



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)

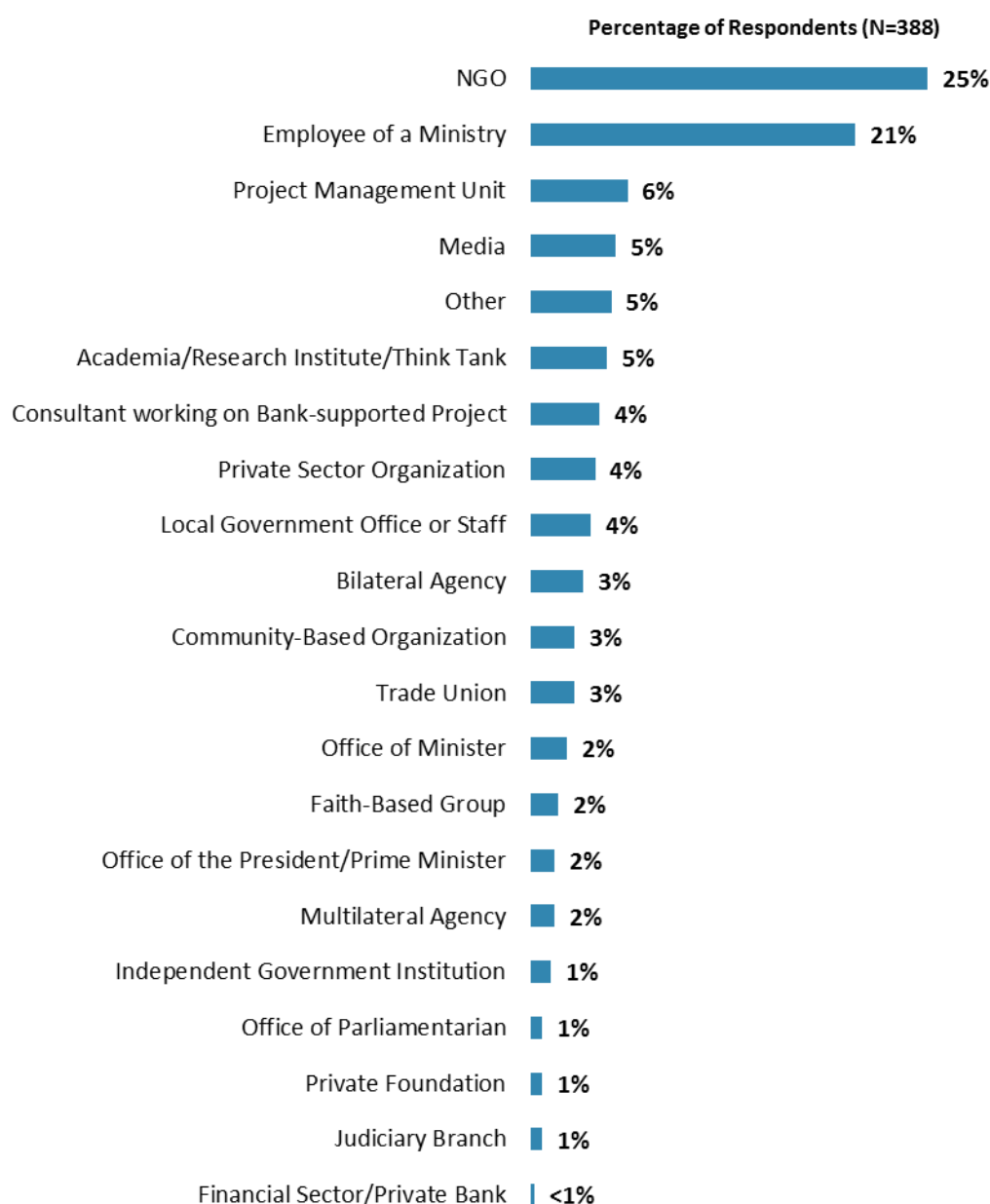
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Cameroon, Bank staff preparedness to help Cameroon solve its development challenges, the extent to which the Bank should seek to influence the global development 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.

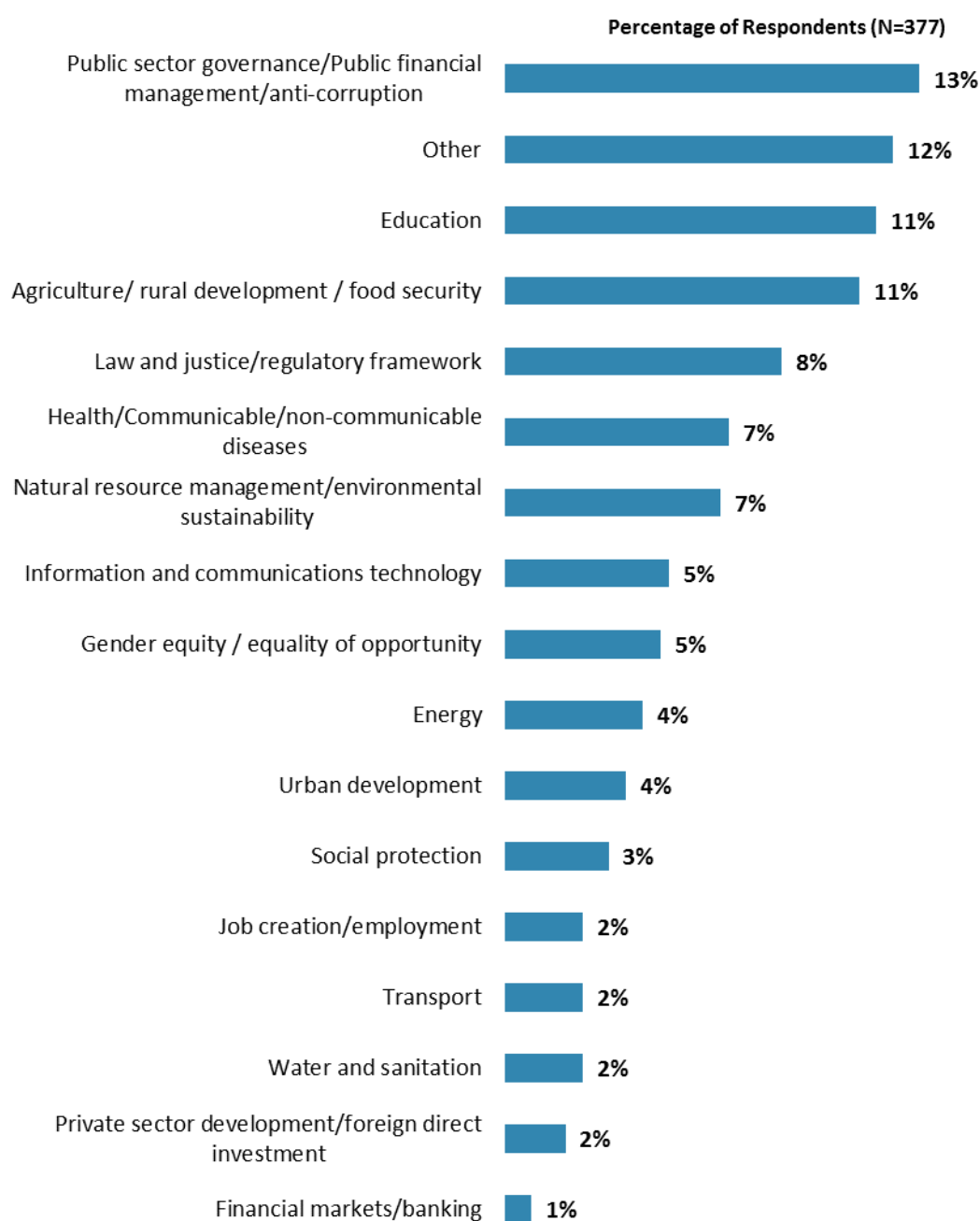


“Which of the following best describes your current position?” (Respondents chose from a list.)

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).

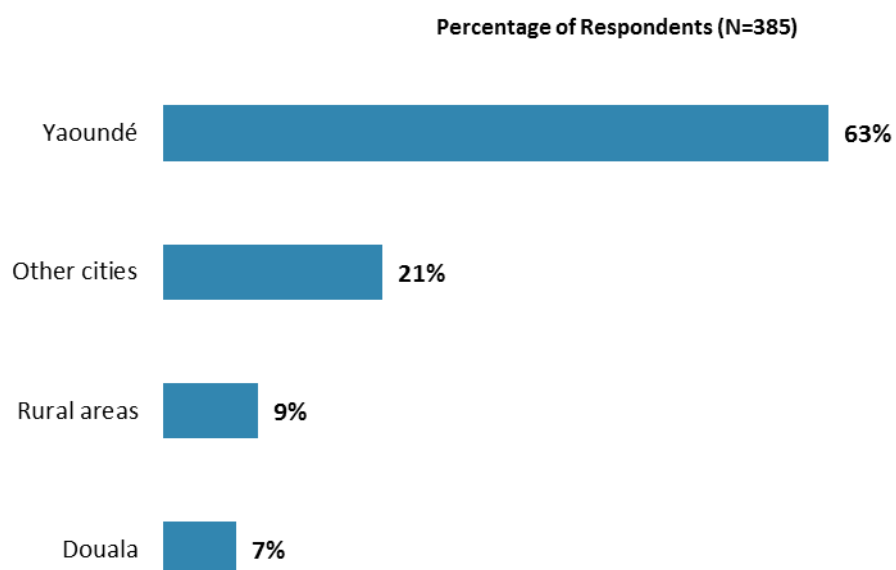


"Please identify the primary specialization of your work." (Respondents chose from a list.)

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.



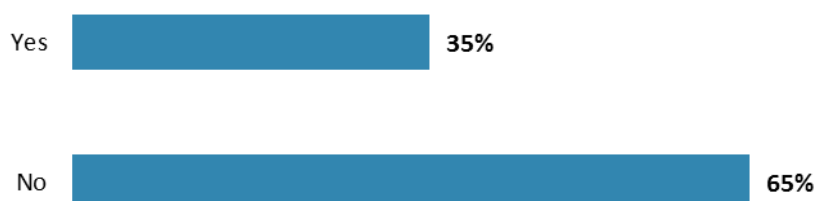
“Which best represents your geographic location?” (Respondents chose from a list.)

III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

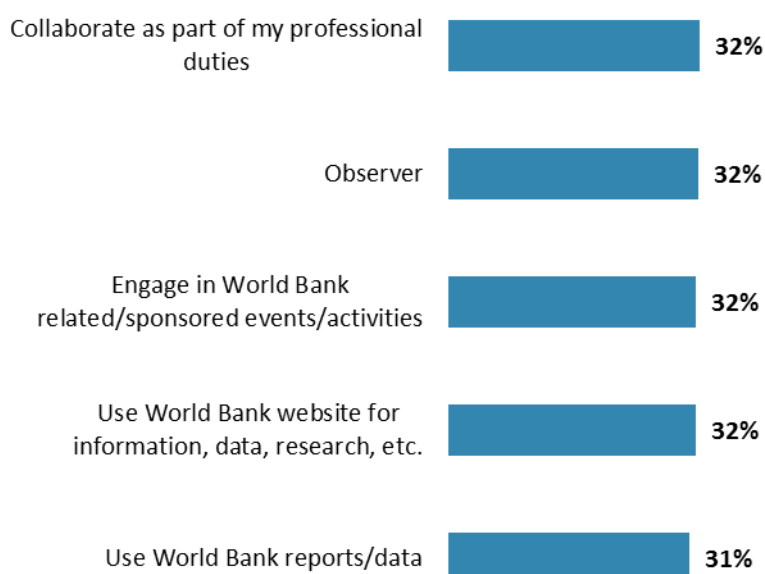
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Cameroon, can be found in the Appendix (see page 105). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted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

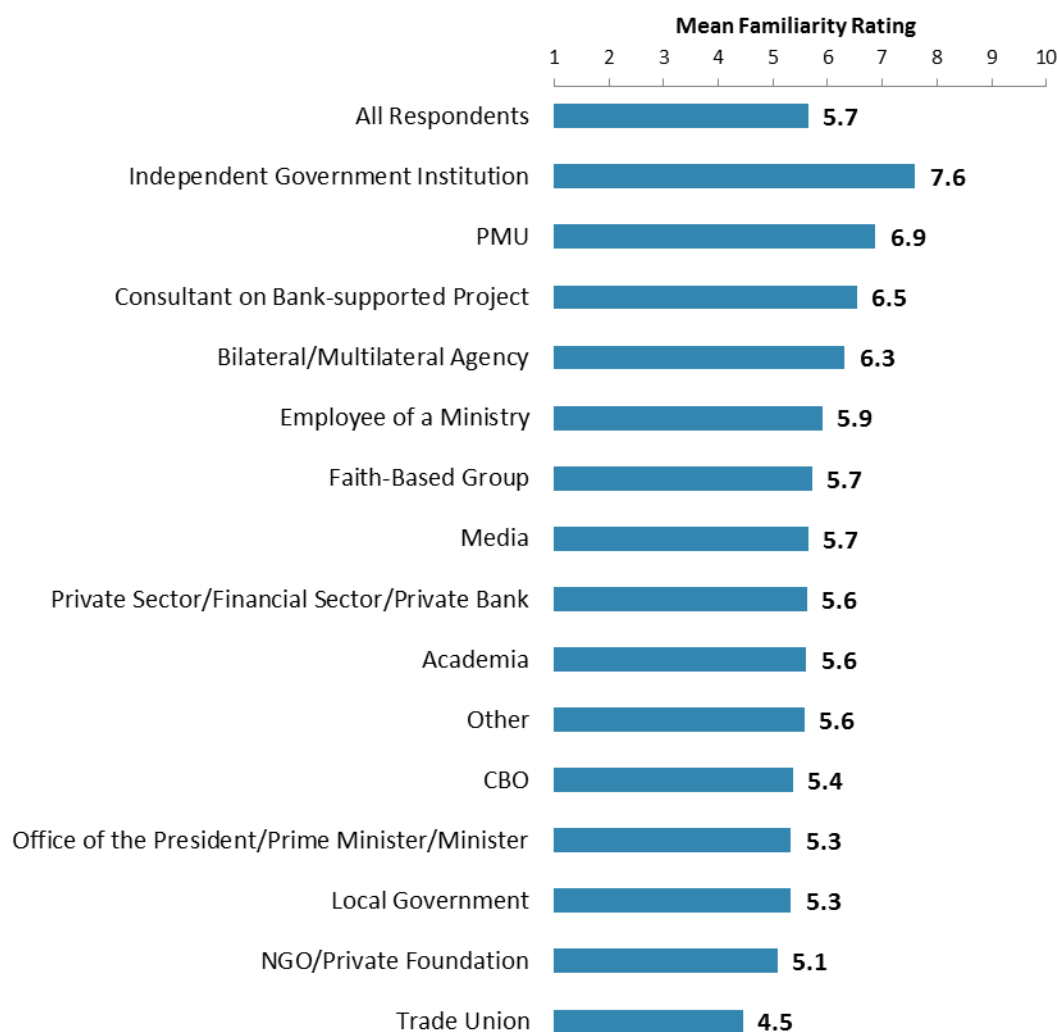


"Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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.

