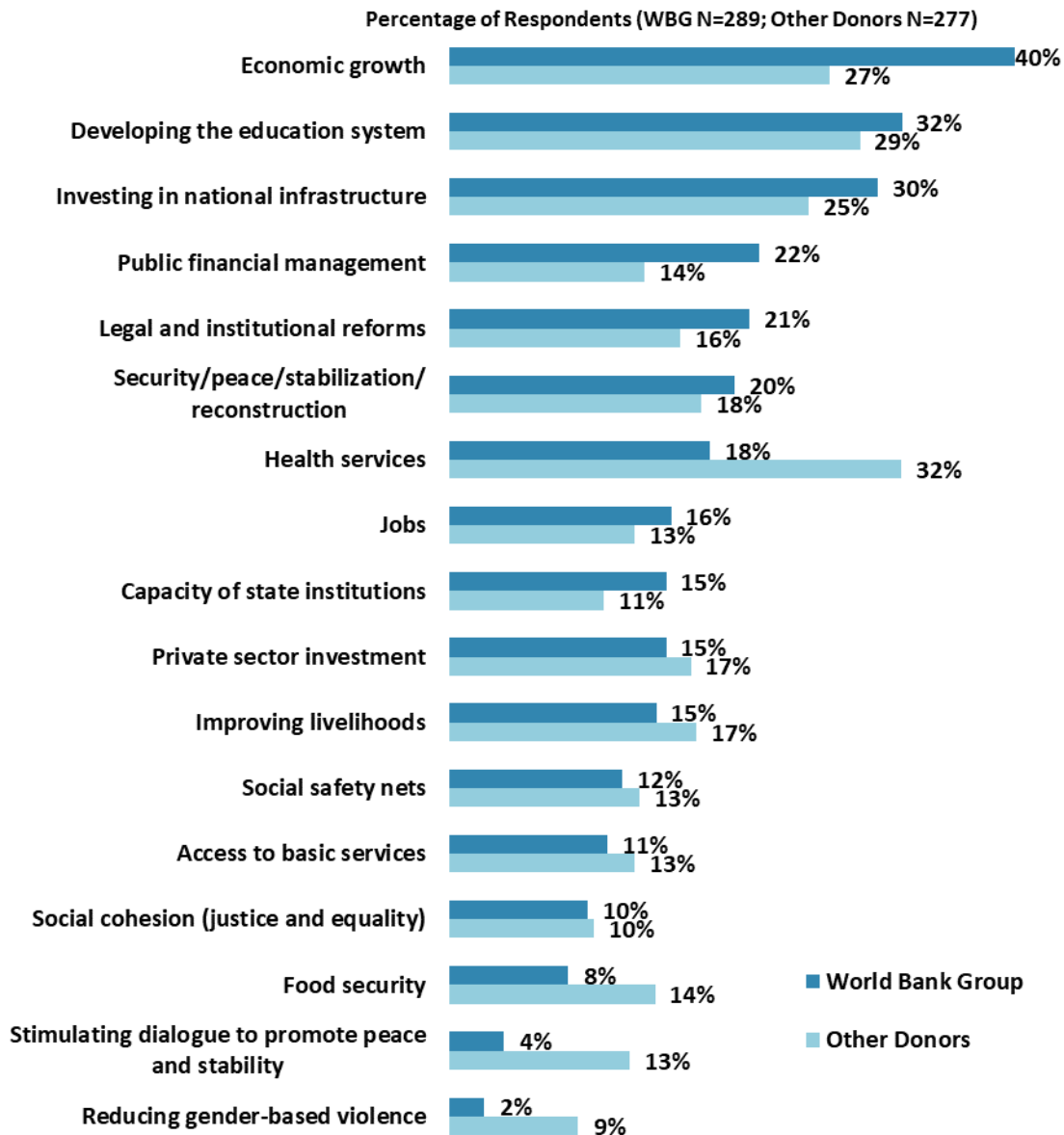




## IX. The Future Role of the WBG in the Palestinian territories (cont.)

### WBG Playing a Leading Role

- Year comparison:** Respondents in the FY '13 Country Survey indicated that it would be most beneficial for the WBG to play a leading role in economic growth (percentage of respondents = 42%), building capacity of state institutions (36%), and investing in national infrastructure (33%). In contrast, respondents in the FY '13 Country Survey indicated that it would be most beneficial for other donors to play a leading role in investing in national infrastructure (35%), generating jobs (32%), building capacity of state institutions (29%), and improving health services (27%).



"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Palestinian territories? Which THREE areas below would benefit most from other donors in the Palestinian territories?"  
 (Respondents chose from a list. Responses combined.)

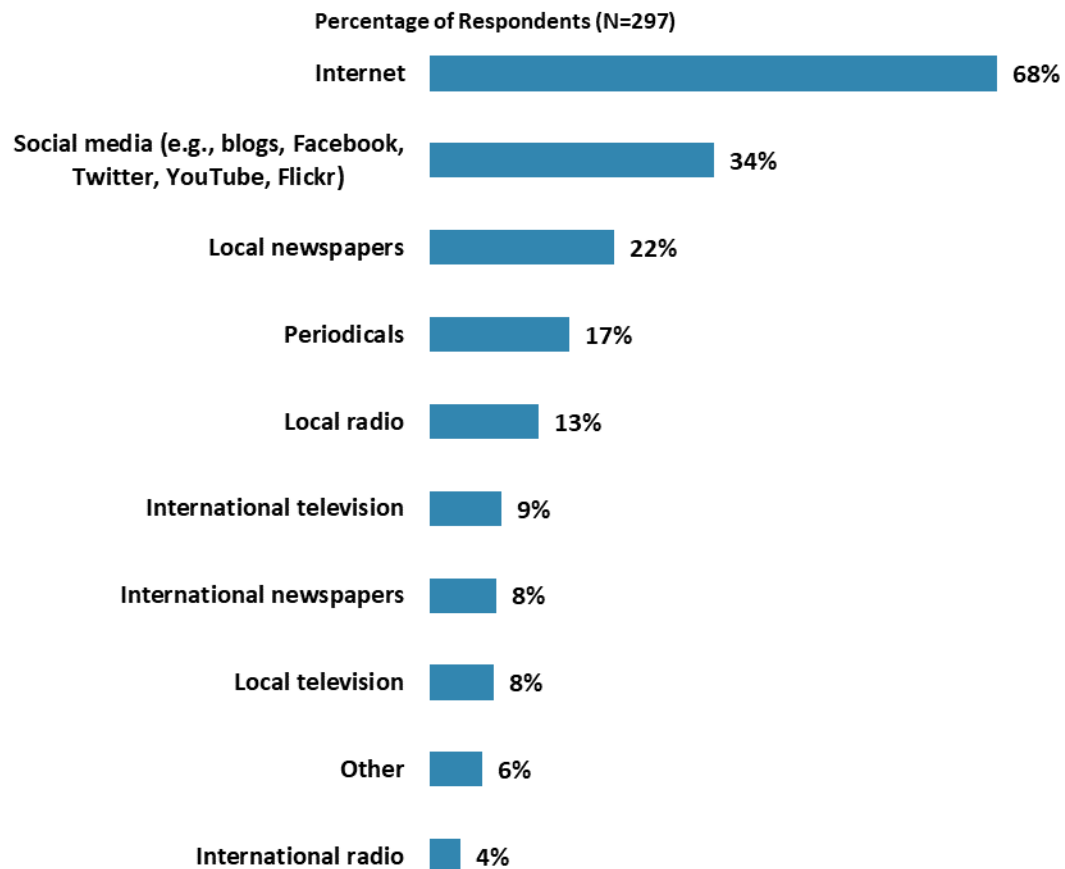


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 73) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they got most of their information about economic and social development issues from the Internet (percentage of respondents = 70%), followed by local newspapers (36%).



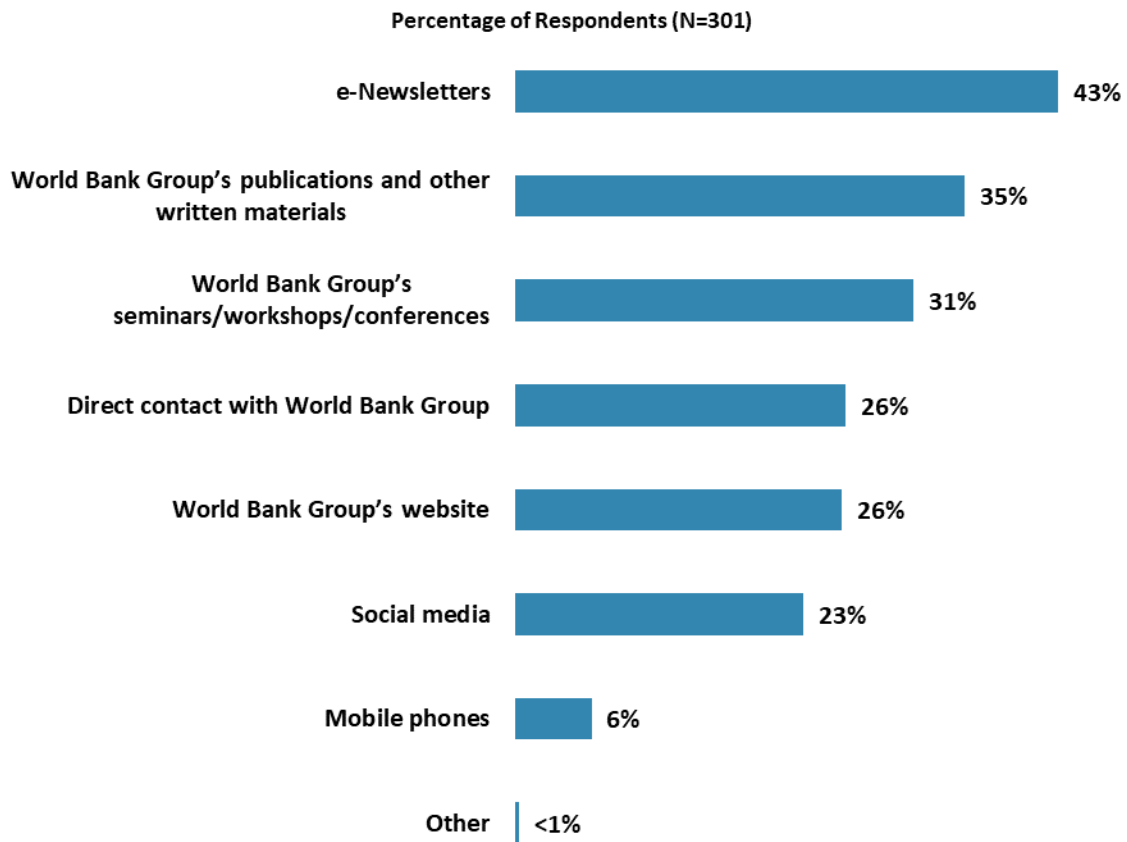
"How do you get most of your information about economic and social development issues in the Palestinian territories? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '13 Country Survey indicated that they preferred to get their information from the World Bank website (percentage of respondents = 46%), followed by the WBG's seminars/workshops/conferences (32%), the WBG publications and other written materials (32%), e-Newsletters (26%), and direct contact with the WBG (24%).



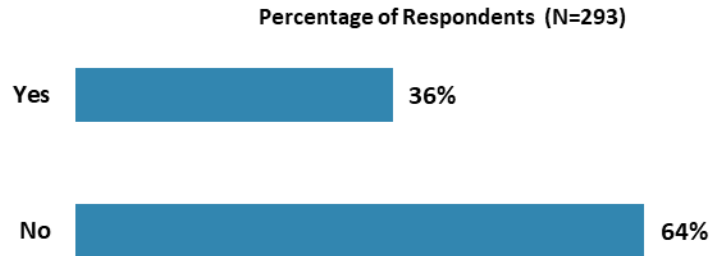
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information

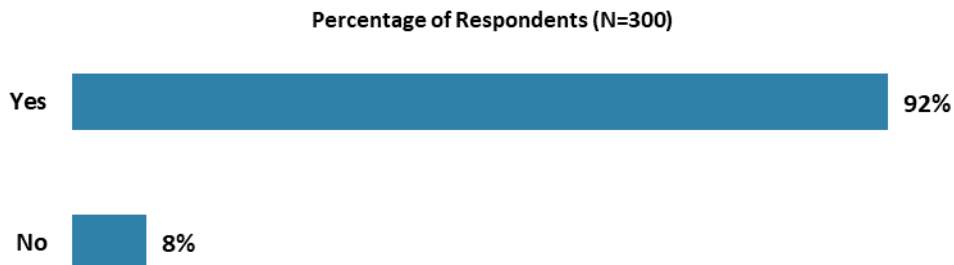
- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of awareness for the WBG's Access to Information Policy (weighted percentage of respondents, "Yes" = 37%) as respondents in the FY '13 Country Survey (weighted percentage of respondents, "Yes" = 31%)<sup>17</sup>.



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

### Access to Internet

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar rates of Internet access (weighted percentage of respondents, "Yes" = 91%) as respondents in the FY '13 Country Survey (weighted percentage of respondents, "Yes" = 97%)<sup>17</sup>.



"Do you have reliable access to the Internet?"

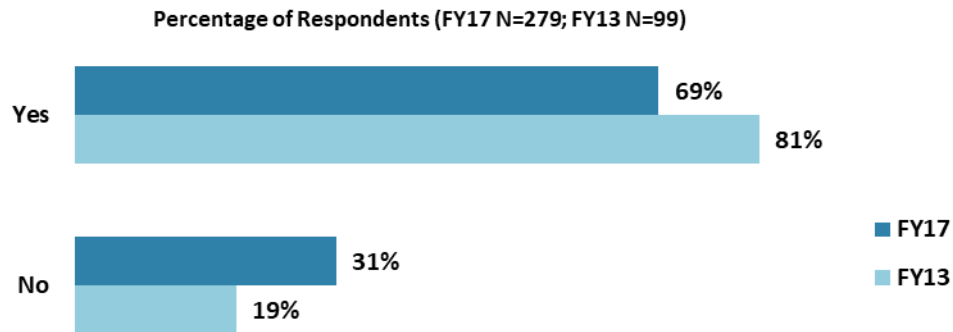
<sup>17</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The percentages in the charts were calculated based on un-weighted data.



## X. Communication and Outreach (continued)

### WBG Website Usage

- **Year comparison:** Respondents in this year’s Country Survey indicated significantly lower rates of usage of the WBG’s website (weighted percentage of respondents, “Yes” = 69%) as respondents in the FY ‘13 Country Survey (weighted percentage of respondents, “Yes” = 81%).

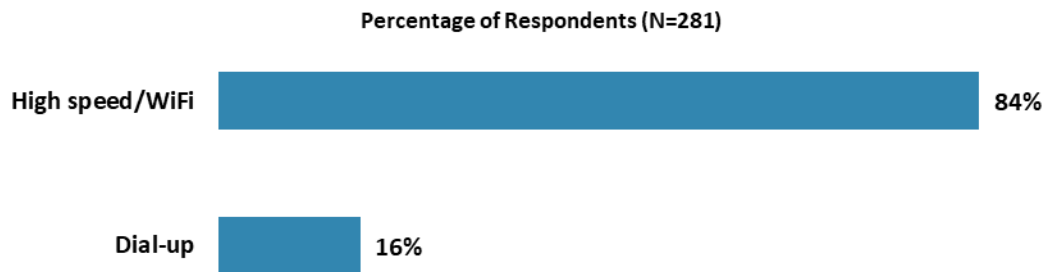


“Do you use/have you used the World Bank Group website?”

*Significantly different between FY17 and FY13 (Note, percentages were calculated based on weighted data.)*

### Internet Connection

- **Year comparison:** Respondents in this year’s Country Survey indicated statistically similar rates of High speed/WiFi connections when visiting a WBG website (weighted percentage of respondents, “Yes” = 84%) as respondents in the FY ‘13 Country Survey (weighted percentage of respondents, “Yes” = 90%)<sup>18</sup>.



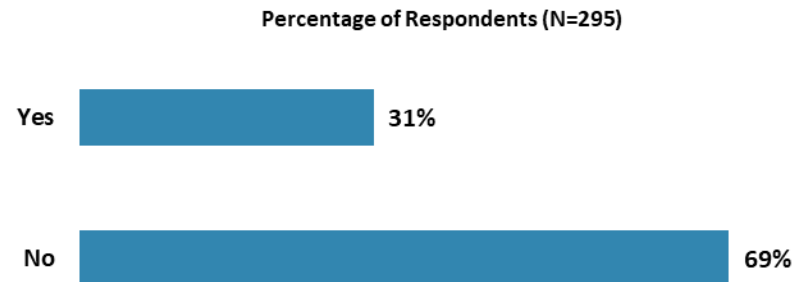
“Which Internet connection do you use primarily when visiting a World Bank Group website?”  
(Respondents chose from a list.)

