

# FY17 Papua New Guinea Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

**October 2017**



## Acknowledgements

The Papua New Guinea Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Jessica Cameron, Svetlana Markova, and Jing Guo oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Papua New Guinea country team and the local fielding agency EY Sweeney. In particular, PORG is grateful for the support from Andrew William Cooper (Senior Operations Officer) and Ruth Moiam (Communications Associate) who coordinated the survey related activities from Port Moresby, Papua New Guinea.





# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing Papua New Guinea .....	8
V. Overall Attitudes toward the World Bank Group.....	14
VI. Sectoral Effectiveness.....	20
VII. How the World Bank Group Operates .....	22
VIII. World Bank Group's Knowledge and Instruments .....	26
IX. The Future Role of the World Bank Group in Papua New Guinea .....	30
X. Communication and Outreach .....	34
XI. Appendices.....	39

## PAPUA NEW GUINEA





## I. Objectives

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

- *General Issues Facing Papua New Guinea*
- *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 Papua New Guinea*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to June 2017, 279 stakeholders of the WBG in Papua New Guinea 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, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local government office or staff, 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, and the judiciary branch.

A total of 53 stakeholders participated in the survey (19% response rate). Respondents received an invitation via email and completed the questionnaire online.

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

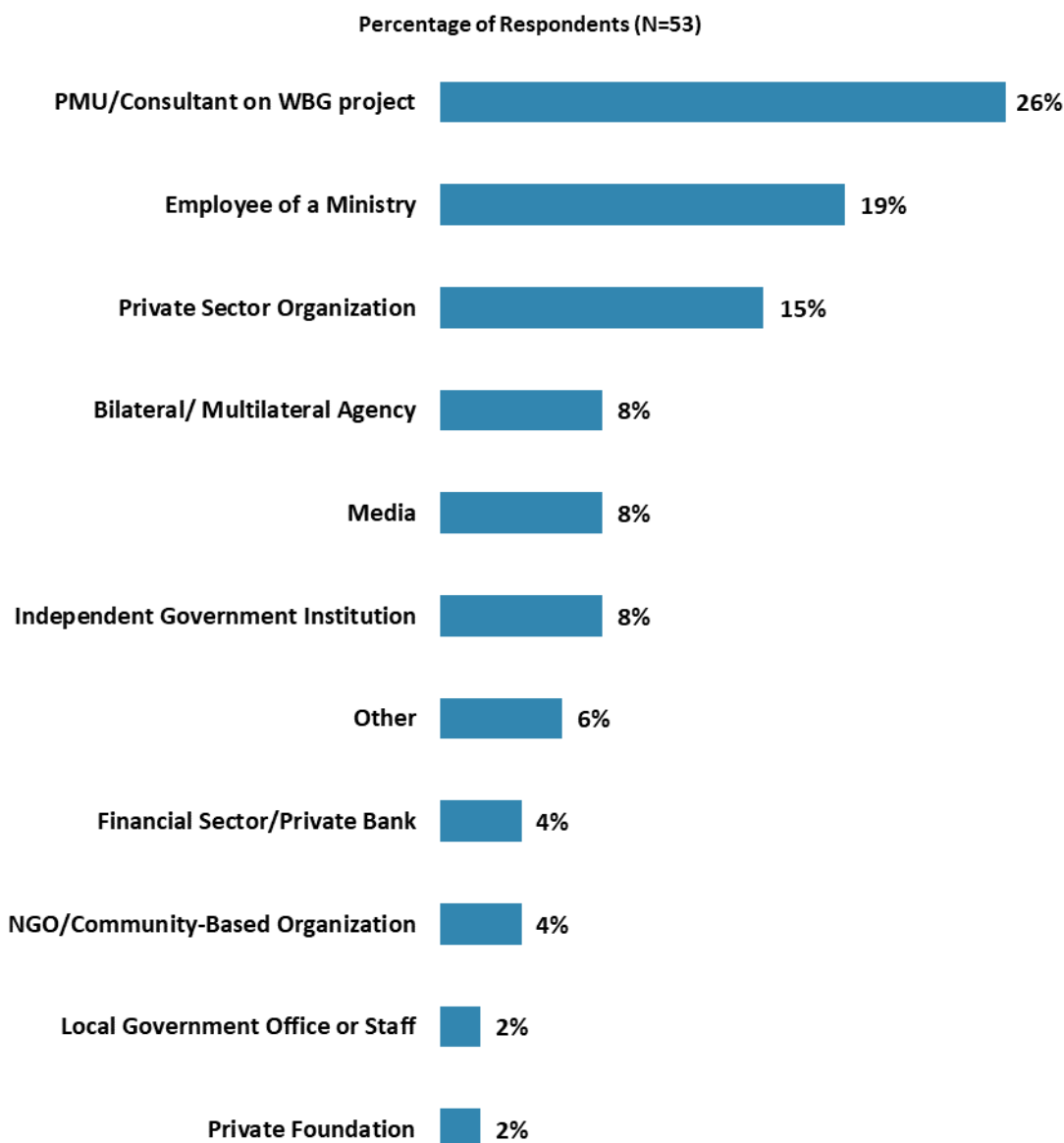
The results of this year's Country Survey were compared to those in the Country Survey conducted in FY '14 (response rate was 32%, N = 150). Unfortunately, the samples from FY14 and FY17 were quite disparate in terms of their representation of stakeholder groups and given the overall sample sizes, it would not be statistically sound to weight them to be more similar. Hence, changes in responding between FY14 and FY17 may be due to actual changes in the country, but it is also possible that these changes are due, in some part, to differences in the respondents. To view the stakeholder breakdowns and year comparison results, please refer to Appendix D (see page 75).



### III. Demographics of the Sample

#### Current Position

- Because of the small sample size, respondents are grouped into “Government” (respondents from ministries, PMUs/Consultants on WBG-supported projects, local government, and independent government institutions) and “Non-Government” (respondents from bilateral/multilateral agencies, private sector, private foundations, financial sector/private banks, NGOs/CBOs, the media, and other organizations) categories for all further analyses.

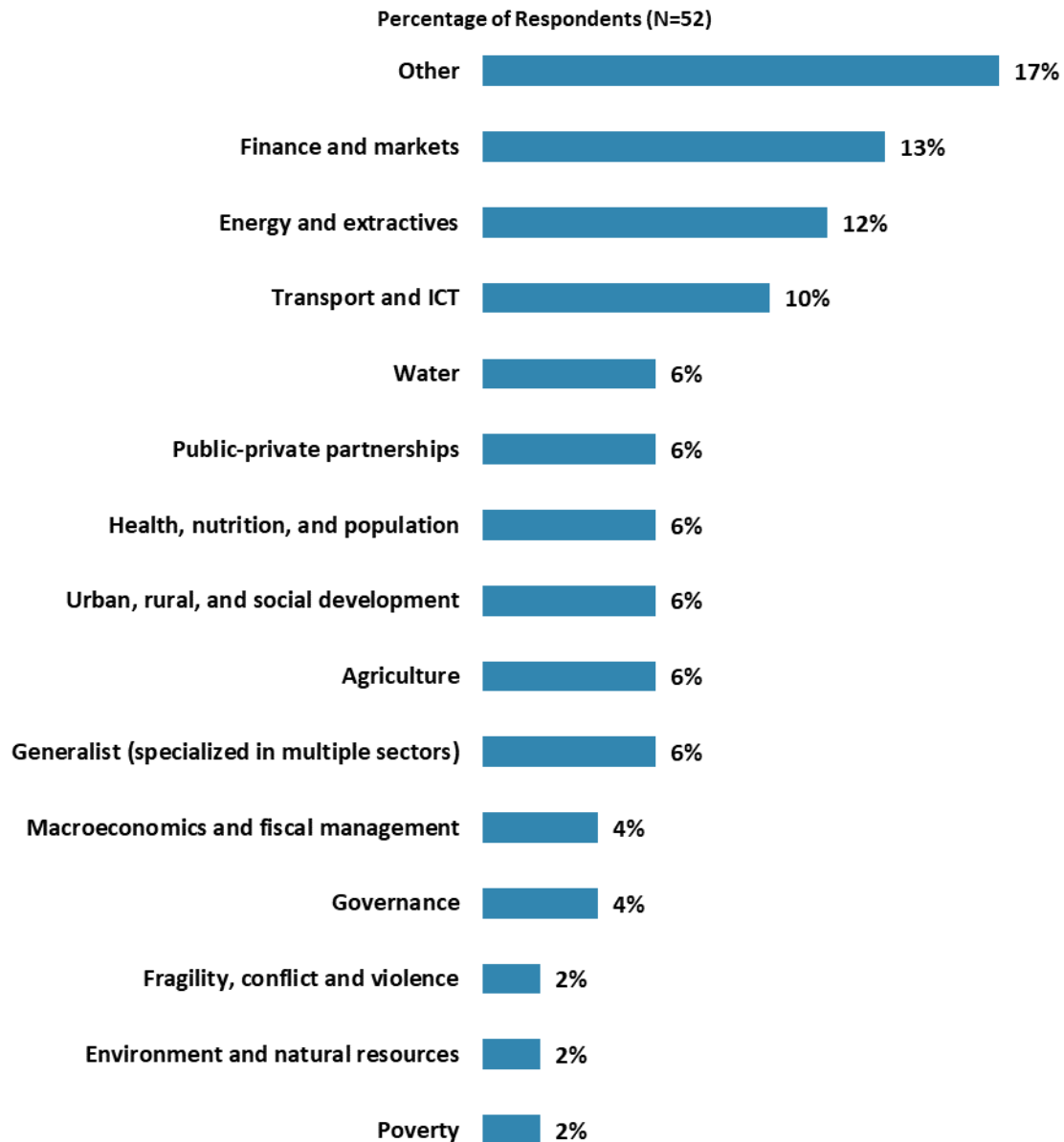


“Which of the following best describes your current position? (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Area of Primary Specialization



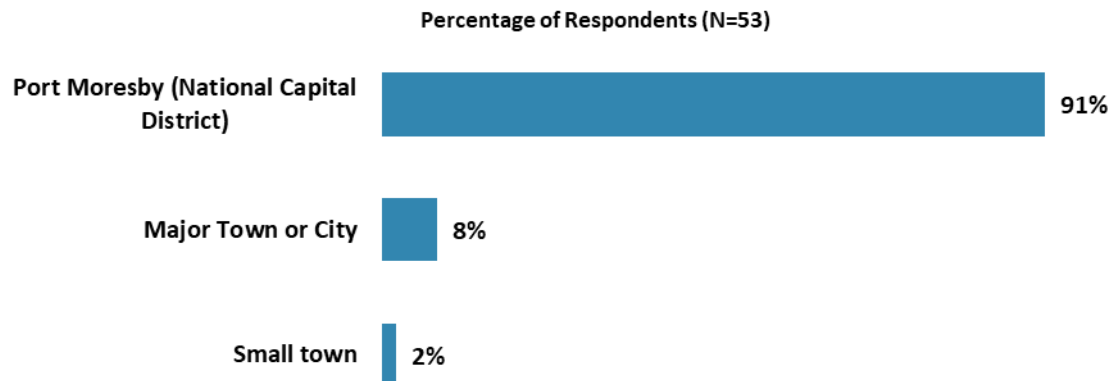
“Please identify the primary specialization of your work. (Select only ONE response)”  
(Respondents chose from a list.)



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

#### Geographic Locations

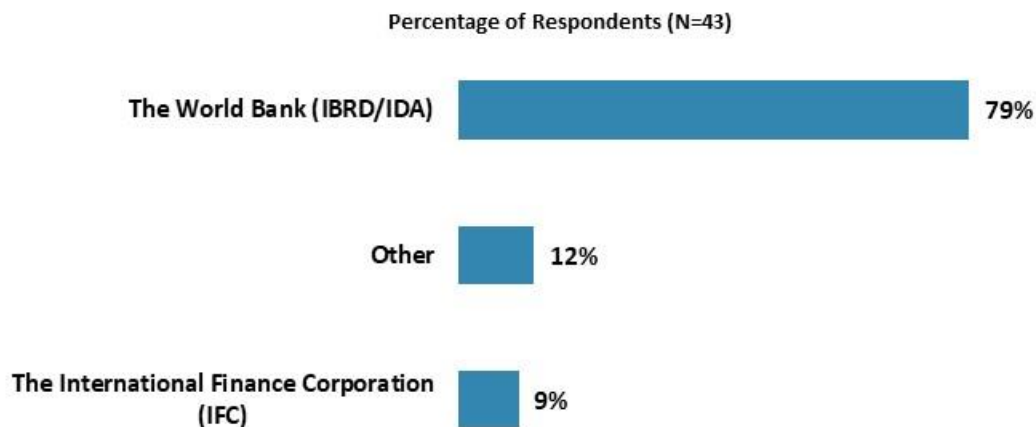
- Because there were only five respondents from outside Port Moresby, comparisons between geographic locations were not possible.



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

---

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



"Which of the following agencies of the World Bank Group do you primarily engage with in Papua New Guinea? (Select only ONE response)" (Respondents choose from a list)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated statistically similar levels of familiarity with the WBG compared to respondents from the FY '14 Country Survey (mean rating = 5.9).
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings of familiarity with the WBG (mean rating = 6.7) than respondents who do not collaborate with the WBG (mean rating = 3.9).
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were strongly, significantly correlated with their ratings of the WBG's overall effectiveness in Papua New Guinea, and moderately, significantly, correlated with the extent to which the WBG's work helps to achieve development results and the extent to which the WBG plays a relevant role in development in Papua New Guinea.



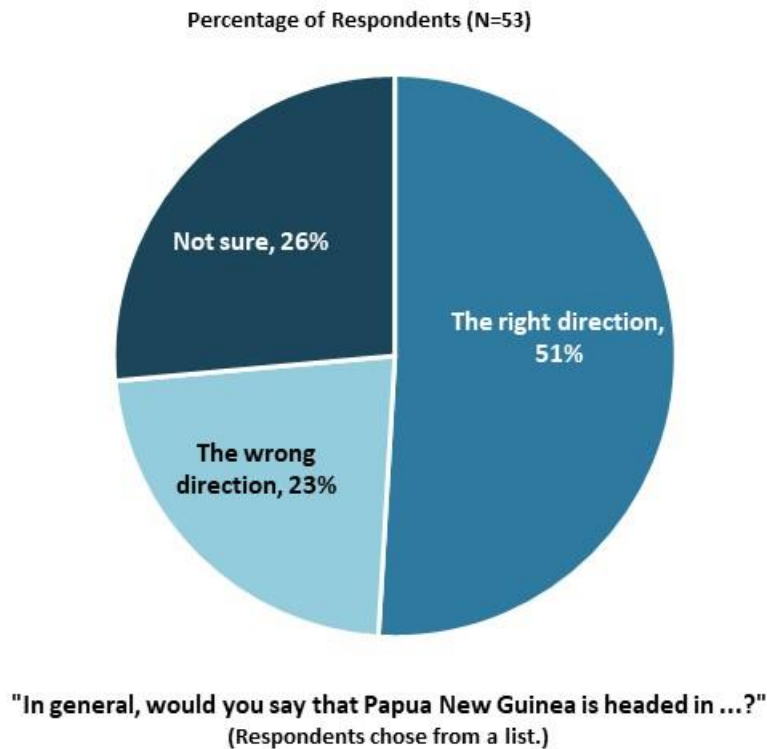
"How familiar are you with the work of the World Bank Group in Papua New Guinea?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")



## IV. General Issues Facing Papua New Guinea

### Headed in the Right Direction

- **Year comparison:** A majority of respondents in the FY '14 Country Survey indicated that Papua New Guinea was headed in the right direction (percentage of respondents = 66%), with smaller numbers indicating that Papua New Guinea was headed in the wrong direction (11%) or that they were not sure (23%).

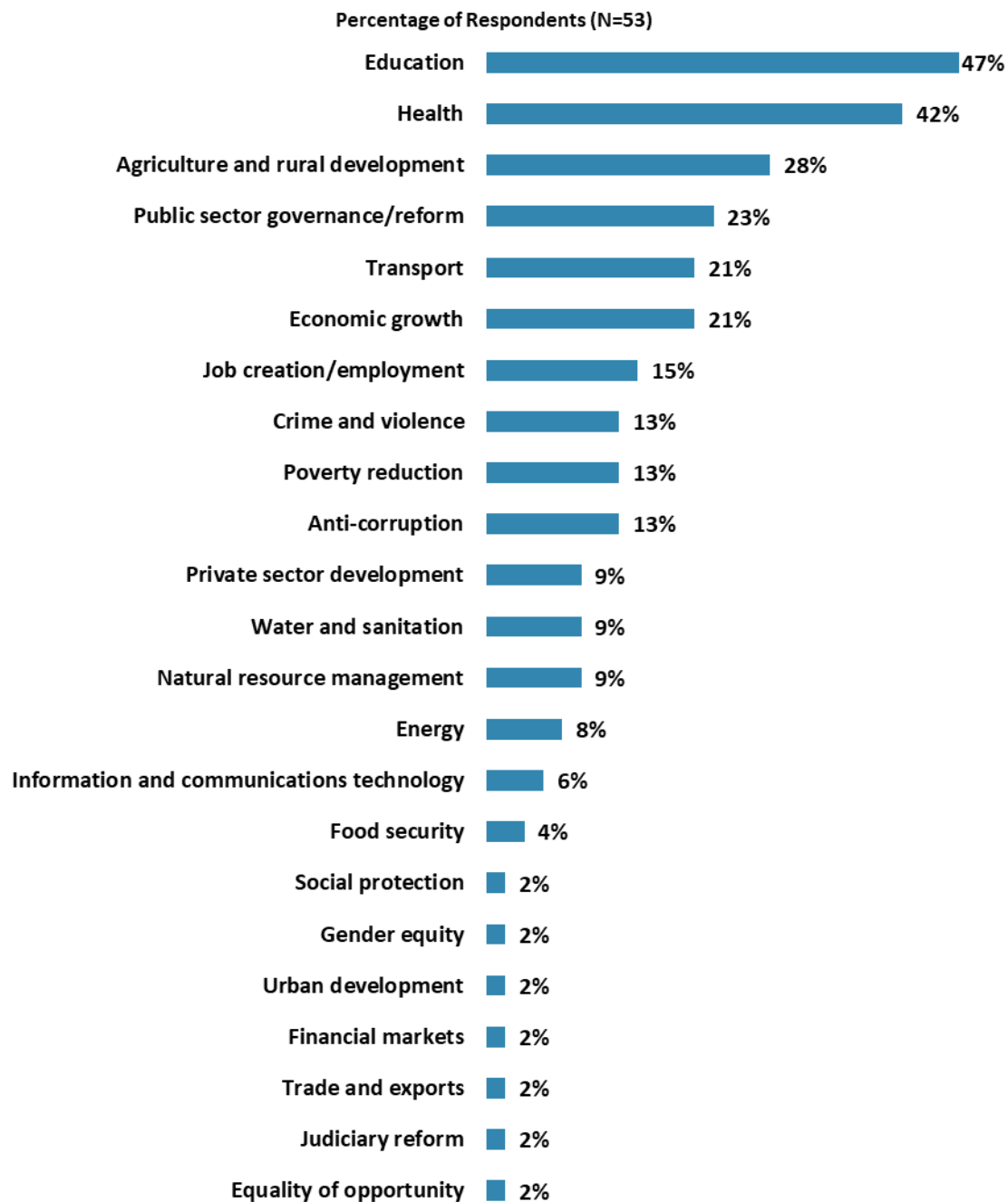




## IV. General Issues Facing Papua New Guinea (continued)

### Development Priority

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the most important development priorities in Papua New Guinea were education (percentage of respondents = 38%) and public sector governance/reform (37%), followed by transport (32%) and job creation/employment (27%).