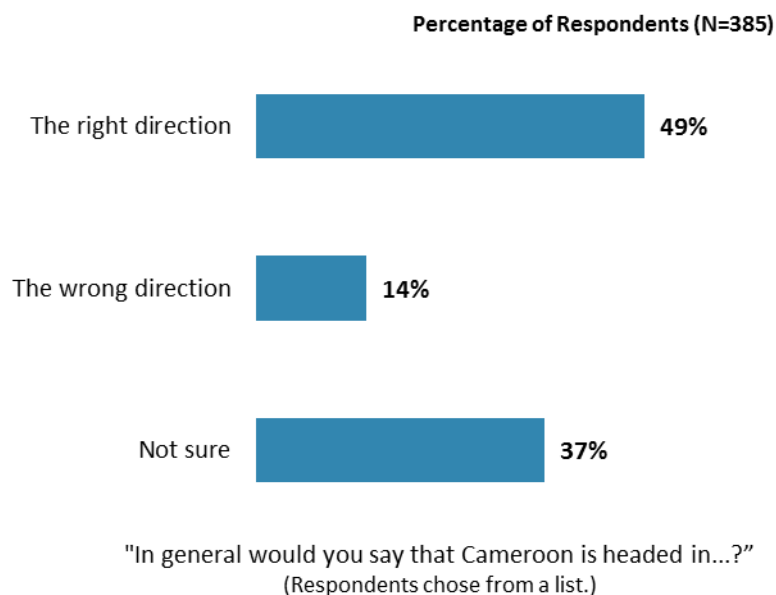


"How familiar are you with the work of the World Bank in Cameroon?"
 (1 - "Not familiar at all", 10 - "Extremely familiar")

IV. General Issues Facing Cameroon

Cameroon Heading in the Right Direction

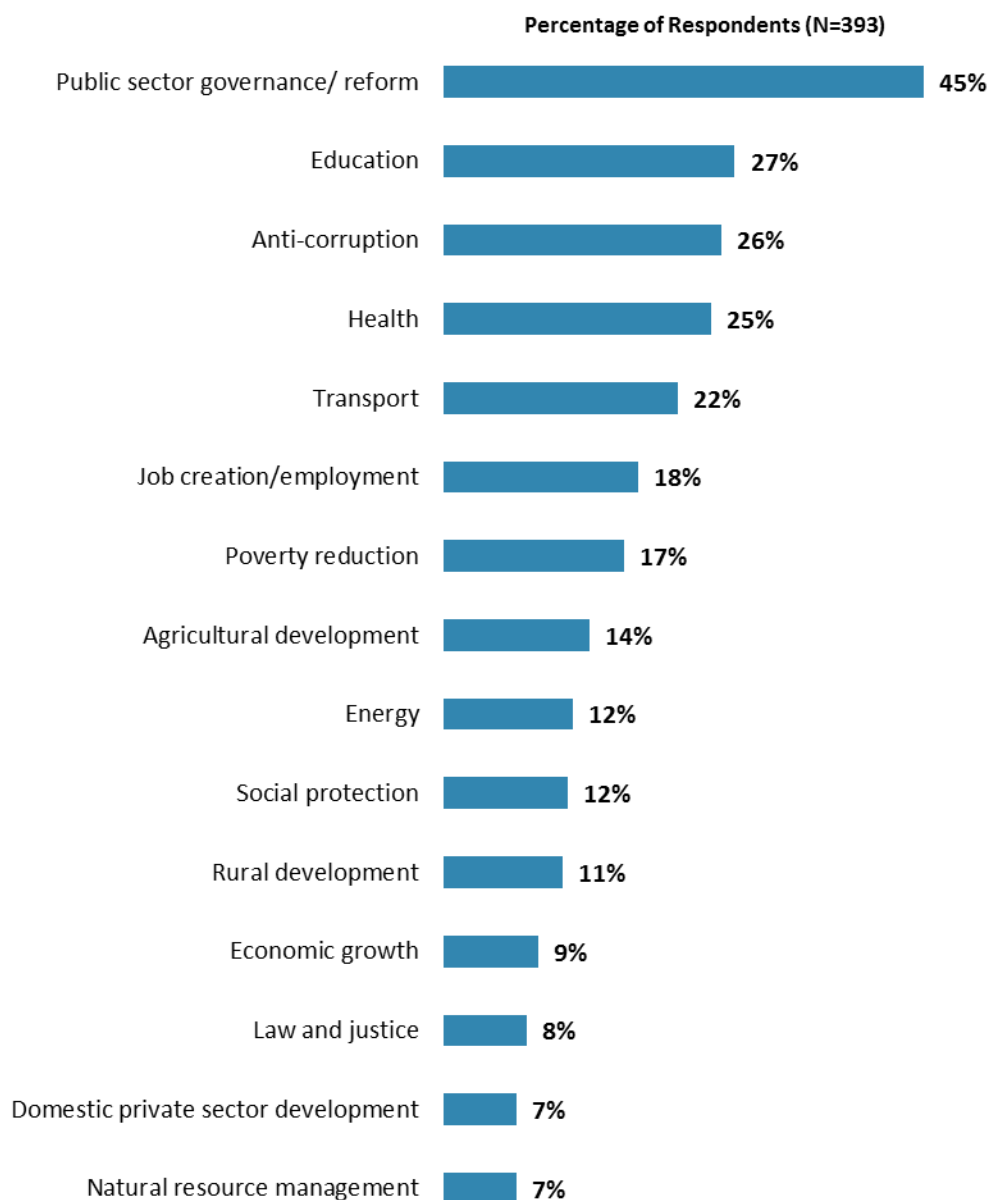
- The majority of employees of ministries, consultants on Bank-supported projects, and respondents from the office of the President/Prime Minister/Minister, PMUs, bilateral or multilateral agencies, CBOs, independent government institutions, trade unions, and other organizations indicated that Cameroon 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.

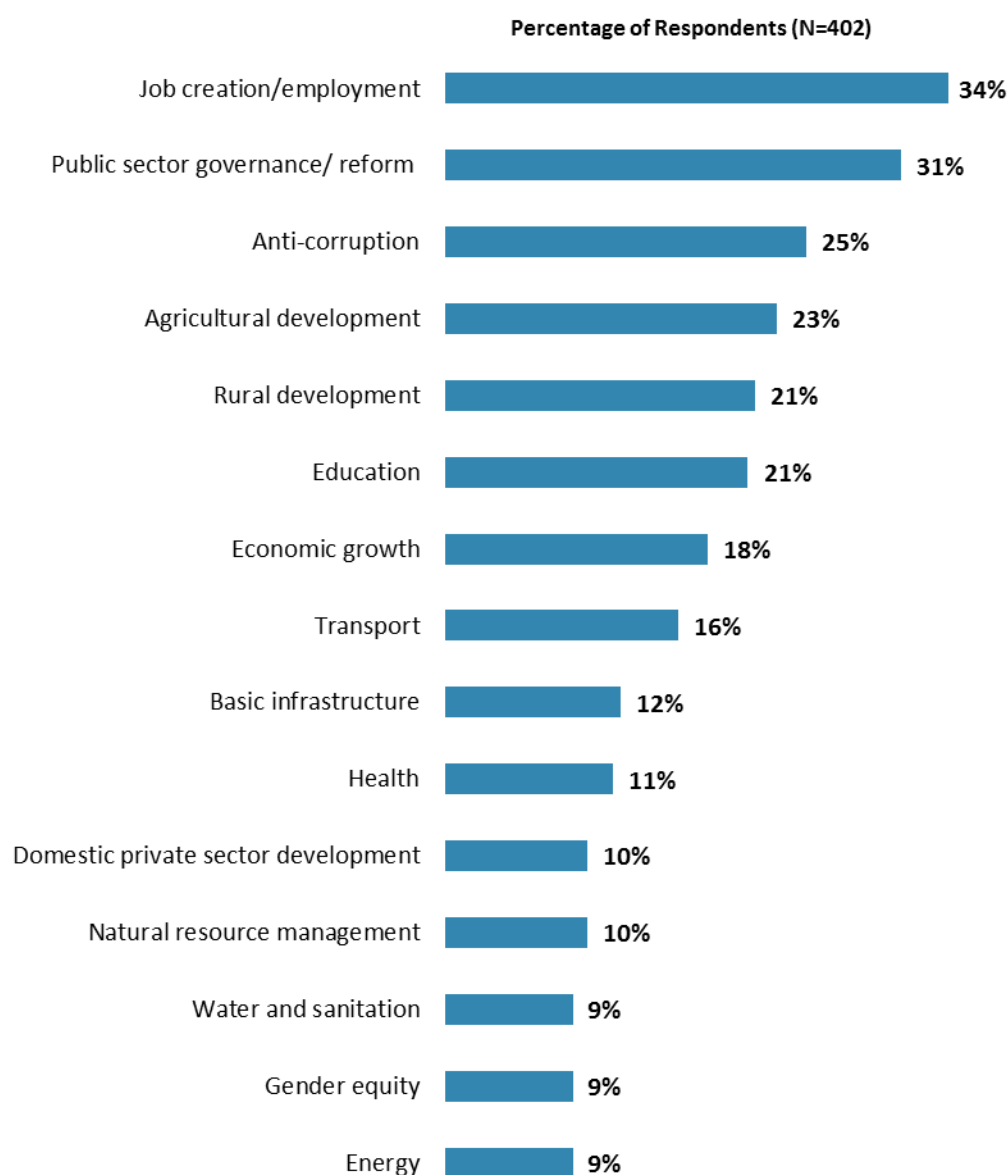


"Listed below are a number of development priorities in Cameroon. Please identify which of the following you consider the most important development priorities in Cameroon. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 15 shown.)

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.

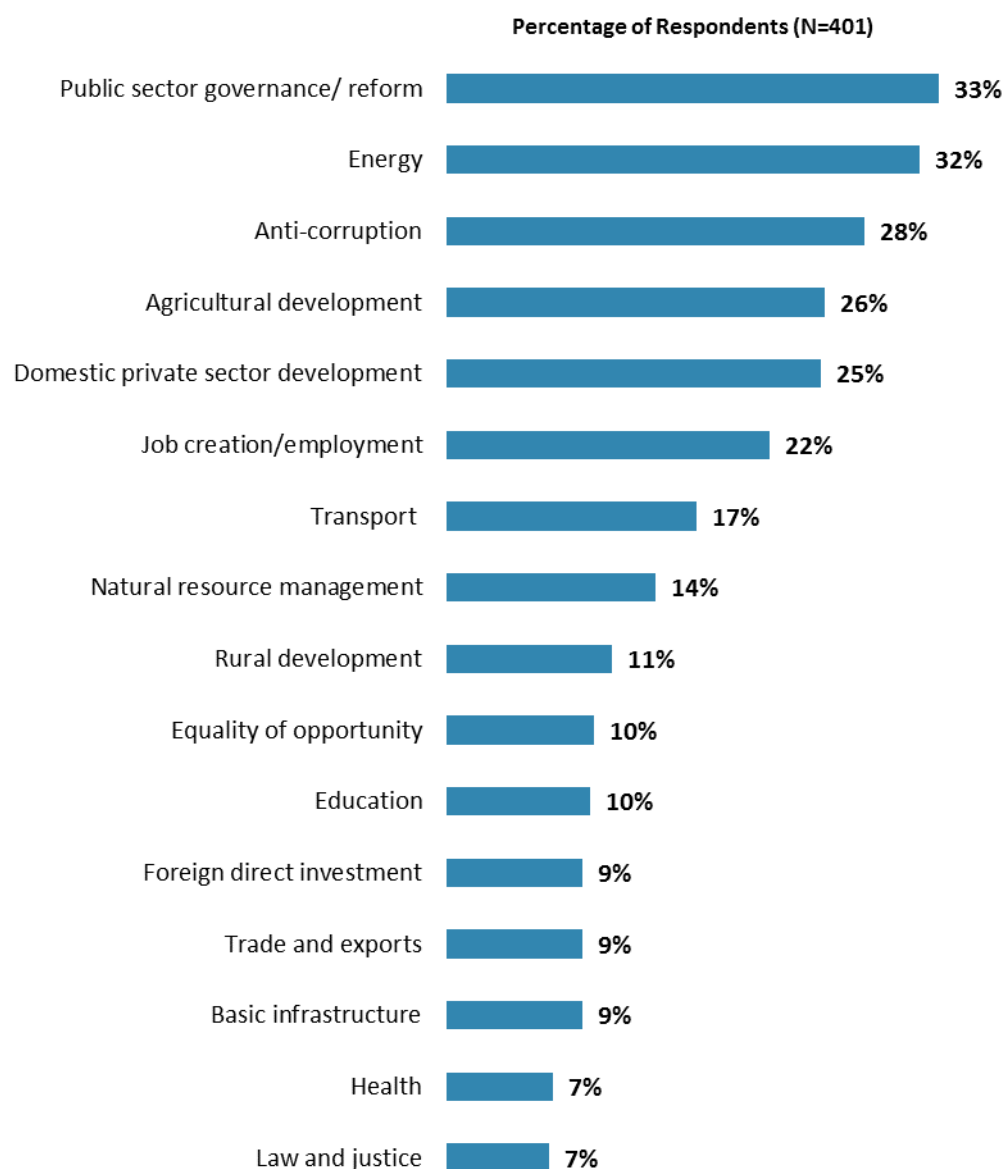


“Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cameroon?”
(Respondents chose from a list. Responses combined. Top 15 shown.)

IV. General Issues Facing Cameroon (continued)

Factors Contributing to Economic Growth

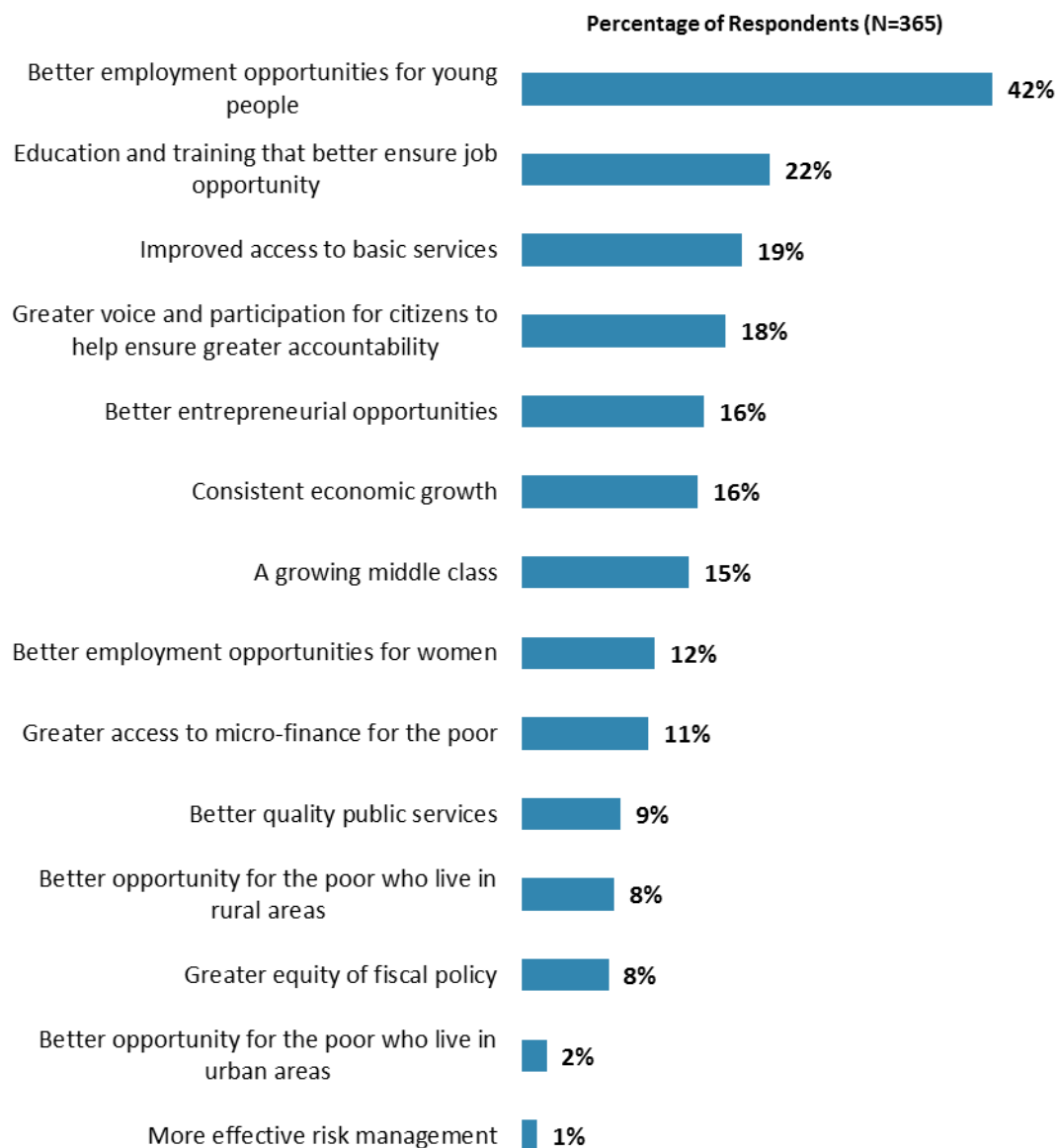
- Respondents in the FY '09 country survey indicated that increasing agricultural productivity (45%), improving governance (35%), improving infrastructure (30%), enhancing the environment for private sector growth (26%), and reducing corruption (24%) would contribute most to generating economic growth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



