

# FY15 Tunisia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



## Acknowledgements

The Tunisia Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Tunisia country team and the local fielding agency Sigma Conseil. In particular, PORG is grateful for the support from Donia Jemail (Communications Associate) who coordinated the survey related activities from Tunis, Tunisia.



Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Tunisia perceive the WBG. The survey explored:

- *General Issues Facing Tunisia*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Tunisia*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to June 2015, 763 stakeholders of the WBG in Tunisia were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, the Office of the Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 202 stakeholders participated in the survey (27% response rate).

Respondents filled out the questionnaire with a representative of the fielding agency in person. Respondents were asked about: general issues facing Tunisia; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Tunisia; and the WBG's communication and information sharing.

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

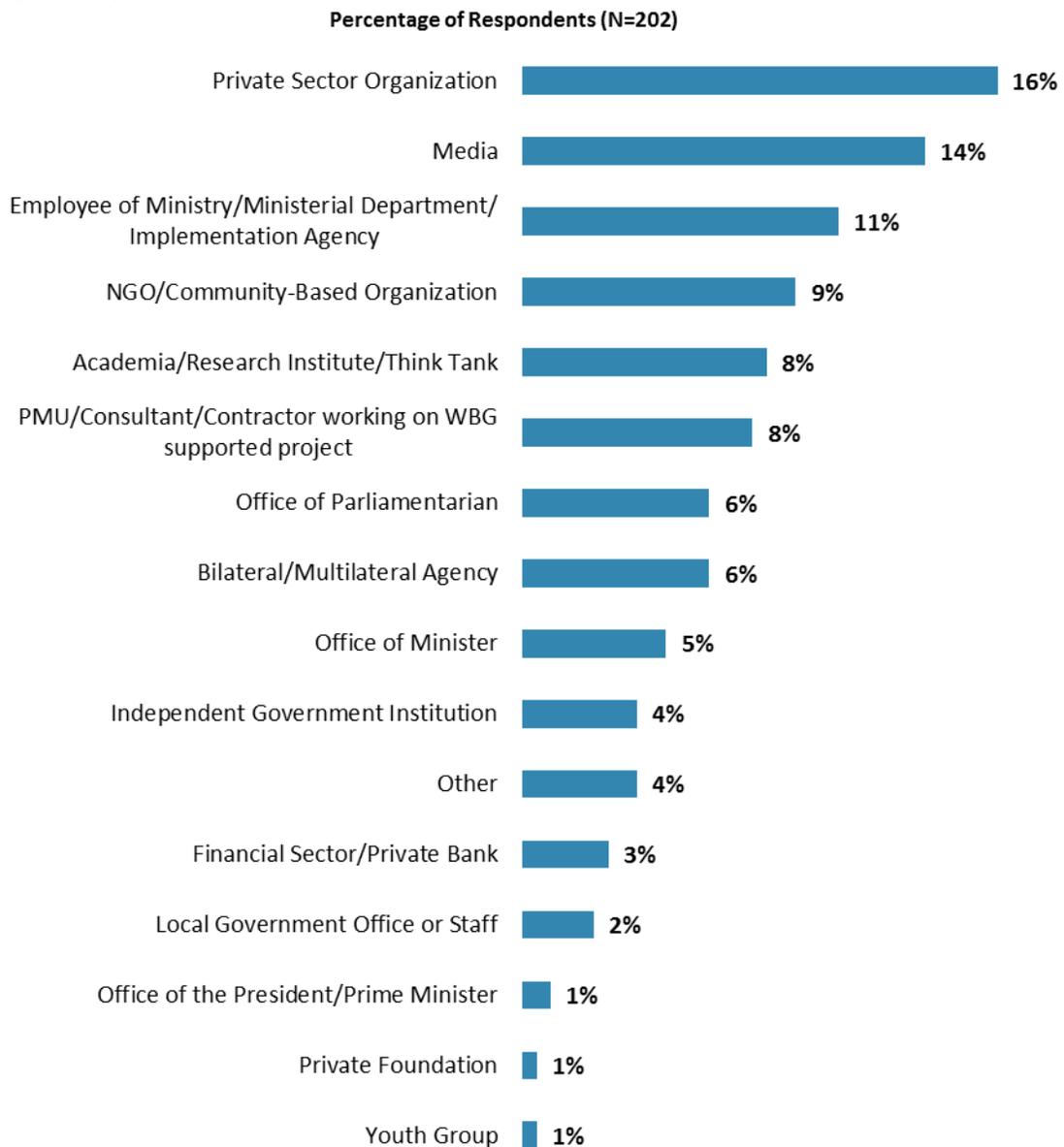
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 44%, N=58). As a rule, the COS data are weighted for year comparisons in order to reach the same stakeholder composition in two fiscal years. However, in the case of Tunisia, due to the small number of respondents in the FY'12 Country Survey, weighting would have been statistically unsound. Therefore, only basic comparisons of the unweighted data from the FY'15 and FY'12 Country Surveys are presented in the report and should be considered provisional. For the FY'15 and FY'12 stakeholder breakdown and year comparison results, please see appendix D (page 111).



### III. Demographics of the Sample

#### Current Position

- For further analyses, respondents from the Office of the President/Prime Minister were combined with respondents from the office of a minister; respondents from private sector organizations were combined with those from the financial sector/private banks; and few respondents from independent government institutions, local governments, private foundations, youth groups, and other organizations were included in the “Other” category. Note that there were no respondents from trade unions, faith-based groups, and the judiciary branch.

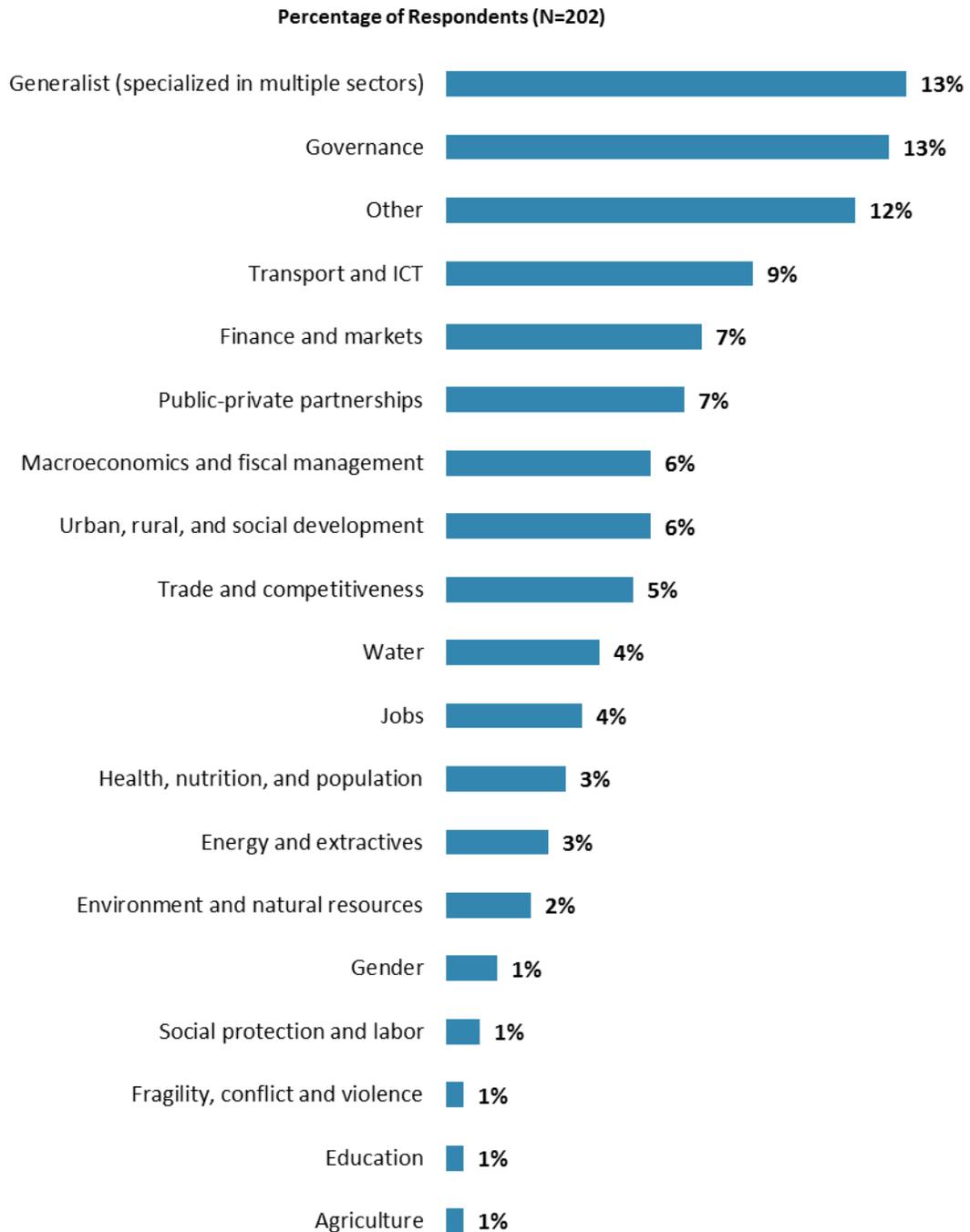


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



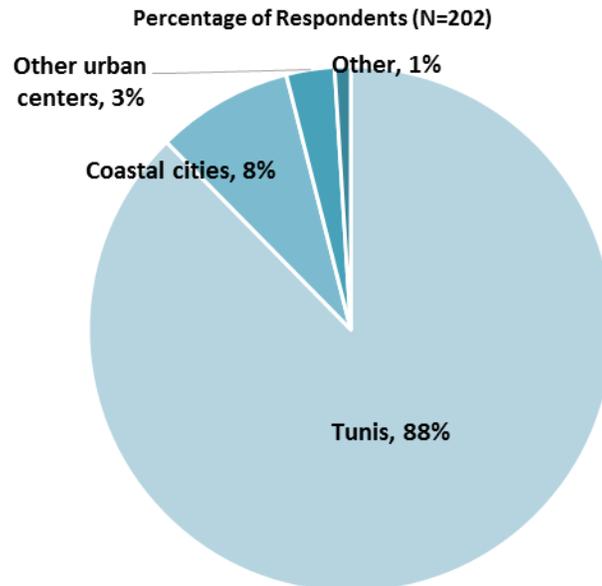
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



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

#### Geographic Locations

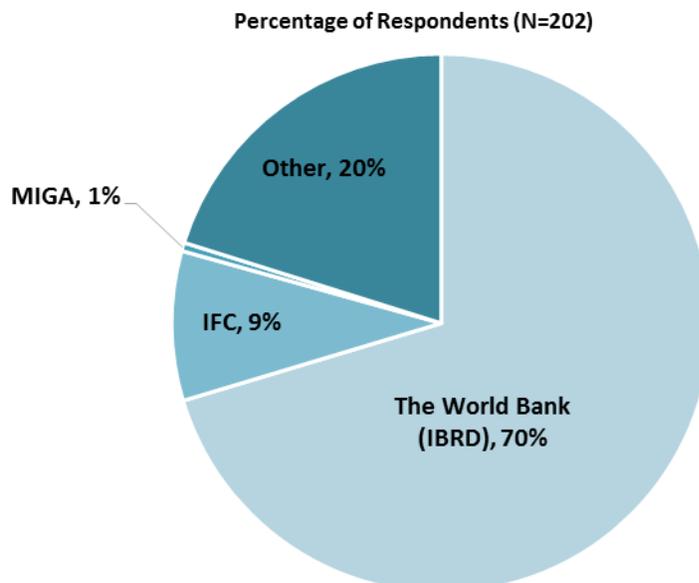
- **Note:** Because of the small number of respondents from coastal cities, other urban centers, and other areas, analyses comparing geographic locations would not be statistically reliable and, therefore, were not conducted. There were no respondents from rural/mountainous areas.



