



# Cameroon

The World Bank  
Country Survey FY 2013

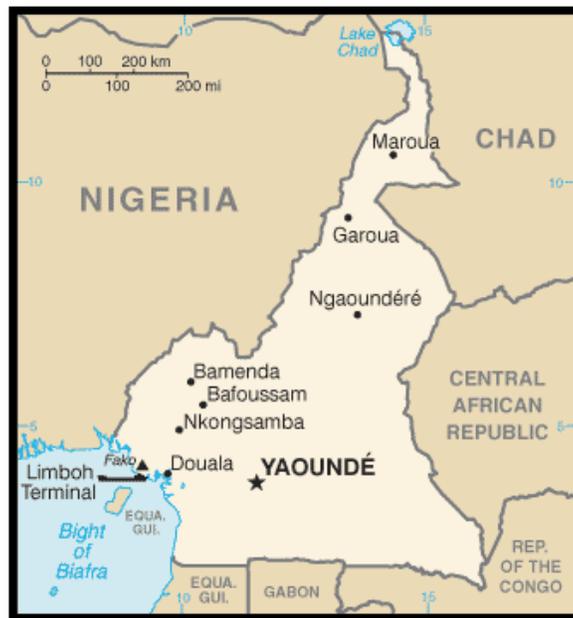
Report of Findings  
November 2013



CountryOpinionSurveys  
THE WORLD BANK GROUP

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## I. Objectives

This survey was designed to achieve the following objectives:

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

## II. Methodology

In June and July 2013, 571 stakeholders of the World Bank in Cameroon were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 403 stakeholders participated in the country survey (71% response rate).

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

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

- A. General Issues Facing Cameroon: Respondents were asked to indicate whether Cameroon is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to reducing poverty, generating economic growth, and achieving "shared prosperity" in Cameroon.

## II. Methodology (continued)

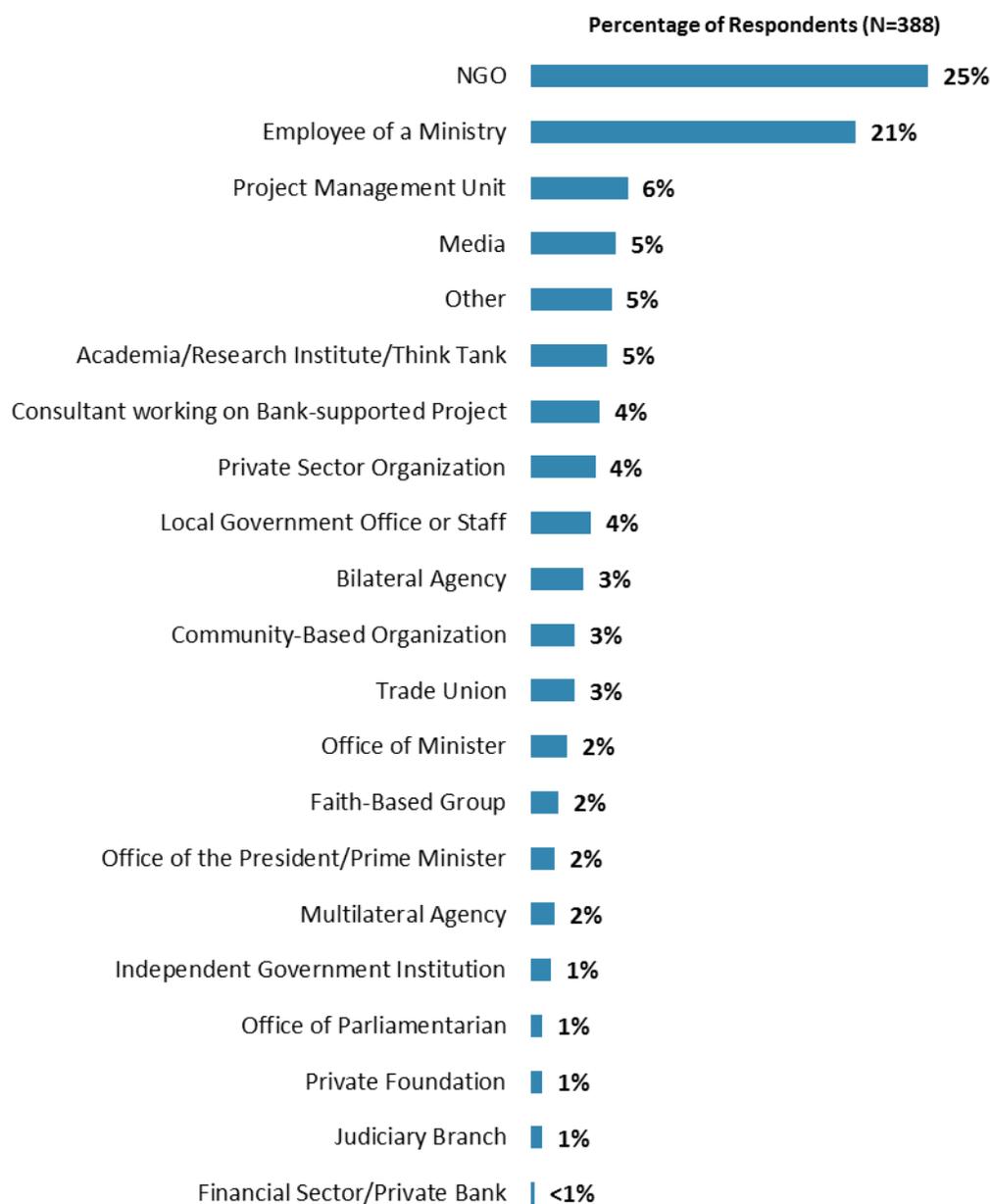
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Cameroon, Bank staff preparedness to help Cameroon solve its development challenges, the extent to which the Bank should seek to influence the global development agenda, their agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, with which stakeholder groups the Bank should collaborate more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve development results in Cameroon, the extent to which the Bank meets Cameroon's needs for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty development areas, such as economic growth.
- D. The World Bank's Knowledge Work and Activities: Respondents were asked to indicate how frequently they consult Bank knowledge work and activities, the areas on which the Bank should focus its knowledge work and activities, and to rate the effectiveness and quality of the Bank'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: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as working with the World Bank increasing Cameroon's institutional capacity.
- F. The Future Role of the World Bank in Cameroon: Respondents were asked to rate how significant a role the Bank should play in Cameroon's development in the near future and to indicate what the Bank should do to make itself of greater value in Cameroon.
- 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 Bank, their Internet access, and their usage and evaluation of the Bank's websites. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked about their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Cameroon, and their geographic location.

In addition, when possible, responses from respondents completing this year's country survey were compared to responses from the 258 respondents (55% response rate) who completed the survey in FY 2009 and the 170 respondents (40% response rate) who completed the country survey in FY 2005. Notations and/or charts are included when these comparisons were possible.

### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the office of a Ministry were combined with those from the office of the President/Prime Minister; the few respondents from private foundations were combined with those from NGOs; respondents from bilateral agencies and multilateral agencies were combined; the one respondent from the financial sector/private banks were combined with those from the private sector; and the few respondents from the office of a Parliamentarian and the judiciary branch were included in the “Other” category.

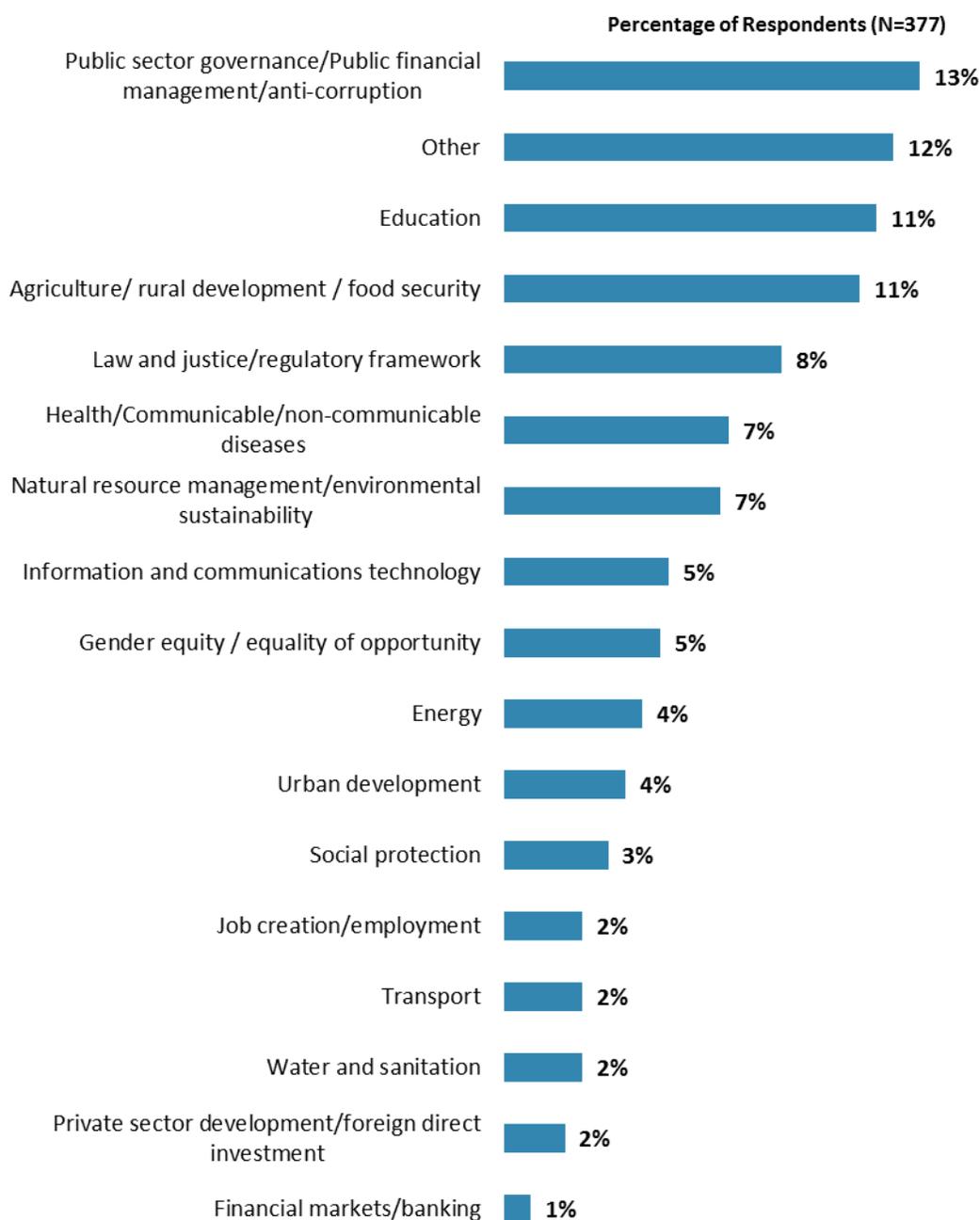


“Which of the following best describes your current position?” (Respondents chose from a list.)

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

#### Area of Primary Specialization

- Comparisons of ratings for the WBG's sector effectiveness across respondents' specializations can be found in the Appendix (see page 104).

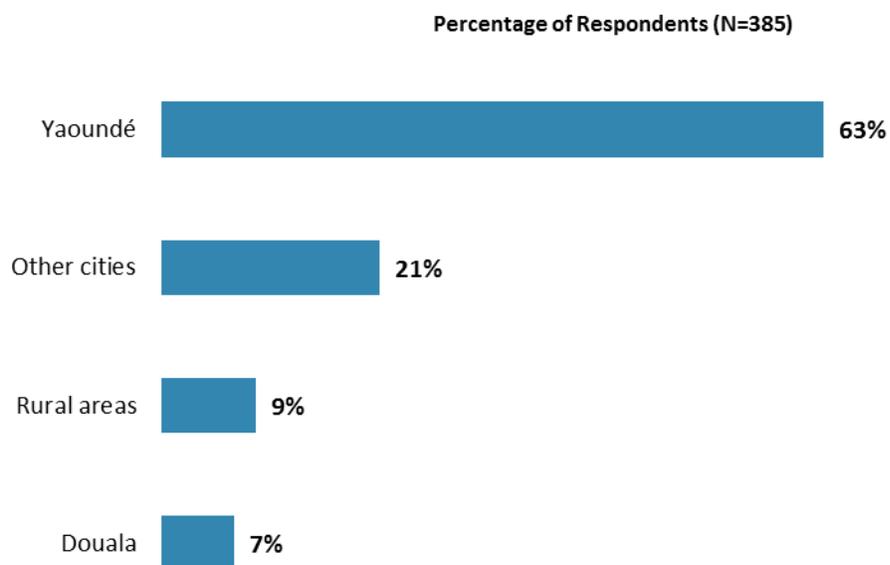


“Please identify the primary specialization of your work.” (Respondents chose from a list.)

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

#### Geographic Location

- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 87). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



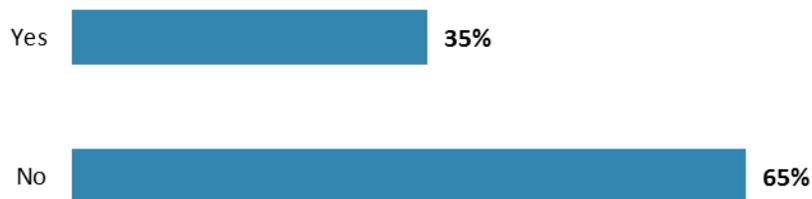
“Which best represents your geographic location?” (Respondents chose from a list.)

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

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

- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Cameroon, can be found in the Appendix (see page 105). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.

Percentage of Respondents (N=385)



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

Percentage of Respondents (N=374)

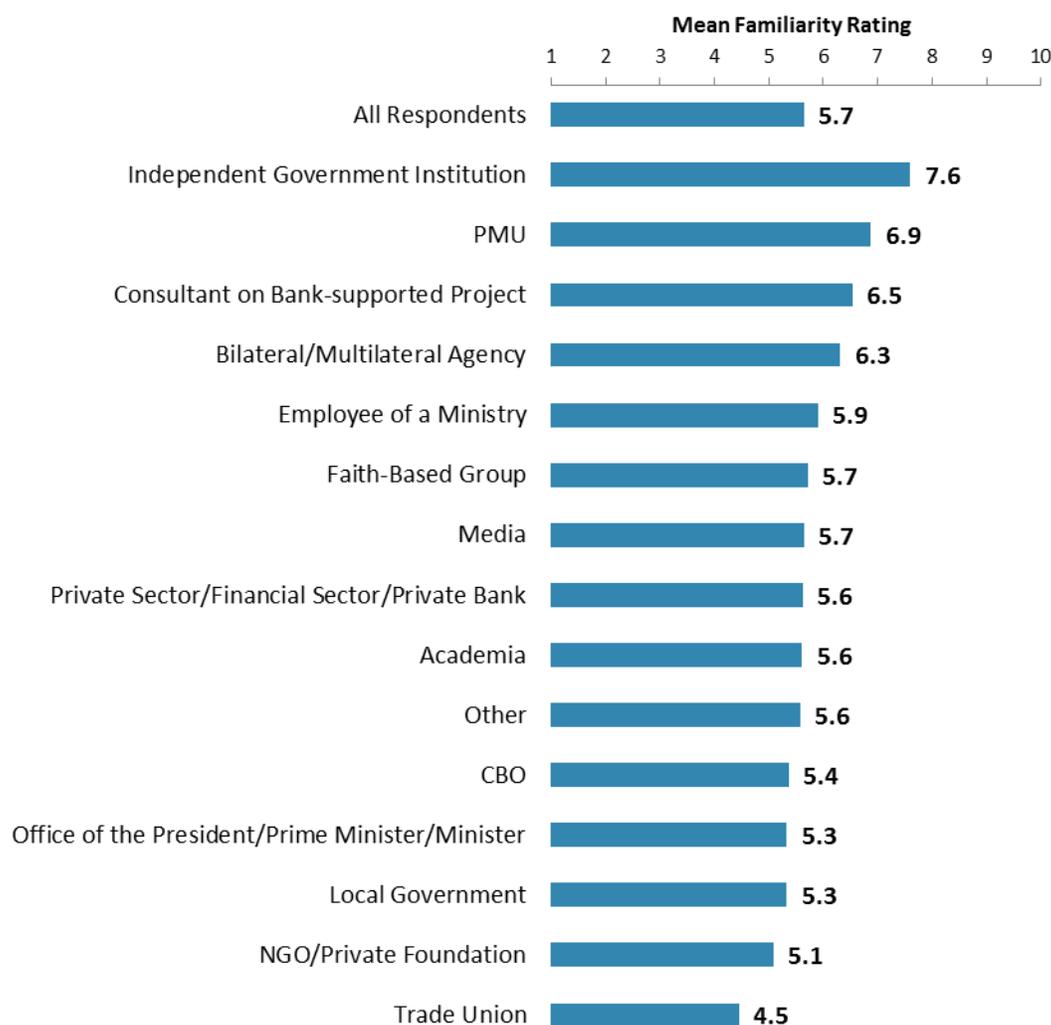


"Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

#### Familiarity with the World Bank Group

- Respondents' familiarity with the World Bank in Cameroon in this country survey was statistically similar to that of respondents in the FY '09 country survey (6.0), but significantly lower than that of respondents in the FY '05 country survey (6.3).
- Respondents from independent government institutions had the highest levels of familiarity with the World Bank in Cameroon whereas respondents from trade unions had significantly lower levels of familiarity.
- Respondents' ratings of familiarity with the World Bank were significantly, moderately correlated with their perceptions of the World Bank's overall effectiveness in Cameroon, the World Bank's relevance to Cameroon's development, and perceptions of the World Bank's ability to help achieve development results in Cameroon.

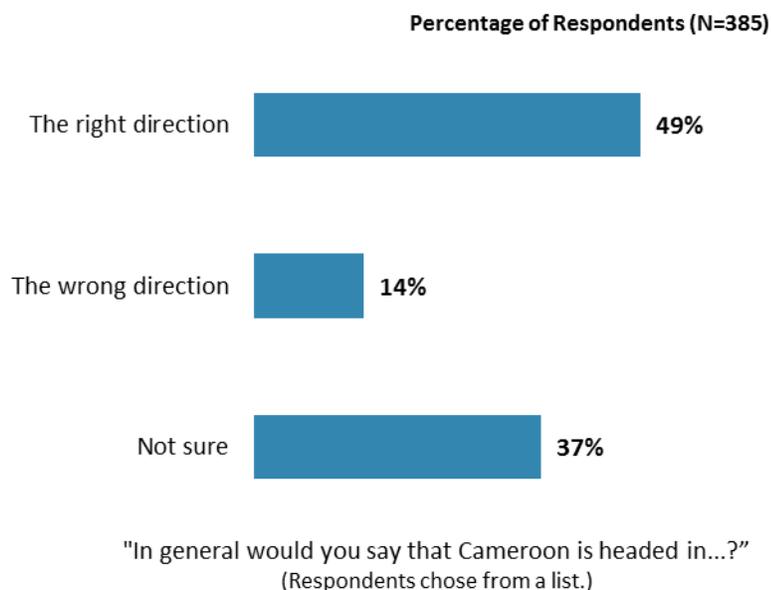


"How familiar are you with the work of the World Bank in Cameroon?"  
(1 - "Not familiar at all", 10 - "Extremely familiar")

## IV. General Issues Facing Cameroon

### Cameroon Heading in the Right Direction

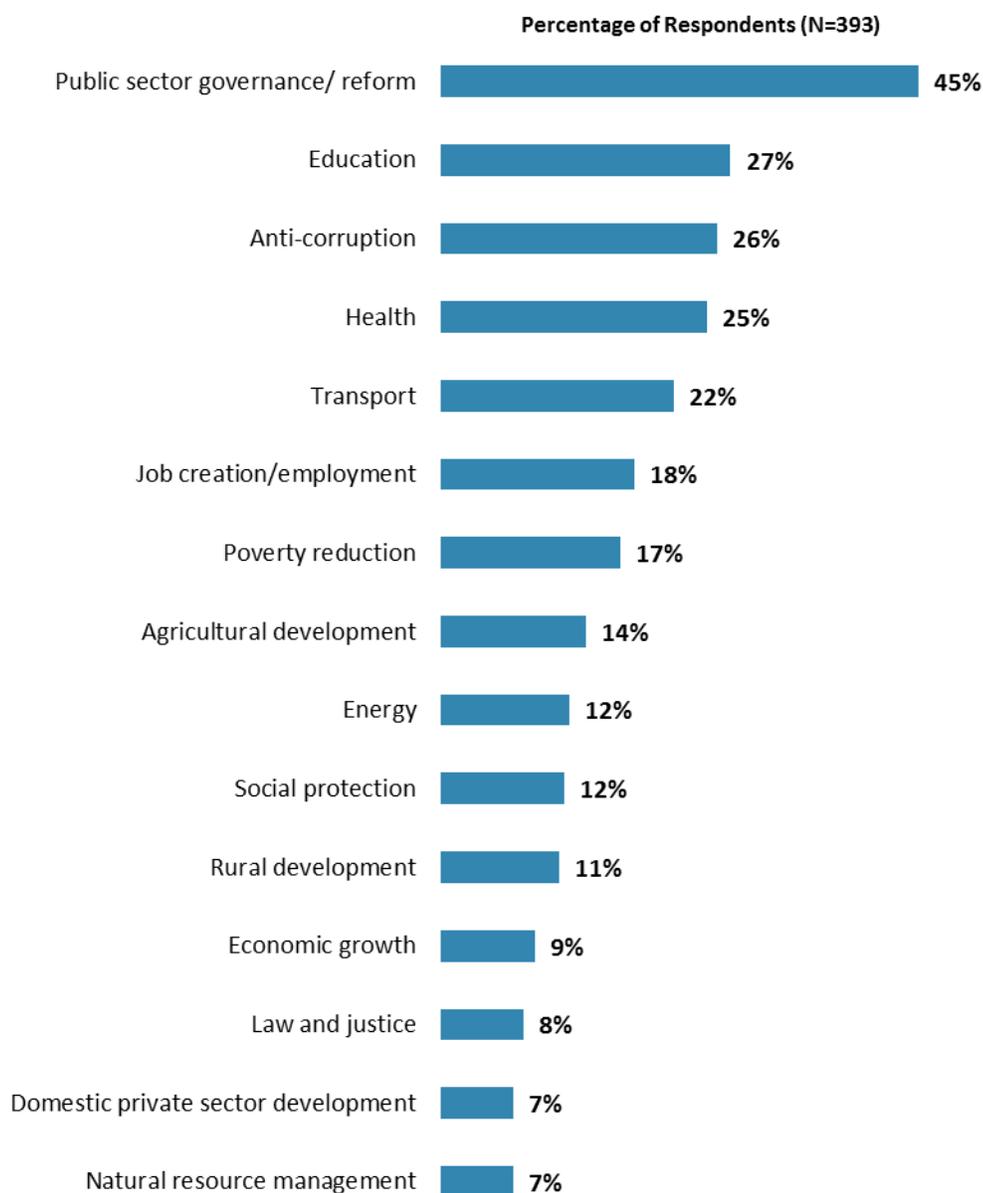
- The majority of employees of ministries, consultants on Bank-supported projects, and respondents from the office of the President/Prime Minister/Minister, PMUs, bilateral or multilateral agencies, CBOs, independent government institutions, trade unions, and other organizations indicated that Cameroon was headed in the right direction.
- In contrast, the majority of respondents from local government indicated that Cameroon was headed in the wrong direction.
- The majority of respondents from the private sector/financial sector/private banks, the media, faith-based groups, and academia indicated that they were not sure whether Cameroon was headed in the right or wrong direction.
- A plurality of respondents from NGOs/private foundations indicated that Cameroon was headed in the right direction; however, more than a third of respondents from this stakeholder group indicated that they were not sure.



## IV. General Issues Facing Cameroon (continued)

### Development Priority

- Respondents in the FY '09 country survey indicated that improving governance (52%), reducing corruption (28%), and improving the investment/business climate (24%) were the most important development priorities for Cameroon.

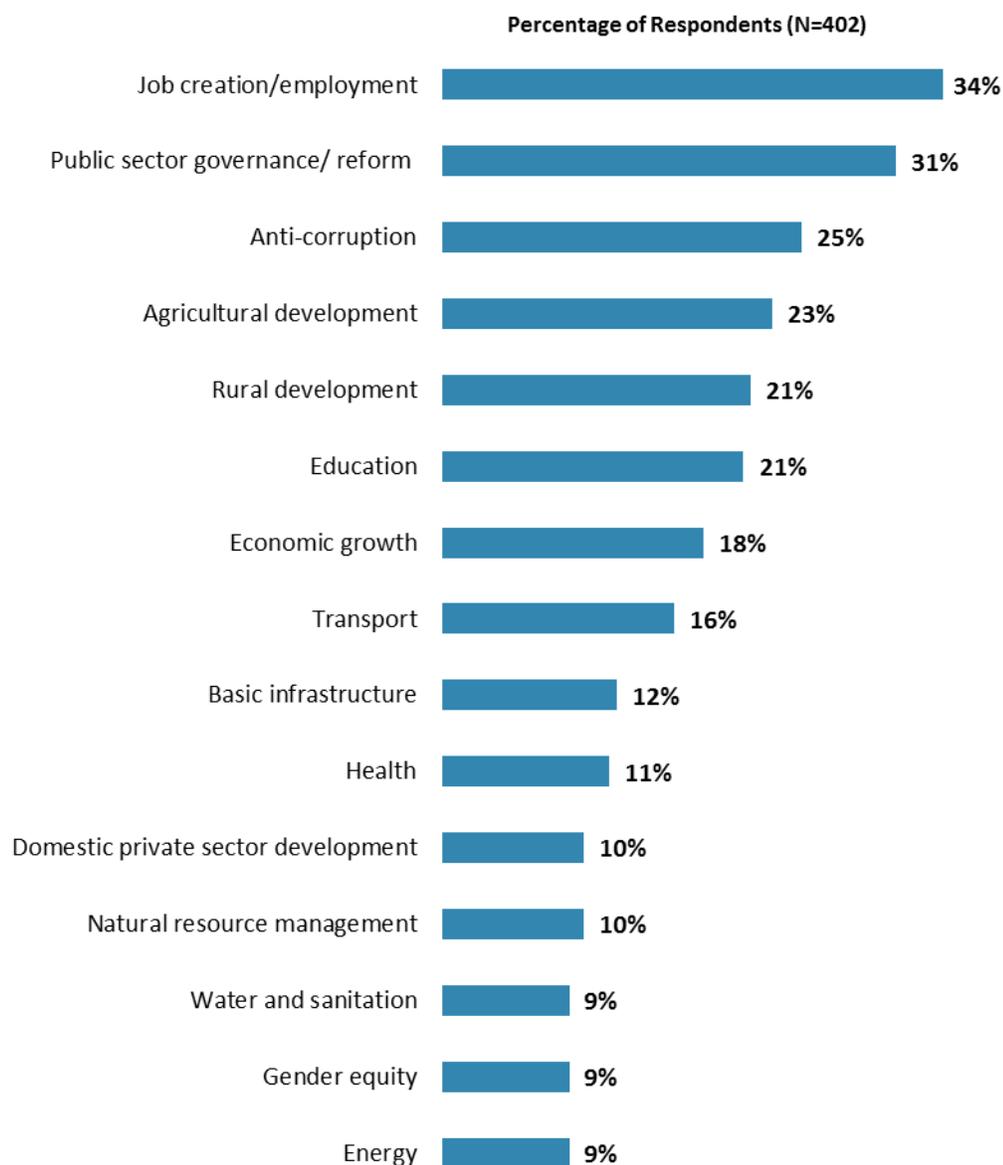


“Listed below are a number of development priorities in Cameroon. Please identify which of the following you consider the most important development priorities in Cameroon. (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 15 shown.)

## IV. General Issues Facing Cameroon (continued)

### Factors Contributing to Poverty Reduction

- Respondents in the FY '09 country survey indicated that improving governance (29%), agriculture development (26%), infrastructure development (22%), reducing corruption (19%), and increasing employment (19%) would contribute most to poverty reduction in Cameroon.

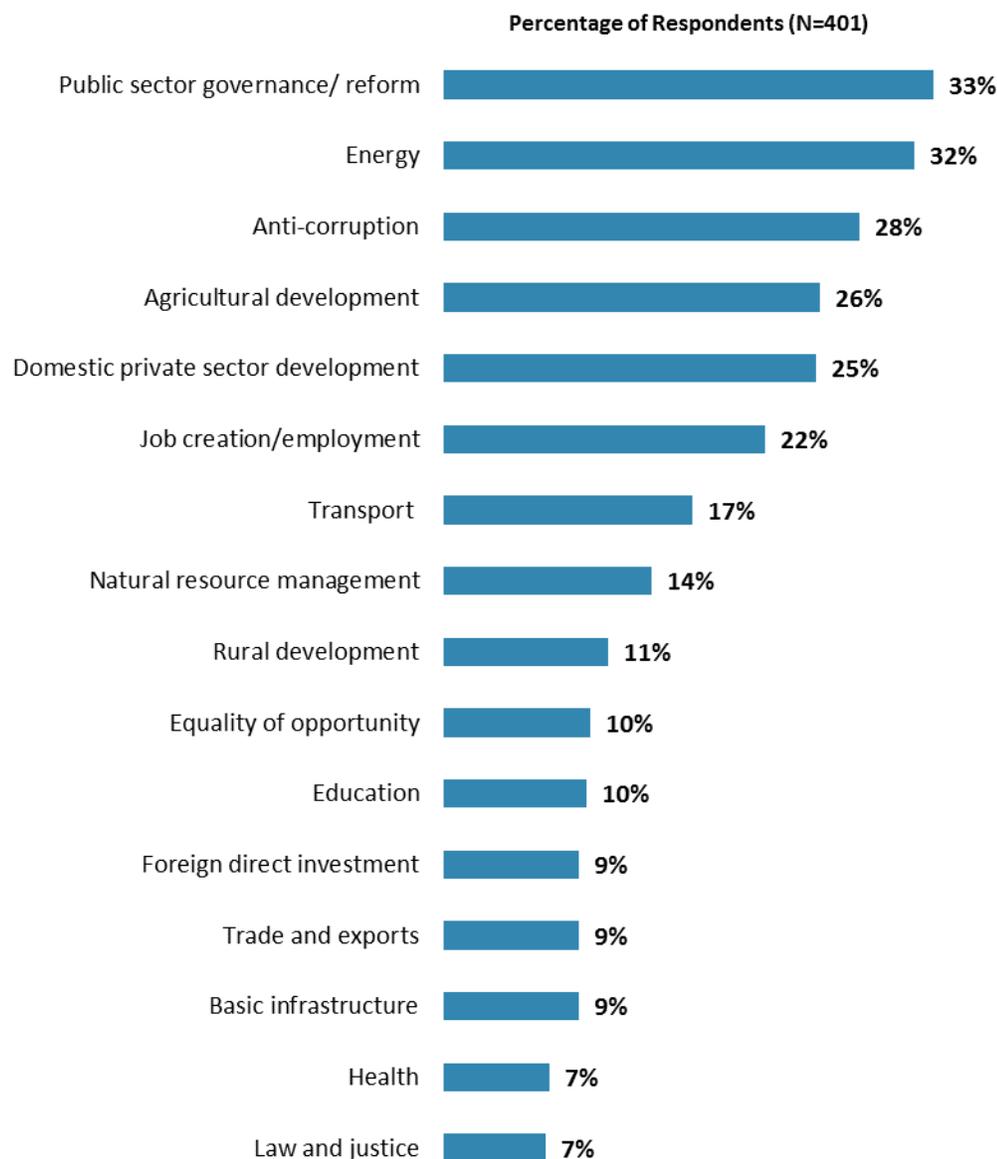


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cameroon?”  
(Respondents chose from a list. Responses combined. Top 15 shown.)

## IV. General Issues Facing Cameroon (continued)

### Factors Contributing to Economic Growth

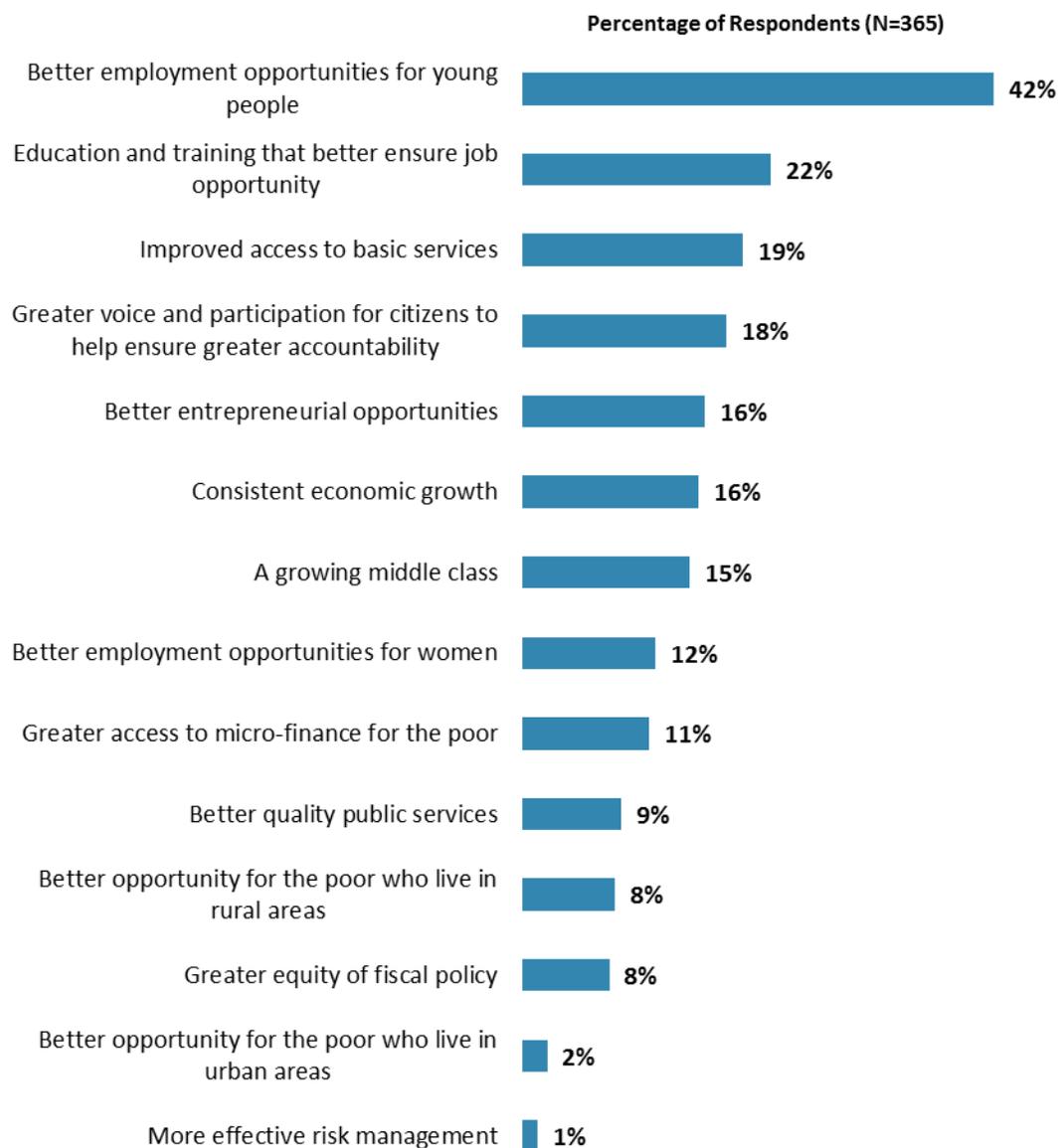
- Respondents in the FY '09 country survey indicated that increasing agricultural productivity (45%), improving governance (35%), improving infrastructure (30%), enhancing the environment for private sector growth (26%), and reducing corruption (24%) would contribute most to generating economic growth in Cameroon.



“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 Cameroon? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

## IV. General Issues Facing Cameroon (continued)

### Factors Contributing to “Shared Prosperity”



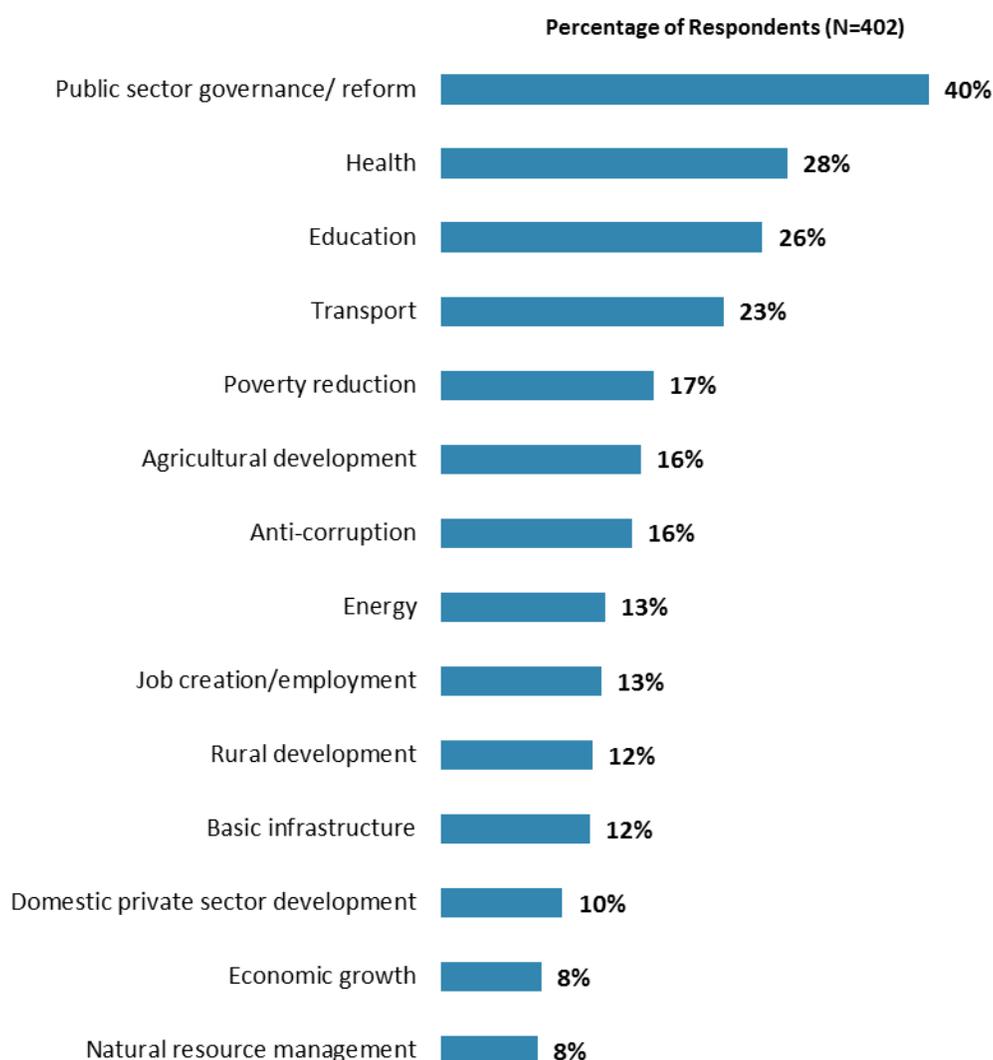
“When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Cameroon? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined.)

## V. Overall Attitudes toward the World Bank

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 Survey. These will be aggregated for the World Bank’s annual Corporate Scorecard.

### Focusing World Bank Resources

- Respondents in the FY '09 country survey indicated that it would be most productive for the Bank to focus most of its resources on governance (31%) and improving basic infrastructure (29%) in Cameroon.

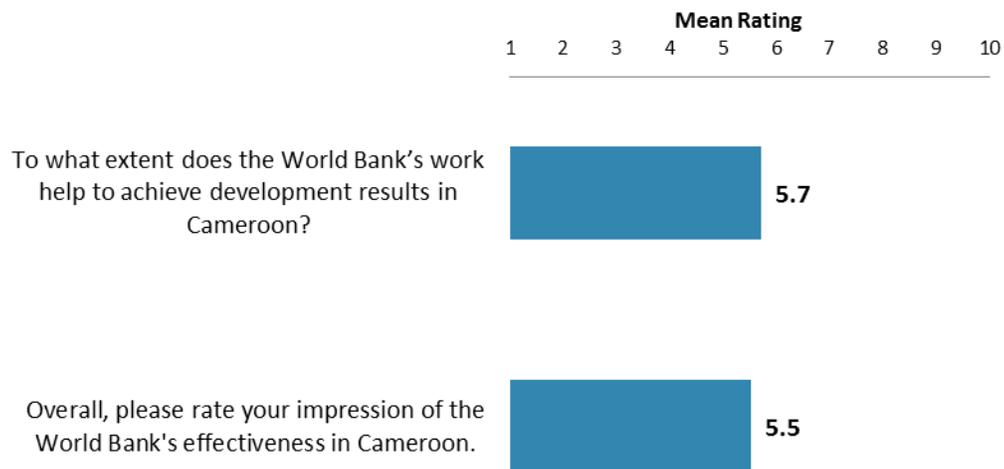


“When thinking about how the World Bank can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Cameroon? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 14 shown.)

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

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

- Respondents' ratings for the World Bank's effectiveness in this country survey were significantly higher than that of respondents in the FY '09 country survey (5.2), but statistically similar to that of respondents in the FY '05 country survey (5.6).
- Respondents from PMUs and bilateral or multilateral agencies gave the highest ratings for the World Bank's effectiveness in Cameroon whereas respondents from trade unions and NGOs/private foundations gave significantly lower effectiveness ratings. Similarly, respondents from PMUs and bilateral or multilateral agencies gave the highest ratings for the extent to which the World Bank's work achieves development results in Cameroon whereas respondents from trade unions gave significantly lower ratings.
- Respondents from Yaoundé gave the highest ratings for the World Bank's effectiveness in Cameroon whereas respondents from Douala and Other Cities gave significantly lower effectiveness ratings. Respondents across all geographic locations gave statistically similar ratings for the extent to which the World Bank's work achieves development results in Cameroon.

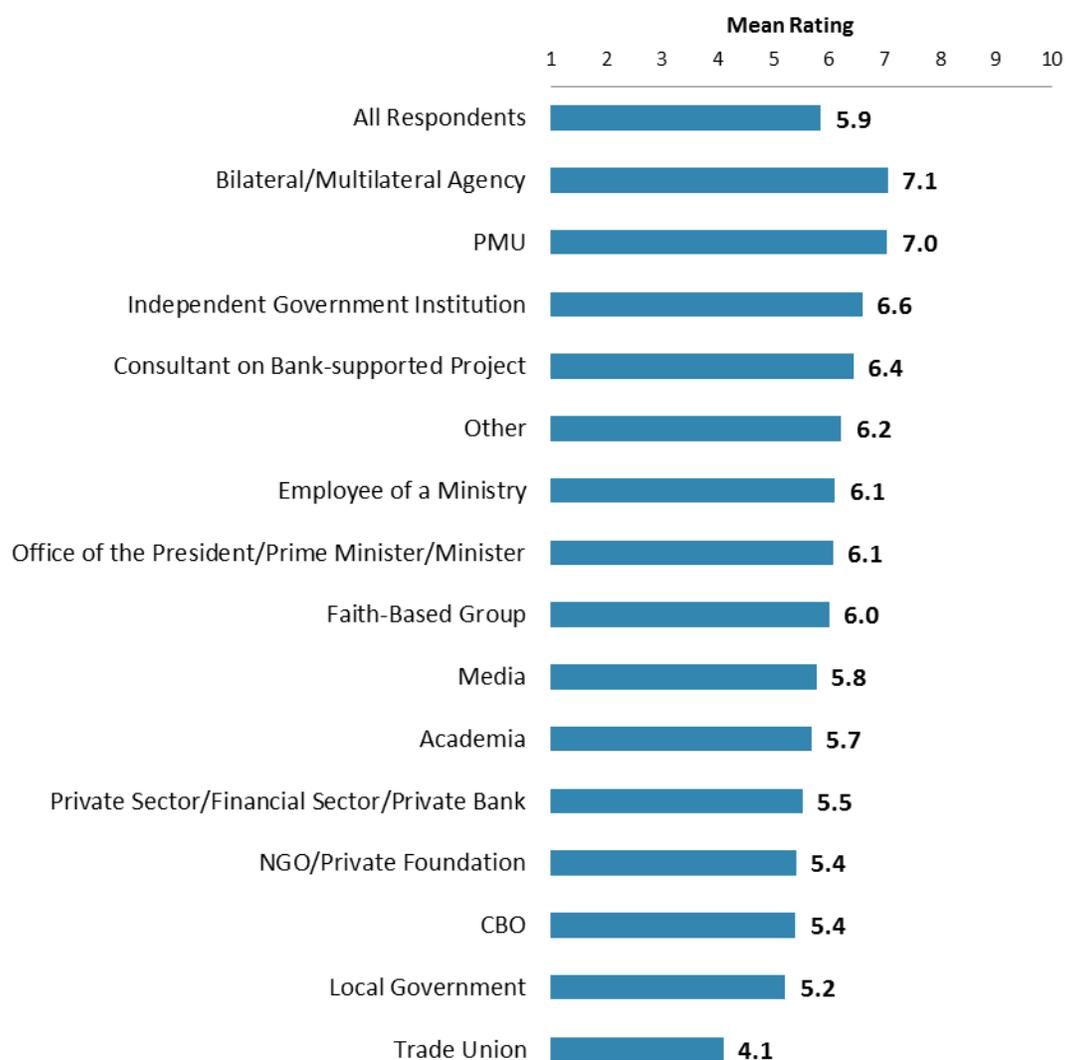


*(1-"To no degree at all", 10-"To a very significant degree" and 1-"Not effective at all", 10-"Very effective")*

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

### Staff Preparedness (*Indicator Question*)

- Respondents from bilateral or multilateral agencies and PMUs gave the highest ratings for the extent to which the World Bank's staff is well prepared to help Cameroon solve its most complicated development challenges whereas respondents from trade unions gave significantly lower ratings.
- Respondents from Yaoundé gave the highest ratings for the extent to which the World Bank's staff is well prepared to help Cameroon solve its most complicated development challenges whereas respondents from Rural Areas gave significantly lower ratings.

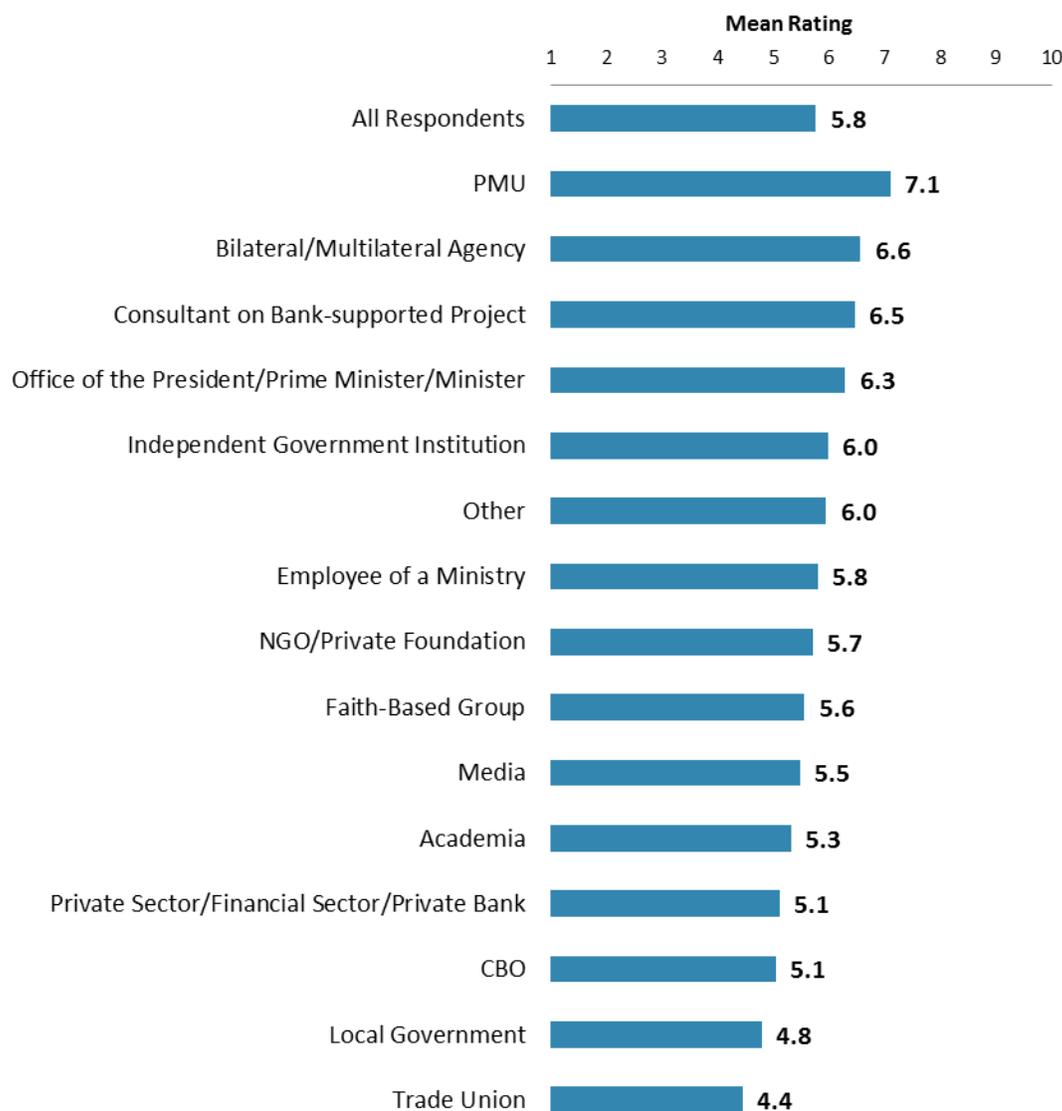


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges?"  
 (1-"To no degree at all", 10-"To a very significant degree")

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

### Overall Ratings for Indicator Questions

- Respondents from PMUs gave the highest ratings across all of the country survey indicator questions whereas respondents from trade unions and local government gave significantly lower ratings.
- Responses for individual indicator questions by stakeholder groups can be found in the Appendix (see page 106).