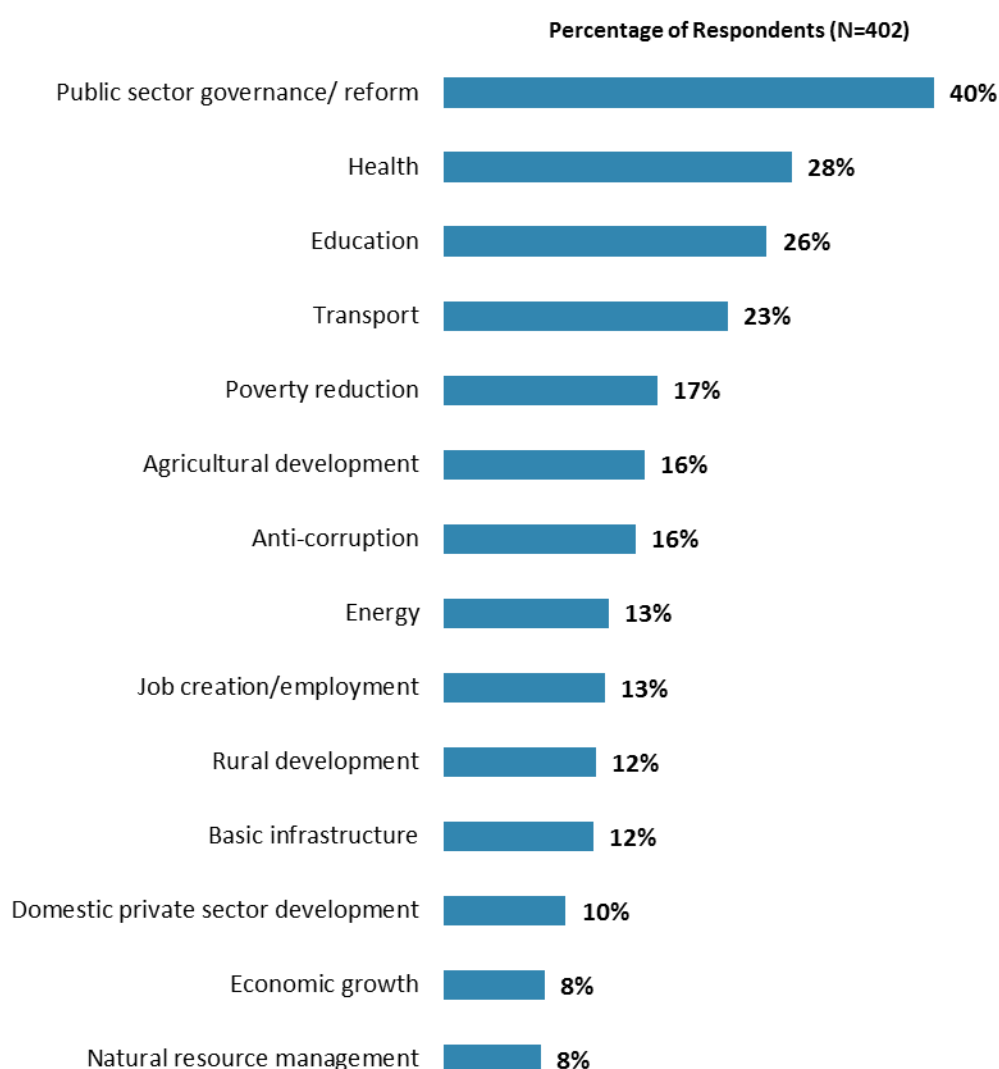
“When thinking about the idea of 'shared prosperity' in your country, which of the following TWO best illustrate how this would be achieved in Cameroon? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)

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.

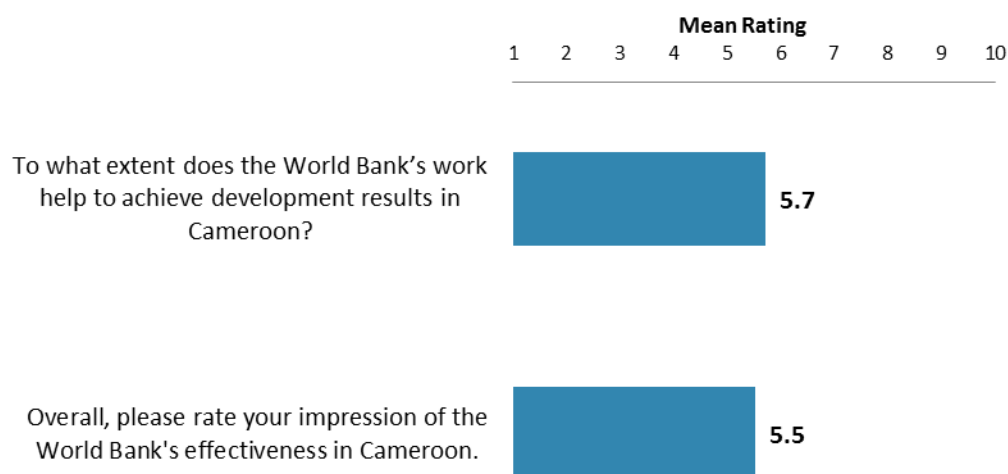


“When thinking about how the World Bank can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Cameroon? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top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

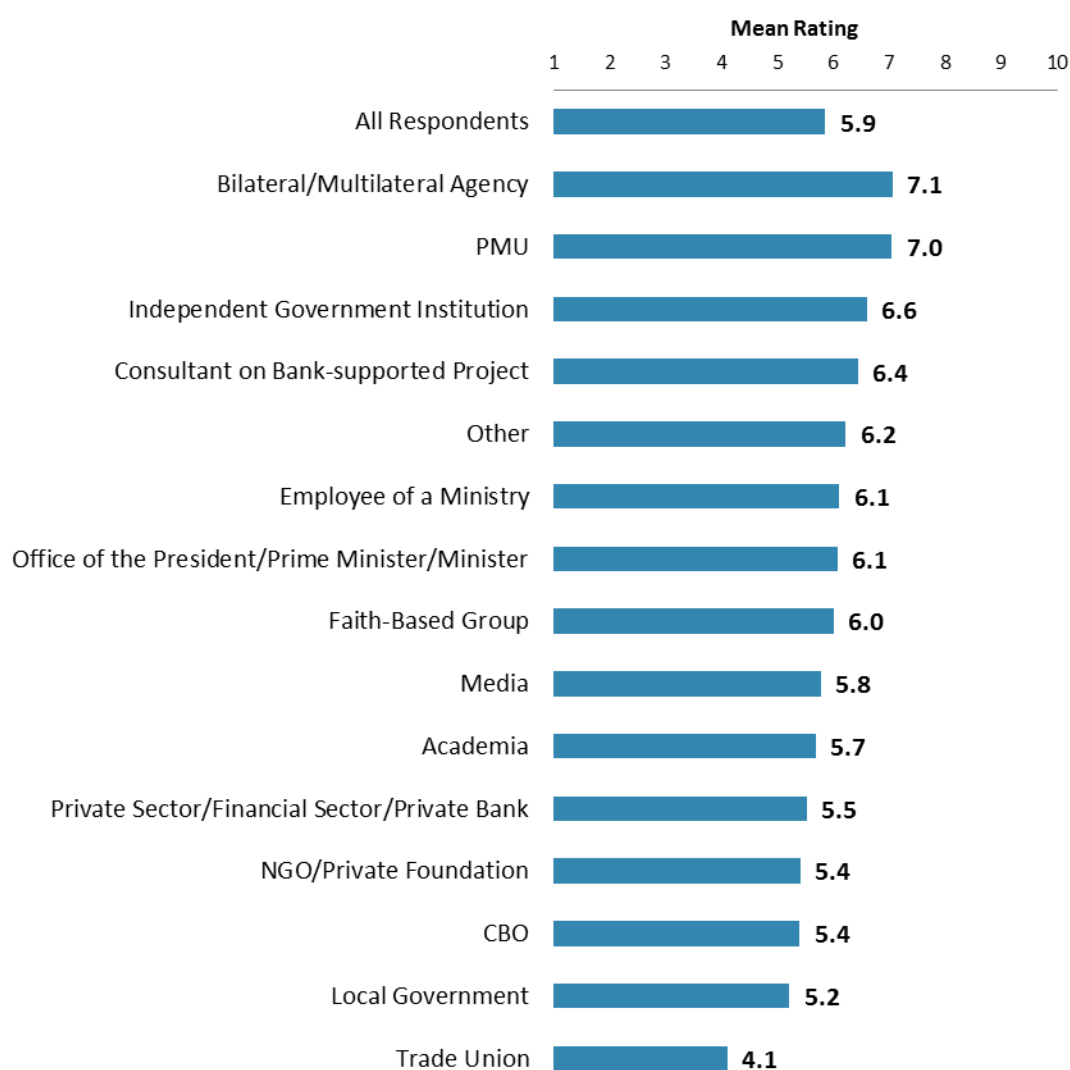


(1- "To no degree at all", 10- "To a very significant degree" and 1- "Not effective at all", 10- "Very effective")

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.

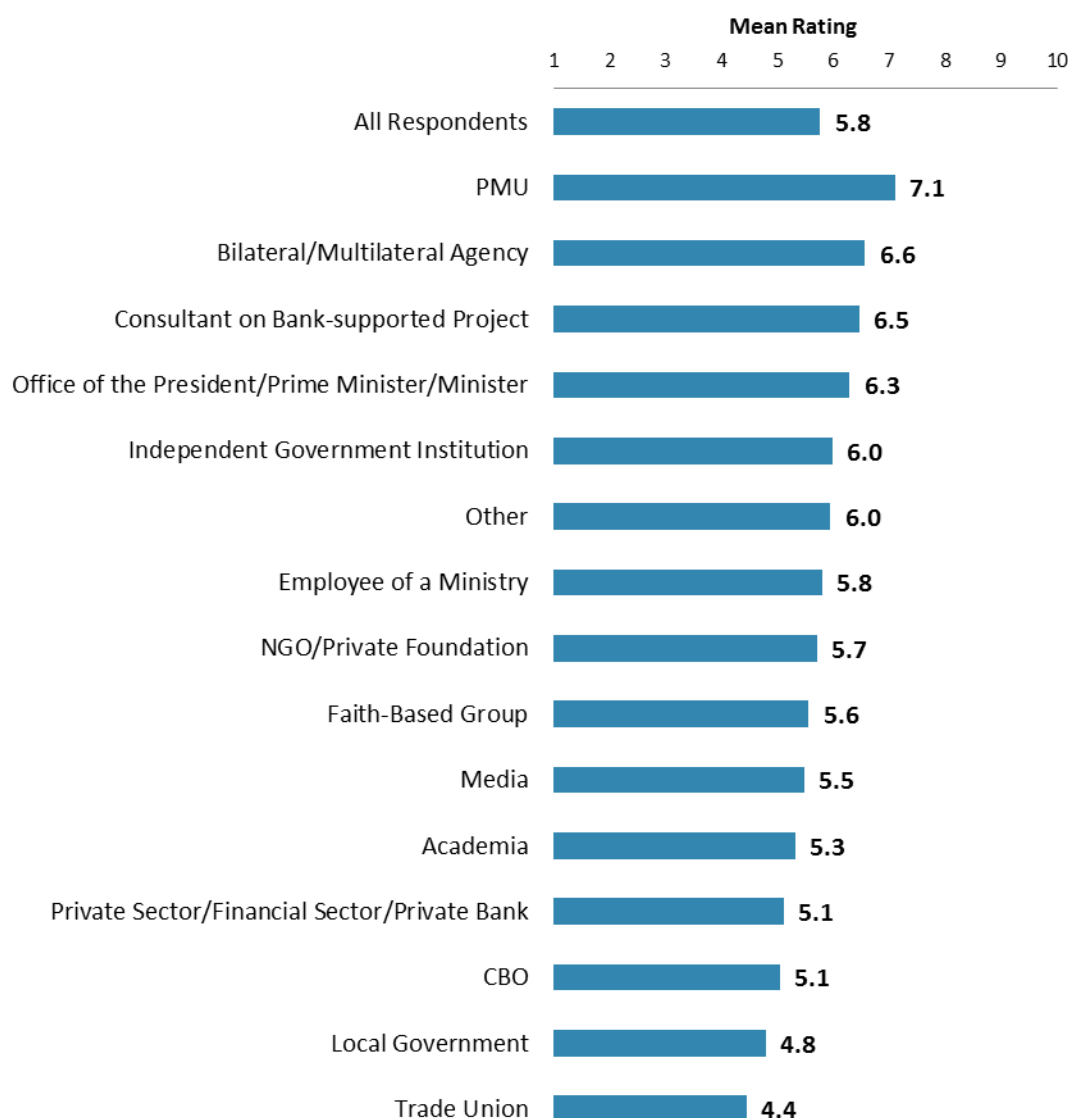


"To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges?"
 (1-"To no degree at all", 10-"To a very significant degree")

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).

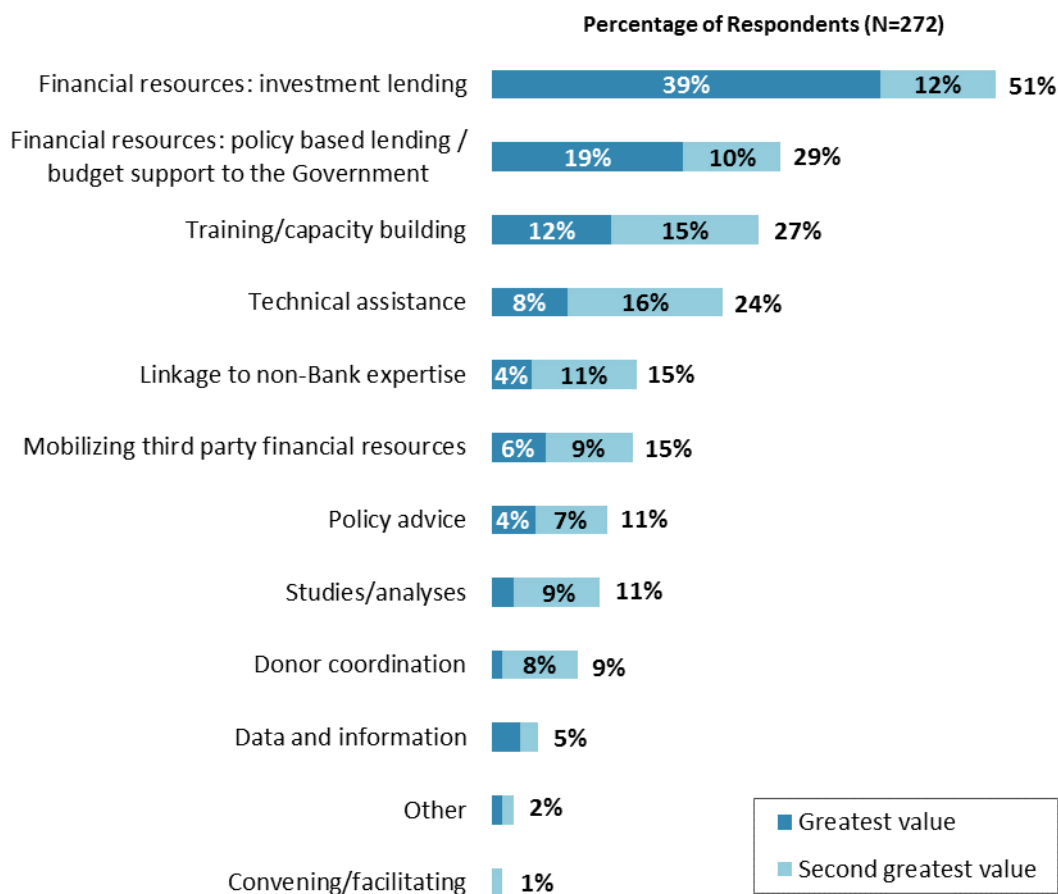


Mean Ratings across all Indicator Questions, all asked on 1 to 10 scales

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%).