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

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



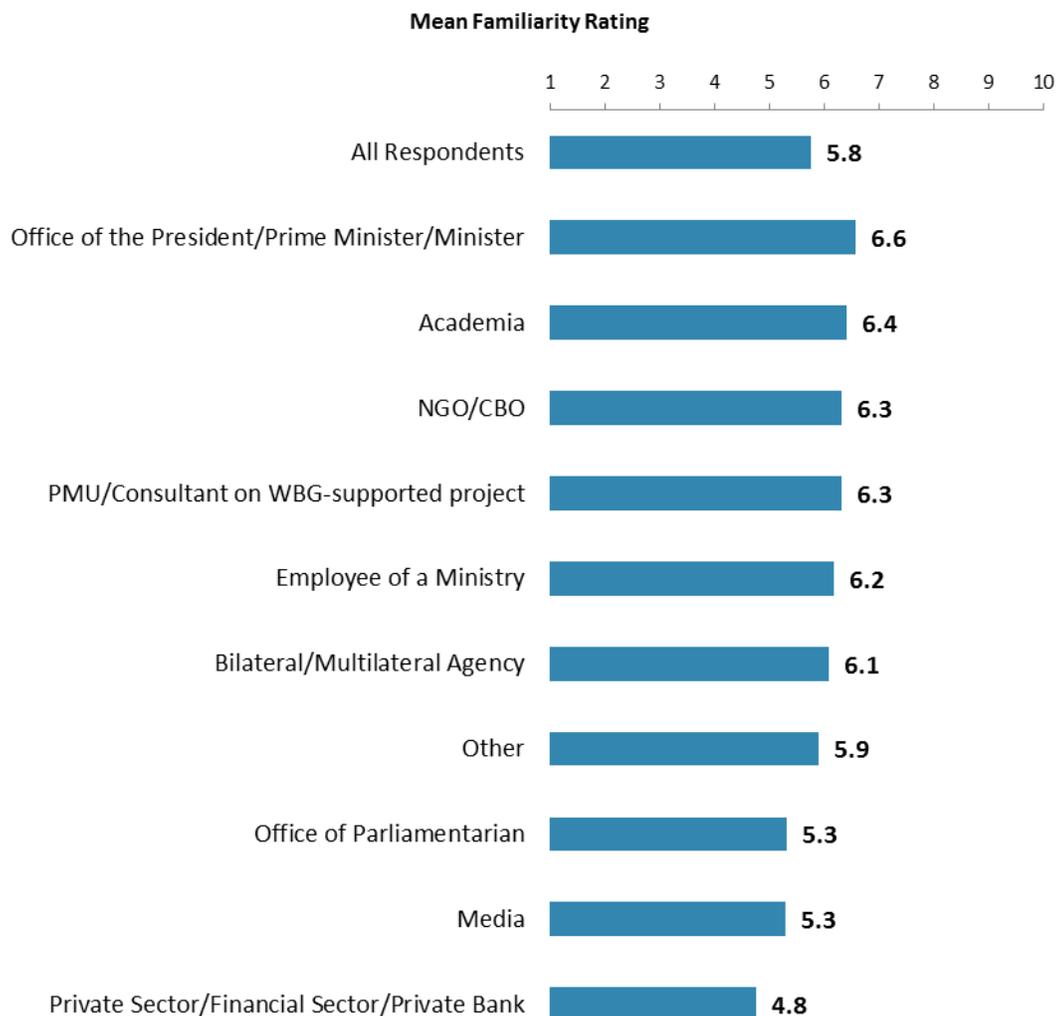
"Which of the following agencies of the World Bank Group do you primarily engage with in Tunisia?" (Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'12 Country Survey had statistically similar levels of familiarity with the WBG (mean familiarity rating in FY'15 = 5.76; mean familiarity rating in FY'12 = 5.34)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Tunisia and the extent to which the WBG plays a relevant role in development in Tunisia, and significantly, moderately correlated with their ratings of the extent to which the WBG helps to achieve development results in Tunisia.



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

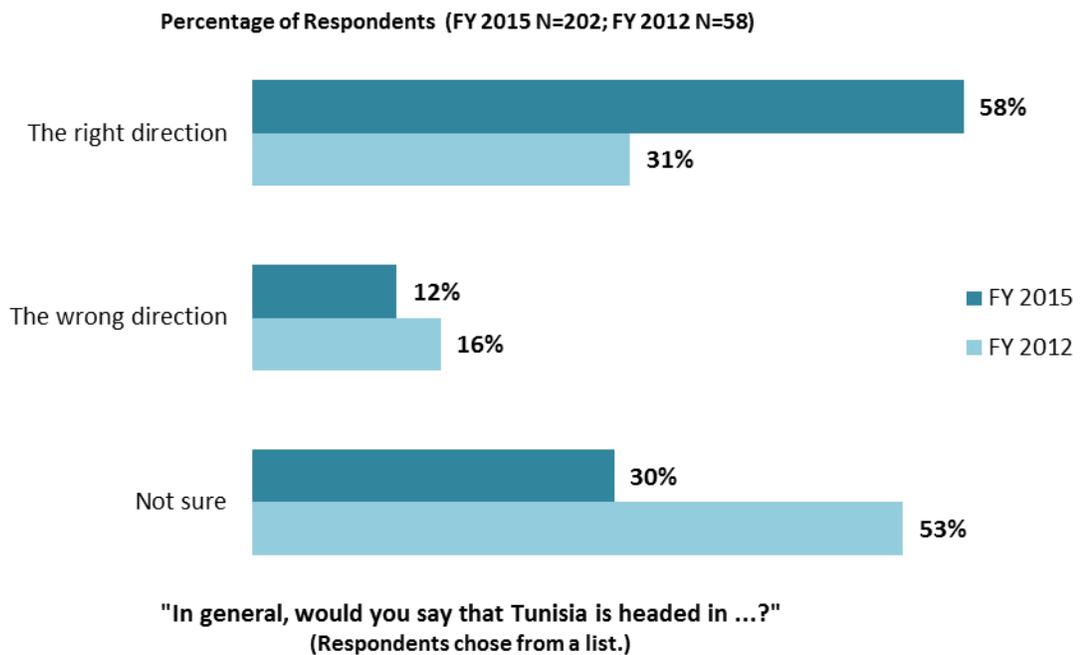
<sup>1</sup> Please refer to Appendix D (page 111) for more details on data comparisons across years.



## IV. General Issues Facing Tunisia

### Headed in the Right Direction

- **Year comparison:** This year's respondents were significantly more likely to indicate that Tunisia is headed in the right direction, compared to respondents in the FY'12 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and the office of a parliamentarian were most positive about the prospect of Tunisia.

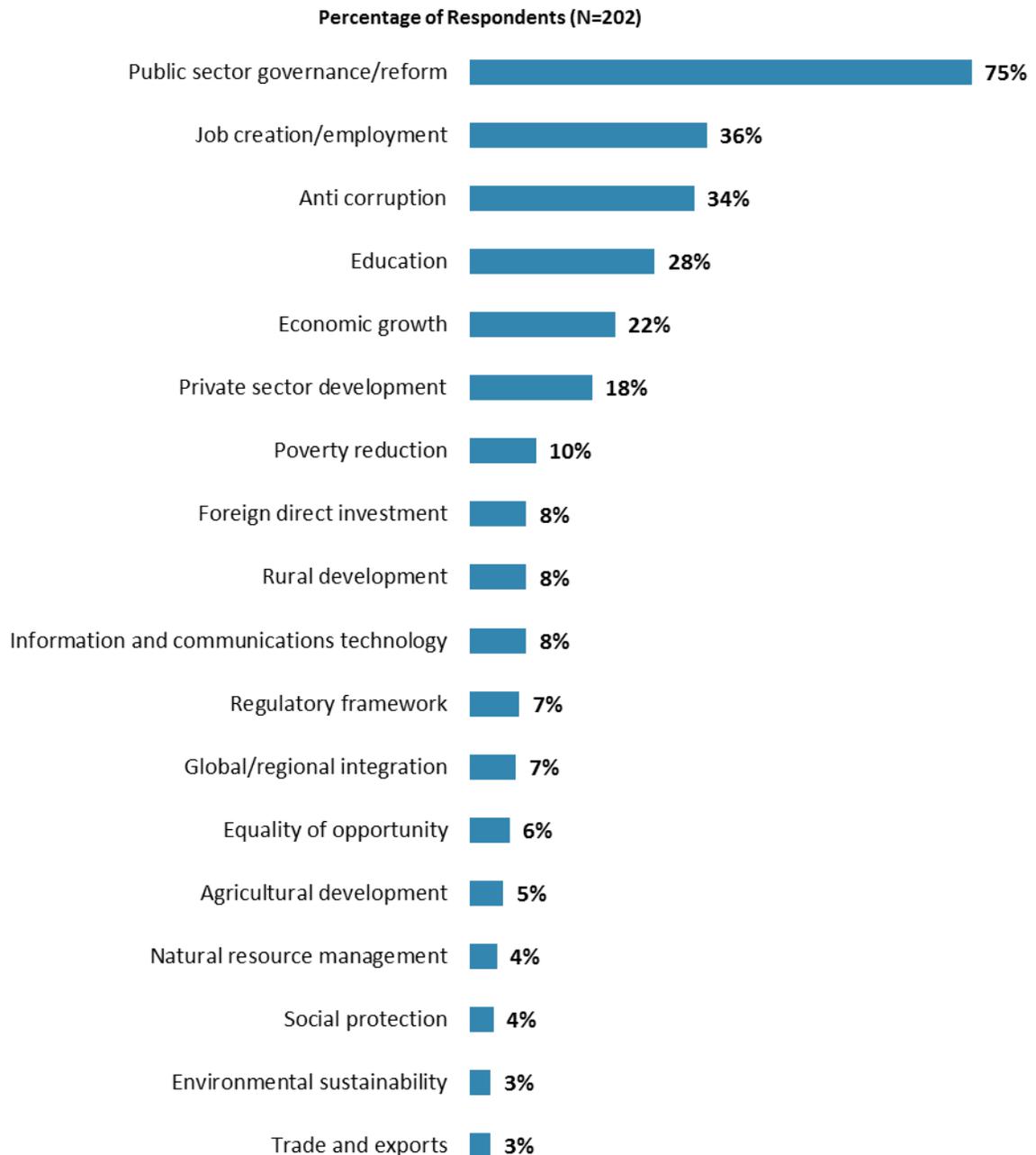




## IV. General Issues Facing Tunisia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the most important development priorities in Tunisia were “*job creation/employment*” (56%), “*poverty reduction*” (36%), “*economic growth*” (32%), and “*governance*” (30%).



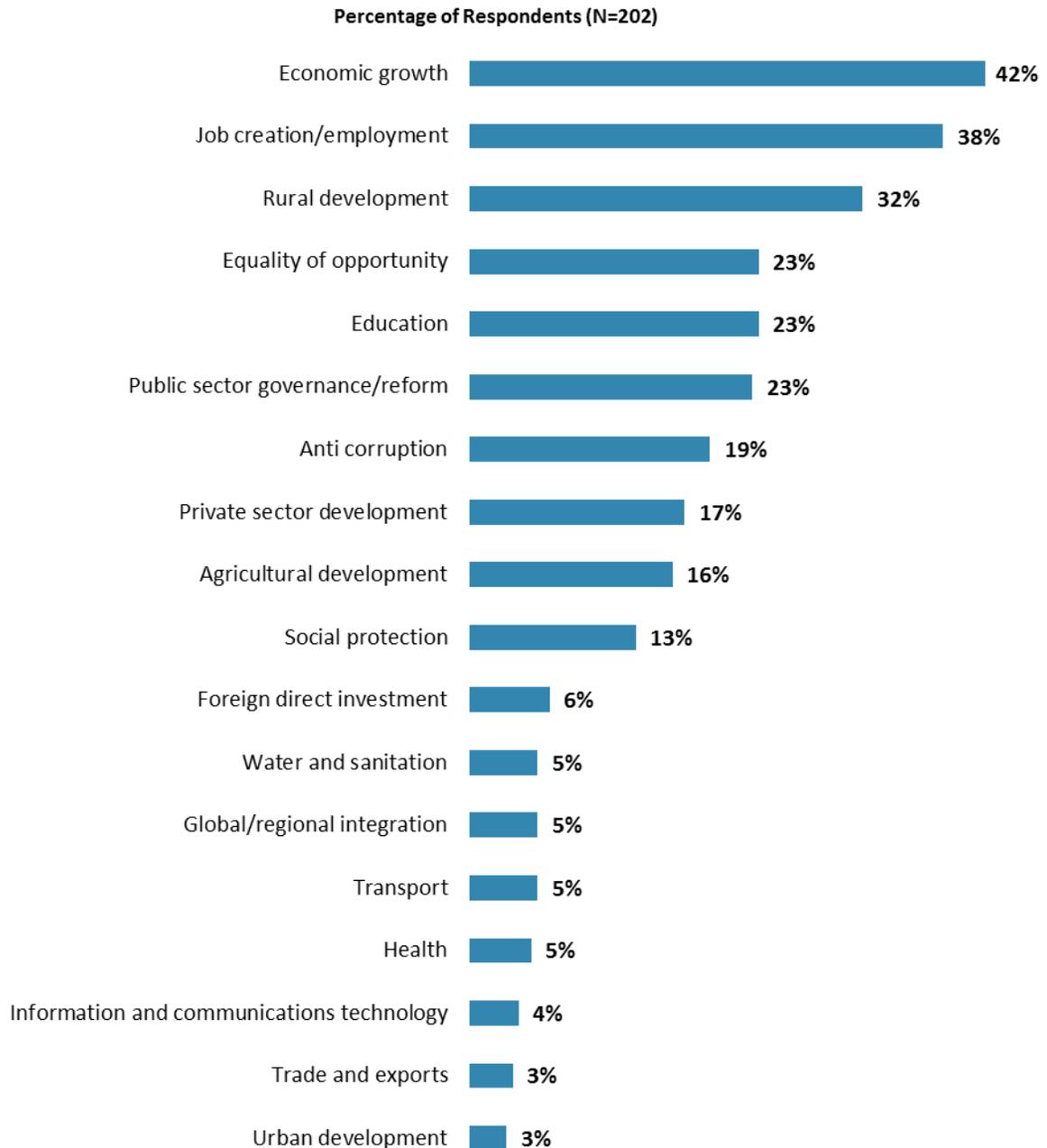
"Listed below are a number of development priorities in Tunisia. Please identify which of the following you consider the most important development priorities in Tunisia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 18 of 27 response options shown.)



## IV. General Issues Facing Tunisia (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the key factors contributing to poverty reduction in Tunisia were “*economic growth*” (57%), “*job creation/employment*” (43%), and “*rural/agricultural development*” (40%).

