

FY12 COS Review Methodology

In FY 2012 (July 2011 to July 1, 2012), 15,029 stakeholders of the World Bank in 29 different countries were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in these surveys were drawn from among senior government officials (from the office of the Prime Minister, President, Minister, Parliamentarian; i.e., elected officials), staff of ministries (employees of ministries, ministerial departments, or implementation agencies, and government officials; i.e., non-elected government officials, and those attached to agencies implementing Bank-supported projects), consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff, bilateral and multilateral agency staff, private sector organizations, private foundations; the financial sector/private banks; non-government organizations (NGOs, including CBOs), the media, independent government institutions (e.g., regulatory agencies, central banks), trade unions, faith-based groups, members of academia or research institutes, and members of the judiciary. A total of 7,142 stakeholders (48% response rate) participated and are part of this review.

Overall design, analysis and reporting of country surveys are done by EXT (public opinion research group); however, the process is managed within the country by local firms. For the most part, the surveys were mail-in questionnaires, often with follow-up calls/emails made by local firms in each country to encourage participation.

Every country that engages in the Country Survey must include specific indicator questions that are aggregated for the World Bank's annual Corporate Scorecard. Beyond these indicator questions; however, the questionnaire is tailored to be relevant to each country's circumstance. Respondents are asked about general issues facing their country, their overall attitudes toward the Bank, their perceptions of the Bank's effectiveness and results, the Bank's knowledge, working with the Bank, the Bank's future role in their country, and the Bank's communication and information sharing. All surveys are translated and back translated for precise accuracy.

The data from the 29 country surveys were combined in this review. Although individual countries are not specified, each country was designated as part of a particular region: Africa (AFR), East Asia (EAP), Europe/Central Asia (ECA), Latin America (LAC), Middle East/North Africa (MNA), and South Asia (SAR), and as having a particular loan type: IDA, IBRD, or Blend (see table).

In addition, subsequent analyses categorized each country according to Bank-designated income levels (LIC, LMIC, and UMIC) and decentralization levels (1-3).

Please note, not all participants are included in each analysis due to missing data (e.g., people choosing to not respond, question not asked on a survey).

Country	N	Loan Type	Country	N	Loan Type
Africa			Europe/Central Asia		
Angola (FCS)	119	IDA	Albania	198	IBRD
Benin	600	IDA	Bulgaria	178	IBRD
Burundi (FCS)	325	IDA	Croatia	198	IBRD
CAR (FCS)	322	IDA		574	
Ethiopia	326	IDA	Latin America/Caribbean		
Gambia	150	IDA	Argentina	104	IBRD
Kenya	373	IDA	Nicaragua	240	IDA
Mauritania	110	IDA		344	
Mauritius	153	IBRD	Middle East/North Africa		
South Africa	54	IBRD	Djibouti	118	IDA
Congo, Rep. of (FCS)	361	IDA	Morocco	96	IBRD
São Tomé and Príncipe	125	IDA	Tunisia	58	IBRD
Sudan (FCS)	152	IDA		272	
Zambia	312	IDA	South Asia		
	3482		Afghanistan (FCS)	397	IDA
East Asia			India	261	Blend
China	207	IBRD	Pakistan	512	Blend
Indonesia	265	IBRD	Sri Lanka	296	Blend
Lao PDR	532	IDA		1466	
	1004		Total FY 2012 N = 7142		