

FY 2021 Haiti
Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

November 2021



Acknowledgements

The Haiti Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Haiti country team and independent fielding agency Dagmar. In particular, Strategic Insights Group is grateful for the support from Hannah McDonald-Moniz (Senior External Affairs Officer), Peleg Charles (External Affairs Associate), and Charmaine Wright (Consultant) who coordinated the survey related activities.



Country **Opinion** Surveys
THE WORLD BANK GROUP



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HAITI





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in Haiti*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2021, 930 stakeholders of the WBG in Haiti 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/Minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 180 stakeholders participated in the survey (19% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, or they completed it online.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 28%, N=134). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'18 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 87).

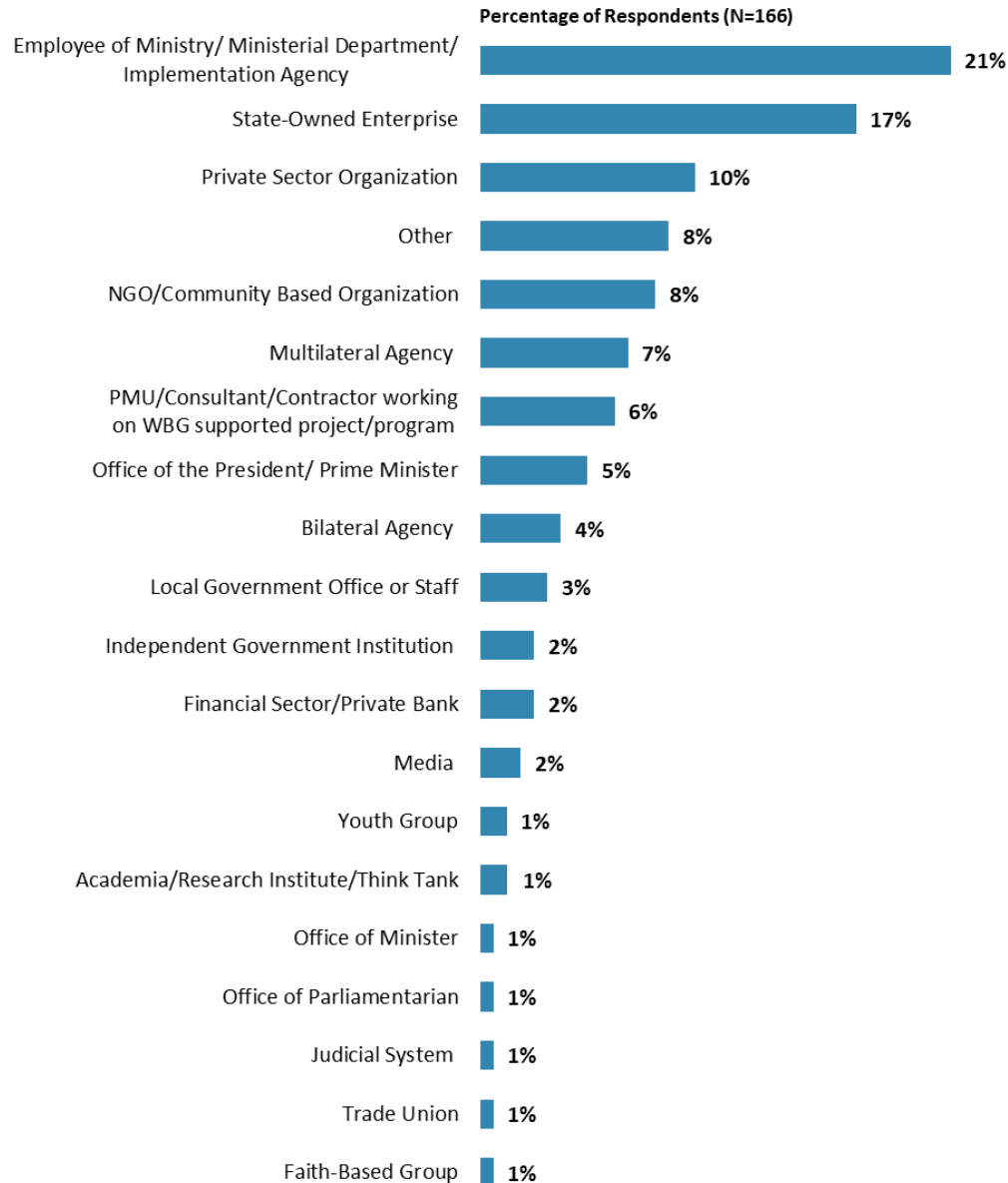
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



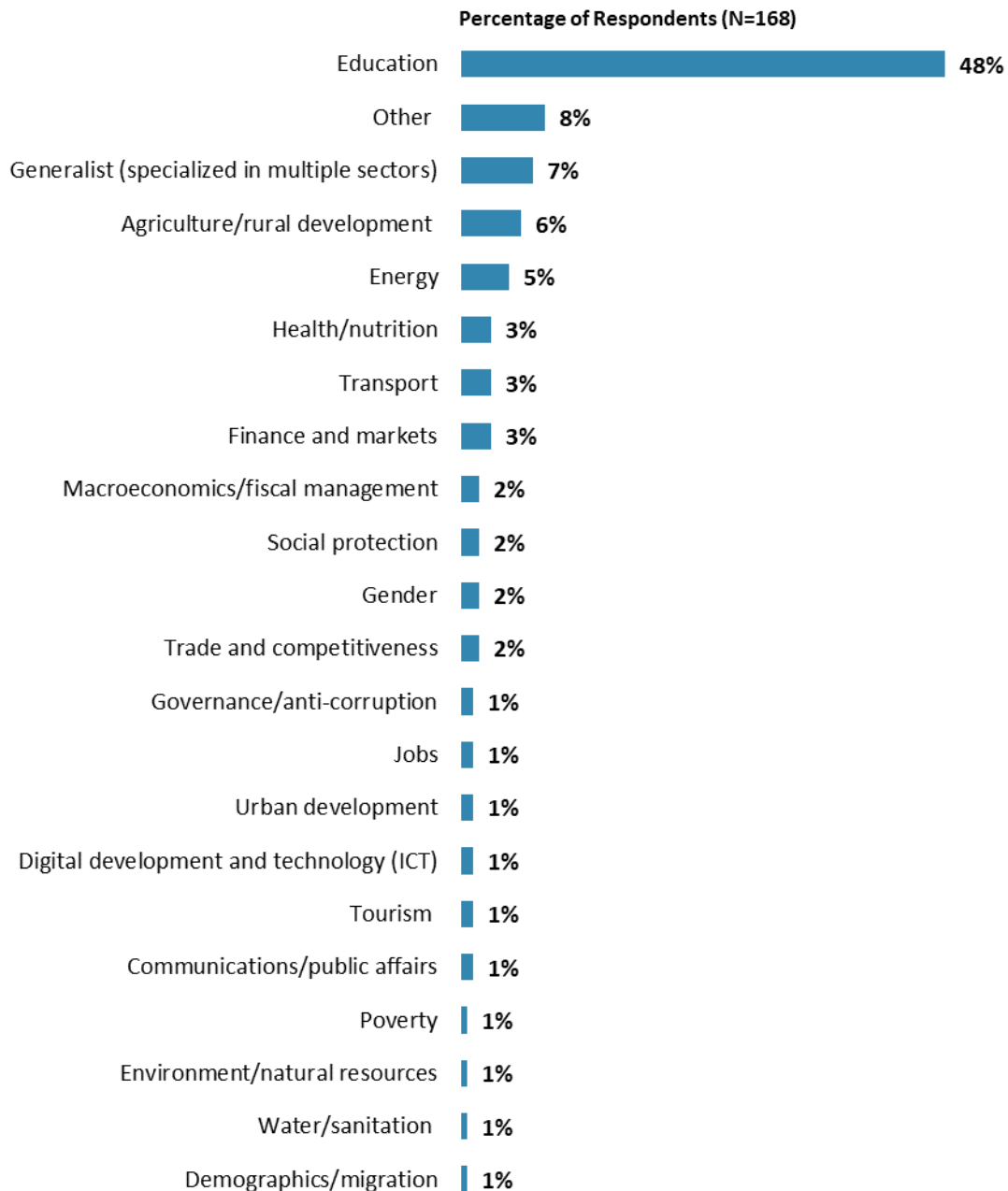
“Which of the following best describes your current affiliation?”
(Respondents chose from a list.)

¹ Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/ community-based organizations, trade unions, faith-based groups, and youth groups were included into the “CSO” category. The small number of the parliamentarians, respondents from local governments, independent government institutions, the judicial system, academia/research institutes/think tanks, and media were included in the “Other” category. There were no respondents from private foundations.



III. Demographics of the Sample (continued)

Area of Primary Specialization

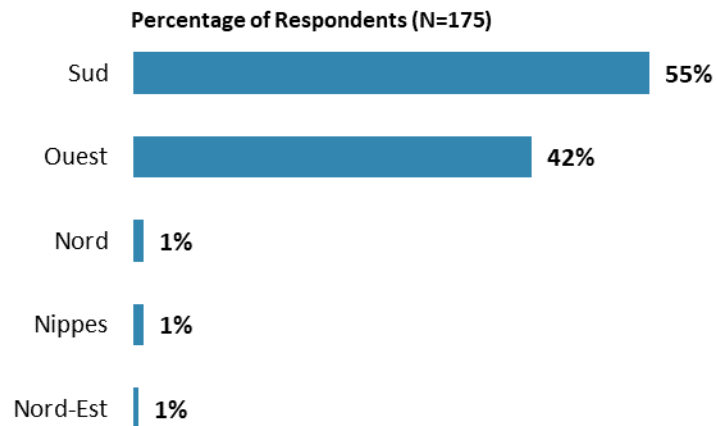


"Please identify the primary specialization of your work."
(Respondents chose from a list.)



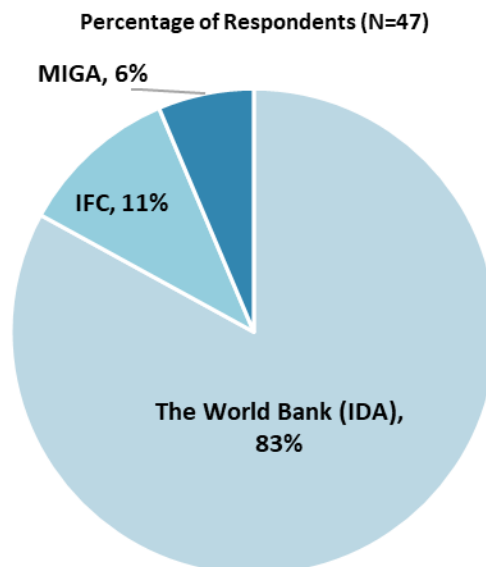
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group



"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Haiti?"

(Respondents chose from a list.)

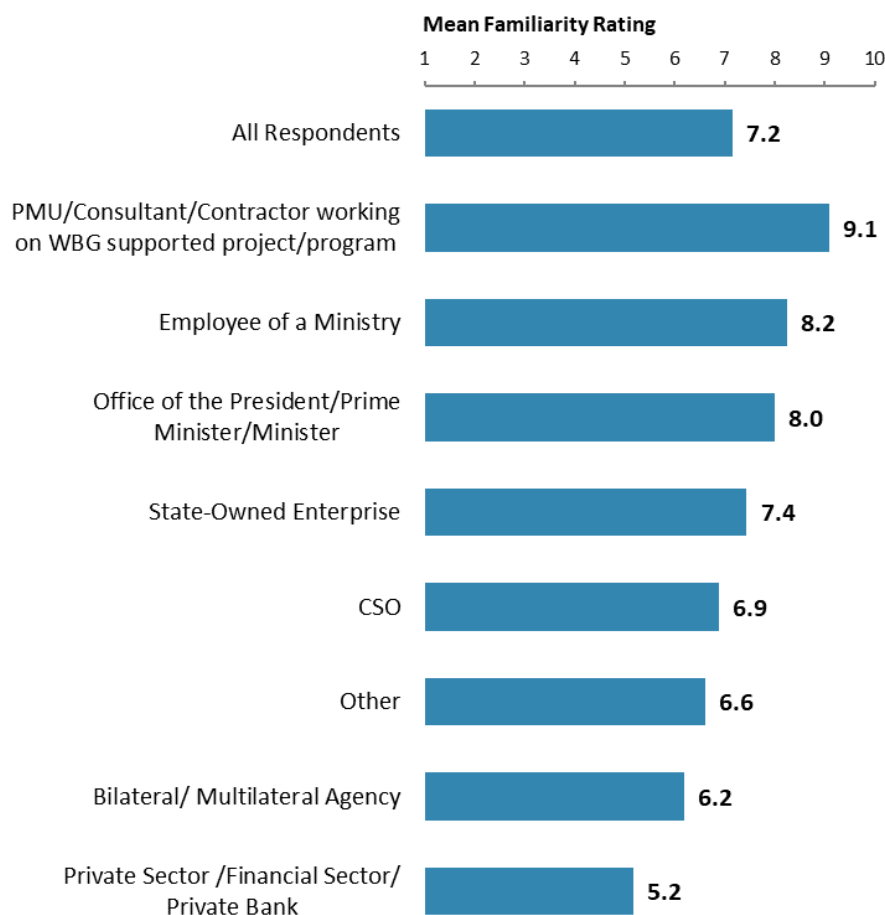
Note: no respondents selected ICSID response option



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 7.2; weighted mean in FY'18 = 6.1)².
- **Impact of familiarity:** Respondents' ratings of familiarity³ with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness⁴ in Haiti, with their agreement that the WBG plays a relevant role in development in Haiti, and with their ratings of the extent to which the WBG's work helps achieve development results in Haiti.



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

² The means in the chart were calculated based on unweighted data. Please refer to Appendix D (page 87) for more details on weighting.

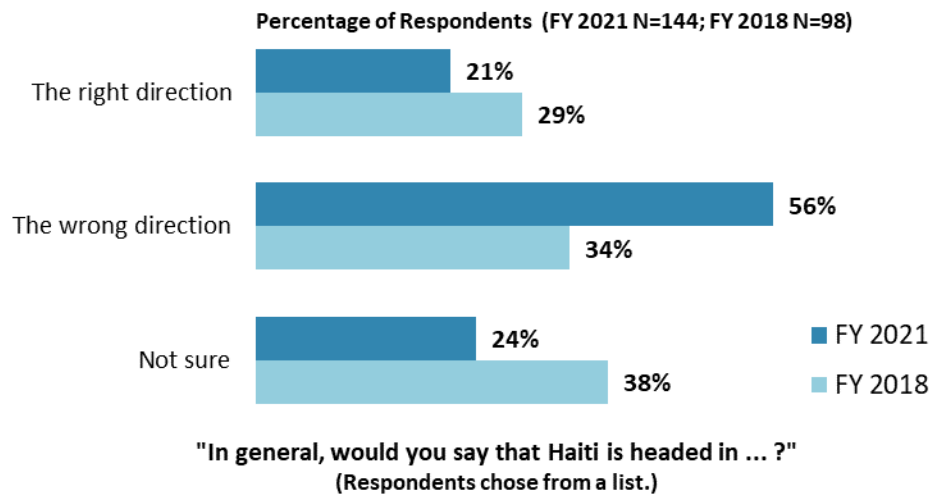
³ In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1_1 and B1_2). Only variable B1_1 (World Bank) was used in this calculation.

⁴ In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2). Only variable B4_1 (World Bank) was used in this calculation.

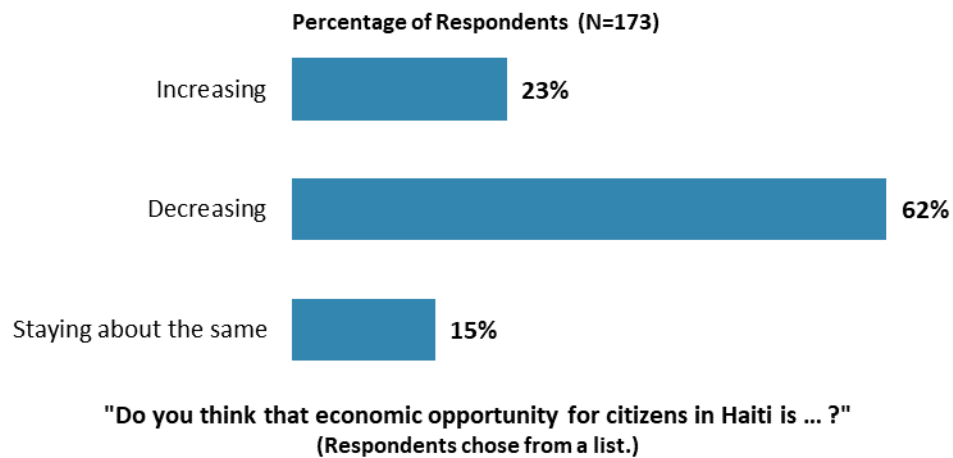


IV. Overall Context

Headed in the Right Direction⁵



Perceptions of Economic Opportunity



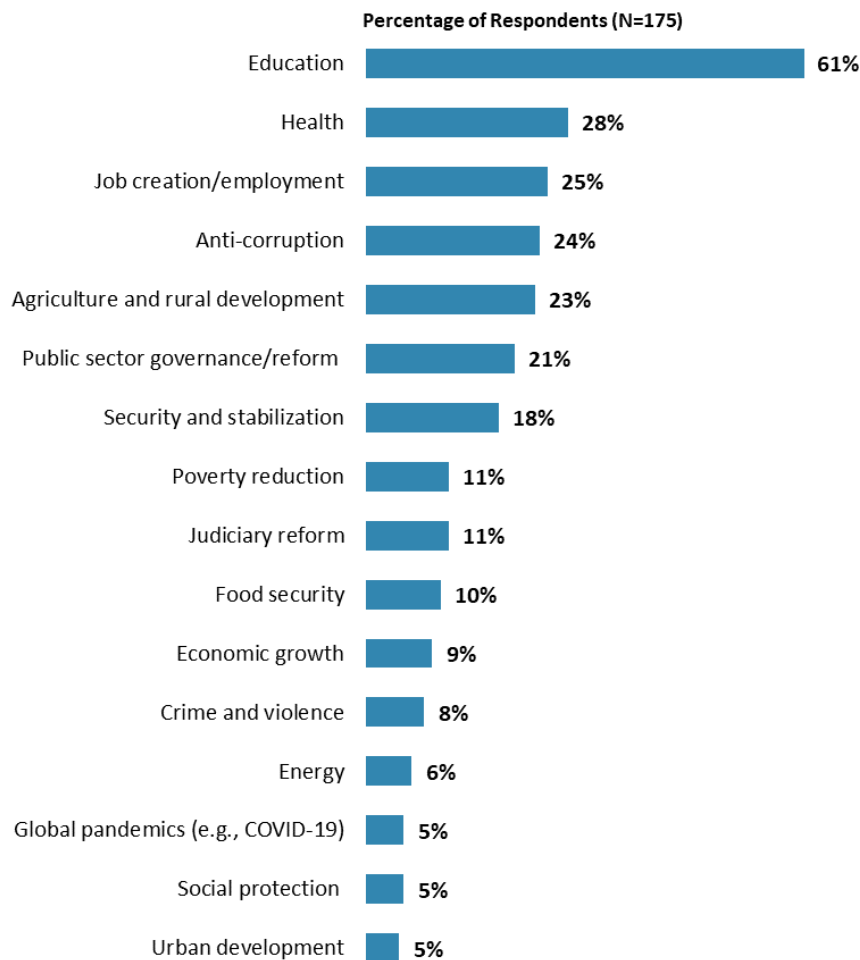
⁵ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Haiti were “*education*” (48%), “*public sector governance/reform*” (39%), “*anti-corruption*” (21%), “*agriculture and rural development*” (20%), “*security/stabilization*” (17%), and “*energy*” (16%). In FY21, “*health*”, which was not a very prominent priority in FY18 (7%), became second most important development priority in Haiti.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (48% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Haiti, compared to the rest of the respondents (education specialists = 84%; others = 40%).⁶



"Listed below are a number of development priorities in Haiti. Please identify which of the following you consider the most important development priorities in Haiti. (Choose no more than 3)"
(Respondents chose from a list. Responses combined. Top 16 of 34 response options shown)

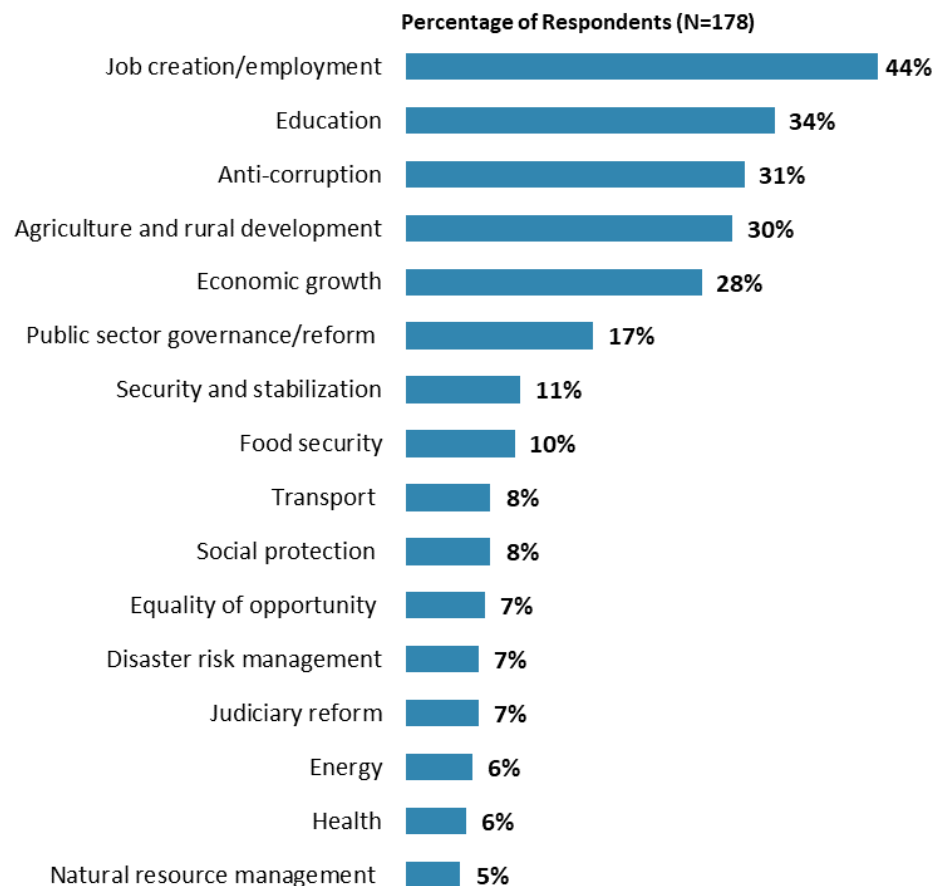
⁶ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in Haiti were “*job creation/employment*” (40%), “*agriculture and rural development*” (39%), “*economic growth*” (36%), “*education*” (28%), “*anti-corruption*” (27%), and “*public sector governance/reform*” (25%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (48% of the sample) were significantly *more* likely to indicate that “*education*” would contribute the most to poverty reduction in Haiti compared to the rest of the respondents (education specialists = 47%; others = 23%).⁷



"Poverty reduction is a broad term that encompasses work in many different areas. Which 3 areas of development listed below do you believe would contribute most to reducing poverty in Haiti?

(Choose no more than 3)" (Respondents chose from a list. Responses combined.