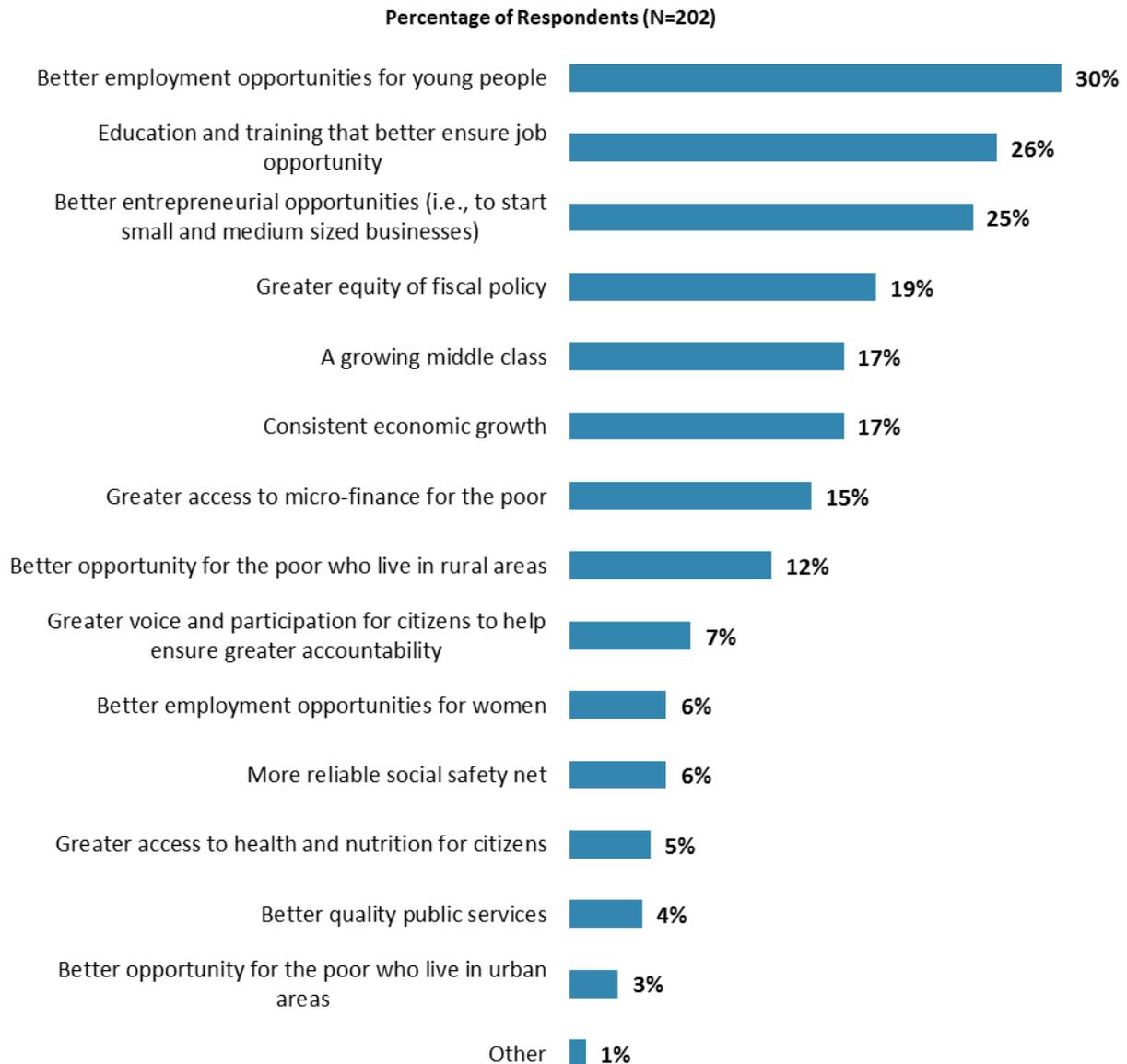


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tunisia? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 18 of 26 response options shown.)



## IV. General Issues Facing Tunisia (continued)

### Factors Contributing to “Shared Prosperity”



**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.**

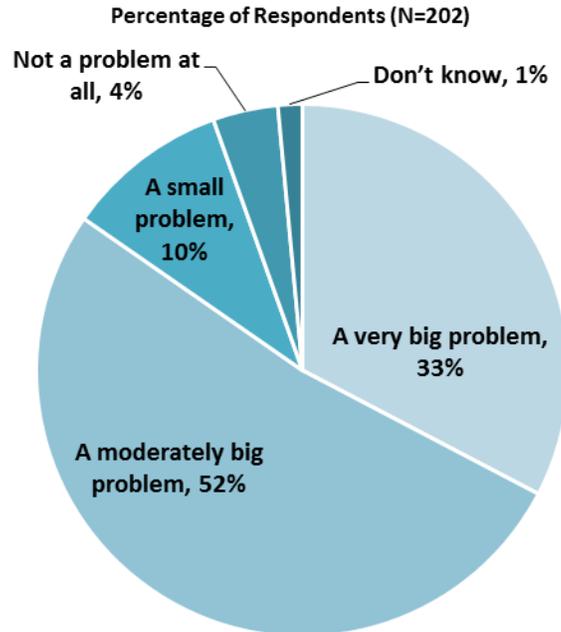
**When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tunisia? (Choose no more than TWO)"**

**(Respondents chose from a list. Responses combined.)**



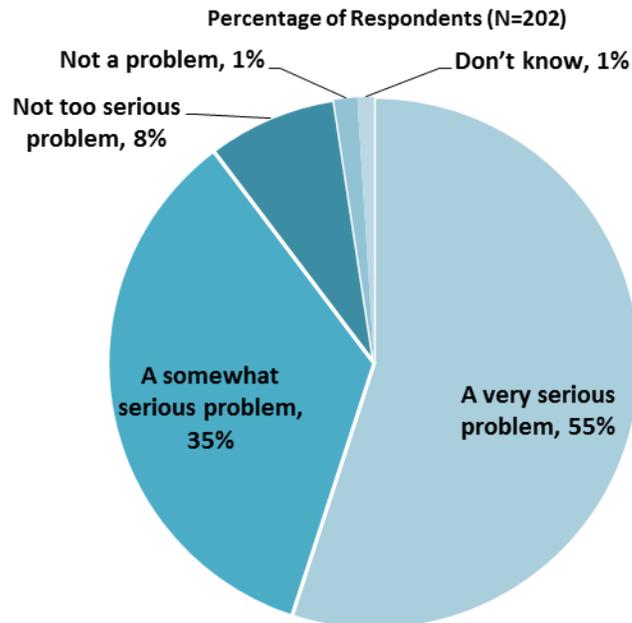
## IV. General Issues Facing Tunisia (continued)

### Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Tunisia?" (Respondents chose from a list.)

### Global Climate Change



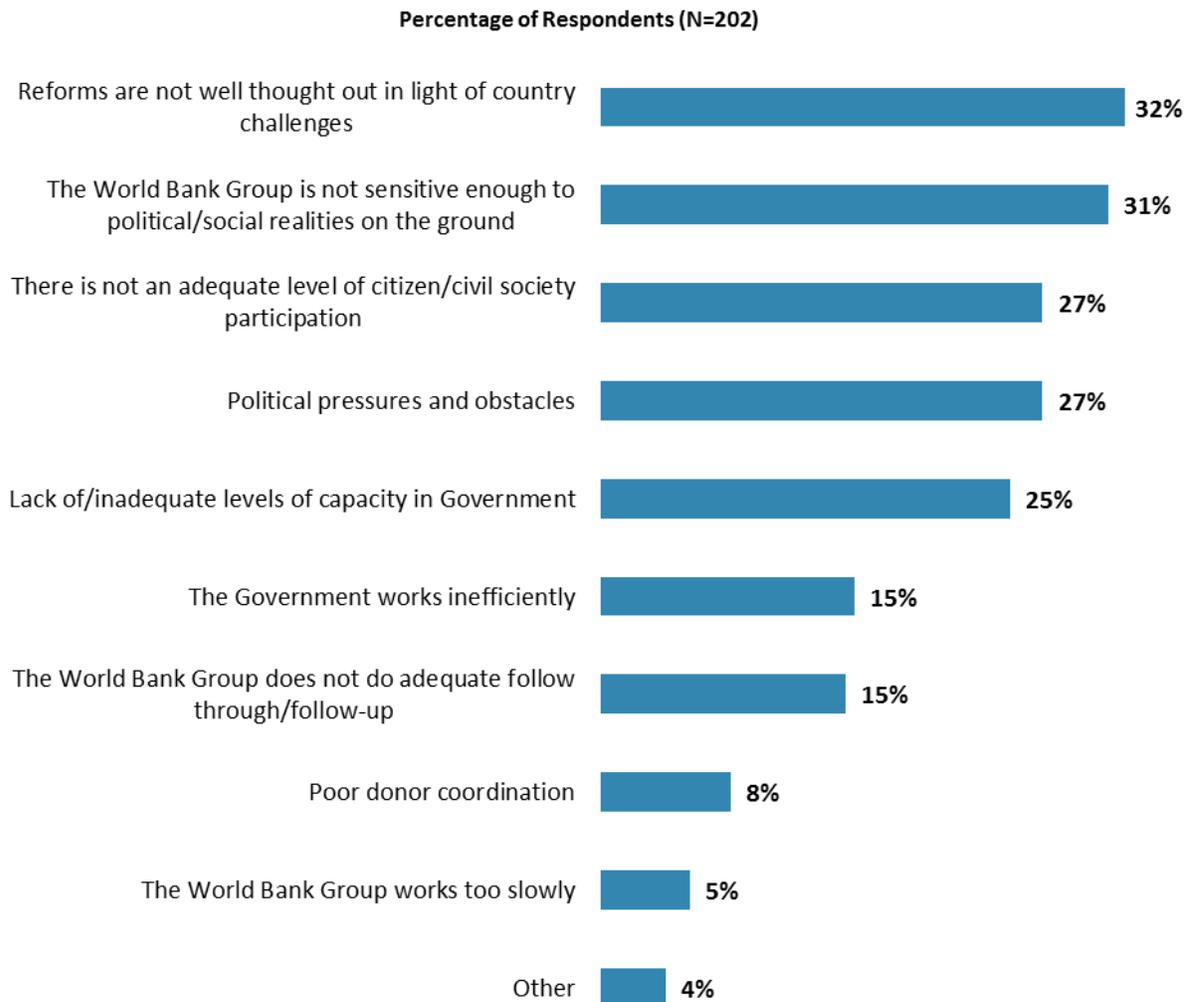
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to “*the Government working inefficiently*” (47%).
- **Stakeholder groups:** Among this year’s respondents, respondents from NGOs/CSOs were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.



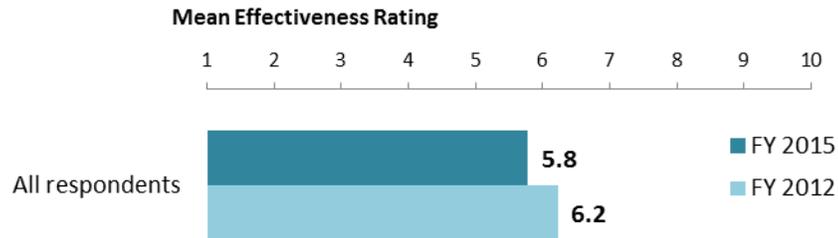
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



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

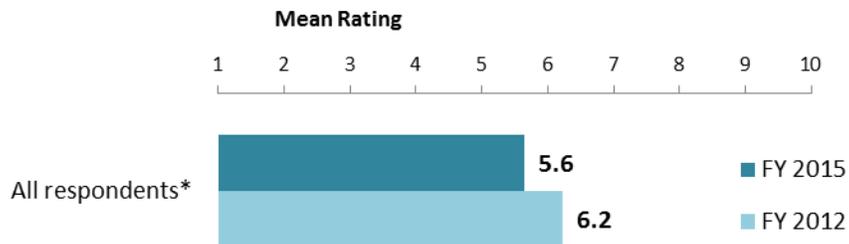
*As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.*

### The World Bank Group's Overall Effectiveness (Indicator Question)<sup>2</sup>



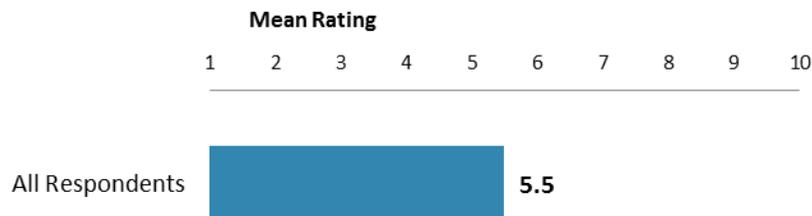
**"Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia."**  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (Indicator Question)



**"To what extent does the World Bank Group's work help to achieve development results in Tunisia?"** (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2015 and FY 2012)

### WBG's Support during the Transition Period



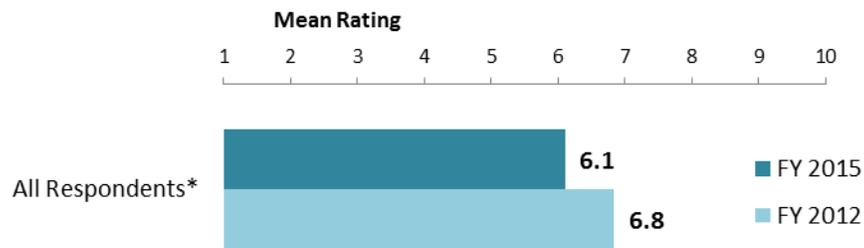
**"To what extent do you believe the World Bank Group's support to Tunisia contributed to the successful transition period from 2011 to the presidential elections?"**  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>2</sup> Please refer to Appendix D for details on data comparisons across FY'15 and FY'12 years.



