



# Côte d'Ivoire

The World Bank Group  
Country Survey FY 2014

Report of Findings  
March 2014



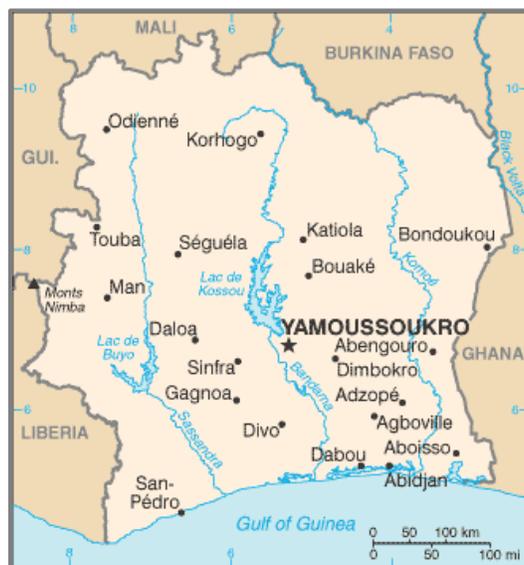
Country Opinion Surveys  
THE WORLD BANK GROUP

## Acknowledgements

The Côte d'Ivoire Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jing Guo, Jessica Cameron, and Svetlana Markova. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Côte d'Ivoire country team and the local fielding agency VALORIS. In particular, PORG is grateful to Katrina Sharkey (Country Program Coordinator) and Taleb Ould Sid'ahmed (Communications Officer) for their ongoing support throughout the Country Opinion Survey process.

# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues Facing Côte d'Ivoire .....	11
V. Overall Attitudes toward the World Bank Group.....	16
VI. Sectoral Importance and Effectiveness.....	28
VII. How the World Bank Group Operates .....	35
VIII. World Bank Group's Knowledge and Instruments .....	42
IX. The Future Role of the World Bank Group in Côte d'Ivoire.....	49
X. Communication and Openness.....	54
XI. Appendices.....	61



## I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank Group in gaining a better understanding of how stakeholders in Côte d'Ivoire perceive the Bank Group;
- Obtain systematic feedback from stakeholders in Côte d'Ivoire regarding:
  - Their views regarding the general environment in Côte d'Ivoire;
  - Their overall attitudes toward the World Bank Group in Côte d'Ivoire;
  - Overall impressions of the World Bank Group's effectiveness and results, knowledge work and activities, and communication and information sharing in Côte d'Ivoire;
  - Perceptions of the World Bank Group's future role in Côte d'Ivoire.
- Use data to help inform Côte d'Ivoire country team's strategy.

## II. Methodology

From December 2013 to January 2014, 500 stakeholders of the World Bank Group in Côte d'Ivoire were invited to provide their opinions on the World Bank Group's assistance to the country by participating in a country survey. Participants in the survey were drawn from the office of the President; the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries, ministerial departments, or implementation agencies; consultants/contractors working on World Bank Group-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community based organizations; the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; youth organizations; the judiciary branch; and other organizations. A total of 288 stakeholders participated in the survey (58% response rate).

Respondents either completed questionnaires with a representative of the fielding agency or they received the questionnaire via email or courier and returned it accordingly. Respondents were asked about: general issues facing Côte d'Ivoire; their overall attitudes toward the World Bank Group (WBG); the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Côte d'Ivoire; and the WBG's communication and information sharing in Côte d'Ivoire.

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

- A. General Issues Facing Côte d'Ivoire: Respondents were asked to indicate whether Côte d'Ivoire is headed in the right direction, what they thought were the top three most important development priorities in the country, which areas would contribute most to reducing poverty and generating economic growth in Côte d'Ivoire, and how "shared prosperity" would be best achieved in Côte d'Ivoire.

## II. Methodology (continued)

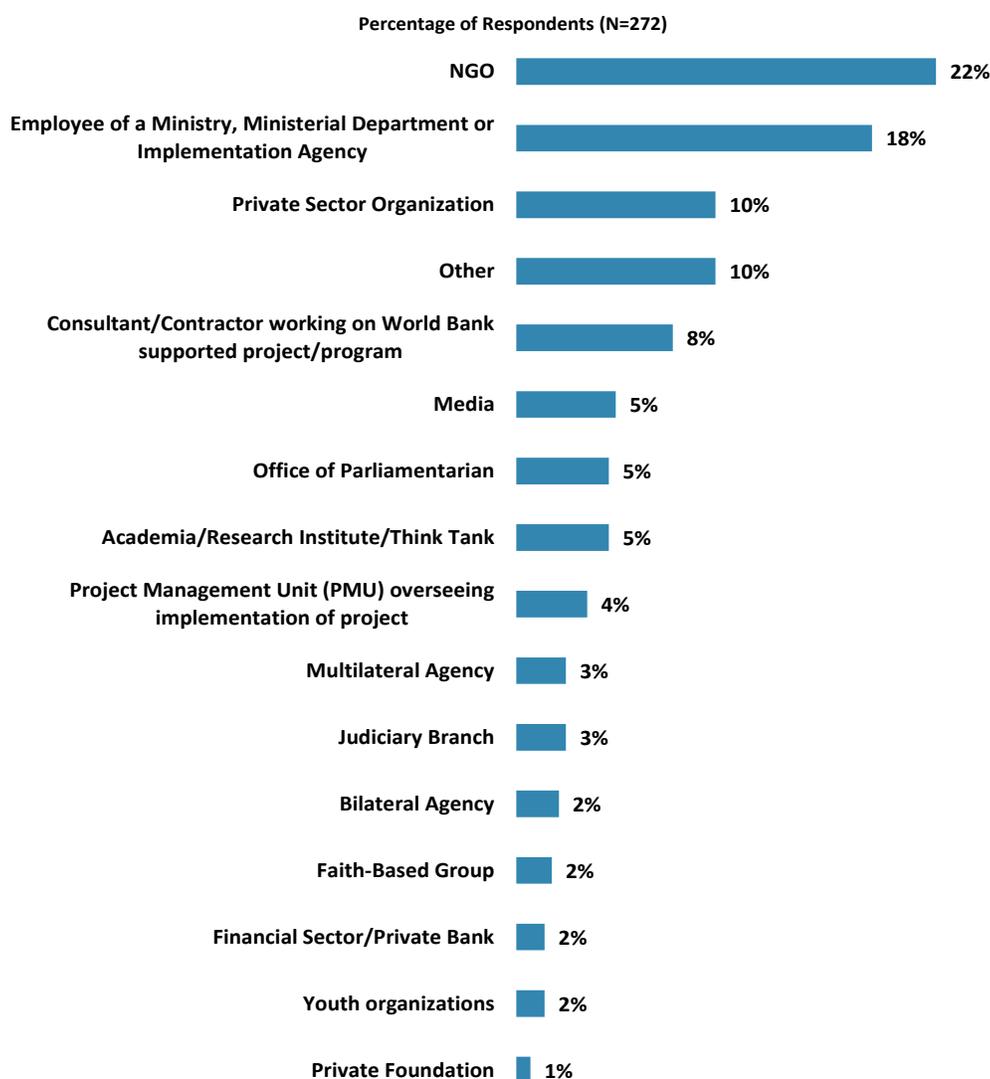
- B. Overall Attitudes toward the World Bank Group (WBG): Respondents were asked to rate their familiarity with the WBG, the WBG's effectiveness in Côte d'Ivoire, WBG staff preparedness to help Côte d'Ivoire solve its development challenges, their agreement with various statements regarding the WBG's work, and the extent to which the WBG is an effective development partner. Respondents were asked to indicate the WBG's greatest values and weaknesses, the most effective instruments in helping reduce poverty in Côte d'Ivoire, with which stakeholder groups the WBG should collaborate more, in which sectoral areas the WBG should focus most of its resources (financial and knowledge services), and to what reasons respondents attributed failed or slow reform efforts. Respondents were also asked to respond to a few questions about capacity building and whether they believe the World Bank Group should have more or less local presence.
- C. World Bank Group's Effectiveness and Results: Respondents were asked to rate the extent to which the WBG's work helps achieve development results in Côte d'Ivoire, the extent to which the WBG meets Côte d'Ivoire's needs for knowledge services and financial instruments, the importance for the WBG to be involved in thirty five development areas, and the WBG's level of effectiveness across these areas, such as security/stabilization/reconstruction/reconciliation, public sector governance/reform, poverty reduction, and job creation/employment.
- D. The World Bank Group's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult WBG's knowledge work and activities and to rate the effectiveness and quality of the WBG's knowledge work and activities, including how significant of a contribution it makes to development results and its technical quality.
- E. Working with the World Bank Group: Respondents were asked to rate WBG's technical assistance/advisory work's contribution to solving development challenges and their level of agreement with a series of statements regarding working with the WBG, such as the WBG's "Safeguard Policy" requirements being reasonable, and disbursing funds promptly.
- F. The Future Role of the World Bank Group in Côte d'Ivoire: Respondents were asked to indicate what the WBG should do to make itself of greater value in Côte d'Ivoire, and which services the Bank should offer more of in the country. They were also asked to which areas the country will benefit most from WBG playing a leading role as compared to other donors.
- G. Communication and Information Sharing: Respondents were asked to indicate how they get information about economic and social development issues, how they prefer to receive information from the WBG, and their usage and evaluation of the WBG's websites. Respondents were also asked about their awareness of the WBG's Access to Information policy, past information requests from the WBG, and their level of agreement that they use more data from the WBG as a result of the WBG's Open Data policy.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the WBG, their exposure to the WBG in Côte d'Ivoire, which WBG agencies they work with, and their geographic location.

When possible, responses from respondents completing this year's country survey were compared to responses from 356 respondents (79% response rate) who completed the survey in FY 2010. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

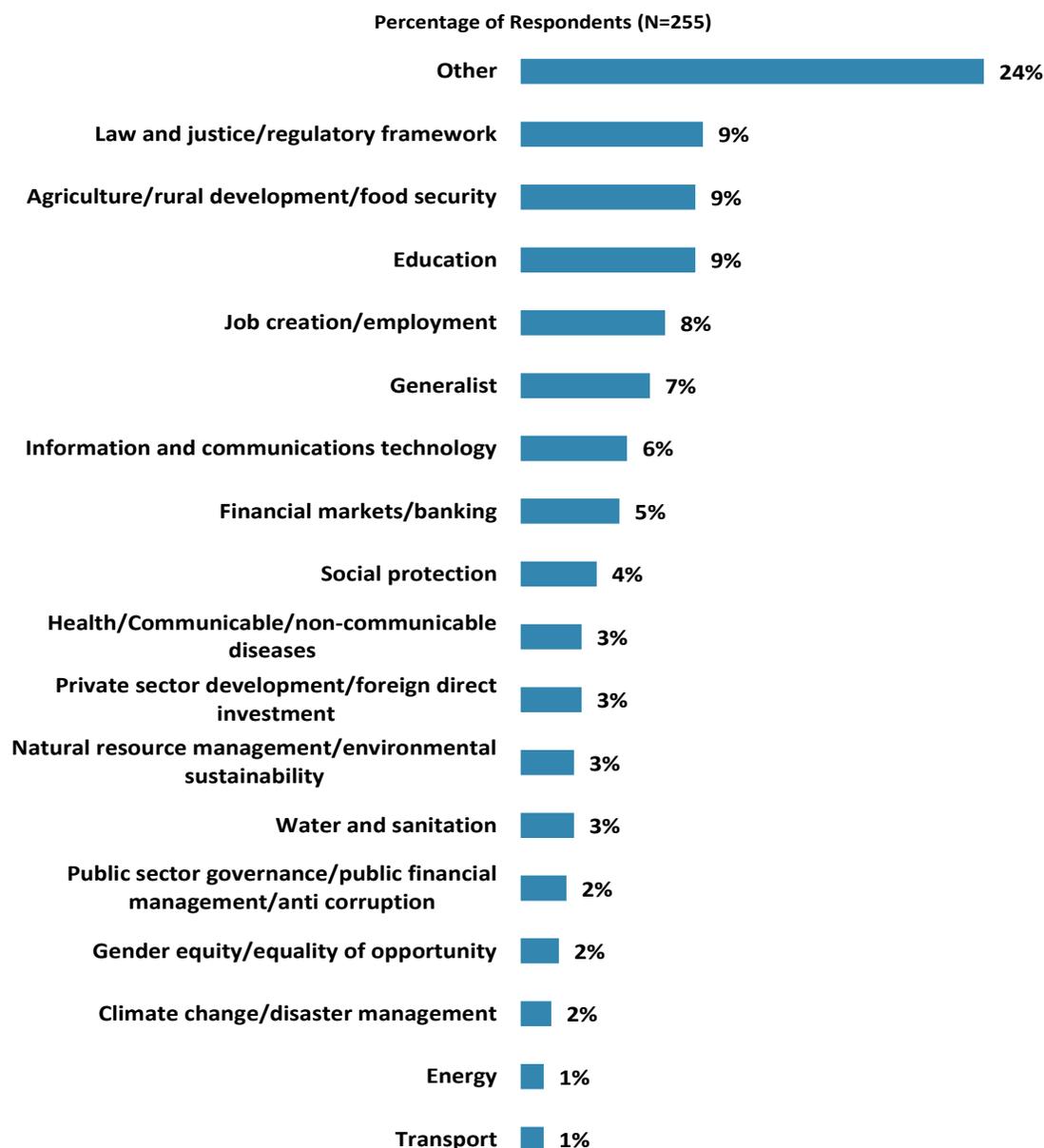
- For further analyses, respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from PMUs were combined with consultants/contractors working on WBG-supported projects/programs. Respondents from private foundations, NGOs, faith-based groups, youth organizations were combined into “CSO.” Few respondents from the judiciary branch and other organizations were included in the “Other” category. There were no respondents from the office of the President, Prime Minister, office of a minister, local governments, CBOs, independent government organizations, or trade unions.



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

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

#### Area of Primary Specialization

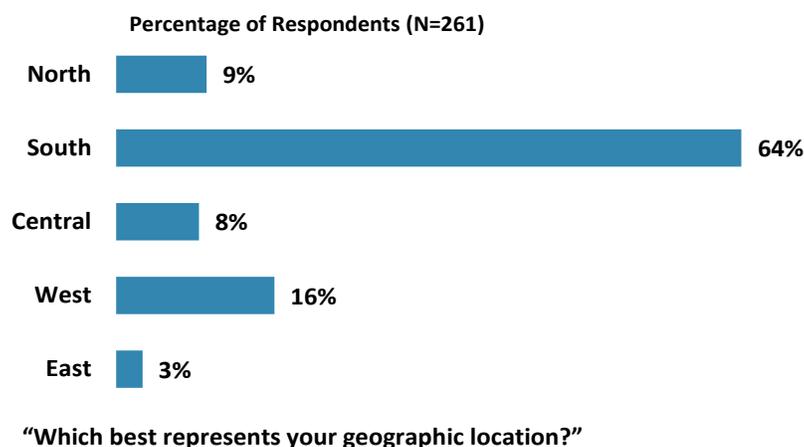


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

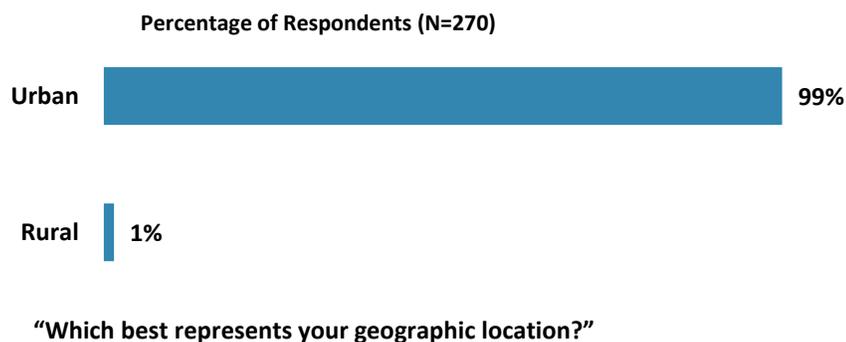
### III. Demographics of the Sample (continued)

#### Geographic Location

- Responses across all geographic locations for all survey questions can be found in Appendix C (see page 105). Only significant difference between geographic locations in response to indicator questions will be discussed in the body of this report.



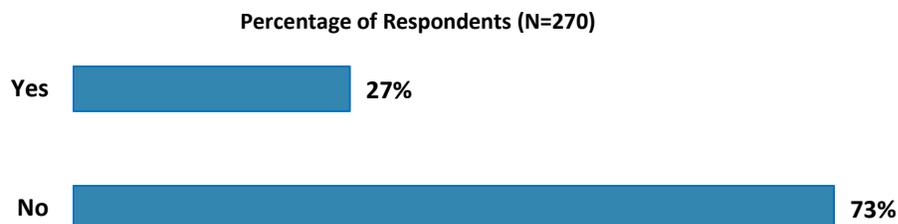
- Nearly all respondents indicated that they were located in urban areas. Because of the small number of respondents from rural areas, statistical comparisons were not meaningful.



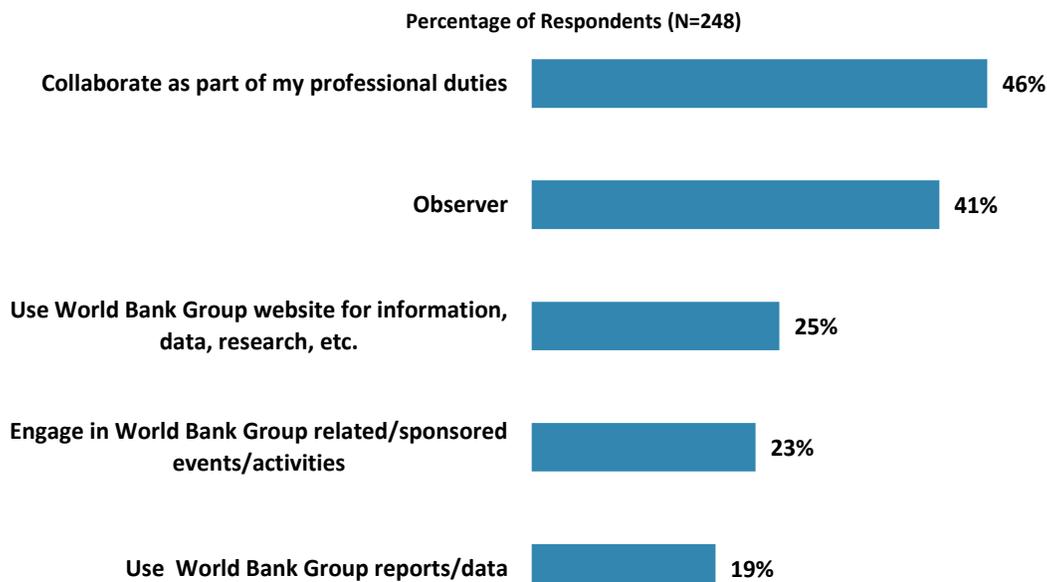
### III. Demographics of the Sample (continued)

#### Collaboration with and Exposure to the World Bank Group

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank Group in Côte d'Ivoire, can be found in Appendix E (see page 125). Please note that where these two factors appear to have a significant relationship with overall views of the World Bank Group, it is highlighted in yellow in that table.



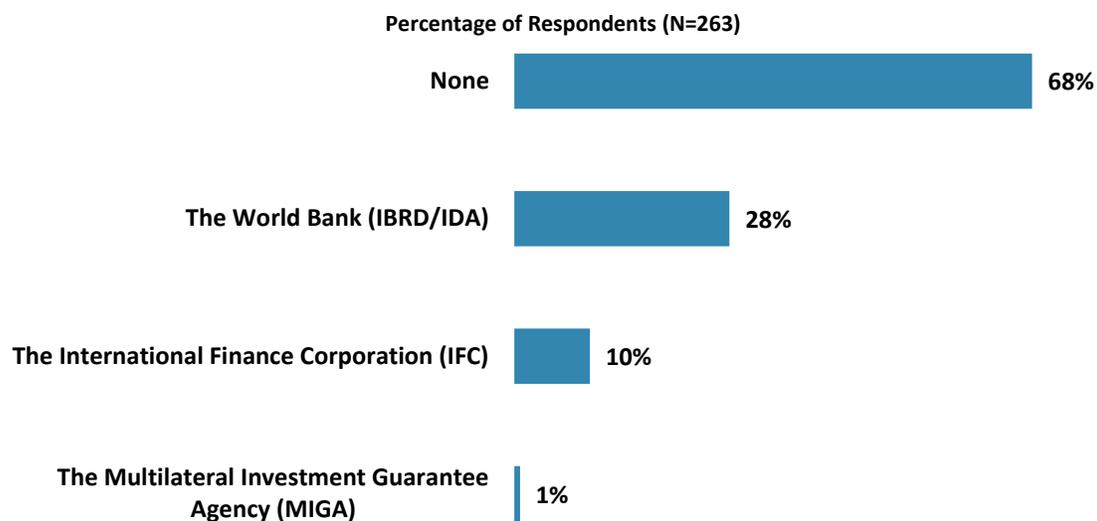
"Currently, do you professionally collaborate/work with the World Bank Group in your country?"



"Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

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

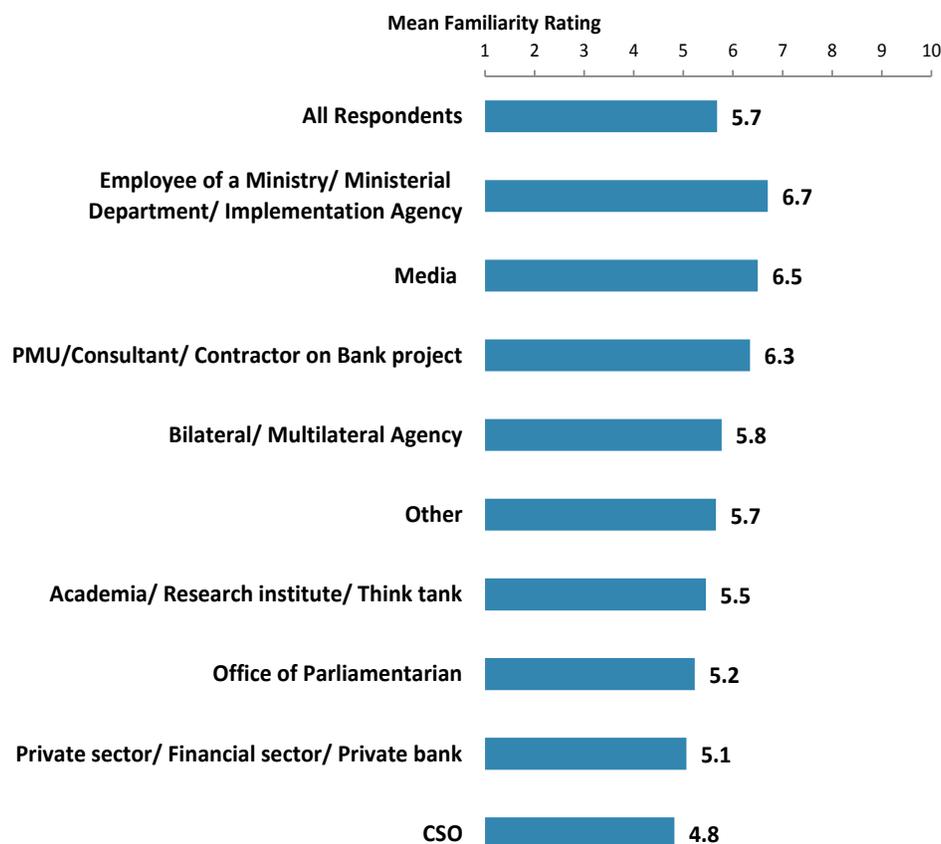


"Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Across all respondents, familiarity with the World Bank Group received a mean rating of 5.7; this was significantly lower than the mean ratings received in the FY '10 country survey (6.1).
- Respondents from ministries/ministerial departments/implementation agencies and the media had the highest levels of familiarity with the WBG, whereas respondents from the private sector/financial sector/private banks and CSOs had significantly lower levels of familiarity.
- Respondents from the North had the highest levels of familiarity with the WBG, whereas respondents from the West had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Côte d'Ivoire, and the WBG's ability to help achieve development results in Côte d'Ivoire, and significantly, moderately correlated with their perceptions of the WBG's relevance to Côte d'Ivoire's development.

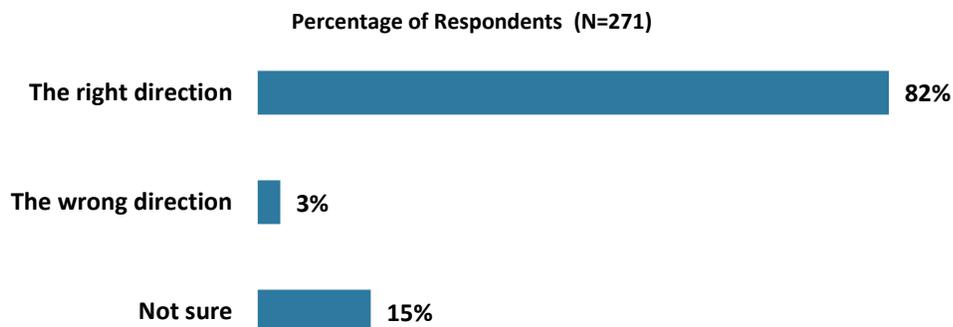


"How familiar are you with the work of the World Bank Group in Côte d'Ivoire?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Côte d'Ivoire

### Headed in the Right Direction

- A majority of respondents across stakeholder groups indicated that Côte d'Ivoire is headed in the right direction.
- Respondents from CSOs (28%) were most likely to indicate that they were not sure whether Côte d'Ivoire is headed in the right or wrong direction.

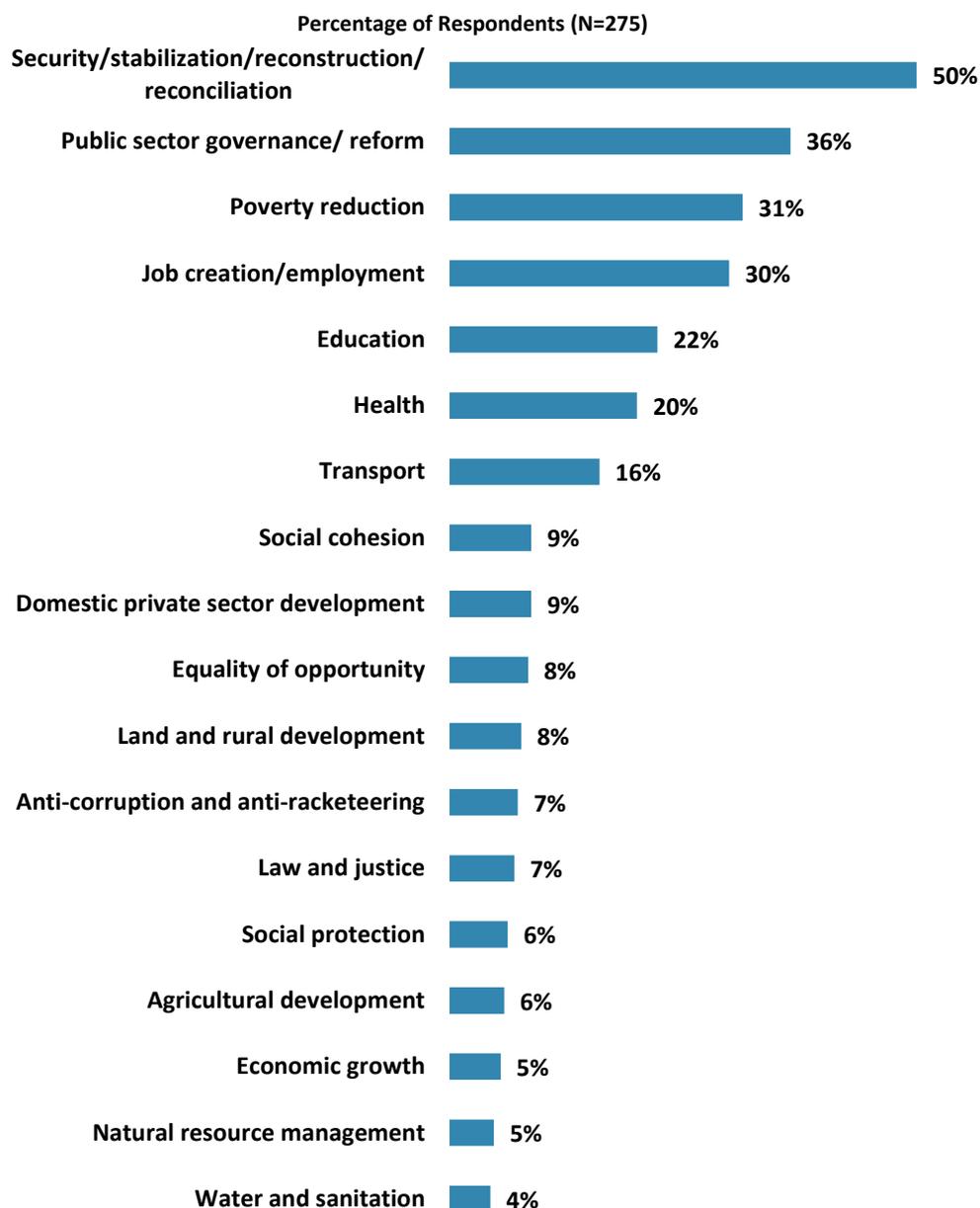


"In general, would you say that Côte d'Ivoire is headed in ...?"  
(Respondents chose from a list.)

## IV. General Issues Facing Côte d'Ivoire (continued)

### Development Priority

- In the FY '10 country survey\*, stabilization and peace building (26%), strengthening governance and institutions (25%), and reducing poverty (24%) were considered the most important development priorities for Côte d'Ivoire.



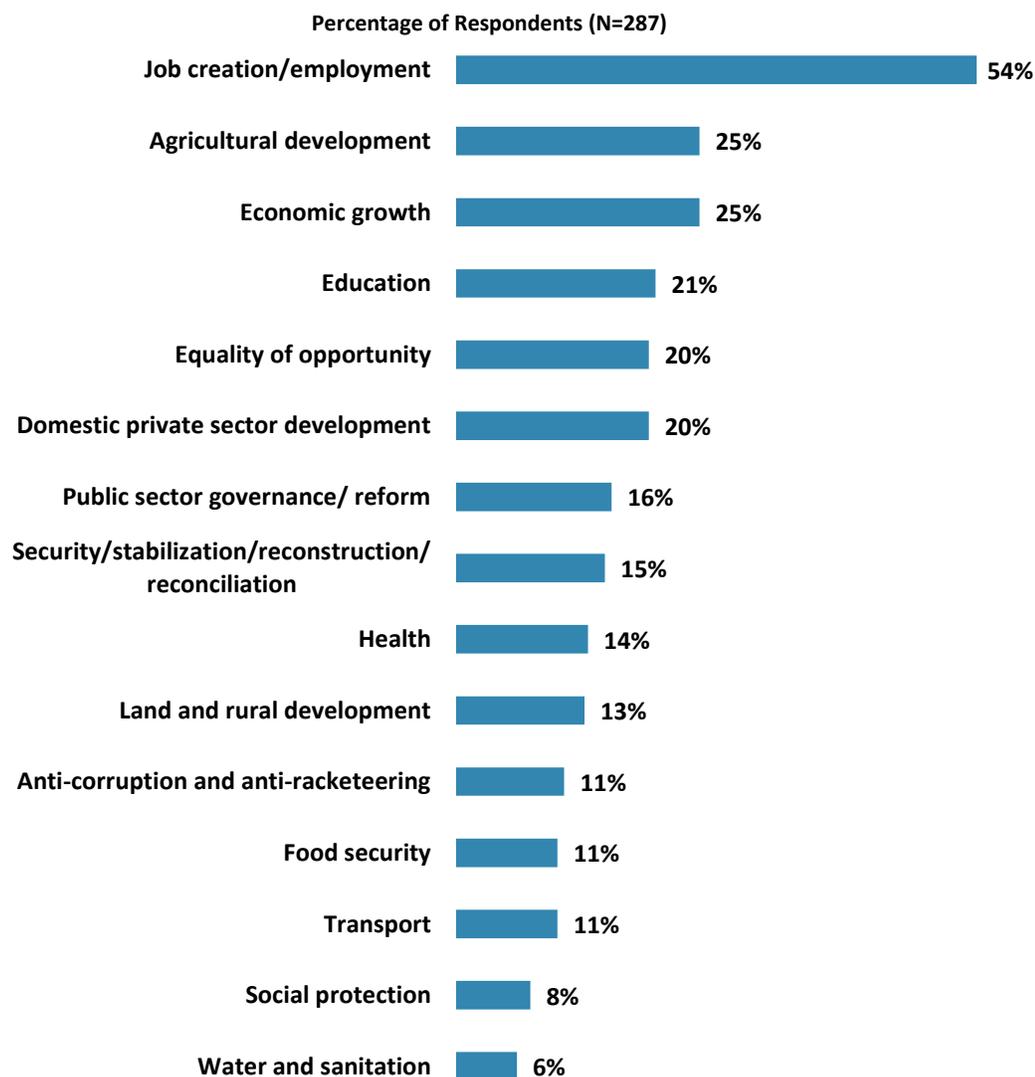
"Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

## IV. General Issues Facing Côte d'Ivoire (continued)

### What Would Contribute Most to Reducing Poverty

- In the FY '10 country survey\*, respondents indicated that increasing employment (43%) would contribute most to poverty reduction in Côte d'Ivoire.



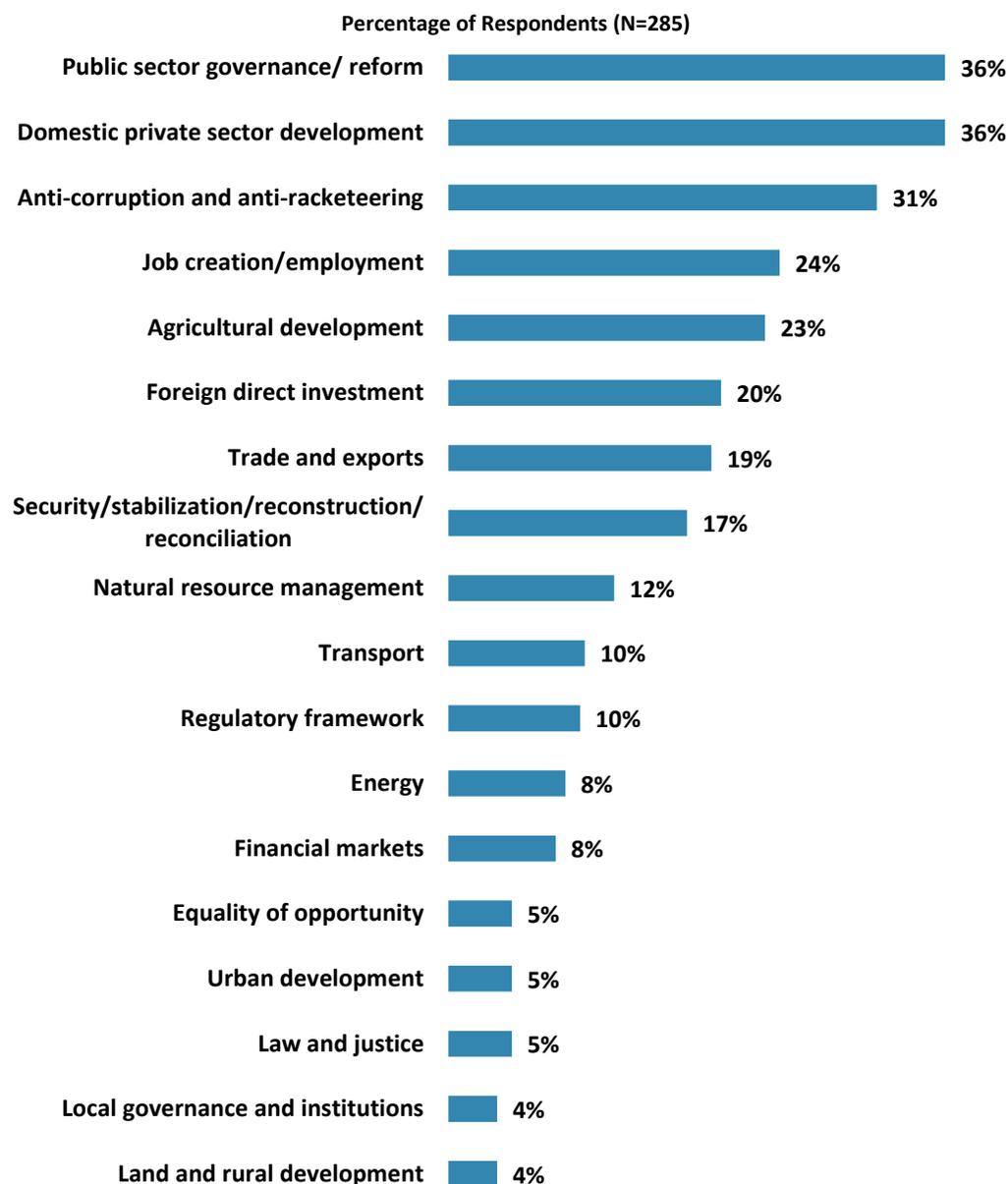
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Côte d'Ivoire?" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

## IV. General Issues Facing Côte d'Ivoire (continued)

### What Would Contribute Most to Generating Economic Growth

- In the FY '10 country survey\*, respondents indicated that peace building and stabilization (39%) as well as improving governance (36%) would contribute most to generating economic growth in Côte d'Ivoire.

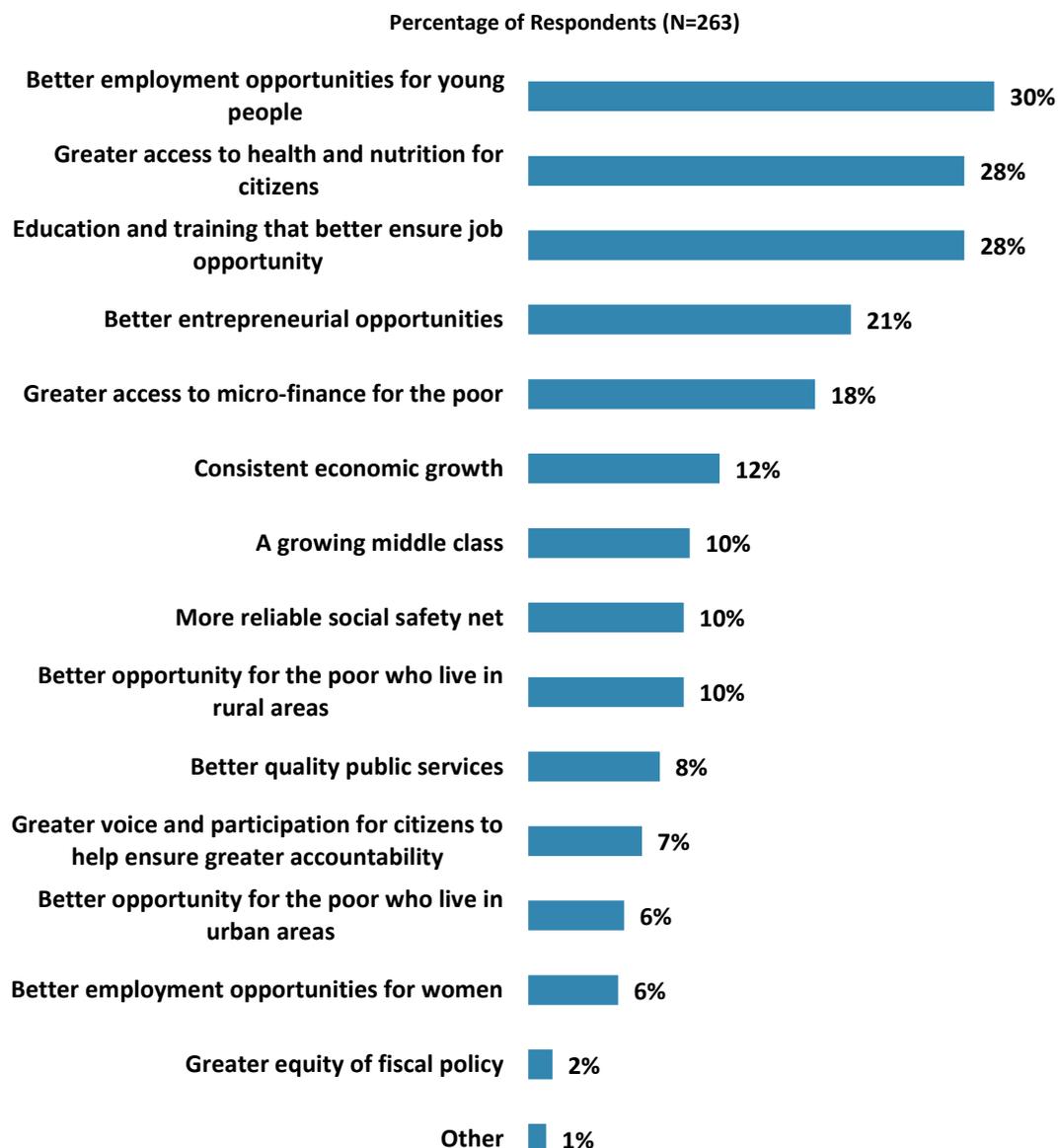


"Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Côte d'Ivoire? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

## IV. General Issues Facing Côte d'Ivoire (continued)

### Factors Contributing to "Shared Prosperity"

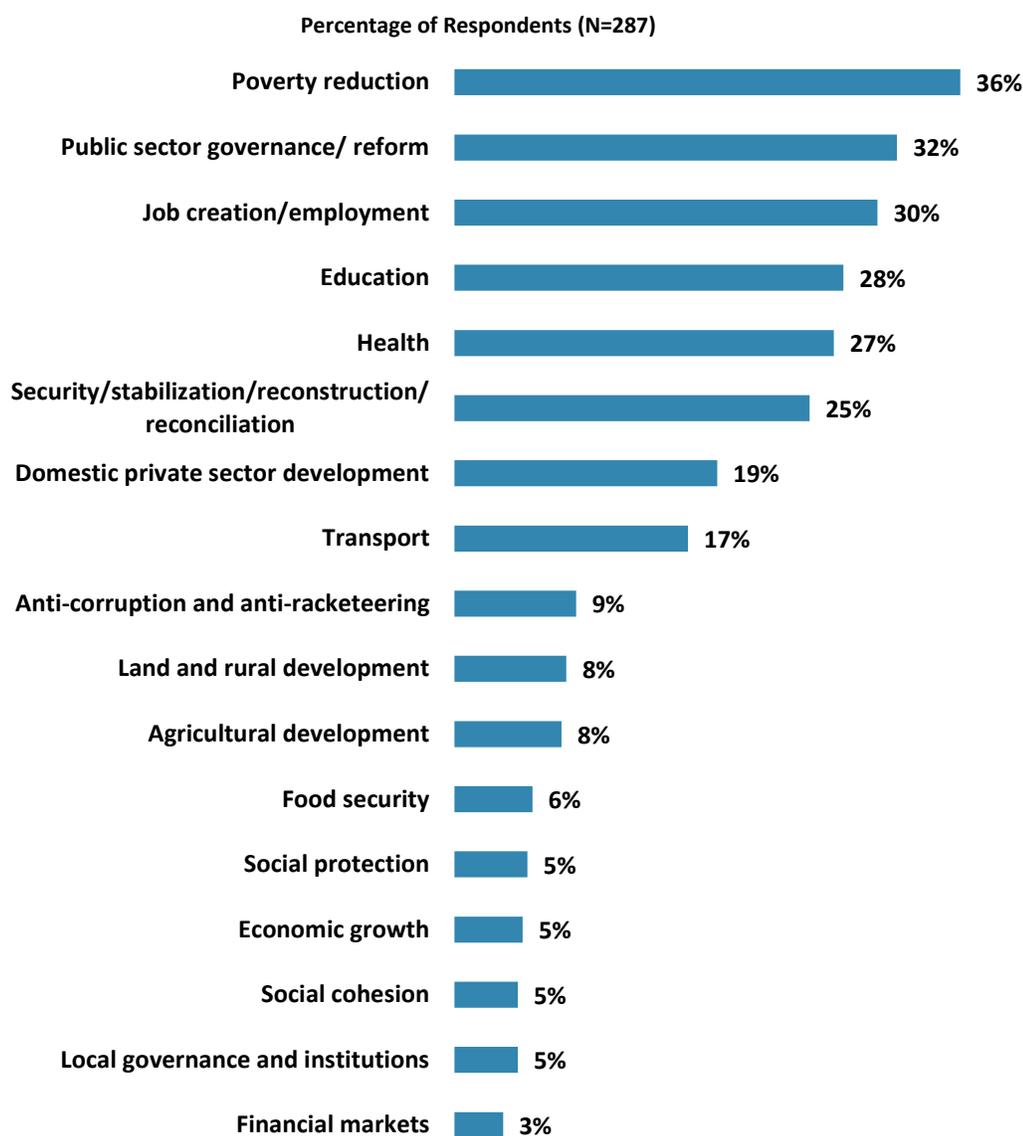


"When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Côte d'Ivoire?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank Group

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

- In the FY '10 country survey\*, respondents indicated that it would be most productive for the Bank to focus most of its resources on reducing poverty (23%).



**“When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectoral areas do you believe the World Bank Group should focus most of its attention and resources in Côte d'Ivoire? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined.)