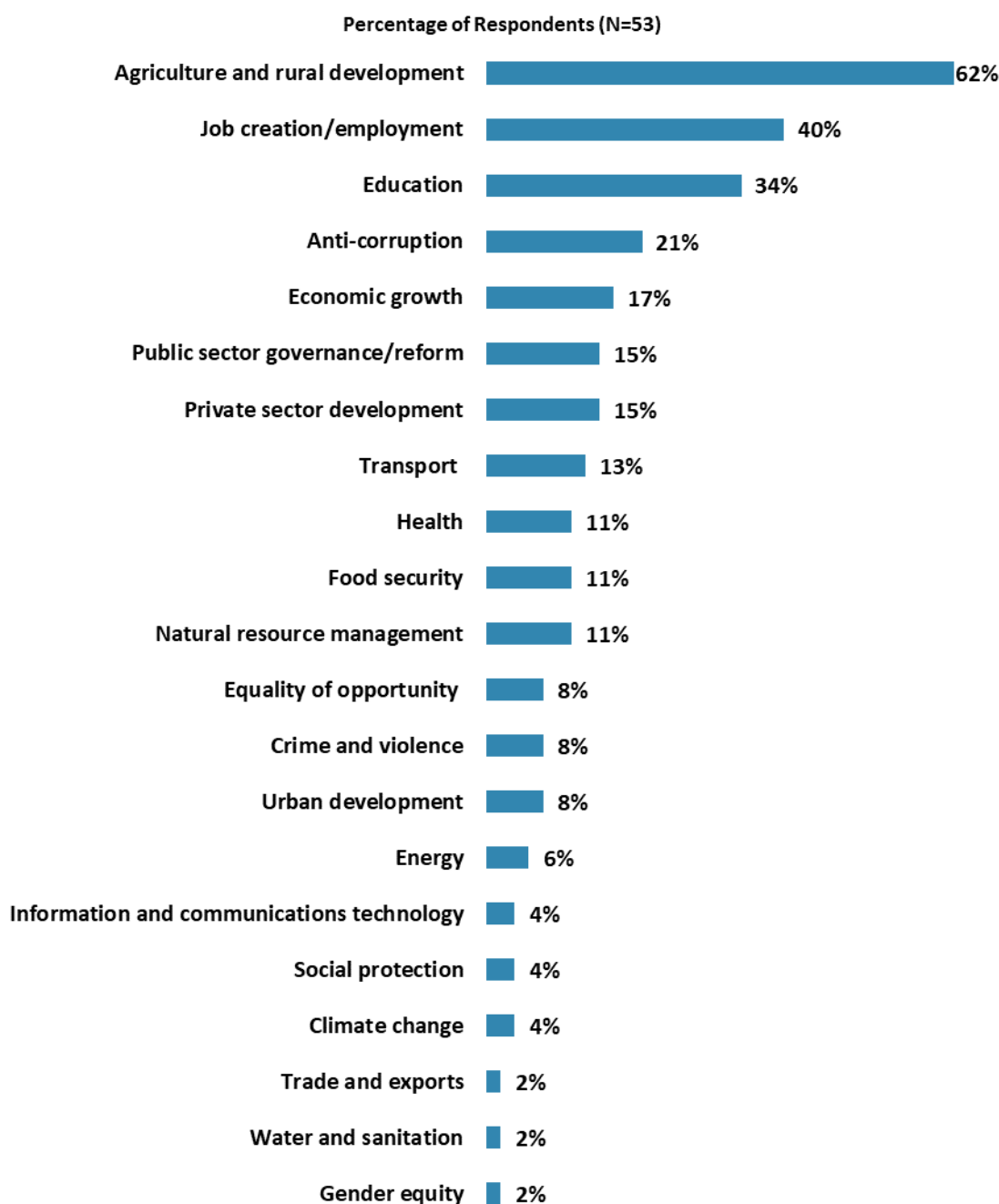
"Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in Papua New Guinea. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Papua New Guinea (continued)

### Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the area that would contribute most to poverty reduction in Papua New Guinea was job creation/employment (percentage of respondents = 37%), followed by education (29%), economic growth (26%), and rural development (26%).



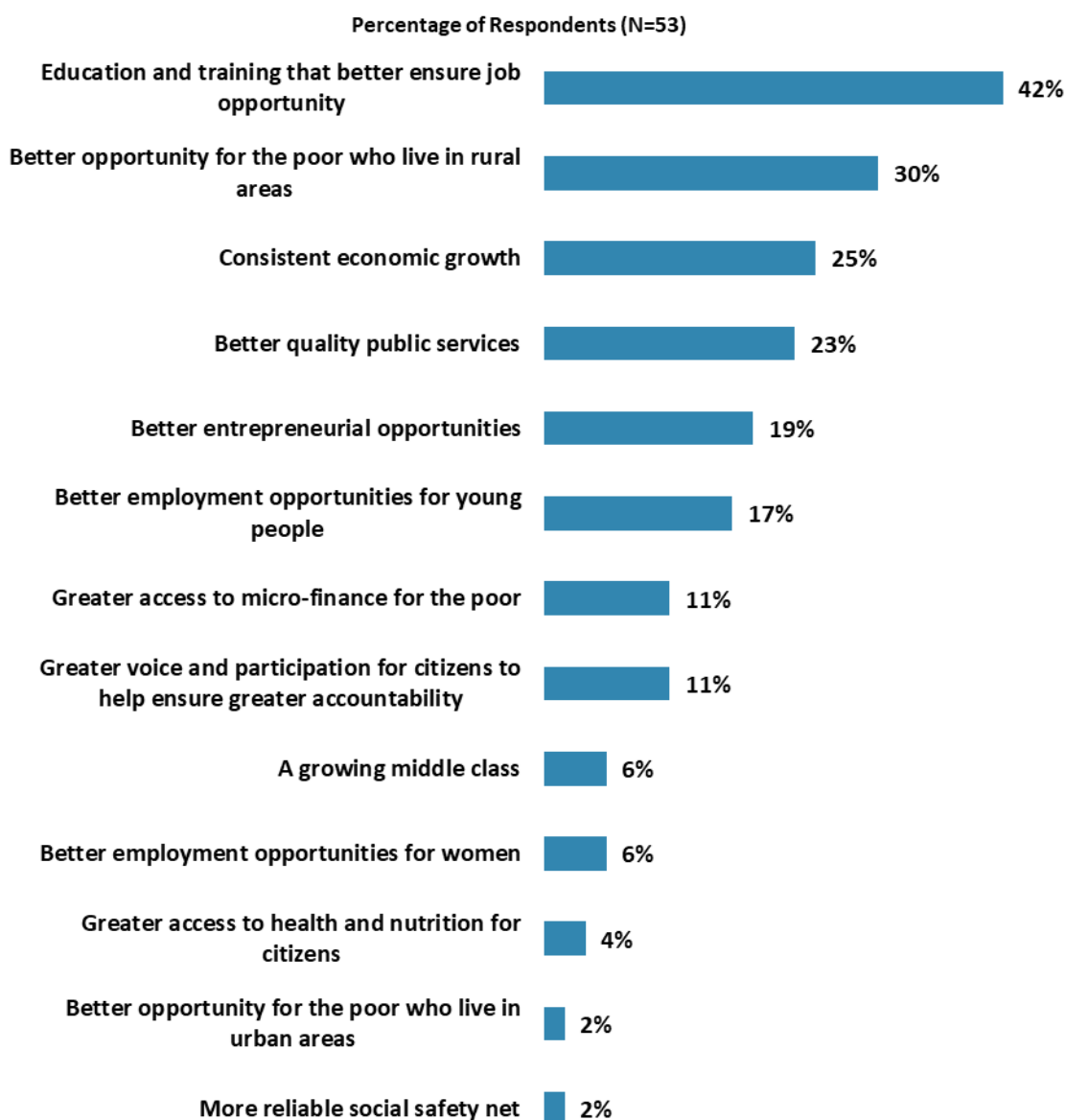
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Papua New Guinea?" (Respondents chose from a list. Responses combined.)



## IV. General Issues Facing Papua New Guinea (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the FY ‘14 Country Survey indicated that the areas that would best illustrate how “shared prosperity” would be achieved in Papua New Guinea were better entrepreneurial opportunities (percentage of respondents = 28%), better employment for young people (28%), and education and training that better ensure job opportunity (28%).

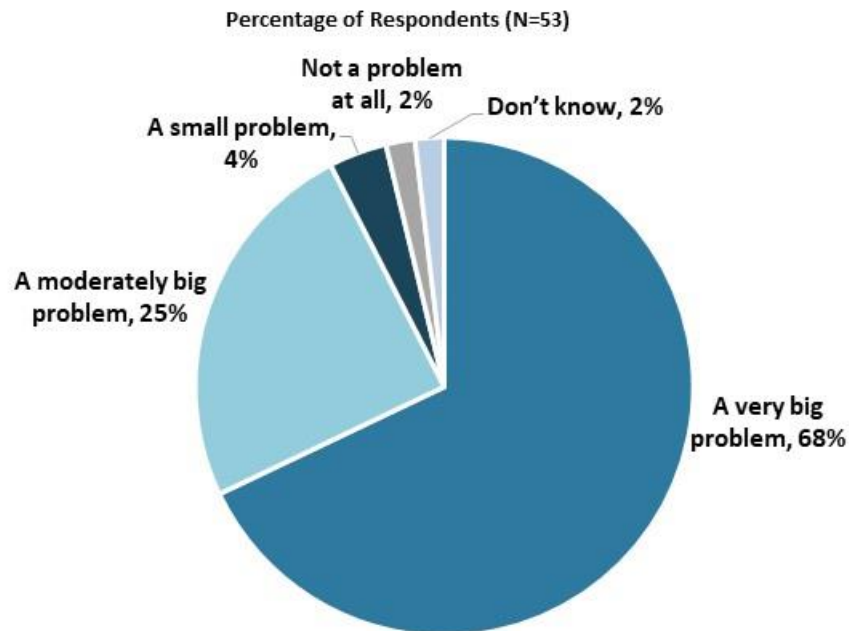


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Papua New Guinea? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



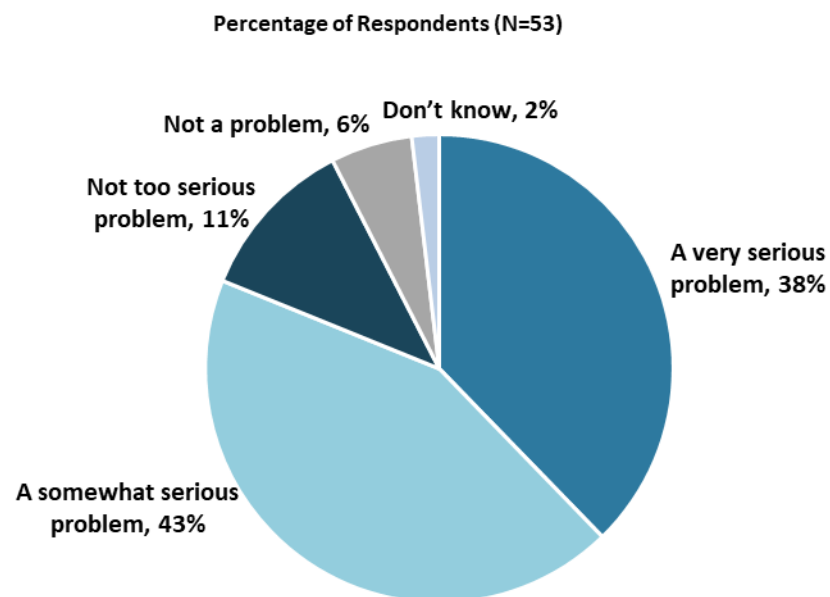
## IV. General Issues Facing Papua New Guinea (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Papua New Guinea? (Select only ONE response)" (Respondents chose from a list.)

### Global Climate Change

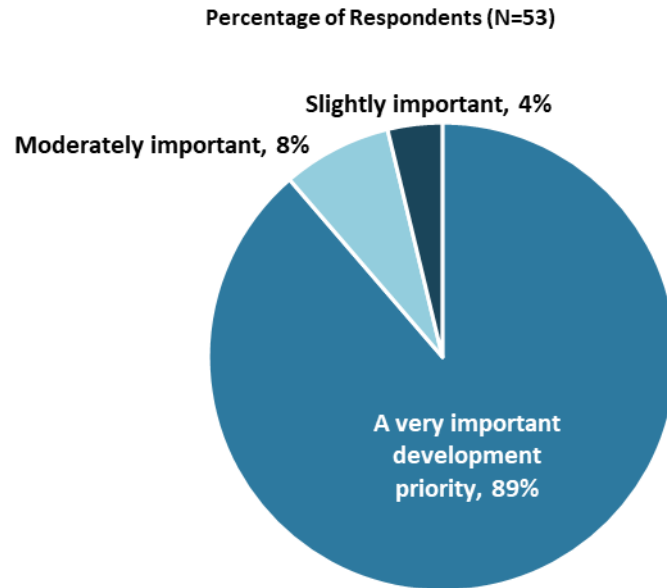


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



## IV. General Issues Facing Papua New Guinea (continued)

### Childhood Development is a Priority



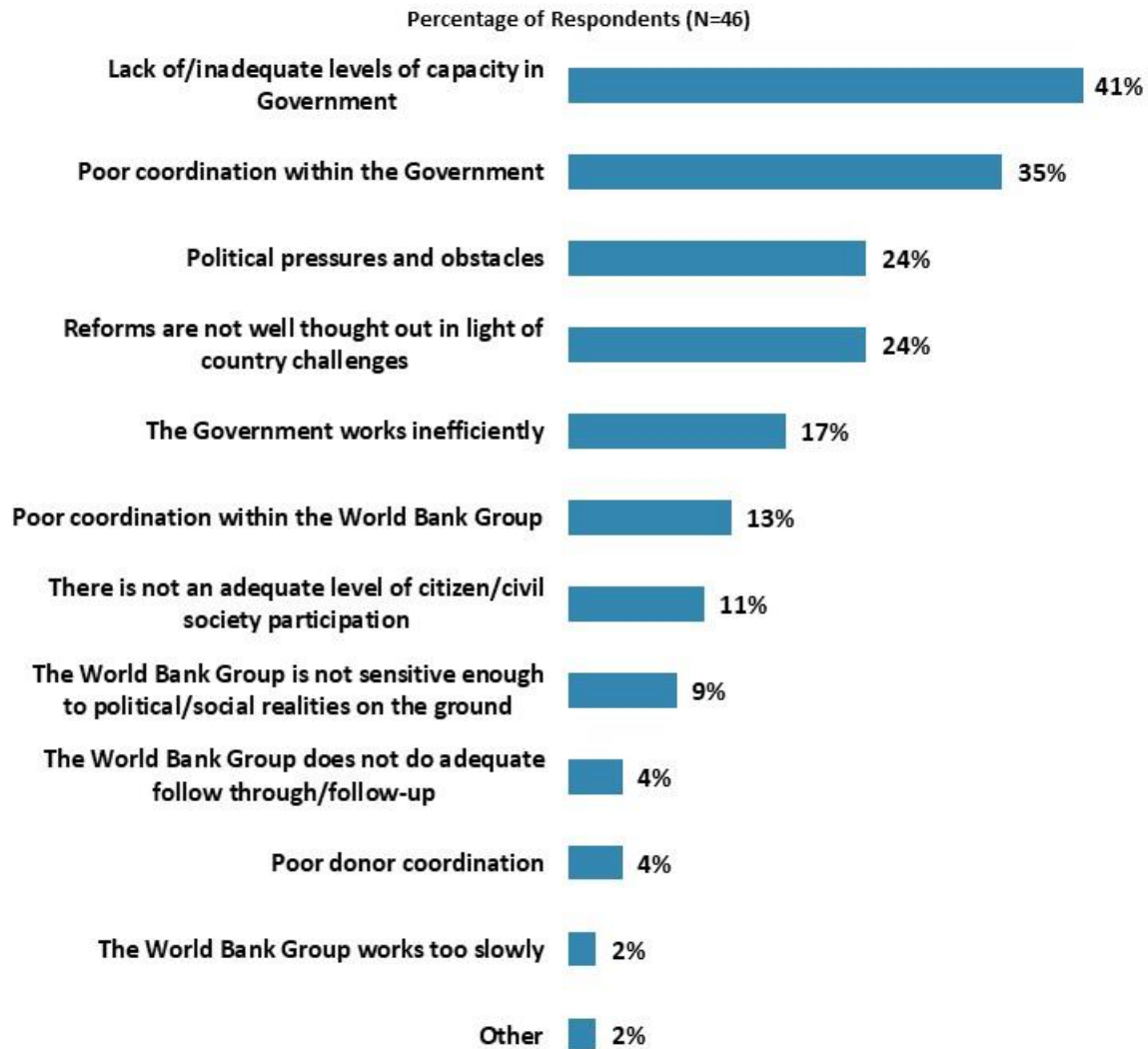
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Papua New Guinea? (Select only ONE response)" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they attributed slow or failed WBG-assisted reform efforts to an inadequate level of capacity in government (percentage of respondents = 50%), the government working inefficiently (46%), and to an inadequate level of citizen/civil society participation (40%).



"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.)

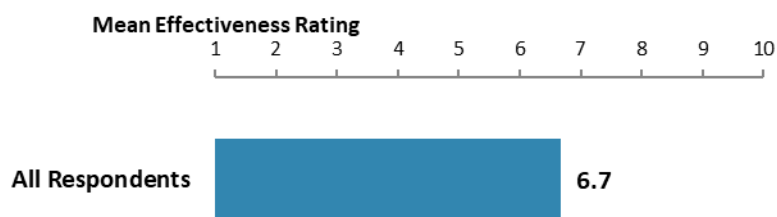


## V. Overall Attitudes toward the World Bank Group (continued)

*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)

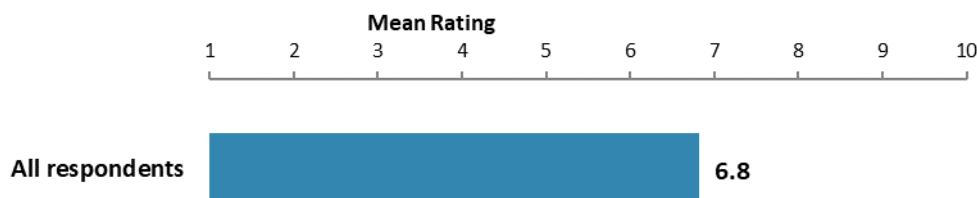
- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the WBG’s overall effectiveness in Papua New Guinea compared to respondents from the FY ‘14 Country Survey (mean rating = 6.6).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Papua New Guinea (mean rating = 7.0) compared to respondents who are not collaborating (mean rating = 4.8).



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

### Achieving Development Results (Indicator Question)

- **Year comparison:** Respondents in this year’s Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results compared to respondents from the FY ‘14 Country Survey (mean rating = 6.6).
- **Stakeholders:** Government respondents gave significantly higher ratings for the extent to which the WBG achieves development results (mean rating = 7.5) compared to Non-Government respondents (mean rating = 5.9).



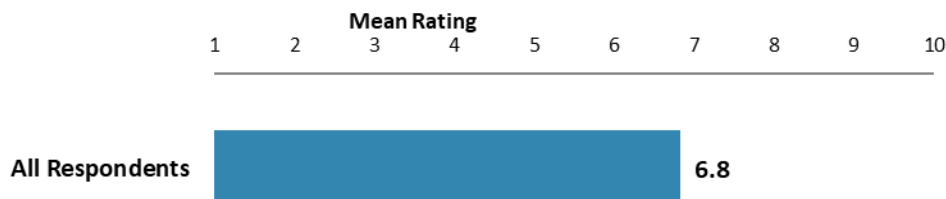
"To what extent does the World Bank Group’s work help to achieve development results in Papua New Guinea?" (1 - "To no degree at all", 10 - "To a very significant degree")



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

### WBG Staff Preparedness

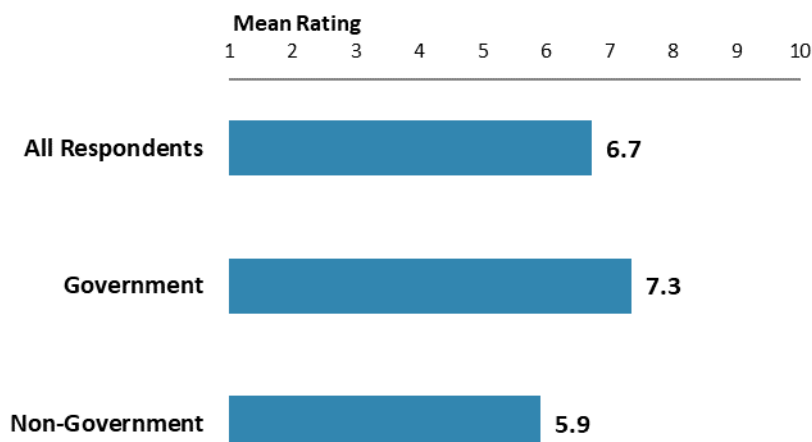
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's staff being well prepared compared to respondents from the FY '14 Country Survey (mean rating = 6.8).
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.1) compared to respondents who are not collaborating (mean rating = 5.1).