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

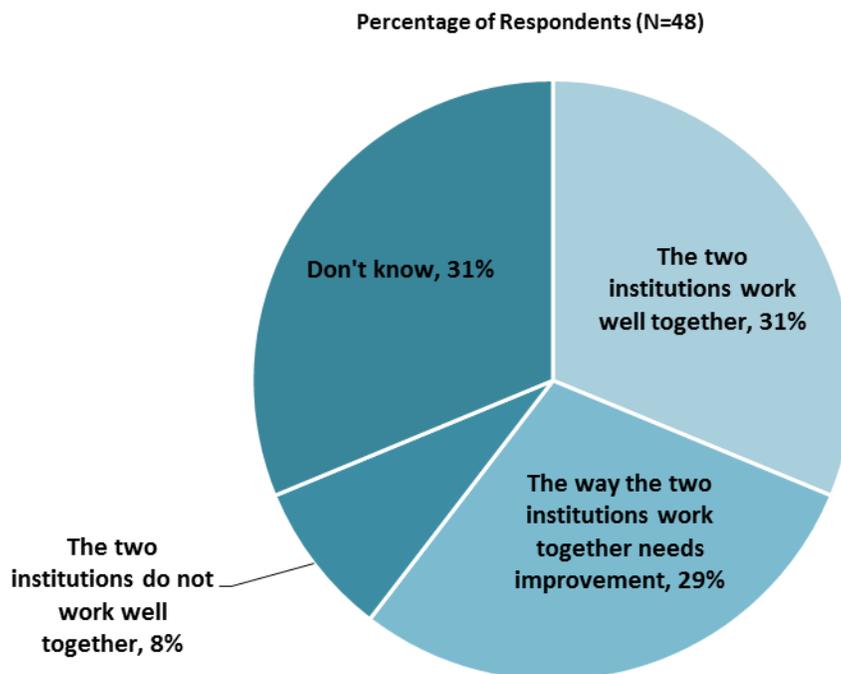
### WBG Staff Preparedness



**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Tunisia solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2015 and FY 2012)

### The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "Do your projects involve both the World Bank and the IFC?" provided their views on the working relationship between the World Bank and the IFC.



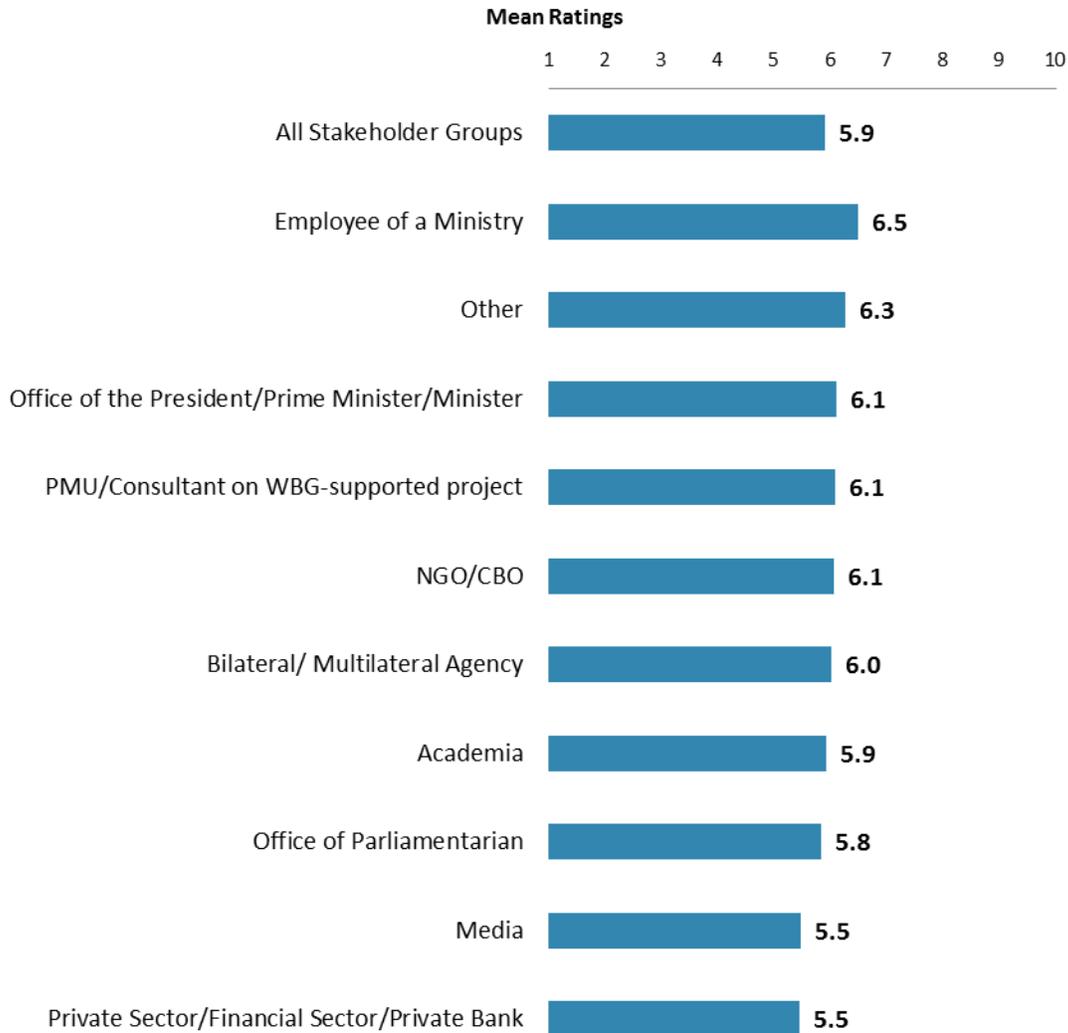
**"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Tunisia?"** (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups<sup>3</sup>

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty five indicator questions.
- **Collaboration:** Respondents who professionally collaborate with the WBG gave significantly higher overall ratings (mean = 6.4) for the twenty five indicator questions than respondents who do not work with the institution (mean = 5.6).



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

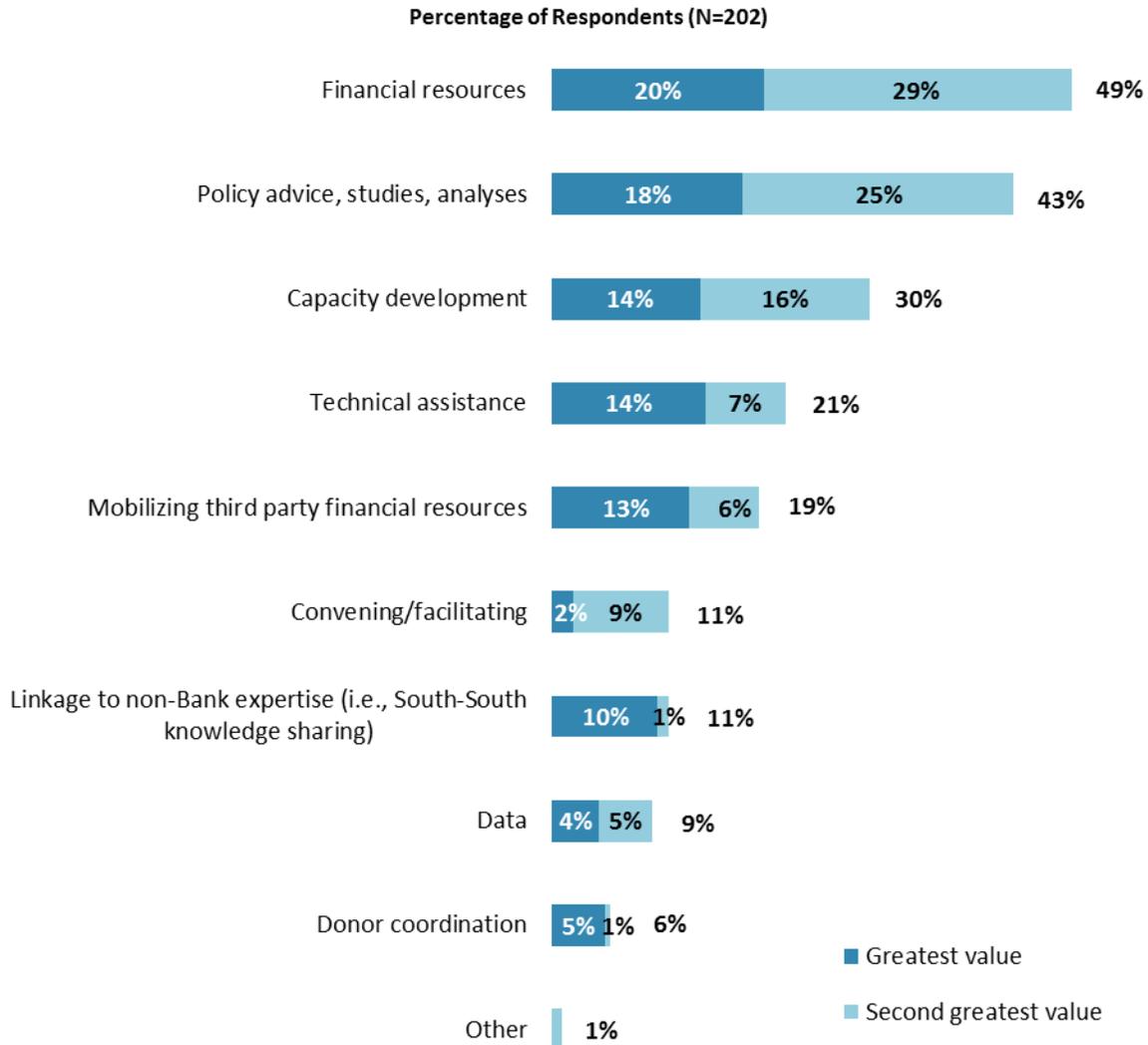
<sup>3</sup> Responses to all twenty five indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix E (page 117).



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest values to Tunisia were its "*financial resources*" (55%) and "*technical assistance*" (45%).



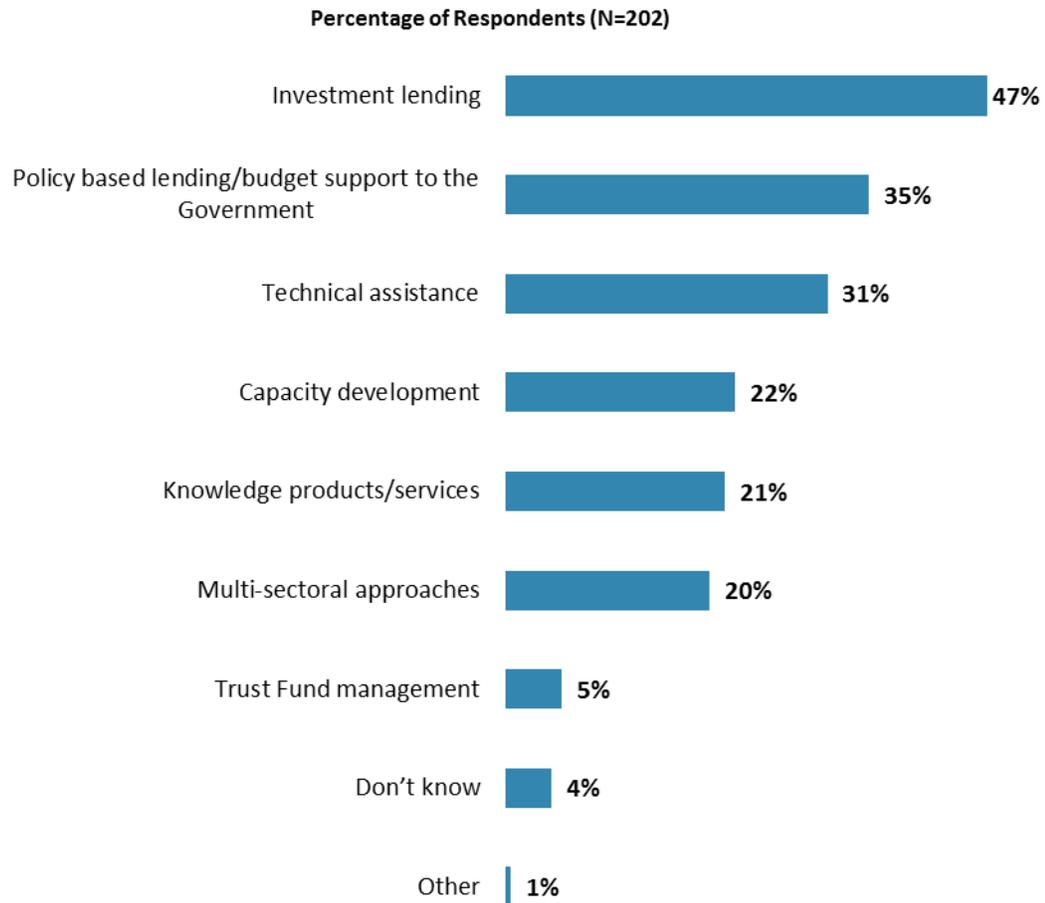
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?" (Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's most effective instruments in reducing poverty were “*technical assistance*” (50%), “*investment lending*” (50%), and “*capacity development*” (50%).