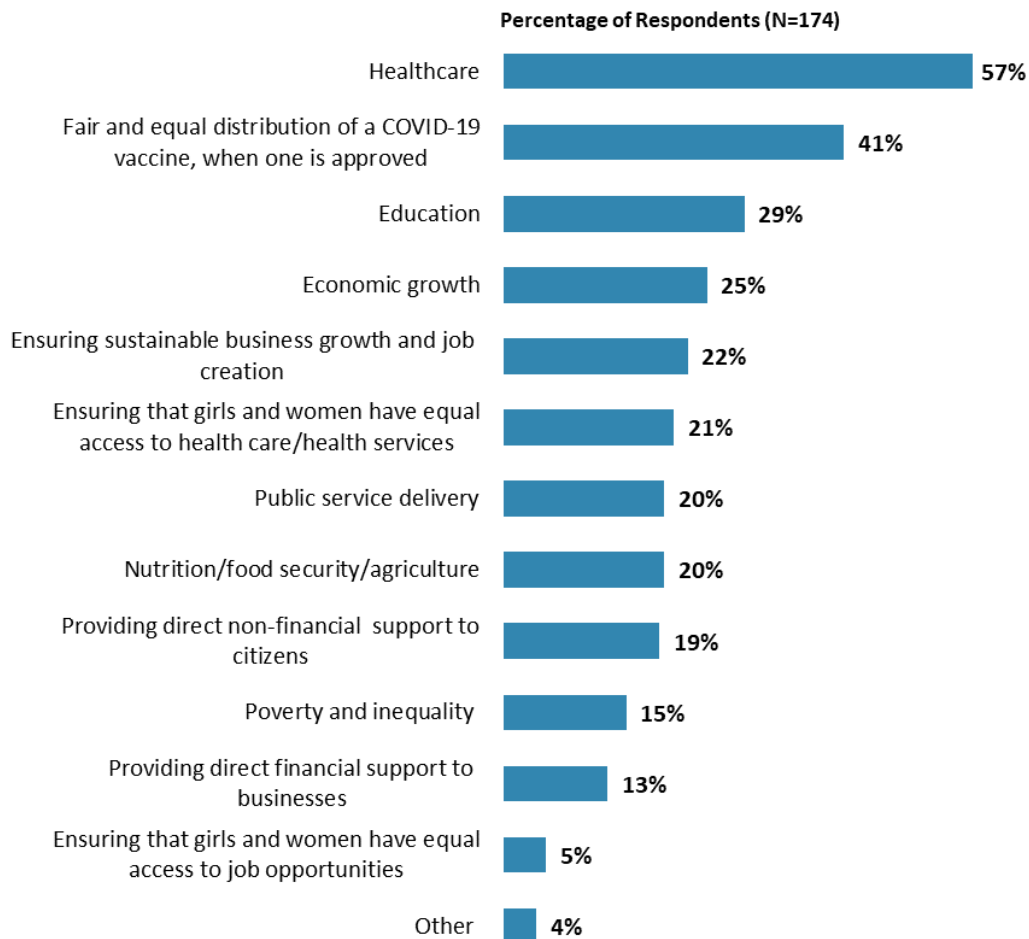
Top 16 of 32 response options shown)

⁷ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



IV. Overall Context (continued)

COVID-19 Pandemic: Where the Government of Haiti Should Focus Efforts

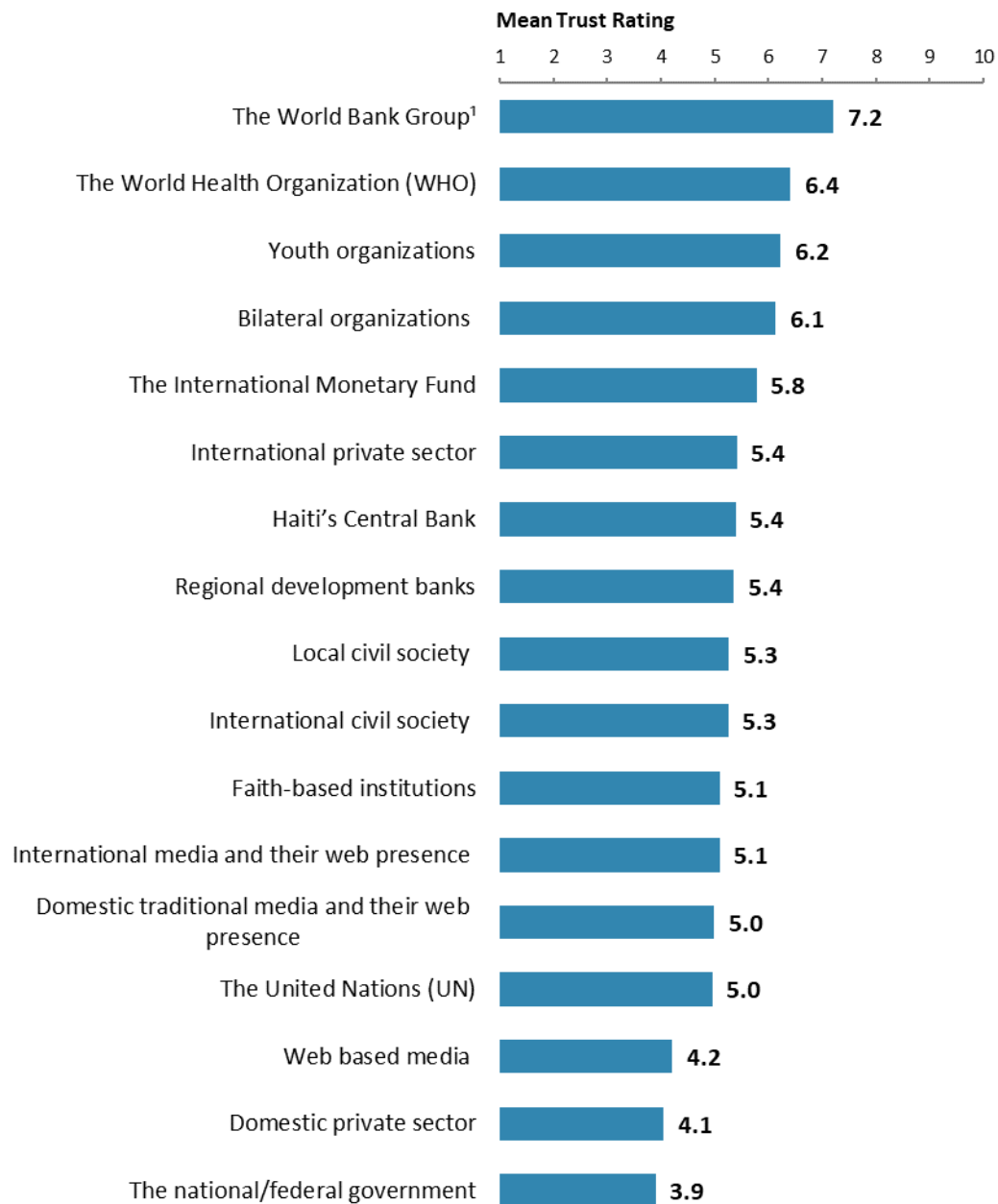


"The COVID-19 pandemic has stressed many aspects of Haiti's growth and development. In which areas would you like to see the Haiti government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)" (Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all ", 10-"To a very significant degree")

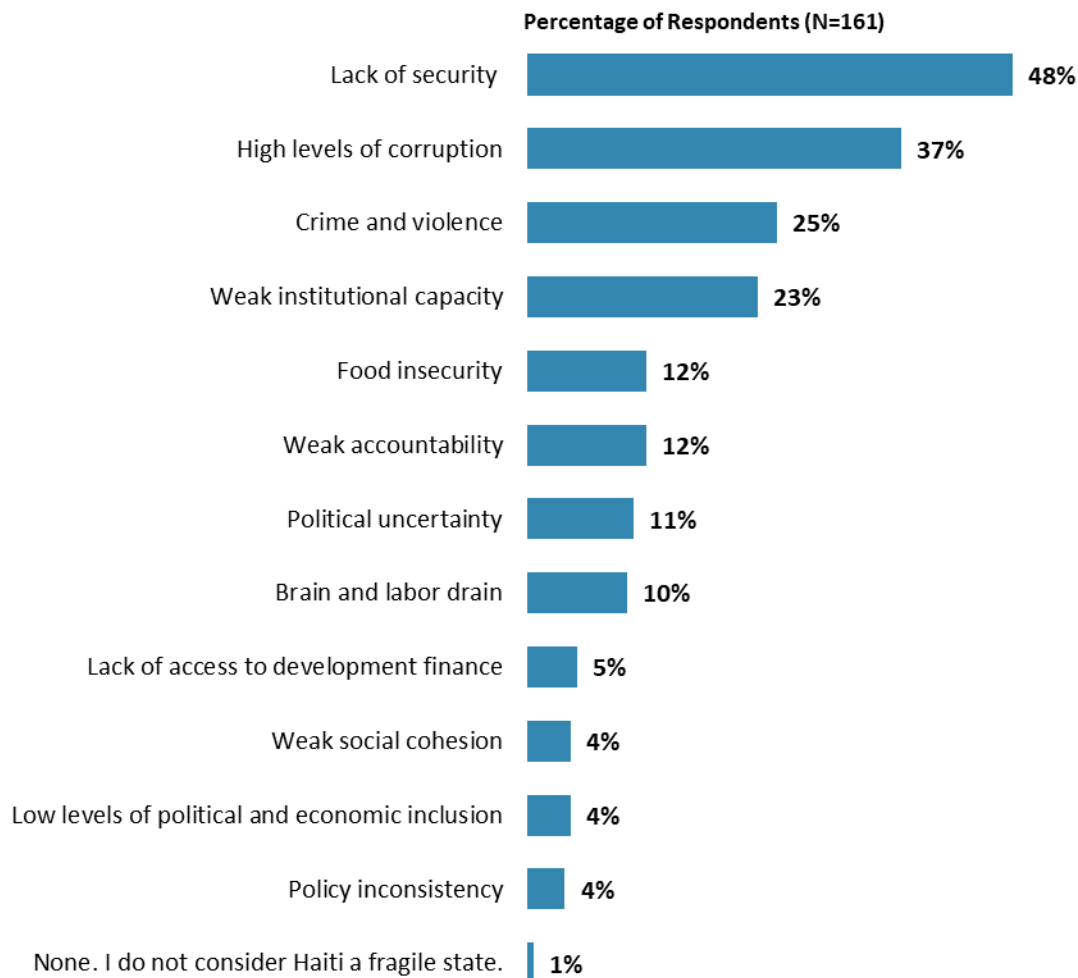
¹Indicator Question



IV. Overall Context (continued)

Haiti as a Fragile State

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the characteristics that best illustrate fragility in Haiti were “*high levels of corruption*” (44%), “*weak institutional capacity*” (35%), “*political uncertainty/instability*” (32%), and “*policy inconsistency*” (23%). In FY21, according to the respondents, “*lack of security*” became the most significant source of fragility in the country (48%, compared to only 8% in FY18).

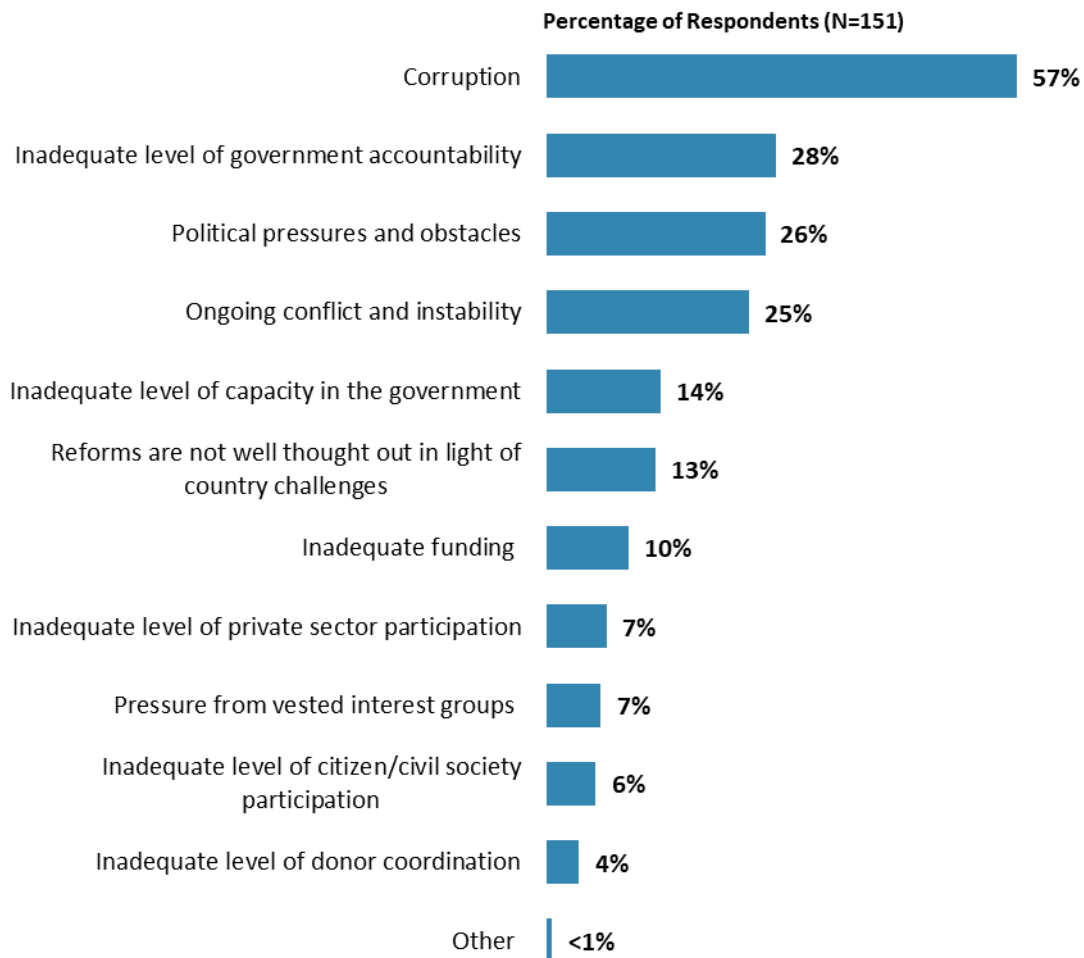


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Haiti. (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

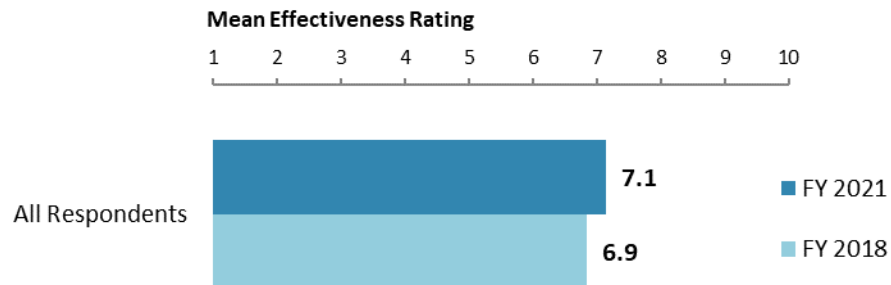


"When economic and/or social reform efforts fail or are slow to take place in Haiti, which of the following would you attribute this to? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



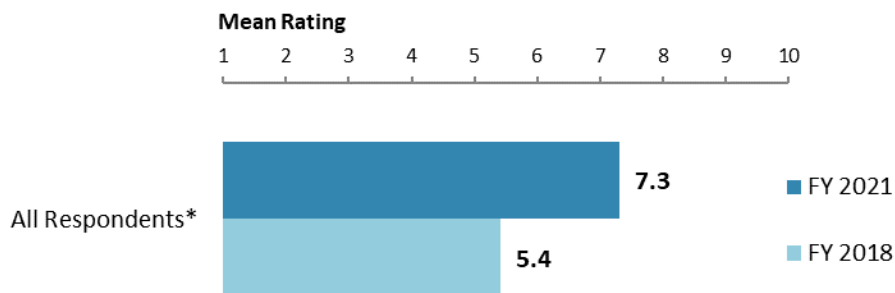
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁸ (Indicator Question)



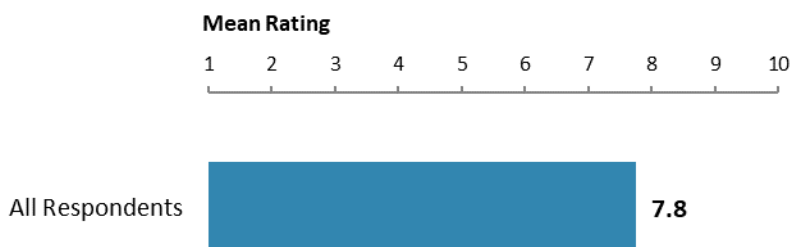
"Overall, please rate your impression of the World Bank Group's effectiveness in Haiti." (1-"Not effective at all", 10-"Very effective")

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Haiti?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2018)

Influence on Haiti's Development Agenda (Indicator Question)



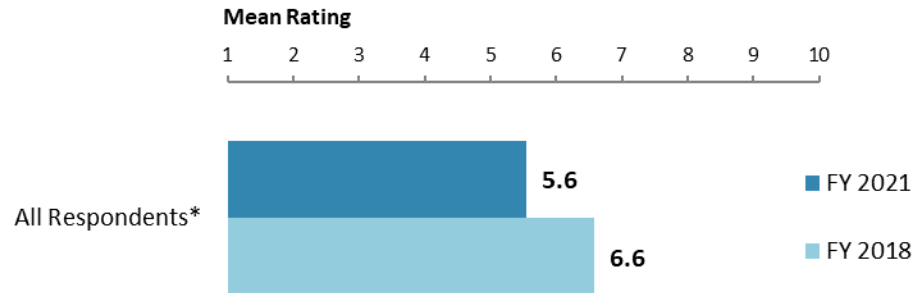
"To what extent does the World Bank Group influence the development agenda in Haiti?"
(1-"To no degree at all", 10-"To a very significant degree")

⁸ Means in the first two charts on this page were calculated based on weighted data.



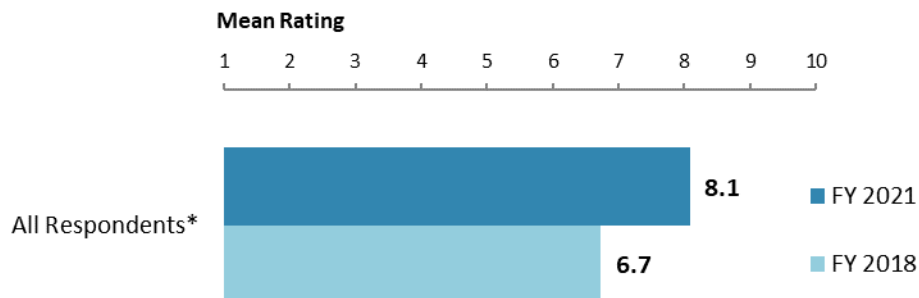
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Haiti⁹



"To what extent do you believe the World Bank Group is adequately staffed in Haiti?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2018)

WBG Staff Preparedness



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2021 and FY 2018)

⁹ Means in the charts on this page were calculated based on weighted data.



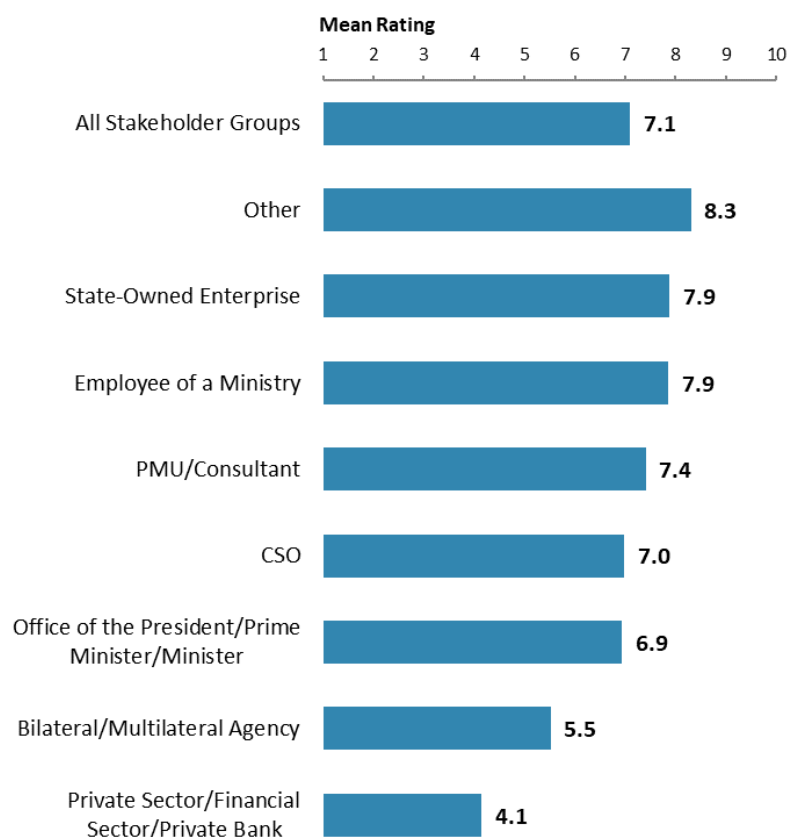
V. Overall Attitudes toward the World Bank Group (continued)

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 7.7) compared to respondents who do not collaborate with the WBG (mean rating = 6.7).

This year's collaborators had significantly higher mean ratings for the aggregated responses to the indicator questions¹⁰ compared to the collaborators in FY'18 Country Survey (mean rating in FY'18 = 6.2; mean rating in FY'21=7.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 93).

- **Stakeholder groups:** Respondents from state-owned enterprises, ministries, and other organizations had the highest mean ratings for the aggregated responses to the thirty COS indicator questions, whereas respondents from the office of the private/financial sector had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 63).



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

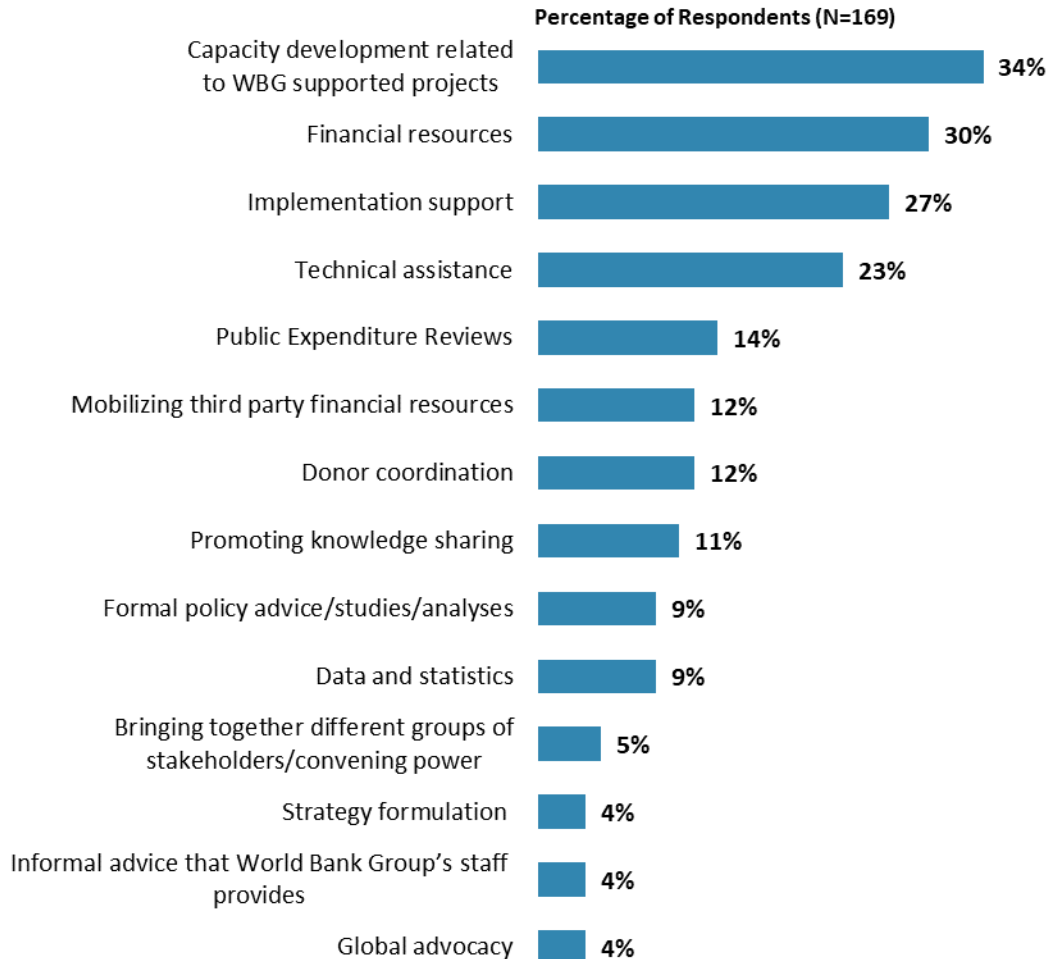
¹⁰ This calculation is based on unweighted data. Only the means for 26 out of the 30 indicator questions were included in this calculation. These were the questions that were asked both in FY18 and FY21. In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4_1 and B4_2); only variable B4_1 (World Bank) was included in this calculation.



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to Haiti were "*financial resources*" (27%), "*bringing together different groups of stakeholders to discuss and address critical development issues*" (36%), and "*technical assistance*" (28%).



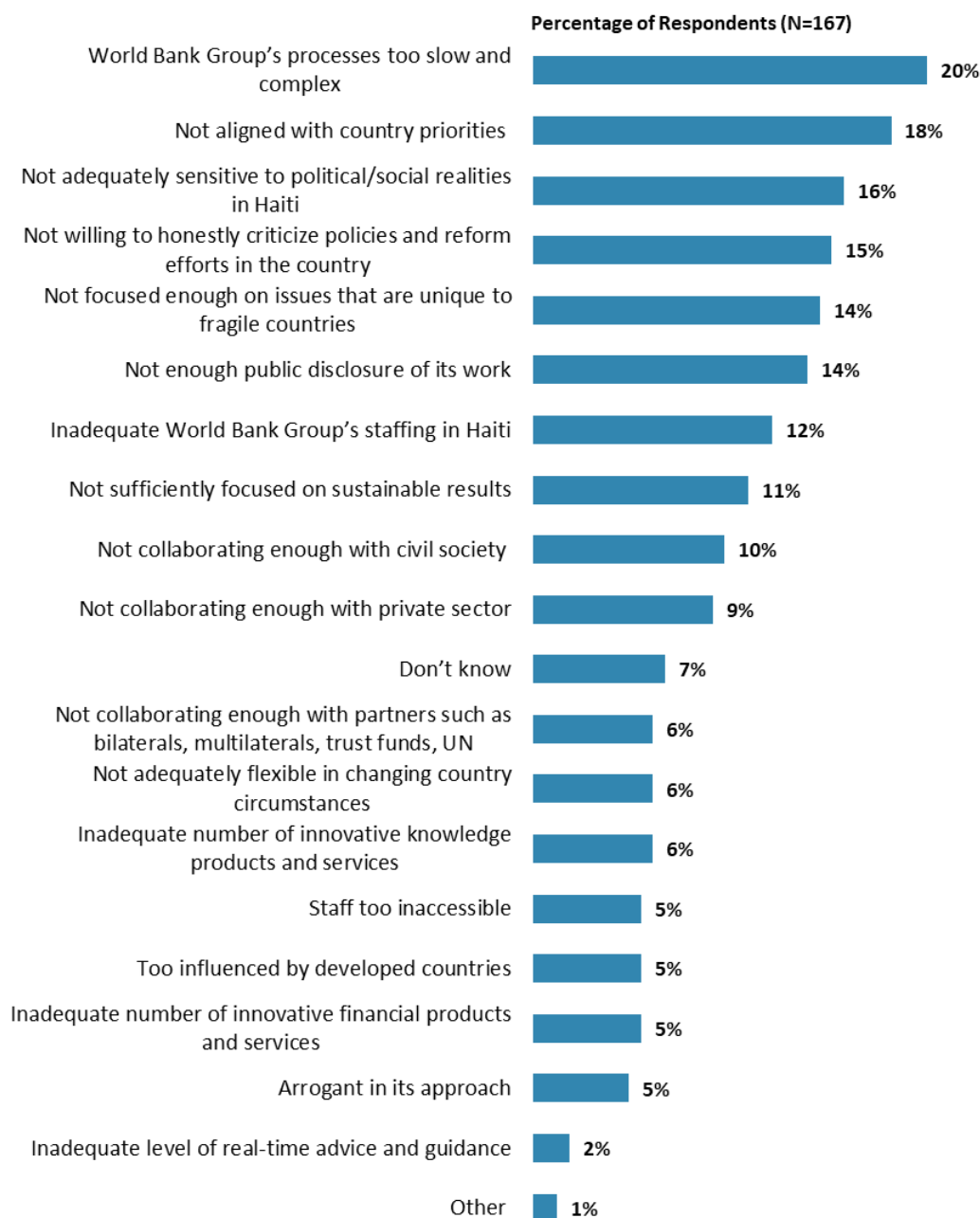
"When thinking about the World Bank Group's role in Haiti, which activity do you VALUE the most? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Haiti were "*not aligned with country priorities*" (24%), "*not adequately sensitive to political/social realities in Haiti*" (19%) and "*World Bank Group's processes too slow*" (17%).

