



CountryOpinionSurveys

FY 2025 Côte d'Ivoire Country Opinion Survey Report

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 Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Sofya Gubaydullina, Qi Xue, and Irina Popova oversaw the design, reporting, and analysis of the survey results. Noreen Wambui provided data support.

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Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Côte d'Ivoire perceive the WBG. The survey explored the following questions:

- 1. Overall Views of the WBG:** How familiar are stakeholders with the WBG? How much do they trust the WBG? What opinions do stakeholders have of the WBG regarding its effectiveness and relevance to development in Côte d'Ivoire? Are these perceptions improving or declining? Do stakeholders feel that the WBG has changed for the better or the worse in the last two years?
- 2. The WBG's Work on Development Priorities:** What areas of development are perceived to be the most important? Has the WBG helped achieve the goals of its projects in these areas? How did these projects impact the people of Côte d'Ivoire, and how could the WBG have been more helpful?
- 3. WBG Instruments:** What do key stakeholders value the most regarding the WBG's work in Côte d'Ivoire? What opinion do key stakeholders have of WBG's financial instruments and knowledge products? How are stakeholders using WBG knowledge work, and has it influenced government policy in Côte d'Ivoire?
- 4. The WBG's Engagement and Collaboration:** How is the WBG perceived as a development partner in Côte d'Ivoire? Are opinions improving or declining? How effective has the WBG been in facilitating the Government's engagement with civil society?
- 5. Communications:** What are the preferred communication channels, and do they differ between stakeholder groups? Do stakeholders recall any WBG messaging? What key topics do stakeholders recall? What information do stakeholders want from the WBG?



Methodology Overview

Fielded in June – August 2025

- 650 potential participants were asked to complete the survey
- Respondents completed the questionnaire using the online platform or received a paper version via courier and returned it accordingly
- List of names provided by the WBG country team and supplemented by the field agency
- Data collection conducted by an independent fielding firm

404 participants (62% response rate)

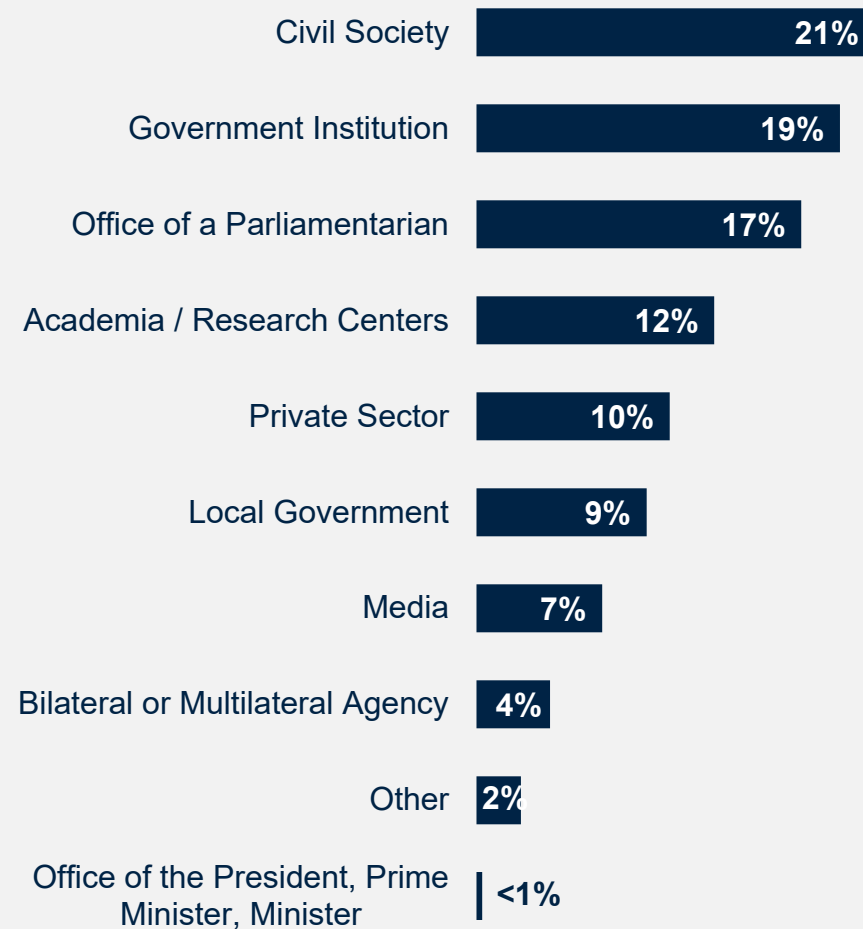
- 68% from Abidjan
- 31% have collaborated with the WBG within the past 3 years

Compared to the FY21 Country Survey Results

- 354 participants (71% response rate)
- 73% from Abidjan
- 28% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.

Stakeholders in FY25 COS Sample



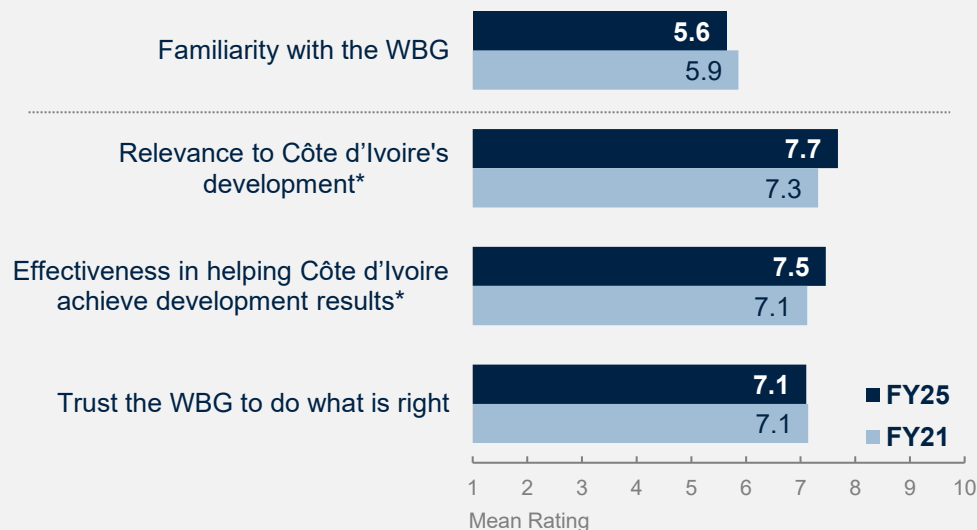
What is your primary professional affiliation? (Select only 1 response)
(Percentage of Respondents, N=399)

Executive Summary

1. Overall Views of the WBG:

Stakeholders gave similar ratings for their **familiarity** with and **trust** in the WBG this year as in the FY21 Country Survey. Ratings for the WBG's **relevance** to Côte d'Ivoire's development and **effectiveness** in helping the country achieve results improved significantly compared to FY21. It should be noted that stakeholder ratings of trust in the WBG were slightly lower than those for AfDB; however, ratings for the WBG's relevance and effectiveness in the country were similar to those of AfDB and higher than those of the UN, IMF, and bilateral partners.

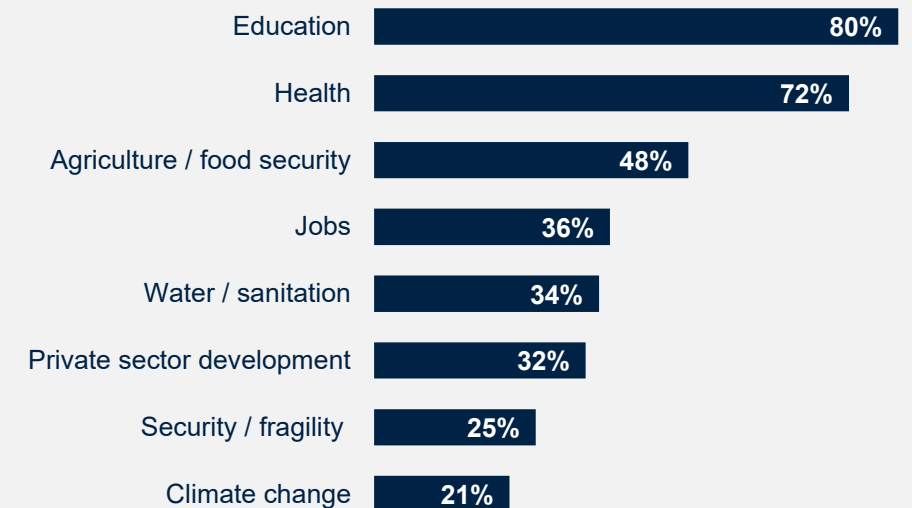
Compared to other countries, stakeholder ratings of the WBG's relevance and effectiveness in Côte d'Ivoire and their trust in the WBG were on par with those of stakeholders in other Western and Central African countries but somewhat lower than other IDA countries surveyed in FY25.



2. The WBG's Work on Development Priorities:

Education and **health** were indicated as the top priorities for the WBG's support in FY25, followed by **agriculture/food security, jobs, water/sanitation, and private sector development**. Of note, stakeholders considered the **water** sector as a much greater priority than in FY21. A majority of respondents rated the WBG as helpful in achieving project goals in the priority sectors, with **82% rating it as very helpful**.

In open-ended comments, respondents discussed that the WBG should focus on improving education and skills development to better match labor market needs (especially for youth), improving quality and access to healthcare services, increasing infrastructure development (especially transport and energy), promoting private sector development and jobs, and working to modernize the agriculture sector, improve its productivity, and strengthen food security.



Executive Summary (continued)

3. WBG's Operational Effectiveness:

When asked about the WBG reform efforts over the past two years, approximately half of all stakeholders indicated that the WBG had become **somewhat or significantly better at fulfilling its core mission of improving people's lives** and improving the **country's overall business environment** in Côte d'Ivoire.

WBG clients and partners identified the most notable reform-related improvement in the **technical quality** of WBG-supported projects, with 61% of respondents recognizing positive change in this area. In addition, a majority of clients and partners felt that the WBG had improved in partnering, speed, and being easy to work with.

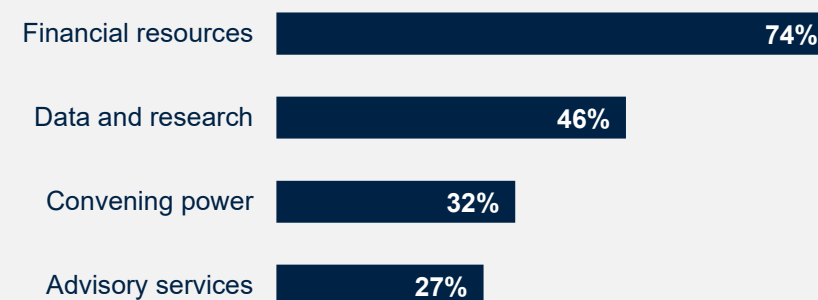
In their written responses regarding how to make the WBG more effective in Côte d'Ivoire, respondents emphasized the need to improve monitoring and evaluation systems throughout the lifecycle of projects, strengthen oversight and accountability in the use of financial resources and increase transparency and accountability in project implementation to ensure results on the ground.

In their open-ended comments, stakeholders also discussed the need for improved project implementation and execution capacity. They felt that the WBG could do more to address delays and weaknesses in project implementation, strengthen coordination among implementing agencies and stakeholders, and ensure projects are better adapted to local realities and implementation constraints in Côte d'Ivoire.

Finally, respondents urged the Bank to be more responsive and engaged with stakeholders in Côte d'Ivoire. In addition to working more closely with the national government and local authorities, respondents suggested the WBG strengthen local capacity to manage, implement, and sustain projects. Respondents felt that this enhanced collaboration could improve local ownership and long-term effectiveness of WBG-supported programs and projects.

4. WBG Instruments:

Compared to FY21, **financial resources** were considered of much greater value to Côte d'Ivoire in FY25, with more than twice as many respondents selecting it as the WBG's greatest value. In addition, the WBG's financial support was considered significantly more timely and better at meeting the country's needs compared to FY21. Respondents' suggestions regarding WBG financing emphasized the need for stronger monitoring, accountability, and transparency of financial resources to ensure funds generate the desired results. Respondents also felt that the WBG could increase its financial support to development priorities and ensure timely and continuous availability of funding for its projects.



Executive Summary (continued)

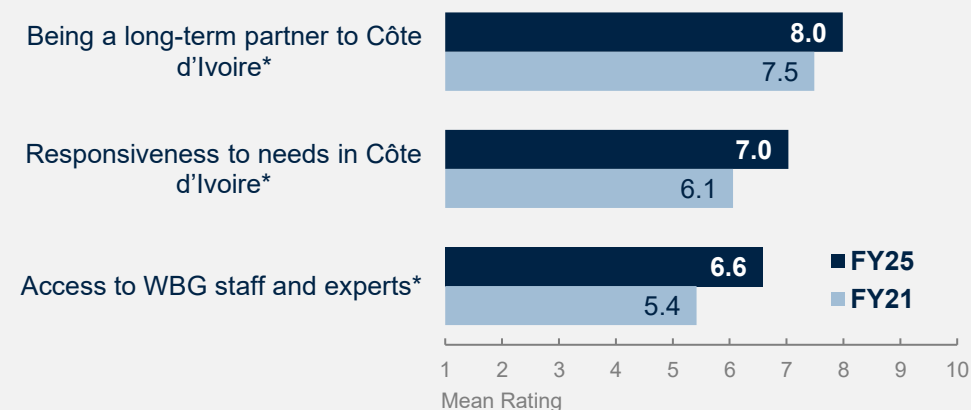
44% of respondents reported that they had used the WBG's knowledge work, most often data resources and research/analytical reports. Stakeholders held more positive views of the Bank's knowledge in terms of building institutional capacity and contributing to development results in Côte d'Ivoire compared to FY21. **79% of WBG clients reported that the WBG's policy advice helped shape government policies in Côte d'Ivoire.** In qualitative comments, respondents emphasized the need for expanded capacity building, training, and skills transfer. Respondents called for more studies and analytical work that are better tailored to Côte d'Ivoire's local context and that move beyond diagnostics to actionable recommendations. It was also suggested to link the WBG's knowledge work more closely to project design, implementation, funding decisions, and outcomes.

5. The WBG's Engagement and Collaboration:

Stakeholders had significantly more positive views of the the WBG as a **long-term development partner**, **responsive** to the country's needs, with **accessible staff** compared to the FY21 survey results.

Respondents gave the highest ratings for the effectiveness of the Bank's **collaboration with the national government** of Côte d'Ivoire, which were significantly improved compared to FY21, as were ratings for the Bank's collaboration with **other development partners** and **civil society**. In the future, the majority of stakeholders would like the WBG to collaborate more effectively with local governments to increase its development impact in the country.

In open-ended comments, stakeholders highlighted that the WBG needed to **deepen engagement with local stakeholders** to ensure that development activities reflect local needs, priorities, and realities. Respondents also felt the WBG could do more to leverage its partnerships with the private sector to increase its impact, resources, and reach.



