

FY 2016 Lebanon Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



March 2017



Acknowledgements

The Lebanon Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jing Guo, Svetlana Markova, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods and Dania Mendoza provided data support. PORG acknowledges the significant contribution from the Lebanon country team and the local fielding agency Info Pro Research. In particular, PORG is grateful for the support from Zeina El Khalil (Communications Officer), who coordinated the survey related activities from Beirut, Lebanon.



Country Opinion Surveys
THE WORLD BANK GROUP



Table of Contents

I. Objectives	3
II. Methodology.....	4
III. Demographics of the Sample.....	5
IV. General Issues Facing Lebanon.....	9
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates	23
VIII. World Bank Group's Knowledge and Instruments	30
IX. The Future Role of the World Bank Group in Lebanon	34
X. Citizen Voice	40
XI. Energy Subsidy Reform.....	42
XII. Private Sector	44
XIII. Refugees.....	45
XIV. Communication and Information Sharing.....	48
XV. Appendices	52





I. Objectives

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

- *General Issues Facing Lebanon*
- *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 Lebanon*
- *Citizen Voice: Government Accountability*
- *Citizen Voice: Service Delivery*
- *Private Sector*
- *Refugees*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2016, 403 stakeholders of the WBG in Lebanon were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 254 stakeholders participated in the survey (63% response rate).

Respondents received and returned the questionnaires via courier or email. Respondents were asked about: general issues facing Lebanon; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Lebanon; citizen voice: government accountability; citizen voice: service delivery; private sector; refugees, and the WBG's communication and information sharing.

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



II. Methodology (continued)

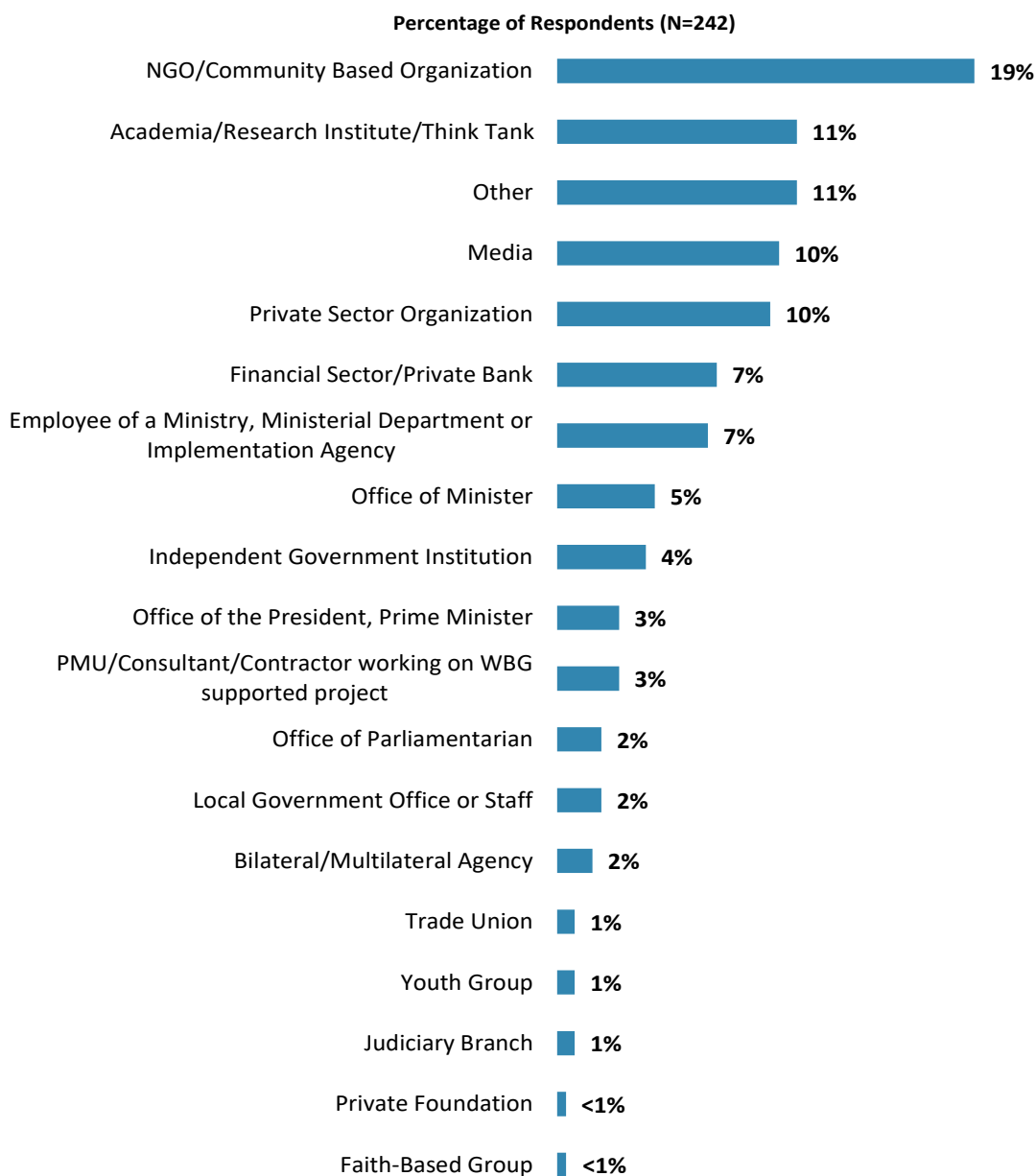
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 34%, N=196). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 113).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; employees of a ministry and consultants working on WBG projects were combined; respondents from the financial sector/private banks and private sector organizations were combined; respondents from NGOs/CBOs, private foundations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category; and the small number of respondents from the office of a parliamentarian, local governments, bilateral/multilateral agencies, the judiciary branch, and other organizations were included in the “Other” category.

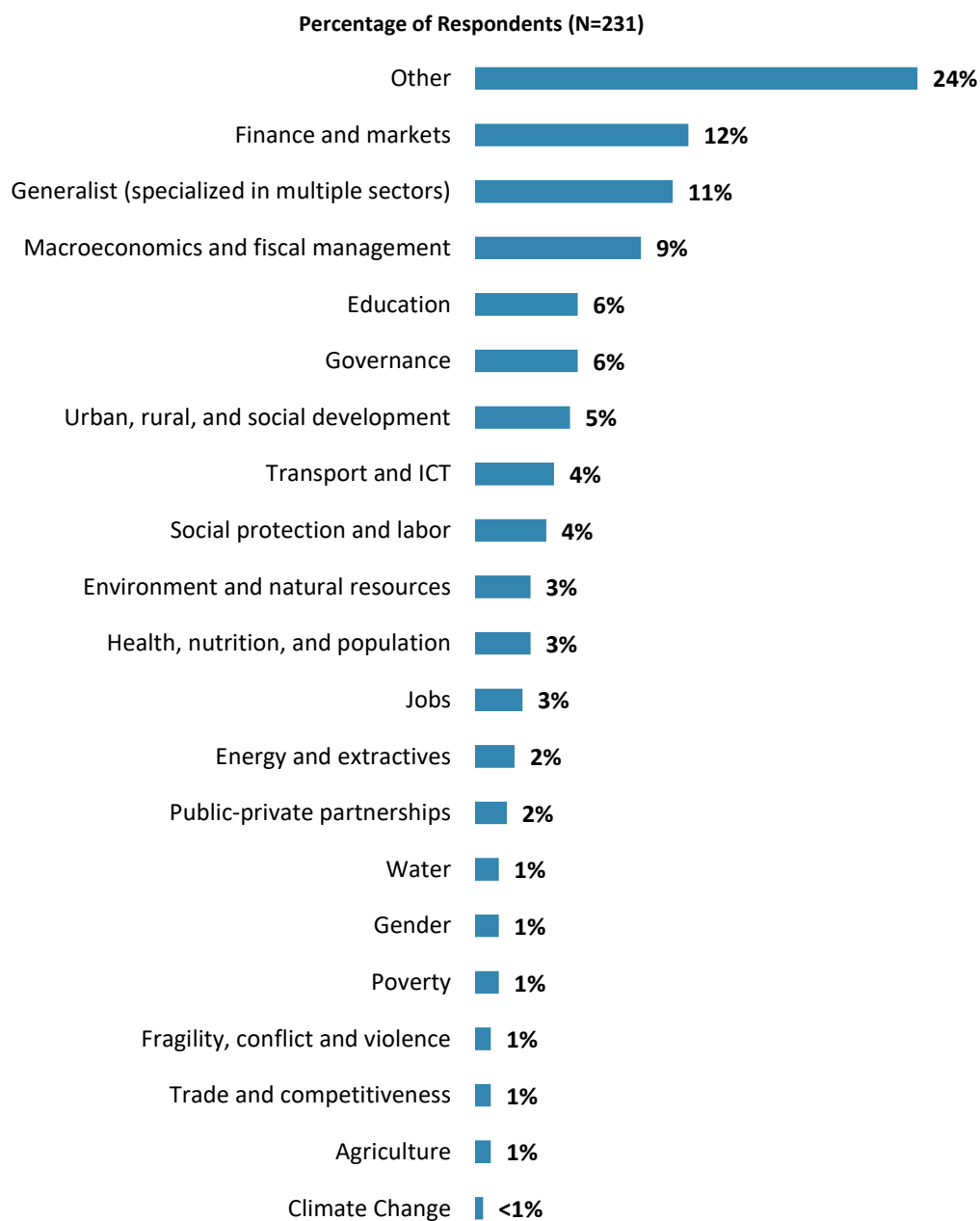


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



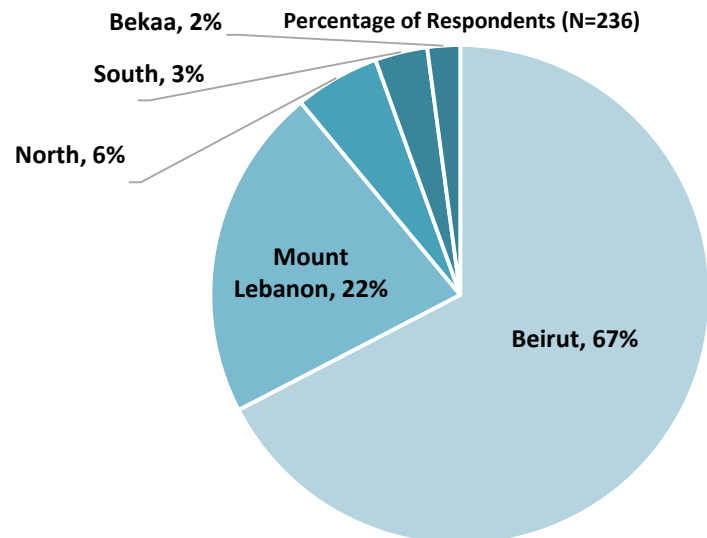
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

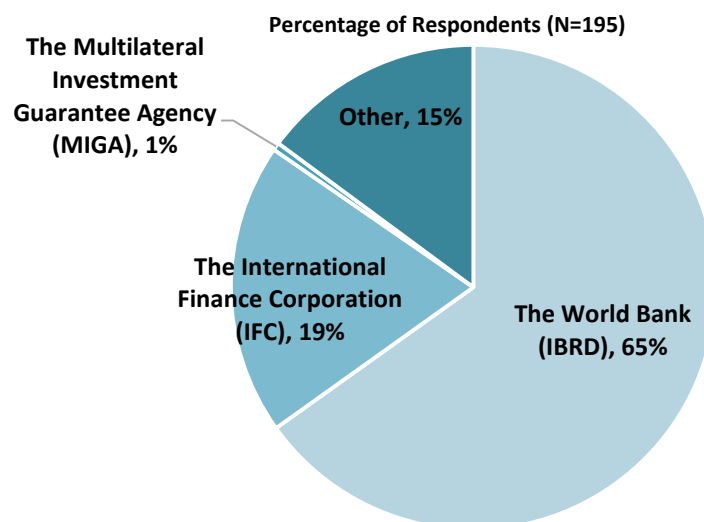
Geographic Locations

- For further analyses, the small number of respondents from Bekaa, South, North, and Mount Lebanon were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 103).



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

Exposure to Agencies within the World Bank Group



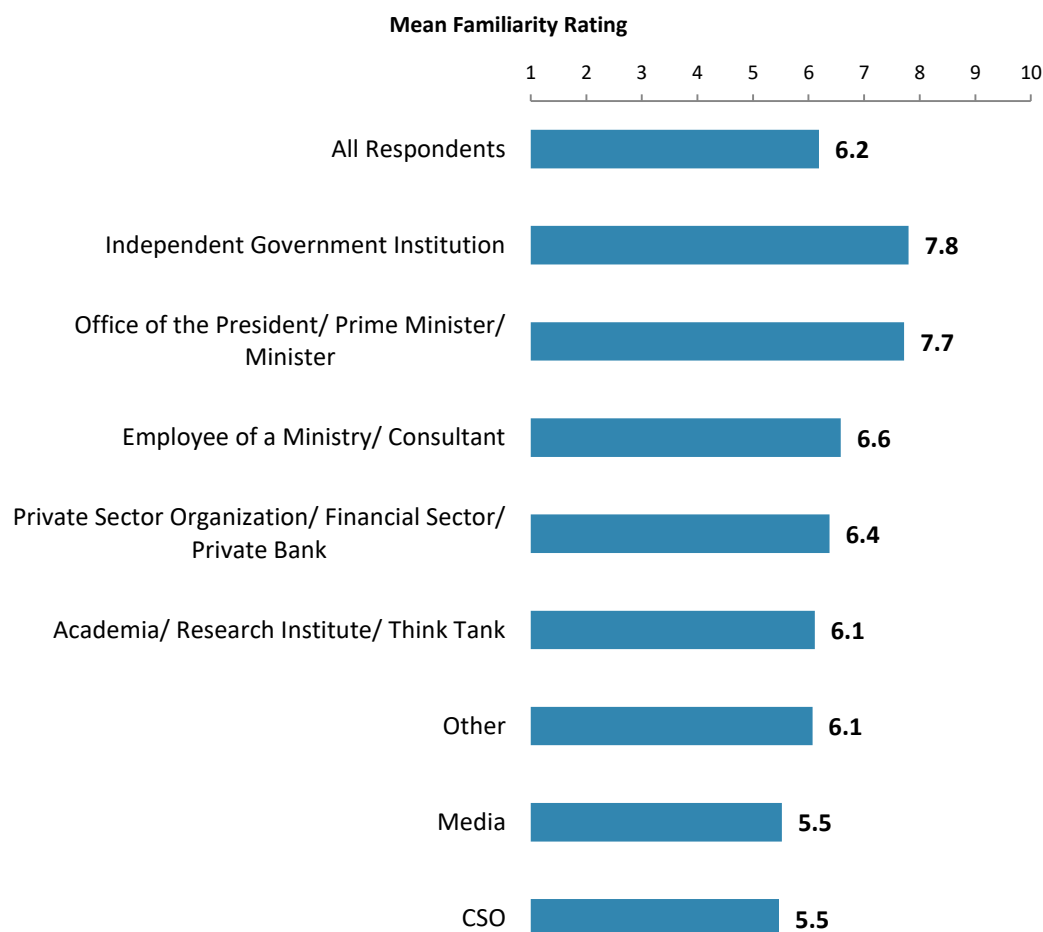
"Which of the following agencies of the World Bank Group do you primarily engage with in Lebanon?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the World Bank Group in Lebanon (weighted mean in FY'16 = 6.3; weighted mean in FY'13 = 6.3)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Lebanon and the extent to which the WBG plays a relevant role in development in Lebanon, and significantly, moderately correlated with the extent to which the WBG contributes to the country's development results.



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

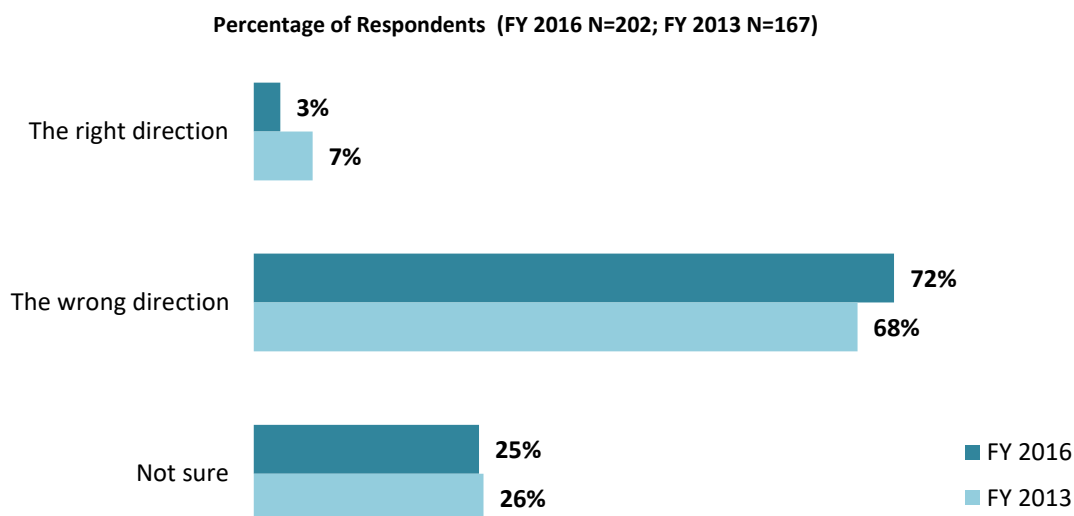
¹ Please refer to Appendix E (page 113) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Lebanon

Headed in the Right Direction²

- **Year comparison:** respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar views of the direction in which Lebanon is headed.



"In general, would you say that Lebanon is headed in ... ?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

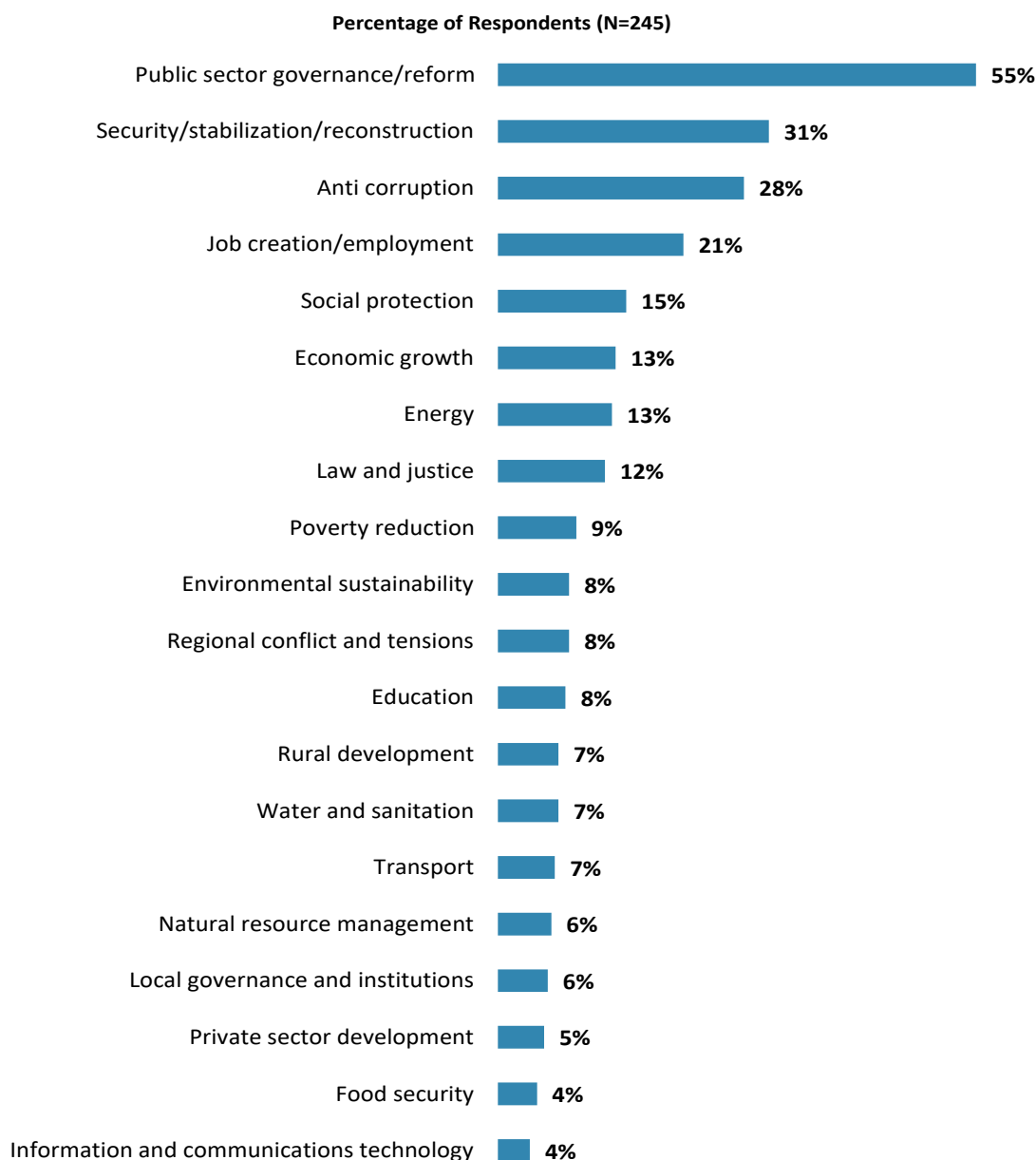
² Percentages presented in the chart were calculated based on weighted data from FY'16 and FY'13.



IV. General Issues Facing Lebanon (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Lebanon were “*public sector governance/reform*” (53%), “*social protection*” (32%), and “*job creation/employment*” (28%).



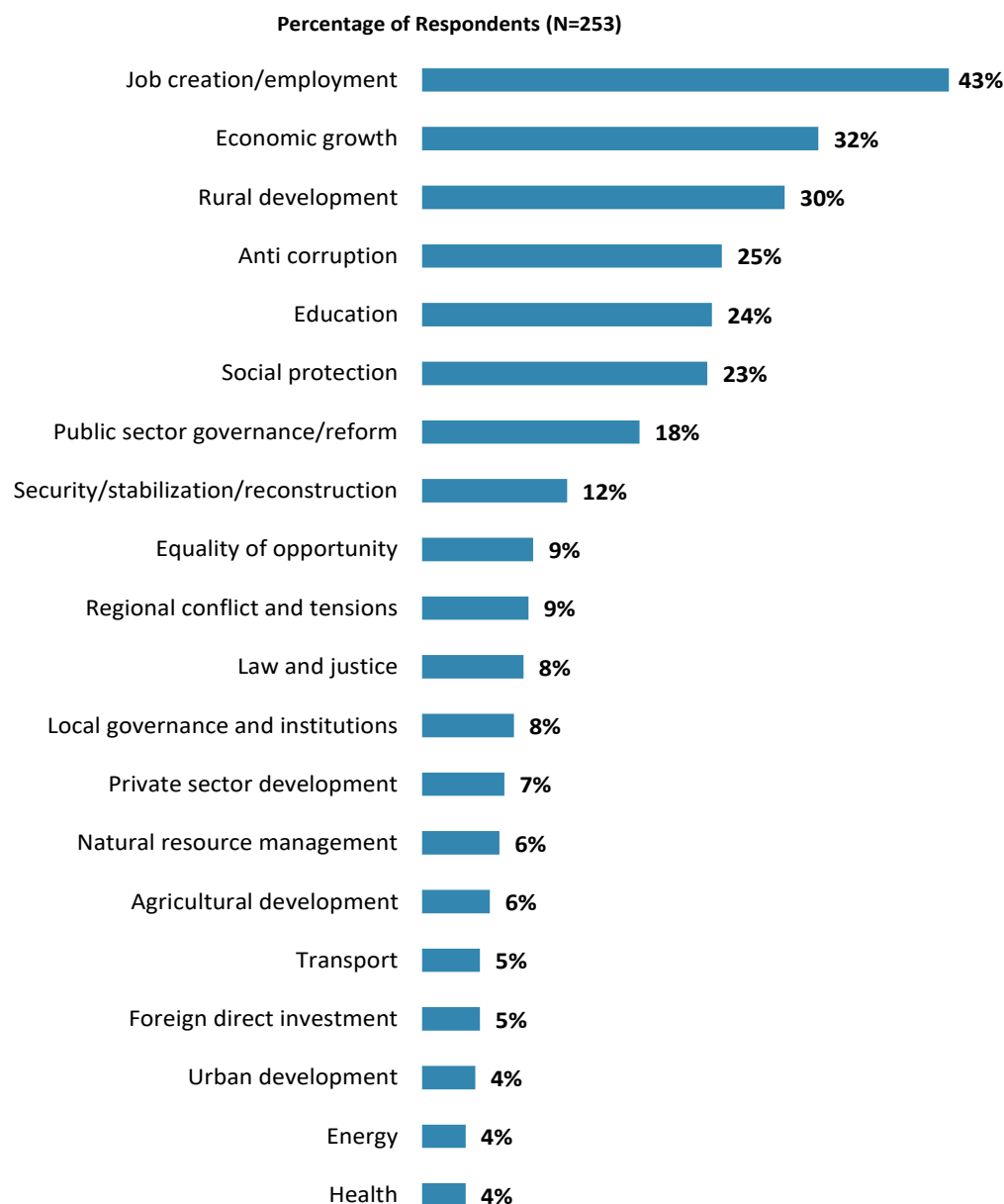
"Listed below are a number of development priorities in Lebanon. Please identify which of the following you consider the most important development priorities in Lebanon. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



IV. General Issues Facing Lebanon (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Lebanon were “*job creation/employment*” (50%), “*economic growth*” (41%), “*social protection*” (34%), and “*rural development*” (34%).



"The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lebanon? (Choose no more than THREE)"

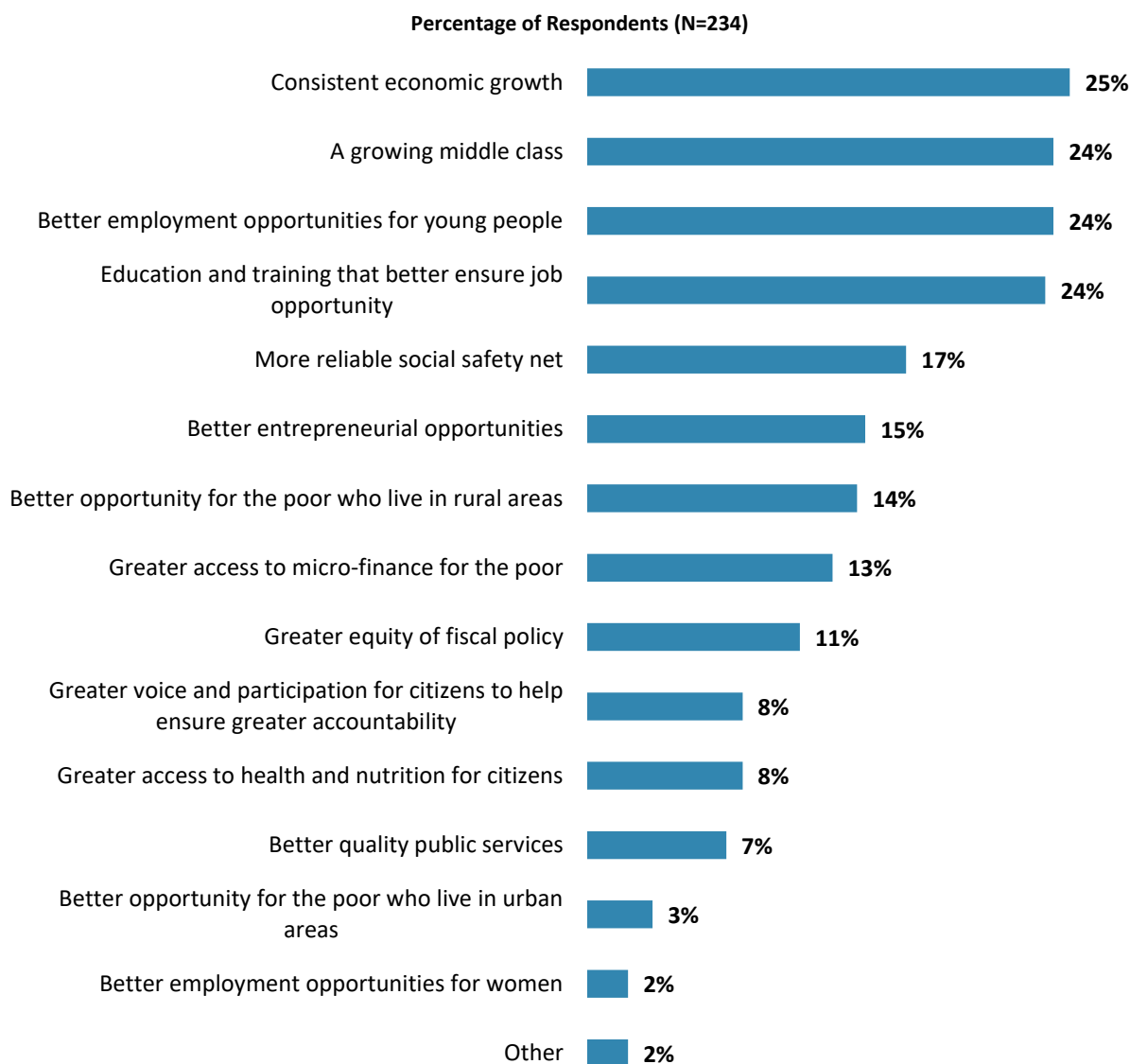
(Respondents chose from a list. Responses combined. Top 20 of 34 response options shown.)



IV. General Issues Facing Lebanon (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that shared prosperity can be best illustrated in Lebanon by “*a growing middle class*” (39%), “*consistent economic growth*” (29%), and “*better employment opportunities for young people*” (23%).



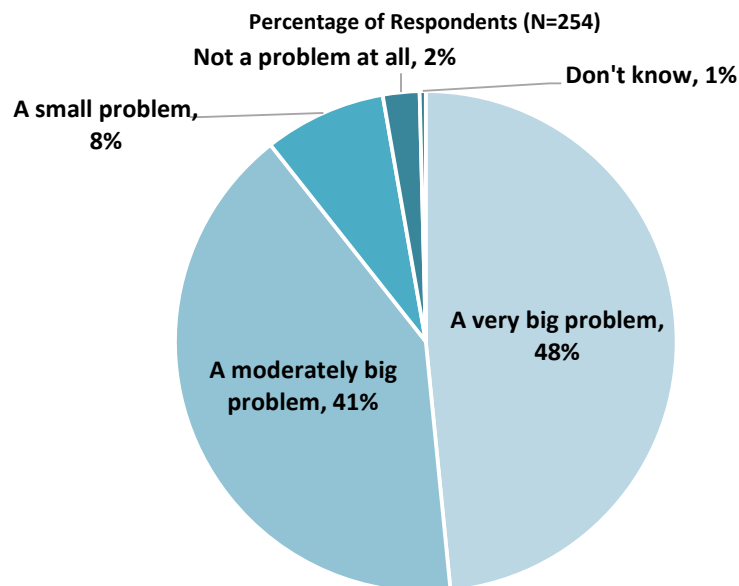
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



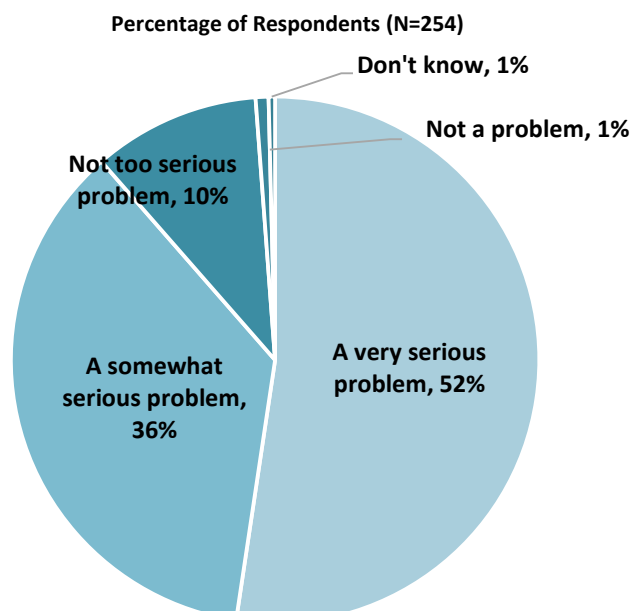
IV. General Issues Facing Lebanon (continued)

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 Lebanon?" (Respondents chose from a list.)

Global Climate Change



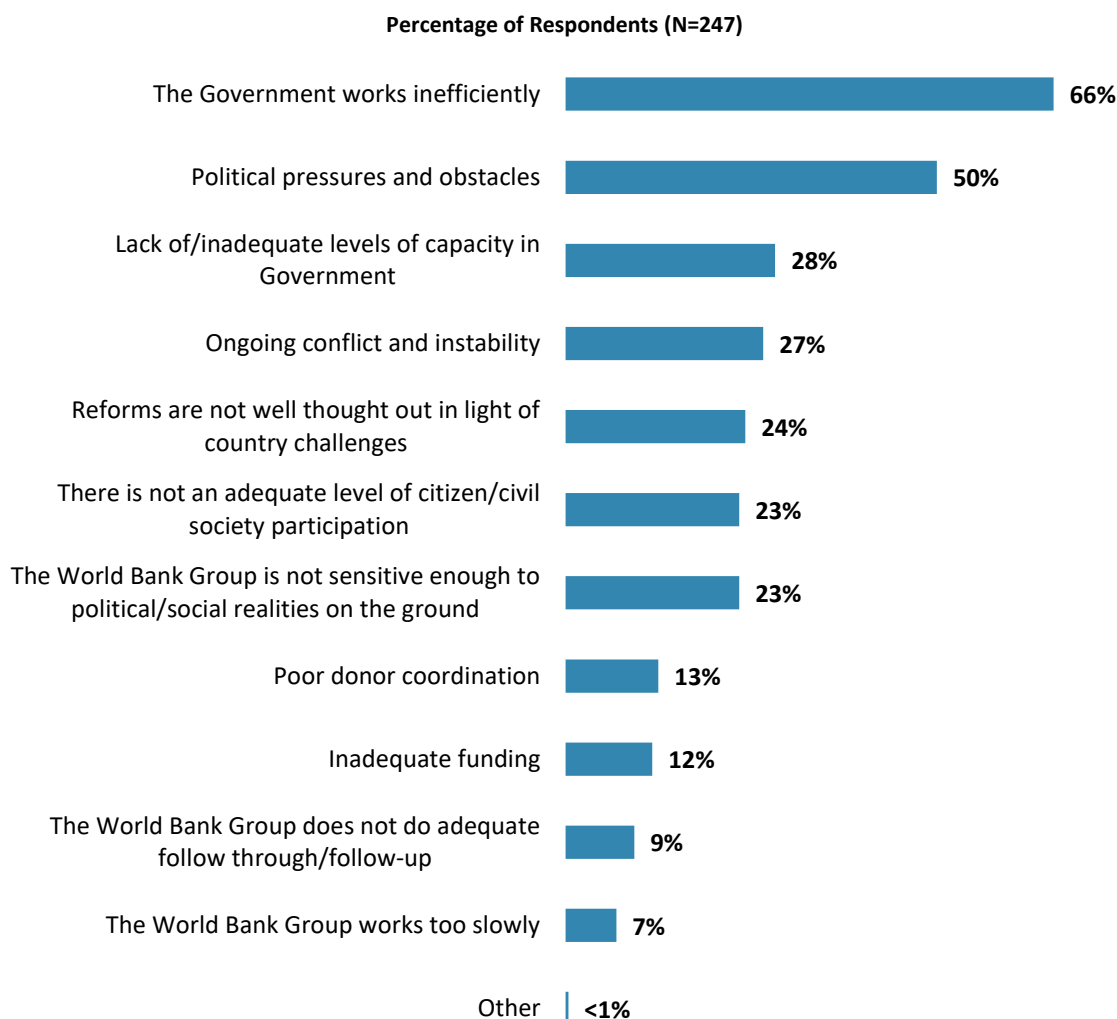
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "Not a problem")



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to “*political pressures and obstacles*” (57%), “*inefficient Government*” (46%), and “*inadequate level of citizen/civil society participation*” (26%).