<sup>18</sup>Please refer to Appendix E (page 110) for more details on weighting for year comparisons. The percentages in the chart were calculated based on un-weighted data.



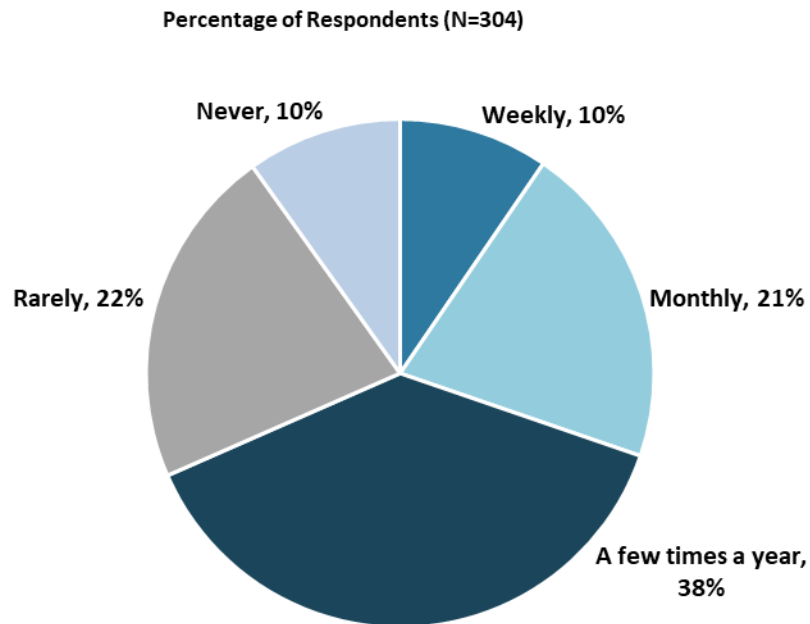
## X. Communication and Outreach (continued)

### WBG Social Media Usage



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?" (Respondents chose from a list.)

### Frequency WBG Social Media Usage



"How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?" (Respondents chose from a list.)



## XI. Appendices

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## Appendix A: Responses to All Questions across All Respondents (N=332)

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

### A. General Issues Facing the Palestinian territories

<b>1. In general would you say that the Palestinian territories is headed in ...?</b>	<b>Percentage of Respondents (N=312)</b>
The right direction	10.3%
The wrong direction	65.1%
Not sure	24.7%

<b>2. Listed below are a number of development priorities in the Palestinian territories. Please identify which of the following you consider the most important development priorities in the Palestinian territories? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=312)</b>
Education	34.6%
Security/peace/stabilization/reconstruction	31.5%
Job creation/employment	25.9%
Public sector governance/reform	19.9%
Private sector development	18.1%
Social protection	17.4%
Social cohesion – Palestinian reconciliation	13.4%
Anti-corruption	12.8%
Natural resource management – Access to Area C	12.1%
Economic growth	11.5%
Health	11.2%
Agriculture and rural development	10.9%
Poverty reduction	10.9%
Water and sanitation	8.7%
Judiciary reform	7.5%
Energy	7.2%
Gender equity	5.3%
Civil society development	5.3%
Local governance and institutions	4.4%
Infrastructure	4.0%
Food security	3.4%
Trade and exports	3.4%
Regional conflict and tensions	3.1%
Equality of opportunity	2.2%
Information and communications technology	2.2%
Global/regional integration	1.9%
Transport	1.6%
Urban development	1.2%
Crime and violence	1.2%
Climate change	0.6%
Disease	0.6%
Gender based violence	0.3%
Financial markets	0.3%
Pollution	0.0%
Disaster risk management	0.0%



**A. General Issues Facing the Palestinian territories (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Palestinian territories? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=329)</b>
Economic growth	54.7%
Job creation/employment	47.7%
Agriculture and rural development	21.0%
Social protection	17.0%
Security/peace/stabilization/reconstruction	17.0%
Anti-corruption	16.7%
Public sector governance/reform	16.4%
Private sector development	15.8%
Education	13.4%
Equality of opportunity	13.1%
Natural resource management – Access to Area C	11.6%
Trade and exports	7.9%
Social cohesion – Palestinian reconciliation	6.1%
Food security	5.8%
Infrastructure	4.0%
Health	3.6%
Local governance and institutions	3.3%
Judiciary reform	3.3%
Water and sanitation	3.0%
Civil society development	2.7%
Energy	2.4%
Regional conflict and tensions	2.4%
Information and communications technology	1.5%
Gender equity	1.2%
Crime and violence	0.9%
Global/regional integration	0.9%
Urban development	0.9%
Disaster risk management	0.6%
Disease	0.6%
Pollution	0.6%
Gender based violence	0.6%
Climate change	0.3%
Transport	0.3%
Financial markets	0.0%

**A. General Issues Facing the Palestinian territories (continued)**

<b>4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Palestinian territories? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=312)</b>
Better entrepreneurial opportunities	31.1%
Education and training that ensure job opportunity and better work transition	30.8%
Consistent economic growth	24.7%
Better employment opportunities for young people	24.7%
Greater access to health and nutrition for citizens	20.2%
More reliable social safety net	20.2%
A growing middle class	14.4%
Better opportunity for the poor who live in rural areas	10.3%
Greater voice and participation for citizens to help ensure greater accountability	6.4%
Greater access to micro-finance for the poor	6.1%
Other	3.2%
Better quality public services	2.9%
Better employment opportunities for women	2.6%
Better opportunity for the poor who live in urban areas	2.2%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the Palestinian territories? (Select only ONE response)</b>	<b>Percentage of Respondents (N=327)</b>
A very big problem	28.4%
A moderately big problem	47.1%
A small problem	19.6%
Not a problem at all	4.6%
Don’t know	.3%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=327)</b>
A very serious problem	20.2%
A somewhat serious problem	52.3%
Not too serious problem	18.3%
Not a problem	5.5%
Don’t know	3.7%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in the Palestinian territories? (Select only ONE response)</b>	<b>Percentage of Respondents (N=328)</b>
A very important development priority	91.5%
A moderately important development priority	5.8%
A slightly important development priority	1.8%
Not an important development priority	0.9%
Don’t know	-

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in the Palestinian territories?	328		6.30	2.37

<i>(1-Not effective at all, 10-Very effective)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in the Palestinian territories.*	282	47	6.15	2.19

<i>(1-To no degree at all, 10-To a very significant degree)</i>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help the Palestinian territories solve its most complicated development challenges?	255	72	6.98	1.92

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in the Palestinian territories, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Palestinian territories? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=329)</b>
Job creation/employment	38.3%
Economic growth	28.6%
Education	25.5%
Energy	18.5%
Private sector development	16.7%
Public sector governance/reform	16.7%
Poverty reduction	15.2%
Water and sanitation	14.9%
Health	13.1%
Natural resource management – Access to Area C	12.2%
Security/peace/stabilization/reconstruction	11.9%
Infrastructure	11.2%
Agriculture and rural development	10.6%
Anti-corruption	8.8%
Judiciary reform	8.5%
Social protection	7.3%
Local governance and institutions	5.2%
Equality of opportunity	4.3%
Gender equity	3.3%
Trade and exports	3.3%
Civil society development	3.0%
Food security	2.7%
Social cohesion – Palestinian reconciliation	2.4%
Pollution	2.1%
Transport	2.1%
Regional conflict and tensions	1.2%
Financial markets	1.2%
Global/regional integration	1.2%
Disease	1.2%
Gender based violence	0.9%
Urban development	0.9%
Information and communications technology	0.9%
Disaster risk management	0.6%
Climate change	0.6%
Crime and violence	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Palestinian territories?	Percentage of Respondents (N=296)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	20.9%	11.1%	32.1%
Capacity development related to World Bank Group supported projects	20.3%	11.5%	31.8%
Policy advice, studies, analyses	15.5%	12.2%	27.7%
Donor coordination	6.1%	13.9%	20.0%
Implementation support	6.1%	13.2%	19.3%
Strategy formulation	9.8%	8.0%	17.8%
Bringing together different groups of stakeholders	7.1%	6.6%	13.7%
Mobilizing third party financial resources	1.7%	8.7%	10.4%
Promoting knowledge sharing	3.7%	4.2%	7.9%
Data and statistics	2.4%	5.2%	7.6%
Stand-alone technical assistance (system oriented)	4.1%	3.1%	7.2%
Other	2.7%	2.1%	4.8%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Palestinian territories? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=326)
Not adequately sensitive to political/social realities in the Palestinian territories	30.7%
World Bank Group's processes too complex	16.3%
Not willing to honestly criticize policies and reform efforts in the country	15.6%
Not focused enough on issues that are unique to conflict-affected countries	13.5%
Not collaborating enough with stakeholders outside the Government	12.9%
Not aligned with country priorities	10.7%
World Bank Group's processes too slow	9.8%
Too influenced by developed countries	9.2%
Don't know	9.2%
Not enough public disclosure of its work	8.3%
Not exploring alternative policy options	7.1%
Its advice and strategies do not lend themselves to practical problem solving	7.1%
Not aligned with other donors' work	6.4%
Inadequate number of World Bank Group staff members located in the country	5.5%
Staff too inaccessible	4.9%
Other	3.7%
Arrogant in its approach	2.8%
Not client-focused	1.8%
The credibility of its knowledge/data	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in the Palestinian territories? (Select only ONE response)	Percentage of Respondents (N=321)
To a fully sufficient degree	2.2%
To a somewhat sufficient degree	20.9%
To a somewhat insufficient degree	42.1%
To a very insufficient degree	21.8%
Don't know	13.1%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Palestinian territories Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	177	114	5.16	2.20
2. Development Policy Financing (DPF) – Budget Support	200	91	5.58	2.13
3. Program-for-Results Financing (PforR)	167	113	5.68	2.10
4. Trust funds and grants	167	111	5.77	2.31
5. Guarantees	133	132	5.28	2.39
6. IFC Investment Services	150	131	5.64	2.26
7. IFC Advisory Services	149	131	5.83	2.24

9. Which THREE of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)^	Percentage of Respondents (Responses Combined; N=138)
Palestinian Authority	44.2%
Private sector	23.9%
Local government	19.6%
NGOs/Community Based Organizations	19.6%
Youth/university groups	18.1%
Academia/think tanks/research institutes	18.1%
Donor community	11.6%
Regional organizations (e.g., Islamic Development Bank and Arab donors)	5.8%
UN agencies	5.1%
Parliament	3.6%
Don't know	3.6%
Foundations	2.9%
Media	2.9%
Emerging donors	2.9%
Other	2.9%
UN and regional peace keeping forces	0.7%

^Although the full text of this question indicated that respondents could select three groups, respondents also received the instruction to select no more than two in the parenthetical note. The online version of this question only accepted two responses (respondents selecting three responses would have been instructed to go back and restrict their answers to just two groups), hence, only those respondents who indicated two responses on the pen and paper version of the questionnaire were included here. Responses from those respondents who selected three groups had their data excluded.

To what extent do you agree with the following statements about the World Bank Group's work in the Palestinian territories? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in the Palestinian territories*	279	34	5.67	2.27
11. The World Bank Group's work is aligned with what I consider the development priorities for the Palestinian territories*	275	41	5.49	2.19

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

To what extent is the World Bank Group an effective development partner in the Palestinian territories, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
12. Responsiveness to needs*	265	38	5.51	2.11
13. Flexibility (in terms of the institution's products and services)*	250	52	5.17	2.13
14. Flexibility (in terms of changing country circumstances)*	260	42	5.33	2.19
15. Being inclusive*	244	54	5.36	2.16
16. Openness (sharing data and other information)*	250	45	6.08	2.45
17. Collaboration with the Government*	257	46	6.89	2.02
18. The speed in which it gets things accomplished on the ground*	244	59	5.64	2.18
19. Helping to bring discipline/effective supervision to implementation of investment projects*	243	61	6.21	2.21
20. Collaboration with civil society*	238	65	5.44	2.20
21. Staff accessibility*	239	63	5.96	2.31
22. Collaboration with other donors and development partners*	230	72	6.63	2.07
23. Collaboration with the private sector*	223	78	5.83	2.13
24. Collaboration with the UN	186	112	6.90	2.08
25. Straightforwardness and honesty*	223	80	7.22	2.30
26. Treating clients and stakeholders in the Palestinian territories with respect*	253	53	7.28	2.27
27. Being a long-term partner*	251	54	7.32	2.40

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=311)
More effective collaboration	8.0%
The same level of effective collaboration	29.3%
Less effective collaboration	12.5%
Don't know	50.2%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=313)
Political pressures and obstacles	52.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.8%
Ongoing conflict and instability	33.9%
Reforms are not well thought out in light of country challenges	26.5%
Poor donor coordination	22.0%
Poor coordination within the Government	20.4%
Inadequate funding	20.1%
The Government works inefficiently	18.2%
Lack of/inadequate levels of capacity in Government	17.3%
The World Bank Group does not do adequate follow through/follow-up	16.9%
There is not an adequate level of citizen/civil society participation	13.4%
The World Bank Group works too slowly	5.4%
Other	2.6%
Poor coordination within the World Bank Group	2.2%

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Palestinian territories? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	228	71	6.85	2.32
2. Gender equity	238	56	6.41	2.39
3. Infrastructure	265	34	7.70	2.01
4. Private sector development	262	38	6.77	2.40
5. Education	257	44	7.46	2.38
6. Public sector governance/reform	254	42	7.30	2.31
7. Global/regional integration	225	66	6.48	2.03
8. Food security	234	65	6.64	2.33
9. Urban development	239	58	6.59	2.18
10. Energy	242	53	7.14	2.42
11. Water and sanitation	255	44	7.37	2.30
12. Gender based violence	224	71	5.96	2.19
13. Pollution	233	63	6.26	2.43
14. Job creation/employment	252	40	7.16	2.57
15. Health	248	51	7.36	2.28
16. Financial markets	213	76	6.06	2.33
17. Transport	227	67	6.64	2.46
18. Agriculture and rural development	236	58	7.03	2.47
19. Trade and exports	223	66	6.59	2.38
20. Crime and violence	207	84	5.57	2.52
21. Natural resource management – Access to Area C	247	49	7.00	2.74
22. Climate change	214	74	5.81	2.44
23. Poverty reduction	250	47	7.17	2.54
24. Anti-corruption	237	57	6.96	2.59
25. Judiciary reform	229	67	6.90	2.54
26. Economic growth	246	43	7.38	2.33
27. Disaster risk management	221	69	6.21	2.34
28. Equality of opportunity	232	63	6.28	2.36
29. Disease	217	77	6.48	2.43
30. Information and communications technology	234	59	6.56	2.27
31. Security/peace/stabilization/reconstruction	230	59	7.28	2.49
32. Regional conflict and tensions	224	70	6.26	2.59
33. Local governance and institutions	247	45	7.11	2.05
34. Civil society development	249	49	6.79	2.15
35. Social cohesion – Palestinian reconciliation	230	67	5.87	2.95
(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in the Palestinian territories?*	280	33	6.14	2.03



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

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Palestinian territories?	261	48	6.23	2.10

<b>To what extent do you agree with the following statements about the World Bank Group in the Palestinian territories?</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of the Palestinian territories*	257	53	5.38	2.13
5. The World Bank Group meets the Palestinian territories' needs for knowledge services (e.g., research, analysis, data, technical assistance)*	266	41	5.58	2.19

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	Percentage of Respondents (N=310)
Weekly	4.8%
Monthly	19.4%
A few times a year	39.4%
Rarely	21.6%
Never	14.8%

<b>In the Palestinian territories, to what extent do you believe that the World Bank Group's knowledge work and activities:</b> <i>(1-To no degree at all, 10-To a very significant degree)</i>	Degree			
	N	DK	Mean	SD
2. Are timely	257	44	6.05	2.04
3. Include appropriate level of stakeholder involvement during preparation	248	44	5.96	2.26
4. Lead to practical solutions	264	38	5.84	2.19
5. Are accessible (well written and easy to understand)	260	37	6.42	2.29
6. Are source of relevant information on global good practices	260	42	6.72	2.25
7. Are relevant to country challenges	270	36	6.18	2.37
8. Are adequately disseminated	258	45	6.23	2.33
9. Are translated enough into local language	251	52	6.18	2.46
10. Are adaptable to the Palestinian territories' specific development challenges and country circumstances*	260	43	5.81	2.19