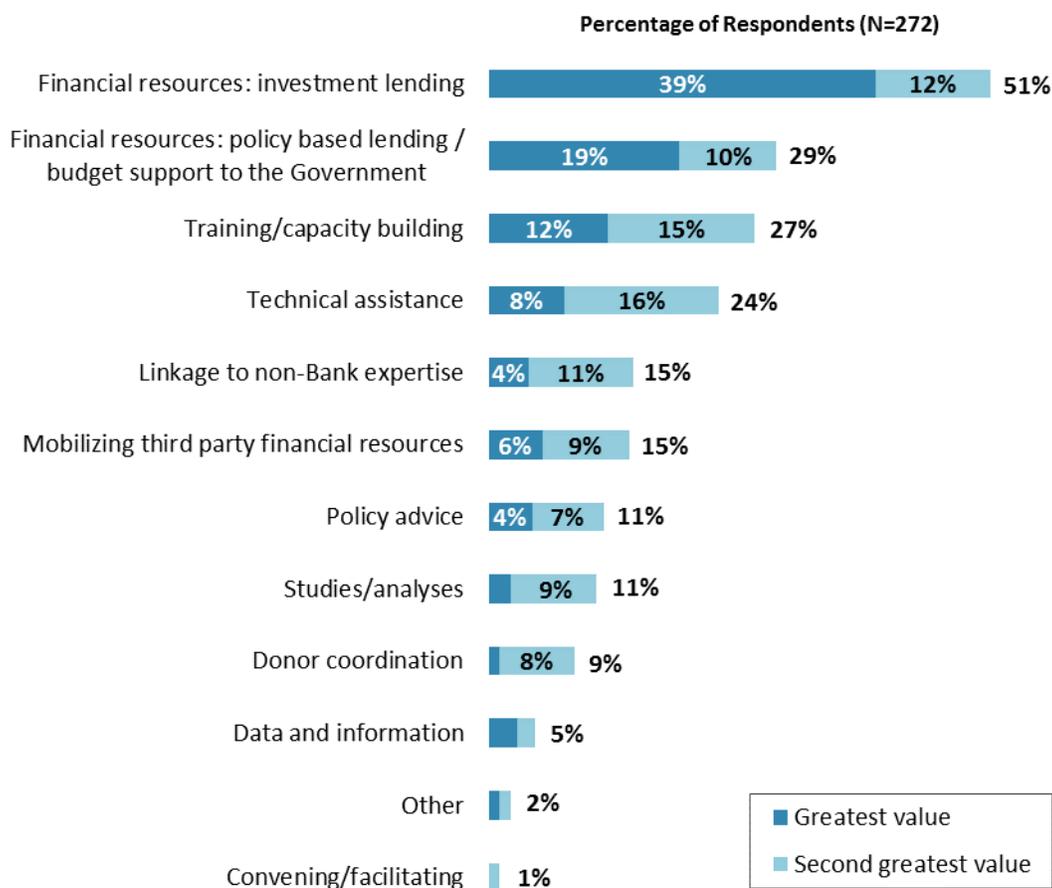


*Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales*

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

### Greatest Value

- Respondents in the FY '09 country survey indicated that the Bank's greatest values to Cameroon were its financial resources (36%), policy and economic advice (32%), knowledge (24%) and lending when others won't (20%).

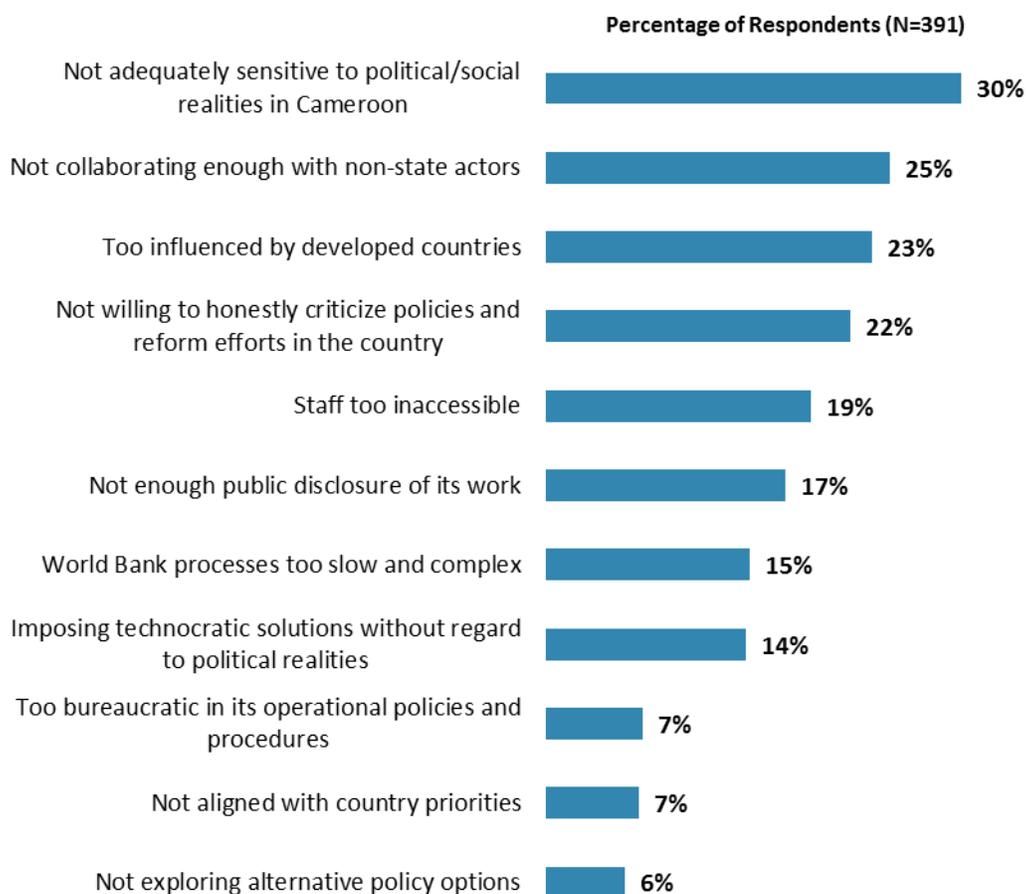


“When thinking about the World Bank’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cameroon?” (Respondents chose from a list.)

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

### Greatest Weakness

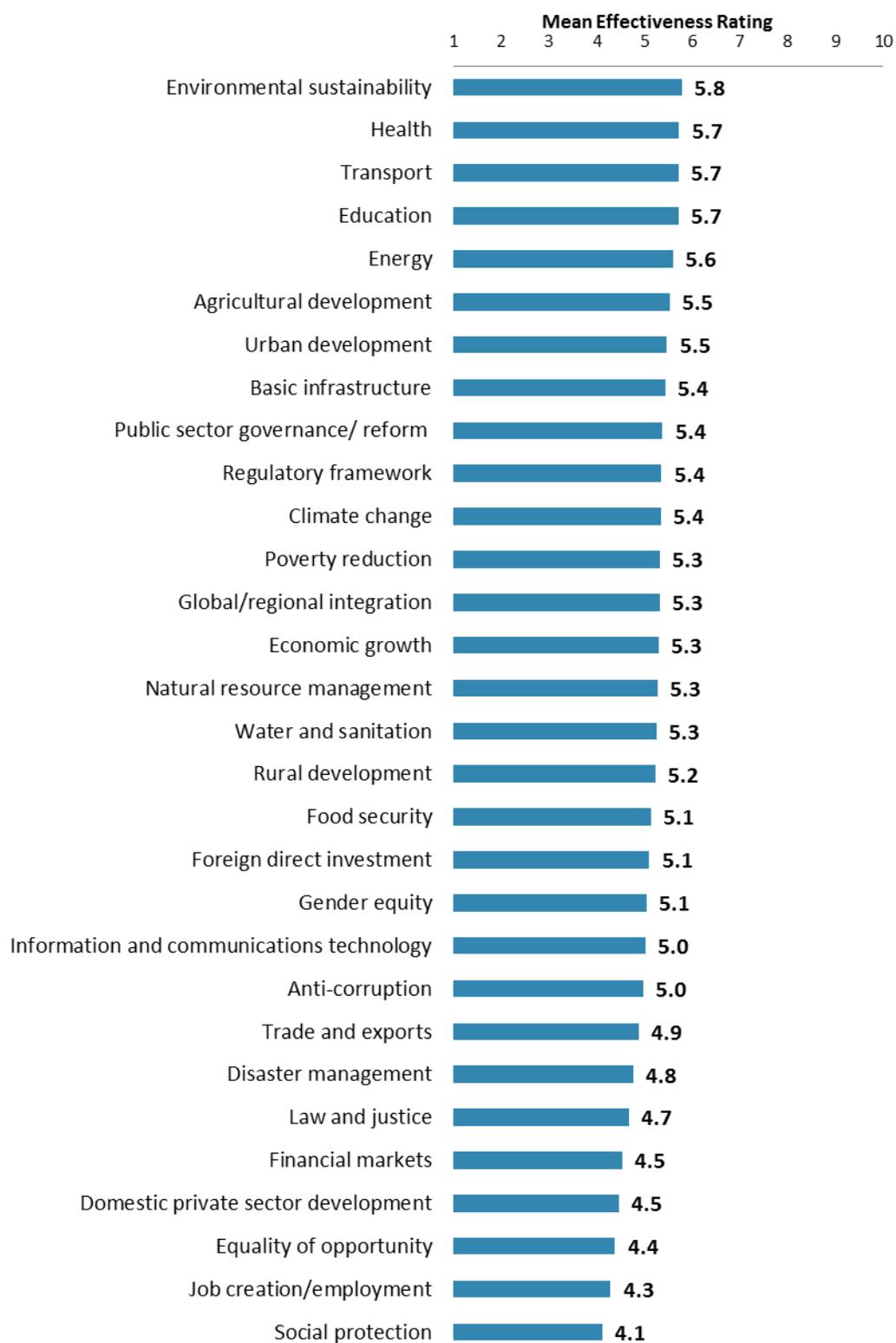
- Respondents in the FY '09 country survey indicated that the Bank's greatest weaknesses in its work in Cameroon were imposing technocratic solutions without regard to political realities (44%) and being too bureaucratic in its operational policies and procedures (41%).
- Respondents from trade unions, CBOs, and local government were significantly more likely to indicate that the World Bank's greatest weakness was its staff being too inaccessible compared to respondents from other stakeholder groups.



“Which of the following do you identify as the World Bank’s greatest WEAKNESSES in its work in Cameroon? (Choose no more than TWO)”  
(Respondents chose from a list. Responses combined. Top 11 shown.)

## VI. Sectoral Effectiveness

### Specific Areas of Effectiveness



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

## VI. Sectoral Effectiveness (continued)

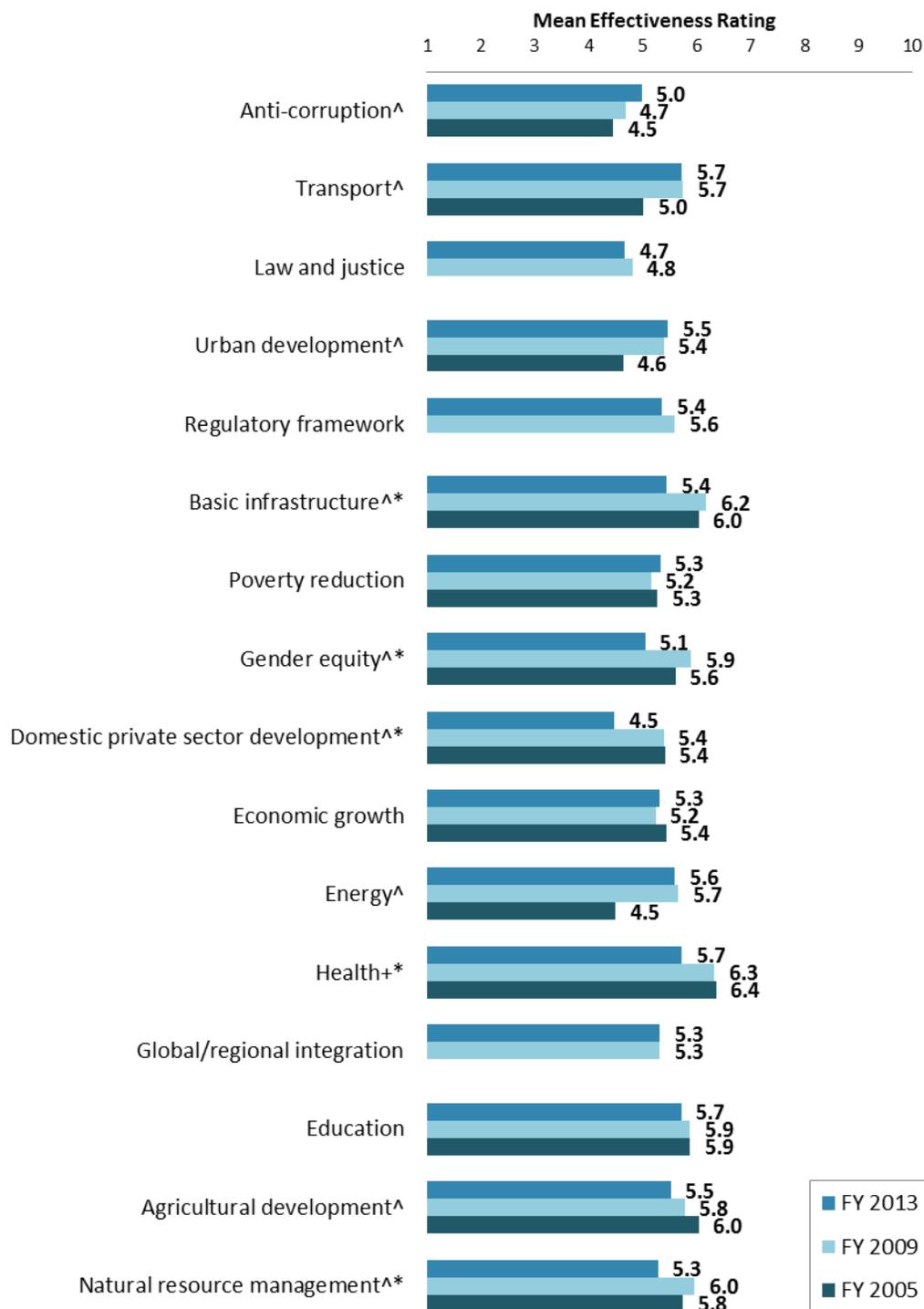
### Specific Areas of Effectiveness (continued)

- There were statistically significant stakeholder group differences across all but three of these thirty areas of development. For the most part, respondents from PMUs, bilateral or multilateral agencies, and other organizations tended to give the highest ratings for the World Bank's effectiveness across these areas whereas respondents from trade unions, independent government institutions, and the private sector/financial sector/private banks tended to give significantly lower ratings for the Bank's effectiveness. Those areas with significant stakeholder group differences were:
  - Information and communications technology;
  - Transport;
  - Urban development;
  - Environmental sustainability;
  - Regulatory framework;
  - Basic infrastructure;
  - Poverty reduction;
  - Gender equity;
  - Domestic private sector development;
  - Foreign direct investment;
  - Water and sanitation;
  - Trade and exports;
  - Economic growth;
  - Energy;
  - Disaster management;
  - Public sector governance/reform;
  - Job creation/employment;
  - Financial markets;
  - Equality of opportunity;
  - Health;
  - Rural development;
  - Global/regional integration;
  - Food security;
  - Social protection;
  - Climate change;
  - Agricultural development; and
  - Natural resource management.

## VI. Sectoral Effectiveness (continued)

### Specific Areas of Effectiveness (continued)

- For those areas of development that could be compared, respondents in this year's country survey tended to give lower ratings for the Bank's effectiveness in some areas, but higher ratings in others, compared to respondents from the FY '05 and FY '09 surveys. Those differences that reached statistical significance are noted in the chart.



(<sup>^</sup>Significantly different between FY 2013 and FY 2005   <sup>\*</sup>Significantly different between FY 2013 and FY 2009)

## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

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

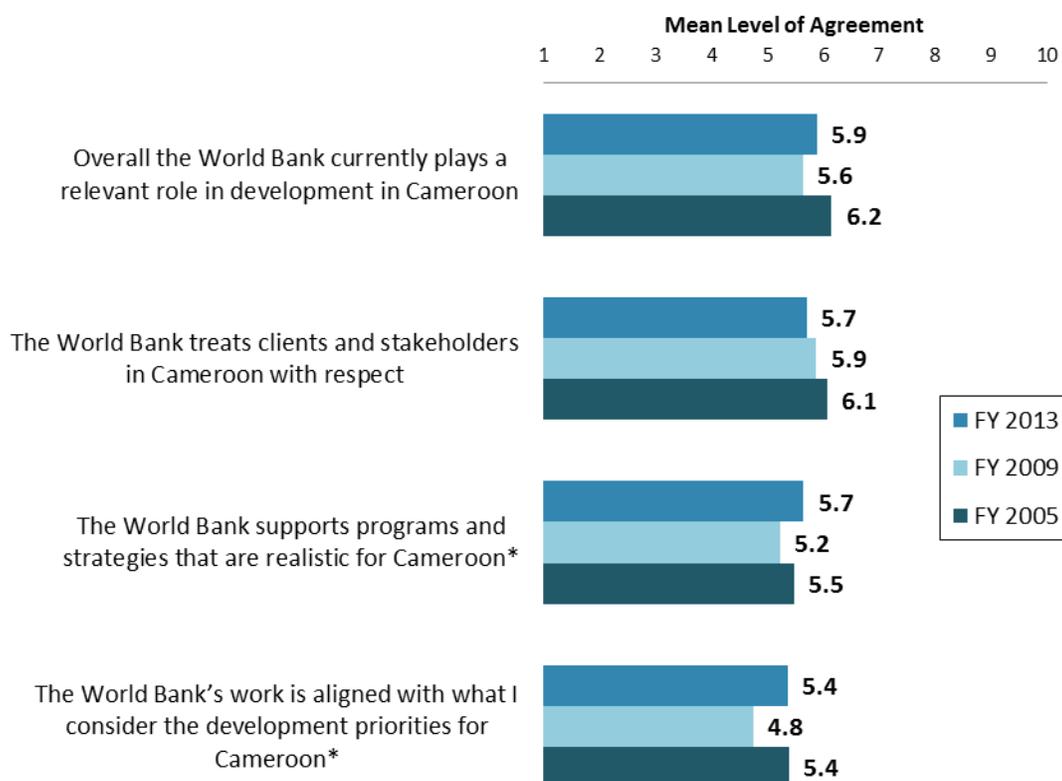
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank'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 Bank's overall effectiveness or perceptions of the Bank'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 Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Cameroon. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at rural development;
  - The Bank's effectiveness at food security;
  - The Bank's effectiveness at basic infrastructure; and
  - The Bank's effectiveness at job creation/employment.
  
- **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 Bank's ability to help achieve development results in Cameroon, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The Bank's effectiveness at economic growth;
  - The Bank's effectiveness at health;
  - The Bank's effectiveness at poverty reduction; and
  - The Bank's effectiveness at basic infrastructure.

## VII. How the World Bank Operates

### The World Bank's Work in Cameroon

- Respondents in this year's country survey had significantly higher levels of agreement that the World Bank supports realistic programs and strategies for Cameroon and that the World Bank is aligned with their development priorities for Cameroon compared to respondents from the FY '09 country survey.
- Respondents from PMUs had the highest levels of agreement that the World Bank plays a relevant role in development whereas respondents from local government and the private sector/financial sector/private banks had significantly lower levels of agreement. Respondents from PMUs had the highest levels of agreement that the Bank's work is aligned with their development priorities and that the Bank supports realistic programs whereas respondents from trade unions had significantly lower levels of agreement. Respondents from bilateral or multilateral agencies had the highest levels of agreement that the Bank treats stakeholders with respect whereas respondents from trade unions had significantly lower levels of agreement.
- Respondents from Yaoundé had the highest levels of agreement that the World Bank plays a relevant role in development and that the Bank treats stakeholders with respect whereas respondents from Douala had significantly lower levels of agreement.

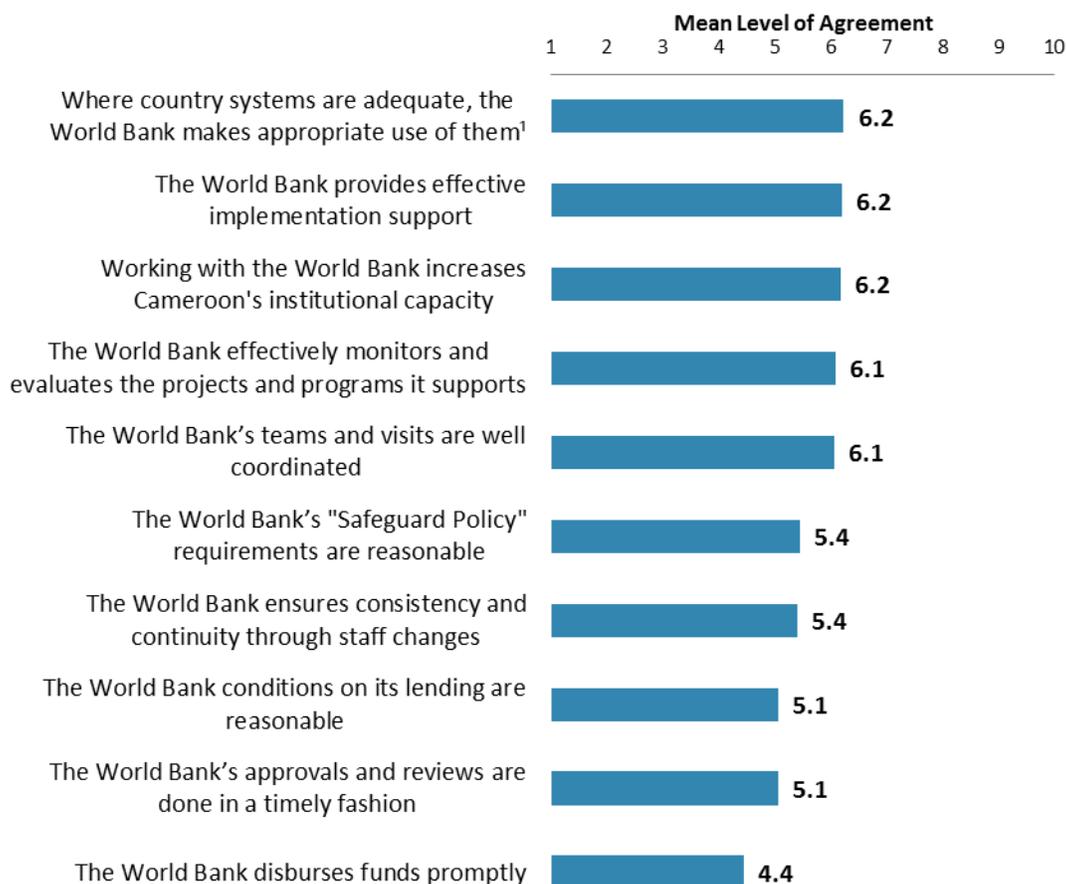


"To what extent do you agree with the following statements about the World Bank's work in Cameroon?" (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question  
 (\*Significantly different between FY 2013 and FY 2009)

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

### Overall Perceptions

- Respondents in this country survey had significantly lower levels of agreement that the Bank effectively monitors and evaluates its projects compared to respondents from the FY '05 and FY '09 country surveys (6.8 and 6.6, respectively). In addition, respondents in this country survey had significantly lower levels of agreement that conditions on the Bank's lending are reasonable compared to respondents from the FY '09 country survey (6.0) and significantly lower levels of agreement that working with the Bank increases institutional capacity compared to respondents from the FY '05 country survey (6.8).
- There were significant stakeholder group differences in their ratings across all of these areas, except that the Bank ensures consistency and continuity through staff changes. For the most part, respondents from PMUs and bilateral or multilateral agencies tended to have the highest levels of agreement whereas respondents from trade unions and local government tended to have significantly lower levels of agreement.
- Respondents from Yaoundé had the highest levels of agreement for the indicator question that, where country systems are adequate, the World Bank makes use of them whereas respondents from Rural Areas had significantly lower levels of agreement. Differences between geographic locations for the other statements can be found in the Appendix.

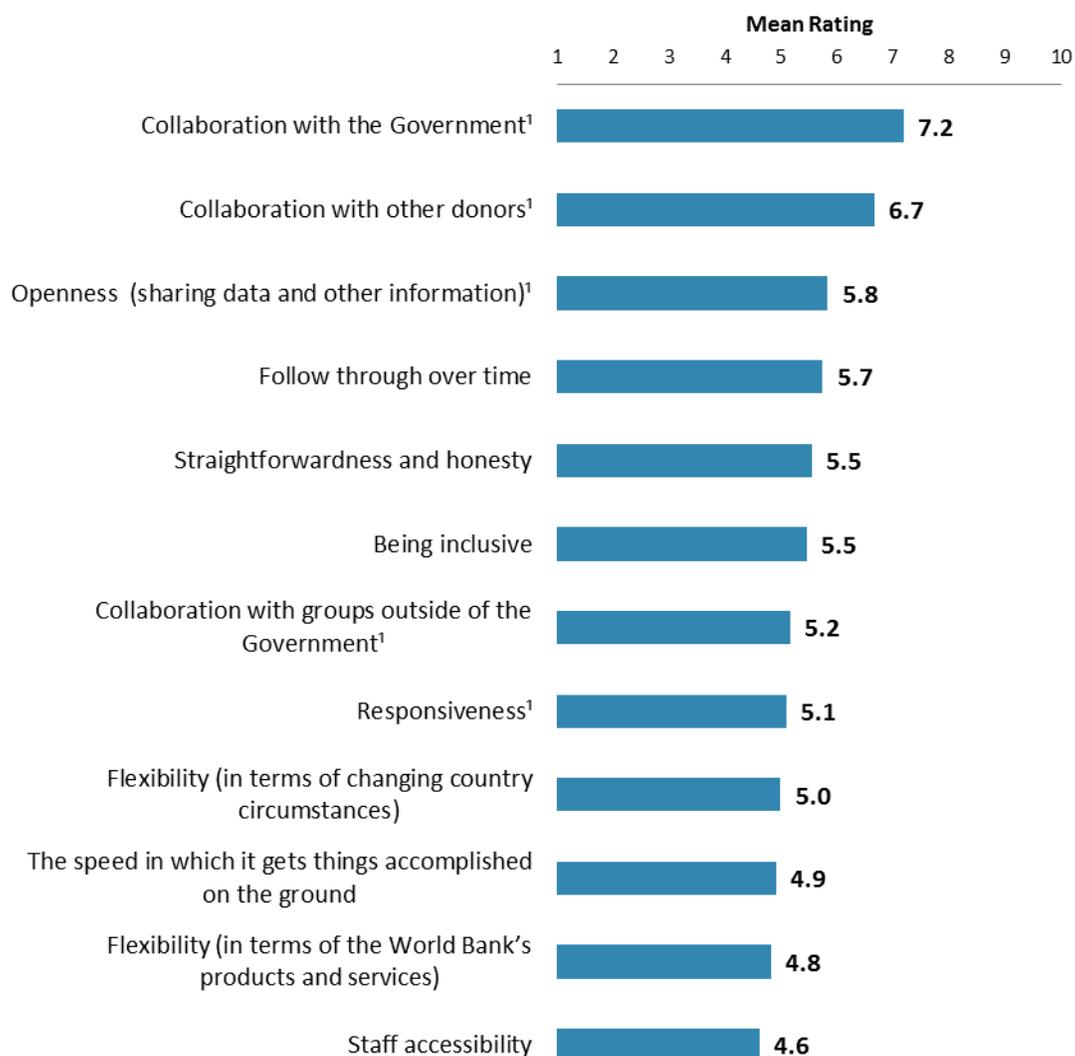


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree") <sup>1</sup>Indicator Question

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

### The World Bank as an Effective Development Partner

- Respondents in this country survey gave significantly lower ratings for the Bank's staff accessibility and straightforwardness and honesty compared to respondents from the FY '05 (5.6 and 6.4, respectively) and FY '09 country surveys (5.2 and 6.6, respectively).
- There were significant stakeholder group differences in their ratings across all of these areas, except the Bank's collaboration with groups outside of government. For the most part, respondents from PMUs tended to give the highest ratings whereas respondents from trade unions and local government tended to give significantly lower ratings.
- There were significant differences between geographic locations in their ratings across all of these areas, except the Bank's collaboration with groups outside of government. For the most part, respondents from Yaoundé tended to give the highest ratings whereas respondents from Douala and Rural Areas tended to give significantly lower ratings.

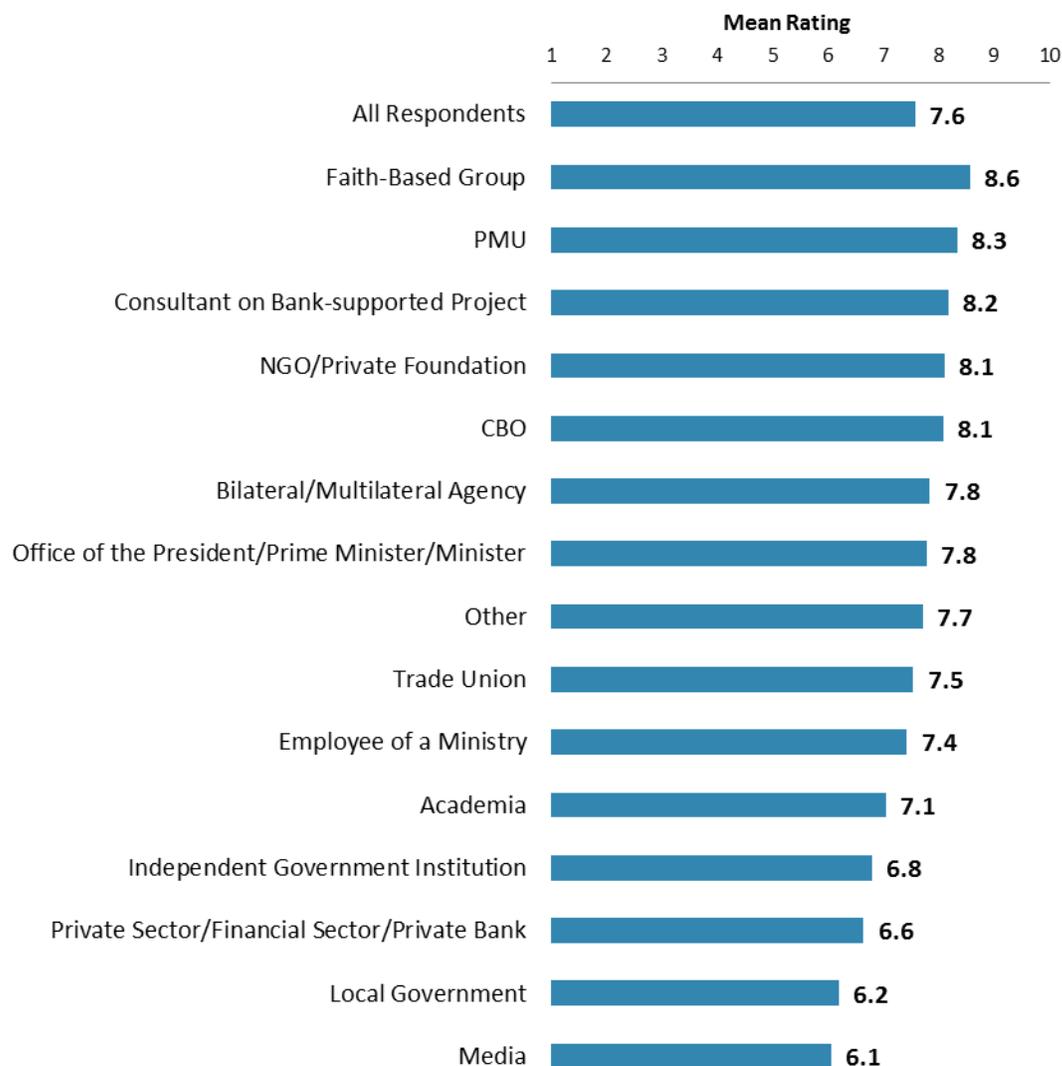


"To what extent is the World Bank an effective development partner in Cameroon, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## VIII. The Future Role of the World Bank in Cameroon

### Role Significance

- Respondents from faith-based groups gave the highest ratings for the role the World Bank should play in Cameroon's development in the near future whereas respondents from local government and the media gave significantly lower ratings.

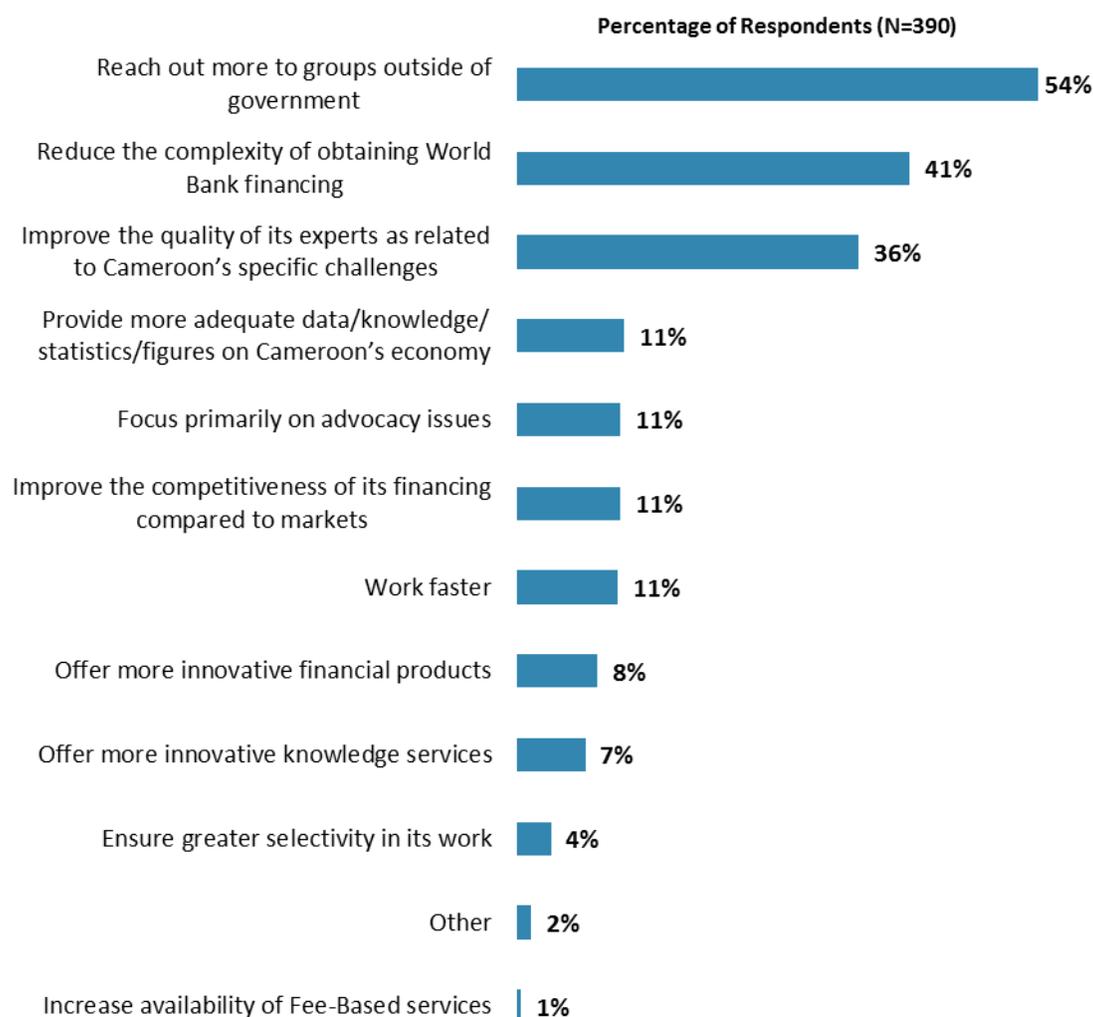


"How significant a role do you believe the World Bank Group SHOULD play in Cameroon's development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

## VIII. The Future Role of the World Bank in Cameroon (continued)

### Making the World Bank of Greater Value

- Respondents in the FY '09 country survey indicated that the Bank should reduce the complexity of obtaining Bank financing (30%) and improve the quality of its experts as related to Cameroon's specific challenges to make itself of greater value in Cameroon (27%).

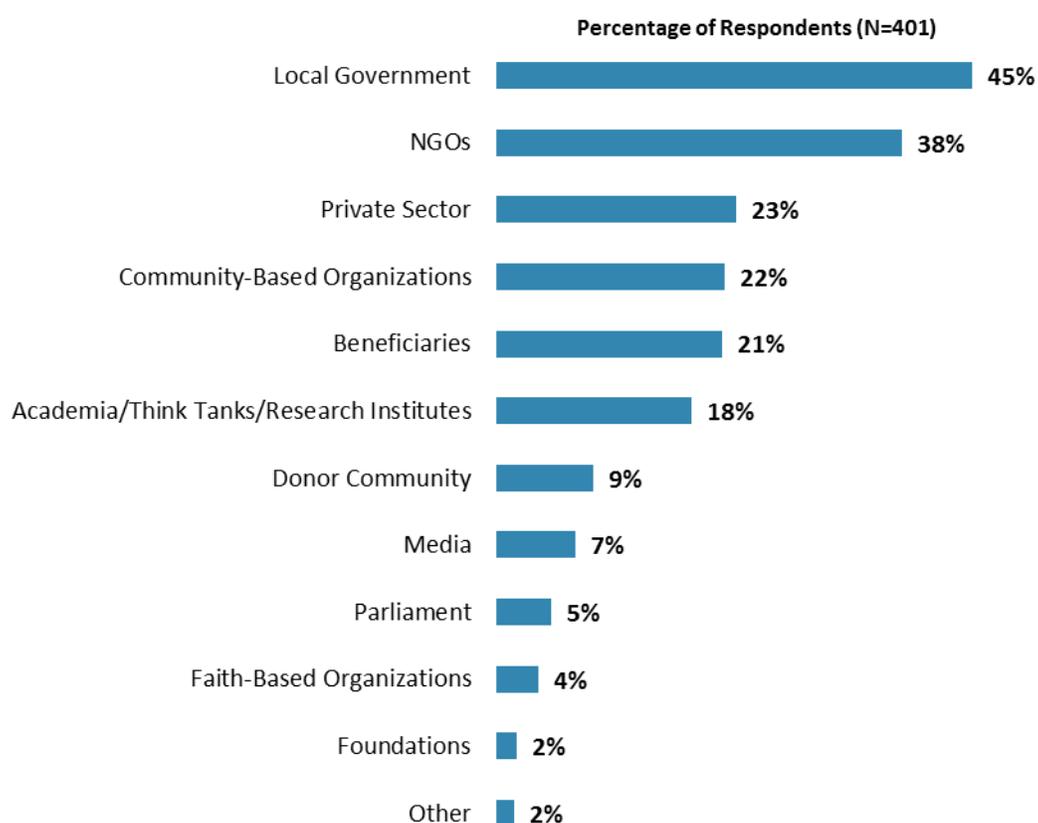


“Which of the following SHOULD the World Bank do to make itself of greater value in Cameroon?  
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## VIII. The Future Role of the World Bank in Cameroon (continued)

### Collaborating with Stakeholders in Cameroon

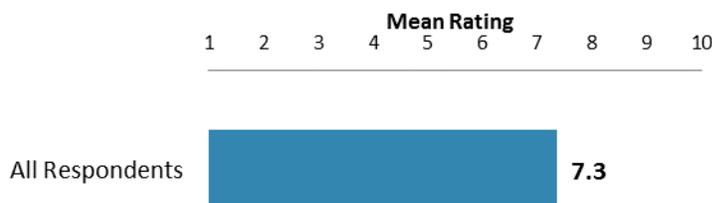
- Employees of ministries and respondents from the office of the President/Prime Minister/Minister, PMUs, local government and other organizations indicated that the Bank should collaborate more with local government in Cameroon.
- Consultants on Bank-supported programs and respondents from trade unions indicated that the Bank should collaborate more with NGOs and local government in Cameroon.
- Respondents from bilateral or multilateral agencies indicated that the Bank should collaborate more with local government, beneficiaries, private sector, and the donor community in Cameroon.
- Respondents from the private sector/financial sector/private banks indicated that the Bank should collaborate more with local government and private sector in Cameroon.
- Respondents from NGOs indicated that the Bank should collaborate more with NGOs.
- Respondents from CBOs and faith-based groups indicated that the Bank should collaborate more with CBOs.
- Respondents from media indicated that the Bank should collaborate more with media.
- Respondents from independent government institutions indicated that the Bank should collaborate more with the private sector in Cameroon.
- Respondents from academia indicated that the Bank should collaborate more with academia/research institutes/think tanks in Cameroon.



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

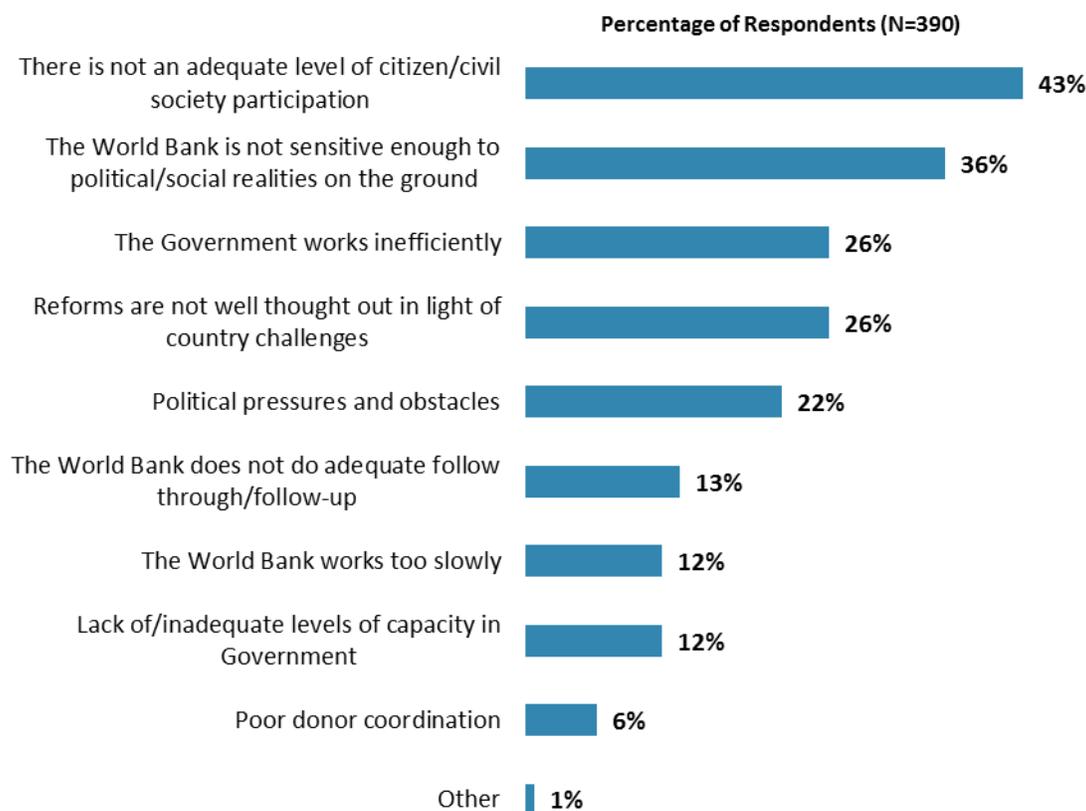
## VIII. The Future Role of the World Bank in Cameroon (continued)

### Influencing the Global Development Agenda



“To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to 'global public goods' (e.g., climate change, communicable diseases, international financial systems, trade, etc.)?”  
 (1 - "To no degree at all", 10 - "To a very significant degree")

### Attributing Slow or Failed Reform Efforts

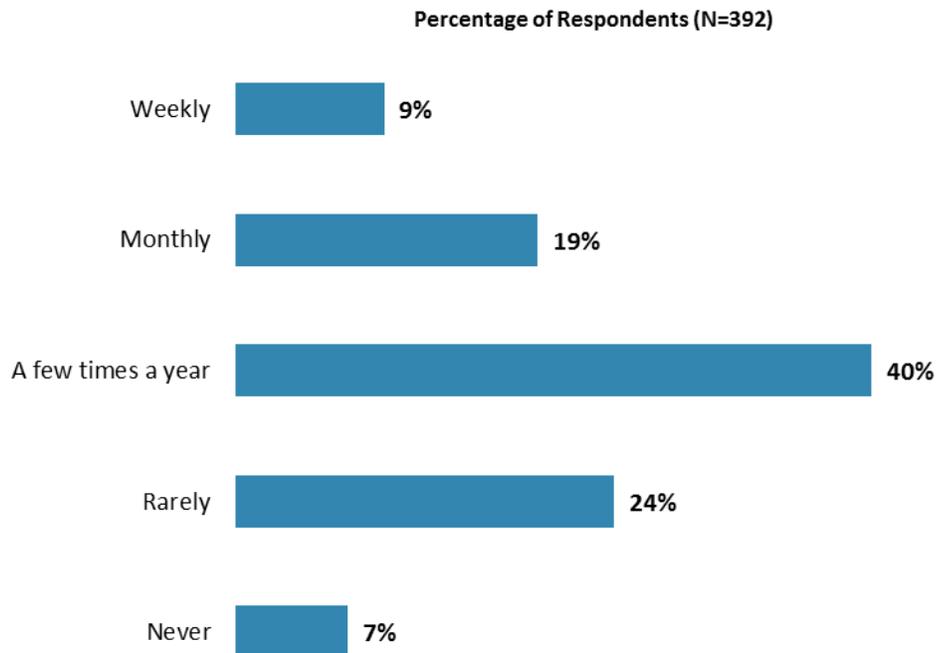


“When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)”  
 (Respondents chose from a list. Responses combined.)

## IX. World Bank Knowledge and Instruments

### Frequency of Consulting World Bank Knowledge Work and Activities

- Consultants on Bank-supported programs indicated the most frequent usage of World Bank knowledge work and activities (41% indicated weekly usage) whereas respondents from local government indicated significantly less frequent usage (47% indicated that they never consulted World Bank knowledge work and activities).

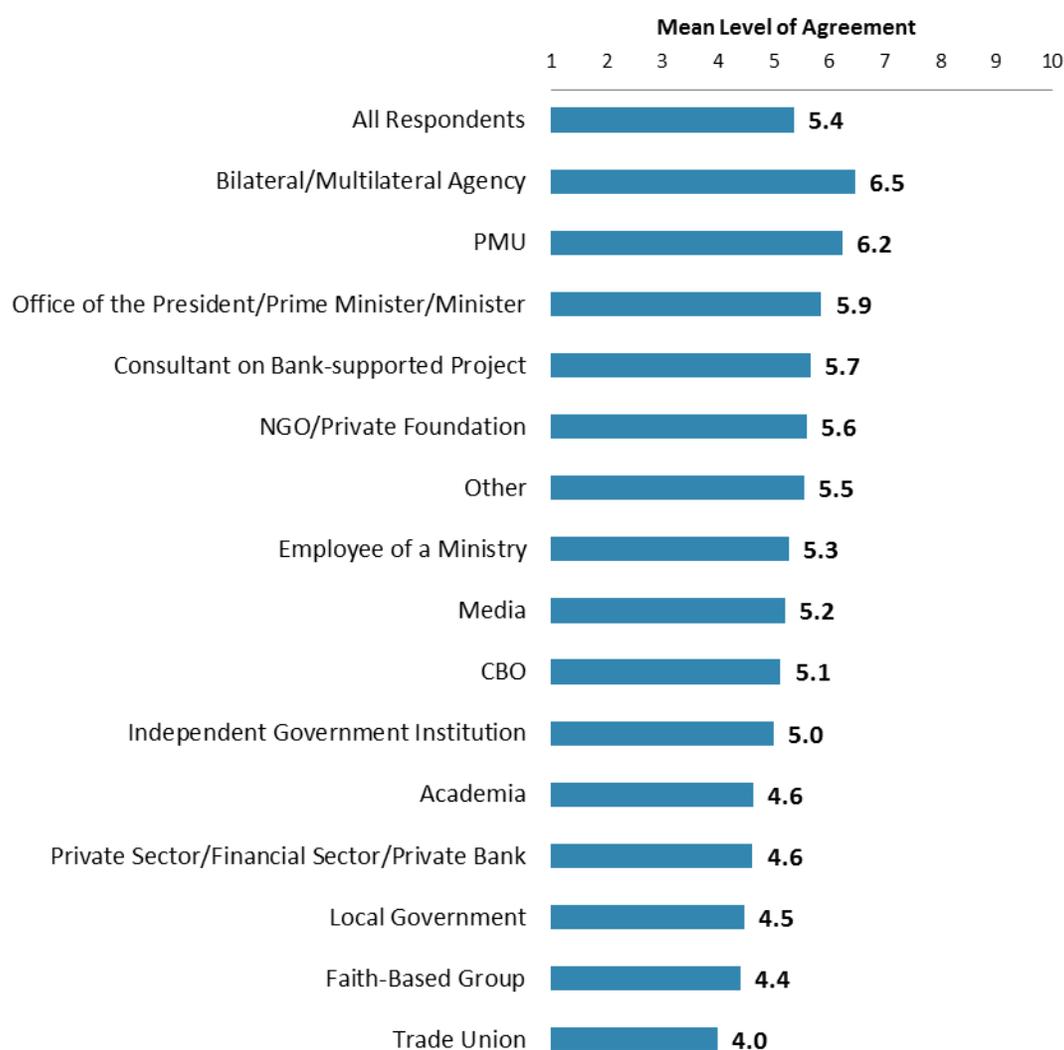


"How frequently do you consult World Bank knowledge work and activities in the work you do?" (Respondents chose from a list.)

## IX. World Bank Knowledge and Instruments (continued)

### Meeting Cameroon's Knowledge Needs (*Indicator Question*)

- Respondents from bilateral or multilateral agencies and PMUs had the highest levels of agreement that the Bank meets Cameroon's needs for knowledge services whereas respondents from local government, faith-based groups, and trade unions had significantly lower levels of agreement.
- Respondents across all geographic locations had statistically similar levels of agreement that the Bank meets Cameroon's needs for knowledge services.