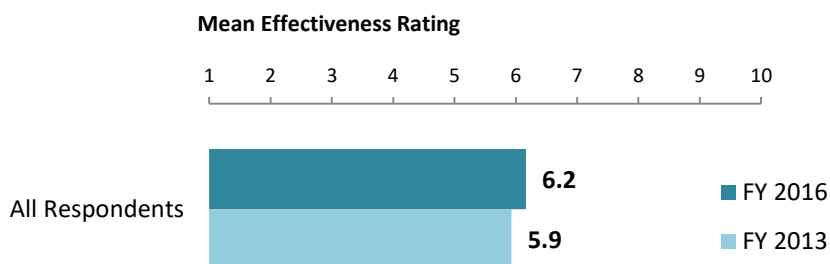
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

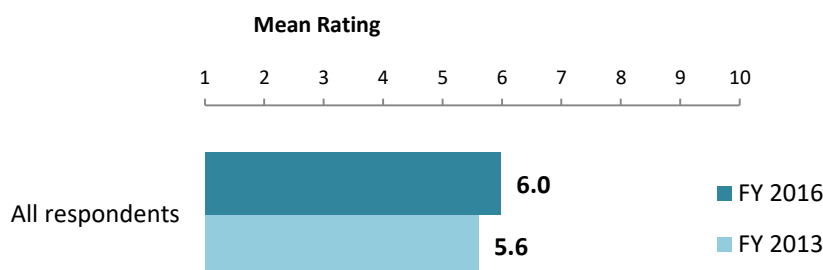
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



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

Achieving Development Results (Indicator Question)



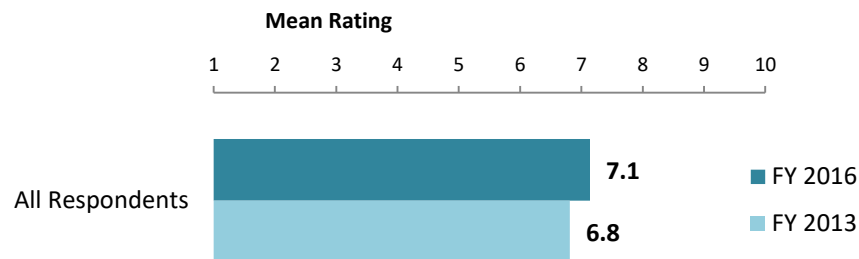
"To what extent does the World Bank Group’s work help to achieve development results in Lebanon?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data from FY’16 and FY’13.



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

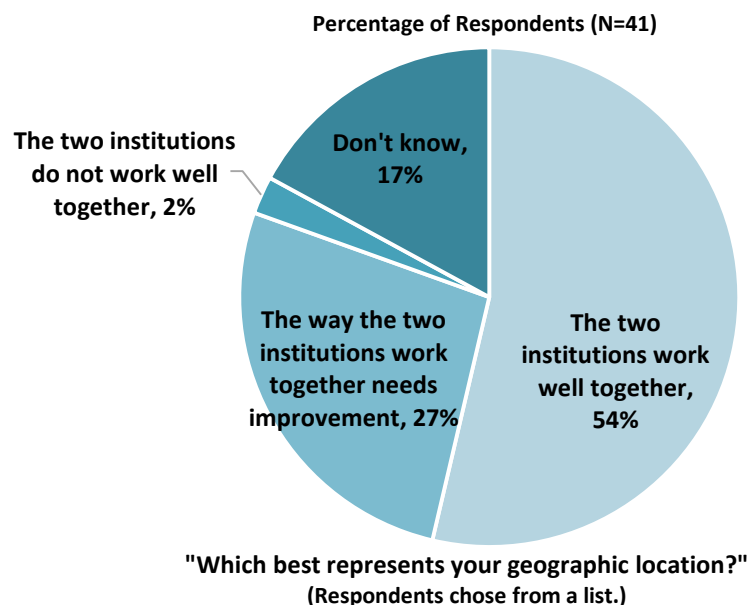
WBG Staff Preparedness⁴



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

The World Bank and the IFC Working Together

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



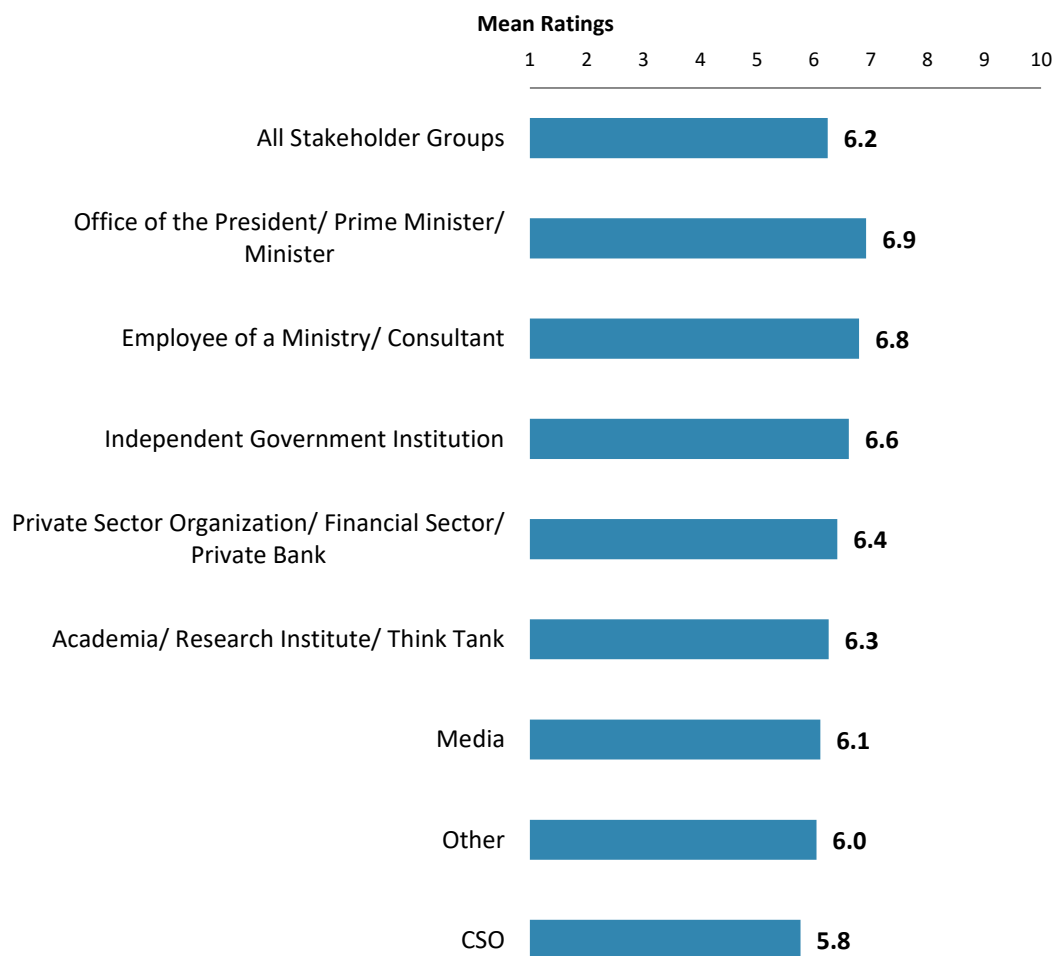
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar mean ratings for the aggregated responses to the twenty eight COS indicator questions. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 73).
- **Stakeholder groups:** Respondents who collaborated with the WBG had significantly higher overall ratings for the twenty eight indicator questions than respondents who do not work with the WBG (mean ratings are 6.9 and 5.7 respectively).



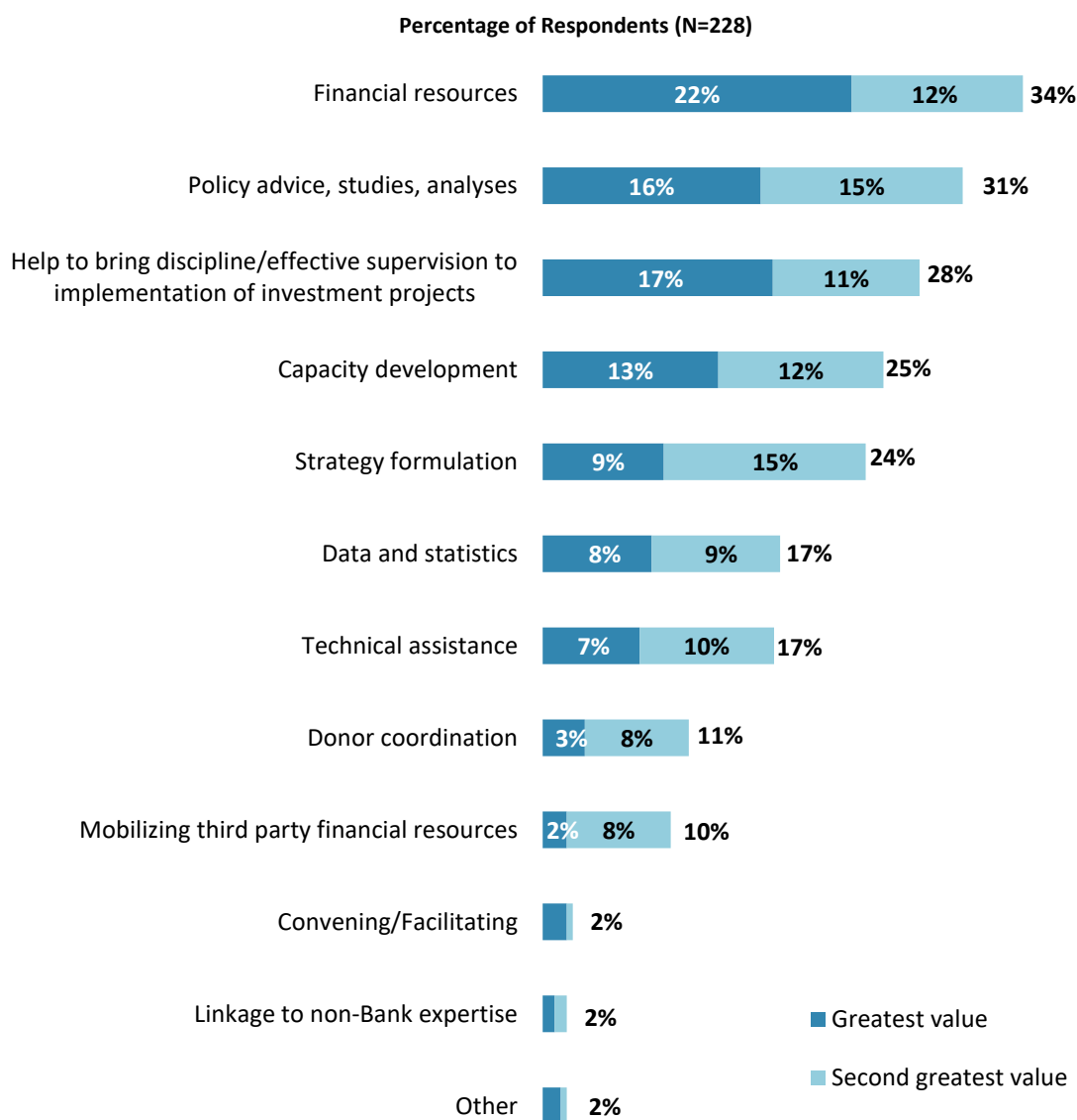
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Lebanon were its "*financial resources: policy based lending/budget support to the Government*" (38%) and "*financial resources: investment lending*" (37%).



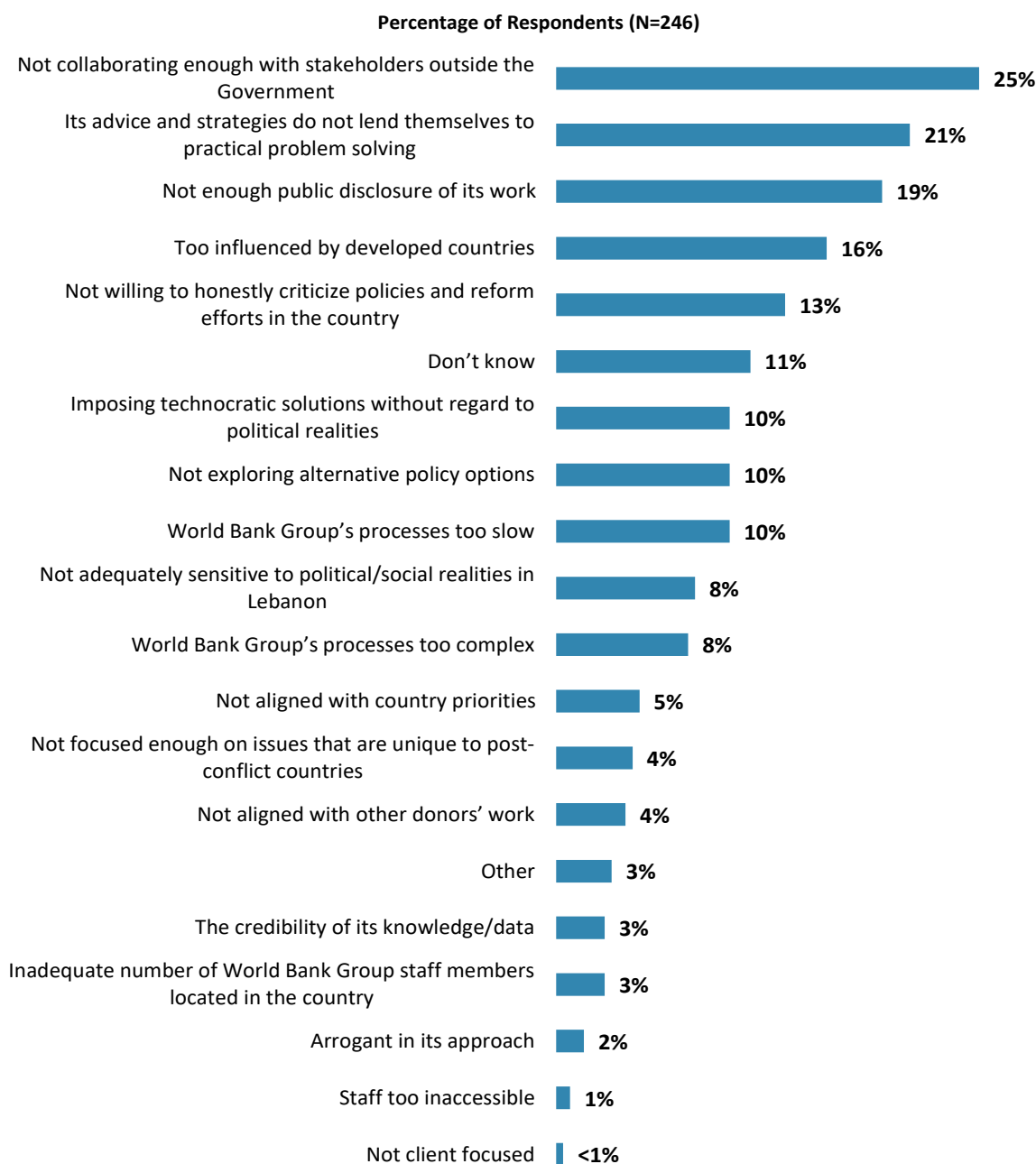
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lebanon?"
(Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Lebanon were "*not enough public disclosure of its work*" (25%), "*not collaborating enough with non-state actors*" (21%), and "*not willing to honestly criticize policies and reform efforts in the country*" (21%).

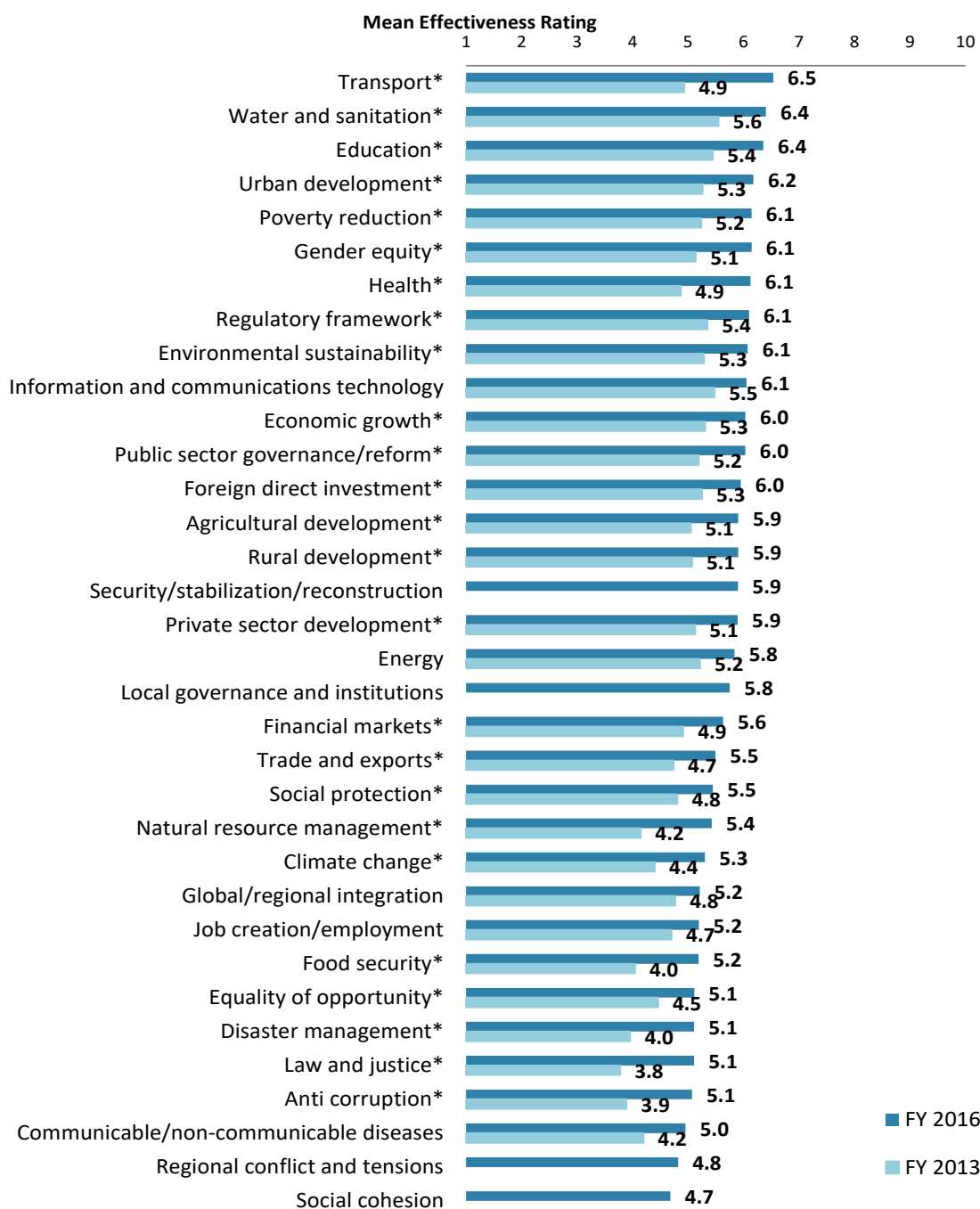


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lebanon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



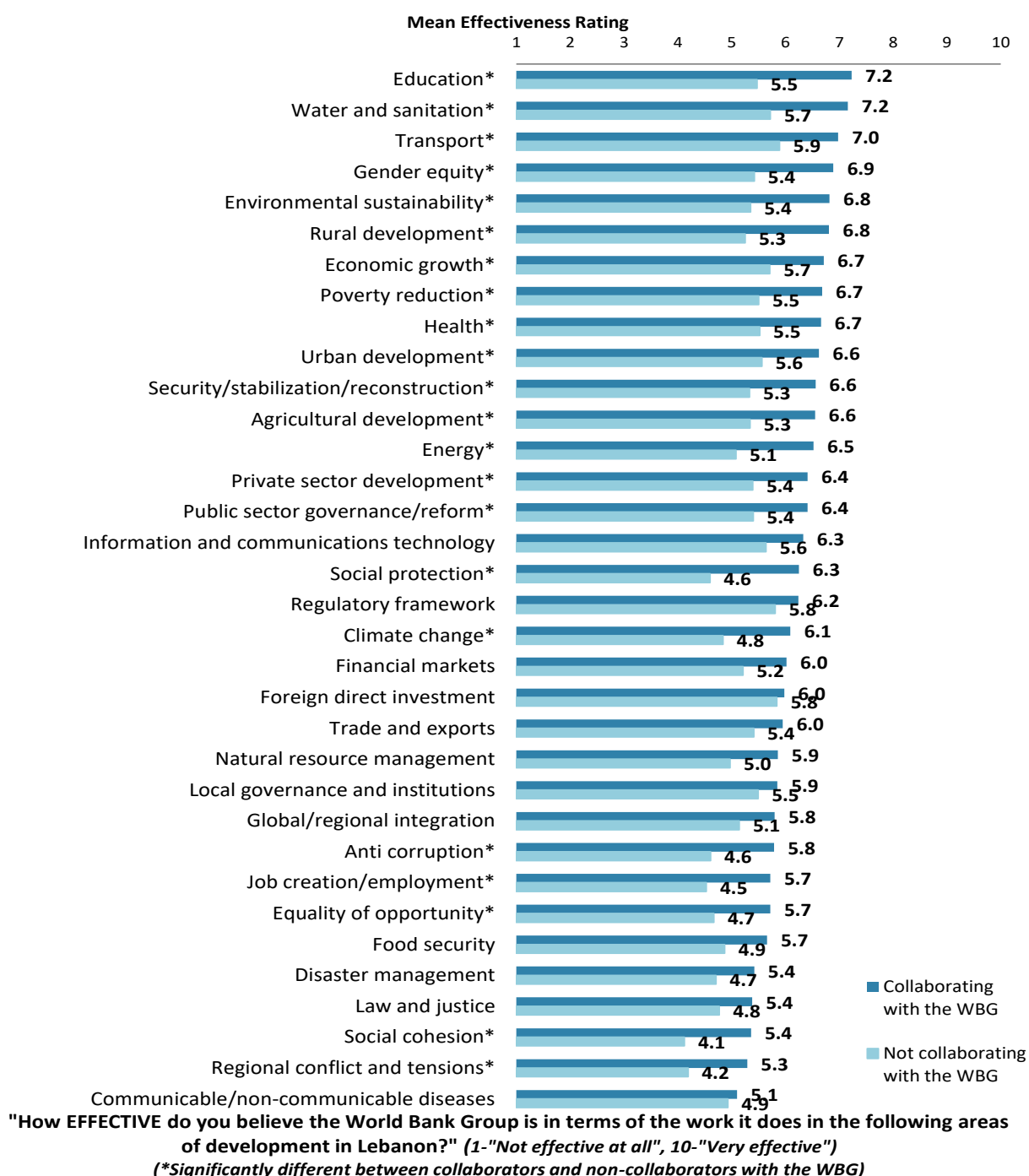
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lebanon?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2016 and FY 2013)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶

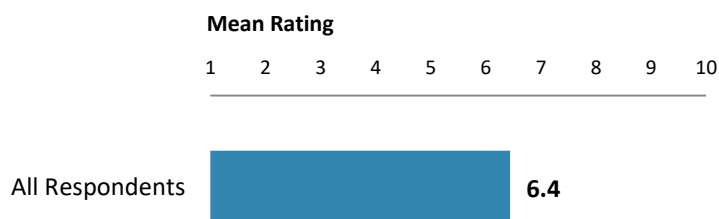


⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 53) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



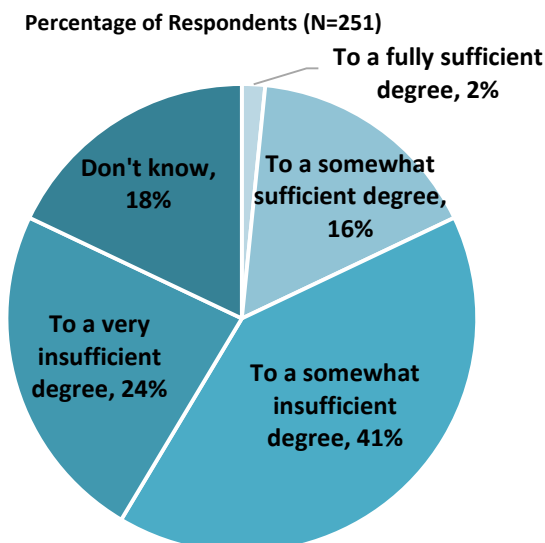
VI. Sectoral Effectiveness (continued)

The WBG Promoting Private Public Partnerships



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

Helping the Poorest

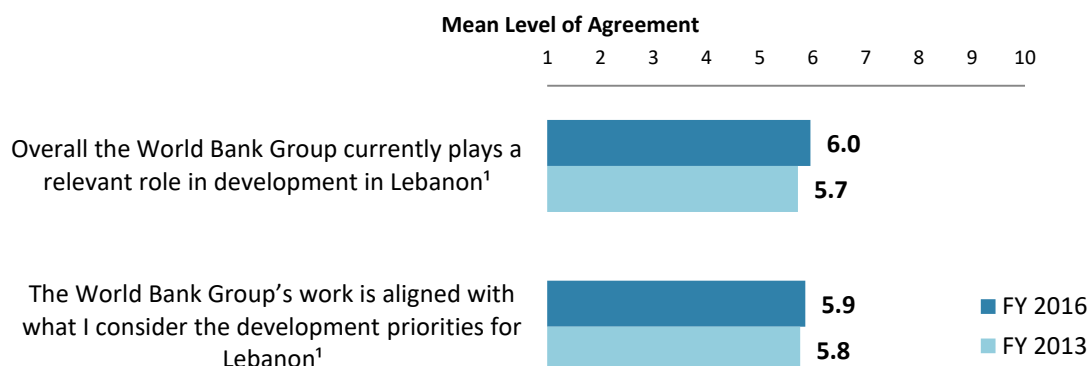


"To what extent do you believe that the World Bank Group's work and support help the poorest in Lebanon?" (Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)



VII. How the World Bank Group Operates

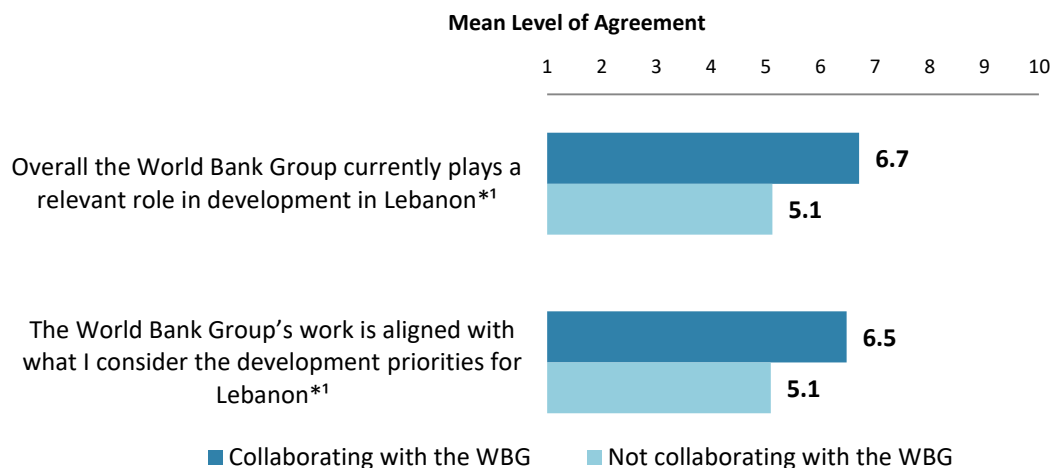
The World Bank Group's Work in Lebanon: Year Comparison⁷



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

'Indicator Question

The World Bank Group's Work in Lebanon: Collaboration



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

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

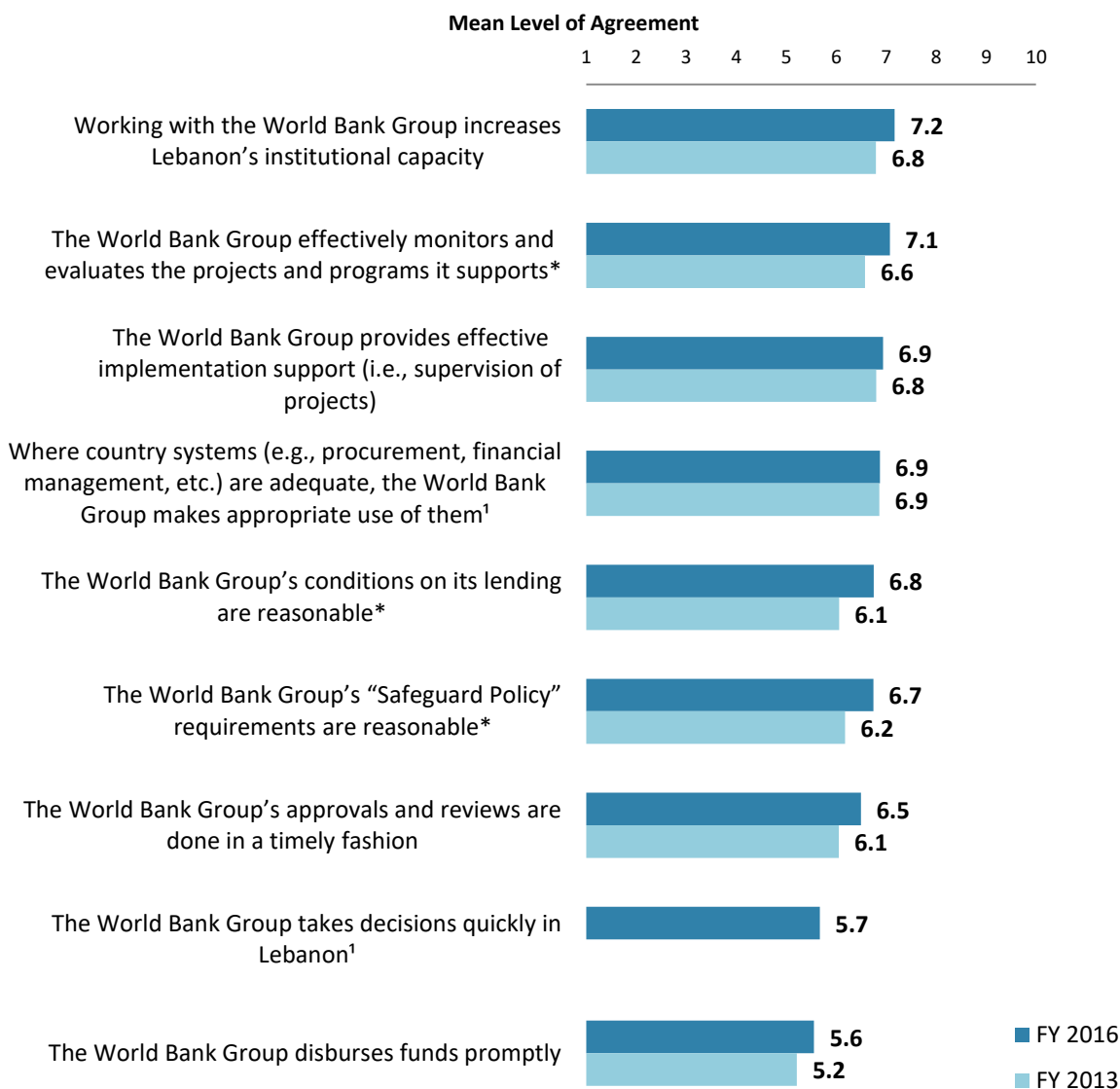
'Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