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Government respondents had significantly higher mean ratings for the aggregated responses to the twenty-six COS indicator questions compared to Non-Government respondents. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 55).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-six COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (see page 80).



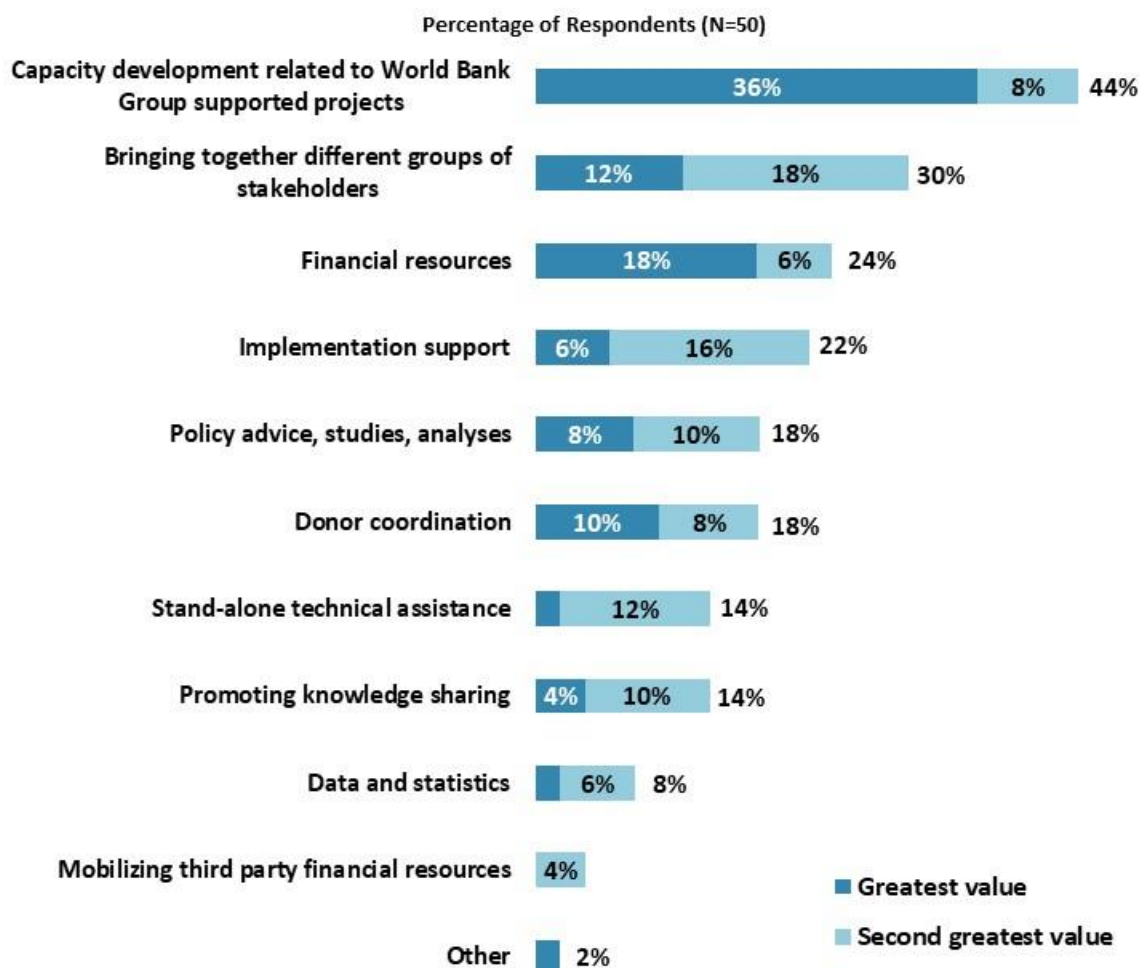
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest values to Papua New Guinea were its capacity development (percentage of respondents = 39%) and strategy formulation (38%), followed by its financial resources (27%), policy advice, studies, analyses (24%), and technical assistance (23%).

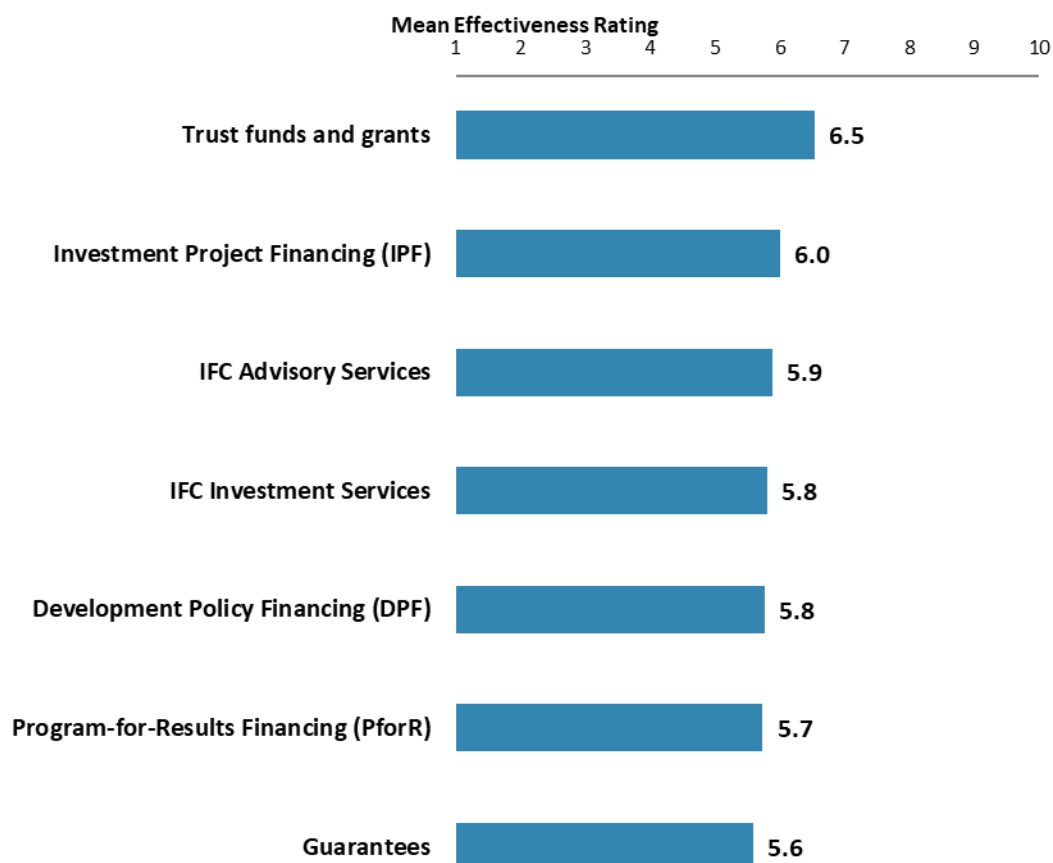


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Papua New Guinea?" (Respondents chose from a list.)



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

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



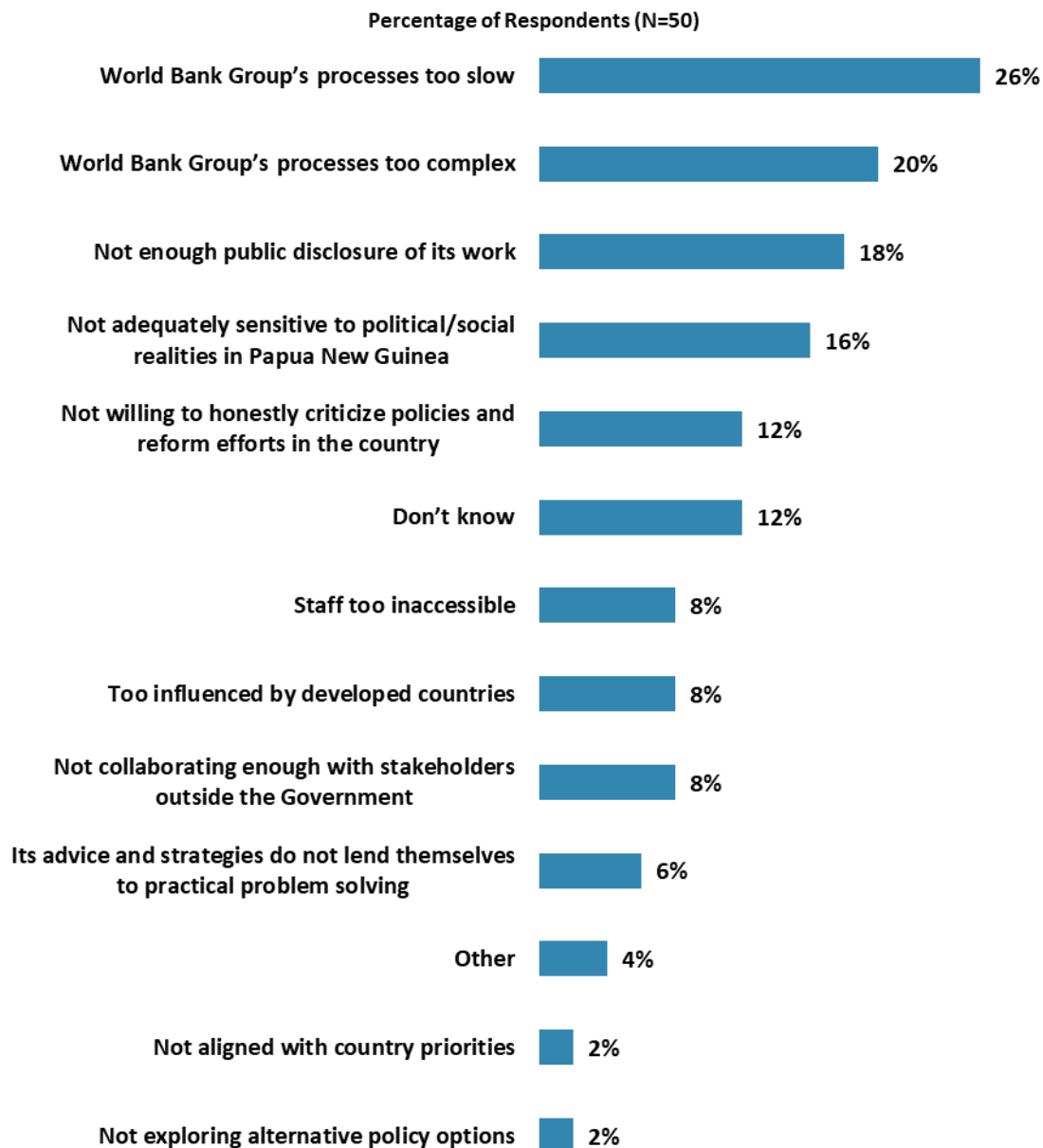
"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Papua New Guinea Government's efforts to reduce poverty?"  
(1-"Not effective at all", 10-"Very effective")



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

### Greatest Weakness

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG's greatest weakness in its work in Papua New Guinea was not enough public disclosure of its work (percentage of respondents = 27%). This was followed by respondents indicating that they didn't know (17%), WBG processes being too complex (15%), staff being too inaccessible (15%), being too bureaucratic in its operational policies and procedures (13%), and not exploring alternative policy options (13%).



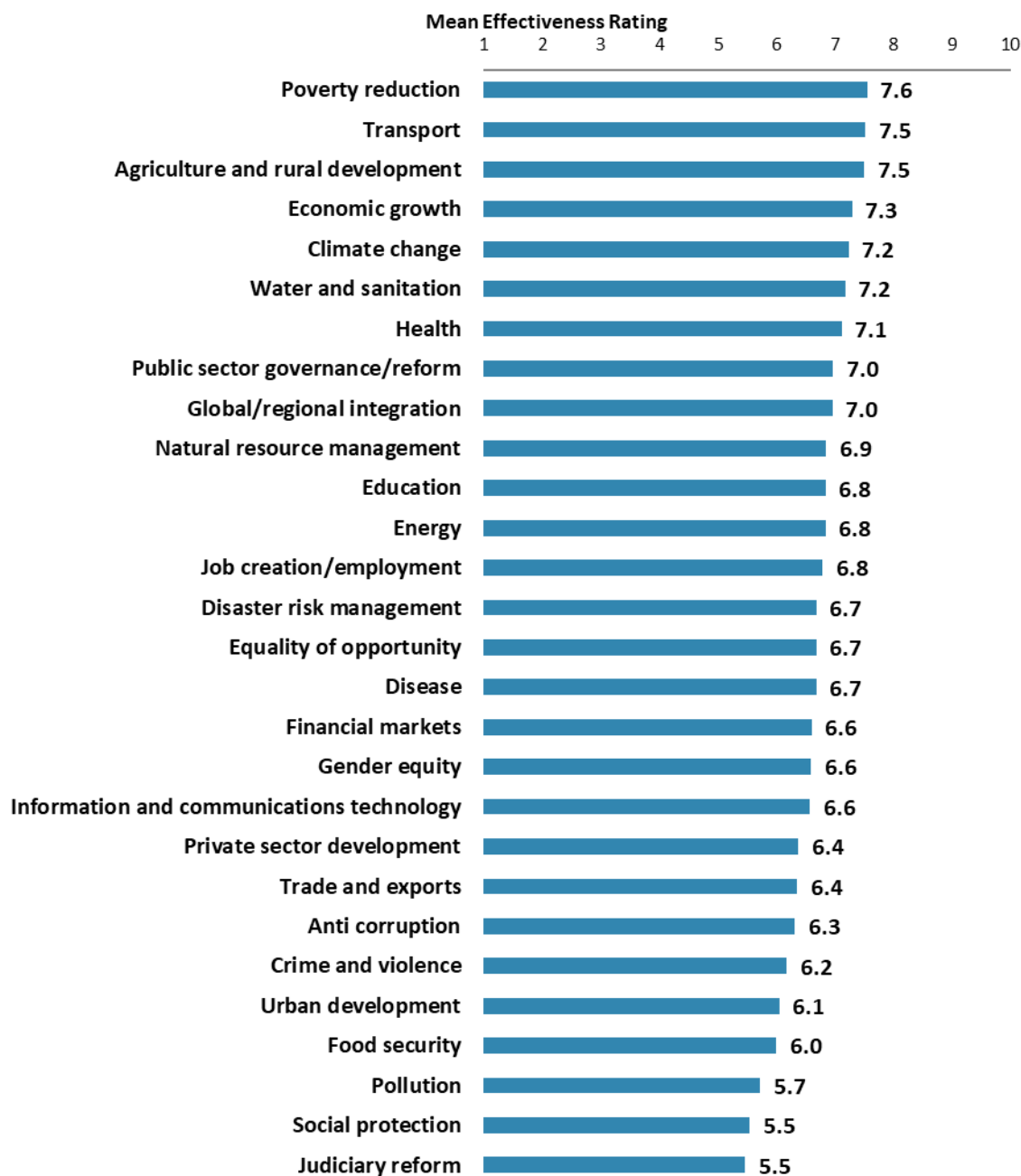
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Papua New Guinea? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the WBG's effectiveness across all sectoral areas that could be compared to respondents from the FY '14 Country Survey.

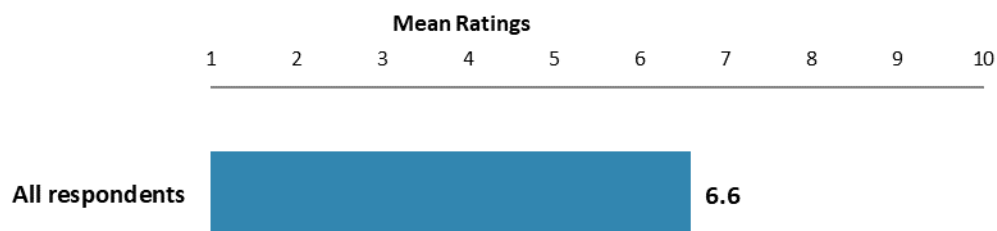


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Papua New Guinea?" (1-"Not effective at all", 10-"Very effective")



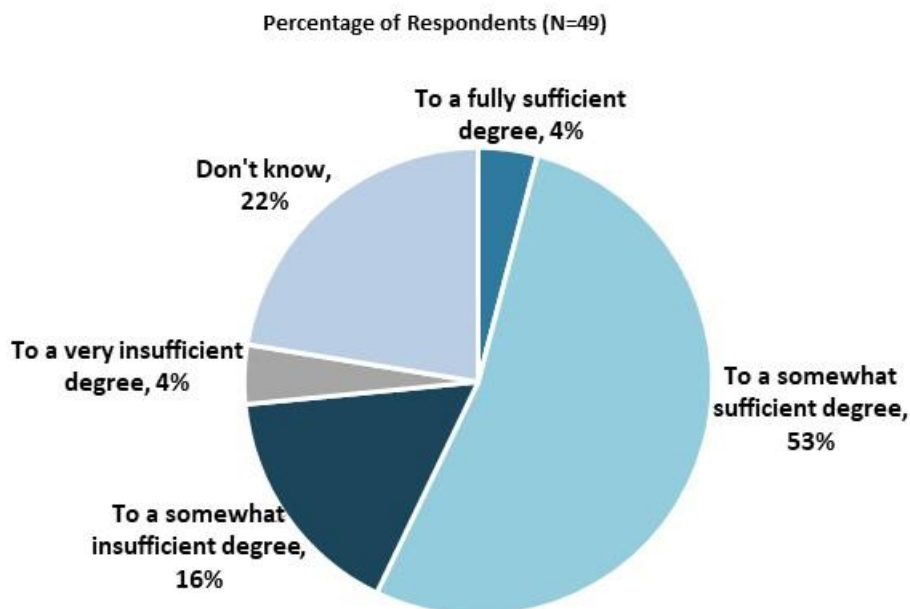
## VI. Sectoral Effectiveness (continued)

### The WBG Promoting Private Public Partnerships



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

### Helping the Poorest



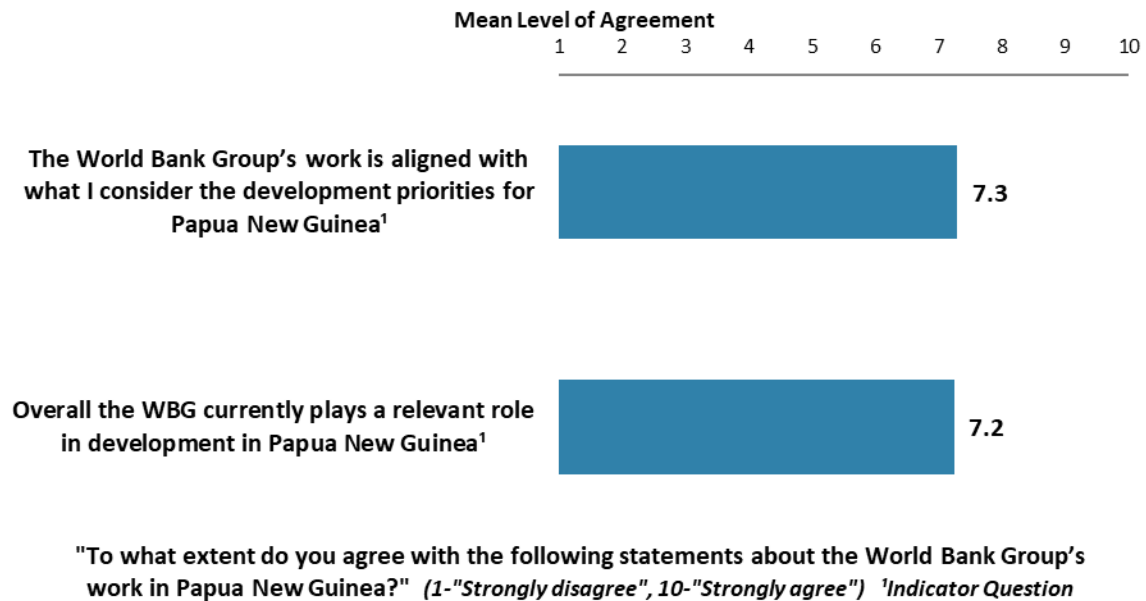
"To what extent do you believe that the World Bank Group's work and support help the poorest in Papua New Guinea? (Select only ONE response)" (Respondents chose from a list.)



