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FY 2016 Egypt Country Opinion Survey Report

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August 2016

Acknowledgements

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Country Opinion Surveys
THE WORLD BANK GROUP

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I. Objectives

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

- *General Issues Facing Egypt*
- *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 Egypt*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to June 2016, 600 stakeholders of the WBG in Egypt 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 278 stakeholders participated in the survey (46% response rate).

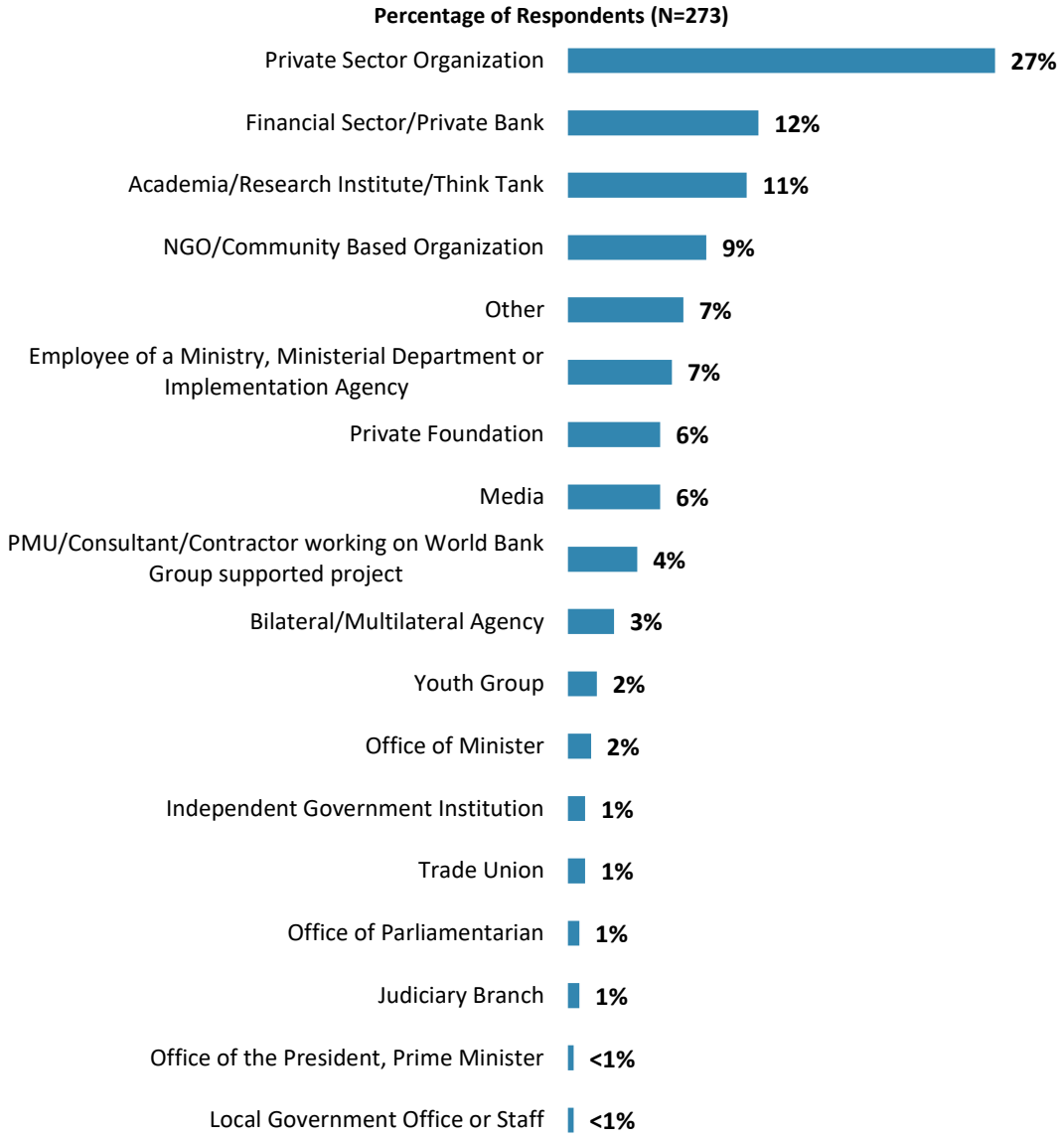
Respondents received and completed the questionnaire online on an independent survey platform. Respondents were asked about: general issues facing Egypt; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Egypt; and the WBG's communication and information sharing.

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

III. Demographics of the Sample

Current Position

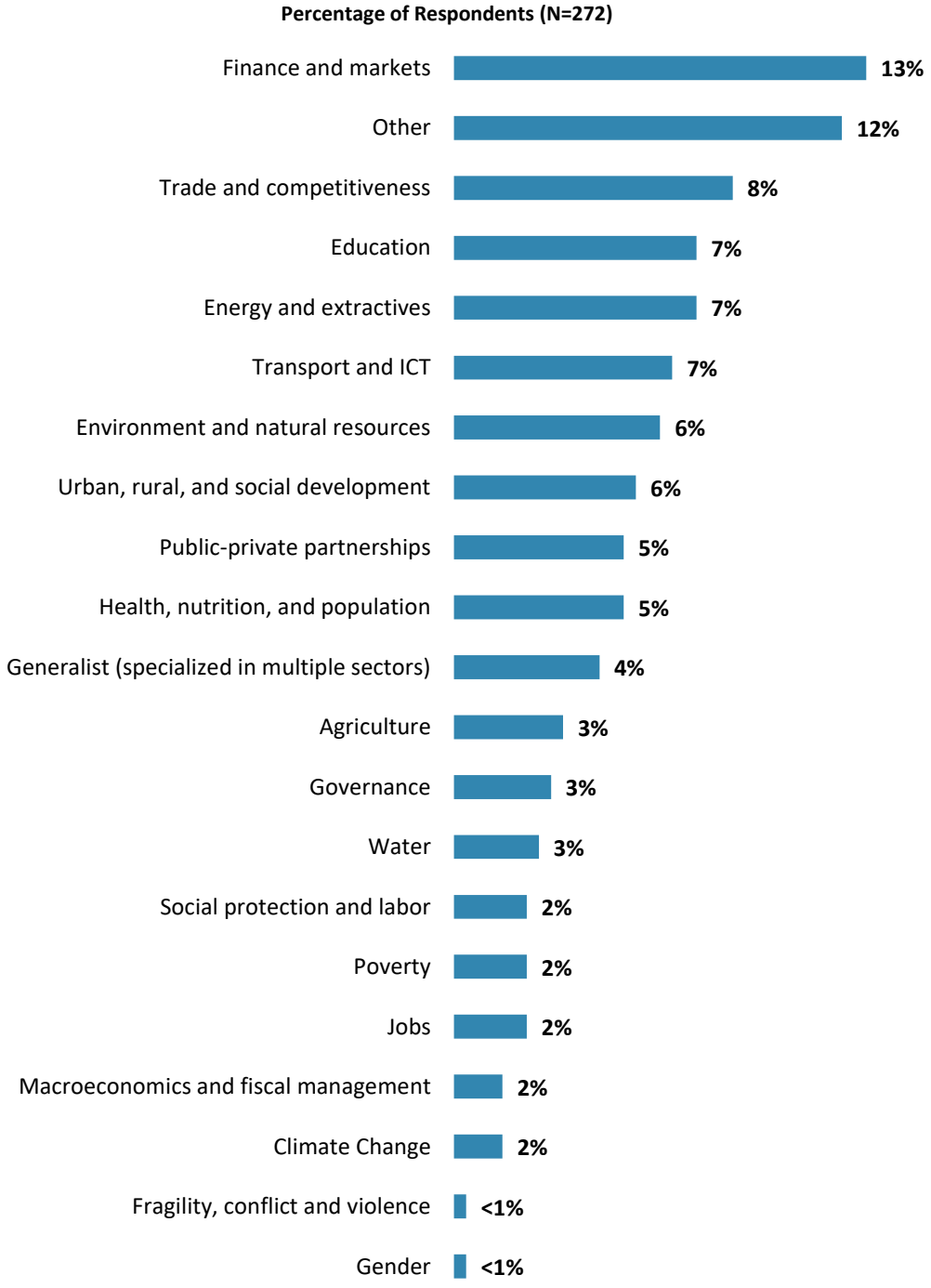
- For further analyses, respondents from the financial sector/private banks were combined with those from private sector organizations. Respondents from private foundations, NGOs/CBOs, trade unions, and youth groups were combined into the "CSO" category. Few respondents from the office of the President/Prime Minister, office of a minister, office of a parliamentarian, local governments, independent government institutions, the judiciary branch, and other organizations were included in the "Other" category. There were no respondents from faith-based groups.



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

III. Demographics of the Sample (continued)

Area of Primary Specialization

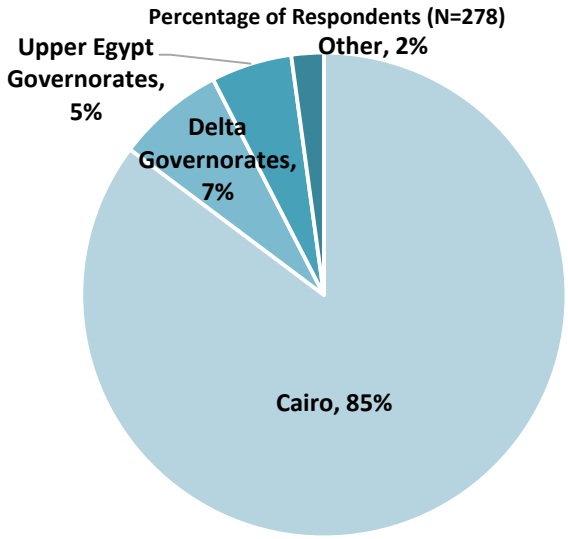


"Please identify the primary specialization of your work." **(Respondents chose from a list.)**

III. Demographics of the Sample (continued)

Geographic Locations

- For more details of the comparison between geographic locations, please go to appendix C (page 59). For the comparisons, respondents from "Upper Egypt Governorates," "Delta Governorates," and "Other" were all combined into the "Other" category.



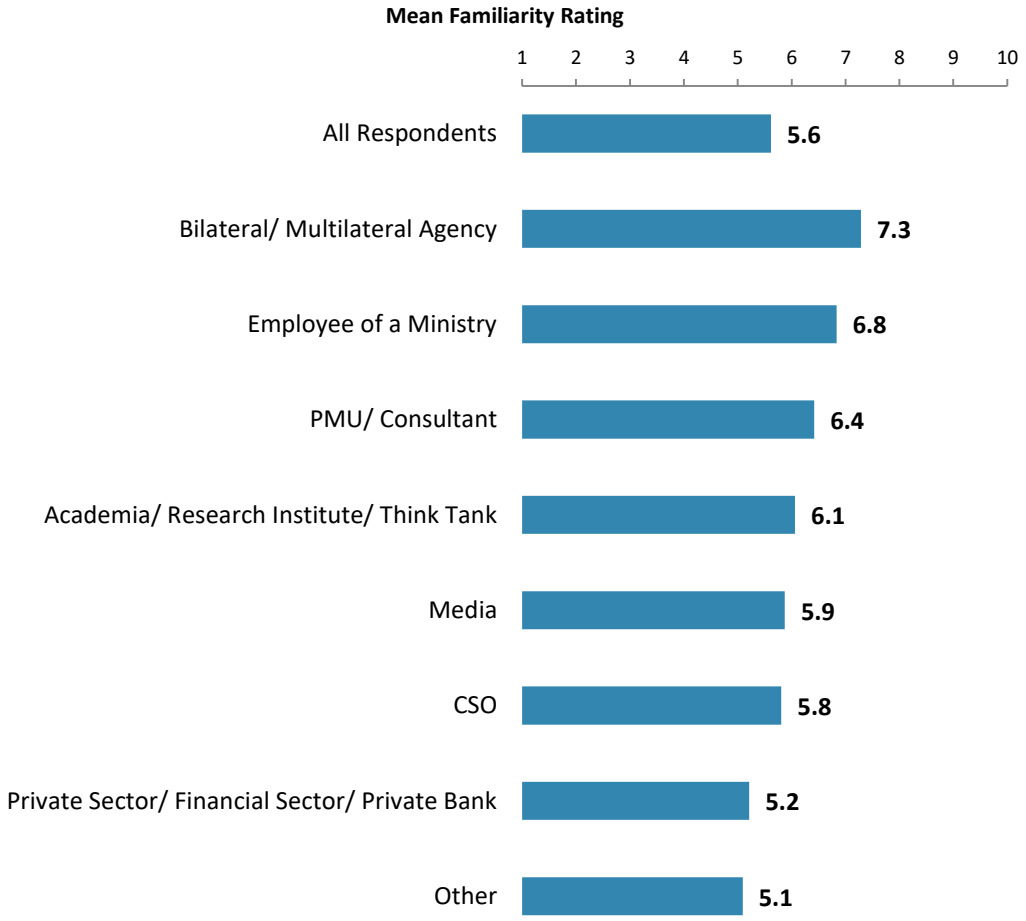
"Which best represents your geographic location?"
(Respondents chose from a list.) (Note: percentages may not total 100 due to rounding)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Stakeholder difference:** Respondents from bilateral/multilateral agencies and employees from ministries were significantly more familiar with the WBG than respondents from other stakeholder groups.

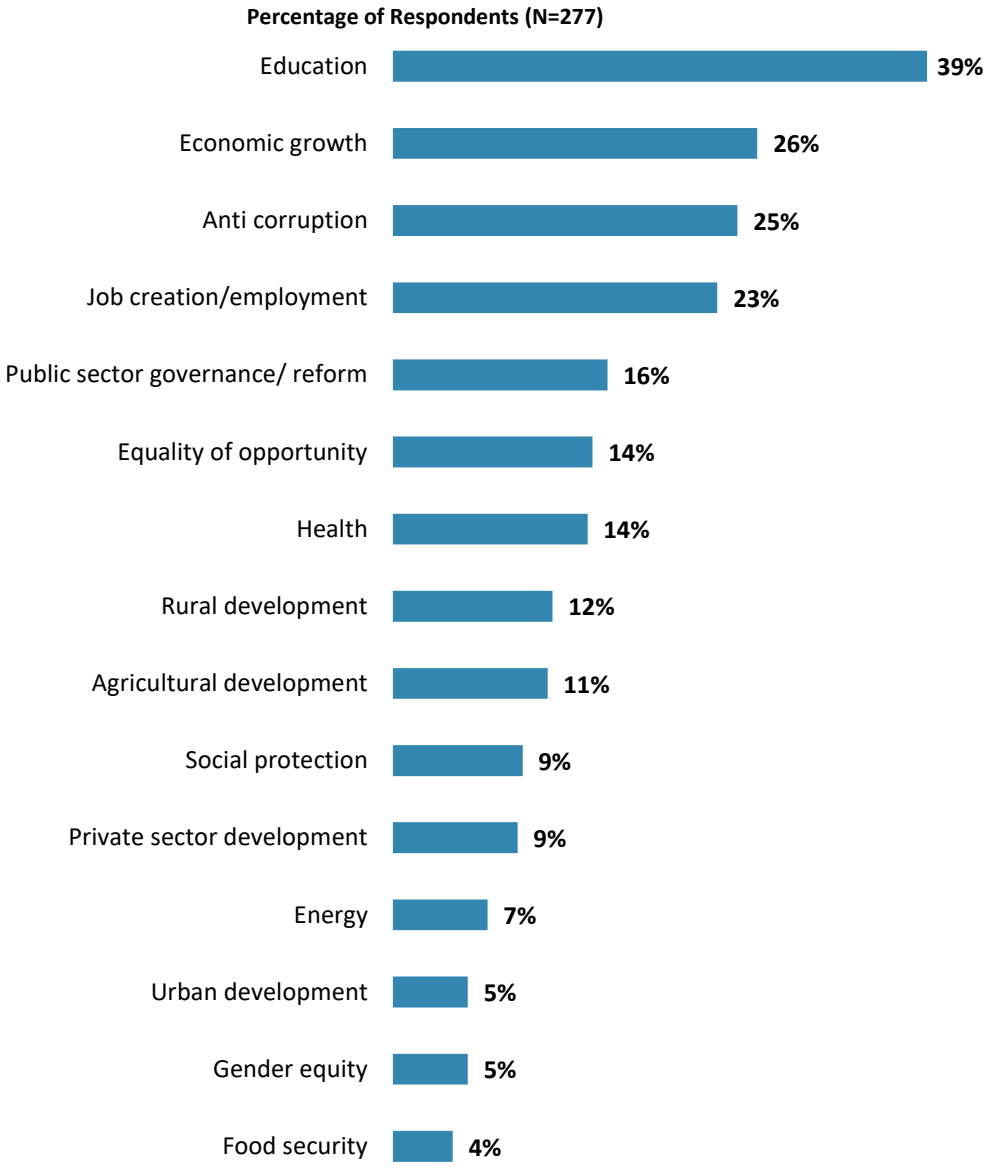
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Egypt, and significantly, moderately correlated with the extent to which the WBG contributes to Egypt's development results.



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

IV. General Issues Facing Egypt

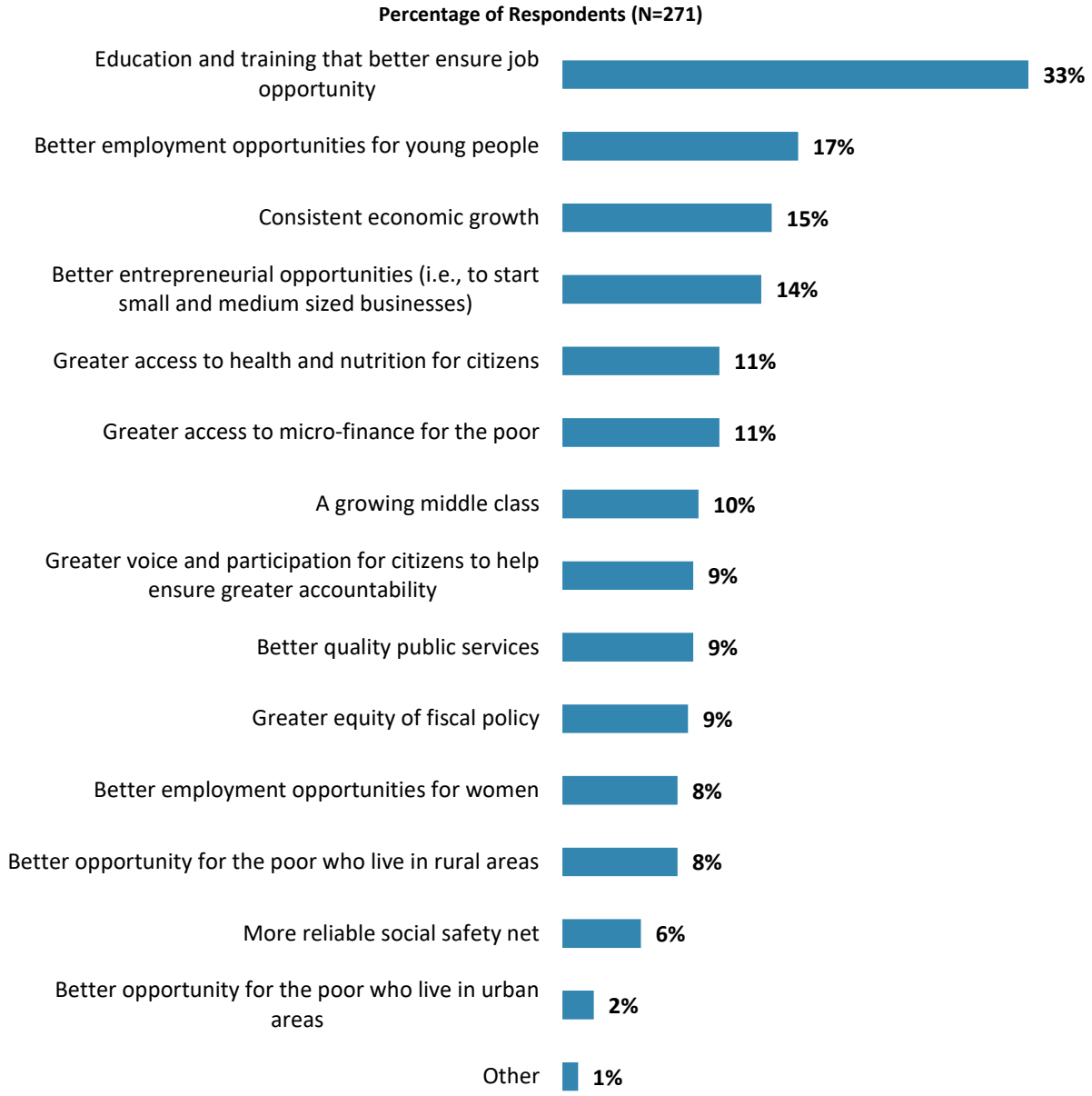
What Would Contribute Most to Reducing Poverty



"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 Egypt?" (Respondents chose from a list. Responses combined.)