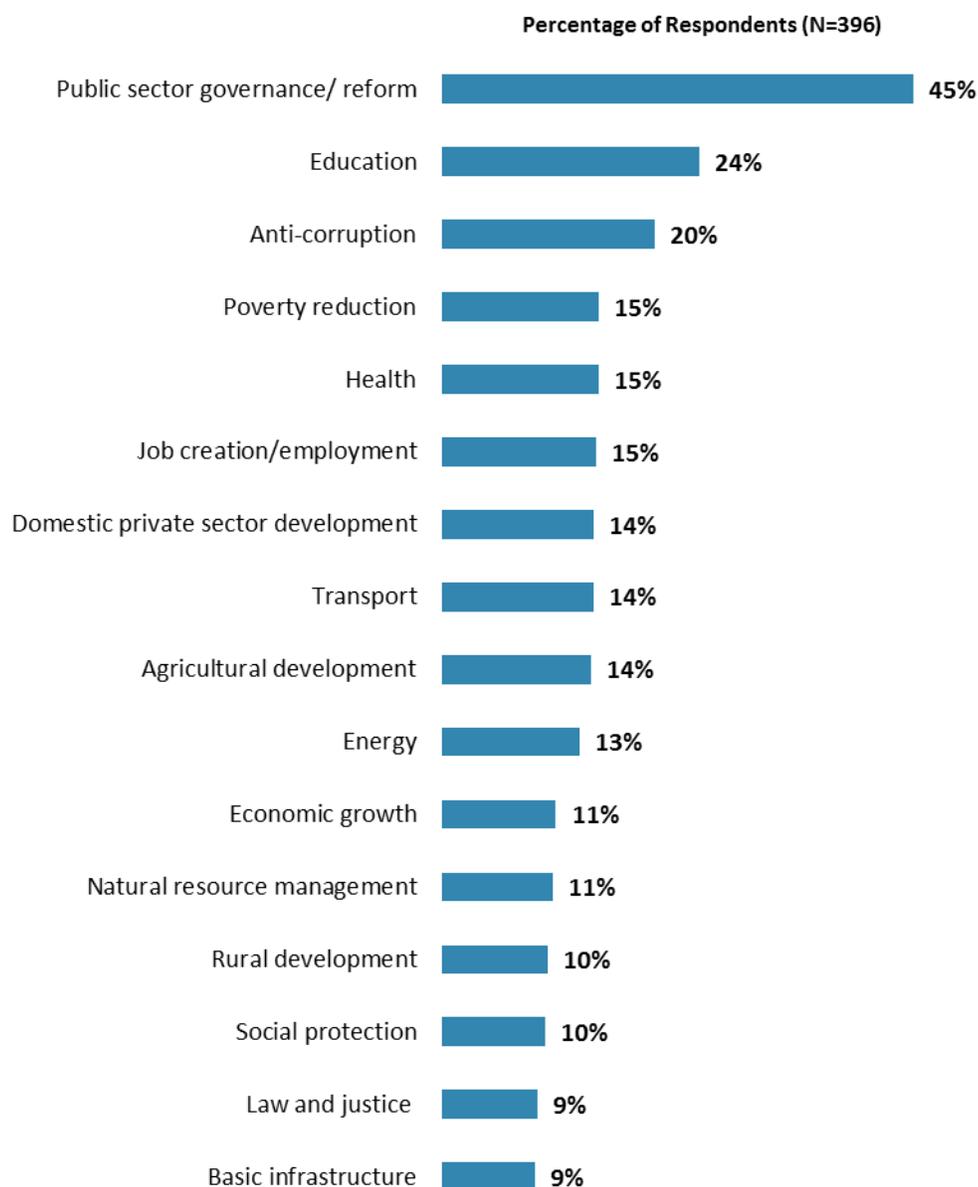


"The World Bank meets Cameroon's needs for knowledge services"  
(1-"Strongly disagree", 10-"Strongly agree")

## IX. World Bank Knowledge and Instruments (continued)

### Focusing World Bank Research

- Respondents in the FY '09 country survey indicated that it would be most valuable for the Bank to focus its research efforts on governance (24%) and agri-business/agricultural productivity (20%) in Cameroon.

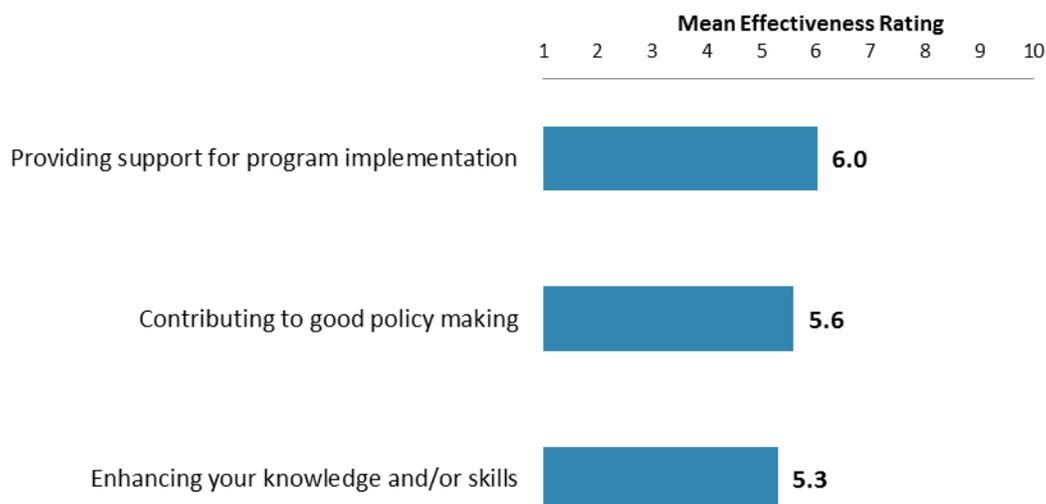


“When thinking about the development challenges in Cameroon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

## IX. World Bank Knowledge and Instruments (continued)

### Effectiveness of the Bank's Knowledge Work and Activities

- Respondents from PMUs gave the highest ratings for the effectiveness of the Bank's knowledge work and activities to provide support for program implementation whereas respondents from local government and trade unions gave significantly lower ratings.
- Consultants on Bank-supported projects and respondents from independent government institutions gave the highest ratings for the effectiveness of the Bank's knowledge work and activities to contribute to good policy making whereas respondents from local government, the private sector/financial sector/private banks, CBOs, trade unions, and faith-based groups gave significantly lower ratings.
- Consultants on Bank-supported projects and respondents from bilateral or multilateral agencies and PMUs gave the highest ratings for the effectiveness of the Bank's knowledge work and activities to enhance knowledge and skills whereas respondents from the private sector/financial sector/private banks and faith-based groups gave significantly lower ratings.

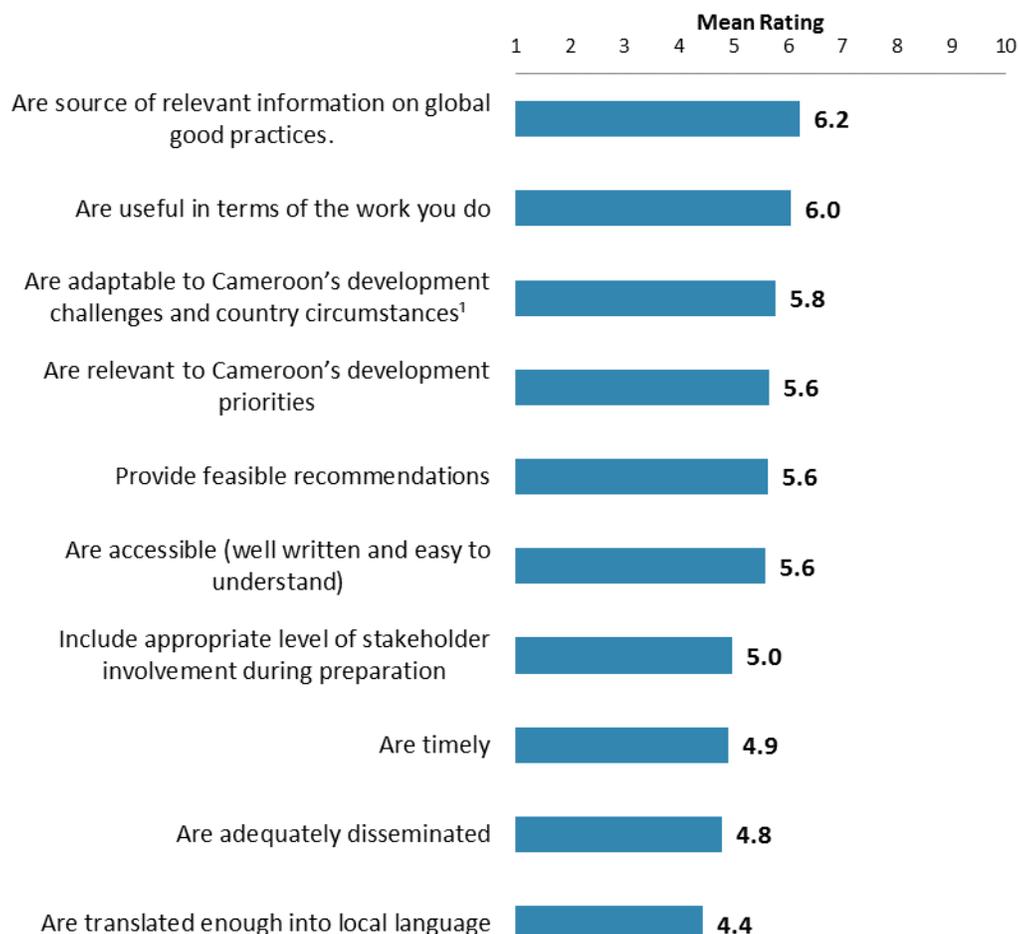


“In Cameroon, how effective do you believe the World Bank's knowledge work and activities are at.” (1-“Not effective at all”, 10-“Very effective”)

## IX. World Bank Knowledge and Instruments (continued)

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

- Respondents in this country survey gave significantly higher ratings that the Bank's knowledge work and activities are adaptable to Cameroon's circumstances compared to respondents from the FY '05 and FY '09 country surveys (5.3 and 5.0, respectively), but significantly lower ratings that the Bank's knowledge work and activities are a source on global good practices compared to respondents from the FY '05 and FY '09 country surveys (7.1 and 6.5, respectively). Respondents in this country survey also gave significantly lower ratings that the Bank's knowledge work and activities are useful and adequately disseminated compared to respondents from the FY '09 country survey (7.7 and 6.4, respectively).
- There were significant stakeholder group differences in their ratings across all of these aspects of the Bank's knowledge, except that they are appropriately translated. For the most part, consultants on Bank-supported projects and respondents from PMUs and bilateral or multilateral agencies tended to give the highest ratings whereas respondents from trade unions and local government tended to give significantly lower ratings.

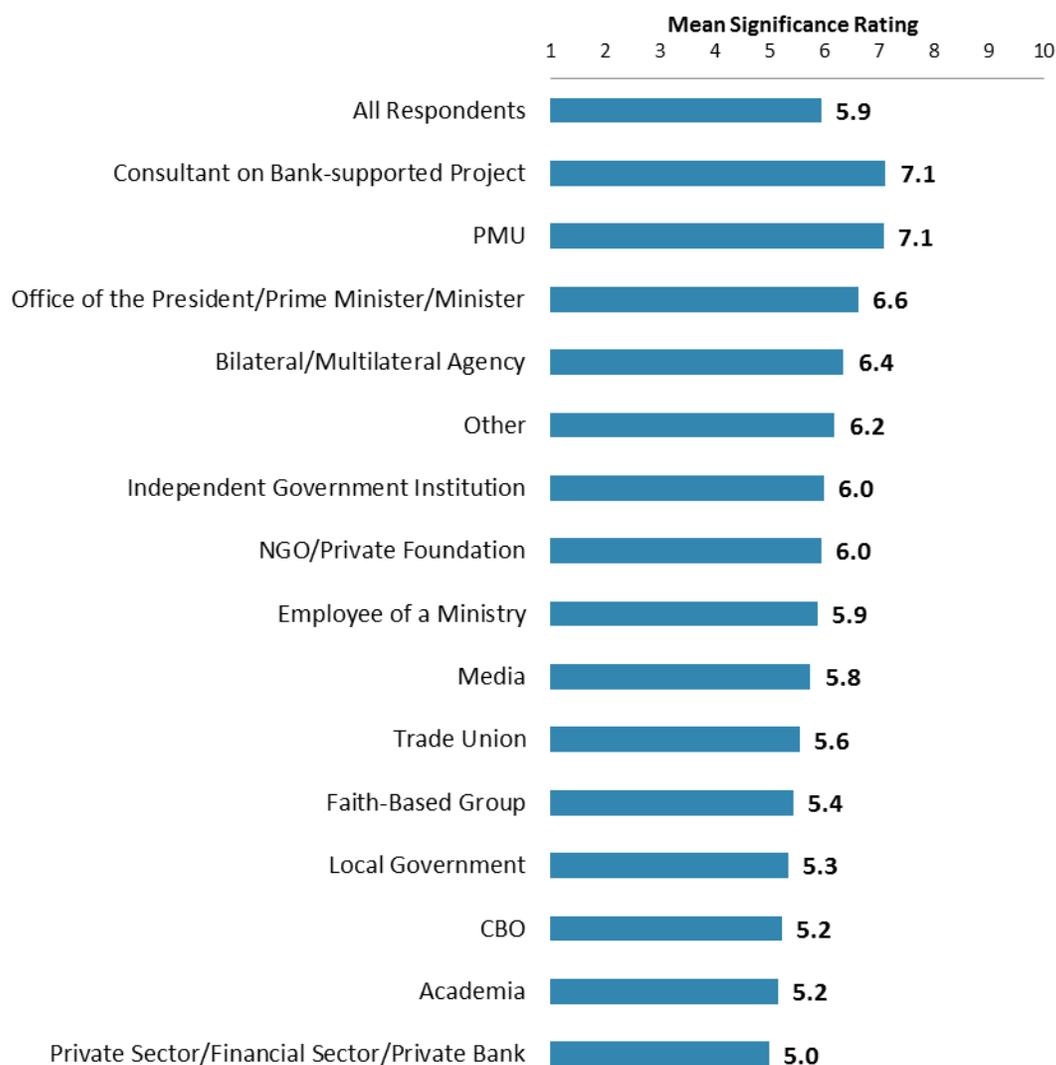


"In Cameroon, to what extent do you believe that the World Bank's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") <sup>1</sup>Indicator Question

## IX. World Bank Knowledge and Instruments (continued)

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

- Consultants on Bank-supported projects and respondents from PMUs gave the highest ratings for the significance of the contribution that the Bank's knowledge work and activities make to development results in Cameroon whereas respondents from CBOs, academia, and the private sector/financial sector/private banks gave significantly lower ratings.
- Respondents across all geographic locations gave statistically similar ratings for the significance of the contribution that the Bank's knowledge work and activities make to development results in Cameroon.

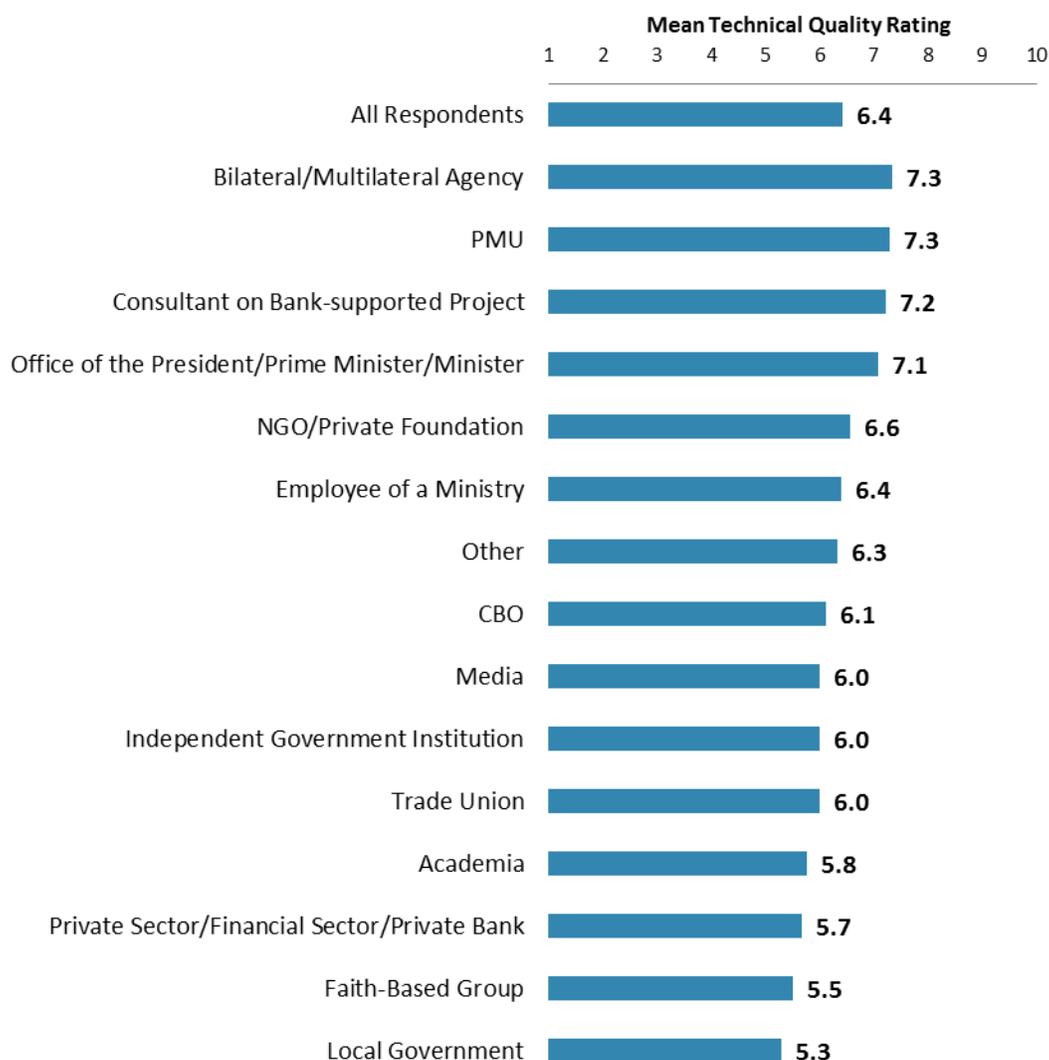


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?  
(1- "Not significant at all", 10- "Very significant")

## IX. World Bank Knowledge and Instruments (continued)

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

- Consultants on Bank-supported projects and respondents from bilateral or multilateral agencies, PMUs, and the office of the President/Prime Minister/Minister gave the highest ratings for the technical quality of the Bank's knowledge work and activities whereas respondents from faith-based groups and local government gave significantly lower ratings.
- Respondents from Yaoundé gave significantly higher ratings for the technical quality of the Bank's knowledge work and activities compared to respondents from other geographic locations.

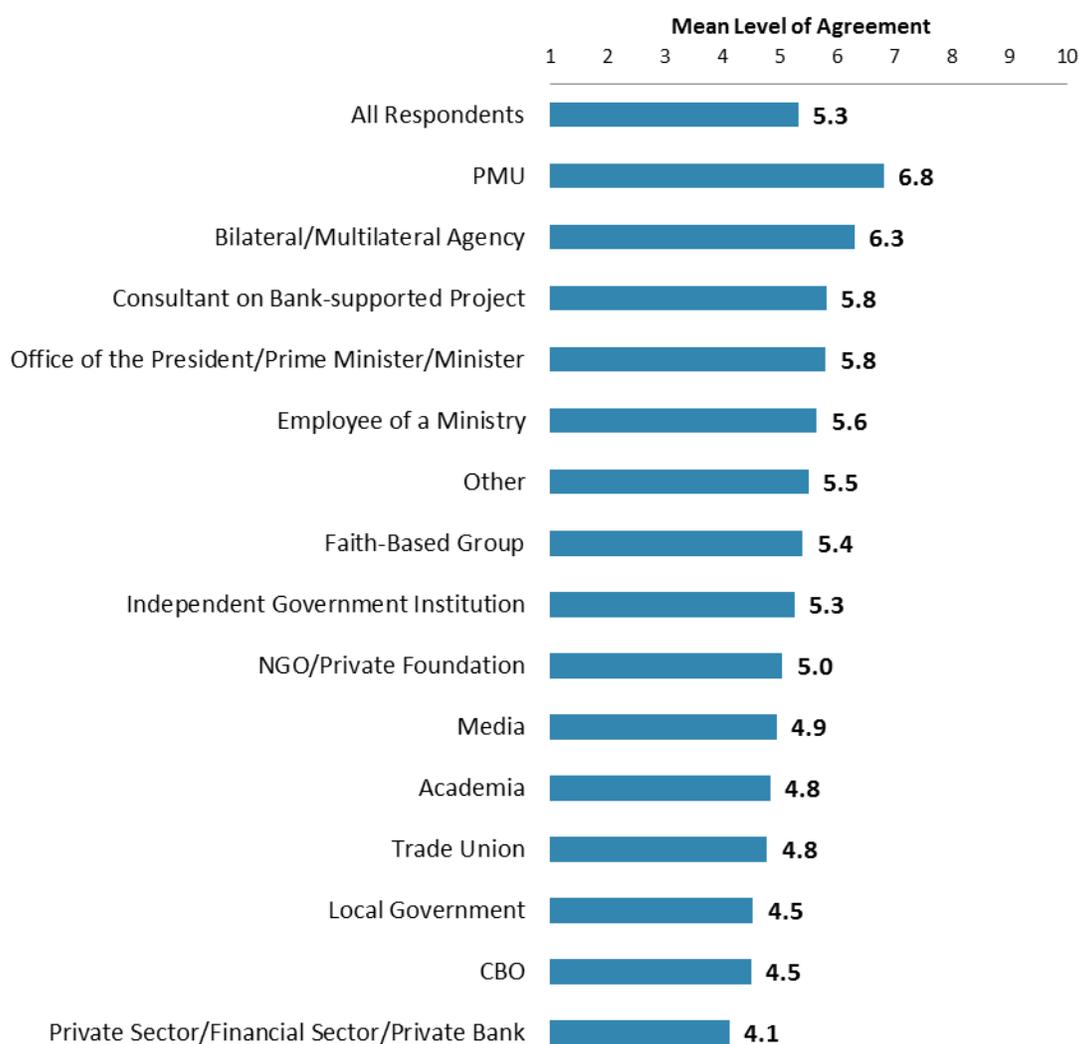


“Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?” (1-“Very low technical quality”, 10-“Very high technical quality”)

## IX. World Bank Knowledge and Instruments (continued)

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

- Respondents from PMUs had the highest levels of agreement that the Bank's financial instruments meet the needs of Cameroon whereas respondents from the private sector/financial sector/private banks had significantly lower levels of agreement.
- Respondents from Yaoundé had significantly higher levels of agreement that the Bank's financial instruments meet the needs of Cameroon compared to respondents from other geographic locations.

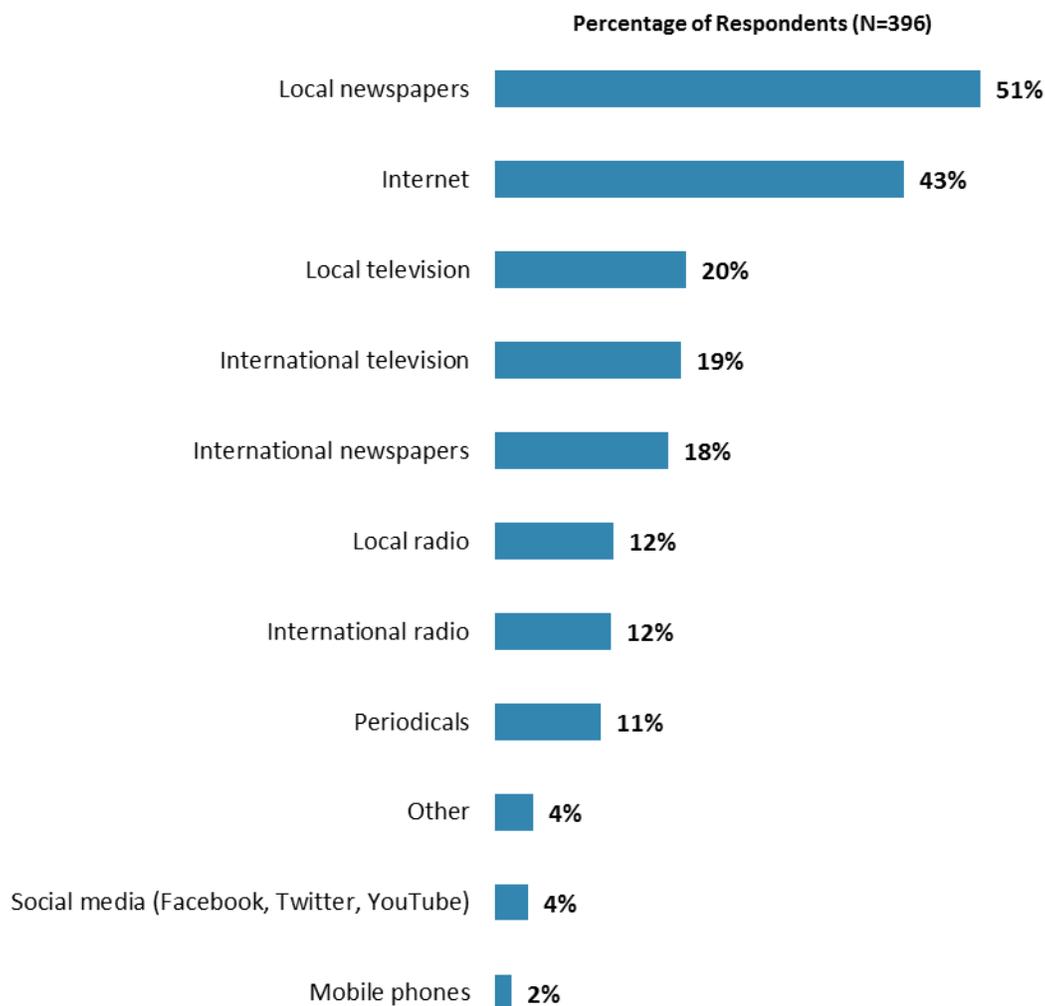


"The World Bank's financial instruments meet the needs of Cameroon"  
(1-"Strongly disagree", 10-"Strongly agree")

## X. Communication and Openness

### Information Sources

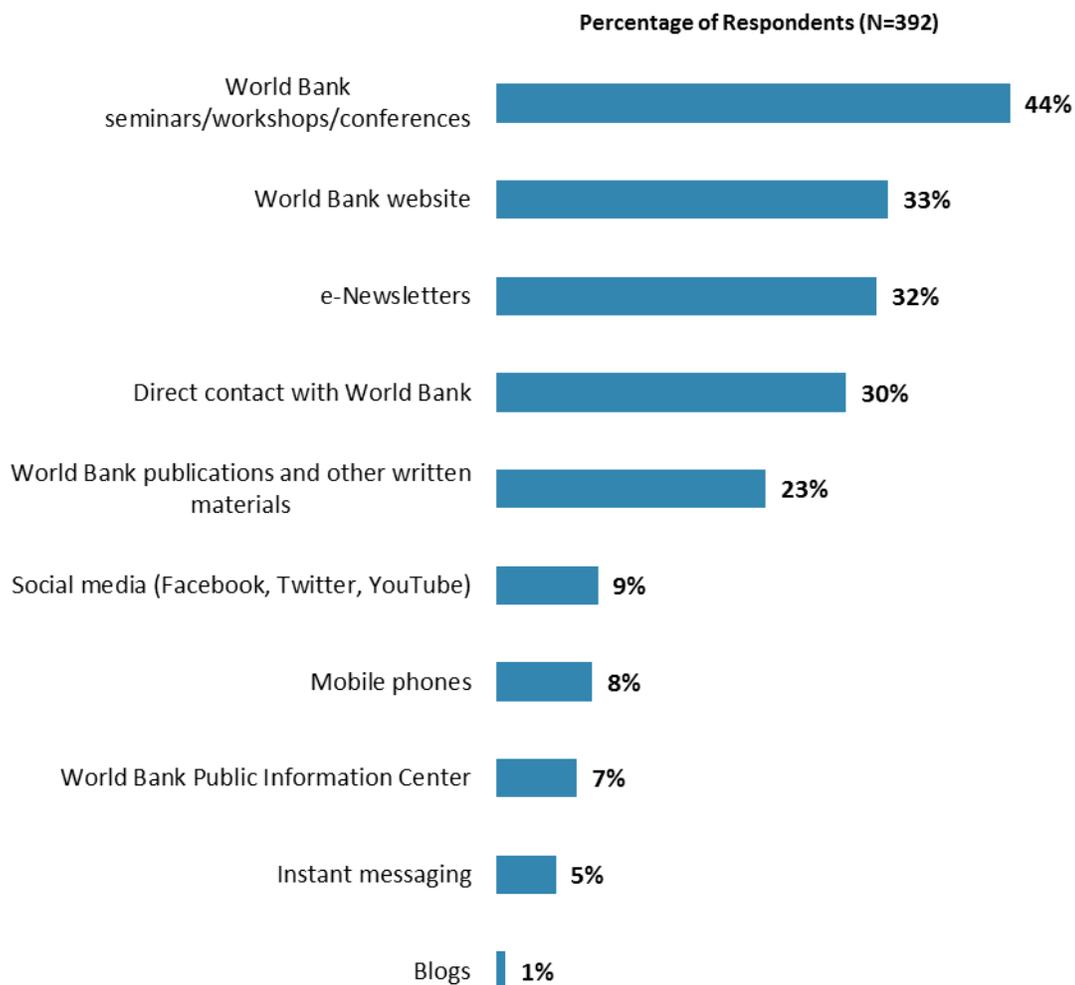
- Respondents in the FY '09 country survey indicated that they got most of their information about economic and social development issues in Cameroon from local newspapers (50%) and the Internet (30%).



“How do you get most of your information about economic and social development issues in Cameroon? (Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

## X. Communication and Openness (continued)

### Preferred Information Sources

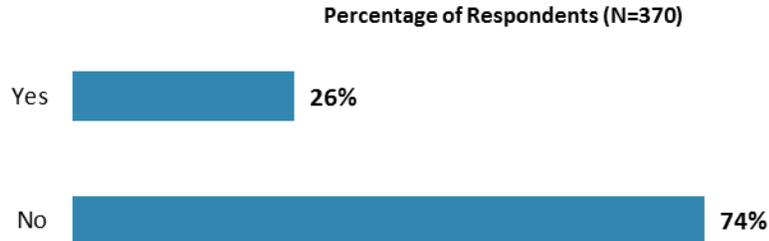


“How would you prefer to receive information from the World Bank ?  
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

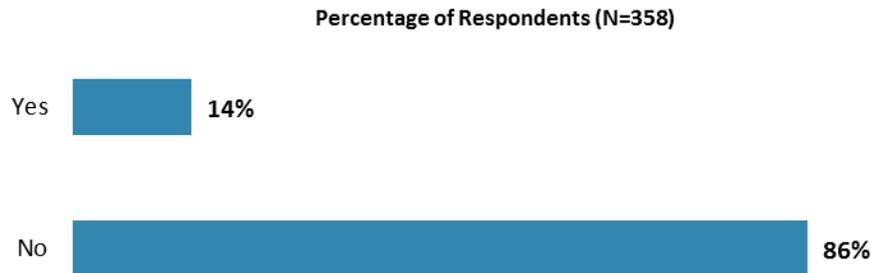
## X. Communication and Openness (continued)

### Access to Information

- Consultants on Bank-supported projects and respondents from independent government institutions and the media were the most likely to be aware of the Bank's Access to Information Policy whereas respondents from CBOs were completely unaware.

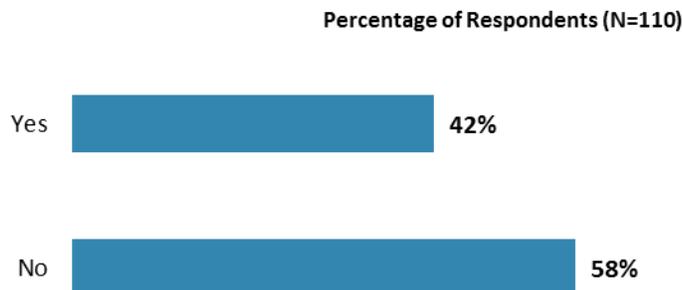


“Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?”



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

- Consultants on Bank-supported projects and respondents from the office of the President/ Prime Minister/Minister, PMUs, bilateral or multilateral agencies, and academia were significantly more likely to have received the information they requested compared to respondents from other stakeholder groups.

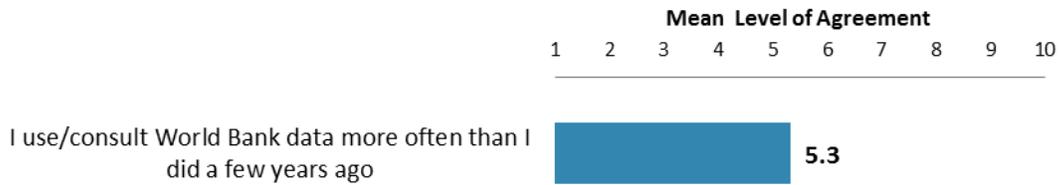


“Were you able to obtain this information?”

## X. Communication and Openness (continued)

### Access to Information (continued)

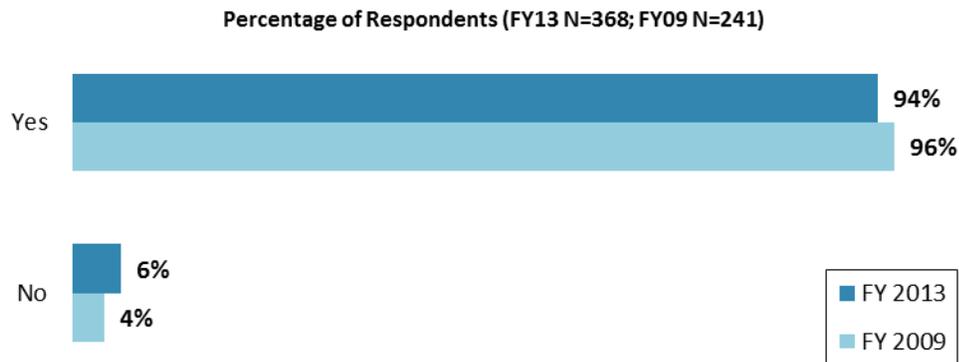
- Consultants on Bank-supported projects and respondents from PMUs had the highest levels of agreement that they use Bank data more often whereas respondents from local government and trade unions had significantly lower levels of agreement.



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

### Internet Access

- Respondents in this year’s country survey indicated statistically similar rates of Internet access compared to respondents from the FY ’09 country survey.
- Respondents from local government were significantly *less* likely to have Internet access compared to respondents from other stakeholder groups.

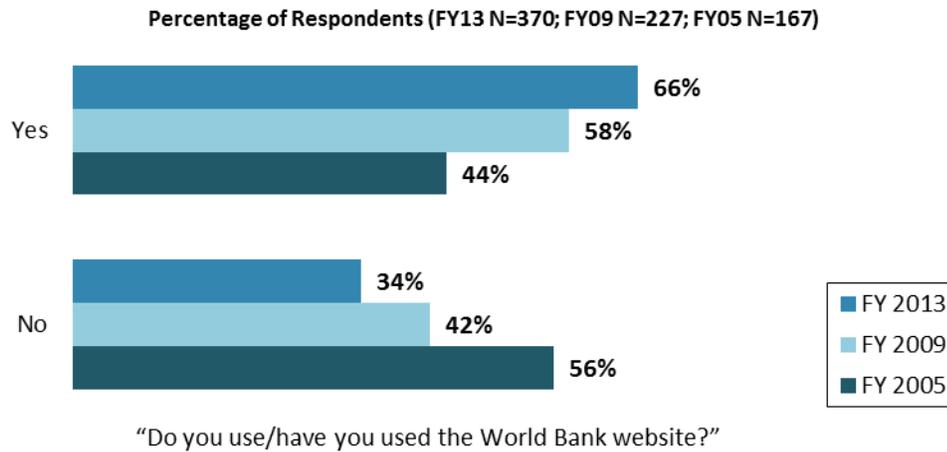


“Do you have access to the Internet:”

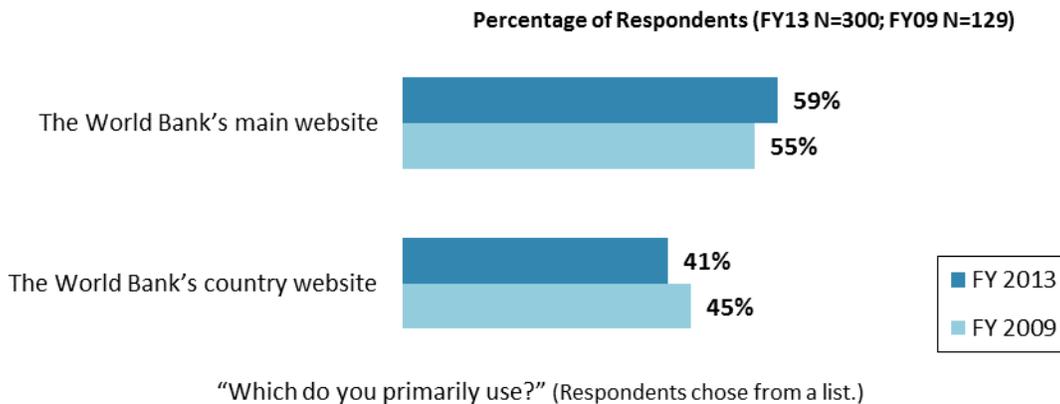
## X. Communication and Openness (continued)

### Website Usage

- Respondents in this year’s survey indicated significantly higher rates of usage for the World Bank’s website compared to respondents from the FY ’05 and FY ’09 surveys.
- Consultants on Bank-supported projects and respondents from PMUs, bilateral or multilateral agencies, the private sector/financial sector/private banks, the media, and independent government institutions were the most likely to have used the World Bank’s websites whereas respondents from local government, CBOs, and trade unions were significantly less likely to have used the World Bank’s websites.



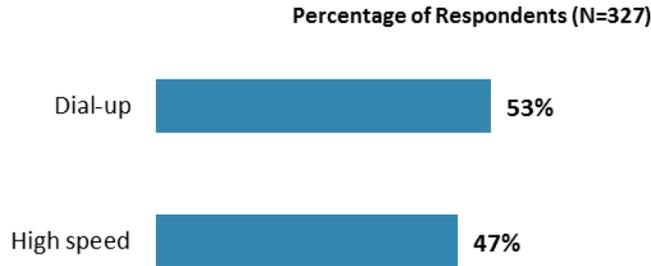
- Respondents in this year’s country survey indicated statistically similar usage for the Bank’s country and main websites compared to respondents from the FY ’09 survey.
- The majority of consultants on Bank-supported projects and respondents from NGOs/private foundations and CBOs indicated that they used the World Bank’s country website, significantly more than respondents from other stakeholder groups.



## X. Communication and Openness (continued)

### Website Usage (continued)

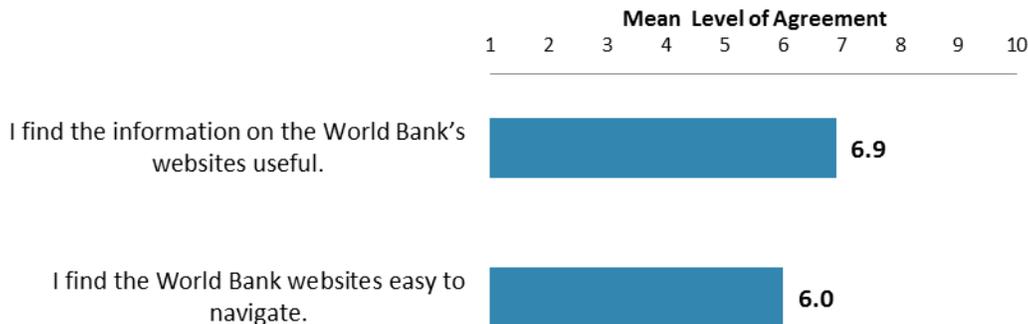
- Consultants on Bank-supported projects and respondents from PMUs, bilateral or multilateral agencies, and independent government institutions were significantly more likely to have used a high speed Internet connection when visiting the World Bank’s websites compared to respondents from other stakeholder groups.



“Which Internet connection do you use primarily when visiting a World Bank website?”  
(Respondents chose from a list.)

### Website Evaluation

- Respondents in this year’s country survey had significantly lower levels of agreement that they find the information on the Bank’s websites useful compared to respondents from the FY ’09 country survey (7.8)
- Consultants on Bank-supported projects and respondents from PMUs, bilateral or multilateral agencies, and independent government institutions had the highest levels of agreement that they find the information on the Bank’s websites useful whereas respondents from local government had significantly lower levels of agreement.
- Consultants on Bank-supported projects had the highest levels of agreement that they find the Bank’s websites easy to navigate whereas respondents from local government had significantly lower levels of agreement.

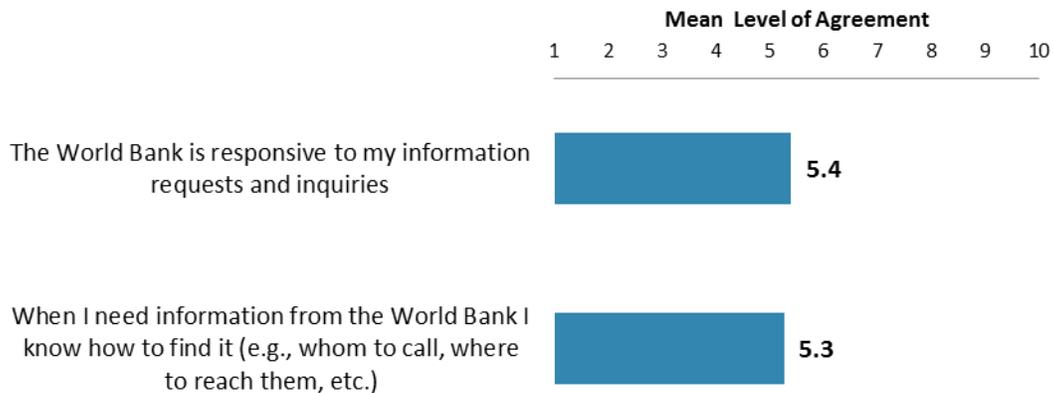


“Please rate how much you agree with the following statements.”  
(1-“Strongly disagree”, 10-“Strongly agree”)

## X. Communication and Openness (continued)

### Information Sharing

- Consultants on Bank-supported projects and respondents from PMUs had the highest levels of agreement that the World Bank is responsive to their information requests whereas respondents from local government and trade unions had significantly lower levels of agreement.
- Respondents from PMUs had the highest levels of agreement that, when they need information from the Bank, they know how to find it whereas respondents from local government and trade unions had significantly lower levels of agreement.



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

## XI. Appendices

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### CAMEROON



## Appendix A: Responses to All Questions across All Respondents (N=403)

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 Cameroon

| 1. In general would you say that Cameroon is headed in...? | Percentage of Respondents (N=385) |
|--|-----------------------------------|
| The right direction  | 49.4%                             |
| The wrong direction  | 14.0%                             |
| Not sure   | 36.6%                             |

| 2. Listed below are a number of development priorities in Cameroon. Please identify which of the following you consider the most important development priorities in Cameroon. (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=393) |
|--|---|
| Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 45.3%   |
| Education  | 27.5%   |
| Anti-corruption  | 26.2%   |
| Health   | 25.2%   |
| Transport (e.g., roads, bridges, transportation)   | 22.1%   |
| Job creation/employment  | 18.3%   |
| Poverty reduction  | 17.0%   |
| Agricultural development   | 13.7%   |
| Energy   | 12.2%   |
| Social protection (e.g., pensions, targeted social assistance)   | 11.7%   |
| Rural development  | 11.2%   |
| Economic growth  | 8.9%  |
| Law and justice (e.g., judicial system)  | 7.9%  |
| Domestic private sector development  | 6.9%  |
| Natural resource management (e.g., oil, gas, mining)   | 6.9%  |
| Basic infrastructure   | 5.6%  |
| Gender equity  | 5.3%  |
| Water and sanitation   | 4.8%  |
| Urban development  | 4.1%  |
| Environmental sustainability   | 3.3%  |
| Equality of opportunity (i.e., equity)   | 3.3%  |
| Food security  | 2.5%  |
| Regulatory framework   | 2.0%  |
| Climate change (e.g., mitigation, adaptation)  | 1.8%  |
| Foreign direct investment  | 1.5%  |
| Information and communications technology  | 1.3%  |
| Global/regional integration  | 1.0%  |
| Trade and exports  | 1.0%  |
| Financial markets  | 0.5%  |
| Disaster management  | 0.5%  |

**A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=402)</b> |
|--|--|
| Job creation/employment  | 34.3%  |
| Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)   | 31.1%  |
| Anti-corruption  | 24.6%  |
| Agricultural development   | 22.6%  |
| Rural development  | 21.1%  |
| Education  | 20.6%  |
| Economic growth  | 17.9%  |
| Transport (e.g., roads, bridges, transportation)   | 15.9%  |
| Basic infrastructure   | 11.9%  |
| Health   | 11.4%  |
| Domestic private sector development  | 9.7%   |
| Natural resource management (e.g., oil, gas, mining)   | 9.7%   |
| Water and sanitation   | 8.7%   |
| Gender equity  | 8.7%   |
| Energy   | 8.7%   |
| Water and sanitation   | 8.7%   |
| Equality of opportunity (i.e., equity)   | 7.7%   |
| Law and justice (e.g., judicial system)  | 7.7%   |
| Equality of opportunity (i.e., equity)   | 7.7%   |
| Social protection (e.g., pensions, targeted social assistance)   | 7.0%   |
| Food security  | 4.7%   |
| Global/regional integration  | 3.5%   |
| Urban development  | 2.2%   |
| Information and communications technology  | 2.0%   |
| Environmental sustainability   | 2.0%   |
| Climate change (e.g., mitigation, adaptation)  | 1.5%   |
| Foreign direct investment  | 1.5%   |
| Regulatory framework   | 1.0%   |
| Financial markets  | 0.7%   |
| Disaster management  | 0.5%   |
| Trade and exports  | 0.5%   |

**A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=401)</b> |
|---|--|
| Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 33.4%  |
| Energy  | 32.2%  |
| Anti-corruption   | 28.4%  |
| Agricultural development  | 25.7%  |
| Domestic private sector development   | 25.4%  |
| Job creation/employment   | 21.9%  |
| Transport (e.g., roads, bridges, transportation)  | 17.0%  |
| Natural resource management (e.g., oil, gas, mining)  | 14.2%  |
| Rural development   | 11.2%  |
| Equality of opportunity (i.e., equity)  | 10.0%  |
| Education   | 9.7%   |
| Foreign direct investment   | 9.2%   |
| Trade and exports   | 9.2%   |
| Basic infrastructure  | 9.2%   |
| Health  | 7.2%   |
| Law and justice (e.g., judicial system)   | 7.0%   |
| Global/regional integration   | 3.5%   |
| Gender equity   | 3.2%   |
| Social protection (e.g., pensions, targeted social assistance)  | 3.2%   |
| Regulatory framework  | 3.2%   |
| Financial markets   | 3.2%   |
| Information and communications technology   | 3.0%   |
| Food security   | 2.7%   |
| Environmental sustainability  | 1.7%   |
| Climate change (e.g., mitigation, adaptation)   | 1.5%   |
| Water and sanitation  | 1.5%   |
| Disaster management   | 0.7%   |
| Urban development   | 0.5%   |

**A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than TWO)</b> | <b>Percentage of Respondents (Responses Combined; N=365)</b> |
|---|--|
| Better employment opportunities for young people  | 41.6%  |
| Education and training that better ensure job opportunity   | 21.9%  |
| Improved access to basic services   | 19.5%  |
| Greater voice and participation for citizens to help ensure greater accountability  | 18.1%  |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)   | 16.2%  |
| Consistent economic growth  | 15.6%  |
| A growing middle class  | 14.8%  |
| Better employment opportunities for women   | 11.8%  |
| Greater access to micro-finance for the poor  | 11.2%  |
| Better quality public services  | 8.8%   |
| Better opportunity for the poor who live in rural areas   | 8.2%   |
| Greater equity of fiscal policy   | 7.7%   |
| Better opportunity for the poor who live in urban areas   | 2.2%   |
| More effective risk management  | 1.4%   |
| Other   | 0.8%   |

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

| <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 in Cameroon?<br>(1-Not familiar at all, 10-Extremely familiar) | 396      | 1         | 5.65        | 2.05      |

| <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's effectiveness in Cameroon. (1-Not effective at all, 10-Very effective) | 369      | 23        | 5.52        | 1.88      |

| <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's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges?<br>(1-To no degree at all, 10-To a very significant degree) | 332      | 55        | 5.86        | 1.99      |

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

| <b>4. When thinking about how the World Bank can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Cameroon? (Choose no more than THREE)</b> | <b>Percentage of Respondents (Responses Combined; N=402)</b> |
|---|--|
| Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 40.0%  |
| Health  | 28.4%  |
| Education   | 26.4%  |
| Transport (e.g., roads, bridges, transportation)  | 23.1%  |
| Poverty reduction   | 17.4%  |
| Agricultural development  | 16.4%  |
| Anti-corruption   | 15.7%  |
| Energy  | 13.4%  |
| Job creation/employment   | 13.2%  |
| Rural development   | 12.4%  |
| Basic infrastructure  | 12.2%  |
| Domestic private sector development   | 10.0%  |
| Economic growth   | 8.2%   |
| Natural resource management (e.g., oil, gas, mining)  | 8.0%   |
| Equality of opportunity (i.e., equity)  | 7.5%   |
| Law and justice (e.g., judicial system)   | 7.5%   |
| Social protection (e.g., pensions, targeted social assistance)  | 7.0%   |
| Gender equity   | 6.0%   |
| Water and sanitation  | 5.0%   |
| Environmental sustainability  | 4.2%   |
| Urban development   | 4.0%   |
| Climate change (e.g., mitigation, adaptation)   | 3.0%   |
| Food security   | 2.7%   |
| Foreign direct investment   | 1.7%   |
| Regulatory framework  | 1.7%   |
| Information and communications technology   | 1.7%   |
| Trade and exports   | 1.2%   |
| Global/regional integration   | 0.7%   |
| Financial markets   | 0.7%   |
| Disaster management   | 0.0%   |