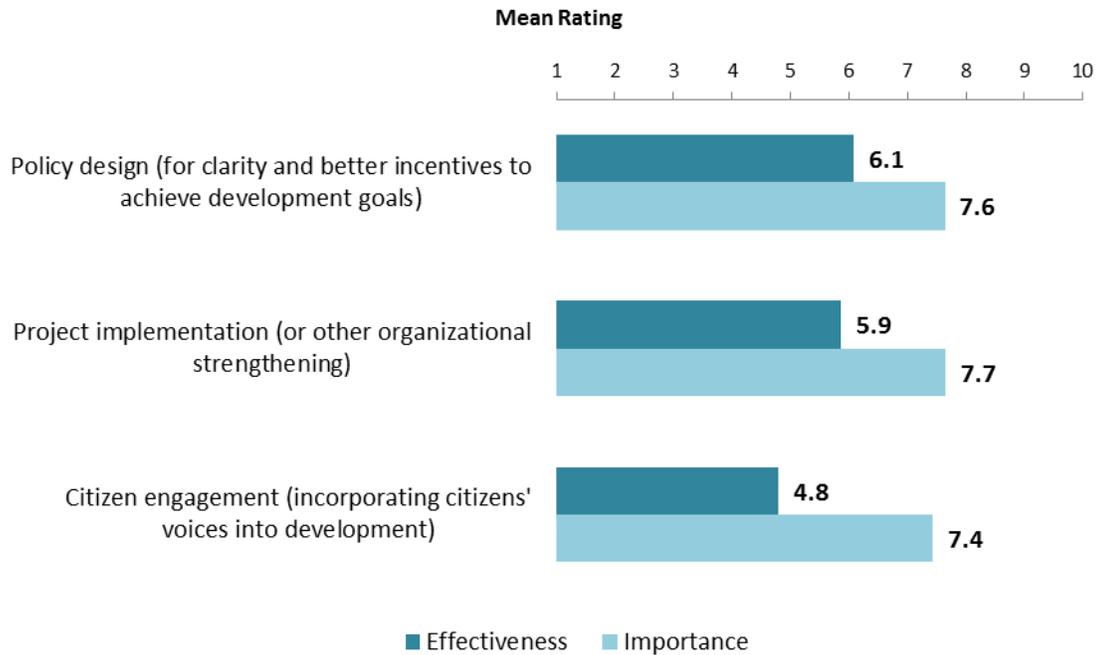


**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tunisia? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Importance and Effectiveness of WBG's Capacity Building Work



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

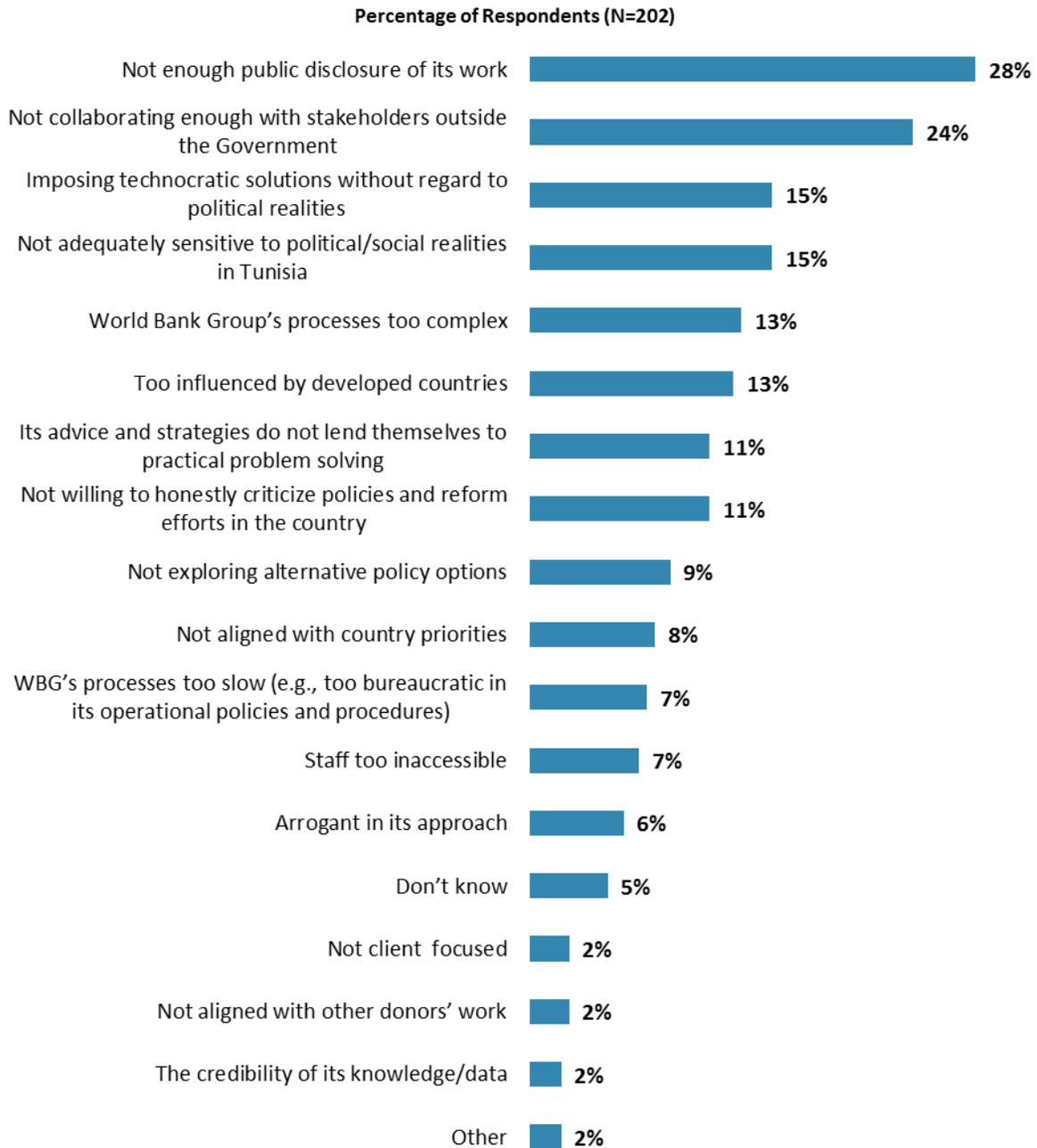
**"When thinking about how to improve capacity building in Tunisia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"**  
*(1 - "Not important at all", 10 - "Very important")*



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest weakness in its work in Tunisia was "*not enough public disclosure of its work*" (40%).

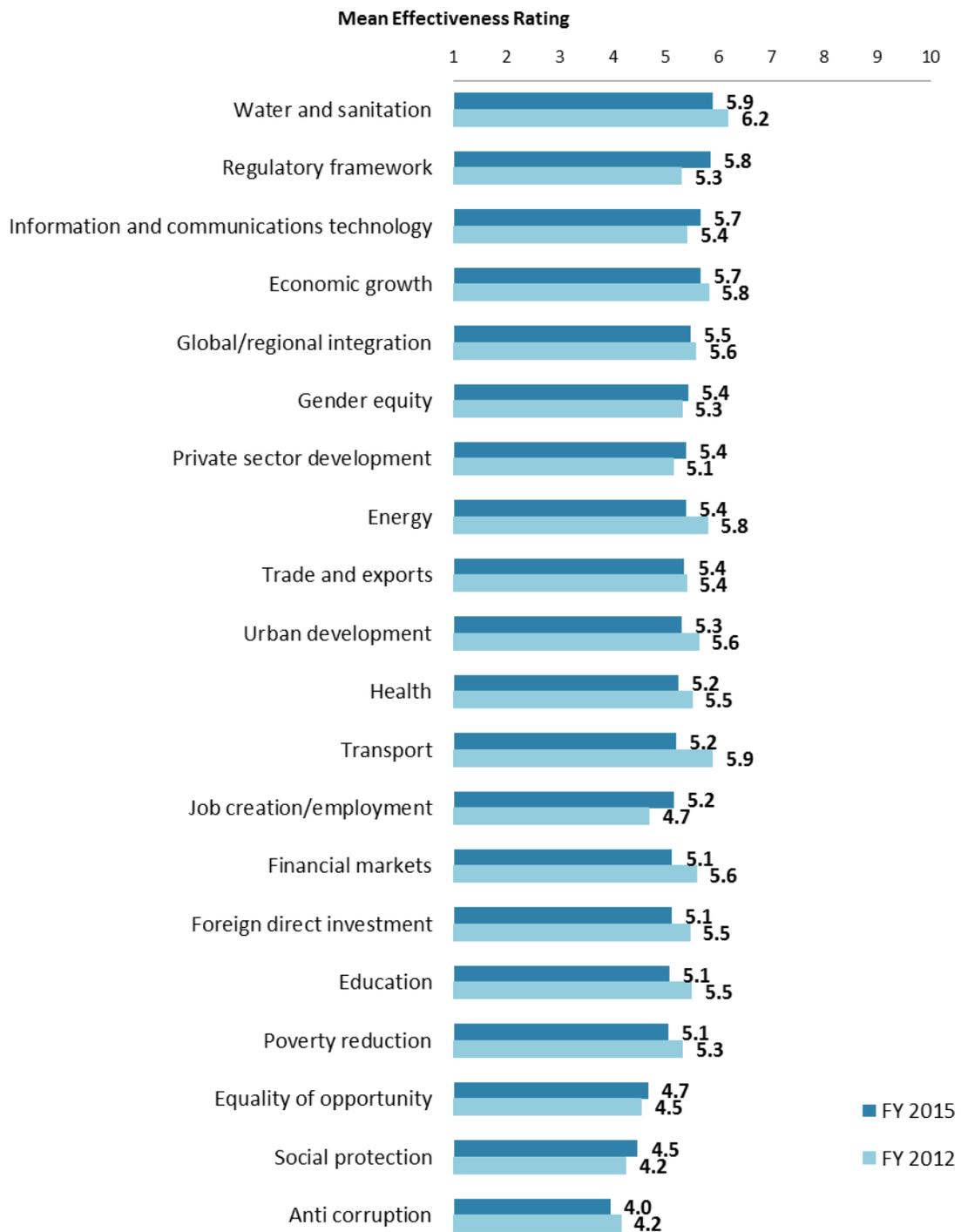


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison

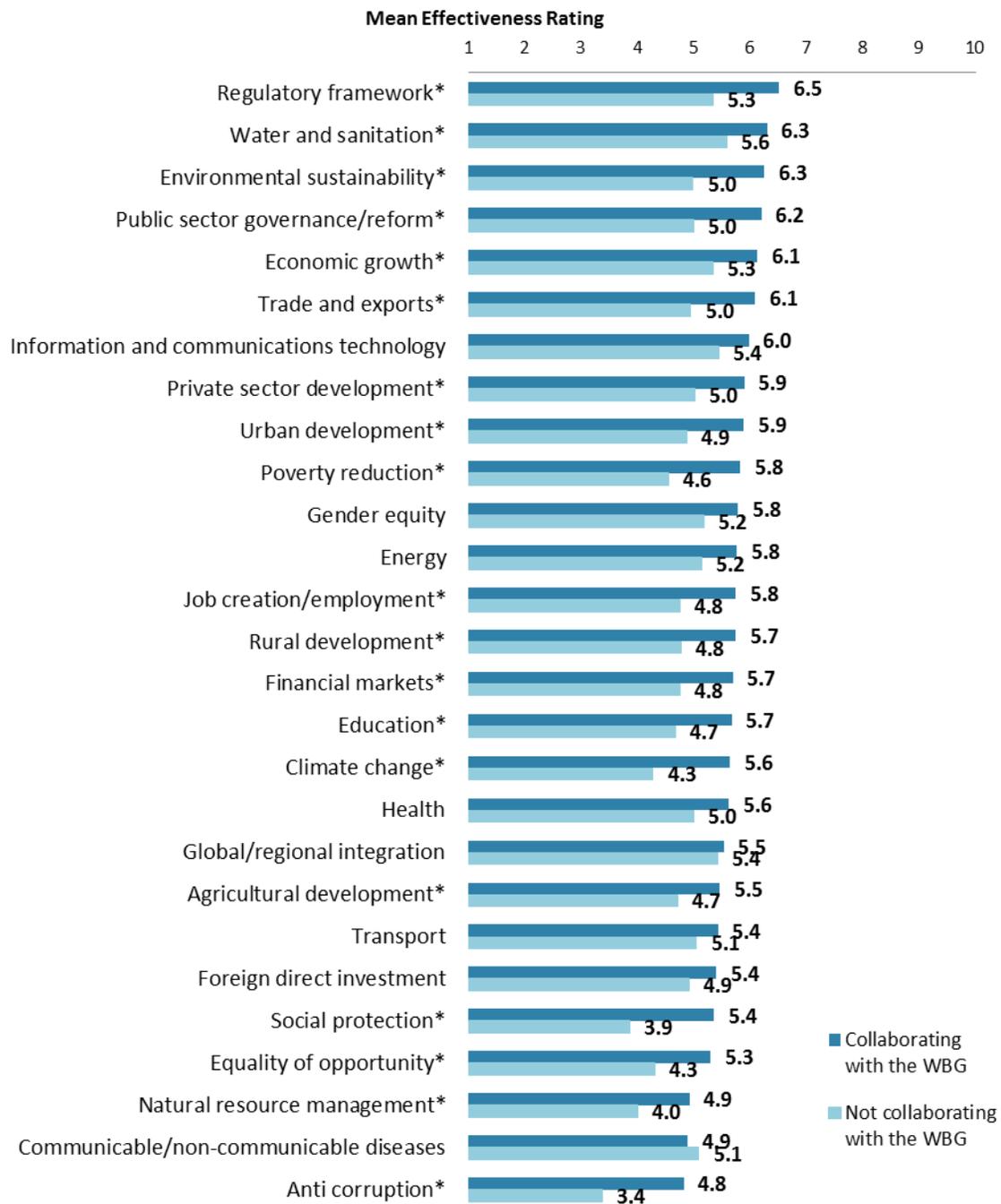


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tunisia?" (1-"Not effective at all", 10-"Very effective")



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>4</sup>



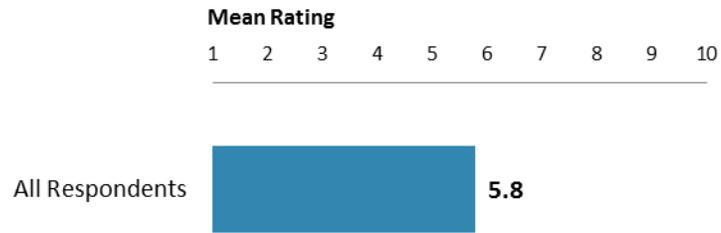
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tunisia?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>4</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 61) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