IV. General Issues Facing Egypt (continued)

Factors Contributing to "Shared Prosperity"

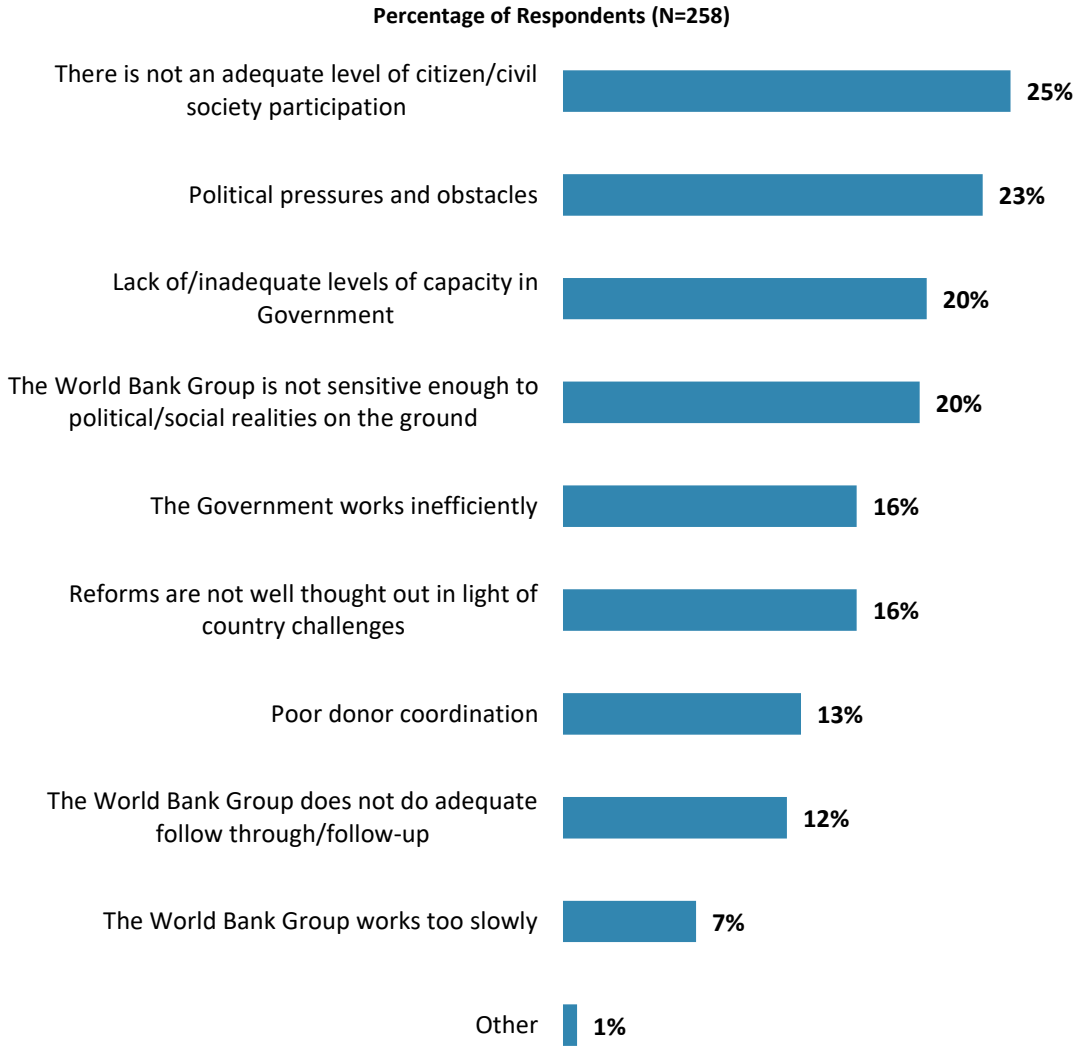


"The WBG's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.
When thinking about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

V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Stakeholder differences**: respondents from privates sector/financial sector/private banks and CSOs were significantly more likely to attribute failed or slow WBG assisted reform efforts to "*inadequate level of citizen/civil society participation*" compared to respondents from other stakeholder groups.

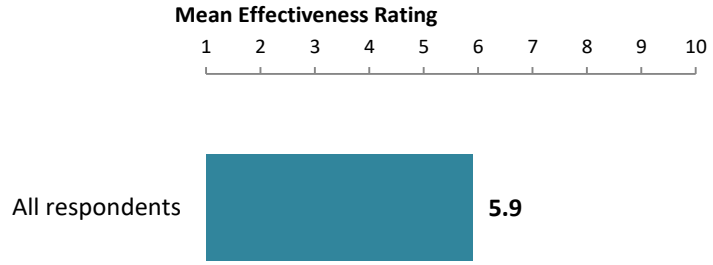


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

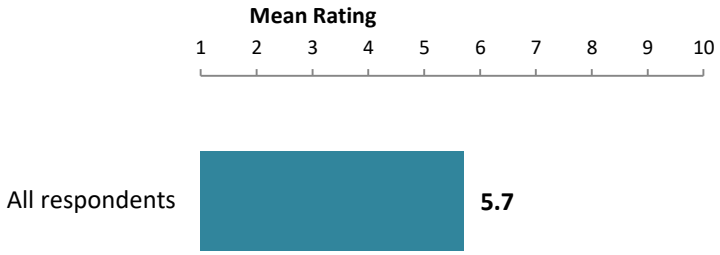
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

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



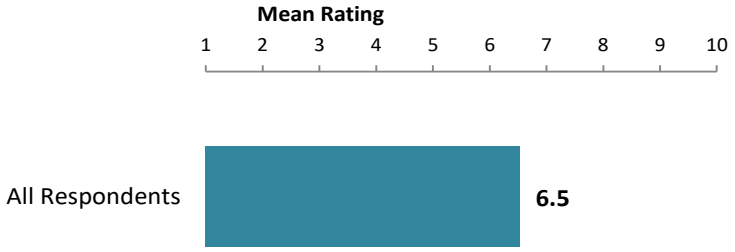
"Overall, please rate your impression of the World Bank Group's effectiveness in Egypt."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results *(Indicator Question)*



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

WBG Staff Preparedness

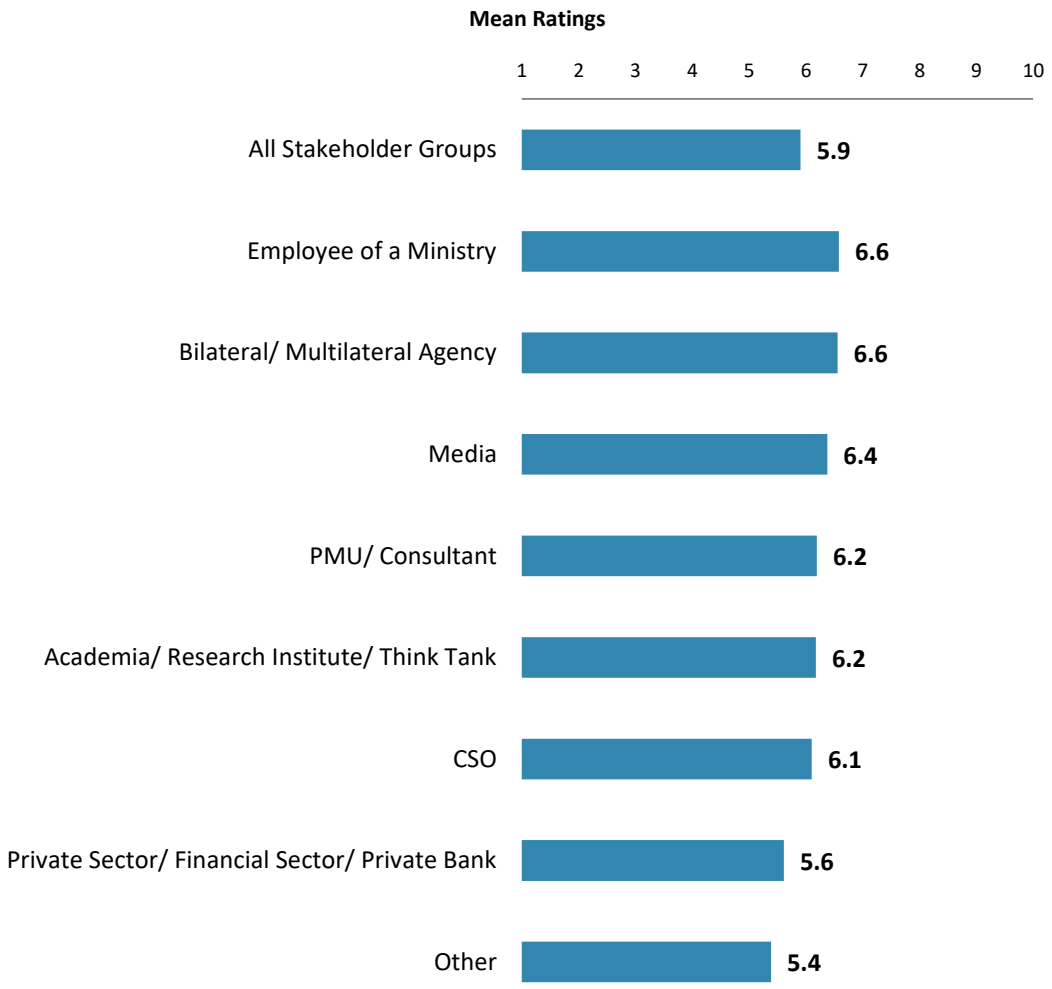


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Egypt solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

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

Overall Ratings for Indicator Questions by Stakeholder Groups

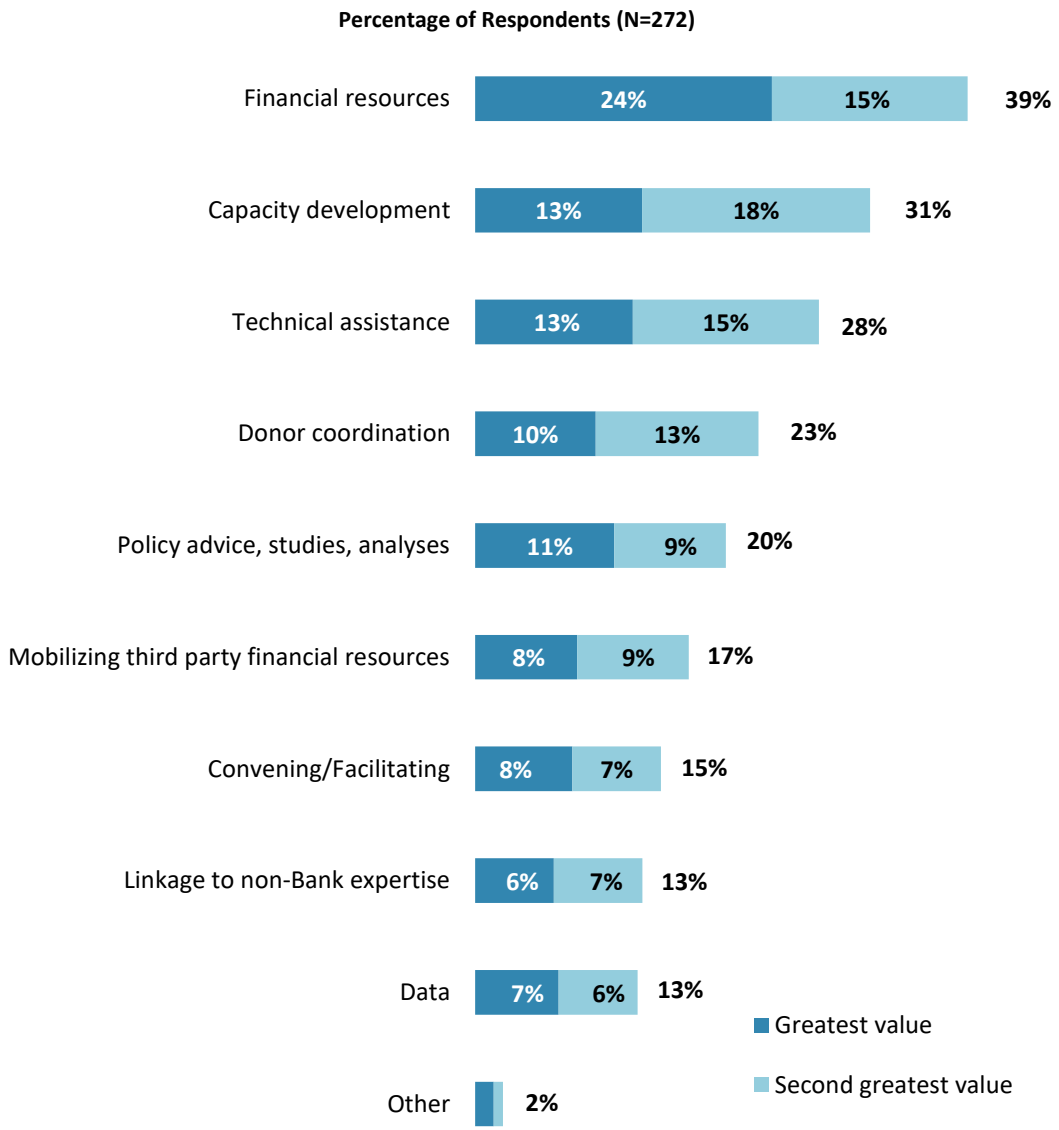
- **Stakeholder groups:** Respondents from ministries and bilateral/multilateral agencies had statistically higher mean ratings for the aggregated responses to the twenty three COS indicator questions than respondents from other stakeholder groups. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 45).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty three COS indicator questions (mean rating = 6.5) compared to respondents who do not collaborate with the WBG (mean rating = 5.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 66).



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)

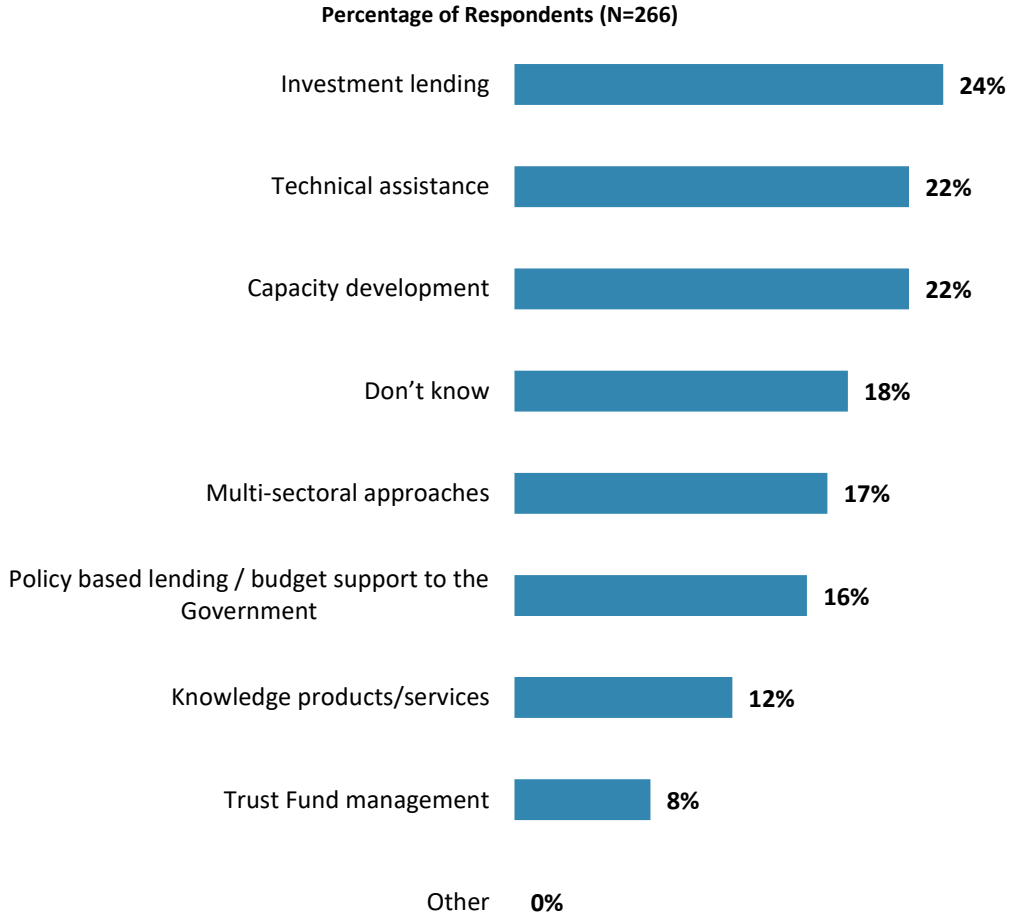
Greatest Values



"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 Egypt?"
(Respondents chose from a list.)

