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FY 2022 Jordan
Country Opinion Survey Report

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September 2022

Acknowledgements

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Country Opinion Surveys
THE WORLD BANK GROUP

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JORDAN

I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Jordan 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 Jordan*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to July 2022, 385 stakeholders of the WBG in Jordan 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 Royal Hashemite Court, office of the Prime Minister, office of a Minister, office of a member of Parliament/Legislative body, employees of 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; professional/trade associations; faith-based groups; youth groups; academia/research institutes/think tanks; and the media.

A total of 147 stakeholders participated in the survey (38% response rate). Respondents received the questionnaire link via email and they completed it online via the Qualtrics platform.

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.

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 and C present data on selected questions. Additional data breakdowns are available upon request.

II. Methodology (continued)

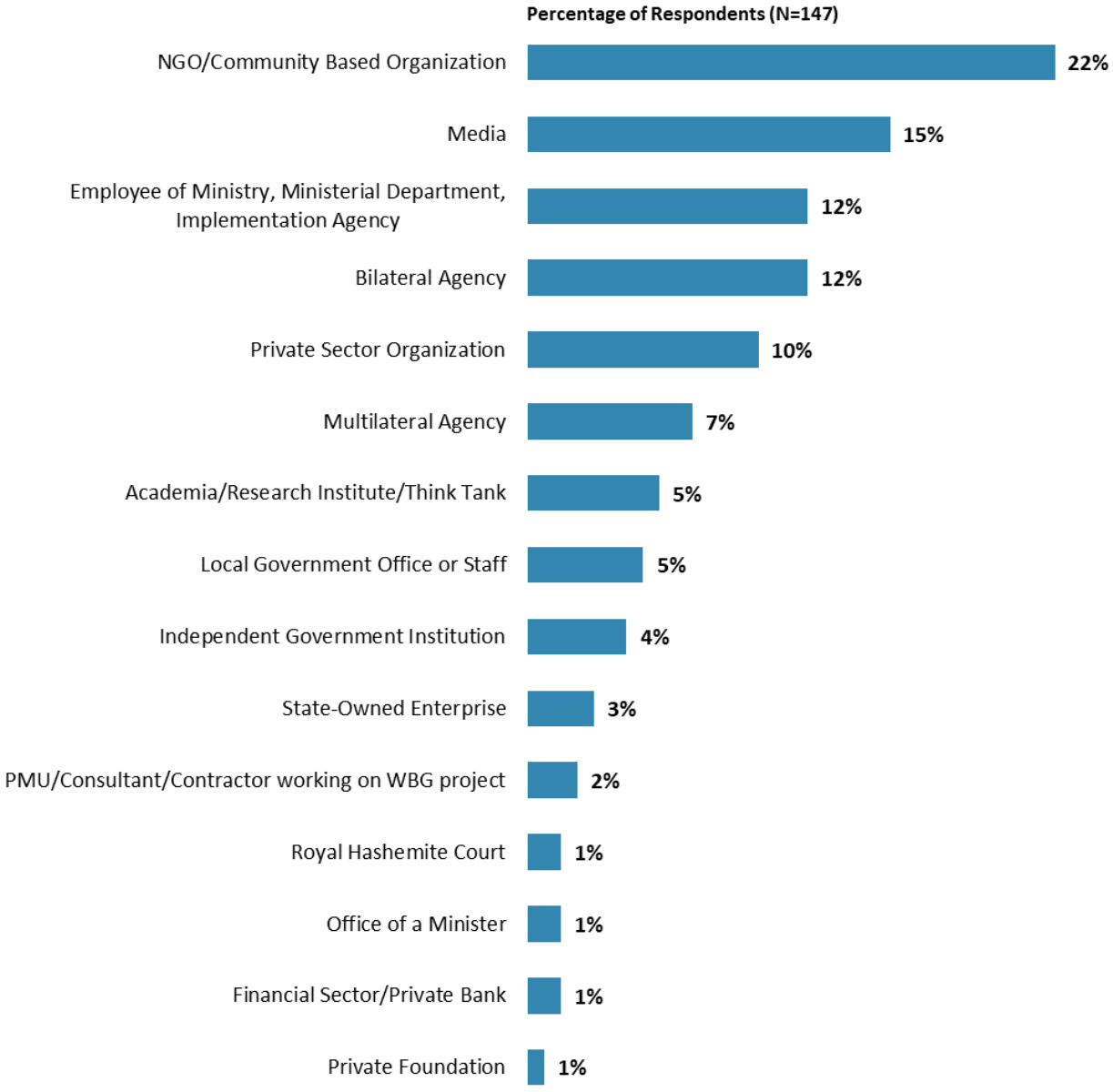
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'16 (response rate was 27%, N=85). Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. The distribution of respondent samples from the FY'16 and FY'22 Country Surveys used in the year comparisons analyses are listed in the table below. This year's survey saw an increased outreach to and response from bilateral/multilateral agencies and the media, but a decrease in responding from academia and private sector. These differences in stakeholder composition among survey respondents need to be taken into account when interpreting the results of the past-year comparison analyses.

Percentage of Respondents	Distribution	
	FY 2016	FY 2022
Royal Hashemite Court; Office of the Prime Minister; Office of a Minister	4%	3%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions)	22%	20%
Local Government Office or Staff	1%	5%
Bilateral/Multilateral Agency	3%	18%
Civil Society (includes NGOs/CBOs, private foundations, professional/trade associations, and faith-based groups)	24%	22%
Private Sector (includes private sector organization and financial sector/private banks)	22%	11%
Academia/Research Institute/Think Tank	13%	5%
Media	3%	15%
Other	10%	0%
Total Number of Respondents	**79**	**147**

III. Demographics of the Sample

Current Affiliation

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

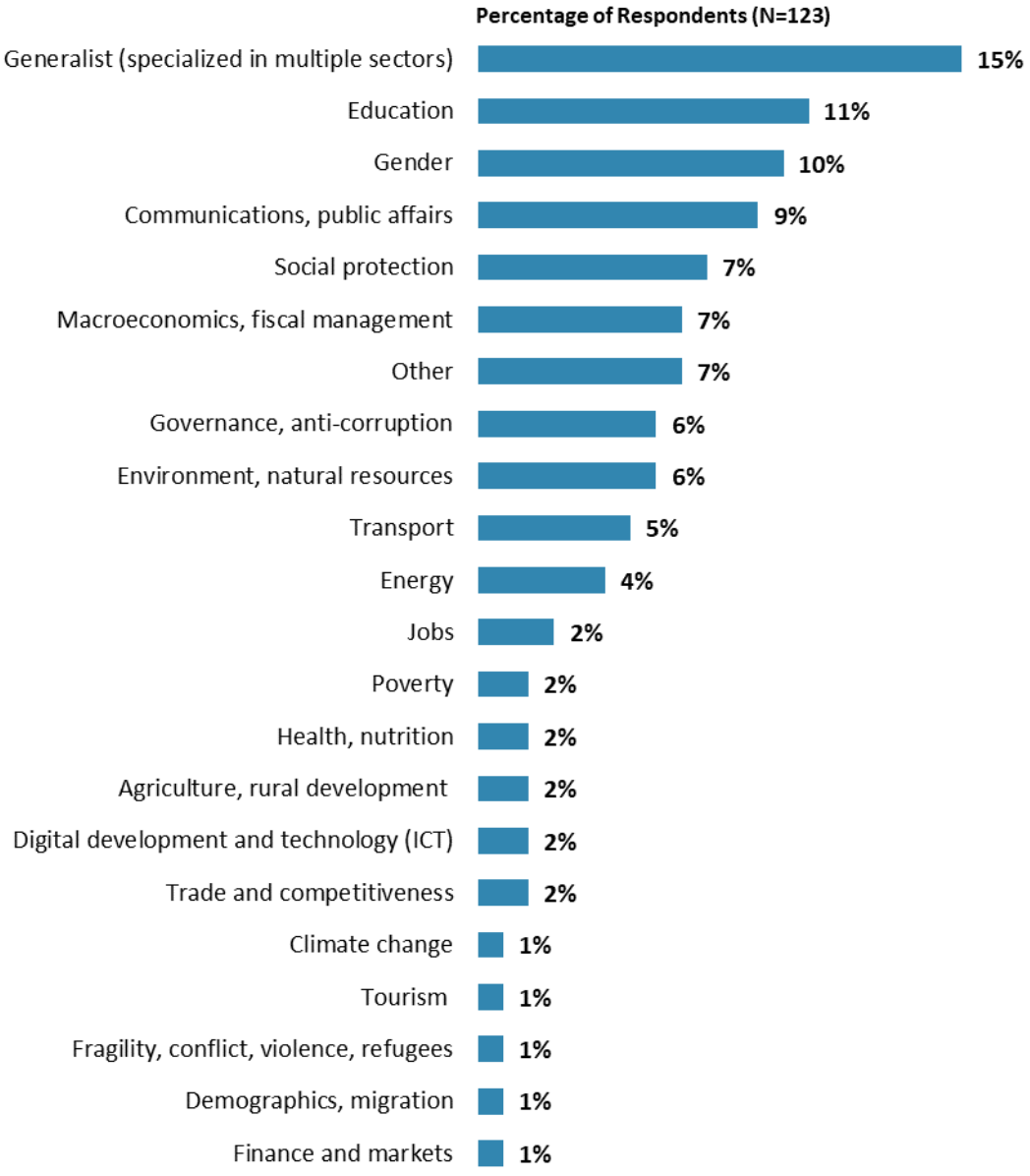


"Which of the following best describes your current affiliation?"
(Respondents chose from a list.)

[1] The small number of respondents from PMU/Consultants working on WBG projects were combined with employees of ministries; respondents from independent government institutions and state-owned enterprises were combined as "Other Government Institutions"; respondents from bilateral agencies were combined with those from multilateral agencies; the small number of respondents from the financial sector/private banks were combined with those from private sector organizations; the few respondents from private foundations were combined with NGO/community-based organizations as a "Civil Society" category. Unfortunately, there were too few respondents from the Royal Hashemite Court or the Office of a Minister to be included in the stakeholder group comparisons.

III. Demographics of the Sample (continued)

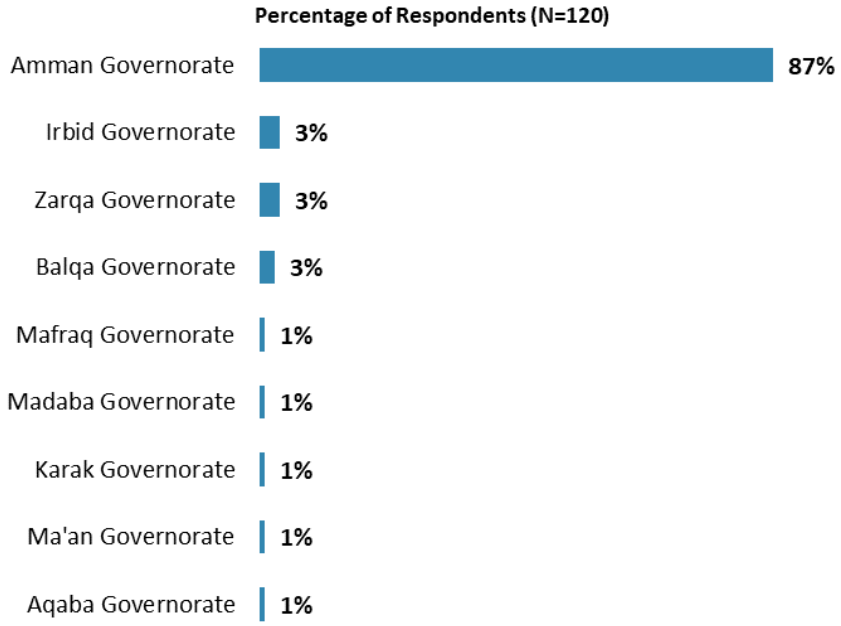
Area of Primary Specialization



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

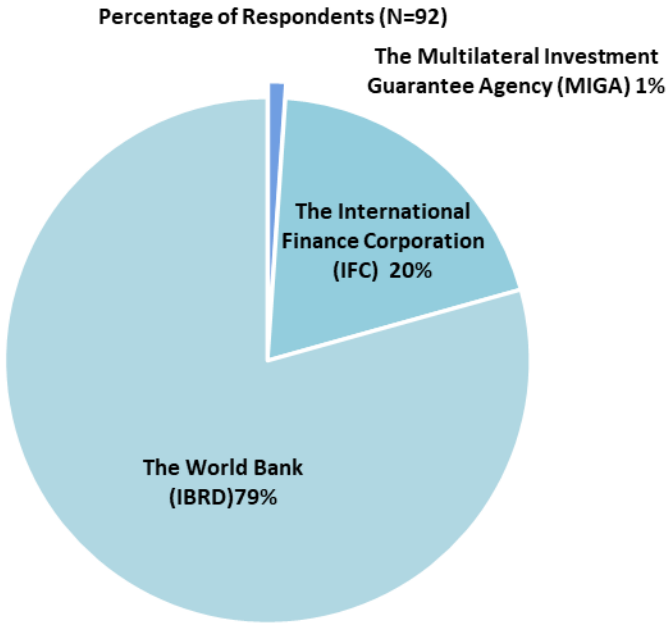
III. Demographics of the Sample (continued)

Geographic Locations



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

Exposure to Agencies within the World Bank Group

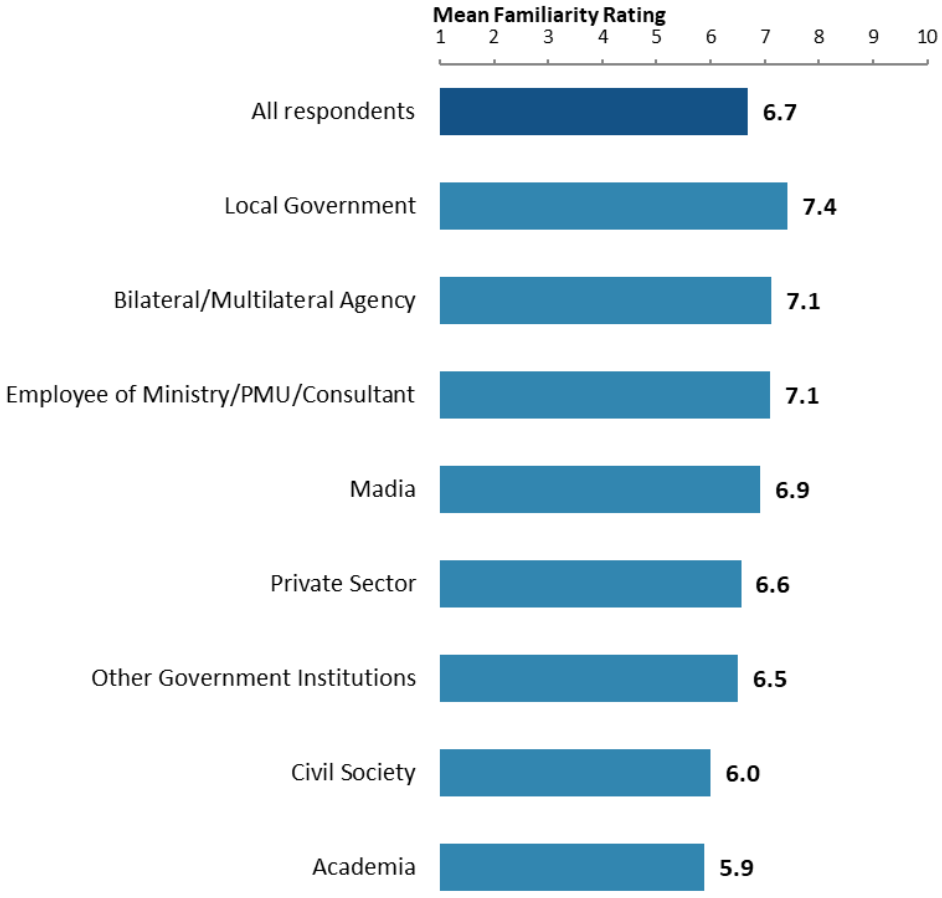


"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Jordan?"
(Respondents chose from a list.)

III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

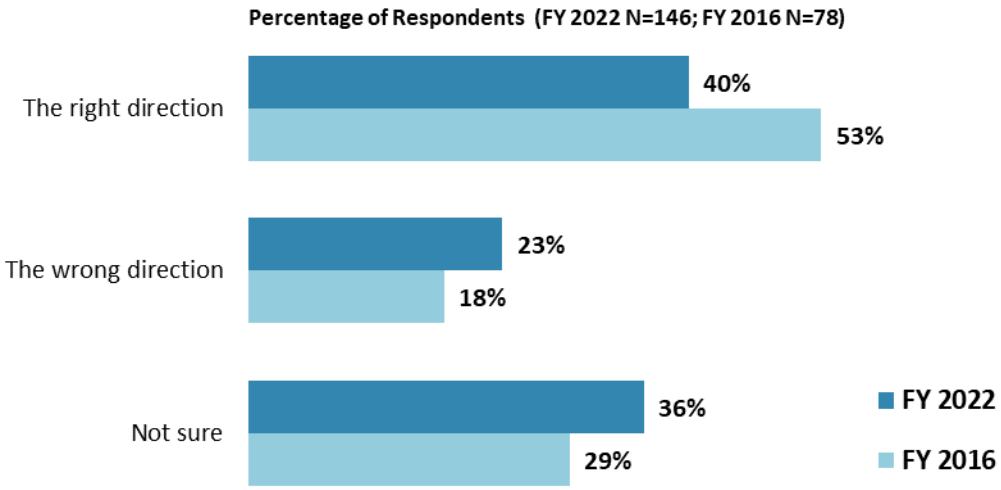
- **Year comparison:** Respondents in this year's Country Survey reported statistically similar ratings of familiarity with the WBG (mean rating = 6.7) as respondents in the FY'16 survey (mean rating = 6.5).
- **Collaboration:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the work of the WB compared to respondents who do not collaborate (mean familiarity of collaborators = 7.4; mean familiarity of non-collaborators = 5.6).
- **Impact of familiarity:** Respondents' ratings of familiarity with the WB were significantly, strongly correlated with their ratings for the WB's overall effectiveness in Jordan, and significantly, moderately correlated with their agreement that the WBG plays a relevant role in Jordan's development and the extent to which the WBG's work helps to achieve development results in Jordan.