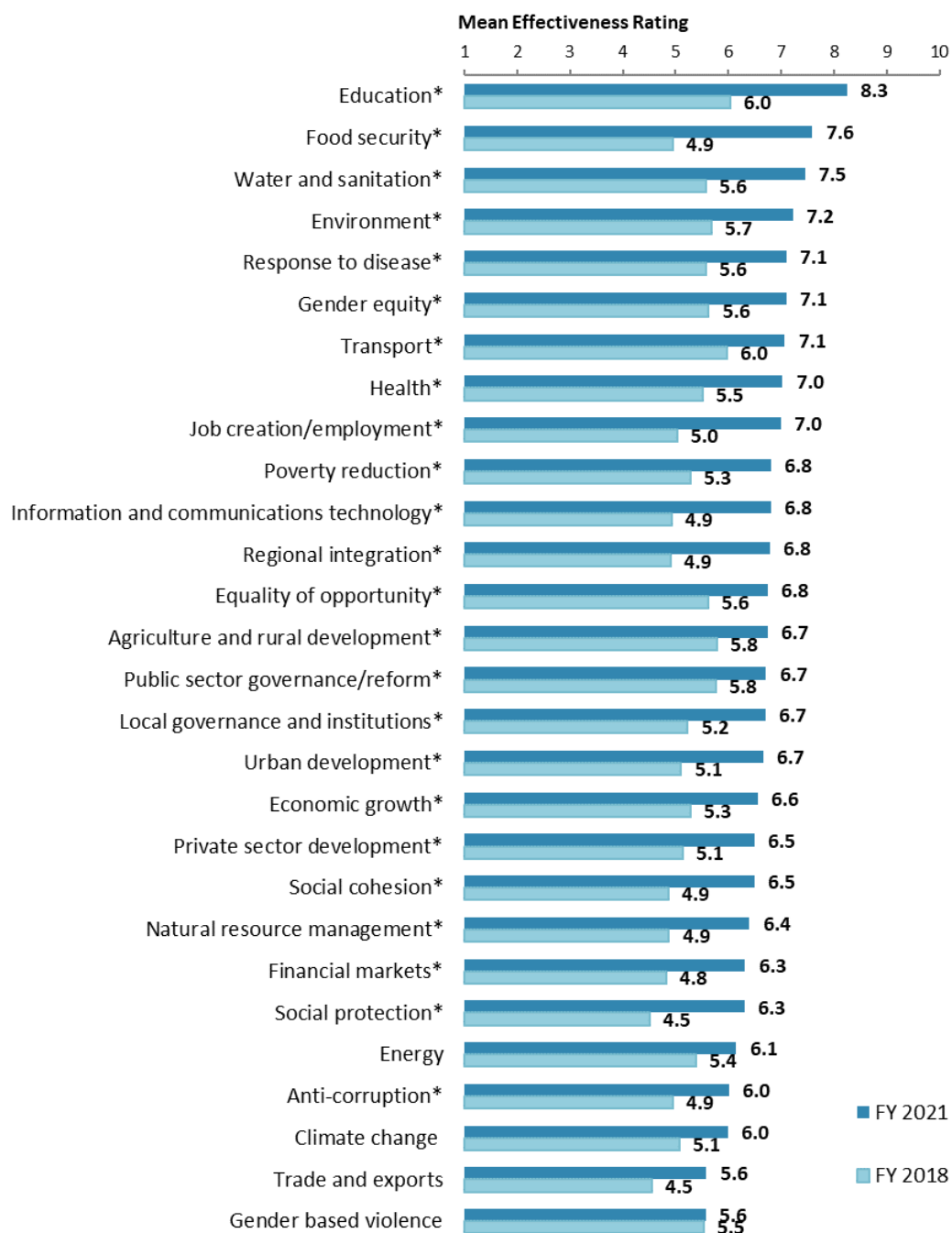


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Haiti? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison¹¹



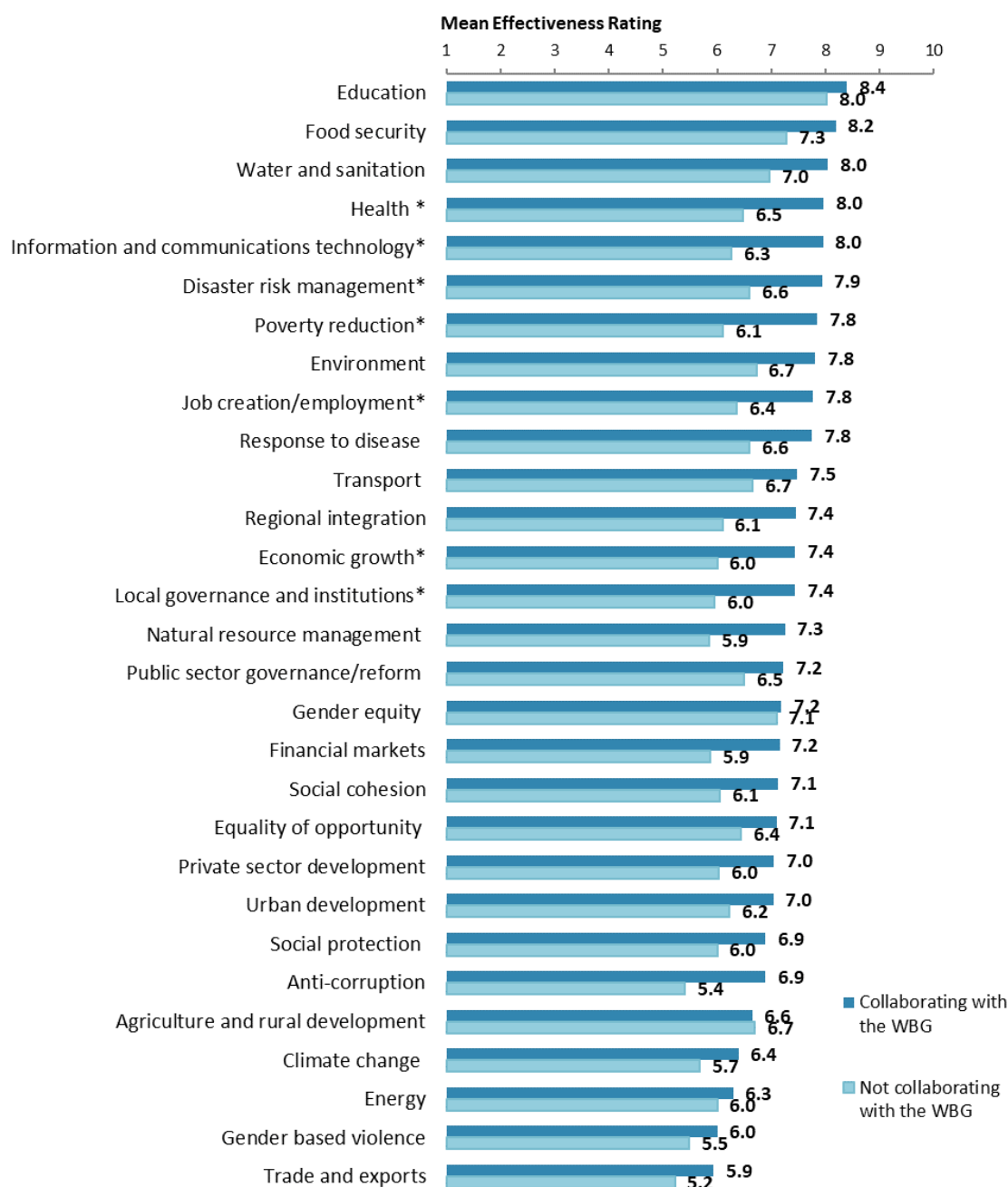
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Haiti?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2021 and FY 2018)*

¹¹ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration¹²



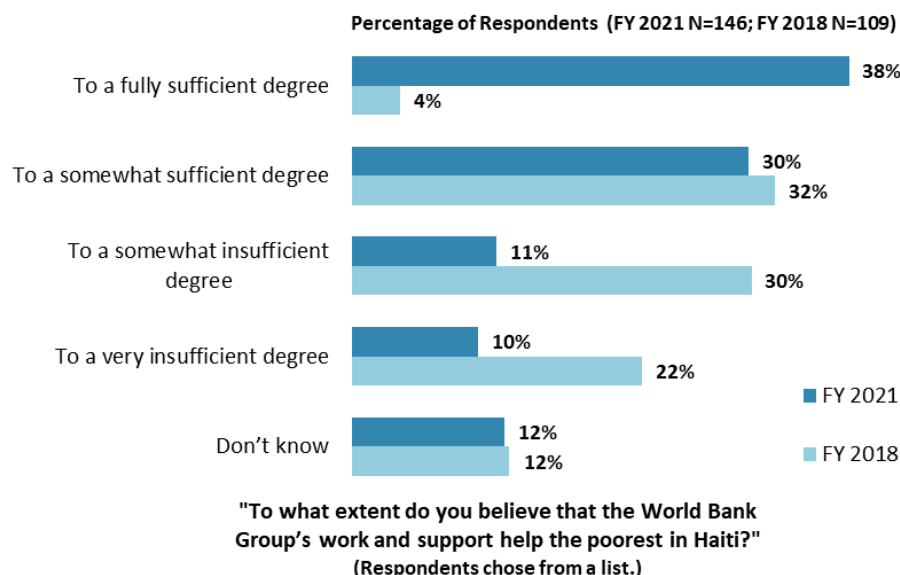
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Haiti?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between collaborators and non-collaborators)*

¹² Note in the Appendix on the sectoral effectiveness (Appendix A, page 43) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.

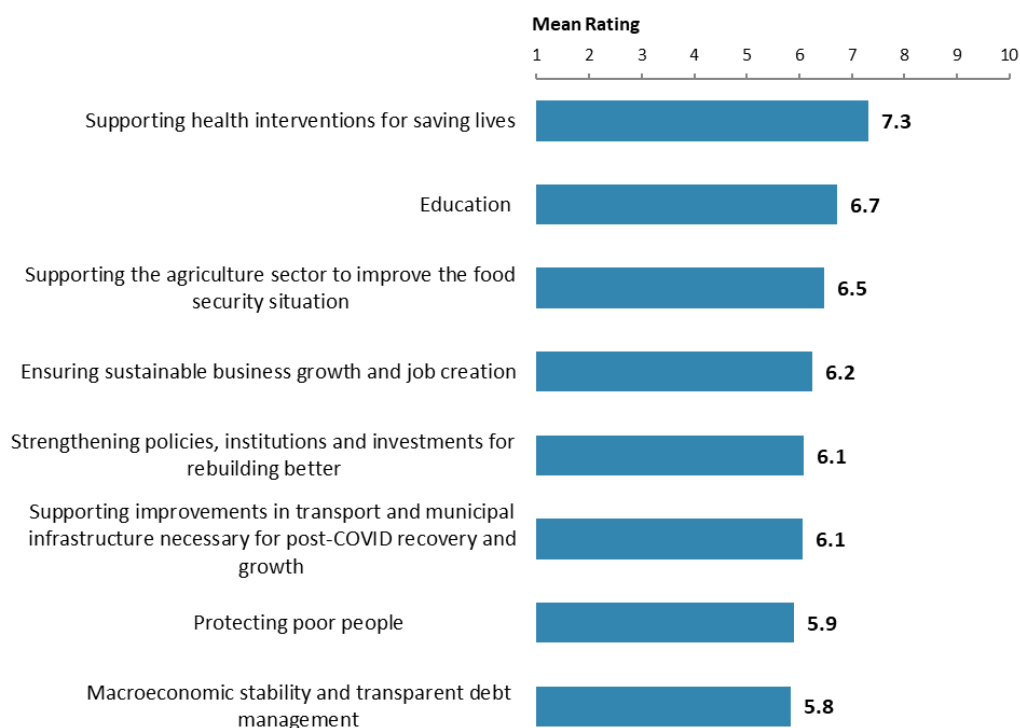


VI. WBG's Support in Development Areas (continued)

Helping the Poorest¹³



Support related to COVID-19 outbreak



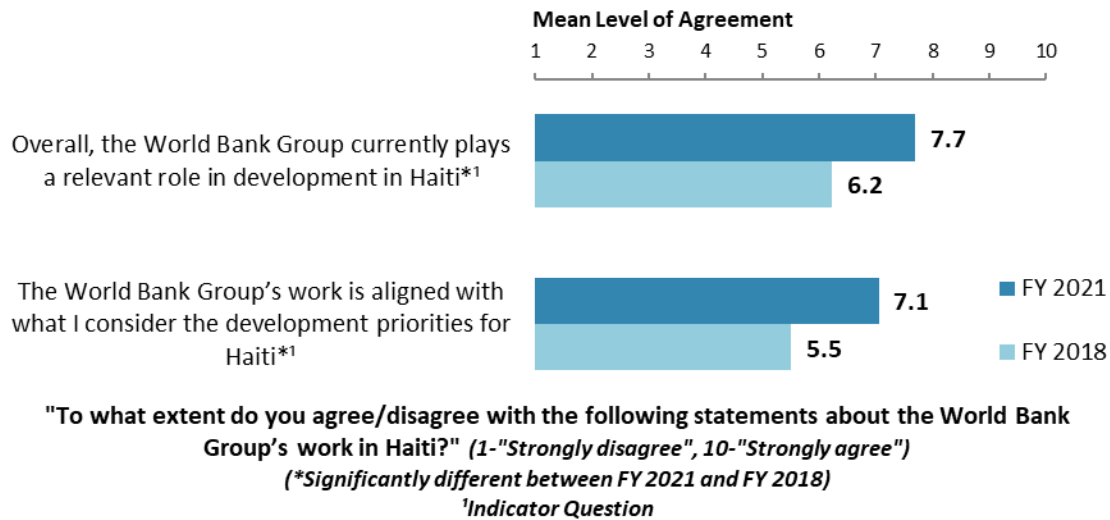
"The World Bank Group has provided fast track support to Haiti related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"
(1 - "Not effective at all", 10 - "Very effective")

¹³ Percentages presented in this chart were calculated based on weighted data.

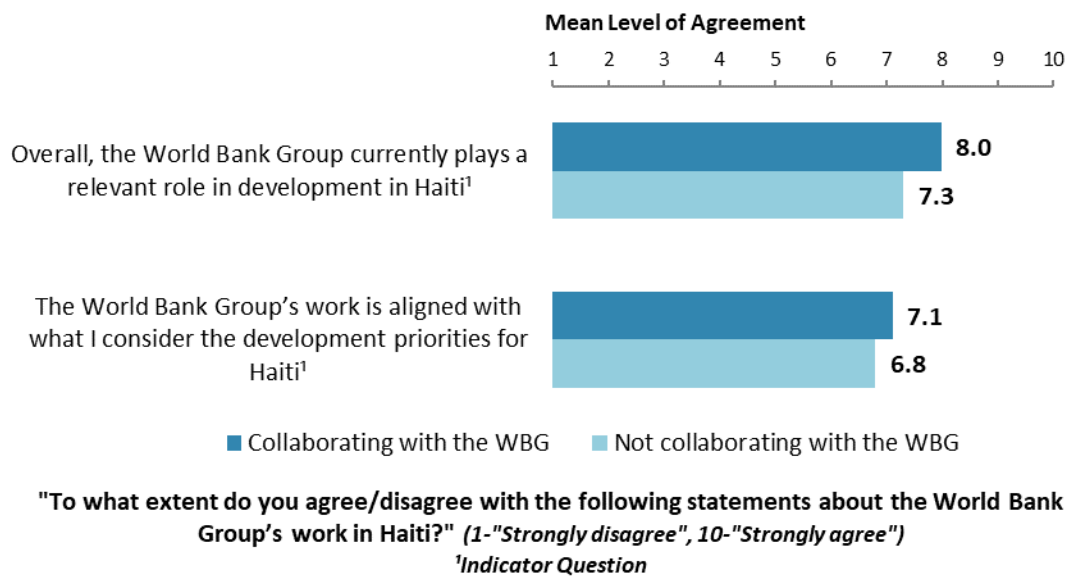


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in Haiti: Year Comparison¹⁴



The World Bank Group's Work in Haiti: Collaboration

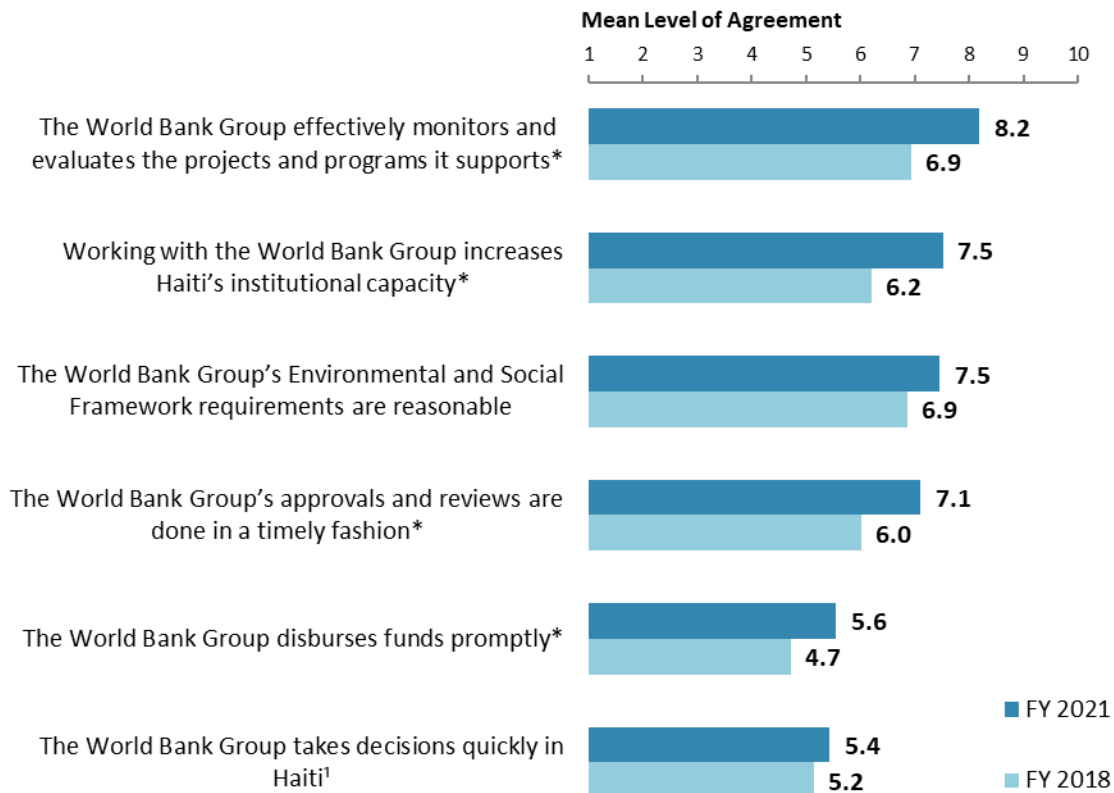


¹⁴ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹⁵



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

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

(*Significantly different between FY 2021 and FY 2018)

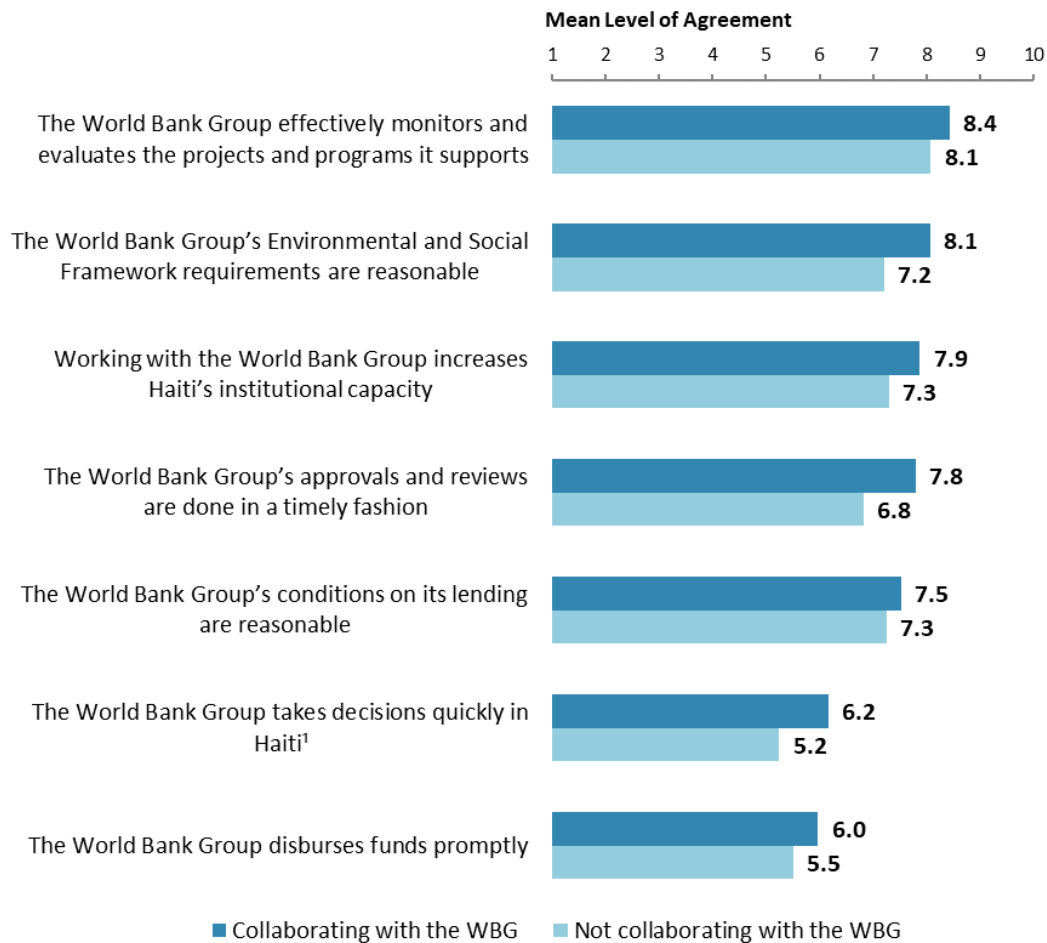
'Indicator Question

¹⁵ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration

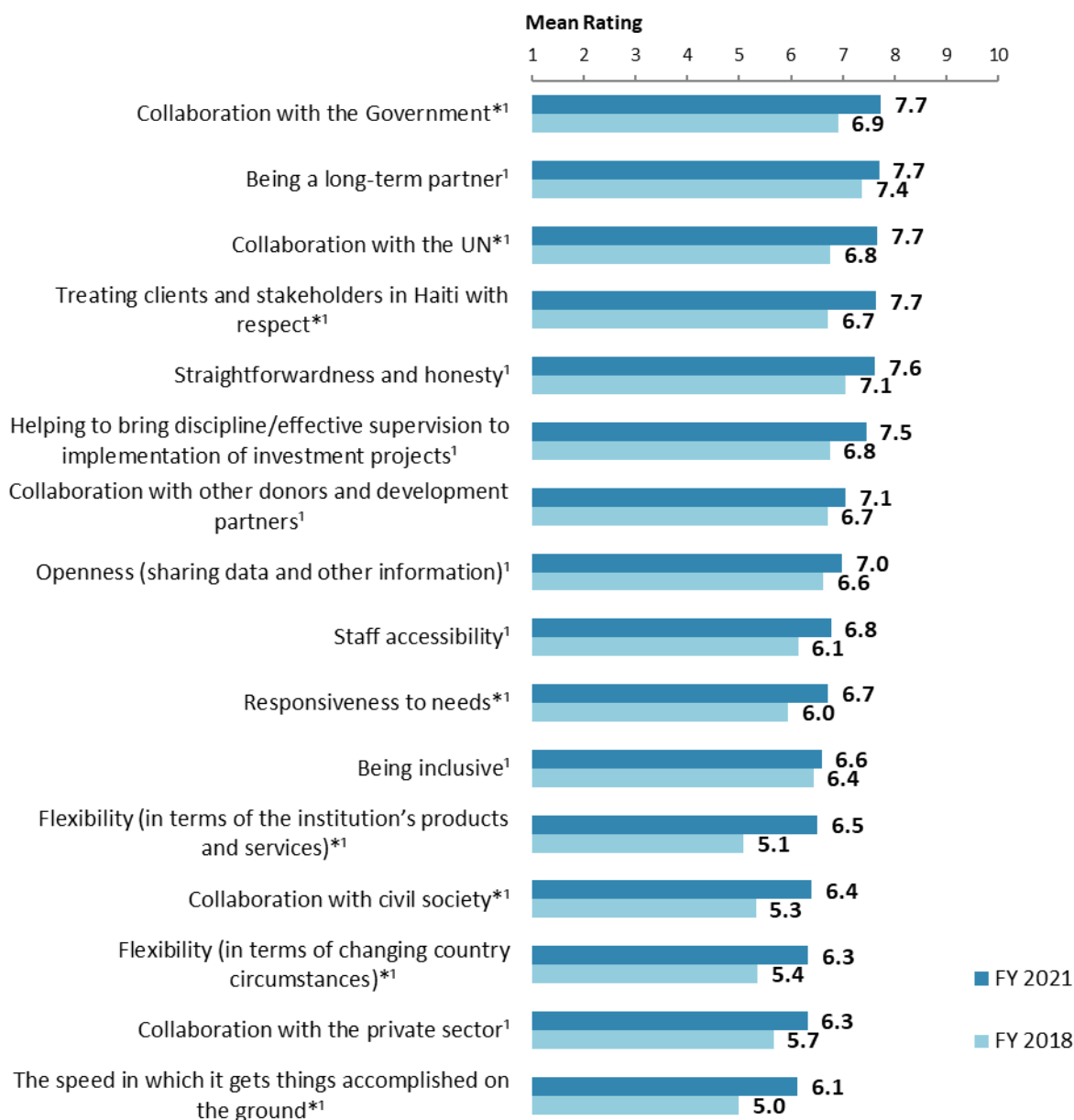


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
'Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹⁶



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

(*Significantly different between FY 2021 and FY 2018)

Indicator Question

¹⁶ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

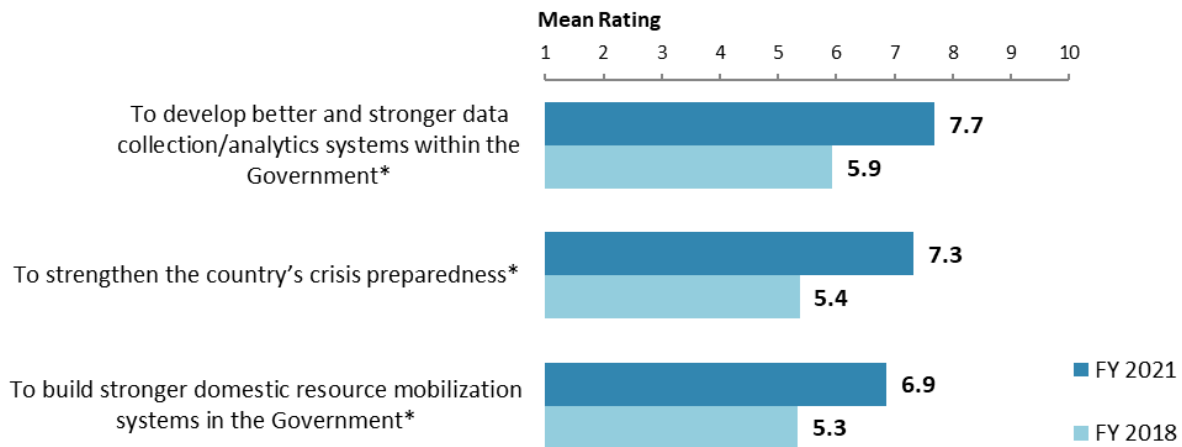
*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Effectiveness of WBG's Support¹⁷



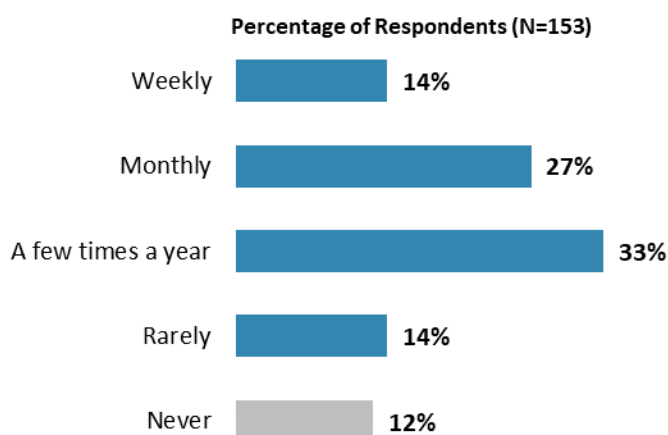
"How effectively does the World Bank Group support Haiti's efforts ... ?"
(1 - "Not effectively at all", 10 - "Very effectively")
(*Significantly different between FY 2021 and FY 2018)

¹⁷ Means in this chart were calculated based on weighted data.