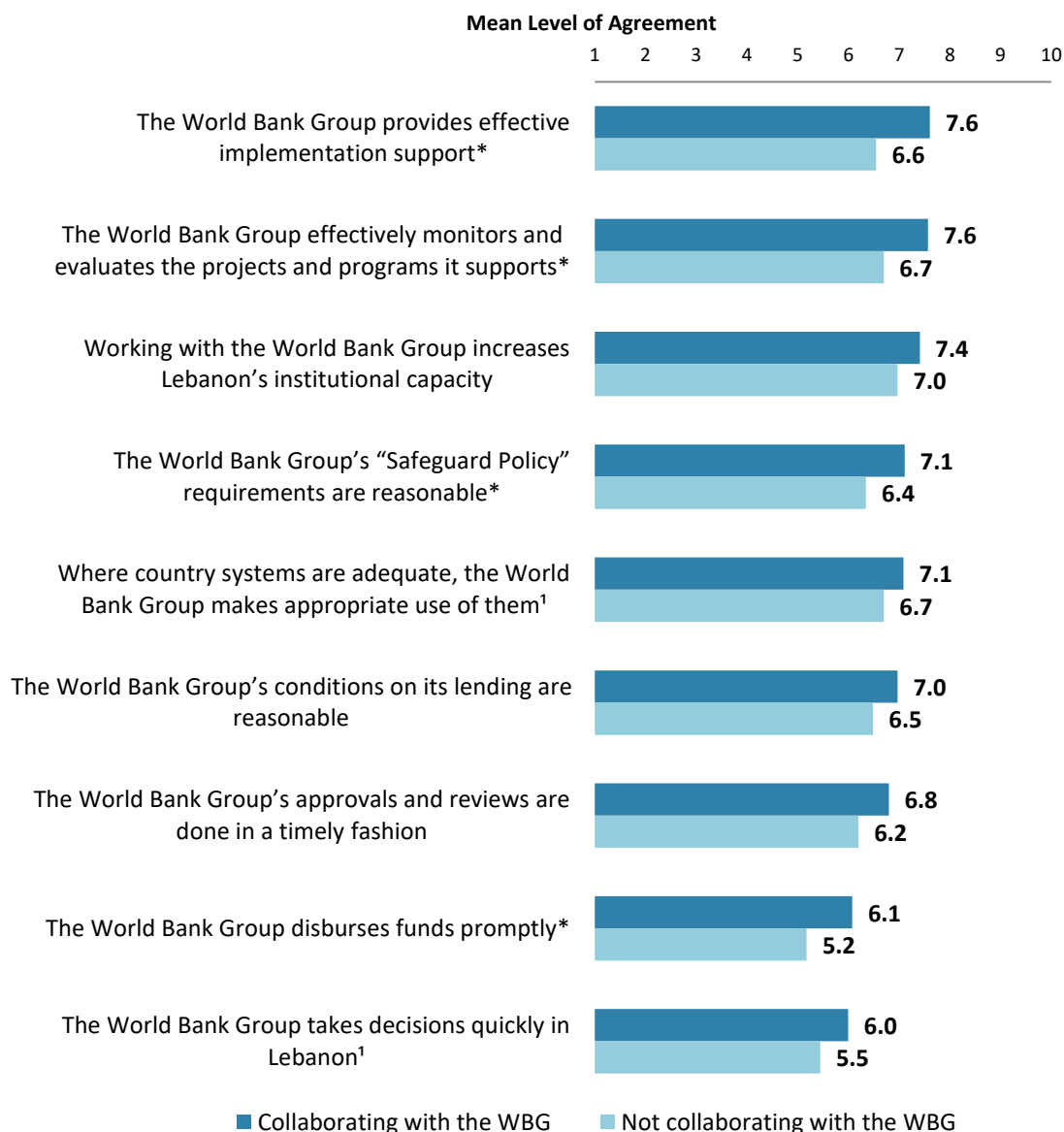
"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between FY 2016 and FY 2013)
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2016 and FY 2013)

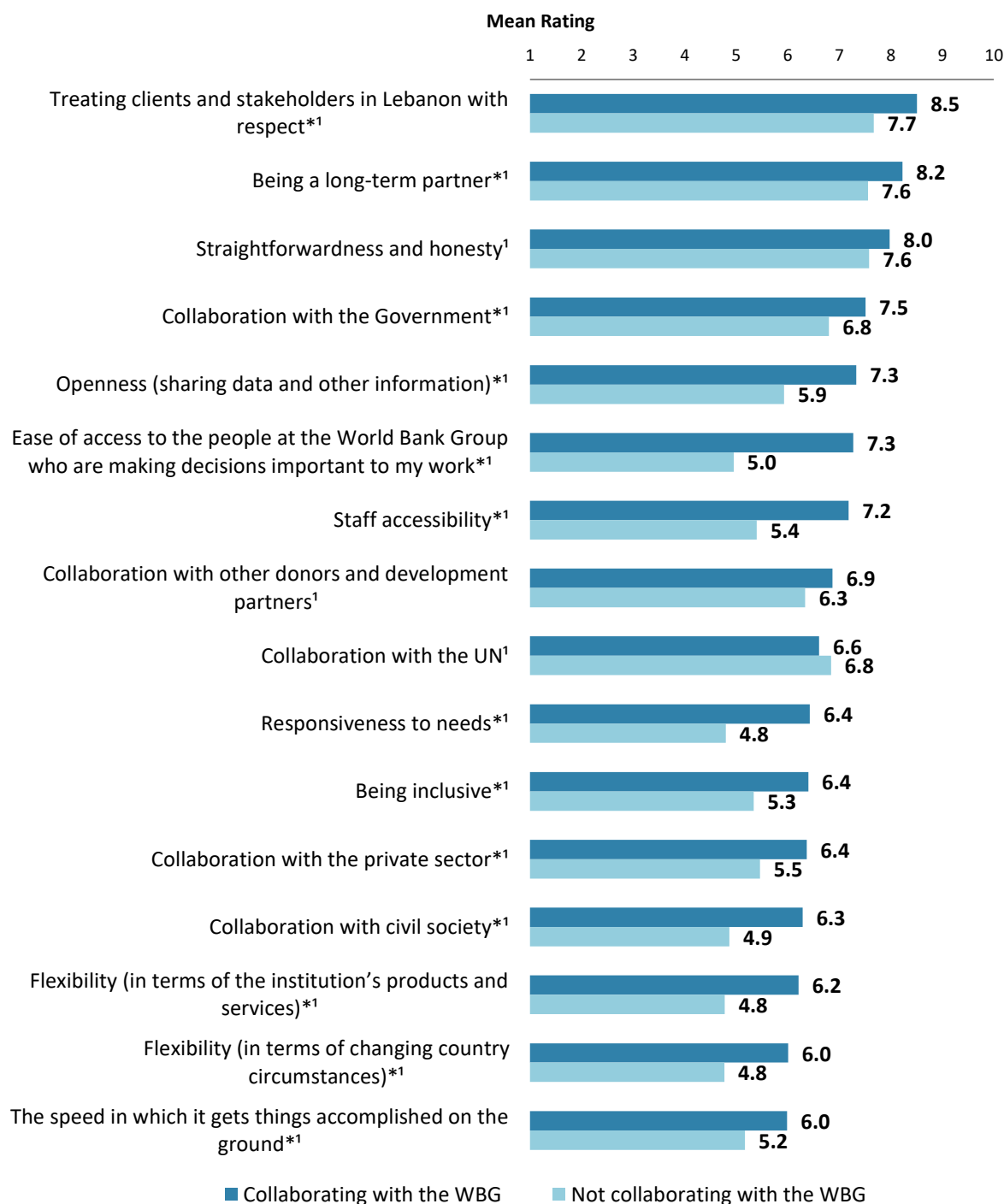
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

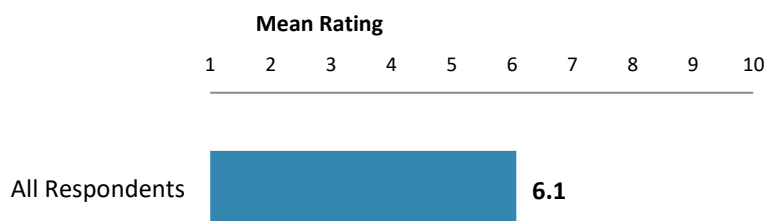
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



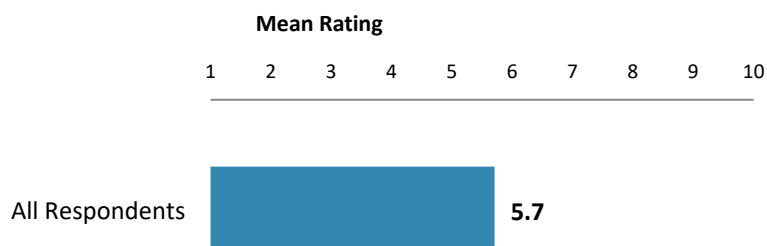
VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



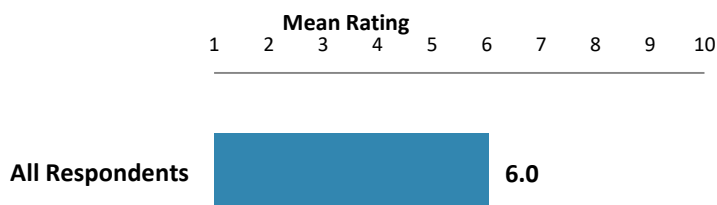
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Lebanon?" (1-"To no degree at all", 10-"To a very significant degree")

Helping build existing country systems



"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Lebanon?" (1-"To no degree at all", 10-"To a very significant degree")

Staffing in Lebanon

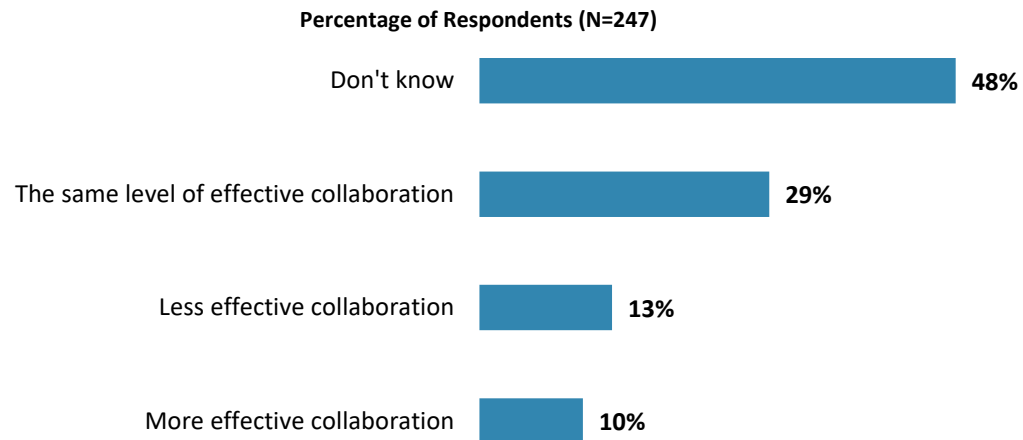


"To what extent do you believe the World Bank Group is adequately staffed in Lebanon?" (1-"To no degree at all", 10-"To a very significant degree")



VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG



"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.)

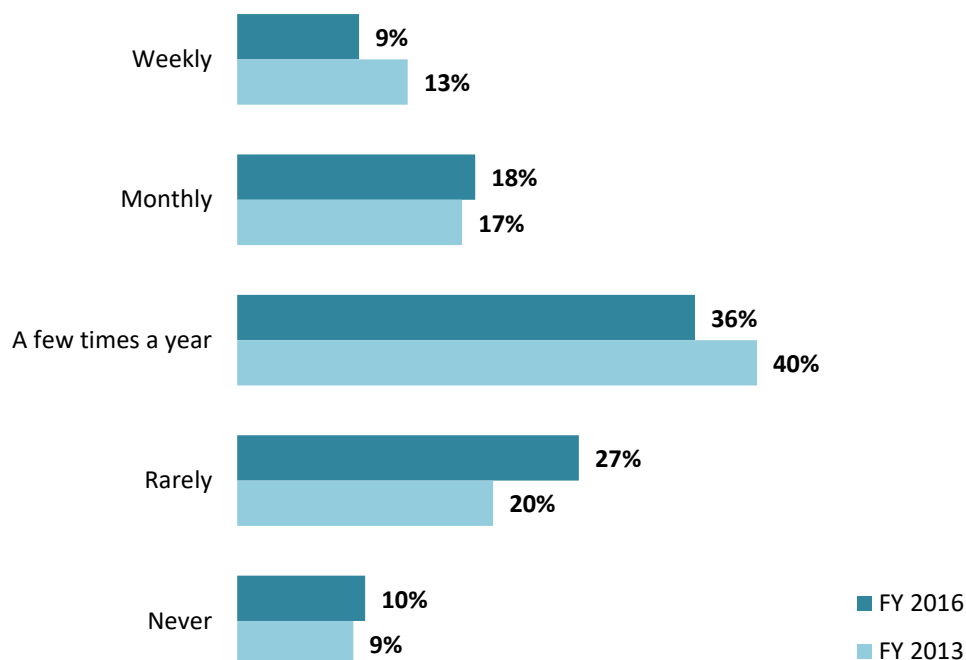


VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year's respondents consulted the WBG's knowledge work and activities as frequently as the respondents in the previous FY'13 Country Survey.

Percentage of Respondents (FY 2016 N=211; FY 2013 N=166)



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

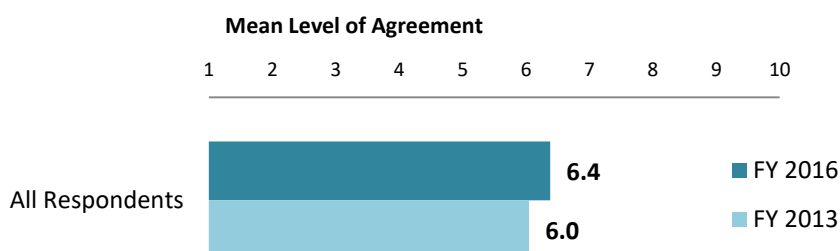
(Note: percentages may not total 100 due to rounding)

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



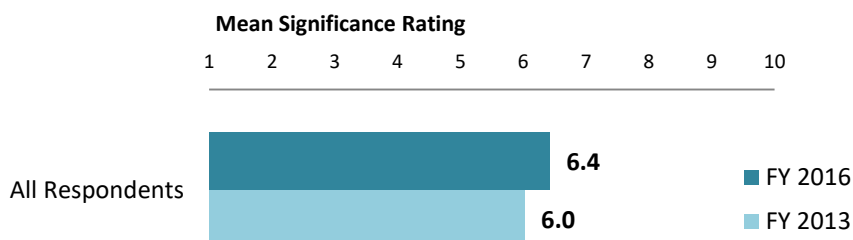
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Lebanon's Knowledge Needs¹¹ (*Indicator Question*)



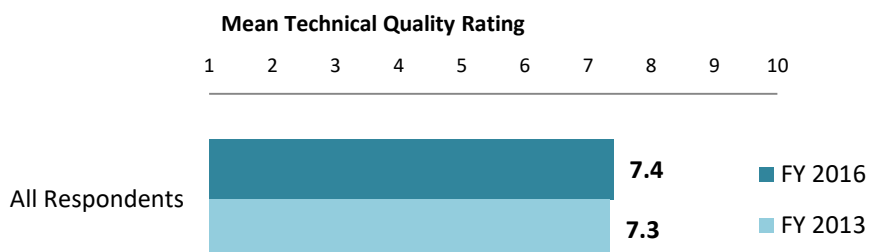
"The World Bank Group meets Lebanon's needs for knowledge services (e.g., research, analysis, data, technical assistance)."
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



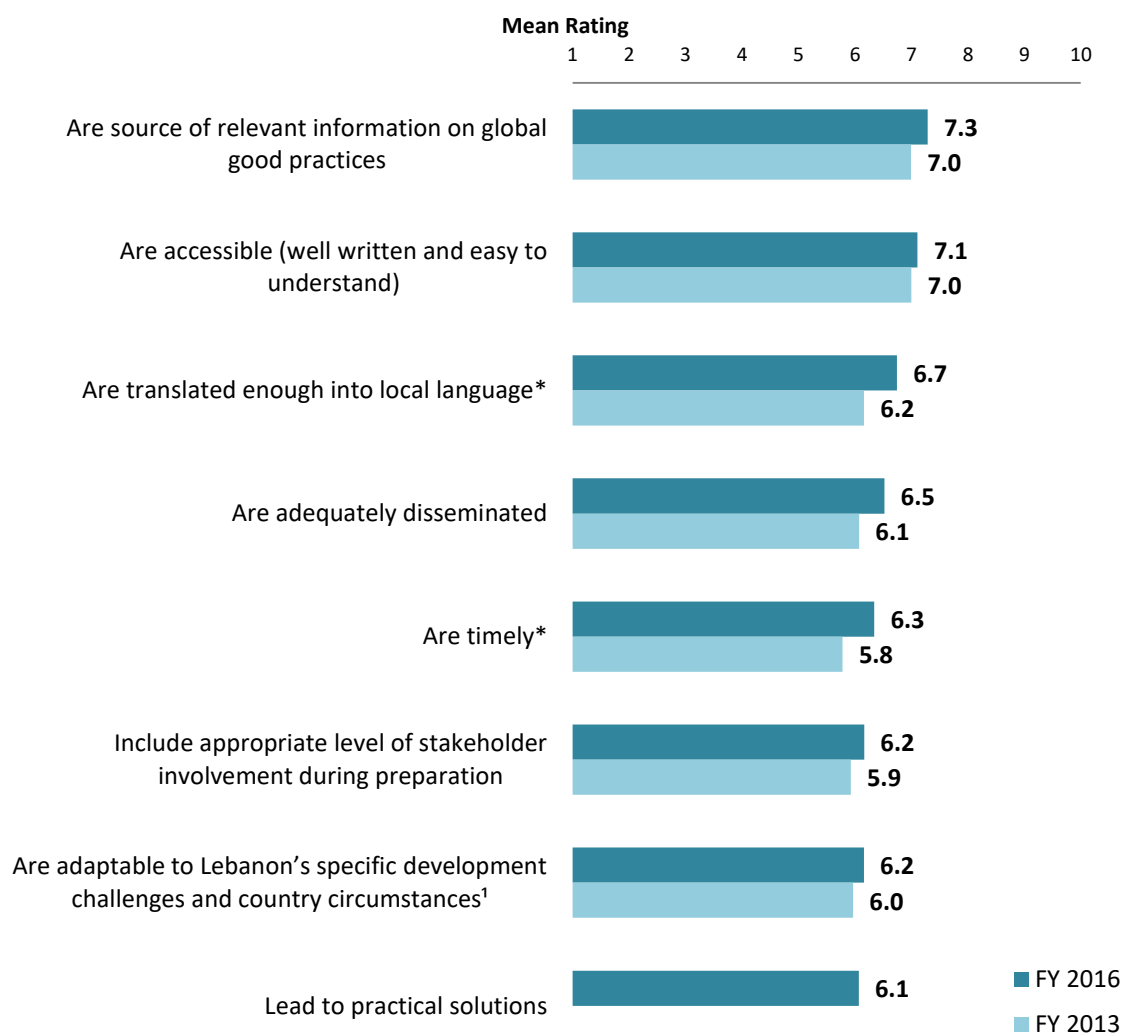
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹¹ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹²



"In Lebanon, 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 FY 2016 and FY 2013)

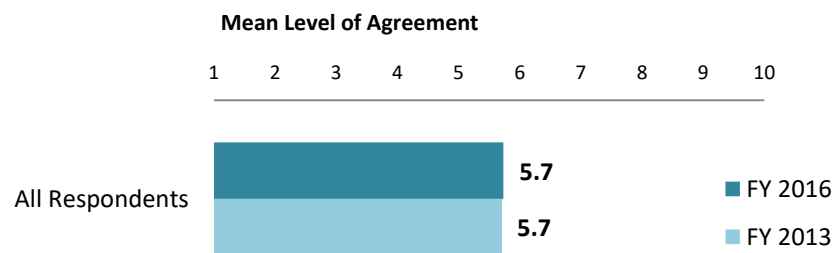
¹Indicator Question

¹² Means in the chart were calculated based on weighted data.



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

Meeting Lebanon's Needs for Financial Instruments¹³ (*Indicator Question*)



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

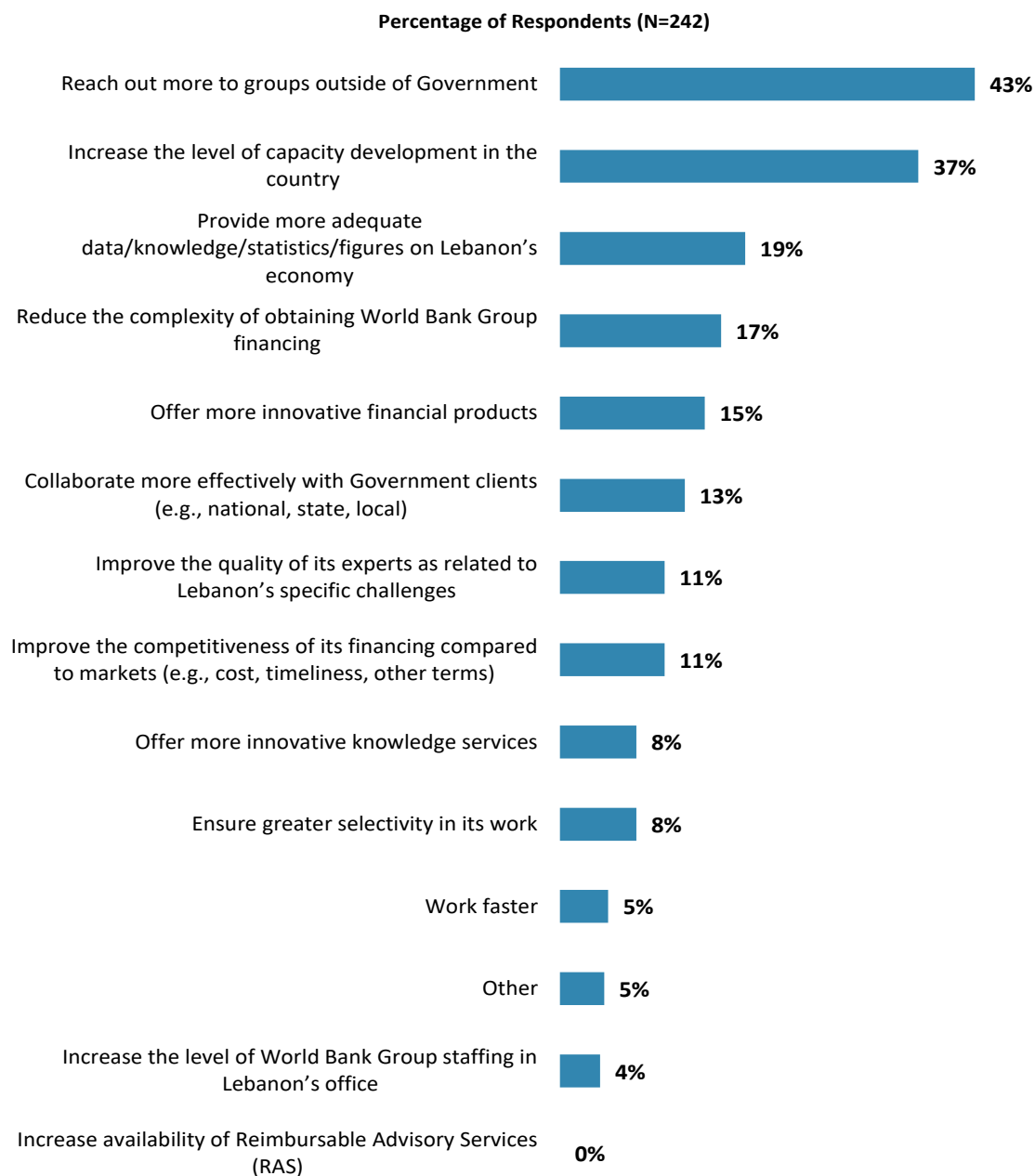
¹³ Means in the chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reach out more to groups outside of Government*” (51%) and “*reduce the complexity of obtaining World Bank financing*” (34%) to make itself of greater value in Lebanon.



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

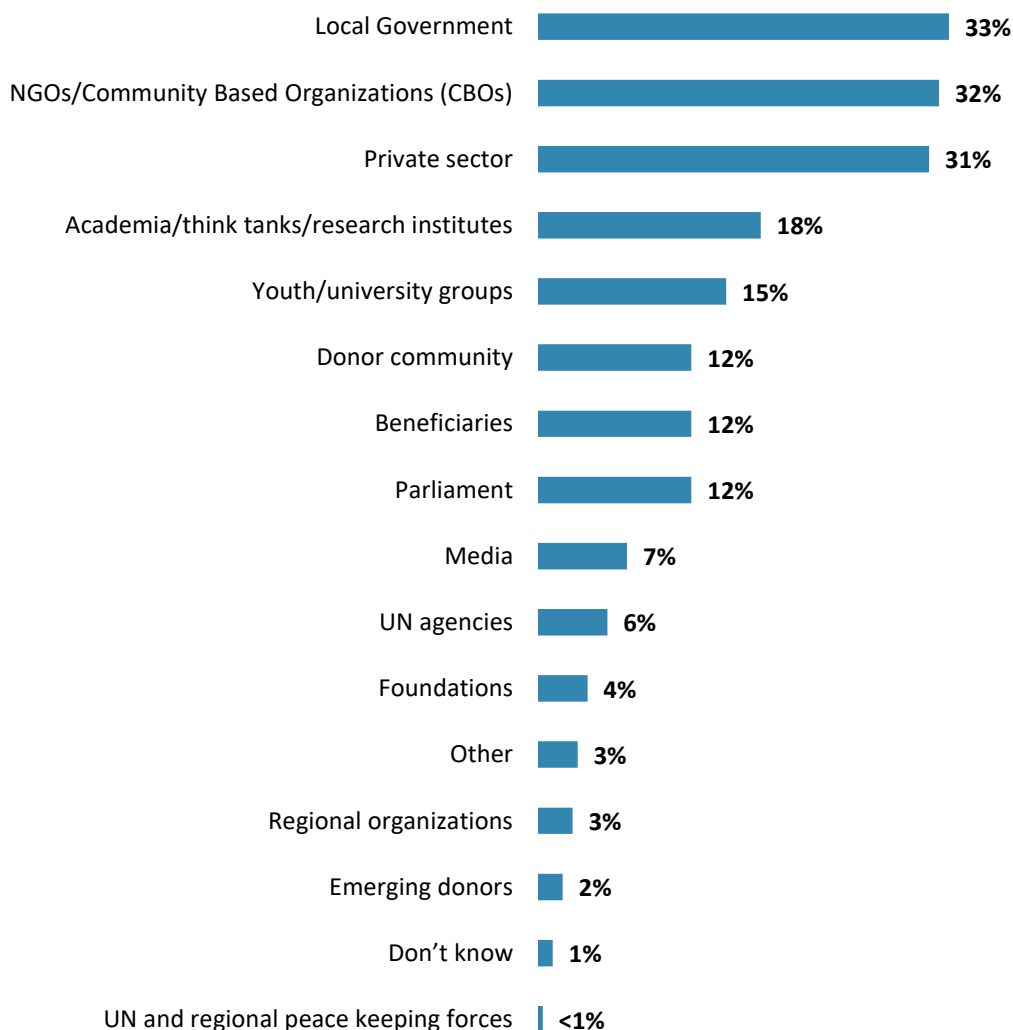


IX. The Future Role of the WBG in Lebanon (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*NGOs*” (45%), “*private sector*” (30%), and “*local government*” (29%) to ensure better development results in Lebanon.

Percentage of Respondents (N=254)



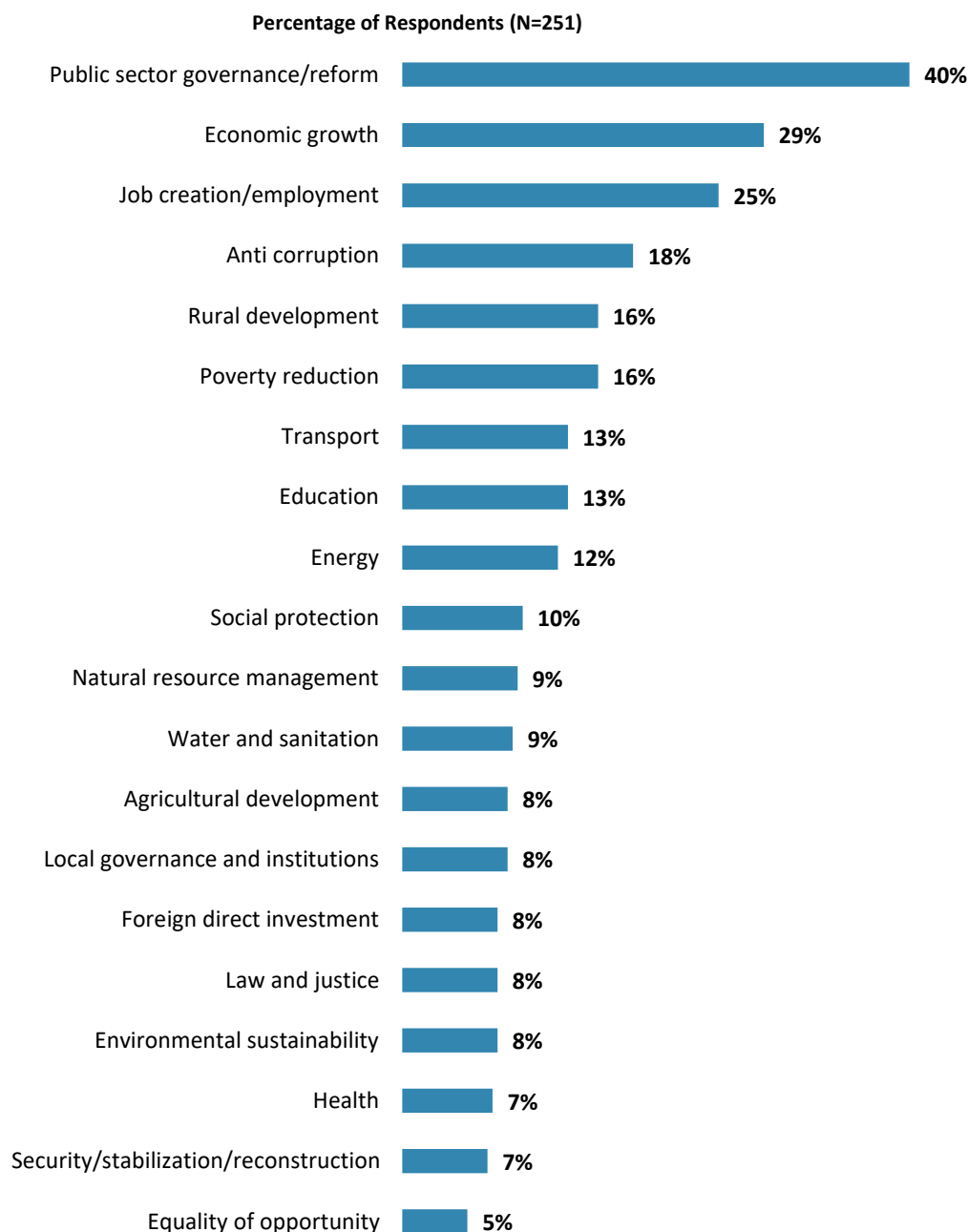
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*public sector governance/reform*”(48%), “*social protection*” (23%), “*economic growth*” (21%), and “*job creation/employment*” (18%).

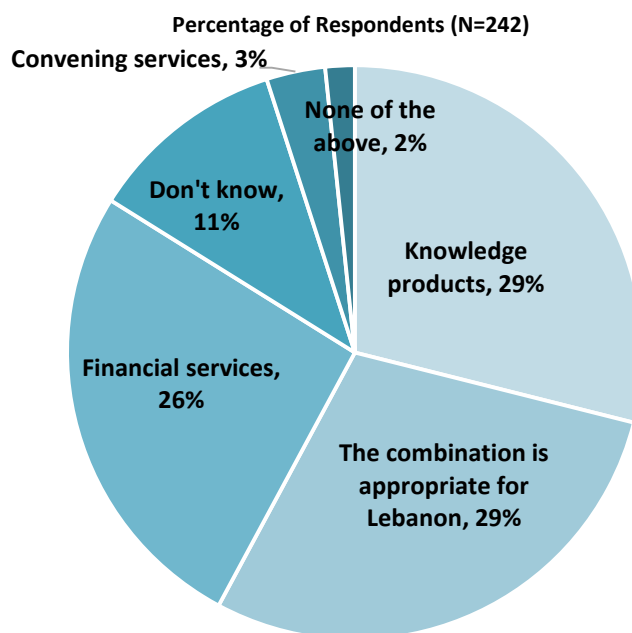


“When thinking about how the World Bank Group can have the most impact on development results in Lebanon, in which sectoral areas do you believe the WBG should focus most of its resources in Lebanon? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



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

Future Combination of the WBG Services

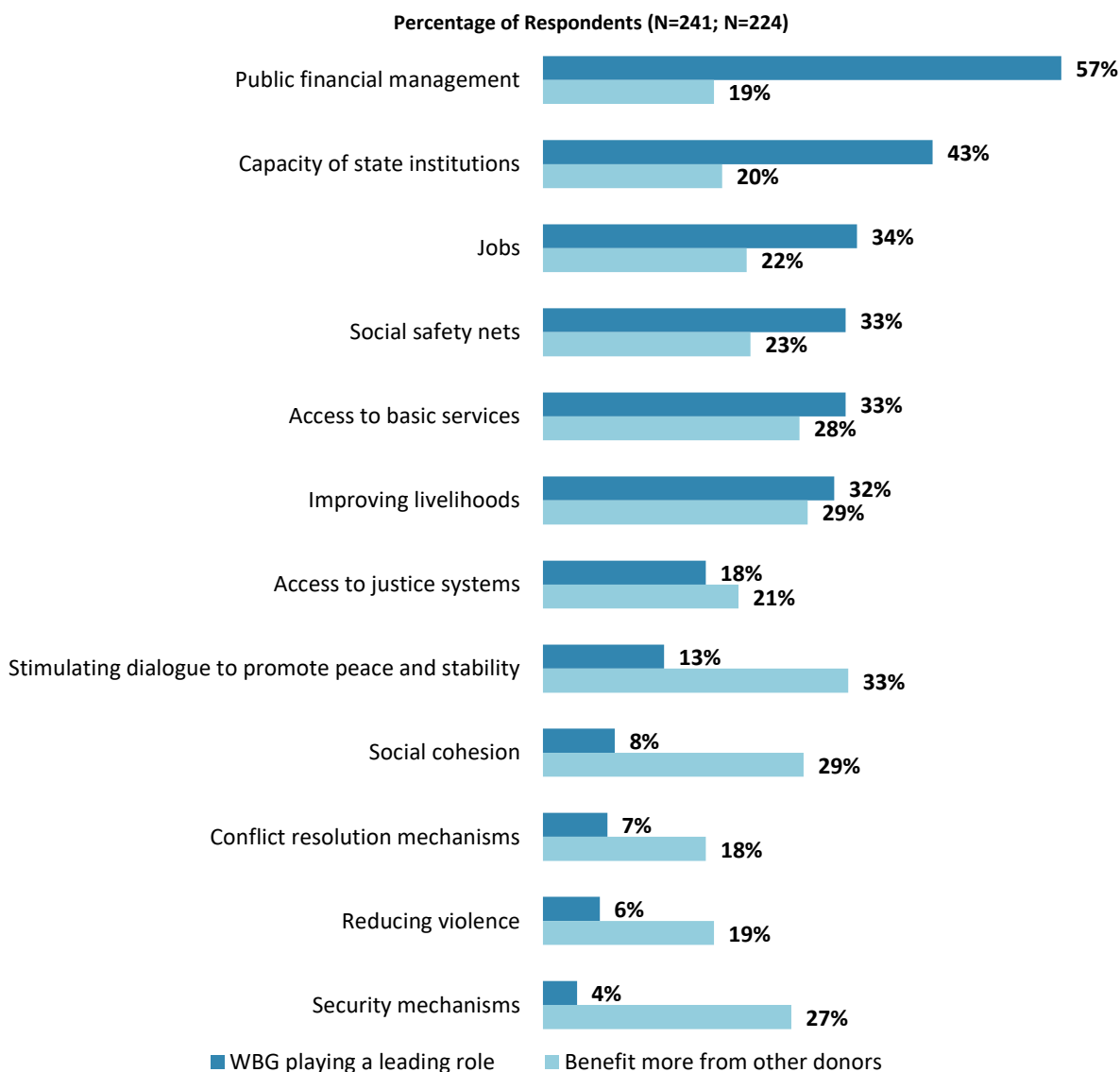


"When considering the combination of services that the World Bank Group offers in Lebanon, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Lebanon?" (Respondents chose from a list.)