6. Communications:

61% of respondents recalled seeing or hearing something about the WBG recently, most often WBG economic forecasts and the Côte d'Ivoire Economic Update, and most frequently recalled getting this information from the traditional media. In contrast, respondents identified WBG e-newsletters, events, and social media channels as their preferred means of receiving information from the WBG.

A majority of stakeholders would like to see more **regular updates** on WBG activities and **information on how to partner with the WBG** to help them have a better understanding the Bank's role in Côte d'Ivoire.



Overall Views of the World Bank Group



WORLD BANK GROUP

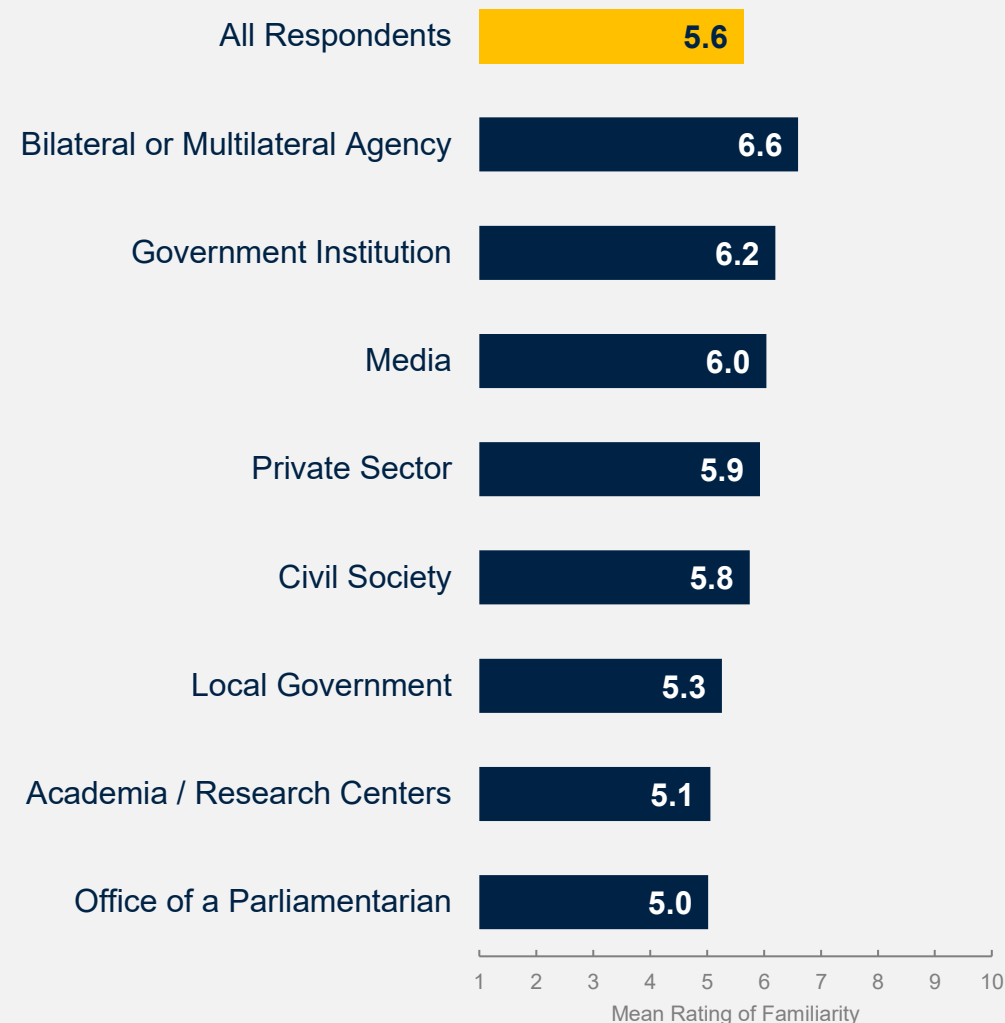
WBG Familiarity Unchanged Since FY21, Highest Among Bilaterals/Multilaterals and Government Institutions

Comparison of FY21 and FY25

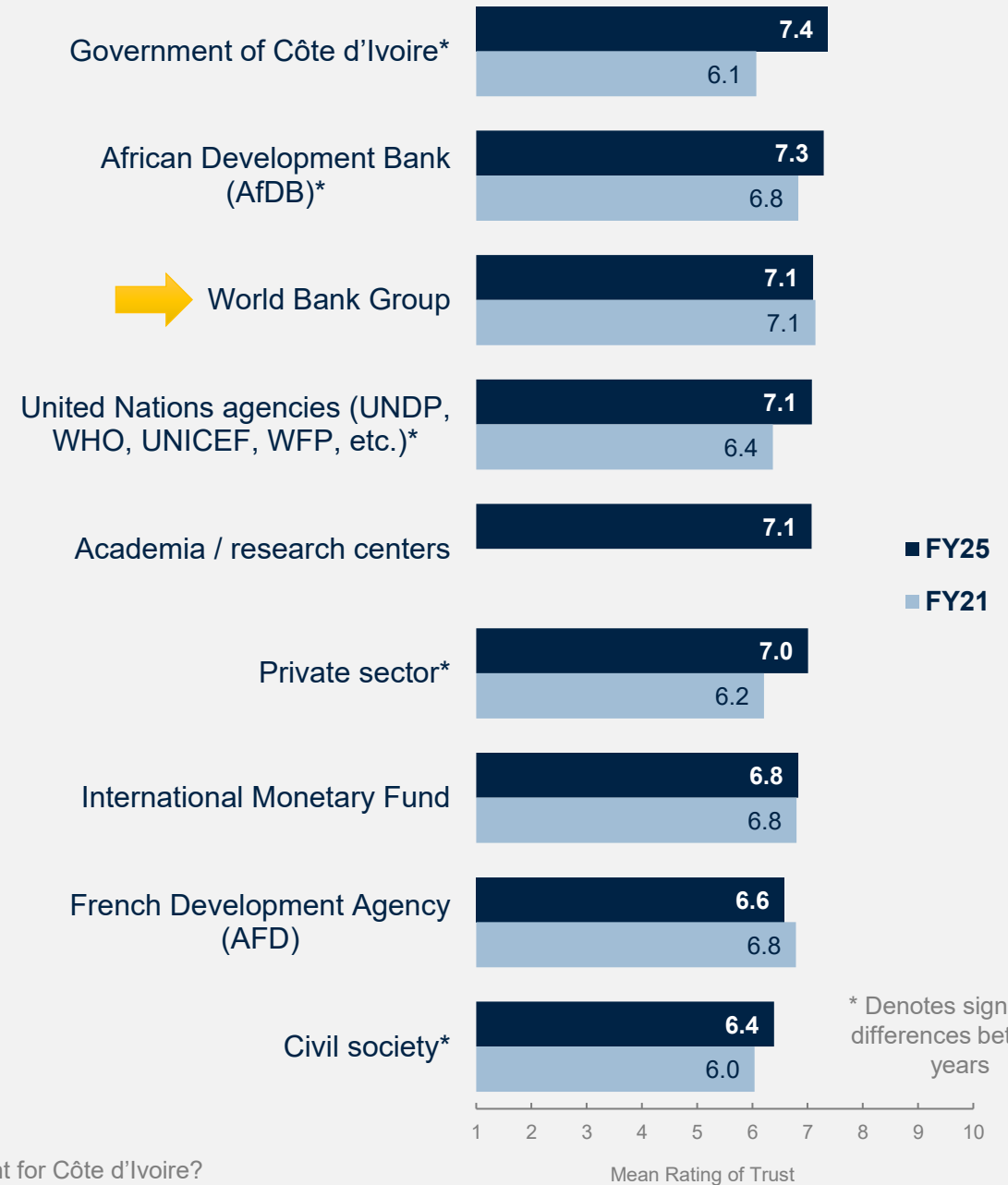
Mean familiarity: **FY25 = 5.6**
FY21 = 5.9

Collaboration with the WBG

Mean familiarity: **Collaborate with WBG = 7.5***
Do not collaborate = 4.8



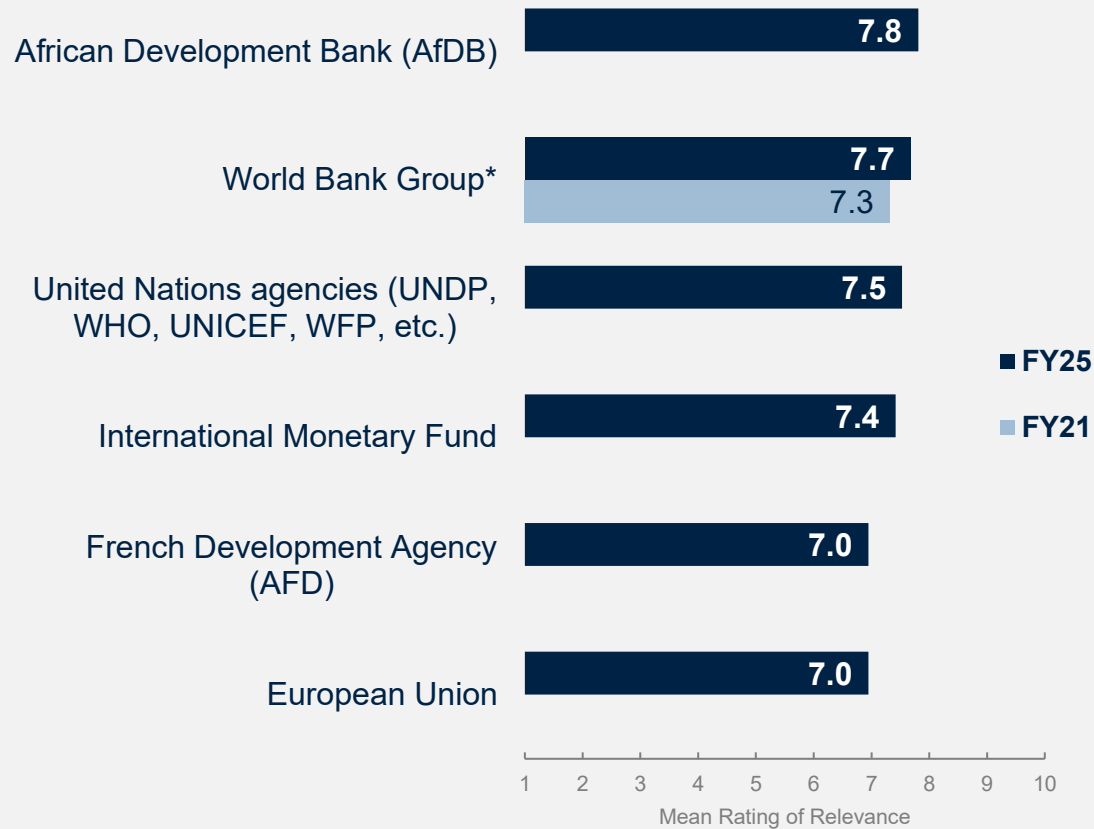
The Government, AfDB, World Bank, UN, and Academia are the Most Trusted Institutions in Côte d'Ivoire



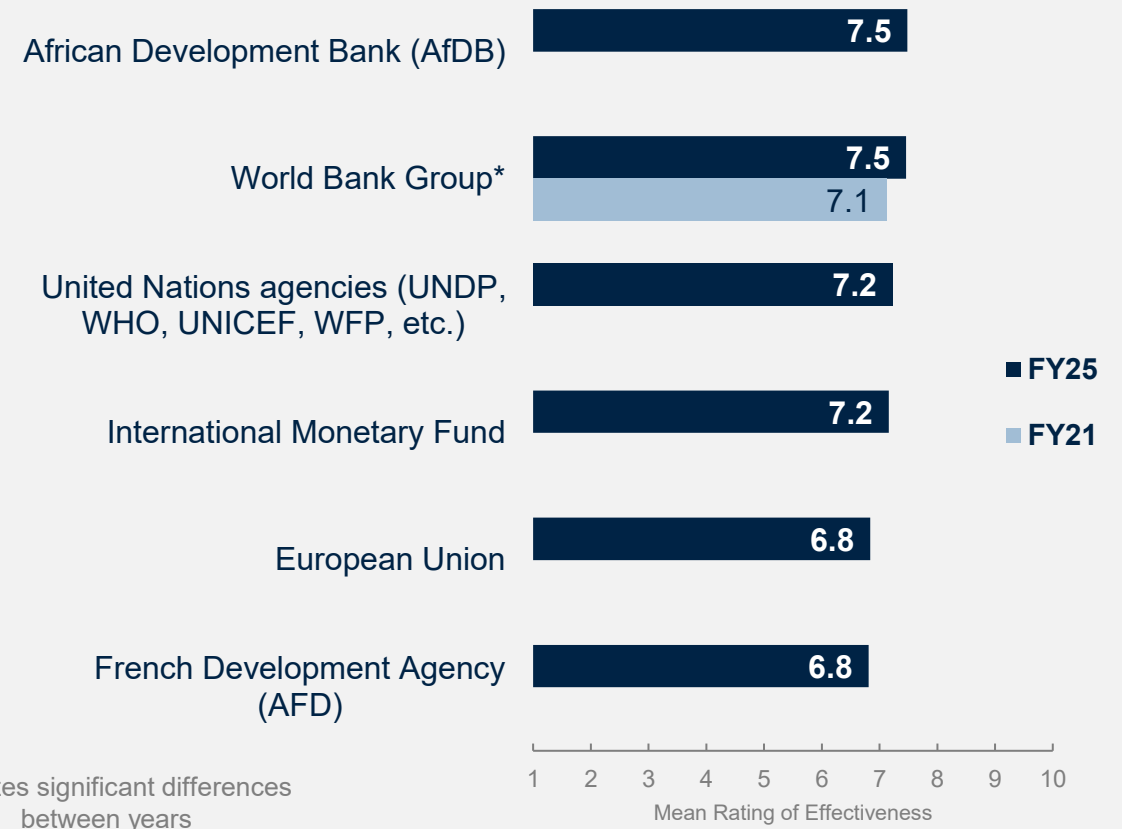
Ratings of WBG Relevance and Effectiveness Have Increased

Compared to the FY21 COS, respondents this year rated the WBG significantly more positively in terms of its relevance and effectiveness.