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Papua New Guinea

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's work is aligned with their development priorities compared to respondents from the FY '14 Country Survey (mean rating = 6.5). However, respondents in this year's Country Survey had statistically similar levels of agreement that the WBG currently plays a relevant role in development in Papua New Guinea compared to respondents from the FY '14 Country Survey (mean rating = 7.0).





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

### Overall Perceptions

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that the WBG's conditions on its lending are reasonable and that the WBG provides effective implementation support compared to respondents from the FY '14 Country Survey (mean ratings = 6.8 and 6.8, respectively).
- **Stakeholders:** Government respondents had significantly higher levels of agreement that the WBG disburses funds promptly (mean rating = 8.1) compared to Non-Government respondents (mean rating = 3.9).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG effectively monitors and evaluates its projects (mean rating = 8.0) compared to respondents who do not collaborate with the WBG (mean rating = 5.6).



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



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

### The WBG as an Effective Development Partner

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the WBG as an effective development partner for all items that could be compared to respondents from the FY '14 Country Survey.
- **Stakeholders:** Government respondents gave higher ratings across all of these areas compared to Non-Government respondents, significantly so for 8 of the 15 items (see Appendix B, page 55).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher ratings for the WBG being inclusive (mean rating = 6.7) compared to respondents who do not collaborate with the WBG (mean rating = 4.9).

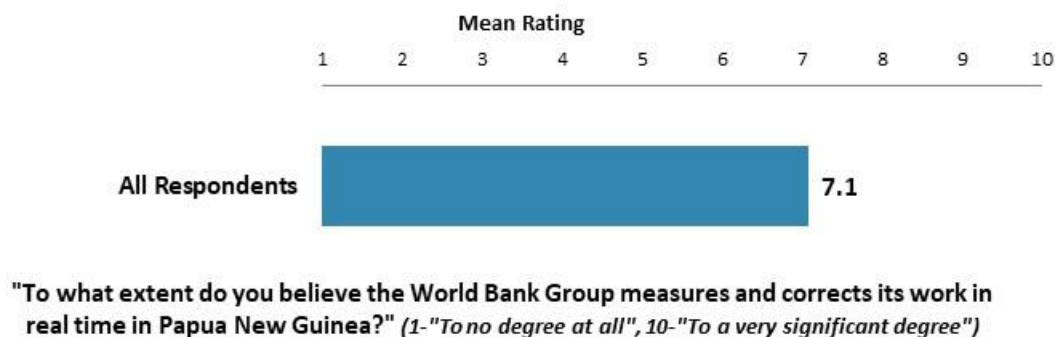


"To what extent is the WBG an effective development partner in Papua New Guinea, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question



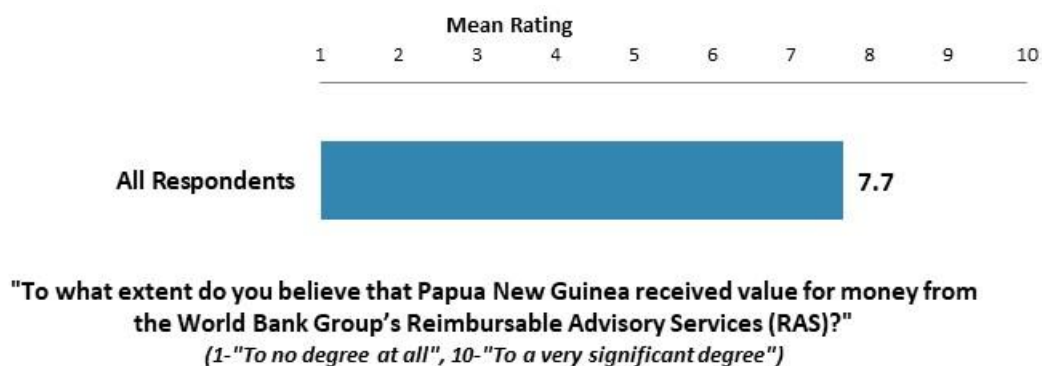
## VII. How the World Bank Group Operates (continued)

### Internal Measuring and Monitoring



### Reimbursable Advisory Services (RAS)

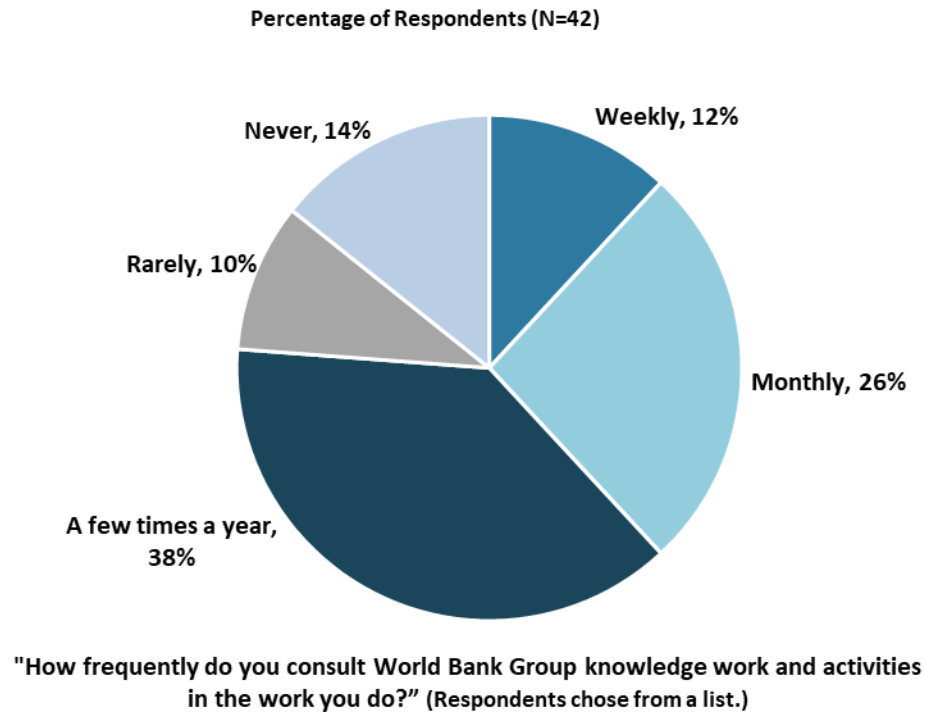
- **Stakeholders:** Government respondents gave significantly higher ratings for the extent to which Papua New Guinea received value for money from the WBG's RAS (mean rating = 8.1) compared to Non-Government respondents (mean rating = 6.5).





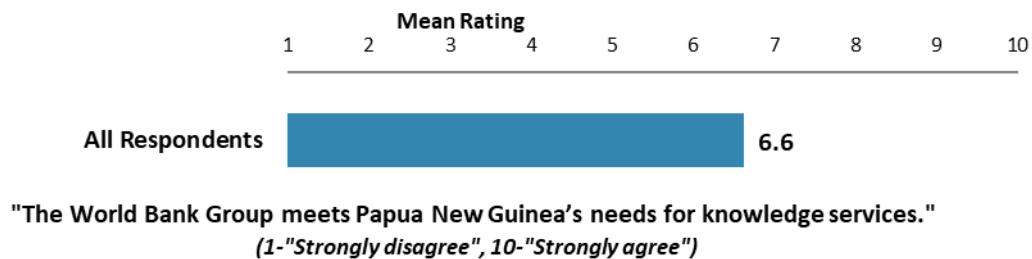
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



### Meeting Papua New Guinea's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets Papua New Guinea's needs for knowledge services compared to respondents from the FY '14 Country Survey (mean rating = 6.5).

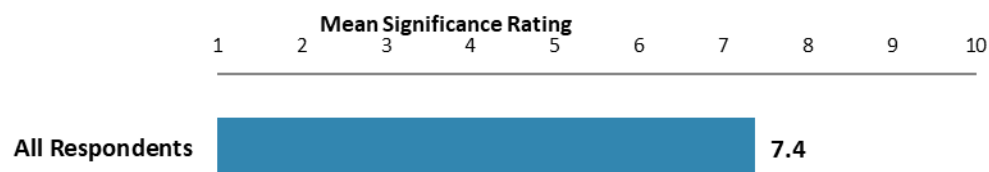




## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities compared to respondents from the FY '14 Country Survey (mean rating = 6.7).



"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*)

- **Year comparison:** Respondents in this year's Country Survey gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents from the FY '14 Country Survey (mean rating = 7.1).



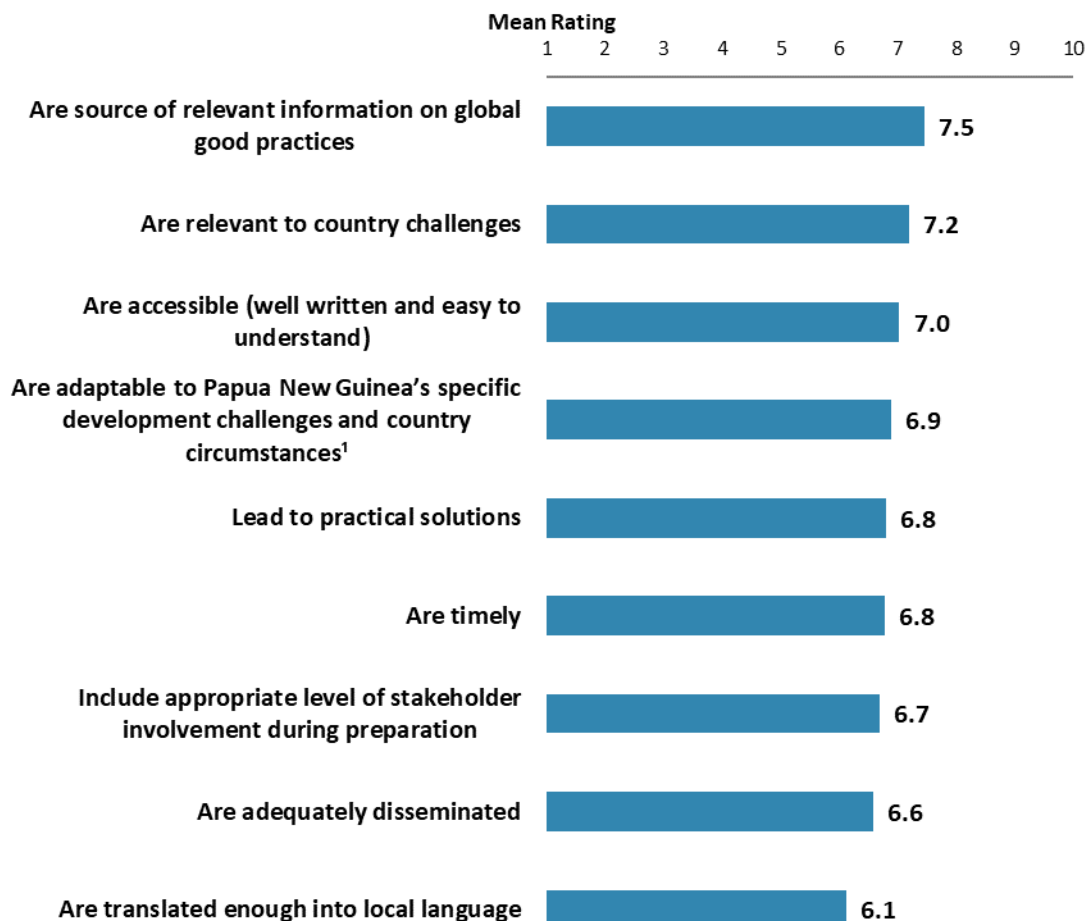
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the WBG's knowledge work and activities for all items that could be compared to respondents from the FY '14 Country Survey.
- **Stakeholders:** Government respondents gave significantly higher ratings for the WBG's knowledge work being timely (mean rating = 7.5) and including an appropriate level of stakeholder involvement (mean rating = 7.3) compared to Non-Government respondents (mean ratings = 5.7 and 5.7, respectively).



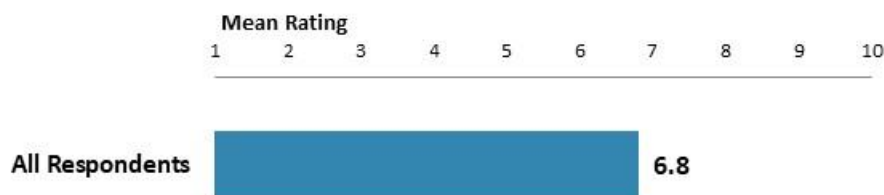
"In Papua New Guinea, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question



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

### Meeting Papua New Guinea's Needs for Financial Instruments (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Papua New Guinea's needs compared to respondents from the FY '14 Country Survey (mean rating = 6.3).
- **Stakeholders:** Government respondents had significantly higher levels of agreement that the WBG's financial instruments meet Papua New Guinea's needs (mean rating = 7.5) compared to Non-Government respondents (mean rating = 5.8).



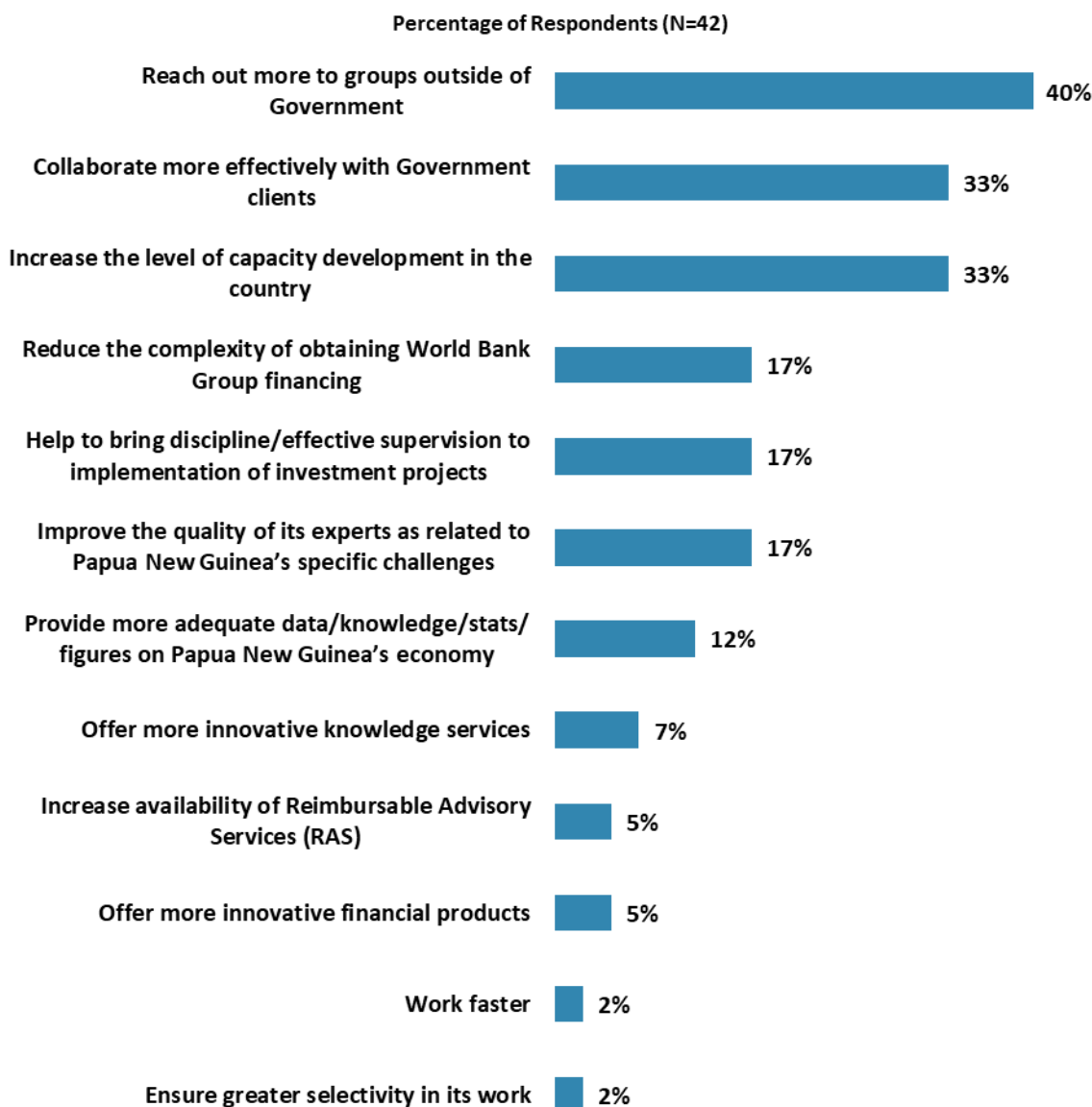
"The World Bank Groups's financial instruments meet the needs of Papua New Guinea."  
(1-"Strongly disagree", 10-"Strongly agree")



## IX. The Future Role of the WBG in Papua New Guinea

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that, to make itself of greater value, the WBG should provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy (percentage of respondents = 33%), collaborate more effectively with Government clients (31%), and increase the level of capacity development in the country (30%), followed by reaching out more to groups outside of Government (18%).



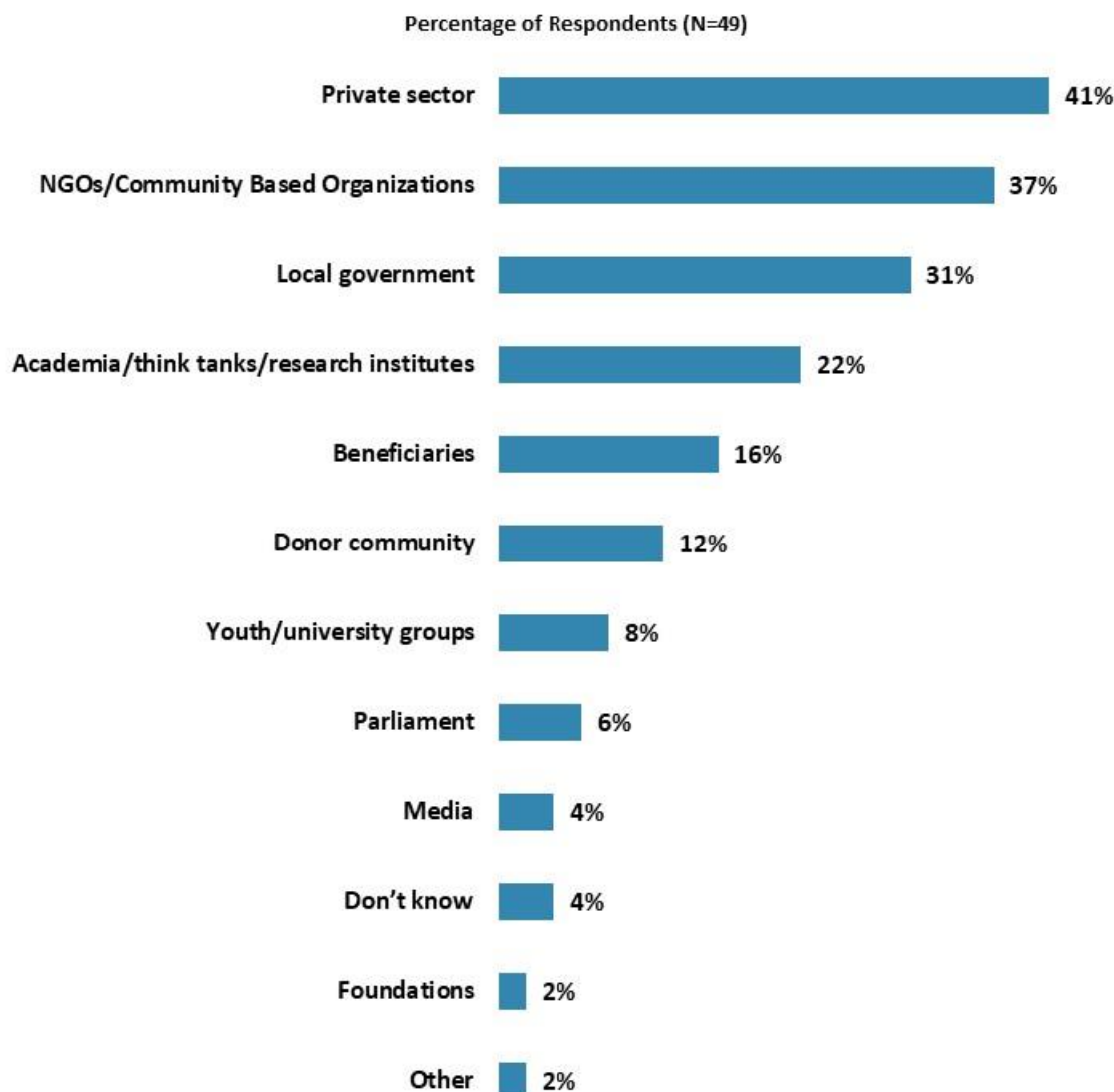
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Papua New Guinea? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Papua New Guinea (continued)

### World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that the WBG should collaborate more with the private sector (percentage of respondents = 30%) and NGOs (25%), followed by academia/think tanks/research institutes (22%), local government (19%), beneficiaries (19%), and the media (18%).