<b>Overall Evaluations</b>	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	273	37	6.45	2.02
<i>(1-Not significant at all, 10-Very significant)</i>				
12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	269	42	6.94	1.92
<i>(1-Very low technical quality, 10-Very high technical quality)</i>				

**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	197	103	6.23	2.24
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	249	51	7.07	2.04
3. The World Bank Group's approvals and reviews are done in a timely fashion	211	89	6.80	1.99
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	202	95	6.41	2.11
5. The World Bank Group's conditions on its lending are reasonable	200	99	5.92	2.45
6. The World Bank Group takes decisions quickly in the Palestinian territories*	229	70	5.73	2.10
7. Working with the World Bank Group increases the Palestinian territories' institutional capacity	258	41	6.61	2.22
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	195	101	6.46	2.21
9. The World Bank Group provides effective implementation support	240	57	6.70	2.11

(1-To no degree at all, 10-To a very significant degree)	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 the Palestinian territories?	248	61	6.19	2.12

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Palestinian territories?	228	82	6.11	2.05

12. To what extent does the World Bank Group partner with the right people to support work on the ground in the Palestinian territories? (Select only ONE response)	Percentage of Respondents (N=293)
Nearly always	42.0%
Sometimes	27.3%
Rarely	6.8%
Nearly never	.7%
Don't know	23.2%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Palestinian territories? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=128)</b>
Reach out more to groups outside of Government	29.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	24.2%
Increase the level of capacity development in the country	24.2%
Reduce the complexity of obtaining World Bank Group financing	21.9%
Offer more innovative knowledge services	15.6%
Offer more innovative financial products	11.7%
Help to bring discipline/effective supervision to implementation of investment projects	10.2%
More adequate data/knowledge/statistics/figures on Palestinian territories' economy	9.4%
Improve the quality of its experts as related to the Palestinian territories' specific challenges	8.6%
Ensure greater selectivity in its work	7.8%
Increase the level of World Bank Group staffing in the Palestinian territories' office	7.0%
Improve the competitiveness of its financing compared to markets	6.3%
Other	6.3%
Work faster	5.5%

<b>2. To what degree does the World Bank Group support with its resources (financial, technical, knowledge, and convening power)?</b> <i>(1-To no degree at all, 10-To a very significant degree)</i>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Social cohesion (justice and equality)	191	58	5.32	2.07
2. Public financial management	215	39	6.48	2.02
3. Reducing gender based violence	190	58	5.25	2.24
4. Legal and institutional reforms	218	38	6.32	2.18
5. Investing in national infrastructure	234	27	6.50	2.21
6. Security/peace/stabilization/reconstruction	201	50	5.50	2.34
7. Access to basic services	218	38	5.96	2.13
8. Capacity of state institutions (national and local levels)	224	36	6.13	2.12
9. Jobs	215	42	5.05	2.30
10. Improving livelihoods	230	33	5.26	2.35
11. Food security	204	54	5.13	2.29
12. Social safety nets	202	53	5.39	2.35
13. Stimulating dialogue to promote peace and stability	189	54	5.20	2.44

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

<b>3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Palestinian territories? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=289)</b>
Economic growth	39.8%
Developing the education system	31.8%
Investing in national infrastructure	30.1%
Public financial management	21.8%
Legal and institutional reforms	21.1%
Security/peace/stabilization/reconstruction	20.1%
Health services	18.3%
Jobs	15.6%
Capacity of state institutions (national and local levels)	15.2%
Private sector investment	15.2%
Improving livelihoods	14.5%
Social safety nets	12.1%
Access to basic services	11.1%
Social cohesion (justice and equality)	9.7%
Food security	8.3%
Stimulating dialogue to promote peace and stability	3.8%
Reducing gender based violence	2.4%

<b>3b. Which THREE areas below would benefit most from other donors in the Palestinian territories? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=277)</b>
Health services	31.8%
Developing the education system	28.9%
Economic growth	26.7%
Investing in national infrastructure	25.3%
Security/peace/stabilization/reconstruction	17.7%
Improving livelihoods	17.3%
Private sector investment	17.0%
Legal and institutional reforms	16.2%
Food security	14.4%
Public financial management	13.7%
Social safety nets	13.4%
Access to basic services	13.0%
Jobs	13.0%
Stimulating dialogue to promote peace and stability	12.6%
Capacity of state institutions (national and local levels)	10.8%
Social cohesion (justice and equality)	10.1%
Reducing gender based violence	9.0%

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

<b>4. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in the Palestinian territories? (Select no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=296)</b>
United Nations Development Program (UNDP)	53.4%
World Health Organization (WHO)	30.7%
International Monetary Fund (IMF)	28.7%
World Food Program (WFP)	18.2%
The United Nations International Children's Emergency Fund (UNICEF)	14.9%
Don't know	10.5%
United Nations Peacekeeping	7.8%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	4.7%
Prefer not to answer	4.7%

**G. Citizen Voice**

<b>GOVERNMENT ACCOUNTABILITY</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Do you think that in the past year or so, citizens in the Palestinian territories have obtained greater 'voice' to hold the state more accountable? (1-Far less voice, 10-Much greater voice)	279	20	4.12	2.43

<b>SERVICE DELIVERY</b>	<b>Percentage of Respondents (Responses Combined; N=302)</b>
<b>2. Which of the following are the greatest obstacles in the Palestinian territories to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)</b>	
Inadequate national government budget resources	55.0%
Corruption	33.4%
Inefficient national government	29.8%
Inadequate citizen participation and voice	22.8%
Inadequate local government budget resources	21.5%
Too costly (price of services)	18.9%
Lack of accountability on the part of providers	18.9%
Inadequate skill set of providers (lack of technical expertise)	17.9%
Inadequate will on the part of national government	17.9%
Inadequate provider staff	15.9%
Inefficient local government	11.9%
Attitude of the service providers	4.3%
Inadequate will on the part of local government	4.0%
None of the above	2.0%
Don't know	1.7%
Prefer not to answer	1.7%

**H. Private Sector**

<b>1. Which of the following are the most significant obstacles to private sector development in the Palestinian territories? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=266)</b>
Restrictions on movement of goods and people	53.4%
Access to finance	25.6%
Lack of political will	17.7%
Labor market policies	16.2%
The level of regulation	15.0%
Governance/government	13.5%
Legal/judicial system	12.8%
Level of transparency in system	12.4%
Other	8.6%
Mismatch of skills	6.4%
State owned enterprises	4.9%
I don't know	3.8%

**I. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in the Palestinian territories? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=297)</b>
Internet	68.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	34.3%
Local newspapers	22.2%
Periodicals	16.8%
Local radio	13.1%
International television	8.8%
International newspapers	8.1%
Local television	7.7%
Other	6.4%
International radio	3.7%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=301)</b>
e-Newsletters	42.5%
World Bank Group's publications and other written materials	35.2%
World Bank Group's seminars/workshops/conferences	31.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.9%
World Bank Group's website	25.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	22.6%
Mobile phones	6.0%
Other	0.3%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=293)</b>
Yes	35.8%
No	64.2%

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

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=300)
Yes	91.7%
No	8.3%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=298)
Yes	67.8%
No	32.2%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=295)
Yes	31.2%
No	68.8%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=281)
High speed/WiFi	84.3%
Dial-up	15.7%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=304)
Weekly	9.5%
Monthly	20.7%
A few times a year	38.2%
Rarely	21.7%
Never	9.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	213	44	6.83	2.10
10. I find the information on the World Bank Group's websites useful.	209	45	7.20	1.86
11. The World Bank Group's social media channels are valuable sources of information about the institution	168	118	6.32	2.27
12. When I need information from the World Bank Group I know how to find it	247	44	6.90	2.23
13. The World Bank Group is responsive to my information requests and inquiries	177	110	6.66	2.34

**J. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=330)</b>
Academia/Research Institute/Think Tank	17.9%
NGO/Community Based Organization	17.6%
Private Sector Organization	12.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.8%
Media	8.8%
Office of the President, Prime Minister	6.4%
Other	6.4%
Bilateral/Multilateral Agency	3.9%
Office of Minister	3.3%
Independent Government Institution	3.0%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	2.4%
Financial Sector/Private Bank	2.1%
Local Government Office or Staff	1.5%
Office of Parliamentarian	.9%
Private Foundation	.6%
Trade Union	.3%
Faith-Based Group	.3%
Youth Group	.3%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=327)</b>
Other	27.5%
Education	17.4%
Generalist (specialized in multiple sectors)	8.3%
Macroeconomics and fiscal management	7.0%
Trade and competitiveness	4.6%
Finance and markets	4.3%
Social protection and labor	3.7%
Energy and extractives	3.7%
Governance	3.4%
Health, nutrition, and population	2.8%
Urban, rural, and social development	2.8%
Environment and natural resources	2.4%
Gender	2.4%
Poverty	1.8%
Water	1.5%
Fragility, conflict and violence	1.5%
Public-private partnerships	1.5%
Transport and ICT	1.5%
Agriculture	1.5%
Jobs	0.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=321)</b>
Yes	50.8%
No	49.2%



**J. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in the Palestinian territories? (Select only ONE response)</b>	<b>Percentage of Respondents (N=273)</b>
The World Bank (IBRD/IDA)	58.6%
Other	27.5%
The International Finance Corporation (IFC)	12.1%
The Multilateral Investment Guarantee Agency (MIGA)	1.8%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=302)</b>
Yes	21.5%
No	78.5%

<b>6. If yes, what was your view of how the two institutions work together in the Palestinian territories? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=65)</b>
The two institutions work well together	64.6%
The way the two institutions work together needs improvement	20.0%
Don't know	10.8%
The two institutions do not work well together	4.6%

<b>7. Which of the following describes most of your exposure to the World Bank Group in the Palestinian territories? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=292)</b>
Collaborate as part of my professional duties	49.7%
Use World Bank Group reports/data	32.9%
Engage in World Bank Group related/sponsored events/activities	30.1%
Use World Bank Group website for information, data, research, etc.	20.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	19.9%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=324)</b>
Female	19.8%
Male	80.2%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=322)</b>
West Bank	69.3%
Gaza	23.6%
Jerusalem	7.1%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>19</sup>

Office of the President/Prime Minister N=21 ● Office of Minister N=11 ● Government Institutions N=60 ●  
 Bilateral/Multilateral Agency N=13 ● Private Sector/Financial Sector/Private Bank N=48 ●  
 Civil Society N=63 ● Media N=29 ● Academia N=59 ● Other N=26

### A. General Issues facing the Palestinian territories

In general, would you say that the Palestinian territories is headed in...?\*

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
The right direction	26.3%	45.5%	22.6%		6.5%		7.4%	3.4%	12.0%
The wrong direction	63.2%	45.5%	45.3%	66.7%	58.7%	85.0%	77.8%	69.0%	56.0%
Not sure	10.5%	9.1%	32.1%	33.3%	34.8%	15.0%	14.8%	27.6%	32.0%

\*Significantly different between stakeholder groups

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the WBG in the Palestinian territories?	21	6.10	11	7.73	59	6.68	13	6.69	47	6.15	63	6.06	28	6.43	59	5.90	26	6.50

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

<sup>19</sup>Only 330 respondents provided their stakeholder group categorization. Thus, only these respondents were included in the analysis presented in this Appendix.

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the WBG's effectiveness in the Palestinian territories.*	17	6.76	11	6.91	54	6.22	13	6.54	41	6.68	50	5.66	25	5.68	50	5.44	21	7.24

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG's staff is well prepared to help the Palestinian territories solve its most complicated development challenges?*	17	6.94	11	8.18	53	7.34	12	6.83	39	7.21	37	6.89	21	6.19	44	6.36	20	7.40

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Energy	9.5%	18.2%	18.6%	16.7%	36.2%	12.7%	17.2%	15.3%	15.4%
Gender based violence	0.0%	0.0%	1.7%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%
Water and sanitation	9.5%	9.1%	15.3%	25.0%	17.0%	9.5%	13.8%	15.3%	23.1%
Pollution	0.0%	0.0%	6.8%	0.0%	0.0%	3.2%	0.0%	1.7%	0.0%
Job creation/employment	42.9%	36.4%	30.5%	8.3%	36.2%	36.5%	51.7%	44.1%	42.3%
Health	9.5%	18.2%	10.2%	0.0%	17.0%	9.5%	6.9%	22.0%	15.4%
Regional conflict and tensions*	0.0%	0.0%	3.4%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	4.8%	9.1%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection*	9.5%	0.0%	15.3%	0.0%	0.0%	6.3%	17.2%	6.8%	0.0%
Gender equity	0.0%	0.0%	5.1%	0.0%	0.0%	9.5%	0.0%	1.7%	3.8%
Private sector development*	19.0%	45.5%	8.5%	16.7%	36.2%	19.0%	10.3%	3.4%	19.2%
Education*	19.0%	27.3%	18.6%	8.3%	19.1%	19.0%	27.6%	49.2%	26.9%
Public sector governance/reform*	28.6%	9.1%	13.6%	58.3%	6.4%	19.0%	17.2%	11.9%	23.1%
Security/peace/stabilization/ reconstruction	14.3%	0.0%	8.5%	8.3%	10.6%	15.9%	17.2%	13.6%	7.7%
Global/regional integration	0.0%	0.0%	0.0%	8.3%	0.0%	3.2%	0.0%	1.7%	0.0%
Food security	0.0%	9.1%	1.7%	0.0%	2.1%	1.6%	10.3%	3.4%	0.0%
Urban development	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	1.7%	3.8%
Civil society development*	0.0%	0.0%	1.7%	0.0%	0.0%	12.7%	0.0%	1.7%	0.0%
Judiciary reform	14.3%	9.1%	10.2%	0.0%	17.0%	7.9%	6.9%	5.1%	0.0%
Economic growth	28.6%	27.3%	32.2%	66.7%	23.4%	28.6%	31.0%	25.4%	19.2%
Disaster risk management	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	1.7%	0.0%	0.0%	7.9%	6.9%	6.8%	7.7%
Disease	4.8%	0.0%	0.0%	0.0%	2.1%	1.6%	0.0%	1.7%	0.0%
Local governance and institutions	9.5%	9.1%	3.4%	25.0%	2.1%	3.2%	3.4%	5.1%	7.7%
Information and communications technology*	0.0%	0.0%	0.0%	0.0%	6.4%	0.0%	0.0%	0.0%	0.0%
Transport	4.8%	0.0%	6.8%	0.0%	2.1%	0.0%	3.4%	0.0%	0.0%
Agriculture and rural development	14.3%	9.1%	11.9%	8.3%	12.8%	6.3%	10.3%	10.2%	15.4%
Trade and exports	4.8%	0.0%	0.0%	0.0%	4.3%	7.9%	3.4%	1.7%	3.8%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management – Access to Area C	14.3%	18.2%	11.9%	16.7%	8.5%	12.7%	13.8%	8.5%	19.2%
Social cohesion – Palestinian reconciliation	0.0%	0.0%	1.7%	8.3%	0.0%	6.3%	0.0%	3.4%	0.0%
Climate change*	0.0%	18.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	14.3%	9.1%	16.9%	0.0%	6.4%	20.6%	13.8%	16.9%	23.1%
Anti corruption	4.8%	0.0%	6.8%	0.0%	8.5%	6.3%	17.2%	11.9%	11.5%
Infrastructure*	9.5%	18.2%	20.3%	0.0%	21.3%	4.8%	0.0%	10.2%	7.7%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Bringing together different groups of stakeholders*	0.0%	0.0%	0.0%	16.7%	19.6%	14.5%	0.0%	1.9%	4.3%
Capacity development related to WBG supported projects	18.8%	40.0%	18.9%	0.0%	21.7%	20.0%	24.0%	25.9%	8.7%
Stand-alone technical assistance	0.0%	0.0%	9.4%	8.3%	0.0%	1.8%	4.0%	3.7%	4.3%
Policy advice, studies, analyses*	25.0%	20.0%	18.9%	41.7%	4.3%	16.4%	8.0%	9.3%	30.4%
Financial resources	18.8%	30.0%	15.1%	0.0%	26.1%	18.2%	32.0%	24.1%	21.7%
Data and statistics*	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	5.6%	0.0%
Promoting knowledge sharing	0.0%	0.0%	5.7%	0.0%	2.2%	1.8%	4.0%	9.3%	0.0%
Implementation support	6.3%	10.0%	13.2%	8.3%	2.2%	7.3%	0.0%	5.6%	0.0%
Mobilizing third party financial resources*	0.0%	0.0%	0.0%	8.3%	4.3%	0.0%	0.0%	0.0%	8.7%
Donor coordination	0.0%	0.0%	9.4%	8.3%	4.3%	5.5%	8.0%	3.7%	13.0%
Strategy formulation	18.8%	0.0%	7.5%	8.3%	8.7%	10.9%	16.0%	9.3%	8.7%
Other	0.0%	0.0%	1.9%	0.0%	6.5%	3.6%	0.0%	1.9%	4.3%