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

| 5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cameroon? | Percentage of Respondents (N=272) |                                |          |
|--|-----------------------------------|--------------------------------|----------|
|  | Greatest Value                    | 2 <sup>nd</sup> Greatest Value | Combined |
| Financial resources: investment lending  | 39.5%                             | 11.8%                          | 51.2%    |
| Financial resources: policy based lending / budget support to the Government   | 19.5%                             | 9.9%                           | 29.4%    |
| Training/capacity building   | 12.1%                             | 15.1%                          | 27.2%    |
| Technical assistance   | 7.7%                              | 15.8%                          | 23.5%    |
| Linkage to non-Bank expertise (i.e., South-South knowledge sharing)  | 4.0%                              | 10.7%                          | 14.7%    |
| Mobilizing third party financial resources   | 5.5%                              | 8.8%                           | 14.3%    |
| Policy advice  | 4.4%                              | 7.4%                           | 11.8%    |
| Studies/analyses   | 2.2%                              | 8.8%                           | 11.0%    |
| Donor coordination   | 1.1%                              | 7.7%                           | 8.8%     |
| Data and information   | 2.9%                              | 1.8%                           | 4.8%     |
| Other  | 1.1%                              | 1.1%                           | 2.2%     |
| Convening/facilitating   | 0.0%                              | 1.1%                           | 1.1%     |

| 6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Cameroon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=391) |
|--|---|
| Not adequately sensitive to political/social realities in Cameroon   | 29.7%   |
| Not collaborating enough with non-state actors   | 24.6%   |
| Too influenced by developed countries  | 23.3%   |
| Not willing to honestly criticize policies and reform efforts in the country   | 21.7%   |
| Staff too inaccessible   | 18.9%   |
| Not enough public disclosure of its work   | 17.1%   |
| World Bank processes too slow and complex  | 14.6%   |
| Imposing technocratic solutions without regard to political realities  | 14.3%   |
| Too bureaucratic in its operational policies and procedures  | 6.9%  |
| Not aligned with country priorities  | 6.6%  |
| Not exploring alternative policy options   | 5.6%  |
| Arrogant in its approach   | 3.8%  |
| Not aligned with other donors' work  | 2.8%  |
| Other  | 2.3%  |
| The credibility of its knowledge/data  | 2.0%  |
| Not client focused   | 0.5%  |

| Global Development Agenda   | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.)?<br>(1-To no degree at all, 10-To a very significant degree) | 374 | 20 | 7.35 | 2.15 |

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

| <b>8. 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=401)</b> |
|---|--|
| Local Government  | 45.1%  |
| NGOs  | 38.4%  |
| Private Sector  | 22.7%  |
| Community-Based Organizations   | 21.7%  |
| Beneficiaries   | 21.4%  |
| Academia/Think Tanks/Research Institutes  | 18.5%  |
| Donor Community   | 9.2%   |
| Media   | 7.5%   |
| Parliament  | 5.2%   |
| Faith-Based Organizations   | 4.0%   |
| Foundations   | 2.0%   |
| Other   | 1.7%   |

| <b>To what extent do you agree with the following statements about the World Bank's work in Cameroon? (1-Strongly disagree, 10-Strongly agree)</b> | <b>Level of Agreement</b> |           |             |           |
|--|---------------------------|-----------|-------------|-----------|
|  | <b>N</b>                  | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 9. Overall the World Bank currently plays a relevant role in development in Cameroon*  | 370                       | 14        | 5.89        | 2.25      |
| 10. The World Bank's work is aligned with what I consider the development priorities for Cameroon *  | 357                       | 18        | 5.37        | 2.21      |
| 11. The World Bank supports programs and strategies that are realistic for Cameroon  | 365                       | 15        | 5.65        | 2.15      |
| 12. The World Bank treats clients and stakeholders in Cameroon with respect  | 322                       | 52        | 5.71        | 2.22      |

| <b>To what extent is the World Bank an effective development partner in Cameroon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b> | <b>Degree</b> |           |             |           |
|---|---------------|-----------|-------------|-----------|
|   | <b>N</b>      | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 13. Responsiveness*   | 305           | 62        | 5.10        | 1.92      |
| 14. Flexibility (in terms of the World Bank's products and services)  | 310           | 59        | 4.82        | 1.86      |
| 15. Flexibility (in terms of changing country circumstances)  | 305           | 62        | 4.99        | 1.86      |
| 16. Being inclusive   | 283           | 80        | 5.45        | 2.02      |
| 17. Openness (sharing data and other information)*  | 333           | 30        | 5.84        | 2.22      |
| 18. Staff accessibility   | 334           | 38        | 4.61        | 2.41      |
| 19. Straightforwardness and honesty   | 305           | 60        | 5.55        | 2.52      |
| 20. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)*   | 332           | 42        | 5.17        | 1.98      |
| 21. Collaboration with the Government*  | 348           | 21        | 7.19        | 2.00      |
| 22. Collaboration with other donors*  | 304           | 62        | 6.67        | 2.09      |
| 23. The speed in which it gets things accomplished on the ground  | 305           | 65        | 4.91        | 1.94      |
| 24. Follow through over time  | 307           | 63        | 5.75        | 2.05      |

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

| <b>25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to?<br/>(Choose no more than TWO)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=390)</b> |
|--|--|
| There is not an adequate level of citizen/civil society participation  | 42.8%  |
| The World Bank is not sensitive enough to political/social realities on the ground   | 36.2%  |
| The Government works inefficiently   | 26.2%  |
| Reforms are not well thought out in light of country challenges  | 26.2%  |
| Political pressures and obstacles  | 22.1%  |
| The World Bank does not do adequate follow through/follow-up   | 13.3%  |
| The World Bank works too slowly  | 11.8%  |
| Lack of/inadequate levels of capacity in Government  | 11.8%  |
| Poor donor coordination  | 6.2%   |
| Other  | 0.8%   |

### C. World Bank Effectiveness and Results

| How effective do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cameroon?<br>(1-Not effective at all, 10-Very effective) | Effectiveness |     |      |      |
|---|---------------|-----|------|------|
|   | N             | DK  | Mean | SD   |
| 1. Anti-corruption  | 343           | 28  | 4.98 | 2.24 |
| 2. Information and communications technology  | 291           | 71  | 5.03 | 1.95 |
| 3. Transport (e.g., roads, bridges, transportation)   | 334           | 32  | 5.72 | 2.05 |
| 4. Law and justice (e.g., judicial system)  | 280           | 77  | 4.67 | 1.95 |
| 5. Urban development  | 315           | 44  | 5.47 | 1.92 |
| 6. Environmental sustainability   | 320           | 40  | 5.78 | 1.94 |
| 7. Regulatory framework   | 279           | 75  | 5.36 | 1.85 |
| 8. Basic infrastructure   | 323           | 34  | 5.44 | 1.99 |
| 9. Poverty reduction  | 334           | 28  | 5.33 | 2.04 |
| 10. Gender equity   | 279           | 75  | 5.05 | 2.25 |
| 11. Domestic private sector development   | 279           | 68  | 4.47 | 1.80 |
| 12. Foreign direct investment   | 253           | 97  | 5.10 | 1.93 |
| 13. Water and sanitation  | 302           | 59  | 5.25 | 1.98 |
| 14. Trade and exports   | 259           | 100 | 4.88 | 1.82 |
| 15. Economic growth   | 314           | 50  | 5.31 | 1.99 |
| 16. Energy  | 324           | 40  | 5.60 | 2.16 |
| 17. Disaster management   | 262           | 93  | 4.77 | 2.07 |
| 18. Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 334           | 27  | 5.38 | 2.17 |
| 19. Job creation/employment   | 311           | 52  | 4.29 | 1.90 |
| 20. Financial markets   | 242           | 110 | 4.53 | 1.86 |
| 21. Equality of opportunity (i.e., equity)  | 273           | 77  | 4.38 | 2.17 |
| 22. Health  | 328           | 29  | 5.73 | 2.08 |
| 23. Rural development   | 330           | 31  | 5.22 | 2.09 |
| 24. Global/regional integration   | 286           | 71  | 5.31 | 2.19 |
| 25. Food security   | 305           | 48  | 5.14 | 2.04 |
| 26. Education   | 329           | 32  | 5.71 | 2.05 |
| 27. Social protection (e.g., pensions, targeted social assistance)  | 278           | 80  | 4.11 | 1.95 |
| 28. Climate change (e.g., mitigation, adaptation)   | 291           | 65  | 5.35 | 2.14 |
| 29. Agricultural development  | 319           | 41  | 5.52 | 2.09 |
| 30. Natural resource management (e.g., oil, gas, mining)  | 303           | 58  | 5.28 | 2.08 |

| Achieving Development Results   | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 31. To what extent does the World Bank's work help to achieve development results in Cameroon?*(1-To no degree at all, 10-To a very significant degree) | 364 | 24 | 5.71 | 1.78 |

**C. World Bank Effectiveness and Results (continued)**

| <b>To what extent do you agree with the following statements about the World Bank Group in Cameroon? (1-Strongly disagree, 10-Strongly agree)</b>                     | <b>N</b> | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
|---|----------|-----------|-------------|-----------|
| 32. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Cameroon* | 357      | 30        | 5.32        | 2.06      |
| 33. The World Bank Group meets Cameroon's needs for knowledge services (e.g., research, analysis, data, technical assistance)*  | 351      | 33        | 5.36        | 1.99      |

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

| <b>1. How frequently do you consult World Bank knowledge work and activities in the work you do?</b> | <b>Percentage of Respondents (N=392)</b> |
|--|--|
| Weekly   | 9.4%                                     |
| Monthly  | 19.1%                                    |
| A few times a year   | 40.3%                                    |
| Rarely   | 24.0%                                    |
| Never  | 7.1%                                     |

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

| <b>2. When thinking about the development challenges in Cameroon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than 3)</b> | <b>Percentage of Respondents (Responses Combined; N=396)</b> |
|---|--|
| Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)  | 44.7%  |
| Education   | 24.5%  |
| Anti-corruption   | 20.2%  |
| Poverty reduction   | 14.9%  |
| Health  | 14.9%  |
| Job creation/employment   | 14.6%  |
| Domestic private sector development   | 14.4%  |
| Transport (e.g., roads, bridges, transportation)  | 14.4%  |
| Agricultural development  | 14.1%  |
| Energy  | 13.1%  |
| Economic growth   | 10.9%  |
| Natural resource management (e.g., oil, gas, mining)  | 10.6%  |
| Rural development   | 10.1%  |
| Social protection (e.g., pensions, targeted social assistance)  | 9.8%   |
| Law and justice (e.g., judicial system)   | 9.1%   |
| Basic infrastructure  | 8.8%   |
| Gender equity   | 6.3%   |
| Urban development   | 5.8%   |
| Water and sanitation  | 5.6%   |
| Climate change (e.g., mitigation, adaptation)   | 4.8%   |
| Environmental sustainability  | 4.5%   |
| Information and communications technology   | 4.3%   |
| Foreign direct investment   | 4.0%   |
| Equality of opportunity (i.e., equity)  | 3.5%   |
| Regulatory framework  | 2.3%   |
| Trade and exports   | 2.0%   |
| Global/regional integration   | 1.8%   |
| Financial markets   | 1.5%   |
| Food security   | 1.5%   |
| Disaster management   | 0.5%   |

| <b>In Cameroon, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)</b> | <b>Level of Effectiveness</b> |           |             |           |
|---|-------------------------------|-----------|-------------|-----------|
|   | <b>N</b>                      | <b>DK</b> | <b>Mean</b> | <b>SD</b> |
| 3. Enhancing your knowledge and/or skills   | 354                           | 27        | 5.31        | 2.12      |
| 4. Contributing to good policy making   | 339                           | 40        | 5.60        | 1.98      |
| 5. Providing support for program implementation   | 358                           | 26        | 6.04        | 1.93      |

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

| In Cameroon, to what extent do you believe that the World Bank's knowledge work and activities:<br>(1-To no degree at all, 10-To a very significant degree) | Degree |    |      |      |
|---|--------|----|------|------|
|   | N      | DK | Mean | SD   |
| 6. Are timely   | 322    | 54 | 4.90 | 1.82 |
| 7. Include appropriate level of stakeholder involvement during preparation  | 347    | 32 | 4.97 | 1.97 |
| 8. Are relevant to Cameroon's development priorities  | 358    | 23 | 5.65 | 1.97 |
| 9. Provide feasible recommendations   | 336    | 37 | 5.63 | 1.99 |
| 10. Are accessible (well written and easy to understand)  | 351    | 27 | 5.58 | 2.00 |
| 11. Are source of relevant information on global good practices   | 345    | 32 | 6.21 | 2.08 |
| 12. Are useful in terms of the work you do  | 351    | 24 | 6.05 | 2.24 |
| 13. Are adequately disseminated   | 346    | 23 | 4.79 | 2.00 |
| 14. Are translated enough into local language   | 324    | 47 | 4.44 | 2.63 |
| 15. Are adaptable to Cameroon's specific development challenges and country circumstances*  | 349    | 30 | 5.77 | 2.16 |

| Overall Evaluations   | N   | DK | Mean | SD   |
|---|-----|----|------|------|
| 16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant) | 362 | 25 | 5.94 | 1.83 |
| 17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)                                | 358 | 27 | 6.42 | 1.80 |

**E. Working with the World Bank**

| To what extent do you agree/disagree with the following statements?<br>(1-Strongly disagree, 10-Strongly agree)                      | Level of Agreement |     |      |      |
|--|--------------------|-----|------|------|
|  | N                  | DK  | Mean | SD   |
| 1. The World Bank disburses funds promptly   | 314                | 64  | 4.45 | 2.04 |
| 2. The World Bank effectively monitors and evaluates the projects and programs it supports   | 364                | 23  | 6.08 | 2.14 |
| 3. The World Bank's approvals and reviews are done in a timely fashion   | 328                | 56  | 5.06 | 1.89 |
| 4. The World Bank's "Safeguard Policy" requirements are reasonable   | 299                | 76  | 5.45 | 2.09 |
| 5. The World Bank's conditions on its lending are reasonable   | 303                | 76  | 5.07 | 2.20 |
| 6. Working with the World Bank increases Cameroon's institutional capacity   | 363                | 23  | 6.18 | 2.17 |
| 7. The World Bank ensures consistency and continuity through staff changes   | 261                | 117 | 5.40 | 2.11 |
| 8. The World Bank's teams and visits are well coordinated  | 294                | 86  | 6.06 | 2.19 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them* | 297                | 83  | 6.24 | 2.04 |
| 10. The World Bank provides effective implementation support (i.e., supervision of projects)   | 339                | 48  | 6.20 | 2.16 |

### F. The Future Role of the World Bank in Cameroon

| The Bank's Role  | N   | DK | Mean | SD   |
|--|-----|----|------|------|
| 1. How significant a role do you believe the World Bank Group SHOULD play in Cameroon's development in the near future?<br>(1-Not a significant role at all, 10-Very significant role) | 385 | 6  | 7.58 | 2.05 |

| 2. Which of the following SHOULD the World Bank do to make itself of greater value in Cameroon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=390) |
|---|---|
| Reach out more to groups outside of government  | 54.4%   |
| Reduce the complexity of obtaining World Bank financing   | 41.0%   |
| Improve the quality of its experts as related to Cameroon's specific challenges   | 35.6%   |
| Provide more adequate data/knowledge/statistics/figures on Cameroon's economy   | 11.3%   |
| Focus primarily on advocacy issues  | 10.8%   |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)                | 10.8%   |
| Work faster   | 10.5%   |
| Offer more innovative financial products  | 8.5%  |
| Offer more innovative knowledge services  | 7.2%  |
| Ensure greater selectivity in its work  | 3.6%  |
| Other   | 1.5%  |
| Increase availability of Fee-Based services   | 0.5%  |

### G. Communication and Information Sharing

| 1. How do you get most of your information about economic and social development issues in Cameroon? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=396) |
|--|---|
| Local newspapers   | 50.8%   |
| Internet   | 42.7%   |
| Local television   | 19.9%   |
| International television   | 19.4%   |
| International newspapers   | 18.2%   |
| Local radio  | 12.4%   |
| International radio  | 12.1%   |
| Periodicals  | 11.1%   |
| Other  | 4.0%  |
| Social media (Facebook, Twitter, YouTube)  | 3.5%  |
| Mobile phones  | 1.8%  |
| Blogs  | 0.3%  |
| Instant messaging  | 0.3%  |

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

| <b>2. How would you prefer to receive information from the World Bank?<br/>(Choose no more than TWO)</b> | <b>Percentage of Respondents<br/>(Responses Combined; N=392)</b> |
|--|--|
| World Bank seminars/workshops/conferences  | 43.9%  |
| World Bank website   | 33.4%  |
| e-Newsletters  | 32.4%  |
| Direct contact with World Bank (i.e., face to face meetings/discussions)                                 | 29.8%  |
| World Bank publications and other written materials  | 23.0%  |
| Social media (Facebook, Twitter, YouTube)  | 8.7%   |
| Mobile phones  | 8.2%   |
| World Bank Public Information Center   | 6.9%   |
| Instant messaging  | 5.1%   |
| Blogs  | 0.8%   |
| Other  | 0.0%   |

| <b>3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?</b> | <b>Percentage of Respondents<br/>(N=370)</b> |
|---|--|
| Yes   | 25.9%  |
| No  | 74.1%  |

| <b>4. Have you requested information from the World Bank on its activities in the past year?</b> | <b>Percentage of Respondents<br/>(N=358)</b> |
|--|--|
| Yes  | 14.0%  |
| No   | 86.0%  |

| <b>5. Were you able to obtain this information?</b> | <b>Percentage of Respondents<br/>(N=110)</b> |
|---|--|
| Yes   | 41.8%  |
| No  | 58.2%  |

| <b>6. Do you have access to the Internet?</b> | <b>Percentage of Respondents<br/>(N=368)</b> |
|---|--|
| Yes   | 94.3%  |
| No  | 5.7%   |

| <b>7. Do you use/have used the World Bank website?</b> | <b>Percentage of Respondents<br/>(N=370)</b> |
|--|--|
| Yes  | 66.2%  |
| No   | 33.8%  |

| <b>8. Which do you primarily use?</b>  | <b>Percentage of Respondents<br/>(N=300)</b> |
|--|--|
| The World Bank's country website<br>( <a href="http://www.worldbank.org/en/country/cameroon">www.worldbank.org/en/country/cameroon</a> ) | 41.3%  |
| The World Bank's main website ( <a href="http://www.worldbank.org">www.worldbank.org</a> )   | 58.7%  |

| <b>9. Which Internet connection do you use primarily when visiting a World Bank website?</b> | <b>Percentage of Respondents<br/>(N=327)</b> |
|--|--|
| Dial-up  | 52.6%  |
| High speed   | 47.4%  |

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

| Please rate how much you agree with the following statements.<br>(1-Strongly disagree, 10-Strongly agree)                | Level of Agreement |    |      |      |
|--|--------------------|----|------|------|
|  | N                  | DK | Mean | SD   |
| 10. I use/consult World Bank data more currently than I did a few years ago  | 344                | 16 | 5.32 | 2.52 |
| 11. I find the World Bank websites easy to navigate.   | 288                | 26 | 6.01 | 2.22 |
| 12. I find the information on the World Bank's websites useful.  | 289                | 22 | 6.91 | 2.12 |
| 13. When I need information from the World Bank I know how to find it<br>(e.g., whom to call, where to reach them, etc.) | 314                | 29 | 5.26 | 2.67 |
| 14. The World Bank is responsive to my information requests and inquiries  | 262                | 70 | 5.40 | 2.53 |

**H. Background Information**

| 1. Which of the following best describes your current position?<br>(Please mark only ONE response) | Percentage of Respondents<br>(N=388) |
|--|--------------------------------------|
| NGO  | 25.3%                                |
| Employee of a Ministry, Ministerial Department or Implementation Agency                            | 20.6%                                |
| Project Management Unit  | 6.2%                                 |
| Media  | 5.4%                                 |
| Other  | 5.2%                                 |
| Academia/Research Institute/Think Tank   | 4.9%                                 |
| Consultant/Contractor working on World Bank-supported Project                                      | 4.4%                                 |
| Private Sector Organization  | 4.1%                                 |
| Local Government Office of Staff   | 3.9%                                 |
| Bilateral Agency   | 3.4%                                 |
| Community-Based Organization   | 2.8%                                 |
| Trade Union  | 2.8%                                 |
| Office of Minister   | 2.3%                                 |
| Faith-Based Group  | 1.8%                                 |
| Office of the President, Prime Minister  | 1.5%                                 |
| Multilateral Agency  | 1.5%                                 |
| Independent Government Institution   | 1.3%                                 |
| Office of Parliamentarian  | .8%                                  |
| Private Foundation   | .8%                                  |
| Judiciary Branch   | .8%                                  |
| Financial Sector/Private Bank  | .3%                                  |

**H. Background Information (continued)**

| <b>2. Please identify the primary specialization of your work.<br/>(Please mark only ONE response)</b> | <b>Percentage of Respondents<br/>(N=377)</b> |
|--|--|
| Public sector governance/Public financial management/anti-corruption                                   | 12.7%  |
| Other  | 11.9%  |
| Education  | 11.4%  |
| Agriculture/ rural development / food security   | 10.9%  |
| Law and justice/regulatory framework   | 8.5%   |
| Health/Communicable/non-communicable diseases  | 6.9%   |
| Natural resource management/environmental sustainability   | 6.6%   |
| Information and communications technology  | 5.0%   |
| Gender equity / equality of opportunity  | 4.8%   |
| Energy   | 4.2%   |
| Urban development  | 3.7%   |
| Social protection  | 3.2%   |
| Job creation/employment  | 2.4%   |
| Transport  | 2.4%   |
| Water and sanitation   | 2.4%   |
| Private sector development/foreign direct investment   | 1.9%   |
| Financial markets/banking  | .8%  |
| Climate change / disaster management   | .3%  |

| <b>3. Currently, do you professionally collaborate/work with the World Bank in your country?</b> | <b>Percentage of Respondents<br/>(N=385)</b> |
|--|--|
| Yes  | 34.5%  |
| No   | 65.5%  |

| <b>4. Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)</b> | <b>Percentage of Respondents<br/>(N=374)</b> |
|---|--|
| Collaborate as part of my professional duties   | 32.4%  |
| Observer  | 32.1%  |
| Engage in World Bank related/sponsored events/activities  | 31.8%  |
| Use World Bank website for information, data, research, etc.  | 31.8%  |
| Use World Bank reports/data   | 31.0%  |

| <b>5. Which best represents your geographic location?</b> | <b>Percentage of Respondents<br/>(N=385)</b> |
|---|--|
| Yaoundé   | 63.1%  |
| Other cities  | 20.8%  |
| Rural areas   | 9.1%   |
| Douala  | 7.0%   |

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

### A. General Issues Facing Cameroon

In general, how would you say that Cameroon is headed in...?\*

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| The right direction       | 92.3%                             | 55.8%                  | 64.7%                                | 72.7% | 13.3%       | 68.4%                            | 29.4%                                   | 46.9%               | 63.6% | 19.0% | 60.0%            | 60.0%       | 14.3%             | 17.6%    | 52.2% |
| The wrong direction       | -                                 | 11.7%                  | 11.8%                                | 4.5%  | 53.3%       | 5.3%                             | 17.6%                                   | 17.3%               | 18.2% | 9.5%  | 20.0%            | 10.0%       | 14.3%             | 11.8%    | 8.7%  |
| Not sure                  | 7.7%                              | 32.5%                  | 23.5%                                | 22.7% | 33.3%       | 26.3%                            | 52.9%                                   | 35.7%               | 18.2% | 71.4% | 20.0%            | 30.0%       | 71.4%             | 70.6%    | 39.1% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses Combined) | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|--|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Social protection*                             | 0.0%                              | 21.8%                  | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 5.9%                                    | 18.8%               | 18.2% | 4.8%  | 0.0%             | 18.2%       | 0.0%              | 10.5%    | 11.5% |
| Transport                                      | 14.3%                             | 17.9%                  | 23.5%                                | 54.2% | 26.7%       | 27.8%                            | 11.8%                                   | 22.9%               | 0.0%  | 19.0% | 20.0%            | 18.2%       | 33.3%             | 26.3%    | 19.2% |
| Public sector governance/reform                | 28.6%                             | 38.5%                  | 47.1%                                | 41.7% | 26.7%       | 61.1%                            | 47.1%                                   | 50.0%               | 45.5% | 42.9% | 60.0%            | 36.4%       | 33.3%             | 47.4%    | 57.7% |
| Global/regional integration                    | 7.1%                              | 0.0%                   | 0.0%                                 | 0.0%  | 6.7%        | 0.0%                             | 0.0%                                    | 1.0%                | 0.0%  | 4.8%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Gender equity*                                 | 21.4%                             | 3.8%                   | 0.0%                                 | 0.0%  | 26.7%       | 0.0%                             | 0.0%                                    | 4.2%                | 0.0%  | 14.3% | 0.0%             | 9.1%        | 0.0%              | 0.0%     | 0.0%  |
| Domestic private sector dev.                   | 14.3%                             | 10.3%                  | 11.8%                                | 0.0%  | 6.7%        | 11.1%                            | 5.9%                                    | 5.2%                | 0.0%  | 4.8%  | 0.0%             | 18.2%       | 0.0%              | 0.0%     | 11.5% |
| Foreign direct investment                      | 7.1%                              | 0.0%                   | 0.0%                                 | 4.2%  | 0.0%        | 0.0%                             | 5.9%                                    | 2.1%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 5.3%     | 0.0%  |
| Water and sanitation                           | 0.0%                              | 9.0%                   | 5.9%                                 | 8.3%  | 0.0%        | 5.6%                             | 5.9%                                    | 3.1%                | 9.1%  | 14.3% | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Anti-corruption                                | 21.4%                             | 28.2%                  | 29.4%                                | 16.7% | 20.0%       | 27.8%                            | 11.8%                                   | 20.8%               | 54.5% | 42.9% | 20.0%            | 27.3%       | 16.7%             | 42.1%    | 30.8% |
| Job creation/employment                        | 35.7%                             | 21.8%                  | 23.5%                                | 12.5% | 13.3%       | 22.2%                            | 11.8%                                   | 13.5%               | 18.2% | 9.5%  | 20.0%            | 9.1%        | 33.3%             | 21.1%    | 23.1% |
| Rural development                              | 7.1%                              | 10.3%                  | 5.9%                                 | 20.8% | 13.3%       | 11.1%                            | 5.9%                                    | 14.6%               | 9.1%  | 4.8%  | 0.0%             | 18.2%       | 16.7%             | 0.0%     | 7.7%  |
| Financial markets                              | 0.0%                              | 1.3%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 5.9%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Urban development                              | 0.0%                              | 6.4%                   | 0.0%                                 | 12.5% | 0.0%        | 0.0%                             | 5.9%                                    | 2.1%                | 9.1%  | 0.0%  | 0.0%             | 9.1%        | 0.0%              | 15.8%    | 0.0%  |
| Environmental sustainability                   | 0.0%                              | 2.6%                   | 5.9%                                 | 4.2%  | 0.0%        | 5.6%                             | 5.9%                                    | 4.2%                | 9.1%  | 0.0%  | 0.0%             | 9.1%        | 0.0%              | 5.3%     | 0.0%  |
| Equality of opportunity                        | 0.0%                              | 6.4%                   | 0.0%                                 | 0.0%  | 6.7%        | 0.0%                             | 0.0%                                    | 2.1%                | 0.0%  | 9.5%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 11.5% |
| Health   | 35.7%                             | 15.4%                  | 17.6%                                | 20.8% | 26.7%       | 33.3%                            | 23.5%                                   | 25.0%               | 45.5% | 33.3% | 20.0%            | 27.3%       | 33.3%             | 31.6%    | 23.1% |
| Education                                      | 42.9%                             | 24.4%                  | 11.8%                                | 25.0% | 33.3%       | 16.7%                            | 41.2%                                   | 25.0%               | 27.3% | 33.3% | 0.0%             | 18.2%       | 66.7%             | 42.1%    | 26.9% |
| Poverty reduction                              | 0.0%                              | 15.4%                  | 23.5%                                | 8.3%  | 26.7%       | 11.1%                            | 29.4%                                   | 15.6%               | 18.2% | 19.0% | 40.0%            | 9.1%        | 33.3%             | 15.8%    | 23.1% |
| Energy*  | 0.0%                              | 14.1%                  | 35.3%                                | 25.0% | 0.0%        | 0.0%                             | 17.6%                                   | 7.3%                | 9.1%  | 9.5%  | 40.0%            | 0.0%        | 0.0%              | 15.8%    | 19.2% |
| Food security                                  | 0.0%                              | 2.6%                   | 0.0%                                 | 4.2%  | 0.0%        | 5.6%                             | 0.0%                                    | 5.2%                | 9.1%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Climate change*                                | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 20.0%       | 0.0%                             | 0.0%                                    | 1.0%                | 0.0%  | 4.8%  | 20.0%            | 9.1%        | 0.0%              | 0.0%     | 0.0%  |
| Agricultural development                       | 7.1%                              | 14.1%                  | 35.3%                                | 12.5% | 13.3%       | 5.6%                             | 17.6%                                   | 17.7%               | 9.1%  | 0.0%  | 0.0%             | 9.1%        | 0.0%              | 5.3%     | 19.2% |
| Trade and exports                              | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 6.7%        | 0.0%                             | 5.9%                                    | 1.0%                | 0.0%  | 4.8%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Economic growth*                               | 21.4%                             | 10.3%                  | 11.8%                                | 8.3%  | 0.0%        | 27.8%                            | 17.6%                                   | 5.2%                | 0.0%  | 4.8%  | 60.0%            | 0.0%        | 16.7%             | 5.3%     | 0.0%  |
| Law and justice                                | 0.0%                              | 3.8%                   | 0.0%                                 | 4.2%  | 0.0%        | 11.1%                            | 5.9%                                    | 15.6%               | 0.0%  | 9.5%  | 0.0%             | 27.3%       | 0.0%              | 5.3%     | 11.5% |
| Regulatory framework                           | 0.0%                              | 1.3%                   | 5.9%                                 | 0.0%  | 0.0%        | 0.0%                             | 5.9%                                    | 4.2%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Basic infrastructure*                          | 28.6%                             | 7.7%                   | 5.9%                                 | 12.5% | 0.0%        | 16.7%                            | 0.0%                                    | 2.1%                | 9.1%  | 0.0%  | 0.0%             | 9.1%        | 0.0%              | 0.0%     | 0.0%  |
| Natural resource management                    | 7.1%                              | 7.7%                   | 0.0%                                 | 4.2%  | 26.7%       | 0.0%                             | 5.9%                                    | 6.3%                | 0.0%  | 9.5%  | 0.0%             | 18.2%       | 16.7%             | 5.3%     | 3.8%  |
| Disaster management                            | 0.0%                              | 2.6%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Information & comm. tech.                      | 0.0%                              | 2.6%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 3.1%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |

\*Significantly different between stakeholder groups

### A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|--|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Water and sanitation*                          | 6.7%                              | 7.5%                   | 0.0%                                 | 33.3% | 6.7%        | 0.0%                             | 0.0%                                    | 7.9%                | 0.0%  | 19.0% | 20.0%            | 0.0%        | 14.3%             | 21.1%    | 0.0%  |
| Equality of opportunity*                       | 6.7%                              | 10.0%                  | 5.9%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 7.9%                | 9.1%  | 23.8% | 20.0%            | 27.3%       | 28.6%             | 0.0%     | 3.8%  |
| Economic growth                                | 6.7%                              | 17.5%                  | 5.9%                                 | 25.0% | 0.0%        | 33.3%                            | 29.4%                                   | 21.8%               | 36.4% | 19.0% | 40.0%            | 0.0%        | 28.6%             | 15.8%    | 3.8%  |
| Climate change                                 | 6.7%                              | 1.3%                   | 0.0%                                 | 0.0%  | 6.7%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 4.8%  | 0.0%             | 9.1%        | 0.0%              | 0.0%     | 3.8%  |
| Global/regional integration*                   | 0.0%                              | 1.3%                   | 0.0%                                 | 0.0%  | 13.3%       | 0.0%                             | 23.5%                                   | 0.0%                | 0.0%  | 14.3% | 0.0%             | 0.0%        | 14.3%             | 5.3%     | 3.8%  |
| Gender equity*                                 | 13.3%                             | 5.0%                   | 5.9%                                 | 4.2%  | 33.3%       | 0.0%                             | 17.6%                                   | 4.0%                | 0.0%  | 23.8% | 20.0%            | 9.1%        | 28.6%             | 21.1%    | 0.0%  |
| Rural development                              | 40.0%                             | 17.5%                  | 23.5%                                | 29.2% | 13.3%       | 27.8%                            | 17.6%                                   | 23.8%               | 27.3% | 9.5%  | 40.0%            | 18.2%       | 0.0%              | 5.3%     | 19.2% |
| Urban development                              | 6.7%                              | 2.5%                   | 5.9%                                 | 8.3%  | 0.0%        | 0.0%                             | 5.9%                                    | 2.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Regulatory framework                           | 0.0%                              | 0.0%                   | 0.0%                                 | 4.2%  | 0.0%        | 0.0%                             | 0.0%                                    | 2.0%                | 9.1%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Basic infrastructure                           | 13.3%                             | 15.0%                  | 17.6%                                | 16.7% | 0.0%        | 27.8%                            | 5.9%                                    | 9.9%                | 9.1%  | 4.8%  | 20.0%            | 0.0%        | 28.6%             | 5.3%     | 11.5% |
| Social protection                              | 6.7%                              | 10.0%                  | 11.8%                                | 0.0%  | 6.7%        | 5.6%                             | 5.9%                                    | 5.9%                | 9.1%  | 9.5%  | 20.0%            | 0.0%        | 0.0%              | 15.8%    | 3.8%  |
| Law and justice                                | 0.0%                              | 10.0%                  | 17.6%                                | 0.0%  | 13.3%       | 5.6%                             | 5.9%                                    | 6.9%                | 0.0%  | 9.5%  | 0.0%             | 0.0%        | 0.0%              | 5.3%     | 23.1% |
| Transport                                      | 13.3%                             | 20.0%                  | 11.8%                                | 33.3% | 20.0%       | 5.6%                             | 11.8%                                   | 15.8%               | 18.2% | 9.5%  | 20.0%            | 0.0%        | 0.0%              | 10.5%    | 19.2% |
| Information and communications technology      | 0.0%                              | 2.5%                   | 5.9%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 2.0%                | 9.1%  | 0.0%  | 0.0%             | 9.1%        | 0.0%              | 0.0%     | 3.8%  |
| Anti-corruption                                | 13.3%                             | 23.8%                  | 29.4%                                | 16.7% | 26.7%       | 27.8%                            | 23.5%                                   | 30.7%               | 27.3% | 23.8% | 0.0%             | 36.4%       | 14.3%             | 15.8%    | 26.9% |
| Domestic private sector development            | 13.3%                             | 13.8%                  | 17.6%                                | 0.0%  | 0.0%        | 11.1%                            | 17.6%                                   | 8.9%                | 9.1%  | 19.0% | 0.0%             | 9.1%        | 0.0%              | 10.5%    | 3.8%  |
| Foreign direct investment                      | 0.0%                              | 1.3%                   | 0.0%                                 | 8.3%  | 0.0%        | 0.0%                             | 5.9%                                    | 2.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Education                                      | 26.7%                             | 17.5%                  | 17.6%                                | 20.8% | 46.7%       | 11.1%                            | 17.6%                                   | 14.9%               | 18.2% | 23.8% | 20.0%            | 36.4%       | 28.6%             | 36.8%    | 23.1% |
| Energy   | 0.0%                              | 8.8%                   | 5.9%                                 | 20.8% | 6.7%        | 0.0%                             | 11.8%                                   | 5.0%                | 18.2% | 4.8%  | 0.0%             | 18.2%       | 28.6%             | 10.5%    | 3.8%  |
| Public sector governance/ reform               | 26.7%                             | 27.5%                  | 5.9%                                 | 16.7% | 40.0%       | 38.9%                            | 41.2%                                   | 29.7%               | 27.3% | 47.6% | 40.0%            | 54.5%       | 0.0%              | 36.8%    | 46.2% |
| Natural resource management                    | 20.0%                             | 10.0%                  | 11.8%                                | 0.0%  | 6.7%        | 0.0%                             | 0.0%                                    | 11.9%               | 9.1%  | 9.5%  | 0.0%             | 18.2%       | 14.3%             | 21.1%    | 7.7%  |
| Environmental sustainability*                  | 0.0%                              | 2.5%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 1.0%                | 9.1%  | 0.0%  | 20.0%            | 0.0%        | 0.0%              | 0.0%     | 11.5% |
| Disaster management                            | 0.0%                              | 1.3%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 3.8%  |
| Health   | 20.0%                             | 6.3%                   | 0.0%                                 | 12.5% | 0.0%        | 22.2%                            | 11.8%                                   | 10.9%               | 27.3% | 4.8%  | 20.0%            | 0.0%        | 0.0%              | 15.8%    | 7.7%  |
| Agricultural development                       | 13.3%                             | 21.3%                  | 35.3%                                | 20.8% | 20.0%       | 16.7%                            | 11.8%                                   | 30.7%               | 18.2% | 4.8%  | 0.0%             | 18.2%       | 28.6%             | 10.5%    | 30.8% |
| Job creation/employment                        | 40.0%                             | 41.3%                  | 41.2%                                | 25.0% | 26.7%       | 61.1%                            | 29.4%                                   | 37.6%               | 9.1%  | 9.5%  | 0.0%             | 27.3%       | 42.9%             | 31.6%    | 34.6% |
| Financial markets                              | 0.0%                              | 2.5%                   | 0.0%                                 | 0.0%  | 6.7%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Trade and exports                              | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 2.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Food security                                  | 6.7%                              | 2.5%                   | 23.5%                                | 4.2%  | 6.7%        | 5.6%                             | 5.9%                                    | 4.0%                | 0.0%  | 4.8%  | 0.0%             | 9.1%        | 0.0%              | 5.3%     | 3.8%  |

\*Significantly different between stakeholder groups

### A. General Issues Facing Cameroon (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 Cameroon?  
(Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Office of<br>President/<br>PM/<br>Minister | Employee<br>of a<br>Ministry | Consultant<br>on Bank-<br>supported<br>Project | PMU   | Local<br>Govt. | Bilateral or<br>Multilateral<br>Agency | Private/<br>Financial<br>Sector/<br>Private Bank | NGO/<br>Private<br>Found. | CBO   | Media | Ind.<br>Govt.<br>Inst. | Trade<br>Union | Faith-<br>Based<br>Group | Academia | Other |
|---|--|------------------------------|--|-------|----------------|--|--|---------------------------|-------|-------|------------------------|----------------|--------------------------|----------|-------|
| Energy  | 33.3%                                      | 34.6%                        | 47.1%  | 58.3% | 6.7%           | 31.6%                                  | 29.4%  | 28.7%                     | 45.5% | 23.8% | 60.0%                  | 36.4%          | 0.0%                     | 31.6%    | 26.9% |
| Gender equity                                     | 6.7%                                       | 2.6%                         | 0.0%   | 4.2%  | 13.3%          | 0.0%                                   | 5.9%   | 2.0%                      | 0.0%  | 4.8%  | 0.0%                   | 0.0%           | 14.3%                    | 0.0%     | 0.0%  |
| Equality of opportunity*                          | 0.0%                                       | 6.4%                         | 5.9%   | 0.0%  | 40.0%          | 0.0%                                   | 11.8%  | 6.9%                      | 9.1%  | 33.3% | 20.0%                  | 0.0%           | 42.9%                    | 21.1%    | 11.5% |
| Social protection                                 | 6.7%                                       | 5.1%                         | 5.9%   | 0.0%  | 0.0%           | 0.0%                                   | 5.9%   | 2.0%                      | 9.1%  | 0.0%  | 0.0%                   | 9.1%           | 0.0%                     | 5.3%     | 3.8%  |
| Global/regional integration                       | 13.3%                                      | 2.6%                         | 0.0%   | 8.3%  | 0.0%           | 0.0%                                   | 0.0%   | 3.0%                      | 0.0%  | 4.8%  | 0.0%                   | 9.1%           | 0.0%                     | 5.3%     | 7.7%  |
| Climate change*                                   | 0.0%                                       | 2.6%                         | 0.0%   | 0.0%  | 6.7%           | 0.0%                                   | 0.0%   | 1.0%                      | 0.0%  | 0.0%  | 0.0%                   | 18.2%          | 0.0%                     | 0.0%     | 0.0%  |
| Anti-corruption                                   | 6.7%                                       | 25.6%                        | 17.6%  | 12.5% | 40.0%          | 26.3%                                  | 23.5%  | 32.7%                     | 27.3% | 38.1% | 20.0%                  | 45.5%          | 28.6%                    | 36.8%    | 30.8% |
| Disaster management                               | 0.0%                                       | 1.3%                         | 0.0%   | 0.0%  | 0.0%           | 0.0%                                   | 0.0%   | 0.0%                      | 0.0%  | 4.8%  | 0.0%                   | 0.0%           | 0.0%                     | 5.3%     | 0.0%  |
| Rural development                                 | 6.7%                                       | 11.5%                        | 5.9%   | 8.3%  | 6.7%           | 0.0%                                   | 0.0%   | 17.8%                     | 18.2% | 4.8%  | 20.0%                  | 18.2%          | 14.3%                    | 5.3%     | 11.5% |
| Foreign direct investment                         | 20.0%                                      | 9.0%                         | 17.6%  | 12.5% | 6.7%           | 15.8%                                  | 17.6%  | 6.9%                      | 9.1%  | 0.0%  | 20.0%                  | 0.0%           | 14.3%                    | 0.0%     | 7.7%  |
| Urban development                                 | 0.0%                                       | 0.0%                         | 0.0%   | 4.2%  | 0.0%           | 0.0%                                   | 0.0%   | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 5.3%     | 0.0%  |
| Water and sanitation                              | 0.0%                                       | 1.3%                         | 0.0%   | 4.2%  | 0.0%           | 0.0%                                   | 0.0%   | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 14.3%                    | 5.3%     | 7.7%  |
| Education   | 13.3%                                      | 7.7%                         | 5.9%   | 8.3%  | 20.0%          | 5.3%                                   | 11.8%  | 8.9%                      | 18.2% | 9.5%  | 0.0%                   | 9.1%           | 28.6%                    | 15.8%    | 7.7%  |
| Information and<br>communications technology      | 0.0%                                       | 3.8%                         | 0.0%   | 0.0%  | 6.7%           | 0.0%                                   | 5.9%   | 3.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 10.5%    | 7.7%  |
| Regulatory framework                              | 0.0%                                       | 5.1%                         | 0.0%   | 4.2%  | 0.0%           | 5.3%                                   | 5.9%   | 2.0%                      | 18.2% | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 3.8%  |
| Trade and exports                                 | 20.0%                                      | 10.3%                        | 5.9%   | 8.3%  | 13.3%          | 5.3%                                   | 11.8%  | 12.9%                     | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 5.3%     | 3.8%  |
| Public sector governance/<br>reform               | 40.0%                                      | 33.3%                        | 35.3%  | 25.0% | 33.3%          | 42.1%                                  | 23.5%  | 31.7%                     | 36.4% | 52.4% | 40.0%                  | 27.3%          | 42.9%                    | 31.6%    | 38.5% |
| Domestic private sector<br>development            | 26.7%                                      | 32.1%                        | 35.3%  | 25.0% | 0.0%           | 42.1%                                  | 23.5%  | 25.7%                     | 18.2% | 23.8% | 40.0%                  | 27.3%          | 0.0%                     | 15.8%    | 15.4% |
| Job creation/employment                           | 13.3%                                      | 20.5%                        | 29.4%  | 20.8% | 13.3%          | 26.3%                                  | 17.6%  | 23.8%                     | 9.1%  | 9.5%  | 20.0%                  | 18.2%          | 42.9%                    | 21.1%    | 11.5% |
| Agricultural development                          | 0.0%                                       | 33.3%                        | 23.5%  | 37.5% | 13.3%          | 36.8%                                  | 5.9%   | 27.7%                     | 27.3% | 28.6% | 20.0%                  | 18.2%          | 28.6%                    | 26.3%    | 15.4% |
| Food security                                     | 6.7%                                       | 1.3%                         | 0.0%   | 0.0%  | 6.7%           | 0.0%                                   | 5.9%   | 2.0%                      | 9.1%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 11.5% |
| Transport   | 26.7%                                      | 12.8%                        | 23.5%  | 41.7% | 26.7%          | 10.5%                                  | 17.6%  | 15.8%                     | 18.2% | 9.5%  | 0.0%                   | 9.1%           | 28.6%                    | 21.1%    | 15.4% |
| Natural resource management                       | 13.3%                                      | 15.4%                        | 17.6%  | 0.0%  | 6.7%           | 10.5%                                  | 29.4%  | 17.8%                     | 0.0%  | 19.0% | 0.0%                   | 18.2%          | 0.0%                     | 5.3%     | 15.4% |
| Environmental sustainability*                     | 0.0%                                       | 0.0%                         | 5.9%   | 0.0%  | 0.0%           | 0.0%                                   | 17.6%  | 0.0%                      | 0.0%  | 4.8%  | 0.0%                   | 9.1%           | 0.0%                     | 5.3%     | 0.0%  |
| Health  | 13.3%                                      | 5.1%                         | 0.0%   | 8.3%  | 13.3%          | 5.3%                                   | 11.8%  | 8.9%                      | 18.2% | 4.8%  | 0.0%                   | 0.0%           | 0.0%                     | 15.8%    | 0.0%  |
| Basic infrastructure*                             | 26.7%                                      | 10.3%                        | 11.8%  | 8.3%  | 0.0%           | 26.3%                                  | 5.9%   | 5.9%                      | 9.1%  | 4.8%  | 40.0%                  | 9.1%           | 0.0%                     | 0.0%     | 11.5% |
| Law and justice*                                  | 6.7%                                       | 2.6%                         | 5.9%   | 0.0%  | 20.0%          | 5.3%                                   | 5.9%   | 5.9%                      | 0.0%  | 19.0% | 0.0%                   | 18.2%          | 0.0%                     | 0.0%     | 26.9% |
| Financial markets                                 | 0.0%                                       | 3.8%                         | 0.0%   | 0.0%  | 6.7%           | 5.3%                                   | 5.9%   | 4.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 5.3%     | 7.7%  |

\*Significantly different between stakeholder groups

### A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined)                                   | Office of<br>President/<br>PM/<br>Minister | Employee<br>of a<br>Ministry | Consultant<br>on Bank-<br>supported<br>Project | PMU   | Local<br>Govt. | Bilateral or<br>Multilateral<br>Agency | Private/<br>Financial<br>Sector/<br>Private Bank | NGO/<br>Private<br>Found. | CBO   | Media | Ind.<br>Govt.<br>Inst. | Trade<br>Union | Faith-<br>Based<br>Group | Academia | Other |
|---|--|------------------------------|--|-------|----------------|--|--|---------------------------|-------|-------|------------------------|----------------|--------------------------|----------|-------|
| Better employment opportunities for young people*                                   | 50.0%                                      | 40.6%                        | 35.3%  | 31.8% | 100.0%         | 27.8%                                  | 52.9%  | 32.6%                     | 33.3% | 50.0% | 20.0%                  | 36.4%          | 66.7%                    | 62.5%    | 28.0% |
| Better employment opportunities for women*  | 14.3%                                      | 2.9%                         | 5.9%   | 0.0%  | 57.1%          | 0.0%                                   | 29.4%  | 5.6%                      | 0.0%  | 38.9% | 20.0%                  | 0.0%           | 66.7%                    | 25.0%    | 12.0% |
| Greater access to micro-finance for the poor  | 7.1%                                       | 7.2%                         | 11.8%  | 18.2% | 7.1%           | 5.6%                                   | 0.0%   | 15.7%                     | 33.3% | 5.6%  | 0.0%                   | 18.2%          | 0.0%                     | 6.3%     | 16.0% |
| Greater voice and participation for citizens to help ensure greater accountability* | 7.1%                                       | 11.6%                        | 11.8%  | 18.2% | 7.1%           | 11.1%                                  | 5.9%   | 28.1%                     | 33.3% | 22.2% | 20.0%                  | 45.5%          | 16.7%                    | 0.0%     | 28.0% |
| Better entrepreneurial opportunities*   | 0.0%                                       | 23.2%                        | 29.4%  | 13.6% | 0.0%           | 27.8%                                  | 5.9%   | 19.1%                     | 0.0%  | 33.3% | 0.0%                   | 0.0%           | 0.0%                     | 12.5%    | 12.0% |
| A growing middle class*   | 21.4%                                      | 15.9%                        | 5.9%   | 18.2% | 0.0%           | 27.8%                                  | 11.8%  | 14.6%                     | 0.0%  | 0.0%  | 60.0%                  | 36.4%          | 16.7%                    | 12.5%    | 8.0%  |
| Better opportunity for the poor who live in rural areas                             | 7.1%                                       | 2.9%                         | 5.9%   | 9.1%  | 7.1%           | 11.1%                                  | 11.8%  | 10.1%                     | 22.2% | 5.6%  | 20.0%                  | 9.1%           | 0.0%                     | 6.3%     | 12.0% |
| Better opportunity for the poor who live in urban areas                             | 0.0%                                       | 0.0%                         | 0.0%   | 9.1%  | 0.0%           | 0.0%                                   | 5.9%   | 1.1%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 6.3%     | 8.0%  |
| Consistent economic growth*   | 35.7%                                      | 14.5%                        | 29.4%  | 31.8% | 7.1%           | 16.7%                                  | 17.6%  | 9.0%                      | 11.1% | 0.0%  | 40.0%                  | 0.0%           | 16.7%                    | 12.5%    | 16.0% |
| More effective risk management  | 0.0%                                       | 2.9%                         | 5.9%   | 4.5%  | 0.0%           | 0.0%                                   | 0.0%   | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 6.3%     | 0.0%  |
| Greater equity of fiscal policy*  | 28.6%                                      | 13.0%                        | 0.0%   | 0.0%  | 0.0%           | 5.6%                                   | 17.6%  | 9.0%                      | 22.2% | 5.6%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Education and training that better ensure job opportunity                           | 7.1%                                       | 27.5%                        | 23.5%  | 31.8% | 7.1%           | 0.0%                                   | 29.4%  | 23.6%                     | 22.2% | 22.2% | 0.0%                   | 18.2%          | 16.7%                    | 25.0%    | 20.0% |
| Improved access to basic services*  | 7.1%                                       | 24.6%                        | 29.4%  | 9.1%  | 7.1%           | 50.0%                                  | 5.9%   | 22.5%                     | 0.0%  | 11.1% | 20.0%                  | 9.1%           | 0.0%                     | 12.5%    | 28.0% |
| Better quality public services  | 14.3%                                      | 11.6%                        | 5.9%   | 4.5%  | 0.0%           | 16.7%                                  | 5.9%   | 7.9%                      | 22.2% | 5.6%  | 0.0%                   | 18.2%          | 0.0%                     | 12.5%    | 8.0%  |
| Other   | 0.0%                                       | 1.4%                         | 0.0%   | 0.0%  | 0.0%           | 0.0%                                   | 0.0%   | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 9.1%           | 0.0%                     | 0.0%     | 4.0%  |

\*Significantly different between stakeholder groups

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

|  | Office of the President/PM/Minister                                |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N  | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | How familiar are you with the work of the World Bank in Cameroon?* | 15   | 5.33                   | 79   | 5.91                                 | 17   | 6.53 | 24   | 6.87             | 15   | 5.33                             | 19   | 6.32                                     | 16   | 5.63                   | 99   | 5.08 | 11   | 5.36  | 20   | 5.65                               | 5    | 7.60        | 11   | 4.45              | 7    | 5.71     | 18   | 5.61  | 26   |