"How familiar are you with the work of the World Bank (IBRD/IDA) in Jordan?"
(1-"Not familiar at all", 10-"Extremely familiar")
(*Significantly different between the stakeholder groups)

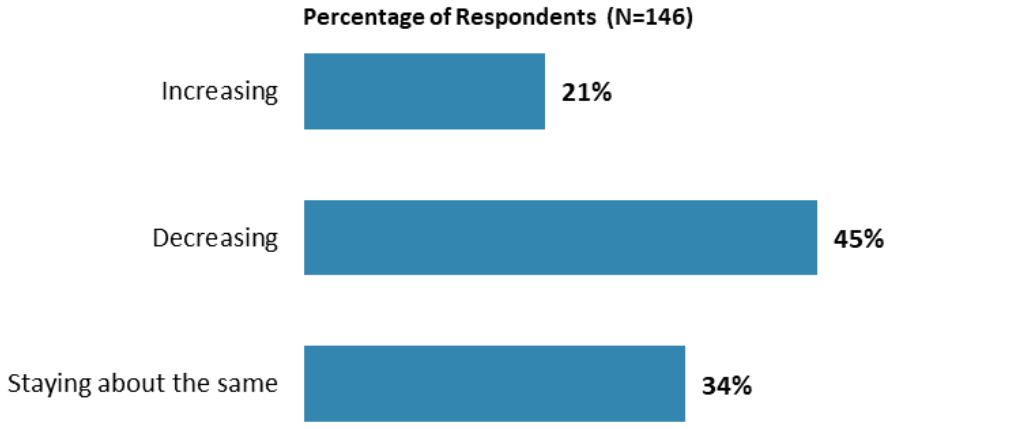
IV. Overall Context

Headed in the Right Direction



"In terms of its development, would you say that Jordan is headed in ... ?"
(Respondents chose from a list.)
(Statistically similar between FY 2022 and FY 2016)

Perceptions of Economic Opportunity

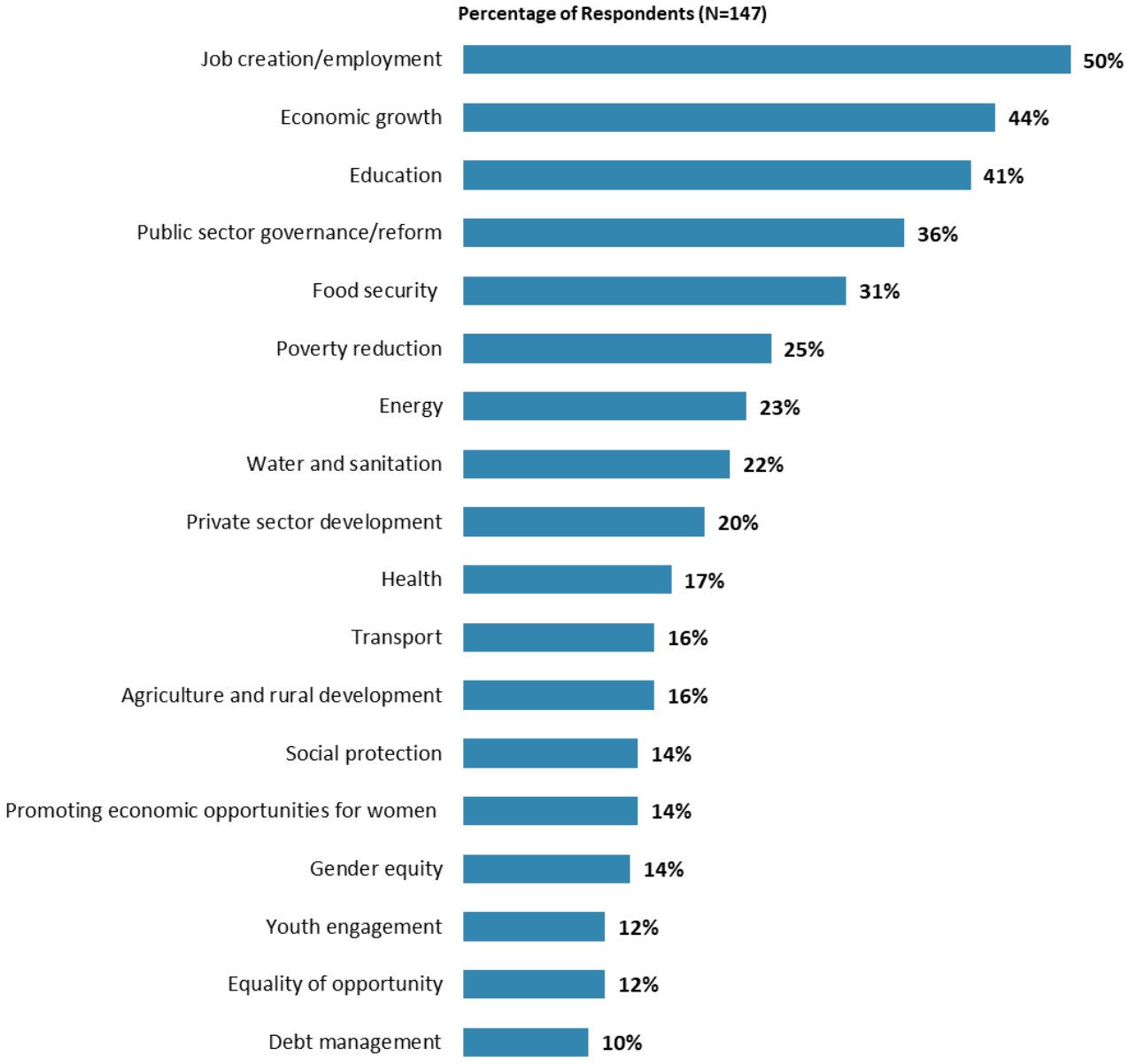


"Do you think that economic opportunity for citizens in Jordan is ... ?"
(Respondents chose from a list.)

IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the most important development priorities in Jordan were "*public sector governance/reform*" (41%), "*job creation/employment*" (31%), "*private sector development"* (24%), "*economic growth*" (23%), "*poverty reduction*" (19%). Of note, "*education*" significantly elevated this year to the #3 development priority (41% vs. 16% in FY'16). Similarly, "*food security*" became much more of a concern, emerging among the top 5 development priority this year (31% vs. 4% in FY'16).



"Please identify which of the following development priorities you consider the most important in Jordan. (Choose no more than 5)"

(Respondents chose from a list. Responses combined. Top 18 of 30 response options shown)

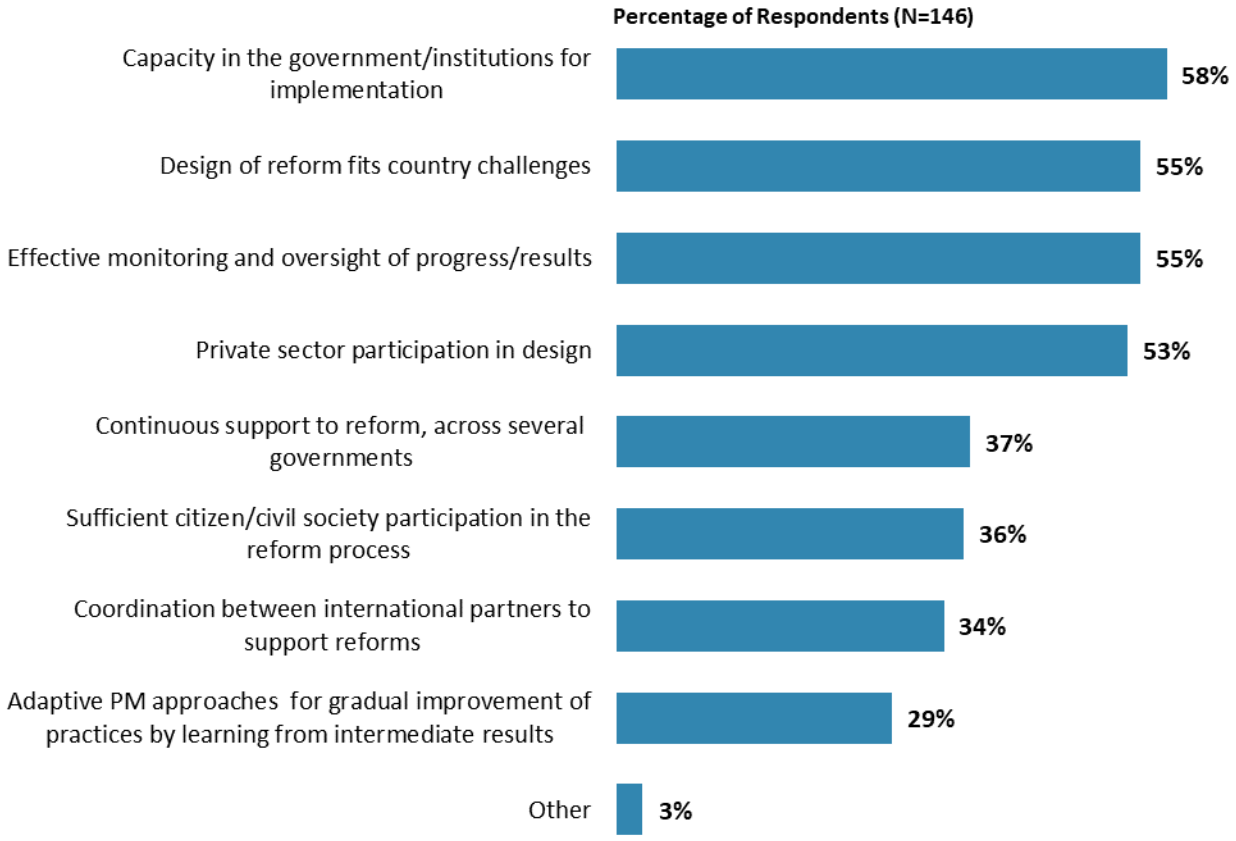
IV. Overall Context (continued)

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") [1]Indicator Question

IV. Overall Context (continued)

Attributions for Successful Reform



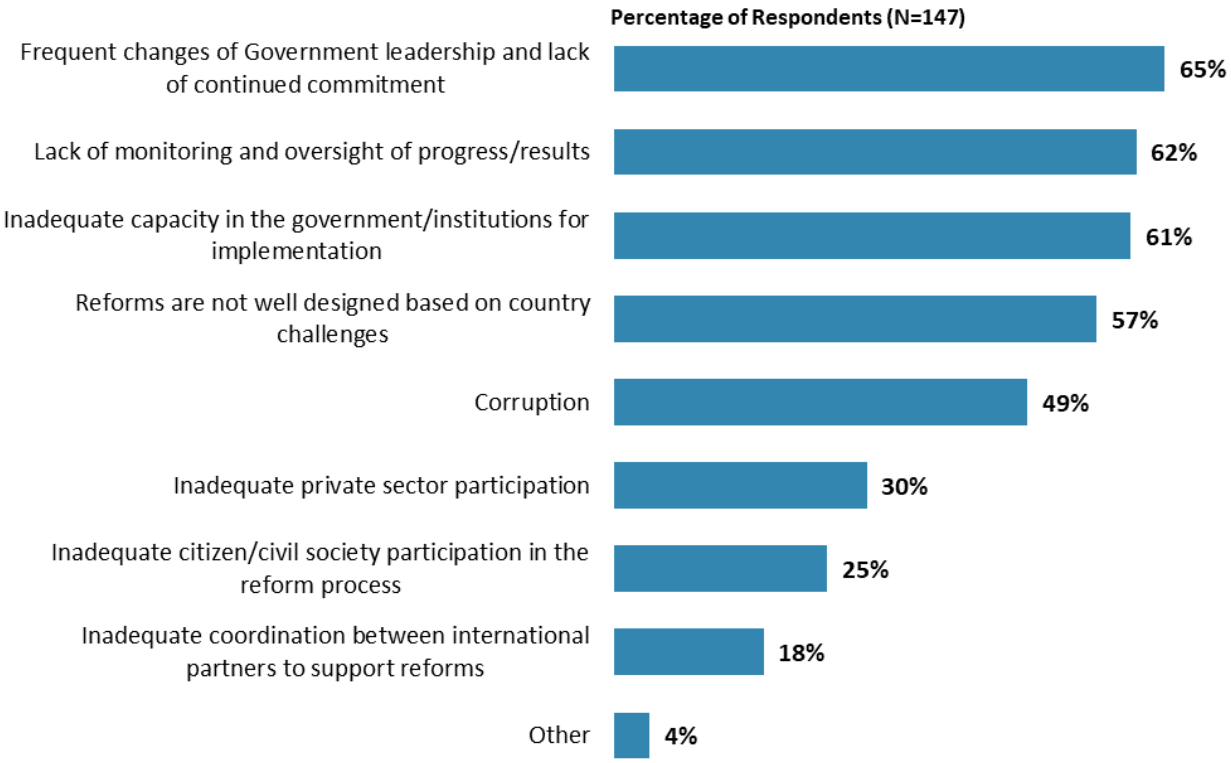
"When economic and/or social reforms have been successful in Jordan, which of the following would you attribute this to? (Choose no more than 4)"

(Respondents chose from a list. Responses combined.)

IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

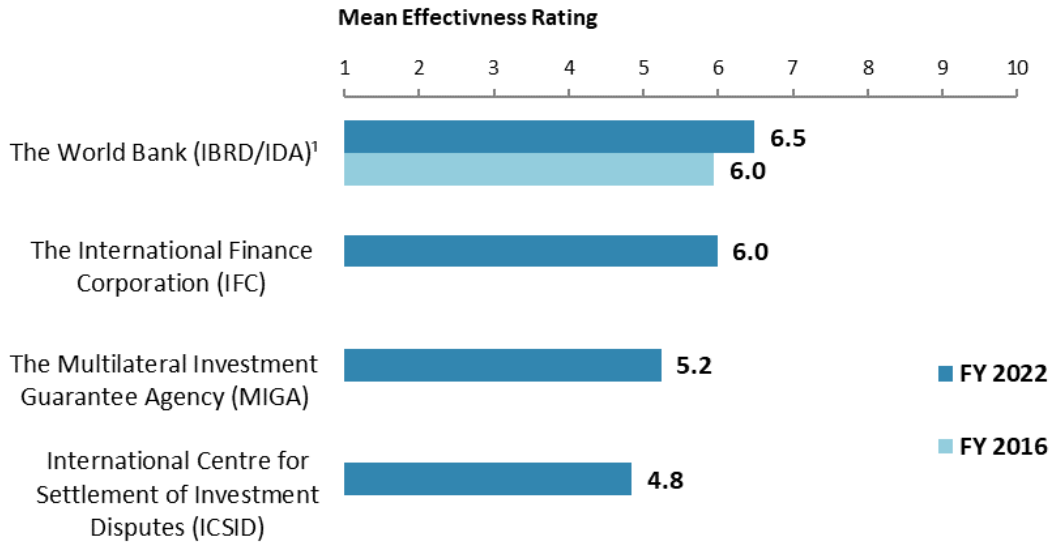
- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the primary reasons for slow/failed reform in Jordan were "*the Government works inefficiently*" (39%), "*there is not an adequate level of citizen/civil society participation"* (32%), "*the WBG is not sensitive enough to political/social realities on the ground*" (32%), "*reforms are not well thought out in light of country challenges*" (31%), "*political pressures and obstacles*" (31%), and "*lack of/inadequate levels of capacity in Government*" (27%).



"When economic and/or social reform efforts fail or are slow to show results in Jordan, which of the following would you attribute this to? (Choose no more than 4)"
(Respondents chose from a list. Responses combined.)

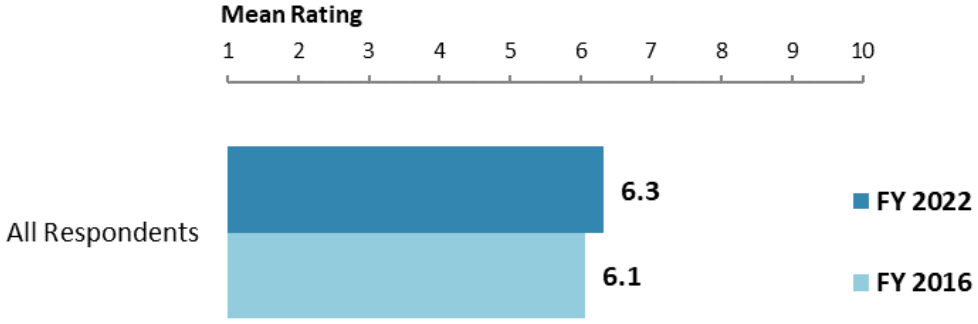
V. Overall Attitudes toward the World Bank Group

Overall Effectiveness of the World Bank



"Overall, please rate your impression of the effectiveness of these organizations in Jordan."
(1-"Not effective at all", 10-"Very effective") [1]Indicator Question
(Statistically similar between FY 2022 and FY 2016)

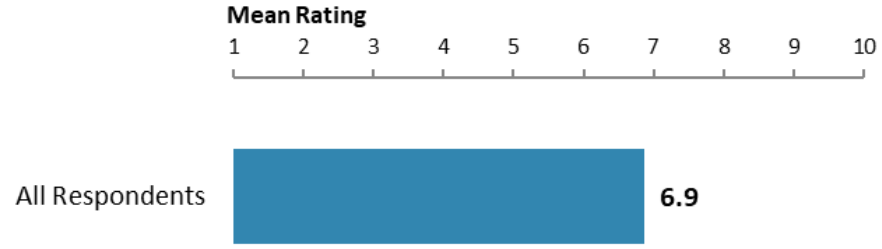
Achieving Development Results *(Indicator Question)*



"To what extent does the World Bank Group's work help to achieve development results in Jordan?" ***(1-"To no degree at all", 10-"To a very significant degree")***
(Statistically similar between FY 2022 and FY 2016)

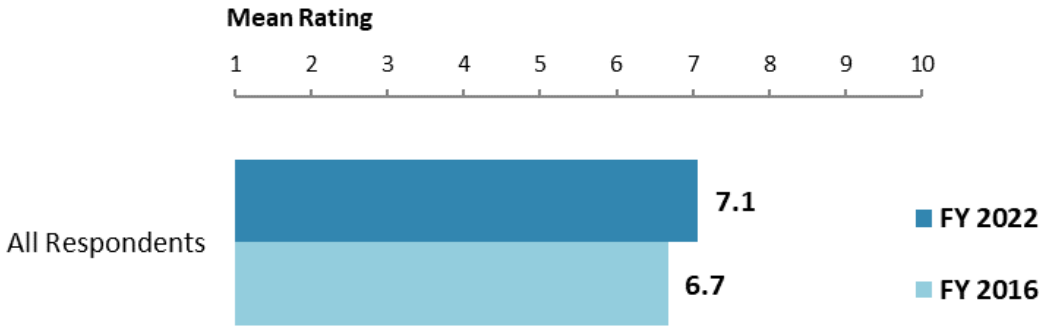
V. Overall Attitudes toward the World Bank Group (continued)

Influence on Jordan's Development Agenda *(Indicator Question)*



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

WBG Staff Preparedness

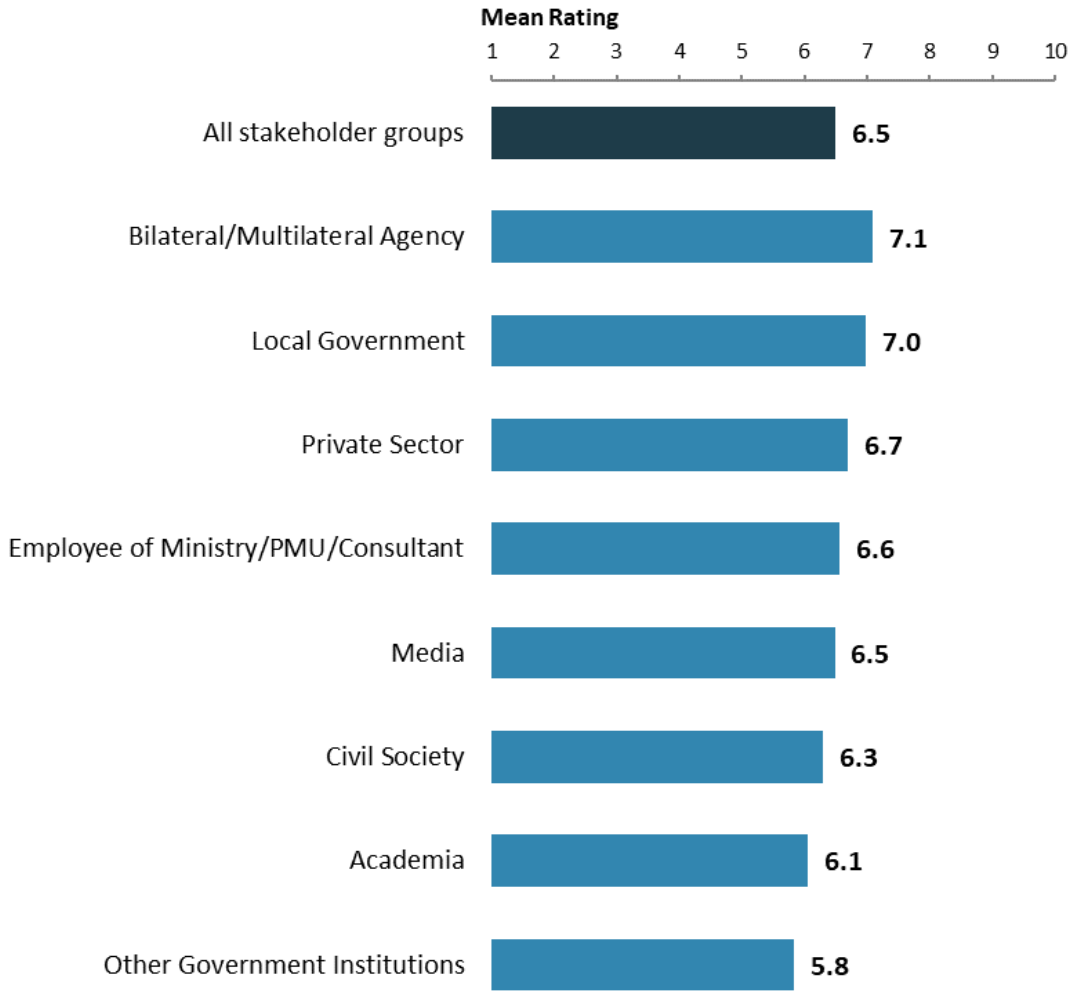


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Jordan solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(Statistically similar between FY 2022 and FY 2016)