\*Significantly different between stakeholder groups

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

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

2nd Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Bringing together different groups of stakeholders	0.0%	0.0%	1.9%	16.7%	6.7%	5.9%	4.2%	5.8%	21.7%
Capacity development related to WBG supported projects	13.3%	0.0%	7.5%	8.3%	15.6%	11.8%	12.5%	13.5%	13.0%
Stand-alone technical assistance	0.0%	0.0%	5.7%	0.0%	4.4%	2.0%	0.0%	1.9%	4.3%
Policy advice, studies, analyses	20.0%	30.0%	9.4%	16.7%	4.4%	15.7%	12.5%	15.4%	4.3%
Financial resources	6.7%	10.0%	20.8%	8.3%	8.9%	9.8%	12.5%	3.8%	17.4%
Data and statistics	6.7%	0.0%	3.8%	8.3%	11.1%	3.9%	4.2%	5.8%	0.0%
Promoting knowledge sharing	0.0%	0.0%	7.5%	8.3%	2.2%	0.0%	8.3%	5.8%	4.3%
Implementation support	13.3%	20.0%	18.9%	8.3%	13.3%	11.8%	8.3%	11.5%	13.0%
Mobilizing third party financial resources	20.0%	20.0%	5.7%	8.3%	6.7%	9.8%	4.2%	11.5%	4.3%
Donor coordination	13.3%	20.0%	9.4%	8.3%	15.6%	15.7%	29.2%	13.5%	4.3%
Strategy formulation	6.7%	0.0%	9.4%	8.3%	8.9%	9.8%	4.2%	7.7%	8.7%
Other	0.0%	0.0%	0.0%	0.0%	2.2%	3.9%	0.0%	3.8%	4.3%

**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 the Palestinian territories? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
WBG's processes too complex	14.3%	27.3%	21.7%	0.0%	15.2%	18.0%	17.9%	15.5%	7.7%
Not willing to honestly criticize policies and reform efforts in the country	19.0%	0.0%	11.7%	23.1%	15.2%	18.0%	14.3%	17.2%	19.2%
Staff too inaccessible	0.0%	0.0%	3.3%	7.7%	4.3%	4.9%	7.1%	6.9%	7.7%
WBG's processes too slow	23.8%	18.2%	8.3%	15.4%	13.0%	6.6%	7.1%	1.7%	19.2%
Not aligned with other donors' work	9.5%	9.1%	15.0%	15.4%	4.3%	3.3%	7.1%	1.7%	0.0%
Not aligned with country priorities	14.3%	0.0%	11.7%	0.0%	13.0%	9.8%	14.3%	13.8%	3.8%
Not adequately sensitive to political/social realities in the the Palestinian territories	28.6%	45.5%	23.3%	15.4%	26.1%	34.4%	39.3%	36.2%	30.8%
Too influenced by developed countries	9.5%	18.2%	3.3%	7.7%	6.5%	3.3%	21.4%	13.8%	15.4%
Not exploring alternative policy options	9.5%	9.1%	5.0%	7.7%	4.3%	4.9%	10.7%	12.1%	3.8%
Not collaborating enough with stakeholders outside the Government	4.8%	9.1%	5.0%	7.7%	17.4%	21.3%	14.3%	13.8%	11.5%
Its advice and strategies do not lend themselves to practical problem solving*	4.8%	9.1%	15.0%	23.1%	0.0%	1.6%	14.3%	6.9%	0.0%
Not enough public disclosure of its work	4.8%	0.0%	8.3%	7.7%	13.0%	9.8%	0.0%	10.3%	7.7%
Arrogant in its approach	0.0%	9.1%	0.0%	7.7%	2.2%	1.6%	3.6%	5.2%	0.0%
Not client focused	0.0%	0.0%	3.3%	0.0%	2.2%	3.3%	3.6%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to conflict-affected countries	19.0%	9.1%	20.0%	15.4%	6.5%	13.1%	10.7%	12.1%	11.5%
Inadequate number of WBG staff members located in the country*	14.3%	0.0%	10.0%	15.4%	6.5%	1.6%	0.0%	0.0%	11.5%
Other	0.0%	0.0%	8.3%	15.4%	2.2%	1.6%	0.0%	1.7%	7.7%
Don't know	0.0%	0.0%	8.3%	0.0%	13.0%	13.1%	3.6%	12.1%	7.7%

\*Significantly different between stakeholder groups

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Palestinian territories Government's efforts to reduce poverty?

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Investment Project Financing (IPF)	16	5.25	7	6.14	30	5.67	6	7.17	28	5.18	32	4.53	17	4.94	31	4.52	10	6.00
Development Policy Financing (DPF)*	17	6.24	8	6.63	42	6.17	5	6.80	27	5.78	34	4.88	16	5.31	39	4.72	12	6.08
Program-for-Results Financing (PforR)	14	5.64	8	6.75	33	6.18	4	6.25	25	5.84	29	5.69	15	5.13	29	4.83	10	5.80
Trust funds and grants*	11	6.36	6	7.17	29	7.00	8	7.00	27	5.89	30	4.90	14	4.71	30	4.67	12	6.67
Guarantees*	13	5.00	4	7.00	24	6.17	4	6.75	24	5.50	20	4.15	12	5.42	27	4.48	5	6.60
IFC Investment Services*	14	6.21	6	6.50	22	6.82	3	7.33	26	5.88	25	4.68	16	5.56	32	4.66	6	6.67
IFC Advisory Services*	12	6.17	6	6.50	25	6.88	3	7.33	26	6.38	25	4.48	15	5.27	31	5.16	6	7.50

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



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

Which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Palestinian Authority	71.4%	80.0%	56.7%	16.7%	37.5%	26.9%	66.7%	42.9%	50.0%
Youth/university groups	0.0%	0.0%	23.3%	25.0%	12.5%	26.9%	0.0%	21.4%	8.3%
Private sector*	0.0%	20.0%	10.0%	16.7%	66.7%	15.4%	33.3%	14.3%	25.0%
Local government	57.1%	40.0%	13.3%	16.7%	20.8%	23.1%	0.0%	14.3%	16.7%
Donor community*	28.6%	20.0%	16.7%	41.7%	4.2%	3.8%	0.0%	0.0%	8.3%
NGOs/CBOs*	0.0%	0.0%	10.0%	8.3%	16.7%	57.7%	0.0%	7.1%	25.0%
Academia/think tanks/research institutes*	14.3%	0.0%	13.3%	8.3%	12.5%	11.5%	16.7%	71.4%	16.7%
Parliament	14.3%	0.0%	6.7%	0.0%	0.0%	0.0%	16.7%	7.1%	0.0%
Foundations	0.0%	20.0%	3.3%	0.0%	0.0%	3.8%	0.0%	0.0%	8.3%
Media*	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
UN and regional peace keeping forces	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.0%	3.3%	8.3%	0.0%	3.8%	0.0%	0.0%	8.3%
UN agencies*	0.0%	0.0%	0.0%	8.3%	4.2%	0.0%	0.0%	7.1%	25.0%
Regional organizations	0.0%	20.0%	6.7%	16.7%	8.3%	0.0%	0.0%	0.0%	8.3%
Other	0.0%	0.0%	3.3%	8.3%	0.0%	7.7%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	10.0%	8.3%	0.0%	0.0%	0.0%	7.1%	0.0%

\*Significantly different between stakeholder groups

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

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the WBG currently plays a relevant role in development in the Palestinian territories*	18	6.17	11	6.82	53	6.25	13	6.85	41	6.10	49	4.96	22	4.95	52	4.67	19	6.47
The WBG's work is aligned with what I consider the development priorities for the Palestinian territories*	19	6.05	10	6.60	52	6.33	12	7.00	43	5.51	47	4.79	21	4.57	51	4.37	19	6.74

\*Significantly different between stakeholder groups

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

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	20	5.75	10	6.90	54	6.54	11	6.55	35	5.57	45	4.64	23	4.83	47	4.43	19	6.32
Flexibility (in terms of the institution's products and services)*	18	5.22	10	6.40	54	6.04	10	5.60	34	4.88	38	4.42	23	4.91	44	4.36	19	5.95
Flexibility (in terms of changing country circumstances)*	17	6.06	11	6.18	52	6.06	10	5.80	37	5.24	44	4.73	24	4.92	45	4.51	19	5.89
Being inclusive*	18	6.33	10	6.80	51	6.06	11	5.91	34	5.09	38	4.63	22	4.68	42	4.36	17	6.35
Openness (sharing data and other information)*	18	6.61	10	7.70	53	6.64	11	6.64	35	6.23	39	5.18	24	4.92	42	5.45	17	7.29
Collaboration with the Government*	19	6.95	11	7.91	54	7.39	10	7.50	35	6.63	42	6.64	24	6.88	45	5.98	17	7.82
The speed in which it gets things accomplished on the ground*	20	5.85	10	6.90	52	6.56	11	5.36	32	5.31	40	4.78	23	5.74	39	4.90	17	6.29
Helping to bring discipline/effective supervision to implementation of investment projects*	19	6.63	10	7.30	53	7.09	10	6.50	33	6.52	35	5.57	23	5.57	41	5.07	19	6.47
Collaboration with civil society*	17	5.94	8	6.75	44	6.52	8	5.00	32	5.53	47	4.19	24	5.92	41	4.73	17	6.06
Staff accessibility*	18	6.11	9	8.00	49	6.67	11	7.18	35	6.31	38	5.00	20	4.95	41	5.10	17	6.47
Collaboration with other donors and development partners*	16	6.06	10	7.60	48	7.27	12	6.92	33	6.94	37	6.00	23	6.87	36	5.61	15	7.20
Collaboration with the private sector*	15	6.00	9	7.00	46	6.59	4	7.50	36	5.22	37	5.59	21	6.00	41	4.85	14	6.71
Collaboration with the UN*	11	6.91	9	7.56	42	7.05	5	6.80	24	7.42	26	6.31	20	8.15	37	6.27	11	6.27
Straightforwardness and honesty	19	7.68	8	8.00	49	7.61	10	6.90	33	7.91	31	6.77	20	6.40	36	6.39	17	7.59
Treating clients and stakeholders in the Palestinian territories with respect*	19	7.95	11	8.27	54	7.93	9	6.67	36	7.89	38	6.47	23	6.87	46	6.41	17	7.53
Being a long-term partner*	17	7.82	11	8.27	54	7.87	11	7.45	34	7.76	40	6.57	24	7.17	42	6.50	18	7.50

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

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?\*(  
(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
More effective collaboration	4.8%		15.8%	9.1%	8.9%	5.0%	14.3%	5.6%	
The same level of effective collaboration	23.8%	45.5%	36.8%	27.3%	28.9%	16.7%	46.4%	27.8%	26.1%
Less effective collaboration	14.3%	18.2%	12.3%	27.3%	8.9%	13.3%	14.3%	9.3%	13.0%
Don't know	57.1%	36.4%	35.1%	36.4%	53.3%	65.0%	25.0%	57.4%	60.9%

\*Significantly different between stakeholder groups

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 THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	19.0%	0.0%	17.5%	33.3%	13.0%	12.1%	17.9%	20.0%	21.7%
Political pressures and obstacles	57.1%	54.5%	45.6%	41.7%	65.2%	60.3%	50.0%	45.5%	43.5%
Reforms are not well thought out in light of country challenges	28.6%	36.4%	28.1%	8.3%	26.1%	24.1%	28.6%	29.1%	26.1%
Poor coordination within the Government	19.0%	27.3%	26.3%	16.7%	17.4%	17.2%	10.7%	20.0%	30.4%
The Government works inefficiently	19.0%	0.0%	21.1%	33.3%	17.4%	13.8%	10.7%	21.8%	21.7%
Poor donor coordination	33.3%	45.5%	31.6%	16.7%	15.2%	12.1%	28.6%	18.2%	17.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	33.3%	36.4%	33.3%	25.0%	32.6%	43.1%	53.6%	27.3%	26.1%
Lack of/inadequate levels of capacity in Government	9.5%	18.2%	19.3%	25.0%	19.6%	15.5%	21.4%	14.5%	17.4%
There is not an adequate level of citizen/civil society participation*	4.8%	0.0%	7.0%	33.3%	4.3%	25.9%	14.3%	18.2%	8.7%
The World Bank Group works too slowly	0.0%	0.0%	3.5%	8.3%	8.7%	1.7%	10.7%	5.5%	13.0%
Poor coordination within the World Bank Group	0.0%	0.0%	0.0%	8.3%	0.0%	3.4%	0.0%	7.3%	0.0%
Ongoing conflict and instability	47.6%	54.5%	36.8%	25.0%	34.8%	32.8%	28.6%	32.7%	21.7%
Inadequate funding	14.3%	18.2%	19.3%	0.0%	28.3%	29.3%	10.7%	20.0%	13.0%
Other	0.0%	0.0%	1.8%	0.0%	2.2%	0.0%	3.6%	3.6%	13.0%

\*Significantly different between stakeholder groups



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

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social protection	17	7.06	9	7.78	44	6.86	2	8.00	30	6.50	44	7.05	26	6.92	43	6.35	13	7.38
Gender equity	17	5.41	9	7.44	50	6.72	5	6.20	29	6.93	45	6.31	24	6.83	45	5.89	14	6.14
Infrastructure	21	7.90	9	8.56	49	7.96	9	7.44	37	7.86	49	7.33	25	7.80	49	7.20	17	8.35
Private sector development	19	7.26	10	7.40	50	7.30	4	7.25	41	6.95	49	6.65	26	6.65	46	5.80	17	6.94
Education	18	7.33	9	7.44	51	7.73	4	5.75	35	7.23	50	7.60	24	7.96	50	6.88	16	8.25
Public sector governance/reform	20	7.80	10	7.90	45	7.93	10	6.80	34	7.35	49	7.20	23	7.22	46	6.61	17	7.12
Global/regional integration	16	6.81	10	7.20	43	6.74	2	6.50	34	6.71	42	6.17	23	6.26	41	5.88	14	7.29
Food security	17	6.76	10	6.50	42	6.71	1	4.00	35	6.86	47	6.83	23	6.87	45	6.16	14	6.57
Urban development*	19	6.21	8	7.50	44	7.18	7	7.00	33	6.97	42	6.76	26	6.50	44	5.55	16	6.50
Energy	18	8.00	11	7.73	45	7.60	6	7.17	33	7.45	48	7.02	23	6.65	43	6.30	15	7.20
Water and sanitation	21	7.38	10	8.30	44	7.66	6	7.83	37	7.16	49	7.47	24	6.71	47	7.06	17	7.82
Gender based violence	18	5.44	8	5.50	41	6.17	2	5.00	31	6.39	44	6.25	22	5.55	45	5.73	13	5.85
Pollution	18	6.06	8	6.00	42	6.38	1	6.00	32	6.16	46	6.93	25	6.08	46	5.85	15	6.07
Job creation/employment	19	7.37	10	7.00	47	7.60	3	6.33	39	7.31	49	7.39	22	7.27	46	6.41	17	6.88
Health	18	7.39	8	7.25	48	7.79	2	7.50	37	7.19	47	7.45	25	7.48	49	6.73	14	8.07
Financial markets	14	5.79	8	7.00	39	6.51	4	6.75	31	6.52	40	5.50	24	6.38	40	5.43	13	6.23
Transport	17	6.35	8	7.62	42	6.88	2	7.50	33	6.52	43	6.49	25	6.48	45	6.31	12	7.83
Agriculture and rural development	19	6.58	8	7.00	47	7.55	1	4.00	34	6.88	46	7.37	24	7.33	45	6.40	12	6.92
Trade and exports	18	6.89	7	8.29	41	6.98	2	6.00	32	6.69	45	6.71	22	6.55	44	5.59	12	6.92
Crime and violence	14	5.93	7	5.86	41	5.78	2	3.00	29	5.93	41	5.34	22	4.86	41	5.39	10	6.80
Natural resource management – Access to Area C	19	7.95	11	8.00	51	7.22	6	5.17	36	7.17	41	6.93	22	6.73	45	6.47	16	6.94
Climate change	17	5.41	9	5.89	40	6.25	3	7.00	32	6.16	39	5.62	21	5.76	41	5.37	12	5.83
Poverty reduction	19	7.37	9	7.56	49	7.51	4	6.25	34	7.26	49	7.57	24	7.08	48	6.27	14	7.36
Anti corruption	19	7.42	9	7.44	46	7.04	4	5.75	30	7.00	46	7.17	24	7.29	45	6.29	14	6.86
Judiciary reform	18	7.17	7	6.57	44	7.11	2	6.00	29	7.41	46	6.80	24	7.13	46	6.37	13	6.85
Economic growth	19	7.63	11	8.00	45	7.76	6	7.33	38	7.21	46	7.80	24	7.21	44	6.41	13	7.85
Disaster risk management	17	6.29	9	6.33	44	6.59	3	7.00	31	6.29	42	5.95	20	5.80	42	5.79	13	7.15
Equality of opportunity	17	6.71	9	6.00	47	6.51	4	5.50	32	6.50	43	6.40	21	6.05	46	5.83	13	6.31
Disease	17	6.94	7	7.14	42	6.55	1	4.00	30	6.37	43	6.42	22	6.64	42	6.17	13	6.69
Information and communications technology	18	7.00	7	7.00	42	6.67	4	5.50	33	6.82	47	6.43	22	6.50	47	6.34	14	6.50
Security/peace/stabilization/reconstruction	18	7.33	7	7.57	46	7.54	3	8.00	33	7.55	43	7.37	22	7.32	45	6.73	13	6.85
Regional conflict and tensions	16	6.94	8	6.00	45	6.62	2	7.00	32	6.28	46	6.13	19	5.42	44	6.02	12	6.67
Local governance and institutions	17	7.24	9	6.44	49	7.53	8	7.38	34	7.15	52	6.71	20	7.60	45	6.71	13	7.85
Civil society development	18	6.94	9	6.67	47	7.40	5	5.40	33	6.67	51	6.96	24	6.42	46	6.35	16	6.88
Social cohesion – Palestinian reconciliation	18	5.33	8	6.88	47	6.23	4	3.50	32	5.97	44	5.80	22	6.45	43	5.30	12	6.33