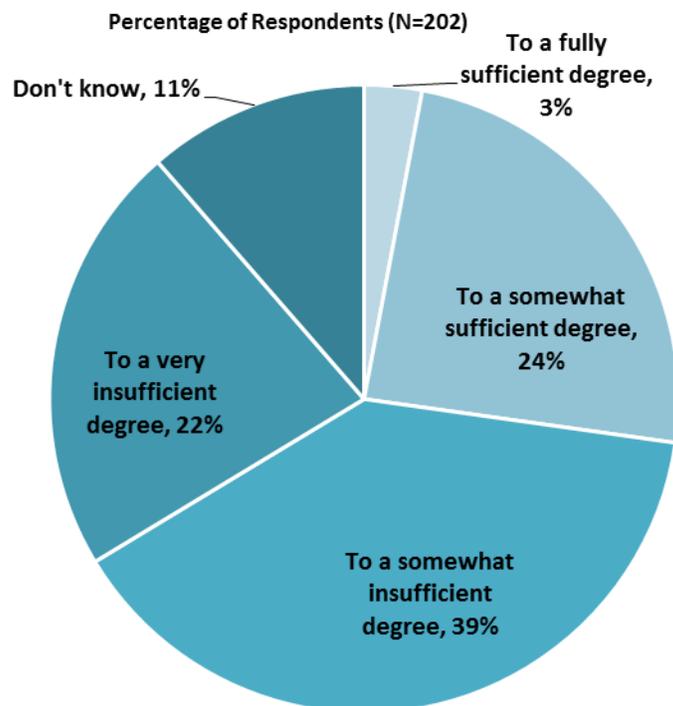
## VI. Sectoral Effectiveness (continued)

### WBG Promoting Private Public Partnerships



**“To what extent do you believe that the World Bank Group’s work helps to find solutions that promote private public partnerships in Tunisia?”**  
*(1 - “To no degree at all”, 10 - “To a very significant degree”)*

### Helping the Poorest in Tunisia



**“To what extent do you believe that the World Bank Group’s work and support help the poorest in Tunisia?”** (Respondents chose from a list.)



## VI. Sectoral Effectiveness (continued)

### Drivers of Effectiveness

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

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

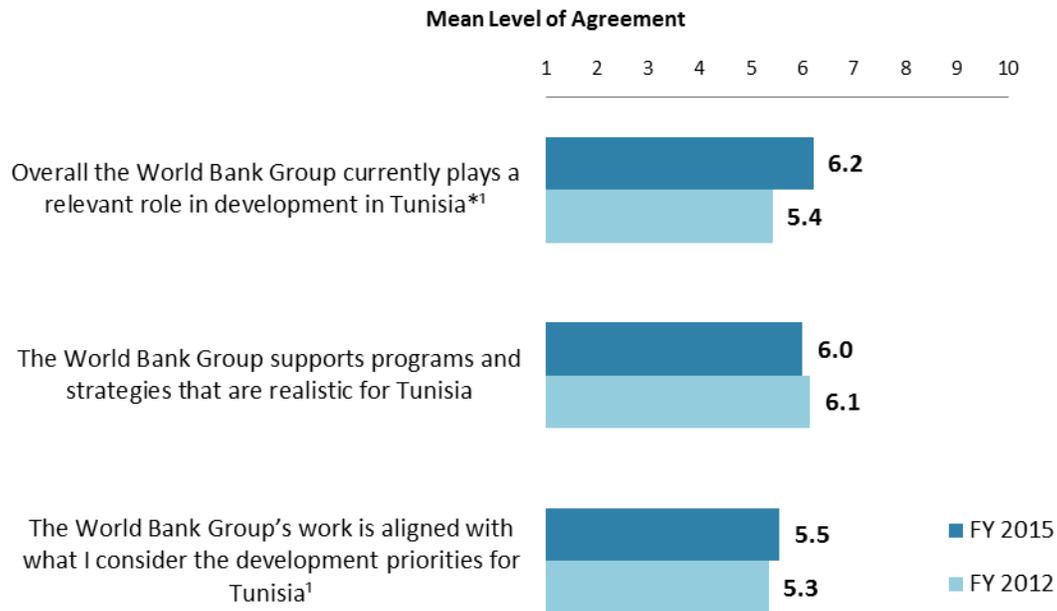
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Tunisia. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at poverty reduction; and
  - The WBG's effectiveness at social protection.
  
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Tunisia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at job creation/employment;
  - The WBG's effectiveness at social protection;
  - The WBG's effectiveness at economic growth; and
  - The WBG's effectiveness at trade and exports.



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Tunisia: Year Comparison

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with the statement "Overall the World Bank Group currently plays a relevant role in development in Tunisia" (indicator question) compared to respondents in the FY12 Country Survey.



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

(\*Significantly different between FY2015 and FY2012)

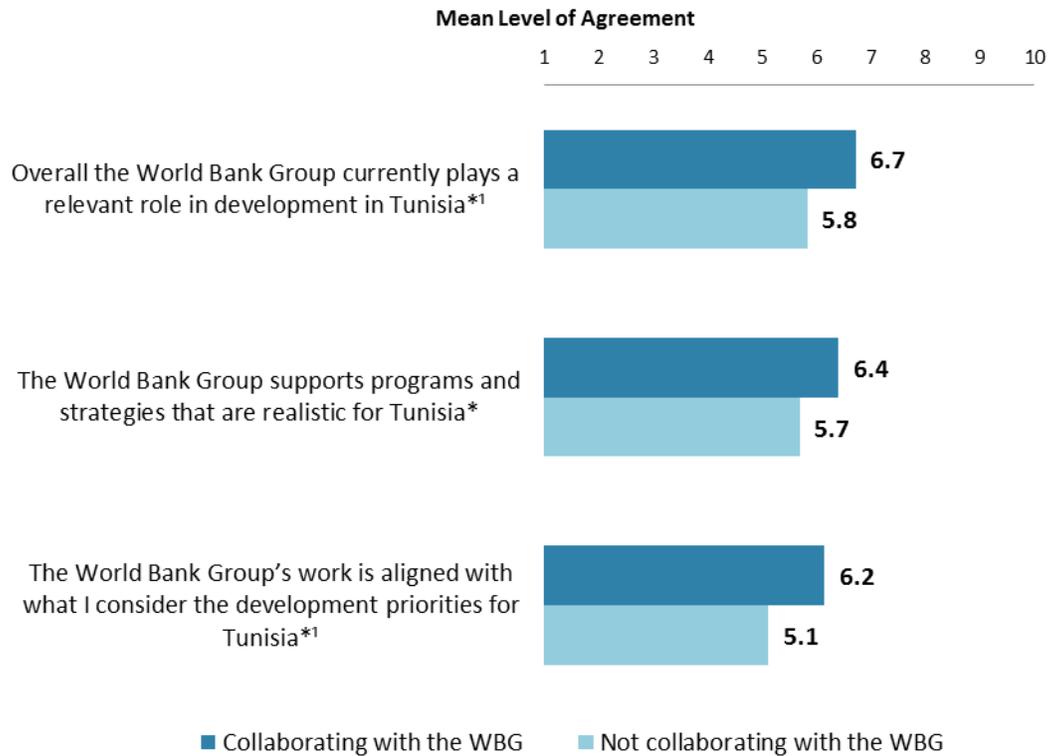
<sup>1</sup>Indicator Question



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

### The World Bank Group's Work in Tunisia: Collaboration

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement with all three statements below compared to respondents who do not collaborate with the WBG.



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

(\*Significantly different between collaborators and non-collaborators with the WBG)

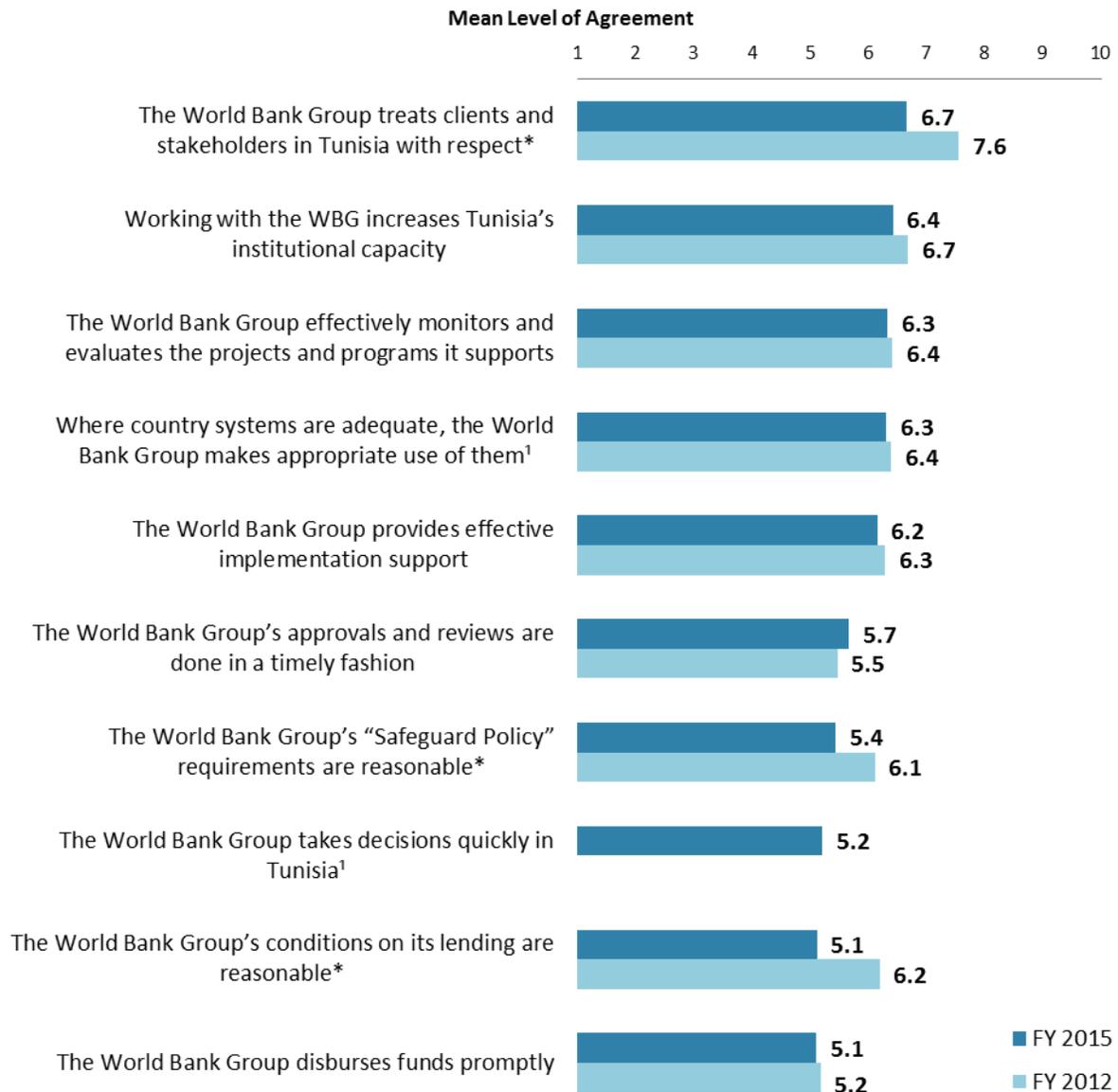
<sup>1</sup>Indicator Question



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

### Overall Perceptions: Year Comparison

- Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly lower levels of agreement with a number of statements regarding the WBG's work in Tunisia compared to respondents in the FY'12 Country Survey.