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

Most Effective Instruments in Reducing Poverty

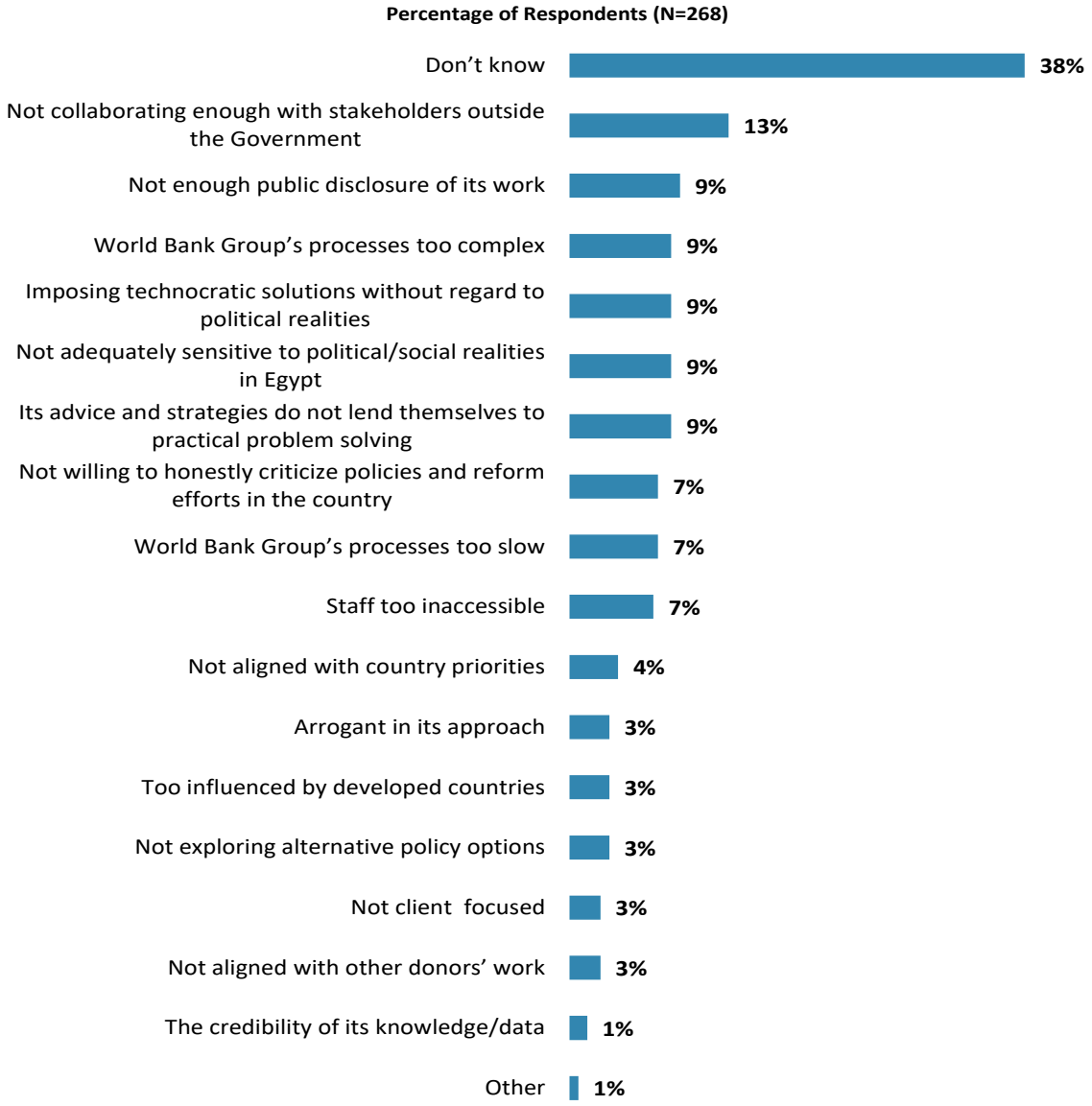


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Egypt? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

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

Greatest Weakness

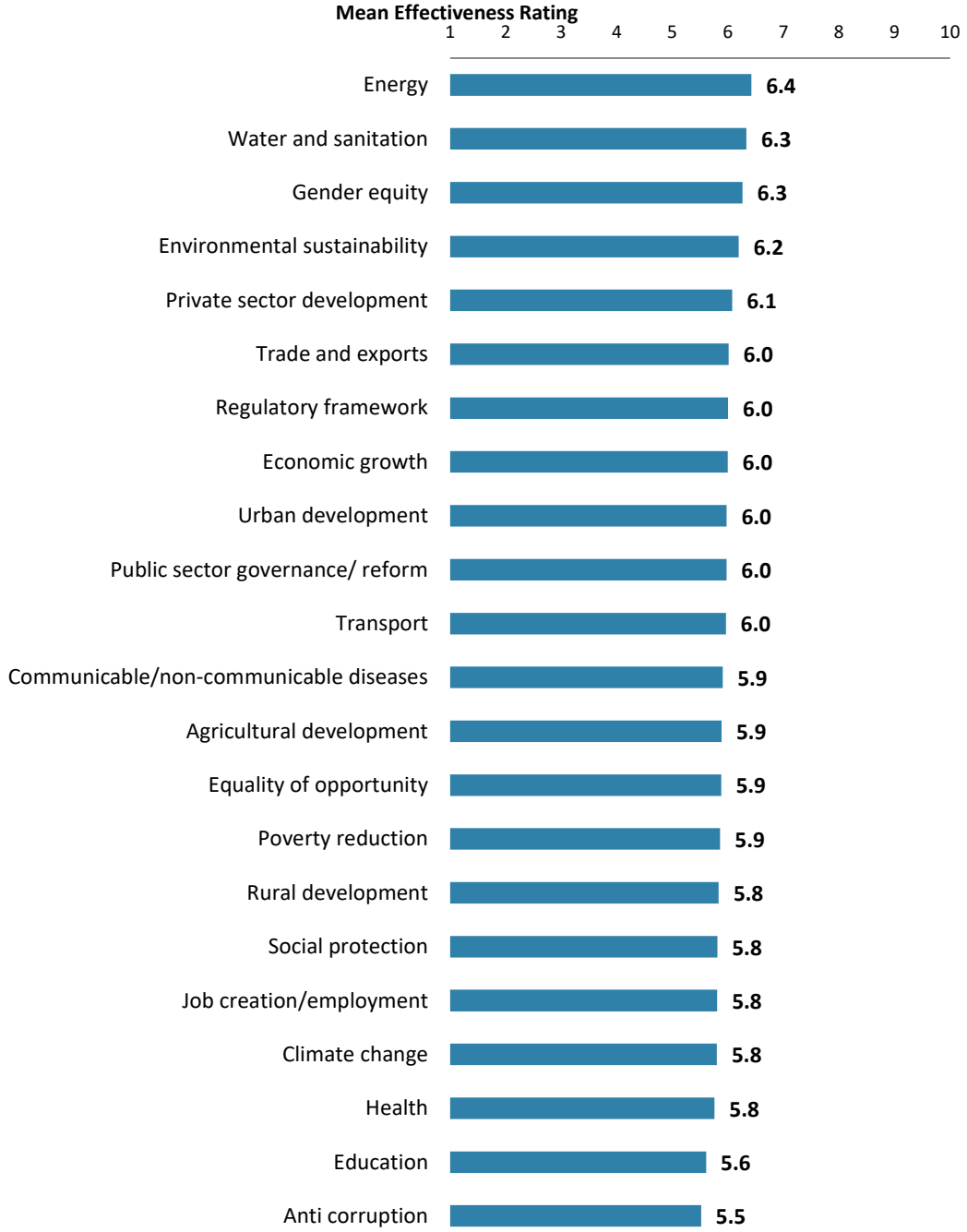
- It is worth noting that only 4% of respondents who collaborated with the WBG chose "don't know" as their response to this question. Respondents who collaborated with the WBG were significantly more likely than respondents who did not work with the WBG to indicate that "*not collaborating enough with stakeholders outside of Government*," "*imposing technocratic solutions without regard to political realities*," "*its processes being too complex*" and "*its processes being too slow*" are the WBG's greatest weaknesses in Egypt.



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

VI. Sectoral Effectiveness

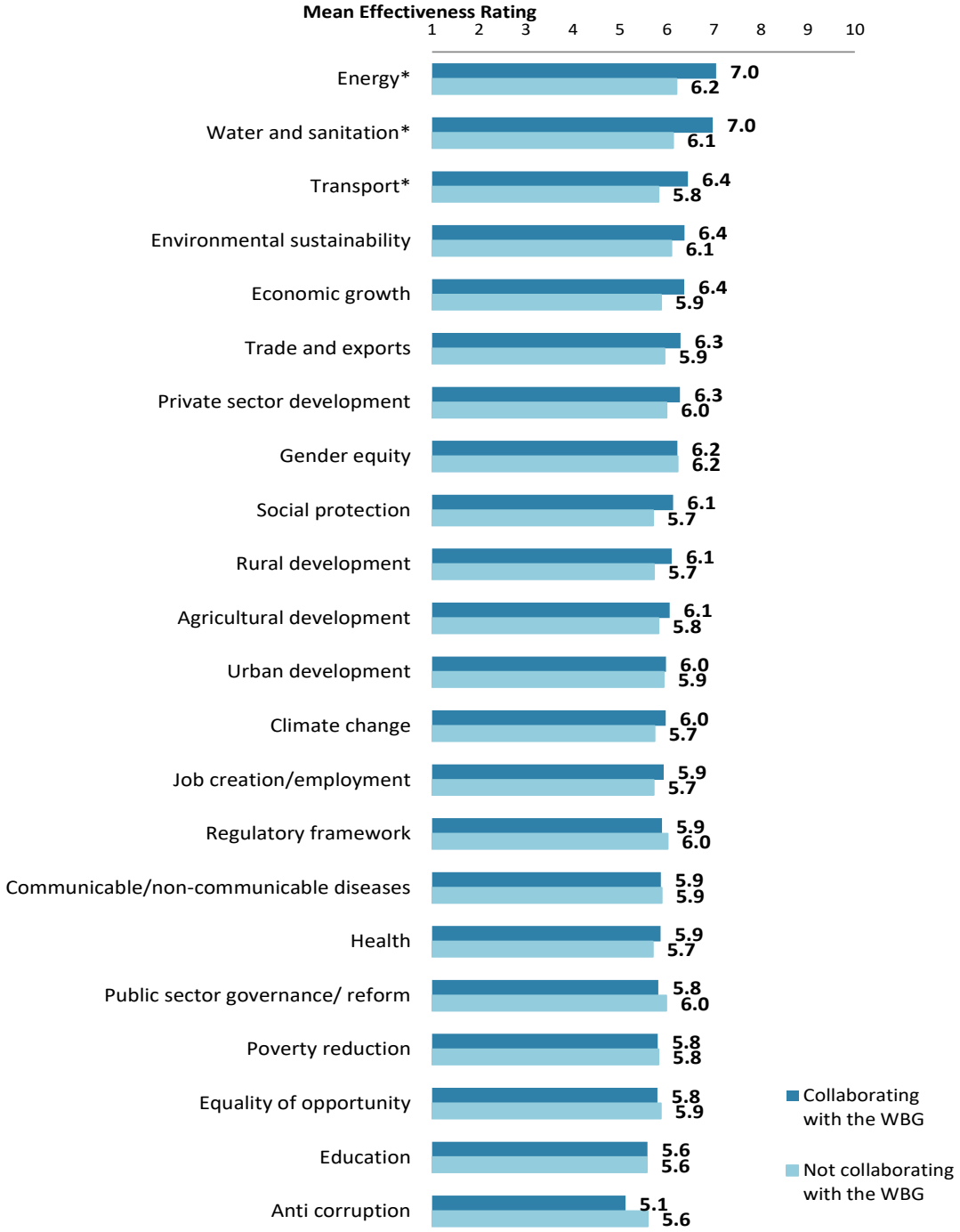
Effectiveness of WBG's Support in Sectoral Areas



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

VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration[1]



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

[1] Note in the Appendix on the sectoral effectiveness (Appendix A, page 36) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

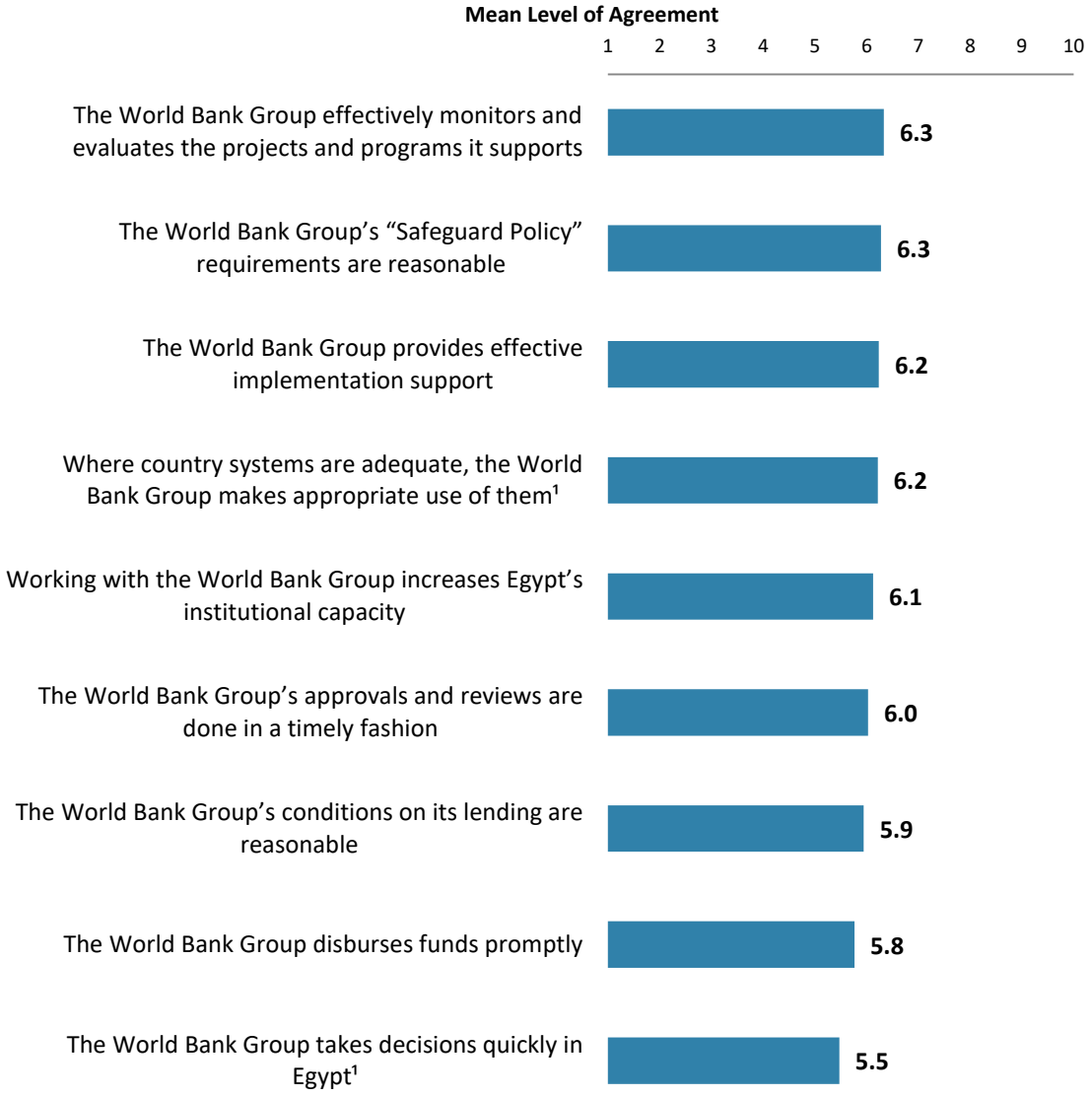
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Egypt. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at equality of opportunity; and
  - The WBG's effectiveness at agricultural development.

- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Egypt, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at communicable/non-communicable diseases; and
  - The WBG's effectiveness at social protection.