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

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the WBG's work help to achieve development results in the Palestinian territories?*	19	7.11	11	7.45	56	6.61	11	6.09	39	6.46	48	5.54	26	5.38	50	5.28	19	7.26

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in the Palestinian territories?*	18	6.06	11	7.64	52	7.10	10	6.30	37	6.19	45	5.78	22	5.23	48	5.38	17	7.76

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

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG's financial instruments meet the needs of the Palestinian territories	20	5.40	10	5.50	46	5.93	7	6.29	41	5.46	41	5.02	27	4.93	49	4.86	16	6.31
The WBG meets the Palestinian territories's needs for knowledge services*	18	5.89	10	6.00	49	6.14	11	6.55	39	6.03	47	5.19	24	4.71	50	4.72	18	6.56

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Weekly			12.7%	25.0%		1.7%	7.4%	1.8%	4.3%
Monthly	14.3%	33.3%	29.1%	50.0%	17.8%	8.5%	14.8%	12.3%	34.8%
A few times a year	61.9%	33.3%	43.6%	8.3%	33.3%	42.4%	33.3%	42.1%	26.1%
Rarely	14.3%	33.3%	10.9%	16.7%	28.9%	32.2%	22.2%	21.1%	13.0%
Never	9.5%		3.6%		20.0%	15.3%	22.2%	22.8%	21.7%

In the Palestinian territories, 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)

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are timely*	19	5.95	9	6.78	55	6.44	12	6.83	34	6.24	41	5.93	24	5.67	44	5.18	19	6.68
Include appropriate level of stakeholder involvement during preparation*	19	5.79	10	7.10	50	6.84	11	6.82	34	6.09	36	5.33	23	5.43	45	4.98	20	6.55
Lead to practical solutions*	19	6.26	10	7.10	52	6.31	12	6.50	33	6.24	44	5.52	25	5.24	49	4.96	20	6.15
Are accessible (well written and easy to understand)*	19	6.47	10	7.20	51	6.71	12	7.42	34	7.15	45	5.87	24	5.96	46	5.61	19	7.05
Are source of relevant information on global good practices*	19	6.74	10	7.50	53	7.15	9	8.00	34	7.47	47	6.06	25	6.60	45	5.80	18	7.11
Are relevant to country challenges*	20	5.40	10	7.20	55	6.67	12	7.17	35	6.69	46	5.93	26	6.38	47	4.89	19	6.95
Are adequately disseminated*	19	5.68	9	7.56	52	6.85	9	7.44	35	6.51	45	5.62	24	5.46	46	5.78	19	6.89
Are translated enough into local language	19	5.63	9	7.22	54	6.26	7	5.57	32	6.81	44	5.82	23	6.09	46	5.98	17	6.59
Are adaptable to the Palestinian territories's specific development challenges and country circumstances*	20	5.30	10	7.00	54	6.24	9	6.56	34	6.53	44	5.73	25	5.24	45	4.69	19	6.42

\*Significantly different between stakeholder groups

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	20	6.60	10	8.10	53	6.66	10	6.70	37	6.76	46	6.48	26	6.38	51	5.45	20	6.75
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	20	6.90	10	7.90	53	7.13	11	7.18	37	7.30	45	6.53	24	6.63	49	6.57	19	7.37

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups





### E. Working with the World Bank Group

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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The WBG disburses funds promptly	16	5.69	8	6.63	49	6.86	3	6.67	23	6.13	32	5.97	18	6.00	35	5.54	13	7.15
The WBG effectively monitors and evaluates the projects and programs it supports	19	6.84	10	8.20	53	7.30	8	7.00	33	7.45	41	6.90	22	6.95	45	6.60	18	7.06
The WBG's approvals and reviews are done in a timely fashion	16	6.50	10	7.60	49	7.02	7	6.86	28	6.68	35	6.51	15	6.80	37	6.41	14	7.71
The World Bank Group's "Safeguard Policy" requirements are reasonable*	17	5.88	6	6.67	43	7.09	7	6.43	28	7.11	33	6.18	18	5.50	35	5.54	15	7.27
The World Bank Group's conditions on its lending are reasonable	18	5.67	5	7.00	37	6.70	4	6.75	28	6.32	32	5.97	22	5.14	42	5.02	12	6.67
The World Bank Group takes decisions quickly in the Palestinian territories	19	5.53	8	6.75	49	6.04	6	5.83	30	6.07	37	5.54	22	5.09	42	5.19	16	6.56
Working with the WBG increases the Palestinian territories' institutional capacity*	20	6.40	10	8.30	53	6.92	11	7.18	35	7.00	42	6.55	23	6.22	46	5.57	18	7.17
Where country systems are adequate, the WBG makes appropriate use of them*	13	5.77	7	6.86	44	6.84	9	6.67	30	6.93	27	6.44	17	5.94	34	5.41	14	7.79
The World Bank Group provides effective implementation support	18	6.11	10	7.40	51	7.04	10	6.20	32	7.19	36	6.39	21	6.57	44	6.11	18	7.56

\*Significantly different between stakeholder groups

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Palestinian territories?*	18	6.33	11	7.55	46	6.80	5	5.40	38	6.32	42	5.81	23	6.57	47	5.32	17	6.29

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



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

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the WBG measures and corrects its work in real time in the Palestinian territories?	14	5.43	10	6.90	46	6.24	7	5.57	32	6.72	37	6.14	21	5.57	44	5.68	17	6.65

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

**To what extent does the World Bank Group partner with the right people to support work on the ground in the Palestinian territories? (Select only ONE response)**

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Nearly never						1.9%			4.8%
Rarely	5.0%		1.8%	10.0%	2.4%	7.4%	12.5%	14.5%	4.8%
Sometimes	40.0%		25.0%	20.0%	31.7%	31.5%	37.5%	27.3%	9.5%
Nearly always	35.0%	90.9%	60.7%	30.0%	34.1%	27.8%	37.5%	36.4%	52.4%
Don't know	20.0%	9.1%	12.5%	40.0%	31.7%	31.5%	12.5%	21.8%	28.6%

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

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Offer more innovative knowledge services*	62.5%	25.0%	11.5%	9.1%	14.3%	4.0%	0.0%	15.4%	23.1%
Collaborate more effectively with Government clients (e.g., national, state, local)*	25.0%	0.0%	50.0%	27.3%	14.3%	12.0%	20.0%	7.7%	30.8%
Work faster	12.5%	0.0%	0.0%	9.1%	4.8%	4.0%	20.0%	7.7%	7.7%
Reduce the complexity of obtaining World Bank Group financing	25.0%	0.0%	30.8%	9.1%	19.0%	24.0%	60.0%	15.4%	15.4%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	0.0%	15.4%	18.2%	0.0%	0.0%	20.0%	23.1%	23.1%
Offer more innovative financial products*	12.5%	25.0%	3.8%	0.0%	52.4%	4.0%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	25.0%	7.7%	18.2%	0.0%	8.0%	0.0%	15.4%	7.7%
Provide more adequate data/knowledge/statistics/figures on the Palestinian territories' economy	0.0%	25.0%	3.8%	0.0%	14.3%	16.0%	40.0%	7.7%	0.0%
Improve the competitiveness of its financing compared to markets*	0.0%	0.0%	0.0%	0.0%	23.8%	4.0%	0.0%	15.4%	0.0%
Reach out more to groups outside of Government	0.0%	0.0%	15.4%	36.4%	23.8%	44.0%	20.0%	53.8%	38.5%
Increase the level of capacity development in the country	25.0%	50.0%	34.6%	18.2%	19.0%	28.0%	20.0%	15.4%	15.4%
Improve the quality of its experts as related to the Palestinian territories' specific challenges	25.0%	25.0%	7.7%	0.0%	0.0%	20.0%	0.0%	7.7%	0.0%
Increase the level of World Bank Group staffing in the Palestinian territories' office	12.5%	25.0%	11.5%	18.2%	4.8%	0.0%	0.0%	7.7%	0.0%
Other	0.0%	0.0%	0.0%	18.2%	4.8%	8.0%	0.0%	7.7%	15.4%

\*Significantly different between stakeholder groups



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

To what degree does the World Bank Group support with its resources (financial, technical, knowledge, and convening power)?

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/Multilateral Agency		Private/Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Social cohesion (justice and equality)	15	5.60	6	6.67	44	5.57	4	6.00	24	5.83	31	5.26	21	4.29	38	5.05	8	4.88
Public financial management*	17	5.82	9	7.22	47	6.91	10	7.50	27	6.67	33	6.76	22	6.27	39	5.64	11	6.27
Reducing gender based violence	15	4.93	6	6.33	42	5.31	4	4.50	23	6.22	28	5.25	21	4.14	41	5.29	9	5.00
Legal and institutional reforms	19	6.53	10	7.80	47	6.81	9	7.22	26	6.12	35	5.83	20	6.35	41	5.61	11	6.36
Investing in national infrastructure*	18	6.39	8	7.00	47	7.11	8	7.62	34	6.50	37	6.54	25	5.84	43	5.63	14	7.50
Security/peace/stabilization/reconstruction	15	5.87	6	6.50	42	6.05	3	5.00	27	5.52	32	5.03	23	5.09	43	5.12	10	6.20
Access to basic services*	18	6.22	8	7.63	43	6.37	8	7.13	30	5.87	33	5.76	22	5.27	40	5.15	16	6.75
Capacity of state institutions*	18	6.33	8	7.00	51	6.61	8	7.25	29	5.93	34	6.00	20	5.20	40	5.40	16	7.00
Jobs*	17	4.53	10	6.00	43	5.93	5	5.80	31	5.16	33	5.15	21	3.76	43	4.19	12	6.25
Improving livelihoods*	18	4.56	9	6.33	46	6.26	5	5.60	32	5.56	37	5.19	24	4.50	44	4.32	15	5.73
Food security*	15	4.13	6	6.83	39	6.23	3	4.33	29	5.28	32	4.94	23	4.78	44	4.36	13	5.69
Social safety nets*	15	5.13	8	6.63	40	6.52	3	7.33	29	5.38	31	5.10	22	4.73	42	4.52	12	5.67
Stimulating dialogue to promote peace and stability	14	5.07	8	6.38	36	5.86	2	4.50	30	5.83	25	5.00	21	4.38	39	4.79	14	4.36

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

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Palestinian territories? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Social cohesion	5.9%	0.0%	12.7%	0.0%	4.8%	12.7%	8.3%	12.2%	9.1%
Public financial management*	52.9%	27.3%	23.6%	58.3%	11.9%	16.4%	25.0%	8.2%	31.8%
Developing the education system*	11.8%	27.3%	36.4%	0.0%	16.7%	38.2%	25.0%	49.0%	36.4%
Legal and institutional reforms	29.4%	27.3%	20.0%	41.7%	19.0%	25.5%	16.7%	12.2%	13.6%
Health services	17.6%	27.3%	18.2%	0.0%	28.6%	14.5%	16.7%	22.4%	9.1%
Investing in national infrastructure	35.3%	27.3%	30.9%	25.0%	47.6%	23.6%	20.8%	26.5%	27.3%
Access to basic services	17.6%	9.1%	10.9%	8.3%	2.4%	12.7%	8.3%	14.3%	18.2%
Capacity of state institutions	17.6%	18.2%	20.0%	33.3%	9.5%	9.1%	16.7%	14.3%	18.2%
Security/peace/stabilization/ reconstruction	11.8%	27.3%	20.0%	16.7%	23.8%	29.1%	33.3%	10.2%	4.5%
Jobs	11.8%	0.0%	16.4%	8.3%	26.2%	9.1%	16.7%	14.3%	27.3%
Improving livelihoods	5.9%	9.1%	9.1%	0.0%	14.3%	20.0%	16.7%	24.5%	9.1%
Social safety nets	5.9%	36.4%	14.5%	16.7%	7.1%	16.4%	4.2%	10.2%	9.1%
Food security	0.0%	9.1%	7.3%	0.0%	11.9%	10.9%	4.2%	12.2%	4.5%
Economic growth	35.3%	45.5%	38.2%	58.3%	40.5%	32.7%	54.2%	36.7%	45.5%
Reducing gender based violence	5.9%	0.0%	0.0%	0.0%	0.0%	3.6%	4.2%	6.1%	0.0%
Private sector investment	17.6%	9.1%	10.9%	0.0%	26.2%	10.9%	4.2%	16.3%	31.8%
Stimulating dialogue to promote peace and stability	5.9%	0.0%	3.6%	8.3%	2.4%	5.5%	8.3%	2.0%	0.0%

\*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in the Palestinian territories? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Social cohesion	6.7%	0.0%	13.2%	8.3%	9.8%	16.0%	8.7%	10.4%	0.0%
Public financial management	6.7%	18.2%	22.6%	16.7%	9.8%	14.0%	8.7%	14.6%	0.0%
Developing the education system	26.7%	18.2%	22.6%	33.3%	24.4%	26.0%	30.4%	43.7%	22.7%
Legal and institutional reforms*	20.0%	9.1%	11.3%	8.3%	17.1%	32.0%	13.0%	14.6%	0.0%
Health services	33.3%	27.3%	37.7%	25.0%	26.8%	32.0%	30.4%	29.2%	40.9%
Investing in national infrastructure	53.3%	36.4%	22.6%	0.0%	19.5%	20.0%	30.4%	27.1%	36.4%
Access to basic services	26.7%	9.1%	17.0%	33.3%	9.8%	8.0%	0.0%	10.4%	22.7%
Capacity of state institutions	6.7%	9.1%	9.4%	16.7%	4.9%	14.0%	13.0%	8.3%	22.7%
Security/peace/stabilization/ reconstruction*	26.7%	18.2%	15.1%	8.3%	31.7%	12.0%	39.1%	6.2%	13.6%
Jobs	13.3%	18.2%	7.5%	0.0%	19.5%	14.0%	13.0%	14.6%	13.6%
Improving livelihoods	20.0%	27.3%	20.8%	16.7%	12.2%	16.0%	17.4%	18.8%	13.6%
Social safety nets	13.3%	18.2%	17.0%	0.0%	19.5%	8.0%	17.4%	12.5%	9.1%
Food security	13.3%	27.3%	15.1%	16.7%	12.2%	20.0%	4.3%	16.7%	4.5%
Economic growth	6.7%	27.3%	20.8%	41.7%	31.7%	26.0%	30.4%	29.2%	31.8%
Reducing gender based violence	6.7%	9.1%	3.8%	8.3%	2.4%	12.0%	4.3%	14.6%	18.2%
Private sector investment*	0.0%	27.3%	13.2%	8.3%	31.7%	16.0%	4.3%	16.7%	27.3%
Stimulating dialogue to promote peace and stability	6.7%	0.0%	17.0%	33.3%	12.2%	8.0%	13.0%	10.4%	13.6%