RELEVANCE to Côte d'Ivoire's development



EFFECTIVENESS in achieving development results



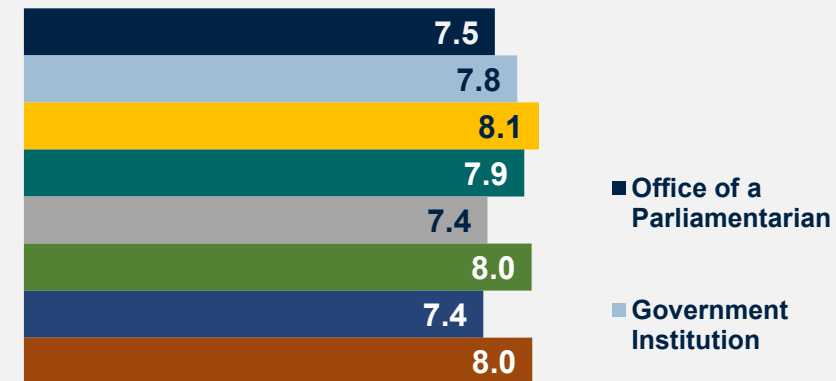
*Denotes significant differences between years



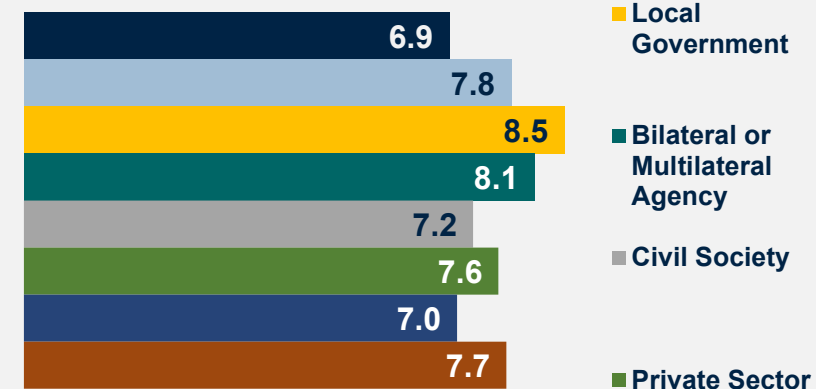
How relevant is each of the following organizations to Côte d'Ivoire's development? Scale: 1 Not at all – 10 Very much
 How effective is each of the following organizations in helping Côte d'Ivoire achieve development results? Scale: 1 Not at all – 10 Very much

Respondents From Local Government, Bilaterals/Multilaterals, and Media Conveyed the Most Positive Perceptions of the WBG

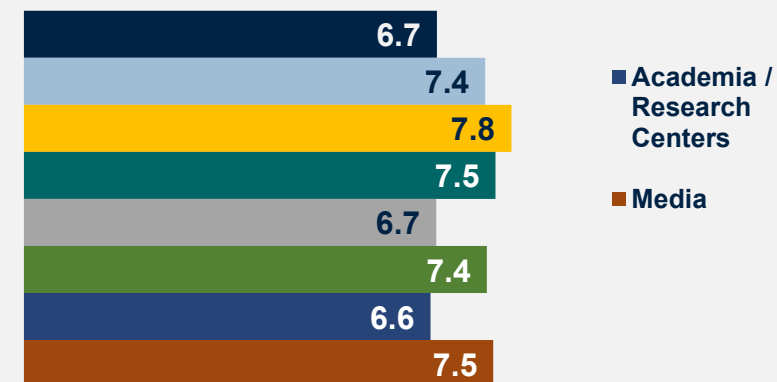
Relevance to Côte d'Ivoire's development



Effectiveness in helping Côte d'Ivoire achieve development results*



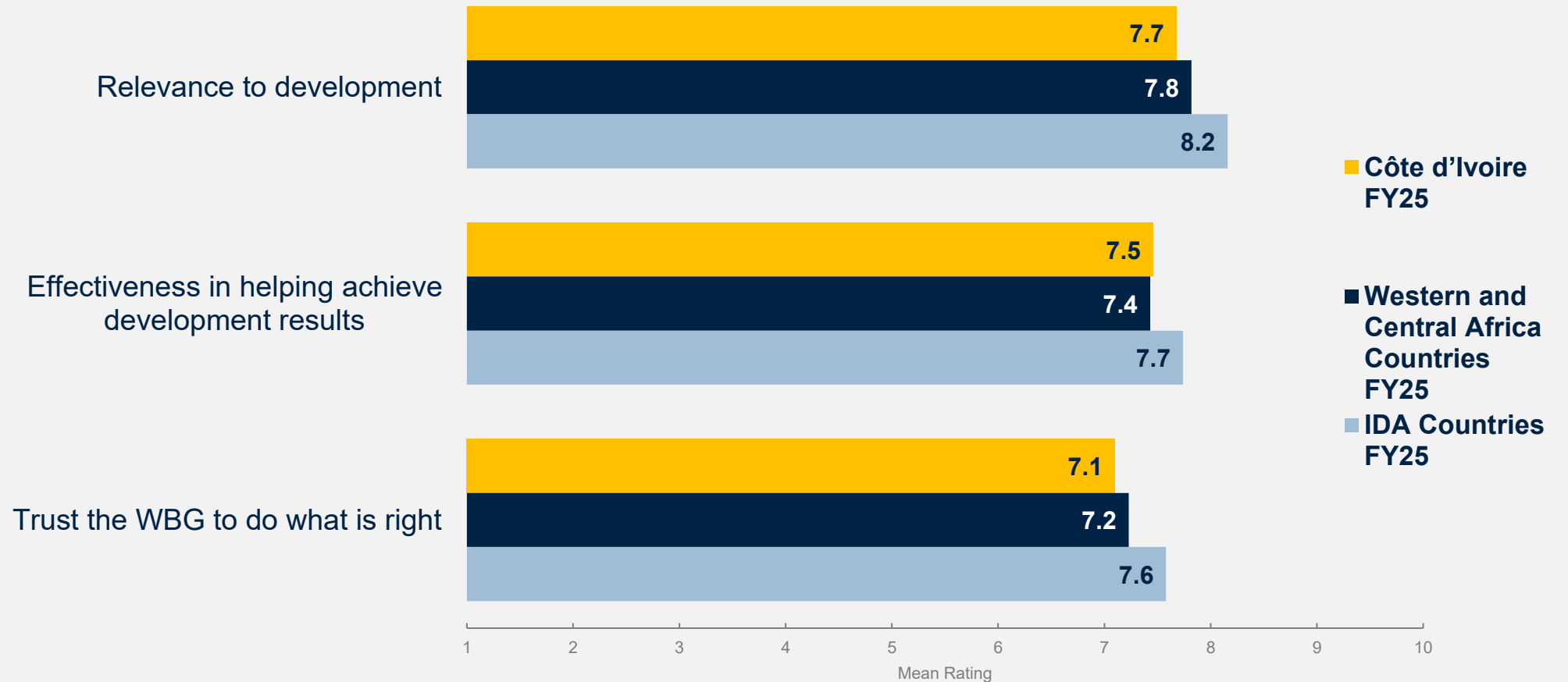
Trust the WBG to do what is right for Côte d'Ivoire*



1 2 3 4 5 6 7 8 9 10
Mean Rating



Ratings for Trust in the WBG and the WBG's Relevance and Effectiveness in Côte d'Ivoire are On Par With Other Western and Central Africa Countries but Slightly Lower Than Other IDA Countries in FY25



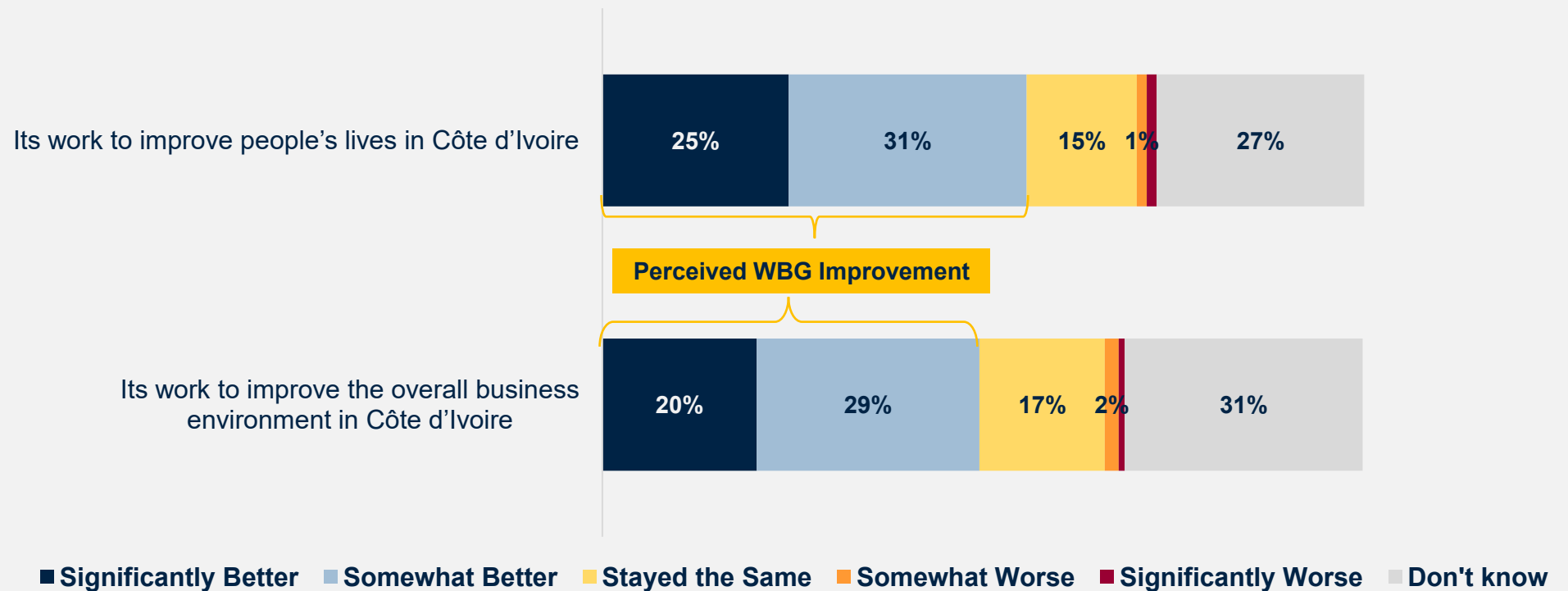
Western and Central Africa countries surveyed in FY25 included: Cameroon, Gabon, Liberia, and Sierra Leone

IDA FY25 countries included: Bangladesh, Democratic Republic of Congo, Ethiopia, Kiribati, Kosovo, Liberia, Madagascar, Malawi, Rwanda, Samoa, Sierra Leone, Tajikistan, and Tonga.



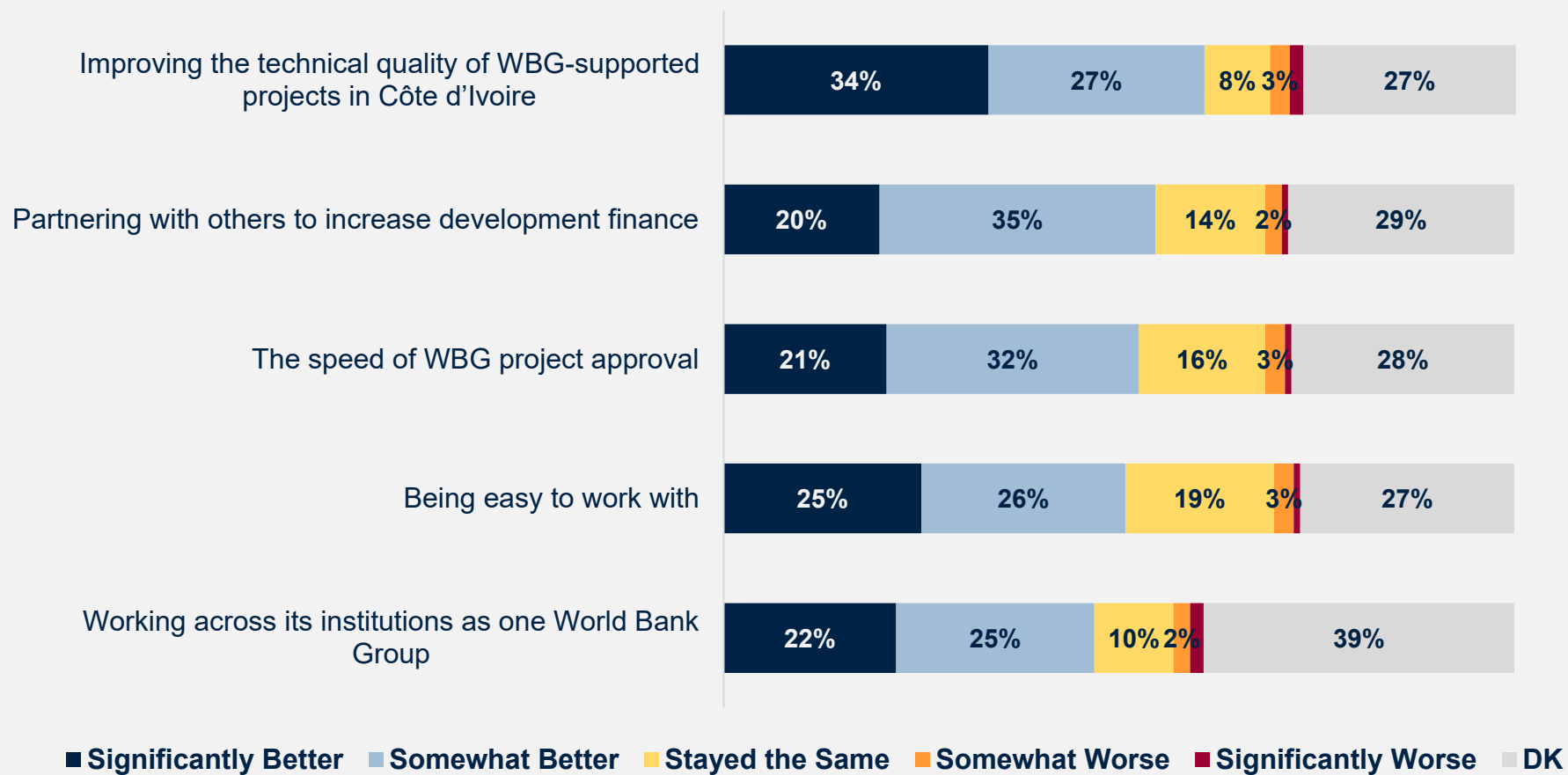
Half of All Stakeholders See Positive Change In the WBG's Work on Improving People's Lives and the Business Environment in Côte d'Ivoire

Based on your experience, *in the past two years*, how has the WBG changed in terms of...



Approximately Half of All WBG Clients/Partners Saw Improvement Across Most Aspects of the WBG's Work

Based on your experience, *in the past two years*, how has the WBG changed in terms of...