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

World Bank Group and other donors' roles in development



"Please answer the following questions:

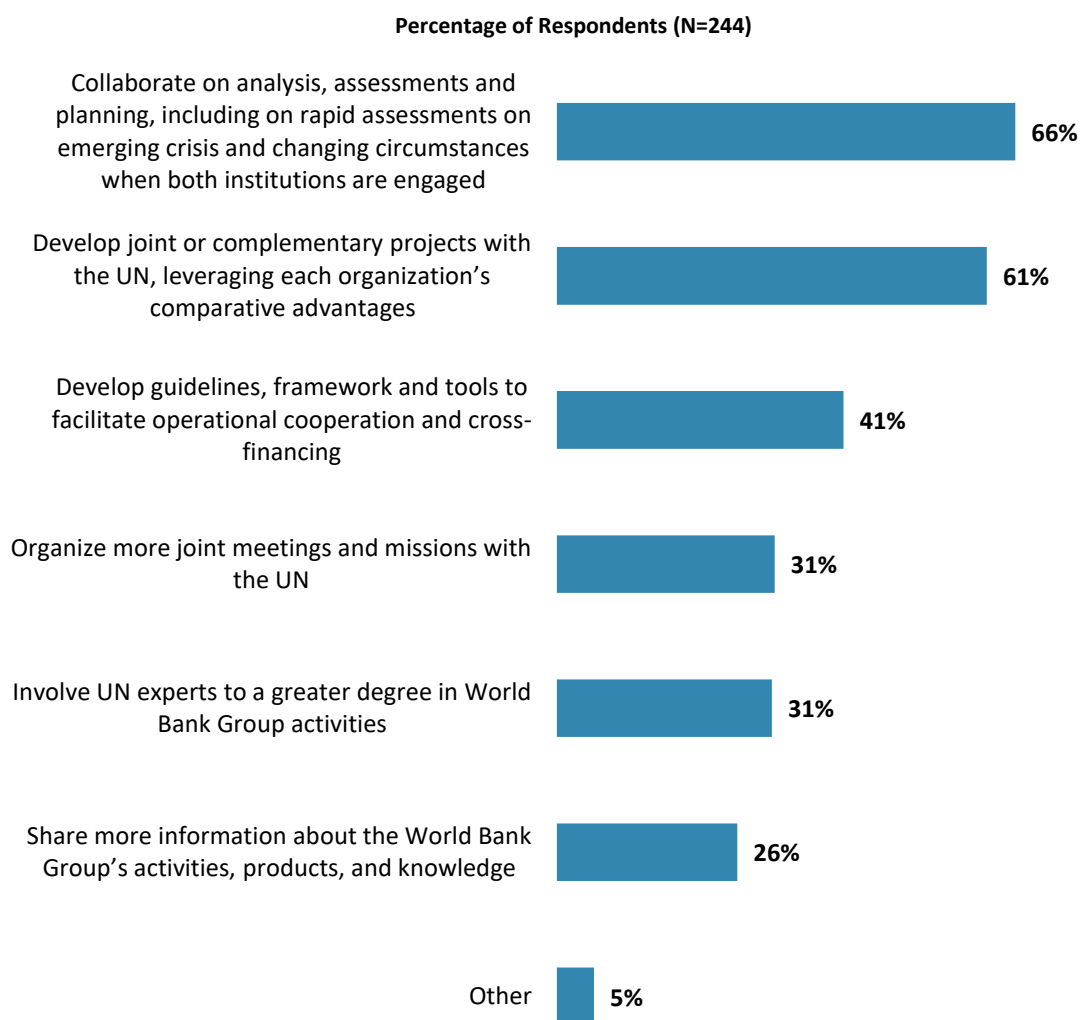
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Lebanon?

B. Which THREE areas below would benefit most from other donors in Lebanon?"
(Respondents chose from a list. Responses combined.)



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

WBG Collaboration with the UN

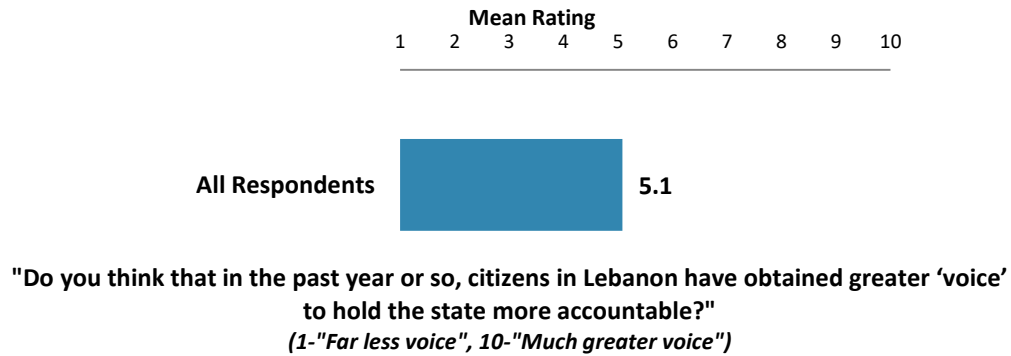
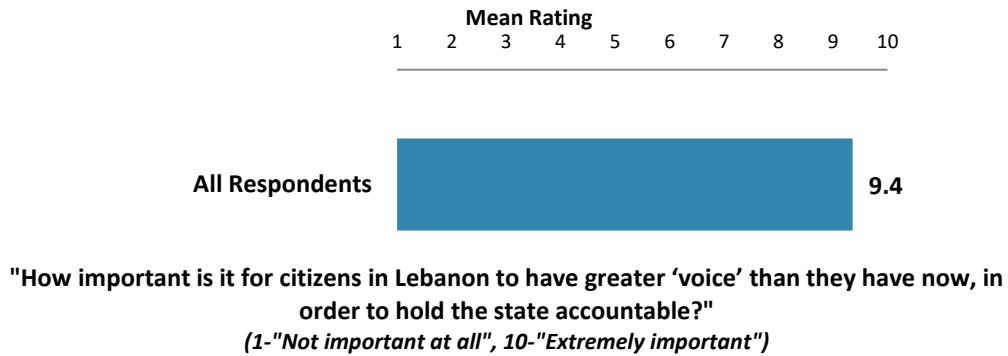


**"What should the World Bank Group do to improve collaboration with the UN in the field?
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**



X. Citizen Voice

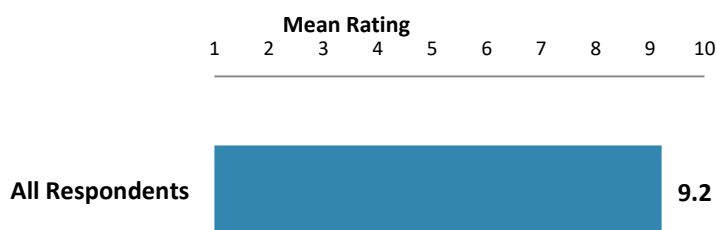
Governance Accountability



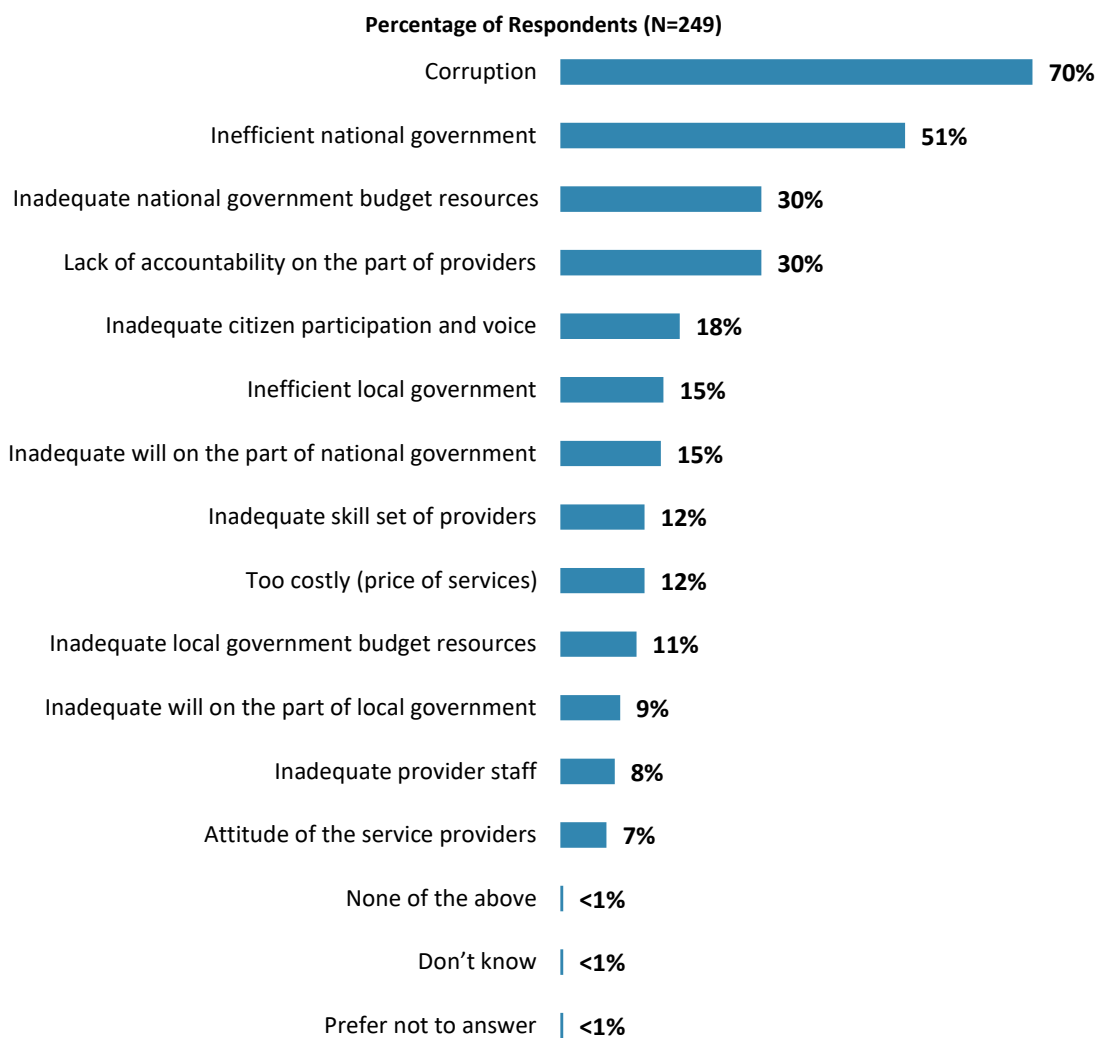


X. Citizen Voice (continued)

Service Delivery



"How important is it for citizens in Lebanon to have greater 'voice' to ensure improved service delivery?"
(1-"Not important at all", 10-"Extremely important")

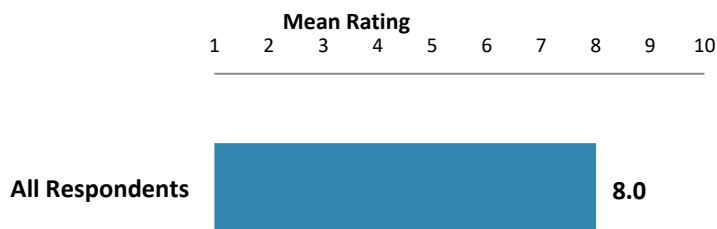


"Which of the following are the greatest obstacles in Lebanon to improved service delivery?"
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



XI. Energy Subsidy Reform

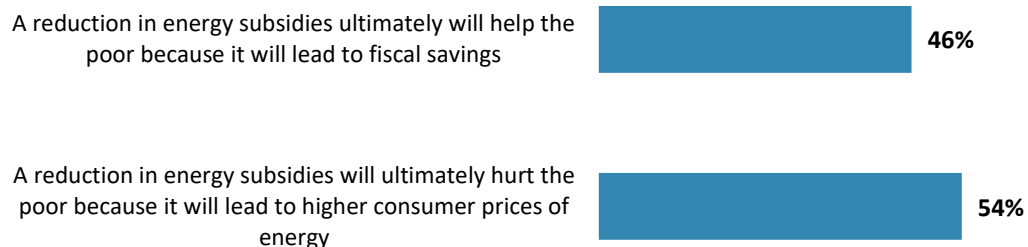
Importance of Energy Subsidy Reform in Sustainable Growth



"When thinking about Lebanon's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?"
(1-"Not necessary at all", 10-"Extremely necessary")

Impact of Energy Subsidy Reform on the Poor

Percentage of Respondents (N=229)

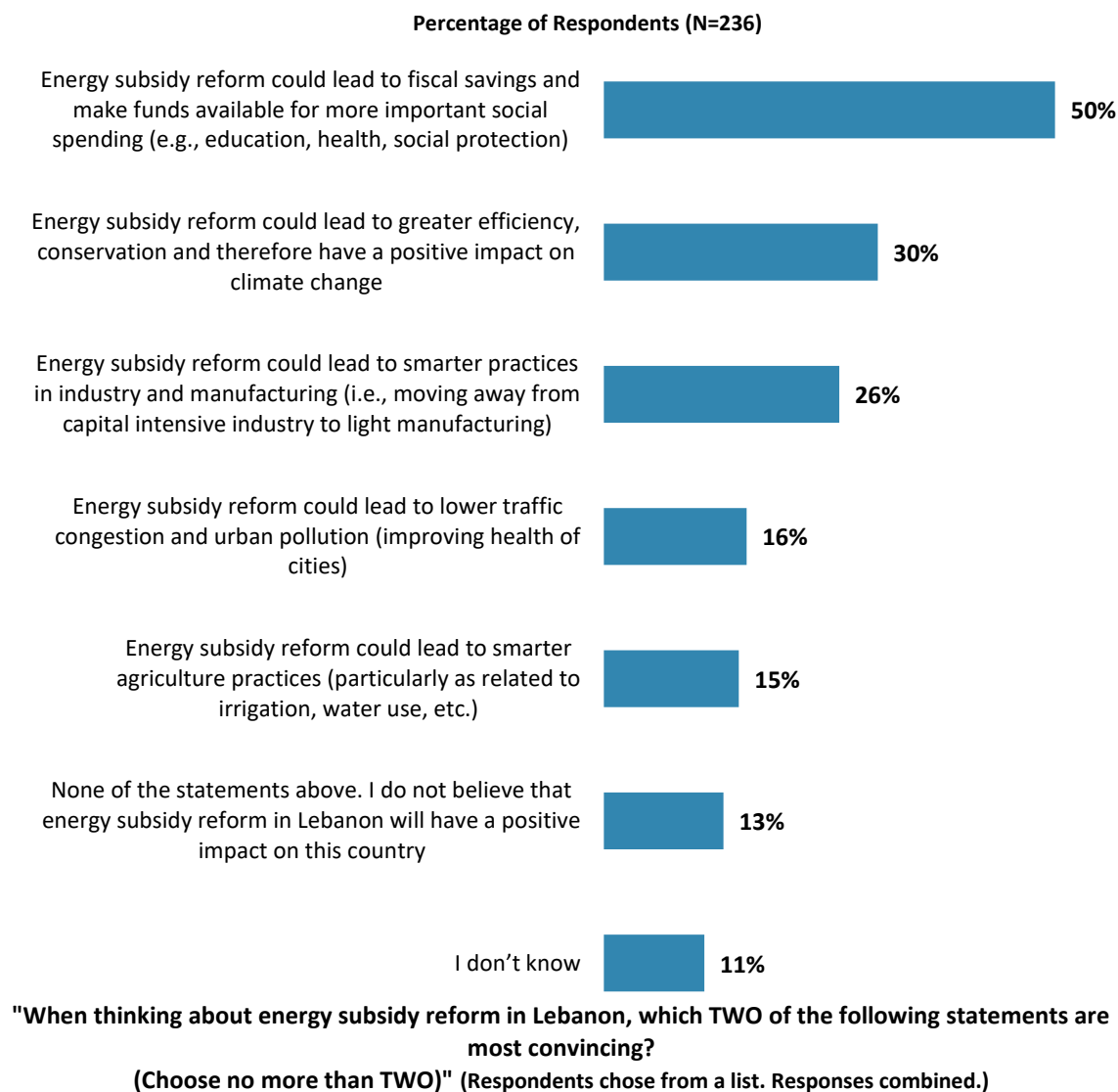


"Which of the following statements best represent your views of energy subsidy reform in Lebanon?"
(Respondents chose from a list.)



XI. Energy Subsidy Reform (continued)

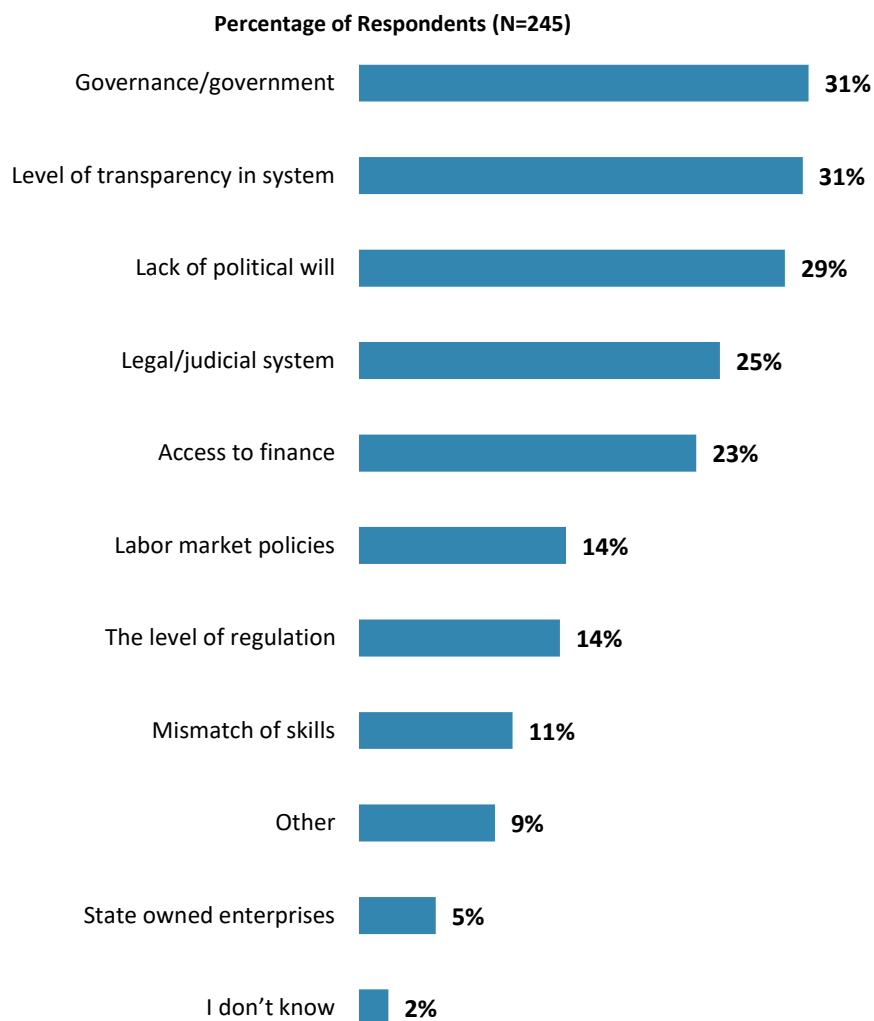
Benefits of Energy Subsidy Reform





XII. Private Sector

Obstacles to Private Sector Development in Lebanon

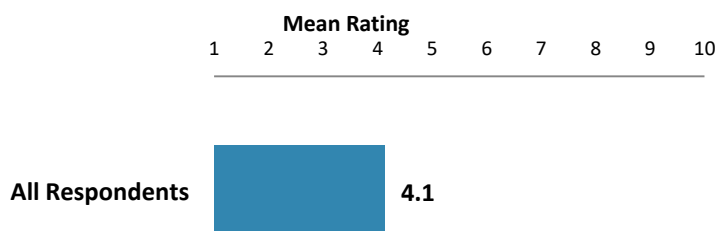


**"Which of the following are the most significant obstacles to private sector development in Lebanon?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



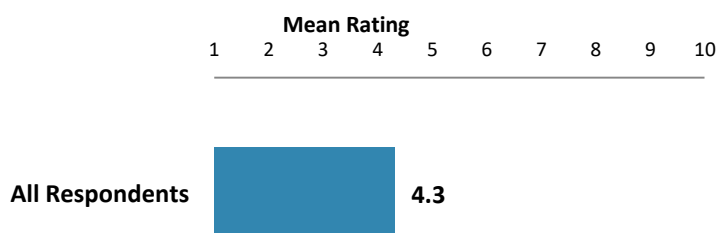
XIII. Refugees

Donor Community's Support to the Government's Efforts Related to Refugees



"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Lebanon?"
(1-"To no degree at all", 10-"To a very significant degree")

The WBG's Support to the Government's Efforts Related to Refugees

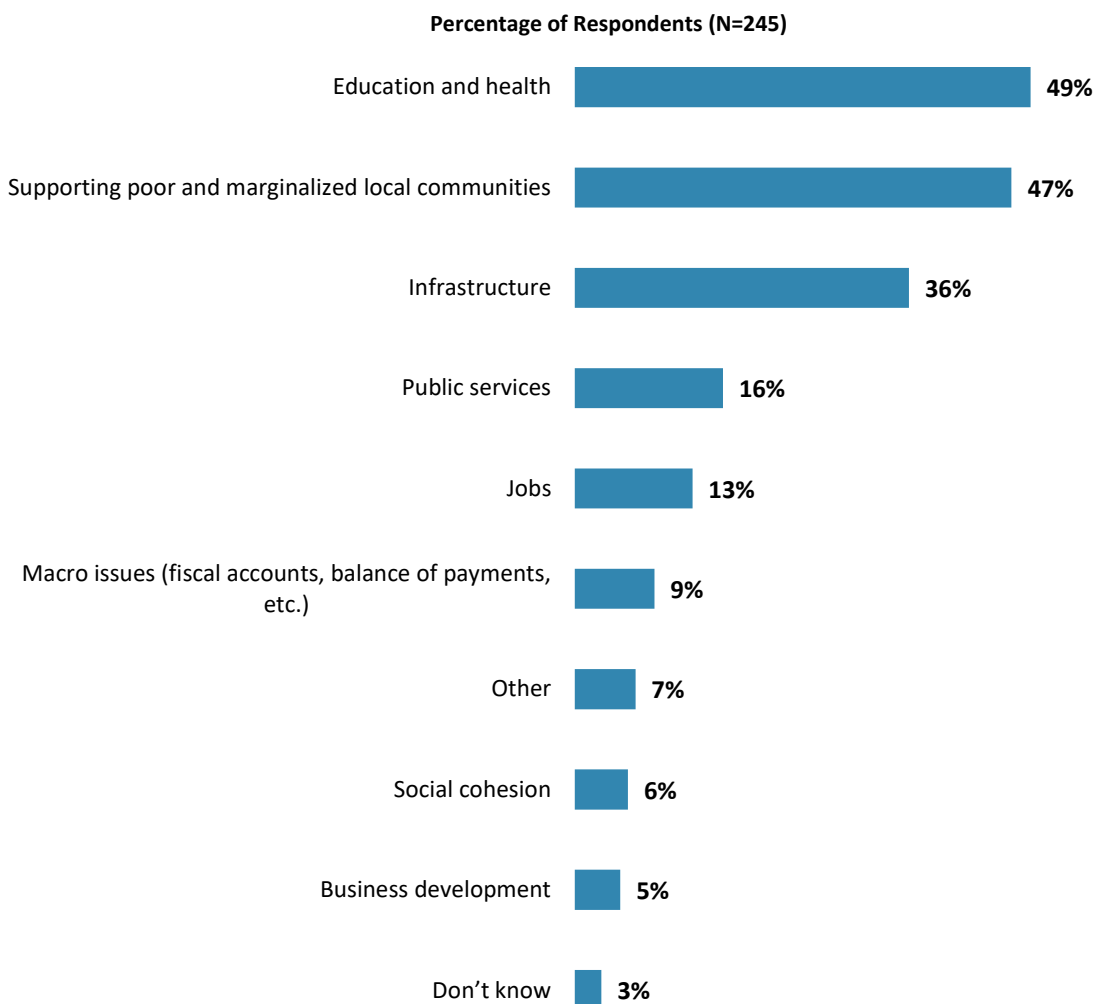


"To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Lebanon?"
(1-"To no degree at all", 10-"To a very significant degree")



XIII. Refugees (continued)

The WBG's Support to the Refugee Crisis in Lebanon



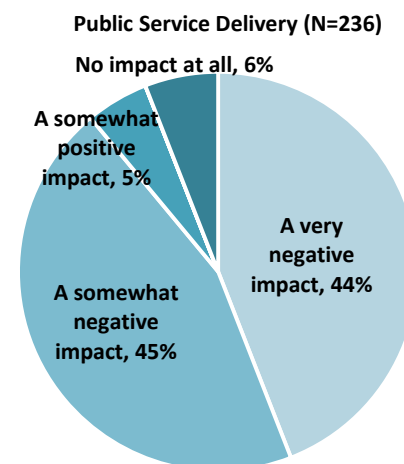
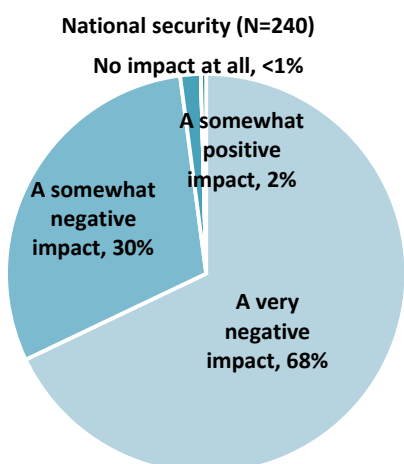
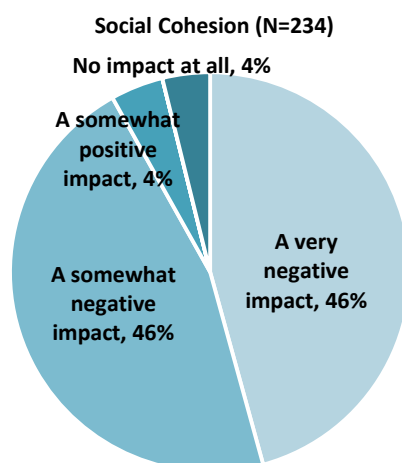
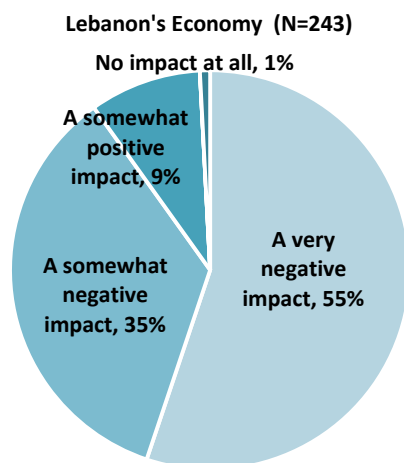
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Lebanon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



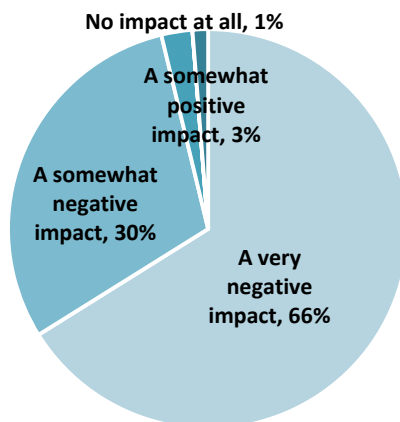
XIII. Refugees (continued)

Impact of Refugees

Please rate how you feel when you think about the impact of the refugees in regards to...



Lebanon's Poor and Marginalized (N=239)



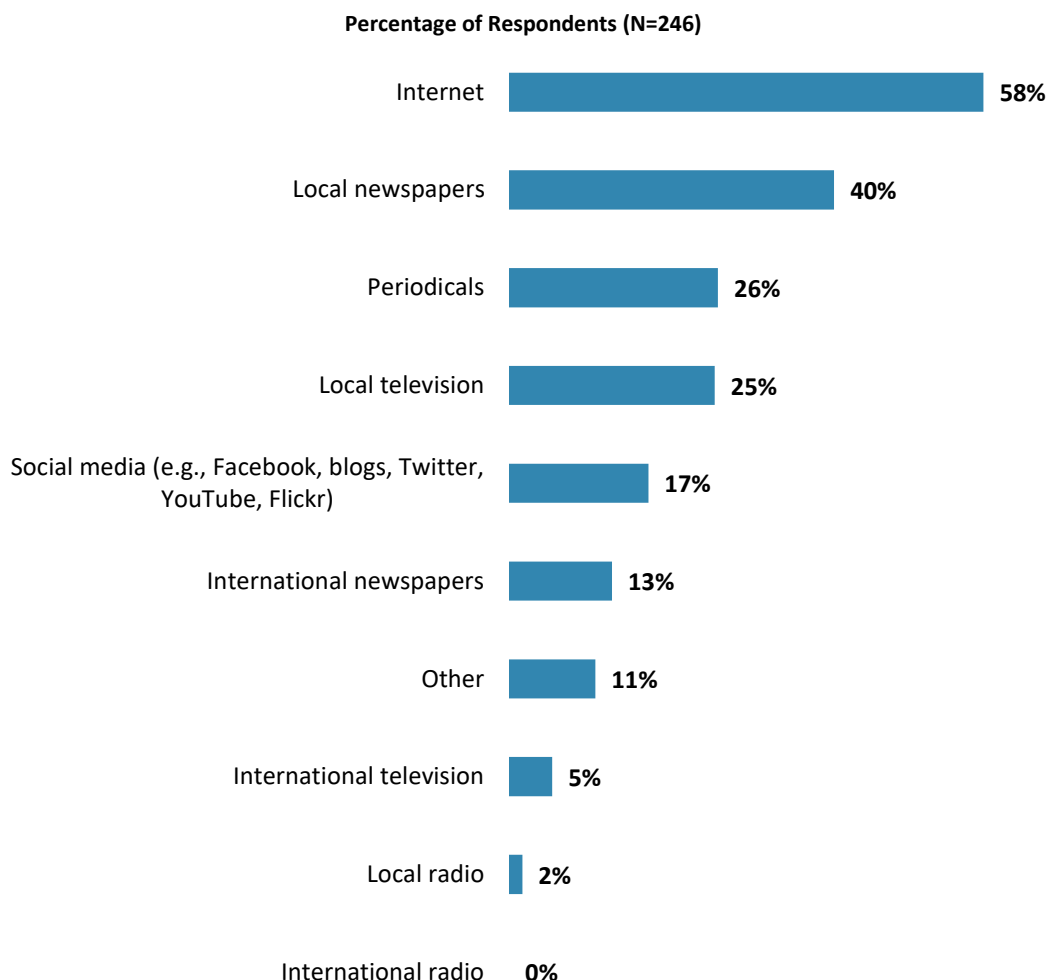


XIV. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Lebanon from “*the Internet*” (56%), and “*local newspapers*” (54%).



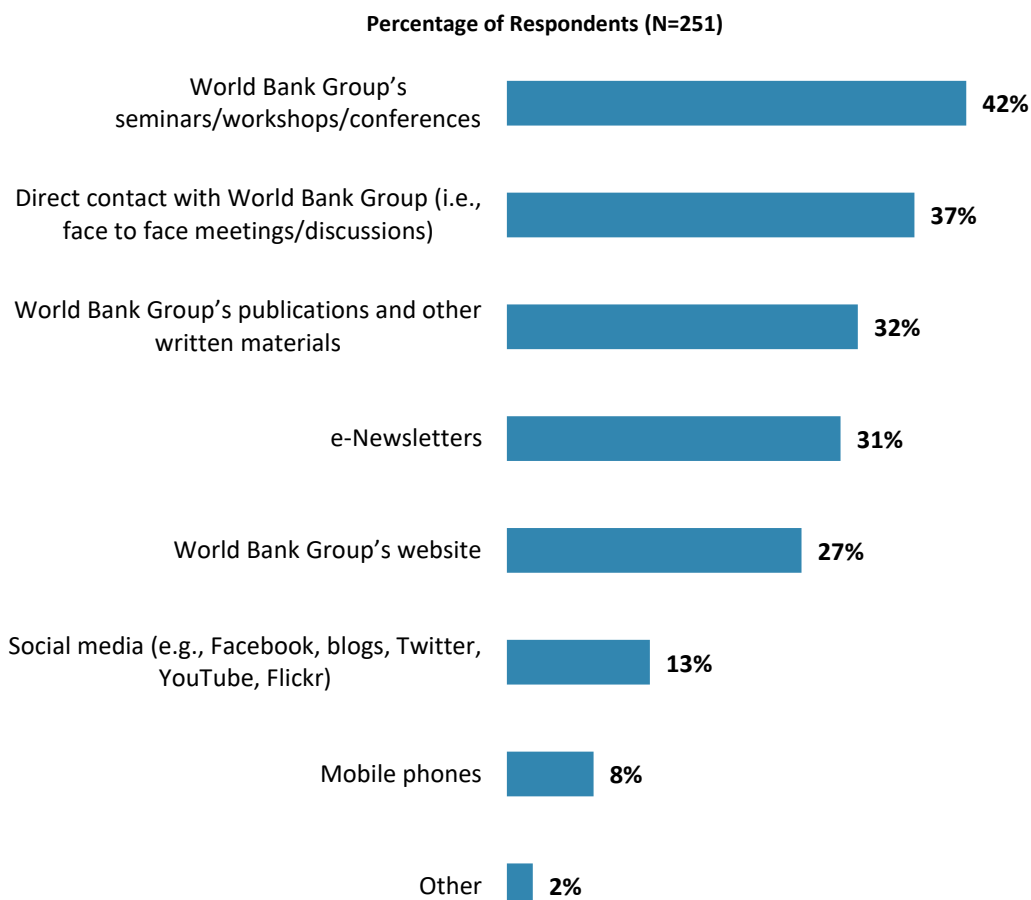
"How do you get most of your information about economic and social development issues in Lebanon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XIV. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank seminars/workshops/conference*” (43%) and its “*website*” (39%).