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

|  | Office of the President/PM/Minister  |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N  | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | Overall, please rate your impression of the World Bank's effectiveness in Cameroon.* | 15   | 5.53                   | 73   | 5.75                                 | 16   | 6.06 | 21   | 6.90             | 14   | 5.50                             | 18   | 6.50                                     | 17   | 5.41                   | 93   | 4.88 | 10   | 5.40  | 21   | 5.19                               | 5    | 6.20        | 9    | 4.67              | 7    | 5.29     | 17   | 6.00  | 21   |

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

|  | Office of the President/PM/Minister  |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N  | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | To what extent do you believe the World Bank's staff is well prepared to help Cameroon solve its most complicated development challenges?* | 15   | 6.07                   | 65   | 6.11                                 | 16   | 6.44 | 21   | 7.05             | 14   | 5.21                             | 15   | 7.07                                     | 17   | 5.53                   | 77   | 5.40 | 10   | 5.40  | 18   | 5.78                               | 5    | 6.60        | 10   | 4.10              | 4    | 6.00     | 16   | 5.69  | 18   |

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

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

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

| Percentage of Respondents (Responses Combined) | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|--|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Social protection                              | 6.7%                              | 7.5%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 11.0%               | 27.3% | 4.8%  | 20.0%            | 9.1%        | 14.3%             | 10.5%    | 3.8%  |
| Public sector governance/ reform               | 46.7%                             | 33.8%                  | 64.7%                                | 29.2% | 33.3%       | 52.6%                            | 35.3%                                   | 48.0%               | 27.3% | 57.1% | 40.0%            | 27.3%       | 0.0%              | 26.3%    | 34.6% |
| Transport                                      | 26.7%                             | 22.5%                  | 17.6%                                | 45.8% | 6.7%        | 47.4%                            | 11.8%                                   | 24.0%               | 9.1%  | 19.0% | 20.0%            | 27.3%       | 28.6%             | 21.1%    | 19.2% |
| Poverty reduction                              | 13.3%                             | 21.3%                  | 29.4%                                | 12.5% | 6.7%        | 10.5%                            | 23.5%                                   | 19.0%               | 18.2% | 14.3% | 0.0%             | 27.3%       | 14.3%             | 26.3%    | 11.5% |
| Global/regional integration                    | 0.0%                              | 1.3%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 1.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 14.3%             | 0.0%     | 0.0%  |
| Gender equity                                  | 13.3%                             | 3.8%                   | 0.0%                                 | 0.0%  | 20.0%       | 0.0%                             | 17.6%                                   | 4.0%                | 0.0%  | 9.5%  | 0.0%             | 9.1%        | 0.0%              | 5.3%     | 7.7%  |
| Domestic private sector development            | 20.0%                             | 11.3%                  | 5.9%                                 | 0.0%  | 0.0%        | 21.1%                            | 23.5%                                   | 9.0%                | 0.0%  | 14.3% | 0.0%             | 18.2%       | 0.0%              | 5.3%     | 11.5% |
| Rural development                              | 13.3%                             | 12.5%                  | 11.8%                                | 16.7% | 13.3%       | 10.5%                            | 11.8%                                   | 17.0%               | 36.4% | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 7.7%  |
| Foreign direct investment                      | 0.0%                              | 1.3%                   | 0.0%                                 | 4.2%  | 0.0%        | 5.3%                             | 5.9%                                    | 1.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 14.3%             | 5.3%     | 0.0%  |
| Water and sanitation                           | 0.0%                              | 3.8%                   | 5.9%                                 | 16.7% | 6.7%        | 10.5%                            | 0.0%                                    | 5.0%                | 9.1%  | 4.8%  | 0.0%             | 0.0%        | 0.0%              | 5.3%     | 3.8%  |
| Energy*  | 13.3%                             | 13.8%                  | 23.5%                                | 29.2% | 0.0%        | 15.8%                            | 17.6%                                   | 11.0%               | 36.4% | 0.0%  | 40.0%            | 18.2%       | 0.0%              | 0.0%     | 11.5% |
| Job creation/employment                        | 13.3%                             | 15.0%                  | 23.5%                                | 4.2%  | 20.0%       | 21.1%                            | 0.0%                                    | 7.0%                | 0.0%  | 9.5%  | 0.0%             | 18.2%       | 0.0%              | 15.8%    | 30.8% |
| Financial markets                              | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 3.8%  |
| Urban development                              | 6.7%                              | 8.8%                   | 0.0%                                 | 8.3%  | 0.0%        | 0.0%                             | 5.9%                                    | 4.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 5.3%     | 0.0%  |
| Environmental sustainability                   | 0.0%                              | 6.3%                   | 5.9%                                 | 4.2%  | 6.7%        | 5.3%                             | 0.0%                                    | 5.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 28.6%             | 5.3%     | 0.0%  |
| Equality of opportunity*                       | 0.0%                              | 6.3%                   | 5.9%                                 | 0.0%  | 20.0%       | 0.0%                             | 5.9%                                    | 3.0%                | 0.0%  | 33.3% | 0.0%             | 9.1%        | 28.6%             | 15.8%    | 7.7%  |
| Health*  | 20.0%                             | 26.3%                  | 23.5%                                | 25.0% | 60.0%       | 10.5%                            | 35.3%                                   | 20.0%               | 27.3% | 66.7% | 40.0%            | 27.3%       | 28.6%             | 42.1%    | 19.2% |
| Education                                      | 13.3%                             | 27.5%                  | 5.9%                                 | 29.2% | 46.7%       | 10.5%                            | 29.4%                                   | 23.0%               | 27.3% | 19.0% | 40.0%            | 27.3%       | 57.1%             | 42.1%    | 34.6% |
| Food security                                  | 0.0%                              | 1.3%                   | 5.9%                                 | 0.0%  | 0.0%        | 5.3%                             | 0.0%                                    | 4.0%                | 0.0%  | 0.0%  | 0.0%             | 9.1%        | 0.0%              | 5.3%     | 3.8%  |
| Climate change                                 | 6.7%                              | 2.5%                   | 0.0%                                 | 0.0%  | 6.7%        | 5.3%                             | 0.0%                                    | 3.0%                | 0.0%  | 9.5%  | 0.0%             | 18.2%       | 0.0%              | 0.0%     | 0.0%  |
| Agricultural development                       | 20.0%                             | 20.0%                  | 23.5%                                | 16.7% | 20.0%       | 15.8%                            | 11.8%                                   | 18.0%               | 9.1%  | 4.8%  | 20.0%            | 0.0%        | 57.1%             | 10.5%    | 11.5% |
| Trade and exports*                             | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 11.8%                                   | 0.0%                | 9.1%  | 4.8%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 3.8%  |
| Economic growth*                               | 13.3%                             | 11.3%                  | 11.8%                                | 8.3%  | 0.0%        | 10.5%                            | 5.9%                                    | 5.0%                | 18.2% | 0.0%  | 60.0%            | 9.1%        | 0.0%              | 5.3%     | 3.8%  |
| Law and justice                                | 6.7%                              | 5.0%                   | 5.9%                                 | 0.0%  | 13.3%       | 0.0%                             | 11.8%                                   | 11.0%               | 0.0%  | 9.5%  | 0.0%             | 9.1%        | 14.3%             | 0.0%     | 19.2% |
| Regulatory framework                           | 0.0%                              | 1.3%                   | 0.0%                                 | 4.2%  | 0.0%        | 0.0%                             | 0.0%                                    | 5.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Basic infrastructure                           | 26.7%                             | 12.5%                  | 5.9%                                 | 16.7% | 0.0%        | 26.3%                            | 5.9%                                    | 13.0%               | 18.2% | 4.8%  | 20.0%            | 0.0%        | 0.0%              | 0.0%     | 11.5% |
| Natural resource management                    | 13.3%                             | 7.5%                   | 0.0%                                 | 16.7% | 0.0%        | 10.5%                            | 11.8%                                   | 8.0%                | 0.0%  | 4.8%  | 0.0%             | 9.1%        | 0.0%              | 15.8%    | 7.7%  |
| Anti-corruption                                | 6.7%                              | 12.5%                  | 23.5%                                | 12.5% | 20.0%       | 5.3%                             | 17.6%                                   | 16.0%               | 27.3% | 9.5%  | 0.0%             | 27.3%       | 0.0%              | 31.6%    | 26.9% |
| Information and communications technology      | 0.0%                              | 2.5%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 4.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 3.8%  |
| Disaster management                            | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |

\*Significantly different between stakeholder groups

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

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

| Greatest Value   | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|--|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Percentage of Respondents  |                                   |                        |                                      |       |             |                                  |   |                     |       |       |                  |             |                   |          |       |
| Financial resources: investment lending                                      | 25.0%                             | 44.2%                  | 40.0%                                | 55.0% | 33.3%       | 40.0%                            | 37.5%                                   | 36.9%               | 50.0% | 28.6% | 33.3%            | 25.0%       | 50.0%             | 50.0%    | 23.8% |
| Financial resources: policy based lending / budget support to the Government | 33.3%                             | 19.2%                  | 0.0%                                 | 10.0% | 33.3%       | 20.0%                            | 12.5%                                   | 21.4%               | 0.0%  | 28.6% | 66.7%            | 50.0%       | 0.0%              | 0.0%     | 23.8% |
| Mobilizing third party financial resources*                                  | 16.7%                             | 3.8%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 25.0%                                   | 3.6%                | 16.7% | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 23.8% |
| Technical assistance   | 0.0%                              | 5.8%                   | 10.0%                                | 15.0% | 0.0%        | 6.7%                             | 0.0%                                    | 8.3%                | 0.0%  | 28.6% | 0.0%             | 0.0%        | 0.0%              | 18.2%    | 0.0%  |
| Policy advice*   | 16.7%                             | 3.8%                   | 0.0%                                 | 0.0%  | 33.3%       | 13.3%                            | 0.0%                                    | 1.2%                | 16.7% | 14.3% | 0.0%             | 0.0%        | 25.0%             | 0.0%     | 4.8%  |
| Donor coordination*  | 8.3%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 6.7%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 25.0%       | 0.0%              | 0.0%     | 0.0%  |
| Data and information   | 0.0%                              | 3.8%                   | 10.0%                                | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 3.6%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 18.2%    | 0.0%  |
| Training/capacity building   | 0.0%                              | 15.4%                  | 30.0%                                | 20.0% | 0.0%        | 13.3%                            | 12.5%                                   | 13.1%               | 16.7% | 0.0%  | 0.0%             | 0.0%        | 25.0%             | 9.1%     | 4.8%  |
| Studies/analyses   | 0.0%                              | 0.0%                   | 10.0%                                | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 6.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Convening/facilitating   | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Linkage to non-Bank expertise  | 0.0%                              | 3.8%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 12.5%                                   | 3.6%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 9.1%     | 14.3% |
| Other  | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 2.4%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 4.8%  |

\*Significantly different between stakeholder groups

| 2 <sup>nd</sup> Greatest Value   | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|--|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Percentage of Respondents  |                                   |                        |                                      |       |             |                                  |   |                     |       |       |                  |             |                   |          |       |
| Financial resources: investment lending                                      | 8.3%                              | 9.8%                   | 30.0%                                | 14.3% | 33.3%       | 25.0%                            | 12.5%                                   | 7.2%                | 0.0%  | 16.7% | 0.0%             | 0.0%        | 0.0%              | 18.2%    | 13.6% |
| Financial resources: policy based lending / budget support to the Government | 0.0%                              | 13.7%                  | 20.0%                                | 14.3% | 0.0%        | 12.5%                            | 12.5%                                   | 4.8%                | 16.7% | 0.0%  | 0.0%             | 25.0%       | 25.0%             | 18.2%    | 4.5%  |
| Mobilizing third party financial resources                                   | 0.0%                              | 9.8%                   | 0.0%                                 | 14.3% | 0.0%        | 6.3%                             | 12.5%                                   | 10.8%               | 33.3% | 0.0%  | 33.3%            | 0.0%        | 0.0%              | 9.1%     | 0.0%  |
| Technical assistance   | 8.3%                              | 17.6%                  | 0.0%                                 | 19.0% | 33.3%       | 25.0%                            | 25.0%                                   | 15.7%               | 16.7% | 16.7% | 0.0%             | 25.0%       | 0.0%              | 18.2%    | 9.1%  |
| Policy advice  | 8.3%                              | 3.9%                   | 0.0%                                 | 0.0%  | 0.0%        | 12.5%                            | 12.5%                                   | 9.6%                | 16.7% | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 9.1%     | 18.2% |
| Donor coordination   | 16.7%                             | 5.9%                   | 10.0%                                | 14.3% | 0.0%        | 0.0%                             | 0.0%                                    | 9.6%                | 0.0%  | 0.0%  | 33.3%            | 25.0%       | 25.0%             | 0.0%     | 4.5%  |
| Data and information   | 0.0%                              | 0.0%                   | 0.0%                                 | 0.0%  | 0.0%        | 6.3%                             | 0.0%                                    | 2.4%                | 0.0%  | 16.7% | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Training/capacity building   | 25.0%                             | 19.6%                  | 20.0%                                | 14.3% | 0.0%        | 0.0%                             | 12.5%                                   | 16.9%               | 0.0%  | 50.0% | 0.0%             | 0.0%        | 25.0%             | 9.1%     | 9.1%  |
| Studies/analyses   | 16.7%                             | 9.8%                   | 0.0%                                 | 0.0%  | 0.0%        | 12.5%                            | 12.5%                                   | 10.8%               | 0.0%  | 0.0%  | 33.3%            | 0.0%        | 0.0%              | 18.2%    | 4.5%  |
| Convening/facilitating   | 0.0%                              | 0.0%                   | 0.0%                                 | 4.8%  | 0.0%        | 0.0%                             | 0.0%                                    | 2.4%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 0.0%  |
| Linkage to non-Bank expertise  | 16.7%                             | 9.8%                   | 10.0%                                | 4.8%  | 33.3%       | 0.0%                             | 0.0%                                    | 9.6%                | 16.7% | 0.0%  | 0.0%             | 25.0%       | 25.0%             | 0.0%     | 27.3% |
| Other  | 0.0%                              | 0.0%                   | 10.0%                                | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                    | 0.0%                | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 9.1%  |

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

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

| Percentage of Respondents<br>(Responses Combined)                             | Office of<br>President/<br>PM/<br>Minister |      | Employee<br>of a<br>Ministry |      | Consultant<br>on Bank-<br>supported<br>Project |      | PMU   |      | Local<br>Govt. |      | Bilateral or<br>Multilateral<br>Agency |      | Private/<br>Financial<br>Sector/<br>Private Bank |      | NGO/<br>Private<br>Found. |      | CBO   |      | Media |      | Ind.<br>Govt.<br>Inst. |      | Trade<br>Union |      | Faith-<br>Based<br>Group |      | Academia |      | Other |      |
|---|--|------|------------------------------|------|--|------|-------|------|----------------|------|--|------|--|------|---------------------------|------|-------|------|-------|------|------------------------|------|----------------|------|--------------------------|------|----------|------|-------|------|
|   | N  | Mean | N                            | Mean | N  | Mean | N     | Mean | N              | Mean | N                                      | Mean | N  | Mean | N                         | Mean | N     | Mean | N     | Mean | N                      | Mean | N              | Mean | N                        | Mean | N        | Mean | N     | Mean |
| Staff too inaccessible*   | 13.3%                                      |      | 13.9%                        |      | 12.5%  |      | 0.0%  |      | 40.0%          |      | 5.6%                                   |      | 20.0%  |      | 20.4%                     |      | 50.0% |      | 19.0% |      | 0.0%                   |      | 54.5%          |      | 14.3%                    |      | 22.2%    |      | 8.0%  |      |
| Not exploring alternative policy options                                      | 13.3%                                      |      | 6.3%                         |      | 0.0%   |      | 4.2%  |      | 6.7%           |      | 11.1%                                  |      | 6.7%   |      | 2.0%                      |      | 0.0%  |      | 14.3% |      | 0.0%                   |      | 9.1%           |      | 0.0%                     |      | 5.6%     |      | 8.0%  |      |
| Not adequately sensitive to political/social realities in Cameroon            | 53.3%                                      |      | 40.5%                        |      | 43.8%  |      | 20.8% |      | 40.0%          |      | 16.7%                                  |      | 26.7%  |      | 19.4%                     |      | 20.0% |      | 23.8% |      | 20.0%                  |      | 36.4%          |      | 28.6%                    |      | 44.4%    |      | 28.0% |      |
| Not enough public disclosure of its work                                      | 20.0%                                      |      | 10.1%                        |      | 6.3%   |      | 16.7% |      | 0.0%           |      | 16.7%                                  |      | 13.3%  |      | 23.5%                     |      | 30.0% |      | 19.0% |      | 20.0%                  |      | 9.1%           |      | 14.3%                    |      | 22.2%    |      | 32.0% |      |
| Arrogant in its approach  | 0.0%                                       |      | 5.1%                         |      | 0.0%   |      | 0.0%  |      | 6.7%           |      | 5.6%                                   |      | 6.7%   |      | 4.1%                      |      | 0.0%  |      | 0.0%  |      | 0.0%                   |      | 18.2%          |      | 0.0%                     |      | 0.0%     |      | 4.0%  |      |
| Not aligned with country priorities*  | 0.0%                                       |      | 16.5%                        |      | 0.0%   |      | 8.3%  |      | 0.0%           |      | 0.0%                                   |      | 6.7%   |      | 5.1%                      |      | 0.0%  |      | 4.8%  |      | 40.0%                  |      | 0.0%           |      | 0.0%                     |      | 5.6%     |      | 4.0%  |      |
| The credibility of its knowledge/data*  | 0.0%                                       |      | 1.3%                         |      | 0.0%   |      | 0.0%  |      | 0.0%           |      | 5.6%                                   |      | 13.3%  |      | 0.0%                      |      | 0.0%  |      | 0.0%  |      | 0.0%                   |      | 0.0%           |      | 0.0%                     |      | 5.6%     |      | 0.0%  |      |
| Not willing to honestly criticize policies and reform efforts in the country* | 0.0%                                       |      | 22.8%                        |      | 18.8%  |      | 8.3%  |      | 20.0%          |      | 11.1%                                  |      | 40.0%  |      | 25.5%                     |      | 10.0% |      | 57.1% |      | 0.0%                   |      | 0.0%           |      | 28.6%                    |      | 33.3%    |      | 20.0% |      |
| Too influenced by developed countries   | 26.7%                                      |      | 26.6%                        |      | 6.3%   |      | 16.7% |      | 46.7%          |      | 5.6%                                   |      | 26.7%  |      | 15.3%                     |      | 10.0% |      | 38.1% |      | 40.0%                  |      | 27.3%          |      | 28.6%                    |      | 33.3%    |      | 28.0% |      |
| Imposing technocratic solutions without regard to political realities*        | 46.7%                                      |      | 15.2%                        |      | 12.5%  |      | 20.8% |      | 20.0%          |      | 5.6%                                   |      | 13.3%  |      | 8.2%                      |      | 20.0% |      | 14.3% |      | 20.0%                  |      | 9.1%           |      | 14.3%                    |      | 0.0%     |      | 28.0% |      |
| World Bank processes too slow and complex*                                    | 20.0%                                      |      | 15.2%                        |      | 37.5%  |      | 50.0% |      | 20.0%          |      | 22.2%                                  |      | 6.7%   |      | 10.2%                     |      | 20.0% |      | 4.8%  |      | 0.0%                   |      | 0.0%           |      | 0.0%                     |      | 5.6%     |      | 4.0%  |      |
| Too bureaucratic in its operational policies and procedures*                  | 0.0%                                       |      | 5.1%                         |      | 18.8%  |      | 16.7% |      | 0.0%           |      | 16.7%                                  |      | 6.7%   |      | 8.2%                      |      | 0.0%  |      | 0.0%  |      | 40.0%                  |      | 0.0%           |      | 14.3%                    |      | 5.6%     |      | 0.0%  |      |
| Not aligned with other donors' work*  | 0.0%                                       |      | 2.5%                         |      | 0.0%   |      | 12.5% |      | 0.0%           |      | 27.8%                                  |      | 0.0%   |      | 1.0%                      |      | 0.0%  |      | 0.0%  |      | 0.0%                   |      | 0.0%           |      | 0.0%                     |      | 0.0%     |      | 0.0%  |      |
| Not collaborating enough with non-state actors*                               | 0.0%                                       |      | 12.7%                        |      | 37.5%  |      | 8.3%  |      | 0.0%           |      | 16.7%                                  |      | 13.3%  |      | 53.1%                     |      | 40.0% |      | 0.0%  |      | 0.0%                   |      | 18.2%          |      | 28.6%                    |      | 16.7%    |      | 28.0% |      |
| Not client focused*   | 0.0%                                       |      | 0.0%                         |      | 0.0%   |      | 0.0%  |      | 0.0%           |      | 0.0%                                   |      | 0.0%   |      | 0.0%                      |      | 0.0%  |      | 0.0%  |      | 0.0%                   |      | 0.0%           |      | 14.3%                    |      | 0.0%     |      | 4.0%  |      |
| Other   | 0.0%                                       |      | 1.3%                         |      | 6.3%   |      | 0.0%  |      | 0.0%           |      | 5.6%                                   |      | 0.0%   |      | 2.0%                      |      | 0.0%  |      | 4.8%  |      | 0.0%                   |      | 18.2%          |      | 0.0%                     |      | 0.0%     |      | 4.0%  |      |

\*Significantly different between stakeholder groups

|  | Office of the<br>President/<br>PM/Minister |      | Employee of<br>a Ministry |      | Consultant<br>on Bank-<br>supported<br>Project |      | PMU |      | Local<br>Government |      | Bilateral or<br>Multilateral<br>Agency |      | Private /<br>Financial<br>Sector/<br>Private Bank |      | NGO/Private<br>Foundation |      | CBO |      | Media |      | Independent<br>Government<br>Institution |      | Trade Union |      | Faith-Based<br>Group |      | Academia |      | Other |      |
|--|--|------|---------------------------|------|--|------|-----|------|---------------------|------|--|------|---|------|---------------------------|------|-----|------|-------|------|--|------|-------------|------|----------------------|------|----------|------|-------|------|
|  | N  | Mean | N                         | Mean | N  | Mean | N   | Mean | N                   | Mean | N                                      | Mean | N   | Mean | N                         | Mean | N   | Mean | N     | Mean | N  | Mean | N           | Mean | N                    | Mean | N        | Mean | N     | Mean |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"? | 14   | 7.07 | 72                        | 7.54 | 16   | 7.44 | 24  | 7.92 | 14                  | 5.93 | 18                                     | 7.56 | 17  | 6.35 | 95                        | 7.73 | 10  | 8.10 | 21    | 6.95 | 5  | 8.20 | 9           | 6.22 | 6                    | 8.33 | 16       | 7.06 | 24    | 7.33 |

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

### B. Overall Attitudes toward the World Bank (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 collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined) | Office of President/ PM/ Minister |       | Employee of a Ministry |       | Consultant on Bank-supported Project |       | PMU   |       | Local Govt. |       | Bilateral or Multilateral Agency |       | Private/ Financial Sector/ Private Bank |       | NGO/ Private Found. |      | CBO | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |      |
|--|-----------------------------------|-------|------------------------|-------|--------------------------------------|-------|-------|-------|-------------|-------|----------------------------------|-------|---|-------|---------------------|------|-----|-------|------------------|-------------|-------------------|----------|-------|------|
|  | N                                 | Mean  | N                      | Mean  | N                                    | Mean  | N     | Mean  | N           | Mean  | N                                | Mean  | N                                       | Mean  | N                   | Mean | N   | Mean  | N                | Mean        | N                 | Mean     | N     | Mean |
| NGOs*  | 6.7%                              | 15.2% | 41.2%                  | 8.3%  | 46.7%                                | 15.8% | 23.5% | 82.2% | 27.3%       | 28.6% | 40.0%                            | 45.5% | 14.3%                                   | 26.3% | 34.6%               |      |     |       |                  |             |                   |          |       |      |
| Local Government*                              | 86.7%                             | 48.1% | 47.1%                  | 75.0% | 60.0%                                | 42.1% | 41.2% | 35.6% | 45.5%       | 33.3% | 40.0%                            | 45.5% | 28.6%                                   | 31.6% | 42.3%               |      |     |       |                  |             |                   |          |       |      |
| Beneficiaries                                  | 20.0%                             | 21.5% | 23.5%                  | 37.5% | 6.7%                                 | 36.8% | 11.8% | 22.8% | 27.3%       | 14.3% | 0.0%                             | 9.1%  | 28.6%                                   | 31.6% | 19.2%               |      |     |       |                  |             |                   |          |       |      |
| Private Sector*                                | 20.0%                             | 32.9% | 29.4%                  | 29.2% | 13.3%                                | 36.8% | 47.1% | 10.9% | 9.1%        | 9.5%  | 80.0%                            | 9.1%  | 0.0%                                    | 26.3% | 15.4%               |      |     |       |                  |             |                   |          |       |      |
| Community-Based Organizations*                 | 33.3%                             | 21.5% | 17.6%                  | 12.5% | 20.0%                                | 15.8% | 23.5% | 22.8% | 81.8%       | 23.8% | 0.0%                             | 18.2% | 57.1%                                   | 0.0%  | 15.4%               |      |     |       |                  |             |                   |          |       |      |
| Donor Community*                               | 6.7%                              | 11.4% | 5.9%                   | 12.5% | 13.3%                                | 36.8% | 11.8% | 4.0%  | 9.1%        | 9.5%  | 20.0%                            | 9.1%  | 0.0%                                    | 3.8%  |                     |      |     |       |                  |             |                   |          |       |      |
| Foundations*                                   | 0.0%                              | 0.0%  | 0.0%                   | 0.0%  | 13.3%                                | 0.0%  | 5.9%  | 1.0%  | 0.0%        | 0.0%  | 0.0%                             | 0.0%  | 0.0%                                    | 0.0%  | 0.0%                |      |     |       |                  |             |                   |          |       |      |
| Academia/Think Tanks/Research Institutes*      | 13.3%                             | 21.5% | 17.6%                  | 8.3%  | 20.0%                                | 5.3%  | 17.6% | 10.9% | 0.0%        | 28.6% | 20.0%                            | 18.2% | 42.9%                                   | 57.9% | 23.1%               |      |     |       |                  |             |                   |          |       |      |
| Parliament                                     | 0.0%                              | 11.4% | 0.0%                   | 0.0%  | 0.0%                                 | 0.0%  | 11.8% | 2.0%  | 0.0%        | 4.8%  | 0.0%                             | 0.0%  | 0.0%                                    | 5.3%  | 15.4%               |      |     |       |                  |             |                   |          |       |      |
| Media*   | 6.7%                              | 10.1% | 0.0%                   | 0.0%  | 6.7%                                 | 5.3%  | 0.0%  | 5.0%  | 0.0%        | 42.9% | 0.0%                             | 18.2% | 14.3%                                   | 10.5% | 0.0%                |      |     |       |                  |             |                   |          |       |      |
| Faith-Based Organizations                      | 0.0%                              | 2.5%  | 5.9%                   | 8.3%  | 0.0%                                 | 0.0%  | 0.0%  | 3.0%  | 0.0%        | 4.8%  | 0.0%                             | 9.1%  | 14.3%                                   | 5.3%  | 15.4%               |      |     |       |                  |             |                   |          |       |      |
| Other*   | 0.0%                              | 0.0%  | 5.9%                   | 0.0%  | 0.0%                                 | 0.0%  | 0.0%  | 0.0%  | 0.0%        | 0.0%  | 0.0%                             | 0.0%  | 0.0%                                    | 15.4% |                     |      |     |       |                  |             |                   |          |       |      |

\*Significantly different between stakeholder groups

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

|  | Office of the President/ PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|--|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N                                    | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| Overall the World Bank currently plays a relevant role in development in Cameroon*             | 14                                   | 6.93 | 77                     | 5.64 | 16                                   | 7.06 | 23  | 7.48 | 13               | 5.08 | 19                               | 7.11 | 17                                       | 5.06 | 93                     | 5.60 | 9   | 5.67 | 20    | 5.20 | 5                                  | 6.80 | 9           | 5.22 | 6                 | 5.33 | 18       | 5.44 | 22    | 6.09 |
| The World Bank's work is aligned with what I consider the development priorities for Cameroon* | 14                                   | 6.43 | 74                     | 5.00 | 16                                   | 6.38 | 22  | 7.23 | 13               | 4.77 | 19                               | 6.63 | 17                                       | 4.71 | 86                     | 5.15 | 9   | 4.78 | 20    | 4.85 | 5                                  | 5.80 | 8           | 3.75 | 6                 | 5.67 | 18       | 4.72 | 21    | 5.62 |
| The World Bank supports programs and strategies that are realistic for Cameroon*               | 14                                   | 6.43 | 75                     | 5.41 | 16                                   | 7.12 | 24  | 7.50 | 13               | 4.38 | 19                               | 6.58 | 17                                       | 4.59 | 91                     | 5.43 | 9   | 5.22 | 20    | 5.35 | 5                                  | 5.40 | 8           | 4.13 | 6                 | 5.33 | 17       | 4.65 | 22    | 6.00 |
| The World Bank treats clients and stakeholders in Cameroon with respect*                       | 13                                   | 6.62 | 69                     | 5.43 | 15                                   | 6.13 | 21  | 7.14 | 13               | 4.85 | 17                               | 7.41 | 17                                       | 5.47 | 72                     | 5.63 | 9   | 5.56 | 18    | 4.83 | 3                                  | 5.33 | 9           | 3.56 | 6                 | 5.50 | 13       | 5.62 | 18    | 5.83 |

\*Significantly different between stakeholder groups

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

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

|   | Office of the President/PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|---|-------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|---|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|   | N                                   | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N                                       | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| Responsiveness*   | 10                                  | 5.20 | 62                     | 5.24 | 14                                   | 5.43 | 21  | 6.10 | 15               | 4.33 | 15                               | 5.87 | 17                                      | 4.47 | 73                     | 4.70 | 8   | 4.38 | 19    | 4.89 | 3                                  | 4.33 | 4           | 3.00 | 4                 | 5.00 | 13       | 6.08 | 19    | 5.63 |
| Flexibility (in terms of the World Bank's products and services)* | 10                                  | 5.50 | 69                     | 4.77 | 15                                   | 5.27 | 22  | 6.18 | 14               | 4.14 | 15                               | 5.67 | 16                                      | 4.19 | 72                     | 4.69 | 8   | 3.63 | 19    | 4.74 | 3                                  | 5.00 | 7           | 3.57 | 5                 | 5.20 | 10       | 4.80 | 16    | 4.63 |
| Flexibility (in terms of changing country circumstances)          | 10                                  | 5.20 | 69                     | 4.70 | 14                                   | 5.50 | 19  | 5.79 | 14               | 4.21 | 18                               | 6.06 | 17                                      | 4.59 | 71                     | 5.00 | 8   | 4.38 | 19    | 5.37 | 4                                  | 5.00 | 6           | 3.67 | 3                 | 4.67 | 10       | 5.10 | 16    | 5.00 |
| Being inclusive*  | 10                                  | 5.60 | 61                     | 5.25 | 11                                   | 6.55 | 16  | 7.06 | 14               | 4.07 | 16                               | 6.25 | 16                                      | 4.56 | 66                     | 5.70 | 7   | 5.29 | 19    | 5.16 | 3                                  | 5.00 | 6           | 3.17 | 4                 | 4.50 | 12       | 5.08 | 15    | 5.93 |
| Openness (sharing data and other information)*                    | 12                                  | 5.50 | 72                     | 5.72 | 14                                   | 7.29 | 19  | 7.26 | 12               | 3.92 | 19                               | 6.26 | 17                                      | 5.18 | 83                     | 6.07 | 9   | 4.78 | 19    | 5.63 | 3                                  | 7.33 | 7           | 3.86 | 7                 | 6.00 | 16       | 5.56 | 17    | 6.00 |
| Staff accessibility*  | 11                                  | 5.09 | 70                     | 4.60 | 14                                   | 6.29 | 23  | 6.87 | 14               | 2.71 | 19                               | 6.26 | 17                                      | 4.41 | 80                     | 4.05 | 9   | 3.11 | 17    | 4.71 | 4                                  | 6.00 | 7           | 2.86 | 6                 | 4.17 | 16       | 3.69 | 18    | 5.06 |
| Straightforwardness and honesty*                                  | 9                                   | 5.78 | 66                     | 5.45 | 12                                   | 6.33 | 21  | 7.81 | 14               | 3.07 | 16                               | 7.06 | 16                                      | 4.88 | 75                     | 5.67 | 8   | 6.13 | 18    | 4.89 | 4                                  | 5.25 | 6           | 4.17 | 4                 | 3.75 | 15       | 3.93 | 14    | 6.21 |
| Collaboration with groups outside of the Government               | 10                                  | 6.00 | 68                     | 5.38 | 11                                   | 5.91 | 19  | 6.37 | 14               | 5.07 | 17                               | 5.76 | 17                                      | 4.88 | 88                     | 4.69 | 9   | 4.89 | 19    | 5.05 | 1                                  | 5.00 | 7           | 3.57 | 5                 | 5.20 | 15       | 5.47 | 22    | 5.32 |
| Collaboration with the Government*                                | 14                                  | 7.21 | 71                     | 6.94 | 15                                   | 7.80 | 22  | 8.36 | 14               | 5.36 | 18                               | 7.67 | 16                                      | 5.75 | 85                     | 7.86 | 9   | 7.22 | 18    | 5.89 | 4                                  | 7.50 | 7           | 5.86 | 6                 | 7.17 | 17       | 7.29 | 22    | 6.64 |
| Collaboration with other donors*                                  | 13                                  | 7.23 | 66                     | 6.65 | 13                                   | 7.31 | 20  | 7.30 | 12               | 4.92 | 18                               | 6.94 | 16                                      | 5.69 | 67                     | 6.94 | 8   | 7.13 | 18    | 5.11 | 2                                  | 6.50 | 6           | 6.17 | 6                 | 7.00 | 13       | 6.77 | 18    | 7.22 |
| The speed in which it gets things accomplished on the ground*     | 10                                  | 5.20 | 67                     | 5.12 | 14                                   | 5.50 | 22  | 6.77 | 15               | 4.20 | 15                               | 5.80 | 17                                      | 4.76 | 66                     | 4.47 | 8   | 4.25 | 19    | 4.42 | 3                                  | 4.67 | 7           | 3.00 | 4                 | 5.50 | 14       | 4.07 | 16    | 4.88 |
| Follow through over time*   | 11                                  | 5.64 | 68                     | 5.79 | 15                                   | 6.27 | 22  | 7.32 | 15               | 4.60 | 17                               | 6.41 | 15                                      | 5.13 | 68                     | 5.37 | 9   | 5.56 | 17    | 6.06 | 4                                  | 5.50 | 6           | 3.33 | 3                 | 5.00 | 11       | 5.55 | 18    | 6.22 |

\*Significantly different between stakeholder groups

When World Bank 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 President/PM/Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/Private Bank | NGO/Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|--|---------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|--|--------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| The World Bank works too slowly  | 7.1%                            | 11.3%                  | 18.8%                                | 9.5%  | 14.3%       | 15.8%                            | 5.9%                                   | 11.1%              | 10.0% | 4.8%  | 40.0%            | 9.1%        | 14.3%             | 5.6%     | 12.5% |
| The Government works inefficiently*  | 14.3%                           | 21.3%                  | 56.3%                                | 28.6% | 0.0%        | 57.9%                            | 11.8%                                  | 24.2%              | 50.0% | 23.8% | 20.0%            | 9.1%        | 28.6%             | 44.4%    | 29.2% |
| There is not an adequate level of citizen/civil society participation*             | 28.6%                           | 30.0%                  | 43.8%                                | 19.0% | 28.6%       | 31.6%                            | 35.3%                                  | 67.7%              | 50.0% | 19.0% | 40.0%            | 54.5%       | 57.1%             | 44.4%    | 54.2% |
| Poor donor coordination  | 0.0%                            | 12.5%                  | 6.3%                                 | 14.3% | 7.1%        | 10.5%                            | 0.0%                                   | 2.0%               | 0.0%  | 4.8%  | 0.0%             | 0.0%        | 0.0%              | 11.1%    | 8.3%  |
| The World Bank does not do adequate follow through/follow-up                       | 21.4%                           | 13.8%                  | 12.5%                                | 9.5%  | 7.1%        | 10.5%                            | 11.8%                                  | 14.1%              | 20.0% | 9.5%  | 0.0%             | 9.1%        | 0.0%              | 16.7%    | 16.7% |
| Lack of/inadequate levels of capacity in Government                                | 35.7%                           | 13.8%                  | 6.3%                                 | 19.0% | 14.3%       | 21.1%                            | 17.6%                                  | 5.1%               | 0.0%  | 14.3% | 0.0%             | 0.0%        | 0.0%              | 11.1%    | 8.3%  |
| Political pressures and obstacles  | 14.3%                           | 23.8%                  | 0.0%                                 | 38.1% | 14.3%       | 36.8%                            | 17.6%                                  | 22.2%              | 10.0% | 23.8% | 0.0%             | 18.2%       | 14.3%             | 22.2%    | 20.8% |
| Reforms are not well thought out in light of country challenges*                   | 28.6%                           | 28.8%                  | 12.5%                                | 23.8% | 57.1%       | 5.3%                             | 47.1%                                  | 17.2%              | 20.0% | 47.6% | 40.0%            | 45.5%       | 28.6%             | 22.2%    | 20.8% |
| The World Bank is not sensitive enough to political/social realities on the ground | 42.9%                           | 38.8%                  | 37.5%                                | 28.6% | 57.1%       | 5.3%                             | 52.9%                                  | 35.4%              | 40.0% | 52.4% | 40.0%            | 54.5%       | 57.1%             | 22.2%    | 25.0% |
| Other  | 0.0%                            | 1.3%                   | 6.3%                                 | 0.0%  | 0.0%        | 0.0%                             | 0.0%                                   | 0.0%               | 0.0%  | 0.0%  | 0.0%             | 0.0%        | 0.0%              | 0.0%     | 4.2%  |

\*Significantly different between stakeholder groups

### C. World Bank Effectiveness and Results

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

|  | Office of the President/ PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--------------------------------------|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N                                    | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | Anti-corruption                      | 10   | 5.40                   | 72   | 5.19                                 | 11   | 4.64 | 20   | 6.40             | 14   | 4.71                             | 15   | 5.40                                     | 17   | 3.94                   | 87   | 4.86 | 9    | 6.33  | 18   | 4.83                               | 2    | 5.00        | 10   | 4.60              | 6    | 4.50     | 18   | 4.28  | 22   |
| Information and communications technology* | 5                                    | 5.60 | 58                     | 5.03 | 10                                   | 5.20 | 17   | 6.41 | 14               | 5.43 | 10                               | 5.50 | 16                                       | 4.13 | 76                     | 5.12 | 7    | 4.86 | 18    | 4.44 | 3                                  | 4.00 | 8           | 3.63 | 5                 | 6.40 | 17       | 4.06 | 15    | 5.40 |
| Transport*                                 | 13                                   | 6.46 | 65                     | 5.42 | 11                                   | 6.27 | 22   | 7.05 | 13               | 5.92 | 15                               | 7.20 | 17                                       | 4.41 | 81                     | 5.67 | 8    | 5.13 | 19    | 5.84 | 3                                  | 7.00 | 10          | 4.20 | 5                 | 5.80 | 18       | 4.72 | 23    | 6.48 |
| Law and justice                            | 7                                    | 5.14 | 54                     | 4.65 | 11                                   | 4.55 | 13   | 5.62 | 13               | 5.54 | 11                               | 4.27 | 15                                       | 4.07 | 69                     | 4.42 | 8    | 5.25 | 20    | 4.70 | 1                                  | 7.00 | 9           | 4.00 | 4                 | 5.50 | 17       | 4.41 | 18    | 4.56 |
| Urban development*                         | 11                                   | 6.09 | 62                     | 5.32 | 12                                   | 5.92 | 17   | 7.29 | 14               | 5.71 | 12                               | 6.08 | 15                                       | 4.53 | 79                     | 5.44 | 8    | 4.75 | 18    | 5.33 | 2                                  | 6.00 | 10          | 4.40 | 5                 | 5.00 | 18       | 5.11 | 20    | 5.65 |
| Environmental sustainability*              | 11                                   | 6.27 | 64                     | 5.92 | 12                                   | 5.92 | 21   | 7.52 | 13               | 5.85 | 15                               | 6.80 | 17                                       | 5.18 | 75                     | 5.53 | 8    | 5.13 | 19    | 5.00 | 3                                  | 5.67 | 9           | 4.11 | 7                 | 5.29 | 17       | 5.00 | 18    | 6.28 |
| Regulatory framework*                      | 9                                    | 5.33 | 58                     | 5.48 | 10                                   | 5.60 | 15   | 7.20 | 13               | 5.54 | 11                               | 5.73 | 14                                       | 5.29 | 71                     | 5.18 | 7    | 4.86 | 17    | 4.59 | 2                                  | 4.00 | 9           | 3.89 | 3                 | 5.33 | 14       | 5.00 | 16    | 5.88 |
| Basic infrastructure*                      | 11                                   | 5.91 | 69                     | 5.59 | 12                                   | 5.50 | 20   | 7.00 | 13               | 5.62 | 13                               | 6.77 | 17                                       | 4.71 | 76                     | 5.16 | 8    | 5.75 | 18    | 5.00 | 2                                  | 7.50 | 9           | 4.11 | 7                 | 5.71 | 18       | 4.78 | 19    | 5.42 |
| Poverty reduction*                         | 11                                   | 6.36 | 65                     | 5.35 | 12                                   | 5.58 | 22   | 7.09 | 13               | 5.23 | 15                               | 6.60 | 17                                       | 4.41 | 83                     | 5.18 | 8    | 5.37 | 19    | 4.63 | 4                                  | 5.75 | 10          | 3.30 | 6                 | 5.00 | 19       | 4.21 | 20    | 5.90 |
| Gender equity*                             | 8                                    | 5.37 | 61                     | 5.46 | 11                                   | 5.64 | 17   | 6.82 | 13               | 3.00 | 9                                | 6.22 | 16                                       | 3.25 | 68                     | 5.16 | 7    | 4.14 | 18    | 4.06 | 2                                  | 3.50 | 9           | 3.89 | 5                 | 5.20 | 12       | 4.00 | 14    | 6.00 |
| Domestic private sector development*       | 11                                   | 5.18 | 55                     | 4.75 | 11                                   | 4.18 | 15   | 5.80 | 13               | 3.54 | 11                               | 5.64 | 14                                       | 3.86 | 63                     | 4.33 | 7    | 3.71 | 18    | 3.94 | 3                                  | 4.00 | 10          | 3.30 | 4                 | 4.25 | 16       | 3.38 | 17    | 5.24 |
| Foreign direct investment*                 | 9                                    | 5.22 | 53                     | 5.68 | 9                                    | 4.56 | 14   | 6.36 | 13               | 4.77 | 9                                | 5.44 | 14                                       | 4.00 | 54                     | 5.06 | 8    | 5.25 | 15    | 4.53 | 2                                  | 4.00 | 9           | 4.22 | 4                 | 5.25 | 15       | 3.80 | 16    | 6.13 |
| Water and sanitation*                      | 11                                   | 5.27 | 64                     | 5.38 | 11                                   | 5.55 | 19   | 6.74 | 14               | 5.43 | 11                               | 5.82 | 16                                       | 4.25 | 75                     | 5.13 | 7    | 4.86 | 15    | 5.20 | 2                                  | 6.00 | 9           | 3.78 | 7                 | 5.29 | 17       | 4.47 | 16    | 6.00 |
| Trade and exports*                         | 9                                    | 4.89 | 51                     | 5.06 | 9                                    | 4.56 | 12   | 6.00 | 13               | 5.46 | 7                                | 5.43 | 15                                       | 4.00 | 67                     | 4.90 | 7    | 4.86 | 15    | 4.87 | 2                                  | 4.50 | 10          | 2.80 | 3                 | 5.33 | 15       | 4.47 | 14    | 5.71 |
| Economic growth*                           | 11                                   | 5.64 | 68                     | 5.44 | 11                                   | 5.64 | 18   | 7.06 | 13               | 5.38 | 13                               | 6.08 | 16                                       | 4.38 | 74                     | 5.23 | 9    | 5.33 | 18    | 4.67 | 3                                  | 4.67 | 10          | 3.40 | 5                 | 5.00 | 18       | 4.83 | 16    | 5.88 |
| Energy*                                    | 11                                   | 5.73 | 64                     | 5.58 | 13                                   | 6.31 | 24   | 7.21 | 13               | 5.38 | 14                               | 6.64 | 17                                       | 4.71 | 79                     | 5.53 | 6    | 6.00 | 18    | 5.61 | 4                                  | 5.00 | 9           | 3.67 | 7                 | 5.00 | 15       | 4.47 | 20    | 6.15 |
| Disaster management*                       | 8                                    | 5.88 | 56                     | 5.00 | 11                                   | 4.18 | 15   | 5.93 | 14               | 5.43 | 8                                | 6.63 | 16                                       | 4.37 | 58                     | 4.05 | 7    | 4.00 | 18    | 4.83 | 2                                  | 4.00 | 9           | 3.67 | 5                 | 5.20 | 15       | 4.67 | 13    | 5.85 |
| Public sector governance/ reform*          | 11                                   | 5.64 | 71                     | 5.51 | 12                                   | 5.42 | 19   | 6.68 | 13               | 5.31 | 15                               | 6.13 | 15                                       | 5.20 | 83                     | 5.40 | 7    | 5.43 | 20    | 4.45 | 4                                  | 6.75 | 10          | 3.70 | 5                 | 5.20 | 19       | 4.37 | 20    | 5.50 |
| Job creation/employment*                   | 11                                   | 4.91 | 70                     | 4.73 | 11                                   | 4.82 | 21   | 5.52 | 14               | 4.71 | 10                               | 4.60 | 15                                       | 3.60 | 71                     | 3.70 | 8    | 3.63 | 19    | 4.16 | 2                                  | 2.50 | 10          | 2.90 | 5                 | 4.60 | 17       | 3.76 | 17    | 5.18 |
| Financial markets*                         | 8                                    | 4.75 | 50                     | 4.62 | 9                                    | 4.56 | 13   | 5.54 | 12               | 4.67 | 9                                | 5.56 | 14                                       | 4.07 | 54                     | 4.39 | 7    | 5.00 | 15    | 4.60 | 2                                  | 2.50 | 8           | 3.50 | 4                 | 3.75 | 15       | 3.27 | 12    | 5.83 |
| Equality of opportunity*                   | 8                                    | 5.13 | 62                     | 4.56 | 11                                   | 5.45 | 16   | 6.81 | 13               | 2.92 | 8                                | 5.25 | 15                                       | 3.07 | 65                     | 4.29 | 6    | 4.17 | 16    | 3.75 | 2                                  | 2.00 | 9           | 3.00 | 4                 | 3.75 | 16       | 3.62 | 13    | 5.46 |
| Health*                                    | 14                                   | 6.36 | 71                     | 5.83 | 11                                   | 5.91 | 22   | 7.14 | 12               | 5.17 | 13                               | 6.46 | 15                                       | 4.53 | 81                     | 5.78 | 8    | 5.75 | 17    | 5.71 | 4                                  | 6.25 | 9           | 3.89 | 5                 | 5.40 | 15       | 4.40 | 21    | 6.29 |
| Rural development*                         | 11                                   | 5.45 | 69                     | 5.64 | 12                                   | 6.08 | 23   | 6.74 | 14               | 5.71 | 12                               | 5.67 | 17                                       | 3.82 | 79                     | 5.11 | 8    | 4.13 | 19    | 4.79 | 4                                  | 6.00 | 10          | 3.10 | 6                 | 4.33 | 17       | 4.24 | 19    | 5.63 |
| Global/regional integration*               | 9                                    | 5.56 | 62                     | 5.45 | 12                                   | 5.92 | 15   | 6.53 | 13               | 5.23 | 11                               | 4.73 | 15                                       | 4.27 | 66                     | 5.45 | 7    | 5.86 | 17    | 5.29 | 3                                  | 5.33 | 9           | 3.56 | 4                 | 5.75 | 16       | 4.00 | 17    | 6.35 |
| Food security*                             | 10                                   | 5.40 | 64                     | 5.44 | 11                                   | 5.64 | 17   | 6.35 | 14               | 5.21 | 13                               | 5.38 | 17                                       | 4.24 | 73                     | 4.96 | 8    | 4.88 | 19    | 4.84 | 3                                  | 5.33 | 10          | 3.40 | 5                 | 4.60 | 16       | 4.69 | 16    | 6.31 |
| Education                                  | 11                                   | 6.18 | 71                     | 6.11 | 11                                   | 5.64 | 17   | 5.82 | 14               | 6.00 | 12                               | 6.25 | 17                                       | 4.71 | 80                     | 5.73 | 9    | 5.78 | 19    | 5.53 | 4                                  | 6.25 | 10          | 4.70 | 6                 | 5.83 | 18       | 4.67 | 19    | 6.26 |
| Social protection*                         | 8                                    | 4.88 | 64                     | 4.39 | 10                                   | 4.10 | 13   | 4.77 | 13               | 4.92 | 7                                | 5.71 | 17                                       | 3.29 | 69                     | 3.51 | 7    | 4.00 | 17    | 4.71 | 3                                  | 4.67 | 10          | 2.90 | 4                 | 4.00 | 17       | 3.71 | 10    | 4.90 |
| Climate change*                            | 11                                   | 5.73 | 62                     | 5.52 | 13                                   | 5.85 | 20   | 6.40 | 14               | 6.00 | 13                               | 5.54 | 16                                       | 4.44 | 63                     | 5.13 | 7    | 4.43 | 18    | 5.50 | 2                                  | 3.50 | 8           | 3.50 | 6                 | 5.67 | 15       | 4.13 | 15    | 6.00 |
| Agricultural development*                  | 11                                   | 5.45 | 67                     | 5.90 | 12                                   | 6.17 | 16   | 6.56 | 14               | 5.79 | 14                               | 5.79 | 17                                       | 4.18 | 79                     | 5.49 | 9    | 4.44 | 16    | 5.63 | 4                                  | 6.25 | 10          | 3.40 | 6                 | 5.33 | 17       | 5.24 | 18    | 6.17 |
| Natural resource management*               | 8                                    | 4.75 | 66                     | 5.35 | 11                                   | 5.27 | 16   | 6.00 | 14               | 5.57 | 12                               | 6.42 | 17                                       | 4.35 | 74                     | 5.50 | 7    | 5.43 | 18    | 5.39 | 3                                  | 5.00 | 10          | 3.10 | 5                 | 5.20 | 17       | 4.71 | 15    | 5.40 |