The WBG's Work on Development Priorities

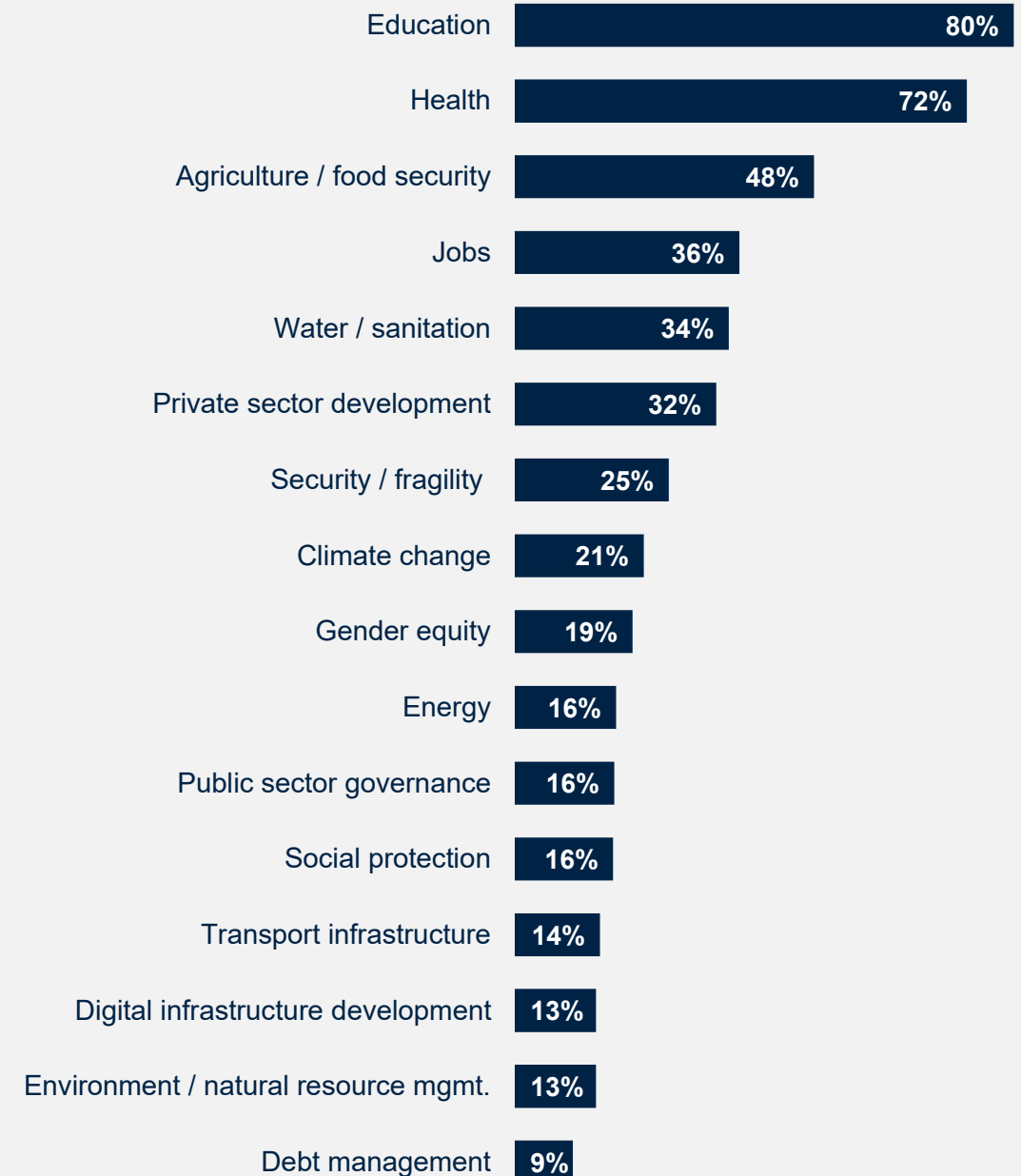


WBG: Focal Development Areas

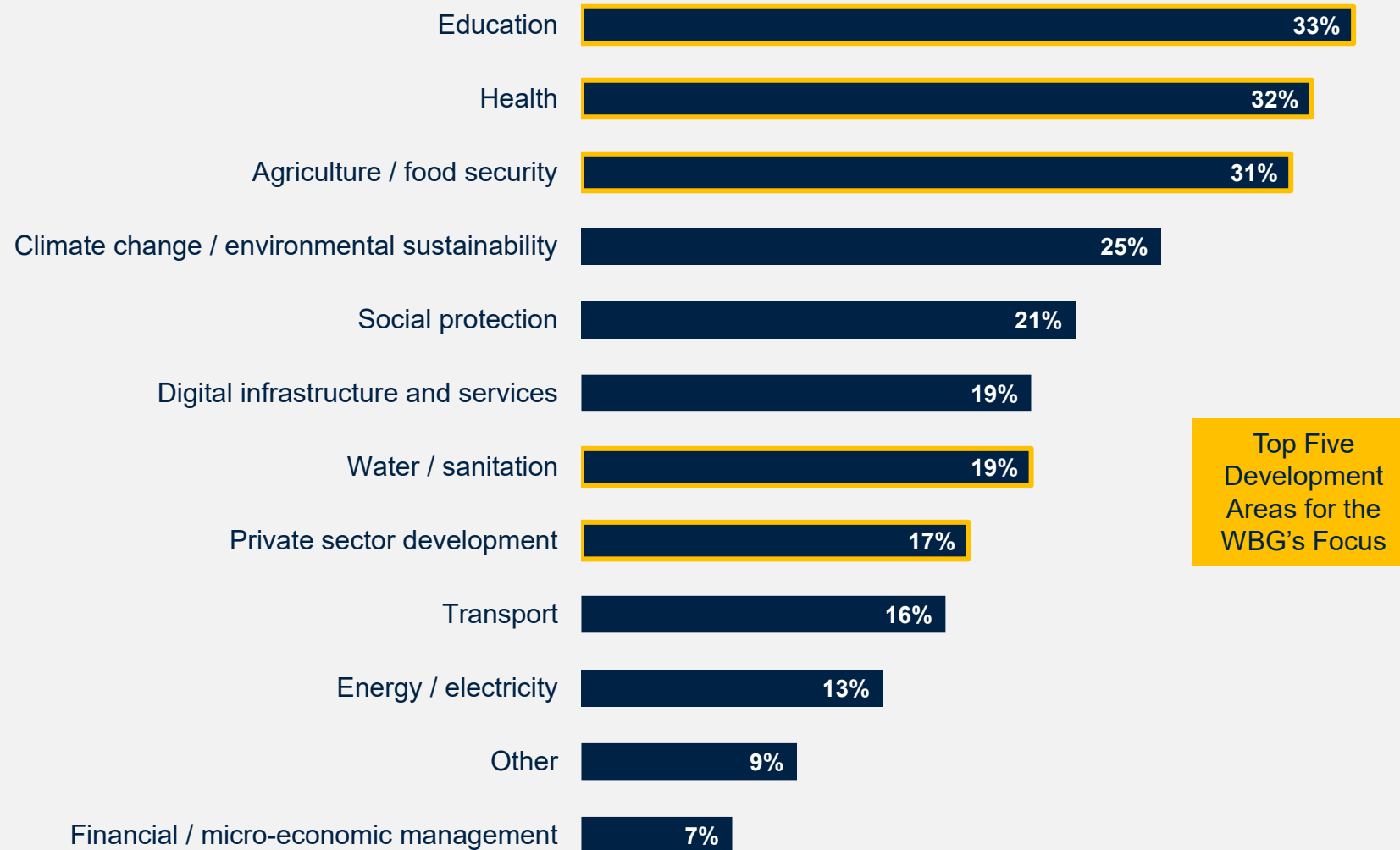
In FY25, stakeholders considered **water / sanitation** (34%) a much greater priority for the WBG compared to FY21 (8%).

In open-ended comments, respondents discussed the following focus areas for the WBG^:

- **Education and skills development:** There was a strong emphasis on improving education quality, vocational training, and skills development, especially for youth, to better match labor market needs and support long-term growth.
- **Health systems, quality, and access:** Many respondents discussed health as foundational to productivity and well-being, and called for improved access, stronger systems, and better quality of care.
- **Infrastructure development:** Especially transport infrastructure and energy access, were considered critical enablers of economic activity, regional integration, and private investment.
- **Private sector development and job creation:** Respondents stressed the need for more support for the private sector, SMEs, and entrepreneurship to drive employment and inclusive growth.
- **Agriculture, food security, and rural development:** Agriculture was noted as a key area for poverty reduction and resilience, with calls to modernize the sector, improve productivity, and strengthen food security.

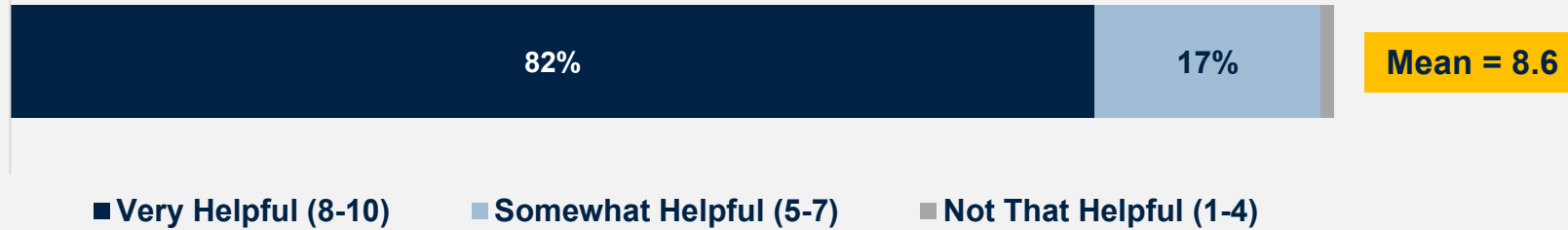


A Third of WBG Clients Were Most Familiar With a Project Involving Education, Health, or Agriculture/Food Security



Nearly All WBG Clients Said the WBG Was Helpful in Achieving Project Goals, With an 82% Rating, It Was “Very Helpful”

How helpful was the WBG in achieving the goals of this project or initiative?



In Open-Ended Comments, Clients Discussed the Impact of WBG-Supported Projects on the People of Côte d’Ivoire

“The CDP enabled the construction of infrastructure for the population. The electrification project allowed the population to have access to electricity.”
 (Academia respondent discussing **CDP/rural electrification** projects)

“Reduction of malnutrition rates among children aged 0 to 5 years through prevention, care, screening, and cooking demonstration sessions in project areas; Adoption of practices on stimulating and awakening children by parents through parenting education sessions; Adoption of practices for a healthy environment in sensitized households; Development of livestock and vegetable gardening activities to improve and strengthen food security.”
 (Civil Society respondent discussing **PMNDPE** and **PSNDPE** projects)

“The project facilitated trade between Ivorian companies and their foreign suppliers.”
 (Private Sector respondent discussing **GTFP** project)

“This project has had several impacts: first, it improved access to care; second, it contributed to advances in maternal and child health; and finally, it helped to digitize the health system.”
 (Bilateral/Multilateral Agency respondent discussing the **SPARC** project)

“It has opened up these isolated areas. Easy delivery of food products. Improvement of road infrastructure and transport services. Professional drivers trained at CACR. Transport managers trained in the professional aptitude certificate (CAP).” (Government Institution respondent discussing **PAMOSSET / PACOGA / Northern Region Rural Connectivity** projects)

“The WBG has built stormwater drainage structures, thus preventing floods and landslides.”
 (Local Government respondent discussing the **PARU** project)



How helpful was the WBG in achieving the goals of this project or initiative? Scale: 1 Not helpful at all – 10 Very helpful. (Asked only of those who said that they collaborate with the WBG, Percentage of Respondents, N=100)
 [If helpful rating > 4] How did this WBG-supported project or initiative impact the people of Côte d’Ivoire? (Please be specific): (N=82)

Key Topics Discussed to Enhance the WBG's Effectiveness in Côte d'Ivoire: Operational Effectiveness Depends a Great Deal on How Well Projects are Managed, Monitored, and Implemented

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire?

Stronger project monitoring, evaluation, and oversight

- Improve monitoring and evaluation systems throughout the lifecycle of projects.
- Strengthen oversight and accountability in the use of financial resources.
- Increase transparency and accountability in project implementation to ensure results on the ground.

Improved project implementation and execution capacity

- Do more to address delays and weaknesses in project implementation.
- Strengthen coordination among implementing agencies and stakeholders.
- Ensure projects are better adapted to local realities and implementation constraints.

Closer engagement with national and local stakeholders

- Work more closely with the national government and local authorities.
- Strengthen local capacity to manage, implement, and sustain projects.
- Enhance collaboration to improve ownership and long-term effectiveness.



What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire? (Please be specific) (N=250)