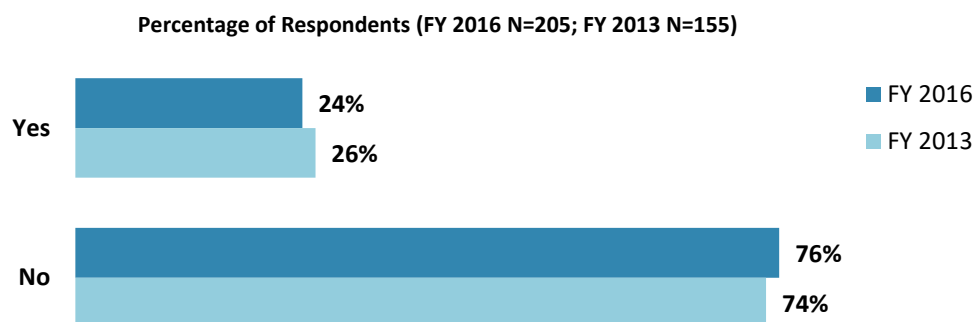


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



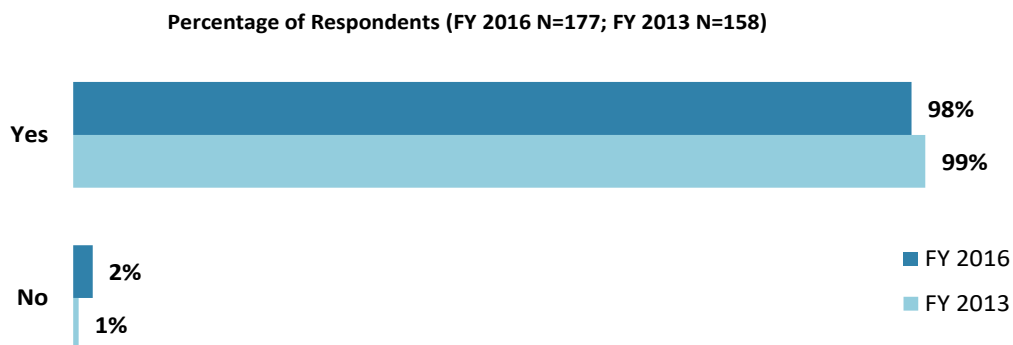
XIV. Communication and Outreach (continued)

Access to Information¹⁴

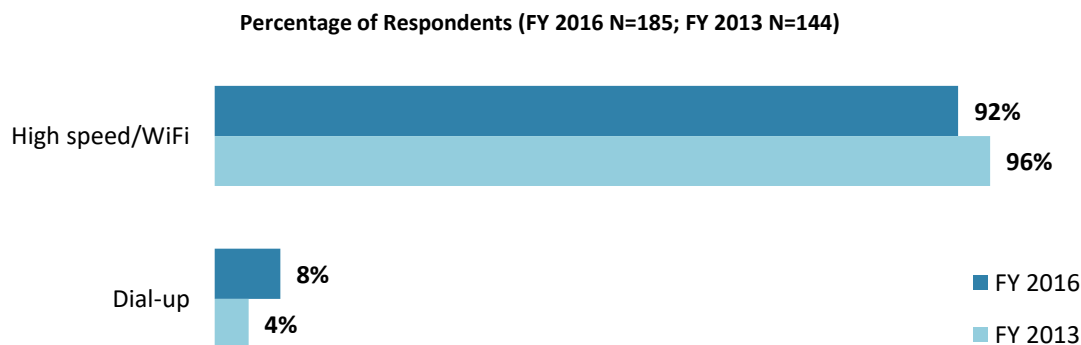


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

Access to the Internet



"Do you have access to the Internet?"



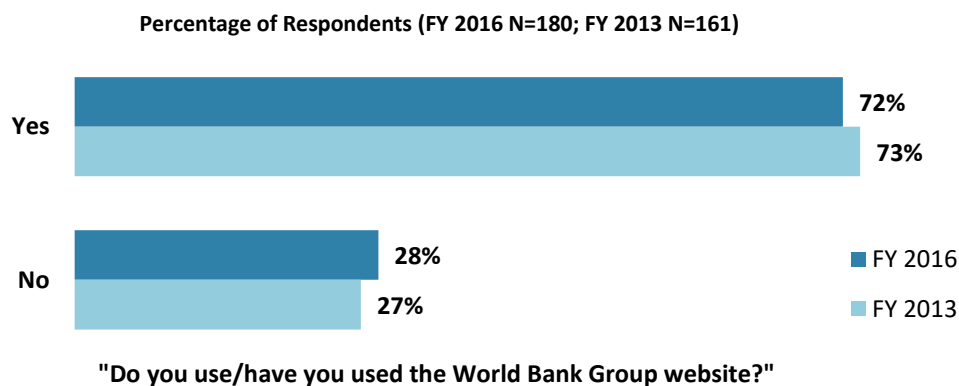
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹⁴ Percentages presented in the charts on this page were calculated based on weighted data.

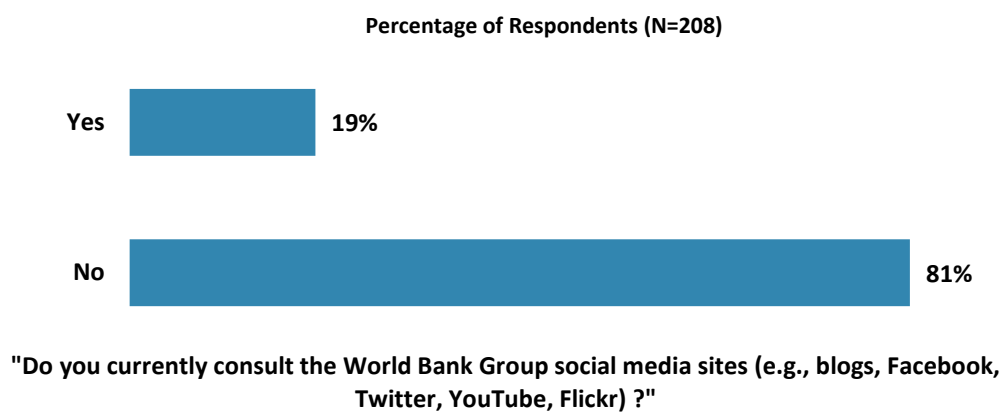


XIV. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



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



XV. Appendices

A. Responses to All Questions across All Respondents.....	53
B. Responses to All Questions by Stakeholder Groups.....	73
C. Responses to Indicator Questions by Geographic Location.....	103
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group	105
E. Responses to Selected Questions by Year.....	113
F. Indicator Questions as a Function of Exposure to the WBG	119
G. WBG Country Opinion Survey FY16 – Lebanon Questionnaire ..	120

Lebanon





Appendix A: Responses to All Questions across All Respondents (N=254)

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 Lebanon

1. In general would you say that Lebanon is headed in ... ?	Percentage of Respondents (N=239)
The right direction	3.8%
The wrong direction	74.9%
Not sure	21.3%

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

2. Listed below are a number of development priorities in Lebanon. Please identify which of the following you consider the most important development priorities in Lebanon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=245)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	54.7%
Security/stabilization/reconstruction	31.0%
Anti corruption	28.2%
Job creation/employment	21.2%
Social protection (e.g., pensions, targeted social assistance)	14.7%
Economic growth	13.5%
Energy	13.1%
Law and justice (e.g., judicial system)	12.2%
Poverty reduction	9.0%
Environmental sustainability	8.2%
Regional conflict and tensions	8.2%
Education	7.8%
Rural development	6.9%
Water and sanitation	6.9%
Transport (e.g., roads, bridges, transportation)	6.5%
Natural resource management (e.g., oil, gas, mining)	6.1%
Local governance and institutions	5.7%
Private sector development	5.3%
Food security	4.5%
Information and communications technology	3.7%
Social cohesion	3.7%
Health	3.3%
Agricultural development	2.9%
Foreign direct investment	2.9%
Equality of opportunity (i.e., equity)	2.9%
Urban development	2.4%
Regulatory framework	2.4%
Global/regional integration	1.6%
Gender equity	0.8%
Trade and exports	0.8%
Crime and violence	0.8%
Disaster management	0.8%
Financial markets	0.4%
Climate change (e.g., mitigation, adaptation)	0.4%
Communicable/non-communicable diseases	0.0%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lebanon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=253)
Job creation/employment	43.1%
Economic growth	32.4%
Rural development	29.6%
Anti corruption	24.5%
Education	23.7%
Social protection (e.g., pensions, targeted social assistance)	23.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.8%
Security/stabilization/reconstruction	11.9%
Equality of opportunity (i.e., equity)	9.1%
Regional conflict and tensions	8.7%
Law and justice (e.g., judicial system)	8.3%
Local governance and institutions	7.5%
Private sector development	6.7%
Natural resource management (e.g., oil, gas, mining)	6.3%
Agricultural development	5.5%
Transport (e.g., roads, bridges, transportation)	4.7%
Foreign direct investment	4.7%
Urban development	4.3%
Energy	3.6%
Health	3.6%
Water and sanitation	2.8%
Information and communications technology	2.4%
Gender equity	2.4%
Crime and violence	1.6%
Trade and exports	1.2%
Food security	1.2%
Social cohesion	1.2%
Climate change (e.g., mitigation, adaptation)	0.8%
Environmental sustainability	0.8%
Global/regional integration	0.4%
Regulatory framework	0.4%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%
Financial markets	0.0%

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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=234)
Consistent economic growth	25.2%
A growing middle class	24.4%
Better employment opportunities for young people	24.4%
Education and training that better ensure job opportunity	23.9%
More reliable social safety net	16.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.5%
Better opportunity for the poor who live in rural areas	14.1%
Greater access to micro-finance for the poor	12.8%
Greater equity of fiscal policy	11.1%
Greater voice and participation for citizens to help ensure greater accountability	8.1%
Greater access to health and nutrition for citizens	8.1%
Better quality public services	7.3%
Better opportunity for the poor who live in urban areas	3.4%
Better employment opportunities for women	2.1%
Other	2.1%

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 Lebanon? (Select only ONE response)	Percentage of Respondents (N=254)
A very big problem	48.4%
A moderately big problem	40.9%
A small problem	7.9%
Not a problem at all	2.4%
Don't know	0.4%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=254)
A very serious problem	52.4%
A somewhat serious problem	36.2%
Not too serious problem	10.2%
Not a problem	0.8%
Don't know	0.4%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Lebanon? (1- Not familiar at all, 10-Extremely familiar)	252	0	6.19	2.43

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

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Lebanon. (1-Not effective at all, 10-Very effective)	209	43	6.09	2.04

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Lebanon solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	173	77	7.16	1.84

4. When thinking about how the World Bank Group can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lebanon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=251)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	40.2%
Economic growth	28.7%
Job creation/employment	25.1%
Anti corruption	18.3%
Rural development	15.5%
Poverty reduction	15.5%
Transport (e.g., roads, bridges, transportation)	13.1%
Education	13.1%
Energy	12.4%
Social protection (e.g., pensions, targeted social assistance)	9.6%
Natural resource management (e.g., oil, gas, mining)	9.2%
Water and sanitation	8.8%
Agricultural development	8.4%
Local governance and institutions	8.4%
Foreign direct investment	7.6%
Law and justice (e.g., judicial system)	7.6%
Environmental sustainability	7.6%
Health	7.2%
Security/stabilization/reconstruction	6.8%
Equality of opportunity (i.e., equity)	5.2%
Private sector development	5.2%
Urban development	3.6%
Regional conflict and tensions	3.2%
Regulatory framework	3.2%
Food security	2.4%
Global/regional integration	1.6%
Climate change (e.g., mitigation, adaptation)	1.6%
Trade and exports	1.6%
Information and communications technology	1.6%
Financial markets	1.2%
Crime and violence	1.2%
Gender equity	0.8%
Social cohesion	0.8%
Disaster management	0.4%
Communicable/non-communicable diseases	0.4%

**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 Lebanon?	Percentage of Respondents (N=228)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	22.4%	12.4%	34.8%
Policy advice, studies, analyses	15.8%	14.6%	30.4%
Help to bring discipline/effective supervision to implementation of investment projects	16.7%	10.6%	27.3%
Capacity development	12.7%	11.9%	24.7%
Strategy formulation (e.g., PRSP assistance)	8.8%	14.6%	23.4%
Data and statistics	7.9%	9.3%	17.2%
Technical assistance	7.0%	9.7%	16.8%
Donor coordination	3.1%	7.5%	10.6%
Mobilizing third party financial resources	1.8%	7.5%	9.3%
Convening/Facilitating	1.8%	0.4%	2.2%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.9%	0.9%	1.8%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Not collaborating enough with stakeholders outside the Government	24.8%
Its advice and strategies do not lend themselves to practical problem solving	20.7%
Not enough public disclosure of its work	19.1%
Too influenced by developed countries	15.9%
Not willing to honestly criticize policies and reform efforts in the country	13.4%
Don't know	11.4%
Imposing technocratic solutions without regard to political realities	10.2%
Not exploring alternative policy options	10.2%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	10.2%
Not adequately sensitive to political/social realities in Lebanon	8.1%
World Bank Group's processes too complex	7.7%
Not aligned with country priorities	4.9%
Not focused enough on issues that are unique to post-conflict countries	4.5%
Not aligned with other donors' work	4.1%
Other	3.3%
The credibility of its knowledge/data	2.8%
Inadequate number of World Bank Group staff members located in the country	2.8%
Arrogant in its approach	1.6%
Staff too inaccessible	0.8%
Not client focused	0.4%

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

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=253)
Capacity development	38.7%
Investment lending (financing specific projects)	35.6%
Technical assistance (advice, best practice, international experience, etc.)	20.2%
Multi-sectoral approaches	15.0%
Co-financing arrangements (i.e., with other donors)	14.2%
Policy based lending/budget support to the Government	13.0%
Knowledge products/services (analytical work, studies, surveys, etc.)	11.1%
Don't know	9.1%
Emergency Recovery lending	8.3%
Trust Fund management	5.9%
Sector-wide approaches	5.1%
Other	3.2%

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Lebanon? (Select only ONE response)	Percentage of Respondents (N=251)
To a fully sufficient degree	1.6%
To a somewhat sufficient degree	16.3%
To a somewhat insufficient degree	40.6%
To a very insufficient degree	23.5%
Don't know	17.9%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=254)
Local Government	32.7%
NGOs/Community Based Organizations (CBOs)	31.9%
Private sector	31.1%
Academia/think tanks/research institutes	17.7%
Youth/university groups	15.0%
Donor community	12.2%
Beneficiaries	12.2%
Parliament	12.2%
Media	7.1%
UN agencies	5.5%
Foundations	3.9%
Other	3.1%
Regional organizations	2.8%
Emerging donors	2.0%
Don't know	1.2%
UN and regional peace keeping forces	0.4%

To what extent do you agree with the following statements about the World Bank Group's work in Lebanon? (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 Lebanon*	216	35	5.85	2.02
11. The World Bank Group's work is aligned with what I consider the development priorities for Lebanon*	214	37	5.71	1.98

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

To what extent is the World Bank Group an effective development partner in Lebanon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	214	29	5.52	2.05
13. Flexibility (in terms of the institution's products and services)*	189	51	5.46	2.01
14. Flexibility (in terms of changing country circumstances)*	195	43	5.36	2.04
15. Being inclusive*	181	51	5.82	2.12
16. Openness (sharing data and other information)*	205	29	6.58	2.26
17. Collaboration with the Government*	203	36	7.13	1.85
18. The speed in which it gets things accomplished on the ground*	184	55	5.56	1.95
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	185	52	6.09	2.50
20. Collaboration with civil society*	187	53	5.50	2.09
21. Collaboration with the UN*	139	99	6.76	1.88
22. Staff accessibility*	177	62	6.23	2.35
23. Collaboration with other donors and development partners*	143	98	6.64	1.84
24. Collaboration with the private sector*	162	77	5.90	1.96
25. Straightforwardness and honesty*	180	61	7.80	1.90
26. Treating clients and stakeholders in Lebanon with respect*	192	51	8.08	1.76
27. Being a long-term partner*	196	42	7.88	1.93

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=242)
More effective collaboration	10.3%
The same level of effective collaboration	28.9%
Less effective collaboration	13.2%
Don't know	47.5%

29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
The Government works inefficiently	66.0%
Political pressures and obstacles	50.2%
Lack of/inadequate levels of capacity in Government	28.3%
Ongoing conflict and instability	26.7%
Reforms are not well thought out in light of country challenges	24.3%
There is not an adequate level of citizen/civil society participation	23.5%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.5%
Poor donor coordination	12.6%
Inadequate funding	11.7%
The World Bank Group does not do adequate follow through/follow-up	9.3%
The World Bank Group works too slowly	6.9%
Other	0.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Lebanon? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	193	38	4.39	2.82
2. Financial markets	211	21	6.94	2.30
3. Transport (e.g., roads, bridges, transportation)	231	7	7.83	2.03
4. Anti corruption	223	14	8.00	2.27
5. Regional conflict and tensions	205	26	5.91	2.74
6. Law and justice (e.g., judicial system)	214	21	7.00	2.56
7. Urban development	222	13	7.55	1.94
8. Environmental sustainability	220	13	7.74	1.99
9. Trade and exports	209	21	6.82	2.28
10. Information and communications technology	222	16	7.31	2.17
11. Poverty reduction	231	9	8.29	1.98
12. Gender equity	219	18	7.11	2.34
13. Private sector development	223	13	7.25	2.24
14. Foreign direct investment	208	26	7.62	2.01
15. Local governance and institutions	217	19	7.71	2.15
16. Water and sanitation	227	12	7.91	1.94
17. Regulatory framework	210	26	7.53	2.13
18. Economic growth	221	15	8.19	2.01
19. Energy	226	14	8.12	1.99
20. Disaster management	210	25	6.90	2.20
21. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	218	17	8.17	2.18
22. Job creation/employment	222	16	7.84	2.29
23. Social cohesion	202	31	6.54	2.32
24. Communicable/non-communicable diseases	196	38	5.88	2.45
25. Equality of opportunity (i.e., equity)	206	23	6.85	2.28
26. Social protection (e.g., pensions, targeted social assistance)	213	24	7.19	2.35
27. Rural development	228	8	7.80	2.13
28. Global/regional integration	200	30	6.75	2.25
29. Food security	214	19	6.53	2.47
30. Natural resource management (e.g., oil, gas, mining)	213	20	7.52	2.37
31. Security/stabilization/reconstruction	217	17	7.14	2.30
32. Health	218	18	7.36	2.28
33. Climate change (e.g., mitigation, adaptation)	211	26	7.03	2.42
34. Agricultural development	228	11	7.56	2.13
35. Education	230	9	7.83	2.04

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lebanon? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	96	135	5.99	2.33
2. Information and communications technology	103	125	5.95	2.11
3. Transport (e.g., roads, bridges, transportation)	133	92	6.39	2.14
4. Regional conflict and tensions	93	132	4.60	2.48
5. Law and justice (e.g., judicial system)	87	138	5.01	2.41
6. Urban development	123	101	6.02	2.20
7. Environmental sustainability	132	91	5.98	2.27
8. Regulatory framework	117	102	6.01	2.12
9. Communicable/non-communicable diseases	64	158	4.98	2.63
10. Poverty reduction	155	72	6.00	2.34
11. Anti corruption	137	89	5.07	2.62
12. Private sector development	130	93	5.85	2.26
13. Foreign direct investment	108	116	5.91	2.12
14. Local governance and institutions	139	81	5.65	2.20
15. Water and sanitation	142	81	6.35	2.07
16. Trade and exports	98	125	5.62	2.42
17. Economic growth	153	72	6.16	2.23
18. Health	115	111	6.07	2.08
19. Disaster management	82	138	4.98	2.40
20. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	144	80	5.84	2.51
21. Job creation/employment	140	85	5.05	2.42
22. Social cohesion	97	124	4.62	2.26
23. Financial markets	104	117	5.57	2.53
24. Equality of opportunity (i.e., equity)	102	121	5.07	2.45
25. Energy	132	93	5.67	2.36
26. Rural development	131	96	5.90	2.23
27. Global/regional integration	86	136	5.37	2.33
28. Food security	88	136	5.18	2.55
29. Education	143	83	6.24	2.23
30. Security/stabilization/reconstruction	115	108	5.83	2.28
31. Social protection (e.g., pensions, targeted social assistance)	120	98	5.32	2.43
32. Climate change (e.g., mitigation, adaptation)	102	119	5.38	2.63
33. Agricultural development	121	104	5.81	2.25
34. Natural resource management (e.g., oil, gas, mining)	96	129	5.30	2.56

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Lebanon? (1-To no degree at all, 10-To a very significant degree)	212	36	5.99	1.85

Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Lebanon? (1-To no degree at all, 10-To a very significant degree)	182	68	5.71	2.10

**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 Lebanon? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lebanon*	189	54	5.69	1.95
6. The World Bank Group meets Lebanon's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	197	45	6.34	2.00

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lebanon? (1-To no degree at all, 10-To a very significant degree)	138	109	6.07	2.04

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=250)
Weekly	8.8%
Monthly	18.0%
A few times a year	32.8%
Rarely	28.0%
Never	12.4%

In Lebanon, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	177	66	6.40	1.87
3. Include appropriate level of stakeholder involvement during preparation	167	75	6.13	2.00
4. Lead to practical solutions	189	49	5.93	1.84
5. Are accessible (well written and easy to understand)	195	42	6.97	1.97
6. Are source of relevant information on global good practices	197	45	7.28	1.80
7. Are adequately disseminated	186	50	6.44	2.19
8. Are translated enough into local language	168	72	6.63	2.28
9. Are adaptable to Lebanon's specific development challenges and country circumstances*	196	46	6.14	2.00

Overall Evaluations	N	DK	Mean	SD
10. 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)	215	33	6.36	1.96
11. 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)	205	45	7.38	1.78

**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	141	98	5.66	2.36
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	194	50	7.11	1.89
3. The World Bank Group's approvals and reviews are done in a timely fashion	158	82	6.53	2.05
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	130	103	6.74	1.75
5. The World Bank Group's conditions on its lending are reasonable	151	86	6.72	1.86
6. The World Bank Group takes decisions quickly in Lebanon*	150	91	5.74	2.13
7. Working with the World Bank Group increases Lebanon's institutional capacity	208	33	7.16	2.09
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	117	122	6.89	2.15
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	178	63	7.01	2.02

WBG Promoting PPP in Lebanon	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 Lebanon? (1-To no degree at all, 10-To a very significant degree)	186	64	6.44	2.06

11. Which of the following best describes the World Bank Group's support in Lebanon? (Select only ONE response)	Percentage of Respondents (N=246)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Lebanon	38.6%
The World Bank Group is not sufficiently selective in Lebanon, and it is involved in too many areas of development	26.8%
Don't know	34.6%

WBG Staffing in Lebanon	N	DK	Mean	SD
12. To what extent do you believe the World Bank Group is adequately staffed in Lebanon? (1-To no degree at all, 10-To a very significant degree)	115	136	6.04	2.21

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
Reach out more to groups outside of Government	42.6%
Increase the level of capacity development in the country	36.8%
Provide more adequate data/knowledge/statistics/figures on Lebanon's economy	19.0%
Reduce the complexity of obtaining World Bank Group financing	16.5%
Offer more innovative financial products	14.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.8%
Improve the quality of its experts as related to Lebanon's specific challenges	10.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	10.7%
Offer more innovative knowledge services	7.9%
Ensure greater selectivity in its work	7.9%
Work faster	5.0%
Other	4.5%
Increase the level of World Bank Group staffing in Lebanon's office	4.1%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%

2. When considering the combination of services that the World Bank Group offers in Lebanon, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Lebanon? (Select only ONE response)	Percentage of Respondents (N=242)
Knowledge products	28.9%
The combination is appropriate for Lebanon	28.9%
Financial services	26.0%
Don't know	11.2%
Convening services	3.3%
None of the above	1.7%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Lebanon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=241)
Public financial management	56.8%
Capacity of state institutions	42.7%
Jobs	34.4%
Social safety nets	33.2%
Access to basic services	33.2%
Improving livelihoods	32.0%
Access to justice systems	17.8%
Stimulating dialogue to promote peace and stability	13.3%
Social cohesion	7.9%
Conflict resolution mechanisms	7.1%
Reducing violence	6.2%
Security mechanisms	3.7%

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

3B. Which THREE areas below would benefit most from other donors in Lebanon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=224)
Stimulating dialogue to promote peace and stability	33.5%
Improving livelihoods	29.0%
Social cohesion	28.6%
Access to basic services	28.1%
Security mechanisms	27.2%
Social safety nets	22.8%
Jobs	22.3%
Access to justice systems	21.4%
Capacity of state institutions	19.6%
Reducing violence	18.8%
Public financial management	18.8%
Conflict resolution mechanisms	17.9%

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=244)
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	65.6%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	61.5%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	41.0%
Organize more joint meetings and missions with the UN	31.1%
Involve UN experts to a greater degree in World Bank Group activities	30.7%
Share more information about the World Bank Group's activities, products, and knowledge	25.8%
Other	5.3%

G. Citizen Voice: Government Accountability

Importance of Greater Citizen Voice	N	DK	Mean	SD
1. How important is it for citizens in Lebanon to have greater 'voice' than they have now, in order to hold the state accountable? (1-Not important at all, 10-Extremely important)	242	7	9.36	1.15

Obtaining Greater Citizen Voice	N	DK	Mean	SD
2. Do you think that in the past year or so, citizens in Lebanon have obtained greater 'voice' to hold the state more accountable? (1-Far less voice, 10-Much greater voice)	240	8	5.08	2.60

H. Citizen Voice: Service Delivery

Importance of Greater Citizen Voice	N	DK	Mean	SD
1. How important is it for citizens in Lebanon to have greater 'voice' to ensure improved service delivery? (1-Not important at all, 10-Extremely important)	245	5	9.21	1.25

**H. Citizen Voice: Service Delivery (continued)**

2. Which of the following are the greatest obstacles in Lebanon to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=249)
Corruption	69.9%
Inefficient national government	51.0%
Inadequate national government budget resources	29.7%
Lack of accountability on the part of providers	29.7%
Inadequate citizen participation and voice	17.7%
Inefficient local government	15.3%
Inadequate will on the part of national government	14.9%
Inadequate skill set of providers (lack of technical expertise)	12.4%
Too costly (price of services)	12.4%
Inadequate local government budget resources	11.2%
Inadequate will on the part of local government	8.8%
Inadequate provider staff	8.0%
Attitude of the service providers	6.8%
None of the above	0.4%
Don't know	0.4%
Prefer not to answer	0.4%

I. Subsidy Reform

Importance of Greater Citizen Voice	N	DK	Mean	SD
1. When thinking about Lebanon's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth? (1-Not necessary at all, 10-Extremely necessary)	232	16	8.01	2.32

2. Which of the following statements best represents your views of energy subsidy reform in Lebanon? (Choose only ONE response)	Percentage of Respondents (N=229)
A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending.	46.3%
A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided.	53.7%

3. When thinking about energy subsidy reform in Lebanon, which TWO of the following statements are most convincing? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=236)
Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection)	49.6%
Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change	30.1%
Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing)	25.8%
Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities)	15.7%
Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.)	14.8%
None of the statements above. I do not believe that energy subsidy reform in Lebanon will have a positive impact on this country	13.1%
I don't know	11.0%

**J. Private Sector**

1. Which of the following are the most significant obstacles to private sector development in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Governance/government	31.0%
Level of transparency in system	30.6%
Lack of political will	29.4%
Legal/judicial system	24.9%
Access to finance	23.3%
Labor market policies	14.3%
The level of regulation	13.9%
Mismatch of skills	10.6%
Other	9.4%
State owned enterprises	5.3%
I don't know	2.0%

K. Refugees

Donors Supporting Government Efforts	N	DK	Mean	SD
1. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Lebanon? (1-To no degree at all, 10-To a very significant degree)	230	18	4.13	2.19

WBG Supporting Government Efforts	N	DK	Mean	SD
2. To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Lebanon? (1-To no degree at all, 10-To a very significant degree)	187	61	4.32	2.28

3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Education and health	49.0%
Supporting poor and marginalized local communities	46.9%
Infrastructure	35.9%
Public services	15.9%
Jobs	12.7%
Macro issues (fiscal accounts, balance of payments, etc.)	8.6%
Other	6.5%
Social cohesion	5.7%
Business development	4.9%
Don't know	2.9%

4. Please rate how you feel when you think about the impact of the refugees in regards to...					
	Percentage of Respondents (N=243)				
	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
Lebanon's economy	55.1%	35.0%	9.1%	0.0%	0.8%
Social cohesion	45.7%	46.2%	4.3%	0.0%	3.8%
National security	67.9%	30.0%	1.7%	0.0%	0.4%
Public service delivery	44.1%	44.9%	5.1%	0.0%	5.9%
Lebanon's poor and marginalized	66.1%	30.1%	2.5%	0.0%	1.3%

**L. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Internet	58.1%
Local newspapers	39.8%
Periodicals	25.6%
Local television	25.2%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	17.1%
International newspapers	12.6%
Other	10.6%
International television	5.3%
Local radio	1.6%
International radio	0.0%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=251)
World Bank Group's seminars/workshops/conferences	42.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	37.5%
World Bank Group's publications and other written materials	32.3%
e-Newsletters	30.7%
World Bank Group's website	27.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	13.1%
Mobile phones	8.0%
Other	2.4%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=234)
Yes	22.2%
No	77.8%

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=43)
World Bank Group's seminars/workshops/conferences	34.9%
World Bank Group's website	32.6%
Colleagues/Friends/Peer organizations	16.3%
World Bank Group's e-Newsletters	7.0%
Other	7.0%
News/Media	2.3%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=207)
Yes	23.7%
No	76.3%

6. Were you able to obtain this information?	Percentage of Respondents (N=46)
Yes	91.3%
No	8.7%

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

7. Do you have access to the Internet?	Percentage of Respondents (N=208)
Yes	97.1%
No	2.9%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=207)
Yes	70.5%
No	29.5%

9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=208)
Yes	19.2%
No	80.8%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=213)
High speed/WiFi	89.7%
Dial-up	10.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	170	46	7.16	1.75
12. I find the information on the World Bank Group's websites useful	165	45	7.52	1.60
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	79	131	6.85	1.94
14. 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.)	182	44	7.03	2.03
15. The World Bank Group is responsive to my information requests and inquiries	128	91	7.48	1.87

**M. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=242)
NGO/Community Based Organization	19.4%
Academia/Research Institute/Think Tank	11.2%
Other	11.2%
Media (press, radio, TV, web, etc.)	10.3%
Private Sector Organization	9.9%
Financial Sector/Private Bank	7.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	7.0%
Office of Minister	4.5%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.1%
Office of the President, Prime Minister	2.9%
Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	2.9%
Office of Parliamentarian	2.1%
Local Government Office or Staff	2.1%
Bilateral/Multilateral Agency	1.7%
Trade Union	0.8%
Youth Group	0.8%
Judiciary Branch	0.8%
Private Foundation	0.4%
Faith-Based Group	0.4%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=231)
Other	24.2%
Finance and markets	11.7%
Generalist (specialized in multiple sectors)	10.8%
Macroeconomics and fiscal management	9.1%
Education	5.6%
Governance	5.6%
Urban, rural, and social development	5.2%
Transport and ICT	4.3%
Social protection and labor	3.9%
Environment and natural resources	3.0%
Health, nutrition, and population	3.0%
Jobs	2.6%
Energy and extractives	2.2%
Public-private partnerships	1.7%
Water	1.3%
Gender	1.3%
Poverty	1.3%
Fragility, conflict and violence	0.9%
Trade and competitiveness	0.9%
Agriculture	0.9%
Climate Change	0.4%

**M. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=247)
Yes	40.5%
No	59.5%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Lebanon? (Select only ONE response)	Percentage of Respondents (N=195)
The World Bank (IBRD)	65.1%
The International Finance Corporation (IFC)	19.5%
The Multilateral Investment Guarantee Agency (MIGA)	0.5%
Other	14.9%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=208)
Yes	20.2%
No	79.8%

6. If yes, what was your view of how the two institutions work together in Lebanon? (Select only ONE response)	Percentage of Respondents (N=41)
The two institutions work well together	53.7%
The way the two institutions work together needs improvement	26.8%
The two institutions do not work well together	2.4%
Don't know	17.1%

7. Which of the following describes most of your exposure to the World Bank Group in Lebanon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=223)
Collaborate as part of my professional duties	41.7%
Use World Bank Group reports/data	35.9%
Engage in World Bank Group related/sponsored events/activities	30.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.9%
Use World Bank Group website for information, data, research, etc.	22.9%

8. What's your gender?	Percentage of Respondents (N=248)
Female	30.2%
Male	69.8%

9. Which best represents your geographic location?	Percentage of Respondents (N=236)
Beirut	67.4%
Mount Lebanon	21.6%
North	5.5%
South	3.4%
Bekaa	2.1%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=18 ● Employee of a Ministry/PMU/Consultant on WBG-supported Project N=24
- Private Sector/Financial Sector/Private Bank N=42 ● CSO N=53 ● Media N=25 ● Independent Government Institution N=10
- Academia/Research Institute/Think Tank N=27 ● Other N=43

A. General Issues facing Lebanon

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/Financial Sector/Private Bank	CSO	Media	Independent Government Institution	Academia/Research Institute/Think Tank	Other
The right direction	12.5%	9.5%	2.4%	2.1%	0.0%	0.0%	0.0%	4.7%
The wrong direction	62.5%	71.4%	73.2%	75.0%	87.5%	55.6%	88.9%	74.4%
Not sure	25.0%	19.0%	24.4%	22.9%	12.5%	44.4%	11.1%	20.9%