\*Significantly different between stakeholder groups

|  | Office of the President/ PM/Minister  |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|---|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N   | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | To what extent does the World Bank's work help to achieve development results in Cameroon?* | 14   | 5.64                   | 73   | 5.81                                 | 16   | 6.00 | 23   | 6.87             | 15   | 5.33                             | 18   | 6.56                                     | 16   | 5.25                   | 91   | 5.45 | 8    | 5.75  | 18   | 5.61                               | 5    | 5.60        | 9    | 4.11              | 7    | 6.29     | 17   | 5.24  | 22   |

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

### C. World Bank Effectiveness and Results (continued)

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

|   | Office of the President/ PM/Minister                               |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|---|--|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|   | N  | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|   | The World Bank's financial instruments meet the needs of Cameroon* | 15   | 5.80                   | 73   | 5.64                                 | 16   | 5.81 | 21   | 6.81             | 15   | 4.53                             | 17   | 6.29                                     | 16   | 4.13                   | 91   | 5.04 | 8    | 4.50  | 19   | 4.95                               | 4    | 5.25        | 9    | 4.78              | 5    | 5.40     | 18   | 4.83  | 18   |
| The World Bank meets Cameroon's needs for knowledge services* | 14   | 5.86 | 72                     | 5.28 | 15                                   | 5.67 | 21   | 6.24 | 15               | 4.47 | 15                               | 6.47 | 16                                       | 4.63 | 85                     | 5.60 | 8    | 5.13 | 19    | 5.21 | 5                                  | 5.00 | 8           | 4.00 | 5                 | 4.40 | 19       | 4.63 | 22    | 5.55 |

\*Significantly different between stakeholder groups

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

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

| Percentage of Respondents | Office of President/ PM/Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Weekly                    | -                                | 10.4%                  | 41.2%                                | 26.1% | -           | -                                | 11.8%                                   | 7.1%                | -     | 19.0% | -                | -           | -                 | -        | 4.0%  |
| Monthly                   | 13.3%                            | 22.1%                  | 17.6%                                | 17.4% | -           | 47.4%                            | 5.9%                                    | 24.2%               | 22.2% | 14.3% | 40.0%            | 9.1%        | -                 | 11.1%    | 16.0% |
| A few times a year        | 46.7%                            | 36.4%                  | 35.3%                                | 43.5% | 13.3%       | 36.8%                            | 41.2%                                   | 52.5%               | 33.3% | 14.3% | 40.0%            | 45.5%       | 28.6%             | 44.4%    | 40.0% |
| Rarely                    | 20.0%                            | 22.1%                  | 5.9%                                 | 8.7%  | 40.0%       | 15.8%                            | 35.3%                                   | 15.2%               | 33.3% | 52.4% | 20.0%            | 27.3%       | 57.1%             | 33.3%    | 32.0% |
| Never                     | 20.0%                            | 9.1%                   | -                                    | 4.3%  | 46.7%       | -                                | 5.9%                                    | 1.0%                | 11.1% | -     | -                | 18.2%       | 14.3%             | 11.1%    | 8.0%  |

\*Significantly different between stakeholder groups

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

When thinking about the development challenges in Cameroon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Office of                     | Employee         | Consultant                       | PMU   | Local<br>Govt. | Bilateral or<br>Multilateral<br>Agency | Private/                             | NGO/<br>Private<br>Found. | CBO   | Media | Ind.<br>Govt.<br>Inst. | Trade<br>Union | Faith-<br>Based<br>Group | Academia | Other |
|---|-------------------------------|------------------|----------------------------------|-------|----------------|--|--------------------------------------|---------------------------|-------|-------|------------------------|----------------|--------------------------|----------|-------|
|   | President/<br>PM/<br>Minister | of a<br>Ministry | on Bank-<br>supported<br>Project |       |                |  | Financial<br>Sector/<br>Private Bank |                           |       |       |                        |                |                          |          |       |
| Public sector governance/<br>reform               | 40.0%                         | 42.9%            | 64.7%                            | 41.7% | 46.7%          | 63.2%                                  | 35.3%                                | 49.0%                     | 54.5% | 42.9% | 40.0%                  | 27.3%          | 28.6%                    | 36.8%    | 42.3% |
| Gender equity*                                    | 13.3%                         | 2.6%             | 0.0%                             | 0.0%  | 20.0%          | 0.0%                                   | 0.0%                                 | 6.1%                      | 0.0%  | 23.8% | 0.0%                   | 9.1%           | 14.3%                    | 10.5%    | 7.7%  |
| Domestic private sector<br>development            | 6.7%                          | 14.3%            | 23.5%                            | 4.2%  | 6.7%           | 21.1%                                  | 11.8%                                | 16.3%                     | 9.1%  | 23.8% | 20.0%                  | 18.2%          | 28.6%                    | 5.3%     | 19.2% |
| Foreign direct investment*                        | 6.7%                          | 3.9%             | 5.9%                             | 4.2%  | 0.0%           | 0.0%                                   | 17.6%                                | 2.0%                      | 0.0%  | 9.5%  | 0.0%                   | 0.0%           | 28.6%                    | 0.0%     | 3.8%  |
| Water and sanitation                              | 0.0%                          | 6.5%             | 0.0%                             | 12.5% | 0.0%           | 0.0%                                   | 5.9%                                 | 10.2%                     | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 14.3%                    | 10.5%    | 0.0%  |
| Trade and exports*                                | 0.0%                          | 3.9%             | 0.0%                             | 0.0%  | 0.0%           | 0.0%                                   | 17.6%                                | 1.0%                      | 9.1%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Energy  | 13.3%                         | 16.9%            | 11.8%                            | 16.7% | 6.7%           | 5.3%                                   | 29.4%                                | 7.1%                      | 27.3% | 9.5%  | 40.0%                  | 27.3%          | 0.0%                     | 15.8%    | 7.7%  |
| Disaster management                               | 0.0%                          | 1.3%             | 0.0%                             | 0.0%  | 0.0%           | 0.0%                                   | 0.0%                                 | 0.0%                      | 0.0%  | 4.8%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Social protection                                 | 0.0%                          | 14.3%            | 0.0%                             | 8.3%  | 13.3%          | 0.0%                                   | 0.0%                                 | 10.2%                     | 9.1%  | 4.8%  | 20.0%                  | 27.3%          | 0.0%                     | 15.8%    | 7.7%  |
| Climate change                                    | 6.7%                          | 2.6%             | 0.0%                             | 8.3%  | 0.0%           | 5.3%                                   | 11.8%                                | 5.1%                      | 0.0%  | 4.8%  | 0.0%                   | 18.2%          | 0.0%                     | 0.0%     | 11.5% |
| Poverty reduction*                                | 40.0%                         | 13.0%            | 11.8%                            | 8.3%  | 6.7%           | 15.8%                                  | 11.8%                                | 11.2%                     | 45.5% | 9.5%  | 0.0%                   | 18.2%          | 28.6%                    | 26.3%    | 11.5% |
| Law and justice*                                  | 6.7%                          | 5.2%             | 0.0%                             | 8.3%  | 20.0%          | 0.0%                                   | 5.9%                                 | 12.2%                     | 0.0%  | 14.3% | 0.0%                   | 0.0%           | 14.3%                    | 5.3%     | 30.8% |
| Anti-corruption                                   | 6.7%                          | 18.2%            | 17.6%                            | 12.5% | 26.7%          | 26.3%                                  | 11.8%                                | 24.5%                     | 18.2% | 28.6% | 0.0%                   | 36.4%          | 0.0%                     | 26.3%    | 19.2% |
| Financial markets                                 | 0.0%                          | 1.3%             | 5.9%                             | 0.0%  | 0.0%           | 5.3%                                   | 5.9%                                 | 2.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Equality of opportunity                           | 0.0%                          | 6.5%             | 0.0%                             | 0.0%  | 13.3%          | 0.0%                                   | 5.9%                                 | 2.0%                      | 0.0%  | 4.8%  | 20.0%                  | 0.0%           | 14.3%                    | 5.3%     | 0.0%  |
| Urban development                                 | 0.0%                          | 3.9%             | 0.0%                             | 8.3%  | 13.3%          | 5.3%                                   | 11.8%                                | 5.1%                      | 0.0%  | 14.3% | 0.0%                   | 0.0%           | 0.0%                     | 21.1%    | 3.8%  |
| Education   | 13.3%                         | 28.6%            | 5.9%                             | 16.7% | 46.7%          | 10.5%                                  | 35.3%                                | 23.5%                     | 18.2% | 28.6% | 0.0%                   | 9.1%           | 0.0%                     | 36.8%    | 26.9% |
| Global/regional integration*                      | 0.0%                          | 0.0%             | 0.0%                             | 0.0%  | 0.0%           | 0.0%                                   | 5.9%                                 | 1.0%                      | 0.0%  | 9.5%  | 0.0%                   | 0.0%           | 14.3%                    | 0.0%     | 7.7%  |
| Information and<br>communications technology      | 13.3%                         | 2.6%             | 11.8%                            | 4.2%  | 6.7%           | 5.3%                                   | 5.9%                                 | 5.1%                      | 0.0%  | 4.8%  | 0.0%                   | 0.0%           | 0.0%                     | 5.3%     | 0.0%  |
| Transport   | 26.7%                         | 14.3%            | 0.0%                             | 20.8% | 20.0%          | 15.8%                                  | 5.9%                                 | 13.3%                     | 9.1%  | 14.3% | 20.0%                  | 9.1%           | 28.6%                    | 15.8%    | 11.5% |
| Agricultural development                          | 26.7%                         | 13.0%            | 11.8%                            | 20.8% | 13.3%          | 15.8%                                  | 5.9%                                 | 17.3%                     | 18.2% | 4.8%  | 0.0%                   | 9.1%           | 14.3%                    | 15.8%    | 7.7%  |
| Natural resource management                       | 13.3%                         | 10.4%            | 11.8%                            | 4.2%  | 13.3%          | 10.5%                                  | 11.8%                                | 8.2%                      | 0.0%  | 19.0% | 20.0%                  | 27.3%          | 0.0%                     | 15.8%    | 7.7%  |
| Job creation/employment*                          | 20.0%                         | 19.5%            | 35.3%                            | 4.2%  | 0.0%           | 21.1%                                  | 0.0%                                 | 16.3%                     | 18.2% | 0.0%  | 0.0%                   | 9.1%           | 0.0%                     | 5.3%     | 23.1% |
| Health  | 6.7%                          | 13.0%            | 0.0%                             | 20.8% | 13.3%          | 15.8%                                  | 17.6%                                | 11.2%                     | 27.3% | 14.3% | 20.0%                  | 27.3%          | 28.6%                    | 15.8%    | 19.2% |
| Economic growth*                                  | 6.7%                          | 15.6%            | 17.6%                            | 20.8% | 0.0%           | 10.5%                                  | 11.8%                                | 6.1%                      | 9.1%  | 0.0%  | 80.0%                  | 18.2%          | 28.6%                    | 5.3%     | 3.8%  |
| Rural development                                 | 6.7%                          | 10.4%            | 17.6%                            | 20.8% | 6.7%           | 5.3%                                   | 17.6%                                | 10.2%                     | 9.1%  | 4.8%  | 0.0%                   | 9.1%           | 0.0%                     | 0.0%     | 11.5% |
| Food security                                     | 0.0%                          | 1.3%             | 0.0%                             | 0.0%  | 6.7%           | 5.3%                                   | 0.0%                                 | 2.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 5.3%     | 0.0%  |
| Environmental sustainability                      | 0.0%                          | 1.3%             | 11.8%                            | 12.5% | 0.0%           | 5.3%                                   | 0.0%                                 | 8.2%                      | 9.1%  | 0.0%  | 0.0%                   | 0.0%           | 14.3%                    | 0.0%     | 3.8%  |
| Regulatory framework                              | 0.0%                          | 3.9%             | 5.9%                             | 4.2%  | 0.0%           | 5.3%                                   | 0.0%                                 | 3.1%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Basic infrastructure                              | 26.7%                         | 7.8%             | 23.5%                            | 12.5% | 0.0%           | 15.8%                                  | 0.0%                                 | 7.1%                      | 9.1%  | 4.8%  | 20.0%                  | 0.0%           | 0.0%                     | 0.0%     | 11.5% |

\*Significantly different between stakeholder groups

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

In Cameroon, how effective do you believe the World Bank's knowledge work and activities are at: (1-Not effective at all, 10-Very effective)

|   | Office of the President/ PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|---|--------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|--|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|   | N                                    | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| Enhancing your knowledge and/or skills*       | 12                                   | 5.58 | 71                     | 5.34 | 15                                   | 6.47 | 23  | 6.61 | 13               | 4.69 | 17                               | 6.18 | 17                                       | 4.06 | 93                     | 5.29 | 9   | 5.11 | 19    | 5.11 | 4                                  | 5.50 | 9           | 4.44 | 6                 | 4.00 | 16       | 4.50 | 19    | 5.05 |
| Contributing to good policy making*           | 12                                   | 5.25 | 72                     | 5.50 | 12                                   | 7.17 | 20  | 6.25 | 14               | 4.57 | 16                               | 6.69 | 16                                       | 4.69 | 86                     | 5.87 | 8   | 4.88 | 17    | 5.47 | 4                                  | 7.00 | 9           | 4.44 | 6                 | 4.67 | 17       | 5.00 | 18    | 5.89 |
| Providing support for program implementation* | 13                                   | 5.62 | 74                     | 6.09 | 16                                   | 6.81 | 23  | 7.48 | 14               | 4.64 | 17                               | 6.94 | 15                                       | 5.27 | 90                     | 6.24 | 9   | 6.00 | 19    | 5.74 | 4                                  | 6.50 | 9           | 4.22 | 7                 | 5.00 | 17       | 5.35 | 19    | 6.05 |

\*Significantly different between stakeholder groups

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

|  | Office of the President/ PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|--|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N                                    | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| Are timely*  | 12                                   | 4.92 | 68                     | 5.07 | 15                                   | 5.40 | 17  | 6.71 | 15               | 4.20 | 14                               | 6.21 | 15                                       | 4.87 | 82                     | 4.77 | 8   | 4.25 | 18    | 4.39 | 3                                  | 6.33 | 9           | 3.22 | 4                 | 5.00 | 14       | 3.71 | 18    | 4.72 |
| Include appropriate level of stakeholder involvement during preparation*               | 12                                   | 5.17 | 72                     | 5.22 | 15                                   | 5.93 | 19  | 6.95 | 15               | 4.27 | 18                               | 6.00 | 17                                       | 4.65 | 89                     | 4.64 | 9   | 4.22 | 18    | 4.50 | 5                                  | 6.40 | 9           | 3.00 | 5                 | 4.00 | 15       | 3.73 | 19    | 5.05 |
| Are relevant to Cameroon's development priorities*                                     | 12                                   | 5.75 | 72                     | 5.71 | 15                                   | 6.60 | 20  | 6.95 | 15               | 4.67 | 19                               | 6.89 | 16                                       | 5.19 | 90                     | 5.54 | 9   | 5.11 | 21    | 5.29 | 5                                  | 5.80 | 8           | 5.25 | 6                 | 5.17 | 18       | 4.94 | 21    | 5.57 |
| Provide feasible recommendations*  | 12                                   | 6.08 | 70                     | 5.97 | 15                                   | 6.47 | 21  | 6.62 | 15               | 4.53 | 18                               | 6.44 | 16                                       | 5.19 | 81                     | 5.58 | 9   | 5.11 | 17    | 5.18 | 5                                  | 5.80 | 9           | 3.33 | 4                 | 4.75 | 16       | 5.06 | 18    | 5.61 |
| Are accessible (well written and easy to understand)*                                  | 11                                   | 5.73 | 71                     | 5.94 | 15                                   | 6.27 | 20  | 6.75 | 15               | 4.20 | 19                               | 6.37 | 15                                       | 4.80 | 88                     | 5.51 | 9   | 4.89 | 20    | 4.70 | 5                                  | 6.80 | 9           | 5.11 | 6                 | 4.67 | 17       | 5.41 | 20    | 5.65 |
| Are source of relevant information on global good practices*                           | 12                                   | 6.08 | 70                     | 6.57 | 15                                   | 7.27 | 20  | 7.20 | 15               | 4.53 | 19                               | 6.63 | 14                                       | 5.64 | 85                     | 6.42 | 8   | 5.13 | 19    | 6.16 | 5                                  | 6.40 | 8           | 5.38 | 7                 | 5.29 | 17       | 5.47 | 20    | 6.15 |
| Are useful in terms of the work you do*  | 12                                   | 6.00 | 71                     | 6.13 | 15                                   | 7.33 | 19  | 7.58 | 15               | 4.07 | 19                               | 6.74 | 15                                       | 4.67 | 90                     | 6.29 | 9   | 5.44 | 20    | 5.80 | 5                                  | 5.00 | 9           | 5.11 | 6                 | 6.33 | 17       | 4.94 | 21    | 6.67 |
| Are adequately disseminated*   | 12                                   | 5.58 | 69                     | 4.96 | 15                                   | 6.00 | 20  | 5.75 | 15               | 3.93 | 17                               | 5.53 | 16                                       | 4.25 | 86                     | 4.76 | 8   | 3.88 | 18    | 5.17 | 5                                  | 6.20 | 9           | 3.11 | 6                 | 4.50 | 17       | 3.59 | 22    | 4.36 |
| Are appropriately translated   | 10                                   | 4.30 | 66                     | 4.64 | 13                                   | 5.23 | 18  | 4.33 | 15               | 3.60 | 13                               | 6.69 | 14                                       | 4.43 | 83                     | 4.53 | 9   | 2.78 | 18    | 4.33 | 5                                  | 5.60 | 9           | 2.89 | 7                 | 3.86 | 16       | 3.63 | 19    | 4.47 |
| Are adaptable to Cameroon's specific development challenges and country circumstances* | 12                                   | 7.33 | 72                     | 5.92 | 14                                   | 6.71 | 18  | 7.22 | 15               | 4.47 | 18                               | 6.44 | 14                                       | 5.14 | 90                     | 5.72 | 9   | 5.56 | 20    | 5.95 | 5                                  | 5.00 | 9           | 4.78 | 6                 | 4.17 | 16       | 4.50 | 21    | 6.00 |

\*Significantly different between stakeholder groups

|   | Office of the President/ PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|---|--------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|--|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|   | N                                    | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* | 13                                   | 6.62 | 75                     | 5.88 | 16                                   | 7.12 | 22  | 7.09 | 15               | 5.33 | 17                               | 6.35 | 14                                       | 5.00 | 87                     | 5.95 | 9   | 5.22 | 20    | 5.75 | 5                                  | 6.00 | 9           | 5.56 | 7                 | 5.43 | 19       | 5.16 | 21    | 6.19 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*   | 14                                   | 7.07 | 75                     | 6.40 | 14                                   | 7.21 | 21  | 7.29 | 14               | 5.29 | 18                               | 7.33 | 15                                       | 5.67 | 88                     | 6.56 | 9   | 6.11 | 20    | 6.00 | 5                                  | 6.00 | 9           | 6.00 | 6                 | 5.50 | 17       | 5.76 | 21    | 6.33 |

(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

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

|  | Office of the President/PM/Minister      |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|--|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N  | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | The World Bank disburses funds promptly* | 10   | 4.50                   | 71   | 4.90                                 | 16   | 6.06 | 21   | 6.71             | 15   | 3.73                             | 13   | 5.23                                     | 14   | 3.93                   | 69   | 3.61 | 7    | 3.00  | 17   | 4.41                               | 4    | 4.75        | 9    | 2.67              | 4    | 4.75     | 14   | 4.21  | 17   |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 13                                       | 6.15 | 74                     | 6.30 | 16                                   | 6.63 | 24   | 7.83 | 15               | 4.47 | 17                               | 7.06 | 15                                       | 5.20 | 88                     | 6.05 | 10   | 5.90 | 19    | 5.89 | 5                                  | 6.40 | 9           | 4.56 | 5                 | 6.20 | 18       | 5.22 | 23    | 6.04 |
| The World Bank's approvals and reviews are done in a timely fashion*                     | 11                                       | 5.00 | 72                     | 5.25 | 15                                   | 5.27 | 24   | 6.29 | 15               | 4.07 | 11                               | 5.64 | 14                                       | 4.86 | 77                     | 4.96 | 9    | 5.67 | 18    | 4.61 | 4                                  | 4.75 | 9           | 3.78 | 4                 | 5.25 | 16       | 4.50 | 19    | 5.32 |
| The World Bank's "Safeguard Policy" requirements are reasonable*                         | 7  | 5.00 | 65                     | 5.62 | 15                                   | 6.60 | 20   | 6.80 | 15               | 4.00 | 12                               | 7.00 | 13                                       | 5.54 | 69                     | 5.23 | 8    | 5.00 | 18    | 4.78 | 3                                  | 4.33 | 7           | 4.57 | 4                 | 5.25 | 16       | 5.50 | 18    | 5.44 |
| The World Bank's conditions on its lending are reasonable*                               | 10                                       | 5.30 | 66                     | 5.36 | 12                                   | 6.42 | 19   | 6.74 | 15               | 3.73 | 17                               | 7.00 | 15                                       | 4.87 | 66                     | 4.39 | 8    | 3.50 | 19    | 4.63 | 2                                  | 7.00 | 8           | 4.25 | 4                 | 4.00 | 14       | 4.71 | 16    | 5.19 |
| Working with the World Bank increases Cameroon's institutional capacity*                 | 13                                       | 6.92 | 73                     | 6.16 | 15                                   | 7.27 | 24   | 7.71 | 15               | 4.40 | 19                               | 6.84 | 15                                       | 5.33 | 91                     | 6.46 | 9    | 5.33 | 19    | 5.32 | 5                                  | 5.40 | 8           | 4.63 | 6                 | 6.33 | 17       | 5.35 | 23    | 6.04 |
| The World Bank ensures consistency and continuity through staff changes                  | 8  | 5.38 | 55                     | 5.60 | 14                                   | 6.29 | 18   | 6.56 | 15               | 4.40 | 10                               | 6.30 | 13                                       | 5.00 | 57                     | 5.37 | 7    | 3.86 | 15    | 5.07 | 2                                  | 6.50 | 8           | 4.88 | 3                 | 5.00 | 12       | 4.58 | 15    | 5.53 |
| The World Bank's teams and visits are well coordinated*                                  | 11                                       | 6.82 | 64                     | 6.39 | 14                                   | 6.86 | 23   | 7.52 | 15               | 4.47 | 12                               | 7.17 | 14                                       | 5.29 | 63                     | 6.05 | 8    | 6.00 | 15    | 4.73 | 3                                  | 7.00 | 8           | 5.63 | 4                 | 5.00 | 14       | 5.29 | 16    | 5.44 |
| Where country systems are adequate, the World Bank makes appropriate use of them*        | 10                                       | 5.70 | 67                     | 6.48 | 14                                   | 6.79 | 23   | 7.57 | 15               | 4.67 | 10                               | 6.70 | 14                                       | 5.86 | 65                     | 6.38 | 8    | 5.88 | 17    | 5.53 | 3                                  | 6.67 | 8           | 5.63 | 5                 | 5.80 | 14       | 5.29 | 16    | 6.50 |
| The World Bank provides effective implementation support*                                | 11                                       | 5.73 | 72                     | 6.24 | 16                                   | 7.13 | 24   | 8.08 | 15               | 4.47 | 15                               | 7.20 | 12                                       | 5.33 | 81                     | 6.46 | 10   | 6.10 | 19    | 5.95 | 4                                  | 6.25 | 6           | 5.17 | 4                 | 5.75 | 16       | 5.37 | 22    | 5.59 |

\*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Cameroon

|  | Office of the President/PM/Minister   |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU  |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO  |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|--|---|------|------------------------|------|--------------------------------------|------|------|------|------------------|------|----------------------------------|------|--|------|------------------------|------|------|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|  | N   | Mean | N                      | Mean | N                                    | Mean | N    | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N    | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
|  | How significant a role do you believe the World Bank SHOULD play in Cameroon's development in the near future?* | 14   | 7.79                   | 77   | 7.43                                 | 17   | 8.18 | 24   | 8.33             | 15   | 6.20                             | 19   | 7.84                                     | 17   | 6.65                   | 95   | 8.12 | 11   | 8.09  | 19   | 6.05                               | 5    | 6.80        | 11   | 7.55              | 7    | 8.57     | 18   | 7.06  | 25   |

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between stakeholder groups

### F. The Future Role of the World Bank in Cameroon (continued)

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

| Percentage of Respondents<br>(Responses Combined)                                | Office of<br>President/<br>PM/<br>Minister | Employee<br>of a<br>Ministry | Consultant<br>on Bank-<br>supported<br>Project | PMU   | Local<br>Govt. | Bilateral or<br>Multilateral<br>Agency | Private/<br>Financial<br>Sector/<br>Private Bank | NGO/<br>Private<br>Found. | CBO   | Media | Ind.<br>Govt.<br>Inst. | Trade<br>Union | Faith-<br>Based<br>Group | Academia | Other |
|--|--|------------------------------|--|-------|----------------|--|--|---------------------------|-------|-------|------------------------|----------------|--------------------------|----------|-------|
| Improve the quality of its experts as related to Cameroon's specific challenges* | 46.7%                                      | 40.8%                        | 23.5%  | 33.3% | 40.0%          | 15.8%                                  | 41.2%  | 22.7%                     | 20.0% | 71.4% | 20.0%                  | 54.5%          | 42.9%                    | 64.7%    | 34.6% |
| Reduce the complexity of obtaining World Bank financing                          | 40.0%                                      | 42.1%                        | 64.7%  | 62.5% | 26.7%          | 21.1%                                  | 29.4%  | 44.3%                     | 50.0% | 33.3% | 60.0%                  | 36.4%          | 57.1%                    | 23.5%    | 34.6% |
| Focus primarily on advocacy issues   | 0.0%                                       | 10.5%                        | 17.6%  | 8.3%  | 26.7%          | 10.5%                                  | 5.9%   | 8.2%                      | 20.0% | 14.3% | 0.0%                   | 36.4%          | 14.3%                    | 5.9%     | 11.5% |
| Improve the competitiveness of its financing compared to markets                 | 26.7%                                      | 13.2%                        | 0.0%   | 8.3%  | 20.0%          | 0.0%                                   | 29.4%  | 6.2%                      | 20.0% | 19.0% | 0.0%                   | 0.0%           | 14.3%                    | 5.9%     | 15.4% |
| Reach out more to groups outside of government*                                  | 26.7%                                      | 40.8%                        | 58.8%  | 16.7% | 46.7%          | 52.6%                                  | 52.9%  | 81.4%                     | 80.0% | 42.9% | 40.0%                  | 45.5%          | 57.1%                    | 58.8%    | 57.7% |
| Ensure greater selectivity in its work   | 0.0%                                       | 2.6%                         | 0.0%   | 8.3%  | 6.7%           | 10.5%                                  | 5.9%   | 2.1%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 7.7%  |
| Provide more adequate data/knowledge/statistics/figures on Cameroon's economy    | 40.0%                                      | 7.9%                         | 0.0%   | 12.5% | 20.0%          | 21.1%                                  | 17.6%  | 11.3%                     | 0.0%  | 9.5%  | 20.0%                  | 9.1%           | 0.0%                     | 17.6%    | 3.8%  |
| Offer more innovative financial products   | 6.7%                                       | 9.2%                         | 0.0%   | 8.3%  | 6.7%           | 21.1%                                  | 11.8%  | 5.2%                      | 10.0% | 4.8%  | 20.0%                  | 9.1%           | 0.0%                     | 5.9%     | 15.4% |
| Offer more innovative knowledge services   | 0.0%                                       | 7.9%                         | 0.0%   | 4.2%  | 6.7%           | 10.5%                                  | 0.0%   | 8.2%                      | 0.0%  | 0.0%  | 20.0%                  | 0.0%           | 0.0%                     | 17.6%    | 11.5% |
| Increase availability of Fee-Based services                                      | 0.0%                                       | 0.0%                         | 0.0%   | 0.0%  | 0.0%           | 0.0%                                   | 0.0%   | 2.1%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Work faster*   | 6.7%                                       | 19.7%                        | 29.4%  | 25.0% | 0.0%           | 21.1%                                  | 5.9%   | 4.1%                      | 0.0%  | 0.0%  | 20.0%                  | 9.1%           | 0.0%                     | 0.0%     | 3.8%  |
| Other  | 0.0%                                       | 1.3%                         | 0.0%   | 4.2%  | 0.0%           | 0.0%                                   | 0.0%   | 1.0%                      | 0.0%  | 4.8%  | 0.0%                   | 0.0%           | 14.3%                    | 0.0%     | 3.8%  |

\*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 Cameroon? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined) | Office of                     | Employee         | Consultant                       | PMU   | Local<br>Govt. | Bilateral or<br>Multilateral<br>Agency | Private/                             | NGO/<br>Private<br>Found. | CBO   | Media | Ind.<br>Govt.<br>Inst. | Trade<br>Union | Faith-<br>Based<br>Group | Academia | Other |
|---|-------------------------------|------------------|----------------------------------|-------|----------------|--|--------------------------------------|---------------------------|-------|-------|------------------------|----------------|--------------------------|----------|-------|
|   | President/<br>PM/<br>Minister | of a<br>Ministry | on Bank-<br>supported<br>Project |       |                |  | Financial<br>Sector/<br>Private Bank |                           |       |       |                        |                |                          |          |       |
| Local newspapers                                  | 53.3%                         | 44.9%            | 64.7%                            | 56.5% | 60.0%          | 52.6%                                  | 58.8%                                | 51.0%                     | 63.6% | 61.9% | 60.0%                  | 45.5%          | 57.1%                    | 35.3%    | 46.2% |
| International newspapers                          | 26.7%                         | 23.1%            | 11.8%                            | 4.3%  | 13.3%          | 21.1%                                  | 17.6%                                | 8.0%                      | 18.2% | 19.0% | 20.0%                  | 27.3%          | 28.6%                    | 29.4%    | 19.2% |
| Local radio                                       | 26.7%                         | 9.0%             | 0.0%                             | 17.4% | 20.0%          | 5.3%                                   | 17.6%                                | 16.0%                     | 27.3% | 9.5%  | 0.0%                   | 0.0%           | 0.0%                     | 5.9%     | 15.4% |
| International radio                               | 6.7%                          | 14.1%            | 0.0%                             | 4.3%  | 26.7%          | 5.3%                                   | 17.6%                                | 10.0%                     | 0.0%  | 4.8%  | 20.0%                  | 36.4%          | 14.3%                    | 23.5%    | 19.2% |
| Local television                                  | 26.7%                         | 26.9%            | 29.4%                            | 17.4% | 13.3%          | 5.3%                                   | 17.6%                                | 20.0%                     | 27.3% | 33.3% | 20.0%                  | 9.1%           | 14.3%                    | 5.9%     | 19.2% |
| International television*                         | 6.7%                          | 28.2%            | 5.9%                             | 30.4% | 46.7%          | 5.3%                                   | 23.5%                                | 10.0%                     | 9.1%  | 28.6% | 20.0%                  | 9.1%           | 14.3%                    | 17.6%    | 23.1% |
| Periodicals*                                      | 26.7%                         | 6.4%             | 5.9%                             | 26.1% | 0.0%           | 21.1%                                  | 11.8%                                | 10.0%                     | 18.2% | 9.5%  | 0.0%                   | 27.3%          | 42.9%                    | 11.8%    | 0.0%  |
| Internet*   | 26.7%                         | 35.9%            | 58.8%                            | 39.1% | 6.7%           | 47.4%                                  | 29.4%                                | 61.0%                     | 36.4% | 14.3% | 60.0%                  | 36.4%          | 28.6%                    | 58.8%    | 42.3% |
| Social media (Facebook, Twitter, YouTube)         | 0.0%                          | 3.8%             | 5.9%                             | 0.0%  | 6.7%           | 0.0%                                   | 0.0%                                 | 5.0%                      | 0.0%  | 9.5%  | 0.0%                   | 0.0%           | 0.0%                     | 5.9%     | 3.8%  |
| Blogs   | 0.0%                          | 0.0%             | 0.0%                             | 0.0%  | 0.0%           | 0.0%                                   | 0.0%                                 | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 5.9%     | 0.0%  |
| Mobile phones                                     | 0.0%                          | 0.0%             | 5.9%                             | 0.0%  | 0.0%           | 0.0%                                   | 5.9%                                 | 3.0%                      | 0.0%  | 0.0%  | 0.0%                   | 9.1%           | 0.0%                     | 0.0%     | 3.8%  |
| Instant messaging                                 | 0.0%                          | 0.0%             | 5.9%                             | 0.0%  | 0.0%           | 0.0%                                   | 0.0%                                 | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| Other   | 0.0%                          | 6.4%             | 5.9%                             | 0.0%  | 0.0%           | 21.1%                                  | 0.0%                                 | 3.0%                      | 0.0%  | 4.8%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 3.8%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents<br>(Responses Combined)      | Office of                     | Employee         | Consultant                       | PMU   | Local<br>Govt. | Bilateral or<br>Multilateral<br>Agency | Private/                             | NGO/<br>Private<br>Found. | CBO   | Media | Ind.<br>Govt.<br>Inst. | Trade<br>Union | Faith-<br>Based<br>Group | Academia | Other |
|--|-------------------------------|------------------|----------------------------------|-------|----------------|--|--------------------------------------|---------------------------|-------|-------|------------------------|----------------|--------------------------|----------|-------|
|  | President/<br>PM/<br>Minister | of a<br>Ministry | on Bank-<br>supported<br>Project |       |                |  | Financial<br>Sector/<br>Private Bank |                           |       |       |                        |                |                          |          |       |
| World Bank website*                                    | 26.7%                         | 34.6%            | 58.8%                            | 30.4% | 16.7%          | 57.9%                                  | 70.6%                                | 25.0%                     | 18.2% | 61.9% | 60.0%                  | 18.2%          | 14.3%                    | 26.3%    | 15.4% |
| Direct contact with World Bank                         | 26.7%                         | 23.1%            | 35.3%                            | 17.4% | 33.3%          | 42.1%                                  | 23.5%                                | 39.0%                     | 36.4% | 33.3% | 0.0%                   | 45.5%          | 14.3%                    | 21.1%    | 23.1% |
| e-Newsletters*   | 33.3%                         | 29.5%            | 23.5%                            | 47.8% | 0.0%           | 36.8%                                  | 17.6%                                | 42.0%                     | 27.3% | 9.5%  | 40.0%                  | 9.1%           | 28.6%                    | 42.1%    | 42.3% |
| Instant messaging                                      | 6.7%                          | 9.0%             | 11.8%                            | 4.3%  | 0.0%           | 0.0%                                   | 0.0%                                 | 6.0%                      | 0.0%  | 4.8%  | 20.0%                  | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |
| World Bank seminars/<br>workshops/conferences*         | 40.0%                         | 44.9%            | 47.1%                            | 39.1% | 41.7%          | 21.1%                                  | 11.8%                                | 47.0%                     | 63.6% | 38.1% | 60.0%                  | 81.8%          | 71.4%                    | 26.3%    | 57.7% |
| World Bank Public Information<br>Center                | 13.3%                         | 5.1%             | 0.0%                             | 8.7%  | 0.0%           | 5.3%                                   | 17.6%                                | 6.0%                      | 9.1%  | 9.5%  | 0.0%                   | 9.1%           | 0.0%                     | 10.5%    | 7.7%  |
| World Bank publications and<br>other written materials | 40.0%                         | 28.2%            | 11.8%                            | 43.5% | 33.3%          | 15.8%                                  | 23.5%                                | 16.0%                     | 18.2% | 9.5%  | 20.0%                  | 9.1%           | 0.0%                     | 26.3%    | 26.9% |
| Mobile phones  | 0.0%                          | 7.7%             | 11.8%                            | 4.3%  | 16.7%          | 0.0%                                   | 5.9%                                 | 11.0%                     | 18.2% | 0.0%  | 0.0%                   | 18.2%          | 14.3%                    | 15.8%    | 3.8%  |
| Social media (Facebook, Twitter, YouTube)              | 13.3%                         | 11.5%            | 0.0%                             | 0.0%  | 8.3%           | 5.3%                                   | 5.9%                                 | 5.0%                      | 9.1%  | 19.0% | 0.0%                   | 0.0%           | 28.6%                    | 21.1%    | 15.4% |
| Blogs*   | 0.0%                          | 0.0%             | 0.0%                             | 0.0%  | 0.0%           | 0.0%                                   | 0.0%                                 | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 9.1%           | 14.3%                    | 0.0%     | 3.8%  |
| Other  | 0.0%                          | 0.0%             | 0.0%                             | 0.0%  | 0.0%           | 0.0%                                   | 0.0%                                 | 0.0%                      | 0.0%  | 0.0%  | 0.0%                   | 0.0%           | 0.0%                     | 0.0%     | 0.0%  |

\*Significantly different between stakeholder groups

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

Are you aware of the World Bank'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 President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO  | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|------|-------|------------------|-------------|-------------------|----------|-------|
| Yes                       | 28.6%                             | 22.7%                  | 42.9%                                | 27.3% | 23.1%       | 33.3%                            | 26.7%                                   | 16.8%               | -    | 60.0% | 60.0%            | 18.2%       | 20.0%             | 42.1%    | 29.2% |
| No                        | 71.4%                             | 77.3%                  | 57.1%                                | 72.7% | 76.9%       | 66.7%                            | 73.3%                                   | 83.2%               | 100% | 40.0% | 40.0%            | 81.8%       | 80.0%             | 57.9%    | 70.8% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO  | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|------|-------|------------------|-------------|-------------------|----------|-------|
| Yes                       | 14.3%                             | 9.7%                   | 38.5%                                | 8.7%  | -           | 35.3%                            | 13.3%                                   | 17.6%               | -    | 10.5% | 20.0%            | 9.1%        | -                 | 11.1%    | 8.7%  |
| No                        | 85.7%                             | 90.3%                  | 61.5%                                | 91.3% | 100%        | 64.7%                            | 86.7%                                   | 82.4%               | 100% | 89.5% | 80.0%            | 90.9%       | 100.0%            | 88.9%    | 91.3% |

Were you able to obtain this information?\*

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU  | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Yes                       | 100.0%                            | 35.3%                  | 100.0%                               | 100% | -           | 75.0%                            | 40.0%                                   | 40.7%               | 25.0% | 33.3% | 50.0%            | 16.7%       | -                 | 66.7%    | 20.0% |
| No                        | -                                 | 64.7%                  | -                                    | -    | 100%        | 25.0%                            | 60.0%                                   | 59.3%               | 75.0% | 66.7% | 50.0%            | 83.3%       | 100.0%            | 33.3%    | 80.0% |

\*Significantly different between stakeholder groups

Do you have access to the Internet?\*

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU  | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media  | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|------|-------------|----------------------------------|---|---------------------|-------|--------|------------------|-------------|-------------------|----------|-------|
| Yes                       | 90.9%                             | 93.1%                  | 100.0%                               | 100% | 53.8%       | 100.0%                           | 100.0%                                  | 95.8%               | 88.9% | 100.0% | 100%             | 80.0%       | 83.3%             | 100.0%   | 96.0% |
| No                        | 9.1%                              | 6.9%                   | -                                    | -    | 46.2%       | -                                | -                                       | 4.2%                | 11.1% | -      | -                | 20.0%       | 16.7%             | -        | 4.0%  |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Yes                       | 50.0%                             | 53.4%                  | 86.7%                                | 91.7% | 30.8%       | 88.9%                            | 80.0%                                   | 65.6%               | 44.4% | 90.0% | 80.0%            | 18.2%       | 50.0%             | 72.2%    | 72.0% |
| No                        | 50.0%                             | 46.6%                  | 13.3%                                | 8.3%  | 69.2%       | 11.1%                            | 20.0%                                   | 34.4%               | 55.6% | 10.0% | 20.0%            | 81.8%       | 50.0%             | 27.8%    | 28.0% |

\*Significantly different between stakeholder groups

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

Which do you primarily use?\*

| Percentage of Respondents        | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|----------------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| The World Bank's country website | 28.6%                             | 24.5%                  | 56.3%                                | 21.7% | 33.3%       | 44.4%                            | 40.0%                                   | 60.5%               | 62.5% | 25.0% | 25.0%            | -           | 40.0%             | 14.3%    | 47.4% |
| The World Bank's main website    | 71.4%                             | 75.5%                  | 43.8%                                | 78.3% | 66.7%       | 55.6%                            | 60.0%                                   | 39.5%               | 37.5% | 75.0% | 75.0%            | 100%        | 60.0%             | 85.7%    | 52.6% |

\*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| High speed                | 57.1%                             | 46.0%                  | 86.7%                                | 68.2% | 12.5%       | 94.7%                            | 50.0%                                   | 47.8%               | 22.2% | 25.0% | 75.0%            | 40.0%       |                   | 18.8%    | 30.0% |
| Dial-up                   | 42.9%                             | 54.0%                  | 13.3%                                | 31.8% | 87.5%       | 5.3%                             | 50.0%                                   | 52.2%               | 77.8% | 75.0% | 25.0%            | 60.0%       | 100.0%            | 81.3%    | 70.0% |

\*Significantly different between stakeholder groups

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

|   | Office of the President/ PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|---|--------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|--|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|   | N                                    | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| I use/consult World Bank data more often than I did a few years ago.*   | 13                                   | 4.46 | 69                     | 5.57 | 16                                   | 7.19 | 21  | 6.90 | 11               | 3.18 | 16                               | 5.94 | 14                                       | 5.36 | 90                     | 5.24 | 8   | 4.88 | 21    | 4.71 | 4                                  | 5.75 | 9           | 3.11 | 6                 | 4.00 | 16       | 5.44 | 24    | 4.92 |
| I find the World Bank websites easy to navigate.*                       | 7                                    | 5.14 | 50                     | 6.70 | 14                                   | 7.00 | 21  | 6.62 | 9                | 3.22 | 17                               | 6.65 | 15                                       | 5.93 | 73                     | 6.11 | 6   | 5.17 | 20    | 4.95 | 4                                  | 6.50 | 8           | 3.87 | 5                 | 5.20 | 15       | 5.87 | 19    | 5.53 |
| I find the information on the World Bank's websites useful.*            | 7                                    | 6.43 | 52                     | 7.23 | 13                                   | 7.77 | 23  | 7.96 | 9                | 3.33 | 17                               | 7.94 | 14                                       | 6.43 | 76                     | 7.07 | 6   | 6.67 | 20    | 6.00 | 4                                  | 7.75 | 5           | 5.40 | 5                 | 6.80 | 16       | 6.38 | 18    | 6.39 |
| When I need information from the World Bank I know how to find it.*     | 12                                   | 4.08 | 60                     | 6.27 | 15                                   | 5.93 | 20  | 6.90 | 10               | 3.40 | 19                               | 5.79 | 14                                       | 5.79 | 83                     | 4.54 | 6   | 5.17 | 18    | 5.33 | 5                                  | 4.00 | 6           | 2.33 | 4                 | 4.75 | 17       | 5.35 | 21    | 4.62 |
| The World Bank is responsive to my information requests and inquiries.* | 8                                    | 4.50 | 50                     | 6.04 | 12                                   | 7.33 | 16  | 7.31 | 9                | 3.33 | 13                               | 6.54 | 10                                       | 5.00 | 67                     | 4.79 | 7   | 5.57 | 20    | 4.80 | 4                                  | 6.25 | 4           | 2.75 | 3                 | 5.00 | 14       | 4.50 | 20    | 4.95 |

\*Significantly different between stakeholder groups

## H. Background Information

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

| Percentage of Respondents | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---------------------------|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Yes                       | 28.6%                             | 34.6%                  | 81.3%                                | 91.3% | 7.1%        | 77.8%                            | 23.5%                                   | 30.0%               | 27.3% | 4.8%  | 40.0%            | 27.3%       | -                 | 5.3%     | 20.8% |
| No                        | 71.4%                             | 65.4%                  | 18.8%                                | 8.7%  | 92.9%       | 22.2%                            | 76.5%                                   | 70.0%               | 72.7% | 95.2% | 60.0%            | 72.7%       | 100.0%            | 94.7%    | 79.2% |

\*Significantly different between stakeholder groups

Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)

| Percentage of Respondents (Responses Combined)                | Office of President/ PM/ Minister | Employee of a Ministry | Consultant on Bank-supported Project | PMU   | Local Govt. | Bilateral or Multilateral Agency | Private/ Financial Sector/ Private Bank | NGO/ Private Found. | CBO   | Media | Ind. Govt. Inst. | Trade Union | Faith-Based Group | Academia | Other |
|---|-----------------------------------|------------------------|--------------------------------------|-------|-------------|----------------------------------|---|---------------------|-------|-------|------------------|-------------|-------------------|----------|-------|
| Observer*   | 15.4%                             | 38.5%                  | 0.0%                                 | 8.7%  | 63.6%       | 16.7%                            | 31.3%                                   | 29.3%               | 63.6% | 25.0% | 40.0%            | 40.0%       | 66.7%             | 63.2%    | 31.8% |
| Use World Bank reports/data*                                  | 23.1%                             | 33.3%                  | 12.5%                                | 8.7%  | 18.2%       | 50.0%                            | 12.5%                                   | 39.4%               | 27.3% | 40.0% | 0.0%             | 0.0%        | 33.3%             | 36.8%    | 36.4% |
| Engage in World Bank related/sponsored events/activities*     | 53.8%                             | 24.4%                  | 56.3%                                | 52.2% | 18.2%       | 22.2%                            | 25.0%                                   | 41.4%               | 27.3% | 5.0%  | 0.0%             | 40.0%       | 33.3%             | 15.8%    | 27.3% |
| Collaborate as part of my professional duties*                | 30.8%                             | 41.0%                  | 56.3%                                | 69.6% | 18.2%       | 66.7%                            | 12.5%                                   | 18.2%               | 27.3% | 10.0% | 60.0%            | 60.0%       | 0.0%              | 10.5%    | 27.3% |
| Use World Bank website for information, data, research, etc.* | 46.2%                             | 19.2%                  | 25.0%                                | 21.7% | 9.1%        | 22.2%                            | 50.0%                                   | 35.4%               | 18.2% | 80.0% | 20.0%            | 20.0%       | 16.7%             | 42.1%    | 45.5% |

\*Significantly different between stakeholder groups

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

### A. General Issues Facing Cameroon

In general, how would you say that Cameroon is headed in...?\*

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| The right direction       | 56.3%   | 44.4%  | 39.7%        | 28.6%       |
| The wrong direction       | 11.3%   | 14.8%  | 16.7%        | 25.7%       |
| Not sure                  | 32.5%   | 40.7%  | 43.6%        | 45.7%       |

\*Significantly different between geographic locations

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

| Percentage of Respondents<br>(Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|---|---------|--------|--------------|-------------|
| Social protection                                 | 12.7%   | 15.4%  | 14.1%        | 2.9%        |
| Transport   | 21.6%   | 19.2%  | 25.6%        | 20.0%       |
| Public sector governance/ reform                  | 46.6%   | 50.0%  | 46.2%        | 40.0%       |
| Global/regional integration                       | 0.8%    | 3.8%   | 1.3%         | 0.0%        |
| Gender equity*                                    | 4.2%    | 0.0%   | 5.1%         | 14.3%       |
| Domestic private sector development               | 7.6%    | 7.7%   | 7.7%         | 0.0%        |
| Foreign direct investment                         | 2.1%    | 0.0%   | 1.3%         | 0.0%        |
| Water and sanitation                              | 6.4%    | 11.5%  | 1.3%         | 0.0%        |
| Anti-corruption                                   | 27.1%   | 23.1%  | 26.9%        | 28.6%       |
| Job creation/employment                           | 18.6%   | 7.7%   | 24.4%        | 5.7%        |
| Rural development                                 | 8.1%    | 11.5%  | 14.1%        | 20.0%       |
| Financial markets                                 | 0.4%    | 0.0%   | 1.3%         | 0.0%        |
| Urban development                                 | 4.2%    | 3.8%   | 5.1%         | 0.0%        |
| Environmental sustainability                      | 3.0%    | 3.8%   | 6.4%         | 0.0%        |
| Equality of opportunity                           | 3.0%    | 3.8%   | 3.8%         | 5.7%        |
| Health  | 22.9%   | 34.6%  | 20.5%        | 34.3%       |
| Education*  | 24.2%   | 38.5%  | 20.5%        | 48.6%       |
| Poverty reduction                                 | 15.7%   | 15.4%  | 16.7%        | 20.0%       |
| Energy  | 14.4%   | 11.5%  | 9.0%         | 5.7%        |
| Food security                                     | 3.4%    | 0.0%   | 1.3%         | 2.9%        |
| Climate change*                                   | 0.4%    | 0.0%   | 3.8%         | 8.6%        |
| Agricultural development                          | 14.4%   | 0.0%   | 17.9%        | 14.3%       |
| Trade and exports                                 | 0.4%    | 3.8%   | 0.0%         | 2.9%        |
| Economic growth                                   | 11.9%   | 7.7%   | 3.8%         | 2.9%        |
| Law and justice                                   | 7.6%    | 19.2%  | 9.0%         | 2.9%        |
| Regulatory framework                              | 2.5%    | 0.0%   | 1.3%         | 0.0%        |
| Basic infrastructure*                             | 8.1%    | 0.0%   | 1.3%         | 0.0%        |
| Natural resource management                       | 5.9%    | 7.7%   | 6.4%         | 17.1%       |
| Disaster management                               | 0.4%    | 0.0%   | 1.3%         | 0.0%        |
| Information and communications technology         | 0.8%    | 0.0%   | 2.6%         | 2.9%        |