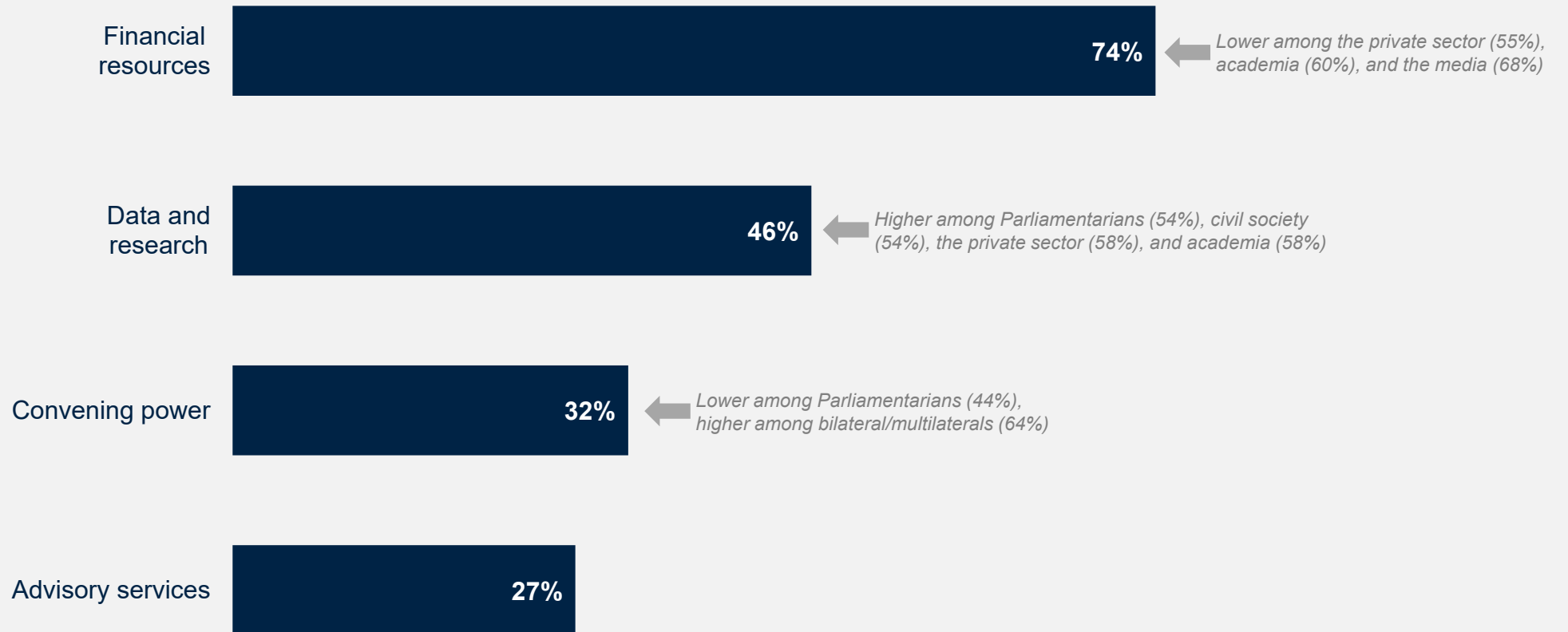
The WBG's Instruments



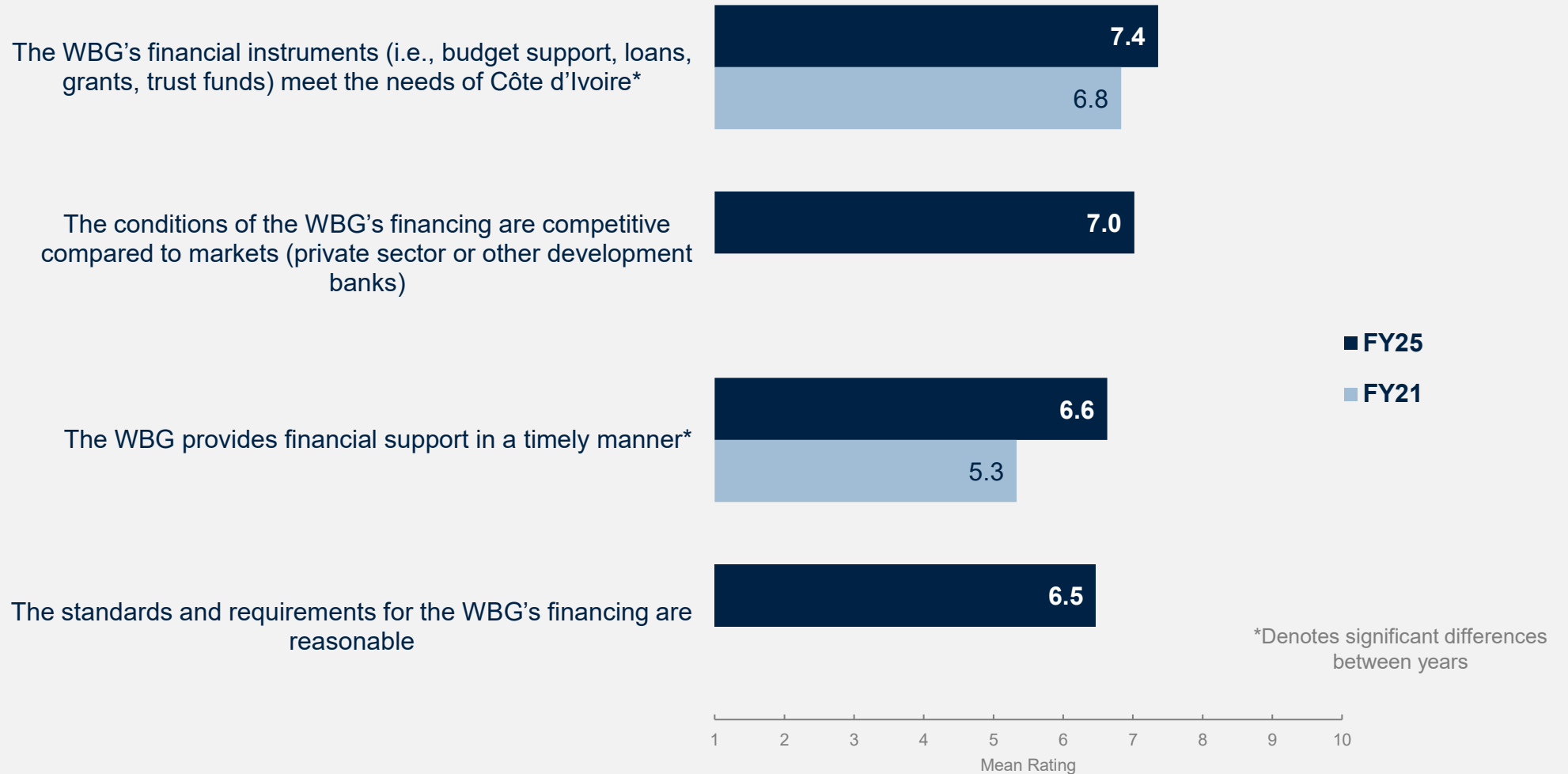
Financial Resources Considered

The WBG's Greatest Value to Côte d'Ivoire

The importance of financial resources has increased since FY21, when only 29% of respondents selected this option.



Perceptions of WBG Financial Instruments Meeting Côte d'Ivoire's Needs and Being Timely Have Improved Significantly



The WBG Can Be More Effective in Côte d'Ivoire by Increasing Financial Support and Providing More Oversight, Accessibility, and Predictability in its Financial Support

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire?

Stronger monitoring, accountability, and transparency

- Stronger monitoring, accountability, and transparency of financial resources.
- Strengthen financial monitoring and evaluation of projects and budget support.
- Ensure funds reach intended beneficiaries and generate measurable development results.

Improve access to financing for priority sectors and beneficiaries

- Increase financial support to priority development areas, especially education and health.
- Facilitate access to financing for the private sector, SMEs, and local actors.
- Ensure funding mechanisms are more inclusive and responsive to local needs.

More predictable and effective project financing

- Ensure timely and continuous availability of funding throughout project implementation.
- Align financial support more closely with project objectives and implementation capacity.
- Reduce disruptions caused by funding delays or rigid financing modalities.

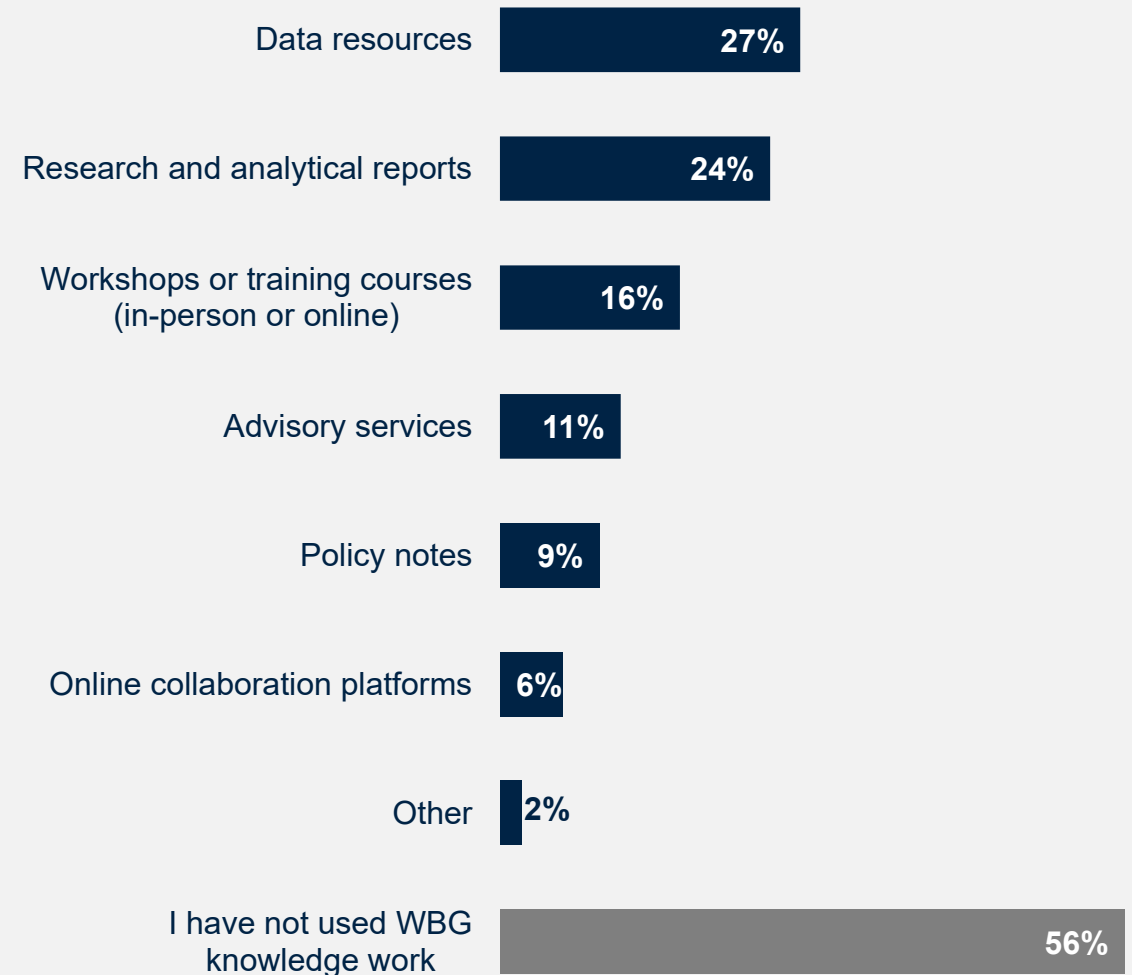


What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire? (Please be specific) (N=250)

The Majority of Respondents Had Not Used WBG Knowledge Work in the Past 3 Years; Those That Did, Most Commonly Used WBG Data or Research Reports

Different stakeholder groups used different types of WBG knowledge work:

- **Research and analytic reports** were most likely to be utilized by bilateral/multilateral agencies (53%) and least likely to be used by local government (3%).
- **Advisory services** were most likely to be utilized by government institutions (24%) and bilateral/multilateral agencies (20%).



Stakeholders Used WBG Knowledge Work for a Variety of Purposes

For what purpose did you use this WBG knowledge work?

- **Academic research and analytical work**

Respondents used the WBG's knowledge work for a variety of academic endeavors, including academic reporting, supporting research, data analysis, and intellectual development, and it served as reference material for understanding sectoral and development issues.

- **Project design, implementation, and evaluation**

WBG knowledge work informed the design of development and community projects. It was used to evaluate needs, estimate demand, and assess project feasibility and supported monitoring, evaluation, and implementation frameworks.

- **Policy formulation and institutional decision-making**

Respondents used the WBG's knowledge work to inform public policy discussions and sector reforms. It supported evidence-based decision-making within government bodies and was used by institutions to improve programs, services, and administrative performance.

- **Sector-specific operational use**

WBG knowledge products were applied in sectors such as health, electricity, poverty reduction, and service delivery and used to understand sector dynamics, challenges, and reform options.

79% of Respondents Report WBG Policy Advice Shaped Government Policy

What government policy or action did the WBG's advice influence and in what way?

- *"The World Bank acts as a strategic advisor guiding Ivorian policy towards **sustainable debt management, the strengthening of education, economic reforms, and climate action.**"*

(Parliamentarian Respondent)

- *"WBG's strategic advice has notably influenced national policy on **strengthening rural health infrastructure and access to energy.**"*

(Bilateral/Multilateral Agency Respondent)

- *"The **national multisectoral plan for nutrition and early childhood development**, as well as the resource mobilization table for its implementation."*

(Government Institution Respondent)

- *"The intervention of the WBG helped accelerate political reforms at the **civil registration** level in Côte d'Ivoire. This led to the adoption of two laws in the sector in 2018."*

(Civil Society Respondent)

- *"**Forest policy** by supporting the transformation of classified forests into agroforestry."*

(Government Institution Respondent)

- *"The policy for securing **land tenure in rural areas.**"*

(Government Institution Respondent)

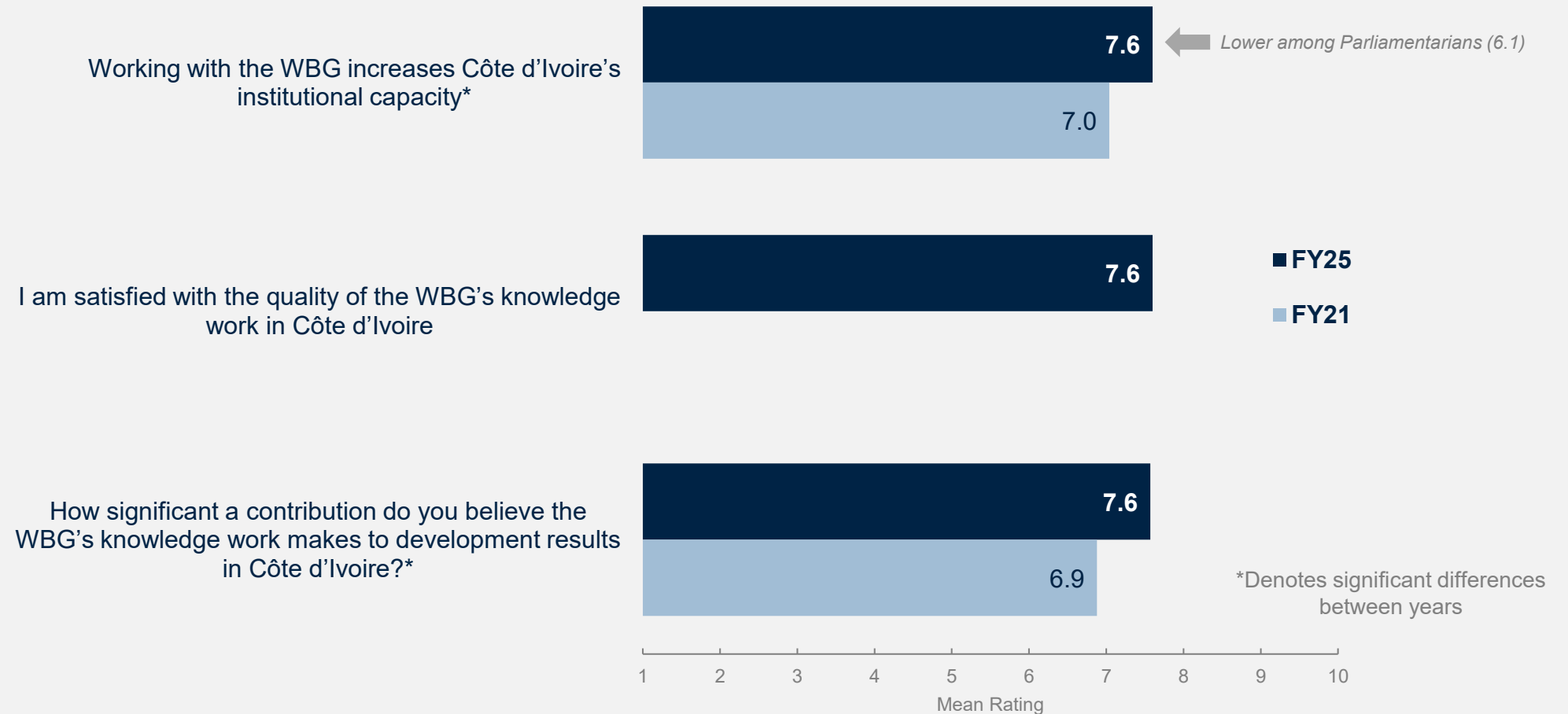


For what purpose did you use this WBG knowledge activity/analytical work? (Please be specific) (N=83)

In your opinion, has the WBG's policy advice influenced a new or previous government policy in Côte d'Ivoire? (Percentage of Respondents, N=128)

What government policy or action did the WBG's advice influence and in what way? (N=76) Select comments shown here.