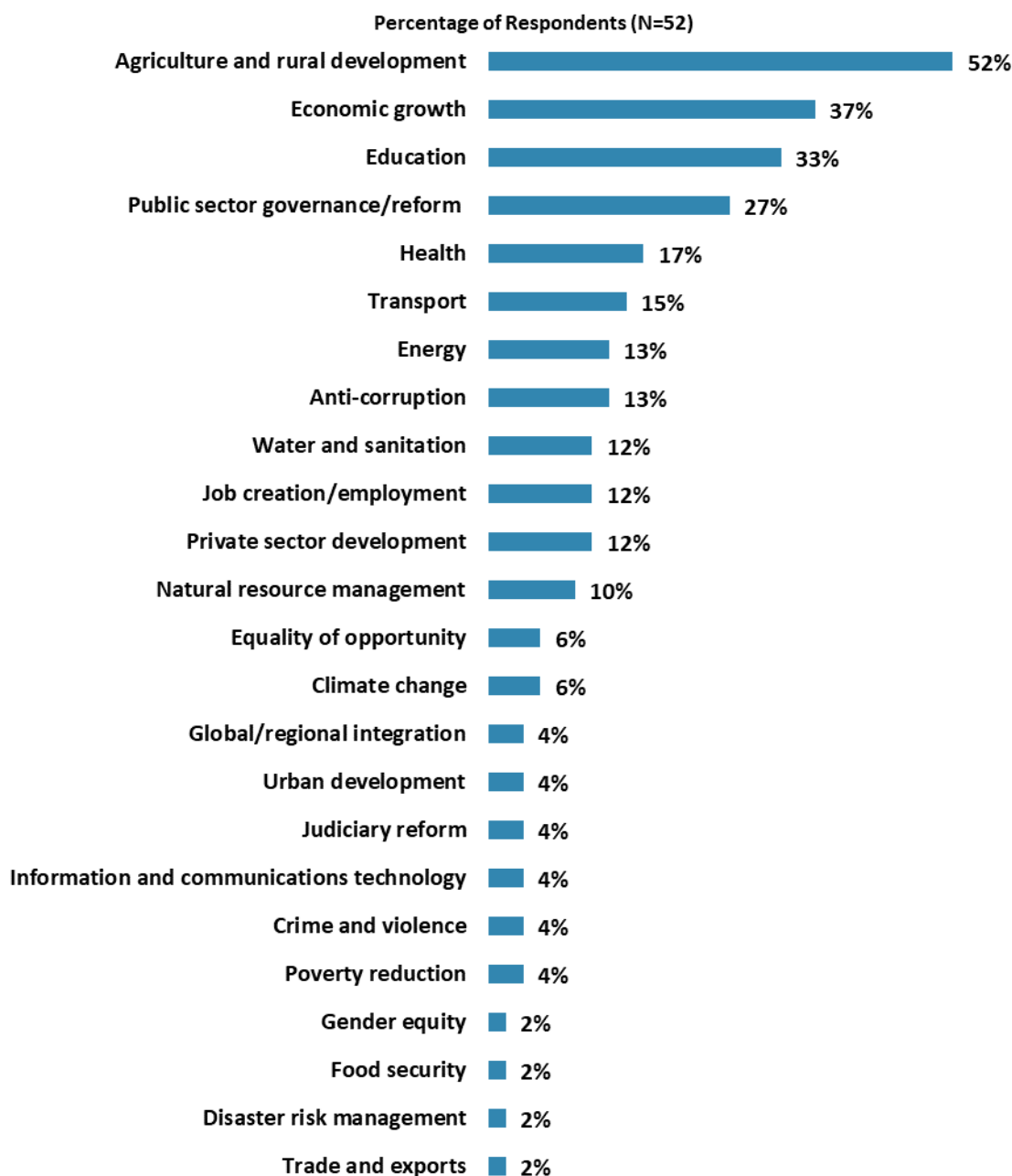
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Papua New Guinea (continued)

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

- **Year comparison:** Respondents from the FY '14 Country Survey indicated that the WBG should focus its resources on public sector governance/reform (percentage of respondents = 33%) and education (32%), followed by health (24%), transport (17%), agricultural development (16%), poverty reduction (16%), job creation/employment (16%), anti-corruption (15%), economic growth (13%), and rural development (13%).

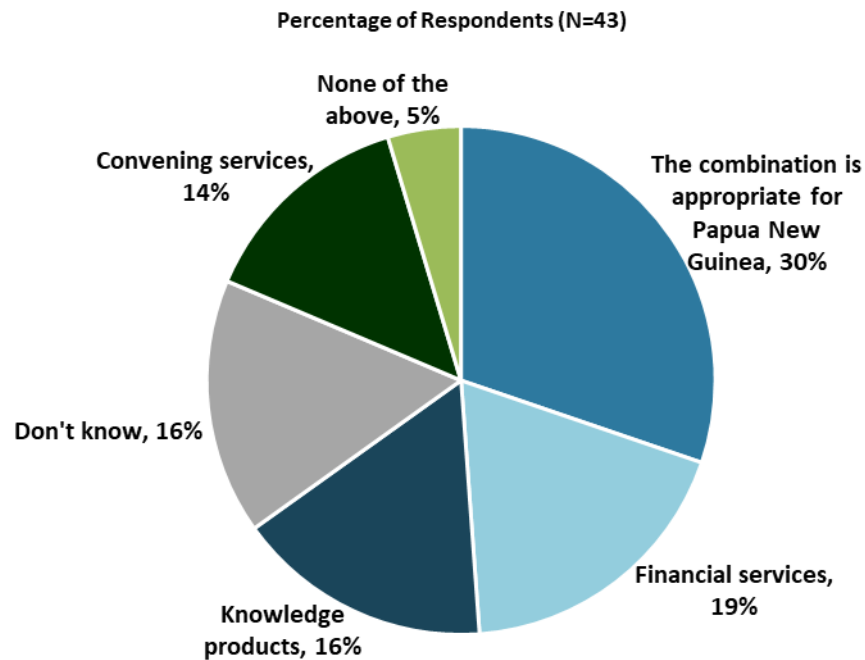


“When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Papua New Guinea? (Choose no more than THREE)”  
(Respondents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



## IX. The Future Role of the WBG in Papua New Guinea (continued)

### Future Combination of the WBG services



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

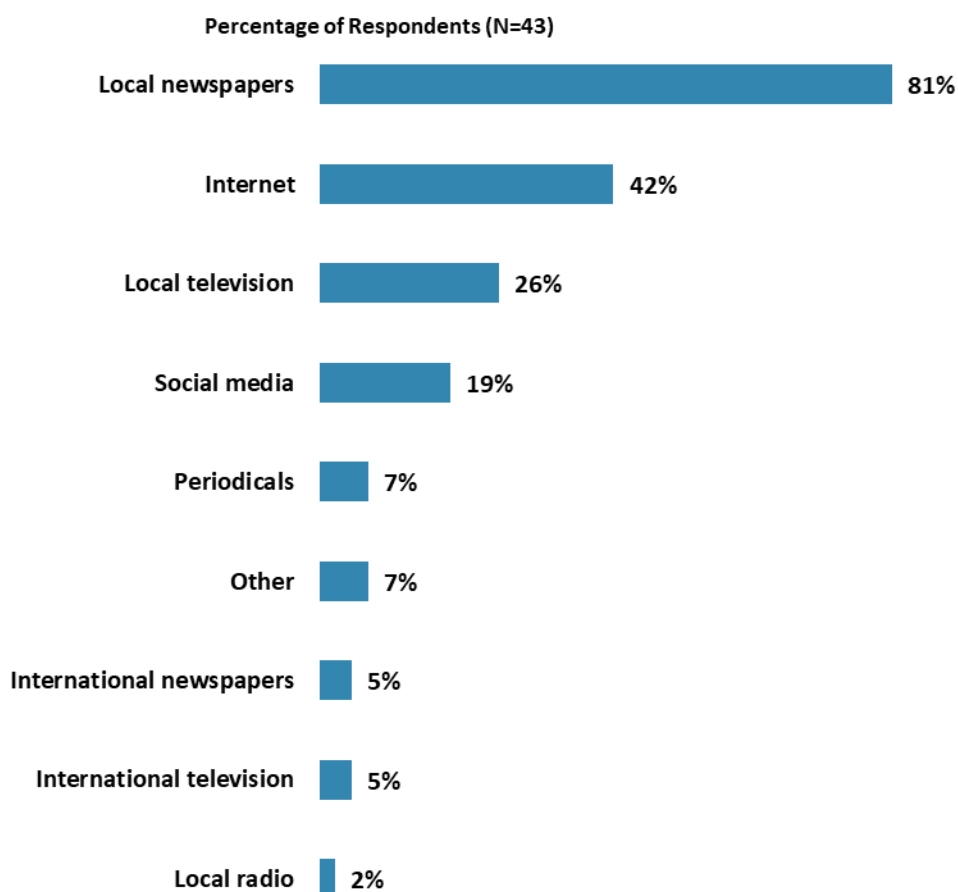


## X. Communication and Outreach

*When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for all responses by stakeholder groups.*

### Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they got most of their information about economic and social development issues from local newspapers (percentage of respondents = 76%), followed by the Internet (39%) social media (25%), and local television (18%).



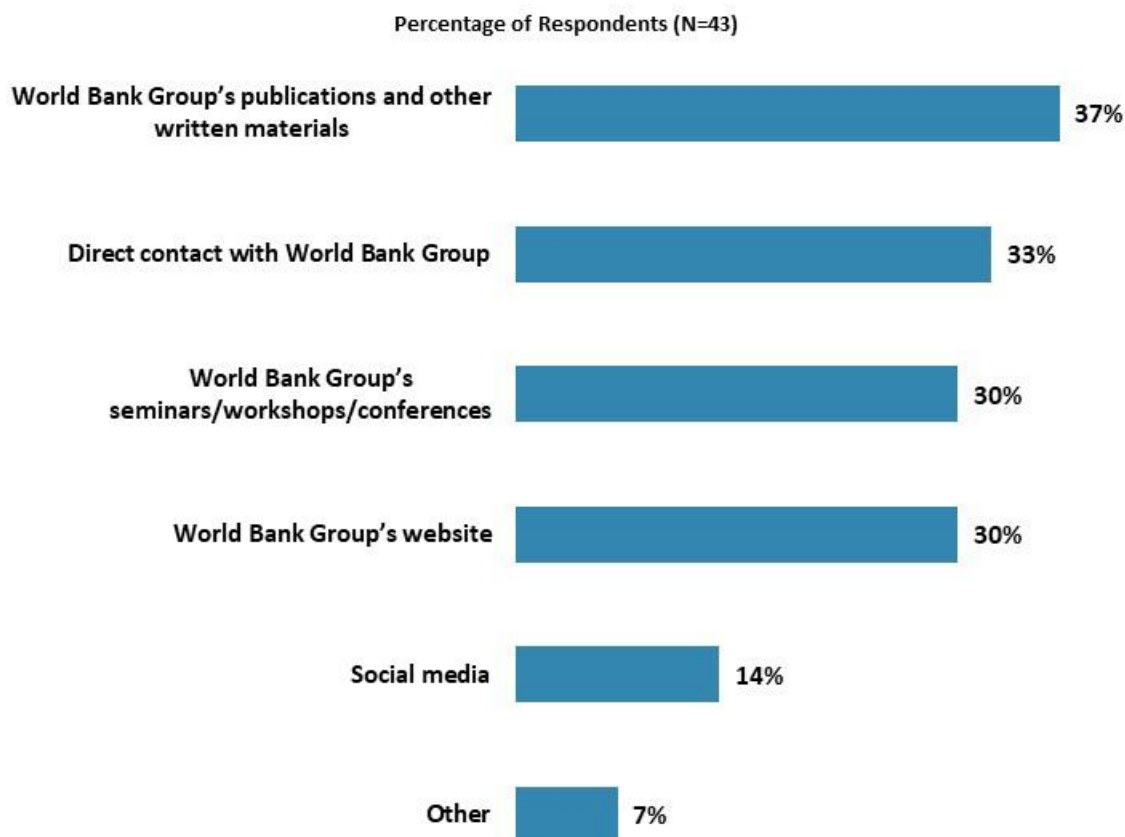
"How do you get most of your information about economic and social development issues in Papua New Guinea (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the FY '14 Country Survey indicated that they preferred to get their information from the WBG in e-Newsletters (percentage of respondents = 46%), followed by the WBG's publications and other written materials (27%), the WBG's seminars/workshops/conferences (25%), social media (24%), the WBG's website (24%), and direct contact with the WBG (20%).



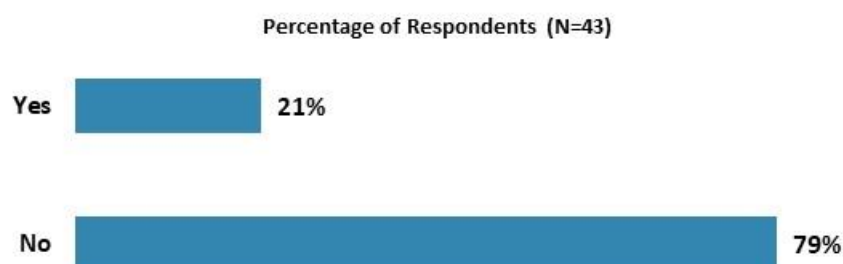
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Access to Information

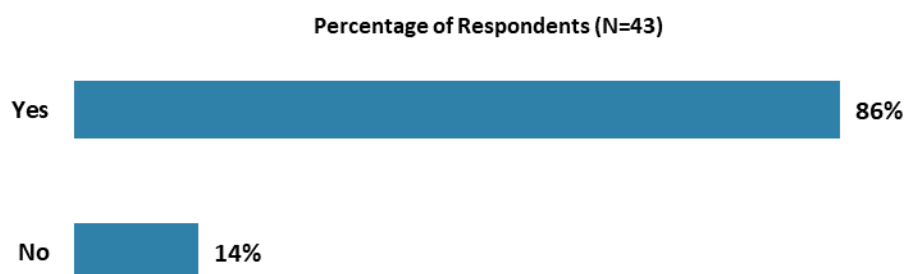
- **Year comparison:** Respondents in this year's Country Survey had statistically similar rates of awareness for the WBG's Access to Information policy as respondents in the FY '14 Country Survey (percentage of respondents "Yes" = 15%).



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

### Access to the Internet

- **Year comparison:** Respondents in this year's Country Survey had statistically similar rates of Internet access as respondents in the FY '14 Country Survey (percentage of respondents "Yes" = 87%).



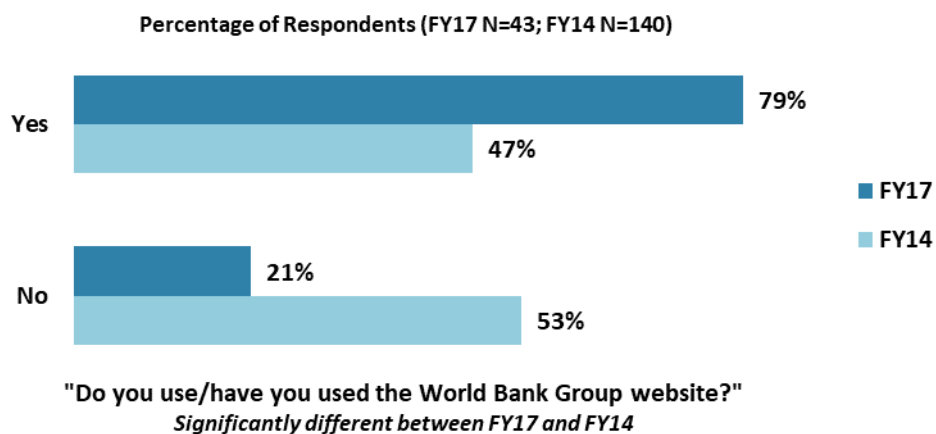
"Do you have reliable access to the Internet?"



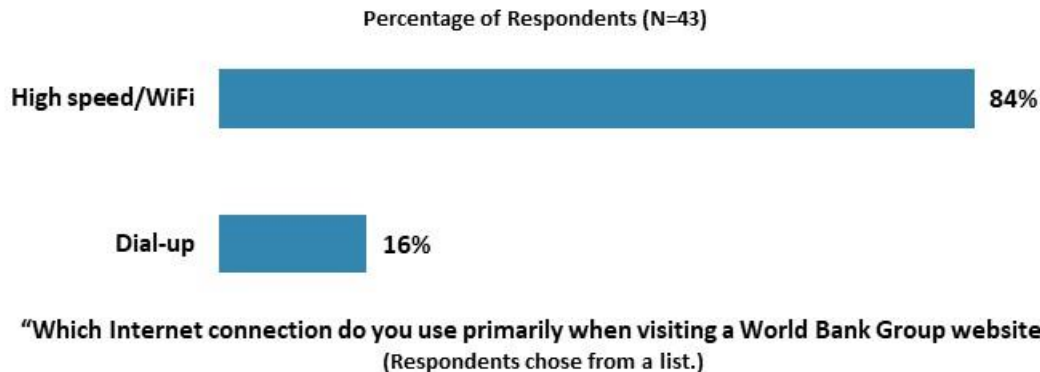
## X. Communication and Outreach (continued)

### WBG Website Usage

- **Year comparison:** Respondents in this year's Country Survey had significantly higher rates of WBG website usage compared to respondents in the FY '14 Country Survey.