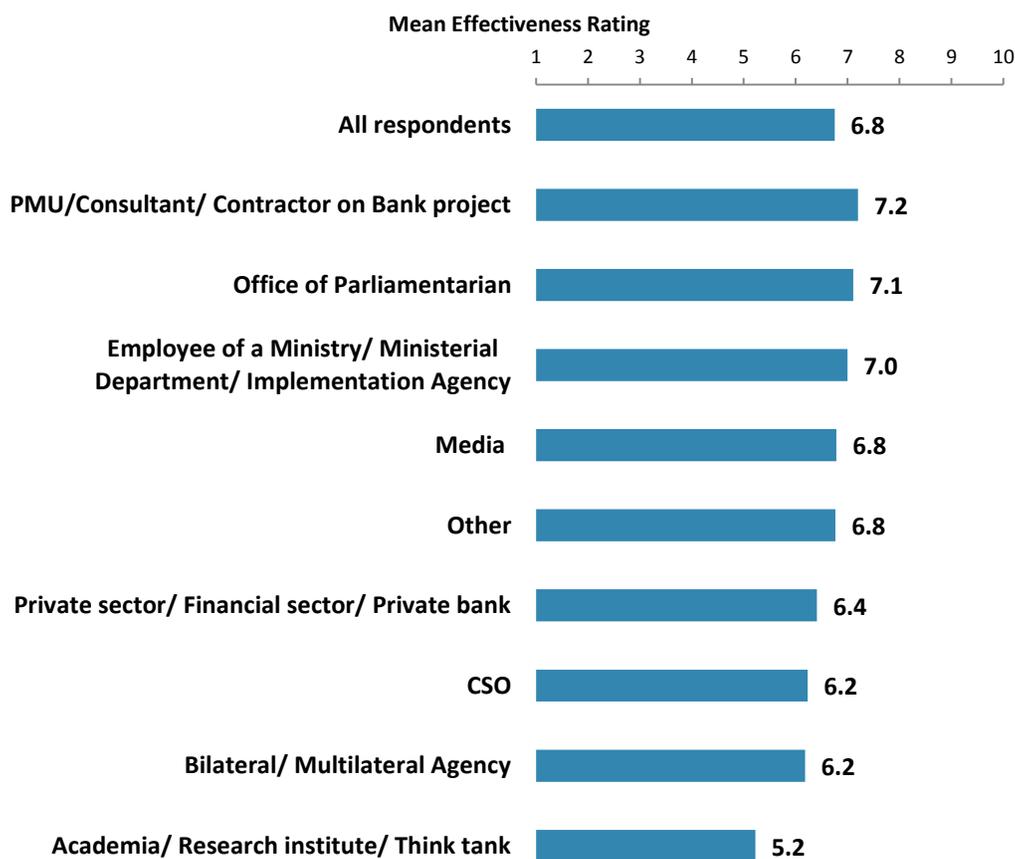
\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

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

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

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

- The World Bank Group’s effectiveness in Côte d’Ivoire received a mean rating of 6.8 across all respondents. This was significantly higher than the mean ratings received in the FY ’10 country survey (5.9).
- Respondents across stakeholder groups gave statistically similar ratings for the WBG’s overall effectiveness in Côte d’Ivoire.
- Respondents from the North had the highest ratings for the WBG’s overall effectiveness in Côte d’Ivoire, whereas respondents from the West had significantly lower ratings.



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

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

### Effectiveness of the WBG Activities

- Respondents from the media had the highest ratings for the effectiveness of the WBG's activities in "*financial resources*," "*technical assistance*," "*donor coordination*," "*linkage to non-Bank expertise*," and "*strategy formulation*" in supporting Côte d'Ivoire's efforts to achieve development results.
- However, respondents from the private sector/financial sector/private banks had significantly lower ratings for the effectiveness of WBG's activities in "*financial resources*," "*technical assistance*." Respondents from bilateral/multilateral agencies had significantly lower ratings for the WBG's activities in "donor coordination," "linkage to non-Bank expertise," and "strategy formulation."
- Respondents from the Central had the highest ratings for the effectiveness of WBG's activities in "*financial resources*," "*technical assistance*," and "*mobilizing third party financial resources*" in supporting Côte d'Ivoire's efforts to achieve development results, whereas respondents from the South had significantly lower ratings.

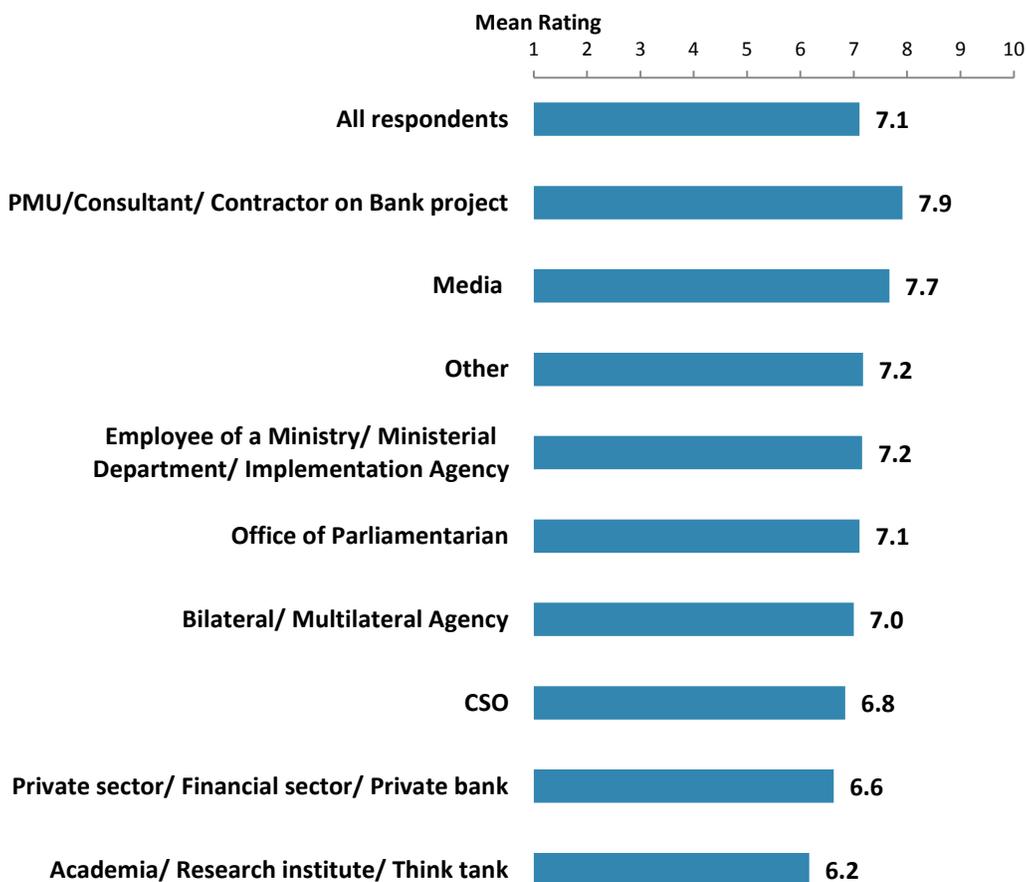


"How effective do the World Bank Group's activities below support Côte d'Ivoire's efforts to achieve development results?"  
(1 - "Not effective at all", 10 - "Very effective")

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

### Achieving Development Results (*Indicator Question*)

- Respondents across stakeholder groups had statistically similar ratings for the World Bank Group helping achieve development results in Côte d'Ivoire.
- Respondents from the East gave the highest ratings for the World Bank Group helping achieve development results in Côte d'Ivoire, whereas respondents from the West gave significantly lower ratings.



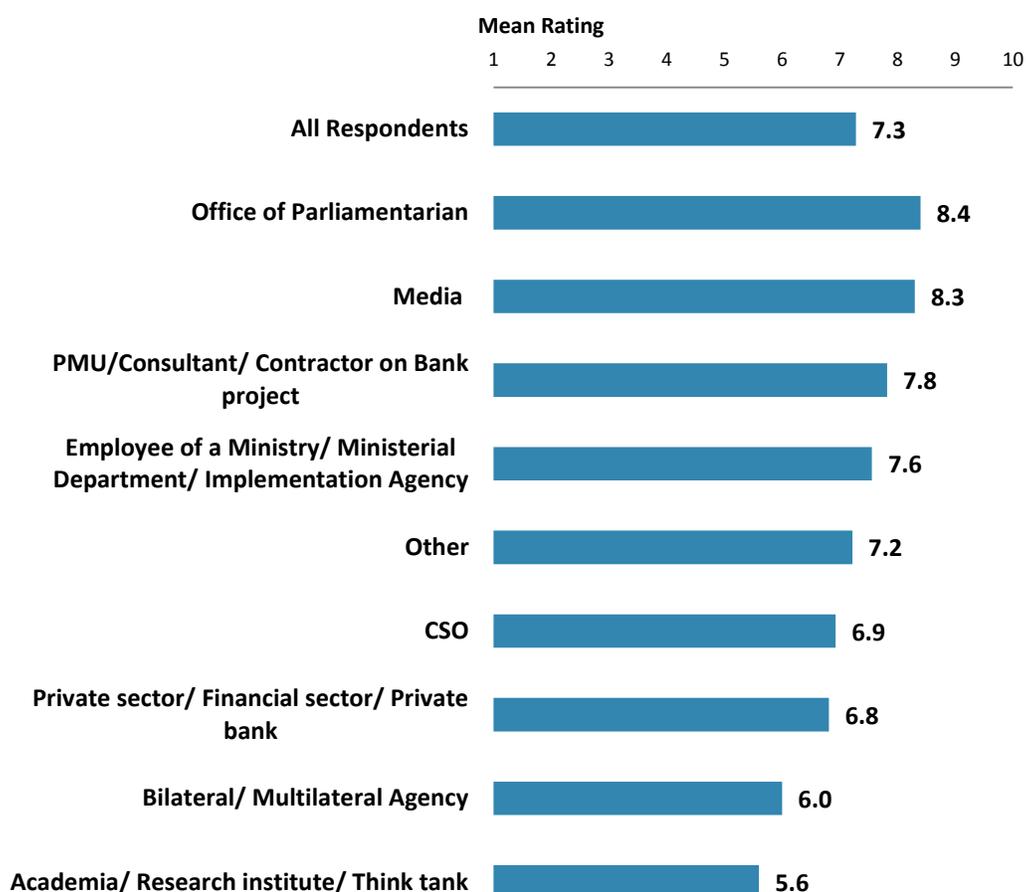
"To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?"

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

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

### Staff Preparedness (*Indicator Question*)

- Respondents from the office of parliamentarian and the media gave the highest ratings for the extent to which the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges, whereas respondents from academia/research institutes/think tanks gave significantly lower ratings.
- Respondents from the East gave the highest ratings for the extent to which the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges, whereas respondents from the West gave significantly lower ratings.

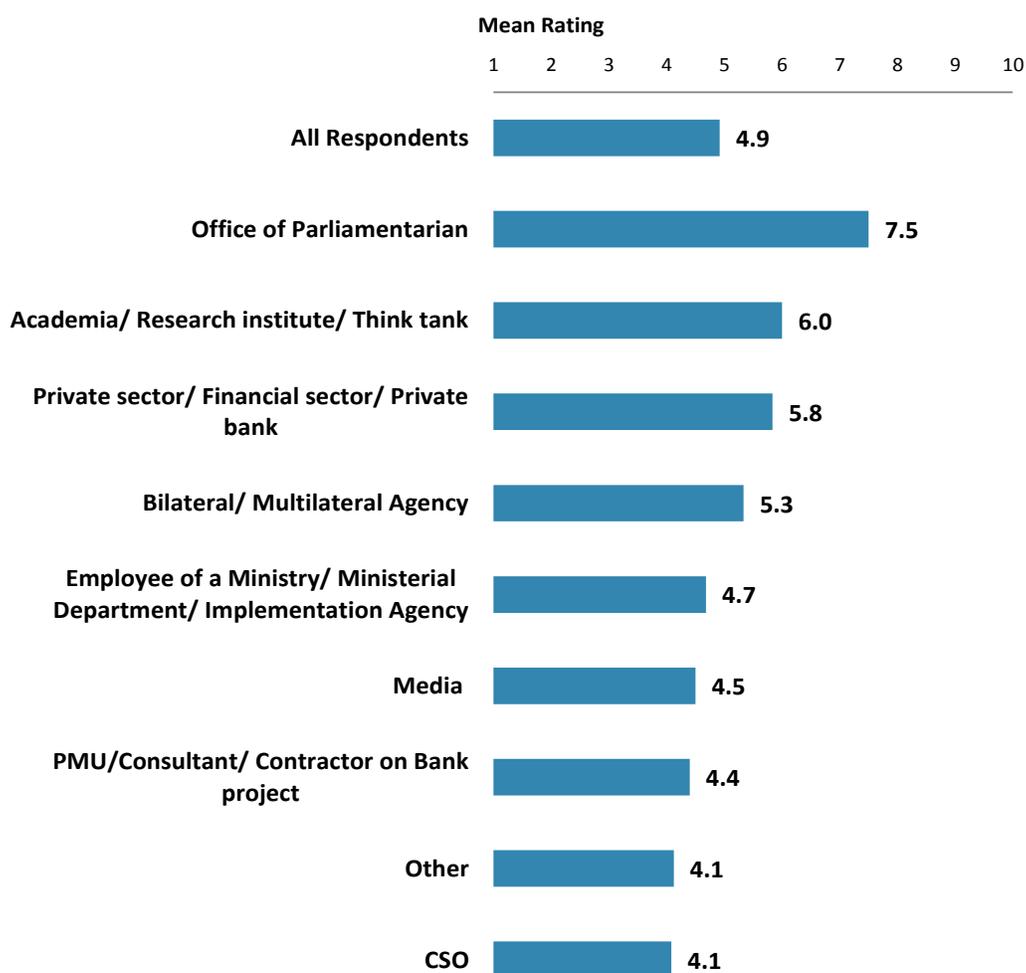


"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Côte d'Ivoire solve its most complicated development challenges?"  
(1-"To no degree at all", 10-"To a very significant degree")

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

### Adequately Staffed

- Respondents from the office of parliamentarian tended to give the highest ratings for the extent to which the World Bank Group is adequately staffed in Côte d'Ivoire, whereas respondents from CSOs, other organizations, PMUs and consultants/contractors working on Bank projects gave significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the extent to which the World Bank Group is adequately staffed in Côte d'Ivoire.

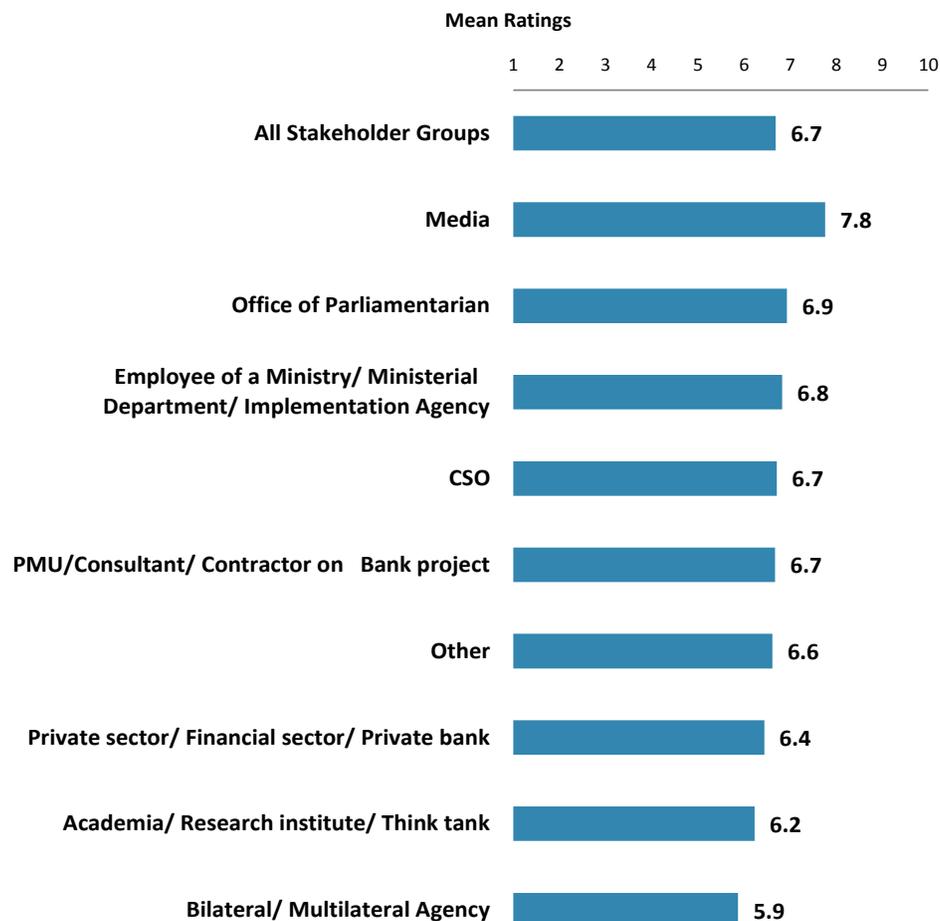


"To what extent do you believe the World Bank Group is adequately staffed in Côte d'Ivoire ?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- Respondents across stakeholder groups gave statistically similar ratings for twenty six indicator questions.
- Responses for individual indicator questions by stakeholder groups can be found in Appendix F (page 126).

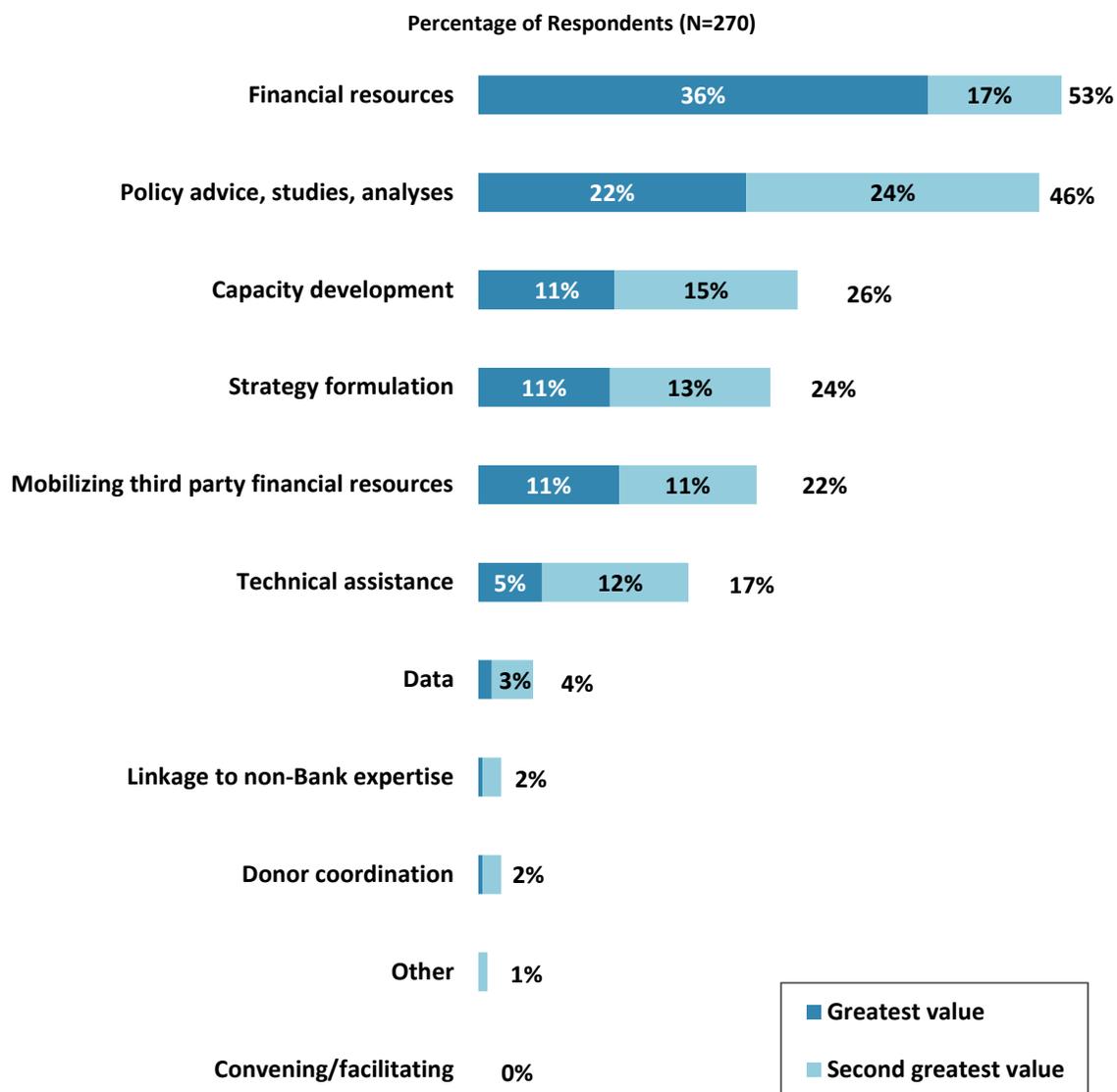


Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10

\* Responses to all twenty six indicator questions can be found in Appendices E and F.

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

### Greatest Value

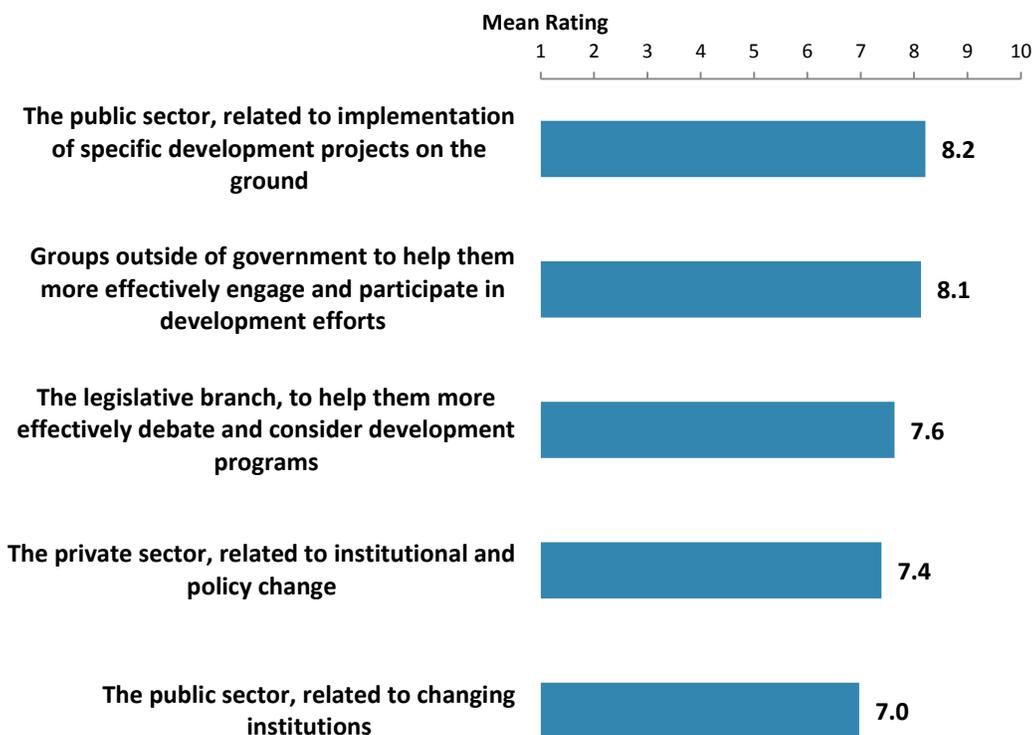


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Côte d'Ivoire?"  
 (Respondents chose from a list.)

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

### Ways of Capacity Building Support

- Respondents from the office of parliamentarian and the media gave the highest ratings for the extent to which Côte d'Ivoire would benefit, if capacity building were to support “*groups outside government to help them more effectively engage and participate in development,*” whereas respondents from bilateral/multilateral agencies and the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents from the office of parliamentarian gave the highest ratings for the extent to which Côte d'Ivoire would benefit, if capacity building were to support “*the legislative branch, to help them effectively debate and consider development programs,*” whereas respondents from bilateral/multilateral agencies and the media gave significantly lower ratings.
- Respondents from the South gave the highest ratings for the extent to which Côte d'Ivoire would benefit, if capacity building were to support “*the private sector, related to institutional and policy change,*” whereas respondents from the North gave significantly lower ratings.

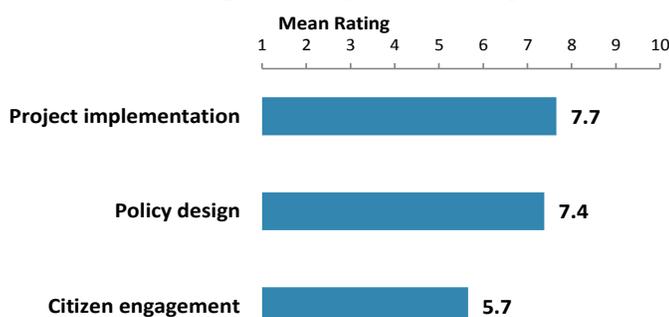


"The World Bank Group can provide capacity building support in a number of ways in Côte d'Ivoire. To which degree would Côte d'Ivoire benefit, if capacity building were to support" (1 - "To no degree at all", 10 - "To a very significant degree")

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

### Effectiveness of WBG's Capacity Building Work

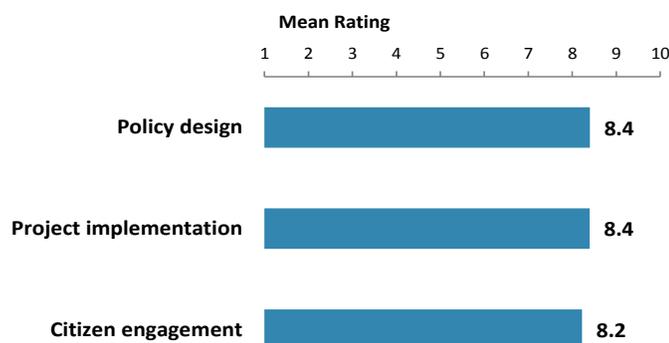
- Respondents from academia/research institutes/think tanks, PMUs and consultants working on Bank projects gave the highest ratings for the effectiveness of WBG's capacity building work in "*project implementation*," whereas respondents from bilateral/multilateral agencies had significantly lower ratings.
- Respondents from the East gave the highest ratings for the effectiveness of WBG's capacity building work in "*project implementation*" and "*policy design*," whereas respondents from the South had significantly lower ratings.



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Côte d'Ivoire?"  
(1 - "Not effective at all", 10 - "Very effective")

### Importance of WBG's Capacity Building Work

- Respondents from the media gave the highest ratings for the importance of WBG's capacity building work in "*project implementation*" and "*policy design*," whereas respondents from bilateral/multilateral agencies had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the importance of WBG's capacity building work in all three areas.

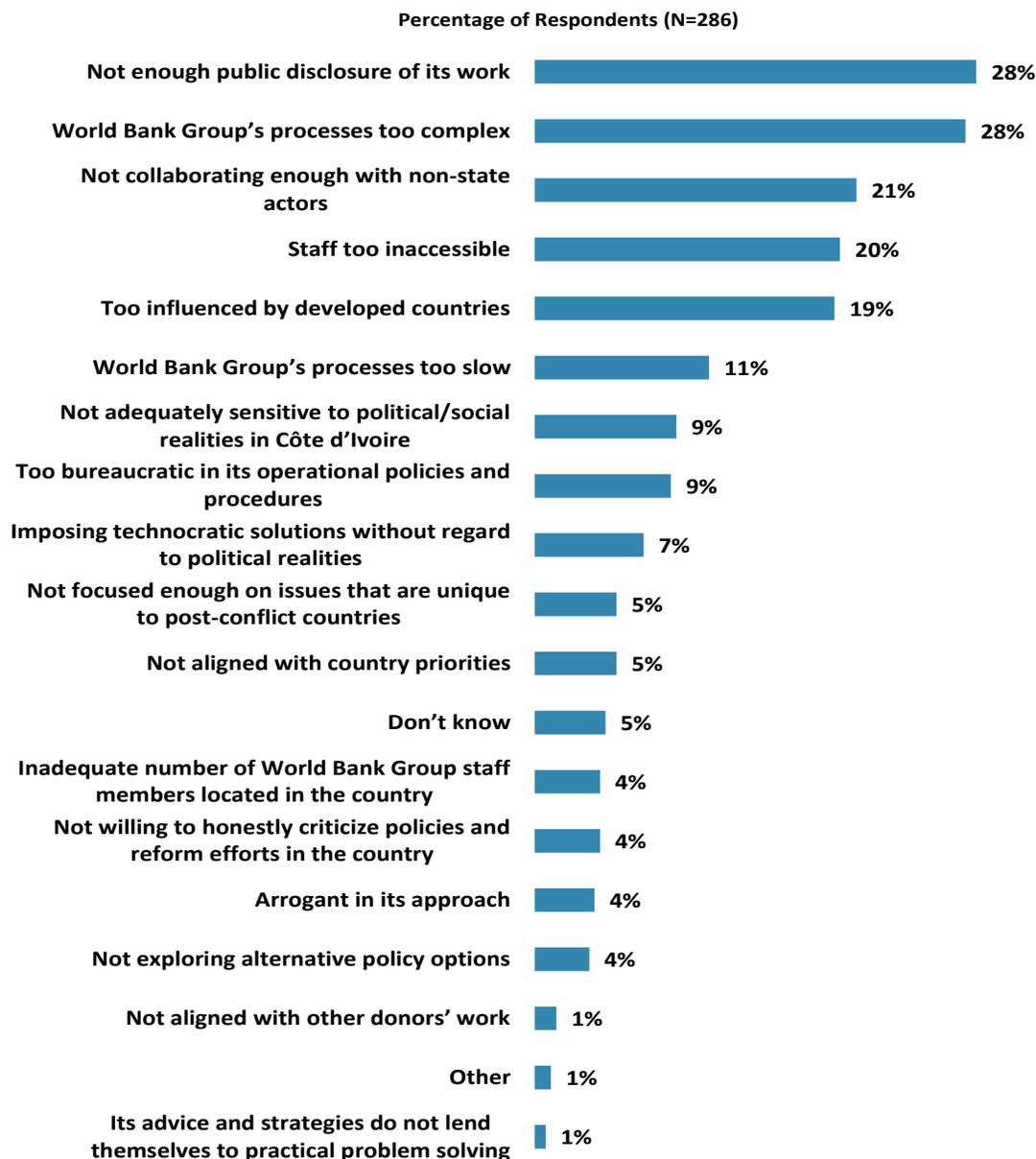


"When thinking about how to improve capacity building in Côte d'Ivoire to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"  
(1 - "Not important at all", 10 - "Very important")

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

### Greatest Weakness

- In the FY '10 country survey\*, respondents indicated that the Bank's greatest weakness in its work in Côte d'Ivoire was imposing technocratic solutions without regard to political realities (57%) and Being too bureaucratic in its operational policies and procedures (36%).



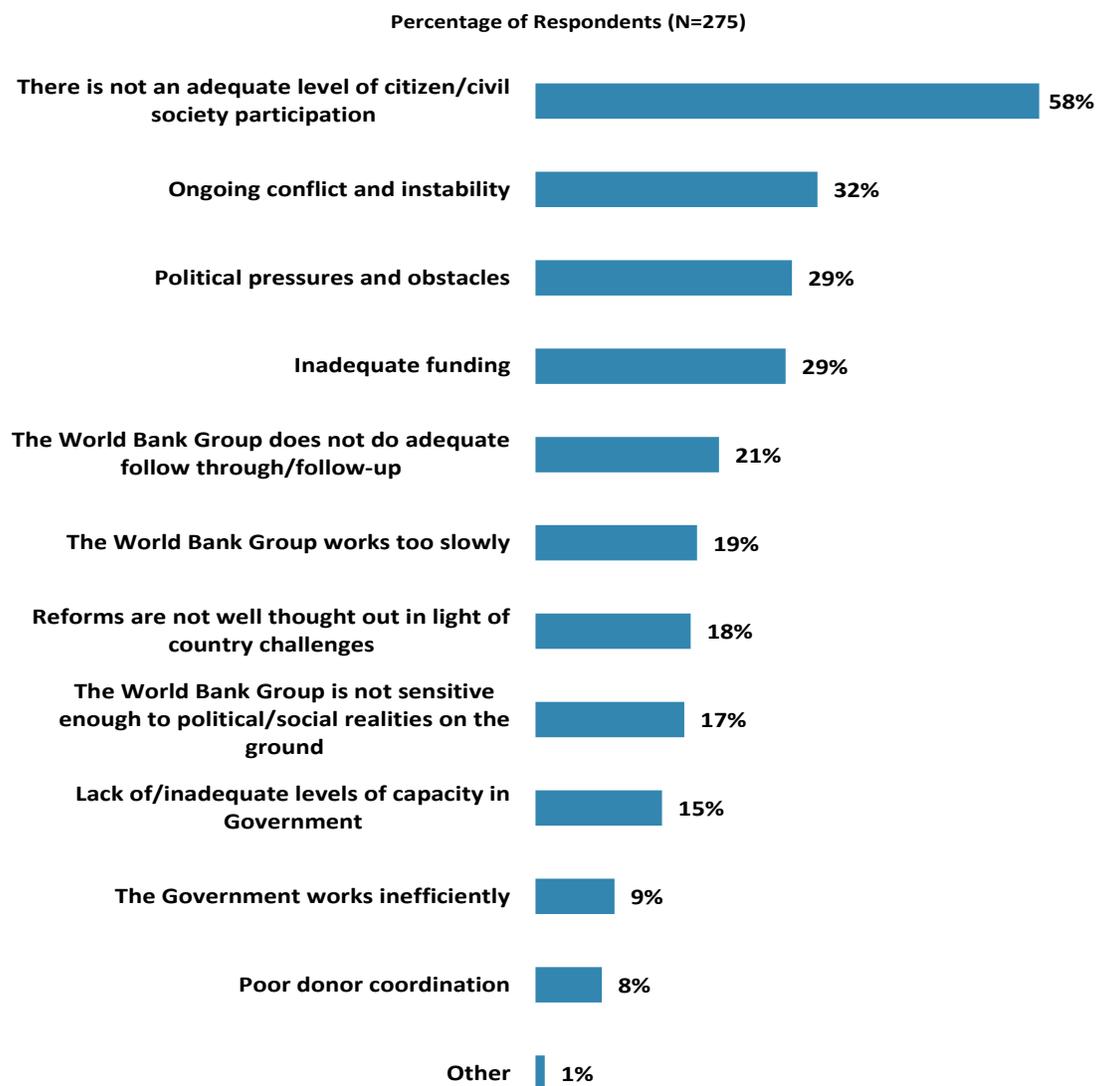
"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Côte d'Ivoire? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

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

### Attributing Slow or Failed Reform Efforts

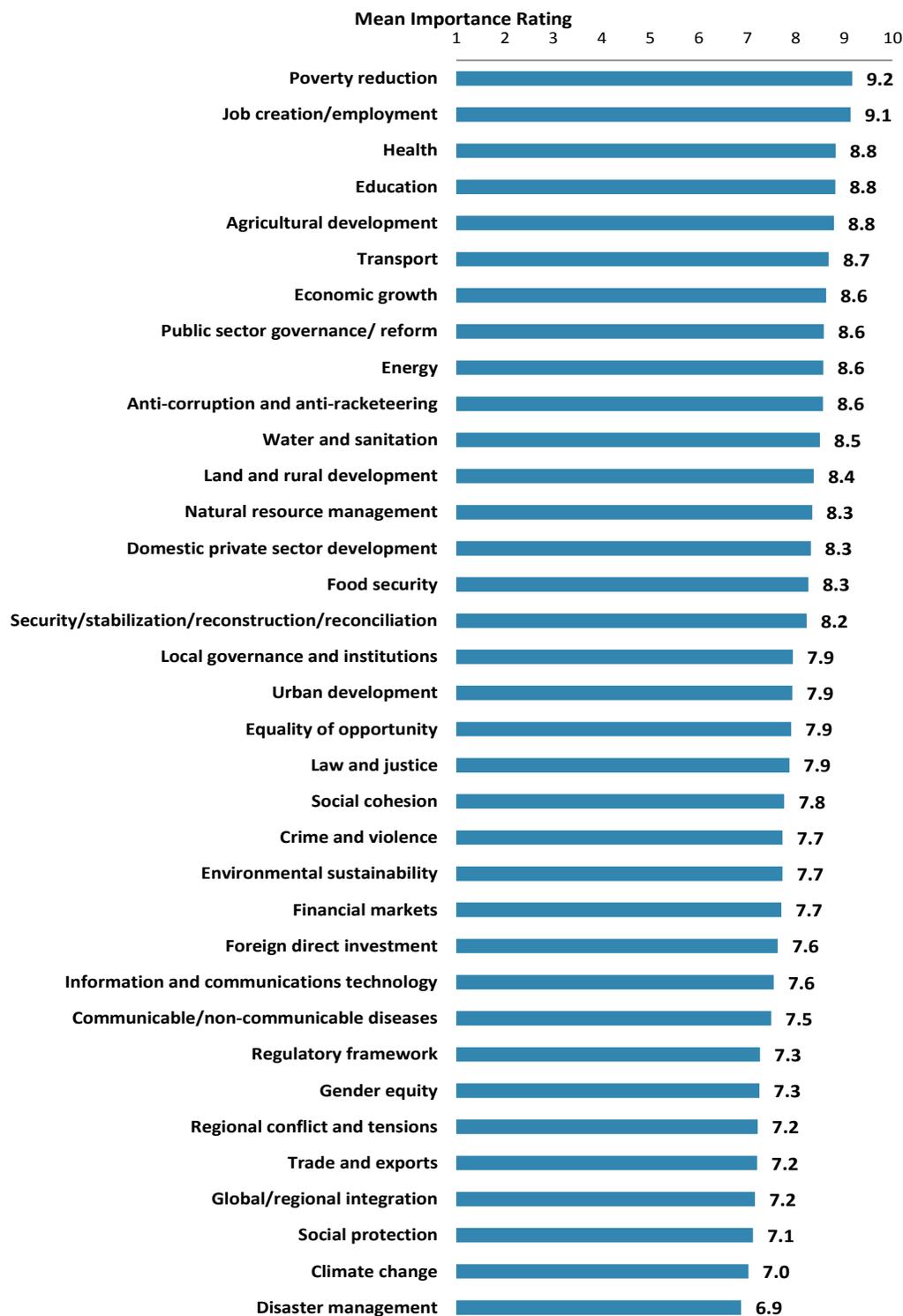
- Respondents from the CSOs were most likely to attribute failed reform efforts to “*there is not an adequate level of citizen/civil society participation,*” where respondents from bilateral/multilateral agencies were significantly less likely to do so.



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

## VI. Sectoral Importance and Effectiveness

### Importance of Sectoral Areas



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

## VI. Sectoral Importance and Effectiveness (continued)

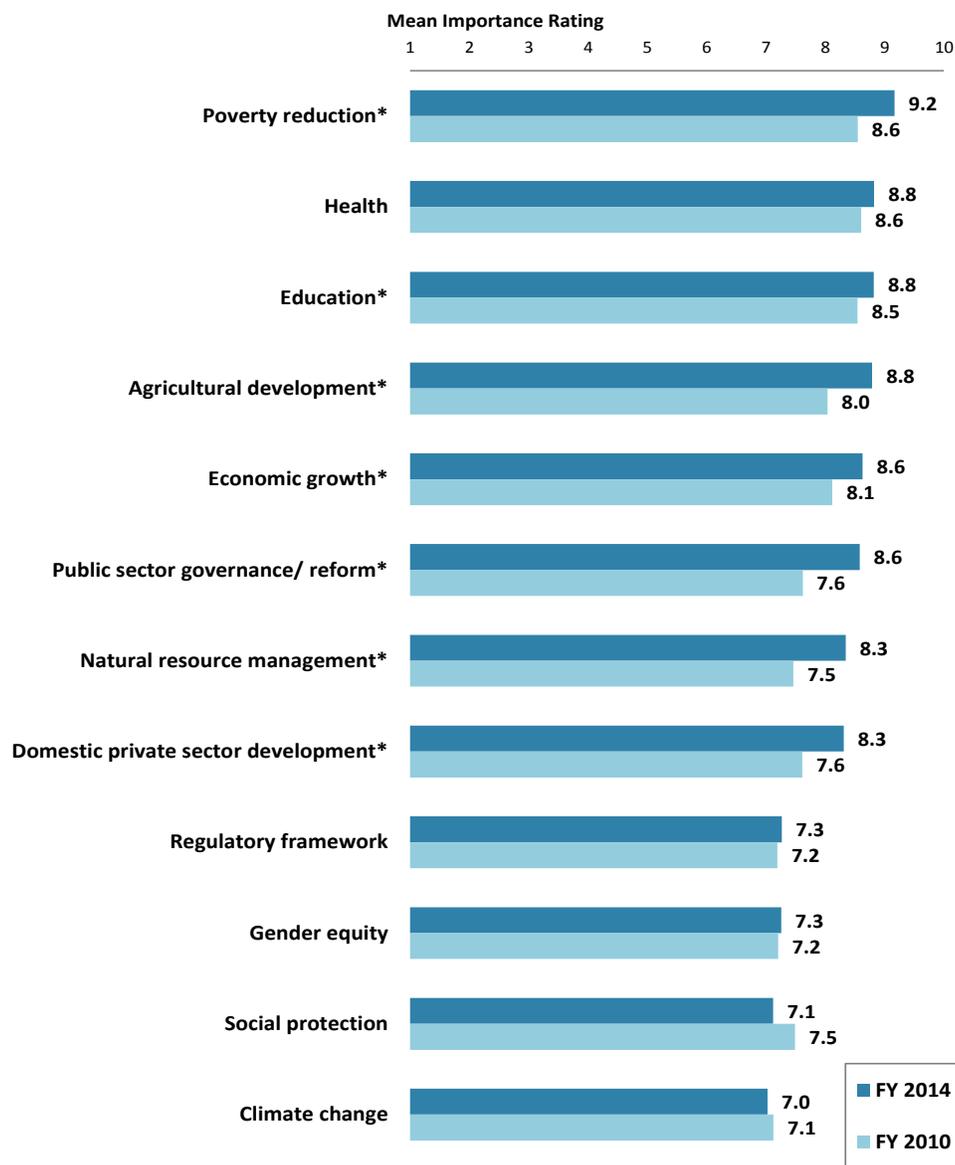
### Importance of Sectoral Areas (continued)

- There were significant stakeholder group differences in their ratings for the importance of the World Bank Group to be involved in almost all of these thirty five development areas, except “*foreign direct investment (7.6)*,” “*energy (8.6)*,” “*public sector governance/reform (8.6)*.”
- For a majority of the sectoral areas, respondents from the office of parliamentarian tended to have the highest ratings for the importance of the WBG to be involved in these sectors, whereas respondents from bilateral/multilateral agencies often tended to have significantly lower ratings.
- Responses across all stakeholder groups can be found in Appendix B (page 83).
- There were significant differences between geographic locations in fourteen of the thirty five development areas. All ratings across geographic locations can be found in Appendix C (page 105)

## VI. Sectoral Importance and Effectiveness (continued)

### Importance of Sectoral Areas (continued)

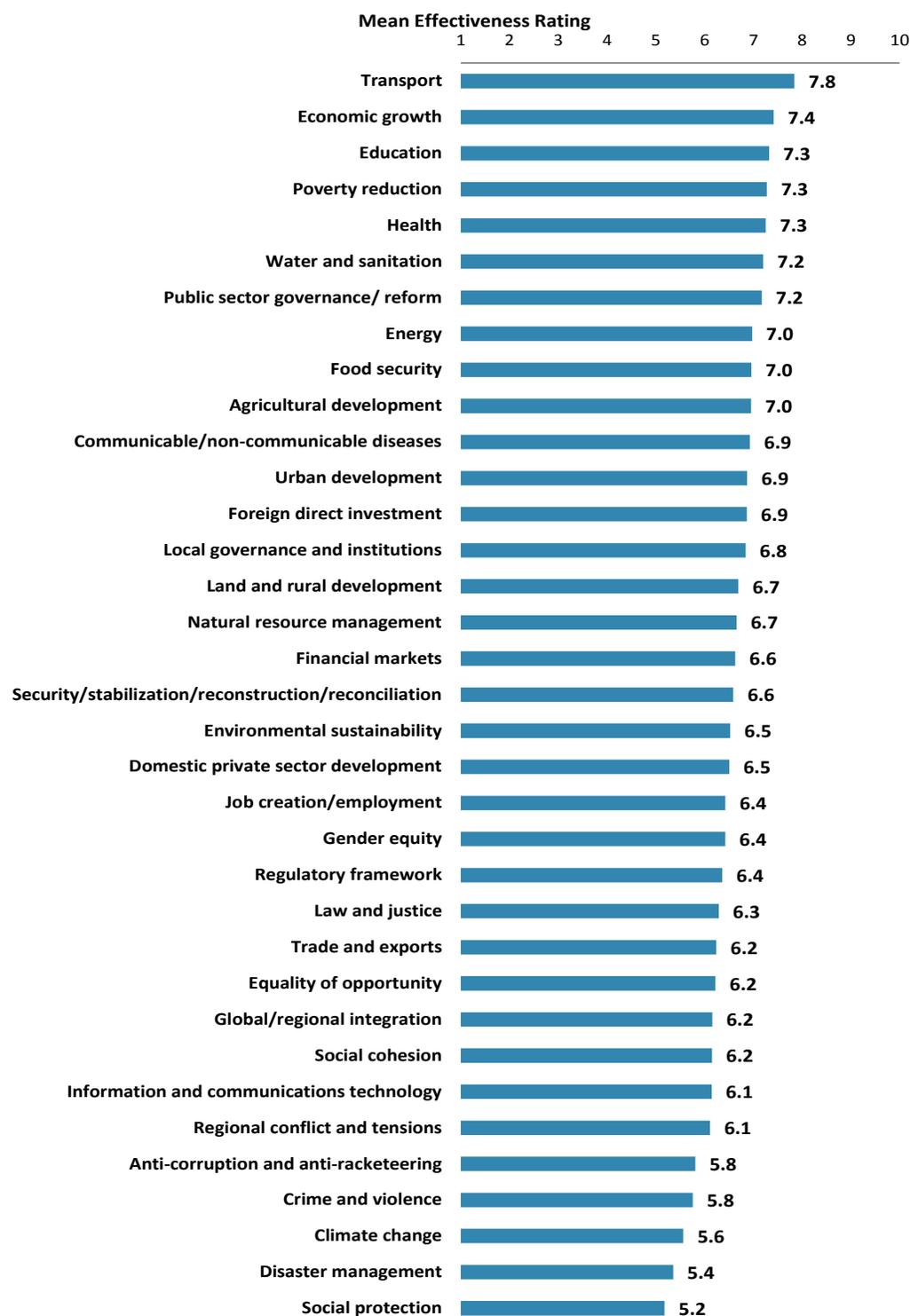
- Respondents in this year's country survey gave significantly higher ratings for the importance of the WBG to be involved in "poverty reduction," "education," "agricultural development," "economic growth," "public sector governance/reform," "natural resource management," and "domestic private sector development," compared to respondents in the FY'10 country survey.