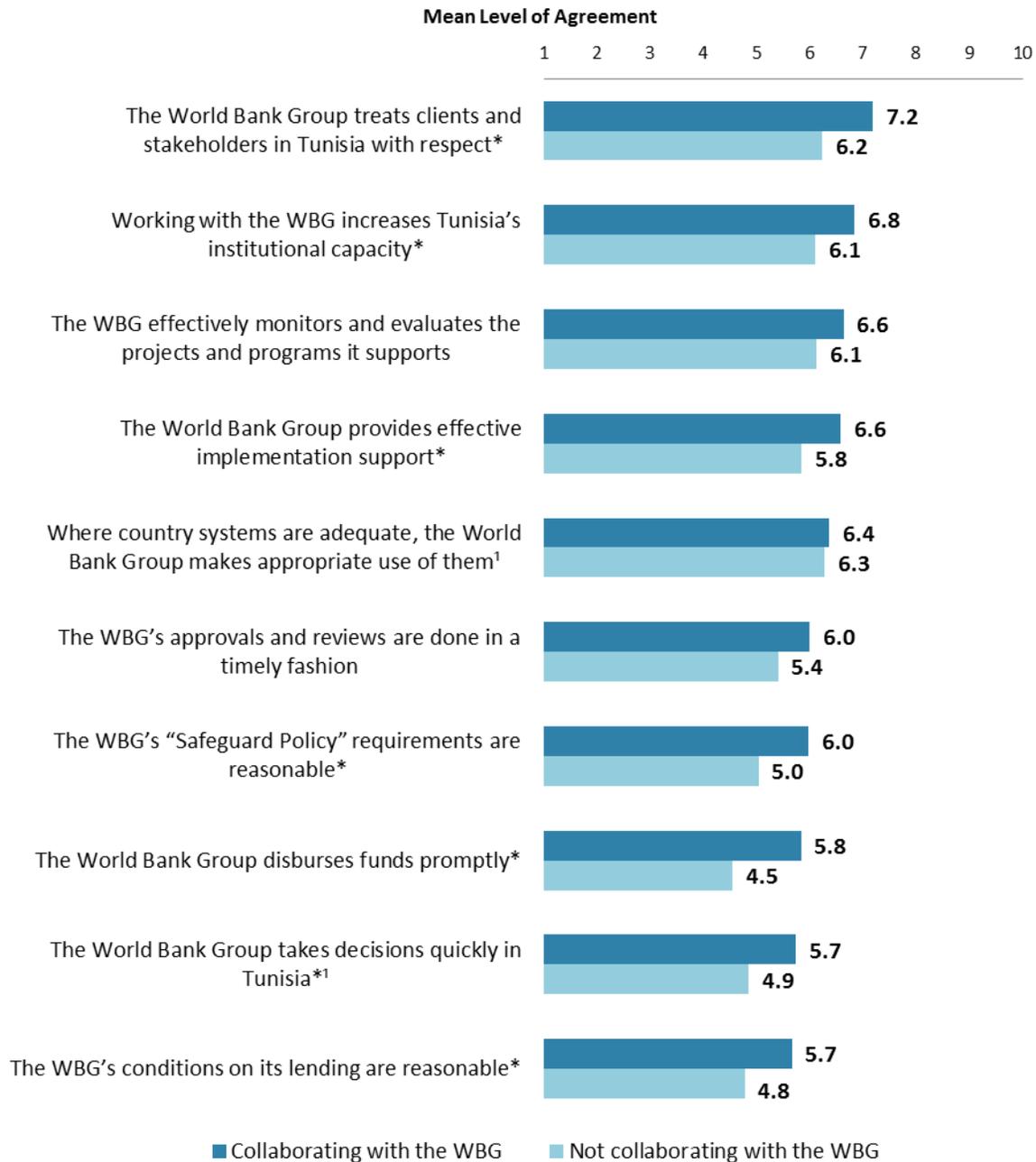


**"To what extent do you agree/disagree with the following statements?"**  
*(1-"Strongly disagree", 10-"Strongly agree")*  
*(\*Significantly different between FY 2015 and FY 2012)*  
*<sup>1</sup>Indicator Question*



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

### Overall Perceptions: Collaboration

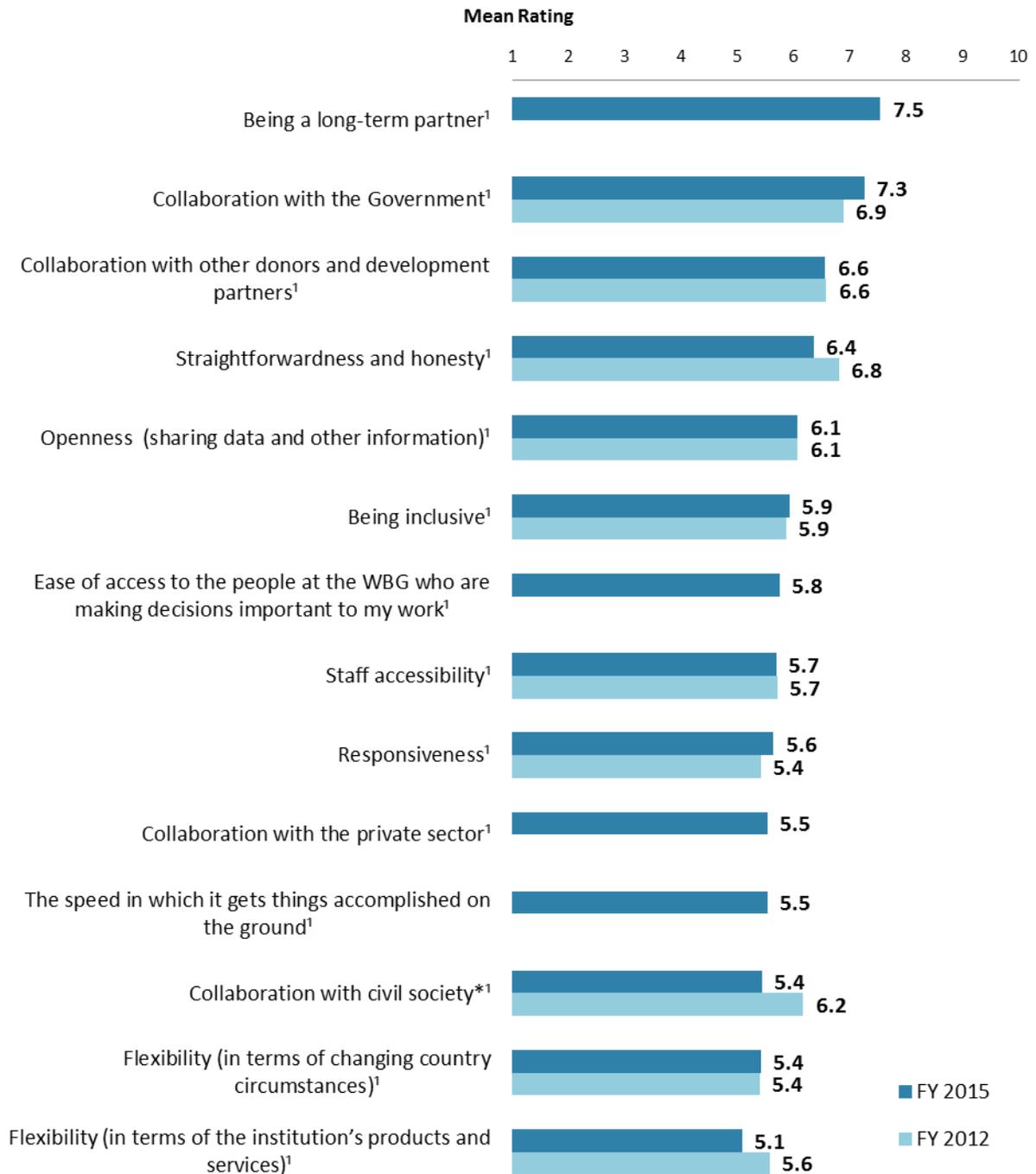


"To what extent do you agree/disagree with the following statements?"  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison



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

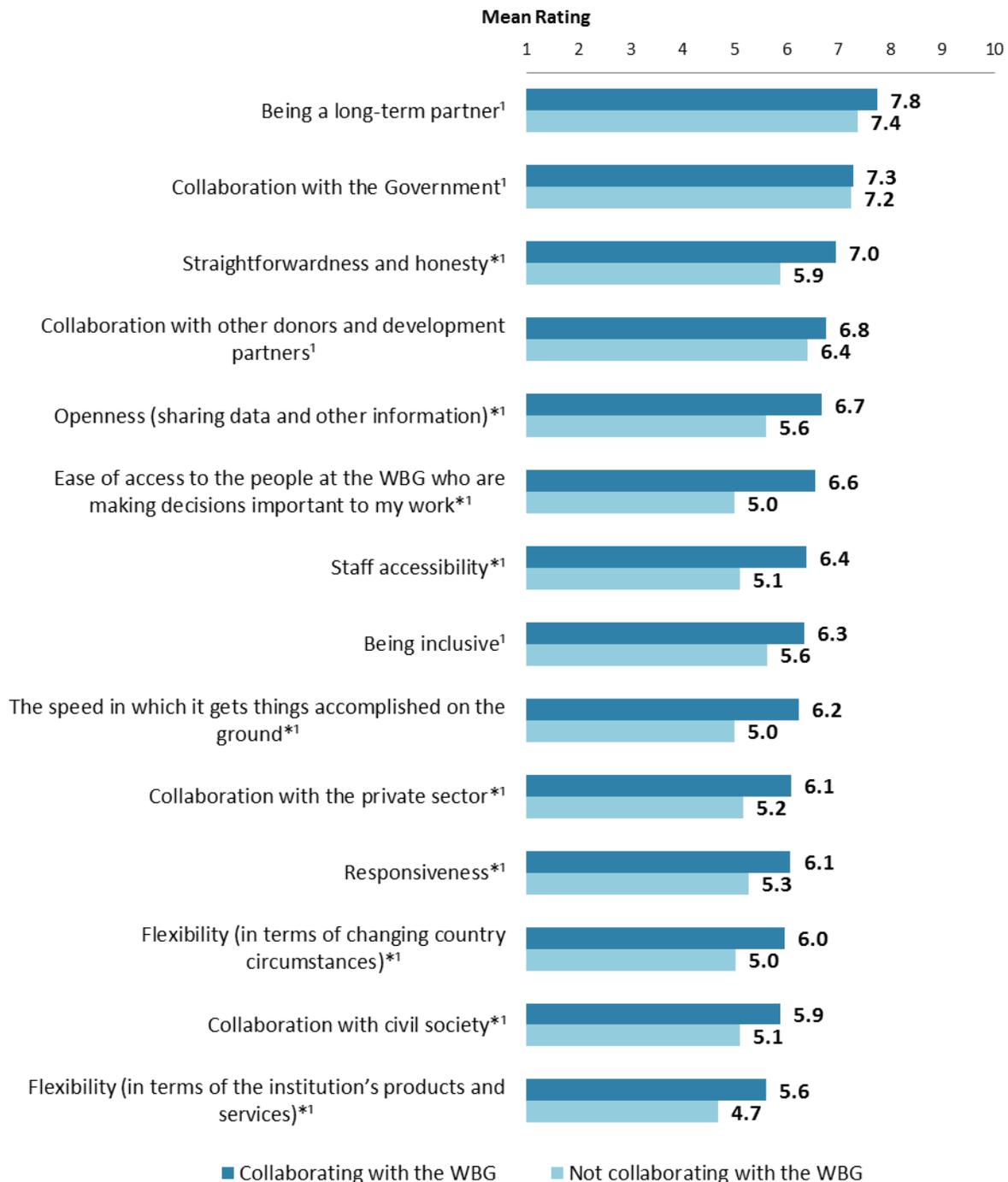
**(\*Significantly different between FY2015 and FY2012)**

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Collaboration



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

(\*Significantly different between collaborators and non-collaborators with the WBG)

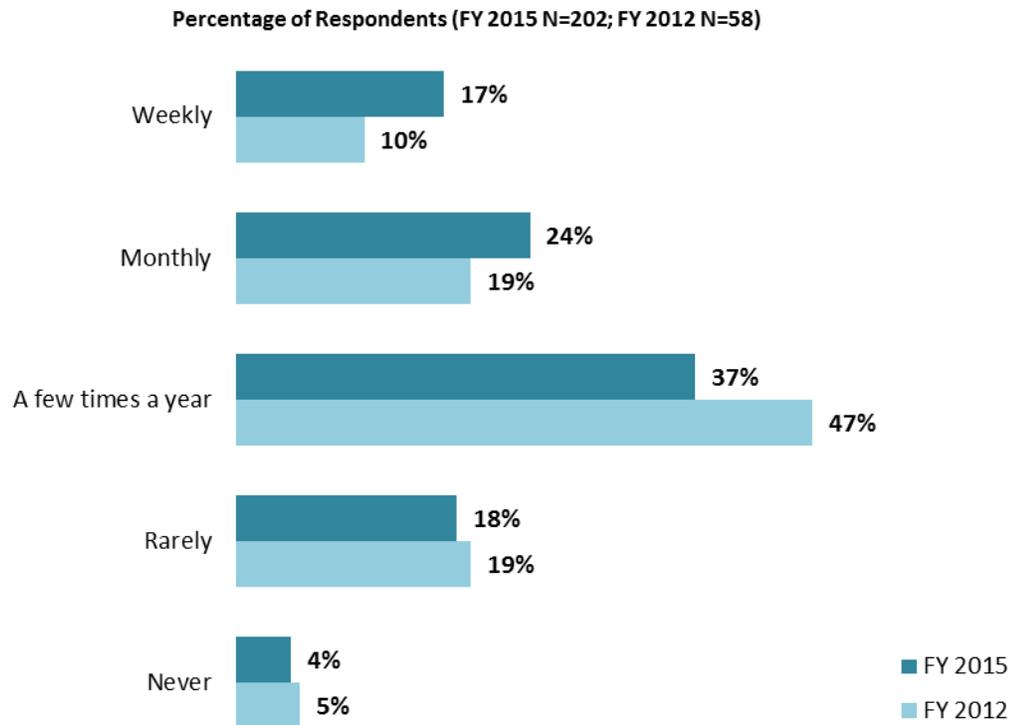
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Among this year's respondents, respondents from the Office of the President/Prime Minister/Minister, PMUs, academia, and the media indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

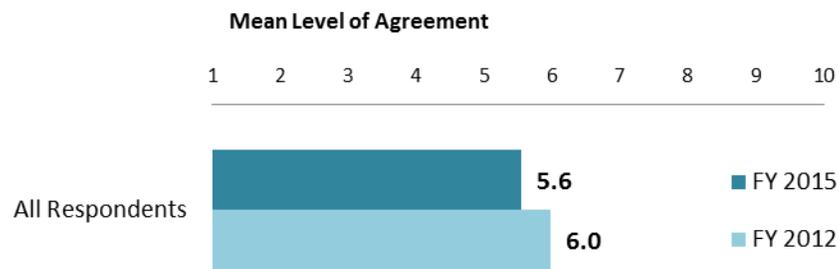


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



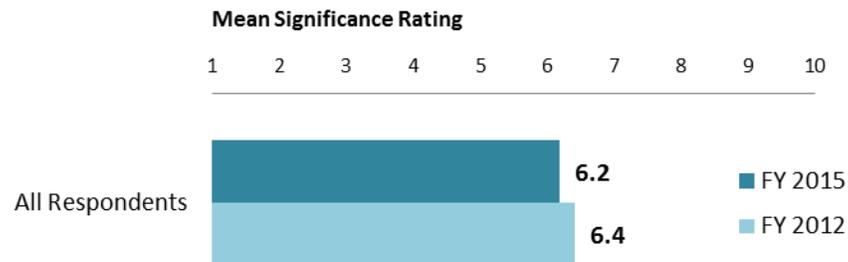
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Tunisia's Knowledge Needs (Indicator Question)