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

Overall Ratings for Indicator Questions by Stakeholder Groups

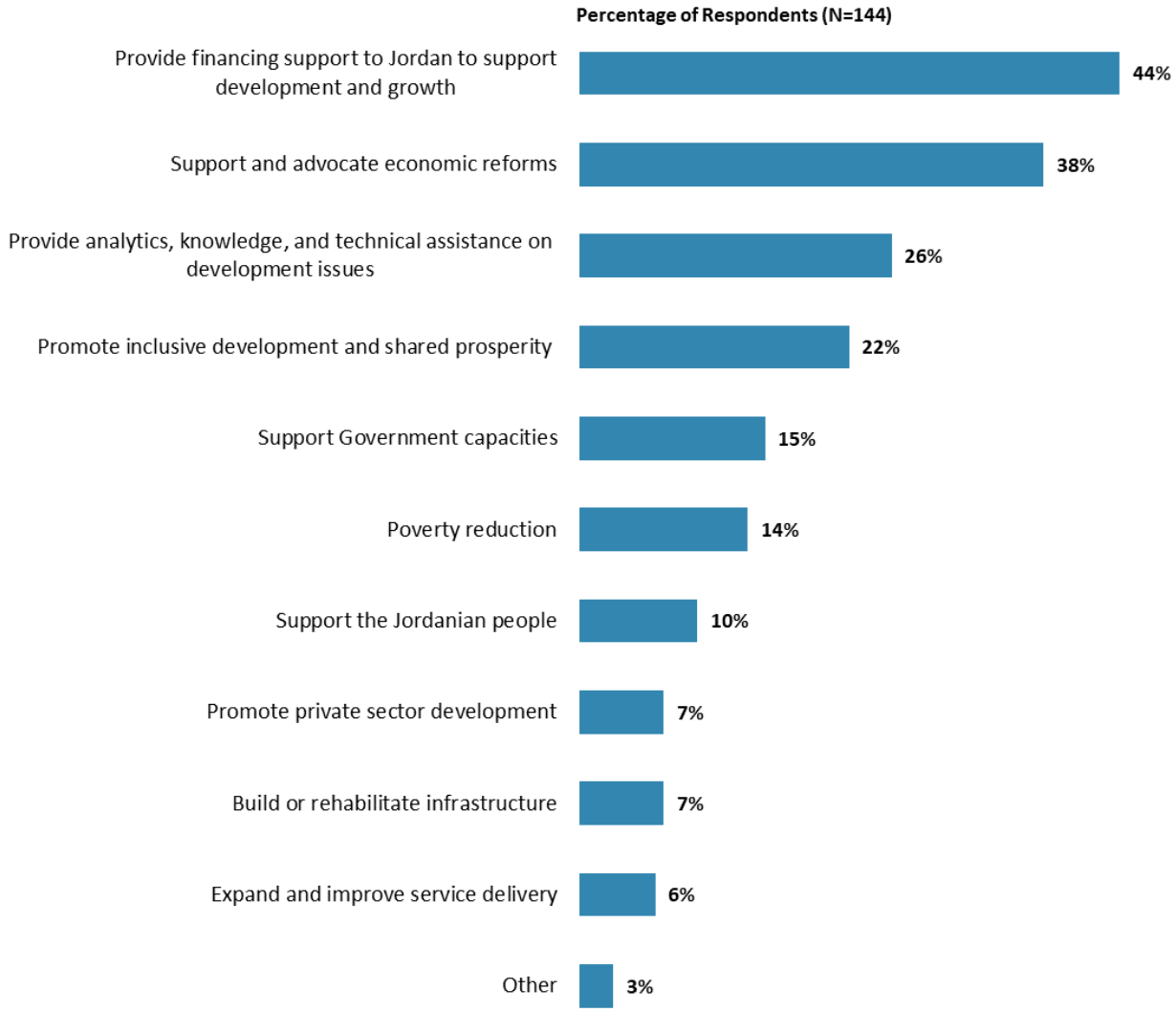
- **Collaboration:** Respondents who indicated that they collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-four COS indicator questions (mean rating = 6.9) compared to respondents who do not collaborate with the WBG (mean rating = 5.9). Responses for individual indicator questions by collaboration can be found in Appendix C (page 59).
- **Stakeholder groups:** Respondents from bilateral/multilateral agency had the highest mean ratings for the aggregated responses to the twenty-four COS indicator questions whereas respondents from other government institutions and academia had lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 47).



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

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

WBG's Primary Mission

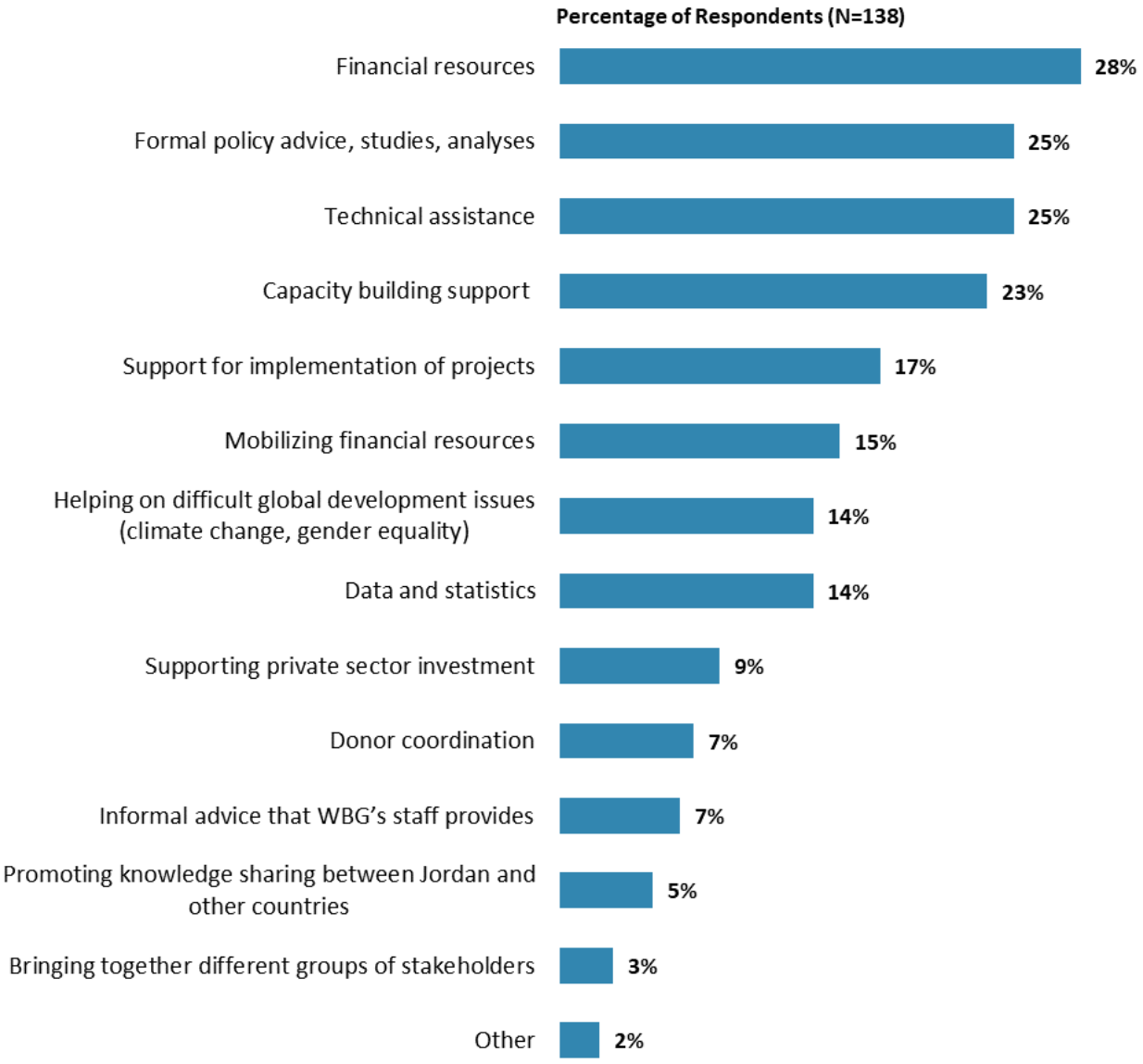


"What do you see as the primary mission/objective of the World Bank Group in Jordan? (Choose no more than 2)" (Respondents chose from a list. Responses combined.)

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

Greatest Value

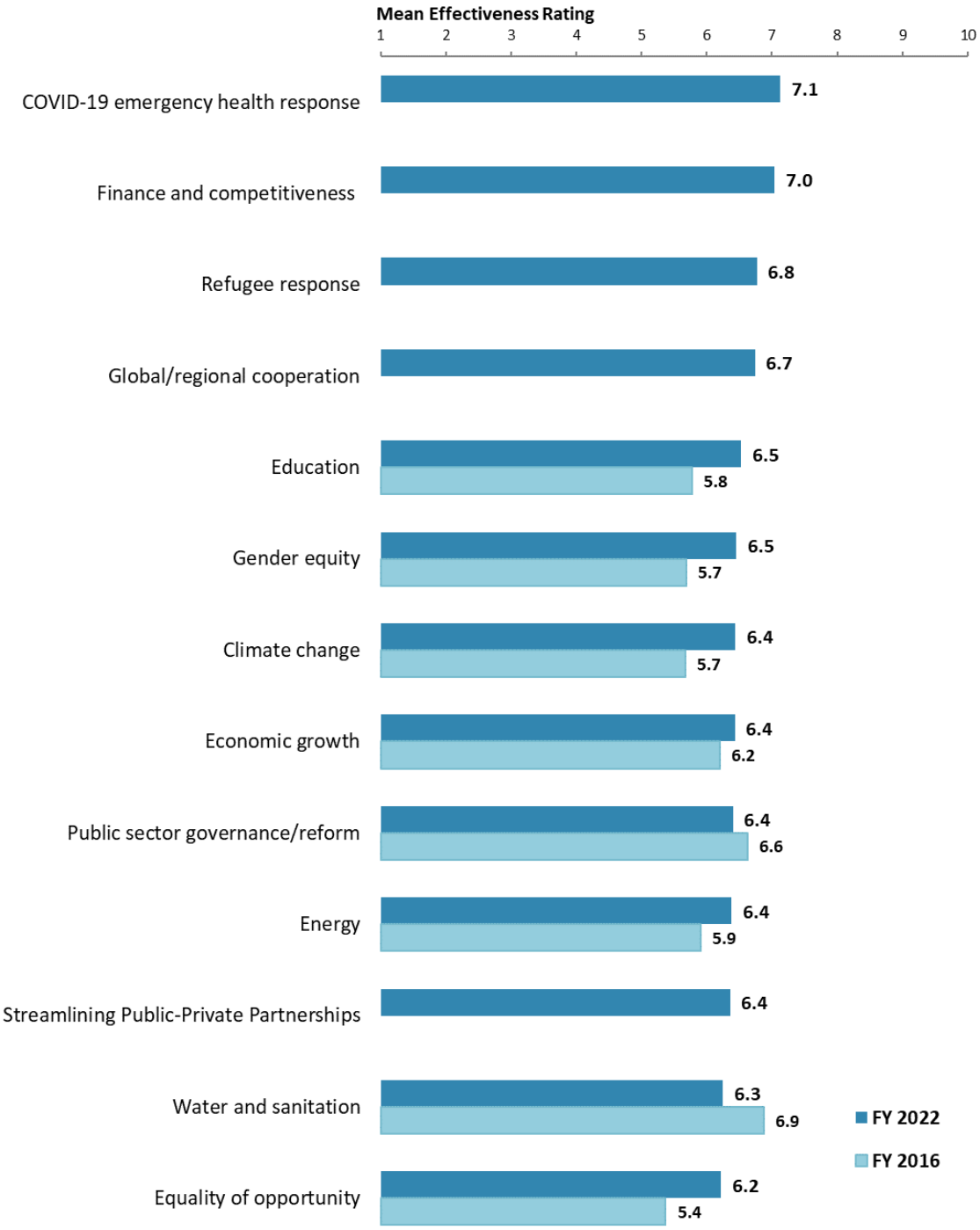
- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG's greatest values to Jordan were "*financial resources*" (41%), "*policy advice, studies, analyses"* (39%), and "*technical assistance*" (31%).



"When thinking about the World Bank Group's role in Jordan, which activity do you VALUE the most? (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[2]

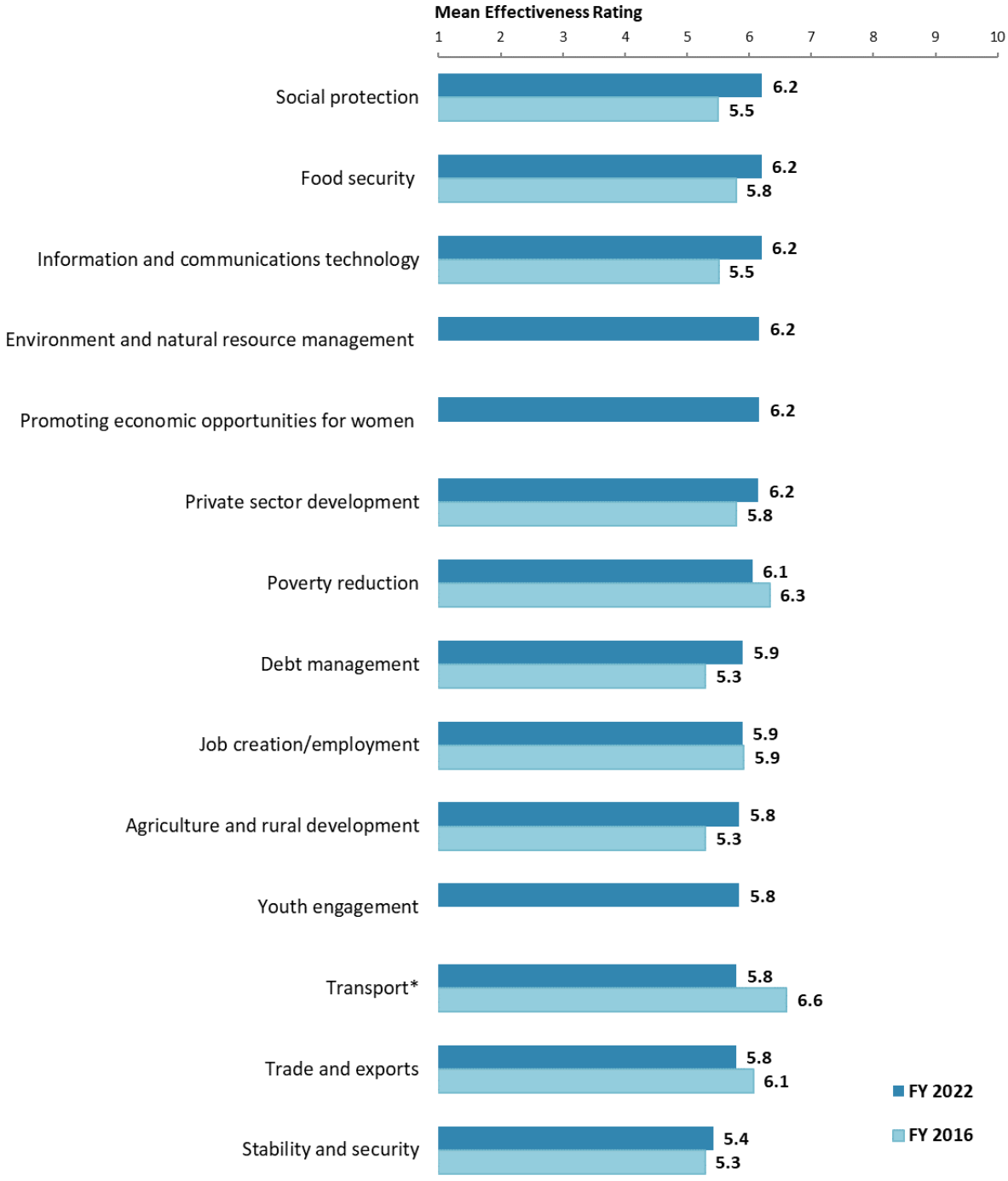


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jordan?"
(Top 13 of 27 shown) ***(1-"Not effective at all", 10-"Very effective")***

[2] Note in Appendix A (page 34), 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. World Bank Group's Support in Development Areas(continued)

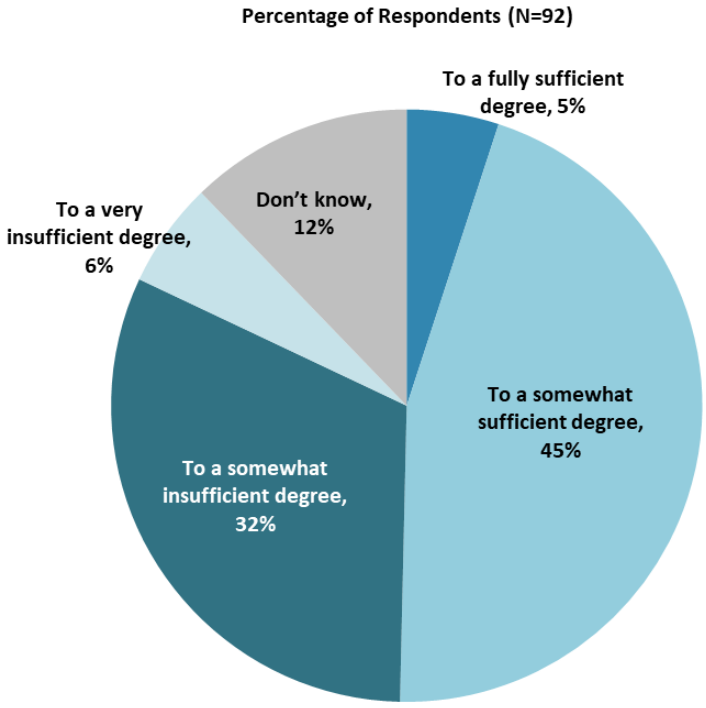
Effectiveness of WBG's Support in Sectoral Areas



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Jordan?"
(Bottom 14 of 27 shown) ***(1-"Not effective at all", 10-"Very effective")***
(*Significantly different between FY 2022 and FY 2016)

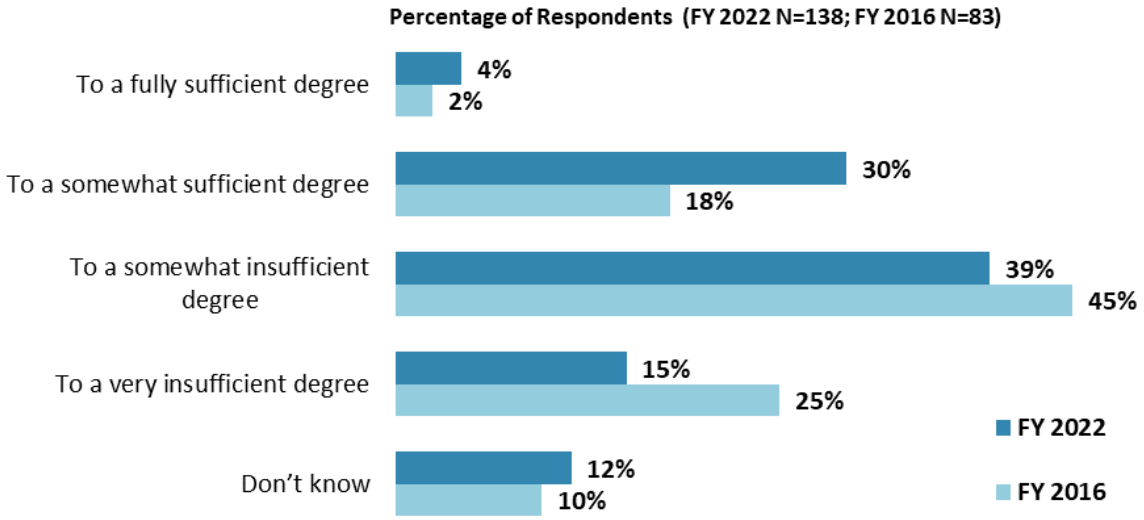
VII. World Bank Group's Work and Engagement on the Ground

Support in Creating Economic Growth



"To what extent do you believe that the World Bank Group's work and support helps create economic growth in Jordan (directly or indirectly) and jobs that Jordanians would aspire to have? " (Respondents chose from a list.)