(1-"Not important at all", 10-"Very important")  
 (\*Significantly different between FY 2014 and FY 2010)

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas



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

## VI. Sectoral Importance and Effectiveness (continued)

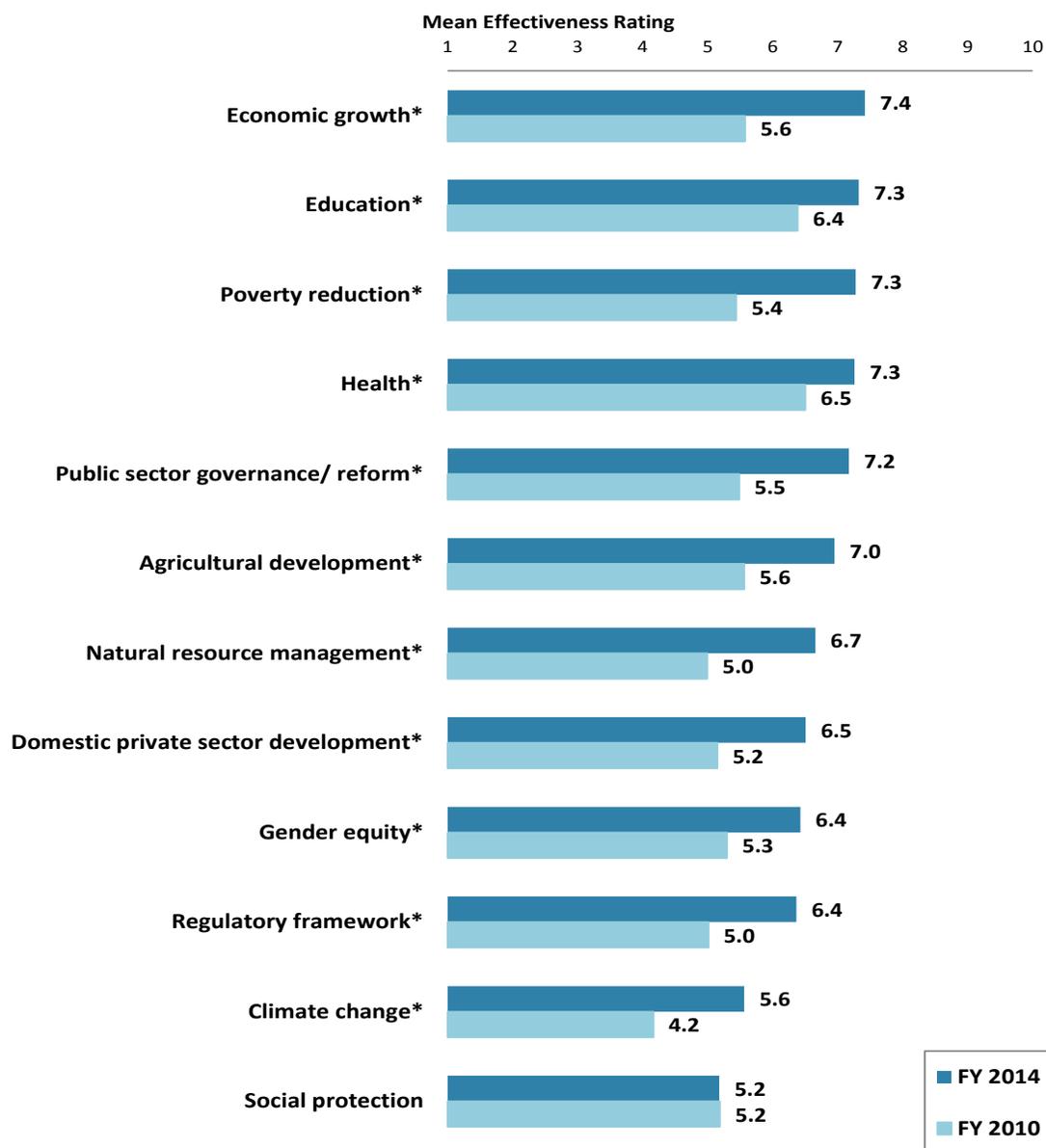
### Effectiveness of Sectoral Areas (continued)

- There were significant stakeholder group differences in their ratings for the effectiveness of the World Bank Group in almost all of these thirty five development areas, except “*regulatory framework (6.4)*,” “*gender equity (6.4)*,” “*local governance and institutions (6.8)*,” “*water and sanitation (7.2)*,” “*energy (7.0)*,” and “*health (7.3)*.”
- For a majority of the sectoral areas, respondents from the office of parliamentarian tended to have the highest ratings for the effectiveness of the WBG in these sectors, whereas respondents from bilateral/multilateral agencies often tended to have significantly lower ratings.
- Responses across all stakeholder groups can be found in Appendix B (page 83).
- There were significant differences between geographic locations in nine of the thirty five development areas. All ratings across geographic locations can be found in Appendix C (page 105)

## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of Sectoral Areas (continued)

- Respondents in this year's country survey gave significantly higher ratings for the WBG's effectiveness in all of the following sectoral areas (except "social protection"), as compared to respondents in the FY'10 country survey.



(1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2014 and FY 2010)

## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Côte d'Ivoire, bivariate correlational analyses were conducted using respondents' ratings of the thirty-five specific areas of effectiveness.

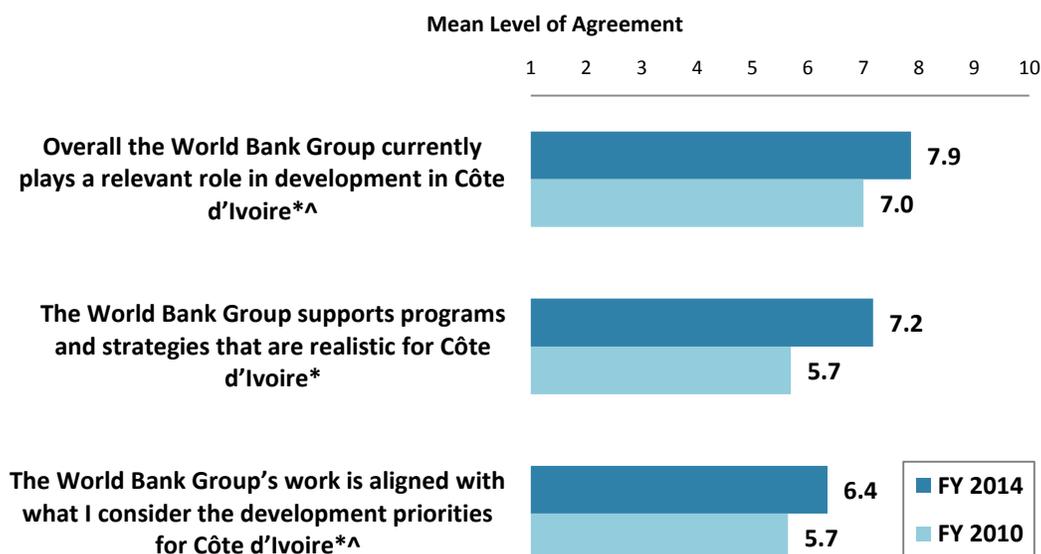
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the WBG's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings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

- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Côte d'Ivoire. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at disaster management;
  - The WBG's effectiveness at energy;
  - The WBG's effectiveness at transport; and
  - The WBG's effectiveness at equality of opportunity.
  
- **Achieving Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Côte d'Ivoire, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at energy;
  - The WBG's effectiveness at crime and violence;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at local governance and institutions; and
  - The WBG's effectiveness at natural resource management.

## VII. How the World Bank Group Operates

### The World Bank Group's Work in Côte d'Ivoire

- Respondents in this year's country survey had significantly higher levels of agreement regarding all of these statements compared to respondents in the FY '10.
- There were significant stakeholder group differences in their levels of agreement with that *"overall the WBG currently plays a relevant role in development in Côte d'Ivoire,"* and that *"the WBG supports programs and strategies that are realistic for Côte d'Ivoire."* For the most part, respondents from the media tended to have the highest levels of agreement, whereas respondents from academia/research institutes/think tanks tended to have significantly lower levels of agreement.
- Respondents across stakeholder groups had statistically similar levels of agreement with the indicator statement that *"the WBG's work is aligned with what I consider the development priorities for Côte d'Ivoire."*
- There were significant differences between geographic locations in their levels of agreement with all three statements. Respondents from the Central had the highest levels of agreement, whereas respondents from the West had significantly lower levels of agreement.



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

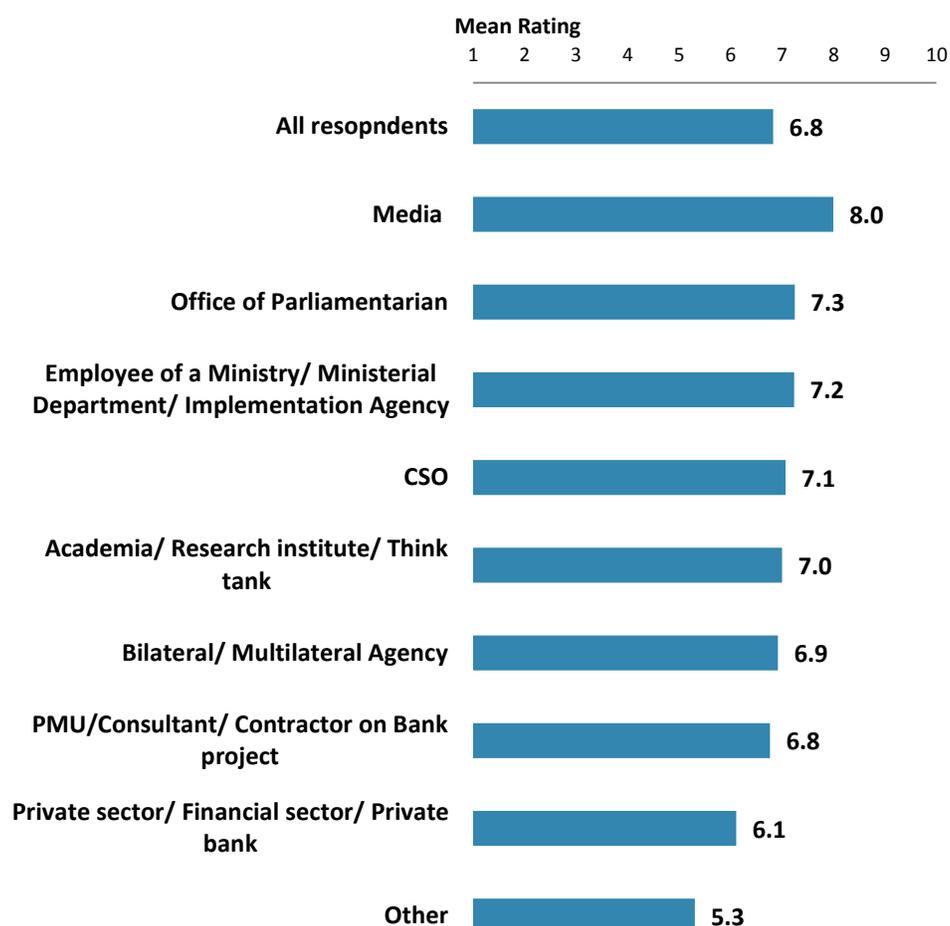
(\*Significantly different between FY 2010 and FY 2014)

^Indicator Question

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

### Building/Strengthening Existing Country Systems

- Respondents from the media had the highest ratings for the extent to which the World Bank Group helped to build/strengthen existing country systems in Côte d'Ivoire, whereas respondents from the private sector/financial sector/private banks had significantly lower ratings.
- Respondents across geographic locations had statistically similar ratings for the World Bank Group helped to build/strengthen existing country systems in Côte d'Ivoire.



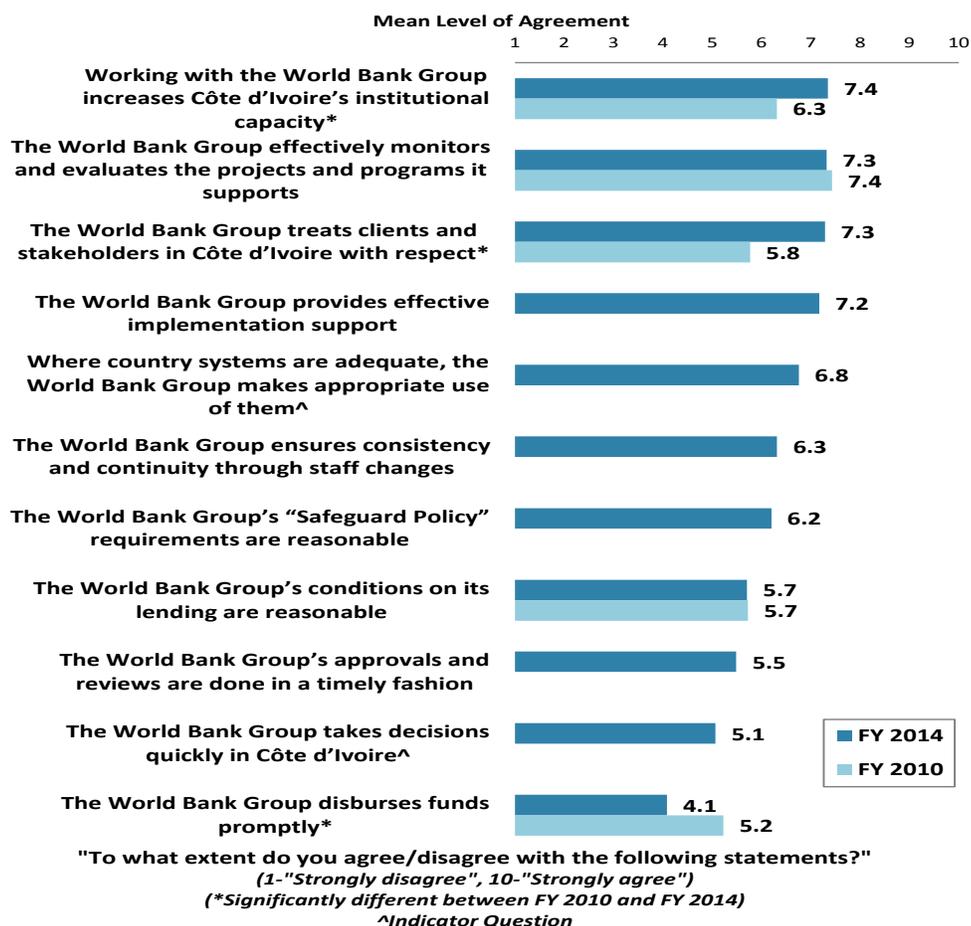
"To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?"

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

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

### Overall Perceptions

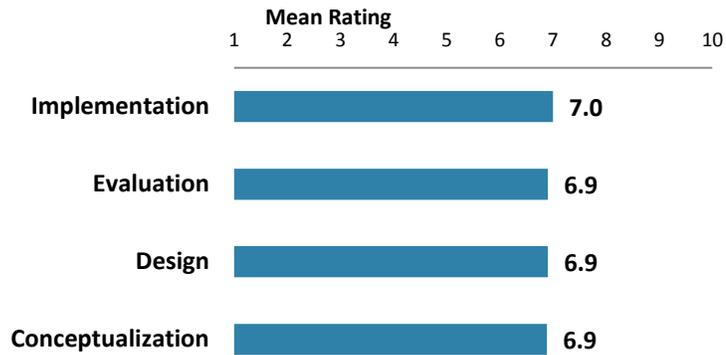
- Respondents in this year's country survey had significantly *lower* levels of agreement that "WBG disburses funds promptly" compared to respondents from the FY '10.
- In addition, respondents in this year's country survey had significantly *higher* levels of agreement that "the WBG increases Côte d'Ivoire's institutional capacity," and that "the WBG treats clients and stakeholders in Côte d'Ivoire with respect" compared to respondents from the FY '10 country survey.
- There were significant stakeholder differences in their levels of agreement with all statements except "the WBG's 'Safeguard Policy' requirements are reasonable." For the most part, respondents from the media had the highest levels of agreement with these statements, whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement. This trend was reversed when the respondents rated their levels of agreement with the statement that "the WBG disburses funds promptly."
- There were significant differences between geographic locations in their levels of agreement with three statements: "the WBG effectively monitors and evaluates the projects and programs it supports," "the WBG's approval and reviews are done in a timely fashion," and "the WBG provides effective implementation support." For the most part, respondents from the Central had significantly higher levels of agreement than respondents from the West.



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

### Contribution of the WBG's Delivery Work

- There were significant stakeholder differences in their ratings for all four aspects of the WBG's technical assistance/advisory work's contribution to solving Côte d'Ivoire's development challenges.
  - Respondents from the office of parliamentarian tended to give the highest ratings for WBG's work on "*conceptualization*," "*design*," and "*implementation*," whereas respondents from bilateral/multilateral agencies tended to have significantly lower ratings.
  - Respondents from the media tended to give the highest ratings for WBG's work on "*evaluation*," whereas respondents from academia/research institutes/think tanks tended to give significantly lower ratings.
- Respondents from the East had the highest ratings for the WBG's work on "*conceptualization*" and "*evaluation*," whereas respondents from the West had significantly lower levels of ratings for these two aspects of the WBG's technical assistance/advisory work's contribution to solving Côte d'Ivoire's development challenges.

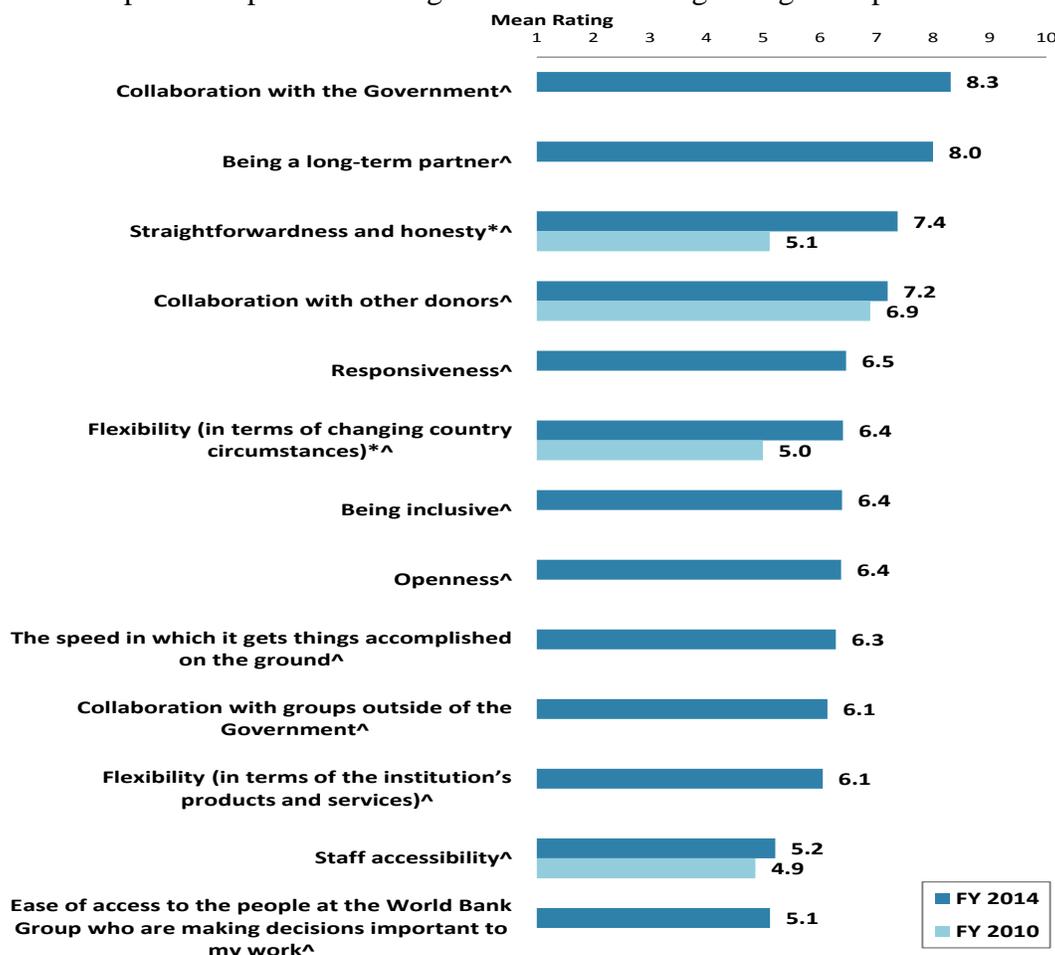


**"To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Côte d'Ivoire's development challenges?"**  
*(1-"To no degree at all", 10-"To a significant degree")*

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

### The World Bank Group as an Effective Development Partner

- Respondents in this year's country survey had significantly higher ratings for the following qualities of the WBG as an effective development partner: *“straightforwardness and honesty”* and *“flexibility in terms of changing country circumstances”* compared to respondents from the FY '10 country survey.
- There were significant stakeholder group differences in their ratings across many of these qualities (all indicator questions). For the most part, respondents from the media tended to give the highest ratings, whereas respondents from bilateral/ multilateral agencies tended to give significantly lower ratings (see Appendix B for details).
- There were significant differences between geographic locations in their ratings for four qualities: *“openness,” “staff accessibility,” “ease of access to the people at the WBG who are making decisions important to my work,”* and *“being a long-term partner.”* For the first three qualities, respondents from the East had the highest ratings, whereas respondents from the Central gave significantly lower ratings. This trend was reversed, when respondents provided ratings for the WBG being a long-term partner.

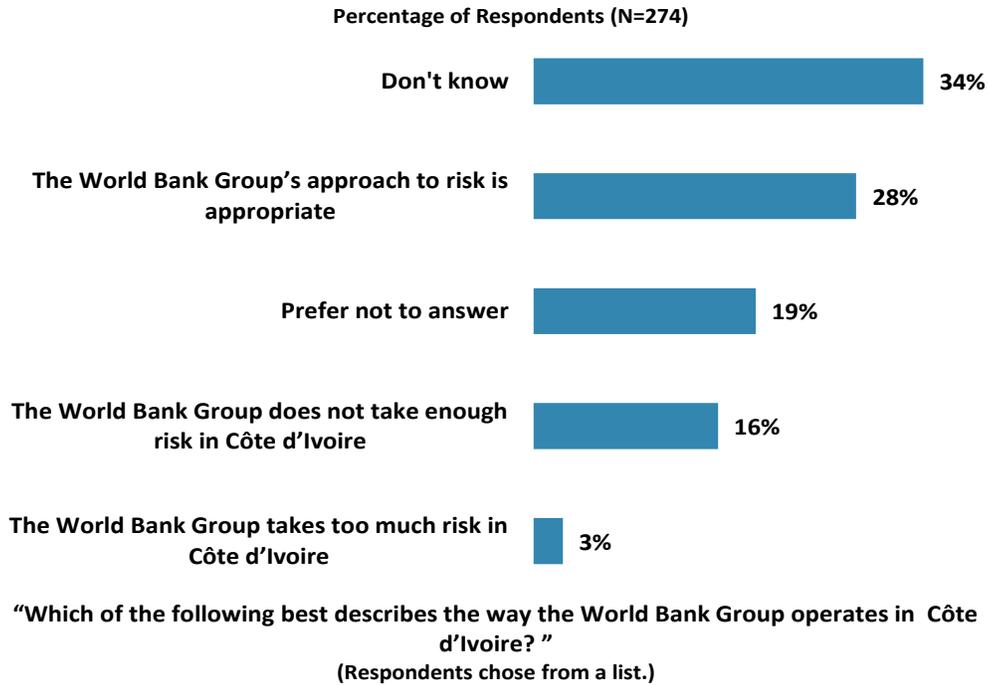


"To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")  
 (\*Significantly different between FY 2010 and FY 2014)  
<sup>^</sup>Indicator Question

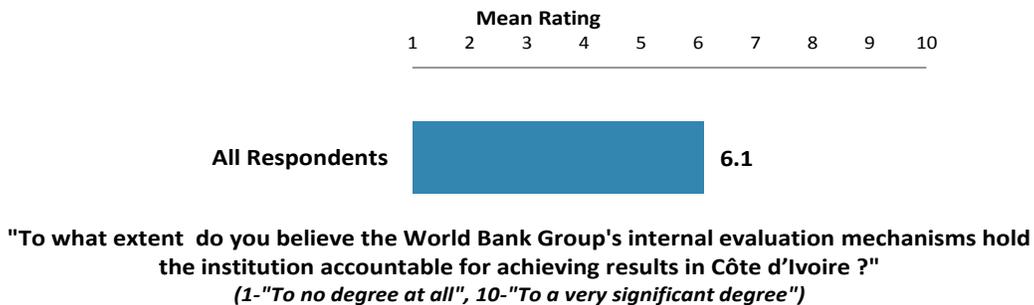
## VII. How the World Bank Group Operates (continued)

### The World Bank Group's Approach to Risk in Côte d'Ivoire

- While a quarter of respondents across stakeholder groups tended to indicate that the World Bank Group's approach to risk is appropriate in Côte d'Ivoire, respondents from academia/research institutes/think tanks, PMU, and consultants/contractors working on Bank projects tended to indicate that the WBG does not take enough risk.

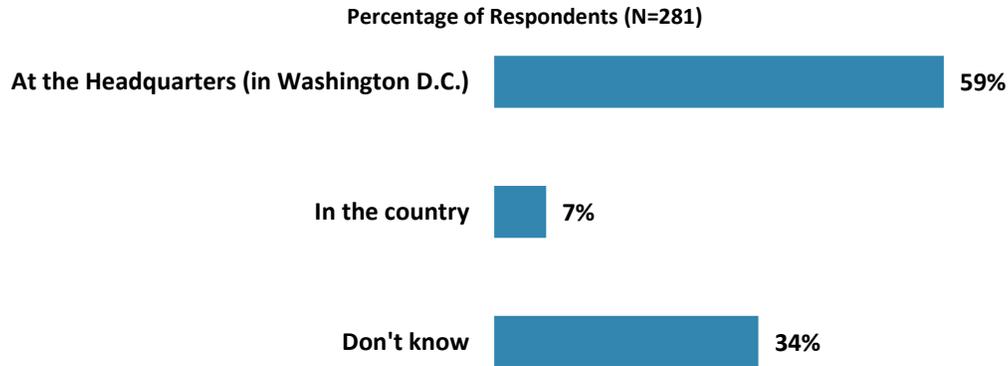


### The World Bank Group's Internal Evaluation Mechanism



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

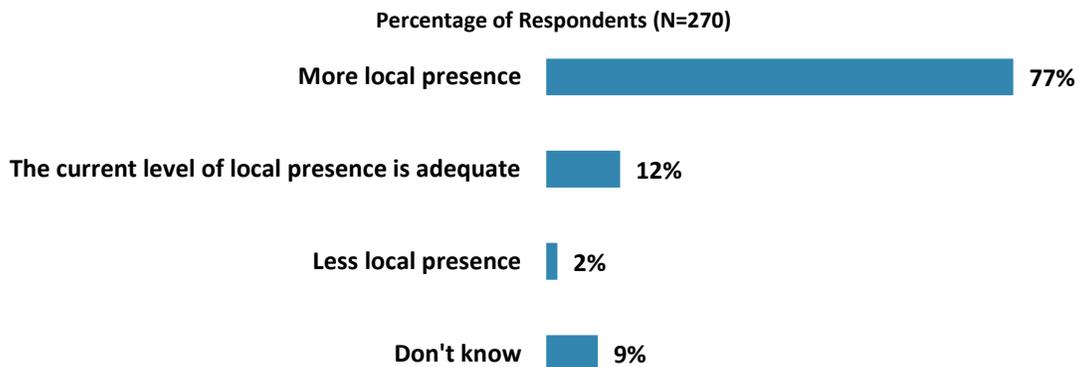
### Making Decisions about the WBG Program in Côte d'Ivoire



"Where are the World Bank Group's decisions made primarily that support the program in Côte d'Ivoire?"  
(Respondents chose from a list.)

### The World Bank Group's Local Presence in Côte d'Ivoire

- While most respondents across stakeholder groups tended to indicate that the World Bank Group should have *more* local presence in Côte d'Ivoire, nearly half of the respondents from bilateral/multilateral agencies believed that the current level of local presence is adequate. One fifth of respondents from academia/research institutes/think tanks indicated that the WBG should have *less* local presence.

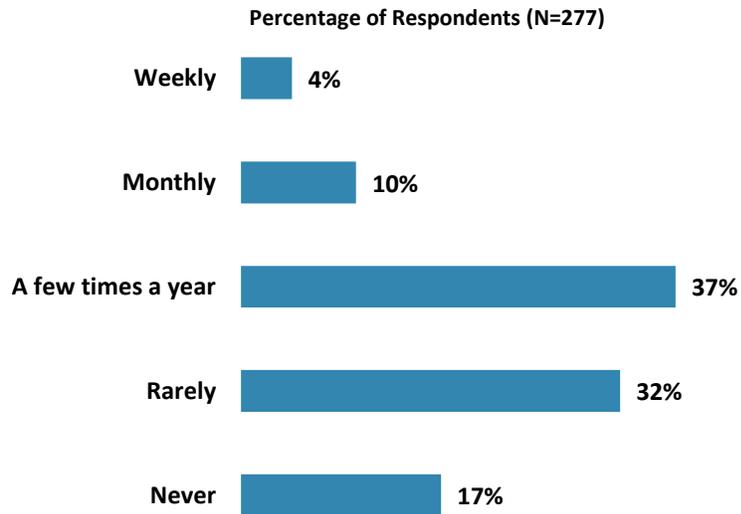


"To be a more effective development partner in Côte d'Ivoire, do you believe that the World Bank Group should have?"  
(Respondents chose from a list)

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

### Frequency of Consulting World Bank Group's Knowledge Work and Activities

- Respondents from the media, PMUs, and consultants/contractors working on Bank projects tended to indicate that they consulted WBG's knowledge more often than respondents from other stakeholder groups.

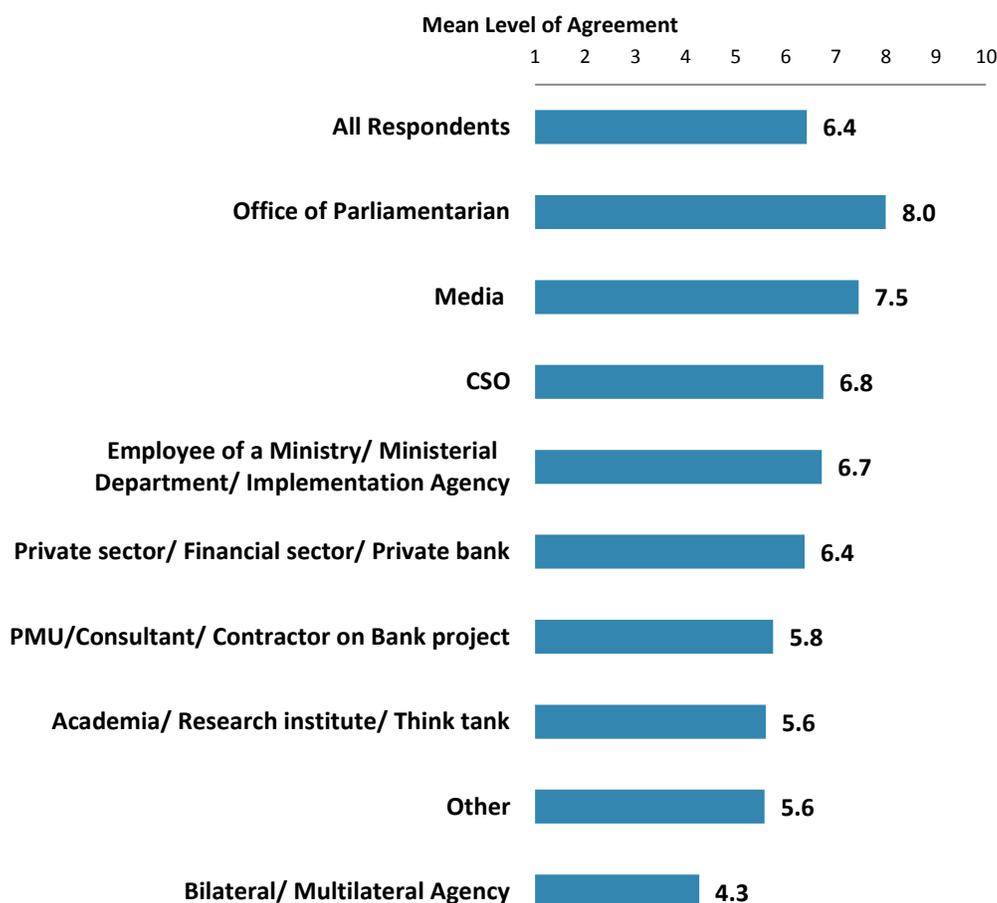


"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)

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

### Meeting Côte d'Ivoire's Knowledge Needs (*Indicator Question*)

- Respondents from the office of parliamentarian and the media had the highest levels of agreement that the World Bank Group meets Côte d'Ivoire's needs for knowledge services, whereas respondents from bilateral/multilateral agencies had significantly lower levels of agreement.
- Respondents across geographic locations had statistically similar ratings for the levels of agreement that the World Bank Group meets Côte d'Ivoire's needs for knowledge services.

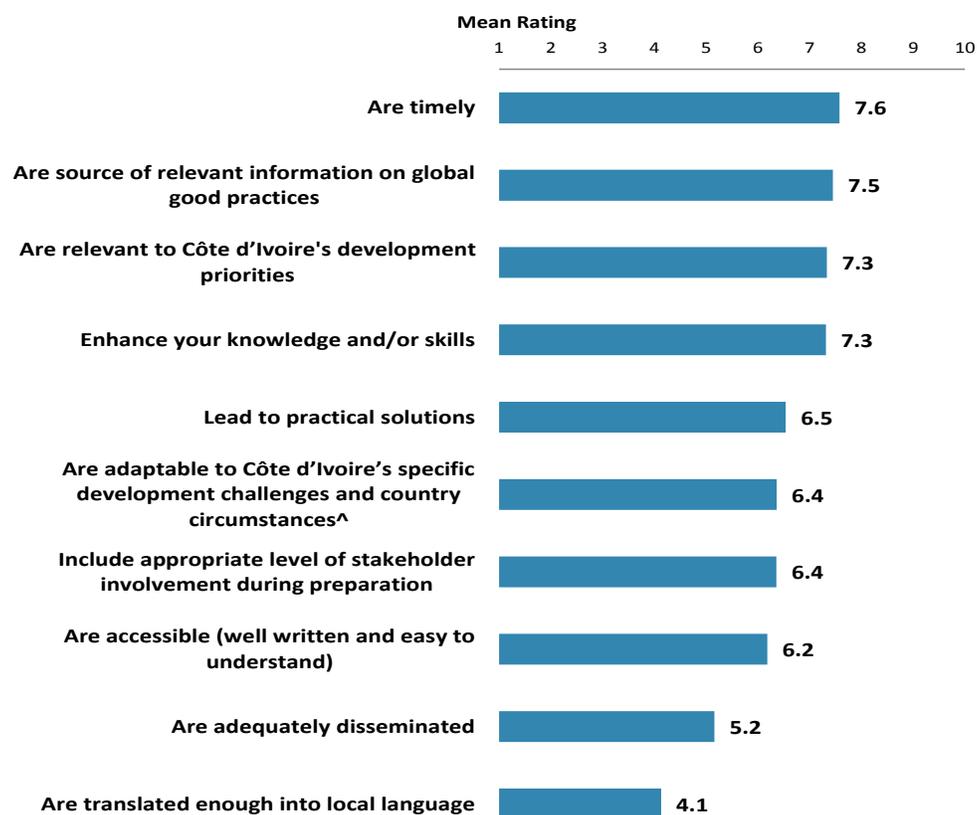


"The World Bank Group meets Côte d'Ivoire's needs for knowledge services"  
 (1-"Strongly disagree", 10-"Strongly agree")

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

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

- There were significant stakeholder group differences in their ratings across all of these qualities of the WBG's knowledge work and activities (including the indicator question). For the most part, respondents either from the media or the office of parliamentarian tended to give the highest ratings, whereas respondents from the bilateral/multilateral agencies and academia/research institutes/think tanks tended to give significantly lower ratings (see Appendix B for details).
- There were significant differences between geographic locations in their ratings across all of these qualities of the WBG's knowledge work and activities (including the indicator question), except "*including appropriate level of stakeholder involvement during preparation.*" For the most part, respondents from the East tended to give the highest ratings, whereas respondents from the West tended to give significantly lower ratings (see Appendix C for details).
- Respondents in this year's country survey gave statistically similar ratings for the indicator question compared to respondents in the FY '10 (6.0).



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

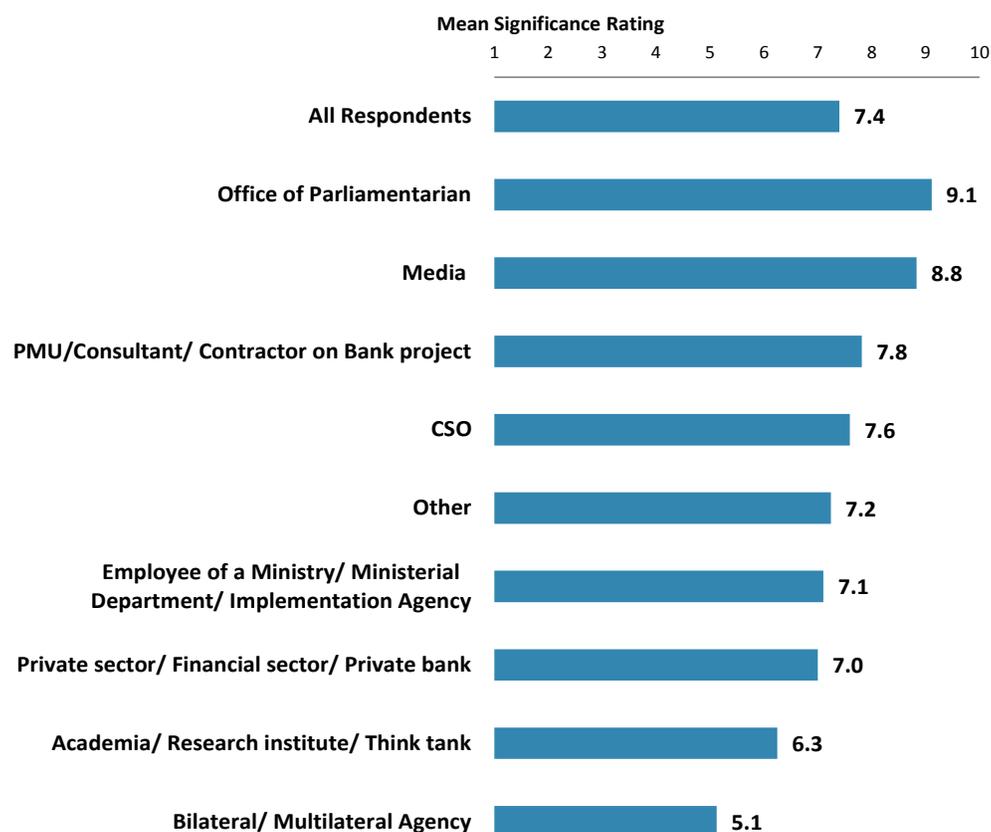
(1-"To no degree at all", 10-"To a very significant degree")

<sup>^</sup>Indicator Question

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

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

- Respondents from the media and the office of parliamentarian gave the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Côte d'Ivoire, whereas respondents from bilateral/multilateral agencies and academia/research institutes/think tanks gave significantly lower ratings.
- Respondents from the East had the highest ratings for the significance of the contribution that the WBG's knowledge work and activities make to development results in Côte d'Ivoire, whereas respondents from the South had significantly lower ratings.

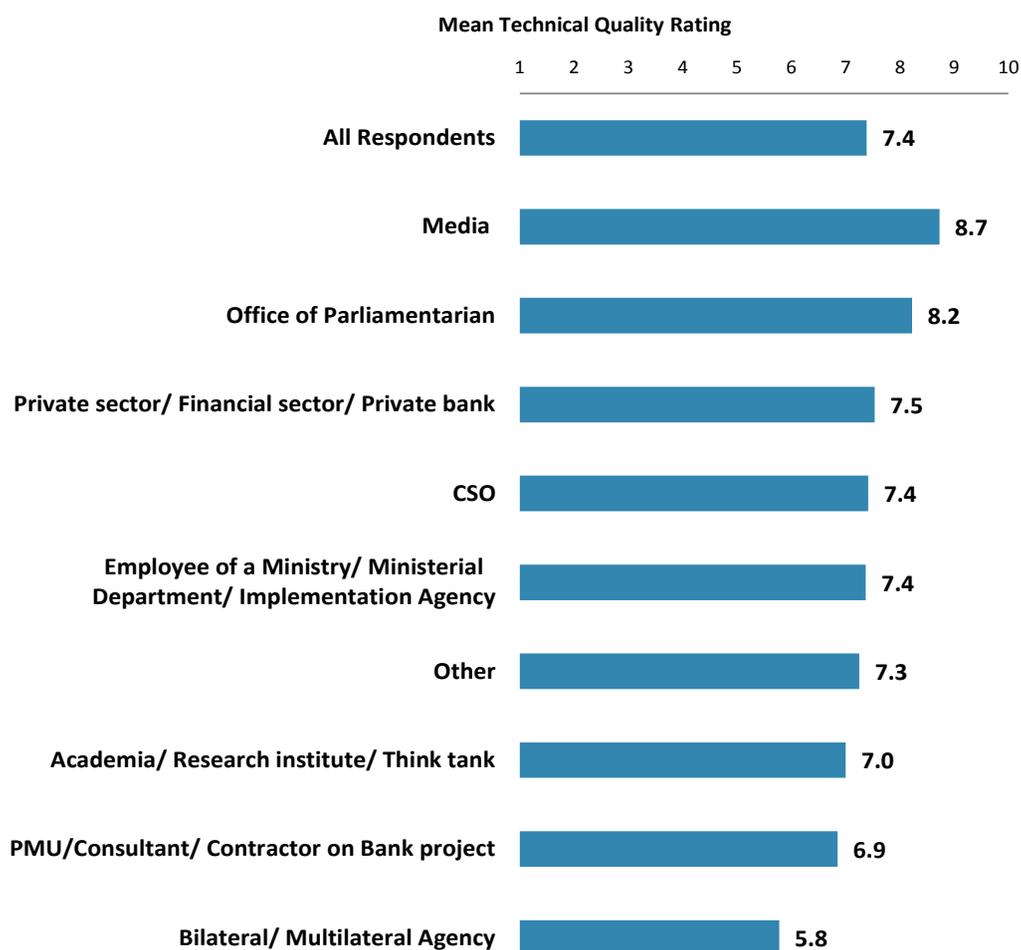


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
 (1-"Not significant at all", 10-"Very significant")

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

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

- Respondents from the media and the office of parliamentarian gave the highest ratings for the technical quality of the WBG's knowledge work and activities, whereas respondents from bilateral/multilateral agencies gave significantly lower ratings.
- Respondents across geographic locations gave statistically similar ratings for the technical quality of the WBG's knowledge work and activities.

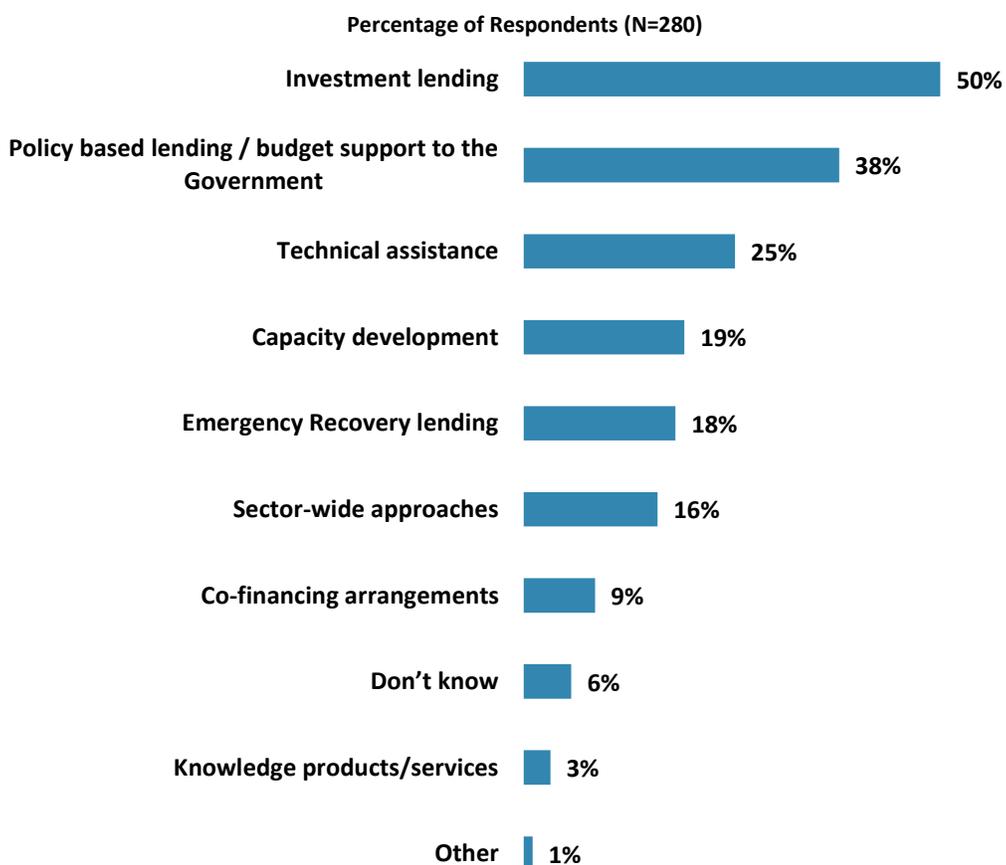


"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"

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

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

### Most Effective Instruments in Reducing Poverty

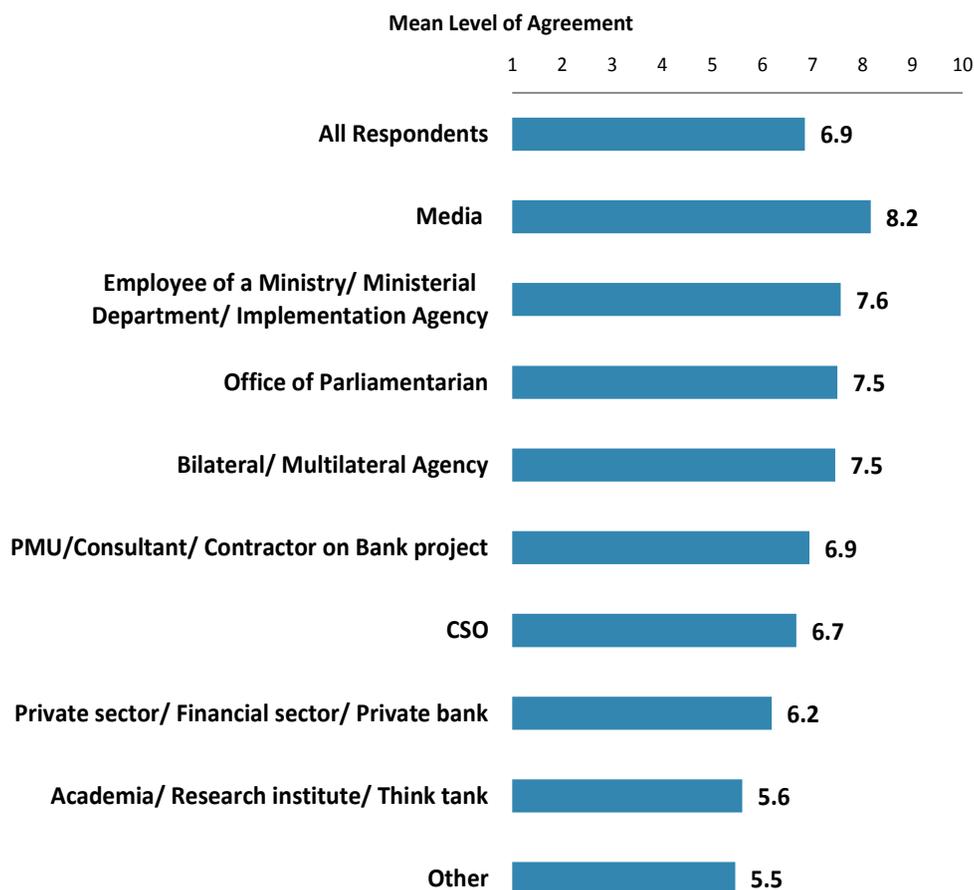


“Which World Bank Group instruments do you believe are the MOST effective in reducing poverty in Côte d'Ivoire? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

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

### Meeting Côte d'Ivoire's Needs for Financial Instruments (*Indicator Question*)

- Respondents from the media had the highest levels of agreement that the World Bank Group's financial instruments meet Côte d'Ivoire's needs, whereas respondents from academia/research institutes/think tanks and other organizations had significantly lower levels of agreement.
- Respondents from the Central had the highest levels of agreement that the World Bank Group's financial instruments meet Côte d'Ivoire's needs, whereas respondents from the West had significantly lower ratings.