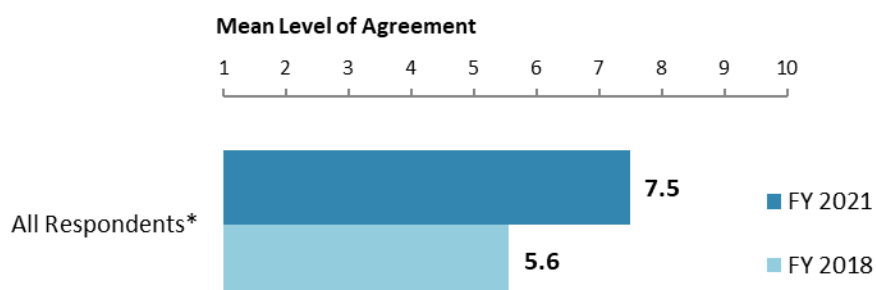
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



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

Meeting Haiti's Knowledge Needs¹⁸ (Indicator Question)



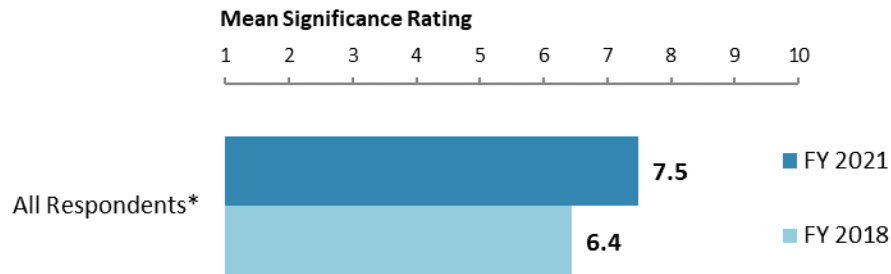
"The World Bank Group meets Haiti's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2021 and FY 2018)

¹⁸ Means in this chart were calculated based on weighted data.



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

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

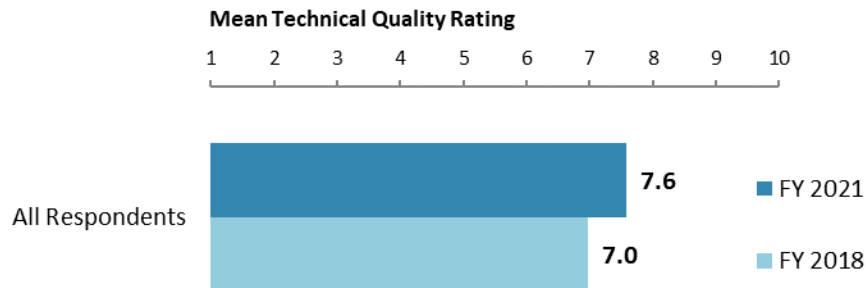


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

(*Significantly different between FY 2021 and FY 2018)

(1-"Not significant at all", 10-"Very significant")

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



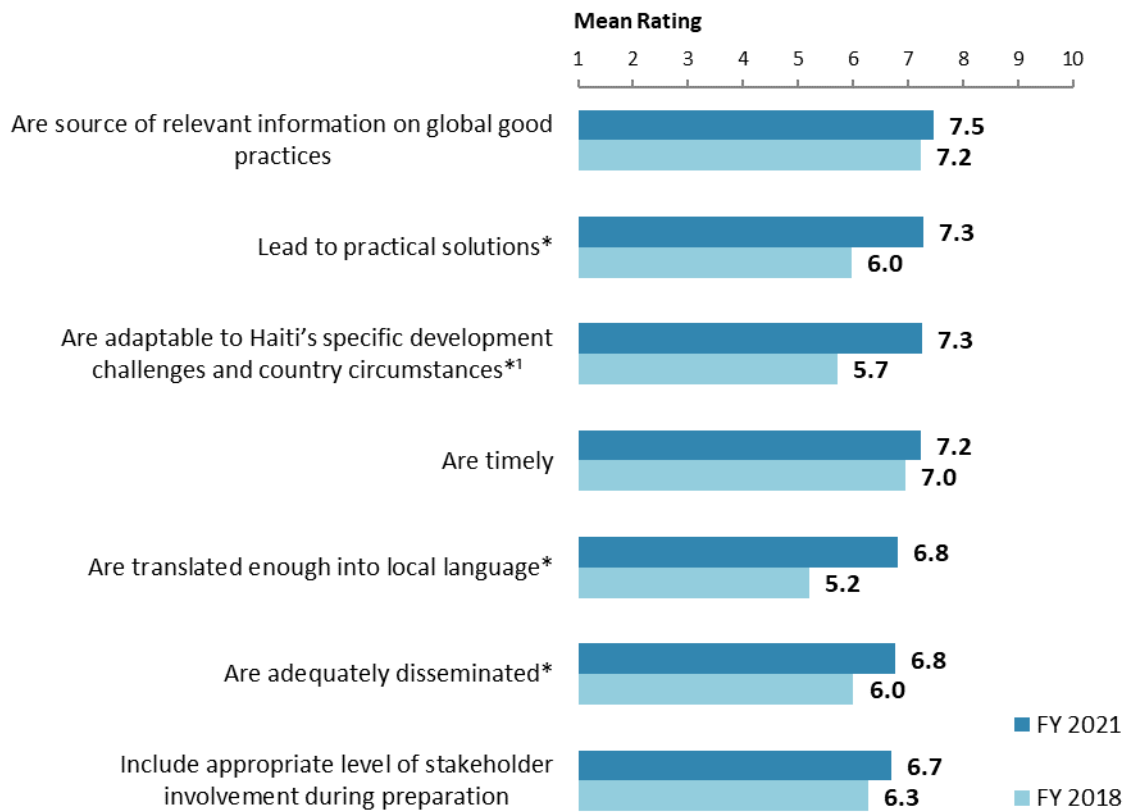
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

(1-"Very low technical quality", 10-"Very high technical quality")



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

Qualities of the WBG's Knowledge Work and Activities¹⁹



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

(*Significantly different between FY 2021 and FY 2018)

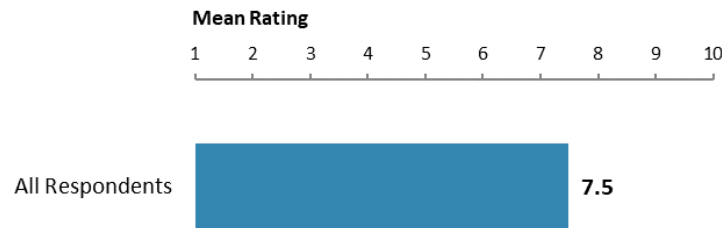
¹Indicator Question

¹⁹ Means in this chart were calculated based on weighted data.



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

Usefulness of the COVID-19 "Approach Paper"

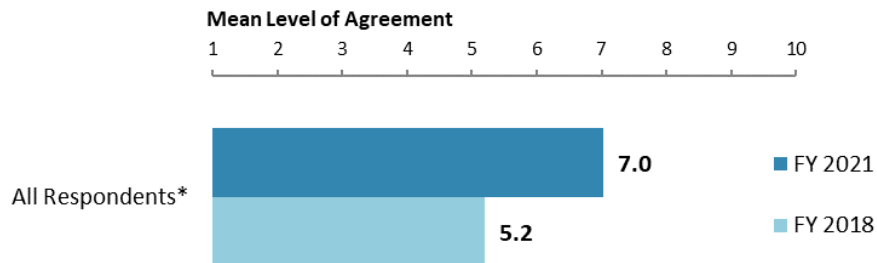


"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak.

Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Haiti government's efforts to support citizens throughout this crisis?"

(1-"Not usefull at all", 10-"Very useful")

Meeting Haiti's Needs for Financial Instruments²⁰ (Indicator Question)

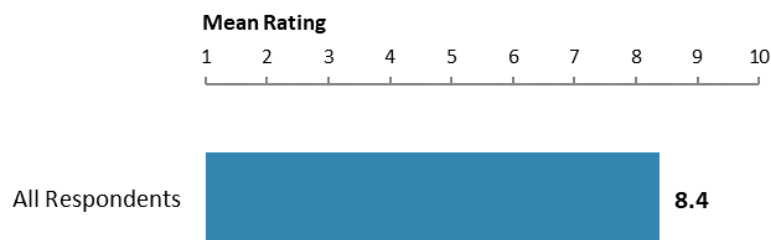


"The World Bank Group's financial instruments (i.e., investment lending/grants, Development Policy Operations, Trust Funds, etc.) meet the needs of Haiti"

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

(*Significantly different between FY 2021 and FY 2018)

WBG's Global Advocacy Role (Indicator Question)



"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"

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

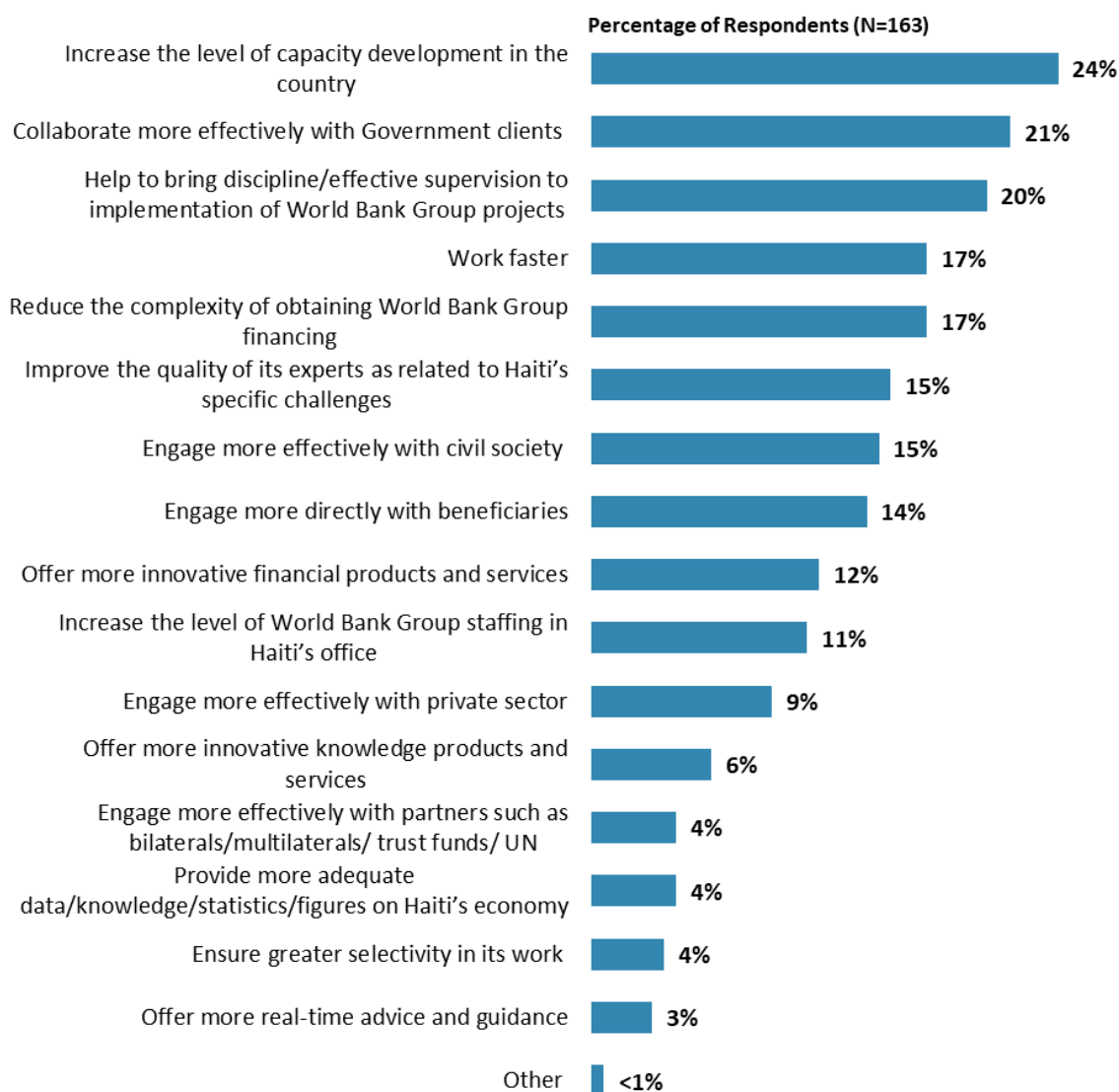
²⁰ Means in this chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*reduce the complexity of obtaining World Bank Group financing*” (30%) and “*increase the level of capacity development in the country*” (30%) to make itself of greater value in Haiti.



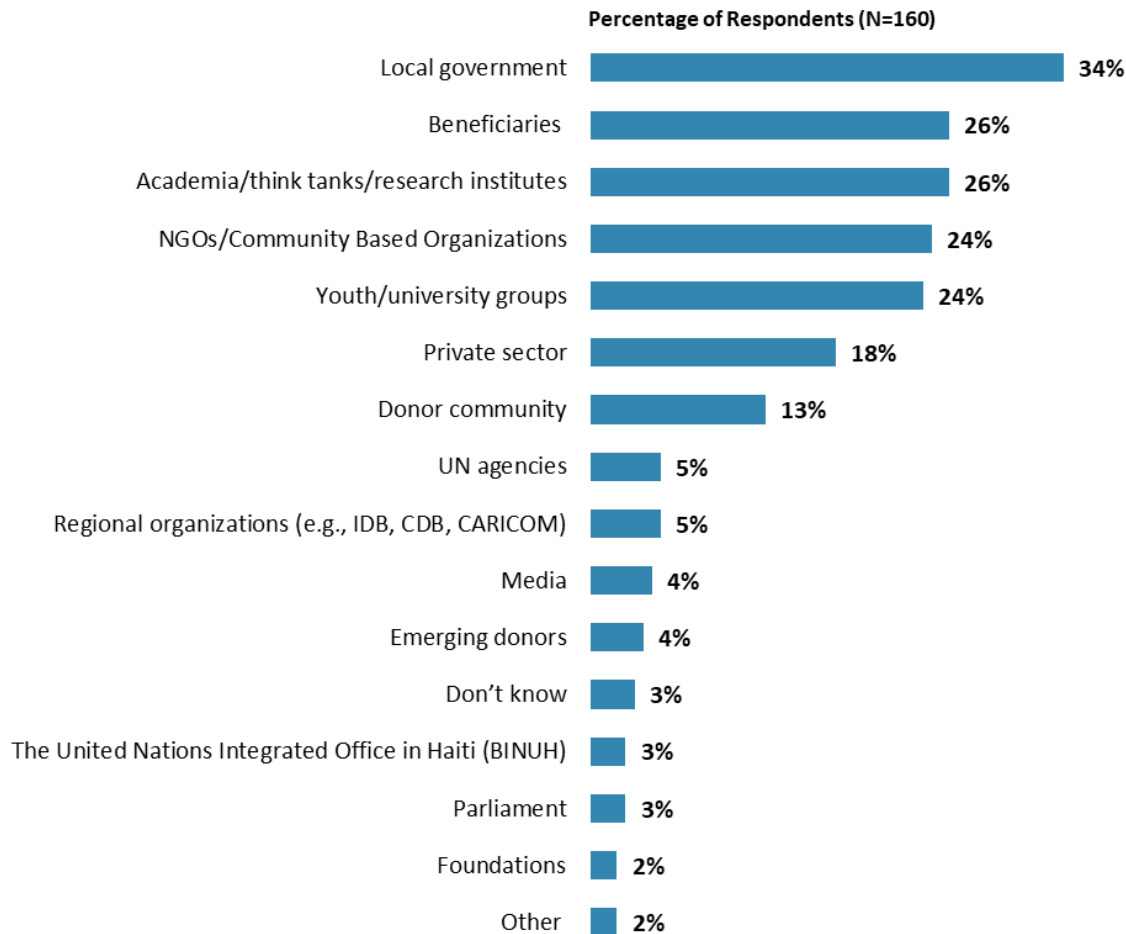
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “*academia/think tanks/research institutes*” (39%) and “*local government*” (37%) to ensure better development results in Haiti.



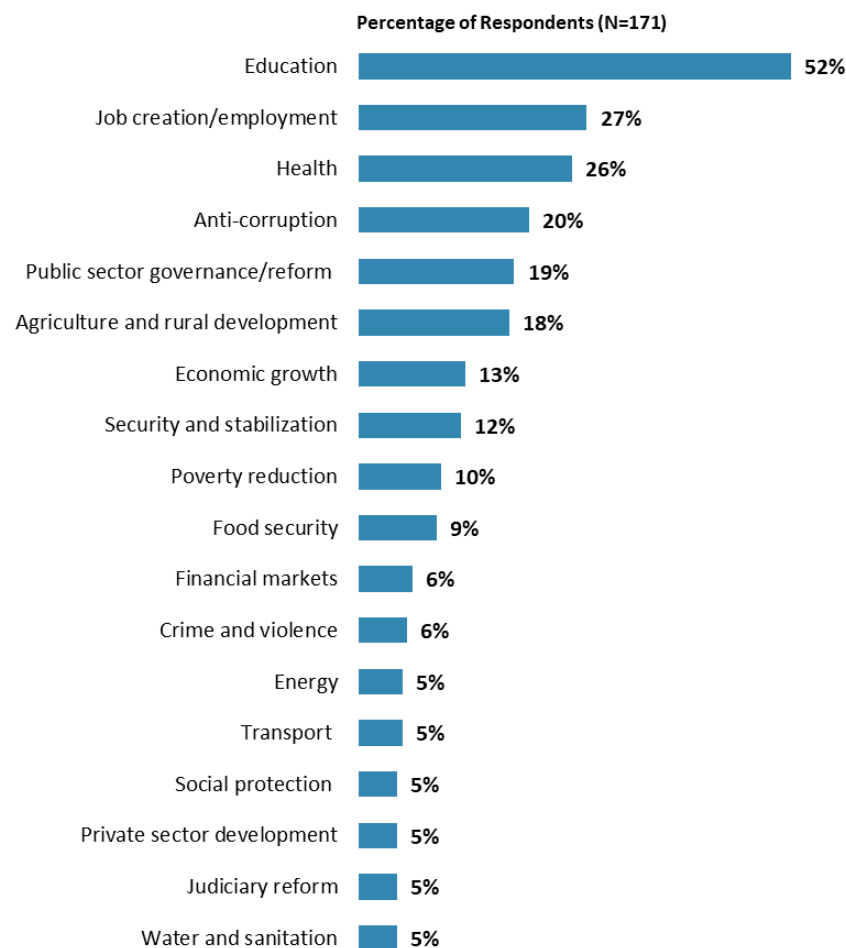
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*education*” (39%), “*public sector governance/reform*” (31%), “*agriculture and rural development*” (28%), “*energy*” (23%), and “*job creation/employment*” (21%). “*Health*” emerged among the top areas of the WBG focus, with significant increase from 7% in FY'18 to 26% in FY'21.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (21% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 80%; others = 24%).²¹



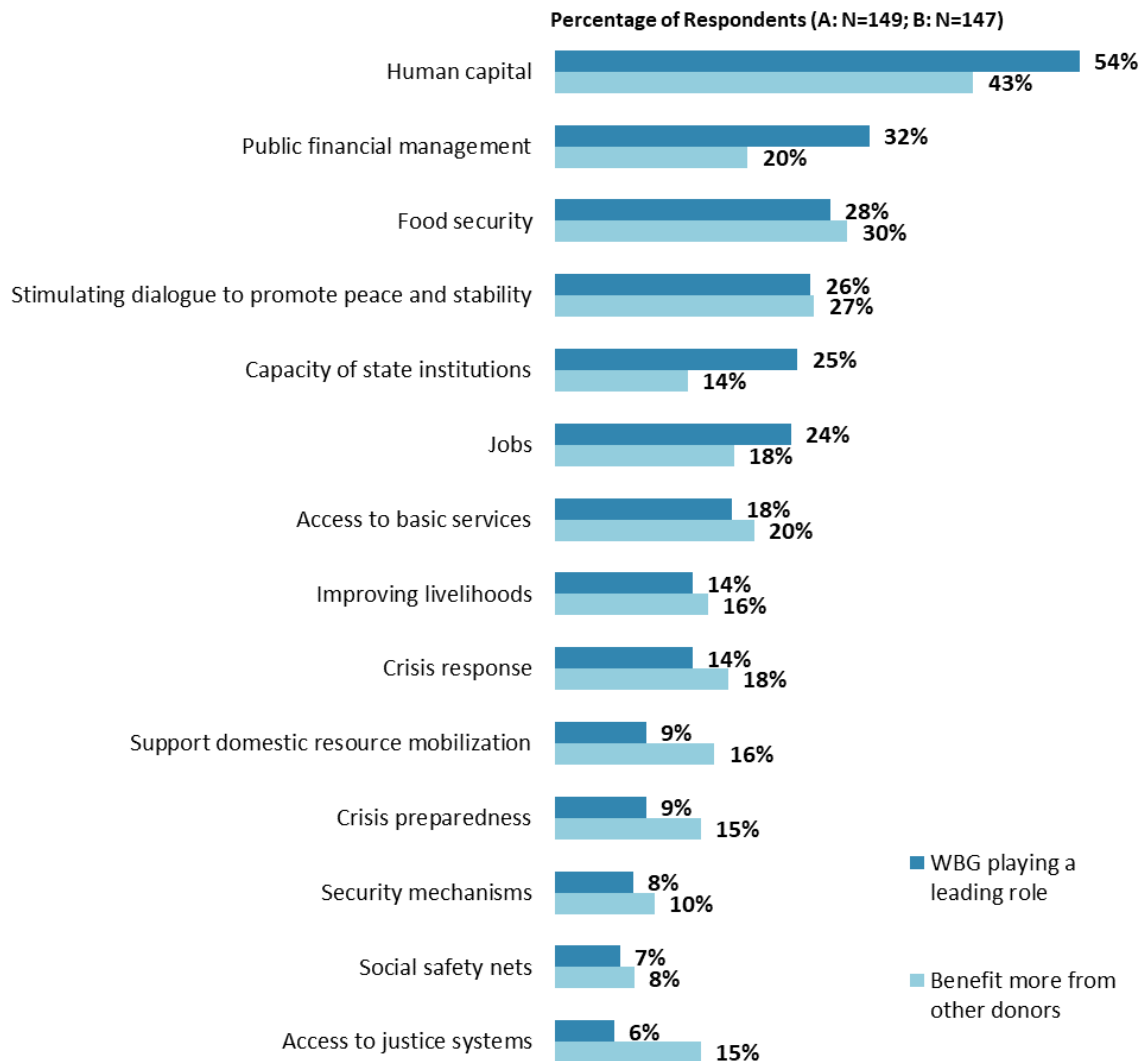
“When thinking about how the World Bank Group can have the most impact on development results in Haiti, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Haiti? (Choose no more than 3)”
(Respondents chose from a list. Responses combined. Top 18 of 34 response options shown)

²¹ When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

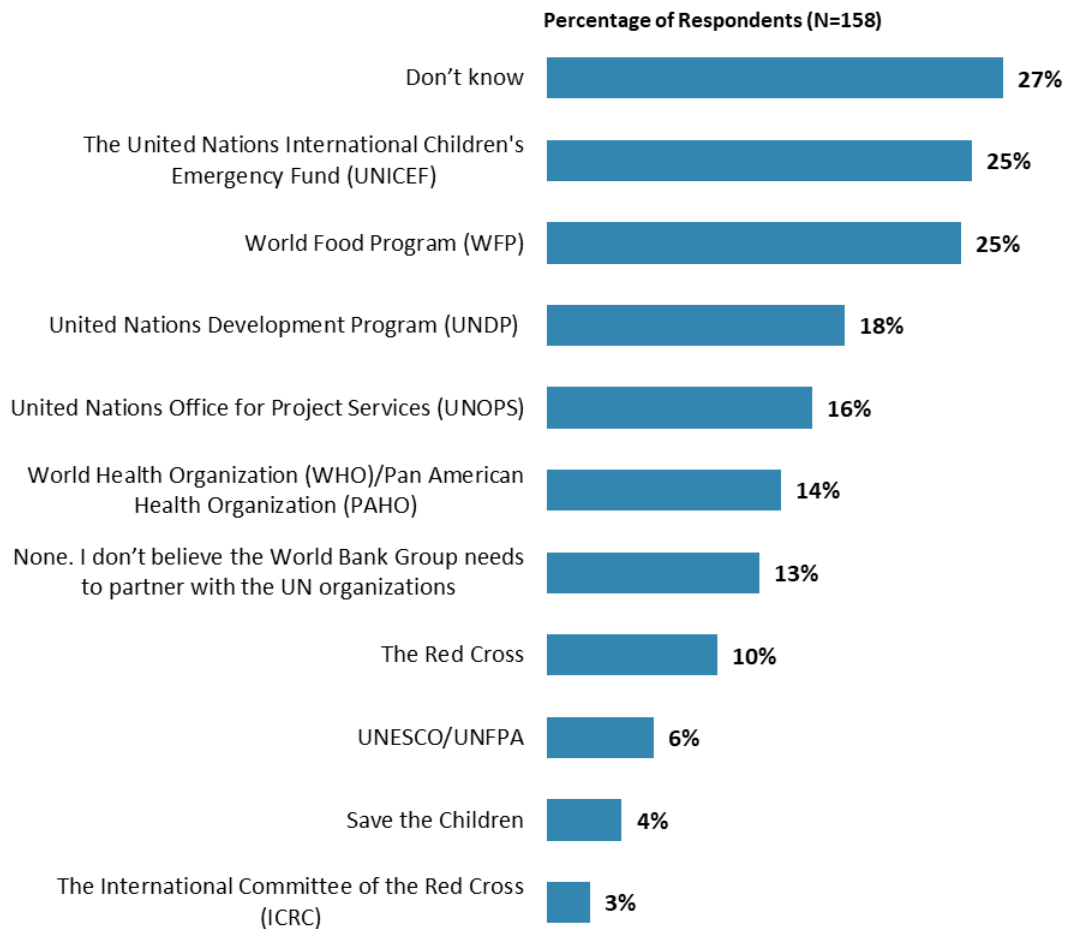
A. Which 3 areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti?