¹⁶ Only 242 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	5.9%	0.0%	2.4%	2.0%	0.0%	0.0%	0.0%	2.3%
Food security	11.8%	4.3%	4.8%	0.0%	12.0%	0.0%	4.2%	4.7%
Security/stabilization/reconstruction	47.1%	26.1%	35.7%	22.4%	40.0%	20.0%	16.7%	34.9%
Public sector governance/reform	47.1%	60.9%	69.0%	46.9%	44.0%	50.0%	62.5%	58.1%
Social protection	11.8%	17.4%	7.1%	20.4%	20.0%	10.0%	16.7%	11.6%
Gender equity	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	2.3%
Private sector development	5.9%	13.0%	4.8%	4.1%	0.0%	0.0%	4.2%	9.3%
Foreign direct investment	5.9%	0.0%	4.8%	4.1%	0.0%	10.0%	0.0%	2.3%
Urban development	0.0%	4.3%	2.4%	6.1%	4.0%	0.0%	0.0%	0.0%
Energy	11.8%	4.3%	4.8%	8.2%	12.0%	30.0%	25.0%	20.9%
Regional conflict and tensions	0.0%	8.7%	14.3%	12.2%	4.0%	10.0%	12.5%	0.0%
Job creation/employment	17.6%	13.0%	16.7%	24.5%	24.0%	30.0%	20.8%	25.6%
Rural development	0.0%	4.3%	0.0%	16.3%	12.0%	0.0%	8.3%	7.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Water and sanitation	5.9%	8.7%	2.4%	0.0%	4.0%	20.0%	12.5%	7.0%
Environmental sustainability	11.8%	13.0%	4.8%	12.2%	8.0%	10.0%	8.3%	4.7%
Equality of opportunity	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	7.0%
Health	0.0%	0.0%	0.0%	4.1%	4.0%	0.0%	8.3%	4.7%
Climate change	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	17.6%	4.3%	2.4%	4.1%	20.0%	20.0%	12.5%	7.0%
Transport	5.9%	8.7%	2.4%	6.1%	20.0%	10.0%	0.0%	4.7%
Social cohesion	5.9%	4.3%	4.8%	6.1%	0.0%	0.0%	4.2%	2.3%
Education	0.0%	8.7%	7.1%	14.3%	0.0%	10.0%	8.3%	7.0%
Agricultural development	0.0%	8.7%	0.0%	6.1%	0.0%	0.0%	0.0%	4.7%
Trade and exports	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	2.3%
Crime and violence	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%
Anti corruption	11.8%	30.4%	42.9%	22.4%	28.0%	10.0%	29.2%	27.9%
Law and justice	17.6%	4.3%	14.3%	10.2%	8.0%	20.0%	20.8%	9.3%
Regulatory framework	11.8%	8.7%	0.0%	0.0%	0.0%	0.0%	4.2%	2.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	5.9%	8.7%	4.8%	10.2%	0.0%	0.0%	8.3%	4.7%
Natural resource management	0.0%	17.4%	7.1%	4.1%	4.0%	20.0%	0.0%	7.0%
Economic growth	11.8%	13.0%	23.8%	12.2%	16.0%	0.0%	8.3%	7.0%
Disaster management	0.0%	0.0%	2.4%	0.0%	4.0%	0.0%	0.0%	0.0%
Information and communications technology	11.8%	4.3%	2.4%	2.0%	4.0%	10.0%	0.0%	4.7%

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

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lebanon? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	0.0%	4.3%	2.4%	3.8%	0.0%	0.0%	0.0%	4.7%
Equality of opportunity	5.6%	0.0%	7.1%	9.4%	12.0%	20.0%	3.7%	11.6%
Rural development	38.9%	30.4%	16.7%	34.0%	40.0%	30.0%	37.0%	23.3%
Climate change	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	8.7%	4.8%	11.3%	8.0%	0.0%	14.8%	11.6%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%
Gender equity	11.1%	0.0%	2.4%	3.8%	4.0%	0.0%	0.0%	0.0%
Economic growth	33.3%	30.4%	42.9%	28.3%	44.0%	30.0%	29.6%	23.3%
Urban development	0.0%	4.3%	0.0%	9.4%	4.0%	10.0%	0.0%	7.0%
Regulatory framework	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	5.6%	8.7%	14.3%	7.5%	4.0%	10.0%	7.4%	4.7%
Social protection	27.8%	30.4%	19.0%	13.2%	12.0%	30.0%	37.0%	27.9%
Law and justice	5.6%	8.7%	16.7%	7.5%	8.0%	0.0%	11.1%	4.7%
Transport	11.1%	0.0%	4.8%	11.3%	0.0%	10.0%	0.0%	0.0%
Crime and violence	5.6%	4.3%	2.4%	1.9%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.6%	0.0%	4.8%	1.9%	0.0%	10.0%	3.7%	0.0%
Security/stabilization/reconstruction*	33.3%	21.7%	7.1%	15.1%	4.0%	0.0%	3.7%	7.0%
Anti corruption	22.2%	39.1%	26.2%	28.3%	32.0%	20.0%	11.1%	20.9%
Education	16.7%	26.1%	23.8%	15.1%	32.0%	20.0%	40.7%	25.6%
Foreign direct investment	0.0%	0.0%	7.1%	7.5%	8.0%	0.0%	7.4%	0.0%
Energy	0.0%	0.0%	0.0%	3.8%	4.0%	0.0%	7.4%	4.7%
Public sector governance/reform	11.1%	13.0%	11.9%	22.6%	20.0%	20.0%	14.8%	25.6%
Social cohesion	0.0%	0.0%	0.0%	0.0%	4.0%	10.0%	0.0%	2.3%
Private sector development*	5.6%	4.3%	21.4%	0.0%	8.0%	0.0%	7.4%	4.7%
Natural resource management	0.0%	8.7%	4.8%	9.4%	8.0%	10.0%	0.0%	7.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	2.3%
Health	0.0%	8.7%	2.4%	3.8%	4.0%	0.0%	3.7%	2.3%
Agricultural development	5.6%	4.3%	2.4%	3.8%	4.0%	0.0%	11.1%	9.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	33.3%	43.5%	47.6%	37.7%	32.0%	50.0%	37.0%	55.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	5.6%	0.0%	0.0%	1.9%	4.0%	0.0%	0.0%	0.0%
Food security	5.6%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	2.3%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth*	11.8%	23.8%	47.5%	19.6%	23.8%	10.0%	37.5%	13.2%
More reliable social safety net	29.4%	14.3%	12.5%	17.6%	19.0%	20.0%	8.3%	18.4%
Greater access to micro-finance for the poor	11.8%	9.5%	7.5%	5.9%	23.8%	10.0%	20.8%	21.1%
Greater voice and participation for citizens to help ensure greater accountability	5.9%	9.5%	12.5%	7.8%	0.0%	0.0%	16.7%	5.3%
Greater access to health and nutrition for citizens	11.8%	4.8%	2.5%	9.8%	19.0%	10.0%	8.3%	7.9%
Better entrepreneurial opportunities	5.9%	14.3%	12.5%	15.7%	9.5%	30.0%	16.7%	18.4%
A growing middle class	17.6%	14.3%	25.0%	19.6%	33.3%	10.0%	20.8%	39.5%
Better opportunity for the poor who live in rural areas	17.6%	19.0%	10.0%	13.7%	19.0%	30.0%	12.5%	10.5%
Better opportunity for the poor who live in urban areas	5.9%	0.0%	2.5%	3.9%	0.0%	0.0%	0.0%	7.9%
Better employment opportunities for young people	11.8%	38.1%	22.5%	39.2%	28.6%	10.0%	20.8%	15.8%
Better employment opportunities for women	0.0%	0.0%	2.5%	5.9%	0.0%	0.0%	4.2%	0.0%
Greater equity of fiscal policy	17.6%	9.5%	7.5%	11.8%	4.8%	10.0%	16.7%	13.2%
Education and training that better ensure job opportunity	47.1%	28.6%	20.0%	23.5%	14.3%	30.0%	12.5%	23.7%
Better quality public services	11.8%	9.5%	10.0%	5.9%	4.8%	10.0%	4.2%	2.6%
Other	0.0%	4.8%	2.5%	2.0%	0.0%	10.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very big problem	44.4%	45.8%	31.0%	62.3%	48.0%	40.0%	66.7%	41.9%
A moderately big problem	38.9%	37.5%	47.6%	34.0%	44.0%	50.0%	25.9%	53.5%
A small problem	5.6%	8.3%	16.7%	3.8%	8.0%	10.0%	7.4%	4.7%
Not a problem at all	11.1%	8.3%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A very serious problem	44.4%	58.3%	57.1%	60.4%	52.0%	40.0%	51.9%	34.9%
A somewhat serious problem	38.9%	37.5%	26.2%	28.3%	36.0%	60.0%	40.7%	51.2%
Not too serious problem	16.7%	4.2%	14.3%	11.3%	12.0%	0.0%	7.4%	11.6%
Not a problem	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	2.3%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lebanon?*	18	7.72	2.49	24	6.58	2.38	42	6.38	2.38	51	5.47	2.24	25	5.52	3.24	10	7.80	1.69	27	6.11	2.06	43	6.07	2.12

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lebanon.	17	6.71	1.76	22	6.36	1.84	32	6.00	2.08	38	5.39	2.11	19	6.05	2.20	10	6.90	2.13	21	5.95	1.96	38	6.26	2.08

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lebanon solve its most complicated development challenges?*	16	8.38	1.45	20	7.05	2.01	29	7.28	1.36	27	6.19	2.25	15	7.07	1.62	10	7.60	1.17	18	7.39	1.91	32	7.16	1.78

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Health	5.9%	4.2%	2.4%	7.5%	12.0%	0.0%	12.0%	11.6%
Security/stabilization/reconstruction	5.9%	4.2%	9.5%	3.8%	16.0%	10.0%	4.0%	2.3%
Crime and violence	0.0%	0.0%	2.4%	1.9%	0.0%	0.0%	0.0%	0.0%
Transport	17.6%	12.5%	11.9%	9.4%	16.0%	20.0%	12.0%	16.3%
Agricultural development	11.8%	12.5%	4.8%	7.5%	12.0%	0.0%	8.0%	11.6%
Global/regional integration	0.0%	0.0%	4.8%	1.9%	0.0%	0.0%	4.0%	0.0%
Job creation/employment	29.4%	25.0%	23.8%	18.9%	32.0%	30.0%	12.0%	30.2%
Public sector governance/reform	47.1%	37.5%	45.2%	49.1%	24.0%	40.0%	40.0%	34.9%
Social protection	17.6%	8.3%	4.8%	9.4%	12.0%	10.0%	8.0%	11.6%
Rural development	5.9%	12.5%	11.9%	15.1%	20.0%	20.0%	24.0%	18.6%
Foreign direct investment	0.0%	8.3%	11.9%	5.7%	4.0%	10.0%	4.0%	11.6%
Education	11.8%	16.7%	11.9%	11.3%	12.0%	10.0%	24.0%	11.6%
Energy	11.8%	16.7%	11.9%	1.9%	16.0%	20.0%	16.0%	14.0%
Social cohesion	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	4.0%	0.0%
Financial markets	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	4.2%	2.4%	3.8%	0.0%	0.0%	0.0%	11.6%
Environmental sustainability	11.8%	8.3%	2.4%	7.5%	4.0%	30.0%	8.0%	7.0%
Economic growth	35.3%	20.8%	35.7%	28.3%	40.0%	10.0%	32.0%	23.3%
Regional conflict and tensions	0.0%	0.0%	2.4%	5.7%	0.0%	10.0%	4.0%	2.3%
Private sector development*	0.0%	0.0%	16.7%	0.0%	4.0%	0.0%	4.0%	7.0%
Water and sanitation	0.0%	20.8%	9.5%	3.8%	4.0%	10.0%	16.0%	9.3%
Food security	5.9%	4.2%	0.0%	1.9%	4.0%	0.0%	4.0%	0.0%
Climate change	5.9%	0.0%	2.4%	1.9%	0.0%	0.0%	4.0%	0.0%
Information and communications technology	5.9%	4.2%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	1.9%	0.0%	10.0%	4.0%	2.3%
Equality of opportunity	0.0%	0.0%	0.0%	11.3%	8.0%	10.0%	4.0%	7.0%
Law and justice	0.0%	12.5%	9.5%	11.3%	0.0%	0.0%	8.0%	4.7%
Local governance and institutions	5.9%	16.7%	4.8%	18.9%	0.0%	0.0%	8.0%	4.7%
Regulatory framework	5.9%	8.3%	4.8%	0.0%	4.0%	0.0%	0.0%	2.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Natural resource management	11.8%	4.2%	19.0%	9.4%	4.0%	10.0%	0.0%	9.3%
Poverty reduction	17.6%	12.5%	11.9%	15.1%	24.0%	30.0%	16.0%	16.3%
Anti corruption	17.6%	25.0%	16.7%	20.8%	28.0%	10.0%	16.0%	14.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%

*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 Lebanon?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses*	47.1%	5.6%	12.2%	15.6%	21.1%	20.0%	28.0%	0.0%
Data and statistics	11.8%	11.1%	7.3%	6.7%	15.8%	0.0%	8.0%	4.8%
Convening/Facilitating	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	4.8%
Financial resources*	11.8%	22.2%	22.0%	11.1%	10.5%	10.0%	24.0%	45.2%
Capacity development	5.9%	11.1%	14.6%	13.3%	15.8%	10.0%	8.0%	19.0%
Technical assistance	5.9%	22.2%	7.3%	2.2%	10.5%	20.0%	8.0%	2.4%
Help to bring discipline/effective supervision to implementation of investment projects	0.0%	16.7%	22.0%	20.0%	15.8%	20.0%	16.0%	11.9%
Mobilizing third party financial resources	5.9%	0.0%	0.0%	2.2%	0.0%	10.0%	0.0%	2.4%
Donor coordination	0.0%	5.6%	2.4%	6.7%	0.0%	0.0%	4.0%	2.4%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	5.9%	5.6%	9.8%	15.6%	10.5%	10.0%	0.0%	7.1%
Other	0.0%	0.0%	2.4%	2.2%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	23.5%	15.8%	17.9%	20.0%	11.1%	20.0%	4.0%	9.5%
Data and statistics	17.6%	21.1%	10.3%	6.7%	11.1%	20.0%	8.0%	2.4%
Convening/Facilitating	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial resources	11.8%	26.3%	10.3%	13.3%	5.6%	0.0%	20.0%	7.1%
Capacity development	5.9%	5.3%	12.8%	13.3%	11.1%	30.0%	8.0%	11.9%
Technical assistance	11.8%	10.5%	7.7%	11.1%	0.0%	0.0%	12.0%	14.3%
Help to bring discipline/effective supervision to implementation of investment projects	5.9%	0.0%	12.8%	13.3%	5.6%	0.0%	16.0%	14.3%
Mobilizing third party financial resources*	0.0%	5.3%	17.9%	2.2%	5.6%	0.0%	0.0%	14.3%
Donor coordination*	11.8%	10.5%	2.6%	4.4%	27.8%	10.0%	8.0%	2.4%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	4.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	11.8%	5.3%	5.1%	13.3%	22.2%	20.0%	20.0%	23.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	6.3%	13.0%	9.8%	12.0%	28.0%	30.0%	22.2%	16.7%
Not exploring alternative policy options	12.5%	13.0%	9.8%	8.0%	20.0%	20.0%	3.7%	7.1%
Not collaborating enough with stakeholders outside the Government	12.5%	8.7%	29.3%	30.0%	20.0%	10.0%	33.3%	31.0%
Its advice and strategies do not lend themselves to practical problem solving	37.5%	39.1%	19.5%	24.0%	16.0%	0.0%	11.1%	21.4%
Not enough public disclosure of its work	6.3%	4.3%	31.7%	20.0%	12.0%	10.0%	25.9%	19.0%
Arrogant in its approach	0.0%	0.0%	0.0%	6.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	6.3%	4.3%	0.0%	4.0%	4.0%	0.0%	0.0%	4.8%
World Bank Group's processes too complex	18.8%	17.4%	7.3%	4.0%	0.0%	0.0%	3.7%	11.9%
Not willing to honestly criticize policies and reform efforts in the country	12.5%	13.0%	24.4%	6.0%	20.0%	10.0%	14.8%	4.8%
Staff too inaccessible*	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	3.7%	0.0%
Imposing technocratic solutions without regard to political realities	6.3%	13.0%	7.3%	12.0%	12.0%	10.0%	14.8%	9.5%
World Bank Group's processes too slow	31.3%	13.0%	7.3%	6.0%	8.0%	20.0%	7.4%	11.9%
Not aligned with other donors' work	6.3%	8.7%	0.0%	10.0%	0.0%	0.0%	0.0%	2.4%
Not aligned with country priorities*	0.0%	8.7%	2.4%	0.0%	4.0%	0.0%	0.0%	16.7%
Not adequately sensitive to political/social realities in Lebanon	0.0%	13.0%	4.9%	10.0%	12.0%	10.0%	7.4%	7.1%
Not focused enough on issues that are unique to post-conflict countries	0.0%	8.7%	4.9%	6.0%	4.0%	0.0%	7.4%	2.4%
Inadequate number of World Bank Group staff members located in the country	6.3%	0.0%	4.9%	0.0%	0.0%	0.0%	3.7%	7.1%
Other	6.3%	0.0%	7.3%	2.0%	4.0%	0.0%	3.7%	2.4%
Don't know	6.3%	8.7%	7.3%	14.0%	8.0%	30.0%	14.8%	7.1%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	0.0%	16.7%	7.1%	3.8%	12.0%	0.0%	3.7%	4.7%
Knowledge products/services	5.6%	4.2%	9.5%	17.3%	8.0%	10.0%	22.2%	7.0%
Capacity development	33.3%	41.7%	35.7%	32.7%	48.0%	40.0%	25.9%	51.2%
Technical assistance	16.7%	20.8%	28.6%	19.2%	8.0%	20.0%	25.9%	20.9%
Investment lending	38.9%	37.5%	38.1%	19.2%	44.0%	50.0%	37.0%	44.2%
Policy based lending/budget support to the Government	11.1%	16.7%	26.2%	13.5%	4.0%	10.0%	3.7%	11.6%
Multi-sectoral approaches*	16.7%	12.5%	4.8%	32.7%	4.0%	10.0%	11.1%	14.0%
Co-financing arrangements	22.2%	12.5%	14.3%	17.3%	20.0%	0.0%	3.7%	16.3%
Sector-wide approaches	0.0%	4.2%	7.1%	7.7%	0.0%	10.0%	7.4%	2.3%
Emergency Recovery lending	5.6%	4.2%	2.4%	7.7%	20.0%	10.0%	7.4%	9.3%
Other	5.6%	0.0%	4.8%	3.8%	0.0%	10.0%	0.0%	2.3%
Don't know	11.1%	12.5%	7.1%	7.7%	12.0%	0.0%	18.5%	4.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	1.9%	4.0%	0.0%	0.0%	2.5%
To a somewhat sufficient degree	27.8%	25.0%	16.7%	9.4%	12.0%	20.0%	14.8%	17.5%
To a somewhat insufficient degree	44.4%	45.8%	38.1%	32.1%	48.0%	40.0%	33.3%	50.0%
To a very insufficient degree	11.1%	16.7%	19.0%	39.6%	12.0%	30.0%	25.9%	20.0%
Don't know	16.7%	12.5%	26.2%	17.0%	24.0%	10.0%	25.9%	10.0%

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Parliament	33.3%	25.0%	7.1%	11.3%	12.0%	10.0%	3.7%	11.6%
Donor community	33.3%	20.8%	7.1%	9.4%	8.0%	20.0%	7.4%	11.6%
Media*	5.6%	4.2%	0.0%	3.8%	44.0%	10.0%	3.7%	2.3%
Local Government	22.2%	45.8%	21.4%	37.7%	16.0%	40.0%	37.0%	41.9%
Private sector*	33.3%	25.0%	61.9%	24.5%	28.0%	20.0%	25.9%	23.3%
Academia/think tanks/research institutes*	16.7%	4.2%	23.8%	11.3%	12.0%	20.0%	48.1%	14.0%
NGOs/Community Based Organizations*	11.1%	12.5%	33.3%	62.3%	20.0%	10.0%	29.6%	23.3%
Youth/university groups	11.1%	16.7%	9.5%	13.2%	24.0%	20.0%	11.1%	18.6%
Beneficiaries	5.6%	16.7%	14.3%	15.1%	12.0%	10.0%	11.1%	7.0%
Foundations	0.0%	4.2%	0.0%	5.7%	8.0%	10.0%	3.7%	2.3%
UN and regional peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%
Emerging donors	0.0%	4.2%	0.0%	1.9%	4.0%	0.0%	0.0%	4.7%
UN agencies	11.1%	8.3%	0.0%	1.9%	4.0%	0.0%	3.7%	14.0%
Regional organizations	5.6%	4.2%	4.8%	1.9%	0.0%	10.0%	0.0%	0.0%
Other	0.0%	4.2%	4.8%	0.0%	0.0%	0.0%	0.0%	9.3%
Don't know	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%	3.7%	2.3%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lebanon*	16	6.87	1.75	23	6.35	1.77	33	6.27	1.92	42	5.05	2.15	19	5.37	1.83	10	6.10	2.42	23	5.70	1.87	38	5.84	2.10
The World Bank Group's work is aligned with what I consider the development priorities for Lebanon	16	6.44	1.41	22	6.05	1.73	32	6.00	1.93	42	5.24	2.07	21	5.67	1.85	10	6.20	2.35	23	5.48	2.04	37	5.59	2.17

*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 Lebanon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	16	6.63	1.54	20	6.15	1.98	33	5.91	1.84	44	4.73	2.08	21	5.29	1.98	9	6.11	1.69	22	5.59	2.32	38	5.26	2.01
Flexibility (in terms of the institution's products and services)*	16	6.31	1.54	19	6.53	1.81	32	5.38	1.98	37	4.65	1.99	18	5.61	2.38	7	6.29	1.70	18	5.39	1.85	34	5.18	1.99
Flexibility (in terms of changing country circumstances)	16	5.44	1.79	20	5.90	1.97	33	5.45	2.05	39	4.82	2.10	18	4.83	2.28	7	6.00	1.91	20	5.55	2.28	34	5.47	1.94
Being inclusive	15	6.13	1.55	18	6.56	2.15	27	5.59	2.00	40	5.53	2.41	21	6.00	2.19	7	6.29	2.29	19	5.95	2.17	27	5.52	1.95
Openness (sharing data and other information)	16	7.13	2.19	20	7.60	1.60	33	6.58	2.05	43	6.12	2.59	22	6.59	2.48	8	7.13	1.64	21	6.95	2.42	34	5.91	2.19
Collaboration with the Government	16	7.81	1.38	20	7.05	1.73	32	7.34	1.45	41	7.05	2.05	20	6.25	2.51	9	8.00	1.50	21	7.52	1.94	36	6.64	1.68
The speed in which it gets things accomplished on the ground	16	5.87	1.67	19	5.74	2.05	30	5.50	1.80	35	5.09	2.01	18	5.50	2.12	6	6.83	1.94	19	6.16	2.22	35	5.29	1.90
Ease of access to the people at the World Bank Group who are making decisions important to my work*	16	7.38	2.22	19	7.00	2.58	28	6.54	1.99	37	5.08	2.76	18	5.50	2.48	9	6.78	2.33	18	6.33	2.17	34	5.62	2.47
Collaboration with civil society	14	6.43	1.40	16	5.56	1.55	25	6.24	1.67	44	5.05	2.28	20	5.30	2.41	7	6.57	1.90	20	5.50	2.31	34	5.09	2.01
Collaboration with the UN	13	6.46	1.71	11	6.91	1.38	14	6.57	1.55	30	6.83	2.31	19	6.89	2.02	6	7.33	1.21	14	6.86	2.25	25	6.60	1.71
Staff accessibility*	13	7.23	1.88	20	7.00	2.32	27	6.85	1.68	36	5.78	2.49	20	5.80	2.57	8	6.63	2.07	18	6.56	2.12	30	5.23	2.58
Collaboration with other donors and development partners	13	6.54	1.76	15	7.13	1.60	18	6.94	1.43	28	6.04	2.17	15	6.40	2.23	5	6.80	1.64	17	6.82	2.32	26	6.65	1.47
Collaboration with the private sector	12	6.58	1.44	11	6.18	1.89	32	6.03	2.04	34	5.62	2.42	17	5.59	2.03	5	6.80	2.39	20	5.90	1.74	23	5.52	1.65
Straightforwardness and honesty	14	7.93	1.77	19	7.95	1.54	29	8.10	1.32	35	7.51	2.23	17	7.47	1.74	9	8.00	1.66	18	7.78	2.26	33	7.88	1.95
Treating clients and stakeholders in Lebanon with respect	16	8.69	1.01	21	8.33	1.49	29	8.83	1.10	40	7.60	2.10	18	7.83	1.34	9	8.56	1.13	19	7.79	2.15	35	7.74	2.08
Being a long-term partner	16	8.50	1.75	18	8.39	1.46	32	8.00	1.87	39	7.31	2.35	21	7.67	2.06	9	8.56	1.13	21	7.95	2.04	33	7.91	1.77

*Significantly different between stakeholder groups

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 President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	22.2%	18.2%	5.1%	8.0%	8.3%	22.2%	3.8%	9.3%
The same level of effective collaboration	27.8%	27.3%	15.4%	26.0%	45.8%	22.2%	42.3%	25.6%
Less effective collaboration	11.1%	18.2%	7.7%	10.0%	16.7%	11.1%	11.5%	20.9%
Don't know	38.9%	36.4%	71.8%	56.0%	29.2%	44.4%	42.3%	44.2%

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	61.1%	52.2%	71.4%	72.5%	54.2%	60.0%	80.8%	60.5%
Poor donor coordination	11.1%	8.7%	0.0%	17.6%	29.2%	20.0%	15.4%	11.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.2%	26.1%	21.4%	13.7%	16.7%	30.0%	30.8%	37.2%
Lack of/inadequate levels of capacity in Government	27.8%	26.1%	28.6%	33.3%	12.5%	10.0%	34.6%	34.9%
There is not an adequate level of citizen/civil society participation	5.6%	21.7%	19.0%	37.3%	20.8%	0.0%	26.9%	20.9%
The World Bank Group works too slowly*	22.2%	13.0%	7.1%	0.0%	0.0%	0.0%	7.7%	7.0%
The World Bank Group does not do adequate follow through/follow-up	5.6%	13.0%	11.9%	7.8%	12.5%	0.0%	3.8%	9.3%
Political pressures and obstacles	61.1%	73.9%	54.8%	41.2%	54.2%	60.0%	46.2%	44.2%
Reforms are not well thought out in light of country challenges	16.7%	30.4%	26.2%	29.4%	16.7%	40.0%	11.5%	23.3%
Ongoing conflict and instability*	33.3%	8.7%	21.4%	33.3%	37.5%	70.0%	26.9%	16.3%
Inadequate funding	11.1%	8.7%	7.1%	7.8%	29.2%	10.0%	7.7%	14.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	15	4.33	2.99	19	4.79	3.07	37	4.38	2.79	35	3.91	2.44	17	4.65	3.35	6	4.67	2.07	23	5.04	2.93	34	4.18	3.01
Financial markets	17	7.12	1.93	20	6.20	2.86	39	7.08	2.24	43	7.67	1.84	19	6.05	2.53	9	7.56	1.51	21	6.62	2.48	36	6.78	2.54
Transport	18	8.22	1.66	21	7.95	1.83	41	7.93	1.92	45	7.69	2.16	23	7.48	2.63	10	7.90	1.37	26	7.85	2.11	38	7.97	2.06
Anti corruption*	17	7.88	1.50	22	8.50	1.63	39	8.74	1.39	44	8.30	2.00	22	6.77	3.01	9	8.44	1.74	26	8.38	2.28	36	7.28	2.93
Regional conflict and tensions	13	5.85	2.70	20	6.05	2.61	41	6.24	2.70	34	5.88	2.77	20	6.10	2.49	8	6.25	2.92	24	5.96	3.09	36	5.50	2.86
Law and justice*	17	7.29	2.31	21	7.29	2.39	41	7.29	2.23	40	7.08	2.54	20	5.35	2.83	10	6.80	2.39	23	8.00	2.50	34	6.56	2.82
Urban development	17	7.76	1.60	20	7.55	1.73	40	8.10	1.32	43	7.60	1.93	21	6.62	2.22	10	7.40	1.65	25	7.68	2.27	37	7.27	2.40
Environmental sustainability	18	7.72	1.41	19	7.89	1.79	39	7.92	1.77	43	7.98	2.06	22	6.41	2.13	10	8.10	1.60	24	8.33	2.06	35	7.60	2.14
Trade and exports	16	7.69	1.62	19	6.58	2.43	39	7.00	2.14	41	7.27	2.15	21	5.76	2.57	9	7.67	1.80	24	6.42	2.22	33	6.55	2.68
Information and communications technology	18	7.89	1.28	21	6.95	2.91	40	7.27	2.00	44	7.50	2.10	21	6.57	2.27	10	7.10	1.60	25	7.48	2.55	35	7.29	2.26
Poverty reduction	18	8.72	1.53	22	8.86	1.52	40	8.20	1.94	44	8.27	1.98	23	7.52	2.27	10	8.70	1.42	25	8.68	1.89	39	8.10	2.31
Gender equity	16	7.44	2.03	20	7.60	1.54	40	6.85	2.20	44	7.41	2.22	22	6.27	2.47	10	6.10	2.69	23	8.26	2.16	36	6.75	2.85
Private sector development	17	7.65	1.93	19	7.53	2.34	40	7.60	2.10	47	6.94	2.25	23	6.91	2.52	10	6.20	2.53	24	7.17	2.55	36	7.56	2.09
Foreign direct investment	14	8.29	1.68	19	7.47	1.90	39	7.87	1.56	42	7.60	1.94	22	6.77	2.60	9	8.00	1.58	24	7.58	2.55	34	7.62	2.13
Local governance and institutions	17	7.94	2.28	20	7.95	1.50	40	7.88	1.81	42	7.81	2.10	21	6.43	2.29	10	7.60	2.37	25	8.36	2.06	34	7.76	2.40
Water and sanitation*	18	8.56	1.42	19	7.84	2.09	40	7.92	1.85	44	8.05	1.60	22	6.45	2.61	10	7.80	1.81	25	8.60	1.47	39	7.79	2.03
Regulatory framework*	17	7.94	1.43	20	7.80	1.85	38	7.61	2.10	42	7.86	1.80	19	5.68	2.26	8	6.75	1.83	24	8.29	2.05	35	7.40	2.60
Economic growth	17	8.71	1.40	22	8.91	1.48	40	8.28	1.88	42	8.45	1.52	22	7.05	2.46	8	7.75	1.91	25	8.44	2.22	37	7.89	2.51
Energy	17	8.76	1.35	20	8.10	2.05	41	8.32	1.46	43	7.88	1.79	22	7.41	2.65	10	8.30	1.70	25	8.48	1.87	38	8.03	2.47
Disaster management	15	7.20	1.97	19	6.89	1.73	37	6.97	1.99	40	7.25	1.93	20	6.15	2.78	9	7.78	1.39	23	7.09	2.25	38	6.63	2.56
Public sector governance/reform*	16	8.25	1.61	20	8.90	1.33	39	8.62	1.35	46	8.20	2.17	19	6.26	2.81	9	9.00	1.32	25	8.84	2.01	36	7.89	2.66
Job creation/employment	16	8.50	1.79	20	8.80	1.74	40	7.75	1.89	44	7.55	2.14	22	7.09	2.94	8	8.63	1.69	25	7.88	2.60	38	7.97	2.50
Social cohesion	15	7.33	1.88	19	7.11	2.21	37	6.46	2.24	36	6.61	2.00	20	5.40	2.41	9	6.44	2.40	23	6.74	2.80	34	6.76	2.30
Communicable/non-communicable diseases	16	5.75	2.29	17	5.82	2.16	37	5.70	2.41	35	5.89	2.37	18	6.17	2.62	9	5.89	2.42	23	6.39	2.98	34	5.71	2.32
Equality of opportunity	14	6.79	2.04	18	7.00	1.78	38	6.79	2.15	41	7.00	2.02	20	6.60	2.39	9	6.33	2.45	24	7.25	2.82	34	6.76	2.63
Social protection	16	7.75	2.05	19	7.26	2.68	39	6.67	2.13	44	7.20	2.41	19	7.11	2.42	10	6.40	2.41	24	7.75	2.35	35	7.11	2.54
Rural development	17	8.06	1.82	20	8.15	1.76	41	7.44	2.04	45	7.89	2.17	23	7.04	2.53	10	7.80	1.75	25	8.32	2.23	39	7.92	2.32
Global/regional integration	11	7.45	1.97	19	7.05	2.22	40	6.50	2.35	38	7.13	1.86	20	6.40	2.14	9	6.89	1.45	24	6.79	2.62	33	6.42	2.72
Food security	14	6.64	2.21	20	6.35	2.39	39	6.10	2.50	40	7.15	2.08	22	6.82	2.56	9	5.78	2.91	24	6.67	2.85	38	6.34	2.51
Natural resource management	16	7.50	1.86	20	7.60	2.44	39	7.56	2.11	40	7.35	2.69	23	7.04	2.50	9	7.78	1.86	25	7.76	2.55	36	7.69	2.40
Security/stabilization/reconstruction	15	7.73	1.87	21	7.48	2.11	39	7.18	2.25	42	7.36	2.27	21	6.43	2.52	9	6.78	1.30	25	6.84	2.39	38	7.18	2.77
Health	18	8.17	1.58	20	7.35	2.28	37	7.14	2.25	42	7.38	2.24	20	6.50	2.91	10	7.30	1.34	25	7.36	2.56	36	7.47	2.31
Climate change	16	7.06	2.14	18	6.94	2.46	40	6.68	2.36	40	7.68	2.13	19	6.26	2.62	9	8.11	0.93	24	7.62	2.65	37	6.43	2.67
Agricultural development	18	7.89	1.71	21	7.67	1.98	40	7.05	2.14	44	7.89	1.99	23	7.00	2.66	10	7.40	1.43	26	7.65	2.37	37	7.81	2.22
Education	18	8.22	1.59	22	8.00	2.16	40	7.65	1.98	45	8.04	1.97	23	6.52	2.54	10	8.00	1.05	25	7.96	2.28	38	8.18	1.86