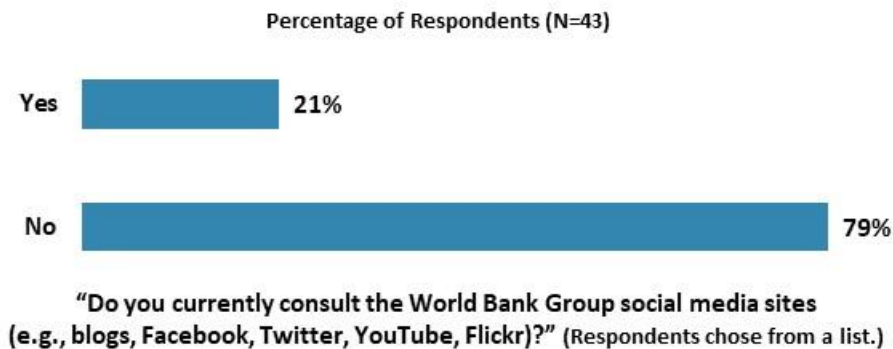
### Internet Connection



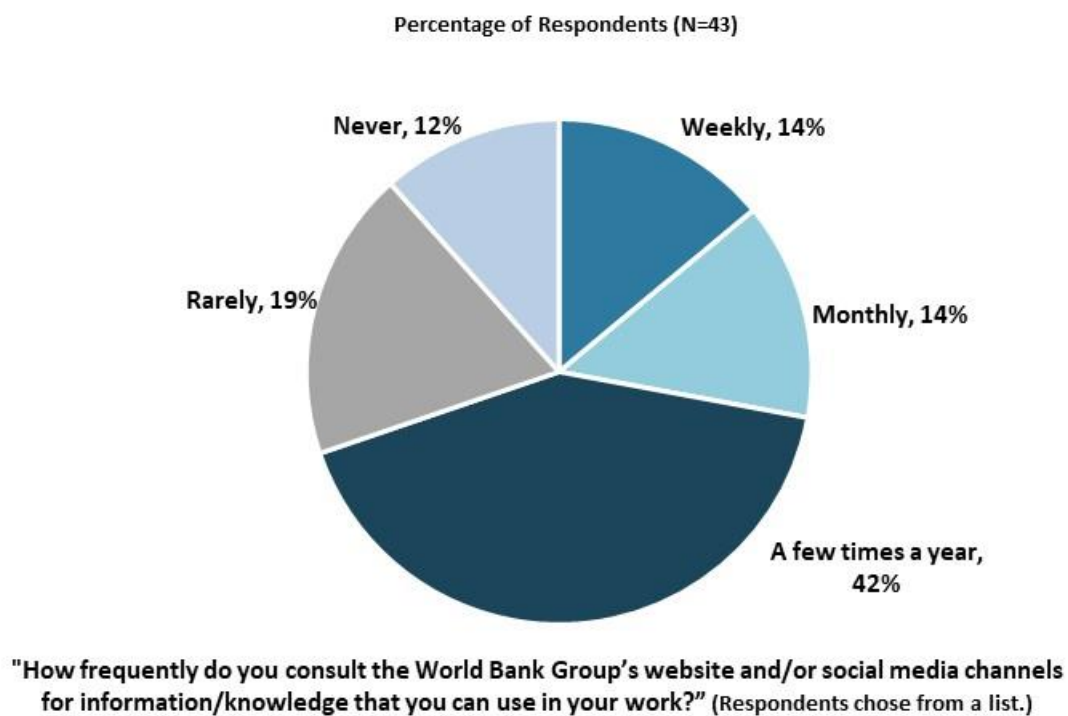


## X. Communication and Outreach (continued)

### WBG Social Media Usage



### Frequency of WBG Website and Social Media Usage





## XI. Appendices

A. Responses to All Questions across All Respondents.....	40
B. Responses to All Questions by Stakeholder Groups.....	55
C. Responses to Select Questions by Collaboration with WBG .....	66
D. Responses to Select Questions by Year.....	75
E. Indicator Questions as a Function of Exposure to the WBG.....	80
F. WBG Country Opinion Survey FY17 – Papua New Guinea.....	81

### PAPUA NEW GUINEA





## Appendix A: Responses to All Questions across All Respondents (N=53)

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 Papua New Guinea

1. In general would you say that Papua New Guinea is headed in ...?	Percentage of Respondents (N=53)
The right direction	50.9%
The wrong direction	22.6%
Not sure	26.4%

2. Listed below are a number of development priorities in Papua New Guinea. Please identify which of the following you consider the most important development priorities in Papua New Guinea? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=53)
Education	47.2%
Health	41.5%
Agriculture and rural development	28.3%
Public sector governance/reform	22.6%
Transport	20.8%
Economic growth	20.8%
Job creation/employment	15.1%
Crime and violence	13.2%
Poverty reduction	13.2%
Anti-corruption	13.2%
Private sector development	9.4%
Water and sanitation	9.4%
Natural resource management	9.4%
Energy	7.5%
Information and communications technology	5.7%
Food security	3.8%
Social protection	1.9%
Gender equity	1.9%
Urban development	1.9%
Financial markets	1.9%
Trade and exports	1.9%
Judiciary reform	1.9%
Equality of opportunity	1.9%
Global/regional integration	0.0%
Pollution	0.0%
Climate change	0.0%
Disaster risk management	0.0%
Disease	0.0%

**A. General Issues Facing Papua New Guinea (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Papua New Guinea? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=53)</b>
Agriculture and rural development	62.3%
Job creation/employment	39.6%
Education	34.0%
Anti-corruption	20.8%
Economic growth	17.0%
Public sector governance/reform	15.1%
Private sector development	15.1%
Transport	13.2%
Health	11.3%
Food security	11.3%
Natural resource management	11.3%
Equality of opportunity	7.5%
Crime and violence	7.5%
Urban development	7.5%
Energy	5.7%
Information and communications technology	3.8%
Social protection	3.8%
Climate change	3.8%
Trade and exports	1.9%
Water and sanitation	1.9%
Gender equity	1.9%
Disaster risk management	0.0%
Disease	0.0%
Judiciary reform	0.0%
Pollution	0.0%
Financial markets	0.0%
Global/regional integration	0.0%

**A. General Issues Facing Papua New Guinea (continued)**

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Papua New Guinea? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=53)</b>
Education and training that better ensure job opportunity	41.5%
Better opportunity for the poor who live in rural areas	30.2%
Consistent economic growth	24.5%
Better quality public services	22.6%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	18.9%
Better employment opportunities for young people	17.0%
Greater access to micro-finance for the poor	11.3%
Greater voice and participation for citizens to help ensure greater accountability	11.3%
A growing middle class	5.7%
Better employment opportunities for women	5.7%
Greater access to health and nutrition for citizens	3.8%
Better opportunity for the poor who live in urban areas	1.9%
More reliable social safety net	1.9%
Other	0.0%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Papua New Guinea? (Select only ONE response)</b>	<b>Percentage of Respondents (N=53)</b>
A very big problem	67.9%
A moderately big problem	24.5%
A small problem	3.8%
Not a problem at all	1.9%
Don't know	1.9%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=53)</b>
A very serious problem	37.7%
A somewhat serious problem	43.4%
Not too serious problem	11.3%
Not a problem	5.7%
Don't know	1.9%

<b>7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Papua New Guinea? (Select only ONE response)</b>	<b>Percentage of Respondents (N=53)</b>
A very important development priority	88.7%
A moderately important development priority	7.5%
A slightly important development priority	3.8%
Not an important development priority	-
Don't know	-

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

<i>(1-Not familiar at all, 10-Extremely familiar)</i>	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Papua New Guinea?	51	0	6.04	2.45

<i>(1-Not effective at all, 10-Very effective)</i>	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.*	43	9	6.67	2.50

<i>(1-To no degree at all, 10-To a very significant degree)</i>	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	45	7	6.82	2.21

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Papua New Guinea, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Papua New Guinea? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=52)</b>
Agriculture and rural development	51.9%
Economic growth	36.5%
Education	32.7%
Public sector governance/reform	26.9%
Health	17.3%
Transport	15.4%
Energy	13.5%
Anti-corruption	13.5%
Water and sanitation	11.5%
Job creation/employment	11.5%
Private sector development	11.5%
Natural resource management	9.6%
Equality of opportunity	5.8%
Climate change	5.8%
Global/regional integration	3.8%
Urban development	3.8%
Judiciary reform	3.8%
Information and communications technology	3.8%
Crime and violence	3.8%
Poverty reduction	3.8%
Gender equity	1.9%
Food security	1.9%
Disaster risk management	1.9%
Trade and exports	1.9%
Pollution	0.0%
Financial markets	0.0%
Social protection	0.0%
Disease	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Papua New Guinea?	Percentage of Respondents (N=50)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Capacity development related to WBG-supported projects	36.0%	8.2%	44.2%
Bringing together different groups of stakeholders	12.0%	18.4%	30.4%
Financial resources	18.0%	6.1%	24.1%
Implementation support	6.0%	16.3%	22.3%
Policy advice, studies, analyses	8.0%	10.2%	18.2%
Donor coordination	10.0%	8.2%	18.2%
Stand-alone technical assistance	2.0%	12.2%	14.2%
Promoting knowledge sharing	4.0%	10.2%	14.2%
Data and statistics	2.0%	6.1%	8.1%
Mobilizing third party financial resources	0.0%	4.1%	4.1%
Other	2.0%	0.0%	2.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=50)
World Bank Group's processes too slow	26.0%
World Bank Group's processes too complex	20.0%
Not enough public disclosure of its work	18.0%
Not adequately sensitive to political/social realities in Papua New Guinea	16.0%
Not willing to honestly criticize policies and reform efforts in the country	12.0%
Don't know	12.0%
Staff too inaccessible	8.0%
Too influenced by developed countries	8.0%
Not collaborating enough with stakeholders outside the Government	8.0%
Its advice and strategies do not lend themselves to practical problem solving	6.0%
Other	4.0%
Not aligned with country priorities	2.0%
Not exploring alternative policy options	2.0%
Not aligned with other donors' work	0.0%
Arrogant in its approach	0.0%
Not client focused	0.0%
The credibility of its knowledge/data	0.0%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Papua New Guinea? (Select only ONE response)	Percentage of Respondents (N=49)
To a fully sufficient degree	4.1%
To a somewhat sufficient degree	53.1%
To a somewhat insufficient degree	16.3%
To a very insufficient degree	4.1%
Don't know	22.4%

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Papua New Guinea Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Investment Project Financing (IPF)	22	25	6.00	2.16
2. Development Policy Financing (DPF)	21	24	5.76	2.14
3. Program-for-Results Financing (PforR)	15	31	5.73	2.28
4. Trust funds and grants	26	20	6.54	2.64
5. Guarantees	12	32	5.58	2.84
6. IFC Investment Services	15	30	5.80	2.31
7. IFC Advisory Services	17	28	5.88	2.20

8. 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=49)
Private sector	40.8%
NGOs/Community Based Organizations	36.7%
Local government	30.6%
Academia/think tanks/research institutes	22.4%
Beneficiaries	16.3%
Donor community	12.2%
Youth/university groups	8.2%
Parliament	6.1%
Media	4.1%
Don't know	4.1%
Foundations	2.0%
Other	2.0%

To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea*	46	3	7.24	2.55
10. The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea*	44	4	7.30	2.40

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

To what extent is the World Bank Group an effective development partner in Papua New Guinea, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
12. Responsiveness to needs	40	7	6.53	2.29
13. Flexibility (in terms of the institution's products and services)	37	8	6.05	2.19
14. Flexibility (in terms of changing country circumstances)	38	9	5.87	2.13
15. Being inclusive	36	11	6.31	2.07
16. Openness (sharing data and other information)	40	6	6.90	2.33
17. Collaboration with the Government	43	3	7.37	2.33
18. The speed in which it gets things accomplished on the ground	42	4	6.12	2.28
19. Helping to bring discipline/effective supervision to implementation of investment projects	41	5	7.34	1.93
20. Collaboration with civil society	34	12	6.21	2.33
21. Staff accessibility	41	5	6.51	2.25
22. Collaboration with other donors and development partners	35	11	6.60	2.05
23. Collaboration with the private sector	34	12	6.06	2.32
24. Straightforwardness and honesty	39	6	7.21	2.30
25. Treating clients and stakeholders in Papua New Guinea with respect	39	5	7.59	2.17
26. Being a long-term partner	40	6	7.78	2.19

27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=46)
Lack of/inadequate levels of capacity in Government	41.3%
Poor coordination within the Government	34.8%
Political pressures and obstacles	23.9%
Reforms are not well thought out in light of country challenges	23.9%
The Government works inefficiently	17.4%
Poor coordination within the World Bank Group	13.0%
There is not an adequate level of citizen/civil society participation	10.9%
The World Bank Group is not sensitive enough to political/social realities on the ground	8.7%
The World Bank Group does not do adequate follow through/follow-up	4.3%
Poor donor coordination	4.3%
The World Bank Group works too slowly	2.2%
Other	2.2%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Papua New Guinea? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection	37	6	5.73	2.75
2. Gender equity	43	2	7.40	2.16
3. Private sector development	37	7	7.76	1.86
4. Education	43	2	8.81	1.69
5. Public sector governance/reform	43	1	8.49	1.80
6. Global/regional integration	38	5	7.24	2.16
7. Food security	41	3	7.46	2.12
8. Urban development	40	4	6.83	2.47
9. Energy	37	6	7.59	2.23
10. Water and sanitation	43	2	8.09	1.72
11. Pollution	37	6	6.89	2.14
12. Job creation/employment	40	4	8.00	2.24
13. Health	42	3	8.57	1.77
14. Financial markets	39	5	7.44	2.59
15. Transport	41	3	8.32	2.02
16. Agriculture and rural development	41	4	8.83	1.80
17. Trade and exports	38	5	7.68	2.21
18. Crime and violence	38	5	7.53	2.39
19. Natural resource management	39	5	7.64	2.42
20. Climate change	41	4	7.63	2.54
21. Poverty reduction	42	2	8.29	1.86
22. Anti-corruption	41	3	8.29	1.99
23. Judiciary reform	39	5	7.97	2.12
24. Economic growth	41	3	8.59	1.77
25. Disaster risk management	40	4	7.68	2.25
26. Equality of opportunity	38	6	8.08	2.11
27. Disease	39	5	7.92	1.94
28. Information and communications technology	39	5	7.87	2.23

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Papua New Guinea? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection	11	32	5.55	2.81
2. Gender equity	22	21	6.59	1.79
3. Private sector development	24	19	6.38	2.34
4. Education	26	16	6.85	1.87
5. Public sector governance/reform	30	12	6.97	1.63
6. Global/regional integration	21	22	6.95	2.29
7. Food security	16	26	6.00	2.34
8. Urban development	19	22	6.05	2.17
9. Energy	24	19	6.83	2.20
10. Water and sanitation	28	15	7.18	2.07
11. Pollution	18	25	5.72	2.63
12. Job creation/employment	24	19	6.79	2.40
13. Health	26	16	7.12	2.14
14. Financial markets	20	23	6.60	2.28
15. Transport	25	17	7.52	1.94
16. Agriculture and rural development	22	21	7.50	2.06
17. Trade and exports	17	26	6.35	2.09
18. Crime and violence	17	26	6.18	2.24
19. Natural resource management	20	23	6.85	2.28
20. Climate change	21	22	7.24	1.92
21. Poverty reduction	27	16	7.56	1.99
22. Anti-corruption	19	23	6.32	2.16
23. Judiciary reform	15	27	5.47	2.53
24. Economic growth	24	17	7.29	2.27
25. Disaster risk management	16	27	6.69	2.41
26. Equality of opportunity	19	24	6.68	2.19
27. Disease	19	24	6.68	2.21
28. Information and communications technology	21	22	6.57	2.09

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?*	40	3	6.83	2.37

To what extent do you agree with the following statements about the World Bank Group in Papua New Guinea? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments meet the needs of Papua New Guinea*	37	6	6.81	2.18
5. The World Bank Group meets Papua New Guinea's needs for knowledge services*	37	6	6.62	2.25

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
6. To what extent do you believe that Papua New Guinea received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?	15	27	7.67	1.29

**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=42)
Weekly	11.9%
Monthly	26.2%
A few times a year	38.1%
Rarely	9.5%
Never	14.3%

In Papua New Guinea, 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	32	10	6.78	2.34
3. Include appropriate level of stakeholder involvement during preparation	36	7	6.69	2.38
4. Lead to practical solutions	34	9	6.79	2.38
5. Are accessible (well written and easy to understand)	38	5	7.03	1.95
6. Are source of relevant information on global good practices	37	6	7.46	1.99
7. Are relevant to country challenges	37	6	7.19	2.11
8. Are adequately disseminated	35	8	6.57	2.24
9. Are translated enough into local language	25	18	6.12	2.03
10. Are adaptable to Papua New Guinea's specific development challenges and country circumstances*	35	8	6.89	2.15

Overall Evaluations	N	DK	Mean	SD
11. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	39	4	7.38	2.12
12. 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)	37	6	7.95	1.62

**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	29	14	7.03	2.46
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	36	7	7.53	2.27
3. The World Bank Group's approvals and reviews are done in a timely fashion	32	11	6.91	2.32
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	30	13	7.20	2.40
5. The World Bank Group's conditions on its lending are reasonable	30	13	7.67	1.92
6. The World Bank Group takes decisions quickly in Papua New Guinea*	31	11	6.65	2.26
7. Working with the World Bank Group increases Papua New Guinea's institutional capacity	37	6	7.54	2.16
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	29	14	7.31	1.95
9. The World Bank Group provides effective implementation support	36	7	7.69	2.16

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Papua New Guinea?	34	9	6.59	2.58

(1-To no degree at all, 10-To a very significant degree)	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Papua New Guinea?	29	14	7.07	2.58

**F. The Future Role of the World Bank Group in Papua New Guinea**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Papua New Guinea? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=42)
Reach out more to groups outside of Government	40.5%
Collaborate more effectively with Government clients	33.3%
Increase the level of capacity development in the country	33.3%
Reduce the complexity of obtaining World Bank Group financing	16.7%
Help to bring discipline/effective supervision to implementation of investment projects	16.7%
Improve the quality of its experts as related to Papua New Guinea's specific challenges	16.7%
Provide more adequate data/knowledge/statistics/figures on Papua New Guinea's economy	11.9%
Offer more innovative knowledge services	7.1%
Increase availability of Reimbursable Advisory Services (RAS)	4.8%
Offer more innovative financial products	4.8%
Work faster	2.4%
Ensure greater selectivity in its work	2.4%
Improve the competitiveness of its financing compared to markets	0.0%
Other	0.0%

**F. The Future Role of the World Bank Group in Papua New Guinea (continued)**

<b>2. When considering the combination of services that the World Bank Group offers in Papua New Guinea, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Papua New Guinea? (Select only ONE response)</b>	<b>Percentage of Respondents (N=43)</b>
The combination is appropriate for Papua New Guinea	30.2%
Financial services	18.6%
Knowledge products	16.3%
Don't know	16.3%
Convening services	14.0%
None of the above	4.7%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Papua New Guinea? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=43)</b>
Local newspapers	81.4%
Internet	41.9%
Local television	25.6%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	18.6%
Periodicals	7.0%
Other	7.0%
International newspapers	4.7%
International television	4.7%
Local radio	2.3%
International radio	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=43)</b>
World Bank Group's publications and other written materials	37.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.6%
World Bank Group's seminars/workshops/conferences	30.2%
World Bank Group's website	30.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.0%
Other	7.0%
Mobile phones	0.0%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=43)</b>
Yes	20.9%
No	79.1%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=43)</b>
Yes	86.0%
No	14.0%

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

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=43)
Yes	79.1%
No	20.9%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=43)
Yes	20.9%
No	79.1%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=43)
High speed/WiFi	83.7%
Dial-up	16.3%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=43)
Weekly	14.0%
Monthly	14.0%
A few times a year	41.9%
Rarely	18.6%
Never	11.6%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
7. I find the World Bank Group's websites easy to navigate.	32	2	6.94	2.08
8. I find the information on the World Bank Group's websites useful.	32	2	7.44	2.00
9. The World Bank Group's social media channels are valuable sources of information about the institution	20	21	6.60	2.37
10. When I need information from the World Bank Group I know how to find it	36	6	6.81	2.66
11. The World Bank Group is responsive to my information requests and inquiries	31	11	7.32	2.33

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=53)</b>
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	26.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	18.9%
Private Sector Organization	15.1%
Bilateral/ Multilateral Agency	7.5%
Media	7.5%
Independent Government Institution	7.5%
Other	5.7%
Financial Sector/Private Bank	3.8%
NGO/Community-Based Organization	3.8%
Local Government Office or Staff	1.9%
Private Foundation	1.9%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=52)</b>
Other	17.3%
Finance and markets	13.5%
Energy and extractives	11.5%
Transport and ICT	9.6%
Water	5.8%
Public-private partnerships	5.8%
Health, nutrition, and population	5.8%
Urban, rural, and social development	5.8%
Agriculture	5.8%
Generalist (specialized in multiple sectors)	5.8%
Macroeconomics and fiscal management	3.8%
Governance	3.8%
Fragility, conflict and violence	1.9%
Environment and natural resources	1.9%
Poverty	1.9%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=49)</b>
Yes	71.4%
No	28.6%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Papua New Guinea? (Select only ONE response)</b>	<b>Percentage of Respondents (N=43)</b>
The World Bank (IBRD/IDA)	79.1%
Other	11.6%
The International Finance Corporation (IFC)	9.3%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=53)</b>
Yes	30.2%
No	69.8%

**H. Background Information (continued)**

<b>6. If yes, what was your view of how the two institutions work together in Papua New Guinea? (Choose no more than TWO)</b>	<b>Percentage of Respondents (N=16)</b>
The two institutions work well together	62.5%
Don't know	18.8%
The way the two institutions work together needs improvement	12.5%
The two institutions do not work well together	6.3%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=50)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	22.0%
Use World Bank Group reports/data	22.0%
Engage in World Bank Group related/sponsored events/activities	28.0%
Collaborate as part of my professional duties	60.0%
Use World Bank Group website for information, data, research, etc.	12.0%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=53)</b>
Female	32.1%
Male	67.9%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=53)</b>
Port Moresby (National Capital District)	90.6%
Major Town or City	7.5%
Small town	1.9%



## Appendix B: Responses to All Questions by Stakeholder Groups

Government N=29 ● Non-Government N=24

### A. General Issues facing Papua New Guinea

In general, would you say that Papua New Guinea is headed in...?