B. Which 3 areas below would benefit most from other donors in Haiti?"
(Respondents chose from a list. Responses combined.)



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

Partnering with Other Organizations



"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Haiti? (Select no more than 2)"
(Respondents chose from a list. Responses combined.)

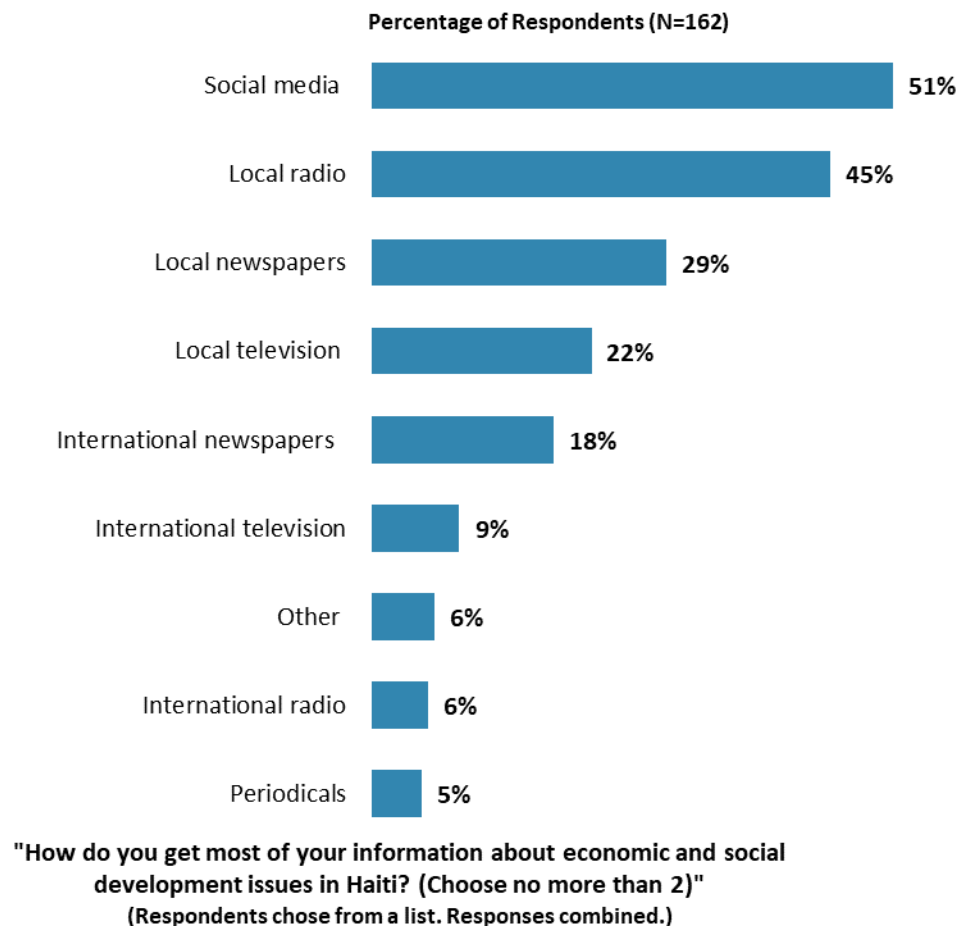


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 63) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they got most of their information about economic and social development issues in Haiti from the "Internet" (58%).

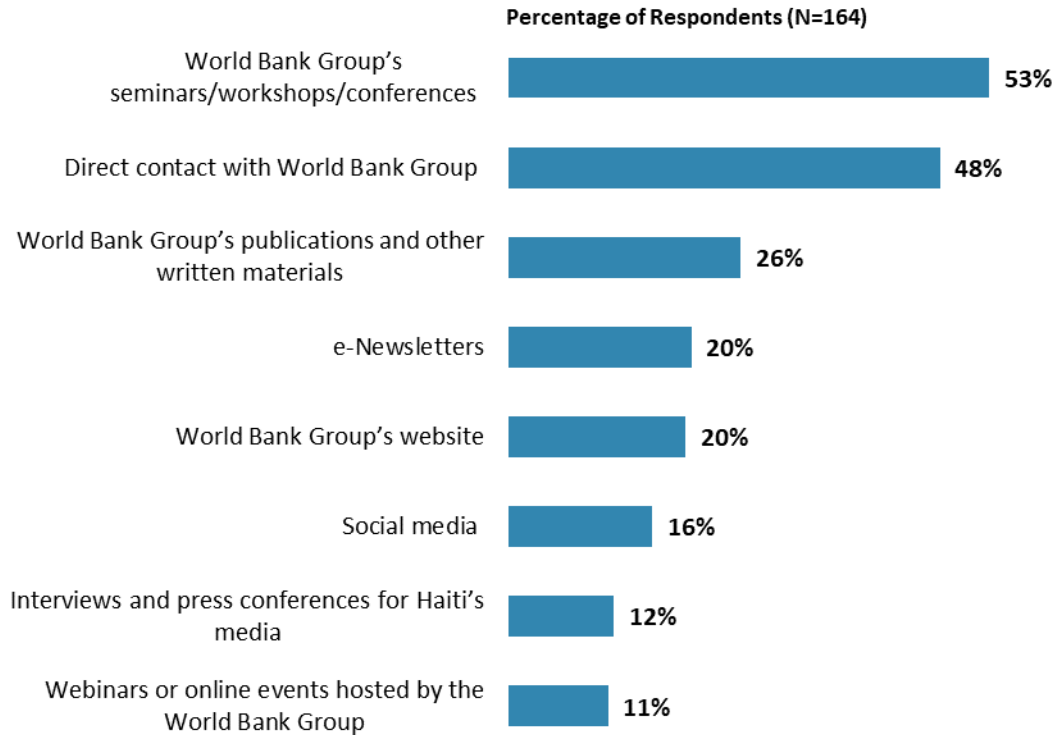




X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “WBG’s seminars/workshops/conferences” (46%), “WBG’s publications and other written materials” (44%), “direct contact with WBG” (39%), and through “e-Newsletters” (32%).

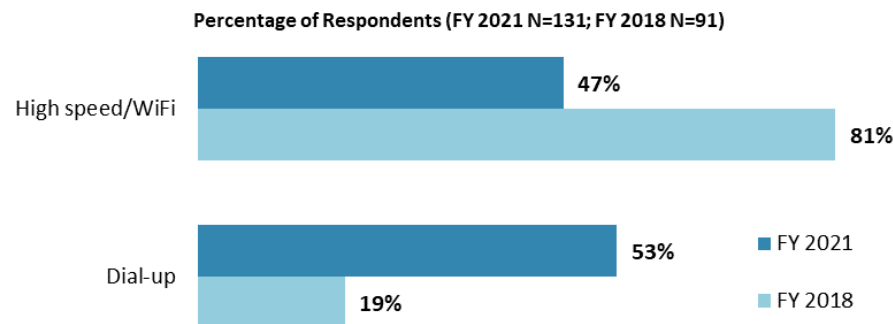


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than 3)"**
(Respondents chose from a list. Responses combined.)



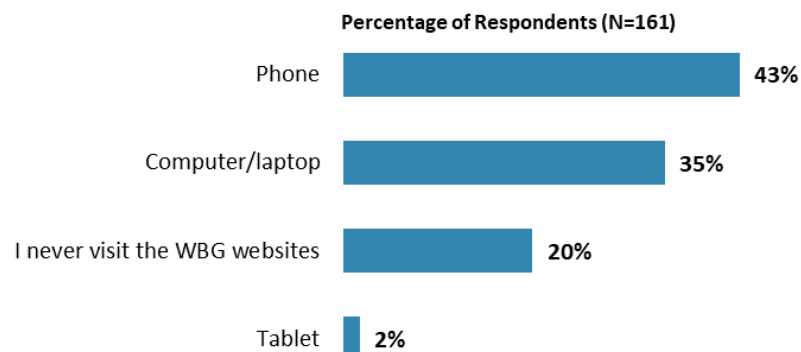
X. Communication and Outreach (continued)

Internet connection



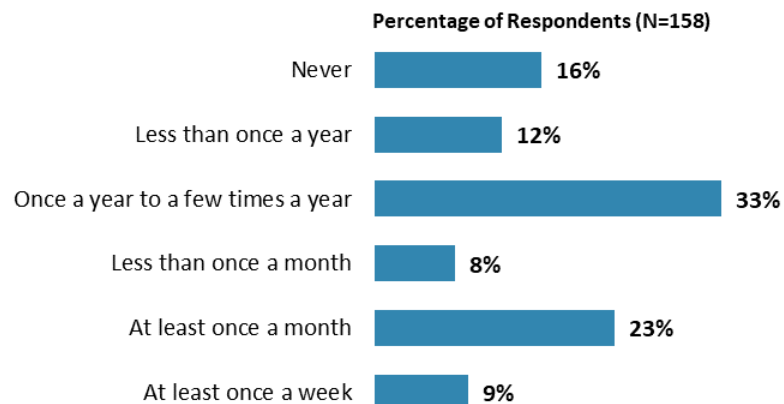
"Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)" (Respondents chose from a list.)

Devices used to access WBG website



"What do you use primarily when visiting a World Bank Group website? (Select only 1 response)" (Respondents chose from a list.)

WBG Interaction Frequency

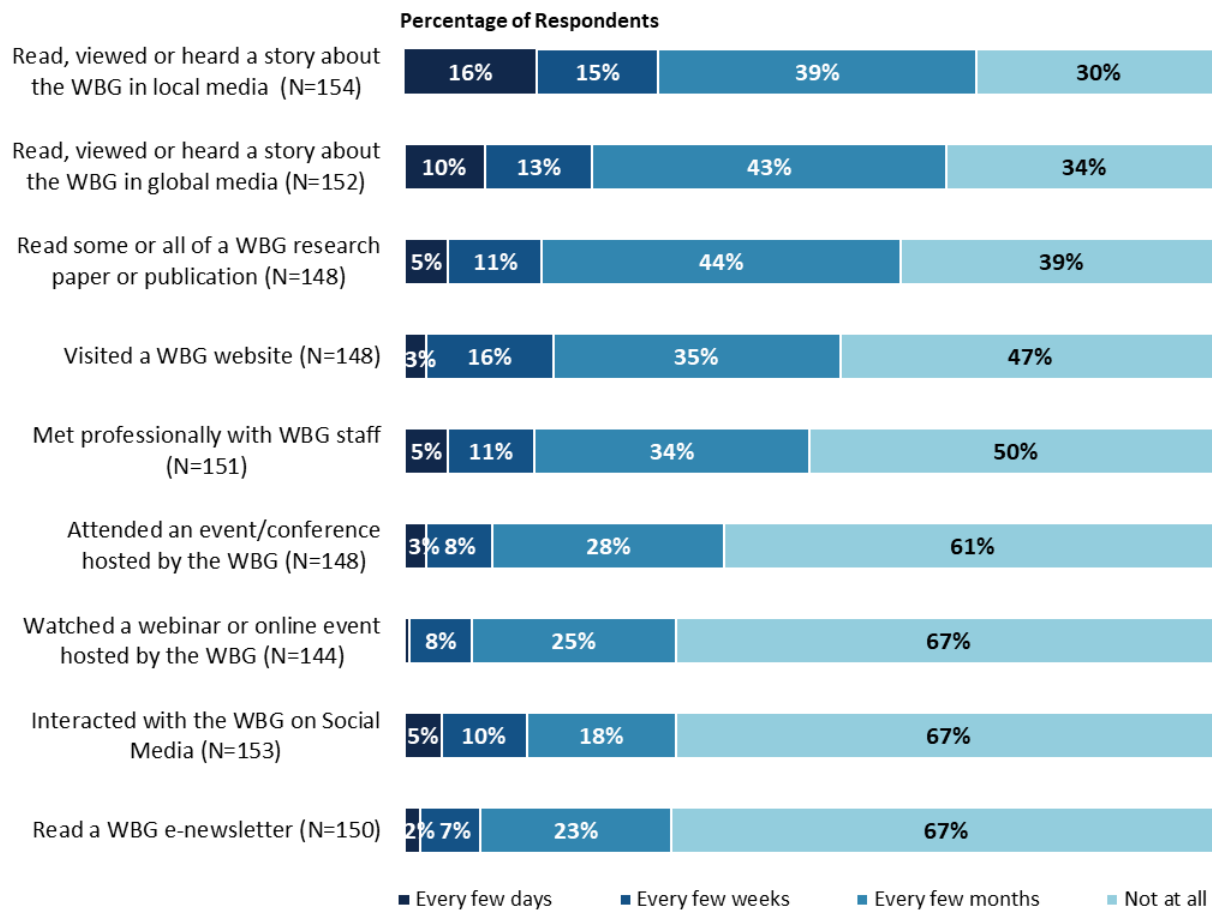


"How frequently do you interact with the World Bank Group now in Haiti?" (Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	43
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HAITI





Appendix A: Responses to All Questions across All Respondents (N=180)

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. Overall Context

1. In general, would you say that Haiti is headed in ... ?	Percentage of Respondents (N=170)
The right direction	18.2%
The wrong direction	59.4%
Not sure	22.4%

2. Do you think that economic opportunity for citizens in Haiti is ... ?	Percentage of Respondents (N=173)
Increasing	22.5%
Decreasing	62.4%
Staying about the same	15.0%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in Haiti. Please identify which of the following you consider the most important development priorities in Haiti. (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=175)
Education	60.6%
Health	28.0%
Job creation/employment	25.1%
Anti-corruption	24.0%
Agriculture and rural development	23.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	20.6%
Security and stabilization	18.3%
Poverty reduction	11.4%
Judiciary reform	11.4%
Food security	10.3%
Economic growth	9.1%
Crime and violence	8.0%
Energy	6.3%
Global pandemics (e.g., COVID-19)	5.1%
Social protection (e.g., pensions, targeted social safety nets)	5.1%
Urban development	4.6%
Water and sanitation	2.9%
Global/regional integration	2.3%
Local governance and institutions	2.3%
Equality of opportunity (i.e., social inclusion)	2.3%
Transport (e.g., roads, bridges, transportation)	2.3%
Disaster risk management	2.3%
Social cohesion	1.7%
Climate change (e.g., mitigation, adaptation)	1.7%
Private sector development	1.7%
Information and communications technology	1.1%
Response to disease (e.g., diphtheria, measles, cholera resurgence, filariasis, malaria, dengue fever, scabies)	1.1%
Financial markets	0.6%
Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)	0.6%
Gender equity (closing the gap between women and men, and boys and girls)	0.6%
Gender based violence	0.0%
Trade and exports	0.0%
Pollution	0.0%
National debt	0.0%

**A. Overall Context (continued)**

4. Poverty reduction is a broad term that encompasses work in many different areas. Which 3 areas of development listed below do you believe would contribute most to reducing poverty in Haiti? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=178)
Job creation/employment	43.8%
Education	34.3%
Anti-corruption	31.5%
Agriculture and rural development	30.3%
Economic growth	27.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.4%
Security and stabilization	10.7%
Food security	10.1%
Transport (e.g., roads, bridges, transportation)	7.9%
Social protection (e.g., pensions, targeted social safety nets)	7.9%
Equality of opportunity (i.e., social inclusion)	7.3%
Disaster risk management	6.7%
Judiciary reform	6.7%
Energy	6.2%
Health	5.6%
Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)	5.1%
Trade and exports	4.5%
Private sector development	4.5%
Financial markets	4.5%
Local governance and institutions	3.9%
Crime and violence	3.4%
Social cohesion	2.8%
Urban development	2.8%
Global/regional integration	2.8%
Gender equity (closing the gap between women and men, and boys and girls)	2.2%
Information and communications technology	1.1%
Water and sanitation	0.6%
Gender based violence	0.6%
National debt	0.6%
Climate change (e.g., mitigation, adaptation)	0.0%
Response to disease (e.g., diphtheria, measles, cholera resurgence, filariasis, malaria, dengue fever, scabies)	0.0%
Pollution	0.0%

**A. Overall Context (continued)**

5. The COVID-19 pandemic has stressed many aspects of Haiti's growth and development. In which areas would you like to see the Haiti government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=174)
Healthcare	56.9%
Fair and equal distribution of a COVID-19 vaccine, when one is approved	41.4%
Education	29.3%
Economic growth	24.7%
Ensuring sustainable business growth and job creation	22.4%
Ensuring that girls and women have equal access to health care/health services	20.7%
Public service delivery (e.g., strengthening policies, institutions)	19.5%
Nutrition/food security/agriculture	19.5%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	19.0%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	14.9%
Providing direct financial support to businesses (business support packages)	12.6%
Ensuring that girls and women have equal access to job opportunities	5.2%
Other	4.0%

6. When economic and/or social reform efforts fail or are slow to take place in Haiti, which of the following would you attribute this to? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=151)
Corruption	57.0%
Inadequate level of government accountability	27.8%
Political pressures and obstacles	26.5%
Ongoing conflict and instability	24.5%
Inadequate level of capacity in the government	13.9%
Reforms are not well thought out in light of country challenges	13.2%
Inadequate funding	9.9%
Inadequate level of private sector participation	7.3%
Pressure from vested interest groups (e.g., private sector, unions)	6.6%
Inadequate level of citizen/civil society participation	6.0%
Inadequate level of donor coordination	4.0%
Other	0.7%

**A. Overall Context (continued)**

7. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	121	36	3.90	2.80
2. Bilateral organizations (e.g., USAID, DFID, JICA, GIZ, etc.)	137	19	6.13	2.82
3. The World Bank Group*	156	7	7.21	2.82
4. The International Monetary Fund	127	20	5.78	2.91
5. The United Nations (UN)	129	23	4.95	2.94
6. The World Health Organization (WHO)	145	14	6.40	2.83
7. Regional development banks	118	31	5.35	2.83
8. Haiti's Central Bank	137	18	5.39	2.74
9. International private sector	115	35	5.41	2.73
10. Domestic private sector	132	21	4.05	2.68
11. International civil society (e.g., NGOs, CBOs)	133	19	5.25	2.81
12. Local civil society (e.g., NGOs, CBOs)	137	14	5.26	2.79
13. Youth organizations	140	14	6.23	2.79
14. Faith-based institutions	116	36	5.09	2.62
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	136	22	4.98	2.79
16. International media and their web presence	124	31	5.09	2.59
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	127	29	4.21	2.46

8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Haiti. (Choose no more than 2)	Percentage of Respondents (N=161)
Lack of security (i.e., riots, conflict and violence)	48.4%
High levels of corruption	37.3%
Crime and violence	24.8%
Weak institutional capacity	23.0%
Food insecurity	11.8%
Weak accountability	11.8%
Political uncertainty	10.6%
Brain and labor drain	9.9%
Lack of access to development finance	5.0%
Weak social cohesion	4.3%
Low levels of political and economic inclusion	4.3%
Policy inconsistency	3.7%
None. I do not consider Haiti a fragile state.	0.6%
Other	0.0%

9. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.	N	DK	Level of Agreement				
			Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The COVID-19 vaccine will be safe	123	47	9.8%	16.3%	24.4%	25.2%	24.4%
2. The COVID-19 vaccine will be effective	119	48	8.4%	12.6%	19.3%	31.1%	28.6%
3. I will get the COVID-19 vaccine if I can	127	37	21.3%	10.2%	7.1%	14.2%	47.2%

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

1. How familiar are you with the work of these organizations in Haiti? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	167	n/a	7.27	3.15
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	160	n/a	5.34	3.24

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Haiti? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Haiti*	162	10	7.70	2.72
3. The World Bank Group's work is aligned with what I consider the development priorities for Haiti*	144	24	6.98	2.92

4. Overall, please rate your impression of the effectiveness of these organizations in Haiti. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	136	35	7.18	2.77
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	109	59	5.75	3.03

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Haiti?* (1-To no degree at all, 10-To a very significant degree)	158	12	7.44	2.92

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Haiti?* (1-To no degree at all, 10-To a very significant degree)	149	20	7.75	2.78

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Haiti? (Select only 1 response)	Percentage of Respondents (N=171)			
To a fully sufficient degree	32.7%			
To a somewhat sufficient degree	31.6%			
To a somewhat insufficient degree	14.0%			
To a very insufficient degree	9.4%			
Don't know	12.3%			

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

8. When thinking about the World Bank Group's role in Haiti, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=169)
Capacity development related to World Bank Group supported projects	33.7%
Financial resources	29.6%
Implementation support	26.6%
Technical assistance	23.1%
Public Expenditure Reviews	13.6%
Mobilizing third party financial resources	11.8%
Donor coordination	11.8%
Promoting knowledge sharing	10.7%
Formal policy advice, studies, analyses	8.9%
Data and statistics	8.9%
Bringing together different groups of stakeholders/convening power	4.7%
Strategy formulation (e.g., PRSP assistance)	3.6%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	3.6%
Global advocacy	3.6%
Other	0.0%

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Haiti? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=167)
World Bank Group's processes too slow and complex	19.8%
Not aligned with country priorities	18.0%
Not adequately sensitive to political/social realities in Haiti	15.6%
Not willing to honestly criticize policies and reform efforts in the country	15.0%
Not focused enough on issues that are unique to fragile countries	14.4%
Not enough public disclosure of its work	13.8%
Inadequate World Bank Group's staffing in Haiti	12.0%
Not sufficiently focused on sustainable results	10.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	9.6%
Not collaborating enough with private sector	9.0%
Don't know	6.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.0%
Not adequately flexible in changing country circumstances	6.0%
Inadequate number of innovative knowledge products and services	6.0%
Staff too inaccessible	5.4%
Too influenced by developed countries	5.4%
Inadequate number of innovative financial products and services	5.4%
Arrogant in its approach	4.8%
Inadequate level of real-time advice and guidance	1.8%
Other	1.2%

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

10. When thinking about how the World Bank Group can have the most impact on development results in Haiti, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Haiti? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=171)
Education	52.0%
Job creation/employment	27.5%
Health	25.7%
Anti-corruption	20.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.7%
Agriculture and rural development	18.1%
Economic growth	12.9%
Security and stabilization	12.3%
Poverty reduction	9.9%
Food security	9.4%
Financial markets	6.4%
Crime and violence	5.8%
Energy	5.3%
Transport (e.g., roads, bridges, transportation)	5.3%
Social protection (e.g., pensions, targeted social safety nets)	4.7%
Private sector development	4.7%
Judiciary reform	4.7%
Water and sanitation	4.7%
Equality of opportunity (i.e., social inclusion)	4.1%
Local governance and institutions	4.1%
Global pandemics (e.g., COVID-19)	3.5%
Gender based violence	2.9%
Global/regional integration	2.9%
Urban development	2.3%
Information and communications technology	2.3%
Pollution	1.8%
Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)	1.8%
National debt	1.2%
Disaster risk management	1.2%
Trade and exports	1.2%
Climate change (e.g., mitigation, adaptation)	1.2%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%
Social cohesion	0.0%
Response to disease (e.g., diphtheria, measles, cholera resurgence, filariasis, malaria, dengue fever, scabies)	0.0%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=161)
World Bank	43.5%
Multi-lateral financial institution	39.8%
Investment bank	34.8%
Don't know	21.7%
Financial advisory solutions	19.9%
Development institution	18.6%
Private sector solutions	15.5%
Public-private partnerships	14.3%
Impact investor	8.1%
Innovation and entrepreneurship	5.6%
Asset manager	4.3%
None of the above	3.7%
Venture capital	2.5%
Thought leader	1.2%
Other	1.2%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Haiti solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	138	33	8.14	2.59
Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in Haiti? (1-To no degree at all, 10-To a very significant degree)	92	77	5.70	3.04

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in Haiti, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	128	34	6.71	2.83
4. Flexibility (in terms of the institution's products and services)*	116	42	6.34	2.93
5. Flexibility (in terms of changing country circumstances)*	108	47	6.16	2.96
6. Being inclusive*	125	32	6.66	2.82
7. Openness (sharing data and other information)*	116	37	6.87	2.73
8. Collaboration with the Government*	129	31	7.67	2.55
9. The speed in which it gets things accomplished on the ground*	127	27	6.03	3.08
10. Helping to bring discipline/effective supervision to implementation of investment projects*	120	33	7.37	2.93
11. Collaboration with civil society*	117	34	6.41	2.98
12. Staff accessibility*	113	36	6.67	3.03
13. Collaboration with other donors and development partners*	110	48	7.01	2.88
14. Collaboration with the private sector*	100	51	6.20	3.09
15. Collaboration with the UN*	94	59	7.64	2.48
16. Straightforwardness and honesty*	122	30	7.61	2.71
17. Treating clients and stakeholders in Haiti with respect*	126	30	7.65	2.66
18. Being a long-term partner*	98	56	7.61	2.56
19. Acting with compassion and empathy	96	51	6.50	2.83
20. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	108	43	7.24	2.66
21. Measuring results effectively	115	38	7.15	2.77

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
22. The World Bank Group disburses funds promptly	119	44	5.55	3.13
23. The World Bank Group effectively monitors and evaluates the projects and programs it supports	142	22	8.27	2.38
24. The World Bank Group's approvals and reviews are done in a timely fashion	117	46	7.31	2.85
25. The World Bank Group's Environmental and Social Framework requirements are reasonable	91	67	7.53	2.58
26. The World Bank Group's conditions on its lending are reasonable	83	74	7.35	2.57
27. The World Bank Group takes decisions quickly in Haiti*	97	61	5.59	2.98
28. Working with the World Bank Group increases Haiti's institutional capacity	138	25	7.57	2.79

To what extent do you agree/disagree with the following statements about the World Bank Group in Haiti? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
29. The World Bank Group's financial instruments (i.e., investment lending/grants, Development Policy Operations, Trust Funds, etc.) meet the needs of Haiti*	116	44	6.81	3.09
30. The World Bank Group meets Haiti's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	139	21	7.55	2.71

**C. World Bank Group's Work and Engagement on the Ground (continued)**

COVID-19 "Approach Paper" (1- Not useful at all, 10-Very useful)	N	DK	Mean	SD
31. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Haiti government's efforts to support citizens throughout this crisis?	84	74	7.48	2.82