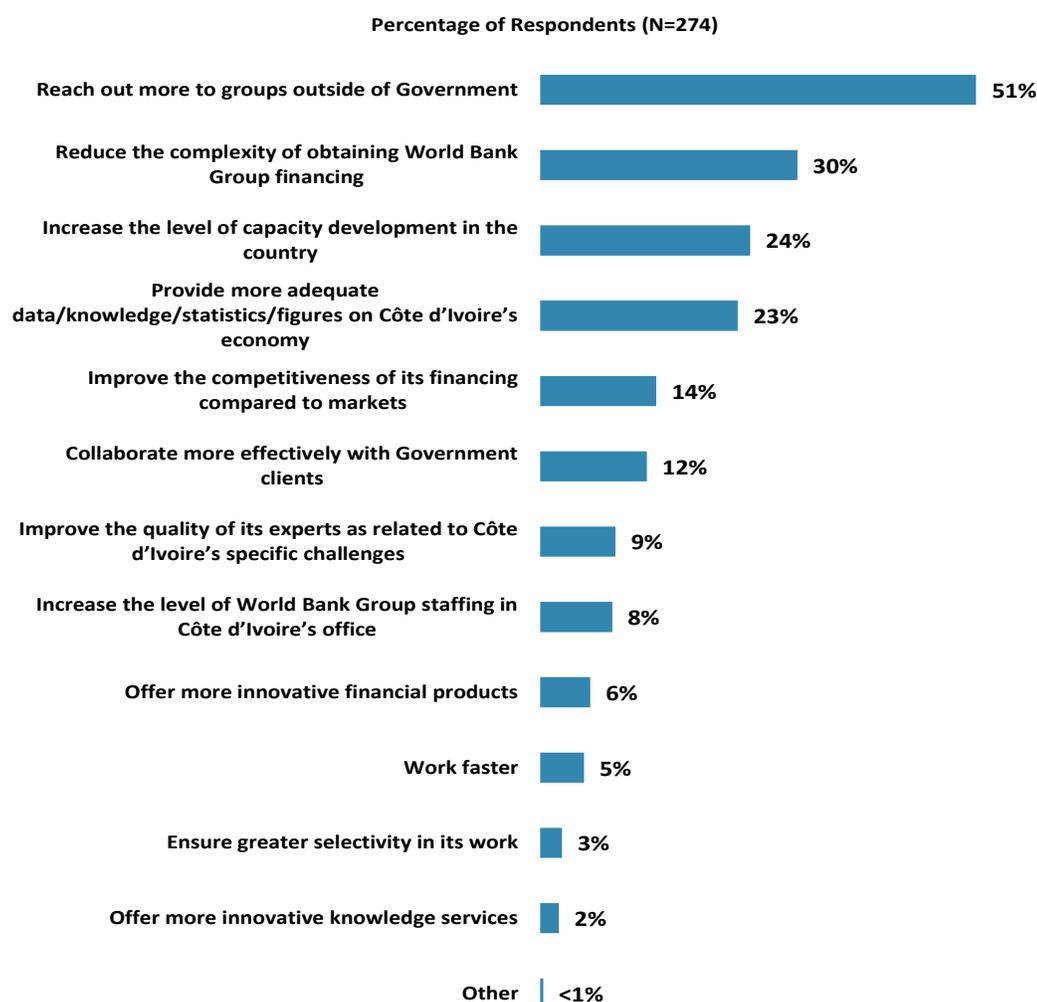


**"The World Bank Group's financial instruments meet the needs of Côte d'Ivoire."  
(1-"Strongly disagree", 10-"Strongly agree")**

## IX. The Future Role of the World Bank Group in Côte d'Ivoire

### Making the World Bank Group of Greater Value

- In the FY '10 country survey\*, respondents indicated that the Bank should reduce the complexity of obtaining World Bank financing (36%) to make itself of greater value in Côte d'Ivoire.
- While respondents from CSOs and bilateral/multilateral agencies were mostly likely to indicate that the WBG should reach out more to *groups outside of the Government*, respondents from the office of parliamentarian and academia/research institutes/think tanks tended to indicate that the WBG should provide more adequate *data/knowledge/statistics/figures on Côte d'Ivoire's economy*.

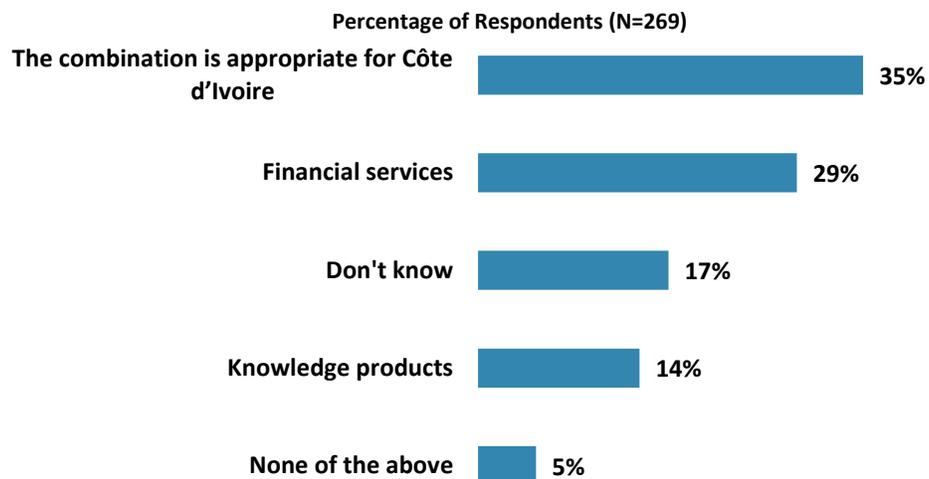


"Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

## IX. The Future Role of the World Bank Group in Côte d'Ivoire (continued)

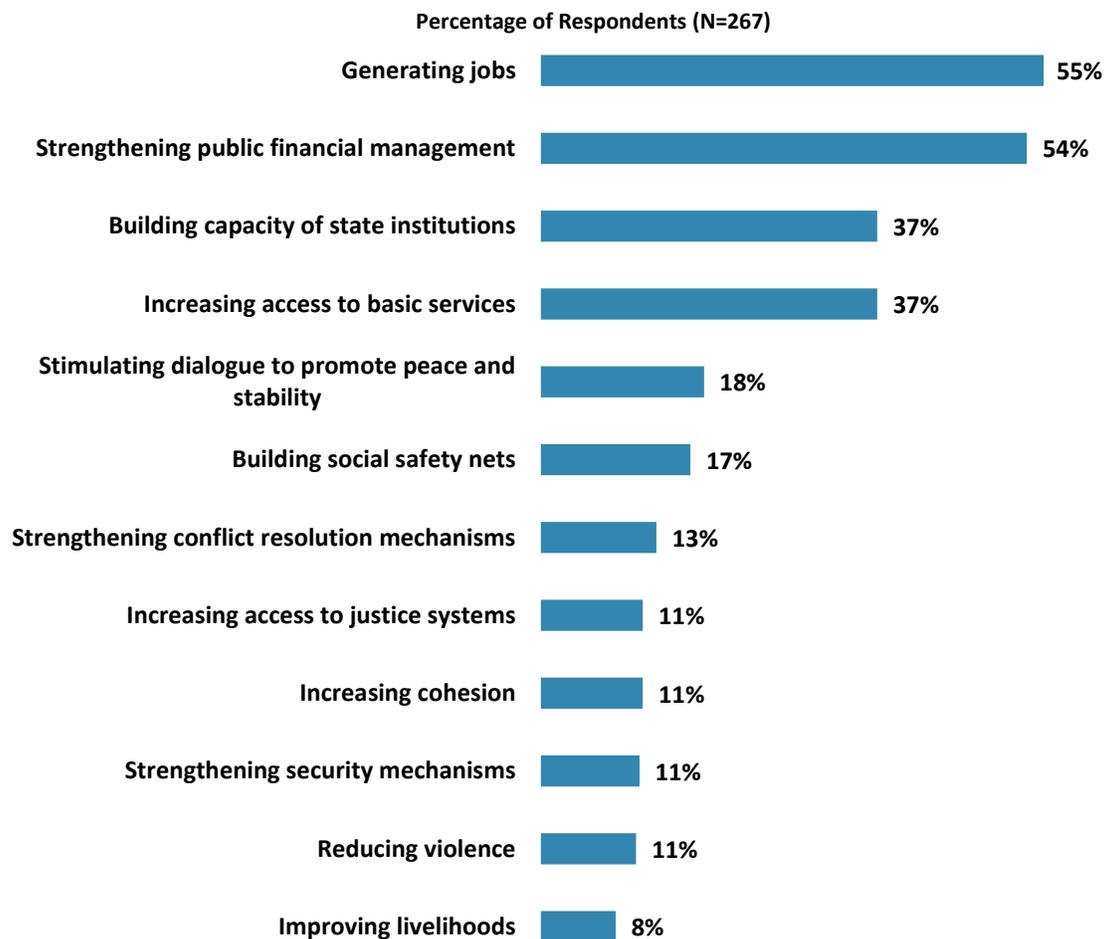
### World Bank Group's Services in Côte d'Ivoire



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

## IX. The Future Role of the World Bank Group in Côte d'Ivoire (continued)

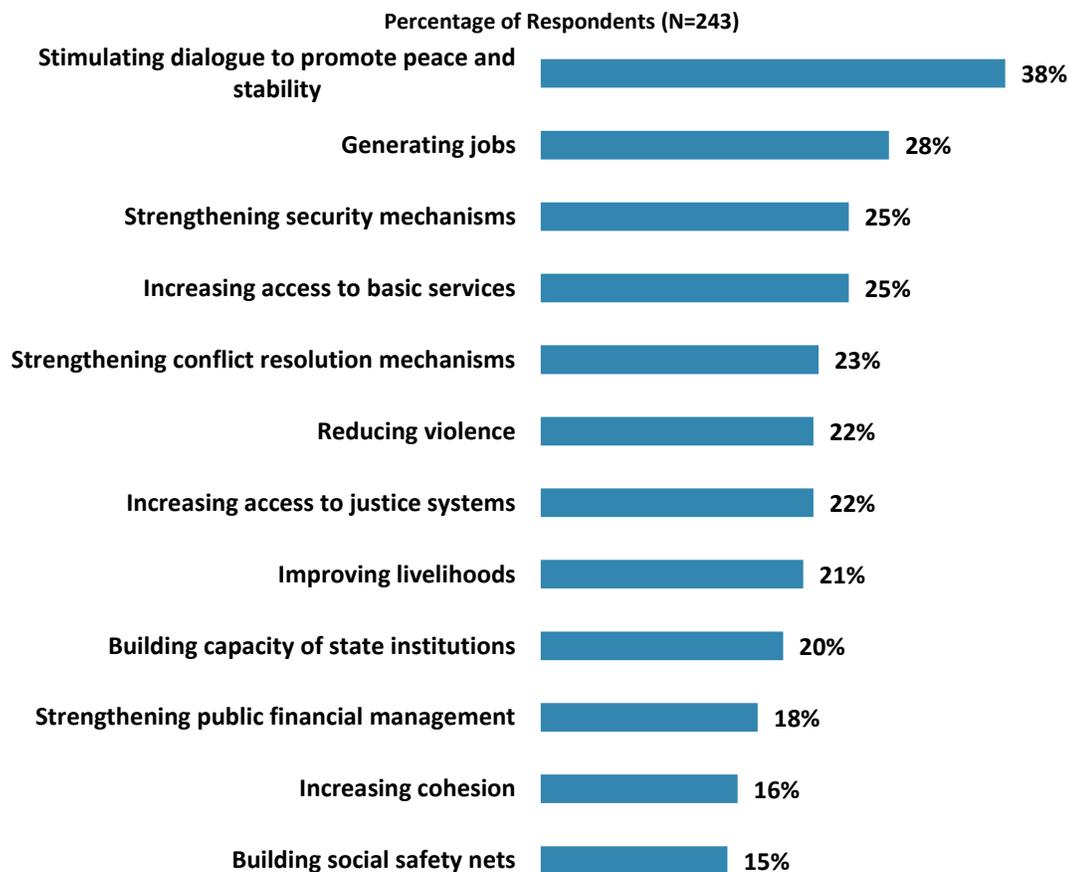
### World Bank Group Playing a Leading Role in Côte d'Ivoire



"Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Côte d'Ivoire?"  
(Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank Group in Côte d'Ivoire (continued)

### Other Donors Playing a Leading Role in Côte d'Ivoire

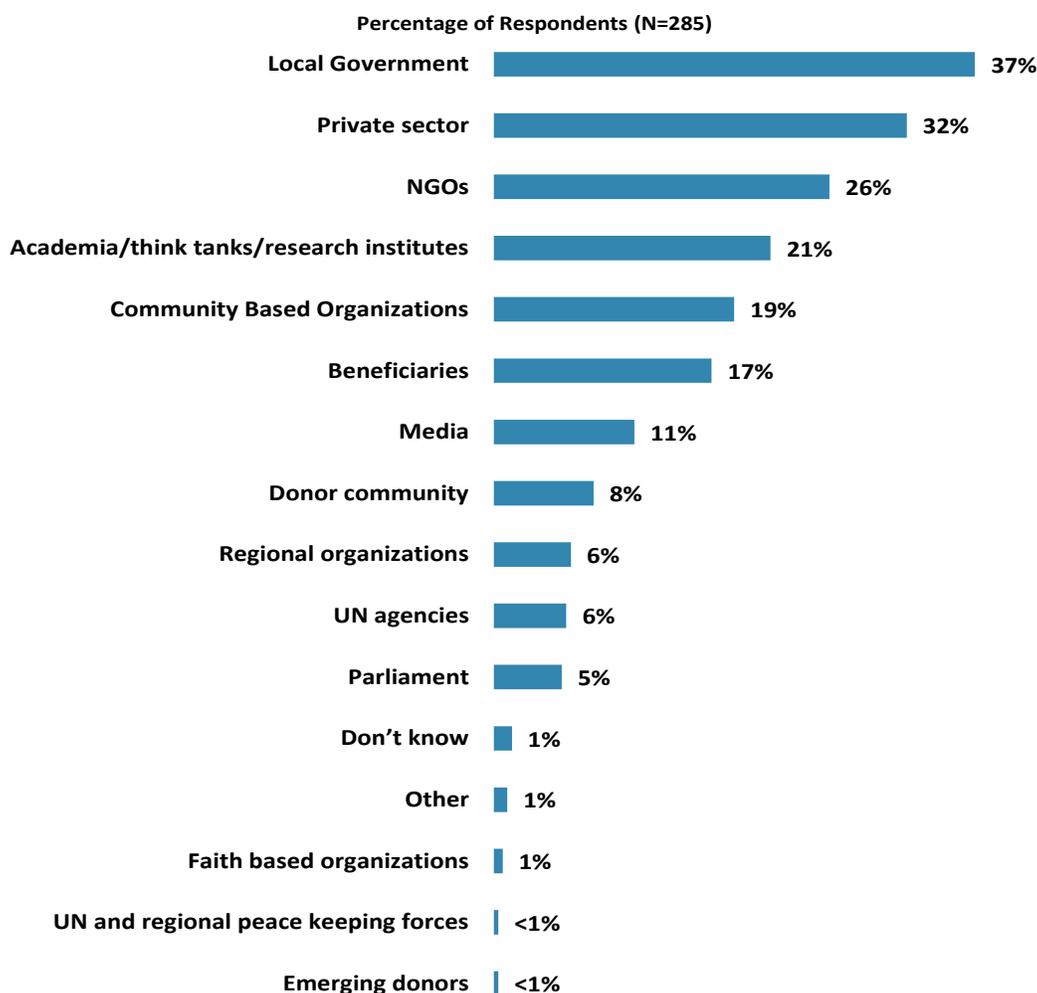


"Which THREE areas below would benefit most from other donors playing a leading role among international partners in Côte d'Ivoire?" (Respondents chose from a list. Responses combined.)

## IX. The Future Role of the World Bank Group in Côte d'Ivoire (continued)

### Collaborating with Stakeholders in Côte d'Ivoire

- In the FY '10 country survey\*, respondents indicated that the Bank should work more with NGOs (50%) and local governments (49%) to ensure better development results in Côte d'Ivoire.



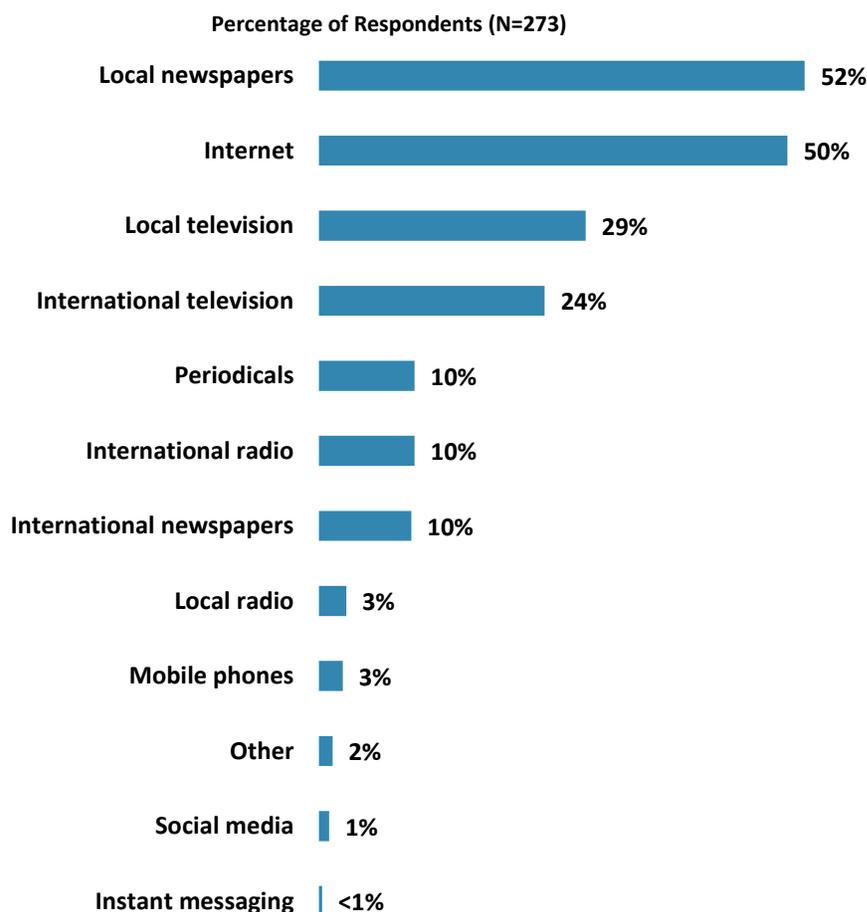
**"In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there?"**  
(Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

## X. Communication and Openness

### General Information Sources

- In the FY '10 country survey\*, respondents indicated that they got most of their information about economic and social development issues in Côte d'Ivoire from local newspapers (49%).

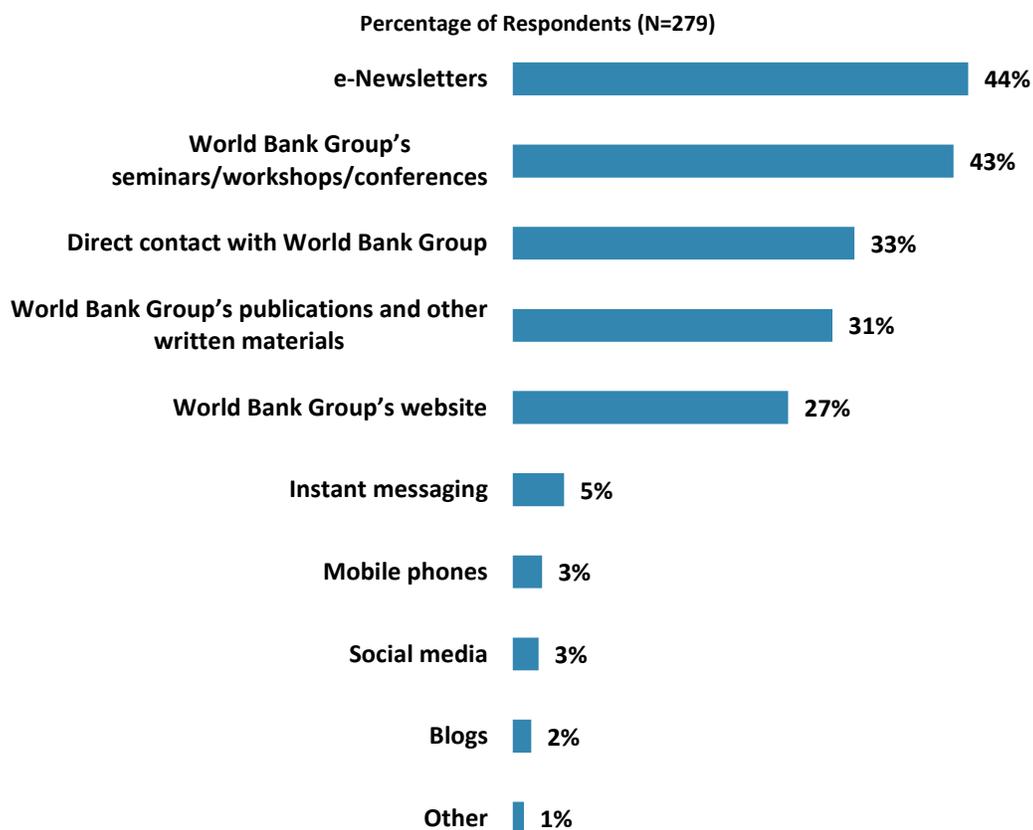


"How do you get most of your information about economic and social development issues in Côte d'Ivoire? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)

\*Not all of the response options provided in the FY '14 survey were provided in the FY '10 survey.

## X. Communication and Openness (continued)

### Preferred Information Sources



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

## X. Communication and Openness (continued)

### Access to Information

Percentage of Respondents (N=266)



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

- Respondents from the office of parliamentarian and the media were significantly *more* likely to have requested the information from the WBG. They were significantly *more* likely to obtain the requested information compared to respondents from other stakeholder groups.

Percentage of Respondents (N=255)



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

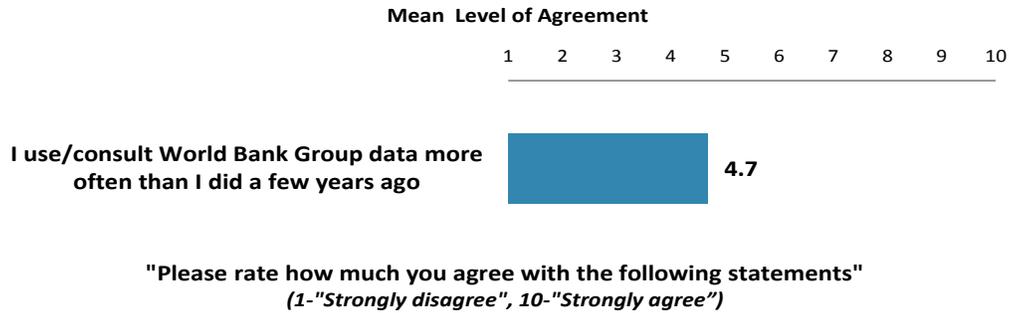
Percentage of Respondents (N=37)



"Were you able to obtain this information?"

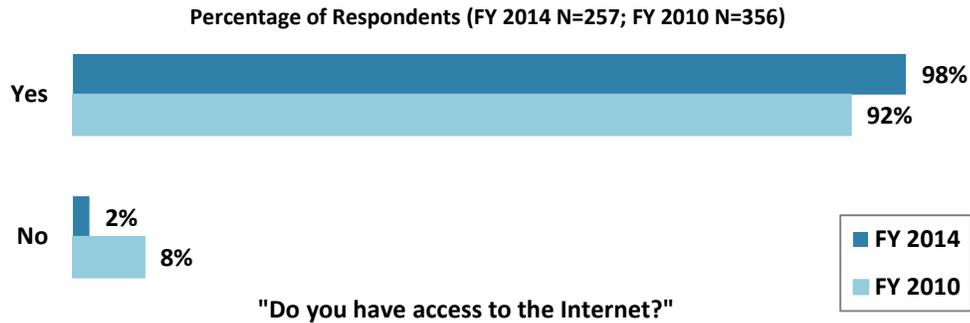
## X. Communication and Openness (continued)

### Access to Information (continued)

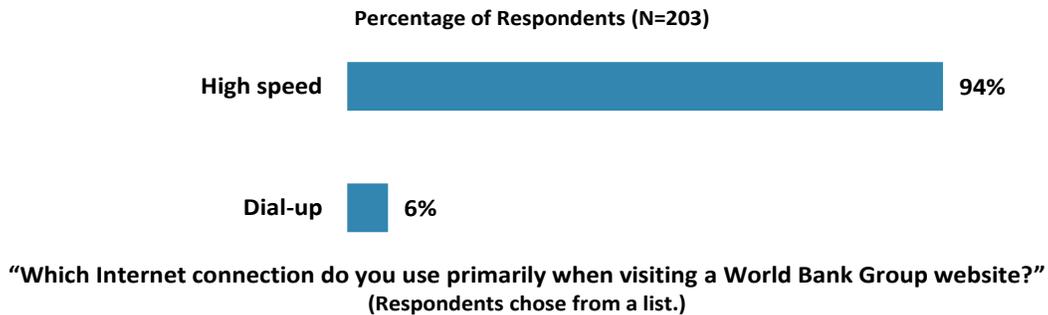


### Internet Access

- Respondents in this year's country survey were significantly more likely to indicate that they have access to the Internet compared to respondents from the FY '10 country survey.



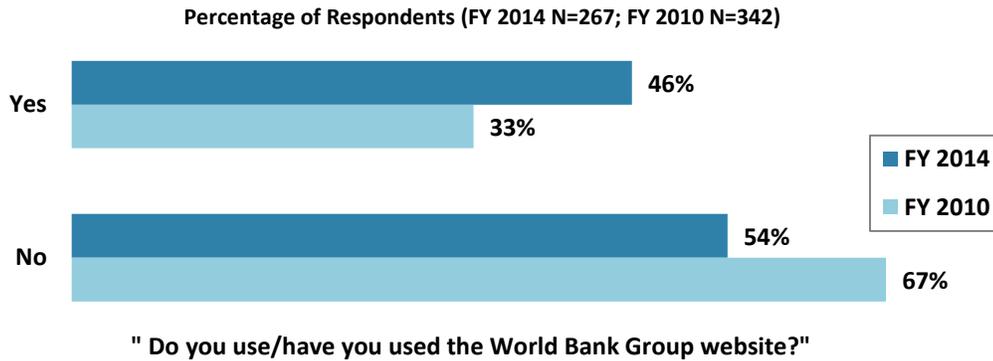
- Respondents from the office of parliamentarian were significantly less likely to use high speed Internet connection when visiting a WBG website compared to other stakeholder groups.



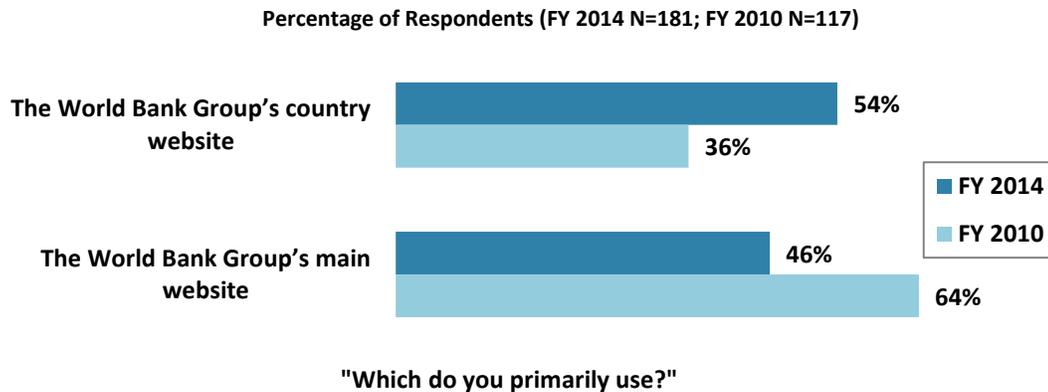
## X. Communication and Openness (continued)

### Website Usage

- Respondents in this year's country survey were significantly less likely to have used the WBG's website compared to respondents from the FY '10 country survey.



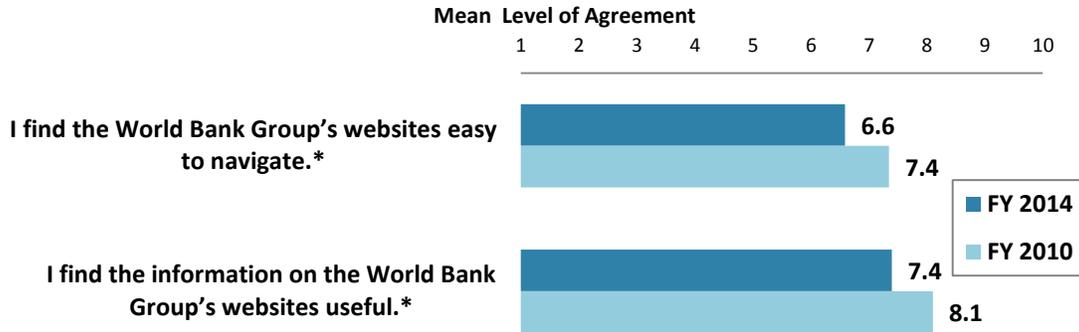
- Respondents in this year's country survey were significantly *more* likely to use the WBG's country website and significantly *less* likely to use the WBG's main website compared to respondents from the FY '10 country survey.



## X. Communication and Openness (continued)

### Website Evaluation

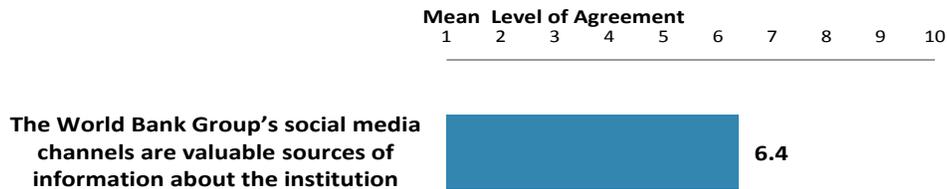
- Respondents in this year's country survey had significantly lower levels of agreement with the two statements compared to respondents from the FY '10 country survey.
- Respondents from the media had significantly higher levels of agreement with the two statements compared to respondents from bilateral/multilateral agencies.



"Please rate how much you agree with the following"  
 (1-"Strongly disagree", 10-"Strongly agree") (\*Significantly different between FY 2010 and FY 2014)

### Evaluation of WBG's Social Media Channels

- Respondents from the media had significantly higher levels of agreement with the statement that *the World Bank Group's social media channels are valuable sources of information about the institution* compared to respondents from bilateral/multilateral agencies.

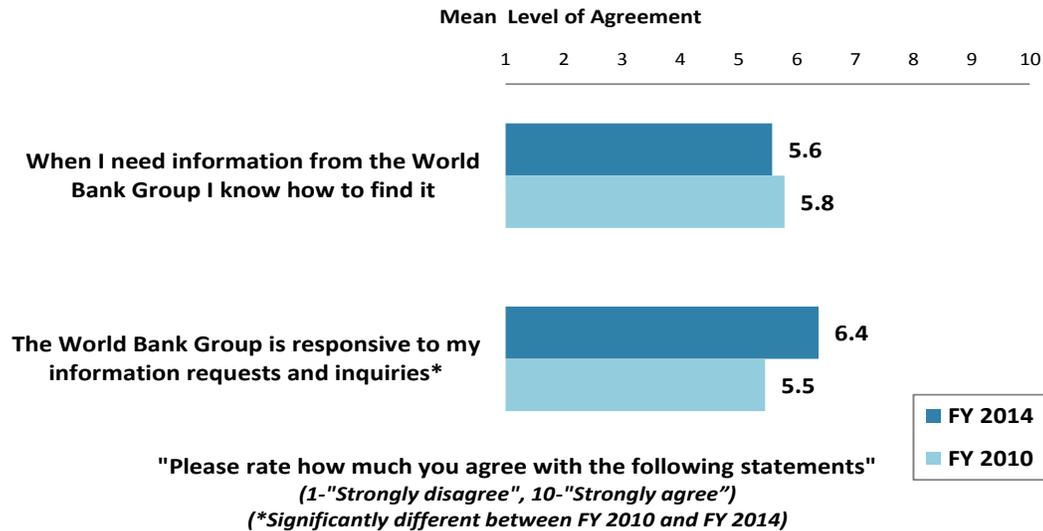


"Please rate how much you agree with the following statements"  
 (1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness (continued)

### Information Sharing

- Respondents in this year's country survey had significantly *higher* levels of agreement with the statement that *the World Bank Group is responsive to my information requests and inquiries* compared to respondents from the FY '10 country survey.
- Respondents from the media had the highest levels of agreement that *when I need information from the World Bank Group I know how to find it*, whereas respondents from bilateral/multilateral agencies and CSOs had significantly *lower* levels of agreement.
- Respondents from academia/research institutes/think tanks had the highest levels of agreement that *the World Bank Group is responsive to my information requests and inquiries*, whereas respondents from bilateral/multilateral agencies had significantly *lower* levels of agreement.



## XI. Appendices

A. Responses to All Questions across All Respondents .....	62
B. Responses to All Questions by Stakeholder Groups .....	81
C. Responses to All Questions by Geographic Location .....	103
D. Responses to All Questions by Level of Collaboration .....	120
E. Responses to All Questions by Year.....	138
F. Indicator Questions as a Function of Exposure to the WBG .....	141
G. Indicator Questions by Stakeholder Groups.....	142
H. WBG Country Opinion Survey FY 14 – Côte d'Ivoire Questionnaire	143

### Côte d'Ivoire



## Appendix A: Responses to All Questions across All Respondents (N=288)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Côte d'Ivoire

<b>1. In general would you say that Côte d'Ivoire is headed in ... ?</b>	<b>Percentage of Respondents (N=271)</b>
The right direction	82.3%
The wrong direction	3.0%
Not sure	14.8%

<b>2. Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=275)</b>
Security/stabilization/reconstruction/ reconciliation	49.8%
Public sector governance/ reform	36.4%
Poverty reduction	31.3%
Job creation/employment	29.8%
Education	22.2%
Health	20.0%
Transport	16.0%
Social cohesion	8.7%
Domestic private sector development	8.7%
Equality of opportunity	8.4%
Land and rural development	7.6%
Anti-corruption and anti-racketeering	7.3%
Law and justice	6.9%
Social protection	6.2%
Agricultural development	5.8%
Economic growth	5.5%
Natural resource management	4.7%
Water and sanitation	4.4%
Food security	3.3%
Crime and violence	2.9%
Gender equity	2.2%
Environmental sustainability	1.5%
Foreign direct investment	1.1%
Regional conflict and tensions	1.1%
Local governance and institutions	0.7%
Energy	0.7%
Global/regional integration	0.4%
Information and communications technology	0.4%
Financial markets	0.0%
Urban development	0.0%
Climate change	0.0%
Trade and exports	0.0%
Regulatory framework	0.0%
Communicable/non-communicable diseases	0.0%
Disaster management	0.0%

**A. General Issues Facing Côte d'Ivoire (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=287)</b>
Job creation/employment	53.7%
Agricultural development	25.1%
Economic growth	25.1%
Education	20.6%
Equality of opportunity	19.9%
Domestic private sector development	19.9%
Public sector governance/ reform	16.0%
Security/stabilization/reconstruction/reconciliation	15.3%
Health	13.6%
Land and rural development	13.2%
Anti-corruption and anti-racketeering	11.1%
Food security	10.5%
Transport	10.5%
Social protection	7.7%
Water and sanitation	6.3%
Crime and violence	2.8%
Foreign direct investment	2.8%
Law and justice	2.8%
Natural resource management	2.4%
Urban development	2.4%
Global/regional integration	2.1%
Gender equity	2.1%
Environmental sustainability	1.4%
Local governance and institutions	1.4%
Information and communications technology	1.0%
Social cohesion	1.0%
Regional conflict and tensions	0.7%
Regulatory framework	0.7%
Trade and exports	0.3%
Climate change	0.0%
Communicable/non-communicable diseases	0.0%
Energy	0.0%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing Côte d'Ivoire (continued)**

<b>4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=285)</b>
Public sector governance/ reform	35.8%
Domestic private sector development	35.8%
Anti-corruption and anti-racketeering	30.9%
Job creation/employment	23.9%
Agricultural development	22.8%
Foreign direct investment	19.6%
Trade and exports	18.9%
Security/stabilization/reconstruction/reconciliation	17.2%
Natural resource management	11.9%
Transport	9.8%
Regulatory framework	9.5%
Energy	8.4%
Financial markets	7.7%
Equality of opportunity	4.6%
Urban development	4.6%
Law and justice	4.6%
Local governance and institutions	3.5%
Land and rural development	3.5%
Education	3.2%
Social cohesion	2.8%
Global/regional integration	2.1%
Information and communications technology	2.1%
Water and sanitation	1.8%
Social protection	1.8%
Environmental sustainability	1.4%
Food security	1.4%
Gender equity	1.1%
Health	1.1%
Regional conflict and tensions	0.7%
Crime and violence	0.4%
Climate change	0.0%
Disaster management	0.0%
Communicable/non-communicable diseases	0.0%

**A. General Issues Facing Côte d'Ivoire (continued)**

<b>5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Côte d'Ivoire? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=263)</b>
Better employment opportunities for young people	29.7%
Greater access to health and nutrition for citizens	27.8%
Education and training that better ensure job opportunity	27.8%
Better entrepreneurial opportunities	20.5%
Greater access to micro-finance for the poor	18.3%
Consistent economic growth	12.2%
A growing middle class	10.3%
More reliable social safety net	9.9%
Better opportunity for the poor who live in rural areas	9.9%
Better quality public services	8.4%
Greater voice and participation for citizens to help ensure greater accountability	7.2%
Better opportunity for the poor who live in urban areas	6.1%
Better employment opportunities for women	5.7%
Greater equity of fiscal policy	1.5%
Other	1.1%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Côte d'Ivoire? (1-Not familiar at all, 10-Extremely familiar)	278	0	5.68	2.41

<b>Overall Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)	228	50	6.75	1.95

<b>Staff Preparedness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	199	76	7.28	2.03

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=287)</b>
Poverty reduction	36.2%
Public sector governance/ reform	31.7%
Job creation/employment	30.3%
Education	27.9%
Health	27.2%
Security/stabilization/reconstruction/reconciliation	25.4%
Domestic private sector development	18.8%
Transport	16.7%
Anti-corruption and anti-racketeering	8.7%
Land and rural development	8.0%
Agricultural development	7.7%
Food security	5.6%
Social protection	5.2%
Economic growth	4.9%
Social cohesion	4.5%
Local governance and institutions	4.5%
Financial markets	3.5%
Natural resource management	3.1%
Environmental sustainability	2.8%
Energy	2.8%
Law and justice	2.4%
Water and sanitation	2.4%
Equality of opportunity	2.4%
Foreign direct investment	2.1%
Gender equity	1.7%
Regulatory framework	1.7%
Global/regional integration	1.7%
Crime and violence	0.7%
Trade and exports	0.7%
Disaster management	0.3%
Urban development	0.0%
Regional conflict and tensions	0.0%
Climate change	0.0%
Communicable/non-communicable diseases	0.0%
Information and communications technology	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Côte d'Ivoire?	Percentage of Respondents (N=270)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	36.4%	16.7%	53.1%
Policy advice, studies, analyses	21.7%	23.7%	45.4%
Capacity development	11.0%	14.8%	25.8%
Strategy formulation	10.7%	13.0%	23.6%
Mobilizing third party financial resources	11.4%	11.1%	22.5%
Technical assistance	5.1%	11.9%	17.0%
Data	1.1%	3.3%	4.4%
Linkage to non-Bank expertise	0.4%	1.5%	1.8%
Donor coordination	0.4%	1.5%	1.8%
Other	0.0%	0.7%	0.7%
Convening/facilitating	0.0%	0.0%	0.0%

How effectively do the World Bank Group's activities below support Côte d'Ivoire's efforts to achieve development results? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Convening/Facilitating	124	104	6.13	1.68
7. Data	162	72	7.38	1.40
8. Policy advice, studies, analyses	194	38	7.88	1.49
9. Financial resources	215	33	8.07	1.34
10. Technical assistance	177	49	7.72	1.36
11. Mobilizing third party financial resources	176	64	7.59	1.44
12. Donor coordination	136	93	6.89	1.88
13. Linkage to non-Bank expertise	124	108	6.49	1.75
14. Strategy formulation	178	70	7.82	1.41

The World Bank Group can provide capacity building support in a number of ways in Côte d'Ivoire. To what degree would Côte d'Ivoire benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
15. Groups outside of government to help them more effectively engage and participate in development efforts	250	6	8.13	2.02
16. The public sector, related to implementation of specific development projects on the ground	242	7	8.21	1.62
17. The public sector, related to changing institutions	211	27	6.97	1.99
18. The private sector, related to institutional and policy change	222	22	7.39	1.79
19. The legislative branch, to help them more effectively debate and consider development programs	232	24	7.63	1.98

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
20. Project implementation	160	113	7.66	1.62
21. Citizen engagement	125	137	5.66	2.11
22. Policy design	141	125	7.38	1.87

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

When thinking about how to improve capacity building in Côte d'Ivoire to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? ? (1-Not important at all, 10-Very important)	Effectiveness			
	N	DK	Mean	SD
23. Project implementation	192	65	8.40	1.80
24. Citizen engagement	193	69	8.22	1.77
25. Policy design	174	79	8.40	1.70

26. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Côte d'Ivoire? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=286)
Not enough public disclosure of its work	28.3%
World Bank Group's processes too complex	27.6%
Not collaborating enough with non-state actors	20.6%
Staff too inaccessible	19.6%
Too influenced by developed countries	19.2%
World Bank Group's processes too slow	11.2%
Not adequately sensitive to political/social realities in Côte d'Ivoire	9.1%
Too bureaucratic in its operational policies and procedures	8.7%
Imposing technocratic solutions without regard to political realities	7.0%
Not focused enough on issues that are unique to post-conflict countries	5.2%
Not aligned with country priorities	5.2%
Don't know	4.5%
Inadequate number of World Bank Group staff members located in the country	4.2%
Not willing to honestly criticize policies and reform efforts in the country	4.2%
Arrogant in its approach	3.8%
Not exploring alternative policy options	3.5%
Not aligned with other donors' work	1.4%
Other	1.0%
Its advice and strategies do not lend themselves to practical problem solving	0.7%
The credibility of its knowledge/data	0.0%
Not client focused	0.0%

27. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Côte d'Ivoire? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=280)
Investment lending	50.0%
Policy based lending / budget support to the Government	37.9%
Technical assistance	25.4%
Capacity development	19.3%
Emergency Recovery lending	18.2%
Sector-wide approaches	16.1%
Co-financing arrangements	8.6%
Don't know	5.7%
Knowledge products/services	3.2%
Other	1.1%
Trust Fund management	0.0%

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

<b>28. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=285)</b>
Local Government	37.2%
Private sector	31.9%
NGOs	26.0%
Academia/think tanks/research institutes	21.4%
Community Based Organizations	18.6%
Beneficiaries	16.8%
Media	10.9%
Donor community	7.7%
Regional organizations	6.0%
UN agencies	5.6%
Parliament	5.3%
Don't know	1.4%
Other	1.1%
Faith based organizations	0.7%
UN and regional peace keeping forces	0.4%
Emerging donors	0.4%
Foundations	0.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Côte d'Ivoire? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
29. Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	252	20	7.86	1.75
30. The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	226	37	6.35	2.16
31. The World Bank Group supports programs and strategies that are realistic for Côte d'Ivoire	223	41	7.18	2.07
32. The World Bank Group treats clients and stakeholders in Côte d'Ivoire with respect	156	104	7.29	2.34

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

To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
33. Responsiveness*	149	93	6.46	1.92
34. Flexibility (in terms of the institution's products and services)*	136	110	6.05	1.73
35. Flexibility (in terms of changing country circumstances)*	149	98	6.41	1.70
36. Being inclusive*	122	115	6.39	1.99
37. Openness*	184	60	6.38	2.28
38. Staff accessibility*	201	45	5.21	2.45
39. Straightforwardness and honesty*	160	81	7.38	1.74
40. Ease of access to the people at the World Bank Group who are making decisions important to my work*	175	68	5.12	2.53
41. Collaboration with groups outside of the Government*	175	75	6.13	2.09
42. Collaboration with the Government*	217	41	8.31	1.34
43. Collaboration with other donors*	111	128	7.20	1.93
44. The speed in which it gets things accomplished on the ground*	171	73	6.28	2.06
45. Being a long-term partner*	208	48	8.00	1.75

46. To be a more effective development partner in Côte d'Ivoire, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=270)
More local presence	77.4%
The current level of local presence is adequate	12.2%
Less local presence	1.9%
Don't know	8.5%

47. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=275)
There is not an adequate level of citizen/civil society participation	57.8%
Ongoing conflict and instability	32.4%
Political pressures and obstacles	29.5%
Inadequate funding	28.7%
The World Bank Group does not do adequate follow through/follow-up	21.1%
The World Bank Group works too slowly	18.5%
Reforms are not well thought out in light of country challenges	17.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.1%
Lack of/inadequate levels of capacity in Government	14.5%
The Government works inefficiently	9.1%
Poor donor coordination	7.6%
Other	1.1%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Côte d'Ivoire? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Anti-corruption and anti-racketeering	252	6	8.56	1.74
2. Information and communications technology	230	12	7.55	1.97
3. Transport	240	8	8.68	1.44
4. Crime and violence	230	13	7.73	2.26
5. Regional conflict and tensions	216	21	7.22	2.36
6. Law and justice	234	15	7.87	2.29
7. Urban development	231	10	7.93	1.70
8. Environmental sustainability	232	11	7.73	1.72
9. Regulatory framework	217	26	7.27	2.07
10. Communicable/non-communicable diseases	219	20	7.50	2.27
11. Poverty reduction	245	7	9.17	1.15
12. Gender equity	227	14	7.26	2.09
13. Domestic private sector development	237	16	8.31	1.70
14. Foreign direct investment	215	24	7.63	1.90
15. Local governance and institutions	242	6	7.94	1.62
16. Water and sanitation	232	9	8.50	1.51
17. Trade and exports	221	18	7.21	2.12
18. Economic growth	235	11	8.63	1.44
19. Energy	237	11	8.57	1.45
20. Disaster management	227	18	6.88	2.26
21. Public sector governance/ reform	251	5	8.58	1.76
22. Job creation/employment	251	4	9.13	1.24
23. Social cohesion	226	13	7.77	2.40
24. Financial markets	224	21	7.71	1.82
25. Equality of opportunity	236	14	7.91	2.00
26. Health	249	2	8.82	1.54
27. Land and rural development	246	9	8.37	1.46
28. Global/regional integration	211	24	7.16	1.99
29. Food security	237	7	8.26	2.00
30. Education	246	7	8.82	1.59
31. Security/stabilization/reconstruction/reconciliation	229	15	8.23	1.97
32. Social protection	224	23	7.12	2.21
33. Climate change	232	19	7.03	1.91
34. Agricultural development	243	8	8.79	1.18
35. Natural resource management	237	12	8.34	1.88

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption and anti-racketeering	110	146	5.81	2.40
2. Information and communications technology	77	176	6.14	1.90
3. Transport	182	73	7.84	1.56
4. Crime and violence	86	165	5.76	2.01
5. Regional conflict and tensions	81	167	6.11	1.71
6. Law and justice	118	125	6.29	1.98
7. Urban development	149	100	6.87	1.74
8. Environmental sustainability	105	139	6.52	1.83
9. Regulatory framework	94	147	6.36	2.14
10. Communicable/non-communicable diseases	124	118	6.93	1.98
11. Poverty reduction	185	67	7.28	1.72
12. Gender equity	111	127	6.42	1.90
13. Domestic private sector development	123	124	6.50	1.77
14. Foreign direct investment	95	146	6.86	1.51
15. Local governance and institutions	131	112	6.84	1.70
16. Water and sanitation	165	87	7.20	1.52
17. Trade and exports	75	165	6.24	1.83
18. Economic growth	163	85	7.42	1.52
19. Energy	108	142	6.97	1.73
20. Disaster management	79	169	5.35	2.08
21. Public sector governance/ reform	169	91	7.17	1.67
22. Job creation/employment	151	103	6.42	1.67
23. Social cohesion	119	127	6.15	1.97
24. Financial markets	99	154	6.63	1.50
25. Equality of opportunity	99	147	6.22	2.05
26. Health	168	80	7.26	1.49
27. Land and rural development	140	112	6.69	1.57
28. Global/regional integration	90	158	6.16	1.75
29. Food security	134	112	6.96	1.51
30. Education	167	82	7.32	1.66
31. Security/stabilization/reconstruction/reconciliation	148	103	6.59	1.99
32. Social protection	79	166	5.18	1.85
33. Climate change	66	184	5.56	1.82
34. Agricultural development	138	115	6.95	1.62
35. Natural resource management	90	160	6.66	1.77

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

<b>3. Where are the World Bank Group's decisions made primarily that support the program in Côte d'Ivoire? (Select only ONE response)</b>	<b>Percentage of Respondents (N=281)</b>
At the Headquarters (in Washington D.C.)	58.7%
In the country	6.8%
Don't know	34.5%

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?* (1-To no degree at all, 10-To a very significant degree)	230	47	7.11	1.65

<b>Build/Strengthen Existing Country Systems</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group's work help to build/strengthen existing country systems in Côte d'Ivoire?* (1-To no degree at all, 10-To a very significant degree)	149	128	6.83	1.61

<b>To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	208	64	6.85	1.99
7. The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	193	78	6.42	1.94

<b>Internal Evaluation Mechanisms</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Côte d'Ivoire? (1-To no degree at all, 10-To a very significant degree)	118	158	6.10	1.96

**D. The World Bank Group's Knowledge Work and Activities (i.e., Analysis, Studies, Research, Data, Reports, Conferences)**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=277)
Weekly	4.3%
Monthly	9.7%
A few times a year	36.8%
Rarely	32.1%
Never	17.0%

In Côte d'Ivoire, 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	221	38	7.57	1.82
3. Include appropriate level of stakeholder involvement during preparation	156	101	6.36	1.76
4. Are relevant to Côte d'Ivoire's development priorities	212	50	7.33	1.90
5. Lead to practical solutions	177	73	6.54	1.90
6. Are accessible (well written and easy to understand)	183	69	6.18	2.31
7. Are source of relevant information on global good practices	198	58	7.45	1.73
8. Enhance your knowledge and/or skills	197	55	7.31	1.75
9. Are adequately disseminated	202	55	5.16	2.21
10. Are translated enough into local language	168	83	4.13	2.65
11. Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	197	69	6.36	2.23

Overall Evaluations	N	DK	Mean	SD
12. 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)	222	48	7.40	1.74
13. 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)	213	62	7.39	1.52

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Côte d'Ivoire's development challenges? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
1. Conceptualization	179	76	6.89	1.78
2. Design	201	63	6.91	1.65
3. Implementation	208	53	7.00	1.84
4. Evaluation	192	68	6.91	1.77

**E. Working with the World Bank Group (continued)**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
5. The World Bank Group disburses funds promptly	175	91	4.09	1.83
6. The World Bank Group effectively monitors and evaluates the projects and programs it supports	209	57	7.32	2.13
7. The World Bank Group's approvals and reviews are done in a timely fashion	160	99	5.49	2.02
8. The World Bank Group's "Safeguard Policy" requirements are reasonable	105	152	6.20	1.80
9. The World Bank Group's conditions on its lending are reasonable	130	119	5.71	1.74
10. The World Bank Group takes decisions quickly in Côte d'Ivoire*	137	113	5.07	1.98
11. Working with the World Bank Group increases Côte d'Ivoire's institutional capacity	193	58	7.35	1.94
12. The World Bank Group ensures consistency and continuity through staff changes	89	162	6.31	2.18
13. Where country systems are adequate, the World Bank Group makes appropriate use of them*	99	152	6.76	2.01
14. The World Bank Group provides effective implementation support	192	63	7.17	1.89

15. Which of the following best describes the way the World Bank Group operates in Côte d'Ivoire? (Select only one response)	Percentage of Respondents (N=274)
The World Bank Group takes too much risk in Côte d'Ivoire	2.6%
The World Bank Group does not take enough risk in Côte d'Ivoire	16.1%
The World Bank Group's approach to risk is appropriate	28.1%
Don't know	33.9%
Prefer not to answer	19.3%

World Bank Group Staff	N	DK	Mean	SD
16. To what extent do you believe the World Bank Group is adequately staffed in Côte d'Ivoire? (1-To no degree at all, 10-To a very significant degree)	99	177	4.92	1.88

### F. The Future Role of the World Bank Group in Côte d'Ivoire

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=274)
Reach out more to groups outside of Government	50.7%
Reduce the complexity of obtaining World Bank Group financing	29.9%
Increase the level of capacity development in the country	24.5%
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy	23.0%
Improve the competitiveness of its financing compared to markets	13.5%
Collaborate more effectively with Government clients	12.4%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges	8.8%
Increase the level of World Bank Group staffing in Côte d'Ivoire's office	8.4%
Offer more innovative financial products	5.8%
Work faster	5.1%
Ensure greater selectivity in its work	2.6%
Offer more innovative knowledge services	2.2%
Other	0.4%
Increase availability of Fee-Based services	0.0%

2. When considering the combination of services that the World Bank Group offers in Côte d'Ivoire, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Côte d'Ivoire? (Select only ONE response)	Percentage of Respondents (N=269)
Financial services	28.6%
Knowledge products	14.5%
None of the above	5.2%
The combination is appropriate for Côte d'Ivoire	34.6%
Don't know	17.1%

3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Côte d'Ivoire? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=267)
Generating jobs	55.4%
Strengthening public financial management	53.6%
Building capacity of state institutions	37.1%
Increasing access to basic services	37.1%
Stimulating dialogue to promote peace and stability	18.0%
Building social safety nets	16.5%
Strengthening conflict resolution mechanisms	12.7%
Increasing access to justice systems	11.2%
Increasing cohesion	11.2%
Strengthening security mechanisms	10.9%
Reducing violence	10.5%
Improving livelihoods	8.2%

**F. The Future Role of the World Bank Group in Côte d'Ivoire (continued)**

<b>3b. Which THREE areas below would benefit most from other donors in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=243)</b>
Stimulating dialogue to promote peace and stability	37.9%
Generating jobs	28.4%
Strengthening security mechanisms	25.1%
Increasing access to basic services	25.1%
Strengthening conflict resolution mechanisms	22.6%
Reducing violence	22.2%
Increasing access to justice systems	22.2%
Improving livelihoods	21.4%
Building capacity of state institutions	19.8%
Strengthening public financial management	17.7%
Increasing cohesion	16.0%
Building social safety nets	15.2%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Côte d'Ivoire? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=273)</b>
Local newspapers	52.0%
Internet	50.2%
Local television	28.6%
International television	24.2%
Periodicals	10.3%
International radio	10.3%
International newspapers	9.9%
Local radio	2.9%
Mobile phones	2.6%
Other	1.5%
Social media	1.1%
Instant messaging	0.4%
Blogs	0.0%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=279)</b>
e-Newsletters	44.4%
World Bank Group's seminars/workshops/conferences	43.0%
Direct contact with World Bank Group	33.3%
World Bank Group's publications and other written materials	31.2%
World Bank Group's website	26.9%
Instant messaging	5.0%
Mobile phones	2.9%
Social media	2.5%
Blogs	1.8%
Other	1.1%

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

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=266)</b>
Yes	6.0%
No	94.0%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=255)</b>
Yes	13.3%
No	86.7%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=37)</b>
Yes	81.1%
No	18.9%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=257)</b>
Yes	98.1%
No	1.9%

<b>7. Do you use/have used the World Bank Group's website?</b>	<b>Percentage of Respondents (N=267)</b>
Yes	46.1%
No	53.9%

<b>8. Which do you primarily use?</b>	<b>Percentage of Respondents (N=181)</b>
The World Bank Group's country website	54.1%
The World Bank Group's main website	45.9%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group Website?</b>	<b>Percentage of Respondents (N=203)</b>
High speed	93.6%
Dial-up	6.4%

<b>Please rate how much you agree with the following statements.</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. I use/consult World Bank Group's data more often than I did a few years ago	207	37	4.69	3.09
11. I find the World Bank Group's websites easy to navigate.	136	55	6.59	2.09
12. I find the information on the World Bank Group's websites useful.	136	48	7.40	1.80
13. The World Bank Group's social media channels are valuable sources of information about the institution	89	142	6.38	2.41
14. When I need information from the World Bank Group I know how to find it	190	54	5.58	2.87
15. The World Bank Group is responsive to my information requests and inquiries	134	87	6.37	2.30

**H. Background Information**

<b>1. Which of the following best describes your current position? (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=272)</b>
NGO	21.7%
Employee of a Ministry, Ministerial Department or Implementation Agency	18.4%
Private Sector Organization	10.3%
Other	10.3%
Consultant/Contractor working on World Bank supported project/program	8.1%
Media	5.1%
Office of Parliamentarian	4.8%
Academia/Research Institute/Think Tank	4.8%
Project Management Unit (PMU) overseeing implementation of project	3.7%
Multilateral Agency	2.6%
Judiciary Branch	2.6%
Bilateral Agency	2.2%
Faith-Based Group	1.8%
Financial Sector/Private Bank	1.5%
Youth organizations	1.5%
Private Foundation	.7%

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=255)</b>
Other	23.9%
Law and justice/regulatory framework	9.4%
Agriculture/rural development/food security	9.0%
Education	9.0%
Job creation/employment	7.5%
Generalist	6.7%
Information and communications technology	5.5%
Financial markets/banking	5.1%
Social protection	3.9%
Health/Communicable/non-communicable diseases	3.1%
Private sector development/foreign direct investment	3.1%
Natural resource management/environmental sustainability	2.7%
Water and sanitation	2.7%
Public sector governance/public financial management/anti corruption	2.4%
Gender equity/equality of opportunity	2.0%
Climate change/disaster management	1.6%
Energy	1.2%
Transport	1.2%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	<b>Percentage of Respondents (N=270)</b>
Yes	26.7%
No	73.3%

**H. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you work with in Côte d'Ivoire? (Select all that apply)</b>	<b>Percentage of Respondents (Responses Combined; N=263)</b>
None	67.7%
The World Bank (IBRD/IDA)	28.1%
The International Finance Corporation (IFC)	9.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.8%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=248)</b>
Collaborate as part of my professional duties	46.0%
Observer	41.1%
Use World Bank Group website for information, data, research, etc.	25.0%
Engage in World Bank Group related/sponsored events/activities	22.6%
Use World Bank Group reports/data	18.5%

<b>6. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=261)</b>
North	9.2%
South	63.6%
Central	8.4%
West	16.1%
East	2.7%

<b>7. Do you live in urban or rural area?</b>	<b>Percentage of Respondents (N=270)</b>
Urban	98.5%
Rural	1.5%

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

### A. General Issues facing Côte d'Ivoire

In general, would you say that Côte d'Ivoire is headed in...?\*

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	100.0%	94.0%	86.2%	100.0%	93.3%	69.2%	92.3%	76.9%	59.4%
The wrong direction	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	12.5%
Not sure	0.0%	6.0%	13.8%	0.0%	6.7%	27.7%	7.7%	23.1%	28.1%

\*Significantly different between stakeholder groups

Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire?

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection*	0.0%	11.1%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	6.9%
Transport*	58.3%	13.3%	46.9%	9.1%	3.1%	8.6%	21.4%	7.7%	13.3%
Security/stabilization/reconstruction/ reconciliation	50.0%	57.8%	34.4%	54.5%	50.0%	42.9%	57.1%	69.2%	60.0%
Public sector governance/ reform*	25.0%	17.8%	40.6%	72.7%	53.1%	32.9%	57.1%	53.8%	33.3%
Global/regional integration	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity*	33.3%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Domestic private sector development*	25.0%	17.8%	9.4%	0.0%	9.4%	0.0%	21.4%	0.0%	6.7%
Foreign direct investment	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	2.2%	9.4%	0.0%	12.5%	1.4%	0.0%	0.0%	10.0%
Energy	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions*	0.0%	0.0%	9.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	58.3%	37.8%	37.5%	54.5%	37.5%	25.7%	35.7%	23.1%	6.7%
Land and rural development*	0.0%	4.4%	0.0%	0.0%	0.0%	21.4%	0.0%	0.0%	13.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	6.7%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%
Equality of opportunity*	25.0%	6.7%	0.0%	0.0%	6.3%	15.7%	0.0%	0.0%	0.0%
Health	8.3%	28.9%	6.3%	9.1%	21.9%	21.4%	7.1%	30.8%	23.3%
Education	0.0%	20.0%	15.6%	18.2%	21.9%	25.7%	0.0%	30.8%	40.0%
Poverty reduction*	8.3%	28.9%	31.3%	36.4%	43.8%	22.9%	78.6%	38.5%	26.7%
Food security	0.0%	2.2%	0.0%	0.0%	0.0%	5.7%	7.1%	0.0%	10.0%
Social cohesion*	0.0%	17.8%	6.3%	9.1%	0.0%	12.9%	0.0%	23.1%	3.3%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	4.4%	12.5%	0.0%	3.1%	5.7%	0.0%	0.0%	16.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	8.3%	4.4%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	6.7%
Economic growth	0.0%	4.4%	3.1%	18.2%	0.0%	8.6%	7.1%	0.0%	0.0%
Law and justice*	0.0%	0.0%	25.0%	18.2%	6.3%	2.9%	0.0%	15.4%	10.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	6.3%	10.0%	7.1%	7.7%	6.7%
Anti-corruption and anti-racketeering	0.0%	2.2%	12.5%	0.0%	12.5%	10.0%	0.0%	0.0%	6.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Côte d'Ivoire (continued)**

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant /Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	7.7%	6.0%	9.4%	0.0%	18.8%	7.1%	0.0%	0.0%	0.0%
Equality of opportunity*	7.7%	12.0%	9.4%	0.0%	21.9%	31.4%	50.0%	15.4%	14.7%
Economic growth*	61.5%	24.0%	12.5%	53.8%	37.5%	21.4%	14.3%	15.4%	23.5%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%
Global/regional integration	0.0%	6.0%	3.1%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Gender equity*	23.1%	0.0%	0.0%	15.4%	3.1%	0.0%	0.0%	0.0%	0.0%
Land and rural development*	23.1%	4.0%	18.8%	53.8%	6.3%	12.9%	7.1%	0.0%	23.5%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	5.7%	0.0%	0.0%	8.8%
Regulatory framework*	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions*	0.0%	0.0%	0.0%	15.4%	3.1%	1.4%	0.0%	0.0%	0.0%
Social protection	7.7%	6.0%	12.5%	0.0%	6.3%	10.0%	0.0%	15.4%	8.8%
Law and justice*	0.0%	0.0%	0.0%	15.4%	3.1%	7.1%	0.0%	0.0%	0.0%
Transport*	23.1%	16.0%	21.9%	7.7%	0.0%	2.9%	21.4%	15.4%	11.8%
Crime and violence*	0.0%	6.0%	0.0%	0.0%	0.0%	0.0%	7.1%	15.4%	5.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Security/stabilization/reconstruction/reconciliation*	0.0%	8.0%	43.8%	30.8%	0.0%	12.9%	14.3%	38.5%	17.6%
Anti-corruption and anti-racketeering*	0.0%	2.0%	9.4%	15.4%	31.3%	12.9%	0.0%	0.0%	14.7%
Domestic private sector development*	7.7%	38.0%	18.8%	7.7%	46.9%	11.4%	7.1%	7.7%	14.7%
Foreign direct investment	0.0%	6.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	0.0%	12.0%	12.5%	23.1%	9.4%	15.7%	42.9%	15.4%	14.7%
Social cohesion	0.0%	0.0%	3.1%	0.0%	0.0%	1.4%	0.0%	0.0%	2.9%
Education	23.1%	32.0%	9.4%	7.7%	18.8%	22.9%	21.4%	23.1%	11.8%
Natural resource management*	7.7%	0.0%	0.0%	0.0%	6.3%	1.4%	7.1%	15.4%	0.0%
Environmental sustainability*	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	23.1%	14.0%	0.0%	0.0%	12.5%	25.7%	7.1%	23.1%	8.8%
Agricultural development*	30.8%	16.0%	31.3%	7.7%	3.1%	32.9%	21.4%	7.7%	52.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	46.2%	82.0%	65.6%	30.8%	37.5%	45.7%	71.4%	38.5%	47.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security*	0.0%	8.0%	0.0%	0.0%	21.9%	15.7%	7.1%	30.8%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Côte d'Ivoire (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Côte d'Ivoire? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant /Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy*	7.7%	4.2%	0.0%	15.4%	31.3%	10.0%	0.0%	15.4%	0.0%
Gender equity*	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	6.3%	3.1%	7.7%	3.1%	8.6%	7.1%	0.0%	0.0%
Global/regional integration	7.7%	0.0%	3.1%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%
Social protection*	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption and anti-racketeering*	61.5%	33.3%	28.1%	0.0%	15.6%	40.0%	42.9%	38.5%	17.6%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%
Land and rural development*	7.7%	0.0%	0.0%	0.0%	6.3%	1.4%	14.3%	0.0%	11.8%
Foreign direct investment	23.1%	25.0%	15.6%	15.4%	21.9%	17.1%	7.1%	15.4%	29.4%
Urban development	0.0%	6.3%	0.0%	0.0%	12.5%	5.7%	0.0%	0.0%	5.9%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%
Trade and exports*	7.7%	18.8%	18.8%	46.2%	9.4%	20.0%	7.1%	46.2%	17.6%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	9.4%	0.0%	7.1%	0.0%	5.9%
Regulatory framework*	0.0%	14.6%	6.3%	38.5%	12.5%	5.7%	21.4%	0.0%	5.9%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion*	23.1%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	15.4%	5.9%
Public sector governance/ reform*	7.7%	27.1%	43.8%	38.5%	18.8%	48.6%	50.0%	15.4%	38.2%
Domestic private sector development*	46.2%	50.0%	15.6%	46.2%	28.1%	42.9%	21.4%	7.7%	29.4%
Job creation/employment	7.7%	25.0%	21.9%	30.8%	28.1%	20.0%	21.4%	15.4%	35.3%
Agricultural development	15.4%	20.8%	12.5%	15.4%	37.5%	28.6%	0.0%	23.1%	26.5%
Food security*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%
Transport*	7.7%	12.5%	31.3%	15.4%	0.0%	1.4%	7.1%	0.0%	20.6%
Security/stabilization/reconstruction/reconciliation*	23.1%	8.3%	31.3%	23.1%	15.6%	11.4%	50.0%	15.4%	20.6%
Education	0.0%	2.1%	3.1%	0.0%	0.0%	7.1%	0.0%	15.4%	0.0%
Natural resource management*	30.8%	8.3%	15.6%	7.7%	18.8%	8.6%	28.6%	30.8%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Law and justice	0.0%	6.3%	12.5%	0.0%	0.0%	7.1%	7.1%	0.0%	0.0%
Local governance and institutions	0.0%	4.2%	12.5%	0.0%	3.1%	4.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	12.5%	18.8%	0.0%	9.4%	4.3%	0.0%	15.4%	5.9%

\*Significantly different between stakeholder groups

### A. General Issues facing Côte d'Ivoire (continued)

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Côte d'Ivoire? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant /Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Better employment opportunities for young people*	33.3%	50.0%	33.3%	46.2%	24.1%	15.7%	28.6%	50.0%	34.5%
Better employment opportunities for women	11.1%	4.5%	14.8%	0.0%	0.0%	7.1%	0.0%	16.7%	3.4%
Greater access to micro-finance for the poor	0.0%	22.7%	18.5%	7.7%	3.4%	24.3%	7.1%	8.3%	27.6%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	0.0%	0.0%	23.1%	0.0%	17.1%	7.1%	0.0%	10.3%
Greater access to health and nutrition for citizens*	0.0%	25.0%	48.1%	15.4%	34.5%	24.3%	7.1%	33.3%	37.9%
Better entrepreneurial opportunities*	0.0%	25.0%	14.8%	38.5%	48.3%	8.6%	50.0%	33.3%	3.4%
A growing middle class*	33.3%	0.0%	14.8%	0.0%	0.0%	18.6%	14.3%	0.0%	10.3%
Better opportunity for the poor who live in rural areas	33.3%	4.5%	18.5%	15.4%	0.0%	11.4%	14.3%	16.7%	6.9%
Better opportunity for the poor who live in urban areas*	0.0%	2.3%	11.1%	0.0%	0.0%	5.7%	21.4%	0.0%	17.2%
Consistent economic growth	11.1%	15.9%	7.4%	0.0%	17.2%	7.1%	28.6%	25.0%	6.9%
More reliable social safety net*	0.0%	20.5%	0.0%	0.0%	0.0%	17.1%	0.0%	0.0%	3.4%
Greater equity of fiscal policy*	0.0%	0.0%	0.0%	0.0%	10.3%	0.0%	7.1%	0.0%	0.0%
Education and training that better ensure job opportunity*	66.7%	29.5%	14.8%	53.8%	48.3%	25.7%	0.0%	16.7%	20.7%
Better quality public services	11.1%	0.0%	3.7%	0.0%	10.3%	14.3%	14.3%	0.0%	17.2%
Other	0.0%	0.0%	0.0%	0.0%	3.4%	2.9%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire?*	13	5.23	2.01	50	6.70	2.00	32	6.34	2.28	13	5.77	1.88	32	5.06	2.00	67	4.82	2.22	14	6.50	2.31	11	5.45	2.88	35	5.66	2.51

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.	9	7.11	1.69	44	7.00	1.64	30	7.20	1.73	11	6.18	1.60	22	6.41	1.50	48	6.23	2.04	14	6.79	2.67	9	5.22	2.22	30	6.77	2.05

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

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges?*	10	8.40	1.90	43	7.56	1.48	22	7.82	1.59	11	6.00	1.48	21	6.81	1.25	41	6.93	2.52	10	8.30	1.95	10	5.60	2.17	23	7.22	2.24

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

When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Côte d'Ivoire? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection*	23.1%	0.0%	0.0%	0.0%	12.5%	4.3%	7.1%	15.4%	5.9%
Security/stabilization/reconstruction/reconciliation	30.8%	30.0%	15.6%	0.0%	18.8%	31.4%	50.0%	23.1%	17.6%
Public sector governance/ reform*	30.8%	10.0%	21.9%	38.5%	53.1%	42.9%	71.4%	46.2%	20.6%
Transport*	0.0%	24.0%	50.0%	30.8%	9.4%	8.6%	14.3%	7.7%	11.8%
Poverty reduction	69.2%	38.0%	31.3%	53.8%	31.3%	31.4%	35.7%	23.1%	44.1%
Global/regional integration*	0.0%	2.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	6.3%	4.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Land and rural development*	7.7%	0.0%	21.9%	23.1%	6.3%	4.3%	0.0%	15.4%	2.9%
Domestic private sector development*	30.8%	32.0%	9.4%	30.8%	31.3%	2.9%	14.3%	7.7%	23.5%
Foreign direct investment	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	5.9%
Water and sanitation	0.0%	6.0%	6.3%	0.0%	3.1%	1.4%	0.0%	0.0%	0.0%
Energy*	7.7%	0.0%	0.0%	23.1%	12.5%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	6.0%	6.3%	0.0%	0.0%	7.1%	0.0%	15.4%	2.9%
Job creation/employment*	38.5%	44.0%	46.9%	46.2%	6.3%	31.4%	21.4%	30.8%	23.5%
Financial markets*	0.0%	6.0%	0.0%	0.0%	21.9%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	6.0%	0.0%	0.0%	6.3%	1.4%	0.0%	15.4%	0.0%
Equality of opportunity*	7.7%	0.0%	0.0%	0.0%	0.0%	8.6%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	0.0%	28.0%	31.3%	7.7%	21.9%	40.0%	7.1%	30.8%	38.2%
Education	23.1%	38.0%	21.9%	7.7%	18.8%	32.9%	14.3%	15.4%	44.1%
Food security*	0.0%	4.0%	0.0%	0.0%	0.0%	5.7%	21.4%	15.4%	8.8%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	6.0%	12.5%	15.4%	3.1%	8.6%	7.1%	0.0%	14.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Economic growth*	0.0%	6.0%	0.0%	0.0%	0.0%	5.7%	0.0%	23.1%	2.9%
Law and justice*	0.0%	0.0%	12.5%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	6.0%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	2.9%
Regulatory framework*	0.0%	0.0%	0.0%	15.4%	0.0%	0.0%	21.4%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management*	0.0%	0.0%	3.1%	0.0%	6.3%	1.4%	0.0%	15.4%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption and anti-racketeering*	23.1%	0.0%	0.0%	7.7%	12.5%	11.4%	7.1%	0.0%	17.6%
Disaster management	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant /Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Parliamentarian								
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%
Policy advice, studies, analyses	23.1%	24.5%	7.1%	20.0%	21.9%	26.9%	0.0%	18.2%	18.2%
Financial resources*	30.8%	38.8%	53.6%	50.0%	56.3%	25.4%	53.8%	27.3%	27.3%
Capacity development*	30.8%	4.1%	0.0%	20.0%	12.5%	14.9%	0.0%	18.2%	18.2%
Technical assistance*	0.0%	0.0%	0.0%	0.0%	0.0%	14.9%	0.0%	0.0%	6.1%
Mobilizing third party financial resources*	15.4%	22.4%	21.4%	10.0%	3.1%	1.5%	38.5%	18.2%	6.1%
Donor coordination	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Strategy formulation*	0.0%	4.1%	17.9%	0.0%	6.3%	14.9%	0.0%	18.2%	24.2%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant /Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
	Parliamentarian								
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	6.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	6.7%
Policy advice, studies, analyses*	61.5%	26.0%	17.9%	40.0%	28.1%	20.9%	15.4%	0.0%	23.3%
Financial resources*	23.1%	6.0%	32.1%	20.0%	0.0%	23.9%	0.0%	27.3%	30.0%
Capacity development	7.7%	26.0%	14.3%	10.0%	9.4%	22.4%	0.0%	18.2%	3.3%
Technical assistance*	0.0%	10.0%	32.1%	0.0%	9.4%	9.0%	23.1%	9.1%	10.0%
Mobilizing third party financial resources	7.7%	18.0%	0.0%	10.0%	21.9%	11.9%	0.0%	0.0%	13.3%
Donor coordination	0.0%	0.0%	3.6%	0.0%	0.0%	1.5%	7.7%	0.0%	3.3%
Linkage to non-Bank expertise*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	0.0%	18.2%	0.0%
Strategy formulation*	0.0%	8.0%	0.0%	0.0%	15.6%	10.4%	46.2%	27.3%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	7.7%	0.0%	0.0%

\*Significantly different between stakeholder groups

How effectively do the World Bank Group's activities below support Côte d'Ivoire's efforts to achieve development results? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating	6	6.50	1.22	31	6.29	1.27	13	6.31	1.32	2	5.00	0.00	10	5.90	.57	21	5.43	1.12	11	7.18	3.09	5	6.00	2.00	17	5.88	2.06
Data	6	7.00	2.00	35	7.46	1.15	14	7.29	.47	8	7.00	1.77	21	6.81	1.03	37	7.70	1.15	12	7.67	2.46	7	7.14	.90	16	7.31	2.12
Policy advice, studies, analyses	9	8.11	1.83	41	8.05	1.30	21	7.52	1.57	10	7.30	1.16	22	7.45	1.34	46	7.87	1.29	12	8.50	1.45	7	8.86	1.46	18	7.72	1.96
Financial resources*	10	7.50	1.18	38	8.21	1.19	25	8.20	1.41	8	8.25	1.39	22	7.09	1.48	51	8.12	1.28	13	8.54	1.56	8	7.38	1.60	32	8.41	1.16
Technical assistance*	6	6.83	.98	38	7.89	1.35	13	8.31	.63	8	6.50	2.27	21	6.86	.96	47	7.89	1.22	12	8.25	1.54	8	7.50	1.60	18	8.00	1.46
Mobilizing third party financial resources	9	7.22	1.39	36	7.14	1.59	19	7.89	1.79	4	7.75	.96	19	7.37	1.01	42	7.64	1.43	9	8.56	1.24	6	8.17	1.47	24	7.83	1.34
Donor coordination*	9	6.22	1.72	30	7.30	1.90	15	7.20	1.52	6	4.00	2.19	12	6.92	1.08	24	6.75	1.75	5	8.40	.55	5	7.40	2.51	24	6.75	2.13
Linkage to non-Bank expertise*	9	7.44	1.74	27	6.59	1.60	11	5.36	1.21	4	4.00	1.41	14	7.00	1.47	26	7.31	1.76	7	7.00	1.41	3	4.33	.58	17	5.47	1.62
Strategy formulation*	9	7.44	1.94	37	7.84	1.09	12	6.58	1.16	8	7.13	1.81	15	7.53	1.25	47	8.04	1.25	13	8.69	1.70	8	7.63	2.00	21	8.19	1.47

\*Significantly different between stakeholder groups

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

**The World Bank Group can provide capacity building support in a number of ways in Côte d'Ivoire. To what degree would Côte d'Ivoire benefit, if capacity building were to support...?**

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts*	7	9.57	.79	47	7.81	1.95	29	8.17	2.14	13	6.31	3.43	30	6.63	1.79	63	8.73	1.29	14	9.14	2.14	9	7.67	2.18	30	8.83	1.58
The public sector, related to implementation of specific development projects on the ground*	6	8.67	2.42	48	8.13	1.67	25	8.44	.87	13	7.62	1.19	32	7.09	1.38	61	8.38	1.50	14	8.71	2.49	7	8.71	1.38	30	8.57	1.68
The public sector, related to changing institutions	3	7.67	2.52	41	6.85	2.16	23	6.65	1.47	13	7.46	1.66	30	6.80	1.35	49	7.45	1.98	11	5.64	2.66	11	7.64	2.42	24	6.58	2.34
The private sector, related to institutional and policy change	6	8.33	2.25	43	7.49	1.65	22	6.64	1.73	13	7.54	1.56	30	7.60	1.57	54	7.46	1.61	10	6.40	2.67	9	7.22	2.28	27	7.33	2.11
The legislative branch, to help them more effectively debate and consider development programs*	10	9.80	.42	44	7.23	1.82	22	8.55	1.30	11	6.64	1.75	29	7.21	1.76	58	8.24	1.80	14	6.50	3.08	9	6.78	2.22	27	6.93	2.00

\*Significantly different between stakeholder groups

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)**

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation**	2	8.00	1.41	36	7.39	1.57	19	8.84	1.30	9	5.11	2.37	14	7.43	1.50	41	7.32	1.04	11	8.36	1.21	4	9.00	1.15	18	8.28	1.67
Citizen engagement*	1	10.00		26	5.46	2.08	8	5.63	1.06	8	4.88	.35	14	6.93	1.38	36	5.44	2.47	8	7.63	1.51	6	5.00	.89	16	4.81	2.37
Policy design	6	8.00	2.19	31	6.97	2.01	6	7.17	1.60	11	6.91	1.76	19	6.89	1.29	29	7.86	2.03	11	8.45	1.29	6	7.33	2.25	16	6.88	2.06

\*Significantly different between stakeholder groups

**When thinking about how to improve capacity building in Côte d'Ivoire to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)**

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	5	8.60	.89	37	8.08	1.59	18	8.89	1.23	11	6.18	3.43	21	7.48	1.63	57	8.79	1.28	13	9.15	1.21	7	6.43	3.15	17	9.76	.56
Citizen engagement*	5	9.80	.45	33	7.67	1.71	20	8.60	1.31	9	5.56	3.75	21	6.57	.81	53	8.72	1.06	13	9.15	1.28	11	8.64	1.36	22	9.59	.67
Policy design*	7	8.29	2.14	34	8.59	1.05	9	8.67	.71	11	6.09	3.59	20	7.80	1.01	50	9.08	1.26	12	9.25	1.22	11	7.27	2.24	14	8.14	1.35

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Staff too inaccessible	30.8%	12.0%	31.3%	23.1%	28.1%	23.2%	0.0%	30.8%	11.8%
Not exploring alternative policy options*	23.1%	0.0%	12.5%	0.0%	3.1%	0.0%	14.3%	0.0%	0.0%
Not adequately sensitive to political/social realities in Côte d'Ivoire	7.7%	12.0%	9.4%	23.1%	3.1%	11.6%	0.0%	15.4%	5.9%
Not enough public disclosure of its work	30.8%	26.0%	34.4%	0.0%	31.3%	29.0%	42.9%	38.5%	29.4%
Arrogant in its approach*	0.0%	6.0%	0.0%	23.1%	0.0%	0.0%	0.0%	15.4%	8.8%
Not aligned with country priorities	0.0%	8.0%	0.0%	0.0%	0.0%	10.1%	0.0%	15.4%	5.9%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	53.8%	30.0%	37.5%	15.4%	15.6%	24.6%	14.3%	7.7%	20.6%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	0.0%	0.0%	7.7%	9.4%	5.8%	28.6%	0.0%	0.0%
Too influenced by developed countries*	0.0%	18.0%	18.8%	15.4%	40.6%	8.7%	35.7%	23.1%	32.4%
Imposing technocratic solutions without regard to political realities*	0.0%	12.0%	6.3%	15.4%	18.8%	0.0%	0.0%	15.4%	5.9%
World Bank Group's processes too slow*	0.0%	20.0%	12.5%	0.0%	12.5%	5.8%	0.0%	7.7%	0.0%
Too bureaucratic in its operational policies and procedures*	7.7%	2.0%	3.1%	15.4%	12.5%	11.6%	42.9%	0.0%	5.9%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	23.1%	0.0%	1.4%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors*	23.1%	6.0%	0.0%	0.0%	18.8%	60.9%	7.1%	0.0%	11.8%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%
Not focused enough on issues that are unique to post-conflict countries	0.0%	10.0%	3.1%	15.4%	0.0%	5.8%	0.0%	15.4%	2.9%
Inadequate number of World Bank Group staff members located in the country*	0.0%	18.0%	0.0%	23.1%	0.0%	0.0%	0.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.8%
Don't know	7.7%	8.0%	6.3%	0.0%	0.0%	1.4%	0.0%	7.7%	11.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Capacity development	7.7%	30.0%	15.6%	23.1%	9.7%	29.0%	15.4%	9.1%	6.3%
Policy based lending / budget support to the Government	46.2%	46.0%	37.5%	30.8%	54.8%	30.4%	46.2%	27.3%	28.1%
Knowledge products/services	0.0%	4.0%	3.1%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%
Investment lending	38.5%	64.0%	53.1%	46.2%	45.2%	49.3%	46.2%	45.5%	40.6%
Technical assistance	23.1%	20.0%	28.1%	46.2%	22.6%	31.9%	30.8%	18.2%	25.0%
Trust Fund management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Co-financing arrangements*	30.8%	0.0%	3.1%	0.0%	16.1%	8.7%	0.0%	9.1%	9.4%
Sector-wide approaches	0.0%	16.0%	15.6%	0.0%	25.8%	14.5%	15.4%	18.2%	31.3%
Emergency Recovery lending	7.7%	16.0%	15.6%	23.1%	12.9%	18.8%	30.8%	0.0%	31.3%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	9.4%
Don't know*	23.1%	0.0%	6.3%	15.4%	0.0%	5.8%	7.7%	36.4%	0.0%

\*Significantly different between stakeholder groups

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of Parliamentarian		Employee of Ministry/ Ministerial Dep/ Implementation Agency		PMU/Consultant/ Contractor on Bank project		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Academia/ Research Institute/ Think Tank		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Academia/think tanks/research institutes*			0.0%		22.0%		15.6%		15.4%		15.6%	22.9%	7.1%		81.8%		29.4%	
Donor community*			0.0%		8.0%		0.0%		69.2%		3.1%	7.1%	0.0%		0.0%		0.0%	
Media*			23.1%		4.0%		18.8%		0.0%		0.0%	11.4%	50.0%		9.1%		11.8%	
NGOs*			0.0%		6.0%		9.4%		15.4%		6.3%	71.4%	50.0%		9.1%		17.6%	
Local Government*			23.1%		46.0%		65.6%		23.1%		21.9%	32.9%	28.6%		18.2%		47.1%	
Private sector*			7.7%		48.0%		18.8%		30.8%		75.0%	14.3%	42.9%		27.3%		26.5%	
Parliament*			61.5%		0.0%		0.0%		23.1%		12.5%	0.0%	0.0%		0.0%		0.0%	
Community Based Organizations			46.2%		18.0%		25.0%		0.0%		12.5%	18.6%	0.0%		18.2%		14.7%	
Beneficiaries*			23.1%		28.0%		28.1%		0.0%		25.0%	2.9%	21.4%		0.0%		26.5%	
Foundations			0.0%		0.0%		0.0%		0.0%		0.0%	0.0%	0.0%		0.0%		0.0%	
Faith based organizations			0.0%		4.0%		0.0%		0.0%		0.0%	0.0%	0.0%		0.0%		0.0%	
UN and regional peace keeping forces			0.0%		0.0%		0.0%		0.0%		0.0%	0.0%	0.0%		0.0%		2.9%	
Emerging donors			0.0%		0.0%		0.0%		0.0%		3.1%	0.0%	0.0%		0.0%		0.0%	
UN agencies*			7.7%		0.0%		12.5%		15.4%		12.5%	1.4%	0.0%		0.0%		2.9%	
Regional organizations*			0.0%		8.0%		3.1%		0.0%		6.3%	4.3%	0.0%		36.4%		8.8%	
Other			0.0%		0.0%		0.0%		0.0%		0.0%	1.4%	0.0%		0.0%		5.9%	
Don't know			0.0%		0.0%		0.0%		0.0%		0.0%	5.7%	0.0%		0.0%		0.0%	

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	9	8.00	1.73	50	7.82	1.78	29	8.21	1.72	13	8.00	.82	28	7.14	1.84	67	7.70	1.78	12	9.75	.45	11	7.09	1.87	26	7.65	1.67
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	8	7.63	1.51	44	7.00	2.05	26	5.73	1.91	13	6.00	1.22	27	6.19	1.62	61	6.26	2.36	13	6.08	3.90	11	5.36	2.01	19	6.58	1.57
The World Bank Group supports programs and strategies that are realistic for Côte d'Ivoire*	9	7.89	1.83	44	7.45	1.77	22	7.09	2.29	11	6.18	1.40	28	7.14	1.69	63	6.70	2.23	11	9.64	.50	9	6.44	3.13	19	7.37	1.92
The World Bank Group treats clients and stakeholders in Côte d'Ivoire with respect*	8	8.50	2.07	31	7.29	2.61	16	7.56	2.10	7	4.00	1.73	18	7.44	1.10	41	7.29	2.06	10	9.50	.71	6	5.17	3.43	15	6.60	2.53

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																												
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other				
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean
Responsiveness*	8	7.50	.53	30	6.20	1.47	16	5.13	2.33	11	5.91	1.30	9	5.67	1.94	47	6.77	1.99	8	8.38	.74	4	5.50	.58	10	7.00	2.91		
Flexibility (in terms of the institution's products and services)	5	7.80	.45	37	6.03	1.83	11	6.55	1.75	9	4.44	1.01	12	5.83	1.47	36	5.83	1.87	4	6.50	1.00	6	6.00	2.37	7	6.00	1.00		
Flexibility (in terms of changing country circumstances)*	8	6.88	.99	38	6.24	1.97	14	7.36	.93	11	5.09	1.22	13	6.31	1.84	32	6.06	1.56	7	8.43	1.81	6	6.67	1.86	9	5.44	1.13		
Being inclusive*	8	7.25	1.04	28	6.79	1.40	7	6.43	1.51	10	5.50	2.37	13	5.23	1.96	34	5.74	2.22	7	9.14	1.46	4	7.00	2.31	5	7.80	.84		
Openness*	5	7.40	3.05	37	6.16	2.53	23	4.78	2.09	13	5.85	1.63	13	5.69	1.38	54	6.17	2.35	8	9.00	1.31	4	7.50	.58	19	7.53	1.12		
Staff accessibility*	8	5.75	2.19	43	5.16	2.55	25	4.32	2.53	13	4.46	1.90	19	4.79	1.51	53	5.26	2.51	10	8.20	1.75	6	7.00	2.37	16	4.25	2.38		
Straightforwardness and honesty*	6	6.83	1.83	33	7.21	1.80	18	7.50	.92	11	6.27	1.35	20	7.30	1.22	42	7.29	1.98	6	9.50	.55	2	10.00	0.00	14	7.00	2.15		
Ease of access to the people at the World Bank Group who are making decisions important to my work*	6	6.50	2.81	41	5.32	2.83	24	4.00	2.23	6	4.67	2.07	20	5.25	1.71	48	4.85	2.35	10	8.70	1.57	2	5.00	0.00	12	3.00	1.28		
Collaboration with groups outside of the Government*	6	6.33	1.03	34	6.21	1.55	14	6.43	1.40	8	2.88	1.81	16	6.56	1.46	56	5.63	2.40	7	8.86	.90	5	4.80	2.68	20	7.25	1.59		
Collaboration with the Government*	10	8.50	1.84	44	8.16	1.29	25	8.12	1.09	12	8.92	1.00	24	7.17	1.58	50	8.38	.95	12	9.67	.49	9	8.44	1.67	20	8.30	1.56		
Collaboration with other donors*	5	7.20	1.79	20	7.95	1.05	14	8.00	.96	13	4.85	2.79	13	6.38	1.12	16	7.19	1.28	5	9.20	.84	2	8.00	0.00	15	7.00	2.56		
The speed in which it gets things accomplished on the ground*	9	7.78	1.56	36	5.94	1.84	18	6.56	.78	9	4.00	2.60	18	7.17	1.04	48	6.50	2.46	6	8.17	.98	2	5.00	0.00	17	5.29	1.86		
Being a long-term partner*	9	9.33	1.00	41	8.32	1.51	29	8.10	1.52	11	8.00	1.00	21	7.62	1.32	54	7.56	1.87	10	9.40	1.58	4	8.50	1.73	18	6.89	2.61		

\*Significantly different between stakeholder groups

To be more effective development partner in Côte d'Ivoire, do you believe that the World Bank Group should have?\* (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More local presence	76.9%	89.1%	73.3%	53.8%	68.8%	78.3%	64.3%	50.0%	88.2%
The current level of local presence is adequate	23.1%	6.5%	13.3%	46.2%	6.3%	11.6%	35.7%	10.0%	2.9%
Less local presence	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	20.0%	0.0%
Don't know	0.0%	4.3%	13.3%	0.0%	25.0%	5.8%	0.0%	20.0%	8.8%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up*	40.0%	14.9%	34.4%	61.5%	9.4%	24.6%	21.4%	0.0%	15.2%
There is not an adequate level of citizen/civil society participation*	40.0%	46.8%	56.3%	23.1%	56.3%	82.6%	50.0%	41.7%	69.7%
The World Bank Group is not sensitive enough to political/social realities on the ground*	0.0%	23.4%	6.3%	38.5%	31.3%	13.0%	7.1%	16.7%	21.2%
Lack of/inadequate levels of capacity in Government*	0.0%	14.9%	31.3%	15.4%	3.1%	24.6%	7.1%	16.7%	0.0%
Poor donor coordination*	0.0%	6.4%	0.0%	53.8%	6.3%	5.8%	0.0%	0.0%	15.2%
The World Bank Group works too slowly*	10.0%	25.5%	6.3%	7.7%	34.4%	11.6%	28.6%	16.7%	12.1%
The Government works inefficiently	0.0%	6.4%	12.5%	15.4%	21.9%	7.2%	0.0%	0.0%	12.1%
Political pressures and obstacles*	80.0%	8.5%	9.4%	23.1%	3.1%	42.0%	50.0%	50.0%	54.5%
Reforms are not well thought out in light of country challenges	0.0%	31.9%	18.8%	15.4%	15.6%	17.4%	0.0%	33.3%	9.1%
Ongoing conflict and instability	20.0%	25.5%	40.6%	15.4%	21.9%	33.3%	57.1%	33.3%	30.3%
Inadequate funding*	50.0%	57.4%	43.8%	15.4%	31.3%	13.0%	0.0%	16.7%	18.2%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	1.4%	14.3%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

In your opinion, how IMPORTANT do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire?