\*Significantly different between stakeholder groups



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

Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in the Palestinian territories? (Select no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
World Food Program (WFP)	17.6%	9.1%	20.0%	0.0%	20.9%	15.8%	23.1%	21.2%	13.6%
World Health Organization (WHO)	17.6%	27.3%	25.5%	0.0%	30.2%	42.1%	42.3%	34.6%	22.7%
United Nations Development Program (UNDP)	58.8%	63.6%	45.5%	27.3%	60.5%	56.1%	61.5%	53.8%	50.0%
United Nations Peacekeeping	17.6%	0.0%	10.9%	9.1%	4.7%	5.3%	7.7%	7.7%	4.5%
International Monetary Fund (IMF)	41.2%	54.5%	27.3%	27.3%	30.2%	22.8%	30.8%	26.9%	27.3%
The United Nations International Children's Emergency Fund (UNICEF)	5.9%	9.1%	18.2%	0.0%	7.0%	19.3%	11.5%	21.2%	18.2%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	0.0%	9.1%	1.8%	0.0%	9.3%	8.8%	0.0%	0.0%	13.6%
Don't know*	5.9%	0.0%	16.4%	54.5%	9.3%	5.3%	11.5%	3.8%	9.1%
Prefer not to answer	11.8%	0.0%	5.5%	0.0%	0.0%	3.5%	0.0%	9.6%	9.1%

\*Significantly different between stakeholder groups

**G. Citizen Voice**

**GOVERNMENT ACCOUNTABILITY**

	Office of President/PM		Office of Minister		Government Institutions		Bilateral/ Multilateral Agency		Private/ Financial Sector/ Bank		Civil Society		Media		Academia		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Do you think that in the past year or so, citizens in the Palestinian territories have obtained greater 'voice' to hold the state more accountable?*	18	4.89	10	6.60	53	5.09	10	3.50	39	4.03	53	3.51	26	3.00	50	3.76	19	4.16

(1-Far less voice, 10-Much greater voice) \*Significantly different between stakeholder groups

**G. Citizen Voice (continued)****SERVICE DELIVERY**

Which of the following are the greatest obstacles in the Palestinian territories to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Inadequate national government budget resources	68.4%	72.7%	66.7%	66.7%	60.5%	46.6%	44.4%	48.1%	40.9%
Inadequate local government budget resources *	26.3%	27.3%	22.2%	33.3%	25.6%	17.2%	11.1%	9.3%	50.0%
Inadequate provider staff	10.5%	18.2%	18.5%	0.0%	23.3%	13.8%	18.5%	16.7%	4.5%
Inadequate skill set of providers	21.1%	27.3%	24.1%	16.7%	23.3%	19.0%	11.1%	13.0%	4.5%
Inefficient national government*	15.8%	9.1%	22.2%	50.0%	20.9%	29.3%	44.4%	42.6%	31.8%
Inefficient local government	5.3%	9.1%	13.0%	0.0%	14.0%	8.6%	18.5%	11.1%	18.2%
Attitude of the service providers	0.0%	0.0%	9.3%	8.3%	2.3%	3.4%	3.7%	1.9%	9.1%
Too costly (price of services)	15.8%	36.4%	27.8%	8.3%	16.3%	20.7%	11.1%	16.7%	13.6%
Inadequate will on the part of local government	5.3%	0.0%	5.6%	0.0%	4.7%	1.7%	7.4%	3.7%	4.5%
Inadequate will on the part of national government	5.3%	9.1%	20.4%	33.3%	16.3%	19.0%	11.1%	24.1%	13.6%
Corruption*	26.3%	0.0%	14.8%	16.7%	34.9%	43.1%	66.7%	42.6%	18.2%
Inadequate citizen participation and voice	15.8%	27.3%	13.0%	16.7%	16.3%	34.5%	33.3%	20.4%	31.8%
Lack of accountability on the part of providers	10.5%	9.1%	18.5%	8.3%	20.9%	20.7%	11.1%	25.9%	18.2%
None of the above*	10.5%	0.0%	0.0%	8.3%	0.0%	5.2%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	1.9%	9.1%
Prefer not to answer	5.3%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	4.5%

\*Significantly different between stakeholder groups





## H. Private Sector

Which of the following are the most significant obstacles to private sector development in the Palestinian territories? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
The level of regulation	5.9%	11.1%	21.6%	16.7%	17.5%	10.0%	0.0%	17.8%	22.2%
Labor market policies	17.6%	11.1%	21.6%	0.0%	17.5%	12.0%	18.2%	20.0%	11.1%
Access to finance	11.8%	22.2%	29.4%	16.7%	40.0%	24.0%	22.7%	20.0%	22.2%
Level of transparency in system*	23.5%	0.0%	2.0%	8.3%	2.5%	16.0%	22.7%	22.2%	11.1%
Governance/government	0.0%	0.0%	15.7%	8.3%	15.0%	18.0%	18.2%	8.9%	22.2%
Legal/judicial system	0.0%	22.2%	13.7%	8.3%	20.0%	14.0%	9.1%	13.3%	5.6%
State owned enterprises	5.9%	0.0%	5.9%	8.3%	5.0%	6.0%	9.1%	0.0%	5.6%
Mismatch of skills	5.9%	11.1%	3.9%	25.0%	5.0%	8.0%	0.0%	4.4%	5.6%
Lack of political will	17.6%	11.1%	17.6%	8.3%	12.5%	16.0%	36.4%	24.4%	5.6%
Restrictions on movement of goods and people	58.8%	100.0%	58.8%	58.3%	50.0%	54.0%	50.0%	42.2%	50.0%
I don't know	11.8%	0.0%	0.0%	8.3%	2.5%	6.0%	4.5%	2.2%	5.6%
Other*	23.5%	11.1%	2.0%	8.3%	7.5%	6.0%	0.0%	13.3%	22.2%

\*Significantly different between stakeholder groups

## I. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
WBG's publications and other written materials	52.6%	54.5%	32.7%	45.5%	27.3%	26.3%	23.1%	44.4%	45.5%
e-Newsletters	36.8%	45.5%	36.4%	36.4%	45.5%	47.4%	61.5%	31.5%	50.0%
WBG's seminars/workshops/conferences	36.8%	0.0%	36.4%	18.2%	34.1%	33.3%	19.2%	37.0%	27.3%
Mobile phones	0.0%	9.1%	5.5%	0.0%	4.5%	5.3%	11.5%	5.6%	9.1%
Direct contact with WBG*	21.1%	18.2%	27.3%	72.7%	18.2%	28.1%	34.6%	20.4%	22.7%
World Bank Group's website	10.5%	36.4%	20.0%	9.1%	29.5%	28.1%	30.8%	29.6%	22.7%
Social media	21.1%	27.3%	29.1%	9.1%	34.1%	21.1%	11.5%	22.2%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	50.0%	80.0%	47.2%	45.5%	26.8%	28.1%	30.8%	31.5%	27.3%
No	50.0%	20.0%	52.8%	54.5%	73.2%	71.9%	69.2%	68.5%	72.7%

\*Significantly different between stakeholder groups

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	100.0%	100.0%	90.7%	100.0%	97.7%	87.7%	88.5%	89.1%	90.9%
No			9.3%		2.3%	12.3%	11.5%	10.9%	9.1%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	77.8%	80.0%	79.2%	91.7%	55.8%	64.9%	57.7%	61.8%	72.7%
No	22.2%	20.0%	20.8%	8.3%	44.2%	35.1%	42.3%	38.2%	27.3%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Yes	33.3%	40.0%	42.3%	16.7%	30.2%	26.3%	30.8%	27.8%	31.8%
No	66.7%	60.0%	57.7%	83.3%	69.8%	73.7%	69.2%	72.2%	68.2%

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
High Speed/WiFi	83.3%	100.0%	84.3%	100.0%	90.9%	81.8%	62.5%	84.8%	85.0%
Dial-up	16.7%		15.7%		9.1%	18.2%	37.5%	15.2%	15.0%

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?\*

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Weekly			20.8%	8.3%	4.5%	8.6%	18.5%	5.3%	9.1%
Monthly	21.1%	36.4%	28.3%	41.7%	15.9%	13.8%	14.8%	19.3%	22.7%
A few times a year	47.4%	45.5%	34.0%	25.0%	43.2%	41.4%	29.6%	43.9%	18.2%
Rarely	21.1%	18.2%	13.2%	16.7%	27.3%	25.9%	25.9%	21.1%	22.7%
Never	10.5%		3.8%	8.3%	9.1%	10.3%	11.1%	10.5%	27.3%

\*Significantly different between stakeholder groups

**J. Background Information**

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Government Institutions	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	Civil Society	Media	Academia	Other
Observer*	31.6%	18.2%	9.3%	7.7%	11.6%	30.2%	29.2%	27.5%	8.7%
Use World Bank Group reports/data	31.6%	9.1%	22.2%	38.5%	39.5%	34.0%	37.5%	37.3%	34.8%
Engage in World Bank Group related/sponsored events/activities*	36.8%	36.4%	31.5%	7.7%	51.2%	18.9%	20.8%	25.5%	39.1%
Collaborate as part of my professional duties*	42.1%	63.6%	72.2%	100.0%	32.6%	39.6%	54.2%	29.4%	60.9%
Use World Bank Group website for information, data, research, etc.*	5.3%	9.1%	9.3%	7.7%	20.9%	30.2%	25.0%	37.3%	13.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>20</sup>

West Bank N=223 ● Other Areas N=99

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Palestinian territories?*	222	6.62	2.19	97	5.52	2.61

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different geographic locations.

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Palestinian territories.	198	6.27	2.10	77	5.78	2.39

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help the Palestinian territories solve its most complicated development challenges?	181	7.05	1.87	68	6.75	2.08

(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's work in The Palestinian territories?

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Palestinian territories*	194	5.88	2.18	77	5.06	2.44
The WBG's work is aligned with what I consider the development priorities for the Palestinian territories*	188	5.69	2.13	79	4.94	2.28

(1-Strongly disagree, 10-Strongly agree) \*Significantly different geographic locations.

<sup>20</sup>Only 322 respondents provided their geographic location. Thus, only these respondents were included in the analysis presented in this Appendix.

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

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	183	5.78	2.01	74	4.81	2.23
Flexibility (in terms of the institution's products and services)*	175	5.36	2.03	69	4.62	2.31
Flexibility (in terms of changing country circumstances)*	181	5.56	2.10	73	4.74	2.33
Being inclusive*	168	5.61	2.04	69	4.68	2.33
Openness (sharing data and other information)*	172	6.41	2.24	72	5.22	2.78
Collaboration with the Government*	180	7.13	1.76	69	6.26	2.52
The speed in which it gets things accomplished on the ground*	165	5.95	1.94	72	4.92	2.54
Helping to bring discipline/effective supervision to implementation of investment projects*	169	6.53	2.08	67	5.43	2.38
Collaboration with civil society*	160	5.71	2.06	71	4.80	2.42
Staff accessibility*	164	6.21	2.13	68	5.29	2.62
Collaboration with other donors and development partners	159	6.72	2.03	64	6.30	2.21
Collaboration with the private sector*	161	6.08	2.02	57	5.05	2.31
Collaboration with the UN	123	6.86	2.00	58	6.97	2.28
Straightforwardness and honesty	158	7.34	2.24	58	6.83	2.51
Treating clients and stakeholders in the Palestinian territories with respect*	176	7.60	2.07	69	6.43	2.59
Being a long-term partner*	174	7.56	2.25	70	6.69	2.72

\*Significantly different geographic locations.

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Palestinian territories?	190	6.25	2.01	82	5.87	2.10

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

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the Palestinian territories	170	5.54	2.07	80	5.01	2.24
The World Bank Group meets the Palestinian territories's needs for knowledge services*	181	5.87	2.12	77	4.84	2.18

(1-Strongly disagree, 10-Strongly agree) \*Significantly different geographic locations.

**D. The World Bank Group's Knowledge Work and Activities****In the Palestinian territories, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to the Palestinian territories's specific development challenges and country circumstances*	177	5.98	2.07	78	5.35	2.44

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	186	6.53	1.94	81	6.22	2.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	184	7.13	1.74	79	6.42	2.27

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

\*Significantly different geographic locations.

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

	West Bank			Other Areas		
	N	Mean	SD	N	Mean	SD
The WBG takes decisions quickly in the Palestinian territories*	158	5.98	1.86	65	5.11	2.51
Where country systems are adequate, the World Bank Group makes appropriate use of them	136	6.68	2.10	53	6.00	2.41

\*Significantly different geographic locations.

**Appendix D: Responses to Select Questions by Collaboration with the WBG<sup>21</sup>****Currently collaborating with the WBG N=163 ● Not collaborating with the WBG N=158****B. Overall Attitudes toward the World Bank Group**

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Palestinian territories?*	161	7.20	1.81	157	5.37	2.47

*(1-Not familiar at all, 10-Extremely familiar)**\*Significantly different between those who collaborate with the WBG and those who do not.*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Palestinian territories.*	150	6.67	1.82	124	5.44	2.38

*(1-Not effective at all, 10-Very effective)**\*Significantly different between those who collaborate with the WBG and those who do not.*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help the Palestinian territories solve its most complicated development challenges?*	142	7.35	1.66	105	6.36	2.09

*(1-To no degree at all, 10-To a very significant degree)**\*Significantly different between those who collaborate with the WBG and those who do not.*

<sup>21</sup>Only 321 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus, only these 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 the Palestinian territories, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Palestinian territories? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Economic growth	31.9%	25.9%
Job creation/employment*	26.9%	48.7%
Education	23.1%	27.2%
Energy	21.3%	16.5%
Public sector governance/reform	20.6%	12.7%
Private sector development	17.5%	16.5%
Water and sanitation	16.9%	13.3%
Poverty reduction	15.6%	14.6%
Infrastructure	14.4%	7.6%
Natural resource management – Access to Area C	13.1%	12.0%
Health	11.9%	15.2%
Agriculture and rural development	10.6%	10.8%
Judiciary reform	9.4%	8.2%
Security/peace/stabilization/reconstruction	8.8%	13.9%
Anti-corruption	8.8%	9.5%
Local governance and institutions*	8.1%	1.3%
Social protection	6.9%	7.6%
Civil society development	3.1%	3.2%
Equality of opportunity	3.1%	5.7%
Transport	3.1%	1.3%
Regional conflict and tensions*	2.5%	0.0%
Gender equity	2.5%	3.8%
Pollution	1.9%	2.5%
Food security	1.9%	3.8%
Disease	1.9%	0.6%
Financial markets	1.3%	1.3%
Global/regional integration	1.3%	1.3%
Urban development	1.3%	0.6%
Trade and exports	1.3%	5.1%
Social cohesion – Palestinian reconciliation	1.3%	3.2%
Climate change	1.3%	0.0%
Gender based violence	0.6%	1.3%
Disaster risk management	0.6%	0.6%
Information and communications technology	0.0%	1.9%
Crime and violence	0.0%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not.



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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Palestinian territories Government's efforts to reduce poverty?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	84	5.54	2.37	88	4.72	1.99
Development Policy Financing (DPF) – Budget Support*	105	5.87	2.17	89	5.18	1.95
Program-for-Results Financing (PforR)	88	5.93	2.12	74	5.35	2.01
Trust funds and grants*	92	6.24	2.22	70	5.16	2.26
Guarantees*	66	5.76	2.44	62	4.68	2.16
IFC Investment Services*	75	5.99	2.28	68	5.06	2.13
IFC Advisory Services*	74	6.30	2.20	68	5.12	2.11

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	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 the Palestinian territories*	149	6.07	2.19	123	5.11	2.22
The WBG's work is aligned with what I consider the development priorities for the Palestinian territories*	147	6.08	2.02	121	4.74	2.14

(1-Strongly disagree, 10-Strongly agree)

\*Significantly different between those who collaborate with the WBG and those who do not.