VII. How the World Bank Group Operates

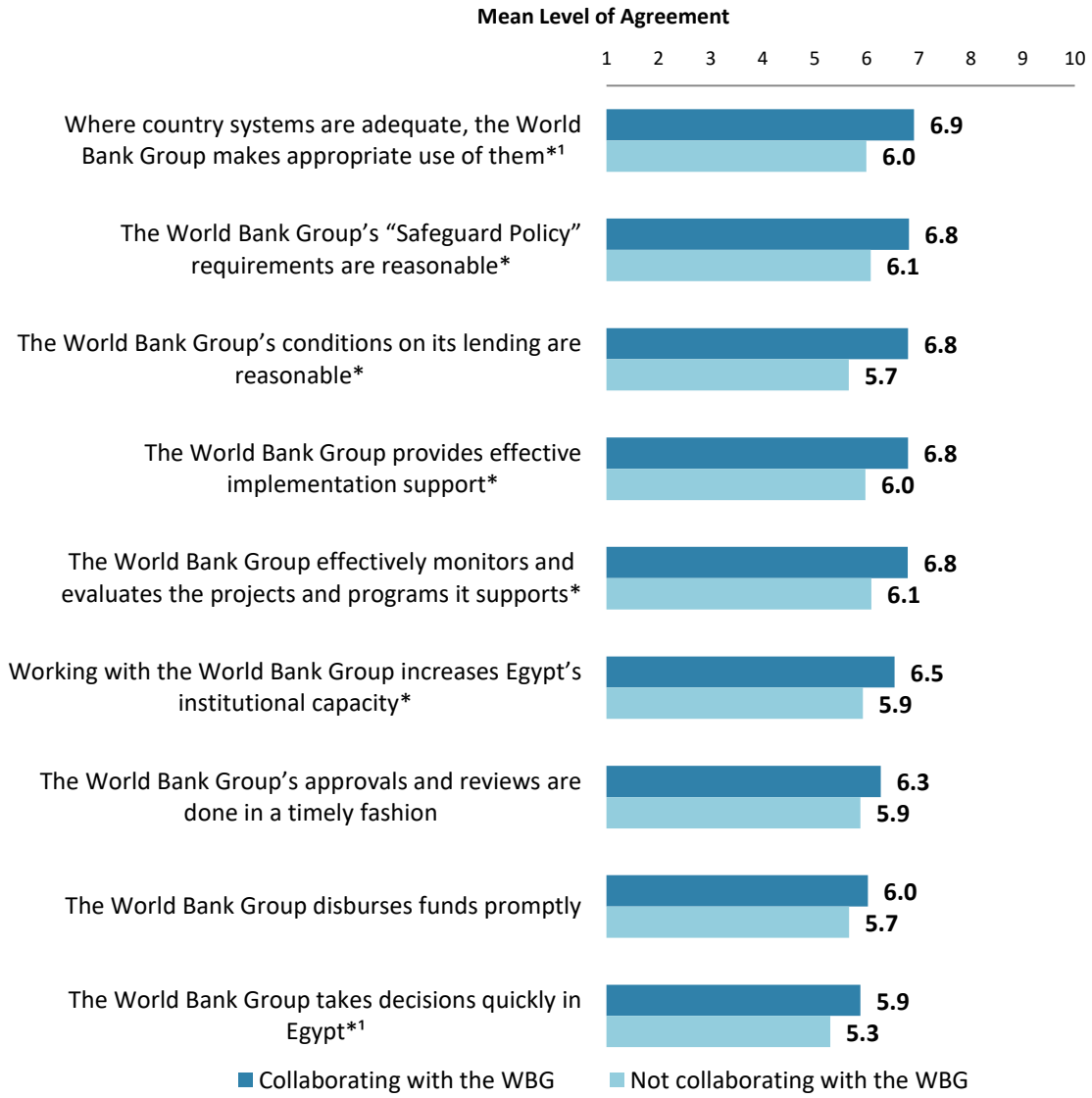
Overall Perceptions



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

VII. How the World Bank Group Operates (continued)

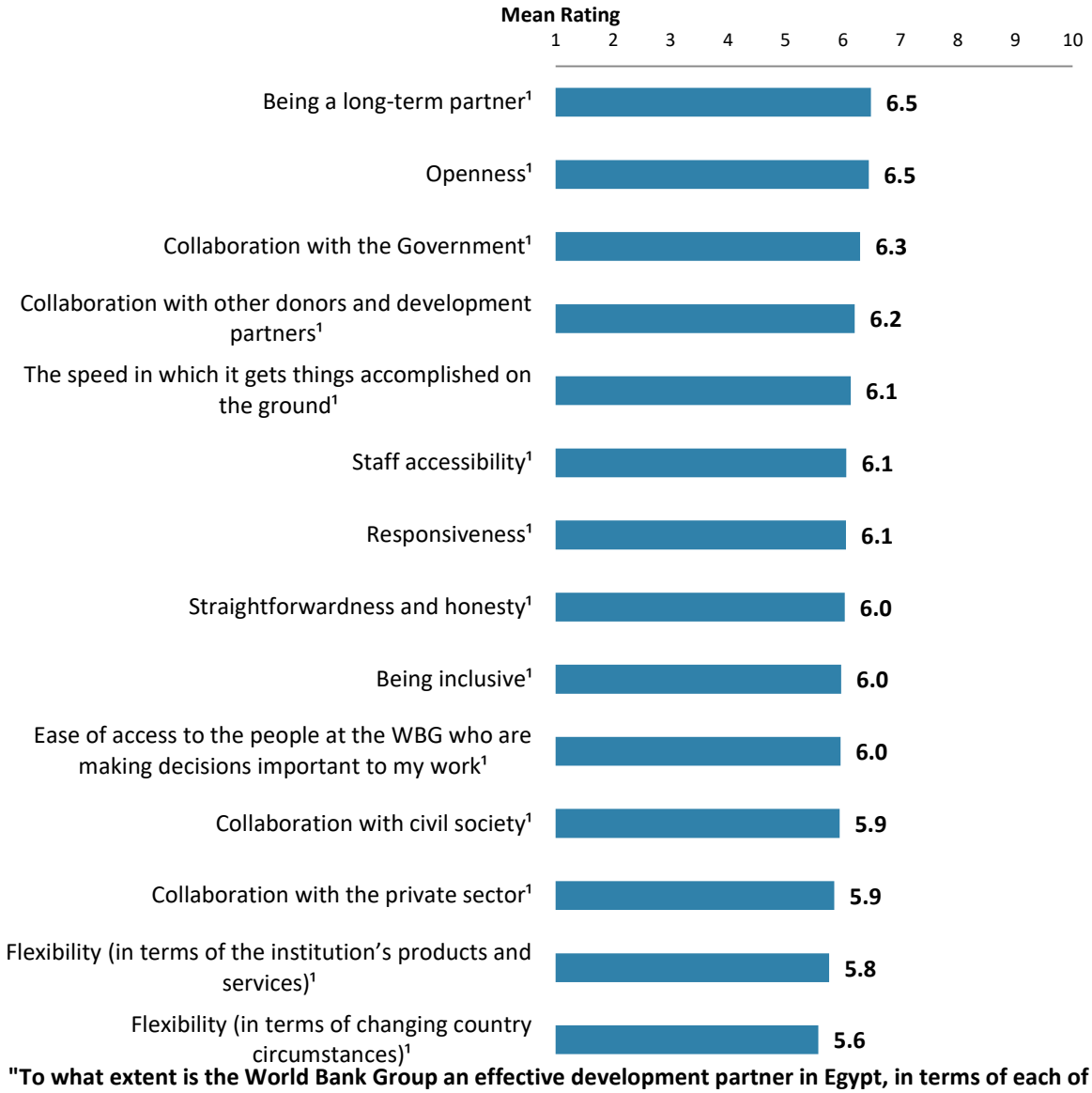
Overall Perceptions: Collaboration



"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

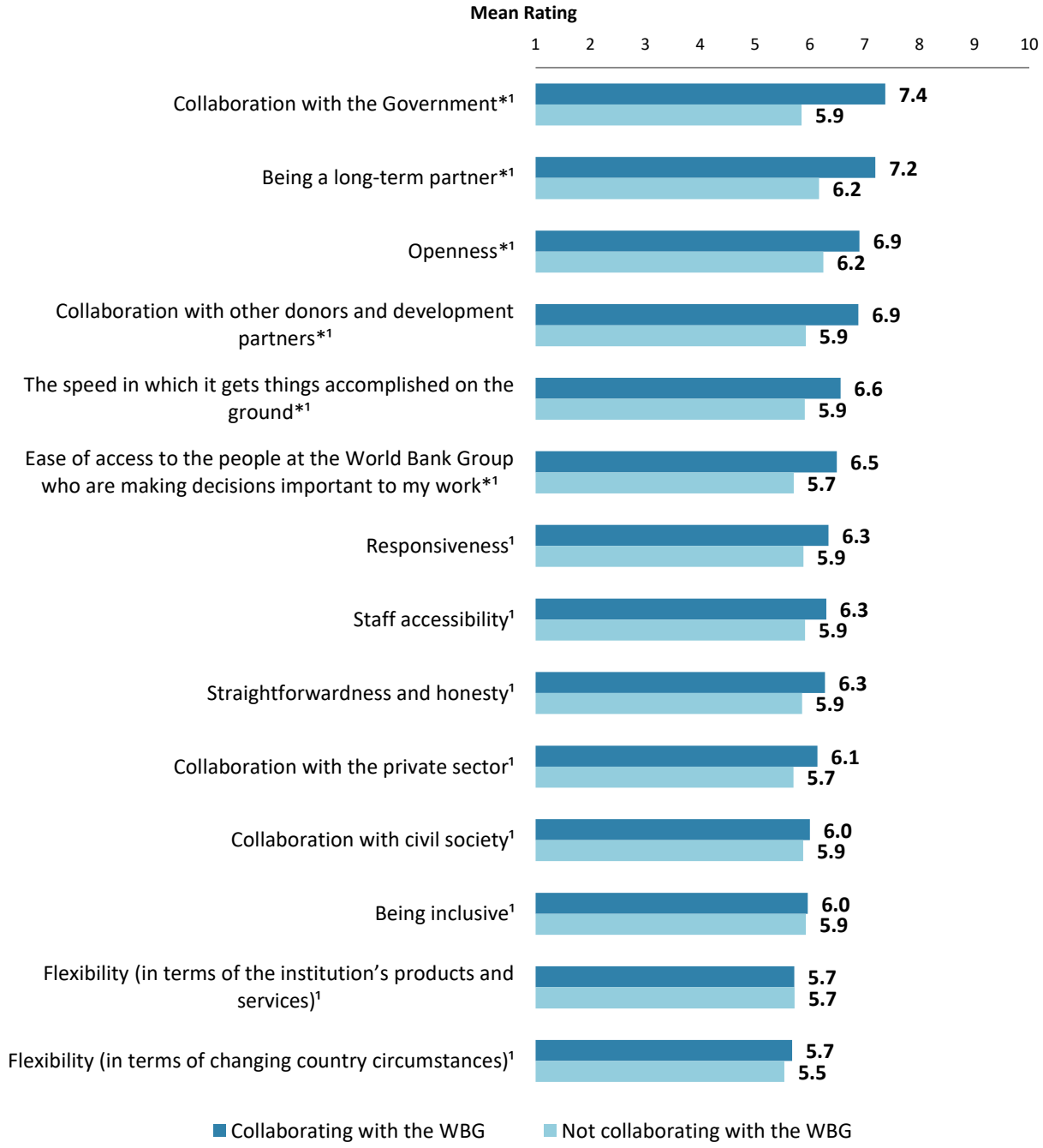


"To what extent is the World Bank Group an effective development partner in Egypt, in terms of each of the following?" ***(1-"To no degree at all", 10-"To a very significant degree")***

¹Indicator Question

VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



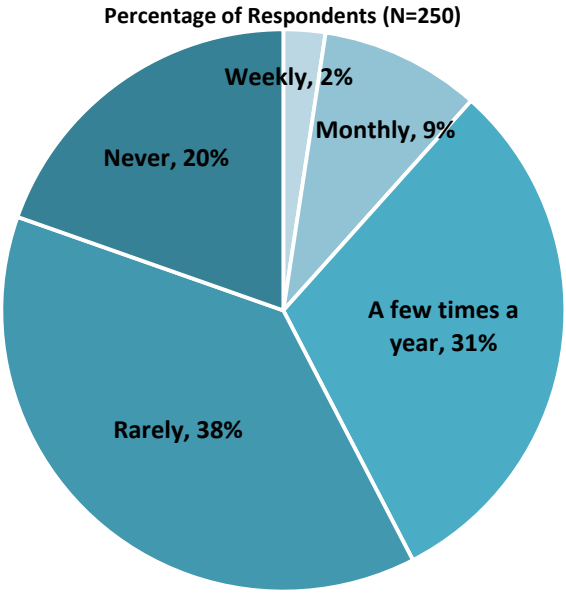
"To what extent is the World Bank Group an effective development partner in Egypt, in terms of each of the following?" ***(1-"To no degree at all", 10-"To a very significant degree")***

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

¹Indicator Question

VIII. World Bank Group's Knowledge and Instruments

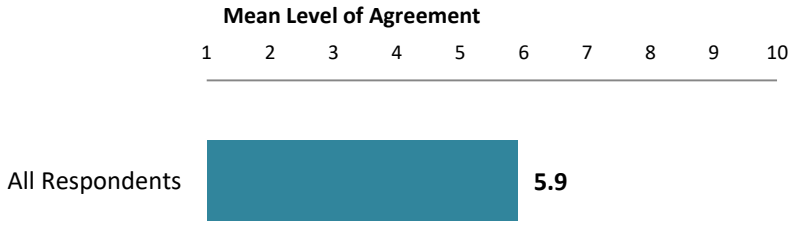
Frequency of Consulting WBG Knowledge Work and Activities



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

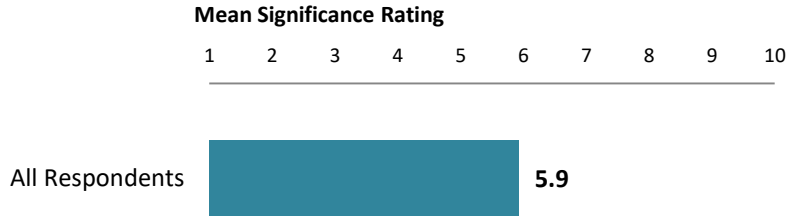
VIII. World Bank Group's Knowledge and Instruments (continued)

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



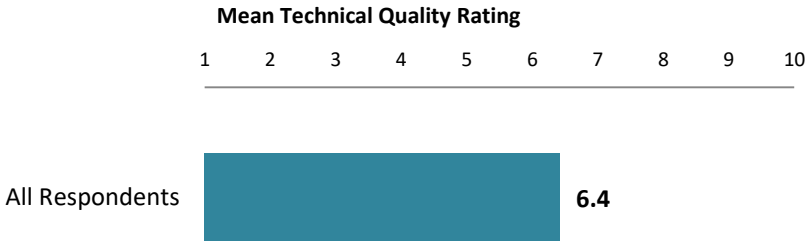
"The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)" ***(1-"Strongly disagree", 10-"Strongly agree")***

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")

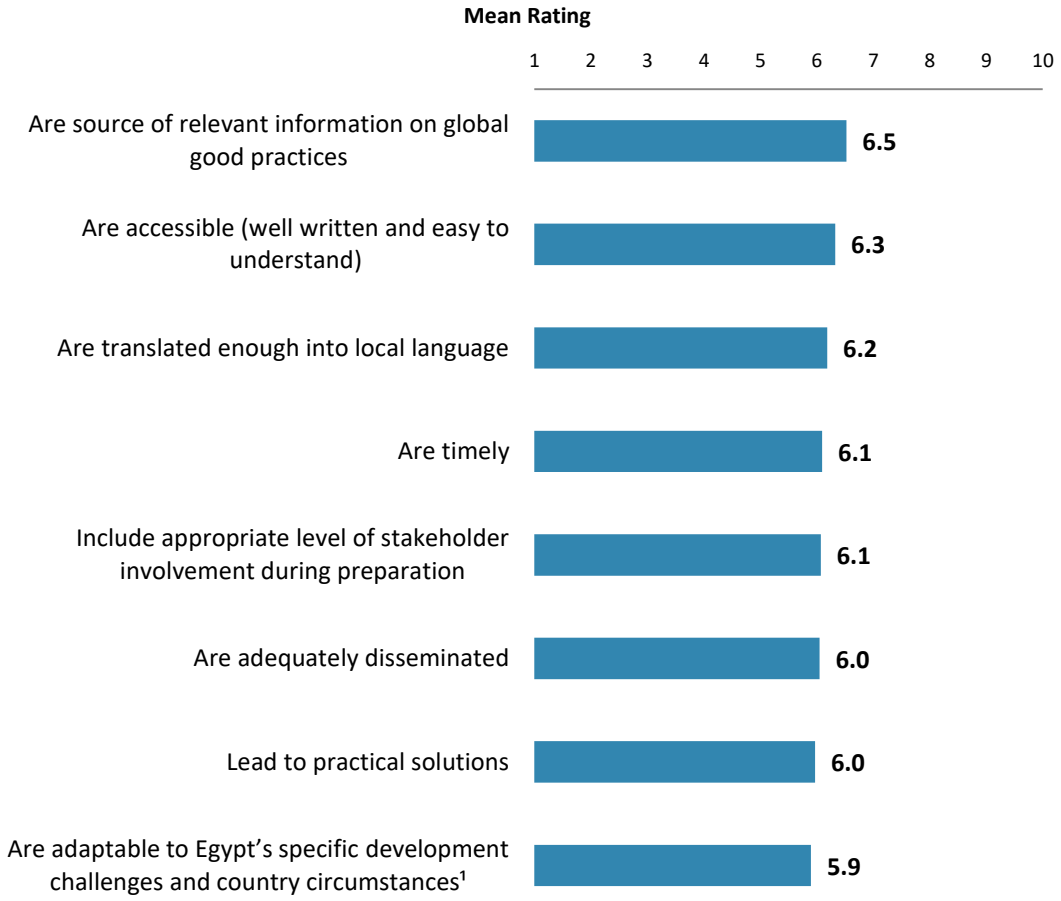
Technical Quality of the WBG's Knowledge Work and Activities *(Indicator Question)*



"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")***

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

Qualities of the WBG's Knowledge Work and Activities:

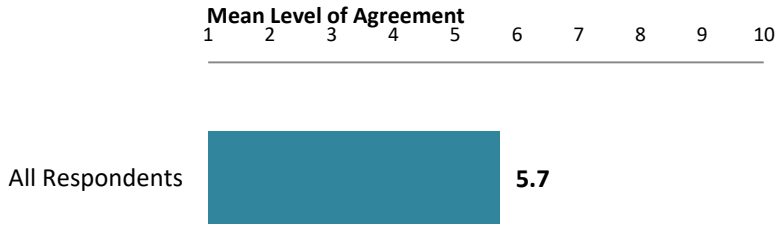


"In Egypt, to what extent do you believe that the World Bank Group's knowledge work and activities:" ***(1-"To no degree at all", 10-"To a very significant degree")***

[1]Indicator Question

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

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

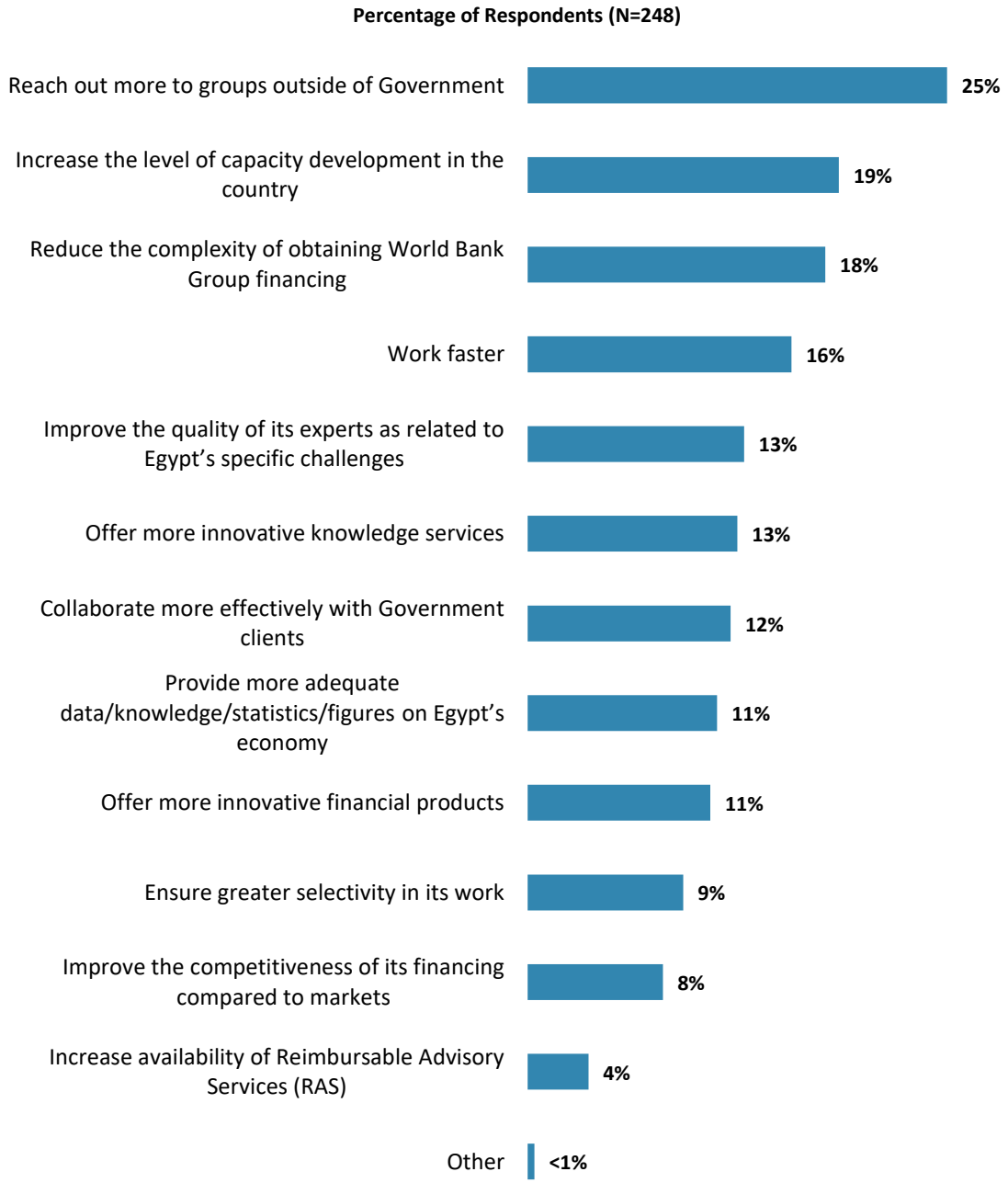


"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Egypt."
(1-"Strongly disagree", 10-"Strongly agree")