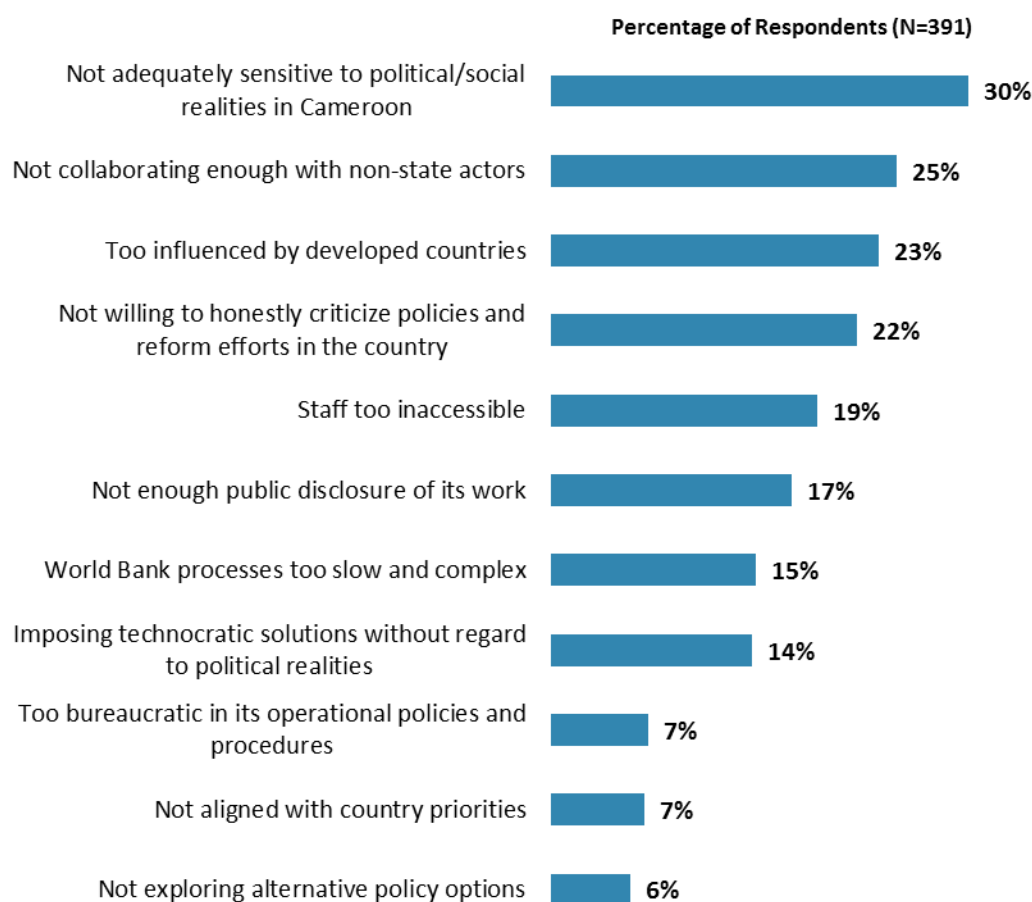


"When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cameroon?" (Respondents chose from a list.)

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

Greatest Weakness

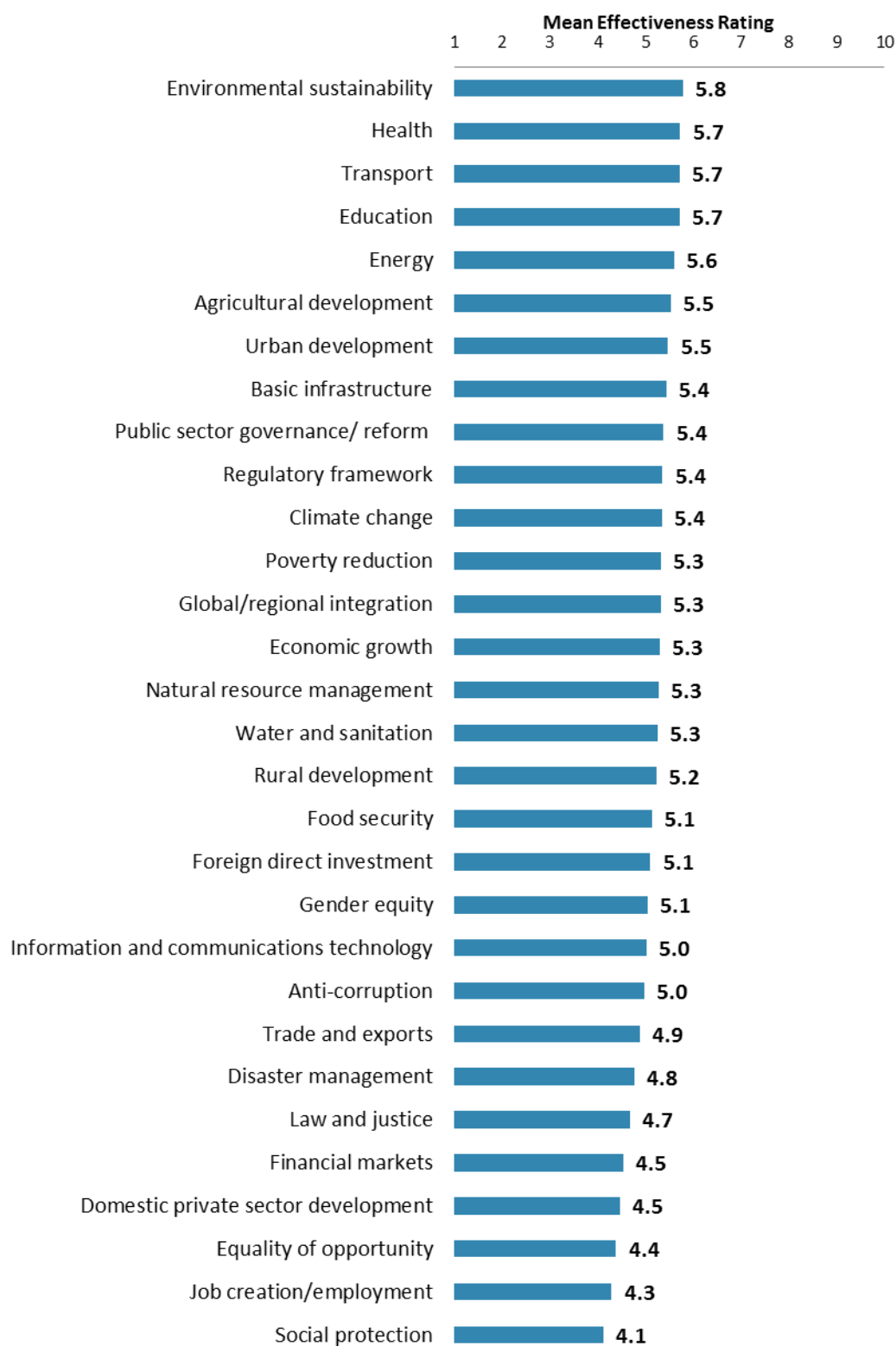
- Respondents in the FY '09 country survey indicated that the Bank's greatest weaknesses in its work in Cameroon were imposing technocratic solutions without regard to political realities (44%) and being too bureaucratic in its operational policies and procedures (41%).
- Respondents from trade unions, 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)

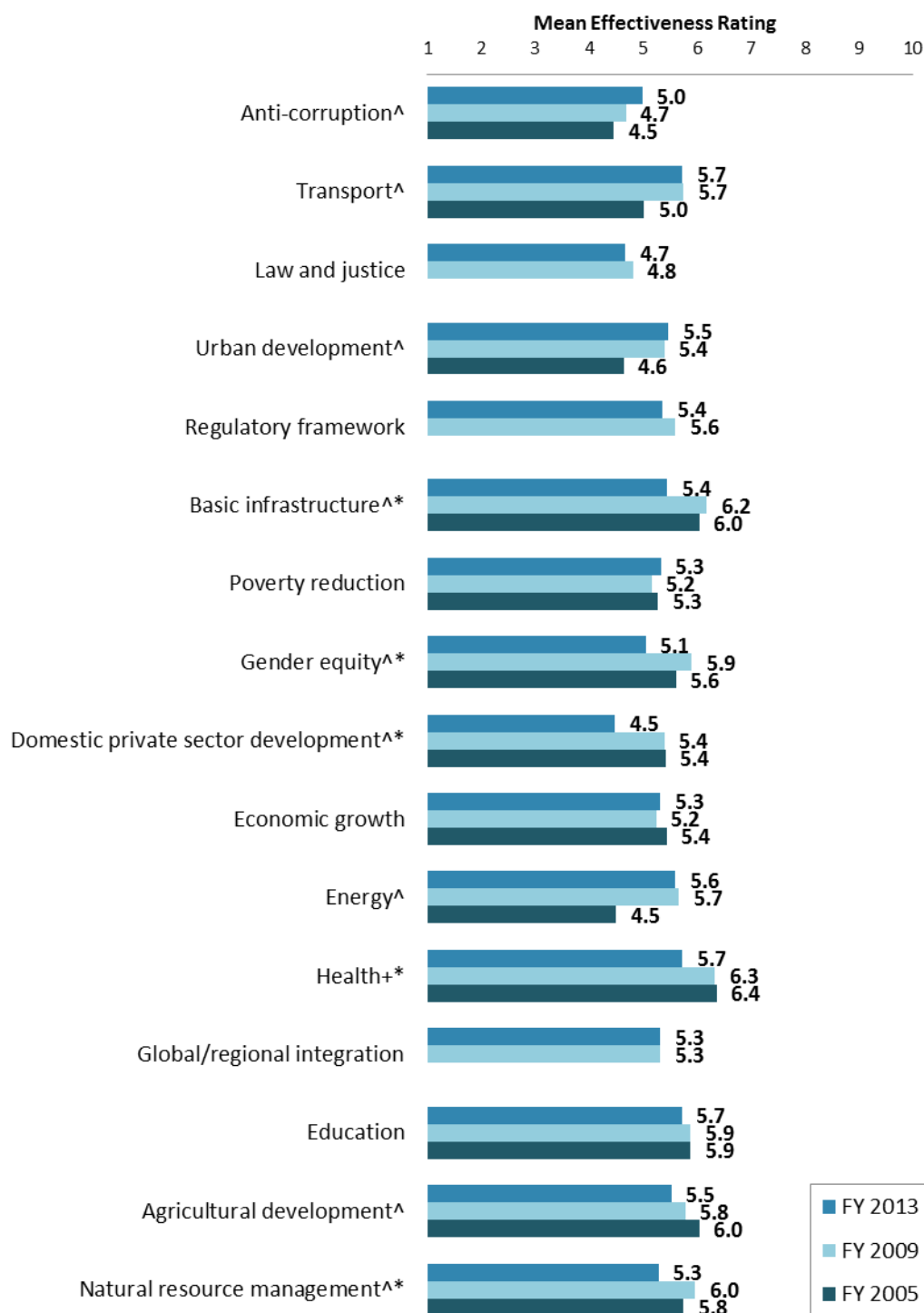
Specific Areas of Effectiveness (continued)

- 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.



(^Significantly different between FY 2013 and FY 2005 *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.

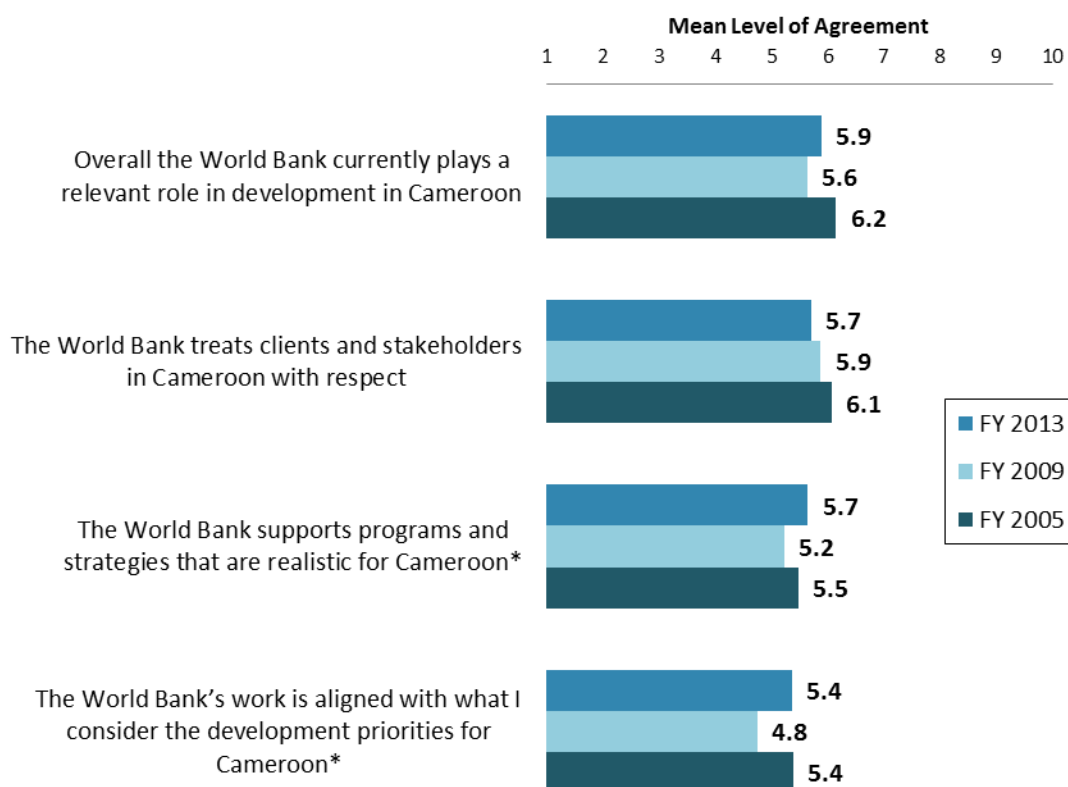
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings 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.

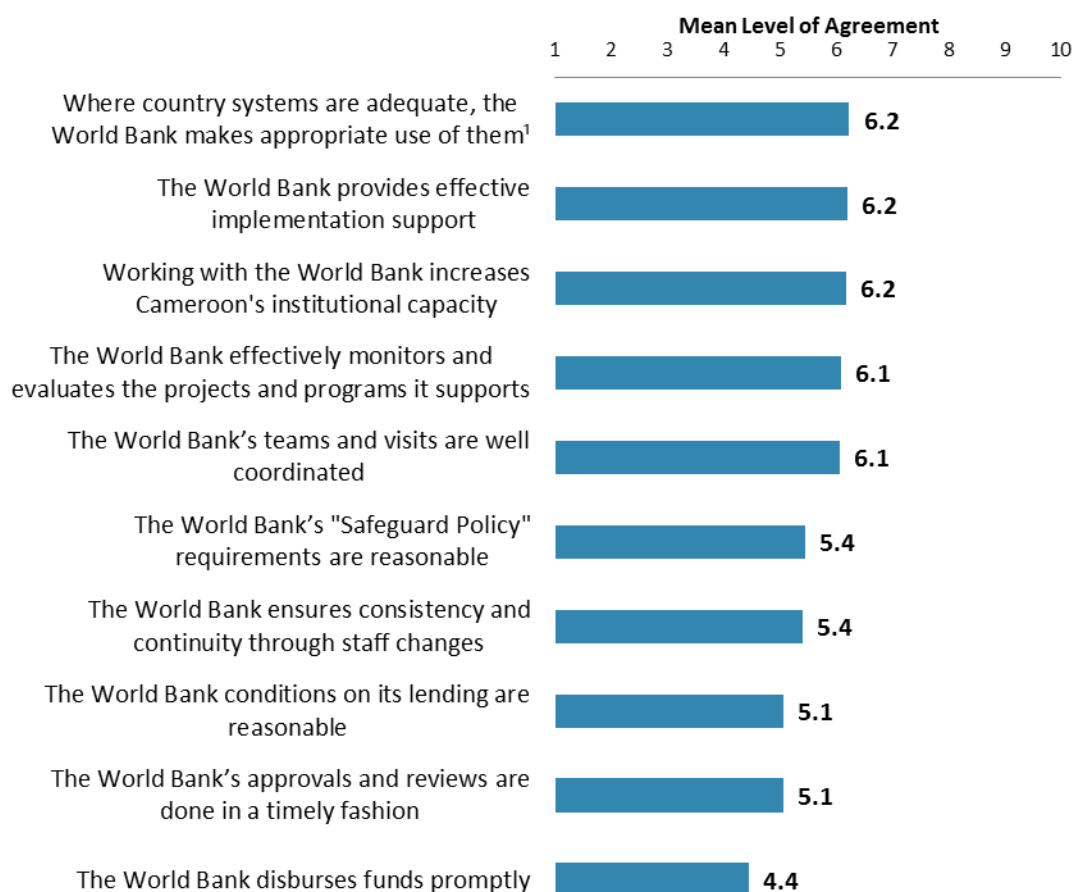


"To what extent do you agree with the following statements about the World Bank's work in Cameroon?" (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question
 (*Significantly different between FY 2013 and FY 2009)

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.