\*Significantly different between geographic locations

### A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|---|---------|--------|--------------|-------------|
| Water and sanitation                              | 10.3%   | 11.1%  | 3.8%         | 5.7%        |
| Equality of opportunity                           | 8.3%    | 11.1%  | 7.5%         | 5.7%        |
| Economic growth                                   | 19.4%   | 11.1%  | 23.8%        | 8.6%        |
| Climate change                                    | 2.1%    | 0.0%   | 0.0%         | 2.9%        |
| Global/regional integration*                      | 1.2%    | 18.5%  | 2.5%         | 8.6%        |
| Gender equity*                                    | 5.0%    | 14.8%  | 11.3%        | 20.0%       |
| Rural development                                 | 20.2%   | 14.8%  | 22.5%        | 22.9%       |
| Urban development                                 | 3.3%    | 0.0%   | 1.3%         | 0.0%        |
| Regulatory framework                              | 1.2%    | 0.0%   | 0.0%         | 0.0%        |
| Basic infrastructure                              | 12.8%   | 3.7%   | 8.8%         | 8.6%        |
| Social protection                                 | 8.7%    | 0.0%   | 6.3%         | 5.7%        |
| Law and justice                                   | 7.0%    | 11.1%  | 7.5%         | 11.4%       |
| Transport   | 16.1%   | 22.2%  | 15.0%        | 14.3%       |
| Information and communications technology         | 1.7%    | 0.0%   | 3.8%         | 0.0%        |
| Anti-corruption                                   | 26.0%   | 25.9%  | 23.8%        | 25.7%       |
| Domestic private sector development               | 10.3%   | 11.1%  | 13.8%        | 0.0%        |
| Foreign direct investment                         | 2.1%    | 0.0%   | 1.3%         | 0.0%        |
| Education*  | 18.2%   | 44.4%  | 13.8%        | 28.6%       |
| Energy*   | 6.6%    | 22.2%  | 8.8%         | 11.4%       |
| Public sector governance/ reform                  | 29.8%   | 33.3%  | 36.3%        | 34.3%       |
| Natural resource management                       | 9.1%    | 0.0%   | 13.8%        | 17.1%       |
| Environmental sustainability                      | 1.7%    | 0.0%   | 2.5%         | 2.9%        |
| Disaster management                               | 0.4%    | 3.7%   | 0.0%         | 0.0%        |
| Health  | 10.3%   | 11.1%  | 7.5%         | 14.3%       |
| Agricultural development                          | 24.4%   | 3.7%   | 25.0%        | 22.9%       |
| Job creation/employment                           | 38.0%   | 18.5%  | 32.5%        | 22.9%       |
| Financial markets                                 | 0.8%    | 0.0%   | 0.0%         | 2.9%        |
| Trade and exports                                 | 0.4%    | 3.7%   | 0.0%         | 0.0%        |
| Food security                                     | 4.1%    | 3.7%   | 7.5%         | 2.9%        |

\*Significantly different between geographic locations

### A. General Issues Facing Cameroon (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 Cameroon? (Choose no more than THREE)

| Percentage of Respondents<br>(Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|---|---------|--------|--------------|-------------|
| Energy  | 35.7%   | 29.6%  | 28.8%        | 22.9%       |
| Gender equity                                     | 2.9%    | 0.0%   | 2.5%         | 8.6%        |
| Equality of opportunity*                          | 4.6%    | 25.9%  | 16.3%        | 20.0%       |
| Social protection                                 | 4.1%    | 3.7%   | 1.3%         | 0.0%        |
| Global/regional integration                       | 5.0%    | 3.7%   | 1.3%         | 0.0%        |
| Climate change                                    | 1.2%    | 0.0%   | 2.5%         | 2.9%        |
| Anti-corruption                                   | 27.4%   | 40.7%  | 27.5%        | 25.7%       |
| Disaster management                               | 0.0%    | 0.0%   | 2.5%         | 2.9%        |
| Rural development*                                | 8.7%    | 7.4%   | 17.5%        | 22.9%       |
| Foreign direct investment*                        | 9.5%    | 22.2%  | 6.3%         | 2.9%        |
| Urban development                                 | 0.8%    | 0.0%   | 0.0%         | 0.0%        |
| Water and sanitation                              | 2.1%    | 0.0%   | 1.3%         | 0.0%        |
| Education   | 8.7%    | 14.8%  | 8.8%         | 20.0%       |
| Information and communications technology         | 3.7%    | 3.7%   | 2.5%         | 0.0%        |
| Regulatory framework                              | 3.3%    | 3.7%   | 2.5%         | 2.9%        |
| Trade and exports                                 | 10.4%   | 3.7%   | 6.3%         | 5.7%        |
| Public sector governance/ reform                  | 34.0%   | 33.3%  | 37.5%        | 37.1%       |
| Domestic private sector development*              | 30.7%   | 7.4%   | 22.5%        | 8.6%        |
| Job creation/employment                           | 19.5%   | 11.1%  | 22.5%        | 20.0%       |
| Agricultural development                          | 29.5%   | 14.8%  | 20.0%        | 25.7%       |
| Food security*                                    | 1.2%    | 0.0%   | 5.0%         | 8.6%        |
| Transport   | 15.4%   | 11.1%  | 21.3%        | 17.1%       |
| Natural resource management                       | 13.7%   | 14.8%  | 15.0%        | 17.1%       |
| Environmental sustainability*                     | 0.8%    | 11.1%  | 1.3%         | 2.9%        |
| Health*   | 6.2%    | 22.2%  | 3.8%         | 11.4%       |
| Basic infrastructure                              | 12.0%   | 3.7%   | 5.0%         | 2.9%        |
| Law and justice                                   | 5.0%    | 11.1%  | 11.3%        | 8.6%        |
| Financial markets                                 | 3.3%    | 0.0%   | 5.0%         | 2.9%        |

\*Significantly different between geographic 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 Cameroon? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined)                                  | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| Better employment opportunities for young people                                   | 38.1%   | 42.3%  | 39.4%        | 56.3%       |
| Better employment opportunities for women*   | 4.6%    | 26.9%  | 15.5%        | 40.6%       |
| Greater access to micro-finance for the poor                                       | 11.0%   | 3.8%   | 11.3%        | 15.6%       |
| Greater voice and participation for citizens to help ensure greater accountability | 17.4%   | 11.5%  | 22.5%        | 28.1%       |
| Better entrepreneurial opportunities   | 17.0%   | 15.4%  | 15.5%        | 15.6%       |
| A growing middle class*  | 17.4%   | 23.1%  | 7.0%         | 0.0%        |
| Better opportunity for the poor who live in rural areas                            | 7.3%    | 3.8%   | 14.1%        | 9.4%        |
| Better opportunity for the poor who live in urban areas                            | 2.3%    | 3.8%   | 2.8%         | 0.0%        |
| Consistent economic growth*  | 17.9%   | 0.0%   | 18.3%        | 3.1%        |
| More effective risk management   | 2.3%    | 0.0%   | 0.0%         | 0.0%        |
| Greater equity of fiscal policy  | 8.7%    | 7.7%   | 9.9%         | 0.0%        |
| Education and training that better ensure job opportunity                          | 22.5%   | 30.8%  | 18.3%        | 9.4%        |
| Improved access to basic services  | 22.9%   | 11.5%  | 16.9%        | 15.6%       |
| Better quality public services   | 8.7%    | 19.2%  | 8.5%         | 6.3%        |
| Other  | 1.4%    | 0.0%   | 0.0%         | 0.0%        |

\*Significantly different between geographic locations

## B. Overall Attitudes toward the World Bank

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| How familiar are you with the work of the World Bank in Cameroon?<br>(1-Not familiar at all, 10-Extremely familiar) | 240     | 5.86 | 2.09 | 27     | 5.56 | 2.78 | 78           | 5.15 | 1.68 | 34          | 5.41 | 1.93 |

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

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Overall, please rate your impression of the World Bank's effectiveness in Cameroon.*<br>(1-Not effective at all, 10-Very effective) *Significantly different between geographic locations | 222     | 5.75 | 1.80 | 23     | 5.09 | 2.35 | 76           | 5.08 | 1.89 | 34          | 5.38 | 1.84 |

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

|  | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|--|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|  | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| To what extent do you believe the World Bank's staff is well prepared to help Cameroon solve its most complicated development challenges?* | 205     | 6.11 | 2.00 | 23     | 5.57 | 2.37 | 61           | 5.56 | 1.73 | 30          | 5.10 | 1.86 |

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

**When thinking about how the World Bank can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Cameroon? (Choose no more than THREE)**

| Percentage of Respondents (Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| Social protection                              | 9.1%    | 3.7%   | 3.8%         | 5.7%        |
| Public sector governance/ reform               | 41.3%   | 44.4%  | 40.0%        | 37.1%       |
| Transport                                      | 25.2%   | 14.8%  | 21.3%        | 22.9%       |
| Poverty reduction                              | 19.4%   | 14.8%  | 15.0%        | 11.4%       |
| Global/regional integration                    | 0.8%    | 0.0%   | 1.3%         | 0.0%        |
| Gender equity                                  | 3.3%    | 11.1%  | 8.8%         | 11.4%       |
| Domestic private sector development            | 9.1%    | 14.8%  | 13.8%        | 5.7%        |
| Rural development                              | 11.2%   | 3.7%   | 17.5%        | 17.1%       |
| Foreign direct investment                      | 2.1%    | 3.7%   | 1.3%         | 0.0%        |
| Water and sanitation                           | 6.6%    | 0.0%   | 3.8%         | 0.0%        |
| Energy   | 14.5%   | 14.8%  | 13.8%        | 8.6%        |
| Job creation/employment                        | 13.6%   | 3.7%   | 10.0%        | 8.6%        |
| Financial markets                              | 0.0%    | 0.0%   | 0.0%         | 0.0%        |
| Urban development                              | 4.5%    | 7.4%   | 3.8%         | 0.0%        |
| Environmental sustainability                   | 3.7%    | 0.0%   | 5.0%         | 8.6%        |
| Equality of opportunity*                       | 5.4%    | 25.9%  | 7.5%         | 8.6%        |
| Health*  | 23.6%   | 44.4%  | 30.0%        | 42.9%       |
| Education                                      | 24.0%   | 33.3%  | 23.8%        | 42.9%       |
| Food security                                  | 3.7%    | 0.0%   | 1.3%         | 0.0%        |
| Climate change                                 | 2.9%    | 0.0%   | 3.8%         | 5.7%        |
| Agricultural development                       | 16.9%   | 7.4%   | 17.5%        | 25.7%       |
| Trade and exports                              | 0.8%    | 0.0%   | 2.5%         | 2.9%        |
| Economic growth                                | 10.3%   | 0.0%   | 3.8%         | 5.7%        |
| Law and justice*                               | 5.0%    | 22.2%  | 10.0%        | 8.6%        |
| Regulatory framework                           | 2.5%    | 0.0%   | 1.3%         | 0.0%        |
| Basic infrastructure                           | 12.4%   | 11.1%  | 10.0%        | 2.9%        |
| Natural resource management                    | 9.1%    | 3.7%   | 7.5%         | 8.6%        |
| Anti-corruption                                | 16.5%   | 14.8%  | 20.0%        | 5.7%        |
| Information and communications technology      | 1.7%    | 0.0%   | 2.5%         | 2.9%        |
| Disaster management                            | 0.0%    | 0.0%   | 0.0%         | 0.0%        |

\*Significantly different between geographic locations

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

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

| Greatest Value   |         |        |              |             |
|--|---------|--------|--------------|-------------|
| Percentage of Respondents  | Yaoundé | Douala | Other cities | Rural areas |
| Financial resources: investment lending                                      | 40.8%   | 30.8%  | 34.6%        | 46.7%       |
| Financial resources: policy based lending / budget support to the Government | 17.2%   | 38.5%  | 23.1%        | 6.7%        |
| Mobilizing third party financial resources                                   | 4.4%    | 15.4%  | 9.6%         | 0.0%        |
| Technical assistance   | 7.8%    | 7.7%   | 3.8%         | 6.7%        |
| Policy advice  | 4.4%    | 7.7%   | 5.8%         | 0.0%        |
| Donor coordination   | 1.1%    | 0.0%   | 0.0%         | 6.7%        |
| Data and information   | 3.9%    | 0.0%   | 1.9%         | 0.0%        |
| Training/capacity building   | 12.2%   | 0.0%   | 15.4%        | 20.0%       |
| Studies/analyses   | 2.2%    | 0.0%   | 3.8%         | 0.0%        |
| Convening/facilitating   | 0.0%    | 0.0%   | 0.0%         | 0.0%        |
| Linkage to non-Bank expertise  | 4.4%    | 0.0%   | 1.9%         | 13.3%       |
| Other  | 1.7%    | 0.0%   | 0.0%         | 0.0%        |

| 2 <sup>nd</sup> Greatest Value   |         |        |              |             |
|--|---------|--------|--------------|-------------|
| Percentage of Respondents  | Yaoundé | Douala | Other cities | Rural areas |
| Financial resources: investment lending                                      | 12.6%   | 7.7%   | 5.9%         | 14.3%       |
| Financial resources: policy based lending / budget support to the Government | 10.4%   | 7.7%   | 7.8%         | 14.3%       |
| Mobilizing third party financial resources                                   | 9.3%    | 0.0%   | 11.8%        | 7.1%        |
| Technical assistance   | 17.6%   | 30.8%  | 7.8%         | 21.4%       |
| Policy advice  | 6.6%    | 7.7%   | 9.8%         | 14.3%       |
| Donor coordination   | 8.2%    | 7.7%   | 9.8%         | 0.0%        |
| Data and information   | 2.2%    | 0.0%   | 2.0%         | 0.0%        |
| Training/capacity building   | 12.1%   | 15.4%  | 19.6%        | 28.6%       |
| Studies/analyses   | 9.9%    | 0.0%   | 9.8%         | 0.0%        |
| Convening/facilitating   | 0.5%    | 0.0%   | 3.9%         | 0.0%        |
| Linkage to non-Bank expertise  | 9.9%    | 23.1%  | 9.8%         | 0.0%        |
| Other  | 0.5%    | 0.0%   | 2.0%         | 0.0%        |

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

| Percentage of Respondents (Responses Combined)                               | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| Staff too inaccessible   | 14.7%   | 36.0%  | 20.8%        | 20.6%       |
| Not exploring alternative policy options                                     | 8.0%    | 8.0%   | 0.0%         | 2.9%        |
| Not adequately sensitive to political/social realities in Cameroon           | 31.5%   | 24.0%  | 22.1%        | 38.2%       |
| Not enough public disclosure of its work                                     | 18.1%   | 16.0%  | 18.2%        | 8.8%        |
| Arrogant in its approach*  | 2.5%    | 24.0%  | 2.6%         | 0.0%        |
| Not aligned with country priorities  | 9.2%    | 0.0%   | 3.9%         | 2.9%        |
| The credibility of its knowledge/data  | 1.3%    | 0.0%   | 2.6%         | 2.9%        |
| Not willing to honestly criticize policies and reform efforts in the country | 19.3%   | 20.0%  | 32.5%        | 26.5%       |
| Too influenced by developed countries  | 19.3%   | 24.0%  | 27.3%        | 38.2%       |
| Imposing technocratic solutions without regard to political realities        | 16.0%   | 4.0%   | 11.7%        | 14.7%       |
| World Bank processes too slow and complex                                    | 16.4%   | 12.0%  | 14.3%        | 5.9%        |
| Too bureaucratic in its operational policies and procedures                  | 6.7%    | 4.0%   | 7.8%         | 8.8%        |
| Not aligned with other donors' work  | 3.4%    | 0.0%   | 1.3%         | 2.9%        |
| Not collaborating enough with non-state actors                               | 22.7%   | 28.0%  | 31.2%        | 23.5%       |
| Not client focused   | 0.4%    | 0.0%   | 1.3%         | 0.0%        |
| Other  | 2.9%    | 0.0%   | 1.3%         | 0.0%        |

\*Significantly different between geographic locations

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

|  | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|--|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|  | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods”? | 226     | 7.65 | 1.95 | 23     | 7.22 | 2.58 | 77           | 7.04 | 2.20 | 31          | 6.74 | 2.18 |

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

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

| Percentage of Respondents (Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| NGOs*  | 32.6%   | 40.7%  | 52.5%        | 42.9%       |
| Local Government                               | 45.5%   | 48.1%  | 37.5%        | 62.9%       |
| Beneficiaries                                  | 21.1%   | 33.3%  | 17.5%        | 20.0%       |
| Private Sector*                                | 30.6%   | 25.9%  | 7.5%         | 2.9%        |
| Community-Based Organizations*                 | 19.0%   | 11.1%  | 27.5%        | 40.0%       |
| Donor Community                                | 10.7%   | 3.7%   | 6.3%         | 5.7%        |
| Foundations                                    | 0.8%    | 3.7%   | 2.5%         | 0.0%        |
| Academia/Think Tanks/Research Institutes       | 17.8%   | 22.2%  | 21.3%        | 20.0%       |
| Parliament                                     | 5.4%    | 0.0%   | 6.3%         | 0.0%        |
| Media  | 7.4%    | 3.7%   | 11.3%        | 5.7%        |
| Faith-Based Organizations                      | 5.0%    | 3.7%   | 3.8%         | 0.0%        |
| Other  | 1.7%    | 0.0%   | 3.8%         | 0.0%        |

\*Significantly different between geographic locations

To what extent do you agree with the following statements about the World Bank’s work in Cameroon?

(1-Strongly disagree, 10-Strongly agree)

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Overall the World Bank currently plays a relevant role in development in Cameroon*            | 232     | 6.06 | 2.28 | 25     | 5.20 | 2.45 | 70           | 5.64 | 1.94 | 33          | 5.58 | 2.25 |
| The World Bank’s work is aligned with what I consider the development priorities for Cameroon | 221     | 5.46 | 2.30 | 24     | 5.00 | 2.50 | 69           | 5.17 | 1.93 | 33          | 5.03 | 2.04 |
| The World Bank supports programs and strategies that are realistic for Cameroon               | 223     | 5.78 | 2.16 | 25     | 5.20 | 2.22 | 74           | 5.43 | 2.04 | 33          | 5.24 | 2.26 |
| The World Bank treats clients and stakeholders in Cameroon with respect*                      | 198     | 5.99 | 2.35 | 24     | 4.67 | 2.01 | 58           | 5.33 | 1.91 | 32          | 5.41 | 1.60 |

\*Significantly different between geographic locations

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

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

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

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Responsiveness*   | 182     | 5.34 | 1.94 | 25     | 3.96 | 1.90 | 56           | 5.20 | 1.81 | 32          | 4.50 | 1.72 |
| Flexibility (in terms of the World Bank's products and services)* | 187     | 5.06 | 1.85 | 24     | 3.71 | 1.71 | 57           | 4.68 | 1.90 | 32          | 4.47 | 1.57 |
| Flexibility (in terms of changing country circumstances)          | 184     | 5.15 | 1.85 | 24     | 4.21 | 2.21 | 57           | 5.05 | 2.00 | 31          | 4.58 | 1.29 |
| Being inclusive*  | 172     | 5.77 | 2.04 | 23     | 4.52 | 2.37 | 53           | 5.26 | 1.89 | 28          | 4.61 | 1.34 |
| Openness (sharing data and other information)*                    | 200     | 6.16 | 2.19 | 26     | 4.62 | 2.40 | 66           | 5.70 | 2.07 | 32          | 5.13 | 2.11 |
| Staff accessibility*  | 208     | 5.09 | 2.41 | 24     | 3.50 | 1.87 | 61           | 4.02 | 2.19 | 32          | 3.56 | 2.38 |
| Straightforwardness and honesty*                                  | 183     | 5.89 | 2.41 | 22     | 5.09 | 2.71 | 58           | 5.28 | 2.55 | 33          | 4.36 | 2.63 |
| Collaboration with groups outside of the Government               | 196     | 5.35 | 2.03 | 25     | 4.52 | 2.16 | 65           | 5.03 | 1.91 | 33          | 5.06 | 1.54 |
| Collaboration with the Government*                                | 209     | 7.53 | 1.79 | 25     | 6.44 | 2.60 | 69           | 6.83 | 2.07 | 32          | 6.16 | 2.10 |
| Collaboration with other donors*                                  | 189     | 6.96 | 1.96 | 22     | 5.45 | 2.70 | 58           | 6.53 | 2.12 | 28          | 5.75 | 1.99 |
| The speed in which it gets things accomplished on the ground*     | 184     | 5.17 | 1.93 | 24     | 3.42 | 1.91 | 60           | 4.85 | 1.84 | 30          | 4.70 | 1.78 |
| Follow through over time*   | 191     | 6.01 | 1.93 | 22     | 5.14 | 2.83 | 55           | 5.18 | 1.99 | 30          | 5.53 | 1.81 |

\*Significantly different between geographic locations

When World Bank 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)                                     | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| The World Bank works too slowly  | 13.1%   | 7.7%   | 9.1%         | 5.7%        |
| The Government works inefficiently   | 28.8%   | 38.5%  | 20.8%        | 14.3%       |
| There is not an adequate level of citizen/civil society participation              | 39.4%   | 50.0%  | 49.4%        | 48.6%       |
| Poor donor coordination  | 7.6%    | 3.8%   | 5.2%         | 2.9%        |
| The World Bank does not do adequate follow through/follow-up                       | 14.0%   | 11.5%  | 11.7%        | 8.6%        |
| Lack of/inadequate levels of capacity in Government                                | 13.6%   | 11.5%  | 5.2%         | 14.3%       |
| Political pressures and obstacles  | 22.9%   | 19.2%  | 16.9%        | 20.0%       |
| Reforms are not well thought out in light of country challenges*                   | 21.2%   | 23.1%  | 37.7%        | 37.1%       |
| The World Bank is not sensitive enough to political/social realities on the ground | 33.9%   | 34.6%  | 44.2%        | 45.7%       |
| Other  | 1.3%    | 0.0%   | 0.0%         | 0.0%        |

\*Significantly different between geographic locations

### C. World Bank Effectiveness and Results

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

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Anti-corruption                           | 205     | 5.03 | 2.21 | 25     | 4.96 | 2.76 | 68           | 5.03 | 2.05 | 32          | 4.69 | 2.02 |
| Information and communications technology | 170     | 5.19 | 1.92 | 23     | 4.30 | 2.70 | 57           | 5.05 | 1.66 | 30          | 4.80 | 1.63 |
| Transport                                 | 200     | 5.84 | 2.06 | 26     | 5.35 | 2.67 | 67           | 5.55 | 1.97 | 31          | 5.71 | 1.53 |
| Law and justice                           | 160     | 4.52 | 2.08 | 24     | 4.42 | 2.26 | 56           | 4.79 | 1.62 | 31          | 5.06 | 1.21 |
| Urban development                         | 186     | 5.61 | 1.95 | 25     | 5.28 | 2.62 | 61           | 5.38 | 1.69 | 31          | 5.16 | 1.42 |
| Environmental sustainability*             | 187     | 6.02 | 1.94 | 23     | 4.96 | 2.72 | 66           | 5.38 | 1.67 | 33          | 5.88 | 1.52 |
| Regulatory framework                      | 165     | 5.44 | 1.95 | 21     | 4.67 | 2.39 | 51           | 5.47 | 1.38 | 31          | 5.39 | 1.48 |
| Basic infrastructure                      | 193     | 5.58 | 1.97 | 24     | 4.54 | 1.91 | 63           | 5.51 | 1.93 | 32          | 5.66 | 1.73 |
| Poverty reduction                         | 199     | 5.47 | 2.09 | 24     | 4.46 | 2.34 | 69           | 5.26 | 1.73 | 31          | 5.58 | 1.95 |
| Gender equity*                            | 160     | 5.56 | 2.02 | 20     | 4.20 | 3.19 | 58           | 4.40 | 2.03 | 33          | 4.03 | 2.31 |
| Domestic private sector development       | 164     | 4.68 | 1.77 | 22     | 3.77 | 2.25 | 55           | 4.31 | 1.64 | 28          | 4.21 | 1.64 |
| Foreign direct investment*                | 149     | 5.40 | 1.95 | 17     | 4.18 | 2.48 | 50           | 4.76 | 1.48 | 29          | 5.03 | 1.96 |
| Water and sanitation                      | 181     | 5.35 | 2.01 | 23     | 4.30 | 2.16 | 62           | 5.32 | 1.75 | 29          | 5.45 | 1.72 |
| Trade and exports*                        | 150     | 4.91 | 1.88 | 21     | 3.67 | 1.98 | 51           | 5.10 | 1.55 | 27          | 5.07 | 1.62 |
| Economic growth                           | 186     | 5.44 | 2.04 | 23     | 4.26 | 2.47 | 62           | 5.27 | 1.56 | 30          | 5.60 | 1.87 |
| Energy                                    | 197     | 5.81 | 2.17 | 24     | 4.92 | 2.89 | 61           | 5.31 | 1.90 | 32          | 5.81 | 1.67 |
| Disaster management*                      | 156     | 4.85 | 2.15 | 19     | 3.37 | 1.95 | 53           | 4.92 | 1.76 | 29          | 5.17 | 1.95 |
| Public sector governance/ reform          | 204     | 5.36 | 2.29 | 25     | 5.04 | 2.85 | 64           | 5.47 | 1.63 | 30          | 5.37 | 1.33 |
| Job creation/employment                   | 184     | 4.45 | 1.99 | 23     | 3.48 | 2.06 | 63           | 4.25 | 1.68 | 29          | 4.38 | 1.45 |
| Financial markets                         | 141     | 4.59 | 1.98 | 17     | 4.47 | 2.40 | 49           | 4.39 | 1.61 | 26          | 4.54 | 1.14 |
| Equality of opportunity*                  | 159     | 4.84 | 2.22 | 19     | 3.26 | 1.94 | 55           | 3.89 | 2.07 | 30          | 3.53 | 1.68 |
| Health*                                   | 199     | 5.96 | 1.97 | 24     | 4.63 | 2.32 | 64           | 5.81 | 2.25 | 29          | 5.45 | 1.55 |
| Rural development*                        | 197     | 5.46 | 2.11 | 24     | 4.08 | 2.36 | 65           | 4.88 | 1.91 | 33          | 5.61 | 1.73 |
| Global/regional integration               | 169     | 5.34 | 2.22 | 20     | 4.60 | 2.52 | 56           | 5.50 | 2.21 | 30          | 5.47 | 1.74 |
| Food security                             | 182     | 5.25 | 2.08 | 22     | 4.23 | 2.45 | 63           | 5.21 | 1.72 | 31          | 5.39 | 1.89 |
| Education*                                | 195     | 5.95 | 1.97 | 25     | 4.36 | 2.45 | 67           | 5.63 | 1.77 | 31          | 6.13 | 1.86 |
| Social protection*                        | 166     | 4.19 | 2.02 | 22     | 2.68 | 1.70 | 54           | 4.15 | 1.57 | 28          | 4.79 | 1.85 |
| Climate change                            | 172     | 5.43 | 2.17 | 22     | 4.45 | 2.58 | 59           | 5.17 | 1.73 | 30          | 5.97 | 2.11 |
| Agricultural development                  | 190     | 5.75 | 2.12 | 22     | 4.91 | 2.69 | 67           | 5.16 | 1.65 | 31          | 5.77 | 2.05 |
| Natural resource management               | 177     | 5.33 | 2.12 | 23     | 5.04 | 2.88 | 62           | 5.08 | 1.55 | 32          | 5.78 | 1.91 |

\*Significantly different between geographic locations

|  | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|--|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|  | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| To what extent does the World Bank's work help to achieve development results in Cameroon? | 224     | 5.85 | 1.72 | 25     | 5.16 | 2.17 | 69           | 5.67 | 1.67 | 31          | 5.42 | 1.69 |

(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 in Cameroon?

(1-Strongly disagree, 10-Strongly agree)

|  | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|--|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|  | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| The World Bank's financial instruments meet the needs of Cameroon* | 219     | 5.56 | 2.11 | 25     | 4.84 | 2.43 | 66           | 4.86 | 1.77 | 31          | 4.84 | 1.61 |
| The World Bank meets Cameroon's needs for knowledge services       | 215     | 5.53 | 2.01 | 23     | 4.83 | 2.42 | 66           | 5.32 | 1.96 | 31          | 4.94 | 1.32 |

\*Significantly different between geographic locations

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

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

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Weekly                    | 10.2%   | 14.8%  | 5.2%         | 5.7%        |
| Monthly                   | 23.3%   | 22.2%  | 14.3%        | 5.7%        |
| A few times a year        | 44.9%   | 29.6%  | 37.7%        | 25.7%       |
| Rarely                    | 16.9%   | 22.2%  | 39.0%        | 34.3%       |
| Never                     | 4.7%    | 11.1%  | 3.9%         | 28.6%       |

\*Significantly different between geographic locations

When thinking about the development challenges in Cameroon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)

| Percentage of Respondents (Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| Public sector governance/ reform               | 46.7%   | 44.4%  | 41.6%        | 54.3%       |
| Gender equity                                  | 4.2%    | 11.1%  | 9.1%         | 8.6%        |
| Domestic private sector development            | 13.3%   | 14.8%  | 23.4%        | 8.6%        |
| Foreign direct investment                      | 4.6%    | 7.4%   | 2.6%         | 2.9%        |
| Water and sanitation                           | 6.3%    | 3.7%   | 7.8%         | 0.0%        |
| Trade and exports                              | 1.7%    | 7.4%   | 1.3%         | 2.9%        |
| Energy   | 12.9%   | 11.1%  | 15.6%        | 14.3%       |
| Disaster management*                           | 0.0%    | 0.0%   | 2.6%         | 0.0%        |
| Social protection                              | 12.1%   | 11.1%  | 2.6%         | 8.6%        |
| Climate change                                 | 4.2%    | 3.7%   | 9.1%         | 0.0%        |
| Poverty reduction                              | 16.7%   | 3.7%   | 14.3%        | 8.6%        |
| Law and justice*                               | 6.3%    | 18.5%  | 10.4%        | 20.0%       |
| Anti-corruption                                | 20.4%   | 22.2%  | 20.8%        | 22.9%       |
| Financial markets                              | 2.1%    | 0.0%   | 1.3%         | 0.0%        |
| Equality of opportunity                        | 3.8%    | 7.4%   | 1.3%         | 5.7%        |
| Urban development                              | 3.8%    | 11.1%  | 9.1%         | 8.6%        |
| Education*                                     | 19.2%   | 40.7%  | 27.3%        | 31.4%       |
| Global/regional integration                    | 1.7%    | 0.0%   | 3.9%         | 0.0%        |
| Information and communications technology      | 5.0%    | 7.4%   | 2.6%         | 2.9%        |
| Transport                                      | 14.6%   | 11.1%  | 10.4%        | 20.0%       |
| Agricultural development                       | 15.0%   | 3.7%   | 14.3%        | 17.1%       |
| Natural resource management                    | 12.9%   | 0.0%   | 10.4%        | 8.6%        |
| Job creation/employment                        | 15.4%   | 11.1%  | 14.3%        | 0.0%        |
| Health*  | 12.1%   | 29.6%  | 11.7%        | 22.9%       |
| Economic growth                                | 13.8%   | 7.4%   | 6.5%         | 2.9%        |
| Rural development*                             | 8.8%    | 0.0%   | 14.3%        | 22.9%       |
| Food security                                  | 1.3%    | 0.0%   | 2.6%         | 2.9%        |
| Environmental sustainability                   | 5.4%    | 0.0%   | 5.2%         | 2.9%        |
| Regulatory framework                           | 2.9%    | 7.4%   | 0.0%         | 0.0%        |
| Basic infrastructure*                          | 10.4%   | 3.7%   | 2.6%         | 0.0%        |

\*Significantly different between geographic locations

In Cameroon, how effective do you believe the World Bank's knowledge work and activities are at:

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

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Enhancing your knowledge and/or skills*       | 218     | 5.61 | 2.04 | 25     | 4.24 | 2.60 | 67           | 4.88 | 2.13 | 30          | 5.13 | 1.85 |
| Contributing to good policy making*           | 204     | 5.81 | 2.01 | 24     | 4.87 | 2.44 | 67           | 5.54 | 1.74 | 30          | 5.00 | 1.46 |
| Providing support for program implementation* | 221     | 6.25 | 1.88 | 26     | 5.35 | 2.73 | 66           | 6.02 | 1.68 | 30          | 5.27 | 1.66 |

\*Significantly different between geographic locations

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

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

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

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Are timely*   | 196     | 5.14 | 1.80 | 24     | 3.83 | 2.04 | 60           | 4.63 | 1.81 | 30          | 4.60 | 1.28 |
| Include appropriate level of stakeholder involvement during preparation*              | 210     | 5.12 | 2.02 | 25     | 4.00 | 1.89 | 67           | 4.93 | 1.87 | 32          | 4.72 | 1.71 |
| Are relevant to Cameroon's development priorities                                     | 220     | 5.81 | 1.94 | 26     | 5.12 | 2.67 | 67           | 5.63 | 1.75 | 31          | 5.23 | 1.89 |
| Provide feasible recommendations  | 207     | 5.80 | 1.99 | 24     | 5.25 | 2.66 | 62           | 5.48 | 1.79 | 31          | 5.16 | 1.49 |
| Are accessible (well written and easy to understand)*                                 | 214     | 5.94 | 1.96 | 24     | 4.17 | 1.99 | 68           | 5.24 | 1.86 | 31          | 4.87 | 1.54 |
| Are source of relevant information on global good practices*                          | 212     | 6.54 | 2.02 | 22     | 5.36 | 2.56 | 68           | 6.09 | 2.01 | 30          | 5.13 | 1.74 |
| Are useful in terms of the work you do*   | 218     | 6.43 | 2.17 | 26     | 4.54 | 2.58 | 66           | 5.68 | 2.14 | 31          | 5.23 | 1.84 |
| Are adequately disseminated   | 212     | 5.02 | 1.96 | 25     | 4.60 | 2.78 | 66           | 4.45 | 1.88 | 31          | 4.29 | 1.37 |
| Are appropriately translated*   | 194     | 4.78 | 2.72 | 22     | 4.23 | 3.05 | 66           | 3.85 | 2.46 | 30          | 3.80 | 1.45 |
| Are adaptable to Cameroon's specific development challenges and country circumstances | 213     | 5.96 | 2.12 | 23     | 5.00 | 2.49 | 69           | 5.83 | 2.20 | 31          | 5.13 | 1.78 |

*\*Significantly different between geographic locations*

|  | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|--|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|  | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country? | 222     | 6.13 | 1.85 | 21     | 5.19 | 2.16 | 71           | 5.70 | 1.49 | 33          | 5.94 | 1.84 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*  | 219     | 6.68 | 1.75 | 24     | 6.13 | 2.05 | 68           | 5.96 | 1.74 | 33          | 5.82 | 1.78 |

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

*\*Significantly different between geographic locations*

### E. Working with the World Bank

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

|  | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|--|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|  | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| The World Bank disburses funds promptly*   | 191     | 4.77 | 2.17 | 20     | 3.70 | 1.95 | 62           | 3.92 | 1.70 | 28          | 4.14 | 1.43 |
| The World Bank effectively monitors and evaluates the projects and programs it supports* | 224     | 6.41 | 2.09 | 25     | 5.92 | 2.61 | 68           | 5.68 | 2.02 | 32          | 5.19 | 1.82 |
| The World Bank's approvals and reviews are done in a timely fashion*                     | 201     | 5.25 | 1.94 | 22     | 4.14 | 2.05 | 63           | 4.89 | 1.69 | 32          | 4.91 | 1.51 |
| The World Bank's "Safeguard Policy" requirements are reasonable*                         | 178     | 5.70 | 2.06 | 21     | 4.43 | 2.14 | 62           | 5.32 | 2.04 | 28          | 5.14 | 1.82 |
| The World Bank's conditions on its lending are reasonable*                               | 181     | 5.47 | 2.16 | 24     | 4.38 | 2.83 | 58           | 4.40 | 1.81 | 27          | 4.63 | 1.90 |
| Working with the World Bank increases Cameroon's institutional capacity*                 | 224     | 6.40 | 2.11 | 26     | 5.08 | 2.67 | 68           | 6.12 | 2.00 | 31          | 5.61 | 2.19 |
| The World Bank ensures consistency and continuity through staff changes                  | 149     | 5.58 | 2.06 | 19     | 5.42 | 2.65 | 54           | 5.11 | 2.10 | 28          | 5.07 | 1.65 |
| The World Bank's teams and visits are well coordinated*                                  | 177     | 6.54 | 2.03 | 21     | 5.19 | 2.84 | 56           | 5.43 | 1.82 | 30          | 5.43 | 2.18 |
| Where country systems are adequate, the World Bank makes appropriate use of them*        | 181     | 6.52 | 1.97 | 22     | 6.14 | 2.32 | 59           | 6.00 | 1.89 | 27          | 5.07 | 1.96 |
| The World Bank provides effective implementation support*                                | 207     | 6.51 | 2.05 | 22     | 6.18 | 2.91 | 64           | 5.95 | 1.91 | 31          | 5.39 | 2.11 |

\*Significantly different between geographic locations

### F. The Future Role of the World Bank in Cameroon

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| How significant a role do you believe the World Bank SHOULD play in Cameroon's development in the near future?* | 237     | 7.76 | 1.91 | 24     | 6.58 | 2.75 | 76           | 7.46 | 2.04 | 34          | 7.35 | 2.27 |

(1-Not a significant role at all, 10-Very significant role) \*Significantly different between geographic locations

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

| Percentage of Respondents (Responses Combined)                                   | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| Improve the quality of its experts as related to Cameroon's specific challenges* | 30.7%   | 55.6%  | 34.7%        | 51.4%       |
| Reduce the complexity of obtaining World Bank financing                          | 41.6%   | 29.6%  | 49.3%        | 34.3%       |
| Focus primarily on advocacy issues   | 12.2%   | 7.4%   | 8.0%         | 14.3%       |
| Improve the competitiveness of its financing compared to markets                 | 9.7%    | 14.8%  | 13.3%        | 14.3%       |
| Reach out more to groups outside of government                                   | 52.1%   | 55.6%  | 65.3%        | 51.4%       |
| Ensure greater selectivity in its work   | 3.4%    | 3.7%   | 4.0%         | 0.0%        |
| Provide more adequate data/knowledge/statistics/figures on Cameroon's economy    | 11.8%   | 14.8%  | 6.7%         | 14.3%       |
| Offer more innovative financial products   | 9.2%    | 11.1%  | 5.3%         | 5.7%        |
| Offer more innovative knowledge services   | 8.0%    | 0.0%   | 4.0%         | 8.6%        |
| Increase availability of Fee-Based services*                                     | 0.0%    | 0.0%   | 2.7%         | 0.0%        |
| Work faster*   | 14.7%   | 3.7%   | 2.7%         | 5.7%        |
| Other  | 1.7%    | 0.0%   | 2.7%         | 0.0%        |

\*Significantly different between geographic locations

### G. Communication and Information Sharing

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

| Percentage of Respondents<br>(Responses Combined) | Yaoundé | Douala | Other cities | Rural areas |
|---|---------|--------|--------------|-------------|
| Local newspapers                                  | 50.6%   | 42.3%  | 50.6%        | 57.1%       |
| International newspapers                          | 15.9%   | 30.8%  | 15.2%        | 17.1%       |
| Local radio*                                      | 10.9%   | 3.8%   | 15.2%        | 28.6%       |
| International radio                               | 11.3%   | 19.2%  | 15.2%        | 11.4%       |
| Local television                                  | 23.8%   | 15.4%  | 16.5%        | 8.6%        |
| International television                          | 17.6%   | 19.2%  | 20.3%        | 28.6%       |
| Periodicals                                       | 12.1%   | 19.2%  | 5.1%         | 8.6%        |
| Internet  | 44.4%   | 46.2%  | 46.8%        | 22.9%       |
| Social media (Facebook, Twitter, YouTube)         | 3.8%    | 0.0%   | 3.8%         | 5.7%        |
| Blogs   | 0.0%    | 0.0%   | 1.3%         | 0.0%        |
| Mobile phones*                                    | 0.4%    | 0.0%   | 6.3%         | 2.9%        |
| Instant messaging                                 | 0.4%    | 0.0%   | 0.0%         | 0.0%        |
| Other   | 5.9%    | 0.0%   | 2.5%         | 0.0%        |

\*Significantly different between geographic locations

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

| Percentage of Respondents<br>(Responses Combined)   | Yaoundé | Douala | Other cities | Rural areas |
|---|---------|--------|--------------|-------------|
| World Bank website                                  | 33.8%   | 48.1%  | 34.2%        | 15.6%       |
| Direct contact with World Bank                      | 32.1%   | 25.9%  | 25.3%        | 31.3%       |
| e-Newsletters*                                      | 35.8%   | 33.3%  | 35.4%        | 3.1%        |
| Instant messaging                                   | 6.3%    | 0.0%   | 3.8%         | 3.1%        |
| World Bank seminars/workshops/conferences           | 42.1%   | 29.6%  | 48.1%        | 62.5%       |
| World Bank Public Information Center                | 7.1%    | 14.8%  | 5.1%         | 6.3%        |
| World Bank publications and other written materials | 24.6%   | 18.5%  | 13.9%        | 21.9%       |
| Mobile phones*                                      | 4.6%    | 0.0%   | 17.7%        | 21.9%       |
| Social media (Facebook, Twitter, YouTube)           | 9.6%    | 11.1%  | 6.3%         | 6.3%        |
| Blogs   | 0.8%    | 0.0%   | 0.0%         | 3.1%        |
| Other   | 0.0%    | 0.0%   | 0.0%         | 0.0%        |

\*Significantly different between geographic locations

Are you aware of the World Bank'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 | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Yes                       | 27.2%   | 26.9%  | 28.4%        | 17.9%       |
| No                        | 72.8%   | 73.1%  | 71.6%        | 82.1%       |

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

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Yes                       | 17.8%   | -      | 5.6%         | 14.3%       |
| No                        | 82.2%   | 100.0% | 94.4%        | 85.7%       |

\*Significantly different between geographic locations

Were you able to obtain this information?\*

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Yes                       | 53.7%   | -      | 37.5%        | 6.7%        |
| No                        | 46.3%   | 100.0% | 62.5%        | 93.3%       |

\*Significantly different between geographic locations

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

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

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Yes                       | 95.1%   | 100.0% | 98.6%        | 71.0%       |
| No                        | 4.9%    | -      | 1.4%         | 29.0%       |

\*Significantly different between geographic locations

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

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Yes                       | 68.0%   | 84.6%  | 59.5%        | 48.4%       |
| No                        | 32.0%   | 15.4%  | 40.5%        | 51.6%       |

\*Significantly different between geographic locations

#### Which do you primarily use?

| Percentage of Respondents        | Yaoundé | Douala | Other cities | Rural areas |
|----------------------------------|---------|--------|--------------|-------------|
| The World Bank's country website | 40.8%   | 19.0%  | 46.7%        | 47.4%       |
| The World Bank's main website    | 59.2%   | 81.0%  | 53.3%        | 52.6%       |

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

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| High speed                | 56.9%   | 54.2%  | 24.6%        | 25.0%       |
| Dial-up                   | 43.1%   | 45.8%  | 75.4%        | 75.0%       |

\*Significantly different between geographic locations

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

|   | Yaoundé |      |      | Douala |      |      | Other Cities |      |      | Rural Areas |      |      |
|---|---------|------|------|--------|------|------|--------------|------|------|-------------|------|------|
|   | N       | Mean | SD   | N      | Mean | SD   | N            | Mean | SD   | N           | Mean | SD   |
| I use/consult World Bank data more often than I did a few years ago.*   | 217     | 5.68 | 2.56 | 23     | 4.48 | 2.76 | 67           | 4.82 | 2.33 | 28          | 4.54 | 2.10 |
| I find the World Bank websites easy to navigate.*                       | 179     | 6.35 | 2.00 | 23     | 5.39 | 2.95 | 54           | 5.69 | 2.35 | 24          | 4.79 | 2.27 |
| I find the information on the World Bank's websites useful.*            | 182     | 7.35 | 1.89 | 22     | 6.59 | 2.38 | 55           | 6.35 | 2.16 | 23          | 5.00 | 2.43 |
| When I need information from the World Bank I know how to find it.      | 197     | 5.50 | 2.61 | 24     | 5.29 | 3.30 | 62           | 4.71 | 2.69 | 25          | 4.44 | 2.00 |
| The World Bank is responsive to my information requests and inquiries.* | 162     | 5.93 | 2.45 | 17     | 3.76 | 2.44 | 53           | 4.83 | 2.40 | 25          | 4.28 | 2.35 |

\*Significantly different between geographic locations

## H. Background Information

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

| Percentage of Respondents | Yaoundé | Douala | Other cities | Rural areas |
|---------------------------|---------|--------|--------------|-------------|
| Yes                       | 44.0%   | 18.5%  | 17.7%        | 20.6%       |
| No                        | 56.0%   | 81.5%  | 82.3%        | 79.4%       |

\*Significantly different between geographic locations

Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)

| Percentage of Respondents<br>(Responses Combined)            | Yaoundé | Douala | Other cities | Rural areas |
|--|---------|--------|--------------|-------------|
| Observer*  | 27.6%   | 23.1%  | 43.4%        | 53.6%       |
| Use World Bank reports/data                                  | 32.6%   | 34.6%  | 26.3%        | 17.9%       |
| Engage in World Bank related/sponsored events/activities     | 33.9%   | 19.2%  | 27.6%        | 39.3%       |
| Collaborate as part of my professional duties*               | 40.6%   | 30.8%  | 11.8%        | 14.3%       |
| Use World Bank website for information, data, research, etc. | 28.5%   | 38.5%  | 43.4%        | 28.6%       |

\*Significantly different between geographic locations

## Appendix D: Responses to All Questions across Country Surveys<sup>1</sup>

**FY 2005 N=170 ● FY 2009 N=258 ● FY 2013 N=403**

### B. Overall Attitudes toward the World Bank

|  | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|--|---------|------|------|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| How familiar are you with the work of the World Bank in Cameroon? <sup>^</sup> | 155     | 6.32 | 2.12 | 250     | 5.97 | 2.43 | 396     | 5.65 | 2.05 |

(1-Not familiar at all, 10-Extremely familiar) <sup>^</sup>Significantly different between FY13 and FY05 surveys

|  | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|--|---------|------|------|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| Overall, please rate your impression of the World Bank's effectiveness in Cameroon.* | 162     | 5.64 | 1.77 | 236     | 5.19 | 1.86 | 369     | 5.52 | 1.88 |

(1-Not effective at all, 10-Very effective) \*Significantly different between FY13 and FY09 surveys

### To what extent do you agree with the following statements about the World Bank's work in Cameroon?

|  | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|--|---------|------|------|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| Overall the World Bank currently plays a relevant role in development in Cameroon              | 161     | 6.15 | 2.28 | 235     | 5.64 | 2.12 | 370     | 5.89 | 2.25 |
| The World Bank's work is aligned with what I consider the development priorities for Cameroon* | 158     | 5.39 | 2.05 | 223     | 4.75 | 2.09 | 357     | 5.37 | 2.21 |
| The World Bank supports programs and strategies that are realistic for Cameroon*               | 162     | 5.48 | 2.19 | 153     | 5.23 | 2.21 | 365     | 5.65 | 2.15 |
| The World Bank treats clients and stakeholders in Cameroon with respect                        | 132     | 6.07 | 2.35 | 199     | 5.88 | 2.16 | 322     | 5.71 | 2.22 |

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY13 and FY09 surveys

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

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

|  | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|--|---------|------|------|---------|------|------|---------|------|------|
|  | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| Staff accessibility <sup>^</sup> *             | 155     | 5.60 | 2.07 | 135     | 5.20 | 2.69 | 334     | 4.61 | 2.41 |
| Straightforwardness and honesty <sup>^</sup> * | 149     | 6.38 | 2.56 | 139     | 6.62 | 2.70 | 305     | 5.55 | 2.52 |

<sup>^</sup>Significantly different between FY13 and FY05 surveys \*Significantly different between FY13 and FY09 surveys

<sup>1</sup> Only those questions with similar response options/scales could be included in these comparisons.