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

To what extent is the World Bank Group an effective development partner in the Palestinian territories, 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*	142	6.04	1.89	115	4.77	2.11
Flexibility (in terms of the institution's products and services)*	137	5.65	1.95	106	4.52	2.15
Flexibility (in terms of changing country circumstances)*	139	5.68	2.04	114	4.85	2.24
Being inclusive*	137	5.70	2.06	100	4.81	2.15
Openness (sharing data and other information)*	139	6.42	2.21	104	5.52	2.67
Collaboration with the Government*	143	7.22	1.75	107	6.41	2.20
The speed in which it gets things accomplished on the ground*	135	6.04	1.95	103	5.08	2.30
Helping to bring discipline/effective supervision to implementation of investment projects*	131	6.69	2.07	105	5.55	2.27
Collaboration with civil society*	121	5.71	2.04	111	5.07	2.35
Staff accessibility*	131	6.48	2.27	101	5.23	2.19
Collaboration with other donors and development partners*	127	7.09	1.85	97	6.02	2.16
Collaboration with the private sector*	111	6.11	1.91	105	5.51	2.31
Collaboration with the UN	95	7.05	1.92	87	6.77	2.18
Straightforwardness and honesty*	126	7.56	2.13	90	6.71	2.37
Treating clients and stakeholders in the Palestinian territories with respect*	140	7.77	2.02	106	6.59	2.36
Being a long-term partner*	137	7.82	2.15	107	6.68	2.53

\*Significantly different between those who collaborate with the WBG and those who do not.



### C. World Bank Group's Sectoral Effectiveness and Results

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	110	6.91	2.30	110	6.74	2.31
Gender equity	120	6.59	2.19	111	6.32	2.52
Infrastructure*	135	7.96	1.73	122	7.34	2.26
Private sector development*	129	7.09	1.97	125	6.39	2.70
Education	125	7.66	2.08	124	7.25	2.65
Public sector governance/reform*	133	7.53	2.05	115	6.96	2.56
Global/regional integration*	111	6.86	1.88	107	6.16	2.06
Food security	108	6.85	2.07	119	6.52	2.50
Urban development*	119	7.02	1.86	113	6.18	2.38
Energy	120	7.41	2.06	115	6.92	2.72
Water and sanitation*	127	7.66	1.94	121	7.07	2.58
Gender based violence	103	6.08	2.03	114	5.82	2.24
Pollution	110	6.34	2.10	116	6.23	2.68
Job creation/employment	125	7.34	2.19	119	6.97	2.90
Health	119	7.43	2.08	122	7.30	2.45
Financial markets	103	6.36	2.15	103	5.74	2.45
Transport	108	6.93	2.33	112	6.29	2.56
Agriculture and rural development*	111	7.35	2.36	118	6.65	2.57
Trade and exports	101	6.86	2.29	115	6.34	2.41
Crime and violence	96	5.74	2.44	104	5.44	2.55
Natural resource management – Access to Area C	131	7.06	2.65	109	6.80	2.86
Climate change	106	6.07	2.34	100	5.61	2.50
Poverty reduction	124	7.32	2.20	119	7.00	2.83
Anti corruption	117	7.21	2.28	113	6.70	2.83
Judiciary reform	112	7.18	2.22	110	6.58	2.81
Economic growth	126	7.55	2.05	112	7.18	2.58
Disaster risk management*	107	6.56	2.08	106	5.91	2.48
Equality of opportunity	117	6.57	2.21	108	6.05	2.47
Disease	97	6.52	2.20	113	6.55	2.57
Information and communications technology	113	6.81	2.10	114	6.29	2.41
Security/peace/stabilization/reconstruction	111	7.38	2.25	112	7.08	2.73
Regional conflict and tensions	108	6.31	2.34	109	6.10	2.78
Local governance and institutions*	126	7.43	1.92	114	6.69	2.17
Civil society development	123	7.02	1.98	118	6.58	2.29
Social cohesion – Palestinian reconciliation	112	5.97	2.64	110	5.81	3.23

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in the Palestinian territories?*	147	6.53	1.75	127	5.67	2.21

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the Palestinian territories?*	137	6.72	1.88	118	5.67	2.18

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

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of the Palestinian territories*	130	5.87	1.93	123	4.88	2.21
The WBG meets the Palestinian territories's needs for knowledge services*	135	6.24	1.83	126	4.86	2.29

\*Significantly different between those who collaborate with the WBG and those who do not.

**D. The World Bank Group's Knowledge Work and Activities****In the Palestinian territories, 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*	140	6.54	1.86	110	5.38	2.02
Include appropriate level of stakeholder involvement during preparation*	137	6.60	2.01	105	5.11	2.30
Lead to practical solutions*	144	6.30	1.97	115	5.28	2.31
Are accessible (well written and easy to understand)*	142	7.07	1.89	112	5.53	2.48
Are source of relevant information on global good practices*	140	7.39	1.89	114	5.88	2.34
Are relevant to country challenges*	145	6.83	2.03	119	5.39	2.48
Are adequately disseminated*	141	6.94	1.98	111	5.27	2.45
Are translated enough into local language*	133	6.71	2.27	112	5.52	2.53
Are adaptable to the Palestinian territories's specific development challenges and country circumstances*	140	6.34	1.87	114	5.17	2.33

\*Significantly different between those who collaborate with the WBG and those who do not.

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	140	6.84	1.64	126	6.00	2.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	141	7.45	1.50	121	6.32	2.12

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

\*Significantly different between those who collaborate with the WBG and those who do not.

**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*	108	6.82	1.86	82	5.39	2.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	133	7.53	1.80	110	6.45	2.17
The WBG's approvals and reviews are done in a timely fashion*	125	7.31	1.72	81	6.01	2.14
The World Bank Group's "Safeguard Policy" requirements are reasonable*	107	6.99	1.74	90	5.73	2.28
The World Bank Group's conditions on its lending are reasonable*	100	6.47	2.29	96	5.31	2.44
The World Bank Group takes decisions quickly in the Palestinian territories*	123	6.30	1.83	101	5.07	2.20
Working with the World Bank Group increases the Palestinian territories's institutional capacity*	140	7.06	1.98	112	6.04	2.36
Where country systems are adequate, the World Bank Group makes appropriate use of them*	103	7.04	1.85	87	5.80	2.40
The World Bank Group provides effective implementation support*	130	7.24	1.86	104	6.05	2.19

\*Significantly different between those who collaborate with the WBG and those who do not.

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in the Palestinian territories?*	127	6.75	1.86	115	5.52	2.17

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

\*Significantly different between those who collaborate with the WBG and those who do not.

	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 the Palestinian territories?*	122	6.54	1.85	101	5.55	2.17

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

\*Significantly different between those who collaborate with the WBG and those who do not.



## F. The Future Role of the World Bank Group in the Palestinian territories

To what degree does the World Bank Group support with its resources (financial, technical, knowledge, and convening power)? (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
Social cohesion (justice and equality)*	99	5.86	1.97	87	4.75	2.04
Public financial management*	116	6.97	1.76	93	5.90	2.15
Reducing gender based violence*	92	5.61	2.15	93	4.91	2.24
Legal and institutional reforms*	113	6.94	1.88	100	5.69	2.28
Investing in national infrastructure*	122	7.08	1.79	107	5.91	2.44
Security/peace/stabilization/reconstruction*	95	6.05	2.08	101	4.99	2.41
Access to basic services*	112	6.61	1.87	101	5.31	2.16
Capacity of state institutions (national and local levels)*	122	6.79	1.85	97	5.33	2.21
Jobs*	107	5.79	2.05	102	4.25	2.27
Improving livelihoods*	117	6.05	1.98	108	4.43	2.42
Food security*	95	5.82	2.10	104	4.60	2.28
Social safety nets*	96	6.15	1.90	101	4.65	2.51
Stimulating dialogue to promote peace and stability	89	5.49	2.21	95	4.84	2.61

\*Significantly different between those who collaborate with the WBG and those who do not.

## G. Citizen Voice

### GOVERNMENT ACCOUNTABILITY

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Do you think that in the past year or so, citizens in the Palestinian territories have obtained greater 'voice' to hold the state more accountable?*	138	4.59	2.43	134	3.61	2.30

(1-Far less voice, 10-Much greater voice)

\*Significantly different between those who collaborate with the WBG and those who do not.

## I. 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
I find the World Bank Group's websites easy to navigate.*	117	7.13	1.81	92	6.39	2.37
I find the information on the World Bank Group's websites useful.*	118	7.67	1.50	87	6.54	2.12
The World Bank Group's social media channels are valuable sources of information about the institution	89	6.52	2.15	75	6.11	2.35
When I need information from the World Bank Group I know how to find it*	131	7.40	1.84	111	6.27	2.50
The WBG is responsive to my information requests and inquiries*	104	7.21	2.10	68	5.69	2.43

\*Significantly different between those who collaborate with the WBG and those who do not.



## Appendix E: Responses to Select Questions by Year<sup>22</sup>

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from both FY13 and FY17 were weighted to have equivalent stakeholder groups.*

Original Distribution		
Percentage of Respondents	FY13	FY17
Office of the President/Prime Minister/Minister	6.1%	10.4%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, and PMU/Consultants on WBG-supported projects)	34.7%	19.4%
Bilateral/Multilateral agencies	7.1%	4.2%
Private sector (includes financial sector/private banks)	7.1%	15.5%
Media	10.5%	6.3%
Academia	12.2%	19.1%
Civil society (includes NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups)	19.1%	18.2%
Local government	1.5%	5.5%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>98</b>	<b>309</b>

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

**The weighted stakeholder breakdown is presented below:**

Weighted Distribution		
Percentage of Respondents	FY13	FY17
Office of the President/Minister	8.6%	8.6%
Government Institutions	26.7%	26.7%
Bilateral/Multilateral agencies	5.3%	5.3%
Private Sector	10.7%	10.7%
Academia	16.0%	16.0%
Media	7.5%	7.5%
Civil Society	21.4%	21.4%
Local government	3.7%	3.7%
<b>Total Number of Respondents (Weighted)</b>	<b>103</b>	<b>309</b>

**All data presented in this Appendix are weighted. As a result, means of the FY17 data and the total number of respondents indicated will be slightly different than the aggregated responses in Appendix A. Similarly, responses from FY13 respondents and the total number of respondents indicated may differ from those reported in the FY13 COS report.**

<sup>22</sup>Only those questions that were asked in the FY '13 and FY '17 country opinion surveys, with similar response scales/options, are presented.

**A. General Issues facing the Palestinian territories**

In general, would you say that the Palestinian territories is headed in?

Percentage of Respondents	FY13	FY17
The right direction	7.2%	11.3%
The wrong direction	64.3%	64.2%
Not sure	28.4%	24.5%

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Palestinian territories?	102	6.69	2.08	306	6.29	2.39

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Palestinian territories.*	102	5.55	2.03	263	6.11	2.21

*(1-Not effective at all, 10-Very effective) \*Significantly different between FY17 and FY13 respondents*

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help the Palestinian territories solve its most complicated development challenges?*	96	5.84	2.36	237	7.01	1.94

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY13 respondents***To what extent do you agree with the following statements about the World Bank Group's work in the Palestinian territories?**

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Palestinian territories	100	5.32	2.11	261	5.71	2.30
The World Bank Group's work is aligned with what I consider the development priorities for the Palestinian territories*	101	4.99	2.09	256	5.56	2.21

*(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY13 respondents*



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

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	98	5.36	1.92	249	5.58	2.12
Flexibility (in terms of the institution's products and services)	94	5.14	1.98	235	5.26	2.15
Flexibility (in terms of changing country circumstances)	98	5.34	1.96	243	5.41	2.23
Being inclusive	98	5.28	1.99	230	5.39	2.16
Openness (sharing data and other information)	101	6.10	2.22	236	6.07	2.42
Collaboration with the Government	95	6.82	1.94	244	6.93	1.99
Collaboration with civil society	94	5.90	2.01	223	5.47	2.20
Staff accessibility	98	6.08	2.08	225	5.98	2.30
Collaboration with other donors and development partners	88	6.98	1.81	217	6.66	2.07
Straightforwardness and honesty	98	6.68	2.03	208	7.20	2.30
Treating clients and stakeholders in the Palestinian territories with respect	95	7.21	2.20	237	7.32	2.27



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

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
Social protection*	84	4.87	2.19	215	6.87	2.31
Gender equity*	83	5.67	2.02	227	6.40	2.38
Infrastructure*	92	5.95	1.96	248	7.71	2.01
Private sector development*	87	5.08	1.98	244	6.81	2.36
Education*	91	5.30	2.03	242	7.46	2.35
Public sector governance/reform*	89	5.45	2.03	238	7.33	2.26
Urban development*	90	5.38	1.92	223	6.65	2.11
Energy*	82	4.89	2.03	225	7.13	2.38
Water and sanitation*	87	5.81	2.05	236	7.40	2.27
Job creation/employment*	92	4.75	1.88	234	7.25	2.53
Health*	85	5.31	1.82	233	7.39	2.27
Financial markets*	73	4.72	2.07	200	6.03	2.27
Trade and exports*	77	4.76	2.05	210	6.64	2.31
Poverty reduction*	94	5.18	2.03	237	7.22	2.48
Anti-corruption*	90	4.73	2.21	222	6.97	2.50
Economic growth*	92	4.88	1.88	232	7.46	2.25
Equality of opportunity*	76	4.82	2.15	220	6.30	2.32
Information and communications technology*	85	5.35	1.84	219	6.59	2.21
Security/peace/stabilization/reconstruction*	85	4.71	2.20	215	7.35	2.44
Local governance and institutions*	85	5.65	1.85	235	7.16	2.03
Civil society development*	83	5.27	2.05	234	6.87	2.10

(1-Not effective at all, 10-Very effective) \*Significantly different between FY17 and FY13 respondents.

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Palestinian territories?*	102	5.15	1.85	262	6.17	2.04

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY13 respondents.

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the Palestinian territories?*	96	5.77	1.93	245	6.27	2.10

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY13 respondents.

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

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Palestinian territories*	97	4.81	1.98	238	5.41	2.10
The World Bank Group meets the Palestinian territories's needs for knowledge services	98	5.39	2.01	251	5.57	2.14

\*Significantly different between FY17 and FY13 respondents.

**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 (Responses combined)	FY13	FY17
Weekly	9.7%	5.8%
Monthly	17.9%	20.4%
A few times a year	46.4%	39.3%
Rarely	20.5%	20.5%
Never	5.6%	13.9%

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
Are timely	96	5.93	1.88	243	6.11	2.05
Include appropriate level of stakeholder involvement during preparation	98	5.96	2.09	233	6.00	2.28
Lead to practical solutions	98	5.79	2.11	250	5.88	2.23
Are accessible (well written and easy to understand)	99	6.68	2.18	244	6.40	2.24
Are source of relevant information on global good practices	100	6.63	2.04	245	6.77	2.23
Are relevant to country challenges*	100	5.68	2.09	255	6.24	2.37
Are adequately disseminated	96	6.22	2.15	242	6.26	2.29
Are translated enough into local language*	91	6.73	2.02	238	6.11	2.42
Are adaptable to the Palestinian territories' specific development challenges and country circumstances	96	5.92	1.94	245	5.83	2.18

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY17 and FY13 respondents.

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	98	5.89	1.92	257	6.45	1.99
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	101	6.70	1.78	254	6.88	1.97

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

\*Significantly different between FY17 and FY13 respondents.



## E. Working with the World Bank Group

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

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	79	5.44	2.13	191	6.26	2.21
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	93	6.63	1.77	235	7.11	2.00
The WBG's approvals and reviews are done in a timely fashion*	89	5.82	1.87	204	6.78	1.98
The World Bank Group's "Safeguard Policy" requirements are reasonable*	84	5.77	1.94	191	6.43	2.12
The World Bank Group's conditions on its lending are reasonable	78	5.58	2.19	187	5.99	2.39
Working with the World Bank Group increases the Palestinian territories's institutional capacity	99	6.29	2.28	244	6.64	2.20
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	74	6.30	2.13	184	6.46	2.17
The World Bank Group provides effective implementation support	87	6.41	1.86	226	6.68	2.16

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY13 respondents.