Stakeholders Are Significantly More Positive About the WBG's Knowledge Work Impact on Institutional Capacity and Development Results Compared to the FY21 Survey



The WBG Can Be More Effective in Côte d'Ivoire by Producing Knowledge Work that is Practical, Locally Grounded, and Directly Connected to Capacity Building and Operations

What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire?

Stronger capacity building, training, and skills transfer

- Expand training and capacity-building activities for government, institutions, and local actors.
- Ensure knowledge products translate into practical skills that can be applied on the ground.
- Strengthen human capital in priority sectors such as education, health, and employment.

More context-specific, applied analytical work

- Conduct studies and analytical work that are better tailored to Côte d'Ivoire's local context.
- Provide operationally relevant policy advice linked to real implementation challenges.
- Move beyond diagnostics to actionable recommendations that support decision-making.

Better integration of knowledge with operations and financing

- Link knowledge work more closely to project design, implementation, and funding decisions.
- Use analytical work to inform and strengthen development projects and sector reforms.
- Ensure knowledge products directly support development outcomes, not just reporting.

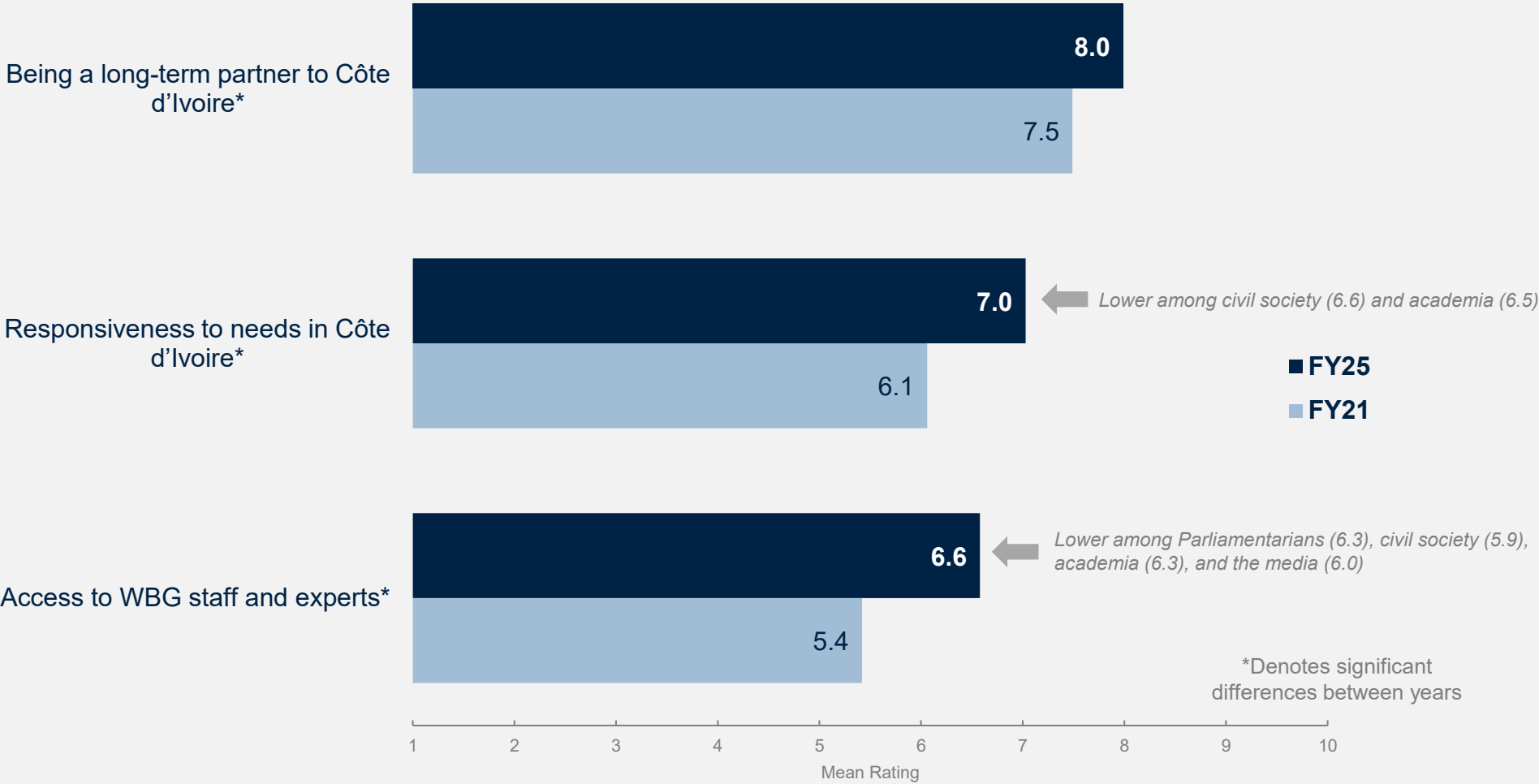


What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire? (Please be specific) (N=250)

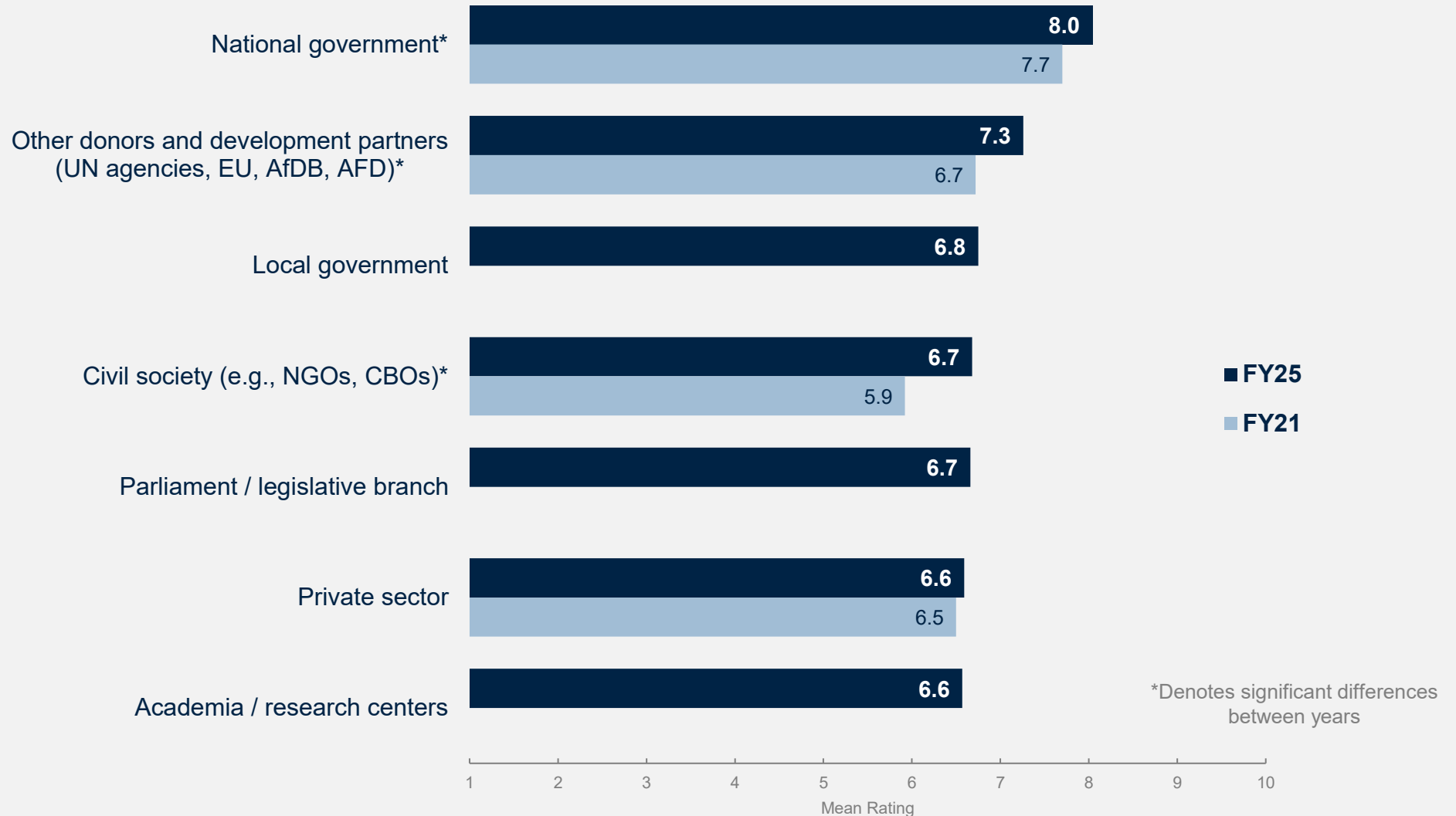
The WBG's Engagement and Collaboration



Perceptions of the WBG as a Development Partner Have Significantly Improved in Côte d'Ivoire



Perceptions of WBG Collaboration With Government, Development Partners, and Civil Society Have Improved



Stakeholders Want the Bank to Collaborate More With Local Government in Côte d'Ivoire

In open-ended comments, respondents discussed the importance of the WBG enhancing its engagement and collaboration with stakeholders[^]:

Stronger engagement with local stakeholders

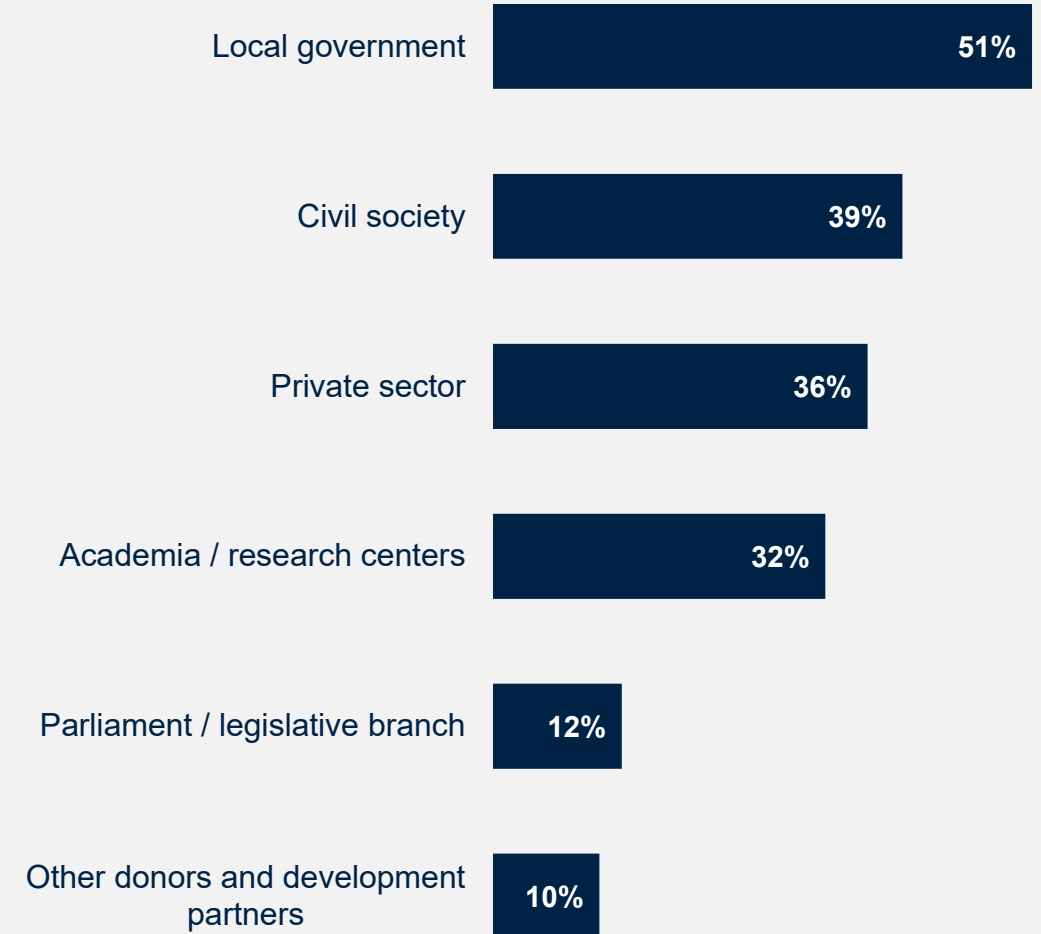
- Involve local actors more systematically in decisions that affect them.
- Engage civil society organizations, NGOs, and community groups throughout the project cycle.
- Ensure development activities reflect local needs, priorities, and realities.

Closer collaboration with the government and local authorities

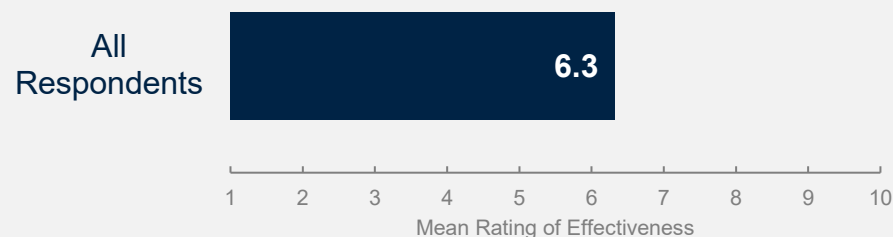
- Strengthen partnerships with government at the national and local levels to improve coordination.
- Work more closely with implementing institutions to enhance ownership and effectiveness.
- Improve alignment between WBG activities and national/local development efforts.

Broader partnerships with the private sector and development actors

- Expand collaboration with the private sector and other donors/development partners.
- Leverage partnerships to increase impact, resources, and reach.
- Strengthen multi-stakeholder engagement to support sustainable development outcomes.



WBG Effectiveness in Facilitating Civil Society Participation



Approximately 20% of respondents rated the WBG's effectiveness in facilitating civil society participation as below average (scores 1–4). These respondents recommended several ways the WBG could enhance its engagement, including the following:

- Establish regular, structured dialogue with civil society organizations and involve them throughout the project cycle—from design to monitoring.
- Facilitate civil society organizations' access to WBG funding, technical assistance, and capacity building so they can contribute more effectively to development outcomes.
- Support a more enabling environment by promoting transparency, accountability, and government respect for laws and policies that protect civil society organizations' space and participation.

Some Examples of the WBG's Effective Facilitation of Civil Society Participation

"In the rural health center electrification project, community consultations were organized to incorporate the real needs of the population, and local committees were involved in the management and maintenance of the infrastructure. This participatory approach strengthened local ownership and the sustainability of the results on the ground." (Bilateral/Multilateral Agency Respondent)

"The success of the PSFP was achieved through close collaboration with civil society via a well-developed mechanism. This mechanism includes, among other things, the establishment of local participatory targeting committees, field supervision, community-based socio-economic support, inclusion in monitoring and evaluation, and participatory multi-channel communication." (Office of Parliamentarian Respondent)

"The SWEDD project, through community mobilization, the Ministry of Women and several NGOs have carried out actions for women's empowerment; the COSO project implemented in the northern part of Côte d'Ivoire involved several NGOs and local businesses for the construction of basic infrastructure and the promotion of social cohesion." (Civil Society Respondent)

"During the PAMOFOR and PRESFOR projects, WBG encouraged contracting with civil society organizations for socio-land engineering activities entrusted to land operators." (Government Institution Respondent)



How effective is the WBG in facilitating civil society participation in development policy dialogue and implementation in Côte d'Ivoire?