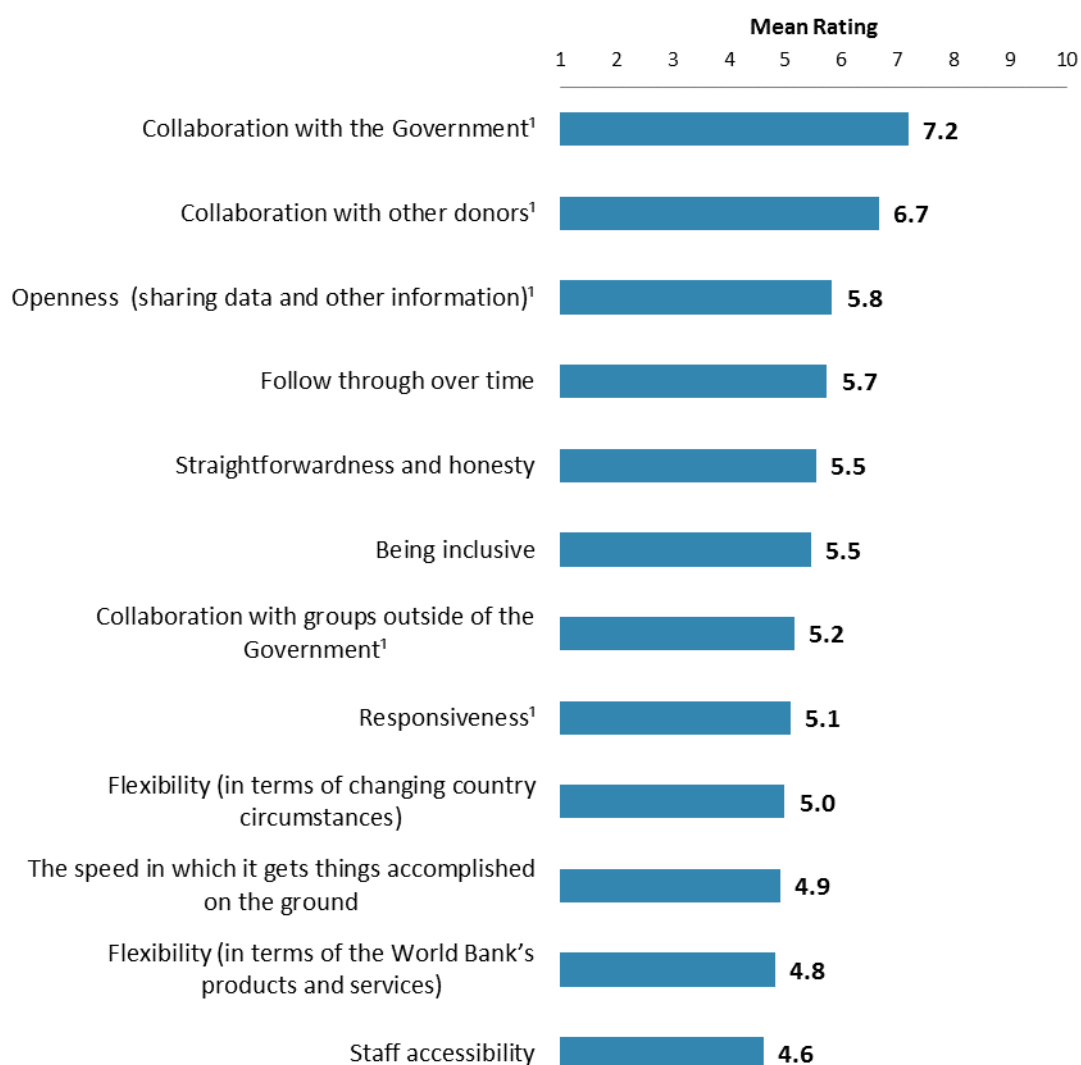


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator Question

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.

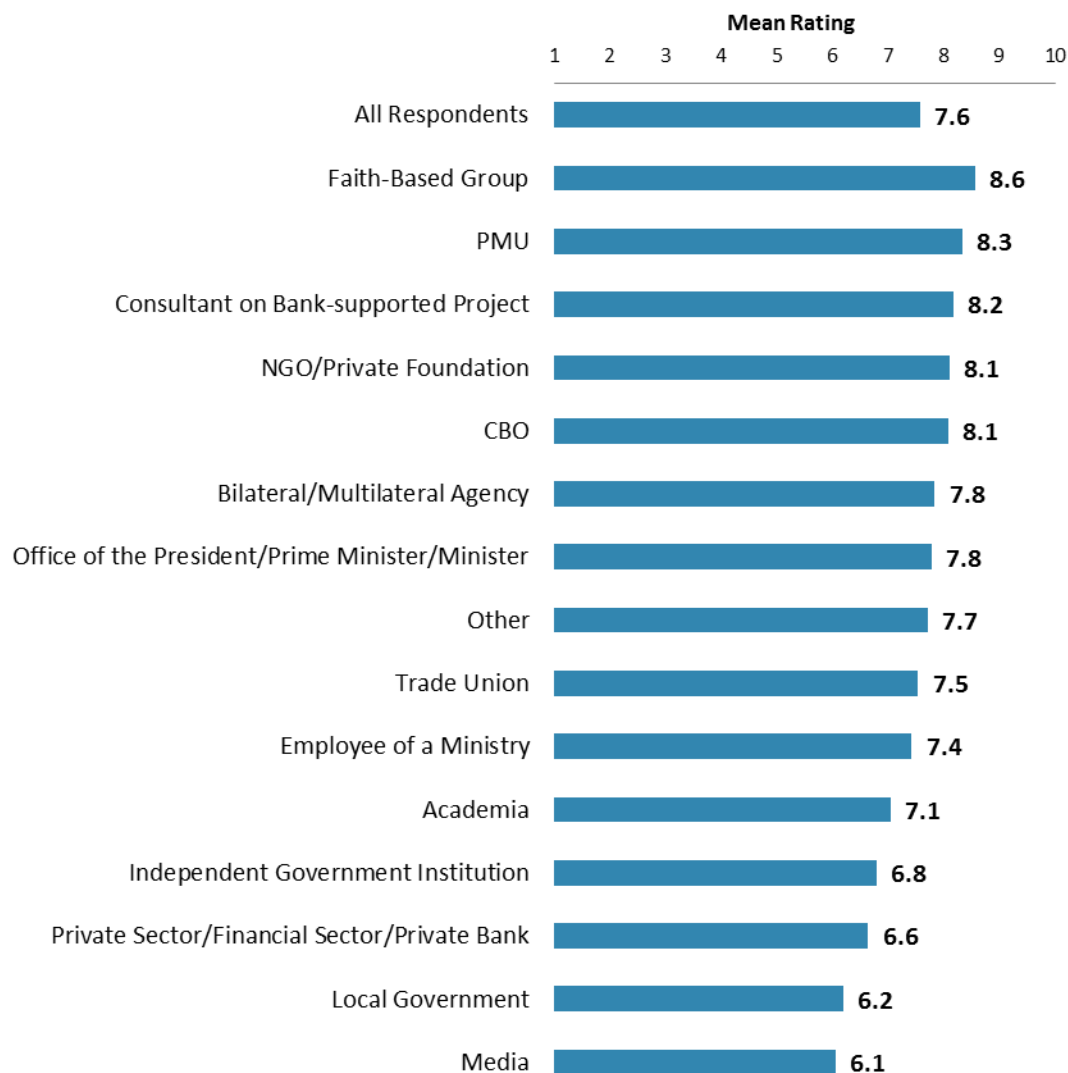


"To what extent is the World Bank an effective development partner in Cameroon, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

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.

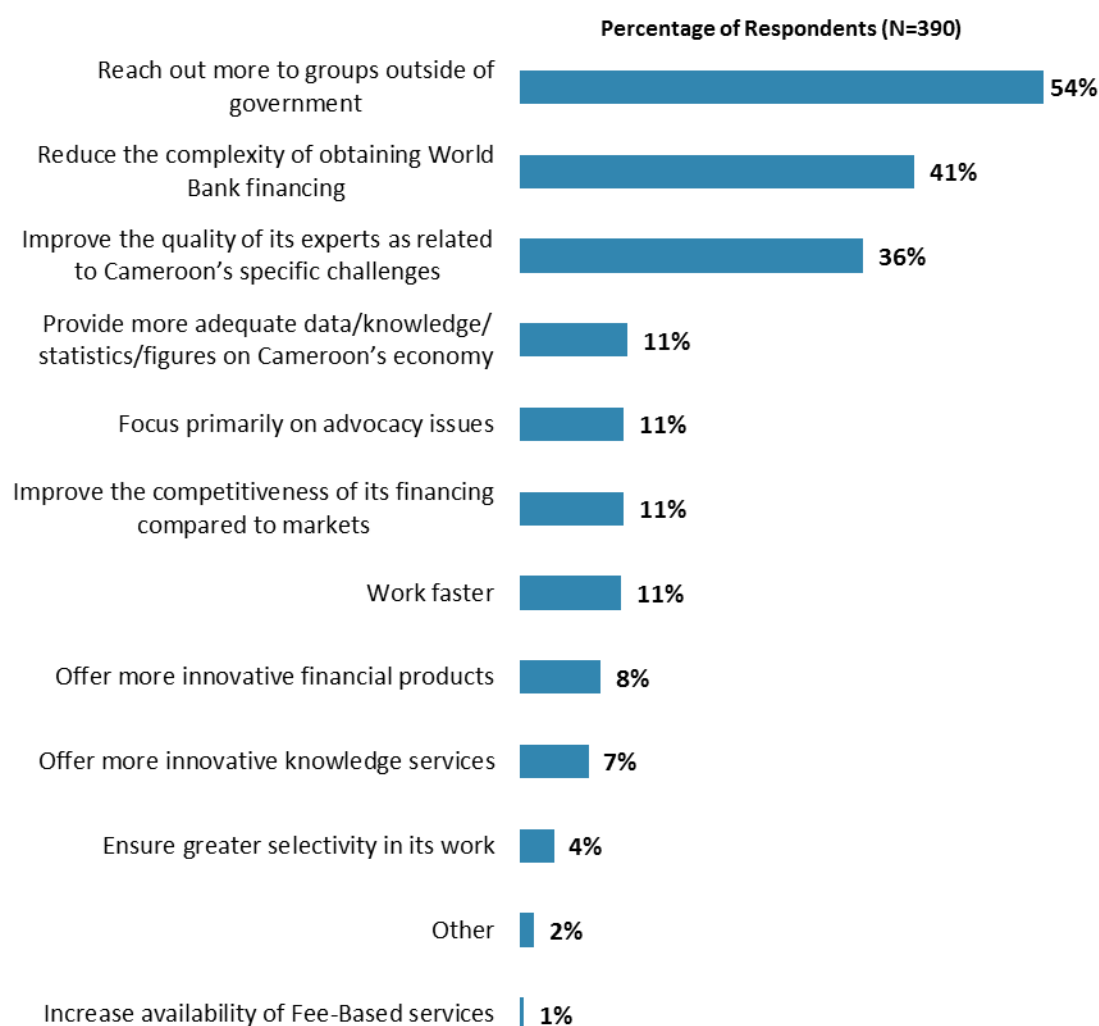


"How significant a role do you believe the World Bank Group SHOULD play in Cameroon's development in the near future?" (1-"Not a significant role at all", 10-"Very significant role")

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%).

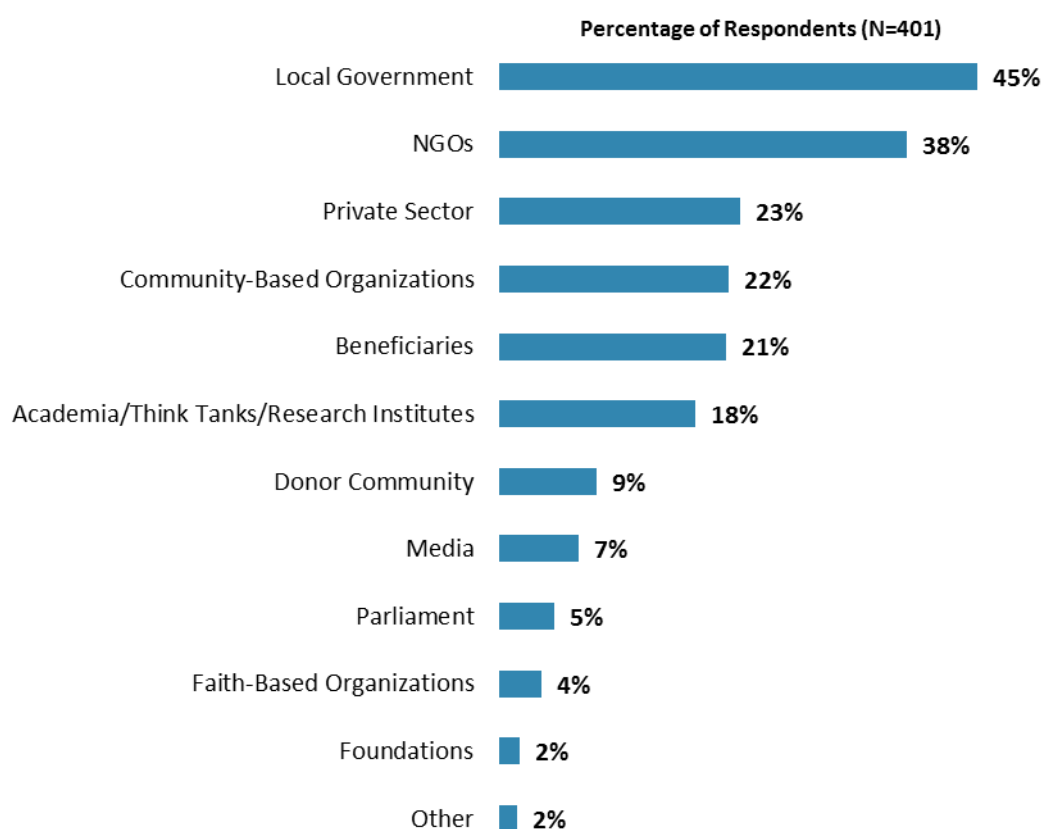


"Which of the following SHOULD the World Bank do to make itself of greater value in Cameroon?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

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

Collaborating with Stakeholders in Cameroon

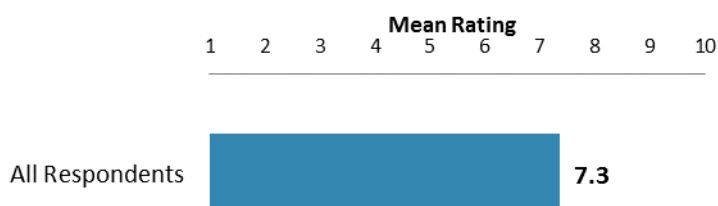
- Employees of ministries and respondents from the office of the President/Prime Minister/Minister, PMUs, local government and other organizations indicated that the Bank should collaborate more with local government in Cameroon.
- Consultants on Bank-supported programs and respondents from trade unions 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.)