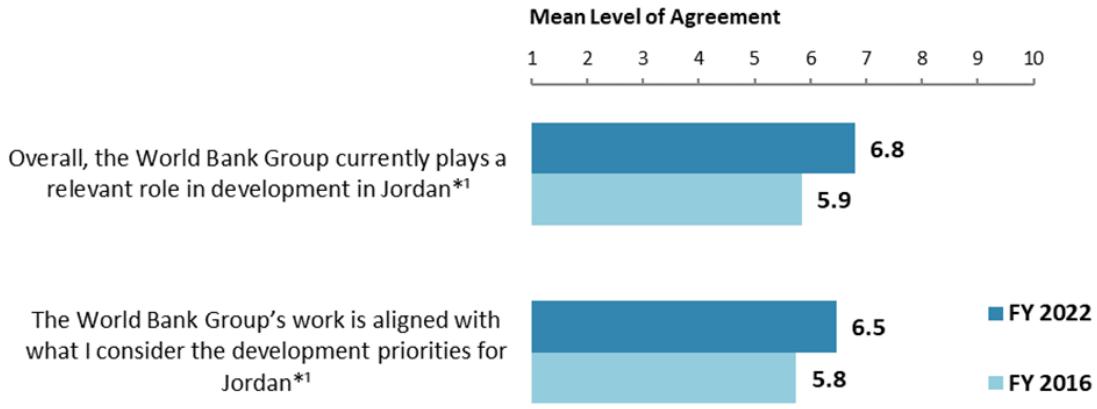
Helping the Poorest



"To what extent do you believe that the World Bank Group's work and support help the poorest in Jordan?" (Respondents chose from a list.)
*(*Significantly different between FY 2022 and FY 2016)*

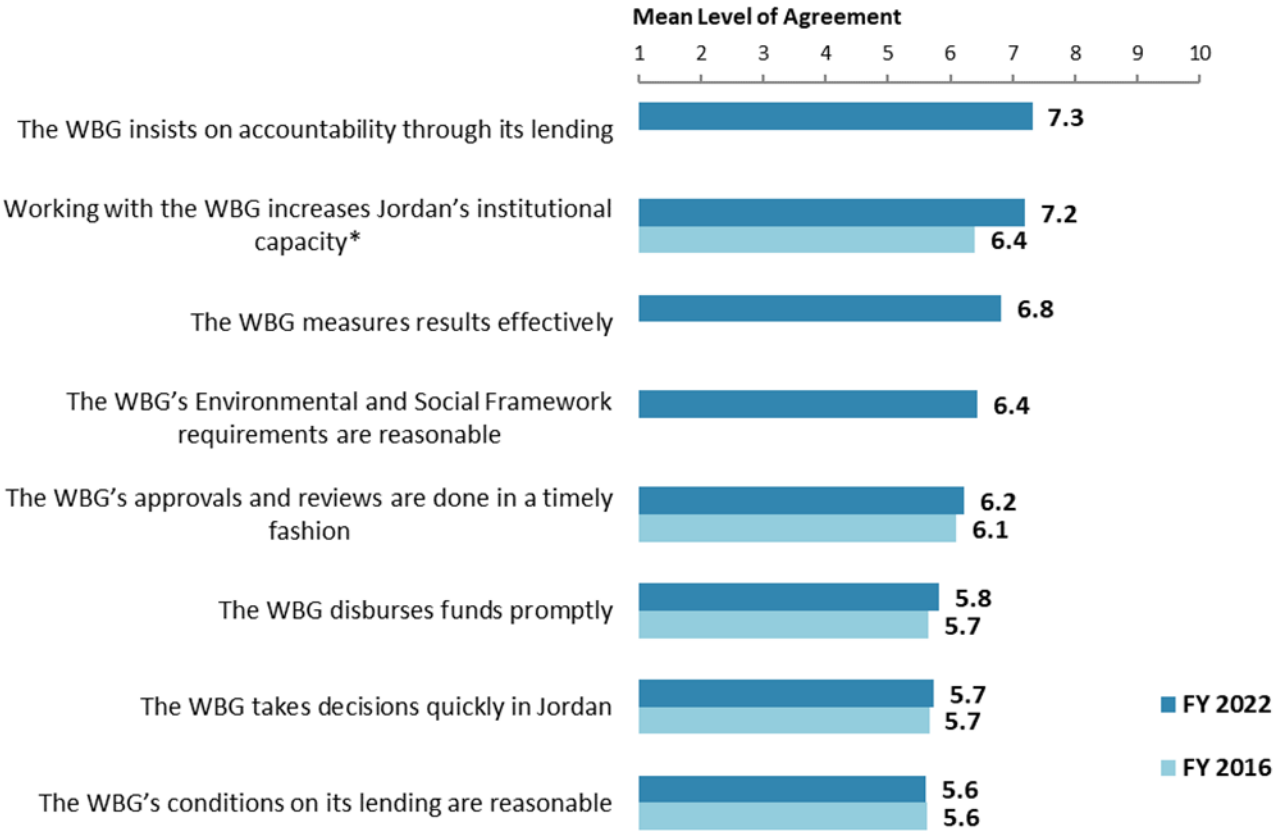
VII. WBG's Work and Engagement on the Ground (continued)

The World Bank Group's Work in Jordan



"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Jordan?" ***(1-"Strongly disagree", 10-"Strongly agree")***
(*Significantly different between FY 2022 and FY 2016) [1]Indicator Question

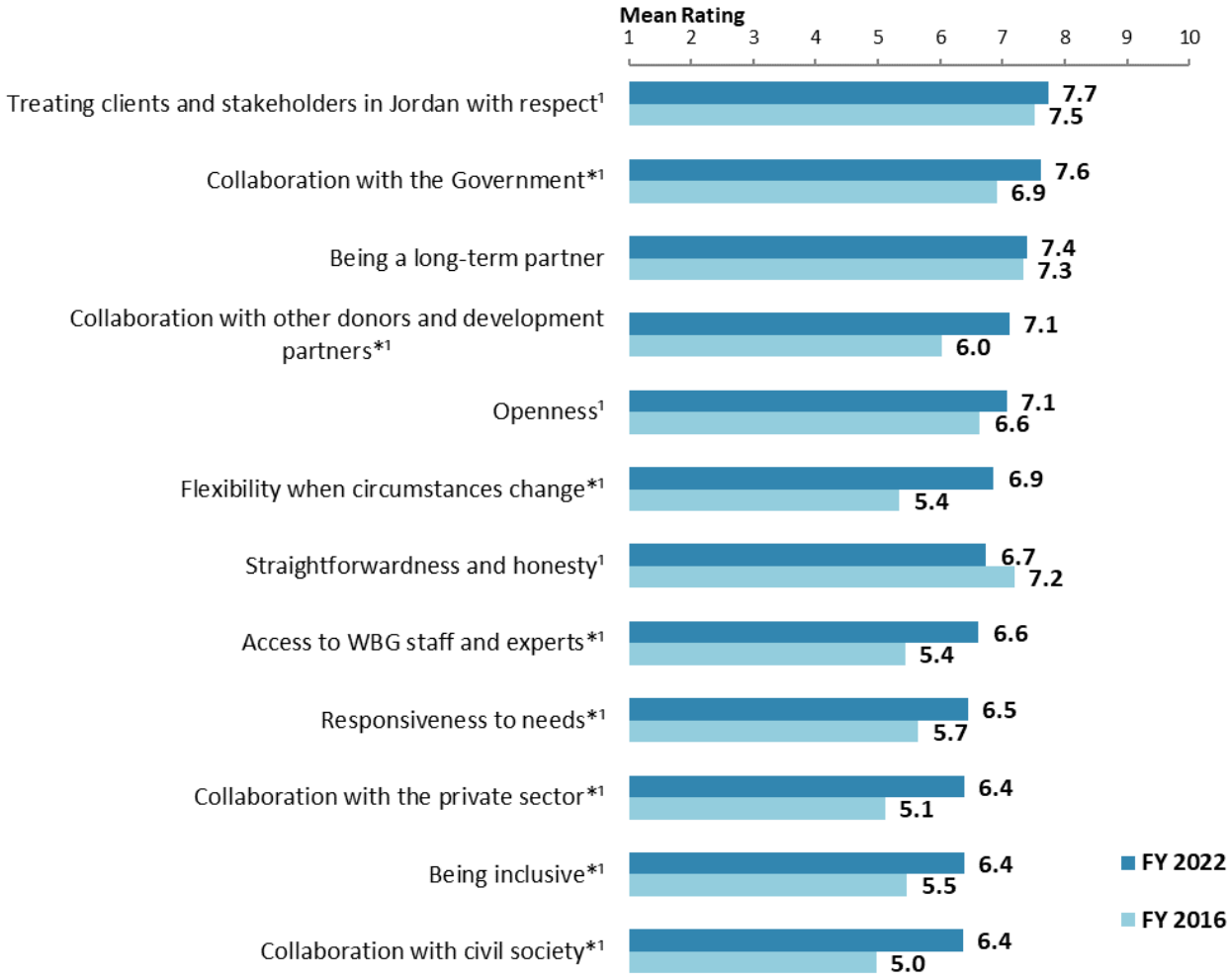
Overall Perceptions



"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2022 and FY 2016) [1]Indicator Question

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

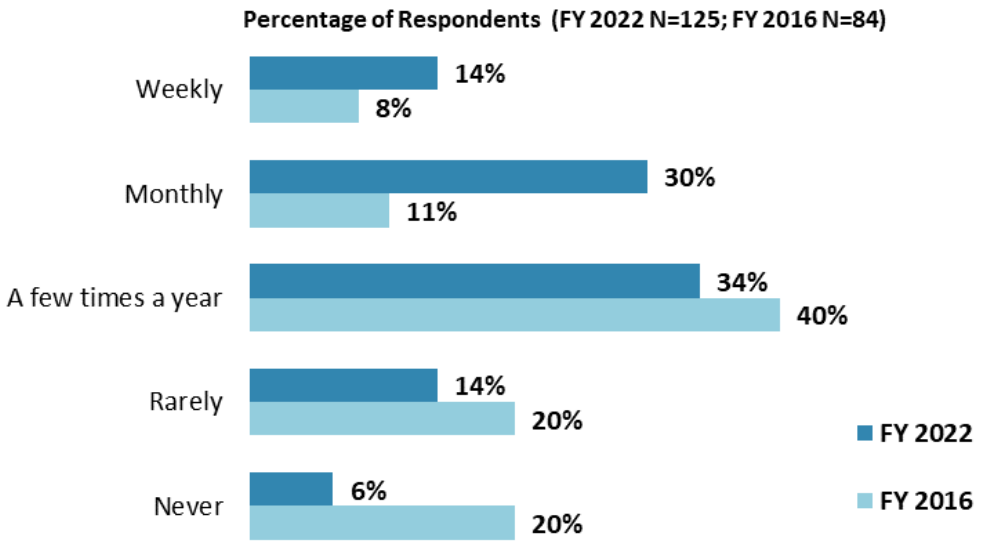
The WBG as an Effective Development Partner



"To what extent is the World Bank Group an effective development partner in Jordan, in terms of each of the following?" ***(1-"To no degree at all", 10-"To a very significant degree")***
(*Significantly different between FY 2022 and FY 2016) ¹Indicator Question

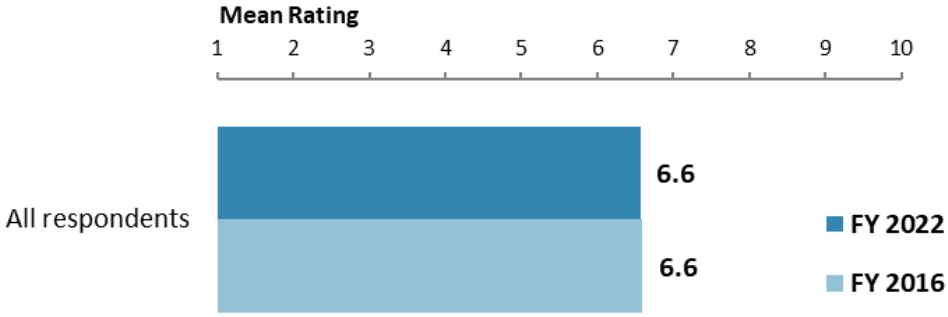
VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"* (Respondents chose from a list.)
(*Significantly different between FY 2022 and FY 2016)

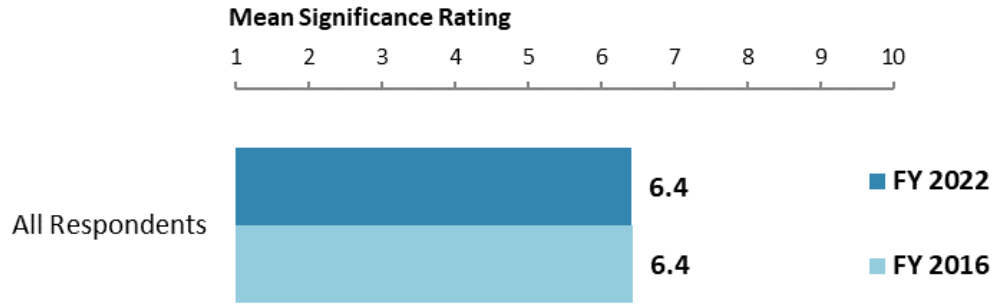
Meeting Jordan's Knowledge Needs *(Indicator Question)*



"The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(Statistically similar between FY 2022 and FY 2016)

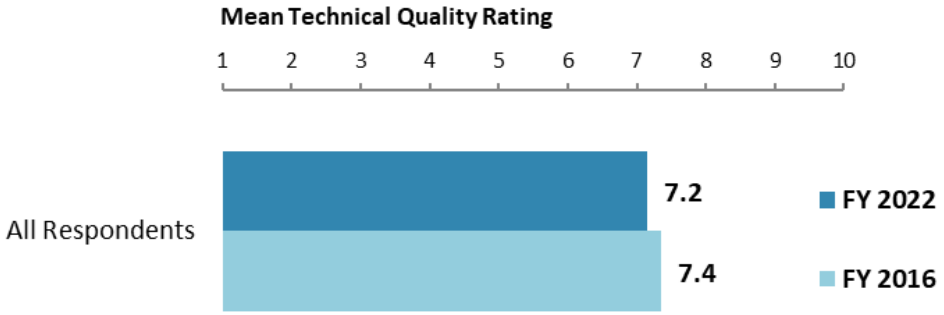
VIII. World Bank Group's Knowledge and Instruments (continued)

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?"
(1-"Not significant at all", 10-"Very significant")
(Statistically similar between FY 2022 and FY 2016)

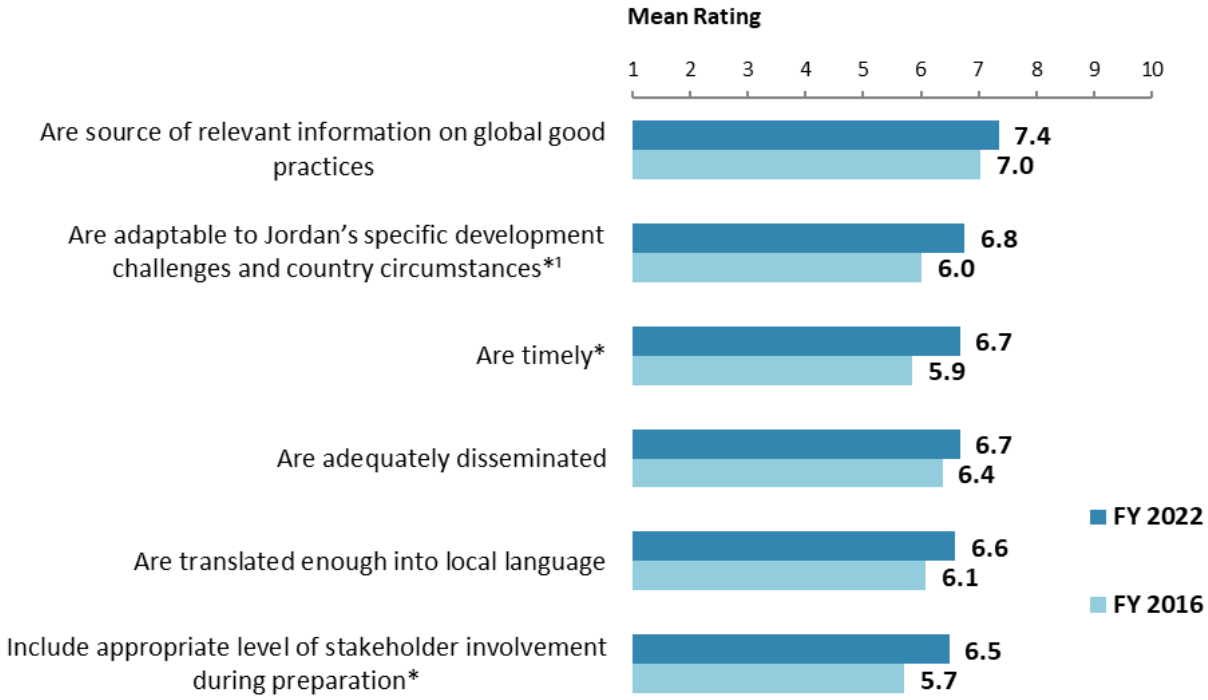
Technical Quality of the WBG's Knowledge Work and Activities *(Indicator Question)*



"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")
(Statistically similar between FY 2022 and FY 2019)

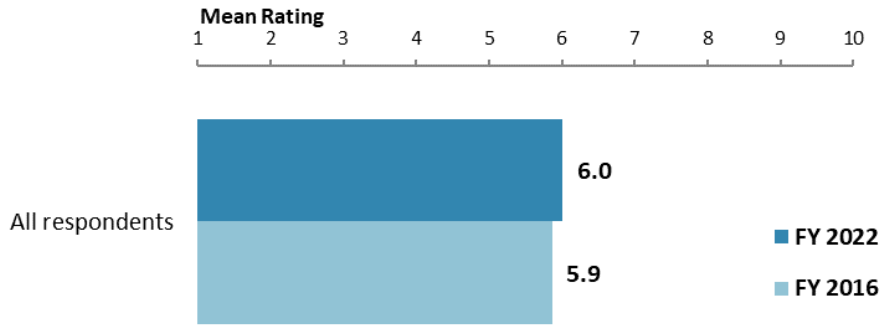
VIII. World Bank Group's Knowledge and Instruments (continued)

Qualities of the WBG's Knowledge Work and Activities



"In Jordan, to what extent do you believe that the World Bank Group's knowledge work and activities:" ***(1-"To no degree at all", 10-"To a very significant degree") [1]Indicator Question***
(*Significantly different between FY 2022 and FY 2016)