*Significantly different between stakeholder groups

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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/Financial Sector/Private Bank			CSO			Media			Independent Government Institution			Academia/Research Institute/Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	3	8.33	1.15	11	6.55	1.44	13	6.38	2.69	25	6.40	2.14	9	5.33	2.29	3	5.33	4.04	13	4.69	2.84	16	5.69	2.09
Information and communications technology	7	6.00	2.77	6	6.50	1.52	17	6.00	2.21	23	6.00	2.00	12	5.67	2.53	5	6.00	2.83	11	5.27	2.37	18	6.17	1.72
Transport	10	6.50	2.17	13	6.69	1.49	24	6.75	2.03	23	6.30	2.32	16	5.69	2.44	3	8.00	1.00	12	6.17	2.59	28	6.25	2.14
Regional conflict and tensions	3	4.33	3.06	9	5.56	2.01	15	4.60	2.72	15	4.00	2.65	15	4.73	2.46	3	6.67	1.15	12	4.67	2.74	20	4.40	2.33
Law and justice	3	5.00	3.61	8	5.88	3.04	17	5.47	2.29	17	5.06	2.33	9	4.22	2.54	3	4.67	0.58	13	4.77	2.98	16	4.56	1.86
Urban development	5	7.80	1.30	9	6.44	2.24	26	6.42	1.68	27	6.11	2.47	15	5.33	2.47	4	6.75	2.06	11	4.73	2.41	23	5.70	2.10
Environmental sustainability	7	7.00	2.77	13	6.69	1.75	24	5.83	2.30	26	6.31	2.28	14	6.14	2.11	5	7.00	1.22	14	5.21	2.36	26	5.54	2.40
Regulatory framework	5	7.80	0.84	11	6.27	2.10	23	6.09	2.02	24	6.46	2.21	11	5.36	2.25	4	6.75	0.96	13	5.38	2.50	23	5.48	2.17
Communicable/non-communicable diseases	1	9.00	-	4	5.00	2.94	11	5.45	2.07	13	5.92	2.72	9	4.78	2.28	2	3.00	2.83	9	3.67	2.18	14	5.00	3.06
Poverty reduction	10	7.60	1.84	16	7.06	2.14	22	6.05	2.06	32	5.47	2.61	15	6.13	2.45	7	7.00	1.83	18	5.39	2.35	30	5.47	2.27
Anti corruption	6	5.33	2.73	14	6.29	2.61	22	4.73	2.29	34	5.26	2.80	13	5.62	2.50	3	3.67	2.52	17	4.82	2.65	23	4.43	2.63
Private sector development	10	6.80	1.32	7	5.57	2.76	26	6.23	2.05	24	6.13	2.44	16	6.00	2.22	6	5.67	2.42	12	5.00	2.89	25	5.04	2.07
Foreign direct investment	6	4.33	2.73	9	6.00	2.29	22	5.55	2.20	17	6.18	1.70	13	6.46	1.81	4	7.00	0.82	14	6.29	2.02	21	5.48	2.40
Local governance and institutions	10	6.10	2.85	17	6.65	1.97	20	5.05	1.99	26	5.96	2.03	15	5.73	1.98	5	6.40	2.51	14	5.86	2.41	30	4.97	2.20
Water and sanitation*	9	8.33	0.87	15	6.60	1.64	25	6.76	1.69	27	5.85	2.14	16	6.06	2.38	5	7.80	1.79	14	5.64	2.13	27	5.74	2.16
Trade and exports	5	5.60	2.70	7	5.57	2.44	14	5.43	2.44	19	6.63	2.56	13	5.85	1.72	3	5.00	3.61	10	5.30	2.41	23	5.09	2.64
Economic growth	10	7.70	1.06	14	6.57	1.91	24	5.83	1.83	30	6.47	2.26	16	6.38	2.25	4	6.50	1.00	18	6.11	2.14	31	5.26	2.77
Health	7	8.00	1.15	10	6.70	1.16	17	5.94	1.95	20	6.10	2.27	14	5.79	2.29	4	6.50	1.91	14	5.64	2.21	25	5.48	2.14
Disaster management	5	5.40	3.21	4	5.25	2.63	15	5.07	2.46	14	5.57	1.91	9	5.11	2.76	5	6.40	2.30	9	4.56	2.46	19	4.26	2.35
Public sector governance/reform	9	7.22	1.72	14	6.79	2.42	23	5.39	2.39	31	6.19	2.39	12	6.33	2.35	5	7.00	2.55	15	4.87	2.80	31	5.23	2.55
Job creation/employment	9	6.67	1.41	12	6.42	2.71	21	4.86	2.20	29	5.21	2.34	15	5.13	2.67	5	5.40	1.52	16	4.13	2.45	30	4.57	2.50
Social cohesion	3	5.00	3.46	8	5.88	1.73	12	4.75	2.26	20	4.65	2.01	12	5.08	2.31	3	5.67	4.04	10	4.40	2.46	26	3.92	2.17
Financial markets	4	6.25	2.87	7	5.86	2.54	21	5.29	2.81	19	5.95	2.48	11	6.27	2.15	6	5.50	3.02	9	5.22	2.33	24	5.46	2.54
Equality of opportunity	1	7.00	-	9	6.00	2.00	18	5.28	2.22	22	5.77	2.56	11	5.18	2.52	5	4.60	2.70	11	4.45	2.50	22	4.23	2.54
Energy*	6	8.50	0.84	11	6.64	1.43	19	5.95	2.32	25	5.60	2.55	15	5.73	2.15	5	7.20	1.79	15	5.07	2.63	30	4.90	2.29
Rural development*	9	7.89	0.60	12	6.25	1.66	19	6.53	2.06	28	5.86	2.07	15	5.73	2.19	5	6.40	2.30	12	5.08	2.64	26	4.88	2.47
Global/regional integration*	2	7.50	0.71	5	4.80	2.17	17	5.00	2.24	16	6.63	2.13	12	5.50	2.32	3	8.00	2.00	9	5.11	2.09	20	4.30	2.30
Food security	2	9.00	0.00	7	5.43	2.64	13	5.15	2.41	16	5.00	2.90	13	6.00	2.55	3	4.67	3.21	12	4.67	2.61	20	4.85	2.16
Education*	9	8.44	0.53	17	7.35	1.87	21	6.05	1.96	25	5.76	2.05	14	6.50	2.65	6	6.00	2.83	16	5.44	2.66	29	5.69	2.16
Security/stabilization/reconstruction	7	7.29	2.81	11	6.73	2.49	19	5.32	1.80	21	5.81	2.11	13	6.38	2.22	4	7.00	0.82	13	5.08	2.81	25	5.36	2.22
Social protection*	8	7.38	2.77	14	6.64	1.86	16	4.87	1.82	23	4.30	2.40	12	5.75	2.49	4	5.50	1.29	14	5.57	2.65	26	4.58	2.40
Climate change	6	7.00	3.03	10	5.70	1.83	16	4.94	2.67	19	5.89	2.83	12	5.67	2.77	4	7.25	1.50	11	4.91	2.70	22	4.50	2.43
Agricultural development	7	8.00	0.58	12	5.92	2.02	18	6.22	1.99	26	5.54	2.53	15	5.80	2.11	5	6.80	1.64	12	5.25	2.56	24	5.13	2.33
Natural resource management	3	4.00	3.00	8	5.38	3.38	14	5.57	1.74	19	5.53	2.72	15	5.60	2.56	4	6.75	1.26	11	5.18	2.93	19	4.32	2.60

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lebanon?*	16	7.31	1.20	22	6.59	1.56	32	6.16	1.80	44	5.34	1.93	20	5.85	1.90	9	5.78	2.11	21	5.71	2.03	38	5.84	1.70

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Lebanon?*	14	6.93	2.02	20	6.85	1.81	31	5.97	1.99	32	5.41	2.17	18	4.83	2.15	7	5.86	1.95	18	5.61	2.06	33	5.15	1.89

(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 Lebanon? (1-Strongly disagree, 10-Strongly agree)

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lebanon	14	6.36	1.34	18	5.78	1.63	32	6.16	1.69	37	5.30	2.31	19	5.47	2.04	8	6.13	1.89	16	5.31	2.12	38	5.42	1.95
The World Bank Group meets Lebanon's needs for knowledge services	15	7.27	1.44	20	6.90	1.71	33	6.88	1.63	40	5.88	2.33	18	5.94	2.07	9	6.44	1.67	21	5.86	2.48	36	5.94	1.82

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Lebanon?	11	7.00	1.73	12	6.75	1.91	26	6.08	1.96	27	5.52	2.28	14	5.29	2.02	6	7.17	2.04	12	6.25	2.14	27	5.70	1.73

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

**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	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Weekly	16.7%	18.2%	9.5%	5.7%	12.5%	0.0%	11.1%	2.3%
Monthly	44.4%	22.7%	7.1%	11.3%	25.0%	30.0%	18.5%	16.3%
A few times a year	5.6%	27.3%	38.1%	34.0%	33.3%	50.0%	37.0%	32.6%
Rarely	16.7%	22.7%	33.3%	32.1%	12.5%	20.0%	25.9%	39.5%
Never	16.7%	9.1%	11.9%	17.0%	16.7%	0.0%	7.4%	9.3%

In Lebanon, 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/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	15	7.00	1.69	17	6.71	1.86	30	6.60	1.59	35	6.09	2.11	18	5.83	2.53	8	6.38	1.77	17	6.24	1.64	32	6.25	1.63
Include appropriate level of stakeholder involvement during preparation*	16	7.63	1.02	16	6.56	2.06	28	6.11	1.99	35	5.63	2.22	14	5.36	1.82	9	6.44	2.07	16	5.75	1.77	28	5.93	1.94
Lead to practical solutions	15	6.67	1.84	17	6.59	1.46	31	5.97	1.82	38	5.58	1.87	19	6.00	2.33	10	6.00	1.83	18	5.67	1.78	35	5.69	1.68
Are accessible (well written and easy to understand)	16	7.94	1.77	18	7.50	1.95	33	7.12	1.98	39	6.56	2.07	16	6.81	1.97	10	7.30	1.49	22	6.91	2.31	37	6.49	1.80
Are source of relevant information on global good practices	14	8.43	1.02	18	7.72	1.60	34	7.41	1.84	41	6.95	1.95	16	7.56	1.79	10	7.40	1.43	22	7.27	2.16	34	6.65	1.69
Are adequately disseminated	16	7.69	2.15	15	6.80	1.86	30	6.67	2.38	37	6.19	2.05	17	6.53	2.32	9	7.00	1.41	21	6.14	2.59	35	5.71	2.07
Are translated enough into local language	13	6.92	1.85	14	6.57	1.95	22	6.86	2.14	37	6.22	2.30	18	6.78	2.62	8	7.13	1.55	18	6.83	2.48	31	6.39	2.64
Are adaptable to Lebanon's specific development challenges and country circumstances	16	7.13	1.36	18	6.50	1.86	30	6.10	1.90	36	5.78	2.02	19	6.00	2.52	9	6.11	1.54	22	6.14	2.12	37	5.78	2.06

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	18	7.28	1.49	20	7.15	2.11	37	6.54	1.80	43	5.79	2.12	19	6.32	1.92	8	6.50	1.77	22	6.00	2.05	37	6.11	1.93
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	16	8.44	0.96	21	7.86	1.35	32	7.47	1.76	37	7.19	1.96	18	6.50	2.15	10	7.70	1.06	24	7.62	1.81	38	7.03	1.85

(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/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	15	6.40	2.35	16	6.88	2.25	21	5.76	2.23	28	5.57	2.71	16	4.87	2.47	5	6.40	1.52	8	6.13	2.03	29	4.72	2.05
The World Bank Group effectively monitors and evaluates the projects and programs it supports	15	8.13	1.46	19	7.63	1.74	27	7.52	1.81	40	6.68	2.14	22	6.95	1.73	7	6.71	1.80	15	7.20	2.04	38	6.71	1.86
The World Bank Group's approvals and reviews are done in a timely fashion	16	7.19	1.56	18	7.17	2.12	22	6.27	2.53	28	6.64	2.11	18	5.89	2.27	8	6.63	1.69	11	6.64	1.69	32	6.19	1.87
The World Bank Group's "Safeguard Policy" requirements are reasonable	7	7.57	0.53	13	6.38	1.66	20	6.85	1.98	28	7.07	1.82	16	6.56	2.10	6	7.00	0.89	8	6.63	1.69	28	6.11	1.55
The World Bank Group's conditions on its lending are reasonable	10	7.90	1.37	13	7.00	1.87	26	6.73	1.99	27	6.19	2.45	18	6.78	1.63	8	6.63	0.92	12	6.50	1.51	32	6.69	1.71
The World Bank Group takes decisions quickly in Lebanon	15	6.07	1.87	16	6.50	2.31	27	5.70	2.07	23	5.39	2.44	17	5.29	2.47	6	5.50	2.66	10	6.00	1.33	31	5.65	1.92
Working with the World Bank Group increases Lebanon's institutional capacity	16	7.81	1.68	19	7.63	1.50	36	7.53	1.95	39	6.79	2.27	20	6.65	2.35	10	7.20	1.48	22	6.82	2.38	38	7.29	2.07
Where country systems are adequate, the World Bank Group makes appropriate use of them	8	7.38	1.06	15	6.47	2.03	19	7.37	2.27	20	6.85	2.54	14	6.14	1.92	6	7.17	0.98	9	6.33	3.08	23	7.17	2.17
The World Bank Group provides effective implementation support	16	8.44	1.15	17	7.06	1.82	30	7.23	1.81	36	6.72	2.13	15	6.67	2.32	9	6.22	2.44	12	7.42	1.83	35	6.74	2.17

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lebanon?	16	6.56	2.13	15	7.20	2.18	33	6.09	2.39	38	6.68	1.93	18	6.17	2.33	6	5.83	2.48	19	6.63	1.83	33	6.30	1.94

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



E. Working with the World Bank Group (continued)

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Lebanon	61.1%	45.5%	42.9%	30.8%	34.8%	40.0%	30.8%	35.7%
The World Bank Group is not sufficiently selective in Lebanon, and it is involved in too many areas of development	16.7%	31.8%	21.4%	28.8%	30.4%	20.0%	19.2%	38.1%
Don't know	22.2%	22.7%	35.7%	40.4%	34.8%	40.0%	50.0%	26.2%

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Lebanon?*	12	7.42	1.88	14	7.29	1.77	20	5.30	2.15	20	5.95	2.42	7	4.43	1.81	6	7.17	1.72	11	5.64	2.11	21	5.33	2.03

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	5.6%	28.6%	17.5%	7.7%	13.0%	0.0%	14.8%	21.4%
Ensure greater selectivity in its work	5.6%	4.8%	7.5%	3.8%	13.0%	0.0%	7.4%	11.9%
Provide more adequate data/knowledge/statistics/figures on Lebanon's economy*	11.1%	19.0%	5.0%	21.2%	21.7%	60.0%	37.0%	11.9%
Improve the competitiveness of its financing compared to markets *	16.7%	0.0%	22.5%	3.8%	8.7%	20.0%	3.7%	14.3%
Reach out more to groups outside of Government*	16.7%	9.5%	57.5%	65.4%	30.4%	0.0%	55.6%	33.3%
Increase the level of capacity development in the country	38.9%	47.6%	25.0%	38.5%	43.5%	40.0%	37.0%	38.1%
Improve the quality of its experts as related to Lebanon's specific challenges	22.2%	14.3%	7.5%	11.5%	17.4%	20.0%	3.7%	4.8%
Offer more innovative knowledge services	16.7%	4.8%	7.5%	9.6%	8.7%	0.0%	11.1%	4.8%
Collaborate more effectively with Government clients*	22.2%	28.6%	5.0%	17.3%	0.0%	30.0%	11.1%	7.1%
Work faster	11.1%	4.8%	7.5%	3.8%	8.7%	0.0%	0.0%	4.8%
Reduce the complexity of obtaining World Bank Group financing*	22.2%	23.8%	7.5%	9.6%	17.4%	20.0%	3.7%	35.7%
Increase availability of Reimbursable Advisory Services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Lebanon's office	5.6%	4.8%	7.5%	1.9%	4.3%	10.0%	0.0%	4.8%
Other	0.0%	0.0%	12.5%	3.8%	4.3%	0.0%	0.0%	4.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Financial services	22.2%	21.7%	32.5%	21.6%	29.2%	22.2%	29.6%	29.3%
Knowledge products	55.6%	30.4%	20.0%	23.5%	29.2%	33.3%	48.1%	19.5%
Convening services	0.0%	0.0%	0.0%	7.8%	8.3%	0.0%	0.0%	4.9%
None of the above	0.0%	0.0%	5.0%	2.0%	4.2%	0.0%	0.0%	0.0%
The combination is appropriate for Lebanon	11.1%	34.8%	30.0%	33.3%	25.0%	33.3%	18.5%	31.7%
Don't know	11.1%	13.0%	12.5%	11.8%	4.2%	11.1%	3.7%	14.6%

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion	5.9%	9.1%	2.4%	5.8%	18.2%	0.0%	11.1%	12.2%
Public financial management	52.9%	63.6%	64.3%	48.1%	68.2%	60.0%	55.6%	53.7%
Reducing violence	0.0%	0.0%	9.5%	7.7%	9.1%	20.0%	3.7%	4.9%
Access to justice systems*	0.0%	31.8%	23.8%	21.2%	4.5%	0.0%	22.2%	12.2%
Security mechanisms	0.0%	9.1%	4.8%	3.8%	9.1%	0.0%	0.0%	0.0%
Conflict resolution mechanisms	0.0%	4.5%	9.5%	1.9%	4.5%	10.0%	14.8%	9.8%
Access to basic services	52.9%	31.8%	23.8%	38.5%	27.3%	20.0%	25.9%	39.0%
Capacity of state institutions	41.2%	54.5%	50.0%	51.9%	31.8%	50.0%	33.3%	29.3%
Jobs	41.2%	40.9%	40.5%	19.2%	40.9%	40.0%	40.7%	36.6%
Improving livelihoods	35.3%	18.2%	23.8%	32.7%	36.4%	30.0%	29.6%	41.5%
Social safety nets	52.9%	22.7%	26.2%	36.5%	36.4%	60.0%	33.3%	29.3%
Stimulating dialogue to promote peace and stability	0.0%	4.5%	11.9%	19.2%	9.1%	10.0%	14.8%	17.1%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion*	31.3%	19.0%	24.3%	47.9%	10.0%	20.0%	30.4%	24.4%
Public financial management	18.8%	4.8%	37.8%	16.7%	10.0%	10.0%	17.4%	22.0%
Reducing violence	18.8%	28.6%	16.2%	20.8%	25.0%	10.0%	4.3%	19.5%
Access to justice systems	43.8%	4.8%	21.6%	18.8%	15.0%	40.0%	13.0%	26.8%
Security mechanisms	31.3%	33.3%	27.0%	16.7%	30.0%	40.0%	26.1%	31.7%
Conflict resolution mechanisms	25.0%	14.3%	10.8%	22.9%	25.0%	20.0%	13.0%	14.6%
Access to basic services	12.5%	33.3%	27.0%	27.1%	25.0%	10.0%	34.8%	31.7%
Capacity of state institutions	12.5%	14.3%	18.9%	20.8%	25.0%	20.0%	30.4%	17.1%
Jobs	6.3%	23.8%	35.1%	22.9%	20.0%	30.0%	34.8%	12.2%
Improving livelihoods	31.3%	28.6%	29.7%	31.3%	20.0%	30.0%	21.7%	29.3%
Social safety nets	25.0%	28.6%	13.5%	22.9%	40.0%	20.0%	21.7%	22.0%
Stimulating dialogue to promote peace and stability	25.0%	42.9%	27.0%	31.3%	40.0%	40.0%	39.1%	34.1%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Organize more joint meetings and missions with the UN	38.9%	40.9%	27.5%	28.8%	36.0%	40.0%	28.0%	27.9%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	83.3%	72.7%	50.0%	65.4%	56.0%	90.0%	60.0%	72.1%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	61.1%	54.5%	60.0%	63.5%	44.0%	70.0%	72.0%	67.4%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	27.8%	45.5%	42.5%	44.2%	40.0%	40.0%	40.0%	41.9%
Share more information about the World Bank Group's activities, products, and knowledge	5.6%	18.2%	25.0%	32.7%	36.0%	30.0%	24.0%	20.9%
Involve UN experts to a greater degree in World Bank Group activities	50.0%	22.7%	37.5%	28.8%	36.0%	10.0%	28.0%	30.2%
Other	5.6%	9.1%	10.0%	3.8%	0.0%	0.0%	4.0%	4.7%

G. Citizen Voice: Government Accountability

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How important is it for citizens in Lebanon to have greater 'voice' than they have now, in order to hold the state accountable?	16	9.06	1.29	24	9.29	1.16	41	9.34	0.96	50	9.56	1.33	23	9.61	0.94	10	9.30	1.06	27	9.44	1.19	42	9.14	1.18

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Do you think that in the past year or so, citizens in Lebanon have obtained greater 'voice' to hold the state more accountable?	16	5.13	2.63	23	5.74	2.56	42	5.02	2.68	50	4.66	2.72	24	4.04	2.27	9	5.44	2.46	27	5.37	2.40	40	5.48	2.55

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

**H. Citizen Voice: Service Delivery**

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How important is it for citizens in Lebanon to have greater 'voice' to ensure improved service delivery?	17	9.00	0.79	24	9.21	1.22	42	9.05	1.15	51	9.47	1.38	22	9.41	0.85	10	9.10	1.29	27	9.56	1.09	42	8.93	1.49

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Inadequate national government budget resources	55.6%	33.3%	21.4%	31.4%	32.0%	10.0%	18.5%	32.6%
Inadequate local government budget resources	5.6%	8.3%	7.1%	9.8%	12.0%	10.0%	14.8%	14.0%
Inadequate provider staff	5.6%	4.2%	7.1%	11.8%	12.0%	0.0%	7.4%	9.3%
Inadequate skill set of providers	11.1%	12.5%	4.8%	13.7%	20.0%	10.0%	0.0%	23.3%
Inefficient national government	38.9%	54.2%	66.7%	51.0%	32.0%	60.0%	51.9%	51.2%
Inefficient local government	16.7%	16.7%	19.0%	17.6%	20.0%	0.0%	14.8%	9.3%
Attitude of the service providers	5.6%	4.2%	2.4%	13.7%	8.0%	10.0%	0.0%	7.0%
Too costly*	5.6%	8.3%	9.5%	7.8%	40.0%	10.0%	7.4%	14.0%
Inadequate will on the part of local government	16.7%	12.5%	9.5%	2.0%	8.0%	10.0%	14.8%	9.3%
Inadequate will on the part of national government	11.1%	12.5%	23.8%	11.8%	16.0%	10.0%	22.2%	9.3%
Corruption	55.6%	75.0%	85.7%	66.7%	64.0%	70.0%	74.1%	62.8%
Inadequate citizen participation and voice	5.6%	20.8%	16.7%	29.4%	12.0%	10.0%	18.5%	14.0%
Lack of accountability on the part of providers	44.4%	25.0%	14.3%	31.4%	24.0%	40.0%	48.1%	27.9%
None of the above*	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Prefer not to answer	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%

*Significantly different between stakeholder groups

I. Subsidy Reform

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
When thinking about Lebanon's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?	17	7.88	2.67	22	7.73	2.19	38	7.79	2.28	51	7.88	2.57	24	8.38	2.24	8	8.00	2.93	23	7.61	2.52	40	8.45	1.78

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

**I. Subsidy Reform (continued)**

Which of the following statements best represents your views of energy subsidy reform in Lebanon? (Choose only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending.	73.3%	55.0%	52.5%	42.9%	34.8%	55.6%	39.1%	36.6%
A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided.	26.7%	45.0%	47.5%	57.1%	65.2%	44.4%	60.9%	63.4%

When thinking about energy subsidy reform in Lebanon, which TWO of the following statements are most convincing? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities)	11.8%	22.7%	7.3%	20.8%	25.0%	11.1%	13.0%	14.0%
Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.)	5.9%	9.1%	19.5%	14.6%	12.5%	22.2%	13.0%	16.3%
Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing)	23.5%	22.7%	36.6%	27.1%	37.5%	11.1%	13.0%	23.3%
Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change	35.3%	27.3%	31.7%	35.4%	20.8%	22.2%	30.4%	30.2%
Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection)*	64.7%	31.8%	61.0%	43.8%	37.5%	33.3%	26.1%	67.4%
None of the statements above. I do not believe that energy subsidy reform in Lebanon will have a positive impact on this country	5.9%	18.2%	2.4%	16.7%	16.7%	22.2%	17.4%	14.0%
I don't know*	17.6%	13.6%	14.6%	6.3%	8.3%	22.2%	30.4%	0.0%

*Significantly different between stakeholder groups

**J. Private Sector**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The level of regulation	27.8%	27.3%	7.1%	11.5%	8.7%	0.0%	14.8%	16.7%
Labor market policies	22.2%	4.5%	9.5%	13.5%	17.4%	40.0%	14.8%	16.7%
Access to finance	22.2%	22.7%	26.2%	17.3%	21.7%	40.0%	14.8%	31.0%
Level of transparency in system*	44.4%	27.3%	19.0%	38.5%	43.5%	10.0%	48.1%	16.7%
Governance/government	22.2%	40.9%	35.7%	32.7%	13.0%	30.0%	29.6%	33.3%
Legal/judicial system	38.9%	13.6%	28.6%	25.0%	13.0%	30.0%	29.6%	23.8%
State owned enterprises	0.0%	4.5%	4.8%	5.8%	8.7%	0.0%	3.7%	7.1%
Mismatch of skills	5.6%	9.1%	16.7%	13.5%	8.7%	10.0%	3.7%	11.9%
Lack of political will	16.7%	18.2%	28.6%	36.5%	52.2%	10.0%	22.2%	23.8%
I don't know	0.0%	4.5%	0.0%	0.0%	4.3%	0.0%	3.7%	4.8%
Other*	0.0%	13.6%	21.4%	7.7%	0.0%	20.0%	11.1%	4.8%

*Significantly different between stakeholder groups

K. Refugees

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Lebanon?	16	3.63	2.36	20	4.25	2.47	39	3.56	1.85	47	4.51	2.00	23	4.04	2.36	9	3.67	1.87	26	4.62	2.25	40	3.95	2.21

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Lebanon?	12	4.08	2.02	19	5.00	2.43	33	3.97	2.23	32	4.25	1.90	18	3.94	2.18	7	3.57	2.57	22	4.77	2.72	36	4.17	2.31

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

**K. Refugees (continued)**

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Lebanon?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Education and health	52.9%	30.4%	43.9%	58.8%	45.8%	70.0%	63.0%	37.2%
Supporting poor and marginalized local communities	58.8%	30.4%	34.1%	49.0%	66.7%	50.0%	48.1%	48.8%
Jobs	11.8%	13.0%	17.1%	11.8%	20.8%	10.0%	14.8%	7.0%
Business development	5.9%	8.7%	4.9%	2.0%	4.2%	0.0%	11.1%	4.7%
Infrastructure	29.4%	34.8%	36.6%	31.4%	20.8%	30.0%	33.3%	55.8%
Social cohesion	5.9%	8.7%	2.4%	5.9%	0.0%	20.0%	7.4%	4.7%
Public services	11.8%	17.4%	17.1%	19.6%	12.5%	0.0%	14.8%	20.9%
Macro issues (fiscal accounts, balance of payments, etc.)	0.0%	8.7%	9.8%	5.9%	12.5%	0.0%	7.4%	11.6%
Don't know*	11.8%	13.0%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	8.7%	17.1%	3.9%	4.2%	10.0%	0.0%	4.7%

*Significantly different between stakeholder groups

Please rate how you feel when you think about the impact of the refugees in regards to....

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Lebanon's economy								
A very negative impact	66.7%	68.2%	54.8%	46.9%	64.0%	70.0%	40.0%	60.5%
A somewhat negative impact	27.8%	27.3%	28.6%	42.9%	20.0%	20.0%	48.0%	37.2%
A somewhat positive impact	5.6%	4.5%	16.7%	10.2%	16.0%	0.0%	8.0%	2.3%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	4.0%	0.0%

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social cohesion*								
A very negative impact	88.9%	52.4%	58.5%	44.4%	24.0%	40.0%	40.0%	32.6%
A somewhat negative impact	11.1%	47.6%	31.7%	42.2%	60.0%	50.0%	56.0%	60.5%
A somewhat positive impact	0.0%	0.0%	2.4%	8.9%	12.0%	0.0%	4.0%	2.3%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	0.0%	7.3%	4.4%	4.0%	10.0%	0.0%	4.7%

*Significantly different between stakeholder groups

**K. Refugees (continued)**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
National security								
A very negative impact	83.3%	72.7%	70.7%	75.0%	56.0%	70.0%	56.0%	67.4%
A somewhat negative impact	16.7%	27.3%	29.3%	22.9%	40.0%	30.0%	36.0%	32.6%
A somewhat positive impact	0.0%	0.0%	0.0%	2.1%	4.0%	0.0%	4.0%	0.0%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Public service delivery								
A very negative impact	61.1%	45.5%	58.5%	45.7%	41.7%	50.0%	28.0%	28.6%
A somewhat negative impact	38.9%	40.9%	34.1%	34.8%	37.5%	30.0%	68.0%	64.3%
A somewhat positive impact	0.0%	0.0%	2.4%	10.9%	12.5%	10.0%	4.0%	2.4%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	13.6%	4.9%	8.7%	8.3%	10.0%	0.0%	4.8%

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Lebanon's poor and marginalized								
A very negative impact	83.3%	77.3%	65.0%	64.6%	66.7%	80.0%	60.0%	60.5%
A somewhat negative impact	16.7%	18.2%	30.0%	27.1%	25.0%	20.0%	40.0%	39.5%
A somewhat positive impact	0.0%	4.5%	2.5%	6.3%	4.2%	0.0%	0.0%	0.0%
A very positive impact	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	0.0%	0.0%	2.5%	2.1%	4.2%	0.0%	0.0%	0.0%



L. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Social media	17.6%	18.2%	19.5%	23.5%	16.0%	0.0%	14.8%	14.0%
International newspapers	11.8%	22.7%	17.1%	9.8%	16.0%	0.0%	14.8%	9.3%
Local radio	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	7.4%	2.3%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television*	17.6%	27.3%	17.1%	23.5%	12.0%	30.0%	18.5%	46.5%
International television	5.9%	13.6%	7.3%	3.9%	0.0%	10.0%	3.7%	0.0%
Local newspapers	47.1%	22.7%	34.1%	37.3%	56.0%	30.0%	48.1%	41.9%
Internet	47.1%	81.8%	65.9%	62.7%	52.0%	60.0%	48.1%	46.5%
Periodicals	23.5%	9.1%	24.4%	25.5%	36.0%	50.0%	22.2%	30.2%
Other	23.5%	4.5%	9.8%	7.8%	12.0%	20.0%	14.8%	7.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group	44.4%	41.7%	29.3%	35.8%	40.0%	50.0%	22.2%	46.5%
Mobile phones	5.6%	20.8%	9.8%	3.8%	12.0%	0.0%	0.0%	9.3%
World Bank Group's seminars/workshops/conferences	55.6%	37.5%	36.6%	47.2%	20.0%	50.0%	44.4%	51.2%
World Bank Group's publications and other written materials	22.2%	25.0%	36.6%	26.4%	44.0%	20.0%	48.1%	34.9%
World Bank Group's website	27.8%	29.2%	29.3%	24.5%	24.0%	30.0%	37.0%	16.3%
Social media	5.6%	12.5%	19.5%	15.1%	12.0%	0.0%	14.8%	9.3%
e-Newsletters	27.8%	25.0%	29.3%	37.7%	36.0%	40.0%	29.6%	25.6%
Other	0.0%	0.0%	4.9%	1.9%	0.0%	10.0%	0.0%	4.7%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	38.9%	27.3%	14.3%	20.4%	17.4%	44.4%	26.9%	15.8%
No	61.1%	72.7%	85.7%	79.6%	82.6%	55.6%	73.1%	84.2%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	57.1%	20.0%	40.0%	25.0%	33.3%	33.3%	40.0%	20.0%
World Bank Group's website	28.6%	60.0%	40.0%	37.5%	33.3%	33.3%	40.0%	0.0%
World Bank Group's e-Newsletters	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	20.0%	20.0%
News/Media	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Colleagues/Friends/Peer organizations	14.3%	0.0%	0.0%	12.5%	0.0%	33.3%	0.0%	60.0%
Other	0.0%	20.0%	20.0%	12.5%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	61.5%	38.1%	15.8%	12.5%	35.0%	33.3%	36.4%	10.0%
No	38.5%	61.9%	84.2%	87.5%	65.0%	66.7%	63.6%	90.0%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	87.5%	100.0%	100.0%	60.0%	100.0%	100.0%	85.7%	100.0%
No	12.5%	0.0%	0.0%	40.0%	0.0%	0.0%	14.3%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	93.8%	94.4%	100.0%	100.0%	90.0%	100.0%	100.0%	96.9%
No	6.3%	5.6%	0.0%	0.0%	10.0%	0.0%	0.0%	3.1%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	75.0%	76.5%	77.1%	72.9%	66.7%	88.9%	73.9%	57.6%
No	25.0%	23.5%	22.9%	27.1%	33.3%	11.1%	26.1%	42.4%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	23.5%	17.6%	11.4%	16.3%	15.8%	22.2%	22.7%	21.9%
No	76.5%	82.4%	88.6%	83.7%	84.2%	77.8%	77.3%	78.1%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	100.0%	89.5%	97.1%	83.3%	84.2%	90.0%	100.0%	83.8%
Dial-up	0.0%	10.5%	2.9%	16.7%	15.8%	10.0%	0.0%	16.2%

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

	Office of President/Prime Minister/Minister			Employee of a Ministry/PMU/Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	11	8.36	1.43	16	7.25	1.57	29	7.00	1.87	41	6.98	1.70	15	6.53	2.10	8	8.00	1.20	19	7.37	1.83	27	6.85	1.68
I find the information on the World Bank Group's websites useful	13	8.38	1.12	16	7.94	1.53	28	7.32	1.66	37	7.11	1.61	15	7.13	1.36	8	8.00	1.31	19	7.74	1.94	25	7.32	1.63
The World Bank Group's social media channels are valuable sources of information about the institution	5	8.00	1.87	6	5.83	2.40	7	7.43	1.40	21	6.67	1.85	10	6.20	2.44	3	7.00	1.00	8	6.25	2.25	17	7.35	1.77
When I need information from the World Bank Group I know how to find it*	13	8.62	0.96	16	7.81	1.42	28	6.64	1.97	41	6.34	2.09	19	7.05	2.04	10	7.20	2.15	22	6.82	2.46	27	7.04	1.79
The World Bank Group is responsive to my information requests and inquiries	13	8.46	1.20	14	7.86	1.61	19	7.58	2.14	23	6.96	1.82	16	7.13	1.86	6	7.83	1.94	13	7.38	2.60	21	7.19	1.69

*Significantly different between stakeholder groups

M. Background Information

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	83.3%	65.2%	38.1%	26.9%	48.0%	60.0%	14.8%	31.0%
No	16.7%	34.8%	61.9%	73.1%	52.0%	40.0%	85.2%	69.0%

*Significantly different between stakeholder groups

**M. Background Information (continued)**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD)	84.6%	80.0%	29.4%	74.3%	73.7%	55.6%	90.0%	60.5%
The International Finance Corporation (IFC)	15.4%	10.0%	58.8%	8.6%	10.5%	33.3%	5.0%	13.2%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	10.0%	11.8%	17.1%	15.8%	11.1%	5.0%	26.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Yes	64.3%	10.5%	22.2%	7.0%	15.8%	20.0%	4.8%	35.1%
No	35.7%	89.5%	77.8%	93.0%	84.2%	80.0%	95.2%	64.9%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	55.6%	0.0%	25.0%	33.3%	100.0%	100.0%	100.0%	58.3%
The way the two institutions work together needs improvement	33.3%	50.0%	50.0%	33.3%	0.0%	0.0%	0.0%	16.7%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Don't know	11.1%	50.0%	25.0%	33.3%	0.0%	0.0%	0.0%	16.7%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Observer	0.0%	25.0%	28.9%	22.7%	43.5%	11.1%	30.8%	30.6%
Use World Bank Group reports/data	11.1%	50.0%	26.3%	38.6%	52.2%	44.4%	50.0%	30.6%
Engage in World Bank Group related/sponsored events/activities*	61.1%	25.0%	28.9%	38.6%	17.4%	22.2%	34.6%	19.4%
Collaborate as part of my professional duties*	88.9%	65.0%	34.2%	36.4%	17.4%	66.7%	15.4%	44.4%
Use World Bank Group website for information, data, research, etc.	0.0%	5.0%	26.3%	36.4%	26.1%	22.2%	26.9%	22.2%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry/PMU/Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia/ Research Institute/ Think Tank	Other
Female	38.9%	50.0%	19.5%	34.6%	32.0%	30.0%	19.2%	21.4%
Male	61.1%	50.0%	80.5%	65.4%	68.0%	70.0%	80.8%	78.6%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● Beirut N=159 ● Other N=77

B. Overall Attitudes toward the World Bank Group

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lebanon.	131	6.29	1.98	63	5.84	2.12

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

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

(1-Strongly disagree, 10-Strongly agree)

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lebanon*	135	6.23	1.88	66	5.33	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Lebanon*	136	6.04	1.88	63	5.13	2.04

*Significantly different between geographic locations

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

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

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	138	5.82	1.96	65	4.92	2.09
Flexibility (in terms of the institution's products and services)*	123	5.84	1.95	57	4.61	1.90
Flexibility (in terms of changing country circumstances)	128	5.53	2.02	57	4.91	2.01
Being inclusive	124	6.02	2.04	48	5.33	2.15
Openness (sharing data and other information)*	135	6.81	2.19	58	5.98	2.26
Collaboration with the Government*	128	7.30	1.87	62	6.69	1.80
The speed in which it gets things accomplished on the ground	116	5.73	1.92	59	5.24	2.05
Ease of access to the people at the World Bank Group who are making decisions important to my work*	122	6.53	2.38	54	5.20	2.48
Collaboration with civil society	118	5.59	1.97	58	5.26	2.26
Collaboration with the UN	89	6.66	1.85	40	6.88	1.92
Staff accessibility*	116	6.61	2.21	51	5.49	2.37
Collaboration with other donors and development partners	95	6.56	1.88	40	6.83	1.82
Collaboration with the private sector	108	6.06	1.82	46	5.43	2.19
Straightforwardness and honesty	120	7.82	1.80	52	7.65	2.17
Treating clients and stakeholders in Lebanon with respect	123	8.24	1.57	58	7.78	2.11
Being a long-term partner	131	8.04	1.79	54	7.59	2.19

*Significantly different between geographic locations

¹⁷ 236 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lebanon?	135	6.13	1.84	66	5.76	1.87

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

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Lebanon?	116	5.91	2.08	56	5.38	2.13

(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 Lebanon?