Percentage of Respondents	Government	Non-Government
The right direction	55.2%	45.8%
The wrong direction	17.2%	29.2%
Not sure	27.6%	25.0%

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the WBG in Papua New Guinea?	28	6.57	1.99	23	5.39	2.82

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	26	7.27	2.34	17	5.76	2.54

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	28	6.96	2.20	17	6.59	2.27

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

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

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

Percentage of Respondents (Responses combined)	Government	Non-Government
Energy	14.3%	12.5%
Water and sanitation	17.9%	4.2%
Pollution	0.0%	0.0%
Job creation/employment	17.9%	4.2%
Health	14.3%	20.8%
Financial markets	0.0%	0.0%
Social protection	0.0%	0.0%
Gender equity	0.0%	4.2%
Private sector development	7.1%	16.7%
Education	21.4%	45.8%
Public sector governance/reform	32.1%	20.8%
Global/regional integration	7.1%	0.0%
Food security	3.6%	0.0%
Urban development	3.6%	4.2%
Judiciary reform	3.6%	4.2%
Economic growth	35.7%	37.5%
Disaster risk management	0.0%	4.2%
Equality of opportunity	3.6%	8.3%
Disease	0.0%	0.0%
Information and communications technology	7.1%	0.0%
Transport	17.9%	12.5%
Agriculture and rural development	53.6%	50.0%
Trade and exports	3.6%	0.0%
Crime and violence	3.6%	4.2%
Natural resource management	10.7%	8.3%
Climate change	0.0%	12.5%
Poverty reduction	3.6%	4.2%
Anti-corruption	7.1%	20.8%

**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 Papua New Guinea?

<b>Greatest Value</b> Percentage of Respondents	<b>Government</b>	<b>Non-Government</b>
Bringing together different groups of stakeholders	7.4%	17.4%
Capacity development related to World Bank Group supported projects*	51.9%	17.4%
Stand-alone technical assistance	0.0%	4.3%
Policy advice, studies, analyses	3.7%	13.0%
Financial resources	18.5%	17.4%
Data and statistics	0.0%	4.3%
Promoting knowledge sharing	3.7%	4.3%
Implementation support	3.7%	8.7%
Mobilizing third party financial resources	0.0%	0.0%
Donor coordination	11.1%	8.7%
Other	0.0%	4.3%

<b>2nd Greatest Value</b> Percentage of Respondents	<b>Government</b>	<b>Non-Government</b>
Bringing together different groups of stakeholders	26.9%	8.7%
Capacity development related to World Bank Group supported projects	3.8%	13.0%
Stand-alone technical assistance	15.4%	8.7%
Policy advice, studies, analyses	7.7%	13.0%
Financial resources	3.8%	8.7%
Data and statistics	0.0%	13.0%
Promoting knowledge sharing	11.5%	8.7%
Implementation support	15.4%	17.4%
Mobilizing third party financial resources	7.7%	0.0%
Donor coordination	7.7%	8.7%
Other	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 Papua New Guinea? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Government	Non-Government
World Bank Group's processes too complex	29.6%	8.7%
Not willing to honestly criticize policies and reform efforts in the country	18.5%	4.3%
Staff too inaccessible*	0.0%	17.4%
World Bank Group's processes too slow	29.6%	21.7%
Not aligned with other donors' work	0.0%	0.0%
Not aligned with country priorities	0.0%	4.3%
Not adequately sensitive to political/social realities in Papua New Guinea	14.8%	17.4%
Too influenced by developed countries	3.7%	13.0%
Not exploring alternative policy options	3.7%	0.0%
Not collaborating enough with stakeholders outside the Government	11.1%	4.3%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	13.0%
Not enough public disclosure of its work	11.1%	26.1%
Arrogant in its approach	0.0%	0.0%
Not client focused	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%
Other	7.4%	0.0%
Don't know	3.7%	21.7%

\*Significantly different between stakeholder groups

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	10	7.00	2.31	12	5.17	1.70
Development Policy Financing (DPF)	10	6.10	2.38	11	5.45	1.97
Program-for-Results Financing (PforR)	7	6.71	2.63	8	4.88	1.64
Trust funds and grants	16	6.88	2.78	10	6.00	2.45
Guarantees	6	5.67	3.20	6	5.50	2.74
IFC Investment Services	5	6.20	2.68	10	5.60	2.22
IFC Advisory Services	6	5.50	2.59	11	6.09	2.07

\*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)	Government	Non-Government
Beneficiaries	23.1%	8.7%
Youth/university groups*	0.0%	17.4%
Private sector*	26.9%	56.5%
Local government	34.6%	26.1%
Donor community	11.5%	13.0%
NGOs/Community Based Organizations	38.5%	34.8%
Academia/think tanks/research institutes	30.8%	13.0%
Parliament	3.8%	8.7%
Foundations	3.8%	0.0%
Media	0.0%	8.7%
Other	0.0%	4.3%
Don't know	3.8%	4.3%

\*Significantly different between stakeholder groups

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	26	7.81	2.33	20	6.50	2.69
The WBG's work is aligned with what I consider the development priorities for Papua New Guinea	25	7.88	2.32	19	6.53	2.34

\*Significantly different between stakeholder groups

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

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	24	7.54	1.79	16	5.00	2.13
Flexibility (in terms of the institution's products and services)*	22	6.77	1.85	15	5.00	2.27
Flexibility (in terms of changing country circumstances)*	21	6.81	1.63	17	4.71	2.14
Being inclusive*	22	7.18	1.50	14	4.93	2.13
Openness (sharing data and other information)*	24	7.71	1.92	16	5.69	2.41
Collaboration with the Government	26	7.85	2.11	17	6.65	2.52
The speed in which it gets things accomplished on the ground*	24	6.75	1.82	18	5.28	2.59
Helping to bring discipline/effective supervision to implementation of investment projects	24	7.75	1.68	17	6.76	2.17
Collaboration with civil society	18	6.78	2.02	16	5.56	2.56
Staff accessibility*	24	7.33	1.79	17	5.35	2.37
Collaboration with other donors and development partners	20	7.10	1.71	15	5.93	2.31
Collaboration with the private sector*	17	7.12	1.83	17	5.00	2.32
Straightforwardness and honesty	24	7.75	2.11	15	6.33	2.38
Treating clients and stakeholders in Papua New Guinea with respect	23	8.13	1.96	16	6.81	2.29
Being a long-term partner	23	8.26	1.89	17	7.12	2.45

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Government	Non-Government
The World Bank Group does not do adequate follow through/follow-up	3.8%	5.0%
Political pressures and obstacles	30.8%	15.0%
Reforms are not well thought out in light of country challenges	15.4%	35.0%
Poor coordination within the Government	42.3%	25.0%
The Government works inefficiently	15.4%	20.0%
Poor donor coordination	3.8%	5.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	3.8%	15.0%
Lack of/inadequate levels of capacity in Government	53.8%	25.0%
There is not an adequate level of citizen/civil society participation	3.8%	20.0%
The World Bank Group works too slowly	0.0%	5.0%
Poor coordination within the World Bank Group	7.7%	20.0%
Other	3.8%	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 Papua New Guinea? (1-Not effective at all, 10-Very effective)

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
Social protection	7	6.43	2.70	4	4.00	2.58
Gender equity	12	7.25	1.55	10	5.80	1.81
Private sector development	11	7.00	1.95	13	5.85	2.58
Education	14	7.36	1.39	12	6.25	2.22
Public sector governance/reform*	17	7.65	0.93	13	6.08	1.94
Global/regional integration	11	7.09	1.51	10	6.80	3.01
Food security	8	6.75	1.17	8	5.25	3.01
Urban development*	12	6.92	1.68	7	4.57	2.23
Energy	15	7.27	2.05	9	6.11	2.37
Water and sanitation	16	7.63	1.93	12	6.58	2.19
Pollution	8	6.13	2.17	10	5.40	3.03
Job creation/employment	13	7.31	2.21	11	6.18	2.56
Health	14	7.57	2.17	12	6.58	2.07
Financial markets	11	7.18	1.33	9	5.89	3.02
Transport*	15	8.20	1.37	10	6.50	2.27
Agriculture and rural development*	13	8.46	1.13	9	6.11	2.37
Trade and exports	8	6.63	1.30	9	6.11	2.67
Crime and violence	8	6.63	1.51	9	5.78	2.77
Natural resource management	11	7.45	1.81	9	6.11	2.67
Climate change	11	7.36	1.57	10	7.10	2.33
Poverty reduction	14	8.14	1.41	13	6.92	2.36
Anti corruption	9	6.89	1.54	10	5.80	2.57
Judiciary reform*	8	6.88	1.46	7	3.86	2.61
Economic growth	13	7.69	2.10	11	6.82	2.48
Disaster risk management*	9	8.11	1.27	7	4.86	2.34
Equality of opportunity *	11	7.73	1.27	8	5.25	2.44
Disease	12	7.33	1.61	7	5.57	2.76
Information and communications technology*	14	7.21	1.85	7	5.29	2.06

\*Significantly different between stakeholder groups

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Papua New Guinea?*	23	7.48	1.90	17	5.94	2.70

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

**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 Papua New Guinea?  
(1-Strongly disagree, 10-Strongly agree)

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Papua New Guinea*	22	7.50	2.04	15	5.80	2.04
The WBG meets Papua New Guinea's needs for knowledge services	22	7.14	2.17	15	5.87	2.23

\*Significantly different between stakeholder groups

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Papua New Guinea received value for money from the WBG's reimbursable advisory services (RAS)?*	11	8.09	1.14	4	6.50	1.00

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

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

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

Percentage of Respondents	Government	Non-Government
Weekly	16.7%	5.6%
Monthly	29.2%	22.2%
A few times a year	37.5%	38.9%
Rarely	8.3%	11.1%
Never	8.3%	22.2%

In Papua New Guinea, 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)

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
Are timely*	20	7.45	2.06	12	5.67	2.43
Include appropriate level of stakeholder involvement during preparation*	22	7.32	2.17	14	5.71	2.43
Lead to practical solutions	20	7.45	1.93	14	5.86	2.71
Are accessible (well written and easy to understand)	23	7.17	1.85	15	6.80	2.15
Are source of relevant information on global good practices	22	7.73	1.98	15	7.07	2.02
Are relevant to country challenges	22	7.64	1.94	15	6.53	2.23
Are adequately disseminated	21	6.95	2.09	14	6.00	2.42
Are translated enough into local language	16	6.19	2.29	9	6.00	1.58
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	22	7.14	1.98	13	6.46	2.44

\*Significantly different between stakeholder groups

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

	Government			Non-Government		
	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?	24	7.83	1.93	15	6.67	2.29
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	23	8.17	1.67	14	7.57	1.51

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

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

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	22	8.05	1.68	7	3.86	1.68
The World Bank Group effectively monitors and evaluates the projects and programs it supports	22	8.05	2.19	14	6.71	2.23
The World Bank Group's approvals and reviews are done in a timely fashion	22	7.36	2.13	10	5.90	2.51
The World Bank Group's "Safeguard Policy" requirements are reasonable	19	7.63	2.19	11	6.45	2.66
The World Bank Group's conditions on its lending are reasonable	18	8.11	1.91	12	7.00	1.81
The World Bank Group takes decisions quickly in Papua New Guinea	20	7.10	2.10	11	5.82	2.40
Working with the World Bank Group increases Papua New Guinea's institutional capacity	24	8.04	2.05	13	6.62	2.10
Where country systems are adequate, the World Bank Group makes appropriate use of them	21	7.71	1.74	8	6.25	2.19
The World Bank Group provides effective implementation support*	24	8.25	1.96	12	6.58	2.19

\*Significantly different between stakeholder groups

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Papua New Guinea?*	20	7.55	2.04	14	5.21	2.72

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

	Government			Non-Government		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Papua New Guinea?	19	7.68	2.24	10	5.90	2.89

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



## F. The Future Role of the World Bank Group in Papua New Guinea

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

Percentage of Respondents (Responses combined)	Government	Non-Government
Offer more innovative knowledge services	8.7%	5.3%
Collaborate more effectively with Government clients*	52.2%	10.5%
Work faster	0.0%	5.3%
Reduce the complexity of obtaining World Bank Group financing	21.7%	10.5%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	10.5%
Help to bring discipline/effective supervision to implementation of investment projects	13.0%	21.1%
Offer more innovative financial products	4.3%	5.3%
Ensure greater selectivity in its work	0.0%	5.3%
Provide more adequate data/knowledge/ statistics/figures on Papua New Guinea's economy	4.3%	21.1%
Improve the competitiveness of its financing compared to markets	0.0%	0.0%
Reach out more to groups outside of Government*	17.4%	68.4%
Increase the level of capacity development in the country*	52.2%	10.5%
Improve the quality of its experts as related to Papua New Guinea's specific challenges	21.7%	10.5%
Other	0.0%	0.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Government	Non-Government
World Bank Group's publications and other written materials	41.7%	31.6%
WBG's seminars/workshops/conferences	25.0%	36.8%
Mobile phones	0.0%	0.0%
Direct contact with World Bank Group	29.2%	36.8%
World Bank Group's website	41.7%	15.8%
Social media	16.7%	10.5%
Other	8.3%	5.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Government	Non-Government
Yes	20.8%	21.1%
No	79.2%	78.9%

**G. Communication and Information Sharing (continued)****Do you have reliable access to the Internet?**

Percentage of Respondents	Government	Non-Government
Yes	87.5%	84.2%
No	12.5%	15.8%

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

Percentage of Respondents	Government	Non-Government
Yes	79.2%	78.9%
No	20.8%	21.1%

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

Percentage of Respondents	Government	Non-Government
Yes	25.0%	15.8%
No	75.0%	84.2%

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

Percentage of Respondents	Government	Non-Government
High Speed/WiFi	79.2%	89.5%
Dial-up	20.8%	10.5%

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

Percentage of Respondents	Government	Non-Government
Weekly	20.8%	5.3%
Monthly	20.8%	5.3%
A few times a year	33.3%	52.6%
Rarely	20.8%	15.8%
Never	4.2%	21.1%

\*Significantly different between stakeholder groups

**H. Background Information****Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Government	Non-Government
Observer*	7.4%	39.1%
Use World Bank Group reports/data	14.8%	30.4%
Engage in WBG related/sponsored events/activities*	44.4%	8.7%
Collaborate as part of my professional duties	70.4%	47.8%
Use WBG website for information, data, research, etc.*	11.1%	13.0%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Select Questions by Collaboration with the WBG<sup>1</sup>

Currently collaborating with the WBG N=35 ● Not collaborating with the WBG N=14

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Papua New Guinea?*	33	6.73	2.02	14	3.93	2.34

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.*	31	7.03	2.40	8	4.75	2.49

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?*	33	7.09	2.26	8	5.13	1.64

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

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

<sup>1</sup>Only 49 respondents provided the information about their collaboration with the World Bank Group (question H3 in the questionnaire). Thus, only these respondents were included in the analysis presented in this Appendix.

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

When thinking about how the WBG can have the most impact on development results in Papua New Guinea, in which sectors do you believe the WBG should focus most of its resources (financial and knowledge services) in Papua New Guinea? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
Energy	17.6%	0.0%
Water and sanitation	17.6%	0.0%
Pollution	0.0%	0.0%
Job creation/employment	8.8%	21.4%
Health	11.8%	28.6%
Financial markets	0.0%	0.0%
Social protection	0.0%	0.0%
Gender equity	2.9%	0.0%
Private sector development	5.9%	21.4%
Education	29.4%	50.0%
Public sector governance/reform	26.5%	21.4%
Global/regional integration	2.9%	7.1%
Food security	0.0%	0.0%
Urban development	5.9%	0.0%
Judiciary reform	5.9%	0.0%
Economic growth	35.3%	42.9%
Disaster risk management	2.9%	0.0%
Equality of opportunity	5.9%	7.1%
Disease	0.0%	0.0%
Information and communications technology	5.9%	0.0%
Transport	20.6%	0.0%
Agriculture and rural development	52.9%	42.9%
Trade and exports	2.9%	0.0%
Crime and violence	5.9%	0.0%
Natural resource management	11.8%	7.1%
Climate change*	0.0%	14.3%
Poverty reduction*	0.0%	14.3%
Anti-corruption	11.8%	21.4%

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	12	6.67	1.92	8	4.88	2.30
Development Policy Financing (DPF)	12	6.08	1.98	7	5.14	2.67
Program-for-Results Financing (PforR)	9	6.56	1.88	5	4.40	2.70
Trust funds and grants	18	7.06	2.53	5	4.60	3.05
Guarantees	7	6.43	2.76	4	4.25	3.20
IFC Investment Services*	7	7.14	1.35	7	4.57	2.57
IFC Advisory Services	9	6.78	1.86	7	4.86	2.41

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	31	7.52	2.54	11	6.18	2.75
The WBG's work is aligned with what I consider the development priorities for Papua New Guinea	30	7.60	2.42	10	6.10	2.42

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	29	6.76	2.31	8	5.50	2.51
Flexibility (in terms of the institution's products and services)	26	6.19	2.14	8	5.13	2.53
Flexibility (in terms of changing country circumstances)	26	6.04	1.99	9	4.89	2.52
Being inclusive*	26	6.65	1.92	7	4.86	2.41
Openness (sharing data and other information)	28	7.11	2.32	9	6.22	2.59
Collaboration with the Government	31	7.32	2.56	9	7.00	1.58
The speed in which it gets things accomplished on the ground	29	6.21	2.37	10	5.50	2.27
Helping to bring discipline/effective supervision to implementation of investment projects	29	7.45	1.96	9	6.67	1.94
Collaboration with civil society	23	6.22	2.22	8	5.50	2.73
Staff accessibility	29	6.93	2.19	9	5.56	2.30
Collaboration with other donors and development partners	23	6.57	2.09	9	6.33	2.29
Collaboration with the private sector	22	6.32	2.28	10	5.20	2.49
Straightforwardness and honesty	30	7.43	2.21	7	5.86	2.48
Treating clients and stakeholders in Papua New Guinea with respect	29	7.79	2.08	7	6.14	2.41
Being a long-term partner	29	7.93	2.03	8	6.75	2.82