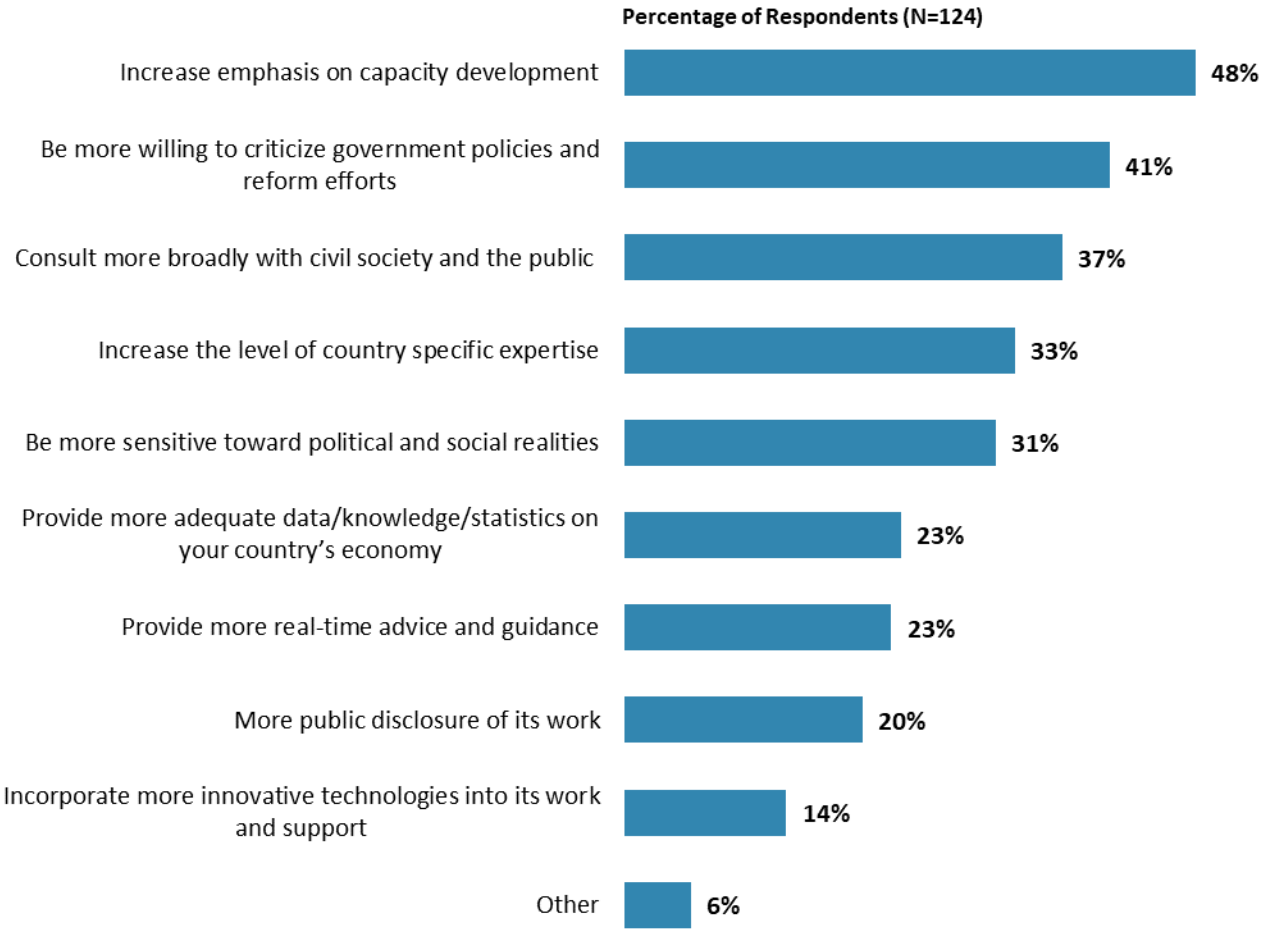
Meeting Jordan's Needs for Financial Instruments *(Indicator Question)*



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loans, Trust Funds, Program-for-Results) meet the needs of Jordan"
(1-"Strongly disagree", 10-"Strongly agree")
(Statistically similar between FY 2022 and FY 2016)

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

Making the World Bank Group of Greater Value

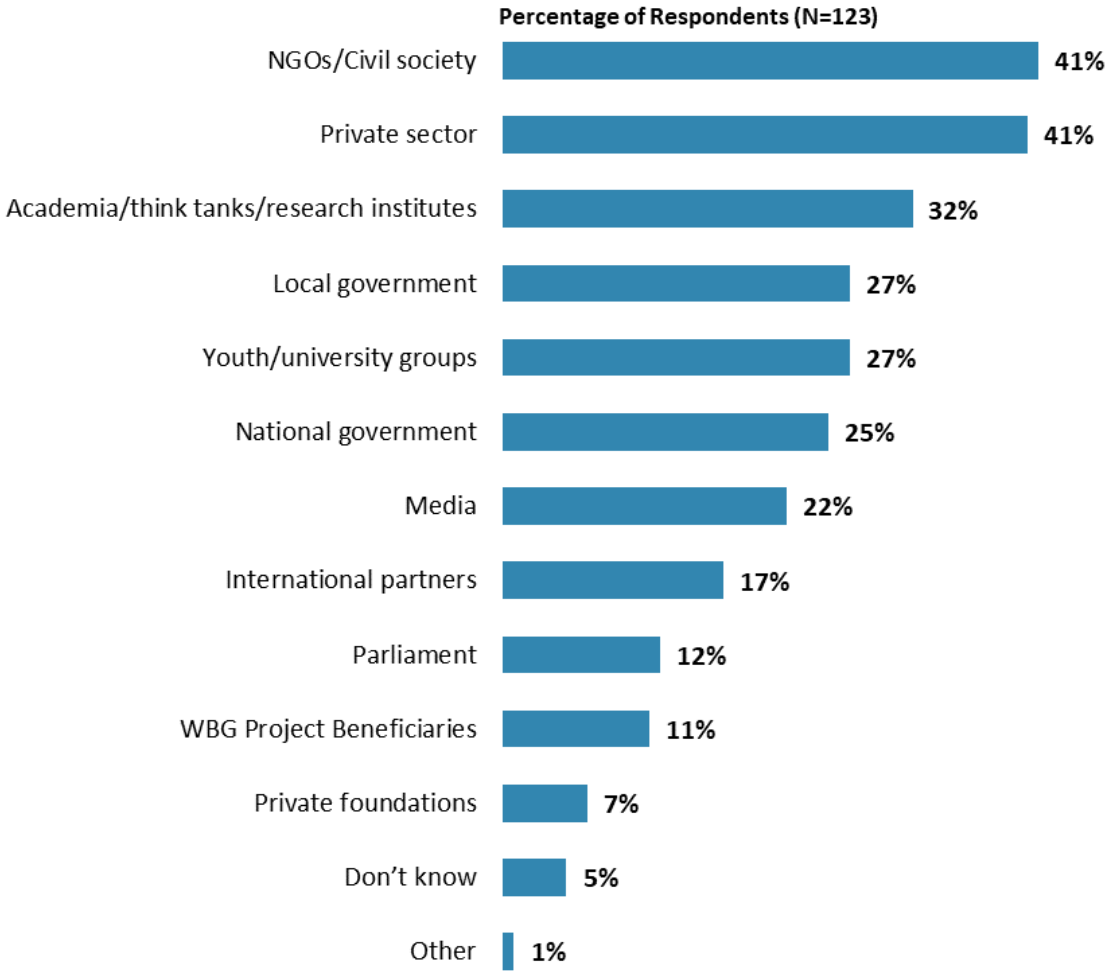


"Which of the following SHOULD the WBG do to improve its advice and guidance in Jordan? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

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

The World Bank Group Should Collaborate More with …

- **Year comparison**: Respondents in the FY'16 Country Survey indicated that the WBG should collaborate more with "*private sector*" (46%), followed by "*NGOs/Community-based organizations*" (25%), and "*academia/think tanks/research institutes*" (25%) to ensure better development results in Jordan.

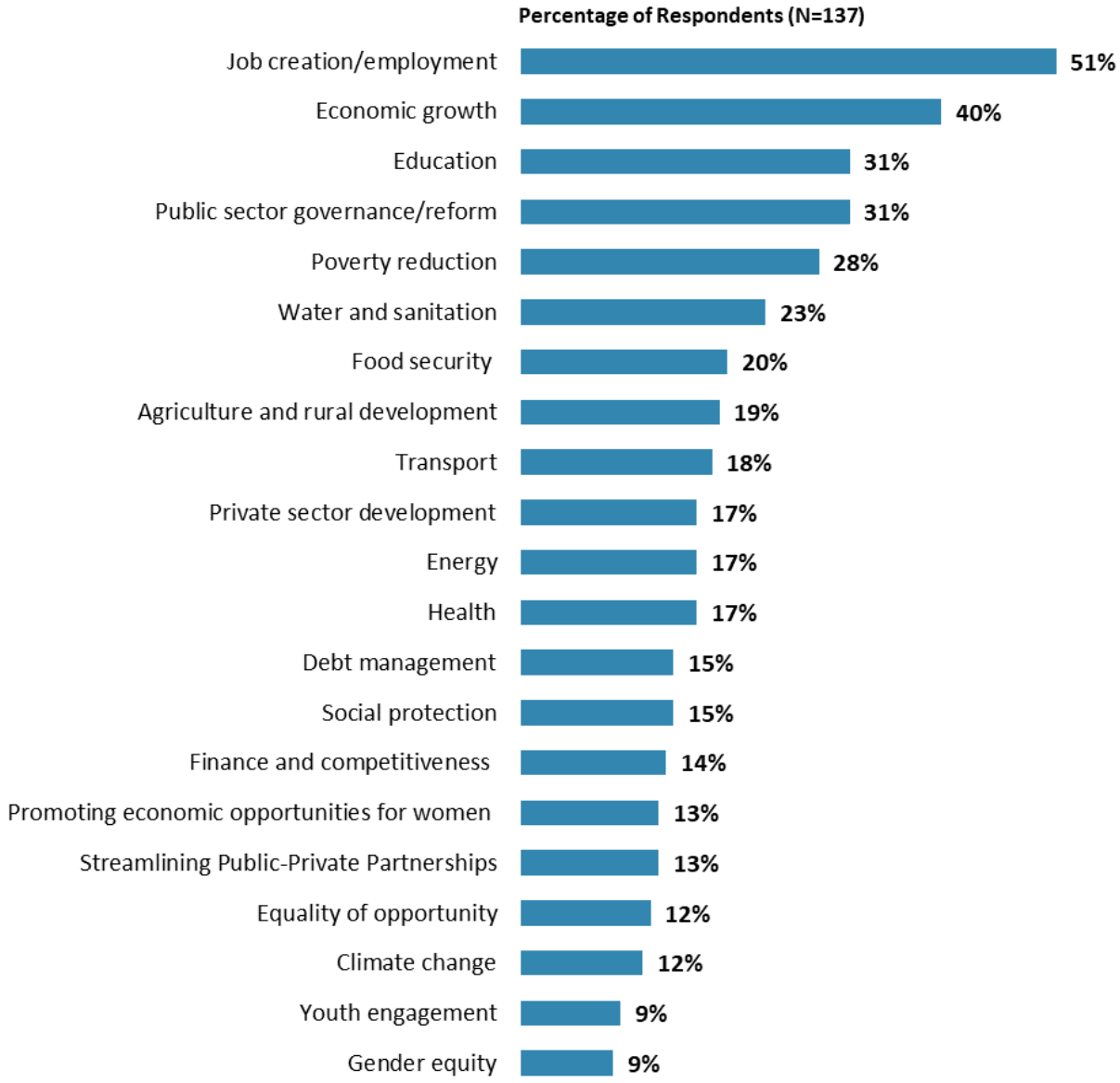


"In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Jordan? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

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

Where the World Bank Group Should Focus its Resources

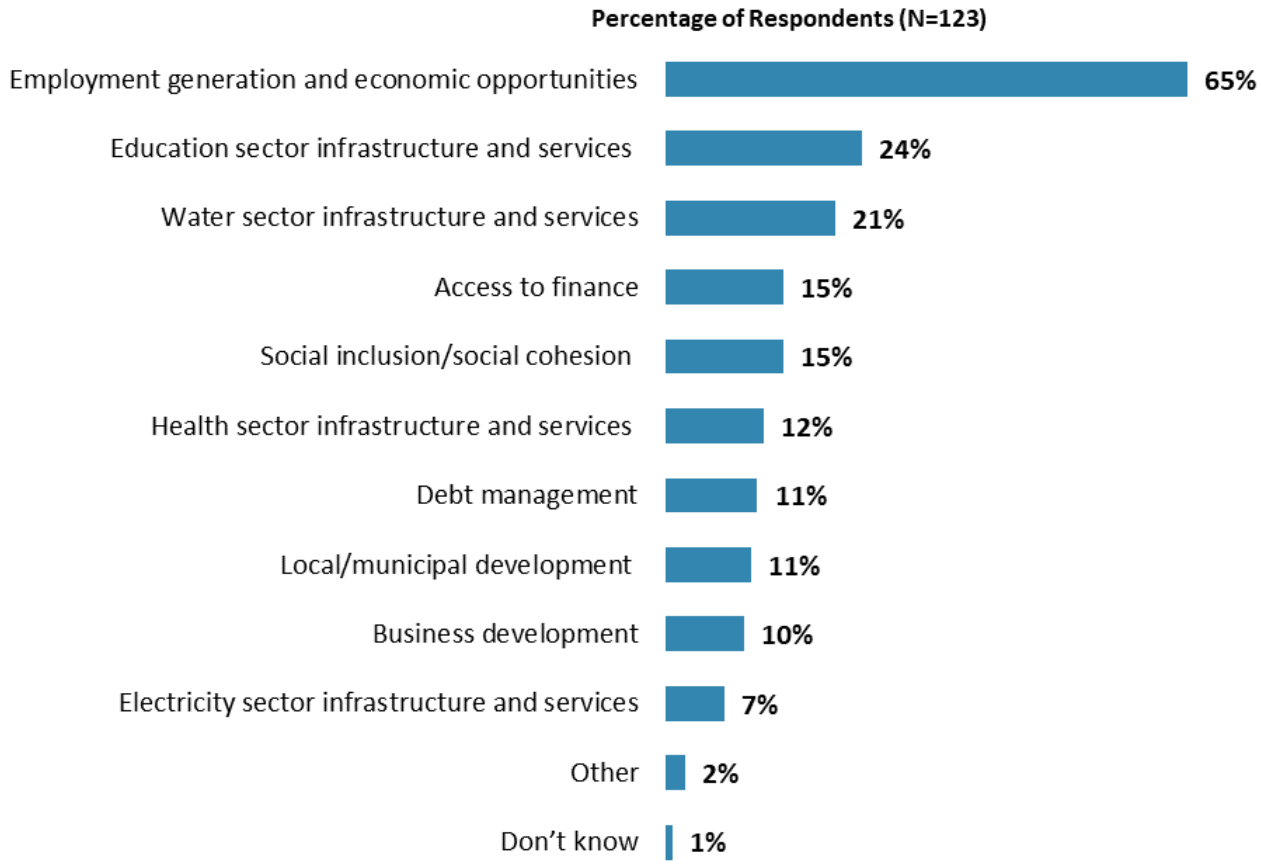
- **Year comparison:** Respondents in the FY'16 Country Survey indicated that the WBG should focus its resources on "*economic growth*" (37%), "*public sector governance/reform*" (32%), "*job creation/employment"* (27%), and *"education"* (24%). Of note, *"water and sanitation"* and *"food security"* emerged as much greater priorities for the WBG's focus this year compared to the FY'16 survey (3.6% and 0%, respectively in FY'16).



"When thinking about how the World Bank Group can have the most impact on development results in Jordan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Jordan? (Choose no more than 5)"
(Respondents chose from a list. Responses combined. Top 21 of 29 response options shown)

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

Support Related to Socio-Economic Impact of Refugee Crisis



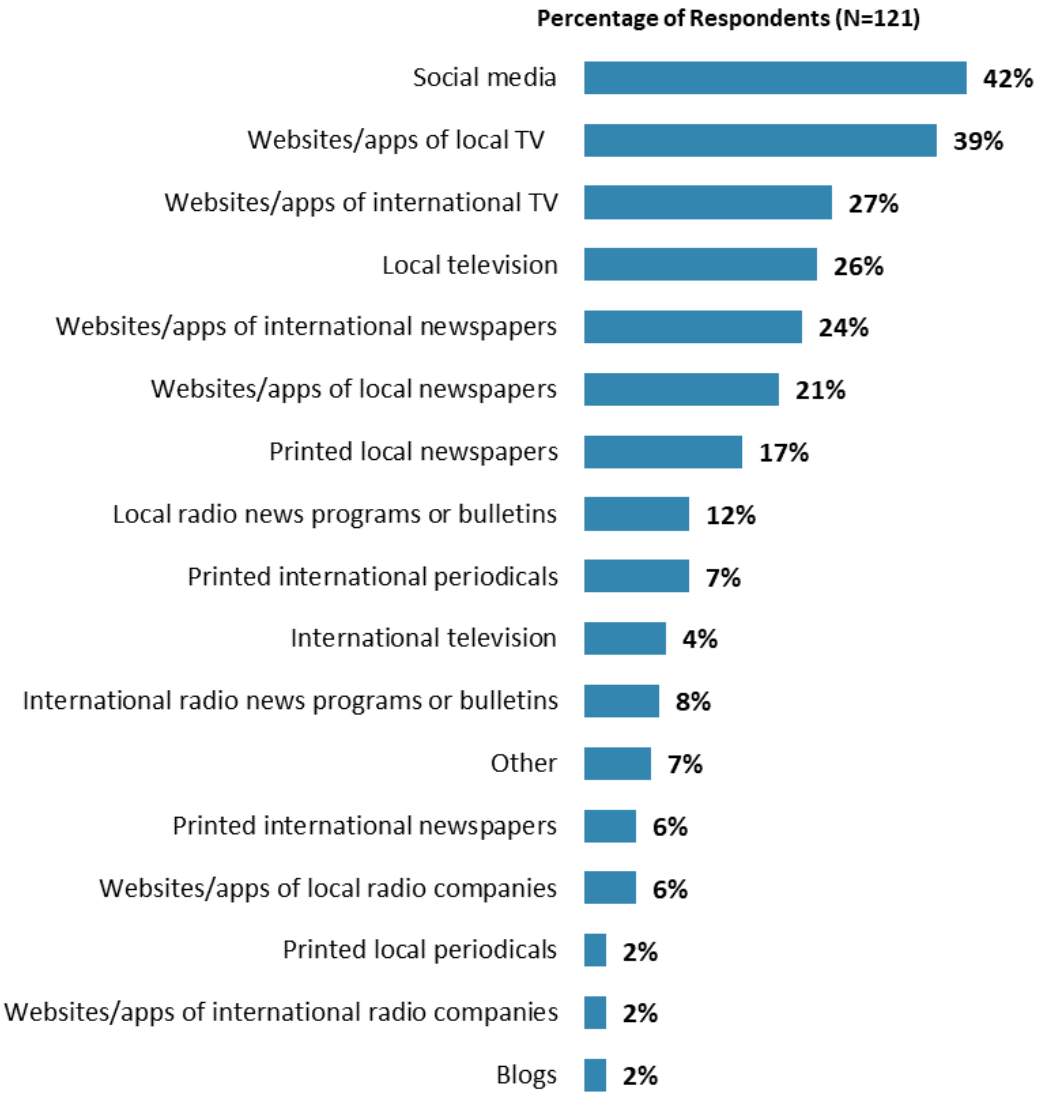
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to Jordan in mitigating the socio-economic impacts of refugees in the country? (Choose no more than 2)"
(Respondents chose from a list. Responses combined.)

X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see appendix B (page 47) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison**: Respondents in the FY'16 Country Survey indicated that they got most of their information about economic and social development issues in Jordan from the "*Internet*" (71%), followed by "*local newspapers*" (34%), and "*social media*" (29%).



"Which would you say are your MAIN sources of news about economic and social development issues in Jordan? (Choose no more than 3)"
(Respondents chose from a list. Responses combined.)

X. Communication and Outreach (continued)

***Note**: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 34) for reported frequency of interactions with key forms of World Bank Group communications.*

Preferred Information Sources

- **Year comparison**: Respondents in the FY'16 Country Survey indicated that they would prefer to receive information from the WBG through "*WBG's seminars/workshops/ conferences*" (34%), "*direct contact with WBG"* (33%), "*e-Newsletters*" (30%), and "*WBG's publications and other written materials*" (29%).

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

XI. Appendices

A. Responses to All Questions Across All Respondents 34

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C. Indicator Questions as a Function of Exposure to the WBG..... 59

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JORDAN

Appendix A: Responses to All Questions across All Respondents (N=147)

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 (*).