Global role of advocacy	N	DK	Mean	SD
32. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	113	44	8.39	2.23

How effectively does the World Bank Group support Haiti's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
33. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	115	46	6.87	3.15
34. To develop better and stronger data collection/analytics systems within the Government	123	37	7.67	2.50
35. To strengthen the country's crisis preparedness	131	28	7.21	2.99

**D. World Bank Group's Support in Development Areas**

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Haiti? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, (e.g., pensions, targeted social safety nets)	56	96	6.34	2.66
2. Gender equity (closing the gap between women and men, and boys and girls)	79	73	7.27	2.73
3. Private sector development	71	80	6.42	2.80
4. Education	127	27	8.28	2.34
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	89	67	6.67	3.14
6. Regional integration	67	80	6.63	2.99
7. Food security	102	51	7.22	2.91
8. Urban development	92	61	6.30	2.95
9. Energy	69	80	5.78	3.23
10. Water and sanitation	98	52	7.12	2.83
11. Environment	103	44	6.92	2.90
12. Job creation/employment	101	48	6.58	3.10
13. Health (maternal mortality, child mortality, communicable diseases)	83	67	7.02	2.93
14. Financial markets	65	84	6.31	3.02
15. Transport (e.g., roads, bridges, transportation)	86	65	7.10	2.54
16. Agriculture and rural development	89	58	6.89	2.98
17. Trade and exports	60	86	5.70	3.04
18. Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)	64	84	6.45	3.18
19. Climate change (e.g., mitigation, adaptation)	68	82	6.04	2.97
20. Poverty reduction	99	50	6.65	3.19
21. Anti-corruption	81	70	5.96	3.49
22. Economic growth	103	45	6.41	3.05
23. Disaster risk management	90	59	7.14	2.77
24. Equality of opportunity (i.e., social inclusion)	68	76	6.68	2.89
25. Response to disease (e.g., vaccination, cholera and infectious disease, Covid-19, prenatal care surveillance systems, etc.)	86	66	7.13	2.85
26. Information and communications technology	63	85	6.86	2.80
27. Gender based violence	54	94	5.59	3.08
28. Local governance and institutions	71	75	6.58	2.75
29. Social cohesion	62	89	6.39	2.91

**D. World Bank Group's Support in Development Areas (continued)**

2. The World Bank Group has provided fast track support to Haiti related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	100	4	55	7.31	2.70
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	97	9	49	6.72	3.16
3. Protecting poor people (social assistance/ social safety nets)	82	3	70	5.90	3.07
4. Ensuring sustainable business growth and job creation	68	10	76	6.24	3.12
5. Strengthening policies, institutions and investments for rebuilding better	76	5	76	6.09	3.19
6. Macroeconomic stability and transparent debt management	54	6	96	5.83	3.08
7. Supporting improvements in transport and municipal infrastructure necessary for post-COVID recovery and growth	69	5	83	6.06	3.15
8. Supporting the agriculture sector to improve the food security situation	81	5	71	6.47	3.10

E. 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=153)
Weekly	13.7%
Monthly	26.8%
A few times a year	33.3%
Rarely	13.7%
Never	12.4%

In Haiti, 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	120	38	7.17	2.45
3. Include appropriate level of stakeholder involvement during preparation	98	54	6.71	2.47
4. Lead to practical solutions	124	33	7.22	2.66
5. Are source of relevant information on global good practices	95	58	7.51	2.35
6. Are adequately disseminated	100	48	6.76	2.63
7. Are translated enough into local language	113	39	6.84	3.24
8. Are adaptable to Haiti's specific development challenges and country circumstances*	112	45	7.19	2.61

Overall Evaluations	N	DK	Mean	SD
9. 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)	144	15	7.42	2.76
10. 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)	128	32	7.62	2.46

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=163)
Increase the level of capacity development in the country	23.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	21.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.2%
Work faster	17.2%
Reduce the complexity of obtaining World Bank Group financing	17.2%
Improve the quality of its experts as related to Haiti's specific challenges	15.3%
Engage more effectively with civil society (e.g., NGOs, CBOs)	14.7%
Engage more directly with beneficiaries	14.1%
Offer more innovative financial products and services	11.7%
Increase the level of World Bank Group staffing in Haiti's office	11.0%
Engage more effectively with private sector	9.2%
Offer more innovative knowledge products and services	6.1%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.3%
Provide more adequate data/knowledge/statistics/figures on Haiti's economy	4.3%
Ensure greater selectivity in its work	3.7%
Offer more real-time advice and guidance	3.1%
Other	0.6%

2A. Which 3 areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=149)
Human capital (education, health, social protection)	53.7%
Public financial management	32.2%
Food security	28.2%
Stimulating dialogue to promote peace and stability	26.2%
Capacity of state institutions	24.8%
Jobs	24.2%
Access to basic services	18.1%
Improving livelihoods	14.1%
Crisis response	14.1%
Support domestic resource mobilization	9.4%
Crisis preparedness	9.4%
Security mechanisms	8.1%
Social safety nets	6.7%
Access to justice systems	6.0%
Reducing gender-based violence	5.4%
Social cohesion	3.4%
Conflict resolution mechanisms	2.0%

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

2B. Which 3 areas below would benefit most from other donors in Haiti? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=147)
Human capital (education, health, social protection)	42.9%
Food security	29.9%
Stimulating dialogue to promote peace and stability	26.5%
Access to basic services	20.4%
Public financial management	19.7%
Jobs	18.4%
Crisis response	17.7%
Support domestic resource mobilization	16.3%
Improving livelihoods	15.6%
Access to justice systems	15.0%
Crisis preparedness	15.0%
Capacity of state institutions	13.6%
Security mechanisms	10.2%
Reducing gender-based violence	8.2%
Social safety nets	8.2%
Conflict resolution mechanisms	6.1%
Social cohesion	4.1%

3. 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 2)	Percentage of Respondents (Responses Combined; N=160)
Local government	33.8%
Beneficiaries	25.6%
Academia/think tanks/research institutes	25.6%
NGOs/Community Based Organizations	24.4%
Youth/university groups	23.8%
Private sector	17.5%
Donor community	12.5%
UN agencies	5.0%
Regional organizations (e.g., IDB, CDB, CARICOM)	5.0%
Media	4.4%
Emerging donors	3.8%
Don't know	3.1%
The United Nations Integrated Office in Haiti (BINUH)	2.5%
Parliament	2.5%
Foundations	1.9%
Other	1.9%

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

4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Haiti? (Select no more than 2)	Percentage of Respondents (Responses Combined; N=158)
Don't know	27.2%
The United Nations International Children's Emergency Fund (UNICEF)	25.3%
World Food Program (WFP)	24.7%
United Nations Development Program (UNDP)	17.7%
United Nations Office for Project Services (UNOPS)	15.8%
World Health Organization (WHO)/Pan American Health Organization (PAHO)	13.9%
None. I don't believe the World Bank Group needs to partner with the UN organizations	12.7%
The Red Cross	10.1%
UNESCO/UNFPA	6.3%
Save the Children	4.4%
The International Committee of the Red Cross (ICRC)	2.5%

G. Communication and Information Sharing

1. How frequently do you interact with the World Bank Group now in Haiti?	Percentage of Respondents (N=158)
Never	15.8%
Less than once a year	12.0%
Once a year to a few times a year	32.9%
Less than once a month	7.6%
At least once a month	22.8%
At least once a week	8.9%

2. How do you get most of your information about economic and social development issues in Haiti? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=162)
Social media (e.g., WhatsApp, blogs, Facebook, Twitter, YouTube, Flickr)	51.2%
Local radio	45.1%
Local newspapers	29.0%
Local television	21.6%
International newspapers	17.9%
International television	8.6%
Other	6.2%
International radio	5.6%
Periodicals	4.9%

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

3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=164)
World Bank Group's seminars/workshops/conferences	53.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	47.6%
World Bank Group's publications and other written materials	25.6%
e-Newsletters	20.1%
World Bank Group's website	19.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.9%
Interviews and press conferences for Haiti's media	11.6%
Webinars or online events hosted by the World Bank Group	11.0%

4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=153)
High speed/WiFi	47.1%
Dial-up	52.9%

5. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=161)
Phone	42.9%
Computer/laptop	34.8%
I never visit the WBG websites	20.5%
Tablet	1.9%

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	154	16.2%	14.9%	39.0%	29.9%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	152	9.9%	13.2%	43.4%	33.6%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	153	4.6%	10.5%	18.3%	66.7%
Visited a WBG website (e.g., read a blog, used data)	148	2.7%	15.5%	35.1%	46.6%
Attended an event/conference hosted by the WBG	148	2.7%	8.1%	28.4%	60.8%
Watched a webinar or online event hosted by the WBG	144	0.7%	7.6%	25.0%	66.7%
Read some or all of a WBG research paper or publication	148	5.4%	11.5%	43.9%	39.2%
Met professionally with WBG staff	151	5.3%	10.6%	33.8%	50.3%
Read a WBG e-newsletter	150	2.0%	7.3%	23.3%	67.3%



H. Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=166)
Employee of Ministry, Ministerial Department, Implementation Agency	21.1%
State-Owned Enterprise	16.9%
Private Sector Organization	9.6%
Other	8.4%
NGO/Community Based Organization	7.8%
Multilateral Agency (UN, regional development bank)	6.6%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	6.0%
Office of the President, Prime Minister	4.8%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.6%
Local Government Office or Staff	3.0%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.4%
Financial Sector/Private Bank	2.4%
Media (press, radio, TV, web, etc.)	1.8%
Youth Group	1.2%
Academia/Research Institute/Think Tank	1.2%
Office of Minister	0.6%
Office of Parliamentarian	0.6%
Judicial System (e.g., courts)	0.6%
Trade Union	0.6%
Faith-Based Group	0.6%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=168)
Education	48.2%
Other	8.3%
Generalist (specialized in multiple sectors)	7.1%
Agriculture, rural development	6.0%
Energy	4.8%
Health, nutrition	3.0%
Transport	3.0%
Finance and markets	3.0%
Macroeconomics, fiscal management	1.8%
Social protection	1.8%
Gender	1.8%
Trade and competitiveness	1.8%
Governance, anti-corruption	1.2%
Jobs	1.2%
Urban development	1.2%
Digital development and technology (ICT)	1.2%
Tourism	1.2%
Communications, public affairs	1.2%
Poverty	0.6%
Environment, natural resources	0.6%
Water, sanitation	0.6%
Demographics, migration	0.6%
Climate change	0.0%
Fragility, conflict, violence, refugees	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Haiti?	Percentage of Respondents (N=156)
Yes	30.8%
No	69.2%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Haiti? (Select only 1 response)	Percentage of Respondents (N=47)
The World Bank (IDA)	83.0%
The International Finance Corporation (IFC)	10.6%
The Multilateral Investment Guarantee Agency (MIGA)	6.4%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=75)
Yes	52.0%
No	48.0%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in Haiti? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=144)
Engage in World Bank Group related/sponsored events/activities	28.5%
Collaborate as part of my professional duties	25.0%
Use World Bank Group reports/data	32.6%
Use World Bank Group website for information, data, research, etc.	57.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	16.0%

7. What's your gender?	Percentage of Respondents (N=173)
Female	31.2%
Male	68.8%

8. What's your age?	Percentage of Respondents (N=174)
25 and under	0.6%
26-35	9.2%
36-45	33.3%
46-55	35.6%
56 and above	21.3%

9. Which best represents your geographic location?	Percentage of Respondents (N=175)
Sud	54.9%
Ouest	42.3%
Nord	1.1%
Nippes	1.1%
Nord-Est	0.6%
Artibonite	0.0%
Nord-Ouest	0.0%
Centre	0.0%
Sud-Est	0.0%
Grand-Anse	0.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups²²

- Office of the President/Prime Minister/Minister N=9 ● Employee of a Ministry N=35 ● PMU/Consultant N=10 ● State-Owned Enterprise N=28 ● Bilateral/Multilateral Agency N=17
 ● Private Sector/Financial Sector/Private Bank N=20 (Private Sector) ● CSO N=17 ● Other²³ N=30

A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
The right direction	12.5%	37.1%	20.0%	16.0%	5.9%	0.0%	5.9%	29.6%
The wrong direction	75.0%	31.4%	40.0%	44.0%	82.4%	90.0%	76.5%	63.0%
Not sure	12.5%	31.4%	40.0%	40.0%	11.8%	10.0%	17.6%	7.4%

*Significantly different between stakeholder groups

²² Only 166 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

²³ Includes the following categories: Office of the Parliamentarian (N=1), Local Government Office or Staff (N=5), Independent Government Institution (N=4), Judicial System (N=1), Academia/Research Institute/Think Tank (N=2), Media (N=3) and Other (N=14).

**A. Overall Context (continued)**

Listed below are a number of development priorities in Haiti. Please identify which of the following you consider the most important development priorities in Haiti.
(Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Global pandemics (e.g., COVID-19)	22.2%	5.7%	0.0%	7.4%	0.0%	5.0%	0.0%	6.9%
Urban development	11.1%	2.9%	0.0%	0.0%	5.9%	0.0%	11.8%	10.3%
Health*	11.1%	31.4%	0.0%	40.7%	5.9%	10.0%	23.5%	41.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Education*	88.9%	71.4%	40.0%	81.5%	17.6%	40.0%	41.2%	72.4%
Food security	0.0%	5.7%	10.0%	14.8%	11.8%	0.0%	23.5%	10.3%
Public sector governance/reform*	22.2%	20.0%	20.0%	11.1%	35.3%	45.0%	29.4%	3.4%
Global/regional integration	0.0%	2.9%	0.0%	3.7%	0.0%	0.0%	0.0%	3.4%
Agriculture and rural development	22.2%	20.0%	30.0%	18.5%	17.6%	5.0%	23.5%	44.8%
Social protection*	0.0%	5.7%	10.0%	3.7%	23.5%	0.0%	0.0%	0.0%
Energy*	22.2%	0.0%	30.0%	0.0%	0.0%	0.0%	5.9%	17.2%
Water and sanitation*	11.1%	2.9%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	7.4%	5.9%	0.0%	0.0%	0.0%
Job creation/employment	11.1%	25.7%	20.0%	40.7%	29.4%	25.0%	17.6%	17.2%
Local governance and institutions	0.0%	0.0%	0.0%	3.7%	0.0%	10.0%	5.9%	0.0%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	22.9%	30.0%	25.9%	35.3%	30.0%	29.4%	24.1%
Equality of opportunity	11.1%	0.0%	0.0%	3.7%	0.0%	0.0%	11.8%	0.0%
Response to disease	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	3.4%
Crime and violence*	0.0%	2.9%	0.0%	0.0%	23.5%	25.0%	11.8%	3.4%
Poverty reduction	0.0%	11.4%	30.0%	11.1%	17.6%	5.0%	23.5%	6.9%
Natural resource management	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	11.8%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%
Transport	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Judiciary reform	11.1%	5.7%	20.0%	3.7%	29.4%	15.0%	5.9%	10.3%
Economic growth	22.2%	11.4%	20.0%	0.0%	5.9%	25.0%	0.0%	6.9%
Security and stabilization	22.2%	28.6%	20.0%	14.8%	17.6%	25.0%	11.8%	10.3%
Disaster risk management	0.0%	5.7%	0.0%	0.0%	0.0%	5.0%	5.9%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
National debt	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	0.0%	0.0%	0.0%	0.0%	0.0%	15.0%	0.0%	0.0%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of Haiti's growth and development. In which areas would you like to see the Haiti government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Public service delivery*	33.3%	20.6%	40.0%	11.1%	17.6%	31.6%	35.3%	0.0%
Providing direct non-financial support to citizens*	44.4%	23.5%	0.0%	11.1%	11.8%	0.0%	17.6%	36.7%
Healthcare*	66.7%	76.5%	40.0%	66.7%	23.5%	42.1%	52.9%	60.0%
Providing direct financial support to businesses	33.3%	17.6%	30.0%	0.0%	11.8%	10.5%	5.9%	13.3%
Fair and equal distribution of a COVID-19 vaccine, when one is approved	22.2%	32.4%	50.0%	55.6%	41.2%	26.3%	29.4%	56.7%
Nutrition/food security/agriculture	11.1%	20.6%	10.0%	22.2%	11.8%	26.3%	17.6%	23.3%
Ensuring sustainable business growth and job creation*	0.0%	17.6%	40.0%	11.1%	17.6%	68.4%	23.5%	10.0%
Ensuring that girls and women have equal access to job opportunities	11.1%	0.0%	0.0%	7.4%	5.9%	5.3%	5.9%	3.3%
Education*	33.3%	32.4%	30.0%	59.3%	29.4%	15.8%	11.8%	10.0%
Ensuring that girls and women have equal access to health care/health services*	11.1%	23.5%	20.0%	3.7%	11.8%	5.3%	41.2%	43.3%
Poverty and inequality*	11.1%	5.9%	10.0%	11.1%	41.2%	15.8%	29.4%	6.7%
Economic growth	22.2%	11.8%	10.0%	22.2%	47.1%	42.1%	23.5%	30.0%
Other	0.0%	8.8%	10.0%	7.4%	0.0%	0.0%	5.9%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

When economic and/or social reform efforts fail or are slow to take place in Haiti, which of the following would you attribute this to? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Corruption	28.6%	59.3%	25.0%	69.6%	47.1%	63.2%	70.6%	65.2%
Pressure from vested interest groups *	28.6%	3.7%	0.0%	4.3%	23.5%	5.3%	5.9%	0.0%
Political pressures and obstacles	28.6%	22.2%	25.0%	43.5%	29.4%	21.1%	17.6%	26.1%
Inadequate level of citizen/civil society participation	0.0%	3.7%	12.5%	4.3%	0.0%	5.3%	17.6%	8.7%
Inadequate level of donor coordination	0.0%	3.7%	0.0%	4.3%	11.8%	0.0%	5.9%	4.3%
Inadequate funding	28.6%	18.5%	12.5%	8.7%	0.0%	0.0%	0.0%	13.0%
Inadequate level of government accountability	0.0%	29.6%	37.5%	34.8%	17.6%	31.6%	29.4%	13.0%
Inadequate level of capacity in the government*	57.1%	0.0%	12.5%	0.0%	41.2%	21.1%	5.9%	8.7%
Ongoing conflict and instability	14.3%	25.9%	25.0%	17.4%	17.6%	21.1%	17.6%	47.8%
Reforms are not well thought out in light of country challenges*	14.3%	22.2%	50.0%	0.0%	0.0%	15.8%	17.6%	4.3%
Inadequate level of private sector participation	0.0%	11.1%	0.0%	8.7%	5.9%	5.3%	5.9%	8.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%

*Significantly different between stakeholder groups

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?*	9	6.67	32	8.44	10	6.80	25	8.64	17	6.00	19	3.63	16	7.75	21	7.62

*Significantly different between stakeholder groups



A. Overall Context (continued)

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Haiti. (Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
None. I do not consider Haiti a fragile state.	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Lack of security *	37.5%	58.1%	44.4%	40.0%	29.4%	35.3%	35.3%	84.6%
Brain and labor drain	12.5%	19.4%	11.1%	20.0%	11.8%	0.0%	0.0%	0.0%
Weak social cohesion	0.0%	6.5%	0.0%	4.0%	11.8%	5.9%	0.0%	3.8%
Food insecurity	25.0%	9.7%	22.2%	24.0%	0.0%	0.0%	5.9%	11.5%
Lack of access to development finance	12.5%	6.5%	11.1%	4.0%	0.0%	5.9%	5.9%	0.0%
Weak accountability	12.5%	6.5%	11.1%	16.0%	11.8%	5.9%	23.5%	15.4%
Weak institutional capacity*	25.0%	19.4%	11.1%	16.0%	47.1%	35.3%	35.3%	3.8%
Political uncertainty	25.0%	6.5%	22.2%	4.0%	17.6%	11.8%	11.8%	3.8%
Low levels of political and economic inclusion	0.0%	3.2%	0.0%	4.0%	5.9%	11.8%	5.9%	0.0%
Crime and violence	25.0%	32.3%	33.3%	20.0%	11.8%	29.4%	23.5%	15.4%
High levels of corruption	25.0%	16.1%	33.3%	36.0%	47.1%	41.2%	47.1%	57.7%
Policy inconsistency	0.0%	3.2%	0.0%	0.0%	5.9%	11.8%	5.9%	3.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

B. Overall Attitudes Toward the World Bank Group

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	9	8.00	33	8.24	10	9.10	27	7.44	17	6.18	18	5.17	17	6.88	26	6.62
The International Finance Corporation (IFC), the World Bank Group's private sector arm	8	7.25	30	5.03	10	5.50	26	5.96	17	4.76	18	6.50	16	5.19	26	4.73

*Significantly different between stakeholder groups

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

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, the World Bank Group currently plays a relevant role in development in Haiti*	9	7.22	34	8.35	10	7.70	26	8.85	16	5.75	18	3.72	15	8.13	26	9.35
The World Bank Group's work is aligned with what I consider the development priorities for Haiti*	9	7.00	32	7.50	9	7.33	25	8.76	15	5.33	18	3.50	11	7.09	21	7.90

*Significantly different between stakeholder groups

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	9	7.22	28	7.82	9	7.22	22	8.14	15	5.80	15	3.20	14	7.14	18	9.33
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	7	7.00	19	7.37	4	5.50	19	6.16	11	4.36	18	3.89	11	6.36	17	5.24

*Significantly different between stakeholder groups

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Haiti?*	9	6.67	32	8.13	10	7.10	27	8.89	16	4.88	16	3.31	14	7.07	25	9.36

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Haiti?*	9	7.44	31	8.48	9	7.11	23	8.78	15	5.60	16	4.19	13	7.92	25	9.12

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

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

When thinking about how the World Bank Group can have the most impact on development results in Haiti, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Haiti? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Gender based violence	11.1%	0.0%	10.0%	3.6%	0.0%	0.0%	0.0%	3.4%
Global/regional integration	11.1%	9.1%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	3.4%
Job creation/employment	11.1%	39.4%	40.0%	14.3%	17.6%	16.7%	18.8%	44.8%
Health*	11.1%	36.4%	10.0%	42.9%	0.0%	11.1%	25.0%	34.5%
Energy	0.0%	3.0%	20.0%	3.6%	0.0%	5.6%	12.5%	0.0%
Social protection *	11.1%	0.0%	10.0%	0.0%	17.6%	0.0%	12.5%	0.0%
Economic growth	11.1%	12.1%	20.0%	3.6%	23.5%	33.3%	6.3%	6.9%
Private sector development*	11.1%	0.0%	20.0%	0.0%	0.0%	16.7%	0.0%	3.4%
Education*	33.3%	69.7%	30.0%	89.3%	29.4%	5.6%	37.5%	58.6%
Public sector governance/reform	22.2%	21.2%	30.0%	3.6%	41.2%	27.8%	25.0%	10.3%
Security and stabilization	11.1%	6.1%	0.0%	21.4%	11.8%	11.1%	18.8%	17.2%
Financial markets	0.0%	6.1%	0.0%	3.6%	5.9%	5.6%	12.5%	3.4%
Food security	11.1%	3.0%	0.0%	17.9%	5.9%	11.1%	12.5%	10.3%
Urban development*	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global pandemics (e.g., COVID-19)	11.1%	0.0%	10.0%	3.6%	5.9%	0.0%	0.0%	6.9%
National debt	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	3.4%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	3.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity*	22.2%	0.0%	0.0%	0.0%	5.9%	5.6%	12.5%	0.0%
Response to disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Judiciary reform	0.0%	6.1%	10.0%	3.6%	5.9%	16.7%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	7.1%	0.0%	5.6%	0.0%	0.0%
Water and sanitation	0.0%	3.0%	10.0%	14.3%	0.0%	0.0%	6.3%	3.4%
Agriculture and rural development	0.0%	15.2%	10.0%	14.3%	5.9%	22.2%	18.8%	34.5%
Trade and exports	11.1%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Crime and violence	11.1%	6.1%	10.0%	7.1%	0.0%	0.0%	6.3%	6.9%
Natural resource management	0.0%	3.0%	0.0%	0.0%	0.0%	5.6%	0.0%	3.4%
Local governance and institutions	22.2%	3.0%	10.0%	0.0%	5.9%	11.1%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	6.3%	0.0%
Poverty reduction	0.0%	12.1%	10.0%	7.1%	11.8%	5.6%	25.0%	10.3%
Transport	22.2%	3.0%	0.0%	0.0%	11.8%	5.6%	0.0%	6.9%
Anti-corruption	22.2%	15.2%	0.0%	10.7%	41.2%	33.3%	18.8%	24.1%

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	8	6.75	25	7.44	5	6.00	22	7.77	14	4.93	15	3.27	13	6.92	19	8.16
Flexibility (in terms of the institution's products and services)*	8	6.75	22	7.32	7	7.00	21	7.48	12	4.08	13	3.85	12	5.67	16	7.56
Flexibility (in terms of changing country circumstances)*	8	6.63	23	7.26	8	7.25	14	6.36	12	3.83	14	3.86	12	5.75	12	8.42
Being inclusive*	8	6.88	25	6.60	8	7.88	18	7.50	14	5.14	14	4.79	13	5.92	18	8.28
Openness (sharing data and other information)*	8	7.00	25	7.56	7	7.29	17	7.53	14	5.79	14	4.79	12	7.25	15	7.87
Collaboration with the Government*	8	6.88	29	8.24	9	7.78	23	8.65	13	6.54	11	4.18	14	7.36	17	8.94
The speed in which it gets things accomplished on the ground*	8	7.00	28	6.96	9	6.33	22	7.45	13	3.54	15	2.73	11	6.18	16	6.75
Helping to bring discipline/effective supervision to implementation of investment projects*	7	7.29	26	8.42	8	8.38	26	8.04	13	5.00	11	3.91	11	7.45	12	8.67
Collaboration with civil society*	8	6.63	23	7.52	6	7.17	17	7.47	13	4.69	14	3.29	13	5.31	17	8.00
Staff accessibility*	8	6.63	25	7.64	8	7.75	19	7.05	11	4.64	13	4.54	11	6.27	14	8.07
Collaboration with other donors and development partners*	8	7.25	25	7.56	7	8.00	17	7.24	13	5.85	10	4.80	11	5.91	16	8.50
Collaboration with the private sector*	7	7.43	16	7.56	7	7.14	11	7.00	11	5.45	15	3.40	13	5.92	15	6.73
Collaboration with the UN*	7	7.29	16	8.63	5	8.60	14	7.50	12	6.75	7	4.43	12	7.92	17	8.47
Straightforwardness and honesty*	8	7.13	25	8.52	8	8.63	19	8.47	14	5.93	14	5.29	13	7.31	16	8.56
Treating clients and stakeholders in Haiti with respect*	8	7.25	29	8.31	9	8.78	20	8.40	13	5.38	14	5.43	12	8.17	16	8.44
Being a long-term partner*	7	7.71	21	8.14	8	8.25	14	8.57	11	6.45	12	5.08	9	7.67	13	8.77
Acting with compassion and empathy*	7	7.43	18	6.94	8	7.88	15	7.80	13	4.62	11	4.36	11	6.18	10	7.50
Insisting on accountability through its lending*	7	7.43	24	7.79	7	8.14	18	7.28	10	6.10	13	4.38	12	7.75	13	8.77
Measuring results effectively*	8	7.38	22	7.82	8	8.13	20	7.75	13	5.62	13	4.77	13	7.46	14	7.86