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

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



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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Papua New Guinea?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	26	6.04	2.86	8	4.25	1.98
Gender equity	31	7.58	1.98	9	6.67	2.74
Private sector development	25	7.44	1.92	9	8.56	1.59
Education	31	8.58	1.86	9	9.56	1.01
Public sector governance/reform	31	8.42	1.93	9	8.56	1.67
Global/regional integration	27	7.04	2.19	9	7.33	2.12
Food security	28	7.18	2.25	10	7.90	1.85
Urban development	29	6.83	2.45	9	6.22	2.54
Energy	27	7.59	1.99	9	7.33	2.96
Water and sanitation	31	7.94	1.83	10	8.40	1.43
Pollution	26	6.69	2.22	9	7.22	1.92
Job creation/employment	29	7.90	2.02	10	8.10	2.92
Health	31	8.42	1.91	9	9.00	1.32
Financial markets	28	7.25	2.32	9	7.44	3.47
Transport	30	8.23	2.11	9	8.44	1.94
Agriculture and rural development	29	8.62	1.97	10	9.40	1.27
Trade and exports	26	7.35	2.33	10	8.50	1.72
Crime and violence	27	7.52	2.26	9	7.00	2.83
Natural resource management	28	7.79	2.06	9	6.67	3.32
Climate change	29	7.31	2.58	9	8.22	2.59
Poverty reduction	29	8.07	1.96	10	8.70	1.64
Anti corruption	30	8.10	2.06	9	8.56	1.88
Judiciary reform	28	7.68	2.09	9	8.44	2.24
Economic growth	29	8.21	1.93	9	9.56	0.73
Disaster risk management	29	7.28	2.20	9	8.44	2.24
Equality of opportunity	28	7.89	2.08	9	8.44	2.30
Disease	28	7.61	1.99	9	8.78	1.64
Information and communications technology	29	7.62	2.24	9	8.44	2.19

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

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	9	5.22	3.03	1	7.00	.
Gender equity	17	6.53	2.00	4	6.50	0.58
Private sector development	16	6.31	2.41	6	5.83	2.32
Education	19	6.79	1.93	5	6.40	1.52
Public sector governance/reform	21	7.14	1.39	7	6.29	2.36
Global/regional integration	17	6.82	2.40	2	6.00	0.00
Food security	11	5.27	2.28	3	6.67	1.16
Urban development	15	6.00	2.33	3	5.67	1.53
Energy	19	6.74	2.33	4	6.75	1.71
Water and sanitation	21	7.33	2.27	5	6.00	0.71
Pollution	13	5.62	2.96	4	5.25	0.50
Job creation/employment	18	6.56	2.64	5	7.20	1.30
Health	18	7.00	2.40	6	7.00	1.55
Financial markets	15	6.07	2.25	3	7.33	1.53
Transport	18	7.44	2.01	5	7.40	2.19
Agriculture and rural development	16	7.56	2.00	4	6.75	2.87
Trade and exports	13	6.08	2.22	3	6.67	1.16
Crime and violence	13	6.00	2.42	3	6.00	1.00
Natural resource management	16	6.62	2.39	3	7.00	1.00
Climate change	16	6.75	1.84	3	8.00	1.00
Poverty reduction	20	7.30	2.13	5	8.00	1.41
Anti corruption	13	5.85	2.12	5	7.00	2.12
Judiciary reform	11	5.00	2.45	3	6.00	2.65
Economic growth	16	7.19	2.34	5	6.80	2.49
Disaster risk management	12	6.33	2.54	3	7.33	2.08
Equality of opportunity	15	6.40	2.23	3	7.33	2.08
Disease	15	6.33	2.29	3	7.67	1.53
Information and communications technology	17	6.41	2.12	3	6.67	2.08

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the WBG's work help to achieve development results in Papua New Guinea?	28	6.89	2.27	9	6.22	2.86

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Papua New Guinea	27	6.93	2.09	7	6.57	2.94
The WBG meets Papua New Guinea's needs for knowledge services	27	6.74	2.16	7	6.29	3.04

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that Papua New Guinea received value for money from the WBG's reimbursable advisory services (RAS)?	12	7.67	1.44	2	7.50	0.71

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	25	6.92	2.41	4	5.25	2.22
Include appropriate level of stakeholder involvement during preparation	28	6.96	2.41	6	5.33	2.34
Lead to practical solutions	26	6.96	2.39	6	5.50	2.17
Are accessible (well written and easy to understand)	29	7.03	2.04	6	6.67	1.63
Are source of relevant information on global good practices	28	7.64	2.04	6	6.50	1.76
Are relevant to country challenges	28	7.43	2.17	6	5.83	1.47
Are adequately disseminated	27	6.96	2.24	5	4.80	2.17
Are translated enough into local language	19	6.37	2.24	4	5.50	0.58
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	27	7.11	2.08	5	5.20	2.17

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	29	7.38	2.16	7	7.00	2.31
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	28	7.93	1.70	6	7.83	1.47

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	24	7.25	2.52	3	5.00	2.00
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	26	8.00	2.23	7	5.57	1.62
The WBG's approvals and reviews are done in a timely fashion	26	7.04	2.51	4	5.75	0.96
The WBG's "Safeguard Policy" requirements are reasonable	24	7.13	2.58	4	6.75	1.26
The World Bank Group's conditions on its lending are reasonable	20	7.70	2.06	7	7.29	1.80
The World Bank Group takes decisions quickly in Papua New Guinea	21	6.57	2.40	7	6.29	1.98
Working with the World Bank Group increases Papua New Guinea's institutional capacity	26	7.77	2.14	8	6.63	2.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	24	7.37	1.88	3	5.67	2.08
The World Bank Group provides effective implementation support	26	7.81	2.21	7	6.86	2.27

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Papua New Guinea?	24	6.71	2.49	7	5.43	2.99

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Papua New Guinea?	23	6.91	2.73	3	7.33	2.52

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



### G. Communication and Information Sharing

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	23	6.87	2.05	6	6.33	2.34
I find the information on the World Bank Group's websites useful.	23	7.57	2.02	6	6.50	2.07
The World Bank Group's social media channels are valuable sources of information about the institution	14	5.93	2.37	4	7.75	1.71
When I need information from the WBGp I know how to find it	25	6.48	2.71	8	7.13	2.80
The WBG is responsive to my information requests and inquiries	22	7.68	2.15	7	6.14	2.97

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



## Appendix D: Responses to Select Questions by Year<sup>2</sup>

*Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Unfortunately, the samples from FY14 and FY17 are quite disparate in terms of their representation of stakeholder groups and given the overall sample sizes, it would not be statistically sound to weight them to be more similar. Hence, changes in responding between FY14 and FY17 may be due to actual changes in the country, but it is also possible that these changes are due, in some part, to differences in the respondent samples.*

Percentage of Respondents	FY14	FY17
Office of the President/Prime Minister/Minister	1.4%	0.0%
Government institutions (includes office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and the judiciary branch)	22.0%	52.8%
Bilateral/Multilateral Agency	8.2%	7.5%
Private sector (includes financial sector/private banks)	37.0%	18.9%
Academia	1.4%	0.0%
Media	10.3%	7.5%
Civil society (includes NGOs/CBOs, private foundations, and faith-based groups)	13.0%	5.7%
Local Government	0.7%	1.9%
Other	6.2%	5.7%
<b>Total Number of Respondents</b>	<b>150</b>	<b>53</b>

### A. General Issues facing Papua New Guinea

In general would you say that Papua New Guinea is headed in?

Percentage of Respondents	FY14	FY17
The right direction	66.4%	50.9%
The wrong direction	10.9%	22.6%
Not sure	22.6%	26.4%

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the WBG in Papua New Guinea?	149	5.90	2.26	51	6.04	2.45

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	136	6.58	2.13	43	6.67	2.50

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

<sup>2</sup>Only those questions that were asked in the FY '14 and FY '17 country opinion surveys, with similar response scales/options, are presented.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Papua New Guinea solve its most complicated development challenges?	120	6.81	2.04	45	6.82	2.21

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

**To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?**

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	138	7.04	2.04	46	7.24	2.55
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea*	132	6.54	2.08	44	7.30	2.40

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	118	6.46	1.95	40	6.53	2.29
Flexibility (in terms of the institution's products and services)	115	6.23	1.89	37	6.05	2.19
Flexibility (in terms of changing country circumstances)	118	6.31	1.88	38	5.87	2.13
Being inclusive	126	6.60	1.78	36	6.31	2.07
Openness (sharing data and other information)	125	6.62	2.00	40	6.90	2.33
Collaboration with the Government	120	7.35	1.92	43	7.37	2.33
The speed in which it gets things accomplished on the ground	123	6.52	2.07	42	6.12	2.28
Collaboration with civil society	115	6.97	1.96	34	6.21	2.33
Staff accessibility	126	6.40	2.00	41	6.51	2.25
Collaboration with other donors and development partners	115	7.31	1.94	35	6.60	2.05
Straightforwardness and honesty	125	7.02	2.02	39	7.21	2.30
Treating clients and stakeholders in Papua New Guinea with respect	126	7.12	1.99	39	7.59	2.17
Being a long-term partner	123	7.59	1.96	40	7.78	2.19

**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 Papua New Guinea?**

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Social protection	86	6.21	2.23	11	5.55	2.81
Gender equity	109	6.97	2.03	22	6.59	1.79
Private sector development	100	6.55	1.97	24	6.38	2.34
Education	97	6.87	1.95	26	6.85	1.87
Public sector governance/reform	106	6.97	1.97	30	6.97	1.63
Energy	85	6.68	2.03	24	6.83	2.20
Water and sanitation	95	6.85	2.01	28	7.18	2.07
Job creation/employment	100	6.17	2.19	24	6.79	2.40
Health	99	6.80	1.91	26	7.12	2.14
Financial markets	97	6.84	2.01	20	6.60	2.28
Transport	98	6.76	2.12	25	7.52	1.94
Crime and violence	84	6.12	2.36	17	6.18	2.24
Natural resource management	94	6.88	1.89	20	6.85	2.28
Climate change	91	6.29	2.17	21	7.24	1.92
Poverty reduction*	29	5.86	2.43	27	7.56	1.99
Economic growth	103	7.05	1.87	24	7.29	2.27
Equality of opportunity	96	6.55	1.98	19	6.68	2.19
Information and communications technology	75	6.65	2.11	21	6.57	2.09

(1-Not effective at all, 10-Very effective) \*Significantly different between FY17 and FY14 respondents.

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	127	6.56	1.82	40	6.82	2.37

(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 Papua New Guinea?**

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Papua New Guinea	117	6.27	2.04	37	6.81	2.18
The WBG meets Papua New Guinea's needs for knowledge services	123	6.47	2.16	37	6.62	2.25

(1-Strongly disagree, 10-Strongly agree)

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Are timely	114	6.36	1.99	32	6.78	2.34
Include appropriate level of stakeholder involvement during preparation	123	6.67	1.89	36	6.69	2.38
Lead to practical solutions	122	6.15	2.18	34	6.79	2.38
Are accessible (well written and easy to understand)	125	6.33	2.08	38	7.03	1.95
Are source of relevant information on global good practices	123	7.07	1.94	37	7.46	1.99
Are relevant to country challenges	130	6.72	1.95	37	7.19	2.11
Are adequately disseminated	120	6.36	2.12	35	6.57	2.24
Are translated enough into local language	105	5.53	2.48	25	6.12	2.03
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	123	6.50	2.10	35	6.89	2.15

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	131	6.71	2.18	39	7.38	2.12
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	129	7.11	2.07	37	7.95	1.62

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

\*Significantly different between FY17 and FY14 respondents.

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

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	96	6.36	2.14	29	7.03	2.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports	130	7.15	1.82	36	7.53	2.27
The World Bank Group's approvals and reviews are done in a timely fashion	106	6.34	2.01	32	6.91	2.32
The World Bank Group's "Safeguard Policy" requirements are reasonable	99	6.86	1.92	30	7.20	2.40
The World Bank Group's conditions on its lending are reasonable*	103	6.83	1.97	30	7.67	1.92
The World Bank Group takes decisions quickly in Papua New Guinea	109	6.40	2.22	31	6.65	2.26
Working with the WBG increases Papua New Guinea's institutional capacity	121	7.05	2.02	37	7.54	2.16
Where country systems are adequate, the World Bank Group makes appropriate use of them	106	6.62	2.19	29	7.31	1.95
The World Bank Group provides effective implementation support*	115	6.83	2.10	36	7.69	2.16

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY17 and FY14 respondents.

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY14	FY17
Yes	15.1%	20.9%
No	84.9%	79.1%

\*Significantly different between FY17 and FY14 respondents.

Do you have reliable access to the Internet?

Percentage of Respondents	FY14	FY17
Yes	87.1%	86.0%
No	12.9%	14.0%

Note the qualifier "reliable" added in FY17. \*Significantly different between FY17 and FY14 respondents.

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

Percentage of Respondents	FY14	FY17
Yes	47.1%	79.1%
No	52.9%	20.9%

\*Significantly different between FY17 and FY14 respondents.

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

Percentage of Respondents	FY14	FY17
High speed/WiFi	68.6%	83.7%
Dial-up	31.4%	16.3%

\*Significantly different between FY17 and FY14 respondents.

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

	FY14			FY17		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	102	6.33	2.14	32	6.94	2.08
I find the information on the World Bank Group's websites useful.	100	6.78	2.17	32	7.44	2.00
The World Bank Group's social media channels are valuable sources of information about the institution	82	6.60	2.28	20	6.60	2.37
When I need information from the World Bank Group I know how to find it	104	6.27	2.36	36	6.81	2.66
The WBG is responsive to my information requests and inquiries	99	6.72	2.15	31	7.32	2.33

**H. Background Information**

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

Percentage of Respondents	FY14	FY17
Yes	42.8%	71.4%
No	57.2%	28.6%

\*Significantly different between FY17 and FY14 respondents.

Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than 2)

Percentage of Respondents (Responses combined)	FY14	FY17
Observer*	49.6%	22.0%
Use World Bank Group reports/data	26.0%	22.0%
Engage in World Bank Group related/sponsored events/activities	25.2%	28.0%
Collaborate as part of my professional duties*	32.1%	60.0%
Use World Bank Group website for information, data, research, etc.	19.1%	12.0%

\*Significantly different between FY17 and FY14 respondents.

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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes your exposure to the World Bank in Papua New Guinea? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Papua New Guinea.	4.75	7.03	7.29	3.60	6.66	7.50	6.52	7.46	6.15	7.15	6.66	8.00
Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	6.18	7.52	7.83	4.29	6.91	8.40	7.16	7.50	6.81	7.52	7.03	8.67
The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	6.10	7.60	7.74	4.83	7.06	8.10	7.17	7.67	7.07	7.46	7.11	8.50
Responsiveness to needs	5.50	6.76	7.06	3.60	6.56	6.70	6.35	7.18	6.14	6.87	6.42	7.50
Flexibility (in terms of the institution's products and services)	5.13	6.19	6.55	3.40	5.88	6.60	6.00	6.27	5.38	6.52	5.90	7.20
Flexibility (in terms of changing country circumstances)	4.89	6.04	6.27	3.60	5.64	6.50	5.77	6.22	5.54	6.09	5.69	6.83
Being inclusive	4.86	6.65	6.70	3.33	6.38	6.44	6.17	6.90	5.92	6.70	6.21	7.40
Openness (sharing data and other information)	6.22	7.11	7.33	4.25	7.04	6.90	6.96	7.09	6.29	7.43	6.74	8.33
Collaboration with the Government	7.00	7.32	7.74	4.67	7.23	7.40	7.18	7.50	6.79	7.54	7.09	8.33
The speed in which it gets things accomplished on the ground	5.50	6.21	6.45	4.50	6.00	6.55	6.07	6.36	5.93	6.29	5.94	7.60
Helping to bring discipline/effective supervision to implementation of investment projects	6.67	7.45	7.67	5.40	7.14	8.00	7.38	7.33	7.14	7.50	7.15	8.80
Collaboration with civil society	5.50	6.22	6.81	3.40	6.14	6.50	5.95	7.00	5.69	6.67	6.07	7.50
Staff accessibility	5.56	6.93	6.97	4.00	6.79	6.00	6.59	6.55	5.64	7.13	6.30	8.40
Collaboration with other donors and development partners	6.33	6.57	6.96	5.20	6.70	6.67	6.57	6.91	6.43	6.89	6.54	7.75
Collaboration with the private sector	5.20	6.32	6.72	3.50	5.96	6.50	5.64	7.22	5.62	6.44	5.96	7.33
Straightforwardness and honesty	5.86	7.43	7.64	4.00	7.31	7.43	7.21	7.58	6.73	7.60	7.23	7.83
Treating clients and stakeholders in Papua New Guinea with respect	6.14	7.79	8.06	5.50	7.85	7.60	7.64	8.08	7.15	8.12	7.68	8.33
Being a long-term partner	6.75	7.93	8.37	5.83	7.93	8.11	7.96	8.00	7.50	8.25	7.82	9.00
To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?	6.22	6.89	7.38	4.00	6.85	7.10	6.56	7.67	6.50	7.17	6.75	8.00
The World Bank Group's financial instruments meet the needs of Papua New Guinea	6.57	6.93	7.17	4.75	6.84	7.00	6.73	7.17	6.83	6.91	6.83	7.20
The World Bank Group meets Papua New Guinea's needs for knowledge services	6.29	6.74	7.00	4.25	6.40	7.44	6.50	7.00	7.00	6.50	6.55	7.40
Are adaptable to Papua New Guinea's specific development challenges and country circumstances	5.20	7.11	7.15	2.50	6.77	7.22	6.78	7.08	6.17	7.26	6.83	7.17
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.00	7.38	7.74	3.75	6.97	8.44	7.15	7.67	7.46	7.24	7.22	7.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.83	7.93	8.12	5.33	7.70	8.44	7.84	8.00	7.75	7.96	7.83	8.17
The World Bank Group takes decisions quickly in Papua New Guinea	6.29	6.57	7.04	4.00	6.36	7.00	6.15	7.30	6.08	6.83	6.65	5.75
Where country systems are adequate, the World Bank Group makes appropriate use of them	5.67	7.37	7.69	4.00	7.22	7.67	7.05	7.80	6.73	7.67	7.33	7.20

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Papua New Guinea FY17 Questionnaire



### **World Bank Group Country Survey FY 2017 – Papua New Guinea**

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

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 PAPUA NEW GUINEA**

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

**SECTION A: GENERAL ISSUES**

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

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

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Papua New Guinea?**

**(Choose no more than TWO)**

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

## SECTION A: GENERAL ISSUES

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Papua New Guinea? (Select only ONE response)**

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

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

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

**B9. 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	Beneficiaries	7	Academia/think tanks/research institutes
2	Youth/university groups	8	Parliament
3	Private sector	9	Foundations
4	Local government	10	Media
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Papua New Guinea?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Papua New Guinea	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Papua New Guinea	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

To what extent is the World Bank Group an effective development partner in Papua New Guinea, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Papua New Guinea with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

<b>B27. 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)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	The Government works inefficiently
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	The World Bank Group works too slowly
11	Poor coordination within the World Bank Group
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Papua New Guinea?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Papua New Guinea? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Disease	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Papua New Guinea?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

<b>C6. To what extent do you believe that Papua New Guinea received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

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

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

In Papua New Guinea, 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	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are adaptable to Papua New Guinea's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

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

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

E11. To what extent do you believe the World Bank Group measures and corrects its work in real time in Papua New Guinea?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN PAPUA NEW GUINEA

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

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

**F2. When considering the combination of services that the World Bank Group offers in Papua New Guinea, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Papua New Guinea? (Select only ONE response)**

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Papua New Guinea
6	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G1. How do you get most of your information about economic and social development issues in Papua New Guinea? (Choose no more than TWO)

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

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

### G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

### G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>G9</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G10</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G11</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G12</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>G13</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

## SECTION H: BACKGROUND INFORMATION

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

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

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

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

**SECTION H: BACKGROUND INFORMATION**

<b>H5. Do your projects involve both the World Bank and the IFC?</b> (If YES please go to Question H6; If NO please go to H7)	
1	Yes
2	No

<b>H6. If yes, what was your view of how the two institutions work together in Papua New Guinea?</b> <b>(Select only ONE response)</b>	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Papua New Guinea? (Choose no more than TWO)</b>	
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.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. Which best represents your geographic location?</b>	
1	Port Moresby (National Capital District)
2	Major Town or City (Lae, Madang, Hagen, Goroka, Rabaul/Kokopo, Alotau, Buka, or Wewak)
3	Small town
4	Rural area or village

**Thank you for completing the survey!**