Scale: 1 Not effective at all – 10 Very effective

[If effectiveness rating < 5] How could the WBG be more effective in facilitating civil society participation in development policy dialogue and implementation?

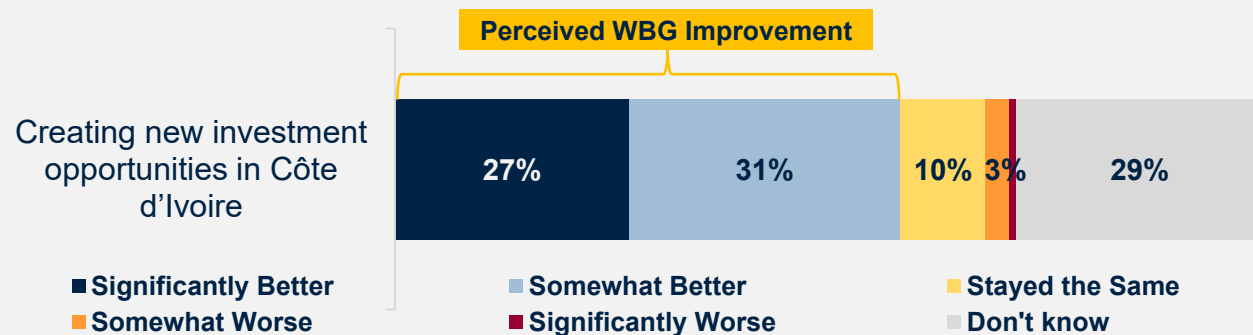
(Please be specific) (N=49) [If effectiveness rating > 4] Please share examples of the WBG's effective facilitation of civil society participation in

development policy dialogue and implementation. (Please be specific) (N=75)

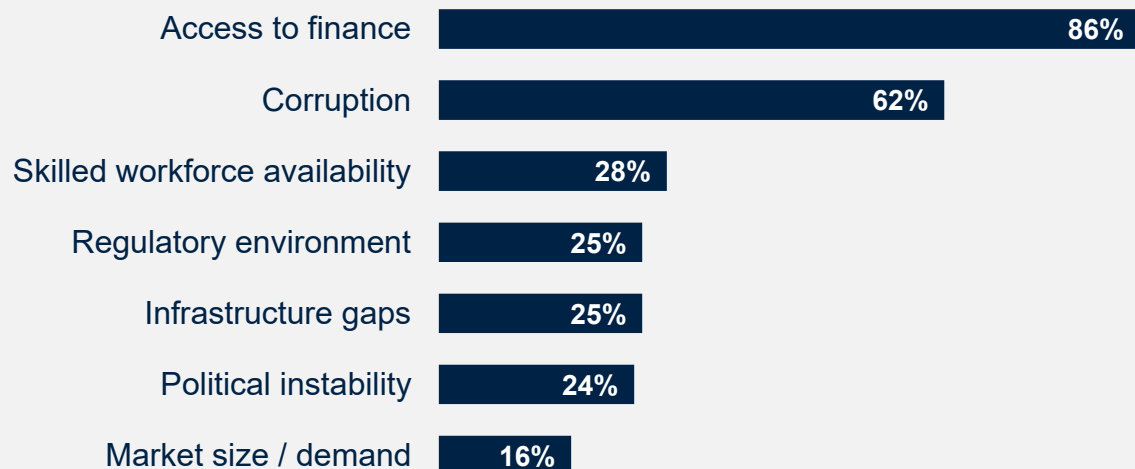


The WBG Working With the Private Sector

Based on your experience, in the past two years, how has the WBG changed in terms of...



What are the biggest challenges facing private sector development in Côte d'Ivoire?



In open-ended comments, respondents discussed the importance of the WBG enhancing its engagement with the private sector[^]:

Strengthen support for the private sector and SMEs

- Provide targeted support to private enterprises and SMEs to drive growth.
- Improve access to finance and business support services.

Promote employment, skills, and workforce development

- Invest in education, training, and skills development aligned with labor market needs.
- Strengthen links between the private sector, training systems, and employment outcomes.

Improve the enabling environment for private investment

- Strengthen infrastructure and basic services that support private sector activity.
- Improve access to markets and inputs for local businesses.
- Promote sustainable and inclusive private sector-driven growth.

Based on your experience, in the past two years, how has the WBG changed in terms of... (Percentage of Government & Private Sector Respondents, N= 263)

What are the biggest challenges facing private sector development in Côte d'Ivoire? (Select up to 3)

(Percentage of Government & Private Sector Respondents, N=197)

[^] What is the most important thing the WBG could do to increase its effectiveness in these priority areas in Côte d'Ivoire? (Please be specific) (N=250)

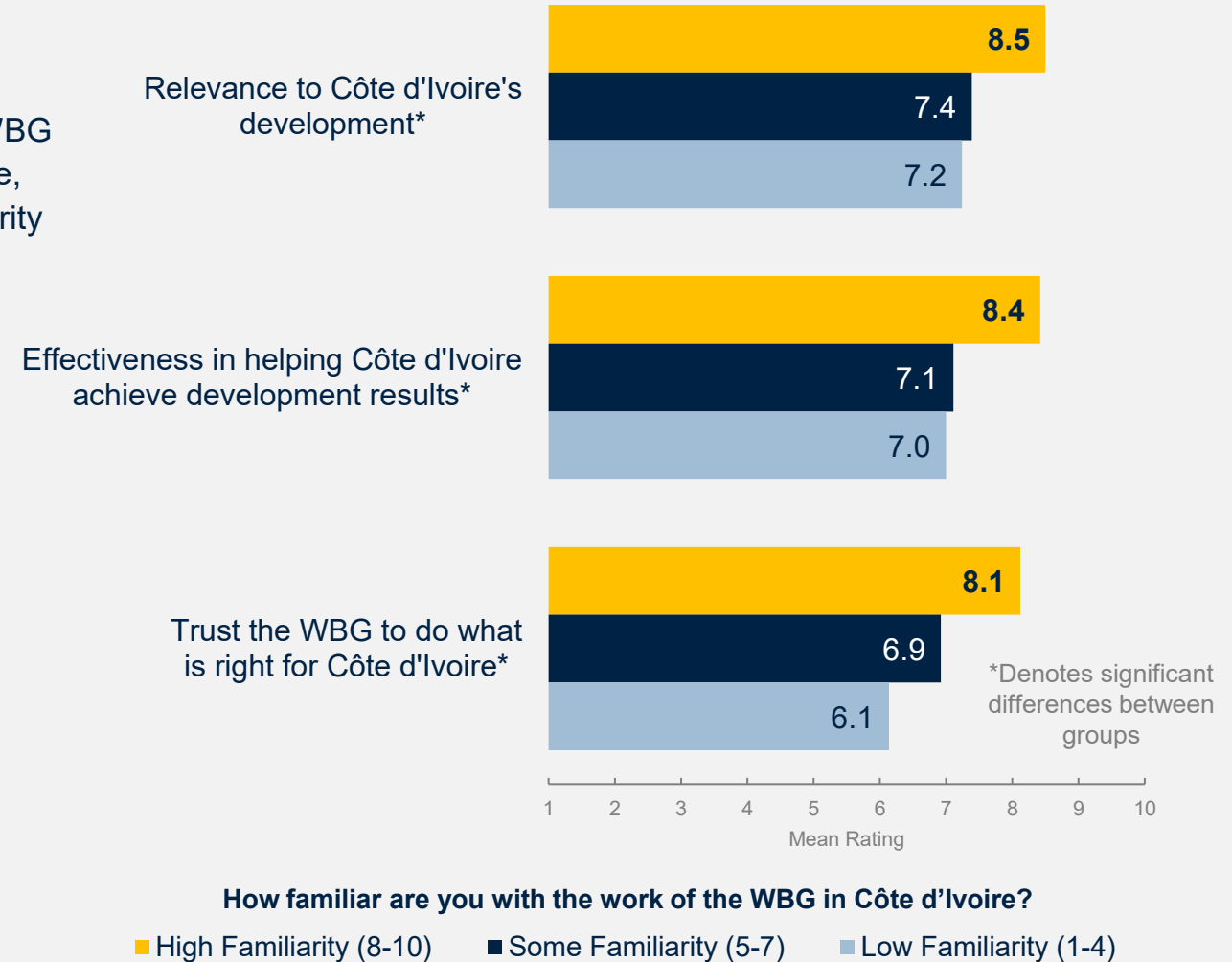


Communication and Outreach



Outreach and Engagement Is Important Because Familiarity Leads to More Positive Perceptions

Greater engagement with the WBG not only meets stakeholder demand but also fosters more positive perceptions. Stakeholders highly familiar with the WBG (ratings of 8–10) consistently rate its trust, relevance, and effectiveness higher than those with low familiarity (ratings of 1–4).



How familiar are you with the World Bank Group's work in Côte d'Ivoire? Scale: 1 Not familiar at all – 10 Very familiar
 How much do you trust the World Bank Group to do what is right for Côte d'Ivoire? Scale: 1 Not at all – 10 Very much
 How relevant is the World Bank Group to Côte d'Ivoire's development? Scale: 1 Not at all – 10 Very much
 How effective is the World Bank Group in helping Côte d'Ivoire achieve development results? Scale: 1 Not at all – 10 Very much

WBG e-Newsletters, Events, and Social Media Are Stakeholders' Main Preference for Receiving Information from the Institution

Stakeholder preferences vary and should inform targeted outreach. For instance, WBG events were much more preferred by local government, civil society, private sector, and media respondents.

Top Two Preferred WBG Channels

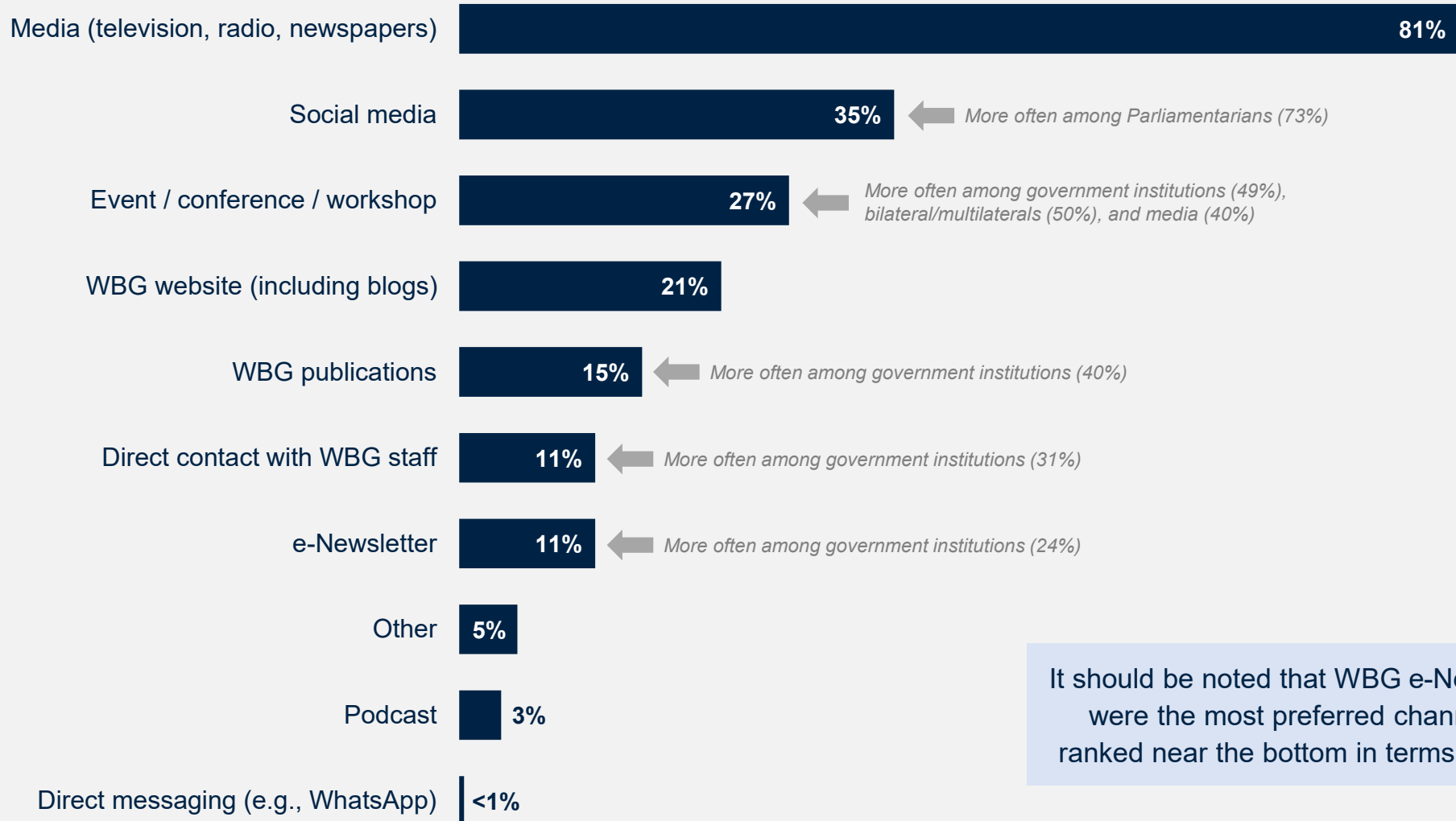
	All Respondents	Office of a Parliamentarian	Government Institution	Local Government	Bilateral or Multilateral Agency	Civil Society	Private Sector	Academia / Research Centers	Media
WBG e-Newsletters	48%	37%	54%	32%	69%	50%	45%	60%	48%
WBG event / conference / workshop*	48%	36%	36%	53%	31%	54%	61%	50%	62%
WBG social media channels (e.g., Facebook, LinkedIn, Instagram, Twitter/X)	45%	49%	42%	50%	39%	51%	37%	38%	38%
WBG website (including blogs)	40%	42%	39%	53%	46%	26%	40%	45%	43%
Direct contact with WBG staff	36%	32%	42%	24%	54%	39%	55%	26%	29%
WBG direct messaging (e.g., WhatsApp)	26%	31%	29%	32%	23%	18%	34%	24%	24%
WBG publications	19%	24%	19%	21%	8%	21%	13%	21%	5%
WBG podcasts	3%	2%	7%	0%	0%	4%	0%	5%	5%



How would you prefer to obtain information from the WBG? (Select up to 3) (Percentage of Respondents, N=355)