Background Information

1. Which of the following best describes your current affiliation? (Select only 1 response)	Percentage of Respondents (N=147)
NGO/Community Based Organization	21.8%
Media (press, radio, TV, web, etc.)	15.0%
Employee of Ministry, Ministerial Department, Implementation Agency	11.6%
Bilateral Agency (e.g., embassy, diplomatic, military)	11.6%
Private Sector Organization	9.5%
Multilateral Agency (UN, regional development bank)	6.8%
Academia/Research Institute/Think Tank	5.4%
Local Government Office or Staff	4.8%
Independent Government Institution	4.1%
State-Owned Enterprise	2.7%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	2.0%
Royal Hashemite Court	1.4%
Office of a Minister	1.4%
Financial Sector/Private Bank	1.4%
Private Foundation	0.7%
Office of the Prime Minister	0.0%
Office of a member of Parliament/Legislative body	0.0%
Judicial System (e.g., courts)	0.0%
Professional/Trade association	0.0%
Faith-Based Group	0.0%

2. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your Jordan?	Percentage of Respondents (N=147)
Yes	62.6%
No	37.4%

3. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Jordan? (Select only ONE response)	Percentage of Respondents (N=92)
The World Bank (IBRD)	79.3%
The International Finance Corporation (IFC)	19.6%
The Multilateral Investment Guarantee Agency (MIGA)	1.1%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

A. Overall Context (continued)

1. In general, would you say that Jordan is headed in ... ?	Percentage of Respondents (N=146)
The right direction	40.4%
The wrong direction	23.3%
Not sure	36.3%

A. Overall Context (continued)

2. Do you think that economic opportunity for citizens in Jordan is … ?	Percentage of Respondents (N=146)
Increasing	21.2%
Decreasing	45.2%
Staying about the same	33.6%

3. Please identify which of the following development priorities you consider the most important in Jordan. (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=147)
Job creation/employment	49.7%
Economic growth	43.5%
Education	41.5%
Public sector governance/reform	36.1%
Food security	31.3%
Poverty reduction	25.2%
Energy	23.1%
Water and sanitation	21.8%
Private sector development	19.7%
Health	17.0%
Transport (e.g., roads, bridges, transportation)	15.6%
Agriculture and rural development	15.6%
Social protection (e.g., pensions, targeted social assistance)	14.3%
Promoting economic opportunities for women	14.3%
Gender equity	13.6%
Youth engagement	11.6%
Equality of opportunity (i.e., social inclusion)	11.6%
Debt management	10.2%
Environment and natural resource management	9.5%
Climate change (e.g., mitigation, adaptation)	9.5%
Streamlining Public-Private Partnerships in development projects	9.5%
Trade and exports	8.8%
Information and communications technology	6.1%
Municipal/local development	5.4%
Refugee response	5.4%
Global/regional cooperation	4.8%
Finance and competitiveness	4.1%
COVID-19 emergency health response	1.4%

A. Overall Context (continued)

A4a. When economic and/or social reforms have been successful in Jordan, which of the following would you attribute this to? (Choose no more than 4)	**Percentage of Respondents (Responses Combined; N=146)**
Capacity in the government/institutions for implementation	57.5%
Design of reform fits country challenges	54.8%
Effective monitoring and oversight of progress/results	54.8%
Private sector participation in design	53.4%
Continuous support to reform, across several governments	37.0%
Sufficient citizen/civil society participation in the reform process	36.3%
Coordination between international partners to support reforms	34.2%
Adaptive project management approaches that allow for gradual improvement of decisions and practices by learning from intermediate results	28.8%
Other	2.7%

A4b. When economic and/or social reform efforts fail or are slow to show results in Jordan, which of the following would you attribute this to? (Choose no more than 4)	**Percentage of Respondents (Responses Combined; N=147)**
Frequent changes of Government leadership and lack of continued commitment	65.3%
Lack of monitoring and oversight of progress/results	61.9%
Inadequate capacity in the government/institutions for implementation	61.2%
Reforms are not well designed based on country challenges	57.1%
Corruption	49.0%
Inadequate private sector participation	29.9%
Inadequate citizen/civil society participation in the reform process	25.2%
Inadequate coordination between international partners to support reforms	17.7%
Other	4.1%

5. 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 government	141	5	5.23	2.66
2. Parliament	135	8	3.65	2.34
3. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	139	3	6.34	2.22
4. The World Bank Group*	138	6	6.59	2.24
5. The International Monetary Fund	130	12	5.68	2.51
6. The United Nations (UN)	135	7	6.00	2.40
7. The World Health Organization (WHO)	131	13	6.36	2.32
8. International private sector companies	134	8	5.90	2.20
9. Domestic/local private sector companies	137	3	5.85	2.22
10. International civil society (e.g., NGOs, CBOs)	139	3	6.09	2.21
11. Domestic/local civil society (e.g., NGOs, CBOs)	134	5	6.05	2.2
12. Domestic/local traditional media and their web presence (e.g., newspapers, TV stations, radio)	132	6	4.90	2.37
13. International media and their web presence	134	4	5.65	2.12
14. Web based media (i.e., blogs, social media, other web-based news, and information sources)	133	6	5.34	2.24

B. Overall Attitudes toward the World Bank Group

1. How familiar are you with the work of these organizations in Jordan? *(1-Not familiar at all, 10-Extremely familiar)*	**Familiarity**			
	N	**DK**	**Mean**	**SD**
1. The World Bank (IBRD/IDA)*	144	n/a	6.69	2.27
2. The International Finance Corporation (IFC)	140	n/a	5.70	2.59
3. The Multilateral Investment Guarantee Agency (MIGA)	140	n/a	4.03	2.64
4. International Centre for Settlement of Investment Disputes (ICSID)	136	n/a	3.32	2.44

2. What do you see as the primary mission/objective of the World Bank Group in Jordan (Choose no more than 2)	**Percentage of Respondents (N=144)**
Provide financing support to Jordan to support development and growth	44.4%
Support and advocate economic reforms	38.2%
Provide analytics, knowledge, and technical assistance on development issues	25.7%
Promote inclusive development and shared prosperity	22.2%
Support Government capacities	15.3%
Poverty reduction	13.9%
Support the Jordanian people	9.7%
Promote private sector development	6.9%
Build or rehabilitate infrastructure	6.9%
Expand and improve service delivery	6.3%
Other	2.8%

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Jordan? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
3. Overall, the World Bank Group currently plays a relevant role in development in Jordan*	137	4	6.80	2.35
4.The World Bank Group's work is aligned with what I consider the development priorities for Jordan*	134	4	6.46	2.34

5. Overall, please rate your impression of the effectiveness of these organizations in Jordan. *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
1. The World Bank (IBRD/IDA)	131	9	6.49	2.24
2. The International Finance Corporation (IFC)	107	30	5.99	2.17
3. The Multilateral Investment Guarantee Agency (MIGA)	70	64	5.24	2.20
4. International Centre for Settlement of Investment Disputes (ICSID)	64	66	4.84	2.23

Achieving Development Results	**N**	**DK**	**Mean**	**SD**
6.To what extent does the World Bank Group's work help to achieve development results in Jordan?* *(1-To no degree at all, 10-To a very significant degree)*	133	7	6.32	2.16

Influencing the Development Agenda	**N**	**DK**	**Mean**	**SD**
7.To what extent does the World Bank Group influence the development agenda in Jordan?* *(1-To no degree at all, 10-To a very significant degree)*	128	8	6.86	2.16

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

8. To what extent do you believe that the World Bank Group's work and support helps create economic growth in Jordan (directly or indirectly) and jobs that Jordanians would aspire to have? (Select only 1 response)	Percentage of Respondents (N=139)
To a fully sufficient degree	5.0%
To a somewhat sufficient degree	45.3%
To a somewhat insufficient degree	31.7%
To a very insufficient degree	5.8%
Don't know	12.2%

9. To what extent do you believe that the World Bank Group's work and support helps the poorest in Jordan? (Select only 1 response)	Percentage of Respondents (N=139)
To a fully sufficient degree	4.3%
To a somewhat sufficient degree	29.7%
To a somewhat insufficient degree	39.1%
To a very insufficient degree	15.2%
Don't know	11.6%

10. When thinking about the World Bank Group's role in Jordan, which activity do you VALUE the most? (Choose no more than 2)	Percentage of Respondents (Responses Combined; N=138)
Financial resources	28.3%
Formal policy advice, studies, analyses	24.6%
Technical assistance	24.6%
Capacity building support	23.2%
Support for implementation of projects	17.4%
Mobilizing financial resources	15.2%
Helping on difficult global development issues such as climate change or gender equality	13.8%
Data and statistics	13.8%
Supporting private sector investment	8.7%
Donor coordination	7.2%
Informal advice that World Bank Group's staff provides	6.5%
Promoting knowledge sharing between Jordan and other countries	5.1%
Bringing together different groups of stakeholders	2.9%
Other	2.2%

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

11. When thinking about how the World Bank Group can have the most impact on development results in Jordan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Jordan? (Choose no more than 5)	Percentage of Respondents (Responses Combined; N=137)
Job creation/employment	51.1%
Economic growth	40.1%
Education	31.4%
Public sector governance/reform	31.4%
Poverty reduction	28.5%
Water and sanitation	23.4%
Food security	19.7%
Agriculture and rural development	19.0%
Transport (e.g., roads, bridges, transportation)	18.2%
Private sector development	16.8%
Energy	16.8%
Health	16.8%
Debt management	14.6%
Social protection (e.g., pensions, targeted social assistance)	14.6%
Finance and competitiveness	13.9%
Promoting economic opportunities for women	13.1%
Streamlining Public-Private Partnerships in development projects	13.1%
Equality of opportunity (i.e., social inclusion)	12.4%
Climate change (e.g., mitigation, adaptation)	11.7%
Youth engagement	9.5%
Gender equity	8.8%
Refugee response	8.0%
Municipal/local development	7.3%
Trade and exports	7.3%
Environment and natural resource management	6.6%
Global/regional cooperation	4.4%
Information and communications technology	4.4%
COVID-19 emergency health response	1.5%

12. What do you immediately think of when you hear about the IFC? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=137)
World Bank	38.7%
Multi-lateral financial institution	29.9%
Development institution	29.2%
Financial advisory solutions	27.0%
Public-private partnerships	25.5%
Private sector solutions	20.4%
Investment bank	16.1%
Impact investor	11.7%
Innovation and entrepreneurship	10.9%
Don’t know	4.4%
None of the above	3.6%
Thought leader	2.2%
Venture capital	2.2%
Asset manager	2.2%
Other	0.0%

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 Jordan solve its most complicated development challenges? *(1-To no degree at all, 10-To a very significant degree)*	121	9	7.07	1.88

To what extent is the World Bank Group an effective development partner in Jordan, in terms of each of the following? *(1-To no degree at all, 10-To a very significant degree)*	**Degree**			
	N	**DK**	**Mean**	**SD**
2. Collaboration with the private sector*	108	20	6.39	2.13
3. Being inclusive*	114	9	6.39	1.88
4. Straightforwardness and honesty*	117	10	6.74	2.21
5. Access to WBG staff and experts*	120	8	6.62	2.17
6. Being a long-term partner*	116	12	7.39	2.00
7. Responsiveness to needs*	119	9	6.45	2.06
8. Collaboration with the Government*	117	8	7.62	1.74
9. Flexibility when circumstances change*	110	16	6.86	2.14
10. Collaboration with civil society*	107	20	6.36	2.27
11. Treating clients and stakeholders in Jordan with respect*	120	7	7.73	1.80
12. Openness (sharing data and other information)*	119	8	7.07	2.09
13. Collaboration with other donors and development partners*	112	15	7.12	1.92

To what extent do you agree/disagree with the following statements? *(1-Strongly disagree, 10-Strongly agree)*	**Level of Agreement**			
	N	**DK**	**Mean**	**SD**
14. The World Bank Group takes decisions quickly in Jordan*	106	21	5.74	2.07
15. The World Bank Group's approvals and reviews are done in a timely fashion	103	21	6.22	1.86
16. The World Bank Group's conditions on its lending are reasonable	101	25	5.60	2.29
17. The World Bank Group disburses funds promptly	83	42	5.81	2.19
18. The World Bank Group's Environmental and Social Framework requirements are reasonable	102	24	6.44	1.98
19. The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	108	18	7.31	1.92
20. The World Bank Group measures results effectively	108	18	6.82	2.17
21. Working with the World Bank Group increases Jordan's institutional capacity	117	9	7.19	2.12

To what extent do you agree/disagree with the following statements about the World Bank Group in Jordan? *(1-Strongly disagree, 10-Strongly agree)*	**N**	**DK**	**Mean**	**SD**
22. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results) meet the needs of Jordan*	116	10	6.01	2.03
23. The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	115	10	6.57	2.06

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

24. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to Jordan in mitigating the socio-economic impacts of refugees in the country? (Choose no more than 2)	**Percentage of Respondents (Responses Combined; N=123)**
Employment generation and economic opportunities	65.0%
Education sector infrastructure and services	24.4%
Water sector infrastructure and services	21.1%
Access to finance	14.6%
Social inclusion/social cohesion	14.6%
Health sector infrastructure and services	12.2%
Debt management	11.4%
Local/municipal development	10.6%
Business development	9.8%
Electricity sector infrastructure and services	7.3%
Other	2.4%
Don't know	0.8%

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 Jordan? *(1-Not effective at all, 10-Very effective)*	**Effectiveness**			
	N	**DK**	**Mean**	**SD**
1. Economic growth	92	26	6.43	1.86
2. Transport (e.g., roads, bridges, transportation)	64	53	5.80	2.00
3. Private sector development	81	36	6.15	1.90
4. Energy	76	40	6.38	1.96
5. Job creation/employment	87	29	5.89	2.18
6. Environment and natural resource management	74	42	6.16	1.99
7. Global/regional cooperation	84	33	6.74	1.84
8. Stability and security	66	50	5.42	2.40
9. Poverty reduction	88	27	6.05	2.35
10. Gender equity	89	26	6.45	2.26
11. Debt management	69	45	5.90	2.41
12. Agriculture and rural development	67	50	5.84	2.44
13. Climate change (e.g., mitigation, adaptation)	73	43	6.44	2.05
14. COVID-19 emergency health response	76	40	7.13	1.98
15. Food security	69	43	6.20	2.23
16. Water and sanitation	67	43	6.25	1.83
17. Education	72	40	6.53	2.36
18. Information and communications technology	74	40	6.20	1.94
19. Finance and competitiveness	77	39	7.04	1.54
20. Public sector governance/reform	90	22	6.40	2.07
21. Trade and exports	63	48	5.79	2.24
22. Social protection (e.g., pensions, targeted social assistance)	71	42	6.21	2.33
23. Youth engagement	68	43	5.84	2.17
24. Equality of opportunity (i.e., social inclusion)	74	36	6.22	2.27
25. Promoting economic opportunities for women	92	22	6.16	2.25
26. Streamlining Public-Private Partnerships in development projects	80	32	6.36	2.15
27. Refugee response	82	31	6.77	2.01

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=125)**
Weekly	14.4%
Monthly	30.4%
A few times a year	34.4%
Rarely	14.4%
Never	6.4%

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

In Jordan, 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	100	13	6.68	1.86
3. Include appropriate level of stakeholder involvement during preparation	98	10	6.49	1.89
4. Are source of relevant information on global good practices	104	8	7.35	1.69
5. Are adequately disseminated	100	11	6.68	2.09
6. Are translated enough into local language	87	25	6.60	2.27
7. Are adaptable to Jordan's specific development challenges and country circumstances*	96	15	6.76	1.96

Overall Evaluations	**N**	**DK**	**Mean**	**SD**
8. 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)*	106	9	6.42	1.87
9. 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)*	106	7	7.15	1.78

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

1. Which of the following SHOULD the WBG do to improve its advice and guidance in Jordan? (Choose no more than 3)	**Percentage of Respondents (Responses Combined; N=124)**
Increase emphasis on capacity development	48.4%
Be more willing to criticize government policies and reform efforts	41.1%
Consult more broadly with civil society and the public	37.1%
Increase the level of country specific expertise	33.1%
Be more sensitive toward political and social realities	31.5%
Provide more adequate data/knowledge/statistics on your country's economy	23.4%
Provide more real-time advice and guidance	22.6%
More public disclosure of its work	20.2%
Incorporate more innovative technologies into its work and support	13.7%
Other	5.6%

2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Jordan? (Choose no more than 3)	**Percentage of Respondents (Responses Combined; N=123)**
NGOs/Civil society	41.5%
Private sector	40.7%
Academia/think tanks/research institutes	31.7%
Local government	26.8%
Youth/university groups	26.8%
National government	25.2%
Media	22.0%
International partners	17.1%
Parliament	12.2%
WBG Project Beneficiaries	11.4%
Private foundations	6.5%
Don't know	4.9%
Other	0.8%

G. Communication and Information Sharing

1. Which would you say are your MAIN sources of news about economic and social development issues in Jordan? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=121)
Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok, Instagram)	42.1%
Websites/apps of local TV	38.8%
Websites/apps of international TV	27.3%
Local television	25.6%
Websites/apps of international newspapers/ magazines	24.0%
Websites/apps of local newspapers/magazines	21.5%
Printed local newspapers	17.4%
Local radio news programs or bulletins	11.6%
Printed international periodicals	11.6%
International television	9.1%
International radio news programs or bulletins	8.3%
Other	7.4%
Printed international newspapers	5.8%
Websites/apps of local radio companies	5.8%
Printed local periodicals	2.5%
Websites/apps of international radio companies	2.5%
Blogs	2.5%

2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)	Percentage of Respondents (Responses Combined; N=123)
e-Newsletters	56.9%
World Bank Group's seminars/workshops/ conferences	43.1%
Direct contact with World Bank Group	41.5%
World Bank Group's publications and other written materials	31.7%
World Bank Group's social media	31.7%
World Bank Group's website	27.6%
Webinars or online events hosted by the World Bank Group	13.8%
Interviews and press conferences for the Jordan's media	13.8%
World Bank Group's blogs	8.9%

3. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=123)
High speed/WiFi	87.0%
Dial-up	13.0%

4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	Percentage of Respondents (N=122)
Mobile	30.3%
Computer/laptop	54.9%
I never visit the WBG websites	14.8%

G. Communication and Information Sharing (continued)

5. 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)	119	21.8%	36.1%	30.3%	11.8%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	117	26.5%	27.4%	35.0%	11.1%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	112	16.1%	19.6%	27.7%	36.6%
Visited a WBG website (e.g., read a blog, used data)	117	19.7%	28.2%	34.2%	17.9%
Attended an event/conference hosted by the WBG	113	7.1%	16.8%	45.1%	31.0%
Attended/participated in a webinar or online event hosted by the WBG	113	4.4%	11.5%	46.9%	37.2%
Read some or all of a WBG research paper or publication	114	11.4%	25.4%	49.1%	14.0%
Met professionally with WBG staff	114	14.0%	28.9%	36.0%	21.1%
Read a WBG e-newsletter	112	14.3%	21.4%	32.1%	32.1%

H. Background Information

1. Please identify the primary specialization of your work. (Select only 1 response)	Percentage of Respondents (N=123)
Generalist (specialized in multiple sectors)	15.4%
Education	10.6%
Gender	9.8%
Communications, public affairs	8.9%
Social protection	7.3%
Macroeconomics, fiscal management	6.5%
Other	6.5%
Governance, anti-corruption	5.7%
Environment, natural resources	5.7%
Transport	4.9%
Energy	4.1%
Jobs	2.4%
Poverty	1.6%
Health, nutrition	1.6%
Agriculture, rural development	1.6%
Digital development and technology (ICT)	1.6%
Trade and competitiveness	1.6%
Climate change	0.8%
Tourism	0.8%
Fragility, conflict, violence, refugees	0.8%
Demographics, migration	0.8%
Finance and markets	0.8%
Water, sanitation	0%
Urban development	0%