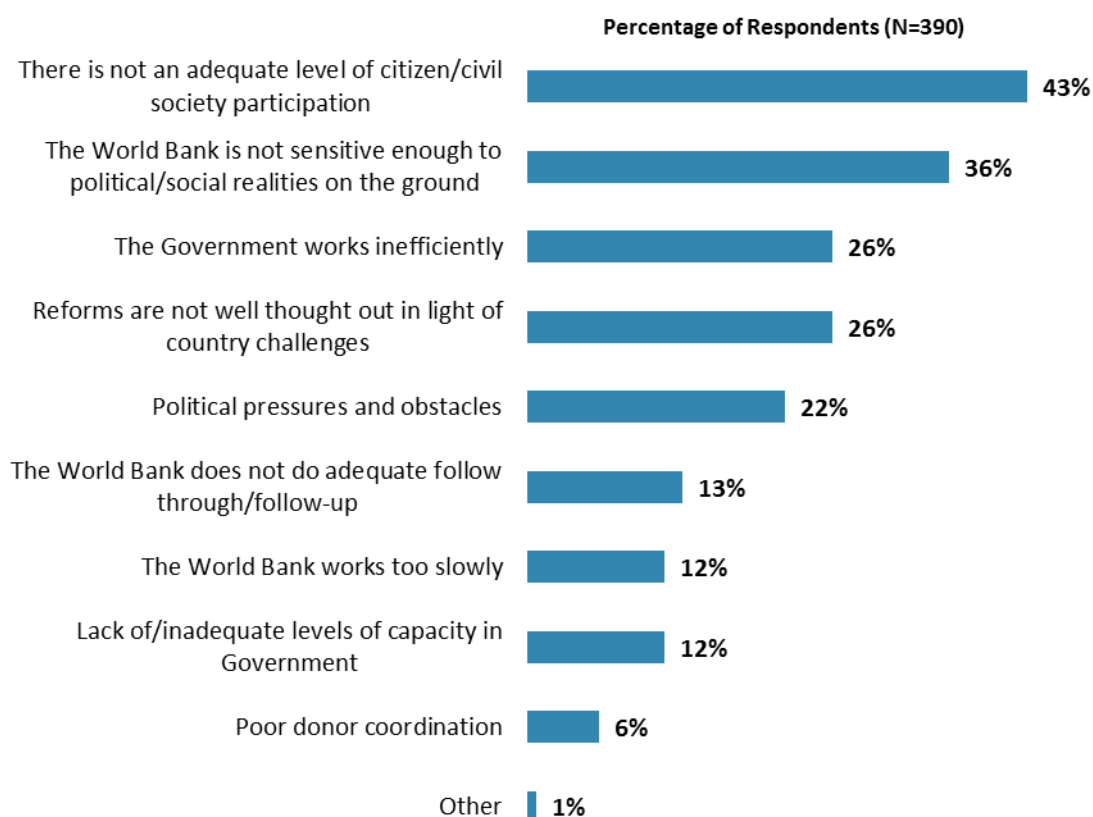
VIII. The Future Role of the World Bank in Cameroon (continued)

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

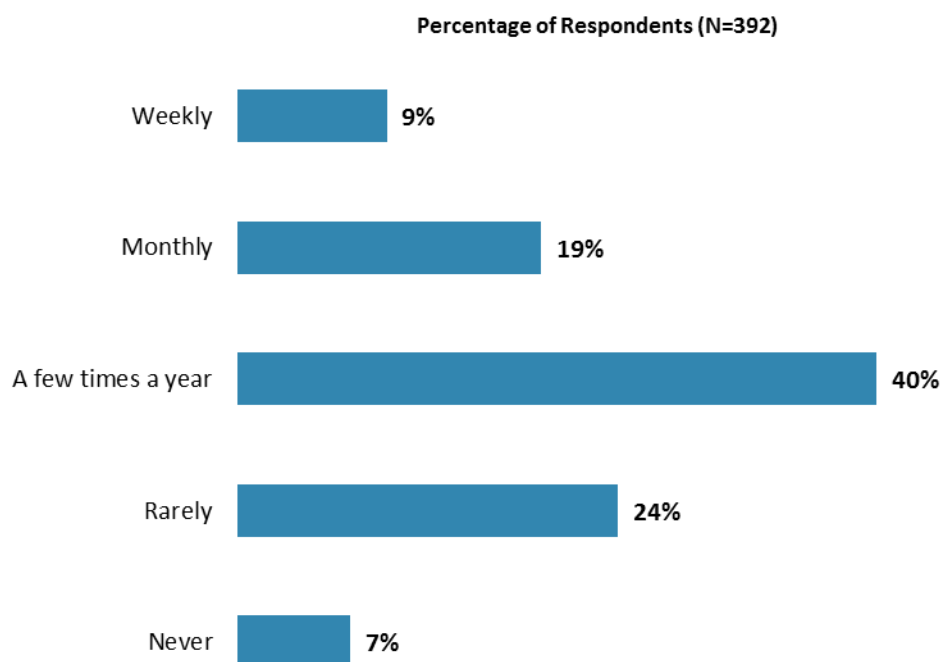


"When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
 (Respondents chose from a list. Responses combined.)

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).

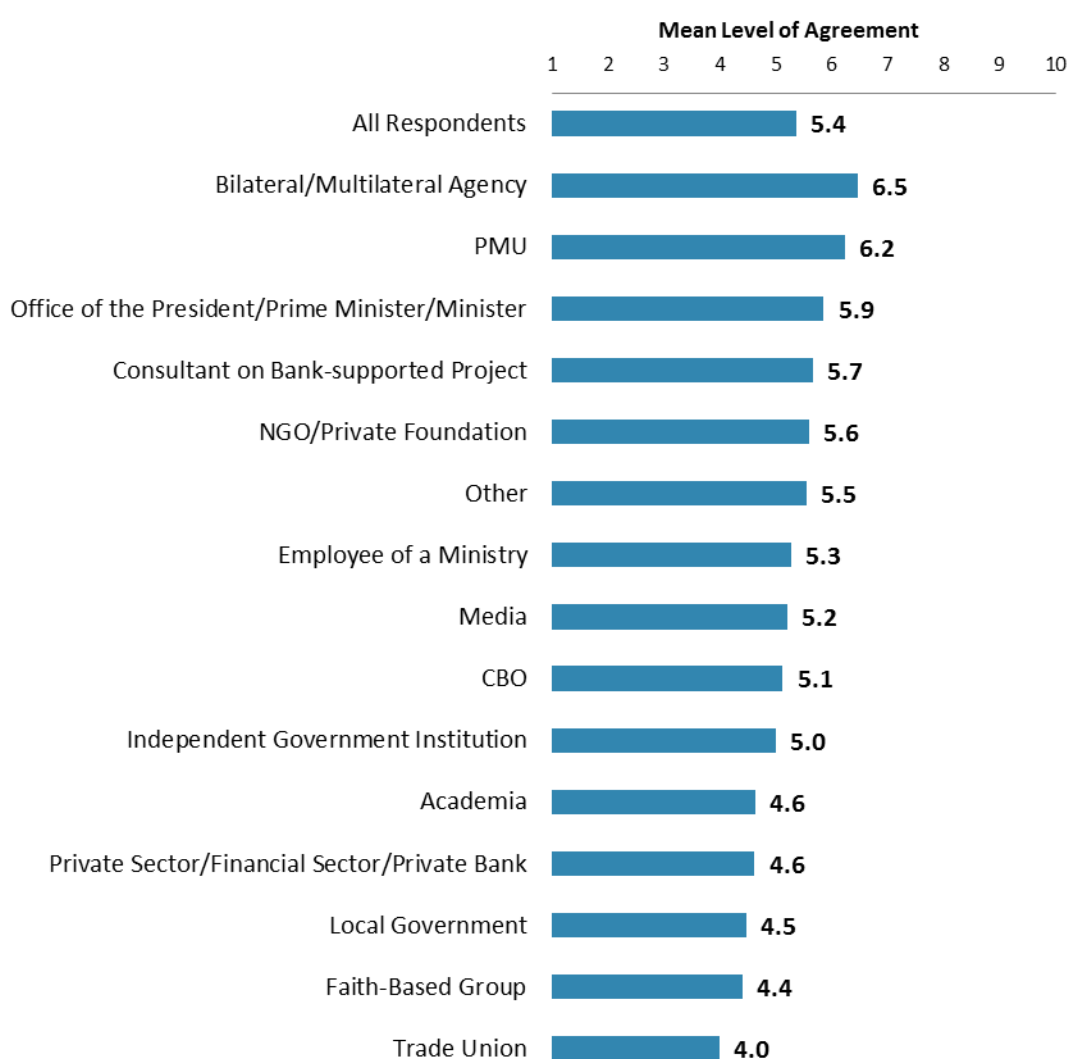


"How frequently do you consult World Bank knowledge work and activities in the work you do?" (Respondents chose from a list.)

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.

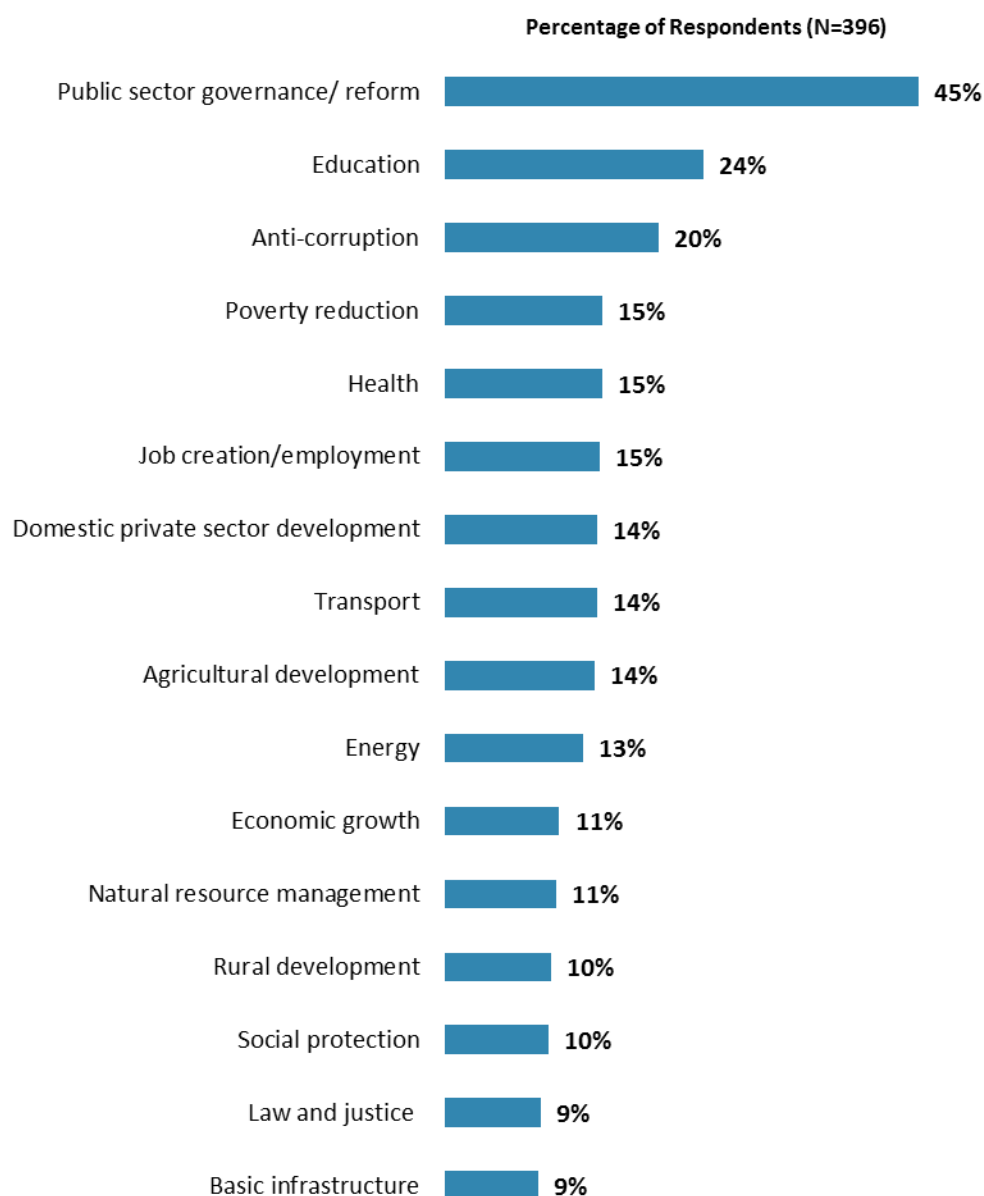


"The World Bank meets Cameroon's needs for knowledge services"
(1-"Strongly disagree", 10-"Strongly agree")

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.

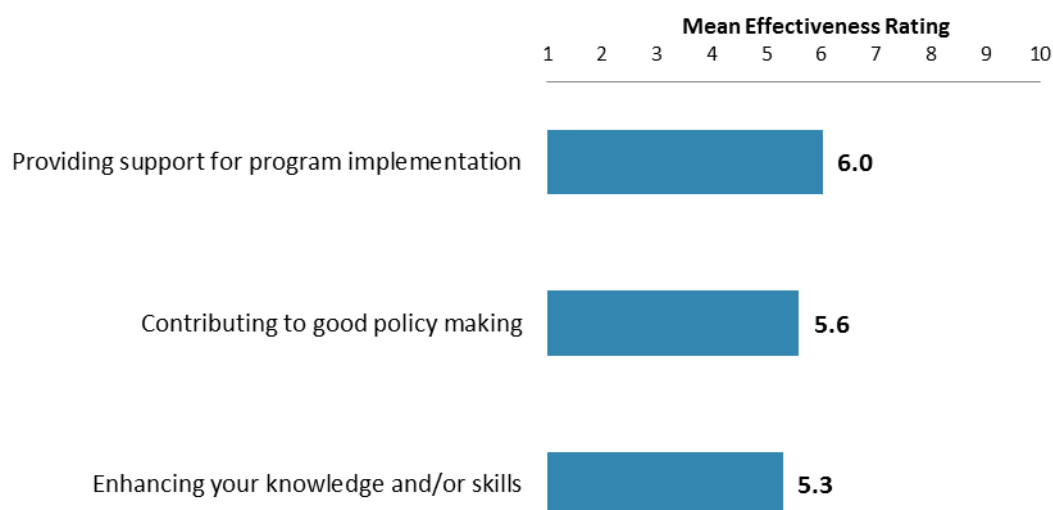


“When thinking about the development challenges in Cameroon, where do you believe it would be most valuable for the World Bank to focus its knowledge work and activities in the next few years? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 16 shown.)

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.

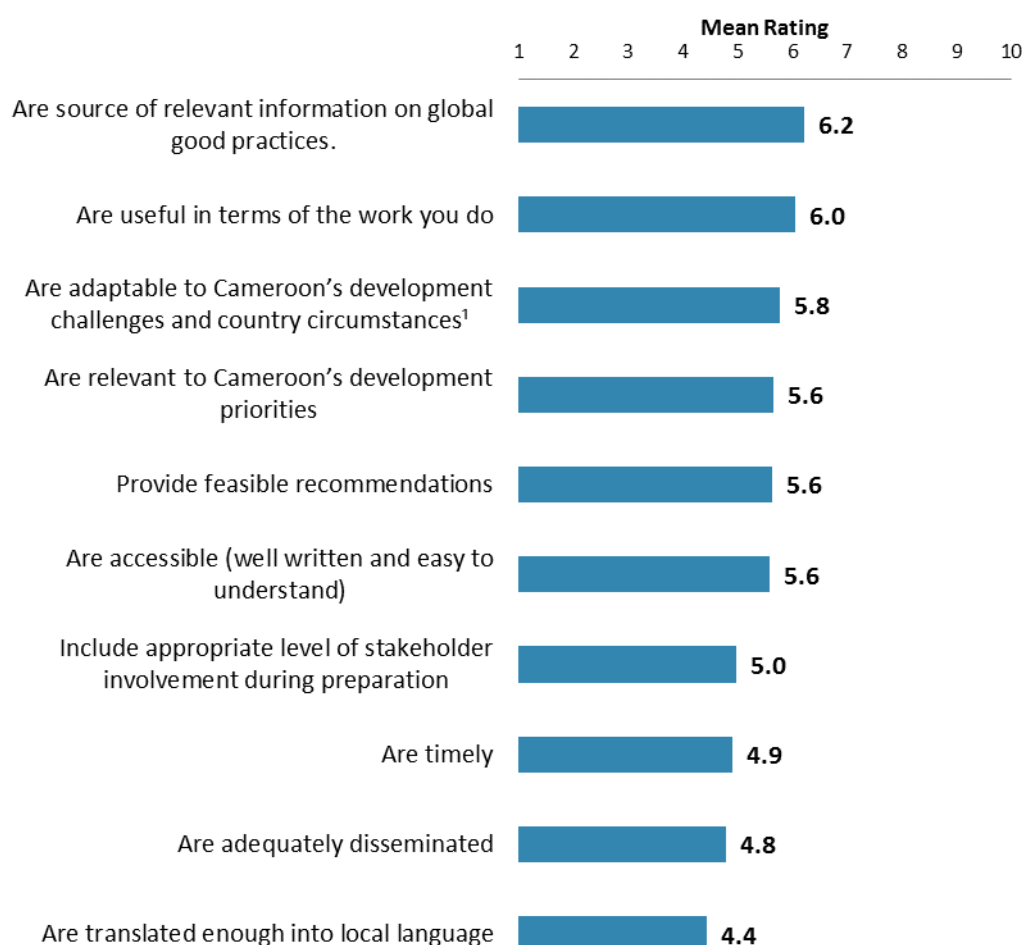


“In Cameroon, how effective do you believe the World Bank's knowledge work and activities are at.” (1-“Not effective at all”, 10-“Very effective”)

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.