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Haiti*	8	6.38	20	6.65	6	7.33	15	4.87	12	5.17	13	3.08	9	5.11	10	5.80

*Significantly different between stakeholder groups

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Haiti*	7	7.29	28	8.07	7	6.43	14	7.86	11	5.00	12	4.00	11	6.64	19	7.32
The World Bank Group meets Haiti's needs for knowledge services*	7	7.71	30	7.80	9	6.56	24	7.96	12	6.92	14	5.36	15	8.00	20	8.70

*Significantly different between stakeholder groups

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	8	7.50	25	8.44	8	8.88	20	9.35	12	7.58	12	7.17	12	7.92	13	9.15

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

E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Weekly	14.3%	18.8%	33.3%	12.5%	0.0%	0.0%	26.7%	12.5%
Monthly	14.3%	28.1%	33.3%	45.8%	18.8%	17.6%	26.7%	16.7%
A few times a year	57.1%	31.3%	33.3%	8.3%	56.3%	35.3%	40.0%	37.5%
Rarely	14.3%	15.6%	0.0%	16.7%	6.3%	23.5%	6.7%	8.3%
Never	0.0%	6.3%	0.0%	16.7%	18.8%	23.5%	0.0%	25.0%

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

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Haiti's specific development challenges and country circumstances*	7	7.29	20	7.20	8	7.88	19	7.74	12	6.17	11	4.73	14	7.00	16	9.00

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

	Office of the President/ PM/Minister		Employee of a Ministry		PMU/ Consultant		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	6	7.83	32	7.72	8	7.25	26	8.54	14	5.79	13	3.54	14	7.00	21	9.10
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6	8.17	27	7.15	8	8.50	25	7.80	12	8.17	11	6.82	14	7.29	19	7.63

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

**F. The Future Role of The World Bank Group in Haiti**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Haiti? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.5%	30.3%	11.1%	14.8%	6.7%	5.9%	20.0%	34.5%
Increase the level of capacity development in the country	0.0%	21.2%	33.3%	18.5%	26.7%	29.4%	26.7%	27.6%
Collaborate more effectively with Government clients	62.5%	24.2%	22.2%	33.3%	26.7%	11.8%	13.3%	10.3%
Work faster	37.5%	21.2%	11.1%	18.5%	13.3%	29.4%	13.3%	6.9%
Increase the level of World Bank Group staffing in Haiti's office	0.0%	12.1%	11.1%	14.8%	6.7%	5.9%	6.7%	10.3%
Offer more real-time advice and guidance	0.0%	6.1%	11.1%	7.4%	0.0%	0.0%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	37.5%	6.1%	44.4%	11.1%	33.3%	23.5%	6.7%	10.3%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	6.9%
Offer more innovative financial products and services	0.0%	21.2%	22.2%	11.1%	6.7%	5.9%	6.7%	13.8%
Provide more adequate data/knowledge/statistics/figures on Haiti's economy	12.5%	3.0%	0.0%	3.7%	6.7%	5.9%	0.0%	3.4%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Haiti (continued)****Continued from previous page**

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Engage more effectively with civil society (e.g., NGOs, CBOs)*	0.0%	6.1%	0.0%	18.5%	6.7%	11.8%	60.0%	13.8%
Offer more innovative knowledge products and services	0.0%	9.1%	0.0%	7.4%	0.0%	0.0%	13.3%	10.3%
Engage more directly with beneficiaries	0.0%	18.2%	11.1%	25.9%	6.7%	5.9%	13.3%	13.8%
Improve the quality of its experts as related to Haiti's specific challenges*	37.5%	15.2%	0.0%	0.0%	6.7%	23.5%	13.3%	27.6%
Engage more effectively with private sector*	0.0%	3.0%	11.1%	0.0%	13.3%	35.3%	6.7%	6.9%
Ensure greater selectivity in its work	0.0%	0.0%	11.1%	11.1%	6.7%	0.0%	0.0%	3.4%
Other	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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 2)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Beneficiaries	12.5%	18.2%	44.4%	44.0%	26.7%	25.0%	13.3%	27.6%
UN agencies	0.0%	6.1%	0.0%	0.0%	20.0%	0.0%	0.0%	10.3%
Youth/university groups	50.0%	18.2%	11.1%	28.0%	13.3%	6.3%	26.7%	27.6%
Local government	25.0%	42.4%	44.4%	28.0%	13.3%	31.3%	46.7%	31.0%
The United Nations Integrated Office in Haiti (BINUH)	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	10.3%
NGOs/Community Based Organizations*	12.5%	39.4%	11.1%	20.0%	13.3%	6.3%	73.3%	10.3%
Private sector*	0.0%	9.1%	22.2%	4.0%	26.7%	81.3%	13.3%	6.9%
Parliament	12.5%	3.0%	0.0%	0.0%	0.0%	6.3%	0.0%	3.4%
Foundations*	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Donor community	12.5%	30.3%	0.0%	12.0%	13.3%	0.0%	6.7%	10.3%
Media	25.0%	0.0%	0.0%	4.0%	6.7%	6.3%	0.0%	3.4%
Emerging donors	0.0%	0.0%	0.0%	16.0%	6.7%	0.0%	0.0%	3.4%
Academia/think tanks/research institutes	12.5%	9.1%	44.4%	28.0%	40.0%	25.0%	13.3%	37.9%
Regional organizations	0.0%	6.1%	11.1%	8.0%	6.7%	6.3%	0.0%	3.4%
Other	0.0%	0.0%	11.1%	4.0%	0.0%	0.0%	0.0%	3.4%
Don't know	0.0%	6.1%	0.0%	0.0%	6.7%	0.0%	0.0%	3.4%

*Significantly different between stakeholder groups

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

Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Haiti? (Select no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
United Nations Office for Project Services (UNOPS)*	57.1%	25.0%	0.0%	18.5%	6.7%	5.9%	7.1%	17.9%
The United Nations International Children's Emergency Fund (UNICEF)	28.6%	37.5%	22.2%	33.3%	0.0%	5.9%	21.4%	28.6%
World Health Organization (WHO)/Pan American Health Organization (PAHO)	42.9%	9.4%	33.3%	7.4%	6.7%	17.6%	0.0%	17.9%
United Nations Development Program (UNDP)	14.3%	31.3%	22.2%	14.8%	26.7%	11.8%	7.1%	7.1%
Save the Children	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	7.1%	10.7%
The Red Cross	0.0%	21.9%	11.1%	11.1%	0.0%	5.9%	14.3%	7.1%
World Food Program (WFP)	28.6%	21.9%	0.0%	22.2%	33.3%	11.8%	42.9%	32.1%
The International Committee of the Red Cross (ICRC)*	28.6%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UNESCO/UNFPA	0.0%	6.3%	0.0%	7.4%	6.7%	5.9%	7.1%	7.1%
None. I don't believe the World Bank Group needs to partner with the UN organizations.*	0.0%	3.1%	33.3%	7.4%	26.7%	29.4%	21.4%	7.1%
Don't know	0.0%	18.8%	0.0%	40.7%	26.7%	35.3%	28.6%	35.7%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Haiti?

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Never	25.0%	16.1%	11.1%	3.7%	18.8%	29.4%	6.7%	19.2%
Less than once a year	37.5%	3.2%	11.1%	7.4%	12.5%	5.9%	26.7%	7.7%
Once a year to a few times a year	12.5%	38.7%	11.1%	33.3%	31.3%	52.9%	26.7%	38.5%
Less than once a month	0.00%	12.9%	0.0%	3.7%	12.5%	5.9%	6.7%	11.5%
At least once a month*	25.0%	19.4%	44.4%	48.1%	18.8%	5.9%	20.0%	11.5%
At least once a week	0.00%	9.7%	22.2%	3.7%	6.3%	0.0%	13.3%	11.5%

*Significantly different between stakeholder groups



G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Haiti? (Choose no more than 2)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Local radio	62.5%	57.6%	50.0%	55.6%	25.0%	17.6%	33.3%	53.6%
International radio	0.0%	3.0%	0.0%	3.7%	6.3%	0.0%	6.7%	17.9%
Local newspapers	50.0%	18.2%	37.5%	14.8%	50.0%	29.4%	33.3%	28.6%
International newspapers*	25.0%	9.1%	12.5%	14.8%	50.0%	29.4%	13.3%	0.0%
Local television*	12.5%	39.4%	12.5%	33.3%	0.0%	5.9%	20.0%	10.7%
International television	0.0%	6.1%	12.5%	11.1%	0.0%	5.9%	6.7%	10.7%
Periodicals*	0.0%	12.1%	37.5%	0.0%	0.0%	0.0%	6.7%	0.0%
Social media	37.5%	48.5%	37.5%	48.1%	62.5%	35.3%	73.3%	67.9%
Other*	0.0%	3.0%	0.0%	0.0%	6.3%	29.4%	6.7%	7.1%

*Significantly different between stakeholder groups

How would you prefer to receive information from the World Bank Group? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
World Bank Group's publications and other written materials	25.0%	27.3%	22.2%	14.8%	37.5%	23.5%	13.3%	27.6%
e-Newsletters*	50.0%	9.1%	44.4%	3.7%	43.8%	41.2%	20.0%	6.9%
World Bank Group's seminars/workshops/conferences*	12.5%	69.7%	66.7%	74.1%	18.8%	5.9%	60.0%	62.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)*	12.5%	6.1%	0.0%	11.1%	43.8%	29.4%	20.0%	10.3%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	12.5%	54.5%	55.6%	55.6%	37.5%	41.2%	53.3%	58.6%
World Bank Group's website	50.0%	6.1%	0.0%	25.9%	18.8%	23.5%	26.7%	17.2%
Webinars or online events hosted by the World Bank Group	25.0%	15.2%	11.1%	0.0%	18.8%	23.5%	13.3%	0.0%
Interviews and press conferences for Haiti's media	12.5%	9.1%	0.0%	7.4%	12.5%	29.4%	13.3%	13.8%

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website? * (Select only 1 response)

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
High speed/WiFi	62.5%	20.0%	75.0%	12.5%	93.8%	100.0%	46.7%	30.8%
Dial-up	37.5%	80.0%	25.0%	87.5%	6.3%	0.00%	53.3%	69.2%

*Significantly different between stakeholder groups



H. Background Information

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Yes	33.3%	27.6%	88.9%	18.5%	43.8%	20.0%	17.6%	37.5%
No	66.7%	72.4%	11.1%	81.5%	56.3%	80.0%	82.4%	62.5%

*Significantly different between stakeholder groups

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Haiti? * (Select only 1 response)

Percentage of Respondents	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
The World Bank (IDA)	100.0%	100.0%	75.0%	100.0%	100.0%	0.0%	100.0%	62.5%
The International Finance Corporation (IFC)	0.0%	0.0%	25.0%	0.0%	0.0%	100.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	37.5%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of a Ministry	PMU/ Consultant	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Other
Observer*	55.6%	20.0%	0.0%	37.5%	33.3%	47.1%	12.5%	31.3%
Use World Bank Group reports/data	44.4%	16.7%	20.0%	12.5%	40.0%	23.5%	25.0%	31.3%
Engage in World Bank Group related/sponsored events/ activities*	11.1%	36.7%	40.0%	54.2%	6.7%	11.8%	56.3%	12.5%
Collaborate as part of my professional duties*	11.1%	86.7%	90.0%	50.0%	60.0%	35.3%	50.0%	56.3%
Use World Bank Group website for information, data, research, etc.*	33.3%	6.7%	30.0%	4.2%	20.0%	11.8%	37.5%	12.5%

*Significantly different between stakeholder groups



Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group²⁴

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Haiti COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

● Collaborating with the WBG, FY21 N=48

● Not collaborating with the WBG, FY21 N=108

A. Overall Context

To what extent do you trust each of the following groups to do what is right?

(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
The national/federal government	30	3.57	2.47	79	3.97	2.87
Bilateral organizations (e.g., USAID, DFID, JICA, GIZ, etc.)	37	6.27	2.85	86	5.90	2.78
The World Bank Group	44	7.73	2.54	96	7.06	2.80
The International Monetary Fund	32	6.41	2.73	84	5.50	2.89
The United Nations (UN)	38	5.21	3.31	78	4.96	2.80
The World Health Organization (WHO)	38	6.61	2.94	91	6.43	2.66
Regional development banks	32	6.13	2.64	73	5.27	2.81
Haiti's Central Bank	39	5.59	2.87	85	5.41	2.55
International private sector	28	5.71	2.37	78	5.53	2.79
Domestic private sector	40	4.38	2.91	82	3.96	2.52
International civil society (e.g., NGOs, CBOs)	37	5.41	2.94	82	5.52	2.62
Local civil society (e.g., NGOs, CBOs)	39	5.44	2.92	85	5.21	2.65
Youth organizations	39	6.03	2.76	87	6.30	2.76
Faith-based institutions	31	4.48	2.38	78	5.45	2.69
Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	39	4.74	2.75	84	4.82	2.66
International media and their web presence	33	5.18	2.14	79	4.91	2.55
Web based media (i.e., blogs, social media, other web-based news and information sources)	36	4.72	2.67	83	4.11	2.36

B. Overall Attitudes Toward the World Bank Group

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)*	46	8.22	2.62	103	6.64	3.31
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	44	6.45	3.29	100	5.01	3.15

*Significantly different between collaborators and non-collaborators

²⁴ Only 156 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

(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 Haiti	46	7.98	2.37	97	7.31	2.96
The World Bank Group's work is aligned with what I consider the development priorities for Haiti	45	7.11	2.81	89	6.80	3.06

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)	38	7.58	2.40	82	6.71	2.97
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	22	7.14	2.36	76	5.39	2.99

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Haiti?	45	7.71	2.53	93	6.96	3.18

(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 does the World Bank Group influence the development agenda in Haiti?	43	8.21	2.41	88	7.34	2.98

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

To what extent do you believe that the World Bank Group's work and support help the poorest in Haiti?

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	30.4%	31.4%
To a somewhat sufficient degree	41.3%	29.5%
To a somewhat insufficient degree	17.4%	10.5%
To a very insufficient degree	4.3%	13.3%
Don't know	6.5%	15.2%

**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 Haiti?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Not willing to honestly criticize policies and reform efforts in the country*	28.3%	9.8%
Not sufficiently focused on sustainable results	8.7%	11.8%
Staff too inaccessible	8.7%	4.9%
Not focused enough on issues that are unique to fragile countries	13.0%	17.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	6.5%	4.9%
Not aligned with country priorities	13.0%	16.7%
Not adequately sensitive to political/social realities in Haiti	19.6%	13.7%
Too influenced by developed countries	4.3%	5.9%
Not enough public disclosure of its work*	2.2%	19.6%
Not adequately flexible in changing country circumstances	8.7%	4.9%
Not collaborating enough with private sector	6.5%	10.8%
Not collaborating enough with civil society	4.3%	10.8%
Inadequate number of innovative financial products and services	6.5%	4.9%
Arrogant in its approach*	0.0%	7.8%
Inadequate World Bank Group's staffing in Haiti	15.2%	8.8%
World Bank Group's processes too slow and complex*	28.3%	12.7%
Inadequate number of innovative knowledge products and services	8.7%	5.9%
Inadequate level of real-time advice and guidance	0.0%	2.0%
Other	0.0%	2.0%
Don't know	4.3%	7.8%

*Significantly different between collaborators and non-collaborators

**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 Haiti, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Haiti? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Gender based violence*	4.3%	0.0%
Global/regional integration	0.0%	3.8%
Pollution	0.0%	2.9%
Job creation/employment	34.8%	23.1%
Health	28.3%	22.1%
Energy	8.7%	3.8%
Social protection	8.7%	3.8%
Economic growth	17.4%	12.5%
Private sector development	6.5%	3.8%
Education	50.0%	51.0%
Public sector governance/reform	19.6%	19.2%
Security and stabilization*	4.3%	17.3%
Financial markets	0.0%	6.7%
Food security	6.5%	11.5%
Urban development	0.0%	3.8%
Gender equity	0.0%	0.0%
Global pandemics (e.g., COVID-19)	6.5%	2.9%
National debt	0.0%	1.0%
Social cohesion	0.0%	0.0%
Disaster risk management	0.0%	1.9%
Equality of opportunity	4.3%	3.8%
Response to disease	0.0%	0.0%
Judiciary reform	2.2%	6.7%
Information and communications technology	0.0%	1.9%
Water and sanitation	6.5%	4.8%
Agriculture and rural development	19.6%	18.3%
Trade and exports	0.0%	1.9%
Crime and violence	4.3%	4.8%
Natural resource management	4.3%	1.0%
Local governance and institutions	8.7%	2.9%
Climate change	2.2%	1.0%
Poverty reduction	15.2%	8.7%
Transport	6.5%	4.8%
Anti-corruption	17.4%	21.2%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	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 Haiti solve its most complicated development challenges?	44	8.59	2.00	79	7.73	2.95

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

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Haiti?	26	5.12	3.29	55	5.80	2.80

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	38	7.32	2.35	77	6.30	2.93
Flexibility (in terms of the institution's products and services)	34	6.88	2.90	74	6.01	2.94
Flexibility (in terms of changing country circumstances)	32	6.66	2.85	68	5.82	2.99
Being inclusive	38	7.05	2.59	75	6.23	2.87
Openness (sharing data and other information)	37	7.35	2.53	72	6.60	2.82
Collaboration with the Government	39	8.13	2.27	80	7.38	2.64
The speed in which it gets things accomplished on the ground	39	6.69	2.87	79	5.78	3.12
Helping to bring discipline/effective supervision to implementation of investment projects*	35	8.29	2.32	76	6.86	3.10
Collaboration with civil society	31	6.65	2.88	79	6.27	3.02
Staff accessibility	36	7.19	2.80	71	6.38	3.13
Collaboration with other donors and development partners	32	7.56	2.15	69	6.64	3.13
Collaboration with the private sector*	31	7.13	2.58	63	5.68	3.22
Collaboration with the UN*	31	8.32	2.20	54	7.15	2.51
Straightforwardness and honesty	39	8.05	2.41	73	7.30	2.82
Treating clients and stakeholders in Haiti with respect	41	8.07	2.27	75	7.37	2.85
Being a long-term partner	34	8.15	1.99	59	7.39	2.77
Acting with compassion and empathy*	33	7.27	2.38	58	6.05	2.99
Insisting on accountability through its lending	28	7.54	2.17	72	7.06	2.81
Measuring results effectively	35	7.40	2.83	74	7.04	2.75

*Significantly different between collaborators and non-collaborators

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	36	5.97	2.85	71	5.51	3.17
The World Bank Group effectively monitors and evaluates the projects and programs it supports	40	8.43	2.35	85	8.08	2.53
The World Bank Group's approvals and reviews are done in a timely fashion	38	7.79	2.55	68	6.82	3.06
The World Bank Group's Environmental and Social Framework requirements are reasonable	28	8.07	2.52	58	7.21	2.64
The World Bank Group's conditions on its lending are reasonable	23	7.52	2.92	54	7.26	2.51
The World Bank Group takes decisions quickly in Haiti	29	6.17	2.62	61	5.25	3.10
Working with the World Bank Group increases Haiti's institutional capacity	40	7.88	2.68	86	7.29	2.94

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements about the World Bank Group in Haiti?***(Strongly disagree, 10- Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Haiti	32	7.09	2.76	72	6.75	3.13
The World Bank Group meets Haiti's needs for knowledge services	40	7.88	2.55	84	7.20	2.82

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 Approach Paper published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance?*	26	8.54	2.08	51	6.96	3.04

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	35	8.63	2.04	70	8.27	2.36

*(1-Not important at all, 10-Very important)***How effectively does the World Bank Group support Haiti's efforts? (1- Not important at all, 10- Very important)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	35	7.34	3.06	69	6.36	3.27
To develop better and stronger data collection/analytics systems within the Government	38	8.03	2.34	74	7.32	2.63
To strengthen the country's crisis preparedness	37	7.38	2.76	83	7.05	3.17



D. World Bank Group's Support in Development Areas

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	19	6.89	2.92	35	6.00	2.57
Gender equity	27	7.19	2.95	44	7.09	2.72
Private sector development	23	7.04	2.95	43	6.02	2.79
Education	36	8.39	2.35	74	8.01	2.46
Public sector governance/reform	27	7.22	3.08	52	6.50	3.02
Regional integration	18	7.44	2.87	41	6.10	2.91
Food security	27	8.19	2.47	61	7.28	2.58
Urban development	28	7.04	2.96	53	6.23	2.62
Energy	24	6.29	3.34	36	6.00	2.93
Water and sanitation	27	8.04	2.26	56	6.96	2.61
Environment	30	7.80	2.38	58	6.72	2.73
Job creation/employment*	30	7.77	2.84	59	6.36	2.90
Health*	23	7.96	2.25	50	6.48	3.10
Financial markets	20	7.15	3.10	39	5.87	2.87
Transport	25	7.48	2.73	52	6.65	2.47
Agriculture and rural development	31	6.65	3.15	49	6.69	2.90
Trade and exports	16	5.94	2.91	37	5.22	3.04
Natural resource management	16	7.25	2.98	40	5.85	3.08
Climate change	23	6.39	3.03	40	5.68	2.95
Poverty reduction*	31	7.84	2.78	58	6.10	3.18
Anti-corruption	27	6.89	3.48	45	5.40	3.40
Economic growth*	34	7.44	3.00	60	6.00	2.83
Disaster risk management*	29	7.93	2.31	54	6.59	2.92
Equality of opportunity (i.e., social inclusion)	21	7.10	3.30	41	6.44	2.78
Response to disease	28	7.75	2.78	49	6.59	2.94
Information and communications technology*	20	7.95	2.50	38	6.26	2.83
Gender based violence	19	6.00	3.64	31	5.48	2.76
Local governance and institutions*	23	7.43	2.68	43	5.95	2.68
Social cohesion	17	7.12	2.80	39	6.05	2.83

*Significantly different between collaborators and non-collaborators

**D. World Bank Group's Support in Development Areas (Continued)**

The World Bank Group has provided fast track support to Haiti related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives*	25	8.32	2.46	62	6.69	2.70
Education	26	6.08	3.35	58	6.55	3.14
Protecting poor people	26	6.12	3.61	48	5.42	2.74
Ensuring sustainable business growth and job creation	21	6.86	3.24	40	5.63	3.04
Strengthening policies, institutions and investments for rebuilding better	24	6.67	3.43	45	5.64	3.13
Macroeconomic stability and transparent debt management	19	6.63	3.34	30	5.10	2.84
Supporting improvements in transport and municipal infrastructure necessary for post-COVID recovery and growth*	20	7.45	3.24	40	5.15	2.83
Supporting the agriculture sector to improve the food security situation	22	6.68	3.20	48	6.31	3.03

*Significantly different between collaborators and non-collaborators

E. World Bank Group's Knowledge Work and Activities

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	38	7.66	2.58	72	6.89	2.35
Include appropriate level of stakeholder involvement during preparation	32	7.28	2.90	59	6.46	2.28
Lead to practical solutions	36	7.83	2.65	79	6.94	2.71
Are source of relevant information on global good practices	32	7.75	2.62	56	7.32	2.25
Are adequately disseminated*	27	7.85	2.41	67	6.25	2.65
Are translated enough into local language	29	6.83	3.70	74	6.82	3.13
Are adaptable to Haiti's specific development challenges and country circumstances*	36	7.83	2.42	66	6.68	2.72

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	41	7.88	2.56	88	7.05	2.93

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	39	8.15	2.28	78	7.49	2.43

(1- Very low technical quality, 10- Very high technical quality)

F. The future role of the World Bank Group in HaitiWhich of the following **SHOULD** the World Bank Group do to make itself of greater value in Haiti?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.9%	18.0%
Increase the level of capacity development in the country	32.6%	20.0%
Collaborate more effectively with Government clients	23.3%	21.0%
Work faster	14.0%	20.0%
Increase the level of World Bank Group staffing in Haiti's office	14.0%	9.0%
Offer more real-time advice and guidance	4.7%	2.0%
Reduce the complexity of obtaining World Bank Group financing	14.0%	18.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	7.0%	4.0%
Offer more innovative financial products and services	11.6%	13.0%
Provide more adequate data/knowledge/statistics/figures on Haiti's economy	4.7%	3.0%
Engage more effectively with civil society	11.6%	18.0%
Offer more innovative knowledge products and services	7.0%	7.0%
Engage more directly with beneficiaries	16.3%	14.0%
Improve the quality of its experts as related to Haiti's specific challenges	9.3%	16.0%
Engage more effectively with private sector	4.7%	10.0%
Ensure greater selectivity in its work	2.3%	5.0%
Other	2.3%	0.0%



Appendix D: Responses to Selected Questions by Year

All data presented in this appendix are weighted. As a result, means of the FY 2021 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.

- FY 2018 Number of comparable respondents = 113
- FY 2021 Number of comparable respondents = 151

By weighting, the FY 2018 and FY 2021 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	Weighted Distribution	
	FY 2018	FY 2021
Office of the President/Prime Minister/Minister	7.0%	7.0%
Government Institutions	52.5%	52.5%
Local Government	3.0%	3.0%
Bilateral/Multilateral Agency	9.5%	9.5%
Civil Society	12.0%	12.0%
Private Sector	10.5%	10.5%
Academia/Research Institute/Think Tank	2.5%	2.5%
Media	3.0%	3.0%

A. Overall Context

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

Percentage of Respondents	FY 2018	FY 2021
The right direction	28.6%	20.8%
The wrong direction	33.7%	55.6%
Not sure	37.8%	23.6%

**Significantly different between FY2018 and FY2021*

B. Overall Attitudes toward the World Bank Group

	FY2018			FY2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank (IDA) in Haiti?*	107	6.09	2.30	144	7.22	3.17

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2018 and FY2021*

¹ In FY 2021, this question was asked separately about the World Bank and the IFC (B1_1 and B1_2). For this calculation, question B1_1 that refers to the World Bank was compared to question B1 from FY 2018 – “How familiar are you with the work of the World Bank Group in Haiti”.

To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Haiti?