(1-Strongly disagree, 10-Strongly agree)

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lebanon	122	5.83	1.94	56	5.41	2.01
The World Bank Group meets Lebanon's needs for knowledge services	130	6.35	2.05	58	6.17	1.92

D. The World Bank Group's Knowledge Work and Activities**In Lebanon, 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)

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Lebanon's specific development challenges and country circumstances	128	6.29	1.93	55	5.93	2.11

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	136	6.52	2.00	66	6.14	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	134	7.42	1.82	57	7.25	1.75

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

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

	Beirut			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Lebanon	94	5.95	2.03	50	5.42	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them	71	6.73	2.11	42	7.00	2.26



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

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Lebanon COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Lebanon?"

- Collaborating with the WBG N=100 ● Not collaborating with the WBG N=147

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 Lebanon?*	100	7.51	1.89	145	5.36	2.35

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

	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 Lebanon.*	91	6.96	1.77	112	5.38	1.99

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Lebanon solve its most complicated development challenges?*	84	7.65	1.47	85	6.73	1.98

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

¹⁸ Only 247 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	4.0%	9.7%
Security/stabilization/reconstruction	5.1%	8.3%
Crime and violence	0.0%	2.1%
Transport	17.2%	11.0%
Agricultural development*	3.0%	11.7%
Global/regional integration	1.0%	2.1%
Job creation/employment	29.3%	22.1%
Public sector governance/reform	47.5%	35.2%
Social protection	8.1%	10.3%
Rural development	13.1%	16.6%
Foreign direct investment	10.1%	6.2%
Education	12.1%	14.5%
Energy*	19.2%	8.3%
Social cohesion	0.0%	1.4%
Gender equity	0.0%	1.4%
Financial markets	1.0%	0.7%
Urban development	4.0%	2.8%
Environmental sustainability*	12.1%	4.8%
Economic growth	26.3%	29.7%
Regional conflict and tensions	2.0%	4.1%
Private sector development	8.1%	3.4%
Water and sanitation	8.1%	9.7%
Food security	1.0%	2.8%
Climate change	1.0%	2.1%
Information and communications technology	3.0%	0.7%
Trade and exports	0.0%	2.8%
Equality of opportunity	6.1%	4.8%
Law and justice	4.0%	9.7%
Local governance and institutions	6.1%	10.3%
Regulatory framework	4.0%	2.1%
Communicable/non-communicable diseases	0.0%	0.7%
Natural resource management	11.1%	7.6%
Poverty reduction	12.1%	18.6%
Anti corruption	17.2%	19.3%
Disaster management	1.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lebanon*	95	6.71	1.74	115	5.12	2.01
The World Bank Group's work is aligned with what I consider the development priorities for Lebanon*	92	6.48	1.52	117	5.09	2.09

*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group an effective development partner in Lebanon, 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*	94	6.43	1.60	115	4.80	2.08
Flexibility (in terms of the institution's products and services)*	87	6.21	1.78	99	4.78	1.95
Flexibility (in terms of changing country circumstances)*	89	6.01	1.77	103	4.77	2.08
Being inclusive*	82	6.40	1.73	97	5.34	2.28
Openness (sharing data and other information)*	91	7.33	1.85	110	5.93	2.40
Collaboration with the Government*	90	7.51	1.53	111	6.80	2.04
The speed in which it gets things accomplished on the ground*	85	5.99	1.74	96	5.17	2.06
Ease of access to the people at the World Bank Group who are making decisions important to my work*	89	7.27	1.94	93	4.95	2.44
Collaboration with civil society*	78	6.29	1.58	106	4.87	2.14
Collaboration with the UN	56	6.61	1.80	81	6.84	1.96
Staff accessibility*	82	7.18	1.88	93	5.40	2.38
Collaboration with other donors and development partners	70	6.87	1.68	70	6.34	1.96
Collaboration with the private sector*	73	6.37	1.72	87	5.46	2.07
Straightforwardness and honesty	89	7.98	1.72	89	7.58	2.05
Treating clients and stakeholders in Lebanon with respect*	91	8.51	1.42	98	7.67	1.95
Being a long-term partner*	92	8.23	1.65	101	7.56	2.13

*Significantly different between collaborators and non-collaborators



C. World Bank Group's Effectiveness and Results

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	78	4.22	2.62	113	4.52	2.95
Financial markets	91	6.96	2.12	117	6.94	2.44
Transport	98	7.96	1.75	131	7.78	2.19
Anti corruption	91	8.08	1.77	130	8.02	2.52
Regional conflict and tensions	87	5.67	2.68	116	6.12	2.79
Law and justice	90	6.79	2.38	122	7.17	2.69
Urban development	94	7.49	1.85	126	7.62	2.00
Environmental sustainability	94	7.69	1.73	123	7.77	2.18
Trade and exports	90	6.94	1.99	117	6.74	2.49
Information and communications technology	94	7.33	2.00	125	7.31	2.32
Poverty reduction	100	8.50	1.59	128	8.14	2.24
Gender equity	93	7.33	1.92	124	6.95	2.61
Private sector development	95	7.45	1.92	126	7.12	2.44
Foreign direct investment	87	7.75	1.75	120	7.52	2.19
Local governance and institutions	92	7.72	1.78	123	7.74	2.39
Water and sanitation	95	7.91	1.77	129	7.93	2.06
Regulatory framework	90	7.72	1.86	119	7.39	2.33
Economic growth	93	8.44	1.55	126	8.03	2.27
Energy	94	8.41	1.68	129	7.93	2.14
Disaster management	89	6.97	1.97	118	6.87	2.36
Public sector governance/reform	93	8.23	1.83	123	8.16	2.42
Job creation/employment*	93	8.23	1.86	127	7.57	2.50
Social cohesion	84	6.82	1.99	115	6.35	2.50
Communicable/non-communicable diseases	79	5.86	2.23	114	5.92	2.59
Equality of opportunity	85	6.98	1.88	118	6.75	2.55
Social protection	87	7.44	2.03	124	7.01	2.56
Rural development	96	7.73	1.81	130	7.85	2.34
Global/regional integration	83	6.88	2.01	116	6.66	2.42
Food security	88	6.41	2.27	124	6.58	2.60
Natural resource management	88	7.61	2.11	124	7.43	2.54
Security/stabilization/reconstruction	90	6.93	2.10	126	7.29	2.45
Health	91	7.35	1.93	124	7.35	2.52
Climate change	85	6.88	2.26	124	7.10	2.53
Agricultural development	96	7.45	1.99	129	7.62	2.25
Education	97	7.77	1.91	130	7.90	2.14

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity*	36	6.89	1.80	59	5.42	2.46
Information and communications technology	42	6.33	1.79	59	5.64	2.27
Transport*	59	6.98	1.60	72	5.89	2.40
Regional conflict and tensions*	35	5.29	1.87	58	4.19	2.72
Law and justice	29	5.38	1.72	57	4.77	2.68
Urban development*	50	6.62	1.31	71	5.56	2.58
Environmental sustainability*	57	6.82	1.63	74	5.35	2.50
Regulatory framework	54	6.24	1.62	63	5.81	2.47
Communicable/non-communicable diseases	20	5.10	2.20	44	4.93	2.83
Poverty reduction*	65	6.68	1.79	88	5.50	2.56
Anti corruption*	52	5.79	2.05	83	4.61	2.81
Private sector development*	58	6.41	1.81	71	5.39	2.50
Foreign direct investment	46	5.98	1.77	61	5.84	2.37
Local governance and institutions	62	5.85	1.74	77	5.49	2.51
Water and sanitation*	62	7.16	1.54	79	5.72	2.22
Trade and exports	39	5.95	1.57	58	5.41	2.86
Economic growth*	66	6.71	1.67	85	5.71	2.51
Health*	53	6.66	1.48	61	5.52	2.38
Disaster management	31	5.42	1.91	51	4.71	2.64
Public sector governance/reform*	63	6.41	2.25	80	5.40	2.64
Job creation/employment*	61	5.72	2.05	79	4.53	2.56
Social cohesion*	39	5.36	1.91	58	4.12	2.35
Financial markets	46	6.02	2.13	58	5.21	2.76
Equality of opportunity*	39	5.72	2.04	63	4.67	2.61
Energy*	58	6.52	1.71	72	5.08	2.58
Rural development*	54	6.81	1.65	75	5.25	2.38
Global/regional integration	30	5.80	1.52	56	5.14	2.65
Food security	32	5.66	2.36	55	4.87	2.64
Education*	62	7.23	1.68	79	5.47	2.34
Security/stabilization/reconstruction*	48	6.56	1.82	66	5.33	2.45
Social protection*	53	6.25	1.90	67	4.60	2.57
Climate change*	44	6.09	2.23	58	4.84	2.80
Agricultural development*	47	6.55	1.69	73	5.34	2.46
Natural resource management	36	5.86	1.88	59	4.97	2.88

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lebanon?*	92	6.71	1.44	115	5.37	1.94

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

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

	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 Lebanon?*	78	6.49	1.75	100	5.10	2.16

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Lebanon*	88	6.27	1.65	98	5.13	2.05
The World Bank Group meets Lebanon's needs for knowledge services*	89	6.97	1.76	107	5.81	2.06

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Lebanon?*	71	6.63	1.72	66	5.42	2.18

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

D. The World Bank Group's Knowledge Work and Activities**In Lebanon, 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*	87	6.87	1.71	89	5.93	1.92
Include appropriate level of stakeholder involvement during preparation*	80	6.78	1.68	85	5.48	2.09
Lead to practical solutions*	87	6.51	1.49	101	5.41	1.95
Are accessible (well written and easy to understand)*	90	7.59	1.61	104	6.41	2.10
Are source of relevant information on global good practices*	90	7.72	1.41	104	6.89	2.02
Are adequately disseminated*	87	7.32	1.62	97	5.65	2.34
Are translated enough into local language	71	6.99	1.78	94	6.34	2.57
Are adaptable to Lebanon's specific development challenges and country circumstances*	90	6.72	1.61	103	5.60	2.16

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	93	6.98	1.57	117	5.81	2.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	95	7.73	1.49	106	7.08	1.97

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

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	73	6.08	2.03	67	5.18	2.63
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	88	7.57	1.68	102	6.70	1.99
The World Bank Group's approvals and reviews are done in a timely fashion	80	6.80	1.98	75	6.20	2.11
The World Bank Group's "Safeguard Policy" requirements are reasonable*	62	7.11	1.40	66	6.35	1.97
The World Bank Group's conditions on its lending are reasonable	68	6.97	1.70	82	6.49	1.98
The World Bank Group takes decisions quickly in Lebanon	70	6.00	2.01	78	5.45	2.20
Working with the World Bank Group increases Lebanon's institutional capacity	91	7.41	1.84	115	6.97	2.27
Where country systems are adequate, the World Bank Group makes appropriate use of them	53	7.09	1.47	63	6.70	2.59
The World Bank Group provides effective implementation support*	79	7.61	1.62	95	6.55	2.18

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lebanon?	80	6.70	1.88	102	6.19	2.17

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Lebanon?*	58	6.66	1.92	55	5.40	2.35

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

G. Citizen Voice: Government Accountability

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for citizens in Lebanon to have greater 'voice' than they have now, in order to hold the state accountable?	96	9.32	1.02	140	9.37	1.25

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

	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 Lebanon have obtained greater 'voice' to hold the state more accountable?	97	5.29	2.51	138	4.95	2.66

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

**H. Citizen Voice: Service Delivery**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is it for citizens in Lebanon to have greater 'voice' to ensure improved service delivery?	97	9.21	1.02	142	9.20	1.40

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

I. Subsidy Reform

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
When thinking about Lebanon's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?	93	8.14	2.09	134	7.84	2.48

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

K. Refugees

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Lebanon?*	91	4.51	2.24	133	3.91	2.13

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Lebanon?*	79	4.73	2.21	103	4.01	2.29

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

L. 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*	82	7.59	1.38	87	6.76	1.97
I find the information on the World Bank Group's websites useful*	82	7.87	1.37	82	7.16	1.75
The World Bank Group's social media channels are valuable sources of information about the institution	38	7.00	1.76	41	6.71	2.11
When I need information from the World Bank Group I know how to find it*	87	7.75	1.57	93	6.37	2.19
The World Bank Group is responsive to my information requests and inquiries*	70	8.10	1.42	57	6.70	2.09

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

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

FY 2013 Number of comparable respondents = 170 • FY 2016 Number of comparable respondents = 215

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

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

A. General Issues facing Lebanon

In general would you say that Lebanon is headed in...?

Percentage of Respondents	FY 2016	FY 2013
The right direction	3.0%	6.6%
The wrong direction	71.8%	67.7%
Not sure	25.2%	25.7%

B. Overall Attitudes toward the World Bank Group

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Lebanon?	214	6.34	2.39	170	6.30	2.17

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Lebanon.	179	6.17	1.96	148	5.93	1.87

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Lebanon solve its most complicated development challenges?	155	7.14	1.70	135	6.81	1.84

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

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Lebanon	185	5.96	1.96	151	5.72	2.16
The World Bank Group's work is aligned with what I consider the development priorities for Lebanon	185	5.86	1.92	146	5.77	1.88

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	185	5.59	1.91	123	5.94	1.83
Flexibility (in terms of the institution's products and services)	167	5.67	1.94	129	5.85	1.76
Flexibility (in terms of changing country circumstances)	172	5.50	1.98	124	5.63	1.83
Being inclusive	156	5.94	2.10	120	5.98	1.75
Openness (sharing data and other information)	176	6.71	2.14	135	6.69	1.83
Collaboration with the Government	180	7.18	1.79	129	7.27	1.54
The speed in which it gets things accomplished on the ground	164	5.54	1.90	106	5.89	1.89
Ease of access to the people at the World Bank Group who are making decisions important to my work	164	6.21	2.41			
Collaboration with civil society	162	5.57	1.91			
Collaboration with the UN	120	6.83	1.74			
Staff accessibility	162	6.28	2.26	128	6.51	2.02
Collaboration with other donors and development partners	125	6.59	1.76			
Collaboration with the private sector	138	6.03	1.92			
Straightforwardness and honesty*	163	7.75	1.80	129	7.29	1.97
Treating clients and stakeholders in Lebanon with respect*	175	8.16	1.57	140	7.69	1.67
Being a long-term partner	174	7.95	1.81			

*Significantly different between FY2016 and FY2013



C. World Bank Group's Effectiveness and Results

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Gender equity*	83	6.15	2.24	100	5.14	2.10
Information and communications technology	90	6.06	2.00	99	5.48	2.19
Transport*	120	6.54	2.02	104	4.94	2.25
Regional conflict and tensions	87	4.82	2.40			
Law and justice*	75	5.11	2.42	86	3.78	2.20
Urban development*	113	6.18	2.06	106	5.27	2.07
Environmental sustainability*	123	6.08	2.14	116	5.29	2.18
Regulatory framework*	110	6.10	2.06	102	5.36	2.21
Communicable/non-communicable diseases	52	4.96	2.44	70	4.20	2.16
Poverty reduction*	140	6.15	2.23	119	5.24	2.12
Anti corruption*	116	5.08	2.63	117	3.89	2.29
Private sector development*	111	5.90	2.20	99	5.13	2.11
Foreign direct investment*	94	5.95	2.03	91	5.25	2.16
Local governance and institutions	132	5.76	2.20			
Water and sanitation*	129	6.41	1.88	111	5.55	2.10
Trade and exports*	86	5.50	2.36	76	4.74	2.12
Economic growth*	133	6.04	2.18	109	5.31	2.04
Health*	98	6.13	1.95	98	4.87	2.32
Disaster management*	72	5.11	2.42	73	3.96	2.17
Public sector governance/reform*	130	6.03	2.41	127	5.20	2.36
Job creation/employment	125	5.20	2.32	119	4.71	2.23
Social cohesion	84	4.69	2.21			
Financial markets*	94	5.64	2.46	91	4.92	2.38
Equality of opportunity*	94	5.11	2.37	98	4.46	2.17
Energy	113	5.84	2.27	99	5.22	2.41
Rural development*	117	5.91	2.06	110	5.07	2.16
Global/regional integration	77	5.21	2.40	82	4.77	2.10
Food security*	76	5.19	2.50	84	4.05	2.12
Education*	129	6.36	2.07	114	5.45	2.26
Security/stabilization/reconstruction	100	5.90	2.21			
Social protection*	110	5.45	2.22	107	4.81	2.30
Climate change*	89	5.30	2.55	95	4.40	2.36
Agricultural development*	109	5.91	2.13	105	5.05	2.05
Natural resource management*	77	5.43	2.52	85	4.15	2.39

*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Lebanon?	185	5.98	1.77	142	5.60	1.82

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

**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 Lebanon?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lebanon	168	5.74	1.84	138	5.70	1.91
The World Bank Group meets Lebanon's needs for knowledge services (e.g., research, analysis, data, technical assistance)	176	6.38	1.87	144	6.05	1.85

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

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

Percentage of Respondents	FY 2016	FY 2013
Weekly	9.5%	13.3%
Monthly	18.5%	17.5%
A few times a year	35.5%	40.4%
Rarely	26.5%	19.9%
Never	10.0%	9.0%

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Are timely*	159	6.34	1.84	121	5.78	1.87
Include appropriate level of stakeholder involvement during preparation	148	6.16	1.97	125	5.93	2.09
Lead to practical solutions	166	6.07	1.78			
Are accessible (well written and easy to understand)	172	7.11	1.81	138	7.00	1.77
Are source of relevant information on global good practices	174	7.29	1.77	136	6.99	1.78
Are adequately disseminated	160	6.53	2.06	131	6.08	2.03
Are translated enough into local language*	144	6.74	2.16	119	6.16	2.10
Are adaptable to Lebanon's specific development challenges and country circumstances	166	6.16	1.97	136	5.97	1.84

*Significantly different between FY2016 and FY2013

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	186	6.43	2.00	144	6.03	1.99
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	179	7.40	1.67	146	7.34	1.60

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

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

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	132	5.56	2.41	111	5.21	2.39
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	165	7.07	1.85	130	6.58	1.94
The World Bank Group's approvals and reviews are done in a timely fashion	140	6.49	2.06	117	6.05	1.87
The World Bank Group's "Safeguard Policy" requirements are reasonable*	118	6.74	1.61	103	6.18	1.94
The World Bank Group's conditions on its lending are reasonable*	137	6.75	1.79	109	6.06	1.99
The World Bank Group takes decisions quickly in Lebanon	137	5.67	2.14			
Working with the World Bank Group increases Lebanon's institutional capacity	183	7.17	1.96	138	6.80	1.98
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	103	6.87	2.02	97	6.86	1.75
The World Bank Group provides effective implementation support (i.e., supervision of projects)	156	6.94	1.98	121	6.80	1.76

*Significantly different between FY2016 and FY2013

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2016	FY 2013
Yes	24.4%	25.8%
No	75.6%	74.2%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	25.5%	18.2%
No	74.5%	81.8%

Were you able to obtain this information?

Percentage of Respondents	FY 2016	FY 2013
Yes	93.3%	90.6%
No	6.7%	9.4%

Do you have access to the Internet?

Percentage of Respondents	FY 2016	FY 2013
Yes	97.7%	99.4%
No	2.3%	.6%

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

Percentage of Respondents	FY 2016	FY 2013
Yes	71.7%	73.3%
No	28.3%	26.7%

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

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

Percentage of Respondents	FY 2016	FY 2013
High speed/WiFi	91.9%	95.8%
Dial-up	8.1%	4.2%

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

	year					
	FY 2016			FY 2013		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	147	7.11	1.68	119	6.72	1.82
I find the information on the World Bank Group's websites useful	141	7.54	1.48	117	7.23	1.49
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	66	6.64	1.90			
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.)*	157	7.00	1.94	136	6.40	2.31
The World Bank Group is responsive to my information requests and inquiries*	112	7.48	1.76	97	6.74	2.12

*Significantly different between FY2016 and FY2013



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Lebanon? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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 Lebanon.	5.38	6.96	6.34	5.54	6.17	6.04	6.04	6.33	5.89	6.41	6.13	6.11
Overall the World Bank Group currently plays a relevant role in development in Lebanon	5.12	6.71	6.13	5.45	6.07	5.75	5.86	6.13	5.63	6.37	6.00	5.77
The World Bank Group's work is aligned with what I consider the development priorities for Lebanon	5.09	6.48	5.97	5.30	5.79	5.80	5.74	5.90	5.54	6.13	5.88	5.51
Responsiveness to needs	4.80	6.43	5.81	4.86	5.54	5.62	5.35	6.02	5.34	5.86	5.67	5.20
Flexibility (in terms of the institution's products and services)	4.78	6.21	5.74	4.96	5.45	5.66	5.33	5.93	5.40	5.68	5.62	5.16
Flexibility (in terms of changing country circumstances)	4.77	6.01	5.59	4.70	5.40	5.28	5.20	5.66	5.15	5.64	5.46	5.02
Being inclusive	5.34	6.40	5.99	5.47	5.92	5.79	5.68	6.22	5.78	5.99	5.98	5.55
Openness (sharing data and other information)	5.93	7.33	6.90	5.86	6.61	6.67	6.55	6.80	6.37	6.95	6.60	6.74
Collaboration with the Government	6.80	7.51	7.41	6.39	7.04	7.32	7.02	7.40	7.11	7.18	7.07	7.44
The speed in which it gets things accomplished on the ground	5.17	5.99	5.78	5.13	5.56	5.68	5.69	5.45	5.47	5.77	5.58	5.71
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.95	7.27	6.55	5.03	6.20	6.19	5.96	6.64	5.71	6.78	6.38	5.58
Collaboration with civil society	4.87	6.29	5.85	4.75	5.47	5.67	5.34	5.96	5.30	5.86	5.58	5.41
Collaboration with the UN	6.84	6.61	6.72	6.77	6.70	6.80	6.90	6.37	6.81	6.64	6.63	7.15
Staff accessibility	5.40	7.18	6.62	5.35	6.30	6.38	6.09	6.86	6.10	6.62	6.44	5.91
Collaboration with other donors and development partners	6.34	6.87	6.73	6.62	6.78	6.55	6.75	6.62	6.66	6.75	6.66	6.89
Collaboration with the private sector	5.46	6.37	6.11	5.64	5.98	6.00	5.87	6.19	5.89	6.11	6.00	5.94
Straightforwardness and honesty	7.58	7.98	7.79	7.71	7.90	7.53	7.84	7.62	7.66	7.89	7.72	7.94
Treating clients and stakeholders in Lebanon with respect	7.67	8.51	8.22	7.73	8.21	7.91	8.04	8.20	7.95	8.28	8.10	8.09
Being a long-term partner	7.56	8.23	8.04	7.57	7.93	7.91	7.84	8.08	7.91	7.94	7.84	8.23
To what extent does the World Bank Group's work help to achieve development results in Lebanon?	5.37	6.71	6.23	5.37	6.18	5.74	5.95	6.13	5.66	6.45	6.03	5.95
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Lebanon?	5.10	6.49	6.00	5.14	5.88	5.58	5.68	5.98	5.43	6.25	5.76	5.81
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lebanon	5.13	6.27	5.82	5.40	5.81	5.56	5.74	5.67	5.47	6.03	5.71	5.75
The World Bank Group meets Lebanon's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.81	6.97	6.49	5.89	6.29	6.44	6.22	6.59	6.15	6.59	6.35	6.32
The World Bank Group's knowledge work and activities are adaptable to Lebanon's specific development challenges and country circumstances	5.60	6.72	6.28	5.68	6.09	6.27	5.97	6.51	6.05	6.27	6.17	6.09
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.81	6.98	6.47	6.10	6.52	6.12	6.28	6.57	6.11	6.73	6.45	6.11
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.08	7.73	7.55	6.91	7.43	7.35	7.24	7.73	7.17	7.69	7.43	7.30
The World Bank Group takes decisions quickly in Lebanon	5.45	6.00	6.01	5.21	5.88	5.71	5.77	5.93	5.86	5.78	5.68	6.28
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	6.70	7.09	6.86	7.04	7.09	6.58	6.95	6.77	6.83	7.00	6.83	7.10

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Lebanon FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Lebanon

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

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 LEBANON

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Lebanon.			
Please identify which of the following you consider the most important development priorities in Lebanon? (Choose no more than THREE)			
1	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
2	Food security	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Social protection (e.g., pensions, targeted social assistance)	23	Education
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Urban development	27	Anti corruption
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Water and sanitation	33	Economic growth
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

**SECTION A: GENERAL ISSUES**

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Lebanon? (Choose no more than THREE)

1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Rural development	20	Education
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Economic growth	25	Private sector development
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

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 Lebanon? (Choose no more than TWO)

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

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

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

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

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Lebanon solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in Lebanon, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Lebanon? (Choose no more than THREE)			
1	Health	19	Economic growth
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Job creation/employment	25	Information and communications technology
8	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Social protection (e.g., pensions, targeted social assistance)	27	Equality of opportunity (i.e., equity)
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Gender equity	33	Poverty reduction
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

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

B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Lebanon?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/Facilitating	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Lebanon? (Choose no more than TWO)	
1	Too influenced by developed countries
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Staff too inaccessible
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Lebanon
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

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

B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Lebanon? (Choose no more than TWO)

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

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Lebanon? (Select only ONE response)

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

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Parliament	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Academia/think tanks/research institutes	14	Regional organizations
7	NGOs/Community Based Organizations (CBOs)	15	Other (please specify): _____
8	Youth/university groups	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B10	Overall the World Bank Group currently plays a relevant role in development in Lebanon	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for Lebanon	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 Lebanon, 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		
B12	Responsiveness to needs											<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B15	Being inclusive											<input type="checkbox"/>	
B16	Openness (sharing data and other information)											<input type="checkbox"/>	
B17	Collaboration with the Government											<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
B19	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
B20	Collaboration with civil society											<input type="checkbox"/>	
B21	Collaboration with the UN											<input type="checkbox"/>	
B22	Staff accessibility											<input type="checkbox"/>	
B23	Collaboration with other donors and development partners [ONLY REQUIRED IF RELEVANT TO COUNTRY CIRCUMSTANCES]											<input type="checkbox"/>	
B24	Collaboration with the private sector											<input type="checkbox"/>	
B25	Straightforwardness and honesty											<input type="checkbox"/>	
B26	Treating clients and stakeholders in Lebanon with respect											<input type="checkbox"/>	
B27	Being a long-term partner											<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
---	--	---	-------------------------------------

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

B29. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

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

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

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

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Lebanon? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	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"/>
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Lebanon?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in Lebanon?															
				Strongly disagree						Strongly agree		Don't know			
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Lebanon				1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
					1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Lebanon's needs for knowledge services (e.g., research, analysis, data, technical assistance)				1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
					1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Lebanon?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

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

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

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Are timely												<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation												<input type="checkbox"/>
D4	Lead to practical solutions												<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)												<input type="checkbox"/>
D6	Are source of relevant information on global good practices												<input type="checkbox"/>
D7	Are adequately disseminated												<input type="checkbox"/>
D8	Are translated enough into local language												<input type="checkbox"/>
D9	Are adaptable to Lebanon's specific development challenges and country circumstances												<input type="checkbox"/>

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

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

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

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Lebanon?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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

E12. To what extent do you believe the World Bank Group is adequately staffed in Lebanon?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

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

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

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

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Lebanon?	B. Which THREE areas below would benefit most from other donors in Lebanon?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field?	
(Choose no more than THREE)	
1	Organize more joint meetings and missions with the
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	UN Share more information about the World Bank Group's activities, products, and knowledge.
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

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

G1. How important is it for citizens in Lebanon to have greater 'voice' than they have now, in order to hold the state accountable?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not important at all									Extremely important	Don't know

G2. Do you think that in the past year or so, citizens in Lebanon have obtained greater 'voice' to hold the state more accountable?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Far less voice									Much greater voice	Don't know

**SECTION H: CITIZEN VOICE: SERVICE DELIVERY**

H1. How important is it for citizens in Lebanon to have greater 'voice' to ensure improved service delivery?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not important at all									Extremely important	Don't know

H2. Which of the following are the greatest obstacles in Lebanon to improved service delivery (i.e., education, healthcare)? (Choose no more than THREE)	
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 I: SUBSIDY REFORM**

11. When thinking about Lebanon's economy, to what extent do you believe subsidy reform in the energy sector is necessary to ensure sustainable growth?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not necessary at all									Extremely necessary	Don't know

12. Which of the following statements best represents your views of energy subsidy reform in Lebanon? (Choose only ONE response)	
1	A reduction in energy subsidies ultimately will help the poor because it will lead to fiscal savings which would generate resources for government social spending.
2	A reduction in energy subsidies will ultimately hurt the poor because it will lead to higher consumer prices of energy, resulting in a larger portion of household income spent on energy and other necessary household expenditures avoided.

13. When thinking about energy subsidy reform in Lebanon, which TWO of the following statements are most convincing? (Choose no more than TWO)	
1	Energy subsidy reform could lead to lower traffic congestion and urban pollution (improving health of cities).
2	Energy subsidy reform could lead to smarter agriculture practices (particularly as related to irrigation, water use, etc.)
3	Energy subsidy reform could lead to smarter practices in industry and manufacturing (i.e., moving away from capital intensive industry to light manufacturing).
4	Energy subsidy reform could lead to greater efficiency, conservation and therefore have a positive impact on climate change.
5	Energy subsidy reform could lead to fiscal savings and make funds available for more important social spending (e.g., education, health, social protection).
6	None of the statements above. I do not believe that energy subsidy reform in Lebanon will have a positive impact on this country.
7	I don't know

**SECTION J: PRIVATE SECTOR**

J1. Which of the following are the most significant obstacles to private sector development in Lebanon? (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	I don't know
11	Other (please specify: _____)

**SECTION K: REFUGEES**

K1. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Lebanon?										
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

K2. To what extent do you believe that the World Bank Group is doing enough to support the government's efforts related to refugees in Lebanon?										
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

K3. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Lebanon? (Choose no more than TWO)	
1	Education and health
2	Supporting poor and marginalized local communities
3	Jobs
4	Business development
5	Infrastructure
6	Social cohesion
7	Public services
8	Macro issues (fiscal accounts, balance of payments, etc.)
9	Don't know
10	Other (please specify: _____)

K4. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	Lebanon's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Lebanon's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION L: COMMUNICATION AND INFORMATION SHARING****L1. How do you get most of your information about economic and social development issues in Lebanon? (Choose no more than TWO)**

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

L2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

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

L3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question L4; if NO please go to L5)	Yes	No
-----------	---	------------	-----------

L4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

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

L5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question L6; if NO please go to L7)	Yes	No
L6	Were you able to obtain this information?	Yes	No
L7	Do you have access to the Internet?	Yes	No
L8	Do you use/have you used the World Bank Group website?	Yes	No
L9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

**SECTION L: COMMUNICATION AND INFORMATION SHARING**

L10. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
L11	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"/>	
L12	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"/>	
L13	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"/>	
L14	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"/>	
L15	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 M: BACKGROUND INFORMATION**

M1. Which of the following best describes your current position? (Select only ONE response)			
1	Office of the President, Prime Minister	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

M2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

M3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

**SECTION M: BACKGROUND INFORMATION**

M4. Which of the following agencies of the World Bank Group do you primarily engage with in Lebanon? (Select only ONE response)

1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**M5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question M6; If NO please go to M7)**

1	Yes
2	No

**M6. If yes, what was your view of how the two institutions work together in Lebanon?
(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

**M7. Which of the following describes most of your exposure to the World Bank Group in Lebanon?
(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.

M8. What's your gender?

1	Female
2	Male

M9. Which best represents your geographic location?

1	Beirut
2	Mount Lebanon
3	North
4	South
5	Bekaa

Thank you for completing the survey!