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption and anti-racketeering*	12	9.83	.39	43	8.40	1.64	30	8.40	1.61	13	5.92	3.71	29	8.07	1.41	63	9.17	1.06	12	8.75	1.76	10	9.20	1.03	32	8.72	1.42
Information and communications technology*	5	9.20	1.79	42	8.02	1.49	29	7.00	1.63	9	4.89	2.67	30	7.43	1.38	59	8.10	1.75	13	6.23	3.47	7	7.43	2.44	28	7.64	1.68
Transport*	3	8.33	2.89	44	9.00	1.16	26	9.08	1.16	13	7.85	1.28	30	8.23	1.07	64	8.78	1.15	12	9.08	1.38	8	7.75	3.06	32	9.09	1.09
Crime and violence*	2	10.00	0.00	43	8.40	1.99	30	8.40	1.13	13	4.85	2.44	26	6.73	1.80	59	7.54	2.58	12	8.67	1.61	9	7.78	2.73	30	8.27	2.02
Regional conflict and tensions*	3	9.33	1.15	40	7.95	2.19	30	7.57	1.61	10	4.30	2.98	27	6.52	1.83	56	7.16	2.28	12	5.25	2.77	9	7.56	3.09	23	8.30	2.16
Law and justice*	5	10.00	0.00	43	8.02	2.06	26	8.23	1.58	13	6.46	3.45	29	7.72	1.56	58	7.76	2.51	13	9.00	1.91	7	6.71	2.50	32	8.53	1.50
Urban development*	3	7.33	2.52	41	8.46	1.53	30	7.40	1.45	13	6.38	2.29	31	7.94	1.09	55	7.98	1.74	13	8.77	1.01	5	6.80	3.56	32	8.22	1.60
Environmental sustainability*	3	9.00	1.00	43	8.58	1.59	30	6.80	1.32	13	6.77	2.62	31	6.55	1.39	58	8.03	1.65	13	8.54	1.45	3	6.67	1.15	30	8.10	1.47
Regulatory framework	5	9.60	.89	42	6.95	2.19	21	6.90	1.34	13	8.31	1.25	29	7.28	1.85	54	7.20	2.42	13	7.92	2.29	5	7.20	2.59	29	7.00	1.98
Communicable/non-communicable diseases*	3	7.67	3.21	43	8.26	2.22	25	7.72	1.62	9	3.56	3.28	26	5.85	1.95	57	7.81	2.13	12	7.83	1.34	4	9.00	.82	32	8.00	1.81
Poverty reduction*	7	9.86	.38	45	9.18	1.34	30	9.37	.67	13	9.00	.41	31	8.32	1.30	60	9.52	.70	14	9.36	.84	7	8.86	1.07	30	8.93	1.76
Gender equity*	6	9.67	.82	40	7.00	2.31	30	6.57	1.85	13	8.85	.80	29	5.76	1.43	57	7.98	1.76	12	5.50	2.39	6	8.33	1.97	28	7.54	2.13
Domestic private sector development*	9	9.44	1.33	44	8.55	1.99	26	7.38	1.58	13	8.77	.83	29	7.79	1.45	56	8.04	1.80	14	9.50	.76	8	7.63	1.51	30	8.70	1.62
Foreign direct investment	3	8.33	2.08	43	7.60	2.48	26	7.58	1.70	11	7.91	1.58	28	7.39	1.91	51	7.24	1.76	13	8.54	.88	3	9.00	1.73	29	7.90	1.88
Local governance and institutions*	5	10.00	0.00	45	7.98	1.36	30	7.17	1.86	13	8.69	1.03	31	8.00	1.34	62	7.87	1.81	13	8.00	1.53	7	7.71	2.29	30	8.17	1.64
Water and sanitation*	3	9.67	.58	45	9.00	1.09	29	8.83	1.14	13	7.00	1.08	31	7.97	1.47	56	8.27	2.03	13	9.00	.91	4	9.25	.50	30	8.57	1.38
Trade and exports*	3	10.00	0.00	43	7.42	1.94	30	7.33	1.83	11	5.45	3.24	26	6.15	1.05	52	7.33	2.41	13	7.31	1.93	3	10.00	0.00	32	7.56	1.97
Economic growth*	5	10.00	0.00	40	8.98	1.19	30	7.23	1.99	13	8.31	1.70	31	8.32	1.08	56	8.82	1.18	14	9.21	.97	6	9.67	.52	32	8.84	1.39
Energy	5	9.40	1.34	43	9.02	1.08	30	8.37	1.25	13	8.15	.80	28	8.04	1.43	59	8.39	1.62	13	8.85	2.54	6	8.67	2.07	32	8.88	1.24
Disaster management*	2	6.50	4.95	45	7.98	1.88	24	6.67	1.97	13	5.69	2.84	28	5.43	1.48	59	7.12	2.56	12	6.42	1.31	6	8.33	1.37	30	6.73	2.29
Public sector governance/ reform	6	9.17	1.33	47	8.36	1.83	30	8.53	1.74	13	9.08	1.26	31	8.10	1.62	62	8.77	2.08	14	9.00	1.47	8	8.00	2.07	32	8.78	1.45
Job creation/employment*	10	9.90	.32	43	9.40	1.53	30	8.90	1.16	13	9.00	.91	31	7.97	1.54	63	9.27	1.05	14	9.71	.47	6	9.17	.98	35	9.57	.74
Social cohesion*	2	10.00	0.00	43	7.93	2.00	28	8.18	1.93	13	6.31	3.59	31	6.03	1.76	56	8.23	2.53	12	8.33	1.56	6	7.50	3.51	29	7.93	2.36
Financial markets*	2	10.00	0.00	43	8.26	1.88	27	7.11	1.99	11	7.00	1.48	29	6.66	1.65	57	7.63	1.65	13	7.77	2.01	5	8.80	1.64	29	8.38	1.70
Equality of opportunity*	5	10.00	0.00	43	7.77	2.18	30	6.83	1.74	13	8.08	1.98	29	6.66	2.22	60	8.88	1.32	13	8.23	1.83	6	7.17	2.56	29	7.93	1.83
Health*	7	9.57	.79	45	8.93	1.51	30	8.80	.85	11	6.18	2.93	32	7.94	1.64	62	9.29	1.40	13	9.15	.55	8	8.63	1.30	35	9.20	.90
Land and rural development*	11	9.09	2.07	43	8.44	1.24	28	8.46	1.07	13	7.54	1.76	31	7.74	1.37	60	8.62	1.28	13	9.08	.95	8	7.25	2.82	31	8.42	1.41
Global/regional integration*	3	6.00	3.61	38	7.66	1.73	24	6.75	1.62	13	5.54	2.93	30	5.97	2.14	48	7.73	1.59	12	7.50	1.31	6	8.67	2.07	29	7.31	1.95
Food security*	3	9.00	1.00	43	7.56	2.09	30	8.10	1.09	13	5.85	3.02	31	7.58	2.08	60	9.08	1.87	13	9.23	.83	6	9.33	1.03	30	8.50	1.59
Education*	6	9.33	1.21	44	9.07	1.23	30	8.50	1.17	13	6.77	2.01	30	8.17	1.44	62	8.97	2.02	13	9.23	.83	8	8.75	1.39	32	9.50	.95
Security/stabilization/reconstruction/r reconciliation*	4	9.50	.58	43	8.63	1.79	28	8.00	1.49	13	6.46	3.50	31	6.58	2.05	56	8.63	1.48	13	9.77	.60	5	8.60	1.52	30	8.40	1.75
Social protection*	3	7.33	3.79	43	8.02	2.01	30	7.23	1.43	11	5.09	3.02	29	6.45	2.01	53	7.32	2.15	13	7.08	1.75	6	7.50	1.97	28	6.96	2.25
Climate change*	6	7.83	2.56	45	7.51	2.04	23	6.00	1.38	13	7.38	.77	29	5.38	1.84	58	7.57	1.68	12	6.67	1.61	6	7.83	1.60	32	7.16	1.95
Agricultural development*	5	10.00	0.00	46	8.98	.98	30	8.73	.87	13	8.54	1.33	31	8.00	1.32	59	9.19	.92	13	8.62	1.33	6	8.17	2.48	32	8.66	1.23
Natural resource management*	3	8.67	1.53	46	8.50	1.80	28	8.39	1.75	13	8.23	1.64	29	7.17	2.19	59	8.53	1.96	13	9.31	.95	6	7.83	2.99	32	8.47	1.70

\*Significantly different between stakeholder groups

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire?

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption and anti-racketeering*	7	7.71	.76	25	6.52	1.16	14	5.93	1.00	5	2.40	1.52	7	4.00	1.53	23	5.39	2.62	10	7.00	4.19	2	8.00	0.00	15	5.13	2.56
Information and communications technology*	1	6.00		23	6.70	1.33	7	5.00	2.24	4	4.75	2.22	6	6.00	2.37	19	6.16	1.42	3	4.00	3.46	2	10.00	0.00	10	6.00	1.94
Transport*	5	9.60	.89	36	7.92	1.54	21	8.24	1.09	8	7.50	1.69	20	6.80	1.77	43	7.72	1.39	12	8.17	1.90	6	7.33	2.25	25	8.04	1.51
Crime and violence*	4	9.00	2.00	24	6.17	1.46	12	5.75	1.60	5	3.00	1.00	7	5.43	.53	14	6.07	1.69	8	7.13	2.47				10	3.50	1.27
Regional conflict and tensions*	2	6.50	.71	21	6.95	1.60	9	7.00	1.00	3	3.67	.58	9	6.56	1.51	14	5.79	1.67	4	5.75	.50	4	5.00	1.15	11	4.27	1.19
Law and justice*	2	7.50	.71	29	6.86	1.22	12	6.67	2.39	3	4.33	.58	9	6.22	1.92	28	6.75	1.35	7	4.43	3.36	4	6.50	1.73	18	5.50	1.95
Urban development*	1	7.00		31	7.71	1.19	17	6.76	2.02	6	5.33	1.86	21	5.90	1.22	35	7.23	1.40	9	7.11	1.54	4	8.50	1.73	19	5.79	2.35
Environmental sustainability*	2	7.00	1.41	29	7.45	1.18	7	5.57	.53	5	3.00	1.00	5	6.20	1.10	29	6.62	1.82	8	6.88	1.55	2	7.00	0.00	12	5.42	2.47
Regulatory framework	1	7.00		27	6.37	1.88	6	5.17	.98	7	6.43	3.15	6	6.67	1.51	26	6.38	1.94	6	7.17	.98	2	7.00	0.00	9	4.89	3.48
Communicable/non-communicable diseases*	2	6.50	.71	26	7.04	1.73	15	6.20	2.40	3	5.33	2.31	10	6.00	1.49	39	7.79	1.34	6	4.17	3.54	2	7.00	0.00	15	6.73	1.79
Poverty reduction*	2	8.50	.71	36	7.75	1.13	20	7.55	1.32	9	5.44	1.74	25	6.76	1.56	47	7.21	1.81	12	8.00	.85	5	9.40	.55	23	6.48	2.33
Gender equity	1	8.00		22	6.36	1.84	10	7.20	1.23	1	3.00		4	5.50	1.00	38	6.18	1.59	9	5.56	3.57	3	7.00	0.00	17	6.71	1.99
Domestic private sector development*	1	9.00		30	6.70	2.28	11	5.73	1.01	8	6.63	2.20	16	6.06	1.06	29	6.03	1.48	8	8.88	.83	2	7.00	0.00	12	6.08	1.56
Foreign direct investment*	2	9.00	1.41	19	7.58	1.12	12	6.83	1.70	5	6.80	2.05	12	6.33	.98	16	6.31	1.20	6	6.50	1.76	4	9.00	1.15	15	6.53	1.68
Local governance and institutions	2	7.00	1.41	29	7.10	1.82	9	6.89	.78	7	6.14	1.46	15	6.27	1.49	36	6.64	1.55	11	8.27	1.68	2	8.00	0.00	16	6.19	2.14
Water and sanitation	2	8.00	1.41	34	7.21	1.70	16	7.69	.70	6	6.17	1.47	23	6.70	1.46	43	6.95	1.27	11	8.09	1.70	4	6.50	1.73	20	7.25	1.77
Trade and exports	1	7.00		25	6.28	1.40	4	8.00	0.00	3	4.67	1.15	2	5.00	0.00	19	6.05	2.86	6	6.67	1.03	2	8.00	0.00	9	5.44	.88
Economic growth*	1	10.00		32	7.91	1.12	15	7.27	1.10	11	8.00	1.41	22	6.82	1.33	41	6.93	1.47	13	8.69	1.38	6	7.67	2.25	16	6.63	1.89
Energy	1	9.00		30	7.17	1.64	9	6.67	1.80	6	7.33	1.97	10	6.30	1.16	23	6.17	1.72	8	7.50	1.69	4	9.00	1.15	11	6.91	2.12
Disaster management*	2	7.50	3.54	24	6.21	1.93	5	4.40	.89	3	3.00	0.00	6	5.00	1.55	20	5.20	1.99	6	2.50	1.97	4	4.50	.58	5	6.60	1.52
Public sector governance/ reform*	2	7.00	1.41	38	7.50	1.37	15	6.60	.99	12	6.25	2.38	23	6.35	1.90	46	7.43	1.26	11	9.36	.67	4	6.00	2.31	12	6.67	2.06
Job creation/employment*	2	8.50	.71	36	6.14	1.73	14	6.79	1.37	12	6.42	1.93	15	6.27	1.53	38	6.08	1.48	9	8.44	1.51	4	5.50	1.73	15	6.33	1.84
Social cohesion*	1	6.00		27	5.78	1.97	11	7.00	1.84	3	3.67	1.15	11	4.91	1.58	34	6.50	1.35	10	5.50	3.37	5	6.20	2.17	11	6.82	1.99
Financial markets	1	8.00		20	6.75	1.74	6	6.00	.63	3	4.33	.58	15	6.07	1.03	27	6.48	1.12	7	7.14	1.77	1	9.00		13	6.85	1.86
Equality of opportunity*	1	7.00		23	6.17	1.61	8	7.88	.35	3	4.00	1.73	5	3.80	1.10	31	6.26	1.44	9	7.11	2.20	3	5.00	3.46	10	5.00	3.23
Health	2	8.00	0.00	35	7.34	1.21	19	7.37	1.67	3	5.67	2.89	20	6.55	1.47	45	7.27	1.30	10	7.70	1.70	6	7.00	2.68	22	7.18	1.30
Land and rural development*	5	8.20	1.10	23	6.48	1.24	14	6.36	1.91	5	5.80	1.64	18	6.50	1.20	34	6.53	1.26	8	7.88	.83	5	8.00	2.00	22	6.23	1.97
Global/regional integration*	1	8.00		20	6.30	1.34	5	7.00	0.00	5	3.40	2.07	8	5.38	.52	24	6.04	1.23	6	7.67	2.58	5	6.20	1.10	10	4.90	1.45
Food security*	2	9.00	1.41	29	7.28	1.10	10	5.80	1.23	7	4.86	1.35	16	6.56	.89	35	7.20	1.59	7	8.43	1.99	3	8.00	0.00	19	6.58	1.39
Education*	2	7.50	.71	32	7.09	1.69	20	7.30	1.69	6	5.00	2.19	24	6.71	1.43	41	7.73	1.14	9	7.78	.97	7	7.86	2.12	20	7.40	2.11
Security/stabilization/reconstruction/r reconciliation*	2	9.00	0.00	33	6.73	1.77	19	6.79	1.13	6	4.83	1.47	12	5.42	1.24	39	6.13	2.40	11	8.73	1.01	4	6.50	1.73	16	6.81	2.23
Social protection*	1	6.00		25	6.36	2.00	6	3.83	.98	3	4.33	2.31	4	4.50	.58	21	4.81	1.03	3	6.00	0.00	2	3.00	0.00	8	3.38	2.00
Climate change*	2	6.00	0.00	19	5.63	1.67	5	4.80	.45	3	3.33	.58	5	4.40	.55	13	6.08	1.61	6	6.00	2.00	2	7.00	0.00	5	3.40	2.51
Agricultural development*	2	7.50	.71	31	6.74	2.02	12	6.50	1.88	7	7.00	2.08	15	6.60	1.06	33	6.79	1.29	11	8.73	1.01	5	8.20	1.64	16	6.38	1.20
Natural resource management*	1	8.00		32	6.78	1.81	8	6.63	1.19	3	5.33	2.31	6	6.33	1.03	20	5.75	1.21	8	8.25	1.98	2	9.00	0.00	6	6.00	2.45

\*Significantly different between stakeholder groups

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

Where are the World Bank Group's decisions made primarily that support the program in Côte d'Ivoire? (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
At the Headquarters (in Washington D.C.)	61.5%	58.0%	74.2%	46.2%	68.8%	55.7%	57.1%	53.8%	61.8%
In the country	7.7%	10.0%	0.0%	7.7%	9.4%	10.0%	14.3%	0.0%	0.0%
Don't know	30.8%	32.0%	25.8%	46.2%	21.9%	34.3%	28.6%	46.2%	38.2%

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?	9	7.11	1.76	44	7.16	1.33	23	7.91	1.35	13	7.00	1.00	24	6.63	1.69	62	6.84	1.79	12	7.67	1.87	6	6.17	1.17	29	7.17	2.00

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?*	8	7.25	1.04	38	7.24	1.75	13	6.77	1.24	13	6.92	1.44	18	6.11	2.05	29	7.07	1.49	7	8.00	1.00	4	7.00	0.00	13	5.31	1.25

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

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	8	7.50	1.41	44	7.57	1.65	16	6.94	1.61	11	7.45	1.04	27	6.19	1.80	50	6.68	1.94	12	8.17	1.59	10	5.60	3.10	22	5.45	2.34
The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	9	8.00	1.58	43	6.72	1.87	16	5.75	2.32	11	4.27	2.83	24	6.38	1.56	44	6.75	.97	11	7.45	2.42	10	5.60	2.80	19	5.58	1.07

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Côte d'Ivoire?	8	7.00	1.07	27	6.04	2.68	11	6.09	1.38	7	5.71	1.25	11	5.45	1.57	32	6.16	1.69	5	6.80	1.64	2	5.00	0.00	13	5.92	2.53

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

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

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

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	7.7%	10.0%	0.0%	0.0%	0.0%	4.3%	7.7%	0.0%	6.3%
Monthly	0.0%	14.0%	25.0%	18.2%	3.1%	0.0%	38.5%	7.7%	3.1%
A few times a year	53.8%	42.0%	31.3%	81.8%	34.4%	44.3%	15.4%	23.1%	12.5%
Rarely	15.4%	26.0%	31.3%	0.0%	43.8%	34.3%	30.8%	61.5%	37.5%
Never	23.1%	8.0%	12.5%	0.0%	18.8%	17.1%	7.7%	7.7%	40.6%

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	6	8.17	3.60	43	7.00	1.90	26	8.08	1.74	11	6.45	1.44	22	7.09	1.06	57	7.70	1.55	13	9.46	.66	10	6.20	2.86	27	7.96	1.58
Include appropriate level of stakeholder involvement during preparation*	9	7.11	1.27	41	6.88	1.72	13	6.62	1.76	9	4.00	1.22	10	6.10	.88	39	6.05	1.43	10	8.50	1.58	6	5.83	1.33	13	4.85	1.34
Are relevant to Côte d'Ivoire's development priorities*	6	9.00	.63	40	6.80	1.94	26	7.50	1.42	11	5.82	1.60	21	6.76	1.34	55	7.56	1.82	12	8.50	1.62	8	6.50	3.16	24	7.29	2.16
Lead to practical solutions*	6	8.17	.98	39	6.23	1.83	18	6.67	1.75	11	4.82	2.14	12	5.75	.97	53	6.83	1.87	11	8.45	1.21	8	4.88	2.10	13	6.23	1.54
Are accessible (well written and easy to understand)*	6	9.17	1.33	37	5.97	2.23	22	5.77	2.89	11	4.36	1.69	21	6.62	1.40	42	6.10	1.79	11	7.09	3.02	8	6.63	2.97	19	5.68	2.67
Are source of relevant information on global good practices*	6	9.33	1.21	38	7.13	1.73	18	7.17	1.47	11	6.64	1.21	23	7.04	1.11	48	7.88	1.61	12	8.67	2.42	8	7.75	1.98	28	6.64	1.75
Enhance your knowledge and/or skills*	6	8.83	.98	38	7.21	1.74	21	7.00	1.30	9	6.56	1.59	22	6.73	1.35	55	7.93	1.37	12	8.50	2.65	8	7.63	2.00	20	5.85	1.95
Are adequately disseminated*	6	7.17	1.60	37	4.97	2.30	22	5.68	2.42	11	3.27	1.42	18	4.67	1.57	54	5.20	2.09	13	7.00	2.55	10	5.00	2.49	25	4.24	1.51
Are translated enough into local language*	6	7.50	1.76	33	4.24	3.16	19	3.26	1.48	9	2.67	1.58	12	4.33	1.37	45	4.00	2.51	7	8.00	2.31	11	3.45	3.33	20	3.45	2.14
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	9	7.89	1.62	38	5.47	2.41	21	5.95	.74	11	4.27	2.28	17	5.76	1.30	52	6.88	2.06	12	8.92	.90	10	5.00	2.58	18	6.11	2.30

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	9	9.11	1.05	48	7.10	1.63	27	7.81	1.59	8	5.13	1.13	25	7.00	1.29	54	7.59	1.79	12	8.83	1.47	8	6.25	1.28	25	7.24	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	9	8.22	1.48	43	7.37	1.40	20	6.85	1.09	9	5.78	1.48	28	7.54	.92	48	7.42	1.93	11	8.73	1.95	8	7.00	1.69	28	7.25	1.14

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

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Côte d'Ivoire's development challenges?

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization*	5	8.60	1.95	36	6.72	1.80	16	7.38	.81	8	5.50	2.27	20	7.00	1.52	50	6.82	1.53	11	8.18	1.83	6	6.33	1.37	18	5.56	1.98
Design*	5	9.00	1.41	39	6.74	1.62	18	6.67	1.24	10	5.60	2.01	25	6.44	1.23	55	7.20	1.25	13	7.85	2.08	8	7.00	2.27	19	6.00	1.97
Implementation*	6	8.00	1.10	38	6.89	1.61	22	7.23	1.80	10	4.60	2.59	23	6.78	1.54	57	7.19	1.80	13	8.69	1.03	6	6.33	1.86	24	6.63	2.04
Evaluation*	5	7.60	.55	37	6.95	1.60	22	7.32	1.67	10	5.00	1.49	20	6.75	1.48	53	6.77	1.80	12	8.67	1.15	2	4.00	0.00	22	6.55	1.95

\*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	5	4.20	1.79	37	4.24	1.95	26	4.38	2.42	9	4.56	1.67	16	4.88	1.20	41	4.20	1.55	11	2.18	1.25	4	2.50	.58	18	3.67	1.41
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	8	6.88	2.47	44	8.05	1.35	23	7.52	1.62	11	4.64	2.38	21	7.71	1.59	55	6.75	2.33	13	8.69	2.18	8	8.50	1.77	20	6.85	2.43
The World Bank Group's approvals and reviews are done in a timely fashion*	5	7.60	1.95	35	5.89	2.01	22	4.64	2.08	9	3.89	2.20	16	6.38	1.45	40	5.05	1.92	10	7.30	2.06	4	5.00	0.00	13	4.77	1.36
The World Bank Group's "Safeguard Policy" requirements are reasonable	2	7.00	1.41	22	6.64	1.68	5	6.00	1.41	5	6.80	.84	15	6.67	1.35	26	6.04	1.40	10	5.20	2.66	6	6.67	2.73	8	4.50	2.39
The World Bank Group's conditions on its lending are reasonable*	2	5.00	1.41	32	6.00	1.70	10	6.20	2.20	5	5.40	1.67	11	5.18	1.60	36	5.69	1.64	9	6.89	.93	2	4.00	0.00	17	4.65	1.90
The World Bank Group takes decisions quickly in Côte d'Ivoire*	2	7.50	.71	34	4.44	2.00	20	5.25	2.45	9	4.67	1.80	10	5.30	1.34	31	4.71	1.42	11	7.09	2.70	2	6.00	0.00	12	4.67	1.56
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity*	5	9.40	.89	39	7.13	2.30	18	8.06	1.39	9	5.22	2.49	18	7.39	1.24	55	7.36	1.77	12	8.67	1.61	7	7.57	2.15	24	6.67	1.81
The World Bank Group ensures consistency and continuity through staff changes*	5	7.60	.55	21	6.67	2.44	8	6.88	.99	7	3.86	2.67	8	6.00	1.07	21	5.67	1.28	5	9.60	.89	2	4.00	0.00	6	4.83	2.71
Where country systems are adequate, the World Bank Group makes appropriate use of them*	2	7.50	.71	23	7.48	1.73	11	5.73	.90	6	2.67	1.97	11	6.73	1.90	21	6.86	1.53	6	7.50	3.51	2	5.00	0.00	11	7.45	.82
The World Bank Group provides effective implementation support*	5	8.00	.71	41	7.39	2.08	18	6.83	1.25	10	4.70	1.64	21	7.76	1.34	52	7.08	1.70	11	8.36	2.25	6	7.33	2.25	22	6.68	2.08

\*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

Which of the following best describes the way the World Bank Group operates in Côte d'Ivoire?\* (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group takes too much risk in Côte d'Ivoire	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	9.7%
The World Bank Group does not take enough risk in Côte d'Ivoire	7.7%	12.0%	31.3%	9.1%	21.9%	12.9%	21.4%	33.3%	9.7%
The World Bank Group's approach to risk is appropriate	53.8%	52.0%	18.8%	27.3%	21.9%	14.3%	50.0%	0.0%	16.1%
Don't know	30.8%	28.0%	3.1%	63.6%	43.8%	40.0%	14.3%	33.3%	61.3%
Prefer not to answer	7.7%	8.0%	34.4%	0.0%	12.5%	32.9%	14.3%	33.3%	3.2%

\*Significantly different between stakeholder groups

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Côte d'Ivoire?*	8	7.50	2.07	25	4.68	1.22	10	4.40	2.59	9	5.33	1.80	6	5.83	1.17	24	4.08	1.38	4	4.50	2.52	1	6.00		8	4.13	1.73

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

**F. The Future Role of the World Bank Group in Côte d'Ivoire**

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy*	91.7%	10.0%	7.4%	0.0%	23.3%	22.9%	42.9%	53.8%	27.3%
Collaborate more effectively with Government clients*	0.0%	20.0%	3.7%	27.3%	26.7%	5.7%	7.1%	0.0%	21.2%
Offer more innovative financial products	8.3%	8.0%	3.7%	18.2%	0.0%	4.3%	0.0%	15.4%	0.0%
Improve the competitiveness of its financing compared to markets*	8.3%	18.0%	22.2%	0.0%	10.0%	5.7%	28.6%	0.0%	24.2%
Reach out more to groups outside of Government*	50.0%	34.0%	59.3%	63.6%	36.7%	74.3%	42.9%	30.8%	54.5%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges*	0.0%	12.0%	25.9%	9.1%	6.7%	2.9%	0.0%	30.8%	6.1%
Offer more innovative knowledge services	0.0%	4.0%	0.0%	0.0%	6.7%	0.0%	0.0%	7.7%	3.0%
Ensure greater selectivity in its work	0.0%	0.0%	3.7%	0.0%	0.0%	5.7%	0.0%	15.4%	0.0%
Increase the level of capacity development in the country	25.0%	30.0%	11.1%	27.3%	46.7%	25.7%	21.4%	7.7%	21.2%
Reduce the complexity of obtaining World Bank Group financing	8.3%	36.0%	29.6%	36.4%	10.0%	41.4%	28.6%	15.4%	27.3%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster*	0.0%	8.0%	18.5%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Côte d'Ivoire's office	0.0%	10.0%	7.4%	18.2%	16.7%	2.9%	21.4%	15.4%	6.1%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Côte d'Ivoire (continued)**

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

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	23.1%	44.0%	51.9%	36.4%	21.9%	22.9%	15.4%	0.0%	15.2%
Knowledge products	23.1%	10.0%	11.1%	0.0%	25.0%	8.6%	30.8%	27.3%	12.1%
None of the above	0.0%	6.0%	0.0%	0.0%	0.0%	11.4%	0.0%	0.0%	9.1%
The combination is appropriate for Côte d'Ivoire	23.1%	34.0%	11.1%	45.5%	25.0%	40.0%	46.2%	36.4%	51.5%
Don't know	30.8%	6.0%	25.9%	18.2%	28.1%	17.1%	7.7%	36.4%	12.1%

\*Significantly different between stakeholder groups

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Côte d'Ivoire?

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Building social safety nets*	46.2%	12.2%	25.0%	0.0%	18.8%	26.8%	7.1%	0.0%	6.1%
Strengthening public financial management*	15.4%	67.3%	34.4%	76.9%	68.8%	48.2%	85.7%	53.8%	48.5%
Reducing violence*	0.0%	6.1%	21.9%	0.0%	0.0%	14.3%	7.1%	0.0%	15.2%
Increasing access to justice systems	7.7%	14.3%	21.9%	0.0%	3.1%	5.4%	14.3%	15.4%	21.2%
Strengthening security mechanisms	23.1%	12.2%	9.4%	0.0%	12.5%	19.6%	7.1%	0.0%	3.0%
Strengthening conflict resolution mechanisms	0.0%	10.2%	9.4%	7.7%	12.5%	14.3%	0.0%	23.1%	21.2%
Increasing access to basic services	30.8%	28.6%	18.8%	46.2%	43.8%	46.4%	50.0%	61.5%	42.4%
Building capacity of state institutions*	38.5%	55.1%	21.9%	46.2%	62.5%	26.8%	42.9%	30.8%	18.2%
Generating jobs*	76.9%	61.2%	75.0%	100.0%	21.9%	50.0%	64.3%	53.8%	60.6%
Improving livelihoods*	0.0%	8.2%	3.1%	0.0%	0.0%	26.8%	0.0%	0.0%	6.1%
Increasing cohesion*	23.1%	16.3%	28.1%	0.0%	0.0%	8.9%	0.0%	7.7%	0.0%
Stimulating dialogue to promote peace and stability*	0.0%	6.1%	25.0%	23.1%	12.5%	12.5%	14.3%	38.5%	36.4%

\*Significantly different between stakeholder groups

Which THREE areas below would benefit most from other donors in Côte d'Ivoire?

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Building social safety nets	11.1%	23.9%	0.0%	7.7%	23.3%	13.0%	7.1%	10.0%	19.2%
Strengthening public financial management	0.0%	21.7%	17.2%	7.7%	23.3%	27.8%	0.0%	10.0%	15.4%
Reducing violence	44.4%	28.3%	13.8%	23.1%	23.3%	18.5%	28.6%	40.0%	3.8%
Increasing access to justice systems*	0.0%	13.0%	20.7%	53.8%	16.7%	22.2%	35.7%	10.0%	46.2%
Strengthening security mechanisms*	0.0%	28.3%	41.4%	0.0%	6.7%	25.9%	50.0%	40.0%	23.1%
Strengthening conflict resolution mechanisms*	33.3%	39.1%	20.7%	15.4%	36.7%	11.1%	21.4%	10.0%	19.2%
Increasing access to basic services*	0.0%	37.0%	10.3%	38.5%	3.3%	31.5%	50.0%	20.0%	34.6%
Building capacity of state institutions*	0.0%	26.1%	20.7%	0.0%	26.7%	25.9%	7.1%	50.0%	7.7%
Generating jobs*	55.6%	23.9%	10.3%	53.8%	46.7%	33.3%	14.3%	0.0%	34.6%
Improving livelihoods*	0.0%	15.2%	44.8%	30.8%	6.7%	25.9%	14.3%	0.0%	38.5%
Increasing cohesion*	66.7%	8.7%	6.9%	46.2%	16.7%	22.2%	0.0%	0.0%	0.0%
Stimulating dialogue to promote peace and stability*	55.6%	26.1%	62.1%	23.1%	33.3%	33.3%	57.1%	50.0%	23.1%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local newspapers*	58.3%	65.2%	34.4%	53.8%	50.0%	37.3%	50.0%	61.5%	86.7%
International newspapers*	25.0%	0.0%	18.8%	7.7%	21.9%	7.5%	0.0%	0.0%	3.3%
Local radio	0.0%	0.0%	0.0%	0.0%	0.0%	7.5%	0.0%	0.0%	10.0%
International radio*	41.7%	4.3%	0.0%	23.1%	9.4%	17.9%	0.0%	23.1%	0.0%
Local television*	33.3%	32.6%	25.0%	7.7%	18.8%	41.8%	50.0%	15.4%	16.7%
International television	0.0%	26.1%	43.8%	15.4%	15.6%	23.9%	21.4%	30.8%	33.3%
Periodicals*	0.0%	0.0%	6.3%	15.4%	18.8%	7.5%	7.1%	23.1%	16.7%
Internet*	33.3%	60.9%	56.3%	61.5%	53.1%	55.2%	71.4%	38.5%	23.3%
Social media	8.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones*	0.0%	4.3%	15.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Other*	0.0%	2.2%	0.0%	15.4%	0.0%	0.0%	0.0%	7.7%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Blogs*	0.0%	0.0%	3.1%	0.0%	6.3%	0.0%	0.0%	15.4%	0.0%
Direct contact with World Bank Group*	7.7%	36.2%	56.3%	61.5%	6.3%	47.1%	42.9%	15.4%	6.5%
e-Newsletters*	23.1%	53.2%	18.8%	30.8%	78.1%	52.9%	42.9%	61.5%	22.6%
Instant messaging*	0.0%	12.8%	3.1%	0.0%	6.3%	0.0%	0.0%	0.0%	9.7%
World Bank Group's seminars/workshops/conferences	46.2%	36.2%	62.5%	23.1%	31.3%	48.6%	71.4%	46.2%	45.2%
World Bank Group's publications and other written materials*	53.8%	31.9%	21.9%	46.2%	31.3%	18.6%	28.6%	23.1%	58.1%
Mobile phones	7.7%	0.0%	6.3%	0.0%	0.0%	4.3%	0.0%	0.0%	6.5%
Social media*	7.7%	10.6%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
World Bank Group's website	53.8%	19.1%	28.1%	38.5%	34.4%	22.9%	0.0%	38.5%	25.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	6.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/C ontractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	0.0%	6.4%	3.2%	0.0%	3.1%	4.6%	14.3%	0.0%	0.0%
No	100.0%	93.6%	96.8%	100.0%	96.9%	95.4%	85.7%	100.0%	100.0%

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

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/C ontractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	33.3%	2.2%	23.3%	30.8%	0.0%	11.8%	61.5%	0.0%	3.2%
No	66.7%	97.8%	76.7%	69.2%	100.0%	88.2%	38.5%	100.0%	96.8%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****Were you able to obtain this information?\***

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	100.0%	40.0%	75.0%	0.0%	85.7%	100.0%	0.0%	100.0%
No	0.0%	0.0%	60.0%	25.0%	0.0%	14.3%	0.0%	100.0%	0.0%

\*Significantly different between stakeholder groups

**Do you have access to the Internet?\***

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	100.0%	97.9%	100.0%	84.6%	93.8%	100.0%	100.0%	100.0%	100.0%
No	0.0%	2.1%	0.0%	15.4%	6.3%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	30.8%	44.4%	36.7%	69.2%	56.3%	45.7%	71.4%	36.4%	30.0%
No	69.2%	55.6%	63.3%	30.8%	43.8%	54.3%	28.6%	63.6%	70.0%

**Which do you primarily use?**

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group's country website	55.6%	58.3%	40.9%	55.6%	47.6%	50.0%	54.5%	66.7%	58.8%
The World Bank Group's main website	44.4%	41.7%	59.1%	44.4%	52.4%	50.0%	45.5%	33.3%	41.2%

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

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed	60.0%	94.6%	81.5%	100.0%	100.0%	98.3%	100.0%	100.0%	94.4%
Dial-up	40.0%	5.4%	18.5%	0.0%	0.0%	1.7%	0.0%	0.0%	5.6%

\*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																																
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other								
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
I use/consult World Bank Group's data more often than I did a few years ago*	8	7.63	2.33	42	4.10	2.69	20	5.35	3.01	11	3.27	3.00	27	3.44	2.68	61	4.51	2.99	12	8.42	2.64	7	2.71	1.80	15	5.00	3.32						
I find the World Bank Group's websites easy to navigate*	7	5.43	1.13	24	6.17	1.86	12	6.08	1.00	9	4.56	2.88	21	5.38	1.72	33	7.70	1.59	8	9.38	1.19	2	4.00	0.00	14	7.29	2.16						
I find the information on the World Bank Group's websites useful*	8	7.75	2.38	21	7.90	1.04	12	6.83	.94	9	4.33	2.87	19	6.95	.85	33	7.79	1.63	8	9.63	.74	4	6.00	0.00	16	7.31	1.66						
The World Bank Group's social media channels are valuable sources of information about the institution*	5	5.40	1.95	24	6.92	2.08	11	5.91	1.76	6	3.33	2.66	5	7.20	2.05	22	6.95	2.17	4	9.00	2.00	4	5.00	2.31	6	4.83	3.19						
When I need information from the World Bank Group I know how to find it*	9	6.33	2.69	30	6.00	3.03	21	4.57	2.68	10	4.00	2.16	27	5.70	.78	55	4.31	2.47	12	9.08	2.57	6	7.00	4.65	14	7.21	3.21						
The World Bank Group is responsive to my information requests and inquiries*	8	5.50	1.41	22	7.36	1.65	13	5.38	3.23	11	5.00	.77	10	6.10	1.20	40	5.83	1.84	12	8.83	2.66	2	10.00	0.00	10	6.30	3.33						

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group in your country?\*

Percentage of Respondents	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	7.7%	37.5%	50.0%	38.5%	12.5%	12.3%	50.0%	7.7%	28.6%
No	92.3%	62.5%	50.0%	61.5%	87.5%	87.7%	50.0%	92.3%	71.4%

\*Significantly different between stakeholder groups

Which of the following agencies of the World Bank Group do you work with in Côte d'Ivoire? (Select all that apply)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)*	44.4%	37.8%	50.0%	61.5%	20.0%	13.8%	50.0%	0.0%	20.0%
The International Finance Corporation (IFC)*	0.0%	11.1%	3.1%	0.0%	16.7%	0.0%	42.9%	0.0%	20.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
None*	55.6%	60.0%	46.9%	38.5%	73.3%	86.2%	50.0%	100.0%	80.0%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of Ministry/ Ministerial Dep/ Implementation Agency	PMU/Consultant/ Contractor on Bank project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer*	66.7%	42.9%	38.7%	30.8%	64.3%	32.3%	46.2%	66.7%	25.8%
Use World Bank Group reports/data	25.0%	7.1%	9.7%	38.5%	32.1%	22.6%	7.7%	33.3%	16.1%
Engage in World Bank Group related/sponsored events/activities	25.0%	35.7%	16.1%	15.4%	35.7%	19.4%	7.7%	0.0%	19.4%
Collaborate as part of my professional duties*	33.3%	64.3%	77.4%	46.2%	7.1%	40.3%	69.2%	55.6%	38.7%
Use World Bank Group website for information, data, research, etc.*	8.3%	11.9%	0.0%	46.2%	28.6%	41.9%	46.2%	22.2%	25.8%

\*Significantly different between stakeholder groups

## Appendix C: Responses to All Questions by Geographic Location

### A. General Issues facing Côte d'Ivoire

In general would you say that Côte d'Ivoire is headed in ...?

Percentage of Respondents	North	South	Central	West	East
The right direction	100.0%	79.1%	90.5%	73.8%	100.0%
The wrong direction	0.0%	3.8%	0.0%	0.0%	0.0%
Not sure	0.0%	17.1%	9.5%	26.2%	0.0%

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

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Social protection	0.0%	6.3%	15.8%	9.5%	0.0%
Transport*	43.5%	11.3%	10.5%	16.7%	57.1%
Security/stabilization/reconstruction/ reconciliation	52.2%	50.0%	63.2%	38.1%	71.4%
Public sector governance/ reform*	17.4%	45.0%	21.1%	28.6%	28.6%
Global/regional integration	0.0%	0.6%	0.0%	0.0%	0.0%
Gender equity	0.0%	1.9%	0.0%	0.0%	0.0%
Domestic private sector development	8.7%	11.3%	15.8%	2.4%	0.0%
Foreign direct investment*	0.0%	0.0%	0.0%	7.1%	0.0%
Water and sanitation*	0.0%	3.8%	5.3%	4.8%	42.9%
Energy	0.0%	1.3%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	1.9%	0.0%	0.0%	0.0%
Job creation/employment	47.8%	33.1%	15.8%	19.0%	14.3%
Land and rural development*	4.3%	4.4%	0.0%	26.2%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	2.5%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	8.8%	0.0%	11.9%	0.0%
Health	0.0%	17.5%	31.6%	21.4%	28.6%
Education	21.7%	21.3%	21.1%	26.2%	42.9%
Poverty reduction*	34.8%	40.6%	31.6%	9.5%	0.0%
Food security	13.0%	3.8%	0.0%	0.0%	0.0%
Social cohesion	8.7%	8.1%	5.3%	19.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	26.1%	1.9%	0.0%	14.3%	14.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	13.0%	1.3%	0.0%	7.1%	0.0%
Economic growth	0.0%	5.0%	0.0%	11.9%	0.0%
Law and justice*	0.0%	4.4%	36.8%	11.9%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	1.3%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.9%	0.0%	4.8%	0.0%
Anti-corruption and anti-racketeering*	4.3%	5.0%	26.3%	9.5%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	4.3%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between locations

**A. General Issues facing Côte d'Ivoire (continued)**

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

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Water and sanitation	4.2%	6.6%	4.8%	4.8%	0.0%
Equality of opportunity	20.8%	21.7%	19.0%	19.0%	0.0%
Economic growth	16.7%	30.7%	33.3%	14.3%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration*	0.0%	1.8%	14.3%	0.0%	0.0%
Gender equity	0.0%	3.6%	0.0%	0.0%	0.0%
Land and rural development*	12.5%	11.4%	9.5%	11.9%	57.1%
Urban development*	0.0%	2.4%	0.0%	0.0%	42.9%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	2.4%	0.0%	0.0%	0.0%
Social protection*	0.0%	10.2%	19.0%	0.0%	0.0%
Law and justice	4.2%	1.8%	0.0%	9.5%	0.0%
Transport*	0.0%	6.6%	14.3%	21.4%	0.0%
Crime and violence	0.0%	1.8%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.6%	0.0%	4.8%	0.0%
Security/stabilization/reconstruction/reconciliation*	37.5%	15.1%	28.6%	4.8%	0.0%
Anti-corruption and anti-racketeering	8.3%	10.8%	19.0%	9.5%	0.0%
Domestic private sector development*	0.0%	20.5%	57.1%	16.7%	14.3%
Foreign direct investment*	0.0%	1.8%	0.0%	7.1%	28.6%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/ reform	12.5%	15.1%	4.8%	26.2%	0.0%
Social cohesion	0.0%	1.8%	0.0%	0.0%	0.0%
Education*	0.0%	23.5%	14.3%	31.0%	0.0%
Natural resource management	4.2%	3.6%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	9.5%	0.0%
Health	29.2%	15.7%	0.0%	14.3%	0.0%
Agricultural development*	50.0%	19.3%	9.5%	40.5%	85.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	75.0%	55.4%	52.4%	42.9%	57.1%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.6%	0.0%	0.0%	0.0%
Food security	8.3%	13.3%	0.0%	11.9%	14.3%

\*Significantly different between locations

### A. General Issues facing Côte d'Ivoire (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Côte d'Ivoire? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Energy	4.2%	13.3%	0.0%	2.4%	0.0%
Gender equity	0.0%	1.8%	0.0%	0.0%	0.0%
Equality of opportunity*	0.0%	3.6%	5.3%	14.3%	0.0%
Global/regional integration	8.3%	1.8%	0.0%	0.0%	0.0%
Social protection*	0.0%	0.0%	15.8%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption and anti-racketeering*	16.7%	30.1%	47.4%	40.5%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%
Land and rural development	0.0%	4.8%	0.0%	2.4%	0.0%
Foreign direct investment*	0.0%	23.5%	21.1%	9.5%	28.6%
Urban development	0.0%	4.8%	0.0%	4.8%	0.0%
Water and sanitation	0.0%	3.0%	0.0%	0.0%	0.0%
Trade and exports	12.5%	22.9%	10.5%	19.0%	14.3%
Information and communications technology	0.0%	3.6%	0.0%	0.0%	0.0%
Regulatory framework	8.3%	12.0%	15.8%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion*	12.5%	0.0%	0.0%	4.8%	0.0%
Public sector governance/ reform*	20.8%	36.7%	15.8%	50.0%	42.9%
Domestic private sector development*	29.2%	41.0%	15.8%	21.4%	57.1%
Job creation/employment*	25.0%	15.7%	52.6%	38.1%	42.9%
Agricultural development*	33.3%	19.3%	10.5%	45.2%	28.6%
Food security*	12.5%	0.6%	0.0%	0.0%	0.0%
Transport*	33.3%	9.6%	10.5%	0.0%	28.6%
Security/stabilization/reconstruction/reconciliation	25.0%	19.9%	21.1%	9.5%	28.6%
Education*	8.3%	0.6%	0.0%	14.3%	0.0%
Natural resource management	8.3%	15.1%	10.5%	7.1%	28.6%
Environmental sustainability	0.0%	2.4%	0.0%	0.0%	0.0%
Health*	8.3%	0.6%	0.0%	0.0%	0.0%
Law and justice*	0.0%	4.8%	21.1%	2.4%	0.0%
Local governance and institutions*	20.8%	1.8%	10.5%	0.0%	0.0%
Crime and violence*	4.2%	0.0%	0.0%	0.0%	0.0%
Financial markets	8.3%	4.2%	15.8%	9.5%	0.0%

\*Significantly different between locations

When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Côte d'Ivoire? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Better employment opportunities for young people*	63.2%	31.8%	36.8%	7.7%	20.0%
Better employment opportunities for women*	0.0%	3.9%	0.0%	17.9%	0.0%
Greater access to micro-finance for the poor*	15.8%	10.4%	57.9%	35.9%	0.0%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	6.5%	0.0%	17.9%	0.0%
Greater access to health and nutrition for citizens*	52.6%	27.3%	26.3%	15.4%	60.0%
Better entrepreneurial opportunities	15.8%	26.0%	31.6%	5.1%	20.0%
A growing middle class	0.0%	11.7%	0.0%	17.9%	0.0%
Better opportunity for the poor who live in rural areas	21.1%	8.4%	0.0%	12.8%	20.0%
Better opportunity for the poor who live in urban areas	15.8%	6.5%	15.8%	0.0%	0.0%
Consistent economic growth	5.3%	11.7%	10.5%	12.8%	0.0%
More reliable social safety net	0.0%	11.7%	0.0%	10.3%	0.0%
Greater equity of fiscal policy	0.0%	2.6%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	10.5%	31.2%	15.8%	35.9%	20.0%
Better quality public services*	0.0%	8.4%	5.3%	10.3%	60.0%
Other	0.0%	1.9%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire?*	24	7.21	2.40	164	5.38	2.20	22	6.00	2.64	42	5.26	2.48	7	6.29	2.56