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

Making the World Bank Group of Greater Value

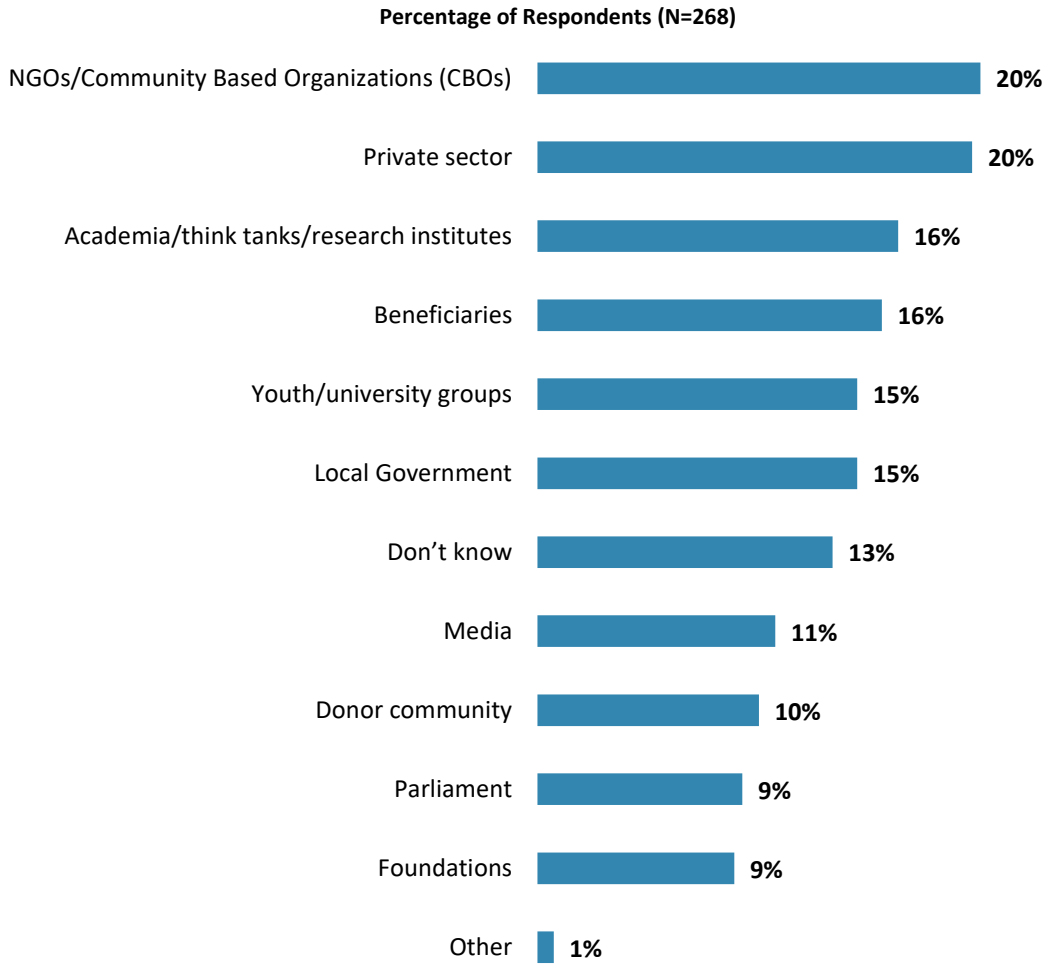
- **Stakeholder differences**: Respondents from CSOs were significantly more likely to indicate that the WBG should "*reach out more to groups outside of Government*" to make itself of greater value in Egypt compared to respondents from other stakeholder groups.



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

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

The World Bank Group Should Collaborate More with …

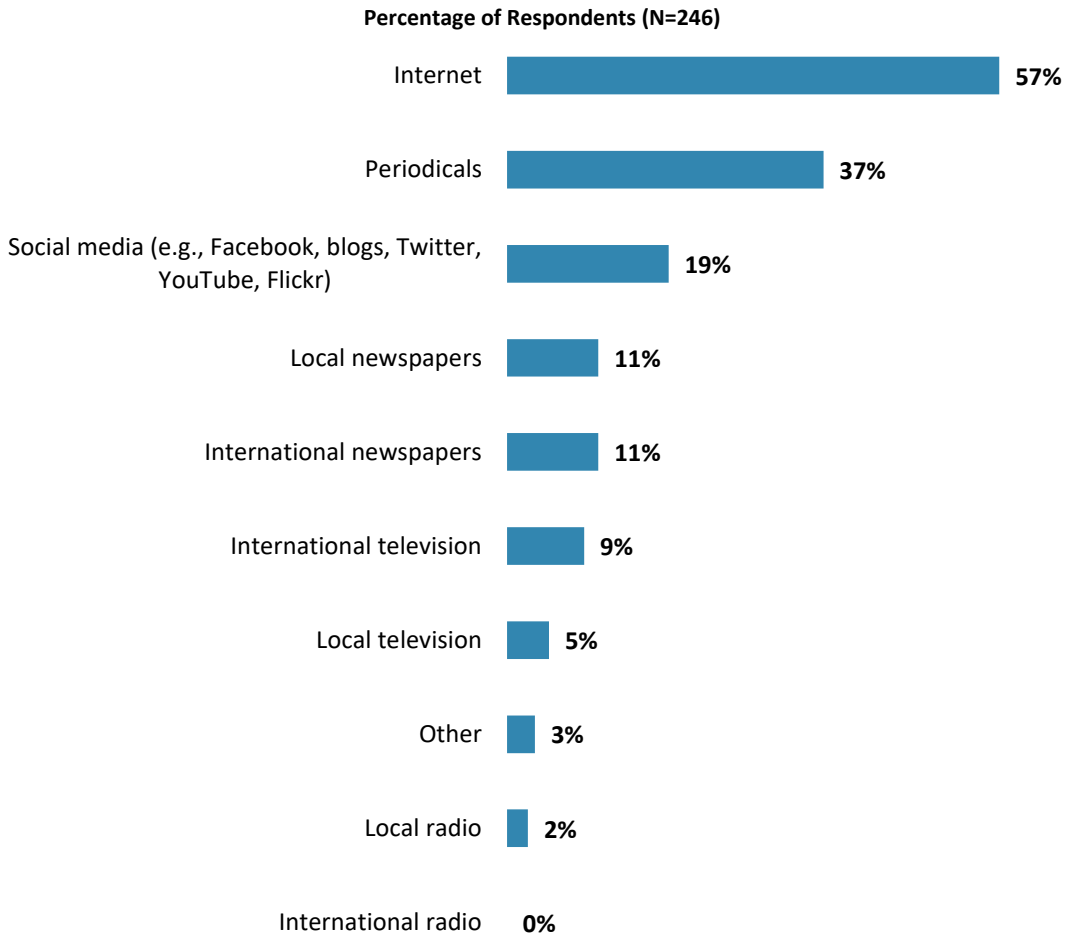


"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)

X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 45) for all responses by stakeholder groups.

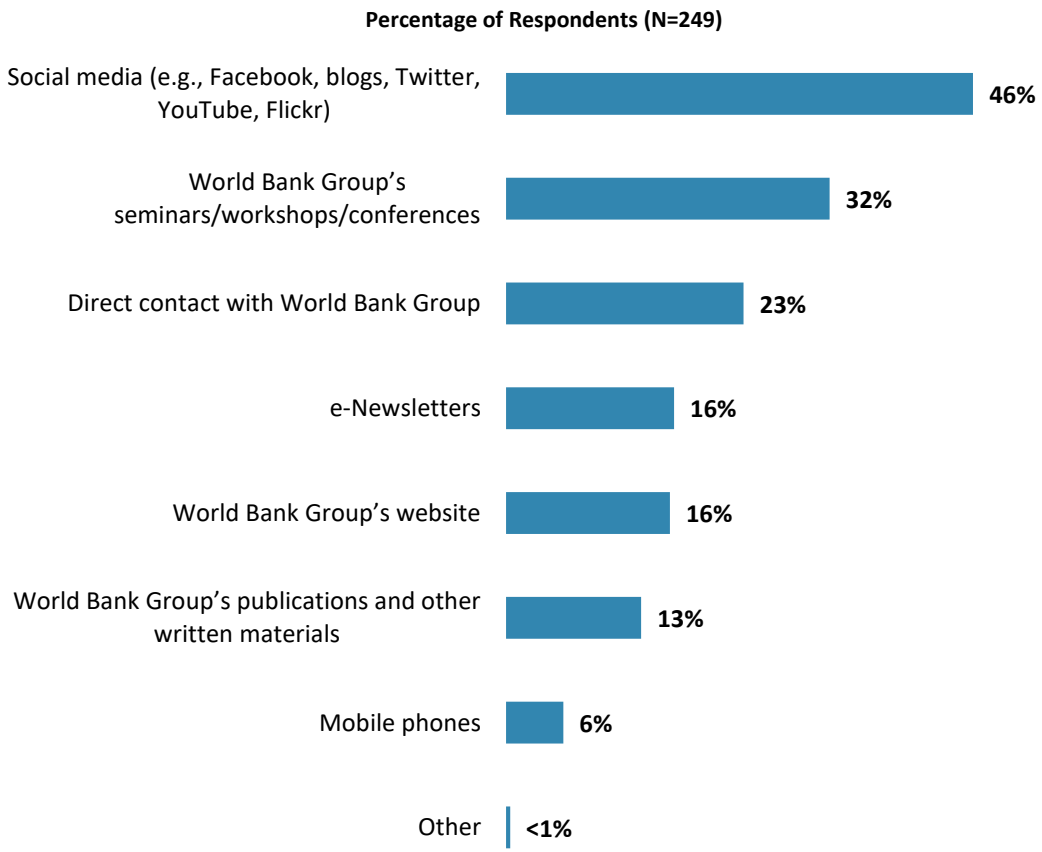
General Information Sources



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

X. Communication and Outreach (continued)

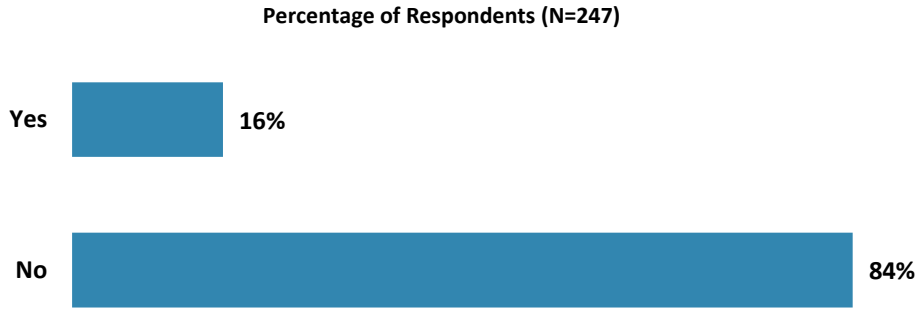
Preferred Information Sources



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

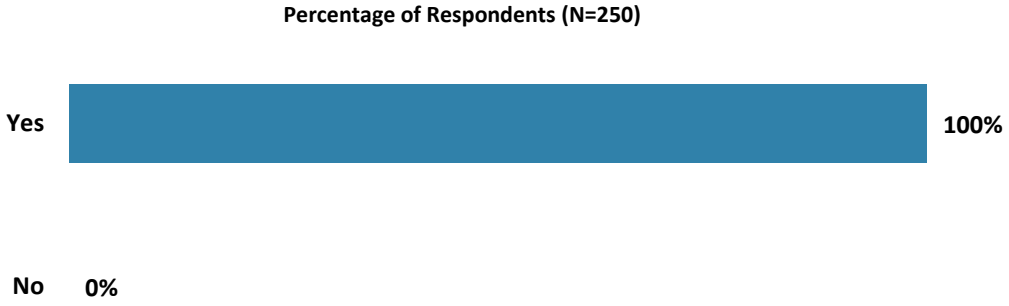
X. Communication and Outreach (continued)

Access to Information



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

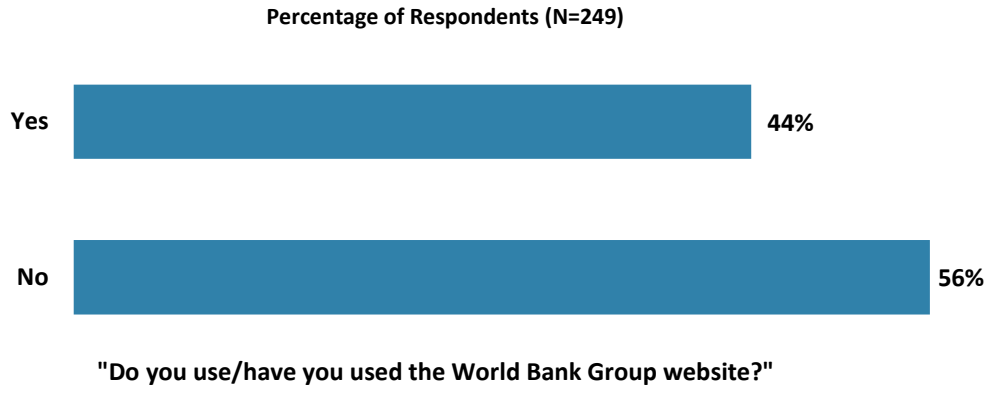
Access to the Internet

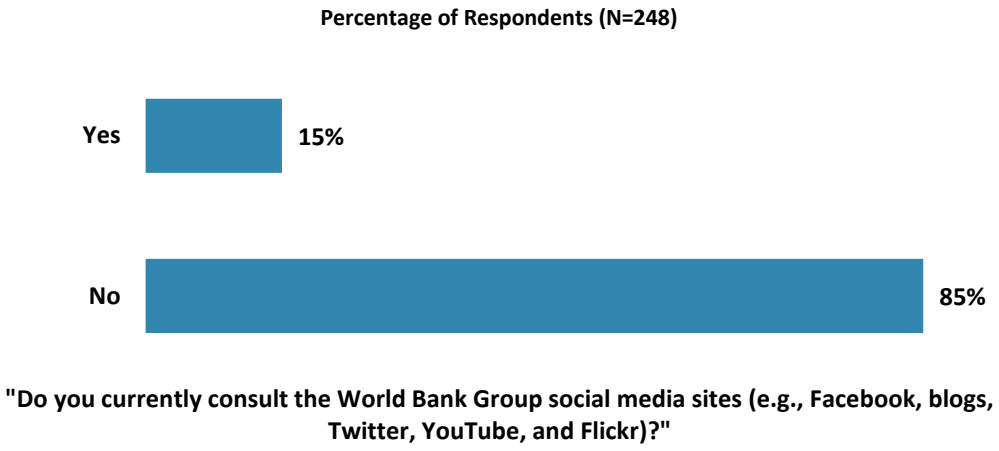


"Do you have access to the Internet?"

X. Communication and Outreach (continued)

The WBG's Website and Social Media Usage





XI. Appendices

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Egypt

Appendix A: Responses to All Questions across All Respondents (N=278)

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 Egypt

1. 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 Egypt? (Choose no more than THREE)	**Percentage of Respondents (Responses Combined; N=277)**
Education	38.6%
Economic growth	26.4%
Anti corruption	24.9%
Job creation/employment	23.5%
Public sector governance/ reform	15.5%
Equality of opportunity	14.4%
Health	14.1%
Rural development	11.6%
Agricultural development	11.2%
Social protection	9.4%
Private sector development	9.0%
Energy	6.9%
Urban development	5.4%
Gender equity	5.4%
Food security	4.3%

2. 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 Egypt? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=271)**
Education and training that better ensure job opportunity	32.8%
Better employment opportunities for young people	16.6%
Consistent economic growth	14.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.0%
Greater access to health and nutrition for citizens	11.1%
Greater access to micro-finance for the poor	11.1%
A growing middle class	9.6%
Greater voice and participation for citizens to help ensure greater accountability	9.2%
Better quality public services	9.2%
Greater equity of fiscal policy	8.9%
Better employment opportunities for women	8.1%
Better opportunity for the poor who live in rural areas	8.1%
More reliable social safety net	5.5%
Better opportunity for the poor who live in urban areas	2.2%
Other	1.1%

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 Egypt? *(1-Not familiar at all, 10-Extremely familiar)*	275	0	5.61	2.20

Effectiveness	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Egypt. *(1-Not effective at all, 10-Very effective)*	248	26	5.89	1.84

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 Egypt solve its most complicated development challenges? *(1-To no degree at all, 10-To a very significant degree)*	238	34	6.53	1.80

4. 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 Egypt?	Percentage of Respondents (N=272)		
	Greatest Value	2nd Greatest Value	Combined
Financial resources	23.5%	15.5%	39.0%
Capacity development	13.2%	18.1%	31.3%
Technical assistance	12.5%	14.8%	27.3%
Donor coordination	9.6%	12.9%	22.5%
Policy advice, studies, analyses	11.0%	8.9%	19.9%
Mobilizing third party financial resources	8.1%	8.9%	16.9%
Convening/Facilitating	7.7%	7.0%	14.7%
Linkage to non-Bank expertise	6.3%	7.0%	13.3%
Data	6.6%	6.3%	12.9%
Other	1.5%	0.7%	2.2%

5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Egypt? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=268)
Don't know	38.4%
Not collaborating enough with stakeholders outside the Government	13.4%
Not enough public disclosure of its work	9.3%
World Bank Group's processes too complex	8.6%
Imposing technocratic solutions without regard to political realities	8.6%
Not adequately sensitive to political/social realities in Egypt	8.6%
Its advice and strategies do not lend themselves to practical problem solving	8.6%
Not willing to honestly criticize policies and reform efforts in the country	7.5%
World Bank Group's processes too slow	7.5%
Staff too inaccessible	7.1%
Not aligned with country priorities	4.1%
Arrogant in its approach	3.4%
Too influenced by developed countries	3.4%
Not exploring alternative policy options	3.4%
Not client focused	2.6%
Not aligned with other donors' work	2.6%
The credibility of its knowledge/data	1.5%
Other	0.7%

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

6. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Egypt? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=266)**
Investment lending	23.7%
Technical assistance	21.8%
Capacity development	21.8%
Don't know	18.4%
Multi-sectoral approaches	17.3%
Policy based lending / budget support to the Government	16.2%
Knowledge products/services	12.0%
Trust Fund management	7.5%
Other	0.0%

7. 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=268)**
NGOs/Community Based Organizations (CBOs)	20.1%
Private sector	19.8%
Academia/think tanks/research institutes	16.4%
Beneficiaries	15.7%
Youth/university groups	14.6%
Local Government	14.6%
Don't know	13.4%
Media	10.8%
Donor community	10.1%
Parliament	9.3%
Foundations	9.0%
Other	0.7%