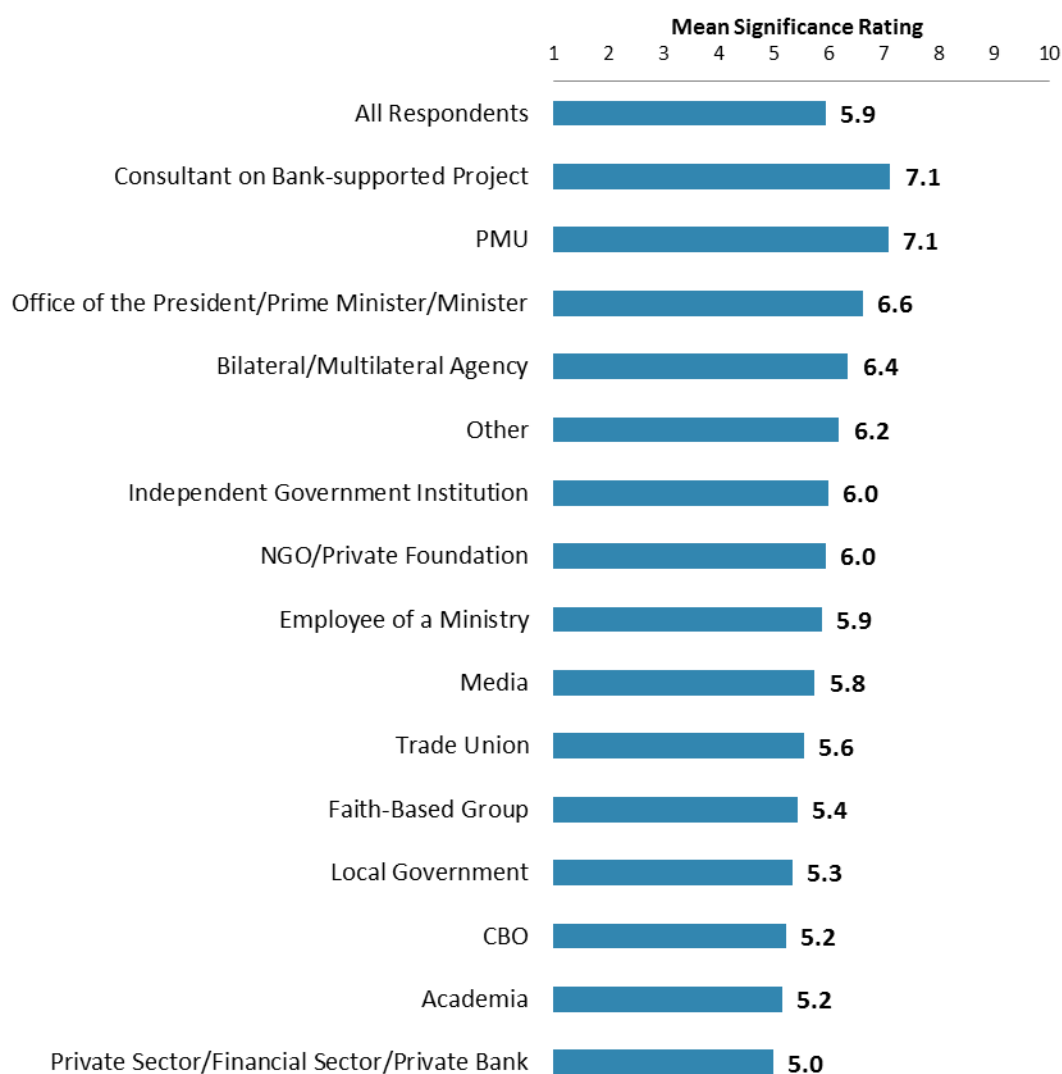


"In Cameroon, to what extent do you believe that the World Bank's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") ¹Indicator Question

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.

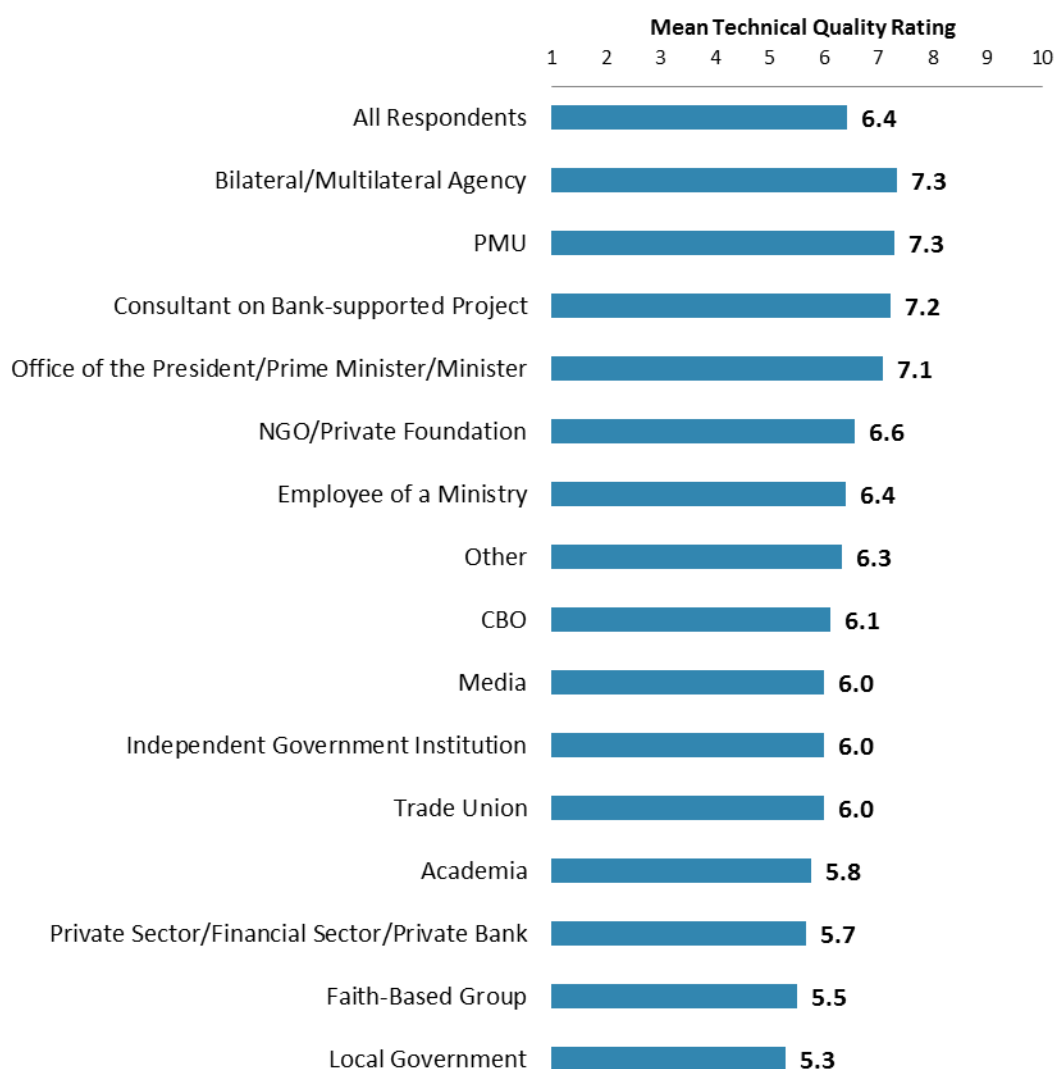


“Overall, how significant a contribution do you believe the World Bank's knowledge work and activities make to development results in your country?
(1-“Not significant at all”, 10-“Very significant”)

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.

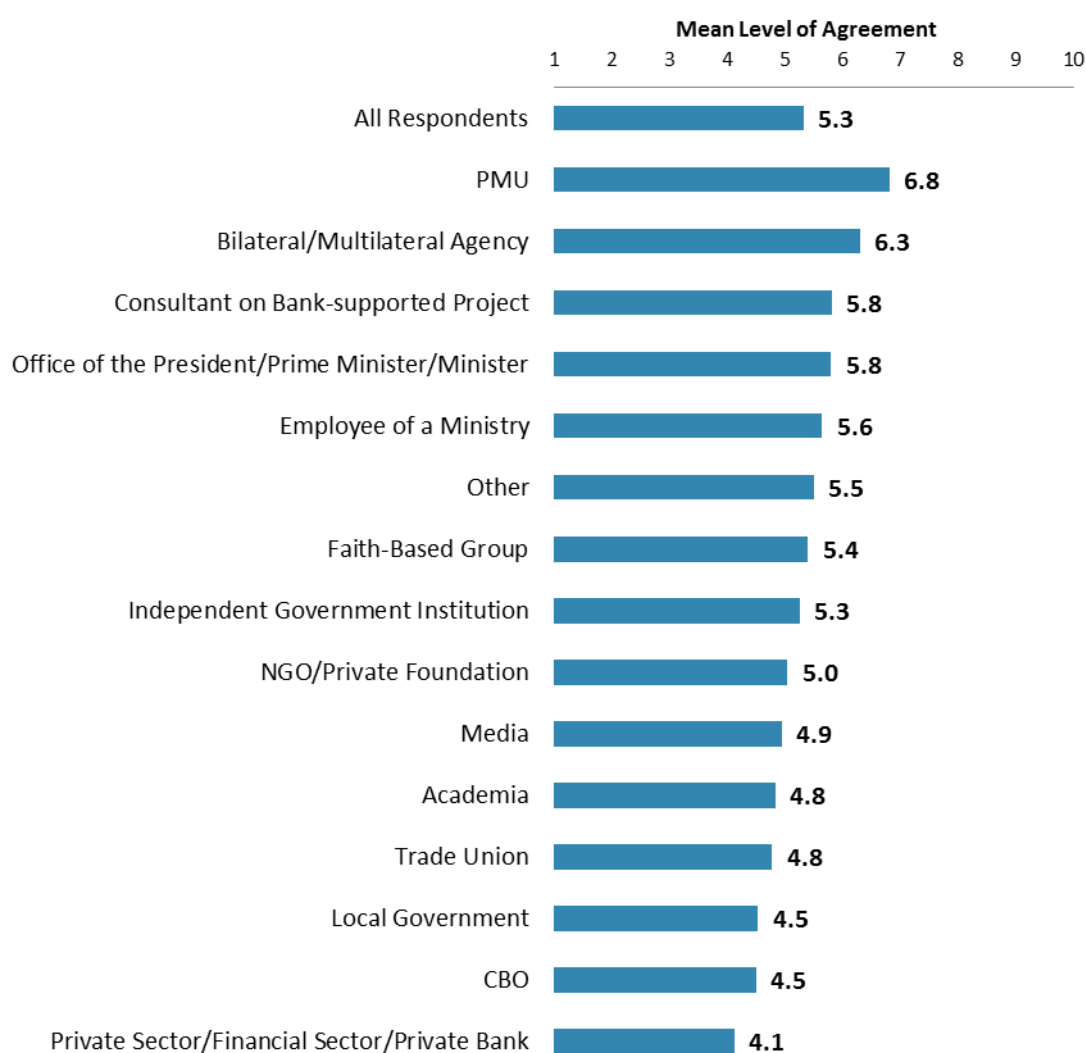


"Overall, how would you rate the technical quality of the World Bank's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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.

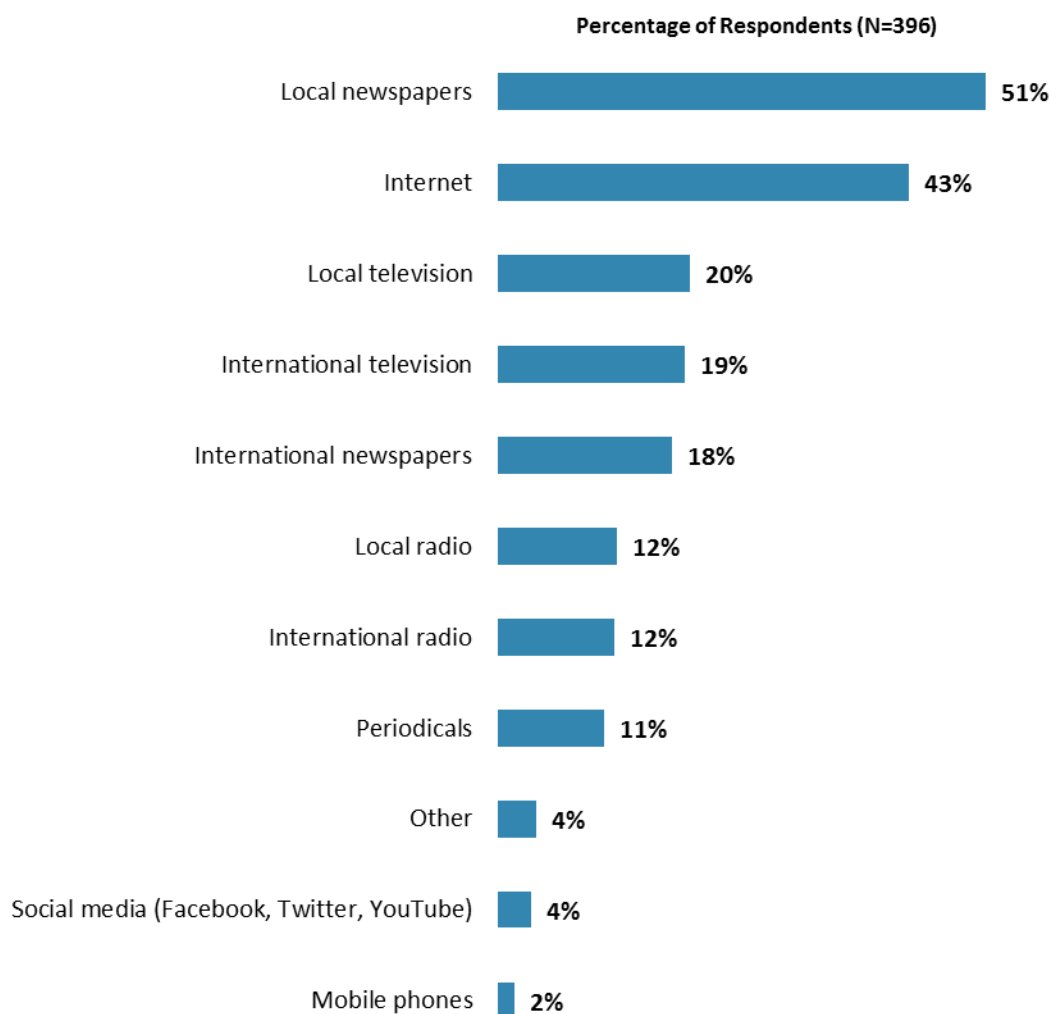


"The World Bank's financial instruments meet the needs of Cameroon"
(1-"Strongly disagree", 10-"Strongly agree")

X. Communication and Openness

Information Sources

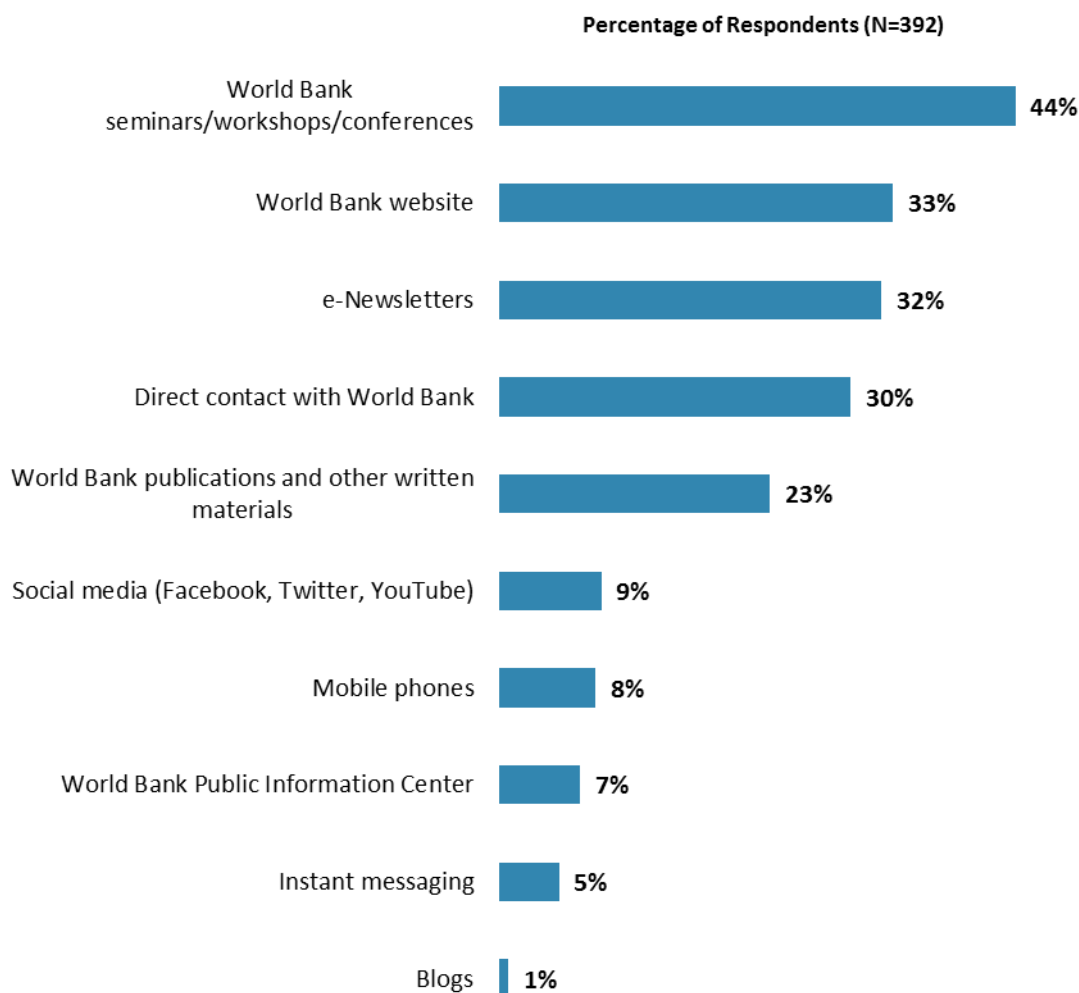
- Respondents in the FY '09 country survey indicated that they got most of their information about economic and social development issues in Cameroon from local newspapers (50%) and the Internet (30%).