*Denotes significant differences between stakeholder groups

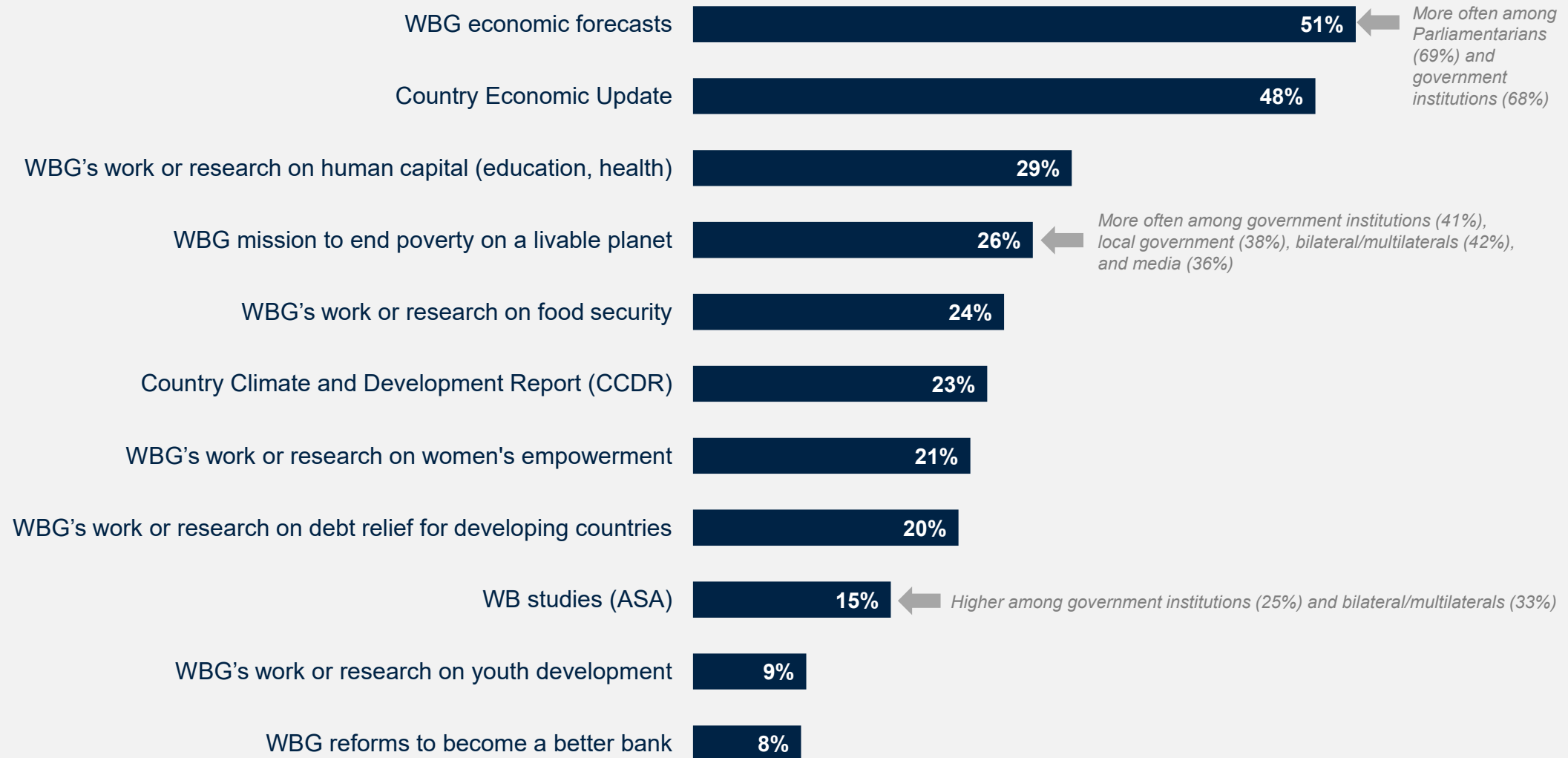
61% of Respondents Recalled Seeing or Hearing About the WBG, Recently, Most Often through Media



It should be noted that WBG e-Newsletters were the most preferred channel but ranked near the bottom in terms of recall.



WBG Economic Forecasts and the Côte d'Ivoire Economic Update Were Most Frequently Recalled Topics



Stakeholders in Côte d'Ivoire Want Regular Updates on WBG Activities and Information on How to Partner With the WBG

Stakeholder preferences vary and should inform targeted outreach. For instance, nearly three-quarters of respondents from local government want information on how to partner with the WBG.

Top Types of Preferred Information About the WBG

	All Respondents	Office of a Parliamentarian	Government Institution	Local Government	Bilateral or Multilateral Agency	Civil Society	Private Sector	Academia / Research Centers	Media
Regular updates on WBG activities	56%	62%	55%	56%	46%	62%	54%	50%	45%
Information on how to work / partner with WBG	56%	57%	53%	72%	54%	58%	56%	46%	55%
Impact assessments and evaluations	41%	43%	44%	34%	85%	37%	36%	36%	45%
Overview of WBG financial products and services	40%	31%	34%	53%	62%	34%	49%	43%	40%
Case studies of WBG projects	38%	44%	41%	31%	15%	32%	36%	43%	50%
Sector-specific strategies	26%	15%	31%	25%	31%	28%	41%	30%	10%
WBG research and knowledge*	15%	12%	6%	9%	8%	17%	10%	36%	15%



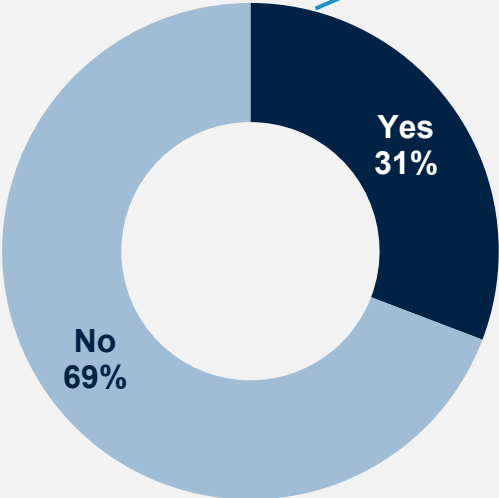
What information would be most helpful to you in understanding the WBG's role in Côte d'Ivoire? (Select up to 3)
(Percentage of Respondents, N=360) *Denotes significant differences between stakeholder groups

Sample Demographics and Detailed Methodology

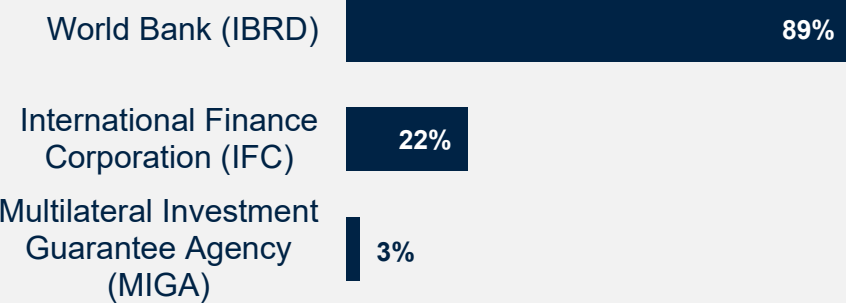


Sample Demographics

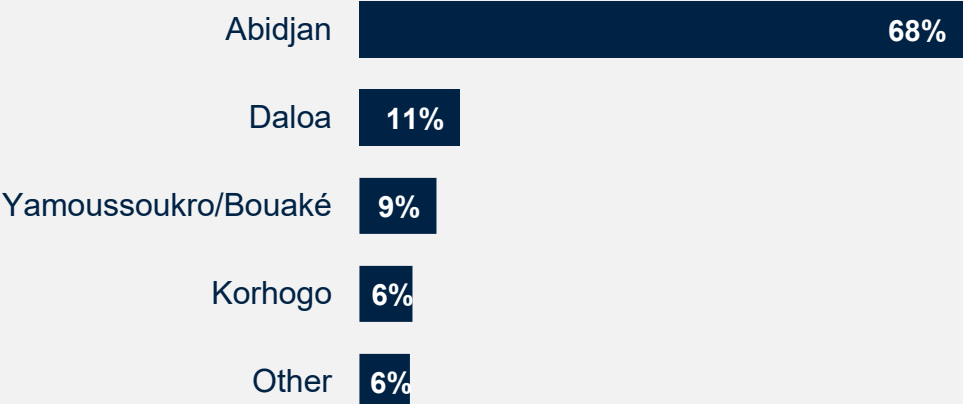
In the past 3 years, have you worked or collaborated with the WBG in Côte d'Ivoire?
(N=403)



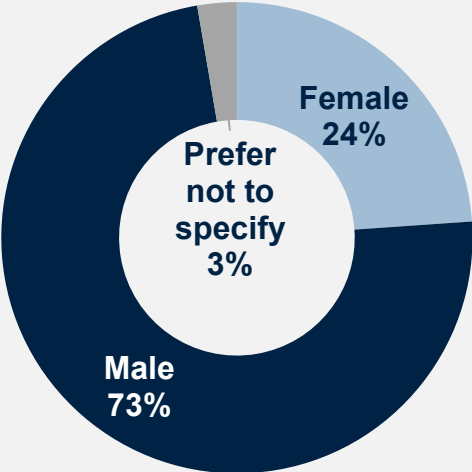
Which of the following WBG agencies have you worked or collaborated with in Côte d'Ivoire?
(N=121)



Which best represents your geographic location?
(N=402)

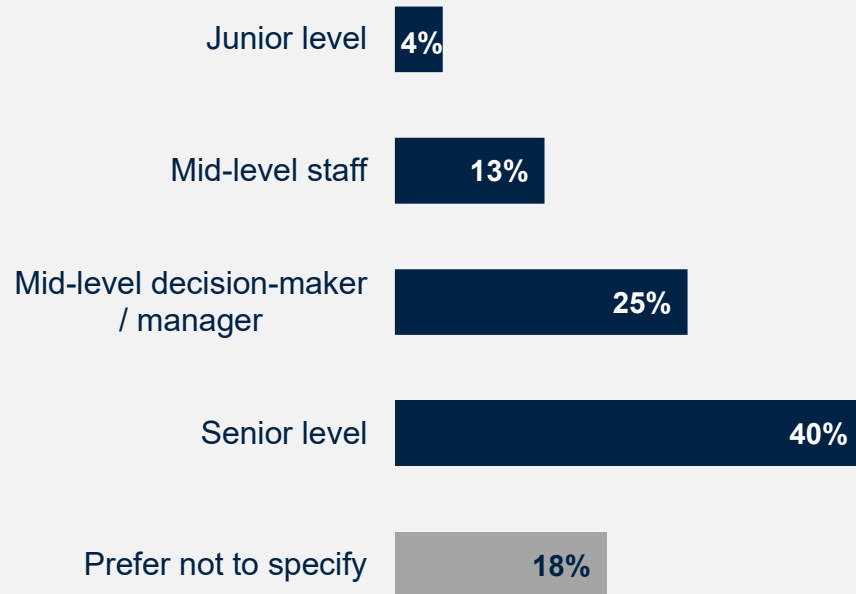


What is your gender?
(N=402)

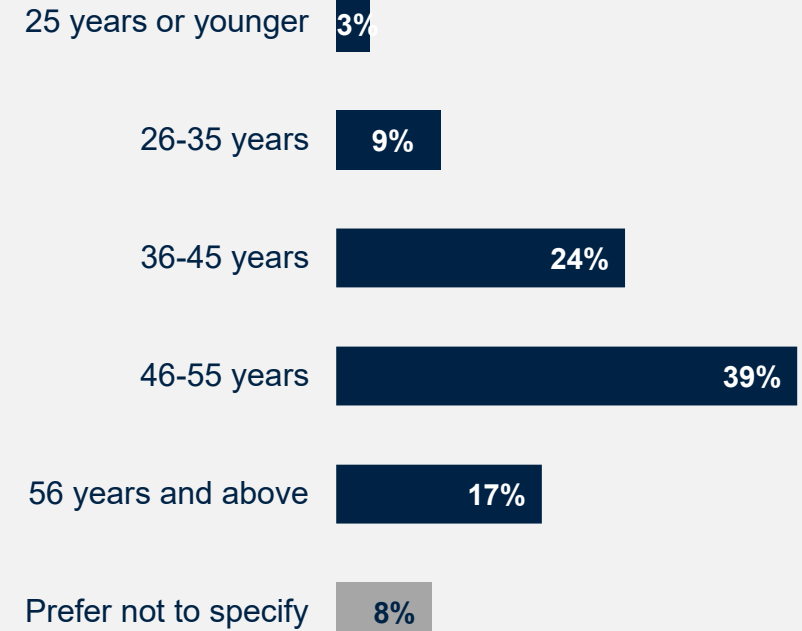


Sample Demographics (continued)

*Within your organization,
would you describe yourself as...*
(N=392)



What's your age?
(N=399)



Detailed Methodology

From **June to August 2025**, a total of 650 stakeholders in Côte d'Ivoire were invited to provide their opinions on the WBG's work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from the offices of the President, Prime Minister, Ministers, and Parliamentarians, government institutions, local government, bilateral or multilateral agencies, civil society organizations, the private sector, academia and research centers, and the media.

Of these stakeholders, **404 participated in the survey (62% response rate)**. Respondents completed the questionnaire on paper or via the online platform.

This year's survey results were compared to the FY21 Country Opinion Survey, which had a response rate of 71% (N=354).

Comparing responses across Country Opinion Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar wording and response scales were analyzed. However, the stakeholder compositions for both survey years should be taken into consideration when interpreting these comparisons.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report with an asterisk.

Percentage of Respondents	FY 2021	FY 2025
Government Principals: Office of the President, Prime Minister, Minister, Parliamentarian	13%	17%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	25%	19%
Local Government	11%	9%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	1%	4%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Philanthropy, Professional/Trade Association, Faith-Based Group, Youth Group	23%	21%
Private Sector: Private Company, Financial Sector Organization, Private Bank	9%	10%
Academia / Research Center	7%	12%
Media	5%	7%
Other	6%	2%
Total Number of Respondents*	354	399



What is your primary professional affiliation? (Select only 1 response)

*Not all respondents provided information about their professional affiliation. Therefore, the total number of respondents listed in the table is lower than the N reported in the methodology.

Detailed Methodology (continued)

Breakdowns for individual questions by stakeholder group and by year can be found in the “Côte d’Ivoire COS FY25 Appendices.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Please note that not all questions were asked of every respondent in FY25. Some questions—particularly those requiring more in-depth knowledge of WBG projects and operations—were only presented to a subset of stakeholders. Consequently, for year-over-year comparisons, some FY21 means shown in this report are based only on the subset of respondents who received the same questions in FY25, rather than the full FY21 sample. As a result, these means may differ from those published in the original FY21 report. Please refer to the questionnaire for details on question routing. The questionnaire is published in the WBG Microdata Library, along with the survey microdata, appendices, and this report.

The open-ended comments to this survey were analyzed with ChatGPT, a generative AI tool, and reviewed by the World Bank staff for accuracy.



CountryOpinionSurveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

countrysurveys@worldbankgroup.org