To what extent is the World Bank Group an effective development partner in Egypt, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
8. Responsiveness*	224	32	6.05	1.81
9. Flexibility (in terms of the institution's products and services)*	228	28	5.76	1.70
10. Flexibility (in terms of changing country circumstances)*	226	28	5.58	1.78
11. Being inclusive*	215	33	5.97	1.71
12. Openness*	233	21	6.45	1.88
13. Staff accessibility*	228	26	6.06	1.85
14. Straightforwardness and honesty*	218	34	6.03	1.76
15. Ease of access to the people at the World Bank Group who are making decisions important to my work*	219	32	5.96	1.98
16. Collaboration with civil society*	216	34	5.94	1.76
17. Collaboration with the Government*	215	37	6.30	1.87
18. Collaboration with other donors and development partners*	202	46	6.21	1.77
19. Collaboration with the private sector*	197	50	5.85	1.82
20. The speed in which it gets things accomplished on the ground*	213	40	6.14	1.87
21. Being a long-term partner*	218	34	6.49	1.82

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

22. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=258)**
There is not an adequate level of citizen/civil society participation	24.8%
Political pressures and obstacles	23.3%
Lack of/inadequate levels of capacity in Government	20.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	19.8%
The Government works inefficiently	16.3%
Reforms are not well thought out in light of country challenges	16.3%
Poor donor coordination	13.2%
The World Bank Group does not do adequate follow through/follow-up	12.4%
The World Bank Group works too slowly	7.4%
Other	0.8%

C. World Bank Group's Effectiveness and Results

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Egypt? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
Anti corruption	170	78	5.52	2.17
Transport	176	73	5.97	1.69
Urban development	190	60	5.98	1.75
Environmental sustainability	198	52	6.20	1.84
Regulatory framework	181	64	6.01	1.75
Communicable/non-communicable diseases	163	78	5.91	1.83
Poverty reduction	200	48	5.86	1.90
Gender equity	181	65	6.27	1.62
Private sector development	184	62	6.08	1.76
Water and sanitation	191	54	6.34	1.70
Trade and exports	165	81	6.01	1.67
Economic growth	191	57	6.00	1.79
Energy	194	55	6.42	1.84
Public sector governance/ reform	185	55	5.98	1.81
Job creation/employment	192	55	5.81	1.77
Equality of opportunity	175	66	5.88	1.85
Health	180	65	5.76	1.86
Rural development	188	59	5.84	1.80
Education	186	61	5.61	1.89
Social protection	179	69	5.81	1.82
Climate change	173	74	5.80	1.75
Agricultural development	177	71	5.89	1.73

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

Achieving Development Results*	**N**	**DK**	**Mean**	**SD**
2. To what extent does the World Bank Group's work help to achieve development results in Egypt? *(1-To no degree at all, 10-To a very significant degree)*	222	34	5.72	1.65

To what extent do you agree with the following statements about the World Bank Group in Egypt? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**DK**	**Mean**	**SD**
3. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Egypt*	223	36	5.72	1.79
4. The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	223	34	5.90	1.68

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	2.4%
Monthly	9.2%
A few times a year	30.8%
Rarely	38.0%
Never	19.6%

In Egypt, 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	212	34	6.09	1.69
3. Include appropriate level of stakeholder involvement during preparation	218	28	6.07	1.80
4. Lead to practical solutions	215	27	5.97	1.71
5. Are accessible (well written and easy to understand)	219	26	6.32	1.65
6. Are source of relevant information on global good practices	219	26	6.53	1.76
7. Are adequately disseminated	209	34	6.05	1.78
8. Are translated enough into local language	213	33	6.18	1.93
9. Are adaptable to Egypt's specific development challenges and country circumstances*	213	31	5.90	1.66

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)*	226	26	5.92	1.59
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)*	230	22	6.43	1.56

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	190	51	5.76	1.85
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	217	29	6.33	1.64
3. The World Bank Group's approvals and reviews are done in a timely fashion	203	42	6.03	1.68
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	195	46	6.28	1.62
5. The World Bank Group's conditions on its lending are reasonable	197	47	5.94	1.74
6. The World Bank Group takes decisions quickly in Egypt*	201	43	5.47	1.77
7. Working with the World Bank Group increases Egypt's institutional capacity	217	26	6.12	1.74
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	182	58	6.21	1.55
9. The World Bank Group provides effective implementation support	203	41	6.24	1.61

F. The Future Role of the World Bank Group in Egypt

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Egypt? (Choose no more than TWO)	**Percentage of Respondents (Responses Combined; N=248)**
Reach out more to groups outside of Government	25.0%
Increase the level of capacity development in the country	18.5%
Reduce the complexity of obtaining World Bank Group financing	17.7%
Work faster	15.7%
Improve the quality of its experts as related to Egypt's specific challenges	12.9%
Offer more innovative knowledge services	12.5%
Collaborate more effectively with Government clients	12.1%
Provide more adequate data/knowledge/statistics/figures on Egypt's economy	11.3%
Offer more innovative financial products	10.9%
Ensure greater selectivity in its work	9.3%
Improve the competitiveness of its financing compared to markets	8.1%
Increase availability of Reimbursable Advisory Services (RAS)	3.6%
Other	0.4%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Egypt? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Internet	56.9%
Periodicals	36.6%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	18.7%
Local newspapers	10.6%
International newspapers	10.6%
International television	8.9%
Local television	4.9%
Other	3.3%
Local radio	2.4%
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=249)
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	45.8%
World Bank Group's seminars/workshops/conferences	31.7%
Direct contact with World Bank Group	23.3%
e-Newsletters	16.5%
World Bank Group's website	16.1%
World Bank Group's publications and other written materials	13.3%
Mobile phones	5.6%
Other	0.4%

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=247)
Yes	16.2%
No	83.8%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=250)
Yes	13.2%
No	86.8%

5. Were you able to obtain this information?	Percentage of Respondents (N=31)
Yes	83.9%
No	16.1%

6. Do you have access to the Internet?	Percentage of Respondents (N=250)
Yes	100.0%
No	0.0%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=249)
Yes	44.2%
No	55.8%

G. Communication and Information Sharing (continued)

8. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=248)
Yes	14.9%
No	85.1%

Please rate how much you agree with the following statements. *(1-Strongly disagree, 10-Strongly agree)*	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	210	33	6.58	1.71
10. I find the information on the World Bank Group's websites useful	209	27	6.66	1.69
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	174	63	6.16	1.57
12. 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.)	207	32	6.32	1.84
13. The World Bank Group is responsive to my information requests and inquiries	179	58	6.28	1.63

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=273)
Private Sector Organization	27.1%
Financial Sector/Private Bank	12.1%
Academia/Research Institute/Think Tank	11.4%
NGO/Community Based Organization	8.8%
Other	7.3%
Employee of a Ministry, Ministerial Department or Implementation Agency	6.6%
Private Foundation	5.9%
Media	5.9%
PMU/Consultant/Contractor working on World Bank Group supported project	4.4%
Bilateral/Multilateral Agency	2.9%
Youth Group	1.8%
Office of Minister	1.5%
Independent Government Institution	1.1%
Trade Union	1.1%
Office of Parliamentarian	.7%
Judiciary Branch	.7%
Office of the President, Prime Minister	.4%
Local Government Office or Staff	.4%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=272)
Finance and markets	12.5%
Other	11.8%
Trade and competitiveness	8.5%
Education	7.4%
Energy and extractives	7.4%
Transport and ICT	6.6%
Environment and natural resources	6.3%
Urban, rural, and social development	5.5%
Public-private partnerships	5.2%
Health, nutrition, and population	5.2%
Generalist (specialized in multiple sectors)	4.4%
Agriculture	3.3%
Governance	3.0%
Water	2.6%
Social protection and labor	2.2%
Poverty	2.2%
Jobs	2.2%
Macroeconomics and fiscal management	1.5%
Climate Change	1.5%
Fragility, conflict and violence	.4%
Gender	.4%

3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=272)
Yes	26.8%
No	73.2%

4. Which of the following describes most of your exposure to the World Bank Group in Egypt? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=263)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	33.8%
Collaborate as part of my professional duties	32.3%
Engage in World Bank Group related/sponsored events/activities	30.4%
Use World Bank Group reports/data	21.7%
Use World Bank Group website for information, data, research, etc.	17.1%

5. What's your gender?	Percentage of Respondents (N=277)
Female	35.0%
Male	65.0%

6. Which best represents your geographic location?	Percentage of Respondents (N=278)
Cairo	85.3%
Delta Governorates	7.2%
Upper Egypt Governorates	5.4%
Other	2.2%

Appendix B: Responses to All Questions by Stakeholder Groups[2]

● **Employee of a Ministry N=18** ● **PMU/ Consultant N=12** ● **Bilateral/Multilateral Agency N=8** ● **Private Sector/Financial Sector/Private Bank N=107** ● **CSO N=48**
● **Media N=16** ● **Academia/Research Institute/Think Tank N=31** ● **Other N=33**

A. General Issues facing Egypt

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 Egypt? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Equality of opportunity	22.2%	8.3%	12.5%	11.2%	25.0%	6.3%	3.2%	24.2%
Economic growth	44.4%	33.3%	37.5%	26.2%	20.8%	12.5%	19.4%	27.3%
Gender equity	5.6%	0.0%	0.0%	6.5%	6.3%	6.3%	6.5%	3.0%
Rural development	11.1%	33.3%	25.0%	7.5%	14.6%	6.3%	9.7%	15.2%
Urban development	0.0%	0.0%	0.0%	6.5%	0.0%	12.5%	6.5%	12.1%
Social protection	11.1%	16.7%	12.5%	9.3%	8.3%	6.3%	12.9%	6.1%
Anti corruption	38.9%	33.3%	0.0%	22.4%	35.4%	18.8%	16.1%	24.2%
Private sector development	11.1%	8.3%	25.0%	8.4%	4.2%	12.5%	6.5%	15.2%
Education*	61.1%	33.3%	37.5%	35.5%	39.6%	12.5%	32.3%	57.6%
Energy	11.1%	0.0%	0.0%	6.5%	4.2%	6.3%	6.5%	15.2%
Public sector governance/ reform	11.1%	25.0%	12.5%	11.2%	20.8%	25.0%	16.1%	18.2%
Health	16.7%	0.0%	25.0%	15.0%	14.6%	6.3%	9.7%	15.2%
Agricultural development	11.1%	16.7%	0.0%	6.5%	18.8%	0.0%	16.1%	18.2%
Job creation/employment	22.2%	50.0%	50.0%	21.5%	29.2%	6.3%	19.4%	21.2%
Food security	11.1%	0.0%	12.5%	0.9%	2.1%	6.3%	9.7%	6.1%

**Significantly different between stakeholder groups*

[2] Only 273 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 Egypt (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 Egypt? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Better employment opportunities for young people	27.8%	16.7%	37.5%	15.4%	12.8%	6.3%	12.9%	24.2%
Better employment opportunities for women	16.7%	0.0%	0.0%	7.7%	6.4%	0.0%	12.9%	12.1%
Greater access to micro-finance for the poor	22.2%	16.7%	12.5%	6.7%	6.4%	12.5%	12.9%	21.2%
Greater voice and participation for citizens to help ensure greater accountability	11.1%	8.3%	25.0%	5.8%	17.0%	6.3%	9.7%	6.1%
Greater access to health and nutrition for citizens	5.6%	16.7%	12.5%	10.6%	14.9%	12.5%	6.5%	12.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	11.1%	8.3%	12.5%	16.3%	19.1%	12.5%	12.9%	6.1%
A growing middle class	16.7%	8.3%	0.0%	7.7%	8.5%	18.8%	9.7%	12.1%
Better opportunity for the poor who live in rural areas	0.0%	8.3%	12.5%	6.7%	12.8%	6.3%	3.2%	15.2%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	2.9%	4.3%	0.0%	3.2%	0.0%
Consistent economic growth	11.1%	33.3%	25.0%	16.3%	4.3%	6.3%	9.7%	24.2%
More reliable social safety net	0.0%	8.3%	0.0%	5.8%	4.3%	0.0%	16.1%	3.0%
Greater equity of fiscal policy	11.1%	8.3%	12.5%	8.7%	12.8%	18.8%	3.2%	0.0%
Education and training that better ensure job opportunity*	50.0%	50.0%	25.0%	26.0%	36.2%	6.3%	29.0%	51.5%
Better quality public services	11.1%	0.0%	0.0%	10.6%	12.8%	18.8%	6.5%	3.0%
Other	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	6.1%

**Significantly different between stakeholder groups*

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Egypt?*	18	6.83	2.62	12	6.42	2.15	7	7.29	1.80	107	5.21	2.06	47	5.81	2.06	16	5.88	1.41	31	6.06	1.81	33	5.09	2.73

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Egypt.	18	6.78	2.58	12	6.25	1.66	8	6.38	1.41	94	5.70	1.68	44	5.73	1.91	15	6.40	1.18	28	6.29	1.65	28	5.21	2.10

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Egypt solve its most complicated development challenges?	18	7.56	2.41	12	6.42	1.93	8	7.25	1.49	91	6.33	1.59	40	6.63	1.73	15	6.40	1.40	28	6.79	1.37	25	5.96	2.51

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

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 Egypt?
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 Egypt? (Choose no more than THREE)

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Convening/Facilitating	17.6%	0.0%	0.0%	7.5%	8.5%	0.0%	3.2%	15.6%
Data	5.9%	0.0%	12.5%	6.5%	10.6%	0.0%	6.5%	6.3%
Policy advice, studies, analyses	17.6%	8.3%	12.5%	7.5%	14.9%	6.7%	9.7%	15.6%
Financial resources	29.4%	16.7%	37.5%	29.0%	10.6%	13.3%	29.0%	15.6%
Capacity development	5.9%	8.3%	0.0%	14.0%	21.3%	20.0%	6.5%	12.5%
Technical assistance	17.6%	16.7%	12.5%	13.1%	10.6%	13.3%	9.7%	12.5%
Mobilizing third party financial resources	0.0%	0.0%	0.0%	9.3%	2.1%	26.7%	9.7%	12.5%
Donor coordination	5.9%	16.7%	12.5%	7.5%	12.8%	13.3%	12.9%	6.3%
Linkage to non-Bank expertise	0.0%	16.7%	12.5%	5.6%	6.4%	6.7%	12.9%	0.0%
Other*	0.0%	16.7%	0.0%	0.0%	2.1%	0.0%	0.0%	3.1%

**Significantly different between stakeholder groups*

2nd Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Convening/Facilitating*	5.9%	16.7%	25.0%	4.7%	6.5%	0.0%	0.0%	18.8%
Data*	5.9%	8.3%	37.5%	1.9%	4.3%	13.3%	12.9%	6.3%
Policy advice, studies, analyses	11.8%	0.0%	0.0%	10.3%	6.5%	6.7%	12.9%	9.4%
Financial resources	23.5%	8.3%	12.5%	11.2%	21.7%	20.0%	6.5%	21.9%
Capacity development	17.6%	25.0%	0.0%	22.4%	21.7%	6.7%	16.1%	9.4%
Technical assistance	23.5%	25.0%	25.0%	10.3%	10.9%	13.3%	16.1%	25.0%
Mobilizing third party financial resources	5.9%	16.7%	0.0%	12.1%	8.7%	6.7%	3.2%	6.3%
Donor coordination	5.9%	0.0%	0.0%	19.6%	8.7%	6.7%	19.4%	3.1%
Linkage to non-Bank expertise*	0.0%	0.0%	0.0%	6.5%	8.7%	26.7%	12.9%	0.0%
Other	0.0%	0.0%	0.0%	0.9%	2.2%	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 Egypt? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	17.6%	9.1%	12.5%	4.8%	6.5%	0.0%	3.3%	15.6%
Not exploring alternative policy options*	17.6%	0.0%	0.0%	1.0%	2.2%	0.0%	3.3%	9.4%
Not collaborating enough with stakeholders outside the Government*	11.8%	9.1%	0.0%	8.6%	30.4%	0.0%	16.7%	15.6%
Its advice and strategies do not lend themselves to practical problem solving	11.8%	18.2%	25.0%	7.6%	2.2%	0.0%	16.7%	9.4%
Not enough public disclosure of its work	17.6%	9.1%	0.0%	12.4%	6.5%	6.7%	6.7%	6.3%
Arrogant in its approach	0.0%	9.1%	12.5%	1.0%	6.5%	0.0%	3.3%	3.1%
Not client focused	0.0%	0.0%	12.5%	1.9%	0.0%	0.0%	3.3%	6.3%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	1.9%	2.2%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	23.5%	36.4%	12.5%	0.0%	8.7%	6.7%	0.0%	28.1%
Not willing to honestly criticize policies and reform efforts in the country	5.9%	9.1%	25.0%	2.9%	15.2%	0.0%	10.0%	9.4%
Too influenced by developed countries	0.0%	9.1%	0.0%	2.9%	6.5%	6.7%	0.0%	3.1%
Imposing technocratic solutions without regard to political realities	23.5%	9.1%	0.0%	8.6%	2.2%	6.7%	6.7%	15.6%
World Bank Group's processes too slow*	11.8%	27.3%	12.5%	3.8%	4.3%	13.3%	0.0%	18.8%
Not aligned with other donors' work	5.9%	0.0%	0.0%	1.0%	4.3%	6.7%	6.7%	0.0%
Not aligned with country priorities	0.0%	0.0%	12.5%	5.7%	4.3%	0.0%	3.3%	3.1%
Not adequately sensitive to political/social realities in Egypt	23.5%	9.1%	12.5%	9.5%	6.5%	0.0%	6.7%	3.1%
Other	0.0%	0.0%	0.0%	1.0%	2.2%	0.0%	0.0%	0.0%
Don't know*	5.9%	9.1%	12.5%	52.4%	32.6%	66.7%	43.3%	18.8%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	16.7%	0.0%	14.3%	8.7%	4.3%	0.0%	3.2%	13.3%
Knowledge products/services	0.0%	9.1%	0.0%	9.6%	10.9%	6.7%	22.6%	26.7%
Investment lending	38.9%	45.5%	28.6%	18.3%	21.7%	13.3%	25.8%	30.0%
Technical assistance*	38.9%	36.4%	57.1%	14.4%	26.1%	6.7%	22.6%	26.7%
Capacity development	22.2%	9.1%	14.3%	16.3%	21.7%	33.3%	25.8%	36.7%
Policy based lending / budget support to the Government	27.8%	0.0%	28.6%	17.3%	17.4%	20.0%	16.1%	6.7%
Multi-sectoral approaches	11.1%	27.3%	0.0%	18.3%	23.9%	13.3%	16.1%	13.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	11.1%	18.2%	14.3%	26.0%	17.4%	13.3%	6.5%	10.0%

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Academia/think tanks/research institutes	35.3%	27.3%	12.5%	12.4%	8.7%	13.3%	19.4%	28.1%
Donor community*	11.8%	0.0%	50.0%	5.7%	10.9%	6.7%	9.7%	18.8%
Media	5.9%	0.0%	0.0%	10.5%	15.2%	20.0%	9.7%	12.5%
Local Government	23.5%	36.4%	12.5%	16.2%	2.2%	6.7%	12.9%	18.8%
Private sector	29.4%	18.2%	37.5%	20.0%	17.4%	6.7%	9.7%	31.3%
Parliament	23.5%	0.0%	12.5%	6.7%	8.7%	0.0%	16.1%	12.5%
NGOs/Community Based Organizations (CBOs)*	17.6%	18.2%	12.5%	14.3%	45.7%	6.7%	16.1%	18.8%
Youth/university groups	17.6%	0.0%	0.0%	15.2%	15.2%	33.3%	16.1%	9.4%
Beneficiaries	17.6%	36.4%	25.0%	12.4%	19.6%	20.0%	22.6%	3.1%
Foundations	5.9%	27.3%	0.0%	7.6%	8.7%	6.7%	9.7%	12.5%
Other	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Don't know	5.9%	9.1%	12.5%	17.1%	15.2%	0.0%	6.5%	12.5%