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between locations

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.*	23	7.52	2.11	128	6.48	1.92	18	7.33	1.33	38	6.26	1.84	7	6.71	2.36

(1-Not effective at all, 10-Very effective) \*Significantly different between locations

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges?*	17	7.94	2.11	121	7.14	2.06	13	7.31	1.75	30	6.50	1.85	4	9.25	1.50

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

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

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Social protection	0.0%	7.8%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction/reconciliation*	37.5%	23.5%	28.6%	23.8%	71.4%
Public sector governance/ reform*	4.2%	39.8%	14.3%	26.2%	71.4%
Transport	25.0%	13.9%	23.8%	19.0%	14.3%
Poverty reduction	50.0%	37.3%	28.6%	19.0%	57.1%
Global/regional integration	0.0%	3.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	3.0%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	4.8%	0.0%
Land and rural development	8.3%	6.6%	4.8%	11.9%	0.0%
Domestic private sector development*	4.2%	22.9%	14.3%	2.4%	14.3%
Foreign direct investment*	0.0%	1.2%	0.0%	0.0%	28.6%
Water and sanitation*	8.3%	0.6%	9.5%	4.8%	0.0%
Energy	0.0%	4.8%	0.0%	0.0%	0.0%
Social cohesion	8.3%	3.6%	4.8%	9.5%	0.0%
Job creation/employment*	41.7%	27.1%	61.9%	23.8%	0.0%
Financial markets	0.0%	4.2%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	4.8%	0.0%	0.0%	0.0%
Equality of opportunity*	4.2%	0.0%	4.8%	11.9%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%
Health*	50.0%	25.3%	38.1%	38.1%	0.0%
Education	25.0%	33.1%	33.3%	26.2%	14.3%
Food security	8.3%	8.4%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development*	12.5%	4.2%	4.8%	26.2%	0.0%
Trade and exports	0.0%	1.2%	0.0%	0.0%	0.0%
Economic growth*	0.0%	3.0%	0.0%	21.4%	0.0%
Law and justice*	0.0%	0.0%	19.0%	7.1%	0.0%
Local governance and institutions	0.0%	3.6%	0.0%	11.9%	0.0%
Regulatory framework	0.0%	1.8%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	3.0%	4.8%	7.1%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption and anti-racketeering	12.5%	8.4%	4.8%	0.0%	28.6%
Disaster management	0.0%	0.6%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

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

Greatest Value Percentage of Respondents	North	South	Central	West	East
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%
Data*	11.1%	0.6%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	22.2%	19.9%	4.5%	27.0%	42.9%
Financial resources	38.9%	40.4%	45.5%	35.1%	0.0%
Capacity development	0.0%	9.9%	0.0%	18.9%	0.0%
Technical assistance	0.0%	7.5%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	11.1%	13.7%	18.2%	5.4%	14.3%
Donor coordination	0.0%	0.0%	0.0%	2.7%	0.0%
Linkage to non-Bank expertise*	0.0%	0.0%	4.5%	0.0%	0.0%
Strategy formulation*	16.7%	8.1%	27.3%	10.8%	42.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between locations

2 <sup>nd</sup> Greatest Value Percentage of Respondents	North	South	Central	West	East
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%
Data	0.0%	5.6%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	20.0%	24.7%	27.3%	24.3%	14.3%
Financial resources	0.0%	19.1%	27.3%	13.5%	0.0%
Capacity development*	0.0%	19.1%	27.3%	0.0%	0.0%
Technical assistance*	46.7%	7.4%	13.6%	27.0%	0.0%
Mobilizing third party financial resources*	6.7%	8.0%	0.0%	27.0%	42.9%
Donor coordination	0.0%	2.5%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	1.2%	0.0%	0.0%	0.0%
Strategy formulation*	26.7%	11.1%	4.5%	8.1%	42.9%
Other	0.0%	1.2%	0.0%	0.0%	0.0%

\*Significantly different between locations

How effectively do the World Bank Group's activities below support Côte d'Ivoire's efforts to achieve development results?  
(1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Convening/Facilitating	6	5.67	1.37	76	6.26	1.82	12	6.58	.79	18	5.22	1.11	2	6.00	0.00
Data	10	7.50	.97	110	7.44	1.57	8	7.13	1.13	24	6.79	.59			
Policy advice, studies, analyses	13	7.54	1.85	118	7.77	1.59	12	8.33	.65	33	7.48	.94	2	9.50	.71
Financial resources*	16	8.38	1.26	126	7.83	1.41	21	8.71	.78	34	8.32	1.22	6	8.17	1.72
Technical assistance*	12	8.17	1.34	111	7.64	1.46	12	8.58	.51	30	7.33	1.09			
Mobilizing third party financial resources*	19	8.32	1.63	98	7.47	1.50	17	8.41	.94	26	7.00	.80	4	7.50	1.91
Donor coordination	11	6.55	1.44	81	6.64	2.05	14	8.00	.96	18	6.72	1.53	2	5.00	0.00
Linkage to non-Bank expertise	9	6.00	1.32	75	6.43	1.73	12	6.58	1.88	17	6.59	1.91	1	9.00	
Strategy formulation	10	8.20	1.69	109	7.72	1.44	14	8.57	.85	25	7.40	1.19	6	8.67	2.07

\*Significantly different between locations

The World Bank Group can provide capacity building support in a number of ways in Côte d'Ivoire. To what degree would Côte d'Ivoire benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	21	7.71	2.67	154	8.17	2.10	22	8.36	1.65	36	7.78	1.42	3	9.33	.58
The public sector, related to implementation of specific development projects on the ground	18	8.22	1.48	152	8.34	1.66	20	8.30	1.08	39	7.72	1.38	2	8.50	2.12
The public sector, related to changing institutions	8	5.50	1.20	138	6.93	2.13	16	6.56	2.00	34	7.24	1.37	1	5.00	
The private sector, related to institutional and policy change*	13	6.08	1.85	138	7.60	1.74	21	7.33	2.27	34	6.65	1.39	3	7.00	1.73
The legislative branch, to help them more effectively debate and consider development programs	8	6.75	2.43	154	7.59	2.02	18	7.94	1.55	34	7.56	1.83	6	9.17	.98

\*Significantly different between locations

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	19	7.63	1.57	85	7.51	1.66	11	8.73	1.01	29	7.69	1.31	5	9.80	.45
Citizen engagement*	8	4.75	1.04	78	5.62	2.03	7	6.14	1.21	21	6.86	1.77	3	3.00	0.00
Policy design*	9	8.44	1.33	88	7.07	1.87	8	8.00	1.77	19	7.47	1.12	3	9.00	0.00

\*Significantly different between locations

When thinking about how to improve capacity building in Côte d'Ivoire to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	9	8.56	1.81	128	8.29	2.07	13	8.31	1.11	33	8.70	.92	1	10.00	
Citizen engagement	11	8.27	2.15	120	8.20	1.93	16	8.88	1.02	32	8.03	.97	3	10.00	0.00
Policy design	9	8.56	1.24	115	8.23	1.88	13	8.62	1.45	27	8.74	1.26	1	10.00	

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

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Staff too inaccessible*	20.8%	18.1%	45.0%	19.0%	0.0%
Not exploring alternative policy options	0.0%	3.6%	0.0%	9.5%	0.0%
Not adequately sensitive to political/social realities in Côte d'Ivoire	4.2%	10.8%	0.0%	16.7%	0.0%
Not enough public disclosure of its work*	25.0%	30.1%	25.0%	7.1%	42.9%
Arrogant in its approach	0.0%	4.8%	15.0%	0.0%	0.0%
Not aligned with country priorities	8.3%	7.8%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	54.2%	21.1%	15.0%	42.9%	14.3%
Not willing to honestly criticize policies and reform efforts in the country	4.2%	6.0%	5.0%	0.0%	0.0%
Too influenced by developed countries	8.3%	24.7%	25.0%	14.3%	14.3%
Imposing technocratic solutions without regard to political realities	0.0%	6.0%	5.0%	14.3%	0.0%
World Bank Group's processes too slow*	4.2%	7.2%	10.0%	26.2%	0.0%
Too bureaucratic in its operational policies and procedures*	4.2%	9.0%	0.0%	14.3%	42.9%
Not aligned with other donors' work	0.0%	2.4%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	12.5%	23.5%	25.0%	16.7%	0.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	1.2%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	0.0%	6.0%	5.0%	9.5%	0.0%
Inadequate number of World Bank Group staff members located in the country	8.3%	4.2%	5.0%	0.0%	0.0%
Other*	0.0%	0.0%	0.0%	0.0%	42.9%
Don't know*	20.8%	4.8%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Capacity development*	0.0%	19.6%	35.0%	16.7%	0.0%
Policy based lending / budget support to the Government*	65.2%	38.7%	60.0%	35.7%	0.0%
Knowledge products/services	0.0%	4.9%	0.0%	2.4%	0.0%
Investment lending	65.2%	50.9%	35.0%	52.4%	28.6%
Technical assistance	17.4%	28.8%	20.0%	21.4%	42.9%
Trust Fund management	0.0%	0.0%	0.0%	0.0%	0.0%
Co-financing arrangements	4.3%	7.4%	5.0%	9.5%	28.6%
Sector-wide approaches	26.1%	18.4%	0.0%	11.9%	14.3%
Emergency Recovery lending*	13.0%	12.9%	25.0%	38.1%	42.9%
Other*	0.0%	0.0%	0.0%	0.0%	42.9%
Don't know	0.0%	7.4%	0.0%	2.4%	0.0%

\*Significantly different between locations

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Academia/think tanks/research institutes	16.7%	24.7%	28.6%	14.3%	28.6%
Donor community*	0.0%	6.0%	0.0%	16.7%	0.0%
Media	16.7%	12.7%	9.5%	2.4%	0.0%
NGOs	33.3%	22.3%	33.3%	38.1%	14.3%
Local Government*	62.5%	31.9%	38.1%	47.6%	71.4%
Private sector*	16.7%	42.2%	28.6%	4.8%	28.6%
Parliament	4.2%	6.6%	0.0%	0.0%	0.0%
Community Based Organizations	12.5%	15.7%	19.0%	19.0%	42.9%
Beneficiaries	25.0%	18.1%	28.6%	11.9%	14.3%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%
Faith based organizations*	0.0%	0.0%	0.0%	4.8%	0.0%
UN and regional peace keeping forces	0.0%	0.6%	0.0%	0.0%	0.0%
Emerging donors	0.0%	0.6%	0.0%	0.0%	0.0%
UN agencies*	0.0%	5.4%	0.0%	16.7%	0.0%
Regional organizations	0.0%	9.6%	4.8%	0.0%	0.0%
Other	0.0%	1.8%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	0.0%	9.5%	0.0%

\*Significantly different between locations

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	23	8.65	1.27	149	7.61	1.79	21	8.24	1.41	39	7.44	1.65	7	8.14	2.19
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	13	7.31	2.18	146	6.19	2.18	18	7.44	1.50	30	5.43	1.74	7	6.57	2.51
The World Bank Group supports programs and strategies that are realistic for Côte d'Ivoire*	15	7.13	2.45	141	7.05	2.04	16	8.38	1.31	40	6.65	1.87	4	10.00	0.00
The World Bank Group treats clients and stakeholders in Côte d'Ivoire with respect	8	7.88	1.46	109	7.15	2.50	8	7.75	1.67	25	7.16	2.12	4	8.50	1.00

\*Significantly different between locations

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

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	12	6.25	1.06	90	6.62	2.18	10	6.40	1.71	27	5.96	1.45	1	10.00	
Flexibility (in terms of the institution's products and services)	9	6.56	1.51	81	6.05	1.80	10	6.30	1.89	27	5.48	1.55	2	5.50	2.12
Flexibility (in terms of changing country circumstances)	11	6.36	1.21	90	6.14	1.80	10	7.20	1.23	27	6.48	1.63	2	8.00	1.41
Being inclusive	9	6.11	1.05	79	6.28	2.28	9	6.44	1.88	15	6.87	1.06	1	8.00	
Openness*	16	6.88	1.89	114	6.54	2.03	13	5.15	2.58	27	5.44	2.26	1	10.00	
Staff accessibility*	11	5.00	2.65	125	5.75	2.47	15	4.00	2.24	37	3.89	2.17	2	7.00	0.00
Straightforwardness and honesty	10	7.60	1.26	98	7.23	1.77	12	7.42	1.78	27	7.00	1.73	1	10.00	
Ease of access to the people at the World Bank Group who are making decisions important to my work*	12	5.08	2.11	105	5.57	2.49	14	4.07	1.86	35	4.11	2.47	1	9.00	
Collaboration with groups outside of the Government	13	6.31	1.25	109	5.98	2.34	11	5.00	1.95	33	6.55	1.23	2	6.50	2.12
Collaboration with the Government	15	8.40	.74	134	8.12	1.41	16	8.81	.98	33	8.36	1.27	3	7.33	2.31
Collaboration with other donors	5	8.00	1.00	76	6.95	2.14	9	8.33	.71	11	8.00	1.10	2	5.00	0.00
The speed in which it gets things accomplished on the ground	12	7.33	.49	105	6.27	2.06	10	6.10	.99	33	6.03	2.36	3	6.00	3.46
Being a long-term partner*	16	8.44	1.26	127	7.94	1.75	13	8.85	.99	34	7.29	1.99	4	7.25	2.63

\*Significantly different between locations

To be more effective development partner in Côte d'Ivoire, do you believe that the World Bank Group should have...?\*

Percentage of Respondents	North	South	Central	West	East
More local presence	100.0%	70.3%	66.7%	97.5%	71.4%
The current level of local presence is adequate	0.0%	18.2%	11.1%	2.5%	0.0%
Less local presence	0.0%	1.2%	0.0%	0.0%	0.0%
Don't know	0.0%	10.3%	22.2%	0.0%	28.6%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
The World Bank Group does not do adequate follow through/follow-up	31.8%	16.5%	38.1%	18.4%	0.0%
There is not an adequate level of citizen/civil society participation	50.0%	61.6%	71.4%	50.0%	83.3%
The World Bank Group is not sensitive enough to political/social realities on the ground*	0.0%	20.7%	9.5%	21.1%	50.0%
Lack of/inadequate levels of capacity in Government	9.1%	18.3%	0.0%	13.2%	0.0%
Poor donor coordination	0.0%	7.3%	19.0%	13.2%	0.0%
The World Bank Group works too slowly	9.1%	21.3%	14.3%	7.9%	33.3%
The Government works inefficiently	4.5%	10.4%	0.0%	5.3%	0.0%
Political pressures and obstacles	40.9%	29.3%	23.8%	28.9%	66.7%
Reforms are not well thought out in light of country challenges*	9.1%	17.7%	4.8%	44.7%	0.0%
Ongoing conflict and instability	54.5%	28.0%	42.9%	28.9%	16.7%
Inadequate funding	18.2%	30.5%	33.3%	21.1%	50.0%
Other	0.0%	1.8%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

In your opinion, how IMPORTANT do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire? (1-Not important at all, 10-Very important)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption and anti-racketeering	20	8.40	1.64	152	8.38	1.93	21	9.14	1.35	37	8.49	1.39	3	9.67	.58
Information and communications technology	17	7.88	1.80	139	7.46	1.98	21	8.14	1.93	37	7.65	1.98	3	6.33	.58
Transport	15	8.27	2.58	147	8.75	1.27	21	9.14	.79	37	8.73	.93	7	9.71	.76
Crime and violence*	15	8.40	1.55	137	7.42	2.48	20	9.05	.94	37	7.54	2.01	6	8.50	1.97
Regional conflict and tensions*	16	7.19	1.91	126	7.11	2.53	20	8.85	1.31	35	6.17	2.23	4	7.75	.50
Law and justice*	13	6.54	3.13	144	8.10	2.07	21	8.67	1.59	37	7.00	2.75	6	7.67	.52
Urban development*	16	7.56	1.26	140	7.99	1.59	19	8.74	1.76	37	7.27	1.77	6	8.83	1.47
Environmental sustainability	15	7.53	1.85	142	7.75	1.81	20	7.85	1.53	35	7.40	1.58	6	8.17	1.72
Regulatory framework*	8	6.88	2.10	136	7.65	1.84	19	7.68	1.20	35	5.89	2.48	6	5.33	2.58
Communicable/non-communicable diseases*	11	7.64	2.38	131	7.13	2.35	20	8.75	.79	37	7.84	1.88	6	9.33	.52
Poverty reduction	20	8.75	1.62	146	9.09	1.21	21	9.52	.75	37	9.11	.94	4	10.00	0.00
Gender equity	16	6.69	2.36	131	7.15	2.18	21	7.62	1.63	37	7.57	1.68	6	6.83	1.83
Domestic private sector development*	14	7.00	1.57	144	8.49	1.65	21	8.43	1.36	37	7.46	1.91	5	8.60	.55
Foreign direct investment	11	7.55	1.51	132	7.64	1.97	20	8.15	1.27	34	6.85	2.16	4	8.50	1.00
Local governance and institutions*	17	6.94	1.98	152	8.14	1.44	21	7.81	1.99	37	7.38	1.82	4	10.00	0.00
Water and sanitation*	16	9.31	.95	146	8.34	1.53	21	8.81	1.17	32	8.28	1.75	4	10.00	0.00
Trade and exports	15	7.93	2.28	129	7.22	2.14	20	7.45	1.39	37	6.89	2.32	6	6.67	1.51
Economic growth*	15	8.07	1.87	146	8.77	1.20	21	8.57	.93	34	8.00	2.04	6	8.33	2.58
Energy*	15	9.07	1.16	144	8.56	1.56	21	8.57	1.36	37	8.03	1.24	7	9.71	.76
Disaster management	9	7.33	2.78	141	6.51	2.38	21	7.86	1.74	37	7.35	1.83	6	6.83	2.40
Public sector governance/ reform*	18	8.33	1.53	156	8.79	1.54	21	8.90	1.14	37	7.38	2.55	6	8.50	1.97
Job creation/employment*	19	9.26	1.05	153	9.13	1.34	21	9.62	.74	37	8.59	1.19	6	9.50	.55
Social cohesion*	13	8.85	1.68	141	7.48	2.35	20	9.00	1.17	33	7.15	2.82	6	6.67	3.61
Financial markets*	14	8.29	1.82	137	7.51	1.93	19	8.47	1.12	35	7.17	1.67	6	8.83	.98
Equality of opportunity	15	7.67	1.95	147	7.86	2.06	20	7.50	1.73	37	8.00	2.01	4	8.50	1.00
Health	22	9.09	.92	151	8.70	1.60	21	9.10	.77	37	9.05	.94	6	9.50	.55
Land and rural development	17	8.00	1.73	152	8.29	1.51	20	9.15	.81	35	8.20	1.11	6	7.67	2.07
Global/regional integration	12	6.67	2.39	133	7.16	2.13	19	7.95	1.72	31	6.65	1.52	6	6.67	1.51
Food security	15	8.67	1.59	145	8.12	2.18	20	8.40	1.35	37	8.54	1.73	6	8.17	1.72
Education	19	8.84	1.26	149	8.65	1.82	21	9.00	1.22	37	9.11	.99	7	9.14	1.07
Security/stabilization/reconstruction/reconciliation	16	8.31	1.14	144	8.06	2.19	20	9.05	1.32	31	7.87	1.48	6	7.67	2.07
Social protection	15	6.93	1.94	138	6.92	2.34	20	8.35	.93	33	6.85	1.72	4	8.00	0.00
Climate change	14	7.71	2.61	144	6.87	1.98	19	6.53	1.78	35	7.57	1.65	7	7.29	.95
Agricultural development	15	8.93	1.22	150	8.63	1.22	21	9.19	.87	37	8.97	.93	7	8.00	1.63
Natural resource management	16	8.06	2.24	145	8.26	2.03	21	8.38	1.32	35	8.57	1.54	7	7.57	1.90

\*Significantly different between locations

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

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption and anti-racketeering	8	6.38	1.06	69	5.71	2.53	11	6.09	1.70	15	4.67	2.47	3	9.00	0.00
Information and communications technology	4	6.50	.58	41	6.12	2.23	13	6.85	1.57	19	5.63	1.38			
Transport	16	8.13	.81	106	7.63	1.72	17	8.47	.87	27	7.52	1.31	6	8.50	1.97
Crime and violence	5	6.60	.55	54	5.48	2.35	12	6.08	1.38	15	6.20	1.08			
Regional conflict and tensions	7	6.57	1.13	47	5.70	1.85	11	5.64	1.12	8	7.00	1.31			
Law and justice	9	5.44	2.65	68	6.12	2.10	15	6.87	1.60	18	6.44	1.62			
Urban development	11	6.73	.90	91	6.65	1.86	13	7.46	1.39	22	6.95	1.68	3	6.00	1.73
Environmental sustainability	10	6.00	.67	56	6.21	2.12	8	6.25	1.39	22	6.86	1.32	1	9.00	
Regulatory framework	5	6.40	.55	55	6.09	2.34	7	6.43	2.51	18	6.39	1.29			
Communicable/non-communicable diseases*	10	5.70	1.77	67	6.46	1.96	9	7.78	.83	25	7.44	1.71	3	6.67	2.89
Poverty reduction*	12	6.92	1.16	110	7.15	1.70	14	6.93	1.90	33	7.12	1.82	4	10.00	0.00
Gender equity	8	6.63	1.06	68	6.34	2.11	9	6.67	1.80	19	5.95	1.54	3	8.00	0.00
Domestic private sector development	7	6.71	1.11	74	6.51	1.87	9	6.56	1.33	24	5.58	.93			
Foreign direct investment*	6	6.67	1.21	55	7.15	1.52	8	7.25	1.16	17	5.82	1.13	2	5.00	0.00
Local governance and institutions*	6	6.33	1.03	76	6.82	1.86	9	6.78	1.09	26	6.19	1.27	4	9.25	.50
Water and sanitation	10	8.00	.94	100	7.16	1.52	12	6.67	1.44	27	7.22	.75	6	7.50	1.97
Trade and exports	3	7.00	1.73	43	6.23	1.39	8	6.00	.93	17	6.06	3.05			
Economic growth*	12	7.92	1.16	98	7.49	1.51	13	7.15	1.52	30	6.50	1.17			
Energy*	12	7.75	.45	50	6.84	1.62	10	7.90	.99	21	5.48	1.69	6	7.33	1.97
Disaster management*	5	5.80	1.30	42	5.19	2.05	8	6.75	1.83	16	3.94	1.73			
Public sector governance/ reform	9	7.56	.53	108	7.19	1.81	12	7.00	1.86	28	6.93	1.27			
Job creation/employment	12	6.75	.97	89	6.51	1.69	14	5.43	1.50	26	5.96	1.78			
Social cohesion	10	6.50	.85	70	5.91	2.30	9	6.56	1.13	25	6.12	1.42	1	9.00	
Financial markets*	5	8.40	.55	58	6.36	1.53	9	6.67	.71	18	6.28	.89	2	5.00	0.00
Equality of opportunity	7	5.43	1.72	54	5.76	2.33	8	6.38	.52	23	6.78	1.38			
Health	13	7.77	1.09	91	7.25	1.54	15	7.27	1.53	33	6.85	1.09	6	7.33	1.97
Land and rural development*	10	6.80	.63	84	6.75	1.71	13	6.38	1.33	24	5.96	1.12	4	8.25	.50
Global/regional integration	8	7.25	1.28	56	5.77	1.85	9	6.78	.67	13	5.85	1.14			
Food security	11	7.27	.47	76	6.86	1.62	11	6.09	.94	23	6.78	1.57	3	8.00	0.00
Education	13	7.85	1.28	94	7.27	1.70	14	7.07	1.94	30	6.90	1.47	6	7.83	2.23
Security/stabilization/reconstruction/reconciliation	12	7.08	1.51	86	6.35	2.28	11	6.73	1.01	28	6.50	1.37	6	7.83	2.23
Social protection	4	4.00	1.15	41	4.90	1.70	9	5.22	1.64	18	5.17	2.15			
Climate change	4	7.00	0.00	37	5.22	1.99	8	5.38	1.06	12	5.42	1.56			
Agricultural development	10	6.90	.32	88	6.95	1.82	12	7.08	1.51	19	6.53	1.39	4	7.25	.50
Natural resource management*	3	8.67	.58	53	6.75	1.70	8	5.88	1.64	18	5.50	1.25	1	7.00	

\*Significantly different between locations

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

Where are the World Bank Group's decisions made primarily that support the program in Côte d'Ivoire?

Percentage of Respondents	North	South	Central	West	East
At the Headquarters (in Washington D.C.)	62.5%	65.1%	52.4%	51.2%	57.1%
In the country	12.5%	7.8%	9.5%	2.4%	0.0%
Don't know	25.0%	27.1%	38.1%	46.3%	42.9%

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	23	7.78	1.38	132	7.05	1.68	18	7.22	1.22	36	6.42	1.52	4	9.75	.50

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?	12	7.00	.74	93	6.70	1.65	12	7.42	1.83	21	6.33	1.28	1	8.00	

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

To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	13	6.38	1.94	133	6.97	2.06	14	8.07	1.94	30	5.63	1.10	6	7.00	3.10
The World Bank Group meets Côte d'Ivoire's needs for knowledge services	16	5.81	1.80	131	6.33	2.08	13	6.54	1.85	25	6.56	1.04	1	8.00	

\*Significantly different between locations

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Côte d'Ivoire?	13	6.54	1.71	71	6.32	1.76	9	5.89	3.02	21	5.67	1.71			

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

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

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

Percentage of Respondents	North	South	Central	West	East
Weekly	23.8%	3.6%	0.0%	0.0%	0.0%
Monthly	9.5%	9.7%	18.2%	11.9%	0.0%
A few times a year	9.5%	41.2%	50.0%	40.5%	0.0%
Rarely	52.4%	29.1%	22.7%	26.2%	57.1%
Never	4.8%	16.4%	9.1%	21.4%	42.9%

\*Significantly different between locations

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

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	19	8.00	1.73	135	7.61	1.72	18	8.06	2.65	36	6.92	1.44	5	9.40	.89
Include appropriate level of stakeholder involvement during preparation	12	6.08	1.44	97	6.25	1.87	12	6.33	1.97	25	6.12	1.09	2	8.50	.71
Are relevant to Côte d'Ivoire's development priorities*	13	7.08	1.55	133	7.17	1.86	17	7.59	2.12	34	7.29	2.04	5	9.80	.45
Lead to practical solutions	11	6.27	1.68	115	6.54	2.05	8	7.63	1.41	33	5.97	1.51	2	9.00	0.00
Are accessible (well written and easy to understand)*	17	6.06	1.92	117	6.65	2.21	13	4.69	2.81	29	4.62	1.97	2	7.50	.71
Are source of relevant information on global good practices*	15	7.33	1.45	135	7.47	1.68	12	7.17	1.59	25	6.64	1.87	4	10.00	0.00
Enhance your knowledge and/or skills*	12	7.08	1.31	131	7.56	1.63	12	7.08	2.02	33	6.24	1.95	2	8.50	.71
Are adequately disseminated*	16	6.69	2.65	131	5.08	2.15	12	3.83	1.80	33	4.58	1.92	5	6.60	.89
Are translated enough into local language*	11	3.09	2.39	101	4.51	2.77	9	2.44	.88	32	3.31	2.18	5	4.60	.89
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	12	7.08	2.07	125	6.46	2.09	9	5.00	1.94	36	5.75	2.10	5	8.20	.45

\*Significantly different between locations

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	22	7.91	1.66	134	7.37	1.71	18	7.44	1.46	33	6.55	1.80	5	9.60	.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	18	7.28	1.27	128	7.48	1.70	18	7.33	.97	36	6.86	1.29	5	8.20	.45

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

\*Significantly different between locations

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Côte d'Ivoire's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Conceptualization*	10	6.60	1.51	113	6.98	1.71	10	7.00	1.15	34	5.79	1.57	2	9.00	1.41
Design	13	6.23	1.09	128	6.87	1.68	10	7.10	2.18	34	6.71	1.29	4	6.25	2.63
Implementation	20	7.50	1.54	130	7.00	1.96	10	7.60	1.58	34	6.18	1.31	4	7.00	2.45
Evaluation*	17	7.59	1.23	123	6.77	1.72	10	7.80	1.23	30	6.03	1.94	2	9.00	1.41

\*Significantly different between locations

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	17	3.35	1.50	102	3.94	1.65	10	4.50	2.27	33	4.39	1.94	3	4.33	2.31
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	19	7.42	2.01	131	7.25	2.14	11	8.18	2.18	33	6.58	2.11	5	9.60	.89
The World Bank Group's approvals and reviews are done in a timely fashion*	15	3.73	2.05	101	5.67	1.91	6	5.83	3.82	26	5.31	1.54	4	5.50	2.89
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	5.70	.82	67	6.00	1.90	7	6.29	1.70	11	6.18	1.60			
The World Bank Group's conditions on its lending are reasonable	11	6.09	1.58	82	5.54	1.71	8	6.25	3.28	17	6.06	1.60	4	5.75	.50
The World Bank Group takes decisions quickly in Côte d'Ivoire	13	3.85	2.15	83	5.28	1.91	7	4.29	3.04	24	4.83	1.79	2	4.00	0.00
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity	18	7.61	1.46	121	7.33	2.00	10	6.00	2.83	27	6.89	1.09	7	8.14	2.27
The World Bank Group ensures consistency and continuity through staff changes	5	6.00	2.74	63	6.27	2.08	5	6.00	4.64	11	6.18	1.47			
Where country systems are adequate, the World Bank Group makes appropriate use of them	6	6.00	1.55	70	6.56	2.05	6	7.83	2.56	8	6.63	1.77	1	10.00	
The World Bank Group provides effective implementation support*	11	6.18	1.83	124	7.12	1.99	11	8.36	1.69	31	6.84	1.39	7	8.14	2.27

\*Significantly different between locations

Which of the following best describes the way the World Bank Group operates in Côte d'Ivoire?\*

Percentage of Respondents	North	South	Central	West	East
The World Bank Group takes too much risk in Côte d'Ivoire	19.0%	0.0%	0.0%	0.0%	42.9%
The World Bank Group does not take enough risk in Côte d'Ivoire	28.6%	14.5%	14.3%	26.2%	0.0%
The World Bank Group's approach to risk is appropriate	23.8%	29.7%	33.3%	16.7%	14.3%
Don't know	14.3%	37.0%	28.6%	38.1%	28.6%
Prefer not to answer	14.3%	18.8%	23.8%	19.0%	14.3%

\*Significantly different between locations

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Côte d'Ivoire?	8	3.75	1.16	57	5.19	2.04	9	4.44	1.51	19	4.21	1.44	1	7.00	

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

### F. The Future Role of the World Bank Group in Côte d'Ivoire

Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy	20.8%	23.9%	18.8%	19.0%	42.9%
Collaborate more effectively with Government clients	8.3%	11.7%	18.8%	14.3%	14.3%
Offer more innovative financial products	0.0%	6.7%	0.0%	7.1%	0.0%
Improve the competitiveness of its financing compared to markets	25.0%	13.5%	0.0%	14.3%	0.0%
Reach out more to groups outside of Government	58.3%	51.5%	56.3%	54.8%	57.1%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges	8.3%	9.2%	0.0%	16.7%	0.0%
Offer more innovative knowledge services	8.3%	2.5%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work*	0.0%	0.0%	6.3%	9.5%	0.0%
Increase the level of capacity development in the country*	4.2%	35.0%	12.5%	7.1%	14.3%
Reduce the complexity of obtaining World Bank Group financing*	29.2%	23.9%	68.8%	35.7%	42.9%
Increase availability of Fee-Based services	0.0%	0.0%	0.0%	0.0%	0.0%
Work faster*	25.0%	1.2%	12.5%	0.0%	0.0%
Increase the level of World Bank Group staffing in Côte d'Ivoire's office	0.0%	10.4%	6.3%	7.1%	28.6%
Other	0.0%	0.6%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents	North	South	Central	West	East
Financial services	29.2%	24.1%	56.3%	21.4%	42.9%
Knowledge products	25.0%	14.8%	0.0%	21.4%	0.0%
None of the above	12.5%	4.3%	0.0%	9.5%	0.0%
The combination is appropriate for Côte d'Ivoire	8.3%	37.7%	31.3%	42.9%	57.1%
Don't know	25.0%	19.1%	12.5%	4.8%	0.0%

\*Significantly different between locations

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Côte d'Ivoire?

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Building social safety nets	9.1%	16.9%	36.4%	14.6%	0.0%
Strengthening public financial management*	31.8%	58.4%	40.9%	61.0%	83.3%
Reducing violence*	4.5%	8.4%	4.5%	4.9%	66.7%
Increasing access to justice systems*	4.5%	11.0%	22.7%	7.3%	66.7%
Strengthening security mechanisms	18.2%	8.4%	13.6%	22.0%	0.0%
Strengthening conflict resolution mechanisms*	13.6%	7.1%	22.7%	31.7%	0.0%
Increasing access to basic services*	27.3%	50.6%	18.2%	22.0%	33.3%
Building capacity of state institutions	22.7%	42.9%	22.7%	43.9%	33.3%
Generating jobs*	72.7%	55.2%	86.4%	43.9%	0.0%
Improving livelihoods*	0.0%	7.8%	4.5%	22.0%	0.0%
Increasing cohesion	18.2%	7.1%	4.5%	9.8%	0.0%
Stimulating dialogue to promote peace and stability*	45.5%	13.6%	22.7%	7.3%	16.7%

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank Group in Côte d'Ivoire (continued)

Which THREE areas below would benefit most from other donors in Côte d'Ivoire?

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Building social safety nets*	0.0%	17.2%	14.3%	11.4%	100.0%
Strengthening public financial management	35.7%	19.9%	4.8%	17.1%	25.0%
Reducing violence	35.7%	21.9%	19.0%	5.7%	0.0%
Increasing access to justice systems	35.7%	25.8%	14.3%	20.0%	0.0%
Strengthening security mechanisms*	0.0%	23.8%	38.1%	40.0%	75.0%
Strengthening conflict resolution mechanisms*	0.0%	28.5%	42.9%	2.9%	0.0%
Increasing access to basic services	28.6%	25.2%	23.8%	22.9%	75.0%
Building capacity of state institutions	14.3%	18.5%	28.6%	34.3%	0.0%
Generating jobs	28.6%	30.5%	28.6%	28.6%	0.0%
Improving livelihoods	21.4%	19.9%	33.3%	20.0%	25.0%
Increasing cohesion	21.4%	15.2%	14.3%	17.1%	0.0%
Stimulating dialogue to promote peace and stability	28.6%	35.1%	38.1%	51.4%	0.0%

\*Significantly different between stakeholder groups

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Local newspapers*	39.1%	50.9%	42.9%	59.5%	100.0%
International newspapers*	0.0%	8.7%	28.6%	7.1%	0.0%
Local radio*	0.0%	0.0%	0.0%	11.9%	42.9%
International radio	21.7%	8.7%	4.8%	11.9%	0.0%
Local television	30.4%	27.3%	28.6%	38.1%	57.1%
International television	30.4%	26.7%	14.3%	26.2%	0.0%
Periodicals	13.0%	12.4%	0.0%	2.4%	0.0%
Internet*	52.2%	56.5%	57.1%	42.9%	0.0%
Social media*	13.0%	0.0%	0.0%	0.0%	0.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones*	0.0%	1.2%	23.8%	0.0%	0.0%
Instant messaging	0.0%	0.6%	0.0%	0.0%	0.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	North	South	Central	West	East
Blogs	9.5%	1.2%	4.8%	0.0%	0.0%
Direct contact with World Bank Group*	52.4%	28.8%	52.4%	35.7%	14.3%
e-Newsletters*	23.8%	54.6%	23.8%	45.2%	14.3%
Instant messaging*	9.5%	2.5%	38.1%	0.0%	0.0%
World Bank Group's seminars/workshops/conferences	52.4%	39.3%	19.0%	47.6%	71.4%
World Bank Group's publications and other written materials*	14.3%	34.4%	4.8%	23.8%	85.7%
Mobile phones	4.8%	4.3%	0.0%	0.0%	0.0%
Social media*	14.3%	0.6%	14.3%	0.0%	0.0%
World Bank Group's website	19.0%	27.0%	42.9%	40.5%	14.3%
Other	0.0%	1.8%	0.0%	0.0%	0.0%

\*Significantly different between locations

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

Percentage of Respondents	North	South	Central	West	East
Yes	9.5%	6.2%	0.0%	0.0%	0.0%
No	90.5%	93.8%	100.0%	100.0%	100.0%

**G. Communication and Information Sharing (continued)****Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	North	South	Central	West	East
Yes	10.5%	13.5%	40.0%	2.4%	0.0%
No	89.5%	86.5%	60.0%	97.6%	100.0%

\*Significantly different between locations

**Were you able to obtain this information?\***

Percentage of Respondents	North	South	Central	West	East
Yes	100.0%	91.3%	44.4%	100.0%	0.0%
No	0.0%	8.7%	55.6%	0.0%	0.0%

\*Significantly different between locations

**Do you have access to the Internet?**

Percentage of Respondents	North	South	Central	West	East
Yes	100.0%	98.1%	100.0%	100.0%	100.0%
No	0.0%	1.9%	0.0%	0.0%	0.0%

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

Percentage of Respondents	North	South	Central	West	East
Yes	47.4%	55.8%	40.9%	22.0%	14.3%
No	52.6%	44.2%	59.1%	78.0%	85.7%

\*Significantly different between locations

**Which do you primarily use?**

Percentage of Respondents	North	South	Central	West	East
The World Bank Group's country website	64.7%	47.0%	41.2%	73.7%	100.0%
The World Bank Group's main website	35.3%	53.0%	58.8%	26.3%	0.0%

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

Percentage of Respondents	North	South	Central	West	East
High speed	81.8%	97.5%	94.7%	82.1%	100.0%
Dial-up	18.2%	2.5%	5.3%	17.9%	0.0%

\*Significantly different between locations

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

	Which best represents your geographic location?														
	North			South			Central			West			East		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago	12	6.83	2.98	136	4.71	3.18	15	3.80	2.34	34	4.06	2.59	2	5.00	5.66
I find the World Bank Group's websites easy to navigate.	14	7.71	1.73	98	6.46	2.23	7	6.71	1.25	12	5.83	1.19	1	10.00	
I find the information on the World Bank Group's websites useful.	14	7.79	1.31	96	7.36	1.90	8	6.88	2.64	12	7.08	1.08	1	9.00	
The World Bank Group's social media channels are valuable sources of information about the institution*	10	8.00	.94	53	5.98	2.50	9	7.78	1.48	12	4.50	1.24	1	9.00	
When I need information from the World Bank Group I know how to find it*	14	6.14	2.82	124	6.01	2.82	13	4.31	2.93	32	3.72	2.17			
The World Bank Group is responsive to my information requests and inquiries*	12	6.92	1.62	94	6.66	2.34	14	4.57	2.71	9	5.56	1.01	1	7.00	

\*Significantly different between locations

## H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group in your country?\*

Percentage of Respondents	North	South	Central	West	East
Yes	54.2%	24.7%	30.0%	21.4%	42.9%
No	45.8%	75.3%	70.0%	78.6%	57.1%

\*Significantly different between locations

Which of the following agencies of the World Bank Group do you work with in Côte d'Ivoire? (Select all that apply)

Percentage of Respondents (Responses combined)	North	South	Central	West	East
The World Bank (IBRD/IDA)	47.8%	28.9%	35.0%	25.0%	0.0%
The International Finance Corporation (IFC)*	21.7%	13.2%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)*	8.7%	0.0%	0.0%	0.0%	0.0%
None*	43.5%	68.6%	65.0%	75.0%	100.0%

\*Significantly different between locations

Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	North	South	Central	West	East
Observer*	52.6%	44.1%	52.4%	19.4%	0.0%
Use World Bank Group reports/data	10.5%	22.4%	9.5%	16.7%	0.0%
Engage in World Bank Group related/sponsored events/activities	31.6%	23.0%	9.5%	16.7%	33.3%
Collaborate as part of my professional duties*	42.1%	43.4%	71.4%	55.6%	83.3%
Use World Bank Group website for information, data, research, etc.	31.6%	29.6%	28.6%	11.1%	16.7%

\*Significantly different between locations

## Appendix D: Responses to All Questions by Level of Collaboration

### A. General Issues facing Côte d'Ivoire

In general would you say that Côte d'Ivoire is headed in ...?\*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The right direction	90.9%	78.9%
The wrong direction	6.1%	1.1%
Not sure	3.0%	20.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Social protection*	11.8%	4.7%
Transport*	30.9%	12.0%
Security/stabilization/reconstruction/ reconciliation	48.5%	50.8%
Public sector governance/ reform	32.4%	39.8%
Global/regional integration	0.0%	0.5%
Gender equity	1.5%	2.6%
Domestic private sector development	13.2%	7.9%
Foreign direct investment	0.0%	1.6%
Water and sanitation	8.8%	3.1%
Energy	0.0%	1.0%
Regional conflict and tensions	0.0%	1.6%
Job creation/employment	29.4%	30.9%
Land and rural development*	0.0%	9.9%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability*	4.4%	0.5%
Equality of opportunity	4.4%	8.4%
Health*	8.8%	22.0%
Education	16.2%	24.1%
Poverty reduction*	44.1%	28.3%
Food security*	7.4%	2.1%
Social cohesion*	2.9%	11.5%
Climate change	0.0%	0.0%
Agricultural development*	16.2%	2.6%
Trade and exports	0.0%	0.0%
Crime and violence	2.9%	3.1%
Economic growth*	0.0%	7.9%
Law and justice	11.8%	5.8%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	0.0%	1.0%
Natural resource management	2.9%	5.8%
Anti-corruption and anti-racketeering*	1.5%	8.9%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	0.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Côte d'Ivoire (continued)**

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Water and sanitation	5.6%	7.1%
Equality of opportunity	18.1%	20.3%
Economic growth	19.4%	29.4%
Climate change	0.0%	0.0%
Regional conflict and tensions	0.0%	1.0%
Global/regional integration	4.2%	1.5%
Gender equity	1.4%	2.5%
Land and rural development*	30.6%	7.1%
Urban development	4.2%	2.0%
Regulatory framework	0.0%	1.0%
Local governance and institutions	1.4%	1.5%
Social protection	4.2%	9.6%
Law and justice	0.0%	4.1%
Transport	15.3%	7.6%
Crime and violence	0.0%	4.1%
Communicable/non-communicable diseases	0.0%	0.0%
Information and communications technology	1.4%	1.0%
Security/stabilization/reconstruction/ reconciliation	16.7%	16.2%
Anti-corruption and anti-racketeering	6.9%	12.7%
Domestic private sector development	18.1%	20.8%
Foreign direct investment	0.0%	4.1%
Energy	0.0%	0.0%
Public sector governance/ reform	12.5%	15.7%
Social cohesion	0.0%	1.5%
Education	12.5%	22.3%
Natural resource management	0.0%	3.6%
Environmental sustainability*	5.6%	0.0%
Health	13.9%	14.7%
Agricultural development	29.2%	24.4%
Disaster management	0.0%	0.0%
Job creation/employment*	68.1%	48.7%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	0.5%
Food security	5.6%	13.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**A. General Issues facing Côte d'Ivoire (continued)**

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Côte d'Ivoire? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Energy	6.9%	9.6%
Gender equity	0.0%	1.5%
Equality of opportunity	2.8%	5.6%
Global/regional integration	2.8%	2.0%
Social protection	4.2%	1.0%
Climate change	0.0%	0.0%
Anti-corruption and anti-racketeering	27.8%	33.5%
Disaster management	0.0%	0.0%
Regional conflict and tensions	0.0%	1.0%
Land and rural development*	8.3%	2.0%
Foreign direct investment	13.9%	19.8%
Urban development*	0.0%	6.6%
Water and sanitation	0.0%	2.5%
Trade and exports	19.4%	19.3%
Information and communications technology	2.8%	2.0%
Regulatory framework*	23.6%	5.1%
Communicable/non-communicable diseases	0.0%	0.0%
Social cohesion	0.0%	4.1%
Public sector governance/ reform	37.5%	33.5%
Domestic private sector development*	47.2%	31.5%
Job creation/employment	18.1%	25.9%
Agricultural development	20.8%	25.4%
Food security*	4.2%	0.5%
Transport	12.5%	9.6%
Security/stabilization/reconstruction/ reconciliation	11.1%	20.8%
Education	2.8%	3.6%
Natural resource management	8.3%	14.2%
Environmental sustainability	0.0%	2.0%
Health	2.8%	0.5%
Law and justice	5.6%	4.6%
Local governance and institutions	2.8%	4.1%
Crime and violence	0.0%	0.5%
Financial markets*	13.9%	4.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### A. General Issues facing Côte d'Ivoire (continued)

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Côte d'Ivoire? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Better employment opportunities for young people	33.8%	29.0%
Better employment opportunities for women	9.9%	4.5%
Greater access to micro-finance for the poor	22.5%	15.9%
Greater voice and participation for citizens to help ensure greater accountability	8.5%	6.3%
Greater access to health and nutrition for citizens*	42.3%	22.2%
Better entrepreneurial opportunities	26.8%	19.9%
A growing middle class*	2.8%	13.1%
Better opportunity for the poor who live in rural areas	14.1%	9.1%
Better opportunity for the poor who live in urban areas	4.2%	7.4%
Consistent economic growth	7.0%	13.6%
More reliable social safety net*	2.8%	11.4%
Greater equity of fiscal policy	0.0%	2.3%
Education and training that better ensure job opportunity*	15.5%	35.2%
Better quality public services	8.5%	9.1%
Other	1.4%	1.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire?*	71	7.13	1.74	197	5.12	2.33

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.*	71	7.34	1.55	149	6.36	1.98

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges?*	59	8.07	1.47	132	6.84	2.09

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Social protection*	0.0%	7.6%
Security/stabilization/reconstruction/reconciliation	30.6%	24.9%
Public sector governance/ reform	31.9%	33.0%
Transport*	30.6%	10.7%
Poverty reduction	29.2%	39.1%
Global/regional integration	0.0%	2.5%
Gender equity	2.8%	1.5%
Crime and violence*	2.8%	0.0%
Land and rural development*	12.5%	5.1%
Domestic private sector development*	26.4%	15.7%
Foreign direct investment	1.4%	1.5%
Water and sanitation	2.8%	1.5%
Energy*	8.3%	1.0%
Social cohesion	2.8%	5.6%
Job creation/employment	27.8%	32.5%
Financial markets	1.4%	4.6%
Urban development	0.0%	0.0%
Environmental sustainability	4.2%	2.5%
Equality of opportunity	0.0%	3.6%
Regional conflict and tensions	0.0%	0.0%
Health	23.6%	29.9%
Education	23.6%	31.0%
Food security	6.9%	5.6%
Climate change	0.0%	0.0%
Agricultural development*	16.7%	5.1%
Trade and exports	0.0%	1.0%
Economic growth*	0.0%	7.1%
Law and justice	2.8%	2.5%
Local governance and institutions*	0.0%	5.6%
Regulatory framework	4.2%	1.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	4.6%
Information and communications technology	0.0%	0.0%
Anti-corruption and anti-racketeering	5.6%	9.6%
Disaster management	0.0%	0.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Convening/facilitating	0.0%	0.0%
Data*	4.4%	0.0%
Policy advice, studies, analyses	19.1%	21.5%
Financial resources	44.1%	37.1%
Capacity development	7.4%	11.8%
Technical assistance*	0.0%	6.5%
Mobilizing third party financial resources	13.2%	10.8%
Donor coordination	0.0%	0.5%
Linkage to non-Bank expertise	0.0%	0.5%
Strategy formulation	11.8%	11.3%
Other	0.0%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Convening/facilitating	0.0%	0.0%
Data	0.0%	4.8%
Policy advice, studies, analyses*	9.1%	27.4%
Financial resources	10.6%	20.4%
Capacity development*	27.3%	10.8%
Technical assistance*	24.2%	8.6%
Mobilizing third party financial resources	6.1%	14.0%
Donor coordination	1.5%	1.6%
Linkage to non-Bank expertise	0.0%	2.2%
Strategy formulation*	19.7%	9.7%
Other	1.5%	0.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