2. What's your gender?	Percentage of Respondents (N=122)
Female	39.3%
Male	60.7%

H. Background Information (continued)

3. Within your organization, would you describe yourself as ….	Percentage of Respondents (N=123)
Junior level	1.6%
Mid-level staff	8.1%
Mid-level decision-maker / manager	47.2%
Senior level	43.1%

4. What's your age?	Percentage of Respondents (N=120)
25 and under	0.0%
26-35	12.5%
36-45	35.0%
46-55	32.5%
56 and above	20.0%

5. Which best represents your geographic location?	Percentage of Respondents (N=120)
Amman Governorate	86.7%
Irbid Governorate	3.3%
Zarqa Governorate	3.3%
Balqa Governorate	2.5%
Mafraq Governorate	0.8%
Madaba Governorate	0.8%
Karak Governorate	0.8%
Ma'an Governorate	0.8%
Aqaba Governorate	0.8%

Appendix B: Responses to Selected Questions by Stakeholder Groups

● **Employee of a Ministry/PMU/Consultant on WBG project N=20** ● **Local Government N=7**
● **Other Government Institution[3] N=10** ● **Bilateral/Multilateral Agency N=27** ● **Private Sector Organization/Financial Sector/Private Bank (Private Sector) N=16**
● **Civil Society[4] N=33** ● **Academia N=8** ● **Media N=22**

Background Information

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

Percentage of Respondents	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Yes	80.0%	71.4%	80.0%	85.2%	56.3%	45.5%	37.5%	50.0%
No	20.0%	28.6%	20.0%	14.8%	43.8%	54.5%	62.5%	50.0%

** Significantly different between stakeholder groups*

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

Percentage of Respondents	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
The World Bank (IBRD)	81.3%	80.0%	87.5%	91.3%	44.4%	80.0%	66.7%	72.7%
The International Finance Corporation (IFC)	18.8%	0.0%	12.5%	8.7%	55.6%	20.0%	33.3%	27.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
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*

A. Overall Context

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

Percentage of Respondents	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
The right direction*	68.4%	71.4%	50.0%	37.0%	18.8%	36.4%	50.0%	22.7%
The wrong direction	15.8%	0.0%	20.0%	22.2%	25.0%	30.3%	12.5%	31.8%
Not sure	15.8%	28.6%	30.0%	40.7%	56.3%	33.3%	37.5%	45.5%

** Significantly different between stakeholder groups*

[3] Includes the following categories: Independent Government Institution (N=6) and State-Owned Enterprise (N=4).
[4] Includes the following categories: NGO/CSO (N=32), private foundation (N=1)

A. Overall Context (continued)

Please identify which of the following development priorities you consider the most important in Jordan. (Choose no more than 5)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Economic growth	60.0%	28.6%	40.0%	37.0%	43.8%	33.3%	50.0%	54.5%
Transport	30.0%	0.0%	0.0%	3.7%	12.5%	18.2%	12.5%	22.7%
Private sector development	30.0%	14.3%	20.0%	22.2%	25.0%	9.1%	12.5%	22.7%
Energy	40.0%	14.3%	10.0%	33.3%	31.3%	12.1%	12.5%	22.7%
Job creation/employment	60.0%	28.6%	30.0%	66.7%	56.3%	30.3%	50.0%	63.6%
Environment and natural resource management	10.0%	14.3%	0.0%	11.1%	6.3%	15.2%	12.5%	0.0%
Global/regional cooperation	5.0%	14.3%	10.0%	11.1%	0.0%	0.0%	0.0%	4.5%
Poverty reduction	20.0%	57.1%	20.0%	18.5%	12.5%	24.2%	37.5%	40.9%
Gender equity	0.0%	0.0%	30.0%	25.9%	6.3%	21.2%	0.0%	9.1%
Debt management	10.0%	14.3%	0.0%	11.1%	6.3%	6.1%	12.5%	22.7%
Municipal/local development	0.0%	28.6%	10.0%	0.0%	6.3%	12.1%	0.0%	0.0%
Health	15.0%	0.0%	20.0%	3.7%	12.5%	27.3%	25.0%	22.7%
Agriculture and rural development	15.0%	14.3%	10.0%	3.7%	18.8%	24.2%	25.0%	13.6%
Climate change	15.0%	0.0%	10.0%	22.2%	0.0%	9.1%	12.5%	0.0%
COVID-19 emergency health response	0.0%	0.0%	10.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Food security	35.0%	28.6%	50.0%	22.2%	18.8%	30.3%	50.0%	36.4%
Water and sanitation*	10.0%	14.3%	30.0%	48.1%	25.0%	15.2%	12.5%	4.5%
Education	20.0%	28.6%	40.0%	33.3%	50.0%	54.5%	37.5%	54.5%
Information and communications technology	5.0%	28.6%	0.0%	0.0%	18.8%	3.0%	12.5%	4.5%
Finance and competitiveness	10.0%	0.0%	0.0%	0.0%	0.0%	6.1%	0.0%	4.5%
Public sector governance/reform	30.0%	14.3%	40.0%	33.3%	25.0%	48.5%	25.0%	45.5%
Trade and exports	20.0%	0.0%	10.0%	7.4%	6.3%	9.1%	0.0%	9.1%
Social protection*	10.0%	42.9%	40.0%	11.1%	0.0%	21.2%	12.5%	4.5%
Youth engagement	0.0%	14.3%	10.0%	7.4%	12.5%	21.2%	25.0%	9.1%
Equality of opportunity (i.e., social inclusion)	0.0%	28.6%	20.0%	14.8%	12.5%	15.2%	12.5%	4.5%
Promoting economic opportunities for women	10.0%	14.3%	10.0%	7.4%	31.3%	18.2%	25.0%	9.1%
Streamlining Public-Private Partnerships in development projects	10.0%	0.0%	20.0%	7.4%	18.8%	9.1%	12.5%	4.5%
Refugee response*	0.0%	0.0%	10.0%	22.2%	0.0%	0.0%	0.0%	4.5%

**Significantly different between stakeholder groups*

A. Overall Context (continued)

When economic and/or social reforms have been successful in Jordan, which of the following would you attribute this to? (Choose no more than 4)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Private sector participation in design	60.0%	42.9%	70.0%	33.3%	56.3%	53.1%	62.5%	63.6%
Design of reform fits country challenges	65.0%	57.1%	70.0%	48.1%	31.3%	56.3%	62.5%	59.1%
Coordination between international partners to support reforms	40.0%	57.1%	30.0%	48.1%	31.3%	21.9%	50.0%	22.7%
Capacity in the government/institutions for implementation*	50.0%	85.7%	60.0%	81.5%	56.3%	56.3%	37.5%	27.3%
Sufficient citizen/civil society participation in the reform process	30.0%	0.0%	50.0%	22.2%	25.0%	56.3%	50.0%	40.9%
Continuous support to reform, across several governments	45.0%	57.1%	30.0%	25.9%	37.5%	28.1%	50.0%	50.0%
Adaptive project management approaches that allow for gradual improvement of decisions and practices by learning from intermediate results	25.0%	28.6%	20.0%	25.9%	18.8%	40.6%	37.5%	31.8%
Effective monitoring and oversight of progress/results	55.0%	28.6%	40.0%	55.6%	50.0%	56.3%	50.0%	68.2%
Other	10.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	4.5%

When economic and/or social reform efforts fail or are slow to take place in Jordan, which of the following would you attribute this to? (Choose no more than 4)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Inadequate private sector participation	45.0%	14.3%	40.0%	22.2%	43.8%	15.2%	25.0%	36.4%
Reforms are not well designed based on country challenges*	65.0%	42.9%	40.0%	51.9%	50.0%	84.8%	75.0%	36.4%
Inadequate coordination between international partners to support reforms*	20.0%	14.3%	0.0%	40.7%	12.5%	15.2%	0.0%	9.1%
Inadequate capacity in the government/institutions for implementation*	65.0%	57.1%	70.0%	88.9%	56.3%	42.4%	50.0%	50.0%
Inadequate citizen/civil society participation in the reform process*	10.0%	0.0%	50.0%	14.8%	6.3%	45.5%	37.5%	27.3%
Frequent changes of Government leadership and lack of continued commitment	55.0%	85.7%	70.0%	70.4%	68.8%	57.6%	75.0%	63.6%
Corruption*	35.0%	57.1%	60.0%	22.2%	56.3%	51.5%	62.5%	72.7%
Lack of monitoring and oversight of progress/results	65.0%	71.4%	50.0%	48.1%	50.0%	57.6%	75.0%	90.9%
Other	5.0%	0.0%	0.0%	3.7%	0.0%	12.1%	0.0%	0.0%

**Significantly different between stakeholder groups*

A. Overall Context (continued)

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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?	19	6.95	7	8.00	9	6.00	25	7.16	15	6.87	31	5.90	8	6.50	20	6.20

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

B. Overall Attitudes Toward the World Bank Group

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

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	20	7.10	7	7.43	10	6.50	26	7.12	16	6.56	31	6.00	8	5.88	22	6.91
The International Finance Corporation (IFC), the World Bank Group's private sector arm	20	6.15	6	5.83	10	6.40	25	4.92	15	6.07	31	5.48	8	4.62	21	6.29
The Multilateral Investment Guarantee Agency (MIGA)	20	3.95	6	5.67	10	4.60	25	3.24	15	3.93	30	3.77	8	3.25	22	4.86
International Centre for Settlement of Investment Disputes (ICSID)	19	2.95	6	4.67	9	3.00	25	2.96	15	3.00	29	3.45	8	3.12	21	3.81

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

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Jordan	20	6.60	7	7.57	10	5.80	25	7.84	13	7.62	30	6.23	8	6.00	20	6.60
The World Bank Group's work is aligned with what I consider the development priorities for Jordan	19	6.26	6	6.83	10	6.00	24	7.17	14	7.29	30	5.87	8	6.25	19	6.63

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

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

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IBRD/IDA)	19	6.53	7	7.43	10	6.00	24	7.21	13	6.54	27	6.11	8	5.75	20	6.20
The International Finance Corporation (IFC)	16	6.12	5	6.20	6	6.17	14	6.07	14	6.07	24	5.79	7	5.00	19	6.16
The Multilateral Investment Guarantee Agency (MIGA)	8	5.12	6	6.83	5	4.80	4	6.00	8	4.62	14	5.36	6	5.00	17	4.94
International Centre for Settlement of Investment Disputes (ICSID)	7	5.86	4	6.00	6	4.17	4	6.00	7	3.43	14	5.07	5	4.40	15	4.67

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Jordan?	19	6.47	7	6.86	10	5.60	25	7.04	14	7.07	27	6.00	8	5.88	20	5.50

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

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Jordan?	18	6.78	7	6.57	8	6.00	21	7.86	14	7.29	27	6.81	8	6.12	21	6.19

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

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

When thinking about how the World Bank Group can have the most impact on development results in Jordan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Jordan? (Choose no more than 5)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Economic growth	50.0%	33.3%	30.0%	40.0%	60.0%	32.1%	12.5%	47.6%
Transport	25.0%	0.0%	20.0%	12.0%	13.3%	7.1%	37.5%	33.3%
Private sector development	20.0%	0.0%	20.0%	16.0%	20.0%	14.3%	0.0%	23.8%
Energy*	35.0%	50.0%	10.0%	20.0%	13.3%	7.1%	37.5%	0.0%
Job creation/employment	50.0%	66.7%	20.0%	56.0%	40.0%	57.1%	62.5%	52.4%
Environment and natural resource management	15.0%	16.7%	0.0%	8.0%	6.7%	7.1%	0.0%	0.0%
Global/regional cooperation	5.0%	16.7%	0.0%	4.0%	0.0%	0.0%	0.0%	14.3%
Poverty reduction*	35.0%	50.0%	10.0%	32.0%	6.7%	17.9%	37.5%	33.3%
Gender equity	5.0%	0.0%	20.0%	16.0%	6.7%	10.7%	0.0%	4.8%
Debt management*	25.0%	0.0%	0.0%	12.0%	20.0%	3.6%	0.0%	38.1%
Municipal/local development	5.0%	33.3%	10.0%	0.0%	0.0%	14.3%	0.0%	9.5%
Health	30.0%	0.0%	20.0%	8.0%	6.7%	25.0%	25.0%	9.5%
Agriculture and rural development	20.0%	16.7%	50.0%	4.0%	20.0%	21.4%	25.0%	14.3%
Climate change	15.0%	16.7%	20.0%	12.0%	20.0%	7.1%	12.5%	4.8%
COVID-19 emergency health response	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	4.8%
Food security *	30.0%	66.7%	40.0%	4.0%	6.7%	7.1%	25.0%	23.8%
Water and sanitation	25.0%	33.3%	10.0%	32.0%	33.3%	14.3%	12.5%	19.0%
Education*	15.0%	0.0%	20.0%	28.0%	26.7%	53.6%	62.5%	28.6%
Information and communications technology	5.0%	16.7%	0.0%	0.0%	6.7%	0.0%	25.0%	4.8%
Finance and competitiveness	10.0%	0.0%	10.0%	28.0%	13.3%	14.3%	0.0%	9.5%
Public sector governance/reform	25.0%	0.0%	40.0%	28.0%	40.0%	46.4%	25.0%	23.8%
Trade and exports	10.0%	0.0%	10.0%	8.0%	6.7%	14.3%	0.0%	0.0%
Social protection	10.0%	33.3%	20.0%	20.0%	0.0%	25.0%	12.5%	4.8%
Youth engagement	0.0%	0.0%	10.0%	8.0%	13.3%	10.7%	25.0%	14.3%
Equality of opportunity	0.0%	0.0%	30.0%	8.0%	20.0%	10.7%	25.0%	19.0%
Promoting economic opportunities for women*	5.0%	0.0%	40.0%	0.0%	26.7%	17.9%	25.0%	9.5%
Streamlining Public-Private Partnerships in development projects	10.0%	16.7%	20.0%	12.0%	20.0%	10.7%	0.0%	19.0%
Refugee response	5.0%	16.7%	20.0%	12.0%	6.7%	0.0%	12.5%	9.5%

**Significantly different between stakeholder groups*

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

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Jordan solve its most complicated development challenges?	19	6.74	6	7.33	9	7.00	24	7.58	10	7.00	25	7.00	7	6.14	18	7.11

(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 Jordan, in terms of each of the following?

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Collaboration with the private sector	16	6.38	4	6.50	9	5.89	17	6.59	11	6.36	24	6.38	6	6.00	18	6.61
Being inclusive	14	6.21	4	5.75	9	5.89	22	6.64	10	6.40	25	6.68	7	5.86	19	6.53
Straightforwardness and honesty	18	6.56	5	6.60	9	6.33	22	6.91	9	7.44	26	6.58	7	6.14	19	7.16
Access to WBG staff and experts	18	6.89	5	7.80	9	6.56	23	7.00	10	7.00	25	6.12	7	5.43	20	6.40
Being a long-term partner	17	7.65	5	7.20	9	6.44	24	7.54	9	7.33	25	7.32	6	6.17	17	7.94
Responsiveness to needs	17	6.53	5	6.60	9	6.56	23	7.17	11	6.27	26	6.08	6	5.50	19	6.37
Collaboration with the Government	18	8.11	5	7.20	7	7.29	22	7.95	9	7.22	26	7.42	7	6.57	20	7.80
Flexibility when circumstances change	17	6.47	4	6.75	8	6.25	21	7.00	9	6.33	23	6.96	7	6.43	18	7.61
Collaboration with civil society	16	6.50	4	6.00	7	6.29	18	5.78	7	6.86	26	6.27	7	5.29	19	7.11
Treating clients and stakeholders in Jordan with respect	19	7.95	5	7.60	7	7.43	23	7.61	11	7.91	25	7.72	7	7.57	20	7.80
Openness (sharing data and other information)	18	7.22	5	6.60	8	6.88	21	6.52	12	6.83	25	7.44	7	6.29	20	7.65
Collaboration with other donors and development partners	16	7.50	5	7.20	8	7.00	24	6.79	8	7.12	23	6.91	7	6.86	18	7.56

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

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Jordan	15	6.20	6	6.67	9	5.00	19	6.58	9	5.22	23	5.04	5	5.80	18	5.61

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

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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 Jordan	18	5.56	6	5.83	8	6.13	21	6.57	11	5.91	24	5.75	7	5.43	18	6.33
The World Bank Group meets Jordan's needs for knowledge services	19	6.00	4	6.25	9	6.00	21	7.48	10	6.20	24	6.50	7	6.00	18	6.94

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	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Weekly*	0.0%	0.0%	10.0%	4.5%	23.1%	8.0%	0.0%	50.0%
Monthly	21.1%	50.0%	50.0%	45.5%	7.7%	28.0%	0.0%	30.0%
A few times a year*	42.1%	50.0%	10.0%	31.8%	15.4%	52.0%	71.4%	20.0%
Rarely	36.8%	0.0%	20.0%	13.6%	23.1%	8.0%	14.3%	0.0%
Never*	0.0%	0.0%	10.0%	4.5%	30.8%	4.0%	14.3%	0.0%

**Significantly different between stakeholder groups*

In Jordan, 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)*

	Employee of Ministry/PMU/ Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Jordan's specific development challenges and country circumstances	13	6.46	5	6.80	8	6.12	18	6.83	8	6.50	20	7.30	5	7.20	16	6.38

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

	Employee of Ministry/PMU/Consultant		Local Government		Other Government Institutions		Bilateral/ Multilateral Agency		Private Sector		Civil Society		Academia		Media	
	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?	15	5.87	6	6.50	8	6.88	20	6.80	8	7.00	20	6.45	6	6.50	20	5.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	16	6.06	6	7.17	8	7.50	20	7.55	8	7.75	21	7.48	6	6.67	18	6.89

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

F. The Future Role of The World Bank Group in Jordan

Which of the following SHOULD the WBG do to improve its advice and guidance in Jordan? (Choose no more than 3)

Percentage of Respondents (Responses combined)	**Employee of Ministry/PMU/ Consultant**	**Local Government**	**Other Government Institution**	**Bilateral/ Multilateral Agency**	**Private Sector**	**Civil Society**	**Academia**	**Media**
Provide more adequate data/knowledge/ statistics on your country's economy	16.7%	16.7%	10.0%	22.7%	23.1%	28.0%	14.3%	35.0%
Increase emphasis on capacity development	**66.7%**	50.0%	**60.0%**	45.5%	30.8%	48.0%	42.9%	35.0%
Be more sensitive toward political and social realities*	27.8%	**83.3%**	50.0%	18.2%	23.1%	12.0%	57.1%	40.0%
Increase the level of country specific expertise	44.4%	33.3%	20.0%	36.4%	23.1%	40.0%	28.6%	20.0%
More public disclosure of its work	22.2%	33.3%	30.0%	18.2%	23.1%	16.0%	14.3%	20.0%
Be more willing to criticize government policies and reform efforts*	22.2%	16.7%	30.0%	40.9%	**53.8%**	40.0%	14.3%	**80.0%**
Provide more real-time advice and guidance	16.7%	33.3%	20.0%	18.2%	7.7%	32.0%	57.1%	20.0%
Consult more broadly with civil society and the public*	33.3%	0.0%	50.0%	18.2%	30.8%	**60.0%**	57.1%	40.0%
Incorporate more innovative technologies into its work and support	22.2%	16.7%	20.0%	22.7%	23.1%	4.0%	0.0%	5.0%
Other	0.0%	0.0%	0.0%	18.2%	7.7%	0.0%	14.3%	5.0%

**Significantly different between stakeholder groups*

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

In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Jordan? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Media*	5.6%	33.3%	30.0%	9.1%	23.1%	8.3%	0.0%	70.0%
NGOs/Civil society*	22.2%	16.7%	20.0%	45.5%	15.4%	87.5%	71.4%	30.0%
Private sector*	61.1%	16.7%	50.0%	13.6%	61.5%	29.2%	14.3%	55.0%
WBG Project Beneficiaries	11.1%	16.7%	0.0%	13.6%	0.0%	12.5%	14.3%	20.0%
Local government*	50.0%	66.7%	40.0%	18.2%	7.7%	25.0%	14.3%	20.0%
Parliament	11.1%	16.7%	10.0%	4.5%	15.4%	8.3%	0.0%	25.0%
National government*	33.3%	66.7%	30.0%	27.3%	23.1%	4.2%	14.3%	20.0%
Academia/think tanks/research institutes*	5.6%	16.7%	60.0%	27.3%	38.5%	37.5%	100.0%	15.0%
Youth/university groups*	5.6%	50.0%	40.0%	18.2%	30.8%	33.3%	71.4%	20.0%
International partners*	22.2%	0.0%	10.0%	45.5%	0.0%	8.3%	0.0%	15.0%
Private foundations	5.6%	0.0%	0.0%	0.0%	7.7%	16.7%	0.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%
Don’t know	11.1%	0.0%	0.0%	13.6%	7.7%	0.0%	0.0%	0.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing

Which would you say are your MAIN sources of news about economic and social development issues in Jordan? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
Local television	16.7%	66.7%	40.0%	10.0%	23.1%	33.3%	28.6%	15.0%
International television	11.1%	33.3%	10.0%	5.0%	7.7%	12.5%	0.0%	0.0%
Local radio news programs or bulletins	5.6%	16.7%	20.0%	0.0%	7.7%	20.8%	28.6%	10.0%
International radio news programs or bulletins	5.6%	16.7%	10.0%	10.0%	0.0%	4.2%	0.0%	15.0%
Printed local newspapers	0.0%	0.0%	30.0%	35.0%	15.4%	12.5%	14.3%	25.0%
Printed international newspapers	0.0%	0.0%	10.0%	20.0%	0.0%	0.0%	0.0%	10.0%
Printed local periodicals	11.1%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%
Printed international periodicals	16.7%	16.7%	0.0%	5.0%	15.4%	4.2%	14.3%	20.0%
Websites/apps of local TV*	50.0%	50.0%	50.0%	0.0%	30.8%	50.0%	42.9%	50.0%
Websites/apps of international TV	22.2%	33.3%	30.0%	20.0%	38.5%	29.2%	28.6%	25.0%
Websites/apps of local radio companies	11.1%	16.7%	0.0%	5.0%	0.0%	0.0%	14.3%	10.0%
Websites/apps of international radio companies	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	10.0%
Websites/apps of local newspapers/magazines*	22.2%	0.0%	10.0%	50.0%	30.8%	12.5%	28.6%	5.0%
Websites/apps of international newspapers/ magazines	22.2%	16.7%	20.0%	50.0%	23.1%	20.8%	28.6%	10.0%
Social media*	38.9%	0.0%	70.0%	20.0%	61.5%	70.8%	42.9%	20.0%
Blogs	0.0%	16.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Others	11.1%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	25.0%

**Significantly different between stakeholder groups*

G. Communication and Information Sharing (continued)

How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)

Percentage of Respondents (Responses combined)	Employee of Ministry/PMU/ Consultant	Local Government	Other Government Institution	Bilateral/ Multilateral Agency	Private Sector	Civil Society	Academia	Media
World Bank Group's publications and other written materials	22.2%	33.3%	40.0%	40.9%	30.8%	33.3%	28.6%	25.0%
e-Newsletters	50.0%	33.3%	50.0%	45.5%	30.8%	66.7%	71.4%	85.0%
World Bank Group's seminars/workshops/ conferences	55.6%	83.3%	40.0%	31.8%	38.5%	50.0%	28.6%	35.0%
World Bank Group's blogs*	5.6%	16.7%	0.0%	9.1%	0.0%	0.0%	14.3%	30.0%
World Bank Group's social media*	11.1%	16.7%	30.0%	18.2%	61.5%	45.8%	57.1%	25.0%
Direct contact with World Bank Group*	50.0%	66.7%	60.0%	45.5%	46.2%	50.0%	0.0%	15.0%
World Bank Group's website	22.2%	0.0%	30.0%	40.9%	23.1%	16.7%	57.1%	35.0%
Webinars or online events hosted by the World Bank Group	16.7%	16.7%	30.0%	18.2%	0.0%	8.3%	14.3%	10.0%
Interviews and press conferences for the Jordan's media	22.2%	16.7%	0.0%	9.1%	15.4%	0.0%	14.3%	35.0%

**Significantly different between stakeholder groups*

Appendix C: 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?	5.88	7.00
Overall, the World Bank Group currently plays a relevant role in development in Jordan	5.96	7.32
The World Bank Group's work is aligned with what I consider the development priorities for Jordan	5.71	6.93
Overall, please rate your impression of the World Bank's effectiveness in Jordan.	5.71	6.95
To what extent does the World Bank Group's work help to achieve development results in Jordan?	5.55	6.77
To what extent does the World Bank Group influence the development agenda in Jordan?	6.18	7.28
Collaboration with the private sector	5.59	6.84
Being inclusive	5.76	6.75
Straightforwardness and honesty	6.14	7.08
Access to WBG staff and experts	5.70	7.09
Being a long-term partner	6.90	7.64
Responsiveness to needs	5.88	6.75
Collaboration with the Government	7.20	7.86
Flexibility when circumstances change	6.74	6.93
Collaboration with civil society	5.85	6.67
Treating clients and stakeholders in Jordan with respect	7.32	7.95
Openness (sharing data and other information)	6.74	7.25
Collaboration with other donors and development partners	6.97	7.19
The World Bank Group takes decisions quickly in Jordan	4.92	6.16
The World Bank Group's financial instruments meet the needs of Jordan	5.51	6.26
The World Bank Group meets Jordan's needs for knowledge services	6.13	6.79
Are adaptable to Jordan's specific development challenges and country circumstances	6.55	6.85
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to	5.73	6.74
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.97	7.23

Yellow highlight indicates significant difference between Yes and No means.

Appendix D: Jordan FY22 COS Questionnaire

World Bank Group Jordan Opinion Survey FY 2022

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

A local independent firm MMIS Management Consultants has been hired to oversee the logistics of this survey. This ensures anonymity and confidentiality. We hope you'll be candid in your responses to the survey.

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. We ask you to please answer all questions on the very first page. If you prefer not to answer any question on other pages, 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.

BACKGROUND INFORMATION

Which of the following best describes your current affiliation? (Select only 1 response)			
1	Royal Hashemite Court	12	Multilateral Agency (UN, regional development bank)
2	Office of the Prime Minister	13	Private Sector Organization
3	Office of a Minister	14	Financial Sector/Private Bank
4	Office of a member of Parliament/Legislative body	15	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
5	Employee of Ministry, Ministerial Department, Implementation Agency	16	NGO/Community Based Organization
6	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	17	Professional/Trade association
7	Local Government Office or Staff	18	Faith-Based Group
8	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	19	Youth Group
9	Judicial System (e.g., courts)	20	Academia/Research Institute/Think Tank
10	State-Owned Enterprise	21	Media (press, radio, TV, web, etc.)
11	Bilateral Agency (e.g., embassy, diplomatic, military)	22	Other (please specify): _____

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, MIGA, ICSID) in your country? (If you answered NO to this question, please proceed to the next page)	
1	Yes
2	No

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work within Jordan? (Select relevant agency/agencies in response)	
1	The World Bank (IBRD)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION A: OVERALL CONTEXT

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

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

A3. Please identify which of the following development priorities you consider the most important in Jordan. (Choose no more than 5)

1	Economic growth	15	COVID-19 emergency health response
2	Transport (e.g., roads, bridges, transportation)	16	Food security
3	Private sector development	17	Water and sanitation
4	Energy	18	Education
5	Job creation/employment	19	Information and communications technology
6	Environment and natural resource management	20	Finance and competitiveness
7	Global/regional cooperation	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Poverty reduction	22	Trade and exports
9	Gender equity	23	Social protection (e.g., pensions, targeted social assistance)
10	Debt management	24	Youth engagement
11	Municipal/local development	25	Equality of opportunity (i.e., social inclusion)
12	Health	26	Promoting economic opportunities for women
13	Agriculture and rural development	27	Streamlining Public-Private Partnerships in development projects
14	Climate change (e.g., mitigation, adaptation)	28	Refugee response

SECTION A: OVERALL CONTEXT

A4a. When economic and/or social reforms have been successful in Jordan, which of the following would you attribute this to? (Choose no more than 4)	
1	Private sector participation in design
2	Design of reform fits country challenges
3	Coordination between international partners to support reforms
4	Capacity in the government/institutions for implementation
5	Sufficient citizen/civil society participation in the reform process
6	Continuous support to reform, across several governments
7	Adaptive project management approaches that allow for gradual improvement of decisions and practices by learning from intermediate results
8	Effective monitoring and oversight of progress/results
9	Other (please specify): _____

A4b. When economic and/or social reform efforts fail or are slow to show results in Jordan, which of the following would you attribute this to? (Choose no more than 4)	
1	Inadequate private sector participation
2	Reforms are not well designed based on country challenges
3	Inadequate coordination between international partners to support reforms
4	Inadequate capacity in the government/institutions for implementation
5	Inadequate citizen/civil society participation in the reform process
6	Frequent changes of Government leadership and lack of continued commitment
7	Corruption
8	Lack of monitoring and oversight of progress/results
9	Other (please specify): _____

SECTION A: OVERALL CONTEXT

A5. 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	The national government	1	2	3	4	5	6	7	8	9	10	☐
2	Parliament	1	2	3	4	5	6	7	8	9	10	☐
3	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	☐
4	The World Bank Group	1	2	3	4	5	6	7	8	9	10	☐
5	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	☐
6	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	☐
7	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	☐
8	International private sector companies	1	2	3	4	5	6	7	8	9	10	☐
9	Domestic/local private sector companies	1	2	3	4	5	6	7	8	9	10	☐
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	☐
11	Domestic/local civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	☐
12	Domestic/local traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	☐
13	International media and their web presence	1	2	3	4	5	6	7	8	9	10	☐
14	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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of these organizations in Jordan?

		Not familiar at all									Extremely familiar
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10
3	The Multilateral Investment Guarantee Agency (MIGA)	1	2	3	4	5	6	7	8	9	10
4	International Centre for Settlement of Investment Disputes (ICSID)	1	2	3	4	5	6	7	8	9	10

B2. What do you see as the primary mission/objective of the World Bank Group in Jordan (Choose no more than 2)

1	Provide financing support to Jordan to support development and growth
2	Poverty reduction
3	Support Government capacities
4	Support the Jordanian people
5	Promote private sector development
6	Provide analytics, knowledge, and technical assistance on development issues
7	Support and advocate economic reforms
8	Promote inclusive development and shared prosperity
9	Expand and improve service delivery
10	Build or rehabilitate infrastructure
11	Other (please specify): _____

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

		Strongly disagree									Strongly agree	Don't know
B3	Overall, the World Bank Group currently plays a relevant role in development in Jordan	1	2	3	4	5	6	7	8	9	10	☐
B4	The World Bank Group's work is aligned with what I consider the development priorities for Jordan	1	2	3	4	5	6	7	8	9	10	☐

B5. Overall, please rate your impression of the effectiveness of these organizations in Jordan.

		Not effective at all									Very effective	Don't know
1	The World Bank (IBRD/IDA)	1	2	3	4	5	6	7	8	9	10	☐
2	The International Finance Corporation (IFC)	1	2	3	4	5	6	7	8	9	10	☐
3	The Multilateral Investment Guarantee Agency (MIGA)	1	2	3	4	5	6	7	8	9	10	☐
4	International Centre for Settlement of Investment Disputes (ICSID)	1	2	3	4	5	6	7	8	9	10	☐

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B6. To what extent does the World Bank Group's work help to achieve development results in Jordan?										
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 does the World Bank Group influence the development agenda in Jordan?										
1	2	3	4	5	6	7	8	9	10	⍰
To no degree at all									**To a very significant degree**	Don't know

B8. To what extent do you believe that the World Bank Group's work and support helps create economic growth in Jordan (directly or indirectly) and jobs that Jordanians would aspire to have? (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

B9. To what extent do you believe that the World Bank Group's work and support helps the poorest in Jordan? (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

B10. When thinking about the World Bank Group's role in Jordan, which activity do you VALUE the most? (Choose no more than 2)	
1	Support for implementation of projects
2	Bringing together different groups of stakeholders
3	Mobilizing financial resources
4	Helping on difficult global development issues such as climate change or gender equality
5	Formal policy advice, studies, analyses
6	Donor coordination
7	Financial resources
8	Data and statistics
9	Capacity building support
10	Technical assistance
11	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
12	Promoting knowledge sharing between Jordan and other countries
13	Supporting private sector investment
14	Other (please specify): _____

B11. When thinking about how the World Bank Group can have the most impact on development results in Jordan, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Jordan? (Choose no more than 5)			
1	Economic growth	15	COVID-19 emergency health response
2	Transport (e.g., roads, bridges, transportation)	16	Food security
3	Private sector development	17	Water and sanitation
4	Energy	18	Education
5	Job creation/employment	19	Information and communications technology
6	Environment and natural resource management	20	Finance and competitiveness
7	Global/regional cooperation	21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Poverty reduction	22	Trade and exports
9	Gender equity	23	Social protection (e.g., pensions, targeted social assistance)
10	Debt management	24	Youth engagement
11	Municipal/local development	25	Equality of opportunity (i.e., social inclusion)
12	Health	26	Promoting economic opportunities for women
13	Agriculture and rural development	27	Streamlining Public-Private Partnerships in development projects
14	Climate change (e.g., mitigation, adaptation)	28	Refugee response

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B12. What do you immediately think of when you hear about the IFC? (Choose no more than 3)			
1	Innovation and entrepreneurship	9	Asset manager
2	World Bank	10	Multi-lateral financial institution
3	Public-private partnerships	11	Financial advisory solutions
4	Development institution	12	Impact investor
5	Investment bank	13	None of the above
6	Private sector solutions	14	Don't know
7	Thought leader	15	Other (please specify): _____
8	Venture capital		

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 Jordan 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

To what extent is the World Bank Group an effective development partner in Jordan, in terms of each of the following?												
		To no degree at all									**To a very significant degree**	Don't know
C2	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	☐
C3	Being inclusive	1	2	3	4	5	6	7	8	9	10	☐
C4	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	☐
C5	Access to WBG staff and experts	1	2	3	4	5	6	7	8	9	10	☐
C6	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	☐
C7	Responsiveness to needs	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	Flexibility when circumstances change	1	2	3	4	5	6	7	8	9	10	☐
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	☐
C11	Treating clients and stakeholders in Jordan with respect	1	2	3	4	5	6	7	8	9	10	☐
C12	Openness (sharing data and other information)	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	☐

To what extent do you agree/disagree with the following statements?												
		Strongly disagree									**Strongly agree**	Don't know
C14	The World Bank Group takes decisions quickly in Jordan	1	2	3	4	5	6	7	8	9	10	☐
C15	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	☐
C16	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	☐
C17	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	☐
C18	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	☐
C19	The World Bank Group insists on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	☐
C20	The World Bank Group measures results effectively	1	2	3	4	5	6	7	8	9	10	☐
C21	Working with the World Bank Group increases Jordan's institutional capacity	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 about the World Bank Group in Jordan?												
		Strongly disagree									**Strongly agree**	Don't know
C22	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loans, Trust Funds, Program-for-Results) meet the needs of Jordan	1	2	3	4	5	6	7	8	9	10	☐
C23	The World Bank Group meets Jordan's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	☐

C24. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to Jordan in mitigating the socio-economic impacts of refugees in the country? (Choose no more than 2)	
1	Health sector infrastructure and services
2	Employment generation and economic opportunities
3	Education sector infrastructure and services
4	Water sector infrastructure and services
5	Business development
6	Access to finance
7	Electricity sector infrastructure and services
8	Debt management
9	Local/municipal development
10	Social inclusion/social cohesion
11	Other (please specify): _____
12	Don't know

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 Jordan? *(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	Economic growth	1	2	3	4	5	6	7	8	9	10	☐
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	☐
3	Private sector development	1	2	3	4	5	6	7	8	9	10	☐
4	Energy	1	2	3	4	5	6	7	8	9	10	☐
5	Job creation/employment	1	2	3	4	5	6	7	8	9	10	☐
6	Environment and natural resource management	1	2	3	4	5	6	7	8	9	10	☐
7	Global/regional cooperation	1	2	3	4	5	6	7	8	9	10	☐
8	Stability and security	1	2	3	4	5	6	7	8	9	10	☐
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	☐
10	Gender equity	1	2	3	4	5	6	7	8	9	10	☐
11	Debt management	1	2	3	4	5	6	7	8	9	10	☐
12	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	☐
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	☐
14	COVID-19 emergency health response	1	2	3	4	5	6	7	8	9	10	☐
15	Food security	1	2	3	4	5	6	7	8	9	10	☐
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	☐
17	Education	1	2	3	4	5	6	7	8	9	10	☐
18	Information and communications technology	1	2	3	4	5	6	7	8	9	10	☐
19	Finance and competitiveness	1	2	3	4	5	6	7	8	9	10	☐
20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	☐
21	Trade and exports	1	2	3	4	5	6	7	8	9	10	☐
22	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	☐
23	Youth engagement	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	Promoting economic opportunities for women	1	2	3	4	5	6	7	8	9	10	☐
26	Streamlining Public-Private Partnerships in development projects	1	2	3	4	5	6	7	8	9	10	☐
27	Refugee response	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 reference World Bank Group's analytic work and data in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Jordan, 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	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	☐
E5	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	☐
E6	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	☐
E7	Are adaptable to Jordan's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	☐

E8. 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

E9. 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 JORDAN

F1. Which of the following SHOULD the WBG do to improve its advice and guidance in Jordan? (Choose no more than 3)	
1	Provide more adequate data/knowledge/statistics on your country's economy
2	Increase emphasis on capacity development
3	Be more sensitive toward political and social realities
4	Increase the level of country specific expertise
5	More public disclosure of its work
6	Be more willing to criticize government policies and reform efforts
7	Provide more real-time advice and guidance
8	Consult more broadly with civil society and the public
9	Incorporate more innovative technologies into its work and support
10	Other (please specify): _____

F2. In addition to its regular relations, which THREE of the following should the World Bank Group collaborate with more in Jordan? (Choose no more than 3)			
1	Media	8	Academia/think tanks/research institutes
2	NGOs/Civil society	9	Youth/university groups
3	Private sector	10	International partners
4	WBG Project Beneficiaries	11	Private foundations
5	Local government	12	Other (please specify): _____
6	Parliament	13	Don't know
7	National government		

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Which would you say are your MAIN sources of news about economic and social development issues in Jordan? (Choose no more than 3)			
1	Local television	10	Websites/apps of international TV
2	International television	11	Websites/apps of local radio companies
3	Local radio news programs or bulletins	12	Websites/apps of international radio companies
4	International radio news programs or bulletins	13	Websites/apps of local newspapers/magazines
5	Printed local newspapers	14	Websites/apps of international newspapers/ magazines
6	Printed international newspapers	15	Social media (e.g., Facebook, Twitter, YouTube, Telegram, TikTok, Instagram)
7	Printed local periodicals	16	Blogs
8	Printed international periodicals	17	Other (please specify): _____
9	Websites/apps of local TV		

G2. How would you prefer to obtain information about the World Bank Group and its work? (Choose no more than 3)			
1	World Bank Group's publications and other written materials	6	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	7	World Bank Group's website
3	World Bank Group's seminars/workshops/ conferences	8	Webinars or online events hosted by the World Bank Group
4	World Bank Group's blogs	9	Interviews and press conferences for the Jordan's media
5	World Bank Group's social media		

G3. 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

G4. What do you use primarily when visiting a World Bank Group website? (Select only 1 response)	
1	Mobile
2	Computer/laptop
3	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G5. 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	Attended/participated in 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. 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): _____

H2. What's your gender?	
1	Female
2	Male

H3. Within your organization, would you describe yourself as ….	
1	Junior level
2	Mid-level staff
3	Mid-level decision-maker / manager
4	Senior level

H4. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

SECTION H: BACKGROUND INFORMATION

H5. Which best represents your geographic location?	
1	Amman Governorate
2	Irbid Governorate
3	Zarqa Governorate
4	Mafraq Governorate
5	Ajloun Governorate
6	Jerash Governorate
7	Madaba Governorate
8	Balqa Governorate
9	Karak Governorate
10	Tafila Governorate
11	Ma'an Governorate
12	Aqaba Governorate

Thank you for completing the survey!