**Significantly different between stakeholder groups*

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	16	6.88	2.55	7	6.00	1.63	7	6.29	1.70	87	5.63	1.71	42	6.14	2.19	14	6.21	.89	25	6.56	1.29	24	6.21	1.72
Flexibility (in terms of the institution's products and services)*	15	6.80	2.37	11	5.09	1.58	7	5.57	1.40	88	5.45	1.52	42	6.02	1.88	14	6.00	.96	25	6.48	1.42	24	5.25	1.92
Flexibility (in terms of changing country circumstances)	15	6.20	2.27	11	5.09	1.38	7	6.14	1.07	89	5.31	1.78	41	5.46	1.87	14	6.07	1.33	25	6.32	1.52	22	5.32	1.94
Being inclusive*	14	7.50	1.51	8	5.38	1.60	6	6.50	2.07	87	5.70	1.45	40	5.80	2.03	14	6.21	1.19	25	6.32	1.65	19	5.95	2.15
Openness	15	7.13	2.17	10	5.90	1.66	7	7.43	1.99	94	6.09	1.70	40	6.70	2.30	15	6.60	1.18	25	6.32	1.70	25	7.00	2.04
Staff accessibility	16	7.00	2.19	9	5.89	1.54	7	6.43	2.76	88	5.89	1.63	40	6.35	1.99	15	6.53	1.30	26	5.50	1.70	25	5.92	2.29
Straightforwardness and honesty*	15	7.40	1.96	9	6.11	1.36	7	7.00	2.45	86	5.45	1.49	39	6.00	2.20	14	6.36	1.08	25	6.68	1.44	21	6.10	1.61
Ease of access to the people at the World Bank Group who are making decisions important to my work*	14	7.14	2.07	10	6.50	1.58	6	7.00	2.19	86	5.62	1.85	38	6.05	1.96	15	6.47	1.19	24	6.21	2.04	24	5.29	2.56
Collaboration with civil society	11	6.64	1.96	9	5.56	1.24	5	6.40	2.70	86	5.71	1.41	44	6.07	2.27	13	6.54	1.20	24	6.08	1.77	23	5.87	1.98
Collaboration with the Government*	14	7.36	2.02	11	7.18	2.04	6	7.50	1.52	87	5.93	1.52	36	6.56	2.17	14	6.29	1.07	24	6.25	1.80	22	6.00	2.56
Collaboration with other donors and development partners	12	7.00	2.37	7	6.00	1.83	7	6.71	2.14	82	5.95	1.41	34	6.47	2.05	14	6.57	1.02	23	6.09	1.65	22	6.23	2.43
Collaboration with the private sector*	9	6.33	2.35	6	5.17	1.72	6	5.67	2.07	87	5.62	1.66	32	6.53	2.09	13	6.38	.96	24	6.33	1.43	19	4.89	2.23
The speed in which it gets things accomplished on the ground*	12	7.25	2.38	11	6.55	2.46	7	5.29	2.50	87	5.69	1.53	36	6.56	1.99	14	6.43	1.09	24	6.63	1.31	21	6.00	2.57
Being a long-term partner*	14	7.50	2.21	10	6.40	1.90	7	7.71	2.36	87	5.87	1.60	38	6.87	1.88	14	6.50	1.56	25	6.48	1.36	22	7.32	2.01

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up*	25.0%	0.0%	37.5%	8.9%	14.9%	0.0%	3.4%	26.7%
Poor donor coordination	12.5%	30.0%	12.5%	7.9%	17.0%	6.7%	17.2%	20.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.0%	30.0%	12.5%	19.8%	21.3%	6.7%	24.1%	16.7%
Lack of/inadequate levels of capacity in Government	43.8%	20.0%	12.5%	16.8%	21.3%	20.0%	10.3%	30.0%
There is not an adequate level of citizen/civil society participation*	25.0%	0.0%	25.0%	32.7%	29.8%	0.0%	13.8%	20.0%
The World Bank Group works too slowly	6.3%	10.0%	0.0%	6.9%	2.1%	13.3%	6.9%	16.7%
The Government works inefficiently	18.8%	30.0%	37.5%	14.9%	12.8%	6.7%	13.8%	23.3%
Political pressures and obstacles	31.3%	40.0%	12.5%	18.8%	36.2%	20.0%	10.3%	23.3%
Reforms are not well thought out in light of country challenges	6.3%	20.0%	25.0%	12.9%	12.8%	33.3%	31.0%	13.3%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%	0.0%

**Significantly different between stakeholder groups*

C. World Bank Group's Effectiveness and Results

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption*	8	6.75	3.01	6	4.33	2.07	4	6.25	2.50	76	5.50	1.98	28	4.57	2.12	13	6.54	1.05	23	6.30	2.27	11	4.91	2.63
Transport	9	6.56	2.24	4	7.00	.82	4	6.50	1.29	79	5.75	1.58	26	5.96	1.93	14	6.36	1.50	25	6.36	1.29	14	5.43	2.31
Urban development	9	6.67	2.00	7	5.86	2.73	4	6.25	1.26	82	5.68	1.53	29	5.86	2.00	14	6.57	1.09	25	6.60	1.58	19	5.95	2.20
Environmental sustainability	13	7.46	1.90	8	6.63	2.26	5	7.00	2.45	84	5.94	1.57	29	6.00	2.27	14	6.14	1.10	24	6.63	1.31	20	5.95	2.50
Regulatory framework	8	6.75	1.75	7	5.57	2.07	5	7.20	2.05	77	5.86	1.56	31	5.81	2.04	14	6.50	1.22	23	6.17	1.64	15	5.93	2.31
Communicable/non-communicable diseases	8	6.88	1.64	3	4.67	2.31	4	5.75	3.30	72	5.72	1.54	29	5.79	2.32	13	6.23	1.54	22	6.45	1.57	11	5.64	2.38
Poverty reduction	11	6.73	1.95	6	5.17	2.32	5	6.80	1.92	82	5.39	1.76	37	6.00	2.32	14	6.57	1.02	25	6.40	1.38	19	5.84	2.19
Gender equity	8	7.50	1.51	5	5.80	.84	5	7.20	1.64	79	5.99	1.52	34	6.32	1.89	14	6.64	.84	22	6.41	1.44	13	6.23	2.35
Private sector development*	7	6.86	1.86	4	5.00	.82	5	6.80	2.49	83	5.78	1.71	30	6.63	1.88	14	6.64	1.15	24	6.67	1.24	16	4.88	2.03
Water and sanitation*	10	7.60	1.17	6	7.33	1.86	4	6.75	2.50	83	5.83	1.49	32	6.78	1.84	14	6.14	1.17	23	6.74	1.48	18	6.39	2.35
Trade and exports	7	6.86	1.86	4	6.50	1.29	4	6.75	1.71	77	5.91	1.44	22	6.09	2.04	14	6.21	1.25	23	6.43	1.90	13	4.69	1.89
Economic growth*	11	7.18	1.66	5	6.00	1.41	6	7.67	1.21	82	5.65	1.53	30	6.13	2.37	14	6.64	1.22	25	6.36	1.35	17	5.00	2.29
Energy*	11	7.64	1.63	9	7.44	2.07	4	7.75	2.22	85	6.06	1.74	29	6.41	2.01	14	6.71	1.38	25	6.68	1.41	16	5.94	2.38
Public sector governance/ reform	9	6.67	1.87	6	6.17	2.04	4	5.75	2.75	79	5.92	1.47	32	5.88	2.20	14	6.93	1.07	22	6.36	1.79	18	4.83	2.20
Job creation/employment*	9	7.11	1.90	6	5.33	2.42	6	7.33	1.51	82	5.55	1.42	33	5.61	2.19	14	6.50	1.16	25	6.44	1.47	16	4.81	2.17
Equality of opportunity*	8	7.38	1.85	5	4.80	2.59	5	6.80	2.39	78	5.67	1.53	30	5.90	2.23	13	6.69	1.18	22	6.36	1.43	13	4.69	2.50
Health*	8	7.38	1.51	5	5.20	2.17	4	7.00	3.83	77	5.64	1.63	29	5.28	2.14	14	6.79	1.19	26	6.15	1.67	16	4.81	1.87
Rural development*	9	6.89	1.76	6	6.50	1.87	4	7.25	1.26	82	5.43	1.67	31	5.84	1.88	14	6.57	1.16	25	6.60	1.35	16	4.88	2.47
Education*	10	5.70	2.58	4	6.50	.58	4	6.50	2.89	82	5.35	1.83	30	5.67	1.94	14	6.64	1.34	26	6.23	1.56	15	4.27	1.79
Social protection	10	6.80	2.35	7	5.57	1.72	4	7.00	2.94	81	5.46	1.62	24	5.67	2.10	14	6.64	1.08	24	6.29	1.46	14	5.57	2.47
Climate change	11	7.00	2.24	4	6.00	2.31	4	6.25	2.99	77	5.66	1.40	26	5.46	2.21	13	6.23	1.17	25	5.92	1.63	12	5.42	2.27
Agricultural development	9	6.56	2.13	4	6.25	1.71	5	6.80	2.59	80	5.65	1.49	28	6.21	2.10	14	6.14	1.29	23	6.26	1.57	13	4.77	1.92

**Significantly different between stakeholder groups*

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Egypt?	14	6.29	2.30	10	6.30	1.64	7	6.29	1.25	88	5.36	1.37	39	5.82	1.83	14	6.21	1.37	26	6.00	1.72	23	5.48	1.90

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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 Egypt*	14	6.71	2.89	11	5.82	1.54	6	7.00	1.79	91	5.34	1.43	37	5.84	2.01	14	6.64	1.01	26	5.92	1.67	23	5.30	2.08
The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	14	6.14	2.63	11	5.73	2.00	6	7.67	1.37	92	5.57	1.10	38	6.16	2.21	14	6.57	1.34	25	6.44	1.53	22	5.32	1.73

**Significantly different between stakeholder groups*

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

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	20.0%	0.0%	0.0%	4.5%	0.0%	0.0%	6.9%
Monthly	6.7%	10.0%	14.3%	6.0%	13.6%	21.4%	3.4%	13.8%
A few times a year	46.7%	40.0%	71.4%	20.0%	31.8%	7.1%	55.2%	34.5%
Rarely	26.7%	30.0%	14.3%	61.0%	27.3%	7.1%	24.1%	17.2%
Never	20.0%	0.0%	0.0%	13.0%	22.7%	64.3%	17.2%	27.6%

**Significantly different between stakeholder groups*

In Egypt, 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)*

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	13	7.15	2.44	7	5.57	1.40	5	7.40	1.14	89	5.72	1.35	38	6.11	2.12	15	6.73	1.03	22	6.55	1.30	22	6.00	2.07
Include appropriate level of stakeholder involvement during preparation	15	7.07	2.09	8	5.50	1.51	6	7.17	1.72	86	5.77	1.52	40	6.18	2.26	15	6.47	1.06	23	5.96	1.82	24	6.13	1.96
Lead to practical solutions	15	6.87	2.59	8	5.50	1.31	6	7.17	1.94	85	5.67	1.22	40	6.30	2.04	15	6.40	.91	23	5.74	1.81	22	5.68	2.08
Are accessible (well written and easy to understand)*	14	7.57	1.70	8	6.13	1.81	7	7.14	1.35	90	6.06	1.36	38	6.74	1.93	15	6.60	.91	23	5.91	1.70	23	6.04	2.06
Are source of relevant information on global good practices*	14	7.50	2.44	8	6.50	2.07	7	7.57	1.51	90	6.14	1.32	37	6.89	2.13	15	6.80	1.21	24	6.04	1.60	23	6.87	2.20
Are adequately disseminated*	13	7.69	2.06	7	5.71	2.29	7	7.43	1.27	86	5.66	1.40	34	6.35	2.03	15	6.20	1.01	25	6.04	1.62	21	5.67	2.44
Are translated enough into local language*	14	7.86	2.07	7	5.57	1.99	5	6.00	2.24	89	5.69	1.51	35	7.06	2.21	15	6.27	1.10	25	6.12	1.96	22	6.00	2.43
Are adaptable to Egypt's specific development challenges and country circumstances*	14	7.07	2.09	6	5.67	1.37	6	6.50	1.64	90	5.40	1.41	36	6.64	1.66	15	6.47	.99	24	5.75	1.59	21	5.67	2.08

**Significantly different between stakeholder groups*

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	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?*	14	6.71	2.64	8	6.25	1.16	7	7.00	1.29	93	5.49	1.16	39	5.95	1.82	15	6.20	1.01	26	6.35	1.55	23	6.09	2.04
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	15	7.87	1.81	10	6.50	1.35	7	7.57	1.13	91	5.77	1.29	41	6.54	1.69	15	6.53	.99	26	6.62	1.44	24	7.21	1.67

*(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)*

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	12	6.75	2.14	8	4.25	1.98	4	6.50	2.52	83	5.48	1.59	30	6.17	1.98	15	6.13	1.36	22	6.64	1.73	15	4.80	2.11
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	15	7.60	2.16	10	6.00	1.76	7	7.00	1.15	85	5.61	1.35	38	6.45	1.86	15	6.40	.99	24	6.67	1.27	22	7.64	1.22
The World Bank Group's approvals and reviews are done in a timely fashion*	13	6.92	1.93	9	5.78	1.30	6	6.67	.82	81	5.44	1.50	34	6.56	1.89	15	6.47	1.25	24	6.42	1.47	20	6.15	2.03
The World Bank Group's "Safeguard Policy" requirements are reasonable*	14	7.57	1.79	8	5.63	1.19	6	7.50	1.38	81	5.72	1.44	30	6.73	1.62	13	6.38	1.39	22	6.55	1.71	20	6.50	1.67
The World Bank Group's conditions on its lending are reasonable*	13	7.23	2.49	10	5.20	1.87	5	7.40	1.82	85	5.59	1.55	26	6.23	1.56	14	6.00	1.30	24	6.17	1.63	19	6.00	2.08
The World Bank Group takes decisions quickly in Egypt*	14	6.29	2.49	10	5.10	1.37	5	6.80	1.30	82	5.23	1.57	32	5.94	1.79	15	5.80	1.32	22	5.68	1.96	20	4.50	1.79
Working with the World Bank Group increases Egypt's institutional capacity	15	7.00	2.83	10	6.00	1.25	5	7.20	1.92	90	5.87	1.52	36	6.19	2.03	15	6.27	1.28	24	6.38	1.69	21	5.90	1.61
Where country systems are adequate, the World Bank Group makes appropriate use of them*	10	8.00	1.70	9	6.33	1.50	5	7.40	1.52	77	6.00	1.30	28	6.43	1.69	14	6.50	1.40	22	5.95	1.56	16	5.50	1.71
The World Bank Group provides effective implementation support*	13	7.92	1.80	10	6.40	1.84	6	6.67	2.25	83	5.83	1.21	32	6.38	1.83	15	6.40	1.24	22	5.95	1.50	21	6.57	2.04

**Significantly different between stakeholder groups*

F. The Future Role of the World Bank Group in Egypt

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

Percentage of Respondents (Responses combined)	**Employee of a Ministry**	**PMU/ Consultant**	**Bilateral/ Multilateral Agency**	**Private Sector/ Financial Sector/ Private Bank**	**CSO**	**Media**	**Academia/ Research Institute/ Think Tank**	**Other**
Provide more adequate data/knowledge/statistics/figures on Egypt's economy*	18.8%	10.0%	28.6%	9.2%	4.7%	0.0%	6.9%	27.6%
Ensure greater selectivity in its work	31.3%	0.0%	14.3%	8.2%	7.0%	13.3%	6.9%	6.9%
Offer more innovative financial products	18.8%	10.0%	28.6%	8.2%	11.6%	6.7%	10.3%	13.8%
Improve the competitiveness of its financing compared to markets	18.8%	10.0%	14.3%	7.1%	7.0%	6.7%	0.0%	13.8%
Reach out more to groups outside of Government*	25.0%	30.0%	28.6%	17.3%	48.8%	26.7%	10.3%	27.6%
Work faster	31.3%	20.0%	0.0%	14.3%	11.6%	26.7%	17.2%	13.8%
Improve the quality of its experts as related to Egypt's specific challenges	31.3%	20.0%	14.3%	8.2%	11.6%	0.0%	13.8%	24.1%
Offer more innovative knowledge services	6.3%	20.0%	0.0%	14.3%	9.3%	6.7%	24.1%	6.9%
Collaborate more effectively with Government clients	6.3%	10.0%	28.6%	11.2%	14.0%	13.3%	17.2%	6.9%
Increase the level of capacity development in the country	6.3%	20.0%	14.3%	20.4%	25.6%	0.0%	10.3%	27.6%
Reduce the complexity of obtaining World Bank Group financing	0.0%	40.0%	14.3%	18.4%	16.3%	20.0%	13.8%	24.1%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	4.1%	2.3%	0.0%	13.8%	0.0%
Other	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Periodicals*	43.8%	20.0%	14.3%	57.1%	25.6%	0.0%	21.4%	25.9%
International newspapers*	6.3%	10.0%	57.1%	10.2%	7.0%	13.3%	7.1%	11.1%
Local radio	0.0%	10.0%	14.3%	1.0%	0.0%	6.7%	7.1%	0.0%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local television	12.5%	10.0%	0.0%	2.0%	7.0%	0.0%	3.6%	7.4%
International television	12.5%	0.0%	0.0%	7.1%	9.3%	6.7%	10.7%	18.5%
Local newspapers	18.8%	20.0%	0.0%	7.1%	20.9%	0.0%	7.1%	11.1%
Internet*	75.0%	80.0%	28.6%	42.9%	60.5%	80.0%	60.7%	74.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	25.0%	20.0%	42.9%	9.2%	23.3%	13.3%	21.4%	33.3%
Other	0.0%	0.0%	0.0%	2.0%	7.0%	0.0%	3.6%	7.4%

**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)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group*	43.8%	30.0%	28.6%	14.3%	32.6%	0.0%	20.7%	41.4%
e-Newsletters	18.8%	20.0%	0.0%	12.2%	20.9%	13.3%	27.6%	17.2%
World Bank Group's seminars/workshops/conferences*	50.0%	80.0%	28.6%	14.3%	39.5%	20.0%	24.1%	69.0%
World Bank Group's publications and other written materials	12.5%	10.0%	42.9%	11.2%	14.0%	13.3%	17.2%	6.9%
World Bank Group's website*	31.3%	10.0%	28.6%	9.2%	18.6%	0.0%	10.3%	41.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	25.0%	10.0%	28.6%	66.3%	34.9%	66.7%	37.9%	13.8%
Mobile phones	12.5%	10.0%	0.0%	8.2%	2.3%	0.0%	3.4%	3.4%
Other	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	43.8%	44.4%	28.6%	4.1%	25.6%	13.3%	14.8%	20.0%
No	56.3%	55.6%	71.4%	95.9%	74.4%	86.7%	85.2%	80.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	18.8%	10.0%	57.1%	4.1%	23.3%	20.0%	6.9%	20.0%
No	81.3%	90.0%	42.9%	95.9%	76.7%	80.0%	93.1%	80.0%

**Significantly different between stakeholder groups*

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	66.7%	100.0%	100.0%	75.0%	88.9%	100.0%	100.0%	66.7%
No	33.3%	0.0%	0.0%	25.0%	11.1%	0.0%	0.0%	33.3%

Do you have access to the Internet?