(1-Strongly disagree, 10-Strongly agree)

	FY2018			FY2021		
	N	Mean	SD	N	Mean	SD
Overall, the World Bank Group currently plays a relevant role in development in Haiti*	98	6.23	1.98	139	7.69	2.70
The World Bank Group’s work is aligned with what I consider the development priorities for Haiti*	93	5.51	2.14	132	7.05	2.92

**Significantly different between FY2018 and FY2021*

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the effectiveness of the World Bank (IDA) in Haiti.	94	6.85	2.52	117	7.14	2.77

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

¹ In FY 2021, this question was asked separately about the World Bank and the IFC (B4_1 and B4_2). For this calculation, question B4_1 that refers to the World Bank was compared to question B4 from FY 2018 – “Overall, please rate your impression of the World Bank Group’s effectiveness in Haiti.”

	FY2018			FY2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Haiti?*	92	5.42	1.69	136	7.32	2.92

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2018 and FY2021

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

Percentage of Respondents	FY 2018	FY 2021
To a fully sufficient degree	3.7%	37.7%
To a somewhat sufficient degree	32.1%	30.1%
To a somewhat insufficient degree	30.3%	11.0%
To a very insufficient degree	22.0%	9.6%
Don’t know	11.9%	11.6%

*Significantly different between FY2018 and FY2021

C. World Bank Group’s Work and Engagement on the Ground

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills mix and knowledge) to help Haiti solve its most complicated development challenges?*	85	6.73	1.89	121	8.08	2.66

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Haiti?*	50	6.58	1.98	83	5.55	2.93

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2018 and FY2021

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in Haiti, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	83	5.95	1.92	112	6.71	2.80
Flexibility (in terms of the institution's products and services)*	74	5.09	1.82	107	6.51	2.90
Flexibility (in terms of changing country circumstances)*	77	5.36	1.92	100	6.33	2.91
Being inclusive	61	6.43	1.76	107	6.59	2.80
Openness (sharing data and other information)	76	6.62	1.85	106	6.98	2.68
Collaboration with the Government*	88	6.91	1.75	121	7.74	2.52
The speed in which it gets things accomplished on the ground*	77	4.99	2.01	118	6.12	3.10
Helping to bring discipline/effective supervision to implementation of investment projects	80	6.75	1.94	109	7.45	2.87
Collaboration with civil society*	57	5.32	1.86	104	6.40	2.97
Staff accessibility	77	6.14	2.31	103	6.77	2.99
Collaboration with other donors and development partners	62	6.70	1.81	102	7.06	2.88
Collaboration with the private sector	48	5.66	2.09	89	6.32	3.04
Collaboration with the UN*	38	6.76	1.98	85	7.67	2.45
Straightforwardness and honesty	70	7.06	1.99	109	7.62	2.65
Treating clients and stakeholders in Haiti with respect*	67	6.72	1.99	115	7.65	2.61
Being a long-term partner	79	7.37	2.06	89	7.70	2.53

*Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	77	4.72	2.49	106	5.56	3.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	86	6.93	1.98	124	8.19	2.43
The World Bank Group's approvals and reviews are done in a timely fashion*	76	6.01	2.09	105	7.11	2.93
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	59	6.87	1.99	83	7.46	2.58
The World Bank Group's conditions on its lending are reasonable ⁱⁱ				74	7.25	2.57
The World Bank Group takes decisions quickly in Haiti	70	5.15	1.99	90	5.44	3.00
Working with the World Bank Group increases Haiti's institutional capacity*	83	6.21	2.08	122	7.52	2.80

*Significantly different between FY2018 and FY2021

ⁱ In FY 2018, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".ⁱⁱ Only FY 2021 questionnaire had this response option

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Haiti*	74	5.20	1.94	99	7.03	2.92
The World Bank Group meets Haiti's needs for knowledge services*	77	5.56	1.82	121	7.49	2.72

*Significantly different between FY2018 and FY2021

How effectively does the World Bank Group support Haiti's efforts ... ? (1-Not effectively at all, 10-Very effectively)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)*	52	5.34	2.11	104	6.86	3.17
To develop better and stronger data collection/analytics systems within the Government*	67	5.93	1.97	111	7.69	2.44
To strengthen the country's crisis preparedness*	68	5.37	2.29	120	7.33	2.96

*Significantly different between FY2018 and FY2021

**D. World Bank Group's Support in Development Areas**

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection*	42	4.50	2.21	51	6.31	2.66
Gender equity*	54	5.63	1.90	70	7.11	2.75
Private sector development* ^a	47	5.13	2.04	63	6.50	2.80
Education*	78	6.04	1.98	109	8.26	2.31
Public sector governance/reform*	74	5.77	1.83	77	6.71	3.07
Regional integration* ^b	42	4.90	2.14	62	6.79	2.98
Food security*	45	4.95	1.98	86	7.59	2.51
Urban development*	51	5.10	2.21	80	6.65	2.69
Energy	63	5.39	2.25	58	6.15	3.05
Water and sanitation*	62	5.58	2.07	86	7.46	2.49
Environment* ^c	58	5.67	2.13	91	7.23	2.61
Job creation/employment*	52	5.03	1.82	87	6.99	2.89
Health*	60	5.51	1.95	77	7.03	2.92
Financial markets*	32	4.82	2.42	58	6.32	3.02
Transport*	58	5.97	2.19	77	7.07	2.49
Agriculture and rural development*	58	5.79	2.03	79	6.74	3.01
Trade and exports	33	4.55	2.29	54	5.58	3.04
Natural resource management*	42	4.87	1.95	59	6.40	3.12
Climate change (e.g., mitigation, adaptation)	49	5.08	2.05	62	5.99	2.95
Poverty reduction*	63	5.29	1.93	88	6.81	3.19
Anti-corruption*	52	4.95	1.80	71	6.01	3.58
Economic growth*	54	5.29	1.97	91	6.55	3.00
Disaster risk management ¹				83	7.16	2.75
Equality of opportunity (i.e., social inclusion)*	50	5.61	1.98	62	6.75	2.94
Response to disease* ^d	35	5.57	2.10	76	7.11	2.90
Information and communications technology*	33	4.93	1.88	58	6.81	2.93
Gender based violence	31	5.53	2.13	50	5.58	3.20
Local governance and institutions*	53	5.23	2.25	63	6.70	2.75
Social cohesion*	44	4.86	2.44	58	6.49	2.94

*Significantly different between FY2018 and FY2021

¹ Only FY21 questionnaire had this response option

^a In FY 2018, the category was "Domestic private sector development".

^b In FY2018, the category was "Global/regional integration".

^c In FY2018, the category was "Environmental sustainability".

^d In FY2018, the category was "Communicable and non-communicable diseases (specifically cholera)"



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

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

Percentage of Respondents	FY 2018	FY 2021
Weekly	16.0%	15.0%
Monthly	18.0%	25.6%
A few times a year	41.0%	34.6%
Rarely	14.0%	13.5%
Never	11.0%	11.3%

In Haiti, 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)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	68	6.96	1.49	108	7.23	2.44
Include appropriate level of stakeholder involvement during preparation	63	6.28	1.76	90	6.69	2.52
Lead to practical solutions*	69	5.97	1.78	112	7.28	2.68
Are source of relevant information on global good practices	74	7.24	1.69	87	7.47	2.32
Are adequately disseminated*	74	6.01	2.17	91	6.77	2.66
Are translated enough into local language*	70	5.20	2.27	102	6.82	3.33
Are adaptable to Haiti's specific development challenges and country circumstances*	73	5.71	1.95	101	7.26	2.63

*Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	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?*	85	6.44	1.66	127	7.48	2.78
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	84	6.97	1.73	117	7.57	2.46

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

*Significantly different between FY2018 and FY2021

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Haiti?

Percentage of Respondents	FY 2018	FY 2021
Never	14.0%	14.8%
Less than once a year	10.0%	11.9%
Once a year to a few times a year	23.0%	32.6%
Less than once a month	13.0%	8.9%
At least once a month	27.0%	23.7%

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

Percentage of Respondents	FY 2018	FY 2021
High speed/WiFi	81.3%	46.6%
Dial-up	18.7%	53.4%

*Significantly different between FY2018 and FY2021



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.06	7.73
Overall the World Bank Group currently plays a relevant role in development in Haiti	7.31	7.98
The World Bank Group's work is aligned with what I consider the development priorities for Haiti	6.80	7.11
Overall, please rate your impression of the World Bank's effectiveness in Haiti.	6.71	7.58
Overall, please rate your impression of the IFC's effectiveness in Haiti.	5.39	7.14
To what extent does the World Bank Group's work help to achieve development results in Haiti?	6.96	7.71
To what extent does the World Bank Group influence the development agenda in Haiti?	7.34	8.21
Responsiveness to needs	6.30	7.32
Flexibility (in terms of the institution's products and services)	6.01	6.88
Flexibility (in terms of changing country circumstances)	5.82	6.66
Being inclusive	6.23	7.05
Openness (sharing data and other information)	6.60	7.35
Collaboration with the Government	7.38	8.13
The speed in which it gets things accomplished on the ground	5.78	6.69
Helping to bring discipline/effective supervision to implementation of investment projects	6.86	8.29
Collaboration with civil society	6.27	6.65
Staff accessibility	6.38	7.19
Collaboration with other donors and development partners	6.64	7.56
Collaboration with the private sector	5.68	7.13
Collaboration with the UN	7.15	8.32
Straightforwardness and honesty	7.30	8.05
Treating clients and stakeholders in Haiti with respect	7.37	8.07
Being a long-term partner	7.39	8.15
The World Bank Group takes decisions quickly in Haiti	5.25	6.17
The World Bank Group's financial instruments meet the needs of Haiti	6.75	7.09
The World Bank Group meets Haiti's needs for knowledge services	7.20	7.88
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in a range of areas including climate, health, gender, and debt?	8.27	8.63
In Haiti, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Haiti's specific development challenges and country circumstances	6.68	7.83
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.05	7.88
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.49	8.15

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: Haiti FY21 COS Questionnaire



World Bank Group Country Survey FY 2021 – Haiti

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

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: OVERALL CONTEXT

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

A2. Do you think that economic opportunity for citizens in Haiti is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in Haiti. Please identify which of the following you consider the most important development priorities in Haiti. (Choose no more than 3)			
1	Global pandemics (e.g., COVID-19)	18	Information and communications technology
2	Urban development	19	Anti-corruption
3	Health	20	Equality of opportunity (i.e., social inclusion)
4	Financial markets	21	Response to disease (e.g., diphtheria, measles, cholera resurgence, filariasis, malaria, dengue fever, scabies)
5	Education	22	Crime and violence
6	Food security	23	Poverty reduction
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)
8	Global/regional integration	25	Climate change (e.g., mitigation, adaptation)
9	Agriculture and rural development	26	Gender equity (closing the gap between women and men, and boys and girls)
10	Social protection (e.g., pensions, targeted social safety nets)	27	Transport (e.g., roads, bridges, transportation)
11	Energy	28	Judiciary reform
12	Water and sanitation	29	Economic growth
13	Social cohesion	30	Security and stabilization
14	Job creation/employment	31	Disaster risk management
15	Local governance and institutions	32	Pollution
16	Gender based violence	33	National debt
17	Trade and exports	34	Private sector development

SECTION A: OVERALL CONTEXT

A4. Poverty reduction is a broad term that encompasses work in many different areas. Which 3 areas of development listed below do you believe would contribute most to reducing poverty in Haiti? (Choose no more than 3)

1	Transport (e.g., roads, bridges, transportation)	17	Food security
2	Social protection (e.g., pensions, targeted social safety nets)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Disaster risk management	19	Pollution
4	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
5	Education	21	Crime and violence
6	Local governance and institutions	22	Security and stabilization
7	Energy	23	Urban development
8	Economic growth	24	Water and sanitation
9	Agriculture and rural development	25	Gender equity (closing the gap between women and men, and boys and girls)
10	Trade and exports	26	Private sector development
11	Climate change (e.g., mitigation, adaptation)	27	Global/regional integration
12	Judiciary reform	28	Gender based violence
13	Social cohesion	29	National debt
14	Response to disease (e.g., diphtheria, measles, cholera resurgence, filariasis, malaria, dengue fever, scabies)	30	Health
15	Anti-corruption	31	Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)
16	Information and communications technology	32	Financial markets

A5. The COVID-19 pandemic has stressed many aspects of Haiti's growth and development. In which areas would you like to see the Haiti government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than 3)

1	Public service delivery (e.g., strengthening policies, institutions)
2	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
3	Healthcare
4	Providing direct financial support to businesses (business support packages)
5	Fair and equal distribution of a COVID-19 vaccine, when one is approved
6	Nutrition/food security/agriculture
7	Ensuring sustainable business growth and job creation
8	Ensuring that girls and women have equal access to job opportunities
9	Education
10	Ensuring that girls and women have equal access to health care/health services
11	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
12	Economic growth
13	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A6. When economic and/or social reform efforts fail or are slow to take place in Haiti, which of the following would you attribute this to? (Choose no more than 2)

1	Corruption
2	Pressure from vested interest groups (e.g., private sector, unions)
3	Political pressures and obstacles
4	Inadequate level of citizen/civil society participation
5	Inadequate level of donor coordination
6	Inadequate funding
7	Inadequate level of government accountability
8	Inadequate level of capacity in the government
9	Ongoing conflict and instability
10	Reforms are not well thought out in light of country challenges
11	Inadequate level of private sector participation
12	Other (please specify): _____

A7. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	☐
2	Bilateral organizations (e.g., USAID, DFID, JICA, GIZ, etc.)	1	2	3	4	5	6	7	8	9	10	☐
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	☐
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	☐
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	☐
7	Regional development banks	1	2	3	4	5	6	7	8	9	10	☐
8	Haiti's Central Bank	1	2	3	4	5	6	7	8	9	10	☐
9	International private sector	1	2	3	4	5	6	7	8	9	10	☐
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	☐
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	☐
12	Local civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	☐
13	Youth organizations	1	2	3	4	5	6	7	8	9	10	☐
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	☐
15	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	☐
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	☐
17	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	☐

SECTION A: OVERALL CONTEXT

A8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Haiti. (Choose no more than 2)	
1	None. I do not consider Haiti a fragile state.
2	Lack of security (i.e., riots, conflict and violence)
3	Brain and labor drain
4	Weak social cohesion
5	Food insecurity
6	Lack of access to development finance
7	Weak accountability
8	Weak institutional capacity
9	Political uncertainty
10	Low levels of political and economic inclusion
11	Crime and violence
12	High levels of corruption
13	Policy inconsistency
14	Other (please specify): _____

A9. Thinking more specifically about an eventual coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.							
		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine will be safe	1	2	3	4	5	☐
2	The COVID-19 vaccine will be effective	1	2	3	4	5	☐
3	I will get the COVID-19 vaccine if I can	1	2	3	4	5	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Haiti?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Haiti?												
		Strongly disagree								Strongly agree		Don't know
B2	Overall the World Bank Group currently plays a relevant role in development in Haiti	1	2	3	4	5	6	7	8	9	10	☐
B3	The World Bank Group's work is aligned with what I consider the development priorities for Haiti	1	2	3	4	5	6	7	8	9	10	☐

B4. Overall, please rate your impression of the effectiveness of these organizations in Haiti.												
		Not effective at all								Very effective		Don't know
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10	☐
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	☐

B5. To what extent does the World Bank Group's work help to achieve development results in Haiti?												
1	2	3	4	5	6	7	8	9	10	☐		
To no degree at all								To a very significant degree			Don't know	

B6. To what extent does the World Bank Group influence the development agenda in Haiti?												
1	2	3	4	5	6	7	8	9	10	☐		
To no degree at all								To a very significant degree			Don't know	

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Haiti? (Select only 1 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										

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in Haiti, which activity do you VALUE the most? (Choose no more than 2)

1	Bringing together different groups of stakeholders/convening power
2	Strategy formulation (e.g., PRSP assistance)
3	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
4	Mobilizing third party financial resources
5	Formal policy advice, studies, analyses
6	Global advocacy
7	Financial resources
8	Data and statistics
9	Promoting knowledge sharing
10	Public Expenditure Reviews
11	Capacity development related to World Bank Group supported projects
12	Donor coordination
13	Technical assistance
14	Implementation support
15	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Haiti? (Choose no more than 2)

1	Not willing to honestly criticize policies and reform efforts in the country
2	Not sufficiently focused on sustainable results
3	Staff too inaccessible
4	Not focused enough on issues that are unique to fragile countries
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Haiti
8	Too influenced by developed countries
9	Not enough public disclosure of its work
10	Not adequately flexible in changing country circumstances
11	Not collaborating enough with private sector
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Inadequate number of innovative financial products and services
14	Arrogant in its approach
15	Inadequate World Bank Group's staffing in Haiti
16	World Bank Group's processes too slow and complex
17	Inadequate number of innovative knowledge products and services
18	Inadequate level of real-time advice and guidance
19	Other (please specify): _____
20	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in Haiti, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Haiti? (Choose no more than 3)

1	Gender based violence	18	National debt
2	Global/regional integration	19	Social cohesion
3	Pollution	20	Disaster risk management
4	Job creation/employment	21	Equality of opportunity (i.e., social inclusion)
5	Health	22	Response to disease (e.g., diphtheria, measles, cholera resurgence, filariasis, malaria, dengue fever, scabies)
6	Energy	23	Judiciary reform
7	Social protection (e.g., pensions, targeted social safety nets)	24	Information and communications technology
8	Economic growth	25	Water and sanitation
9	Private sector development	26	Agriculture and rural development
10	Education	27	Trade and exports
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Crime and violence
12	Security and stabilization	29	Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)
13	Financial markets	30	Local governance and institutions
14	Food security	31	Climate change (e.g., mitigation, adaptation)
15	Urban development	32	Poverty reduction
16	Gender equity (closing the gap between women and men, and boys and girls)	33	Transport (e.g., roads, bridges, transportation)
17	Global pandemics (e.g., COVID-19)	34	Anti-corruption

B11. What do you immediately think of when you hear about the IFC? (Choose no more than 3)

1	World Bank	9	Innovation and entrepreneurship
2	Public-private partnerships	10	Financial advisory solutions
3	Investment bank	11	Venture capital
4	Multi-lateral financial institution	12	Development institution
5	Private sector solutions	13	None of the above
6	Asset manager	14	Don't know
7	Impact investor	15	Other (please specify): _____
8	Thought leader		

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Haiti solve its most complicated development challenges?												
1	2	3	4	5	6	7	8	9	10	☐		
To no degree at all									To a very significant degree		Don't know	

C2. To what extent do you believe the World Bank Group is adequately staffed in Haiti?												
1	2	3	4	5	6	7	8	9	10	☐		
To no degree at all									To a very significant degree		Don't know	

To what extent is the World Bank Group an effective development partner in Haiti, 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		
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	☐	
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	☐	
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	☐	
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐	
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	☐	
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	☐	
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	☐	
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	☐	
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	☐	
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	☐	
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	☐	
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	☐	
C15	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	☐	
C16	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐	
C17	Treating clients and stakeholders in Haiti with respect	1	2	3	4	5	6	7	8	9	10	☐	
C18	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	☐	
C19	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	☐	
C20	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	☐	
C21	Measuring results effectively	1	2	3	4	5	6	7	8	9	10	☐	

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
C22	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
C23	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	☐
C24	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
C25	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
C26	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	☐
C27	The World Bank Group takes decisions quickly in Haiti	1	2	3	4	5	6	7	8	9	10	☐
C28	Working with the World Bank Group increases Haiti's institutional capacity	1	2	3	4	5	6	7	8	9	10	☐

To what extent do you agree/disagree with the following statements about the World Bank Group in Haiti?												
		Strongly disagree								Strongly agree		Don't know
C29	The World Bank Group's financial instruments (i.e., investment lending/grants, Development Policy Operations, Trust Funds, etc.) meet the needs of Haiti	1	2	3	4	5	6	7	8	9	10	☐
C30	The World Bank Group meets Haiti's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

C31. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Haiti government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10	☐		
Not useful at all								Very useful		Don't know		

C32. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10	☐		
Not important at all								Very important		Don't know		

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

How effectively does the World Bank Group support Haiti's efforts ... ?												
		Not effectively at all								Very effectively		Don't know
		1	2	3	4	5	6	7	8	9	10	
C33	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)											☐
C34	To develop better and stronger data collection/analytics systems within the Government											☐
C35	To strengthen the country's crisis preparedness											☐

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Haiti? (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	Social protection (e.g., pensions, (e.g., pensions, targeted social safety nets)	1	2	3	4	5	6	7	8	9	10		☐
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10		☐
3	Private sector development	1	2	3	4	5	6	7	8	9	10		☐
4	Education	1	2	3	4	5	6	7	8	9	10		☐
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		☐
6	Regional integration	1	2	3	4	5	6	7	8	9	10		☐
7	Food security	1	2	3	4	5	6	7	8	9	10		☐
8	Urban development	1	2	3	4	5	6	7	8	9	10		☐
9	Energy	1	2	3	4	5	6	7	8	9	10		☐
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		☐
11	Environment	1	2	3	4	5	6	7	8	9	10		☐
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		☐
13	Health (maternal mortality, child mortality, communicable diseases)	1	2	3	4	5	6	7	8	9	10		☐
14	Financial markets	1	2	3	4	5	6	7	8	9	10		☐
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		☐
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		☐
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		☐
18	Natural resource management (i.e., coastal and marine resources, agroforestry, bauxite, copper and gold)	1	2	3	4	5	6	7	8	9	10		☐
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		☐
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10		☐
21	Anti-corruption	1	2	3	4	5	6	7	8	9	10		☐
22	Economic growth	1	2	3	4	5	6	7	8	9	10		☐
23	Disaster risk management	1	2	3	4	5	6	7	8	9	10		☐
24	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		☐
25	Response to disease (e.g., vaccination, cholera and infectious disease, Covid-19, prenatal care surveillance systems, etc.)	1	2	3	4	5	6	7	8	9	10		☐
26	Information and communications technology	1	2	3	4	5	6	7	8	9	10		☐
27	Gender based violence	1	2	3	4	5	6	7	8	9	10		☐
28	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		☐
29	Social cohesion	1	2	3	4	5	6	7	8	9	10		☐

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D2. The World Bank Group has provided fast track support to Haiti related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:

		Not effective at all										Very effective	N/A	Don't know
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10		☐	☐
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10		☐	☐
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10		☐	☐
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10		☐	☐
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10		☐	☐
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10		☐	☐
7	Supporting improvements in transport and municipal infrastructure necessary for post-COVID recovery and growth	1	2	3	4	5	6	7	8	9	10		☐	☐
8	Supporting the agriculture sector to improve the food security situation	1	2	3	4	5	6	7	8	9	10		☐	☐

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. 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 Haiti, 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
E2	Are timely	1	2	3	4	5	6	7	8	9	10	☐
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	☐
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	☐
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	☐
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	☐
E8	Are adaptable to Haiti's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

E9. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	☐
Not significant at all									Very significant	Don't know

E10. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	☐
Very low technical quality									Very high technical quality	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Haiti? (Choose no more than 2)

1	Help to bring discipline/effective supervision to implementation of World Bank Group projects
2	Increase the level of capacity development in the country
3	Collaborate more effectively with Government clients (e.g., national, state, local)
4	Work faster
5	Increase the level of World Bank Group staffing in Haiti's office
6	Offer more real-time advice and guidance
7	Reduce the complexity of obtaining World Bank Group financing
8	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
9	Offer more innovative financial products and services
10	Provide more adequate data/knowledge/statistics/figures on Haiti's economy
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Offer more innovative knowledge products and services
13	Engage more directly with beneficiaries
14	Improve the quality of its experts as related to Haiti's specific challenges
15	Engage more effectively with private sector
16	Ensure greater selectivity in its work
17	Other (please specify): _____

F2. Please answer the following questions: (Choose no more than 3 for each column)

	A. Which 3 areas below would benefit most from the World Bank Group playing a leading role among international partners in Haiti?	B. Which 3 areas below would benefit most from other donors in Haiti?
1	Improving livelihoods	☐
2	Support domestic resource mobilization	☐
3	Public financial management	☐
4	Capacity of state institutions	☐
5	Human capital (education, health, social protection)	☐
6	Crisis response	☐
7	Access to justice systems	☐
8	Security mechanisms	☐
9	Conflict resolution mechanisms	☐
10	Social cohesion	☐
11	Access to basic services	☐
12	Stimulating dialogue to promote peace and stability	☐
13	Jobs	☐
14	Reducing gender-based violence	☐
15	Food security	☐
16	Social safety nets	☐
17	Crisis preparedness	☐

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

F3. 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 2)

1	Beneficiaries	9	Foundations
2	UN agencies	10	Donor community
3	Youth/university groups	11	Media
4	Local government	12	Emerging donors
5	The United Nations Integrated Office in Haiti (BINUH)	13	Academia/think tanks/research institutes
6	NGOs/Community Based Organizations	14	Regional organizations (e.g., IDB, CDB, CARICOM)
7	Private sector	15	Other (please specify): _____
8	Parliament	16	Don't know

F4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in Haiti? (Select no more than 2)

1	United Nations Office for Project Services (UNOPS)
2	The United Nations International Children's Emergency Fund (UNICEF)
3	World Health Organization (WHO)/Pan American Health Organization (PAHO)
4	United Nations Development Program (UNDP)
5	Save the Children
6	The Red Cross
7	World Food Program (WFP)
8	The International Committee of the Red Cross (ICRC)
9	UNESCO/UNFPA
10	None. I don't believe the World Bank Group needs to partner with the UN organizations.
11	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Haiti?	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How do you get most of your information about economic and social development issues in Haiti? (Choose no more than 2)			
1	Local radio	6	International television
2	International radio	7	Periodicals
3	Local newspapers	8	Social media (e.g., WhatsApp, blogs, Facebook, Twitter, YouTube, Flickr)
4	International newspapers		
5	Local television	9	Other (please specify): _____

G3. How would you prefer to receive information from the World Bank Group? (Choose no more than 3)			
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	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for Haiti's media

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	☐	☐	☐	☐
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	☐	☐	☐	☐
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	☐	☐	☐	☐
4	Visited a WBG website (e.g., read a blog, used data)	☐	☐	☐	☐
5	Attended an event/conference hosted by the WBG	☐	☐	☐	☐
6	Watched a webinar or online event hosted by the WBG	☐	☐	☐	☐
7	Read some or all of a WBG research paper or publication	☐	☐	☐	☐
8	Met professionally with WBG staff	☐	☐	☐	☐
9	Read a WBG e-newsletter	☐	☐	☐	☐

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only 1 response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only 1 response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country? (If YES, please go to H4; if NO, please go to H6)	
1	Yes
2	No

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Haiti? (Select only 1 response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in Haiti? (Choose no more than 2)	
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.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Ouest
2	Artibonite
3	Nord
4	Nord-Est
5	Nord-Ouest
6	Centre
7	Nippes
8	Sud-Est
9	Sud
10	Grand-Anse

Thank you for completing the survey!