“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



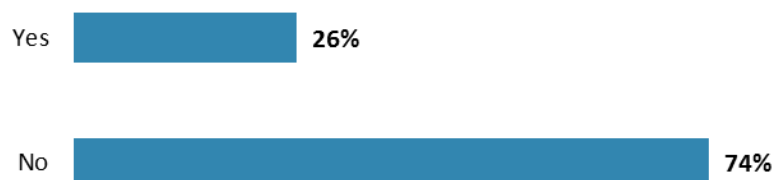
“How would you prefer to receive information from the World Bank ?
(Choose no more than TWO)” (Respondents chose from a list. Responses combined.)

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.

Percentage of Respondents (N=370)



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

Percentage of Respondents (N=358)



"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.

Percentage of Respondents (N=110)



"Were you able to obtain this information?"

X. Communication and Openness (continued)

Access to Information (continued)

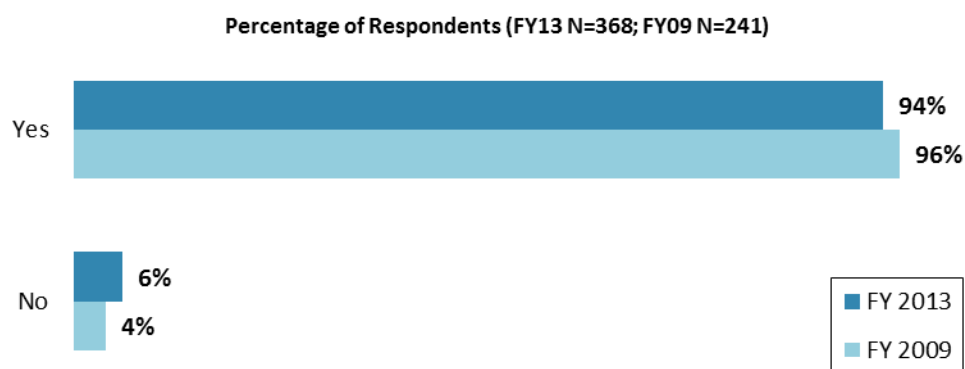
- Consultants on Bank-supported projects and respondents from PMUs had the highest levels of agreement that they use Bank data more often whereas respondents from local government and trade unions had significantly lower levels of agreement.



"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.

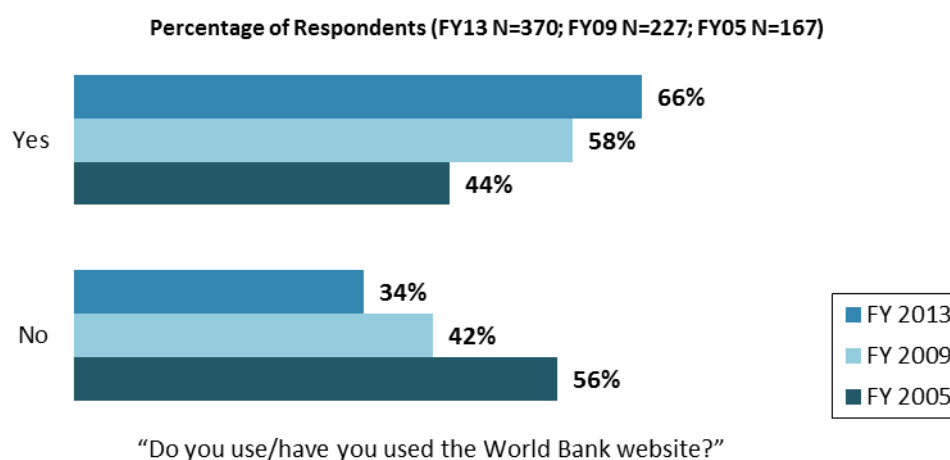


"Do you have access to the Internet:"

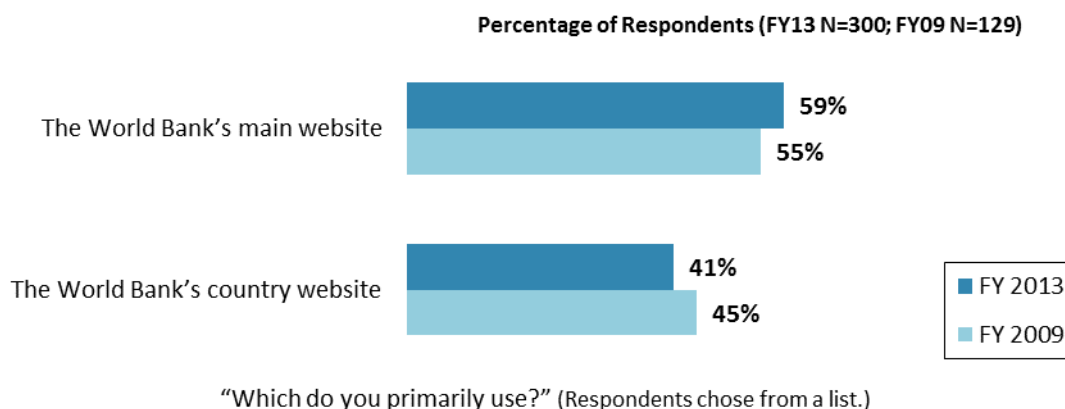
X. Communication and Openness (continued)

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.



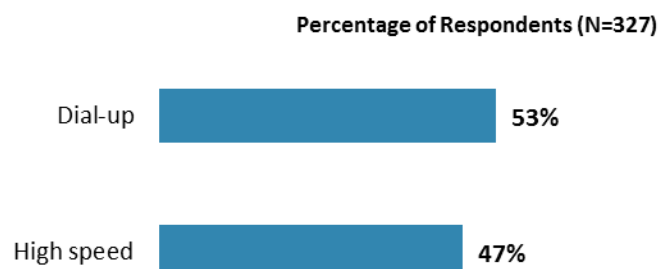
- Respondents in this year's country survey indicated statistically similar usage for the Bank's country and main websites compared to respondents from the FY '09 survey.
- The majority of consultants on Bank-supported projects and respondents from NGOs/private foundations and CBOs indicated that they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



X. Communication and Openness (continued)

Website Usage (continued)

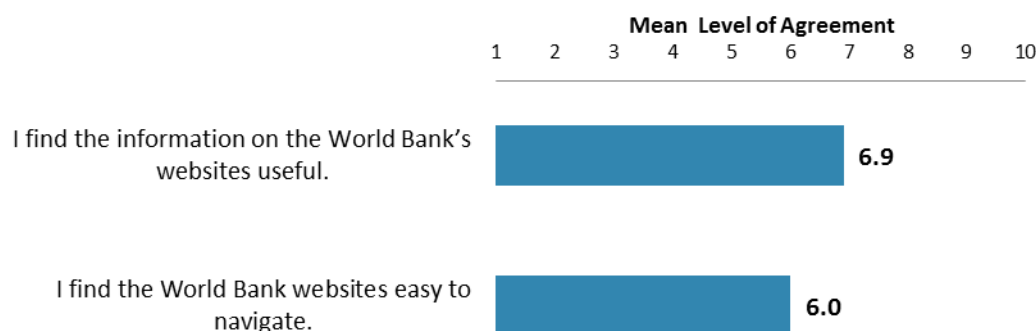
- Consultants on Bank-supported projects and respondents from PMUs, bilateral or multilateral agencies, and independent government institutions were significantly more likely to have used a high speed Internet connection when visiting the World Bank's websites compared to respondents from other stakeholder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

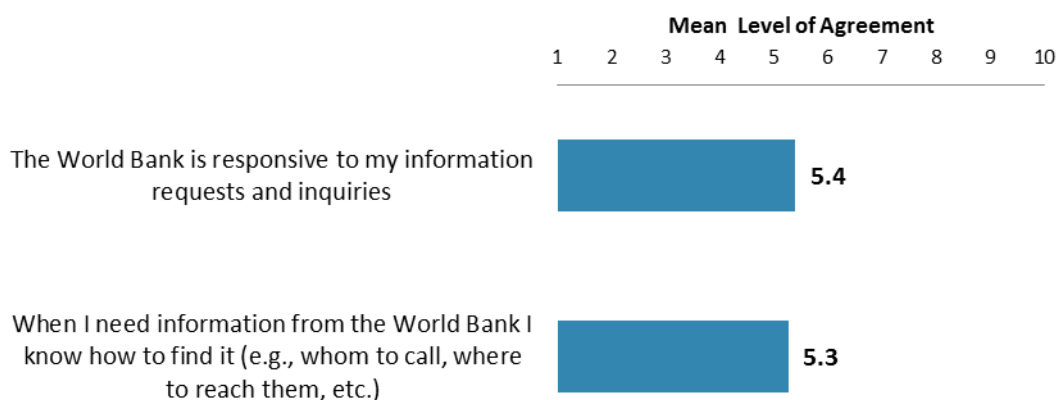


“Please rate how much you agree with the following statements.”
(1-“Strongly disagree”, 10-“Strongly agree”)

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)

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)	Percentage of Respondents (Responses Combined; N=402)
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)

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)	Percentage of Respondents (Responses Combined; N=401)
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)

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)	Percentage of Respondents (Responses Combined; N=365)
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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank in Cameroon? (1-Not familiar at all, 10-Extremely familiar)	396	1	5.65	2.05

Overall Effectiveness	N	DK	Mean	SD
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

Staff Preparedness	N	DK	Mean	SD
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? (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)

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)	Percentage of Respondents (Responses Combined; N=402)
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 nd 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.)? (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)

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)	Percentage of Respondents (Responses Combined; N=401)
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%

To what extent do you agree with the following statements about the World Bank's work in Cameroon? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
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

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)	Degree			
	N	DK	Mean	SD
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)

25. 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; N=390)
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? (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)

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

1. How frequently do you consult World Bank knowledge work and activities in the work you do?	Percentage of Respondents (N=392)
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)

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)	Percentage of Respondents (Responses Combined; N=396)
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%

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)	Level of Effectiveness			
	N	DK	Mean	SD
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: (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? (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? (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)

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=392)
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%

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?	Percentage of Respondents (N=370)
Yes	25.9%
No	74.1%

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

5. Were you able to obtain this information?	Percentage of Respondents (N=110)
Yes	41.8%
No	58.2%

6. Do you have access to the Internet?	Percentage of Respondents (N=368)
Yes	94.3%
No	5.7%

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

8. Which do you primarily use?	Percentage of Respondents (N=300)
The World Bank's country website (www.worldbank.org/en/country/cameroon)	41.3%
The World Bank's main website (www.worldbank.org)	58.7%

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

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements. (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 (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? (Please mark only ONE response)	Percentage of Respondents (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)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=377)
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%

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

4. Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)	Percentage of Respondents (N=374)
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%

5. Which best represents your geographic location?	Percentage of Respondents (N=385)
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 (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
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 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/ 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 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 (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
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	5.58

(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	5.57

(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	6.22

(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 nd 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 (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
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 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 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
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%	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%	18.2%	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	4.77
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	6.09

(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	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	4.63	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 (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
Public sector governance/ 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 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 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	4.06
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	7.72

(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 (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
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 (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
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 (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
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/ 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 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 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 (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 (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 (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 (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?	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.*	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 nd 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 (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 (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 (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 Surveys¹

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? [^]	155	6.32	2.12	250	5.97	2.43	396	5.65	2.05

(1-Not familiar at all, 10-Extremely familiar) [^]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 [^] *	155	5.60	2.07	135	5.20	2.69	334	4.61	2.41
Straightforwardness and honesty [^] *	149	6.38	2.56	139	6.62	2.70	305	5.55	2.52

[^]Significantly different between FY13 and FY05 surveys *Significantly different between FY13 and FY09 surveys

¹ 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^	158	4.46	2.44	197	4.68	2.60	343	4.98	2.24
Transport^	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^	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^*	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^*	150	5.61	2.23	178	5.90	2.52	279	5.05	2.25
Domestic private sector development^*	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^	151	4.50	2.18	188	5.66	2.63	324	5.60	2.16
Health^*	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^	145	6.04	2.13	190	5.78	2.58	319	5.52	2.09
Natural resource management^*	153	5.75	2.04	189	5.96	2.51	303	5.28	2.08

^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^	146	7.13	1.86	216	6.53	2.42	345	6.21	2.08
Are useful in terms of the work you do*				225	7.67	1.98	351	6.05	2.24
Are adequately disseminated*				218	6.44	2.50	346	4.79	2.00
Are adaptable to Cameroon's specific development challenges and country circumstances^*	152	5.31	1.97	219	4.99	2.25	349	5.77	2.16

^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 ^{^*}	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 [^]	105	6.82	2.21	133	6.47	2.16	363	6.18	2.17

[^]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?^{^*}

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

[^]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/ rural development / food security		Education		Energy		Financial markets / banking		Gender equity / equality of opportunity		Health / communicable / non-communicable diseases		Information and comm. technology		Job creation/ employment		Law and justice / regulatory framework		Natural resource management / environmental sustainability		Private sector development / foreign direct investment		Public sector governance / public financial mgmt. / anti-corruption		Social protection		Transport		Urban development		Water and 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
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	5.64	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

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

SECTION A: GENERAL ISSUES

A2. 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)			
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

A3. 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)			
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		

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

A4. 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)			
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

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)	
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

B1. How familiar are you with the work of the World Bank in Cameroon, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank's effectiveness in Cameroon, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

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?										
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

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)			
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

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?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
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"/>

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)

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

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?											
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

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)	
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

To what extent do you agree with the following statements about the World Bank's work in Cameroon, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
B9	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"/>	
B10	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"/>	
B11	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"/>	
B12	The World Bank treats clients and stakeholders in Cameroon with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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)	
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): _____

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

C31. To what extent does the World Bank's work help to achieve development results in Cameroon, on a ten point scale?											
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

To what extent do you agree with the following statements about the World Bank in Cameroon, on a ten point scale?														
		Strongly disagree										Strongly agree		Don't know
C32	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"/>		
C33	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"/>		

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

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

D1. How frequently do you consult World Bank knowledge work and activities in the work you do?	
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
D3	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	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
D6	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are relevant to Cameroon's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D11	Are source of relevant information on global good practices.	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D12	Are useful in terms of the work you do	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D14	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D15	Are adaptable to Cameroon's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

D17. Overall, how would you rate the technical quality of the World Bank's knowledge work and activities, on a ten point scale?												
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
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	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"/>	
E3	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"/>	
E4	The World Bank's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E5	The World Bank's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E6	Working with the World Bank increases Cameroon's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E9	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"/>	
E10	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

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?										
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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Cameroon? (Choose no more than TWO)	
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

G1. How do you get most of your information about economic and social development issues in Cameroon? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

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

G3	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?	Yes	No
G4	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

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

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

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

H1. Which of the following best describes your current position? (Please mark only ONE response)	
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): _____

H2. Please identify the primary specialization of your work. (Please mark only ONE response)			
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

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

H4. Which of the following describes most of your exposure to the World Bank in Cameroon? (Choose no more than TWO)	
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.

H5. Which best represents your geographic location?	
1	Yaoundé
2	Douala
3	Other cities
4	Rural areas

Thank you for completing the survey!