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

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	66.7%	80.0%	85.7%	28.6%	58.1%	20.0%	27.6%	73.3%
No	33.3%	20.0%	14.3%	71.4%	41.9%	80.0%	72.4%	26.7%

**Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	26.7%	30.0%	28.6%	9.3%	16.3%	6.7%	13.8%	23.3%
No	73.3%	70.0%	71.4%	90.7%	83.7%	93.3%	86.2%	76.7%

G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																							
	Employee of a Ministry			PMU/ Consultant			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	12	7.92	1.68	9	6.22	1.20	7	6.57	1.62	84	6.50	1.36	36	6.83	1.73	15	6.47	1.68	23	6.61	1.64	23	6.04	2.69
I find the information on the World Bank Group's websites useful*	11	7.91	1.64	8	6.75	1.58	7	6.86	1.68	84	6.29	1.42	36	6.97	1.65	15	6.07	1.53	24	7.13	1.45	23	6.78	2.59
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	10	7.50	1.84	6	6.67	1.63	3	5.67	.58	75	6.16	1.35	26	6.23	1.18	14	5.57	1.28	23	6.30	1.22	16	5.50	2.90
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.)	11	7.00	2.53	8	7.00	1.85	6	7.00	2.83	84	5.99	1.57	36	6.33	2.03	15	6.40	1.35	26	6.38	1.55	20	6.70	2.39
The World Bank Group is responsive to my information requests and inquiries	10	7.40	1.90	8	6.50	2.00	5	6.20	2.28	70	6.11	1.25	32	6.47	1.72	15	5.93	1.49	23	6.30	1.46	15	6.13	2.61

**Significantly different between stakeholder groups*

H. Background Information

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	64.7%	83.3%	75.0%	11.3%	30.4%	13.3%	26.7%	27.3%
No	35.3%	16.7%	25.0%	88.7%	69.6%	86.7%	73.3%	72.7%

**Significantly different between stakeholder groups*

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	11.1%	16.7%	12.5%	48.5%	37.5%	12.5%	24.1%	23.3%
Use World Bank Group reports/data	27.8%	16.7%	12.5%	24.2%	25.0%	25.0%	13.8%	16.7%
Engage in World Bank Group related/sponsored events/activities*	33.3%	58.3%	62.5%	12.1%	45.8%	43.8%	34.5%	36.7%
Collaborate as part of my professional duties*	66.7%	75.0%	37.5%	24.2%	29.2%	25.0%	24.1%	36.7%
Use World Bank Group website for information, data, research, etc.*	11.1%	0.0%	25.0%	13.1%	14.6%	12.5%	24.1%	40.0%

**Significantly different between stakeholder groups*

What's your gender?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	11.1%	33.3%	25.0%	43.4%	39.6%	31.3%	22.6%	24.2%
Male	88.9%	66.7%	75.0%	56.6%	60.4%	68.8%	77.4%	75.8%

Appendix C: Responses to Indicator Questions by Geographic Location[3]

● **Cairo N=237** ● **Other N=41**

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?					
	Cairo			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Egypt.	210	5.80	1.88	38	6.42	1.46

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

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

	Which best represents your geographic location?					
	Cairo			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness*	186	5.94	1.83	38	6.63	1.60
Flexibility (in terms of the institution's products and services)*	188	5.63	1.68	40	6.38	1.71
Flexibility (in terms of changing country circumstances)	189	5.49	1.80	37	6.03	1.61
Being inclusive	181	5.97	1.72	34	5.97	1.68
Openness*	195	6.33	1.86	38	7.08	1.87
Staff accessibility	191	5.96	1.83	37	6.57	1.91
Straightforwardness and honesty	181	5.97	1.80	37	6.32	1.53
Ease of access to the people at the World Bank Group who are making decisions important to my work	181	5.89	1.99	38	6.29	1.96
Collaboration with civil society*	178	5.79	1.77	38	6.66	1.51
Collaboration with the Government	179	6.32	1.88	36	6.22	1.85
Collaboration with other donors and development partners	167	6.16	1.77	35	6.43	1.77
Collaboration with the private sector	165	5.76	1.84	32	6.31	1.71
The speed in which it gets things accomplished on the ground	177	6.03	1.92	36	6.67	1.51
Being a long-term partner	179	6.44	1.83	39	6.72	1.78

**Significantly different between geographic locations*

C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?					
	Cairo			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Egypt?	185	5.62	1.64	37	6.19	1.61

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

[3] 278 respondents provided information about their geographic location. These respondents were included in the analysis presented in this appendix. The small numbers of respondents from "Delta Governorates," "Upper Egypt Governorates," and "Other" are combined into the "Other" category.

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

	Which best represents your geographic location?					
	Cairo			Other		
	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 Egypt*	184	5.56	1.82	39	6.49	1.41
The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	186	5.77	1.70	37	6.57	1.42

**Significantly different between geographic locations*

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

In Egypt, 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)

	Which best represents your geographic location?					
	Cairo			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Egypt's specific development challenges and country circumstances	179	5.83	1.67	34	6.26	1.58

	Which best represents your geographic location?					
	Cairo			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?*	189	5.81	1.55	37	6.46	1.73
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	193	6.40	1.58	37	6.57	1.46

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

E. Working with the World Bank Group

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

	Which best represents your geographic location?					
	Cairo			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Egypt	165	5.42	1.81	36	5.72	1.54
Where country systems are adequate, the World Bank Group makes appropriate use of them	149	6.20	1.62	33	6.27	1.21

Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group[4]

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 all 10-point scale questions from the FY16 Egypt COS questionnaire.

- **Collaborating with the WBG N=73**
- **Not collaborating with the WBG N=199**

B. Overall Attitudes toward the World Bank Group

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Egypt?*	71	6.82	2.04	198	5.13	2.04

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Egypt.*	69	6.64	1.91	174	5.52	1.67

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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 Egypt solve its most complicated development challenges?*	68	7.09	1.87	166	6.23	1.68

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

[4] Only 272 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)

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	56	6.34	2.08	163	5.88	1.64
Flexibility (in terms of the institution's products and services)	60	5.72	1.87	163	5.72	1.60
Flexibility (in terms of changing country circumstances)	59	5.68	1.88	164	5.54	1.75
Being inclusive	55	5.96	1.98	156	5.93	1.58
Openness*	63	6.90	2.05	167	6.25	1.77
Staff accessibility	60	6.30	2.13	164	5.91	1.70
Straightforwardness and honesty	58	6.28	2.06	156	5.86	1.56
Ease of access to the people at the World Bank Group who are making decisions important to my work*	59	6.49	2.08	157	5.71	1.88
Collaboration with civil society	53	6.00	2.04	160	5.88	1.63
Collaboration with the Government*	56	7.38	1.80	155	5.85	1.70
Collaboration with other donors and development partners*	52	6.88	1.90	148	5.93	1.63
Collaboration with the private sector	43	6.14	2.07	150	5.70	1.71
The speed in which it gets things accomplished on the ground*	59	6.56	2.22	149	5.91	1.65
Being a long-term partner*	56	7.20	2.02	158	6.17	1.64

**Significantly different between collaborators and non-collaborators*

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti corruption	35	5.11	2.78	134	5.59	1.96
Transport*	36	6.44	2.20	138	5.82	1.51
Urban development	41	5.98	2.32	146	5.93	1.53
Environmental sustainability	46	6.37	2.38	148	6.09	1.62
Regulatory framework	37	5.89	2.41	142	6.01	1.53
Communicable/non-communicable diseases	30	5.87	2.79	132	5.89	1.51
Poverty reduction	46	5.80	2.30	151	5.82	1.75
Gender equity	36	6.22	1.88	142	6.23	1.52
Private sector development	36	6.28	2.11	146	5.99	1.66
Water and sanitation*	40	6.98	2.13	149	6.13	1.50
Trade and exports	28	6.29	2.26	136	5.95	1.54
Economic growth	38	6.37	2.11	151	5.87	1.68
Energy*	45	7.04	2.26	147	6.20	1.64
Public sector governance/ reform	38	5.82	2.38	144	5.99	1.63
Job creation/employment	41	5.93	2.05	148	5.72	1.64
Equality of opportunity	34	5.79	2.41	140	5.87	1.67
Health	36	5.86	2.61	142	5.70	1.61
Rural development	40	6.10	2.09	146	5.73	1.69
Education	36	5.58	2.35	148	5.57	1.75
Social protection	39	6.13	2.40	139	5.71	1.62
Climate change	36	5.97	2.66	136	5.74	1.41
Agricultural development	37	6.05	2.39	138	5.82	1.51

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Egypt?	57	5.95	1.90	160	5.54	1.47

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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 Egypt	52	6.06	2.14	166	5.54	1.59
The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)	56	6.16	2.15	162	5.73	1.43

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

In Egypt, 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)

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	54	6.43	1.80	153	5.95	1.53
Include appropriate level of stakeholder involvement during preparation*	55	6.44	2.06	159	5.87	1.64
Lead to practical solutions	55	6.25	1.90	156	5.81	1.59
Are accessible (well written and easy to understand)*	59	6.88	1.81	156	6.04	1.46
Are source of relevant information on global good practices*	59	7.34	1.88	157	6.17	1.58
Are adequately disseminated*	55	6.78	2.05	151	5.74	1.56
Are translated enough into local language*	54	6.81	2.31	155	5.92	1.69
Are adaptable to Egypt's specific development challenges and country circumstances*	50	6.24	1.87	159	5.72	1.53

**Significantly different between collaborators and non-collaborators*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	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?*	55	6.42	1.80	166	5.70	1.43
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	62	7.10	1.52	164	6.14	1.49

(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)*

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	46	6.02	2.37	142	5.66	1.62
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	57	6.79	2.02	155	6.09	1.38
The World Bank Group's approvals and reviews are done in a timely fashion	56	6.27	2.07	143	5.88	1.46
The World Bank Group's "Safeguard Policy" requirements are reasonable*	48	6.81	1.72	146	6.08	1.53
The World Bank Group's conditions on its lending are reasonable*	49	6.80	1.78	147	5.65	1.64
The World Bank Group takes decisions quickly in Egypt*	50	5.88	2.04	148	5.30	1.61
Working with the World Bank Group increases Egypt's institutional capacity*	54	6.54	1.94	160	5.93	1.60
Where country systems are adequate, the World Bank Group makes appropriate use of them*	44	6.91	1.89	138	5.99	1.36
The World Bank Group provides effective implementation support*	53	6.79	1.99	147	5.97	1.34

**Significantly different between collaborators and non-collaborators*

G. Communication and Information Sharing

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

	Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	58	6.97	1.70	150	6.40	1.68
I find the information on the World Bank Group's websites useful*	56	7.38	1.61	150	6.35	1.62
The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution*	40	6.70	1.67	133	5.97	1.48
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.)*	55	7.00	1.95	148	6.01	1.71
The World Bank Group is responsive to my information requests and inquiries*	47	6.87	1.74	127	5.94	1.42

**Significantly different between collaborators and non-collaborators*

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Egypt? (Choose no more than TWO)									
			Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Egypt.	5.52	6.64	6.23	5.32	6.03	5.62	5.80	6.24	5.69	6.41	5.94	5.92
Responsiveness	5.88	6.34	6.23	5.67	6.23	5.37	5.95	6.27	5.80	6.58	6.07	5.94
Flexibility (in terms of the institution's products and services)	5.72	5.72	5.75	5.73	5.90	5.16	5.79	5.66	5.63	5.99	5.84	5.30
Flexibility (in terms of changing country circumstances)	5.54	5.68	5.59	5.49	5.83	4.54	5.59	5.50	5.44	5.83	5.64	5.17
Being inclusive	5.93	5.96	6.04	5.80	6.13	5.28	5.93	6.02	5.84	6.21	5.96	5.93
Openness	6.25	6.90	6.71	5.99	6.55	6.21	6.41	6.63	6.30	6.84	6.35	7.08
Staff accessibility	5.91	6.30	6.20	5.86	6.22	5.65	6.07	6.13	5.90	6.48	6.11	6.00
Straightforwardness and honesty	5.86	6.28	6.25	5.54	6.15	5.50	5.88	6.33	5.84	6.37	5.99	6.16
Ease of access to the people at the World Bank Group who are making decisions important to my work	5.71	6.49	6.15	5.63	6.13	5.46	5.83	6.33	5.85	6.25	6.03	5.76
Collaboration with civil society	5.88	6.00	6.05	5.80	6.11	5.44	5.88	6.16	5.87	6.18	6.03	5.68
Collaboration with the Government	5.85	7.38	6.52	5.87	6.52	5.48	6.00	7.00	5.99	6.94	6.38	5.88
Collaboration with other donors and development partners	5.93	6.88	6.48	5.76	6.34	5.82	6.08	6.62	6.12	6.47	6.21	6.41
Collaboration with the private sector	5.70	6.14	5.94	5.77	6.03	5.29	5.78	6.12	5.78	6.12	6.00	5.34
The speed in which it gets things accomplished on the ground	5.91	6.56	6.36	5.70	6.24	5.72	6.01	6.43	5.92	6.58	6.30	5.25
Being a long-term partner	6.17	7.20	6.76	6.01	6.64	5.98	6.34	6.87	6.30	6.98	6.39	7.11
To what extent does the World Bank Group's work help to achieve development results in Egypt?	5.54	5.95	5.76	5.58	5.88	5.07	5.71	5.69	5.55	6.00	5.76	5.39
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Egypt	5.54	6.06	5.92	5.41	5.94	5.00	5.69	5.89	5.50	6.28	5.85	5.26
The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.73	6.16	6.16	5.37	5.93	5.76	5.78	6.17	5.80	6.08	5.91	5.84
The World Bank Group's knowledge work and activities are adaptable to Egypt's specific development challenges and country circumstances	5.72	6.24	6.08	5.64	6.08	5.42	5.72	6.44	5.83	6.17	5.99	5.62
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.70	6.42	6.07	5.60	6.12	5.20	5.87	6.04	5.61	6.59	5.96	5.71
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.14	7.10	6.73	5.84	6.44	6.44	6.25	6.87	6.19	6.93	6.39	6.68
The World Bank Group takes decisions quickly in Egypt	5.30	5.88	5.60	5.37	5.65	5.00	5.48	5.61	5.43	5.72	5.61	5.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.99	6.91	6.39	5.89	6.21	6.20	6.16	6.35	5.99	6.70	6.16	6.50

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Egypt FY 2016 Questionnaire

World Bank Group Country Survey FY16 – Egypt

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

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 EGYPT

A1. 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 Egypt? (Choose no more than THREE)			
1	Equality of opportunity (i.e., equity)	9	Education
2	Economic growth	10	Energy
3	Gender equity	11	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Rural development	12	Health
5	Urban development	13	Agricultural development
6	Social protection (e.g., pensions, targeted social assistance)	14	Job creation/employment
7	Anti corruption	15	Food security
8	Private sector development		

SECTION A: GENERAL ISSUES FACING EGYPT

A2. 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 Egypt? **(Choose no more than TWO)**	
1	Better employment opportunities for young people
2	Better employment opportunities for women
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	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify):_____

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Egypt?									
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 Egypt.										
1	2	3	4	5	6	7	8	9	10	☐
Not effective at all									**Very effective**	Don't know

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

B4. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Egypt?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/Facilitating	☐	☐
2	Data	☐	☐
3	Policy advice, studies, analyses	☐	☐
4	Financial resources	☐	☐
5	Capacity development	☐	☐
6	Technical assistance	☐	☐
7	Mobilizing third party financial resources	☐	☐
8	Donor coordination	☐	☐
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	☐	☐
10	Other (please specify): _____	☐	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Egypt? (Choose no more than TWO)	
1	Staff too inaccessible
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	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Egypt
17	Other (please specify): _____
18	Don't know

B6. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Egypt? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B7. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?
(Choose no more than TWO)

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

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

		To no degree at all									To a very significant degree	Don't know
B8	Responsiveness	1	2	3	4	5	6	7	8	9	10	☐
B9	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	☐
B10	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐
B11	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
B12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐
B13	Staff accessibility	1	2	3	4	5	6	7	8	9	10	☐
B14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
B15	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	☐
B16	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	☐
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐
B18	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	☐
B19	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	☐
B20	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	☐
B21	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	☐

B22. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank Group does not do adequate follow through/follow-up
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 Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Egypt? ***(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")***

		Not effective at all									**Very effective**	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	☐
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
3	Urban development	1	2	3	4	5	6	7	8	9	10	☐
4	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	☐
5	Regulatory framework	1	2	3	4	5	6	7	8	9	10	☐
6	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	☐
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
8	Gender equity	1	2	3	4	5	6	7	8	9	10	☐
9	Private sector development	1	2	3	4	5	6	7	8	9	10	☐
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
11	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
12	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
13	Energy	1	2	3	4	5	6	7	8	9	10	☐
14	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	☐
15	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
16	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	☐
17	Health	1	2	3	4	5	6	7	8	9	10	☐
18	Rural development	1	2	3	4	5	6	7	8	9	10	☐
19	Education	1	2	3	4	5	6	7	8	9	10	☐
20	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
21	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
22	Agricultural development	1	2	3	4	5	6	7	8	9	10	☐

C2. To what extent does the World Bank Group's work help to achieve development results in Egypt?

1	2	3	4	5	6	7	8	9	10	☐
To no degree at all									**To a very significant degree**	Don't know

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

		Strongly disagree									**Strongly agree**	Don't know
C3	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Egypt	1	2	3	4	5	6	7	8	9	10	☐
C4	The World Bank Group meets Egypt's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

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

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?										
1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									**Very significant**	Don't know

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?										
1	2	3	4	5	6	7	8	9	10	☐
Very low technical quality									**Very high technical quality**	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

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

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN EGYPT

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

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

Please rate how much you agree with the following statements.

		Strongly disagree									**Strongly agree**	Don't know
G9	I find the World Bank Group's websites easy to navigate. *(Only answer if you have used a World Bank Group website)*	1	2	3	4	5	6	7	8	9	10	☐
G10	I find the information on the World Bank Group's websites useful. *(Only answer if you have used a World Bank Group website)*	1	2	3	4	5	6	7	8	9	10	☐
G11	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	☐
G12	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	☐
G13	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	☐

SECTION H: BACKGROUND INFORMATION

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

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

H3. 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 H: BACKGROUND INFORMATION

H4. Which of the following describes most of your exposure to the World Bank Group in Egypt? (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.

H5. What's your gender?	
1	Female
2	Male

H6. Which best represents your geographic location?	
1	Cairo
2	Delta Governorates
3	Upper Egypt Governorates
4	Other

Thank you for completing the survey!