### C. World Bank Effectiveness and Results

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

|   | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|---|---------|------|------|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| Anti-corruption <sup>^</sup>                      | 158     | 4.46 | 2.44 | 197     | 4.68 | 2.60 | 343     | 4.98 | 2.24 |
| Transport <sup>^</sup>                            | 152     | 5.01 | 2.33 | 186     | 5.74 | 2.42 | 334     | 5.72 | 2.05 |
| Law and justice                                   |         |      |      | 183     | 4.81 | 2.48 | 280     | 4.67 | 1.95 |
| Urban development <sup>^</sup>                    | 146     | 4.64 | 2.10 | 191     | 5.39 | 2.60 | 315     | 5.47 | 1.92 |
| Regulatory framework                              |         |      |      | 177     | 5.60 | 2.40 | 279     | 5.36 | 1.85 |
| Basic infrastructure <sup>^*</sup>                | 153     | 6.04 | 2.00 | 203     | 6.18 | 2.45 | 323     | 5.44 | 1.99 |
| Poverty reduction                                 | 158     | 5.27 | 1.97 | 213     | 5.15 | 2.29 | 334     | 5.33 | 2.04 |
| Gender equity <sup>^*</sup>                       | 150     | 5.61 | 2.23 | 178     | 5.90 | 2.52 | 279     | 5.05 | 2.25 |
| Domestic private sector development <sup>^*</sup> | 146     | 5.41 | 2.32 | 187     | 5.39 | 2.36 | 279     | 4.47 | 1.80 |
| Economic growth                                   | 153     | 5.43 | 1.87 | 193     | 5.24 | 2.22 | 314     | 5.31 | 1.99 |
| Energy <sup>^</sup>                               | 151     | 4.50 | 2.18 | 188     | 5.66 | 2.63 | 324     | 5.60 | 2.16 |
| Health <sup>^*</sup>                              | 151     | 6.36 | 2.03 | 195     | 6.33 | 2.32 | 328     | 5.73 | 2.08 |
| Global/regional integration                       |         |      |      | 182     | 5.31 | 2.56 | 286     | 5.31 | 2.19 |
| Education   | 152     | 5.87 | 2.41 | 190     | 5.87 | 2.41 | 329     | 5.71 | 2.05 |
| Agricultural development <sup>^</sup>             | 145     | 6.04 | 2.13 | 190     | 5.78 | 2.58 | 319     | 5.52 | 2.09 |
| Natural resource management <sup>^*</sup>         | 153     | 5.75 | 2.04 | 189     | 5.96 | 2.51 | 303     | 5.28 | 2.08 |

<sup>^</sup>Significantly different between FY13 and FY05 surveys \*Significantly different between FY13 and FY09 surveys

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

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

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

|   | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|---|---------|------|------|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| Are source of relevant information on global good practices <sup>^</sup>                            | 146     | 7.13 | 1.86 | 216     | 6.53 | 2.42 | 345     | 6.21 | 2.08 |
| Are useful in terms of the work you do <sup>*</sup>   |         |      |      | 225     | 7.67 | 1.98 | 351     | 6.05 | 2.24 |
| Are adequately disseminated <sup>*</sup>  |         |      |      | 218     | 6.44 | 2.50 | 346     | 4.79 | 2.00 |
| Are adaptable to Cameroon's specific development challenges and country circumstances <sup>^*</sup> | 152     | 5.31 | 1.97 | 219     | 4.99 | 2.25 | 349     | 5.77 | 2.16 |

<sup>^</sup>Significantly different between FY13 and FY05 surveys \*Significantly different between FY13 and FY09 surveys

### E. Working with the World Bank

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

|   | FY 2005 |      |      | FY 2009 |      |      | FY 2013 |      |      |
|---|---------|------|------|---------|------|------|---------|------|------|
|   | N       | Mean | SD   | N       | Mean | SD   | N       | Mean | SD   |
| The World Bank effectively monitors and evaluates the projects and programs it supports <sup>^*</sup> | 107     | 6.83 | 2.12 | 137     | 6.58 | 2.27 | 364     | 6.08 | 2.14 |
| The World Bank's conditions on its lending are reasonable*  |         |      |      | 130     | 6.04 | 2.23 | 303     | 5.07 | 2.20 |
| Working with the World Bank increases Cameroon's institutional capacity <sup>^</sup>                  | 105     | 6.82 | 2.21 | 133     | 6.47 | 2.16 | 363     | 6.18 | 2.17 |

<sup>^</sup>Significantly different between FY13 and FY05 surveys \*Significantly different between FY13 and FY09 surveys

### G. Communication and Information Sharing

Do you have access to the Internet?\*

| Percentage of Respondents | FY 2005 | FY 2009 | FY 2013 |
|---------------------------|---------|---------|---------|
| Yes                       | -       | 96.3%   | 94.3%   |
| No                        | -       | 3.7%    | 5.7%    |

\*Significantly different between geographic locations

Do you use/have used the World Bank website?<sup>^\*</sup>

| Percentage of Respondents | FY 2005 | FY 2009 | FY 2013 |
|---------------------------|---------|---------|---------|
| Yes                       | 43.7%   | 58.1%   | 66.2%   |
| No                        | 56.3%   | 41.9%   | 33.8%   |

<sup>^</sup>Significantly different between FY13 and FY05 surveys \*Significantly different between FY13 and FY09 surveys

Which do you primarily use?

| Percentage of Respondents        | FY 2005 | FY 2009 | FY 2013 |
|----------------------------------|---------|---------|---------|
| The World Bank's country website | -       | 45.0%   | 41.3%   |
| The World Bank's main website    | -       | 55.0%   | 58.7%   |

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

|  | FY 2005 |      |    | FY 2009 |      |      | FY 2013 |      |      |
|--|---------|------|----|---------|------|------|---------|------|------|
|  | N       | Mean | SD | N       | Mean | SD   | N       | Mean | SD   |
| I find the information on the World Bank's websites useful.* |         |      |    | 153     | 7.78 | 2.02 | 289     | 6.91 | 2.12 |

\*Significantly different between FY13 and FY09 surveys

## Appendix E: Responses to Sector Effectiveness Questions by Specialization

## C. World Bank Effectiveness and Results

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

|                                     | Agriculture/<br>rural<br>development /<br>food security |      | Education |      | Energy |      | Financial<br>markets /<br>banking |      | Gender equity<br>/equality of<br>opportunity |      | Health /<br>communicable<br>/non-<br>communicable<br>diseases |      | Information<br>and comm.<br>technology |      | Job creation/<br>employment |      | Law and<br>justice /<br>regulatory<br>framework |      | Natural<br>resource<br>management /<br>environmental<br>sustainability |      | Private sector<br>development /<br>foreign direct<br>investment |      | Public sector<br>governance /<br>public<br>financial<br>mgmt. / anti-<br>corruption |      | Social<br>protection |      | Transport |      | Urban<br>development |      | Water and<br>sanitation |      | Other |      |      |      |
|-------------------------------------|---|------|-----------|------|--------|------|-----------------------------------|------|--|------|---|------|--|------|-----------------------------|------|---|------|--|------|---|------|---|------|----------------------|------|-----------|------|----------------------|------|-------------------------|------|-------|------|------|------|
|                                     | N   | Mean | N         | Mean | N      | Mean | N                                 | Mean | N  | Mean | N   | Mean | N                                      | Mean | N                           | Mean | N   | Mean | N  | Mean | N   | Mean | N   | Mean | N                    | Mean | N         | Mean | N                    | Mean | N                       | Mean | N     | Mean | N    | Mean |
|                                     | Anti-corruption   | 36   | 5.17      | 38   | 4.92   | 13   | 5.31                              | 3    | 5.00   | 14   | 4.64  | 20   | 5.05                                   | 14   | 4.93                        | 9    | 4.78  | 27   | 4.85   | 22   | 5.09  | 5    | 4.80  | 42   | 5.26                 | 11   | 3.91      | 8    | 6.63                 | 13   | 6.08                    | 8    | 5.13  | 38   | 4.39 |      |
| Information and comm. technology    | 33  | 5.48 | 34        | 4.74 | 12     | 5.58 | 2                                 | 4.50 | 14   | 5.36 | 17  | 4.24 | 15                                     | 4.60 | 6                           | 3.67 | 23  | 4.30 | 14   | 5.07 | 6   | 5.67 | 31  | 5.19 | 9                    | 5.22 | 5         | 6.00 | 7                    | 6.29 | 6                       | 5.50 | 36    | 5.11 |      |      |
| Transport                           | 34  | 6.12 | 34        | 5.00 | 12     | 5.67 | 3                                 | 6.67 | 17   | 5.59 | 21  | 5.24 | 15                                     | 5.67 | 6                           | 4.00 | 29  | 5.66 | 20   | 5.45 | 6   | 5.50 | 39  | 6.05 | 10                   | 5.90 | 8         | 5.63 | 12                   | 6.50 | 8                       | 6.00 | 41    | 6.44 |      |      |
| Law and justice*                    | 27  | 5.11 | 34        | 4.21 | 8      | 3.88 | 2                                 | 6.00 | 14   | 5.14 | 17  | 3.41 | 16                                     | 4.19 | 6                           | 3.33 | 27  | 4.04 | 15   | 5.27 | 5   | 5.00 | 34  | 5.12 | 9                    | 5.33 | 6         | 5.17 | 7                    | 5.14 | 6                       | 5.67 | 30    | 4.63 |      |      |
| Urban development                   | 30  | 5.60 | 36        | 5.00 | 10     | 5.40 | 3                                 | 5.33 | 17   | 5.65 | 18  | 5.11 | 15                                     | 5.20 | 5                           | 4.20 | 26  | 5.12 | 18   | 5.78 | 6   | 5.33 | 37  | 5.65 | 10                   | 5.60 | 7         | 5.71 | 12                   | 6.17 | 7                       | 6.86 | 37    | 5.81 |      |      |
| Environmental sustainability        | 36  | 6.28 | 36        | 5.44 | 12     | 6.17 | 3                                 | 6.67 | 15   | 5.53 | 18  | 5.61 | 14                                     | 4.86 | 5                           | 5.00 | 25  | 5.08 | 24   | 6.08 | 6   | 5.67 | 36  | 5.83 | 10                   | 5.80 | 7         | 6.57 | 10                   | 6.20 | 7                       | 7.43 | 37    | 5.84 |      |      |
| Regulatory framework                | 29  | 6.31 | 30        | 5.00 | 11     | 5.44 | 1                                 | 7.00 | 12   | 5.33 | 17  | 4.47 | 12                                     | 5.17 | 5                           | 5.40 | 21  | 4.71 | 17   | 5.65 | 6   | 5.50 | 35  | 5.60 | 9                    | 4.89 | 7         | 5.29 | 11                   | 5.45 | 6                       | 6.17 | 31    | 5.42 |      |      |
| Basic infrastructure                | 29  | 6.03 | 36        | 5.36 | 12     | 5.92 | 3                                 | 7.00 | 15   | 5.00 | 20  | 4.50 | 14                                     | 4.57 | 6                           | 4.83 | 26  | 5.38 | 19   | 5.42 | 6   | 5.50 | 40  | 5.83 | 11                   | 5.27 | 8         | 5.25 | 12                   | 6.25 | 8                       | 5.13 | 38    | 5.76 |      |      |
| Poverty reduction                   | 35  | 5.83 | 35        | 5.29 | 11     | 5.91 | 3                                 | 6.67 | 17   | 5.00 | 19  | 5.21 | 15                                     | 4.80 | 6                           | 4.33 | 28  | 4.96 | 21   | 5.52 | 6   | 5.33 | 42  | 5.55 | 10                   | 5.60 | 8         | 5.00 | 10                   | 5.40 | 8                       | 4.38 | 39    | 5.44 |      |      |
| Gender equity                       | 31  | 5.58 | 31        | 4.45 | 10     | 6.00 | 3                                 | 5.67 | 14   | 3.86 | 18  | 5.11 | 14                                     | 5.21 | 5                           | 4.20 | 25  | 5.36 | 15   | 4.27 | 6   | 4.17 | 33  | 4.91 | 9                    | 4.78 | 7         | 6.71 | 7                    | 5.29 | 5                       | 6.00 | 30    | 5.37 |      |      |
| Domestic private sector development | 28  | 4.96 | 28        | 4.21 | 10     | 4.80 | 2                                 | 5.50 | 13   | 4.38 | 17  | 4.24 | 14                                     | 4.07 | 5                           | 4.20 | 20  | 4.40 | 15   | 4.67 | 6   | 4.50 | 34  | 4.65 | 11                   | 3.82 | 7         | 4.00 | 8                    | 4.25 | 7                       | 5.14 | 35    | 4.51 |      |      |
| Foreign direct investment           | 25  | 5.44 | 30        | 5.03 | 13     | 4.92 | 2                                 | 6.00 | 13   | 4.92 | 15  | 4.87 | 10                                     | 4.80 | 6                           | 4.00 | 19  | 5.05 | 14   | 5.71 | 4   | 4.00 | 31  | 5.26 | 8                    | 5.00 | 5         | 4.60 | 7                    | 4.29 | 6                       | 6.67 | 28    | 5.50 |      |      |
| Water and sanitation                | 32  | 5.78 | 36        | 4.92 | 12     | 5.25 | 3                                 | 5.67 | 14   | 5.00 | 18  | 4.44 | 11                                     | 4.64 | 6                           | 4.00 | 26  | 5.38 | 17   | 5.88 | 6   | 5.00 | 37  | 5.38 | 10                   | 5.10 | 6         | 5.00 | 11                   | 5.73 | 8                       | 5.25 | 34    | 5.53 |      |      |
| Trade and exports                   | 26  | 5.42 | 31        | 4.84 | 10     | 4.30 | 2                                 | 4.00 | 14   | 5.57 | 17  | 4.53 | 10                                     | 4.60 | 5                           | 3.40 | 23  | 4.78 | 12   | 4.50 | 5   | 4.40 | 31  | 4.97 | 10                   | 6.10 | 7         | 2.86 | 7                    | 5.29 | 4                       | 5.25 | 27    | 5.04 |      |      |
| Economic growth                     | 34  | 5.94 | 35        | 5.09 | 12     | 5.67 | 3                                 | 5.33 | 14   | 5.50 | 18  | 5.39 | 13                                     | 4.46 | 6                           | 4.33 | 28  | 5.07 | 17   | 5.88 | 6   | 4.83 | 36  | 5.50 | 11                   | 4.82 | 8         | 4.75 | 11                   | 4.73 | 6                       | 7.17 | 36    | 5.31 |      |      |
| Energy                              | 35  | 6.23 | 34        | 4.88 | 15     | 6.20 | 3                                 | 6.67 | 15   | 5.27 | 19  | 5.47 | 15                                     | 5.47 | 6                           | 4.33 | 27  | 5.22 | 22   | 6.23 | 6   | 5.33 | 38  | 6.03 | 10                   | 5.00 | 6         | 5.00 | 10                   | 6.10 | 8                       | 6.00 | 36    | 5.69 |      |      |
| Disaster management                 | 29  | 5.62 | 33        | 4.70 | 9      | 4.22 | 1                                 | 5.00 | 13   | 4.15 | 15  | 3.47 | 15                                     | 4.60 | 4                           | 4.75 | 23  | 4.61 | 14   | 5.36 | 6   | 5.00 | 32  | 5.38 | 7                    | 5.14 | 7         | 5.29 | 6                    | 4.67 | 6                       | 5.00 | 28    | 4.39 |      |      |
| Public sector governance/reform*    | 35  | 6.23 | 36        | 4.25 | 12     | 5.83 | 3                                 | 5.33 | 14   | 5.43 | 18  | 5.11 | 16                                     | 4.56 | 9                           | 5.00 | 27  | 5.07 | 19   | 5.89 | 6   | 5.50 | 43  | 6.05 | 11                   | 4.73 | 8         | 4.63 | 11                   | 4.73 | 6                       | 6.50 | 40    | 5.65 |      |      |
| Job creation/employment             | 34  | 4.76 | 36        | 4.39 | 12     | 4.42 | 2                                 | 3.50 | 13   | 3.77 | 19  | 3.63 | 15                                     | 3.87 | 9                           | 4.56 | 25  | 4.12 | 18   | 4.33 | 6   | 4.83 | 34  | 4.74 | 11                   | 3.91 | 8         | 4.25 | 10                   | 4.80 | 5                       | 6.00 | 35    | 3.97 |      |      |
| Financial markets                   | 24  | 5.00 | 28        | 4.11 | 9      | 3.44 | 1                                 | 4.00 | 13   | 4.69 | 13  | 4.46 | 12                                     | 5.00 | 7                           | 4.29 | 20  | 4.25 | 11   | 4.45 | 5   | 4.60 | 32  | 5.06 | 8                    | 5.25 | 5         | 4.40 | 8                    | 5.00 | 3                       | 4.00 | 25    | 4.20 |      |      |
| Equality of opportunity             | 29  | 4.66 | 32        | 4.41 | 9      | 5.11 | 2                                 | 5.00 | 14   | 3.79 | 13  | 3.38 | 12                                     | 4.50 | 9                           | 4.33 | 23  | 4.39 | 15   | 4.20 | 6   | 4.33 | 32  | 4.66 | 8                    | 4.00 | 6         | 4.83 | 8                    | 5.00 | 6                       | 4.33 | 30    | 4.53 |      |      |
| Health                              | 33  | 6.42 | 34        | 5.44 | 12     | 6.00 | 3                                 | 5.67 | 16   | 5.56 | 23  | 6.00 | 13                                     | 5.62 | 9                           | 5.67 | 29  | 5.83 | 19   | 5.68 | 6   | 5.17 | 39  | 6.08 | 9                    | 5.78 | 7         | 5.43 | 10                   | 5.80 | 8                       | 5.00 | 40    | 5.85 |      |      |
| Rural development                   | 38  | 5.84 | 36        | 5.08 | 11     | 5.18 | 3                                 | 6.33 | 15   | 4.67 | 17  | 4.71 | 15                                     | 4.47 | 9                           | 5.67 | 29  | 4.90 | 22   | 5.77 | 6   | 5.00 | 38  | 5.71 | 10                   | 5.70 | 8         | 4.87 | 11                   | 5.45 | 8                       | 4.75 | 36    | 4.97 |      |      |
| Global/regional integration         | 31  | 5.90 | 31        | 4.97 | 10     | 5.10 | 2                                 | 5.00 | 13   | 5.77 | 17  | 5.35 | 13                                     | 5.00 | 8                           | 4.25 | 22  | 5.18 | 17   | 5.59 | 5   | 5.00 | 35  | 5.91 | 10                   | 5.90 | 6         | 4.50 | 11                   | 5.55 | 5                       | 5.60 | 32    | 5.19 |      |      |
| Food security                       | 33  | 5.73 | 34        | 5.29 | 10     | 5.00 | 3                                 | 5.67 | 13   | 5.38 | 16  | 4.63 | 14                                     | 4.14 | 9                           | 5.44 | 28  | 5.14 | 20   | 5.05 | 6   | 5.33 | 38  | 5.47 | 10                   | 5.50 | 7         | 4.14 | 10                   | 5.90 | 7                       | 5.00 | 32    | 4.75 |      |      |
| Education                           | 33  | 6.00 | 40        | 5.83 | 11     | 5.91 | 3                                 | 6.67 | 14   | 5.79 | 18  | 4.61 | 14                                     | 5.21 | 9                           | 5.44 | 29  | 5.66 | 20   | 6.05 | 6   | 5.33 | 39  | 6.21 | 10                   | 5.80 | 7         | 5.86 | 11                   | 5.91 | 7                       | 5.57 | 38    | 5.95 |      |      |
| Social protection                   | 25  | 3.76 | 34        | 4.24 | 11     | 3.45 | 1                                 | 5.00 | 13   | 4.46 | 17  | 3.76 | 14                                     | 3.79 | 9                           | 4.33 | 23  | 4.30 | 15   | 3.93 | 6   | 5.00 | 31  | 5.00 | 11                   | 4.64 | 8         | 3.88 | 8                    | 3.75 | 6                       | 3.00 | 30    | 3.50 |      |      |
| Climate change                      | 33  | 6.03 | 32        | 4.81 | 10     | 5.10 | 2                                 | 6.00 | 15   | 5.60 | 17  | 5.00 | 13                                     | 5.08 | 7                           | 6.86 | 22  | 4.64 | 21   | 6.19 | 6   | 5.00 | 34  | 5.74 | 10                   | 5.00 | 6         | 6.00 | 10                   | 5.60 | 7                       | 5.71 | 30    | 4.53 |      |      |
| Agricultural development            | 37  | 5.95 | 36        | 5.25 | 11     | 5.18 | 3                                 | 7.00 | 15   | 5.40 | 17  | 4.82 | 12                                     | 5.50 | 7                           | 6.86 | 27  | 5.07 | 19   | 5.74 | 6   | 5.00 | 40  | 6.02 | 10                   | 6.00 | 7         | 4.71 | 11                   | 5.73 | 8                       | 5.00 | 37    | 5.46 |      |      |
| Natural resource management         | 31  | 5.97 | 33        | 4.67 | 12     | 4.92 | 3                                 | 4.33 | 15   | 5.73 | 16  | 5.44 | 14                                     | 4.86 | 8                           | 4.63 | 26  | 5.38 | 21   | 5.95 | 5   | 4.40 | 37  | 5.54 | 11                   | 4.45 | 7         | 3.29 | 7                    | 5.71 | 8                       | 6.75 | 33    | 5.06 |      |      |

\*Significantly different between specializations

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

| Indicator Question   | H3. Currently, do you professionally collaborate/work with the World Bank? |          | H4. Which of the following describes most of your exposure to the World Bank in Cameroon? (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's effectiveness in Cameroon.  | 5.17   | 6.16     | 5.79  | 4.89     | 5.38                | 5.79     | 5.33                    | 5.88     | 5.25        | 6.05     | 5.60           | 5.30     |
| To what extent do you believe the World Bank's staff is well prepared to help Cameroon solve its most complicated development challenges?          | 5.49   | 6.54     | 6.15  | 5.34     | 5.83                | 6.04     | 5.71                    | 6.31     | 5.55        | 6.59     | 6.01           | 5.64     |
| The World Bank's financial instruments meet the needs of Cameroon  | 5.00   | 5.90     | 5.57  | 4.87     | 5.24                | 5.58     | 5.19                    | 5.70     | 5.08        | 5.93     | 5.38           | 5.30     |
| The World Bank meets Cameroon's needs for knowledge services   | 5.08   | 5.92     | 5.79  | 4.61     | 5.21                | 5.84     | 5.22                    | 5.86     | 5.26        | 5.74     | 5.31           | 5.62     |
| Overall the World Bank currently plays a relevant role in development in Cameroon  | 5.38   | 6.84     | 6.25  | 5.21     | 5.90                | 5.95     | 5.60                    | 6.62     | 5.49        | 6.85     | 6.02           | 5.71     |
| The World Bank's work is aligned with what I consider the development priorities for Cameroon  | 4.95   | 6.07     | 5.60  | 4.84     | 5.27                | 5.57     | 5.17                    | 5.78     | 5.10        | 5.92     | 5.39           | 5.31     |
| Responsiveness   | 4.75   | 5.66     | 5.39  | 4.53     | 4.99                | 5.44     | 4.95                    | 5.54     | 4.90        | 5.63     | 5.14           | 5.13     |
| Openness (sharing data and other information)  | 5.30   | 6.71     | 6.34  | 4.94     | 5.73                | 6.23     | 5.73                    | 6.25     | 5.63        | 6.40     | 5.79           | 6.09     |
| Collaboration with groups outside of the Government  | 4.79   | 5.84     | 5.36  | 4.80     | 5.11                | 5.32     | 5.06                    | 5.47     | 4.96        | 5.67     | 5.22           | 5.10     |
| Collaboration with the Government  | 6.79   | 7.96     | 7.57  | 6.62     | 7.21                | 7.40     | 7.05                    | 7.75     | 7.07        | 7.72     | 7.24           | 7.33     |
| Collaboration with other donors  | 6.30   | 7.31     | 7.01  | 6.17     | 6.74                | 6.73     | 6.42                    | 7.41     | 6.60        | 7.01     | 6.55           | 7.12     |
| To what extent does the World Bank's work help to achieve development results in Cameroon?   | 5.44   | 6.19     | 5.98  | 5.18     | 5.66                | 5.88     | 5.47                    | 6.30     | 5.53        | 6.17     | 5.83           | 5.51     |
| Are adaptable to Cameroon's specific development challenges and country circumstances  | 5.42   | 6.44     | 6.19  | 5.00     | 5.64                | 6.15     | 5.61                    | 6.27     | 5.51        | 6.45     | 5.80           | 5.82     |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country? | 5.65   | 6.51     | 6.31  | 5.28     | 5.94                | 6.07     | 5.73                    | 6.49     | 5.79        | 6.39     | 5.93           | 6.07     |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?   | 6.10   | 6.98     | 6.87  | 5.52     | 6.30                | 6.75     | 6.18                    | 7.01     | 6.17        | 7.05     | 6.48           | 6.38     |
| Where country systems are adequate, the World Bank makes appropriate use of them   | 5.89   | 6.83     | 6.64  | 5.59     | 6.21                | 6.49     | 6.15                    | 6.66     | 6.11        | 6.68     | 6.30           | 6.32     |

Yellow highlight indicates significant difference between Yes and No mean.

## Appendix G: Indicator Questions as a Function of Stakeholder Group

|   | Office of the President/PM/Minister |      | Employee of a Ministry |      | Consultant on Bank-supported Project |      | PMU |      | Local Government |      | Bilateral or Multilateral Agency |      | Private / Financial Sector/ Private Bank |      | NGO/Private Foundation |      | CBO |      | Media |      | Independent Government Institution |      | Trade Union |      | Faith-Based Group |      | Academia |      | Other |      |
|---|-------------------------------------|------|------------------------|------|--------------------------------------|------|-----|------|------------------|------|----------------------------------|------|--|------|------------------------|------|-----|------|-------|------|------------------------------------|------|-------------|------|-------------------|------|----------|------|-------|------|
|   | N                                   | Mean | N                      | Mean | N                                    | Mean | N   | Mean | N                | Mean | N                                | Mean | N  | Mean | N                      | Mean | N   | Mean | N     | Mean | N                                  | Mean | N           | Mean | N                 | Mean | N        | Mean | N     | Mean |
| Overall, please rate your impression of the World Bank's effectiveness in Cameroon*   | 15                                  | 5.53 | 73                     | 5.75 | 16                                   | 6.06 | 21  | 6.90 | 14               | 5.50 | 18                               | 6.50 | 17                                       | 5.41 | 93                     | 4.88 | 10  | 5.40 | 21    | 5.19 | 5                                  | 6.20 | 9           | 4.67 | 7                 | 5.29 | 17       | 6.00 | 21    | 5.57 |
| To what extent do you believe the World Bank's staff is well prepared to help Cameroon solve its most complicated development challenges?*          | 15                                  | 6.07 | 65                     | 6.11 | 16                                   | 6.44 | 21  | 7.05 | 14               | 5.21 | 15                               | 7.07 | 17                                       | 5.53 | 77                     | 5.40 | 10  | 5.40 | 18    | 5.78 | 5                                  | 6.60 | 10          | 4.10 | 4                 | 6.00 | 16       | 5.69 | 18    | 6.22 |
| The World Bank's financial instruments meet the needs of Cameroon*  | 15                                  | 5.80 | 73                     | 5.64 | 16                                   | 5.81 | 21  | 6.81 | 15               | 4.53 | 17                               | 6.29 | 16                                       | 4.13 | 91                     | 5.04 | 8   | 4.50 | 19    | 4.95 | 4                                  | 5.25 | 9           | 4.78 | 5                 | 5.40 | 18       | 4.83 | 18    | 5.50 |
| The World Bank meets Cameroon's needs for knowledge services*   | 14                                  | 5.86 | 72                     | 5.28 | 15                                   | 5.67 | 21  | 6.24 | 15               | 4.47 | 15                               | 6.47 | 16                                       | 4.62 | 85                     | 5.60 | 8   | 5.13 | 19    | 5.21 | 5                                  | 5.00 | 8           | 4.00 | 5                 | 4.40 | 19       | 4.63 | 22    | 5.55 |
| Overall the World Bank currently plays a relevant role in development in Cameroon*  | 14                                  | 6.93 | 77                     | 5.64 | 16                                   | 7.06 | 23  | 7.48 | 13               | 5.08 | 19                               | 7.11 | 17                                       | 5.06 | 93                     | 5.60 | 9   | 5.67 | 20    | 5.20 | 5                                  | 6.80 | 9           | 5.22 | 6                 | 5.33 | 18       | 5.44 | 22    | 6.09 |
| The World Bank's work is aligned with what I consider the development priorities for Cameroon*  | 14                                  | 6.43 | 74                     | 5.00 | 16                                   | 6.38 | 22  | 7.23 | 13               | 4.77 | 19                               | 6.63 | 17                                       | 4.71 | 86                     | 5.15 | 9   | 4.78 | 20    | 4.85 | 5                                  | 5.80 | 8           | 3.75 | 6                 | 5.67 | 18       | 4.72 | 21    | 5.62 |
| Responsiveness*   | 10                                  | 5.20 | 62                     | 5.24 | 14                                   | 5.43 | 21  | 6.10 | 15               | 4.33 | 15                               | 5.87 | 17                                       | 4.47 | 73                     | 4.70 | 8   | 4.38 | 19    | 4.89 | 3                                  | 4.33 | 4           | 3.00 | 4                 | 5.00 | 13       | 6.08 | 19    | 5.63 |
| Openness (sharing data and other information)*  | 12                                  | 5.50 | 72                     | 5.72 | 14                                   | 7.29 | 19  | 7.26 | 12               | 3.92 | 19                               | 6.26 | 17                                       | 5.18 | 83                     | 6.07 | 9   | 4.78 | 19    | 5.63 | 3                                  | 7.33 | 7           | 3.86 | 7                 | 6.00 | 16       | 5.56 | 17    | 6.00 |
| Collaboration with groups outside of the Government   | 10                                  | 6.00 | 68                     | 5.38 | 11                                   | 5.91 | 19  | 6.37 | 14               | 5.07 | 17                               | 5.76 | 17                                       | 4.88 | 88                     | 4.69 | 9   | 4.89 | 19    | 5.05 | 1                                  | 5.00 | 7           | 3.57 | 5                 | 5.20 | 15       | 5.47 | 22    | 5.32 |
| Collaboration with the Government*  | 14                                  | 7.21 | 71                     | 6.94 | 15                                   | 7.80 | 22  | 8.36 | 14               | 5.36 | 18                               | 7.67 | 16                                       | 5.75 | 85                     | 7.86 | 9   | 7.22 | 18    | 5.89 | 4                                  | 7.50 | 7           | 5.86 | 6                 | 7.17 | 17       | 7.29 | 22    | 6.64 |
| Collaboration with other donors*  | 13                                  | 7.23 | 66                     | 6.65 | 13                                   | 7.31 | 20  | 7.30 | 12               | 4.92 | 18                               | 6.94 | 16                                       | 5.69 | 67                     | 6.94 | 8   | 7.13 | 18    | 5.11 | 2                                  | 6.50 | 6           | 6.17 | 6                 | 7.00 | 13       | 6.77 | 18    | 7.22 |
| To what extent does the World Bank's work help to achieve development results in Cameroon?*   | 14                                  | 5.64 | 73                     | 5.81 | 16                                   | 6.00 | 23  | 6.87 | 15               | 5.33 | 18                               | 6.56 | 16                                       | 5.25 | 91                     | 5.45 | 8   | 5.75 | 18    | 5.61 | 5                                  | 5.60 | 9           | 4.11 | 7                 | 6.29 | 17       | 5.24 | 22    | 6.09 |
| Are adaptable to Cameroon's specific development challenges and country circumstances*  | 12                                  | 7.33 | 72                     | 5.92 | 14                                   | 6.71 | 18  | 7.22 | 15               | 4.47 | 18                               | 6.44 | 14                                       | 5.14 | 90                     | 5.72 | 9   | 5.56 | 20    | 5.95 | 5                                  | 5.00 | 9           | 4.78 | 6                 | 4.17 | 16       | 4.50 | 21    | 6.00 |
| Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?* | 13                                  | 6.62 | 75                     | 5.88 | 16                                   | 7.13 | 22  | 7.09 | 15               | 5.33 | 17                               | 6.35 | 14                                       | 5.00 | 87                     | 5.95 | 9   | 5.22 | 20    | 5.75 | 5                                  | 6.00 | 9           | 5.56 | 7                 | 5.43 | 19       | 5.16 | 21    | 6.19 |
| Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?*   | 14                                  | 7.07 | 75                     | 6.40 | 14                                   | 7.21 | 21  | 7.29 | 14               | 5.29 | 18                               | 7.33 | 15                                       | 5.67 | 88                     | 6.56 | 9   | 6.11 | 20    | 6.00 | 5                                  | 6.00 | 9           | 6.00 | 6                 | 5.50 | 17       | 5.76 | 21    | 6.33 |
| Where country systems are adequate, the World Bank makes appropriate use of them*   | 10                                  | 5.70 | 67                     | 6.48 | 14                                   | 6.79 | 23  | 7.57 | 15               | 4.67 | 10                               | 6.70 | 14                                       | 5.86 | 65                     | 6.38 | 8   | 5.87 | 17    | 5.53 | 3                                  | 6.67 | 8           | 5.63 | 5                 | 5.80 | 14       | 5.29 | 16    | 6.50 |

\*Significantly different between stakeholder groups

## Appendix H: Cameroon FY 2013 Questionnaire



### **World Bank Country Survey FY13 – Cameroon**

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Cameroon or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in Cameroon, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Cameroon. The World Bank commissioned an independent firm to oversee the logistics of this effort in Cameroon. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

**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 CAMEROON**

| <b>A1. In general would you say that Cameroon 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 Cameroon.</b>   |  |    |  |
|---|--|----|--|
| <b>Please identify which of the following you consider the most important development priorities in Cameroon? (Choose no more than THREE)</b> |  |    |  |
| 1   | Social protection (e.g., pensions, targeted social assistance)   | 16 | Health   |
| 2   | Transport (e.g., roads, bridges, transportation)   | 17 | Education  |
| 3   | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 18 | Poverty reduction                                    |
| 4   | Global/regional integration  | 19 | Energy   |
| 5   | Gender equity  | 20 | Food security  |
| 6   | Domestic private sector development  | 21 | Climate change (e.g., mitigation, adaptation)        |
| 7   | Foreign direct investment  | 22 | Agricultural development                             |
| 8   | Water and sanitation   | 23 | Trade and exports                                    |
| 9   | Anti corruption  | 24 | Economic growth                                      |
| 10  | Job creation/employment  | 25 | Law and justice (e.g., judicial system)              |
| 11  | Rural development  | 26 | Regulatory framework                                 |
| 12  | Financial markets  | 27 | Basic infrastructure                                 |
| 13  | Urban development  | 28 | Natural resource management (e.g., oil, gas, mining) |
| 14  | Environmental sustainability   | 29 | Disaster management                                  |
| 15  | Equality of opportunity (i.e., equity)   | 30 | Information and communications technology            |

**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 Cameroon? (Choose no more than THREE)</b> |  |    |  |
| 1  | Water and sanitation   | 16 | Domestic private sector development  |
| 2  | Equality of opportunity (i.e., equity)                         | 17 | Foreign direct investment  |
| 3  | Economic growth  | 18 | Education  |
| 4  | Climate change (e.g., mitigation, adaptation)                  | 19 | Energy   |
| 5  | Global/regional integration                                    | 20 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 6  | Gender equity  | 21 | Natural resource management (e.g., oil, gas, mining)   |
| 7  | Rural development  | 22 | Environmental sustainability   |
| 8  | Urban development  | 23 | Disaster management  |
| 9  | Regulatory framework   | 24 | Health   |
| 10   | Basic infrastructure   | 25 | Agricultural development   |
| 11   | Social protection (e.g., pensions, targeted social assistance) | 26 | Job creation/employment  |
| 12   | Law and justice (e.g., judicial system)                        | 27 | Financial markets  |
| 13   | Transport (e.g., roads, bridges, transportation)               | 28 | Trade and exports  |
| 14   | Information and communications technology                      | 29 | Food security  |
| 15   | Anti corruption  |    |  |

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**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 Cameroon? (Choose no more than THREE)</b> |  |    |  |
| 1  | Energy   | 15 | Regulatory framework   |
| 2  | Gender equity  | 16 | Trade and exports  |
| 3  | Equality of opportunity (i.e., equity)                         | 17 | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) |
| 4  | Social protection (e.g., pensions, targeted social assistance) | 18 | Domestic private sector development  |
| 5  | Global/regional integration                                    | 19 | Job creation/employment  |
| 6  | Climate change (e.g., mitigation, adaptation)                  | 20 | Agricultural development   |
| 7  | Anti corruption  | 21 | Food security  |
| 8  | Disaster management  | 22 | Transport (e.g., roads, bridges, transportation)   |
| 9  | Rural development  | 23 | Natural resource management (e.g., oil, gas, mining)   |
| 10   | Foreign direct investment                                      | 24 | Environmental sustainability   |
| 11   | Urban development  | 25 | Health   |
| 12   | Water and sanitation   | 26 | Basic infrastructure   |
| 13   | Education  | 27 | Law and justice (e.g., judicial system)  |
| 14   | Information and communications technology                      | 28 | Financial markets  |

| <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 Cameroon? (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  | Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) |
| 6  | A growing middle class  |
| 7  | Better opportunity for the poor who live in rural areas                                 |
| 8  | Better opportunity for the poor who live in urban areas                                 |
| 9  | Consistent economic growth  |
| 10   | More effective risk management  |
| 11   | Greater equity of fiscal policy   |
| 12   | Education and training that better ensure job opportunity                               |
| 13   | Improved access to basic services   |
| 14   | Better quality public services  |
| 15   | Other (please specify): _____   |

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

|  |   |   |   |   |                    |   |   |   |    |
|--|---|---|---|---|--------------------|---|---|---|----|
| <b>B1. How familiar are you with the work of the World Bank in Cameroon, on a ten point scale?</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's effectiveness in Cameroon, on a ten point scale?</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's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges, on a ten point scale?</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 can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Cameroon? (Choose no more than THREE)</b> |  |    |  |
| 1  | Social protection (e.g., pensions, targeted social assistance)   | 16 | Equality of opportunity (i.e., equity)               |
| 2  | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 17 | Health   |
| 3  | Transport (e.g., roads, bridges, transportation)   | 18 | Education  |
| 4  | Poverty reduction  | 19 | Food security  |
| 5  | Global/regional integration  | 20 | Climate change (e.g., mitigation, adaptation)        |
| 6  | Gender equity  | 21 | Agricultural development                             |
| 7  | Domestic private sector development  | 22 | Trade and exports                                    |
| 8  | Rural development  | 23 | Economic growth                                      |
| 9  | Foreign direct investment  | 24 | Law and justice (e.g., judicial system)              |
| 10   | Water and sanitation   | 25 | Regulatory framework                                 |
| 11   | Energy   | 26 | Basic infrastructure                                 |
| 12   | Job creation/employment  | 27 | Natural resource management (e.g., oil, gas, mining) |
| 13   | Financial markets  | 28 | Anti corruption                                      |
| 14   | Urban development  | 29 | Information and communications technology            |
| 15   | Environmental sustainability   | 30 | Disaster management                                  |

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

| <b>B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cameroon?</b> |  |   |  |
|--|--|---|--|
|  |  | <b>Greatest Value<br/>(Choose only ONE)</b> | <b>Second Greatest Value<br/>(Choose only ONE)</b> |
| 1  | Financial resources: investment lending                                      | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 2  | Financial resources: policy based lending / budget support to the Government | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 3  | Mobilizing third party financial resources                                   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 4  | Technical assistance   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 5  | Policy advice  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 6  | Donor coordination   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 7  | Data and information   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 8  | Training/capacity building   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 9  | Studies/analyses   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 10   | Convening/facilitating   | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 11   | Linkage to non-Bank expertise (i.e., South-South knowledge sharing)          | <input type="checkbox"/>                    | <input type="checkbox"/>                           |
| 12   | Other (please specify): _____  | <input type="checkbox"/>                    | <input type="checkbox"/>                           |

| <b>B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Cameroon? (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 Cameroon           |
| 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  | Not willing to honestly criticize policies and reform efforts in the country |
| 9  | Too influenced by developed countries  |
| 10   | Imposing technocratic solutions without regard to political realities        |
| 11   | World Bank processes too slow and complex                                    |
| 12   | Too bureaucratic in its operational policies and procedures                  |
| 13   | Not aligned with other donors' work  |
| 14   | Not collaborating enough with non-state actors                               |
| 15   | Not client focused   |
| 16   | Other (please specify): _____  |

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

|   |   |   |   |   |   |   |   |   |                              |                          |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| <b>B7. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to “global public goods” (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?</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>B8. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)</b> |  |
| 1  | NGOs                                     |
| 2  | Local Government                         |
| 3  | Beneficiaries                            |
| 4  | Private sector                           |
| 5  | Community Based Organizations (CBOs)     |
| 6  | Donor community                          |
| 7  | Foundations                              |
| 8  | Academia/think tanks/research institutes |
| 9  | Parliament                               |
| 10   | Media                                    |
| 11   | Faith based organizations                |
| 12   | Other (please specify): _____            |

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

| <b>To what extent do you agree with the following statements about the World Bank's work in Cameroon, on a ten point scale?</b> |   |                   |   |   |   |   |   |   |   |                |    |                          |
|---|---|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
|   |   | Strongly disagree |   |   |   |   |   |   |   | Strongly agree |    | Don't know               |
|   |   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>B9</b>   | Overall the World Bank currently plays a relevant role in development in Cameroon             | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>B10</b>  | The World Bank's work is aligned with what I consider the development priorities for Cameroon | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>B11</b>  | The World Bank supports programs and strategies that are realistic for Cameroon               | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>B12</b>  | The World Bank treats clients and stakeholders in Cameroon with respect                       | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |

| <b>To what extent is the World Bank an effective development partner in Cameroon, in terms of each of the following?</b> |  |                     |   |   |   |   |   |   |   |                              |    |                          |
|--|--|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
|  |  | To no degree at all |   |   |   |   |   |   |   | To a very significant degree |    | Don't know               |
|  |  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B13</b>   | Responsiveness   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B14</b>   | Flexibility (in terms of the World Bank's products and services)                           | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B15</b>   | Flexibility (in terms of changing country circumstances)                                   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B16</b>   | Being inclusive  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B17</b>   | Openness (sharing data and other information)  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B18</b>   | Staff accessibility  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B19</b>   | Straightforwardness and honesty  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B20</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>B21</b>   | Collaboration with the Government  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B22</b>   | Collaboration with other donors  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>B23</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>B24</b>   | Follow through over time   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |

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

| <b>B25. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b> |  |
|---|--|
| 1   | The World Bank works too slowly  |
| 2   | The Government works inefficiently   |
| 3   | There is not an adequate level of citizen/civil society participation              |
| 4   | Poor donor coordination  |
| 5   | The World Bank does not do adequate follow through/follow-up                       |
| 6   | Lack of/inadequate levels of capacity in Government                                |
| 7   | Political pressures and obstacles  |
| 8   | Reforms are not well thought out in light of country challenges                    |
| 9   | The World Bank is not sensitive enough to political/social realities on the ground |
| 10  | Other (please specify): _____  |

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**SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS**

| <b>How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Cameroon, on a ten point scale?</b> |  |                             |   |   |   |   |   |   |   |   |    | <b>Very effective</b>    | <b>Don't know</b> |
|---|--|-----------------------------|---|---|---|---|---|---|---|---|----|--------------------------|-------------------|
|   |  | <b>Not effective at all</b> |   |   |   |   |   |   |   |   |    |                          |                   |
|   |  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                          |                   |
| <b>C1</b>   | Anti corruption  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C2</b>   | Information and communications technology  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C3</b>   | Transport (e.g., roads, bridges, transportation)   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C4</b>   | Law and justice (e.g., judicial system)  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C5</b>   | Urban development  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C6</b>   | Environmental sustainability   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C7</b>   | Regulatory framework   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C8</b>   | Basic infrastructure   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C9</b>   | Poverty reduction  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C10</b>  | Gender equity  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C11</b>  | Domestic private sector development  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C12</b>  | Foreign direct investment  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C13</b>  | Water and sanitation   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C14</b>  | Trade and exports  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C15</b>  | Economic growth  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C16</b>  | Energy   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C17</b>  | Disaster management  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C18</b>  | 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"/> |                   |
| <b>C19</b>  | Job creation/employment  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C20</b>  | Financial markets  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C21</b>  | Equality of opportunity (i.e., equity)   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C22</b>  | Health   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C23</b>  | Rural development  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C24</b>  | Global/regional integration  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C25</b>  | Food security  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C26</b>  | Education  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C27</b>  | Social protection (e.g., pensions, targeted social assistance)   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C28</b>  | Climate change (e.g., mitigation, adaptation)  | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C29</b>  | Agricultural development   | 1                           | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |                   |
| <b>C30</b>  | 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 EFFECTIVENESS AND RESULTS**

|  |   |   |   |   |   |   |   |   |                              |                          |            |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| <b>C31. To what extent does the World Bank's work help to achieve development results in Cameroon, on a ten point scale?</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 in Cameroon, on a ten point scale?</b> |  |                   |   |   |   |   |                |   |   |   |    |                          |
|  |  | Strongly disagree |   |   |   |   | Strongly agree |   |   |   |    | Don't know               |
| <b>C32</b>   | The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Cameroon | 1                 | 2 | 3 | 4 | 5 | 6              | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| <b>C33</b>   | The World Bank meets Cameroon'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"/> |

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

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

**D2. When thinking about the development challenges in Cameroon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)**

|    |  |    |  |
|----|--|----|--|
| 1  | Public sector governance/ reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 16 | Urban development                                    |
| 2  | Gender equity  | 17 | Education  |
| 3  | Domestic private sector development  | 18 | Global/regional integration                          |
| 4  | Foreign direct investment  | 19 | Information and communications technology            |
| 5  | Water and sanitation   | 20 | Transport (e.g., roads, bridges, transportation)     |
| 6  | Trade and exports  | 21 | Agricultural development                             |
| 7  | Energy   | 22 | Natural resource management (e.g., oil, gas, mining) |
| 8  | Disaster management  | 23 | Job creation/employment                              |
| 9  | Social protection (e.g., pensions, targeted social assistance)   | 24 | Health   |
| 10 | Climate change (e.g., mitigation, adaptation)  | 25 | Economic growth                                      |
| 11 | Poverty reduction  | 26 | Rural development                                    |
| 12 | Law and justice (e.g., judicial system)  | 27 | Food security  |
| 13 | Anti corruption  | 28 | Environmental sustainability                         |
| 14 | Financial markets  | 29 | Regulatory framework                                 |
| 15 | Equality of opportunity (i.e., equity)   | 30 | Basic infrastructure                                 |

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

| In Cameroon, how effective do you believe the World Bank's knowledge work and activities are at: |  |                      |   |   |   |   |   |   |   |                |    |                          |
|--|--|----------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
|  |  | Not effective at all |   |   |   |   |   |   |   | Very effective |    | Don't know               |
| <b>D3</b>  | Enhancing your knowledge and/or skills       | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>D4</b>  | Contributing to good policy making           | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>D5</b>  | Providing support for program implementation | 1                    | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |

| In Cameroon, to what extent do you believe that the World Bank's knowledge work and activities: |   |                     |   |   |   |   |   |   |   |                              |    |                          |
|---|---|---------------------|---|---|---|---|---|---|---|------------------------------|----|--------------------------|
|   |   | To no degree at all |   |   |   |   |   |   |   | To a very significant degree |    | Don't know               |
| <b>D6</b>   | Are timely  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D7</b>   | Include appropriate level of stakeholder involvement during preparation               | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D8</b>   | Are relevant to Cameroon's development priorities                                     | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D9</b>   | Provide feasible recommendations  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D10</b>  | Are accessible (well written and easy to understand)                                  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D11</b>  | Are source of relevant information on global good practices.                          | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D12</b>  | Are useful in terms of the work you do  | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D13</b>  | Are adequately disseminated   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D14</b>  | Are translated enough into local language   | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |
| <b>D15</b>  | Are adaptable to Cameroon's specific development challenges and country circumstances | 1                   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                            | 10 | <input type="checkbox"/> |

| <b>D16. Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country, on a ten point scale?</b> |   |   |   |   |   |   |   |                  |    |                          |  |  |
|--|---|---|---|---|---|---|---|------------------|----|--------------------------|--|--|
| 1  | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9                | 10 | <input type="checkbox"/> |  |  |
| Not significant at all   |   |   |   |   |   |   |   | Very significant |    | Don't know               |  |  |

| <b>D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?</b> |   |   |   |   |   |                             |   |   |    |                          |  |  |
|--|---|---|---|---|---|-----------------------------|---|---|----|--------------------------|--|--|
| 1  | 2 | 3 | 4 | 5 | 6 | 7                           | 8 | 9 | 10 | <input type="checkbox"/> |  |  |
| Very low technical quality   |   |   |   |   |   | Very high technical quality |   |   |    | Don't know               |  |  |

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

| To what extent do you agree/disagree with the following statements, on a ten point scale? |  |                   |   |   |   |   |   |   |   |                |    |                          |
|---|--|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
|   |  | Strongly disagree |   |   |   |   |   |   |   | Strongly agree |    | Don't know               |
| <b>E1</b>   | The World Bank disburses funds promptly  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E2</b>   | The World Bank effectively monitors and evaluates the projects and programs it supports  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E3</b>   | The World Bank's approvals and reviews are done in a timely fashion  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E4</b>   | The World Bank's "Safeguard Policy" requirements are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E5</b>   | The World Bank's conditions on its lending are reasonable  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E6</b>   | Working with the World Bank increases Cameroon's institutional capacity  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E7</b>   | The World Bank ensures consistency and continuity through staff changes  | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E8</b>   | The World Bank's teams and visits are well coordinated   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E9</b>   | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <input type="checkbox"/> |
| <b>E10</b>  | The World Bank provides effective implementation support (i.e., supervision of projects)   | 1                 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9              | 10 | <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 F: THE FUTURE ROLE OF THE WORLD BANK IN CAMEROON**

|   |   |   |   |   |   |   |   |   |                       |                          |
|---|---|---|---|---|---|---|---|---|-----------------------|--------------------------|
| <b>F1. How significant a role do you believe the World Bank SHOULD play in Cameroon's development in the near future, on a ten point scale?</b> |   |   |   |   |   |   |   |   |                       |                          |
| 1   | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10                    | <input type="checkbox"/> |
| Not a significant role at all   |   |   |   |   |   |   |   |   | Very significant role | Don't know               |

|   |  |
|---|--|
| <b>F2. Which of the following SHOULD the World Bank do to make itself of greater value in Cameroon? (Choose no more than TWO)</b> |  |
| 1   | Improve the quality of its experts as related to Cameroon's specific challenges                            |
| 2   | Reduce the complexity of obtaining World Bank financing  |
| 3   | Focus primarily on advocacy issues   |
| 4   | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms) |
| 5   | Reach out more to groups outside of government   |
| 6   | Ensure greater selectivity in its work   |
| 7   | Provide more adequate data/knowledge/statistics/figures on Cameroon's economy                              |
| 8   | Offer more innovative financial products   |
| 9   | Offer more innovative knowledge services   |
| 10  | Increase availability of Fee-Based services  |
| 11  | Work faster  |
| 12  | Other (please specify): _____  |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| <b>G1. How do you get most of your information about economic and social development issues in Cameroon? (Choose no more than TWO)</b> |   |
|--|---|
| 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 (Facebook, Twitter, Youtube) |
| 10   | Blogs                                     |
| 11   | Mobile phones                             |
| 12   | Instant messaging                         |
| 13   | Other (please specify): _____             |

| <b>G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)</b> |  |
|---|--|
| 1   | World Bank website   |
| 2   | Direct contact with World Bank (i.e., face to face meetings/discussions) |
| 3   | e-newsletters  |
| 4   | Instant messaging  |
| 5   | World Bank seminars/workshops/conferences                                |
| 6   | World Bank Public Information Center                                     |
| 7   | World Bank publications and other written materials                      |
| 8   | Mobile phones  |
| 9   | Social media (Facebook, Twitter, Youtube)                                |
| 10  | Blogs  |
| 11  | Other (please specify): _____  |

|           |  |            |           |
|-----------|--|------------|-----------|
| <b>G3</b> | Are you aware of the World Bank'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 on its activities in the past year?<br>(If YES please go to Question G5; if NO please go to G6)                           | <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 website?   | <b>Yes</b> | <b>No</b> |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| <b>G8. Which do you primarily use? (Please mark only ONE response)</b> |  |
|--|--|
| 1  | The World Bank's country website (www.worldbank.org/en/country/cameroon) |
| 2  | The World Bank's main website (www.worldbank.org)                        |

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

| <b>Please rate how much you agree with the following statements, on a ten point scale.</b> |  |                          |   |   |   |   |   |   |   |   |    |                       |  |                          |
|--|--|--------------------------|---|---|---|---|---|---|---|---|----|-----------------------|--|--------------------------|
|  |  | <b>Strongly disagree</b> |   |   |   |   |   |   |   |   |    | <b>Strongly agree</b> |  | <b>Don't know</b>        |
|  |  | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       |  | <input type="checkbox"/> |
| <b>G10</b>   | I use/consult World Bank data more often than I did a few years ago  | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       |  | <input type="checkbox"/> |
| <b>G11</b>   | I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>            | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       |  | <input type="checkbox"/> |
| <b>G12</b>   | I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i> | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       |  | <input type="checkbox"/> |
| <b>G13</b>   | When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)      | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       |  | <input type="checkbox"/> |
| <b>G14</b>   | The World Bank is responsive to my information requests and inquiries  | 1                        | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |                       |  | <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? (Please mark 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 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  | Judiciary Branch   |
| 21  | Other (please specify): _____  |

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

**SECTION H: BACKGROUND INFORMATION**

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

| <b>H4. Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)</b> |   |
|--|---|
| 1  | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2  | Use World Bank reports/data   |
| 3  | Engage in World Bank related/sponsored events/activities                  |
| 4  | Collaborate as part of my professional duties                             |
| 5  | Use World Bank website for information, data, research, etc.              |

| <b>H5. Which best represents your geographic location?</b> |              |
|--|--------------|
| 1  | Yaoundé      |
| 2  | Douala       |
| 3  | Other cities |
| 4  | Rural areas  |

**Thank you for completing the survey!**