## I. Communication and Information Sharing

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

Percentage of Respondents	FY13	FY17
Yes	31.0%	37.0%
No	69.0%	63.0%

Do you have reliable access to the Internet?

Percentage of Respondents	FY13	FY17
Yes	96.5%	91.2%
No	3.5%	8.8%

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

Percentage of Respondents	FY13	FY17
Yes	80.9%	69.0%
No	19.1%	31.0%

\*Significantly different between FY17 and FY13 respondents.

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

Percentage of Respondents	FY13	FY17
High speed/WiFi	89.5%	84.1%
Dial-up	10.5%	15.9%

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

Please rate how much you agree with the following statements.

	FY13			FY17		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	92	6.74	1.97	200	6.84	2.07
I find the information on the World Bank Group's websites useful.	90	6.93	1.99	197	7.26	1.78
When I need information from the World Bank Group I know how to find it	94	6.88	2.20	231	6.88	2.16
The WBG is responsive to my information requests and inquiries	72	6.90	2.23	169	6.61	2.30

*(1-Strongly disagree, 10-Strongly agree)***J. Background Information**

Currently, do you professionally collaborate/work with the WBG (IBRD/IDA, IFC, or MIGA) in your country?

Percentage of Respondents	FY13	FY17
Yes	54.5%	52.9%
No	45.5%	47.1%

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

Percentage of Respondents (Responses combined)	FY13	FY17
Collaborate as part of my professional duties	44.0%	53.4%
Use World Bank Group reports/data	39.2%	30.9%
Use World Bank Group website for information, data, research, etc.*	37.5%	19.5%
Engage in World Bank Group related/sponsored events/activities	33.4%	29.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	16.8%	19.1%

*\*Significantly different between FY17 and FY13 respondents.*



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in the Palestinian territories? (Choose no more than 2)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in the Palestinian territories.	5.44	6.67	6.37	5.35	5.98	6.55	6.00	6.54	5.86	6.47	6.25	5.83
Overall the World Bank Group currently plays a relevant role in development in the Palestinian territories	5.11	6.07	5.80	5.13	5.61	5.75	5.43	6.23	5.31	5.99	5.85	4.90
The World Bank Group's work is aligned with what I consider the development priorities for the Palestinian territories	4.74	6.08	5.64	4.80	5.43	5.53	5.29	5.91	4.99	5.92	5.63	4.83
Responsiveness to needs	4.77	6.04	5.75	4.47	5.43	5.65	5.29	6.04	5.11	5.86	5.62	5.08
Flexibility (in terms of the institution's products and services)	4.52	5.65	5.35	4.36	5.07	5.32	4.95	5.65	4.81	5.46	5.24	4.81
Flexibility (in terms of changing country circumstances)	4.85	5.68	5.52	4.62	5.28	5.44	5.17	5.76	5.08	5.55	5.36	5.22
Being inclusive	4.81	5.70	5.52	4.67	5.28	5.53	5.15	5.88	5.03	5.66	5.57	4.54
Openness (sharing data and other information)	5.52	6.42	6.34	5.13	5.79	6.70	5.96	6.43	6.04	6.15	6.20	5.65
Collaboration with the Government	6.41	7.22	7.08	6.43	6.86	7.15	6.89	7.08	6.83	7.05	6.99	6.73
The speed in which it gets things accomplished on the ground	5.08	6.04	5.75	5.40	5.56	5.96	5.52	6.06	5.44	5.86	5.82	5.00
Helping to bring discipline/effective supervision to implementation of investment projects	5.55	6.69	6.47	5.50	6.11	6.62	6.12	6.69	6.03	6.49	6.35	5.95
Collaboration with civil society	5.07	5.71	5.58	5.00	5.29	5.82	5.39	5.64	5.22	5.68	5.66	4.75
Staff accessibility	5.23	6.48	6.08	5.64	5.85	6.28	5.78	6.49	5.78	6.19	6.13	5.44
Collaboration with other donors and development partners	6.02	7.09	6.77	6.14	6.68	6.56	6.48	7.03	6.37	6.86	6.69	6.44
Collaboration with the private sector	5.51	6.11	5.97	5.50	5.86	5.89	5.85	5.91	5.57	6.19	5.93	5.67
Straightforwardness and honesty	6.71	7.56	7.26	6.98	7.28	7.04	6.94	7.82	6.97	7.42	7.26	6.98
Treating clients and stakeholders in the Palestinian territories with respect	6.59	7.77	7.46	6.83	7.35	7.31	7.02	8.07	7.11	7.54	7.43	6.98
Being a long-term partner	6.68	7.82	7.52	6.80	7.26	7.57	7.11	8.05	7.11	7.58	7.44	7.04
To what extent does the World Bank Group's work help to achieve development results in the Palestinian territories?	5.67	6.53	6.21	5.77	6.17	6.02	5.91	6.67	5.80	6.41	6.25	5.64
The World Bank Group's financial instruments meet the needs of the Palestinian territories	4.88	5.87	5.55	4.87	5.44	5.31	5.28	5.71	4.96	5.85	5.47	5.14
The World Bank Group meets the Palestinian territories' needs for knowledge services	4.86	6.24	5.89	4.59	5.39	6.10	5.49	5.96	5.43	5.80	5.66	5.48
Are adaptable to the Palestinian territories' specific development challenges and country circumstances	5.17	6.34	5.97	5.20	5.72	5.97	5.57	6.40	5.59	6.01	5.85	5.62
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.00	6.84	6.51	6.22	6.47	6.40	6.26	6.92	6.46	6.44	6.44	6.46
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.32	7.45	7.06	6.51	6.83	7.18	6.76	7.38	6.85	7.03	6.90	7.12
The WBG takes decisions quickly in the Palestinian territories	5.07	6.30	5.88	5.31	5.76	5.76	5.51	6.40	5.49	6.01	5.84	5.48
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.80	7.04	6.73	5.92	6.70	6.29	6.36	7.06	6.18	6.92	6.59	6.47

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: The Palestinian Territories FY17 Questionnaire



### **World Bank Group Country Survey FY 2017 – The Palestinian Territories**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in the Palestinian territories or who observe activities related to social and economic development. The following survey will give the World Bank Group’s team that works in the Palestinian territories, greater insight into how the Bank’s work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in the Palestinian territories.

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

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

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

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

#### **SECTION A: GENERAL ISSUES FACING THE PALESTINIAN TERRITORIES**

<b>A1. In general would you say that the Palestinian territories is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in the Palestinian territories.</b>			
<b>Please identify which of the following you consider the most important development priorities in the Palestinian territories. (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	19	Transport (e.g., roads, bridges, transportation)
2	Gender equity	20	Agriculture and rural development
3	Private sector development	21	Trade and exports
4	Education	22	Crime and violence
5	Security/peace/stabilization/reconstruction	23	Social cohesion – Palestinian reconciliation
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Natural resource management – Access to Area C
7	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
8	Food security	26	Poverty reduction
9	Urban development	27	Anti corruption
10	Energy	28	Judiciary reform
11	Gender based violence	29	Economic growth
12	Water and sanitation	30	Local governance and institutions
13	Regional conflict and tensions	31	Disaster risk management
14	Pollution	32	Equality of opportunity (i.e., social inclusion)
15	Job creation/employment	33	Disease
16	Health	34	Information and communications technology
17	Financial markets	35	Infrastructure
18	Civil society development		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Palestinian territories? (Choose no more than THREE)</b>			
1	Economic growth	18	Water and sanitation
2	Disaster risk management	19	Pollution
3	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
4	Disease	21	Health
5	Local governance and institutions	22	Security/peace/stabilization/reconstruction
6	Information and communications technology	23	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	25	Gender equity
9	Trade and exports	26	Private sector development
10	Crime and violence	27	Education
11	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	29	Food security
13	Social cohesion – Palestinian reconciliation	30	Regional conflict and tensions
14	Energy	31	Urban development
15	Anti corruption	32	Natural resource management – Access to Area C
16	Judiciary reform	33	Civil society development
17	Infrastructure	34	Gender based violence



**SECTION A: GENERAL ISSUES**

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

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

**SECTION A: GENERAL ISSUES**

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in the Palestinian territories? (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 climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (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

**A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in the Palestinian territories? (Select only ONE response)**

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know



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

<b>B1. How familiar are you with the work of the World Bank Group in the Palestinian territories?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

<b>B2. Overall, please rate your impression of the World Bank Group’s effectiveness in the Palestinian territories.</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

<b>B3. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help the Palestinian territories solve its most complicated development challenges?</b>										
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

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in the Palestinian territories, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Palestinian territories? (Choose no more than THREE)</b>			
1	Energy	19	Judiciary reform
2	Gender based violence	20	Economic growth
3	Water and sanitation	21	Disaster risk management
4	Pollution	22	Equality of opportunity (i.e., social inclusion)
5	Job creation/employment	23	Disease
6	Health	24	Local governance and institutions
7	Regional conflict and tensions	25	Information and communications technology
8	Financial markets	26	Transport (e.g., roads, bridges, transportation)
9	Social protection (e.g., pensions, targeted social assistance)	27	Agriculture and rural development
10	Gender equity	28	Trade and exports
11	Private sector development	29	Crime and violence
12	Education	30	Natural resource management – Access to Area C
13	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	31	Social cohesion – Palestinian reconciliation
14	Security/peace/stabilization/reconstruction	32	Climate change (e.g., mitigation, adaptation)
15	Global/regional integration	33	Poverty reduction
16	Food security	34	Anti corruption
17	Urban development	35	Infrastructure
18	Civil society development		

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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Palestinian territories?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Stand-alone technical assistance (system oriented)	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Palestinian territories? (Choose no more than TWO)</b>	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in the Palestinian territories
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Not focused enough on issues that are unique to conflict-affected countries
17	Inadequate number of World Bank Group staff members located in the country
18	Other (please specify): _____
19	Don't know



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

**B7. To what extent do you believe that the World Bank Group’s work and support help the poorest in the Palestinian territories? (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

**B8. How EFFECTIVE do you believe the following World Bank Group’s instruments are in supporting the Palestinian territories’ Government’s efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select “N/A”)**

		Not effective at all										Very effective		N/A
		1	2	3	4	5	6	7	8	9	10			
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
2	Development Policy Financing (DPF) – Budget Support	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**B9. Which THREE of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Palestinian Authority	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations (e.g., Islamic Development Bank and Arab donors)
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don’t know

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

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in the Palestinian territories	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>B11</b>	The World Bank Group’s work is aligned with what I consider the development priorities for the Palestinian territories	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 the Palestinian territories, 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	<input type="checkbox"/>
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B24</b>	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B25</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B26</b>	Treating clients and stakeholders in the Palestinian territories with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B27</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)**

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B29. 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 THREE)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Ongoing conflict and instability
13	Inadequate funding
14	Other (please specify): _____

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

<b>C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Palestinian territories? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender based violence												
13	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Natural resource management – Access to Area C	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Security/peace/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Civil society development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Social cohesion – Palestinian reconciliation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

<b>C2. To what extent does the World Bank Group's work help to achieve development results in the Palestinian territories?</b>												
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

<b>C3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Palestinian territories?</b>												
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

<b>To what extent do you agree with the following statements about the World Bank Group in the Palestinian territories?</b>													
		Strongly disagree										Strongly agree	Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of the Palestinian territories	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C5</b>	The World Bank Group meets the Palestinian territories' needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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



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

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

<b>In the Palestinian territories, to what extent do you believe that the World Bank Group’s knowledge work and activities:</b>													
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>	
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are adaptable to the Palestinian territories’ specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
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
<b>E1</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E2</b>	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"/>
<b>E3</b>	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"/>
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E6</b>	The World Bank Group takes decisions quickly in the Palestinian territories	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E7</b>	Working with the World Bank Group increases the Palestinian territories' institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E8</b>	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"/>
<b>E9</b>	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"/>

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in the Palestinian territories?</b>												
		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

<b>E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Palestinian territories?</b>												
		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

<b>E12. To what extent does the World Bank Group partner with the right people to support work on the ground in the Palestinian territories? (Select only ONE response)</b>												
1	Nearly never											
2	Rarely											
3	Sometimes											
4	Nearly always											
5	Don't know											
6	Prefer not to answer											



**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE PALESTINIAN TERRITORIES**

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

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

**F2. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?**

		To no degree at all					To a very significant degree					Don't know	Prefer not to answer
		1	2	3	4	5	6	7	8	9	10		
1	Social cohesion (justice and equality)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Legal and institutional reforms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Investing in national infrastructure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Security/peace/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions (national and local levels)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE PALESTINIAN TERRITORIES**

<b>F3. Please answer the following questions:</b>		<b>(Choose no more than THREE for each column)</b>	
		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Palestinian territories?</b>	<b>B. Which THREE areas below would benefit most from other donors in the Palestinian territories?</b>
1	Social cohesion (justice and equality)	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Developing the education system	<input type="checkbox"/>	<input type="checkbox"/>
4	Legal and institutional reforms	<input type="checkbox"/>	<input type="checkbox"/>
5	Health services	<input type="checkbox"/>	<input type="checkbox"/>
6	Investing in national infrastructure	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions (national and local levels)	<input type="checkbox"/>	<input type="checkbox"/>
9	Security/peace/stabilization/reconstruction	<input type="checkbox"/>	<input type="checkbox"/>
10	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
12	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
13	Food security	<input type="checkbox"/>	<input type="checkbox"/>
14	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>
15	Reducing gender based violence		
16	Private sector investment	<input type="checkbox"/>	<input type="checkbox"/>
17	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

<b>F4. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in the Palestinian territories? (Select no more than TWO)</b>	
1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	International Monetary Fund (IMF)
6	The United Nations International Children's Emergency Fund (UNICEF)
7	None. I don't believe the World Bank Group needs to partner with the UN organizations.
8	Don't know
9	Prefer not to answer

**SECTION G: CITIZEN VOICE****GOVERNMENT ACCOUNTABILITY**

<b>G1. Do you think that in the past year or so, citizens in the Palestinian territories have obtained greater 'voice' to hold the state more accountable?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Far less voice									Much greater voice	Don't know

**SERVICE DELIVERY**

<b>G2. Which of the following are the greatest obstacles in the Palestinian territories to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)</b>	
1	Inadequate national government budget resources
2	Inadequate local government budget resources
3	Inadequate provider staff
4	Inadequate skill set of providers (lack of technical expertise)
5	Inefficient national government
6	Inefficient local government
7	Attitude of the service providers
8	Too costly (price of services)
9	Inadequate will on the part of local government
10	Inadequate will on the part of national government
11	Corruption
12	Inadequate citizen participation and voice
13	Lack of accountability on the part of providers
14	None of the above
15	Don't know
16	Prefer not to answer

**SECTION H: PRIVATE SECTOR****H1. Which of the following are the most significant obstacles to private sector development in the Palestinian territories? (Choose no more than TWO)**

1	The level of regulation
2	Labor market policies
3	Access to finance
4	Level of transparency in system
5	Governance/government
6	Legal/judicial system
7	State owned enterprises
8	Mismatch of skills
9	Lack of political will
10	Restrictions on movement of goods and people
11	I don't know
12	Other (please specify: _____)

**SECTION I: COMMUNICATION AND INFORMATION SHARING**

<b>11. How do you get most of your information about economic and social development issues in the Palestinian territories? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>12. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

<b>13</b>	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?	<b>Yes</b>	<b>No</b>
<b>14</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>15</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>16</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

<b>17. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>18. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never



**SECTION I: COMMUNICATION AND INFORMATION SHARING**

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		
<b>I9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>I10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>I11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>I12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>I13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION J: BACKGROUND INFORMATION**

<b>J1. Which of the following best describes your current position? (Select only ONE response)</b>			
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 institutions
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

<b>J2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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		

<b>J3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?</b>	
1	Yes
2	No

<b>J4. Which of the following agencies of the World Bank Group do you primarily engage with in the Palestinian territories? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION J: BACKGROUND INFORMATION****J5. Do your projects involve both the World Bank and the IFC?***(If YES please go to Question J6; If NO please go to J7)*

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**J6. If yes, what was your view of how the two institutions work together in the Palestinian territories?  
(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   |

**J7. Which of the following describes most of your exposure to the World Bank Group in the Palestinian territories? (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.        |

**J8. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**J9. Which best represents your geographic location?**

- |   |           |
|---|-----------|
| 1 | West Bank |
| 2 | Gaza      |
| 3 | Jerusalem |

**Thank you for completing the survey!**