How effectively do the World Bank Group's activities below support Côte d'Ivoire's efforts to achieve development results?  
(1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Convening/Facilitating	41	6.05	1.95	77	6.16	1.46
Data*	50	7.02	1.22	108	7.53	1.47
Policy advice, studies, analyses	53	7.89	1.44	131	7.78	1.50
Financial resources*	61	8.52	1.25	144	7.85	1.34
Technical assistance*	53	8.02	1.03	116	7.53	1.48
Mobilizing third party financial resources	54	7.57	1.40	112	7.54	1.48
Donor coordination	42	6.98	1.87	86	6.72	1.91
Linkage to non-Bank expertise	39	6.41	1.45	79	6.42	1.86
Strategy formulation	54	7.96	1.16	116	7.72	1.52

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

The World Bank Group can provide capacity building support in a number of ways in Côte d'Ivoire. To what degree would Côte d'Ivoire benefit, if capacity building were to support...? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Groups outside of government to help them more effectively engage and participate in development efforts	65	8.00	2.60	175	8.15	1.77
The public sector, related to implementation of specific development projects on the ground*	67	8.72	1.20	167	7.95	1.72
The public sector, related to changing institutions*	55	7.78	1.55	150	6.61	2.04
The private sector, related to institutional and policy change	55	7.45	1.68	157	7.29	1.84
The legislative branch, to help them more effectively debate and consider development programs	59	7.75	1.65	165	7.53	2.10

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	54	7.98	1.56	99	7.48	1.68
Citizen engagement	40	5.90	2.11	80	5.53	2.01
Policy design*	44	7.95	1.41	88	6.91	1.97

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

When thinking about how to improve capacity building in Côte d'Ivoire to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Project implementation	58	8.28	2.10	128	8.45	1.69
Citizen engagement*	52	7.81	2.25	135	8.39	1.54
Policy design	48	8.10	2.28	120	8.48	1.43

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Staff too inaccessible*	8.3%	24.5%
Not exploring alternative policy options*	9.7%	1.5%
Not adequately sensitive to political/social realities in Côte d'Ivoire	11.1%	9.2%
Not enough public disclosure of its work	23.6%	30.1%
Arrogant in its approach	4.2%	4.1%
Not aligned with country priorities*	0.0%	7.7%
The credibility of its knowledge/data	0.0%	0.0%
World Bank Group's processes too complex	25.0%	27.0%
Not willing to honestly criticize policies and reform efforts in the country	2.8%	5.1%
Too influenced by developed countries	19.4%	20.9%
Imposing technocratic solutions without regard to political realities	4.2%	8.7%
World Bank Group's processes too slow	13.9%	8.2%
Too bureaucratic in its operational policies and procedures	8.3%	9.7%
Not aligned with other donors' work*	4.2%	0.5%
Not collaborating enough with non-state actors	20.8%	19.9%
Not client focused	0.0%	0.0%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	1.0%
Not focused enough on issues that are unique to post-conflict countries	2.8%	6.6%
Inadequate number of World Bank Group staff members located in the country*	12.5%	1.5%
Other*	4.2%	0.0%
Don't know	6.9%	4.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Capacity development	25.0%	15.3%
Policy based lending / budget support to the Government	34.7%	42.6%
Knowledge products/services	2.8%	3.7%
Investment lending	56.9%	46.3%
Technical assistance	22.2%	27.9%
Trust Fund management	0.0%	0.0%
Co-financing arrangements*	1.4%	10.0%
Sector-wide approaches*	26.4%	13.7%
Emergency Recovery lending	18.1%	18.9%
Other*	4.2%	0.0%
Don't know	2.8%	7.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Academia/think tanks/research institutes	23.6%	21.5%
Donor community	5.6%	9.2%
Media	8.3%	11.3%
NGOs	31.9%	23.6%
Local Government	29.2%	41.5%
Private sector	38.9%	31.3%
Parliament	5.6%	5.6%
Community Based Organizations	13.9%	17.9%
Beneficiaries	22.2%	16.4%
Foundations	0.0%	0.0%
Faith based organizations	0.0%	1.0%
UN and regional peace keeping forces	0.0%	0.5%
Emerging donors	1.4%	0.0%
UN agencies	9.7%	4.6%
Regional organizations	5.6%	6.7%
Other	0.0%	1.5%
Don't know	0.0%	2.1%

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

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	67	8.55	1.38	176	7.53	1.78
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	62	7.03	2.20	155	6.06	2.11
The World Bank Group supports programs and strategies that are realistic for Côte d'Ivoire*	61	8.21	1.83	156	6.77	2.02
The World Bank Group treats clients and stakeholders in Côte d'Ivoire with respect*	50	8.30	1.87	104	6.75	2.38

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Responsiveness	49	6.69	1.72	94	6.35	2.06
Flexibility (in terms of the institution's products and services)*	42	6.50	1.57	88	5.84	1.79
Flexibility (in terms of changing country circumstances)	51	6.69	1.71	92	6.22	1.72
Being inclusive	42	6.31	2.41	76	6.46	1.79
Openness	55	6.73	1.84	121	6.02	2.39
Staff accessibility*	54	6.19	2.48	139	4.86	2.38
Straightforwardness and honesty	50	7.66	1.38	100	7.15	1.86
Ease of access to the people at the World Bank Group who are making decisions important to my work*	51	6.67	2.31	118	4.41	2.35
Collaboration with groups outside of the Government*	53	6.70	2.07	116	5.78	2.02
Collaboration with the Government*	58	8.72	.87	149	8.13	1.46
Collaboration with other donors	35	7.49	2.41	70	7.01	1.71
The speed in which it gets things accomplished on the ground	49	6.53	1.91	112	6.20	2.10
Being a long-term partner*	52	8.38	1.14	148	7.82	1.92

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**To be more effective development partner in Côte d'Ivoire, do you believe that the World Bank Group should have...?\***

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
More local presence	92.5%	72.7%
The current level of local presence is adequate	7.5%	14.4%
Less local presence	0.0%	1.0%
Don't know	0.0%	11.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group does not do adequate follow through/follow-up	25.7%	18.7%
There is not an adequate level of citizen/civil society participation	58.6%	59.4%
The World Bank Group is not sensitive enough to political/social realities on the ground*	10.0%	21.4%
Lack of/inadequate levels of capacity in Government*	30.0%	8.6%
Poor donor coordination	7.1%	8.6%
The World Bank Group works too slowly	14.3%	18.7%
The Government works inefficiently*	1.4%	12.8%
Political pressures and obstacles*	40.0%	27.3%
Reforms are not well thought out in light of country challenges*	10.0%	22.5%
Ongoing conflict and instability	37.1%	29.4%
Inadequate funding	31.4%	28.3%
Other	0.0%	1.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

In your opinion, how IMPORTANT do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire? (1-Not important at all, 10-Very important)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption and anti-racketeering*	64	8.16	2.09	178	8.71	1.61
Information and communications technology	57	7.11	2.49	163	7.67	1.74
Transport*	64	9.38	.70	166	8.51	1.43
Crime and violence	60	7.45	2.70	160	7.84	2.10
Regional conflict and tensions	54	6.89	2.60	152	7.31	2.34
Law and justice	64	7.97	2.40	160	7.89	2.21
Urban development	64	8.02	1.56	159	7.88	1.74
Environmental sustainability	64	7.88	1.81	158	7.66	1.73
Regulatory framework	55	7.67	1.53	152	7.10	2.25
Communicable/non-communicable diseases	56	7.55	2.49	153	7.46	2.23
Poverty reduction	66	8.92	1.56	169	9.24	.95
Gender equity	58	7.24	1.87	159	7.20	2.20
Domestic private sector development	61	8.46	1.36	166	8.23	1.83
Foreign direct investment	55	8.04	1.44	150	7.47	2.06
Local governance and institutions*	65	8.31	1.32	169	7.81	1.73
Water and sanitation	63	8.71	1.26	159	8.38	1.63
Trade and exports*	59	6.64	1.96	152	7.45	2.15
Economic growth*	61	8.15	1.87	164	8.79	1.24
Energy	63	8.81	1.18	164	8.50	1.54
Disaster management*	61	6.31	2.87	156	7.04	1.96
Public sector governance/ reform	66	8.73	1.52	175	8.51	1.87
Job creation/employment	67	9.22	1.00	176	9.13	1.33
Social cohesion	59	7.27	2.41	157	7.85	2.41
Financial markets	58	7.45	1.95	156	7.77	1.81
Equality of opportunity	64	7.59	1.72	162	8.00	2.09
Health	67	8.66	1.32	174	8.84	1.64
Land and rural development	62	8.11	1.32	174	8.43	1.50
Global/regional integration	59	6.90	2.37	142	7.23	1.84
Food security	64	7.95	1.94	163	8.33	2.03
Education	64	8.64	1.54	172	8.84	1.64
Security/stabilization/reconstruction/reconciliation	61	8.10	2.13	160	8.20	1.93
Social protection	62	6.95	2.33	152	7.18	2.08
Climate change	63	7.33	2.16	159	6.89	1.83
Agricultural development	64	8.72	.90	169	8.80	1.26
Natural resource management	62	8.71	1.31	165	8.19	2.08

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Anti-corruption and anti-racketeering	40	6.33	2.23	70	5.51	2.45
Information and communications technology	26	5.85	1.83	51	6.29	1.94
Transport*	59	8.19	1.15	117	7.62	1.71
Crime and violence*	28	6.64	1.06	58	5.33	2.21
Regional conflict and tensions	24	6.88	1.12	53	5.62	1.78
Law and justice	41	6.07	2.48	73	6.32	1.67
Urban development	46	6.89	1.66	97	6.77	1.79
Environmental sustainability	36	6.33	1.60	65	6.54	1.97
Regulatory framework	33	6.45	1.87	57	6.12	2.24
Communicable/non-communicable diseases*	37	5.78	2.20	81	7.27	1.63
Poverty reduction	57	7.56	1.15	122	7.07	1.92
Gender equity	36	6.50	2.09	71	6.30	1.82
Domestic private sector development*	38	7.42	1.48	81	6.05	1.77
Foreign direct investment	29	7.07	1.33	62	6.82	1.62
Local governance and institutions*	39	7.46	1.25	88	6.51	1.81
Water and sanitation*	52	7.65	1.25	107	6.88	1.56
Trade and exports*	25	7.04	1.06	46	5.74	2.06
Economic growth*	47	7.89	.89	112	7.20	1.70
Energy*	39	7.46	1.43	65	6.62	1.86
Disaster management	20	4.90	2.29	55	5.40	2.03
Public sector governance/ reform*	53	7.68	1.19	110	6.90	1.83
Job creation/employment*	53	6.85	1.41	92	6.16	1.81
Social cohesion	42	6.29	1.99	73	5.97	1.97
Financial markets*	32	7.00	1.34	63	6.35	1.55
Equality of opportunity*	26	6.81	1.06	69	5.84	2.22
Health	49	7.39	1.13	111	7.09	1.59
Land and rural development	41	6.78	1.42	95	6.56	1.59
Global/regional integration*	31	6.58	1.26	55	5.71	1.81
Food security	42	6.79	1.28	86	6.94	1.61
Education	46	7.43	1.46	113	7.18	1.74
Security/stabilization/reconstruction/reconciliation*	54	7.06	1.98	88	6.25	2.00
Social protection	21	4.95	1.16	54	5.13	2.06
Climate change	19	5.63	1.46	43	5.30	1.88
Agricultural development	49	7.20	1.49	83	6.77	1.71
Natural resource management	28	6.86	1.53	58	6.47	1.89

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Where are the World Bank Group's decisions made primarily that support the program in Côte d'Ivoire?\*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
At the Headquarters (in Washington D.C.)	81.7%	52.8%
In the country	7.0%	6.1%
Don't know	11.3%	41.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	71	7.70	1.31	149	6.74	1.69

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?*	53	7.17	1.20	90	6.59	1.75

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?

(1-Strongly disagree, 10-Strongly agree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	59	7.27	1.41	141	6.60	2.16
The World Bank Group meets Côte d'Ivoire's needs for knowledge services	57	6.32	2.00	130	6.40	1.92

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Côte d'Ivoire?	40	6.38	1.72	76	6.09	1.93

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

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

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Weekly	13.2%	1.5%
Monthly	20.6%	5.6%
A few times a year	47.1%	33.7%
Rarely	13.2%	38.3%
Never	5.9%	20.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Are timely	69	7.70	1.46	146	7.60	1.85
Include appropriate level of stakeholder involvement during preparation	48	6.52	1.86	104	6.22	1.71
Are relevant to Côte d'Ivoire's development priorities	66	7.36	1.59	140	7.23	2.03
Lead to practical solutions	55	6.73	1.99	118	6.40	1.87
Are accessible (well written and easy to understand)	64	6.31	1.83	115	6.04	2.56
Are source of relevant information on global good practices	65	7.45	1.74	127	7.36	1.72
Enhance your knowledge and/or skills	60	7.43	1.39	131	7.23	1.90
Are adequately disseminated	64	5.08	1.56	134	5.11	2.45
Are translated enough into local language	59	4.32	2.80	105	3.95	2.58
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	62	6.65	2.03	129	6.09	2.26

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	65	7.45	1.65	149	7.36	1.80
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	69	7.49	1.52	138	7.33	1.56

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

### E. Working with the World Bank Group

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Côte d'Ivoire's development challenges? (1-To no degree at all, 10-To a very significant degree)

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
Conceptualization	46	6.80	1.61	125	6.82	1.81
Design	54	6.80	1.66	139	6.93	1.58
Implementation	58	7.12	2.00	142	6.94	1.78
Evaluation	58	6.93	1.73	126	6.79	1.77

**E. Working with the World Bank Group (continued)**

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	54	4.30	2.05	113	4.06	1.67
The World Bank Group effectively monitors and evaluates the projects and programs it supports	57	7.32	2.13	146	7.29	2.15
The World Bank Group's approvals and reviews are done in a timely fashion	51	5.69	2.04	103	5.46	1.98
The World Bank Group's "Safeguard Policy" requirements are reasonable	30	5.90	1.79	69	6.35	1.83
The World Bank Group's conditions on its lending are reasonable*	41	6.15	1.67	83	5.37	1.65
The World Bank Group takes decisions quickly in Côte d'Ivoire	47	5.53	1.85	84	4.86	1.98
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity	57	7.70	1.84	128	7.23	1.83
The World Bank Group ensures consistency and continuity through staff changes	33	6.70	2.54	50	6.14	1.68
Where country systems are adequate, the World Bank Group makes appropriate use of them*	30	5.80	2.30	63	7.03	1.71
The World Bank Group provides effective implementation support	58	7.24	2.15	128	7.07	1.78

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

**Which of the following best describes the way the World Bank Group operates in Côte d'Ivoire?\***

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group takes too much risk in Côte d'Ivoire	4.3%	2.1%
The World Bank Group does not take enough risk in Côte d'Ivoire	20.3%	14.4%
The World Bank Group's approach to risk is appropriate	46.4%	21.1%
Don't know	13.0%	42.3%
Prefer not to answer	15.9%	20.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Côte d'Ivoire?	39	4.95	1.57	54	4.70	2.09

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

### F. The Future Role of the World Bank Group in Côte d'Ivoire

Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy*	12.9%	28.7%
Collaborate more effectively with Government clients*	2.9%	14.4%
Offer more innovative financial products*	10.0%	3.7%
Improve the competitiveness of its financing compared to markets	17.1%	13.3%
Reach out more to groups outside of Government*	64.3%	47.9%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges	7.1%	10.1%
Offer more innovative knowledge services	4.3%	1.6%
Ensure greater selectivity in its work	1.4%	3.2%
Increase the level of capacity development in the country	25.7%	24.5%
Reduce the complexity of obtaining World Bank Group financing	32.9%	29.3%
Increase availability of Fee-Based services	0.0%	0.0%
Work faster	5.7%	3.2%
Increase the level of World Bank Group staffing in Côte d'Ivoire's office	7.1%	9.6%
Other	1.4%	0.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Financial services	41.7%	19.4%
Knowledge products	12.5%	16.1%
None of the above	8.3%	4.3%
The combination is appropriate for Côte d'Ivoire	25.0%	40.3%
Don't know	12.5%	19.9%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Côte d'Ivoire?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Building social safety nets*	7.1%	19.0%
Strengthening public financial management*	65.7%	50.5%
Reducing violence	7.1%	10.3%
Increasing access to justice systems	15.7%	10.3%
Strengthening security mechanisms	11.4%	11.4%
Strengthening conflict resolution mechanisms*	4.3%	16.8%
Increasing access to basic services	45.7%	36.4%
Building capacity of state institutions*	50.0%	34.8%
Generating jobs	61.4%	54.9%
Improving livelihoods	4.3%	10.3%
Increasing cohesion	7.1%	11.4%
Stimulating dialogue to promote peace and stability	10.0%	20.1%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### F. The Future Role of the World Bank Group in Côte d'Ivoire (continued)

Which THREE areas below would benefit most from other donors in Côte d'Ivoire?

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Building social safety nets	14.3%	16.8%
Strengthening public financial management	11.1%	21.6%
Reducing violence	23.8%	19.8%
Increasing access to justice systems	30.2%	21.0%
Strengthening security mechanisms	30.2%	24.0%
Strengthening conflict resolution mechanisms*	34.9%	19.8%
Increasing access to basic services	28.6%	24.6%
Building capacity of state institutions*	11.1%	24.6%
Generating jobs	28.6%	30.5%
Improving livelihoods*	30.2%	17.4%
Increasing cohesion	11.1%	16.8%
Stimulating dialogue to promote peace and stability	28.6%	40.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

### G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Côte d'Ivoire?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Local newspapers	56.7%	52.8%
International newspapers	6.0%	9.8%
Local radio	4.5%	2.6%
International radio	13.4%	9.8%
Local television	34.3%	28.5%
International television	16.4%	27.5%
Periodicals	6.0%	10.4%
Internet	55.2%	49.7%
Social media	3.0%	0.5%
Blogs	0.0%	0.0%
Mobile phones	0.0%	3.6%
Instant messaging	0.0%	0.5%
Other*	4.5%	0.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Blogs	1.4%	2.1%
Direct contact with World Bank Group*	42.0%	28.9%
e-Newsletters*	33.3%	52.1%
Instant messaging	5.8%	4.1%
World Bank Group's seminars/workshops/conferences*	56.5%	39.2%
World Bank Group's publications and other written materials	26.1%	32.0%
Mobile phones	0.0%	4.1%
Social media*	7.2%	1.0%
World Bank Group's website	27.5%	28.9%
Other	0.0%	1.5%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	13.2%	1.6%
No	86.8%	98.4%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	12.5%	14.4%
No	87.5%	85.6%

Were you able to obtain this information?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	100.0%	75.0%
No	0.0%	25.0%

Do you have access to the Internet?

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	100.0%	97.3%
No	0.0%	2.7%

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Yes	75.8%	36.3%
No	24.2%	63.7%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

Which do you primarily use?\*

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank Group's country website	41.7%	59.0%
The World Bank Group's main website	58.3%	41.0%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
High speed	88.3%	95.6%
Dial-up	11.7%	4.4%

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

	Currently, do you professionally collaborate/work with the World Bank Group in your country?					
	Yes			No		
	N	Mean	SD	N	Mean	SD
I use/consult World Bank Group's data more often than I did a few years ago*	59	6.22	3.29	144	3.97	2.76
I find the World Bank Group's websites easy to navigate.	54	6.63	2.44	78	6.54	1.88
I find the information on the World Bank Group's websites useful.	50	7.52	2.10	82	7.29	1.64
The World Bank Group's social media channels are valuable sources of information about the institution	35	6.49	2.42	54	6.31	2.42
When I need information from the World Bank Group I know how to find it*	59	7.02	2.52	127	4.90	2.82
The World Bank Group is responsive to my information requests and inquiries*	51	7.69	1.90	79	5.54	2.21

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## H. Background Information

Which of the following agencies of the World Bank Group do you work with in Côte d'Ivoire? (Select all that apply)

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
The World Bank (IBRD/IDA)*	88.7%	5.9%
The International Finance Corporation (IFC)*	32.4%	1.6%
The Multilateral Investment Guarantee Agency (MIGA)*	2.8%	0.0%
None*	4.2%	93.6%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

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

Percentage of Respondents (Responses combined)	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Yes	No
Observer*	9.0%	54.0%
Use World Bank Group reports/data	13.4%	21.3%
Engage in World Bank Group related/sponsored events/activities	26.9%	21.8%
Collaborate as part of my professional duties*	82.1%	32.8%
Use World Bank Group website for information, data, research, etc.	19.4%	28.2%

\*Significantly different between stakeholders who do and do not collaborate with the World Bank Group professionally

## Appendix E: Responses to All Questions by Year<sup>1</sup>

FY '10 Response Number = 356 • FY '14 Response Number = 288

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

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire?*	354	6.10	2.11	278	5.68	2.41

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY14 and FY10 country surveys

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.*	349	5.87	1.98	228	6.75	1.95

(1-Not effective at all, 10-Very effective) \*Significantly different between FY14 and FY10 country surveys

### To what extent do you agree with the following statements about the World Bank Group's work in Côte d'Ivoire?

(1-Strongly disagree, 10-Strongly agree)

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	354	7.01	2.18	252	7.86	1.75
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	341	5.65	2.27	226	6.35	2.16
The World Bank Group supports programs and strategies that are realistic for Côte d'Ivoire*	336	5.70	2.25	223	7.18	2.07
The World Bank Group treats clients and stakeholders in Côte d'Ivoire with respect*	328	5.77	2.24	156	7.29	2.34

\*Significantly different between FY14 and FY10 country surveys

### To what extent is the World Bank Group an effective development partner in Côte d'Ivoire in terms of each of the following?

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

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
Flexibility (in terms of changing country circumstances)*	154	4.99	2.09	149	6.41	1.70
Staff accessibility	331	4.86	2.67	201	5.21	2.45
Straightforwardness and honesty*	324	5.12	2.98	160	7.38	1.74
Collaboration with other donors	281	6.89	2.06	111	7.20	1.93

\*Significantly different between FY14 and FY10 country surveys

<sup>1</sup> Only those questions that were asked in the FY '10 and FY '14 country surveys, with similar response scales/options, are presented.

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

In your opinion, how IMPORTANT do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire? (1-Not important at all, 10-Very important)

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
Poverty reduction*	354	8.55	1.78	245	9.17	1.15
Economic growth*	353	8.12	1.86	235	8.63	1.44
Domestic private sector development*	346	7.61	2.20	237	8.31	1.70
Regulatory framework	333	7.19	2.34	217	7.27	2.07
Public sector governance/ reform*	349	7.62	2.09	251	8.58	1.76
Education*	353	8.54	1.61	246	8.82	1.59
Health	353	8.60	1.61	249	8.82	1.54
Gender equity	338	7.20	2.25	227	7.26	2.09
Agricultural development*	346	8.03	1.92	243	8.79	1.18
Natural resource management*	344	7.46	2.18	237	8.34	1.88
Social protection	344	7.49	2.26	224	7.12	2.21
Climate change	332	7.13	2.67	232	7.03	1.91

\*Significantly different between FY14 and FY10 country surveys

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

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
Poverty reduction*	346	5.44	2.06	185	7.28	1.72
Economic growth*	342	5.58	2.07	163	7.42	1.52
Domestic private sector development*	325	5.15	2.03	123	6.50	1.77
Regulatory framework*	290	5.01	2.04	94	6.36	2.14
Public sector governance/ reform*	326	5.48	2.00	169	7.17	1.67
Education*	339	6.38	2.11	167	7.32	1.66
Health*	342	6.50	2.20	168	7.26	1.49
Gender equity*	309	5.30	2.17	111	6.42	1.90
Agricultural development*	328	5.56	2.06	138	6.95	1.62
Natural resource management*	322	4.99	2.08	90	6.66	1.77
Social protection	325	5.19	2.02	79	5.18	1.85
Climate change*	305	4.16	2.25	66	5.56	1.82

\*Significantly different between FY14 and FY10 country surveys

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

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

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	334	5.96	2.31	197	6.36	2.23

### E. Working with the World Bank Group

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

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	155	5.23	2.54	175	4.09	1.83
The World Bank Group effectively monitors and evaluates the projects and programs it supports	156	7.43	2.10	209	7.32	2.13
The World Bank Group's conditions on its lending are reasonable	295	5.73	2.51	130	5.71	1.74
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity*	151	6.31	2.22	193	7.35	1.94

\*Significantly different between FY14 and FY10 country surveys

### G. Communication and Information Sharing

Do you have access to the Internet?\*

Percentage of Respondents	FY 2010	FY 2014
Yes	91.6%	98.1%
No	8.4%	1.9%

\*Significantly different between FY14 and FY10 country surveys

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

Percentage of Respondents	FY 2010	FY 2014
Yes	33.0%	46.1%
No	67.0%	53.9%

\*Significantly different between FY14 and FY10 country surveys

Which do you primarily use?\*

Percentage of Respondents	FY 2010	FY 2014
The World Bank's country website	35.9%	54.1%
The World Bank's main website	64.1%	45.9%

\*Significantly different between FY14 and FY10 country surveys

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

	year					
	FY 2010			FY 2014		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	109	7.35	1.92	136	6.59	2.09
I find the information on the World Bank Group's websites useful.*	132	8.11	1.58	136	7.40	1.80
When I need information from the World Bank Group I know how to find it	305	5.79	2.85	190	5.58	2.87
The World Bank Group is responsive to my information requests and inquiries*	270	5.46	2.72	134	6.37	2.30

\*Significantly different between FY14 and FY10 country surveys

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank in your country?		Which of the following describes most of your exposure to the World Bank in Jordan? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.	6.36	7.34	7.04	6.05	6.68	6.62	6.57	6.96	6.43	6.89	6.43	7.43
To what extent do you believe the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges?	6.84	8.07	7.79	6.45	7.21	7.28	7.14	7.49	7.09	7.38	6.88	8.33
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire	7.53	8.55	7.95	7.60	7.81	7.80	7.67	8.26	7.77	7.84	7.64	8.26
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	6.06	7.03	6.49	6.08	6.25	6.57	6.13	7.02	6.41	6.22	6.11	6.92
Responsiveness	6.35	6.69	6.44	6.47	6.44	6.48	6.45	6.46	6.30	6.61	6.17	7.07
Flexibility (in terms of the institution's products and services)	5.84	6.50	6.03	5.82	6.14	5.34	5.77	6.56	5.53	6.37	6.05	5.69
Flexibility (in terms of changing country circumstances)	6.22	6.69	6.60	6.00	6.41	6.24	6.24	6.79	6.18	6.56	6.37	6.34
Being inclusive	6.46	6.31	6.21	6.82	6.42	6.33	6.27	6.81	6.35	6.44	6.64	5.89
Openness	6.02	6.73	6.74	5.29	5.98	6.98	6.21	6.26	6.10	6.33	5.98	6.84
Staff accessibility	4.86	6.19	5.37	4.84	5.24	4.87	4.99	5.89	4.79	5.53	4.89	5.81
Straightforwardness and honesty	7.15	7.66	7.45	6.82	7.43	6.62	7.07	8.04	7.09	7.38	7.26	7.18
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.41	6.67	5.60	4.12	5.12	4.66	4.88	5.73	4.70	5.35	4.55	6.24
Collaboration with groups outside of the Government	5.78	6.70	6.41	5.17	6.14	5.72	5.83	6.96	5.82	6.23	6.16	5.77
Collaboration with the Government	8.13	8.72	8.52	7.83	8.34	7.83	8.14	8.69	8.00	8.47	8.11	8.49
Collaboration with other donors	7.01	7.49	7.19	7.12	7.79	5.17	7.23	6.88	6.31	7.75	7.33	6.73
The speed in which it gets things accomplished on the ground	6.20	6.53	6.47	5.71	6.43	5.34	6.23	6.00	5.89	6.50	5.95	6.78
Being a long-term partner	7.82	8.38	8.12	7.65	8.14	7.15	7.69	8.79	7.78	8.08	7.80	8.26
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?	6.74	7.70	7.24	6.77	7.16	6.70	6.96	7.41	6.62	7.59	7.00	7.20
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?	6.59	7.17	6.88	6.80	6.81	7.04	6.61	8.05	6.61	7.07	6.94	6.65
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire	6.60	7.27	6.86	6.79	6.84	6.78	6.73	7.20	6.55	7.17	6.76	6.98
The World Bank Group meets Côte d'Ivoire's needs for knowledge services	6.40	6.32	6.50	6.14	6.55	5.71	6.12	7.38	6.09	6.67	6.40	6.25
The World Bank Group's knowledge work and activities are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	6.09	6.65	6.64	5.56	6.18	6.28	6.26	5.93	5.80	6.63	6.02	6.64
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.36	7.45	7.39	7.45	7.61	6.62	7.33	7.79	7.24	7.62	7.37	7.53
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.33	7.49	7.59	6.99	7.27	7.62	7.19	7.92	7.33	7.35	7.26	7.54
The World Bank Group takes decisions quickly in Côte d'Ivoire	4.86	5.53	5.16	4.96	5.17	4.62	5.20	4.72	4.85	5.33	4.94	5.39
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.03	5.80	6.41	6.92	6.82	6.00	6.45	7.38	6.75	6.40	6.53	6.73

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix G: Indicator Questions by Stakeholder Groups

	Which of the following best describes your current position?																										
	Office of Parliamentarian			Employee of a Ministry/ Ministerial Dep/ Implementation Agency			PMU/Consultant/ Contractor on Bank project			Bilateral/ Multilateral Agency			Private sector/ Financial sector/ Private bank			CSO			Media			Academia/ Research institute/ Think tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.	9	7.11	1.69	44	7.00	1.64	30	7.20	1.73	11	6.18	1.60	22	6.41	1.50	48	6.23	2.04	14	6.79	2.67	9	5.22	2.22	30	6.77	2.05
To what extent do you believe the World Bank Group's staff is well prepared to help Côte d'Ivoire solve its most complicated development challenges?*	10	8.40	1.90	43	7.56	1.48	22	7.82	1.59	11	6.00	1.48	21	6.81	1.25	41	6.93	2.52	10	8.30	1.95	10	5.60	2.17	23	7.22	2.24
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	9	8.00	1.73	50	7.82	1.78	29	8.21	1.72	13	8.00	.82	28	7.14	1.84	67	7.70	1.78	12	9.75	.45	11	7.09	1.87	26	7.65	1.67
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	8	7.63	1.51	44	7.00	2.05	26	5.73	1.91	13	6.00	1.22	27	6.19	1.62	61	6.26	2.36	13	6.08	3.90	11	5.36	2.01	19	6.58	1.57
Responsiveness*	8	7.50	.53	30	6.20	1.47	16	5.13	2.33	11	5.91	1.30	9	5.67	1.94	47	6.77	1.99	8	8.38	.74	4	5.50	.58	10	7.00	2.91
Flexibility (in terms of the institution's products and services)	5	7.80	.45	37	6.03	1.83	11	6.55	1.75	9	4.44	1.01	12	5.83	1.47	36	5.83	1.87	4	6.50	1.00	6	6.00	2.37	7	6.00	1.00
Flexibility (in terms of changing country circumstances)*	8	6.88	.99	38	6.24	1.97	14	7.36	.93	11	5.09	1.22	13	6.31	1.84	32	6.06	1.56	7	8.43	1.81	6	6.67	1.86	9	5.44	1.13
Being inclusive*	8	7.25	1.04	28	6.79	1.40	7	6.43	1.51	10	5.50	2.37	13	5.23	1.96	34	5.74	2.22	7	9.14	1.46	4	7.00	2.31	5	7.80	.84
Openness*	5	7.40	3.05	37	6.16	2.53	23	4.78	2.09	13	5.85	1.63	13	5.69	1.38	54	6.17	2.35	8	9.00	1.31	4	7.50	.58	19	7.53	1.12
Staff accessibility*	8	5.75	2.19	43	5.16	2.55	25	4.32	2.53	13	4.46	1.90	19	4.79	1.51	53	5.26	2.51	10	8.20	1.75	6	7.00	2.37	16	4.25	2.38
Straightforwardness and honesty*	6	6.83	1.83	33	7.21	1.80	18	7.50	.92	11	6.27	1.35	20	7.30	1.22	42	7.29	1.98	6	9.50	.55	2	10.00	0.00	14	7.00	2.15
Ease of access to the people at the World Bank Group who are making decisions important to my work*	6	6.50	2.81	41	5.32	2.83	24	4.00	2.23	6	4.67	2.07	20	5.25	1.71	48	4.85	2.35	10	8.70	1.57	2	5.00	0.00	12	3.00	1.28
Collaboration with groups outside of the Government*	6	6.33	1.03	34	6.21	1.55	14	6.43	1.40	8	2.88	1.81	16	6.56	1.46	56	5.63	2.40	7	8.86	.90	5	4.80	2.68	20	7.25	1.59
Collaboration with the Government*	10	8.50	1.84	44	8.16	1.29	25	8.12	1.09	12	8.92	1.00	24	7.17	1.58	50	8.38	.95	12	9.67	.49	9	8.44	1.67	20	8.30	1.56
Collaboration with other donors*	5	7.20	1.79	20	7.95	1.05	14	8.00	.96	13	4.85	2.79	13	6.38	1.12	16	7.19	1.28	5	9.20	.84	2	8.00	0.00	15	7.00	2.56
The speed in which it gets things accomplished on the ground*	9	7.78	1.56	36	5.94	1.84	18	6.56	.78	9	4.00	2.60	18	7.17	1.04	48	6.50	2.46	6	8.17	.98	2	5.00	0.00	17	5.29	1.86
Being a long-term partner*	9	9.33	1.00	41	8.32	1.51	29	8.10	1.52	11	8.00	1.00	21	7.62	1.32	54	7.56	1.87	10	9.40	1.58	4	8.50	1.73	18	6.89	2.61
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?	9	7.11	1.76	44	7.16	1.33	23	7.91	1.35	13	7.00	1.00	24	6.63	1.69	62	6.84	1.79	12	7.67	1.87	6	6.17	1.17	29	7.17	2.00
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?*	8	7.25	1.04	38	7.24	1.75	13	6.77	1.24	13	6.92	1.44	18	6.11	2.05	29	7.07	1.49	7	8.00	1.00	4	7.00	0.00	13	5.31	1.25
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	8	7.50	1.41	44	7.57	1.65	16	6.94	1.61	11	7.45	1.04	27	6.19	1.80	50	6.68	1.94	12	8.17	1.59	10	5.60	3.10	22	5.45	2.34
The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	9	8.00	1.58	43	6.72	1.87	16	5.75	2.32	11	4.27	2.83	24	6.38	1.56	44	6.75	.97	11	7.45	2.42	10	5.60	2.80	19	5.58	1.07
The World Bank Group's knowledge work and activities are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	9	7.89	1.62	38	5.47	2.41	21	5.95	.74	11	4.27	2.28	17	5.76	1.30	52	6.88	2.06	12	8.92	.90	10	5.00	2.58	18	6.11	2.30
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	9	9.11	1.05	48	7.10	1.63	27	7.81	1.59	8	5.13	1.13	25	7.00	1.29	54	7.59	1.79	12	8.83	1.47	8	6.25	1.28	25	7.24	1.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	9	8.22	1.48	43	7.37	1.40	20	6.85	1.09	9	5.78	1.48	28	7.54	.92	48	7.42	1.93	11	8.73	1.95	8	7.00	1.69	28	7.25	1.14
The World Bank Group takes decisions quickly in Côte d'Ivoire*	2	7.50	.71	34	4.44	2.00	20	5.25	2.45	9	4.67	1.80	10	5.30	1.34	31	4.71	1.42	11	7.09	2.70	2	6.00	0.00	12	4.67	1.56
Where country systems are adequate, the World Bank Group makes appropriate use of them*	2	7.50	.71	23	7.48	1.73	11	5.73	.90	6	2.67	1.97	11	6.73	1.90	21	6.86	1.53	6	7.50	3.51	2	5.00	0.00	11	7.45	.82

\*Significantly different between stakeholder groups

## Appendix H: Côte d'Ivoire FY 2014 Questionnaire



### **World Bank Group Client Survey FY14 – Côte d'Ivoire**

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

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

Finally, the survey relates to the World Bank Group's work. The World Bank Group consists of IBRD, IDA, IFC, MIGA, and ICSID. When responding to the survey, please consider the area of the World Bank Group with which you are most familiar.

**To complete the survey, please circle/check the response that most accurately reflects your opinion. If you prefer not to answer a question, please leave it blank. If you feel that you do not have an adequate amount of information on a subject, please check "Don't know".**

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

#### **SECTION A: GENERAL ISSUES FACING CÔTE D'IVOIRE**

<b>A1. In general would you say that Côte d'Ivoire is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

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

**SECTION A: GENERAL ISSUES**

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Côte d'Ivoire? (Choose no more than THREE)</b>			
1	Water and sanitation	18	Security/stabilization/reconstruction/reconciliation
2	Equality of opportunity (i.e., equity)	19	Anti-corruption and anti-racketeering
3	Economic growth	20	Domestic private sector development
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Land and rural development	25	Education
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

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

**SECTION A: GENERAL ISSUES**

<b>A4. Economic growth can be driven by a number of factors.</b>			
<b>Which THREE areas below do you believe would contribute most to generating economic growth in Côte d'Ivoire? (Choose no more than THREE)</b>			
1	Energy	18	Social cohesion
2	Gender equity	19	Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
3	Equality of opportunity (i.e., equity)	20	Domestic private sector development
4	Global/regional integration	21	Job creation/employment
5	Social protection (e.g., pensions, targeted social assistance)	22	Agricultural development
6	Climate change (e.g., mitigation, adaptation)	23	Food security
7	Anti-corruption and anti-racketeering	24	Transport (e.g., roads, bridges, transportation)
8	Disaster management	25	Security/stabilization/reconstruction/reconciliation
9	Regional conflict and tensions	26	Education
10	Land and rural development	27	Natural resource management (e.g., oil, gas, mining)
11	Foreign direct investment	28	Environmental sustainability
12	Urban development	29	Health
13	Water and sanitation	30	Law and justice (e.g., judicial system)
14	Trade and exports	31	Local governance and institutions
15	Information and communications technology	32	Crime and violence
16	Regulatory framework	33	Financial markets
17	Communicable/non-communicable diseases		

<b>A5. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Côte d'Ivoire? (Choose no more than TWO)</b>	
1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

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

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

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

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

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

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

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

<b>How effectively do the World Bank Group's activities below support Côte d'Ivoire's efforts to achieve development results?</b>													
		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Convening/Facilitating	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Data	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy advice, studies, analyses	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Technical assistance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Mobilizing third party financial resources	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Donor coordination	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Strategy formulation (e.g., PRSP assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>The World Bank Group can provide capacity building support in a number of ways in Côte d'Ivoire. To which degree would Côte d'Ivoire benefit, if capacity building were to support...?</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B15</b>	<b>Groups outside of government</b> (e.g., civil society, media) to help them more effectively engage and participate in development efforts	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	<b>The public sector</b> , related to implementation of specific development projects on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	<b>The public sector</b> , related to changing institutions (organizations or sociopolitical conditions)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	<b>The private sector</b> , related to institutional and policy change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	<b>The legislative branch</b> , to help them more effectively debate and consider development programs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Côte d'Ivoire? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B20</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>When thinking about how to improve capacity building in Côte d'Ivoire to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B23</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>B26. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Côte d'Ivoire? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not adequately sensitive to political/social realities in Côte d'Ivoire
4	Not enough public disclosure of its work
5	Arrogant in its approach
6	Not aligned with country priorities
7	The credibility of its knowledge/data
8	World Bank Group's processes too complex
9	Not willing to honestly criticize policies and reform efforts in the country
10	Too influenced by developed countries
11	Imposing technocratic solutions without regard to political realities
12	World Bank Group's processes too slow
13	Too bureaucratic in its operational policies and procedures
14	Not aligned with other donors' work
15	Not collaborating enough with non-state actors
16	Not client focused
17	Its advice and strategies do not lend themselves to practical problem solving
18	Not focused enough on issues that are unique to post-conflict countries
19	Inadequate number of World Bank Group staff members located in the country
20	Other (please specify): _____
21	Don't know

<b>B27. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Côte d'Ivoire? (Choose no more than TWO)</b>	
1	Capacity development (state and semi-state institutions, incl. the National Statistics Institute)
2	Policy based lending / budget support to the Government
3	Knowledge products/services (analytical work, studies, surveys, etc.)
4	Investment lending (financing specific projects)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Other (please specify): _____
11	Don't know

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

**B28. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank Group collaborate with more in your country to ensure better development results there? (Choose no more than TWO)**

1	Academia/think tanks/research institutes
2	Donor community
3	Media
4	NGOs
5	Local Government
6	Private sector
7	Parliament
8	Community Based Organizations (CBOs)
9	Beneficiaries
10	Foundations
11	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations (e.g., WAEMU, ECOWAS, African Union, CEMAC)
16	Other (please specify): _____
17	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Côte d'Ivoire?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B29</b>	Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30</b>	The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B31</b>	The World Bank Group supports programs and strategies that are realistic for Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32</b>	The World Bank Group treats clients and stakeholders in Côte d'Ivoire with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following?</b>		<b>To no degree at all</b>										<b>To a very significant degree</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B33</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B35</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B36</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B37</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B38</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B39</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B40</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B41</b>	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B42</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B43</b>	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B44</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B45</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**B46. To be a more effective development partner in Côte d'Ivoire, do you believe that the World Bank Group should have...? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
--	--	--	-------------------------------------

**B47. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)**

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

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

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

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

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

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

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

<b>C3. Where are the World Bank Group's decisions made primarily that support the program in Côte d'Ivoire? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C4. To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

<b>C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Côte d'Ivoire?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?</b>																								
												Strongly disagree											Strongly agree	Don't know
<b>C6</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, etc.) meet the needs of Côte d'Ivoire											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C7</b>	The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)											1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>C8. To what extent do you believe the World Bank Group's internal evaluation mechanisms hold the institution accountable for achieving results in Côte d'Ivoire?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all										To a very significant degree		Don't know

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

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

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

<b>In Côte d'Ivoire, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D4</b>	Are relevant to Côte d'Ivoire's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D5</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D6</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D7</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D8</b>	Enhance your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D9</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D10</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>D11</b>	Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D12. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>													
		1	2	3	4	5	6	7	8	9	10		
		Not significant at all										Very significant	Don't know
												<input type="checkbox"/>	

<b>D13. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>													
		1	2	3	4	5	6	7	8	9	10		
		Very low technical quality										Very high technical quality	Don't know
												<input type="checkbox"/>	

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

To what extent does each of the following aspects of the World Bank Group's technical assistance/advisory work contribute to solving Côte d'Ivoire's development challenges?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	Conceptualization (understanding and framing the problem)											<input type="checkbox"/>	
<b>E2</b>	Design (appraising and planning the solutions)											<input type="checkbox"/>	
<b>E3</b>	Implementation (Executing, carrying out, monitoring and making appropriate adjustments)											<input type="checkbox"/>	
<b>E4</b>	Evaluation (assessing the impact and results)											<input type="checkbox"/>	

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E5</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E7</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E8</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E10</b>	The World Bank Group takes decisions quickly in Côte d'Ivoire											<input type="checkbox"/>	
<b>E11</b>	Working with the World Bank Group increases Côte d'Ivoire's institutional capacity											<input type="checkbox"/>	
<b>E12</b>	The World Bank Group ensures consistency and continuity through staff changes											<input type="checkbox"/>	
<b>E13</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E14</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

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

**E15. Which of the following best describes the way the World Bank Group operates in Côte d'Ivoire?  
(Select only one response)**

1	The World Bank Group takes too much risk in Côte d'Ivoire
2	The World Bank Group does not take enough risk in Côte d'Ivoire
3	The World Bank Group's approach to risk is appropriate
4	Don't know
5	Prefer not to answer

**E16. To what extent do you believe the World Bank Group is adequately staffed in Côte d'Ivoire?**

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

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CÔTE D'IVOIRE**

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

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CÔTE D'IVOIRE**

<b>F3. Please answer the following questions:</b>			
<b>Choose no more than THREE for each column</b>		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Côte d'Ivoire?</b>	<b>B. Which THREE areas below would benefit most from other donors in Côte d'Ivoire?</b>
1	Building social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Strengthening public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Increasing access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Strengthening security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Strengthening conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Increasing access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Building capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Generating jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Increasing cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Côte d'Ivoire? (Choose no more than TWO)**

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (e.g., Facebook, Twitter, Youtube, Flickr)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

<b>G8. Which do you primarily use? (Select only ONE response)</b>	
1	The World Bank Group's country website ( <a href="http://www.banquemonde.org/cotedivoire">www.banquemonde.org/cotedivoire</a> )
2	The World Bank Group's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )

<b>G9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed
2	Dial-up

<b>Please rate how much you agree with the following statements.</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G10</b>	I use/consult World Bank Group's data more often than I did a few years ago	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G13</b>	The World Bank Group's social media channels (e.g., Facebook, Twitter, Youtube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	10	9	<input type="checkbox"/>

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

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Agriculture/ rural development / food security	11	Natural resource management / environmental sustainability
2	Climate change / disaster management	12	Private sector development / foreign direct investment
3	Education	13	Public sector governance / public financial management / anti corruption
4	Energy	14	Social protection
5	Financial markets / banking	15	Transport
6	Gender equity / equality of opportunity	16	Urban development
7	Health / communicable/non-communicable diseases	17	Water and sanitation
8	Information and communications technology	18	Generalist
9	Job creation/employment	19	Other (please specify): _____
10	Law and justice / regulatory framework		

**SECTION H: BACKGROUND INFORMATION**

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group in your country?</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you work with in Côte d'Ivoire? (Select all that apply)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	None

<b>H5. Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

<b>H6. Which best represents your geographic location?</b>	
1	North
2	South
3	Central
4	West
5	East

<b>H7. Do you live in urban or rural area?</b>	
1	Urban
2	Rural

**Thank you for completing the survey!**