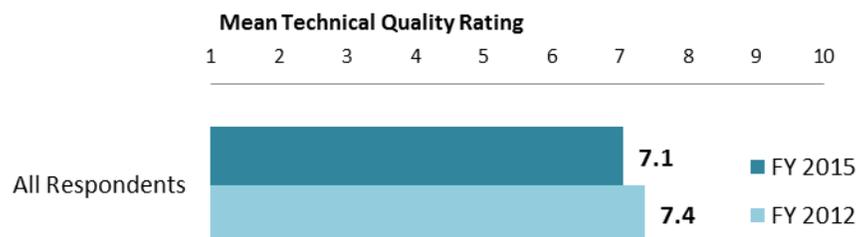
"The World Bank Group meets Tunisia's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



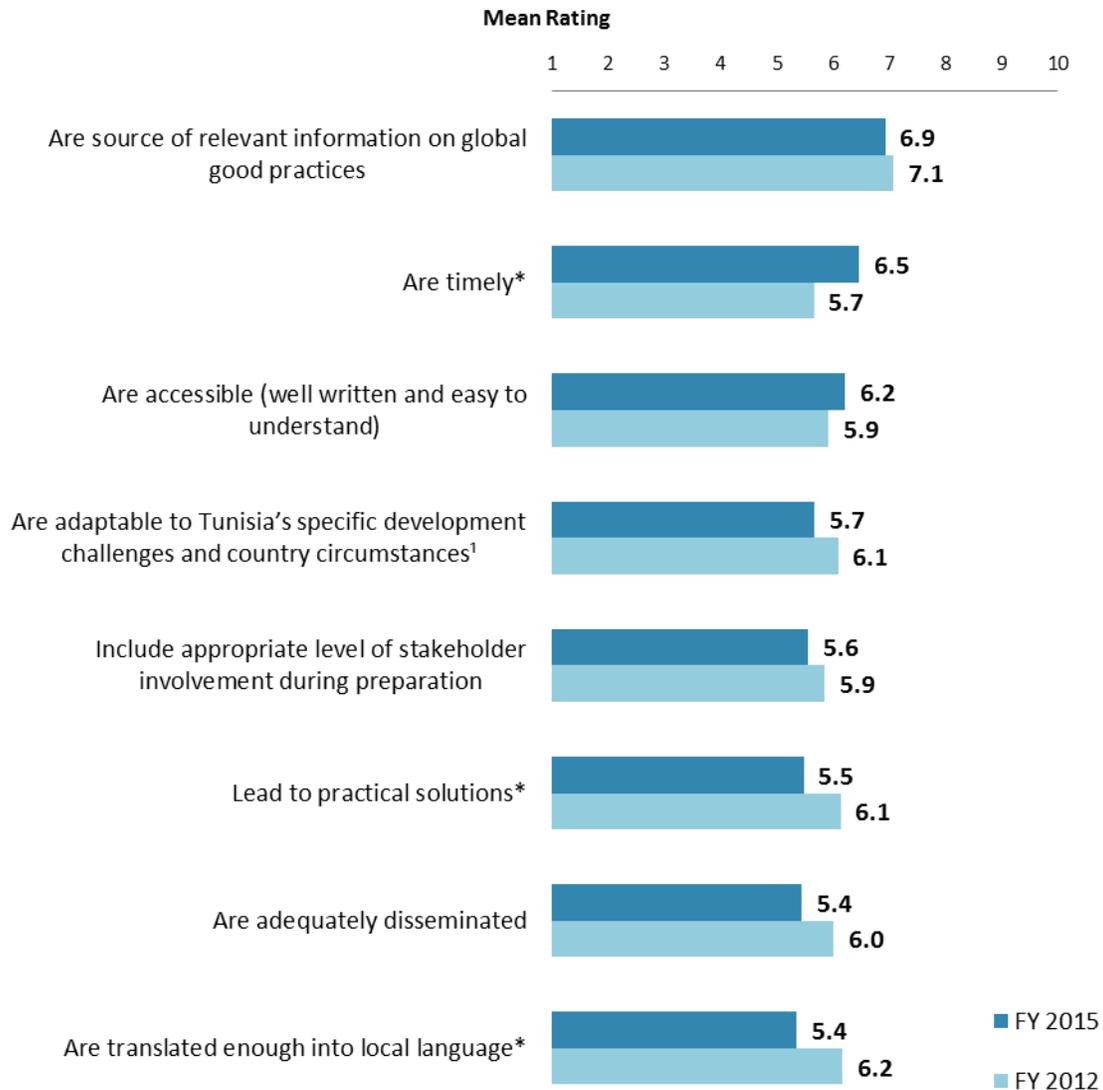
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")



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

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

- Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for the "timeliness" of the WBG's knowledge work and activities and significantly lower ratings for the WBG's knowledge "leading to practical solutions" and "being translated enough into local language" compared to respondents in the FY'12 Country Survey.



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

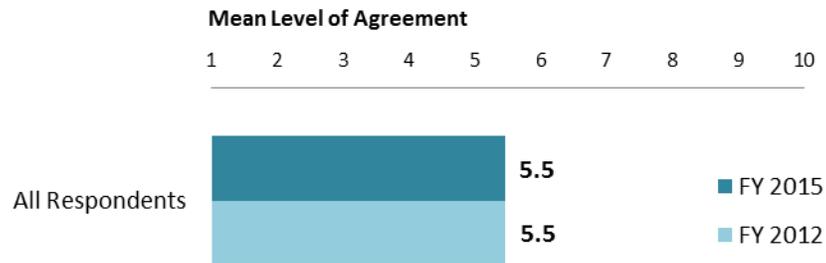
(\*Significantly different between FY 2015 and FY 2012)

<sup>1</sup>Indicator Question



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

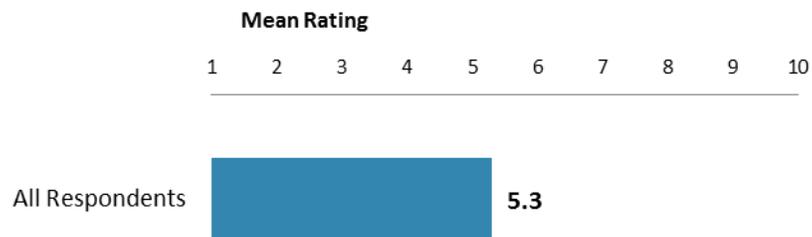
### Meeting Tunisia's Needs for Financial Instruments (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Tunisia."**  
(1-"Strongly disagree", 10-"Strongly agree")

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### Internal Measuring and Monitoring

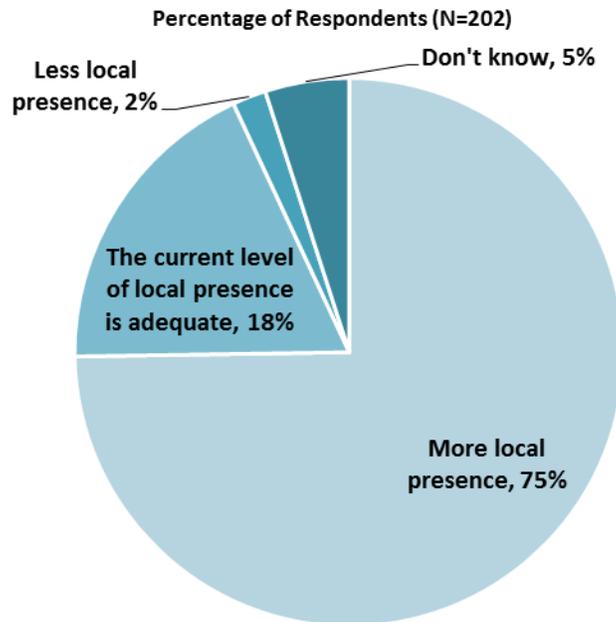


**"To what extent do you believe the World Bank Group measures and corrects its work in real time in Tunisia?"** (1-"To no degree at all", 10-"To a very significant degree")



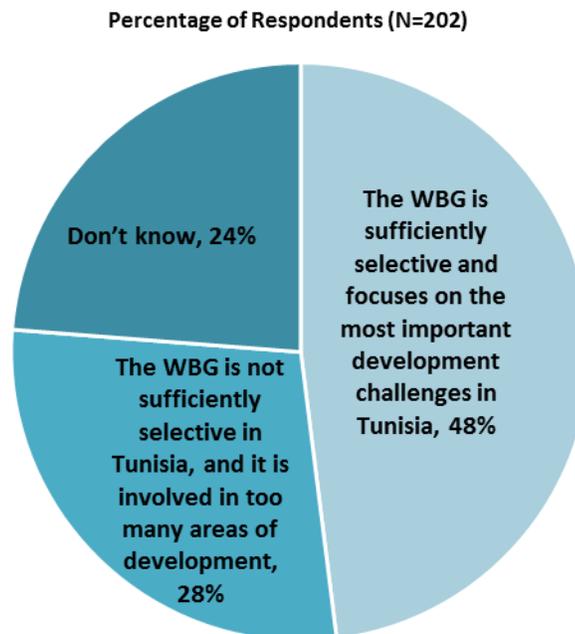
## IX. The Future Role of the World Bank Group in Tunisia

### The World Bank Group's Local Presence in Tunisia



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

### Selectivity of the World Bank Group's Support



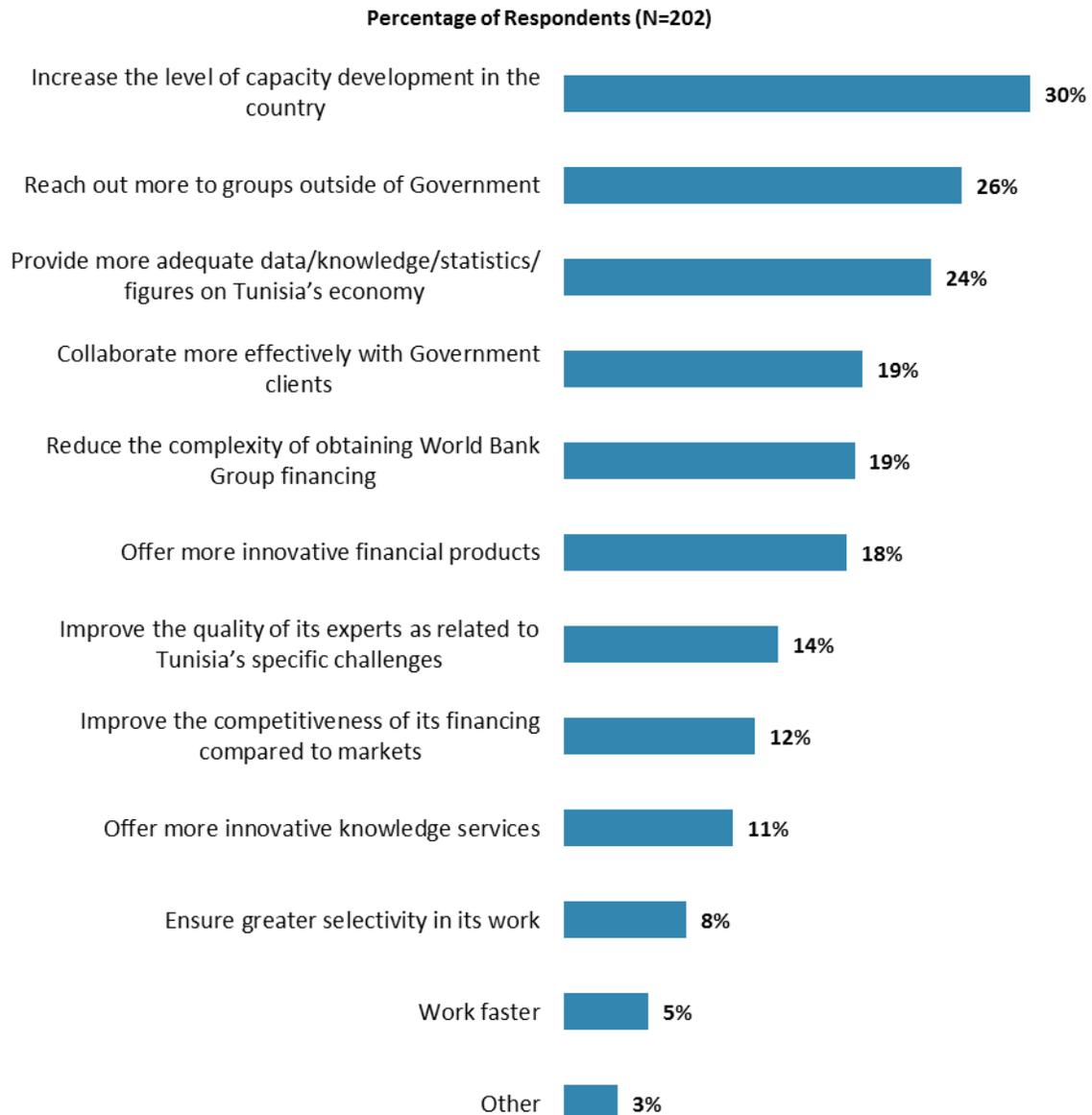
"Which of the following best describes the World Bank Group's support in Tunisia?" (Respondents chose from a list.)



## IX. The Future Role of the WBG in Tunisia (continued)

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining its financing*” (40%) and “*improve the quality of its experts as related to Tunisia’s specific challenges*” (38%) to make itself of greater value in the country.



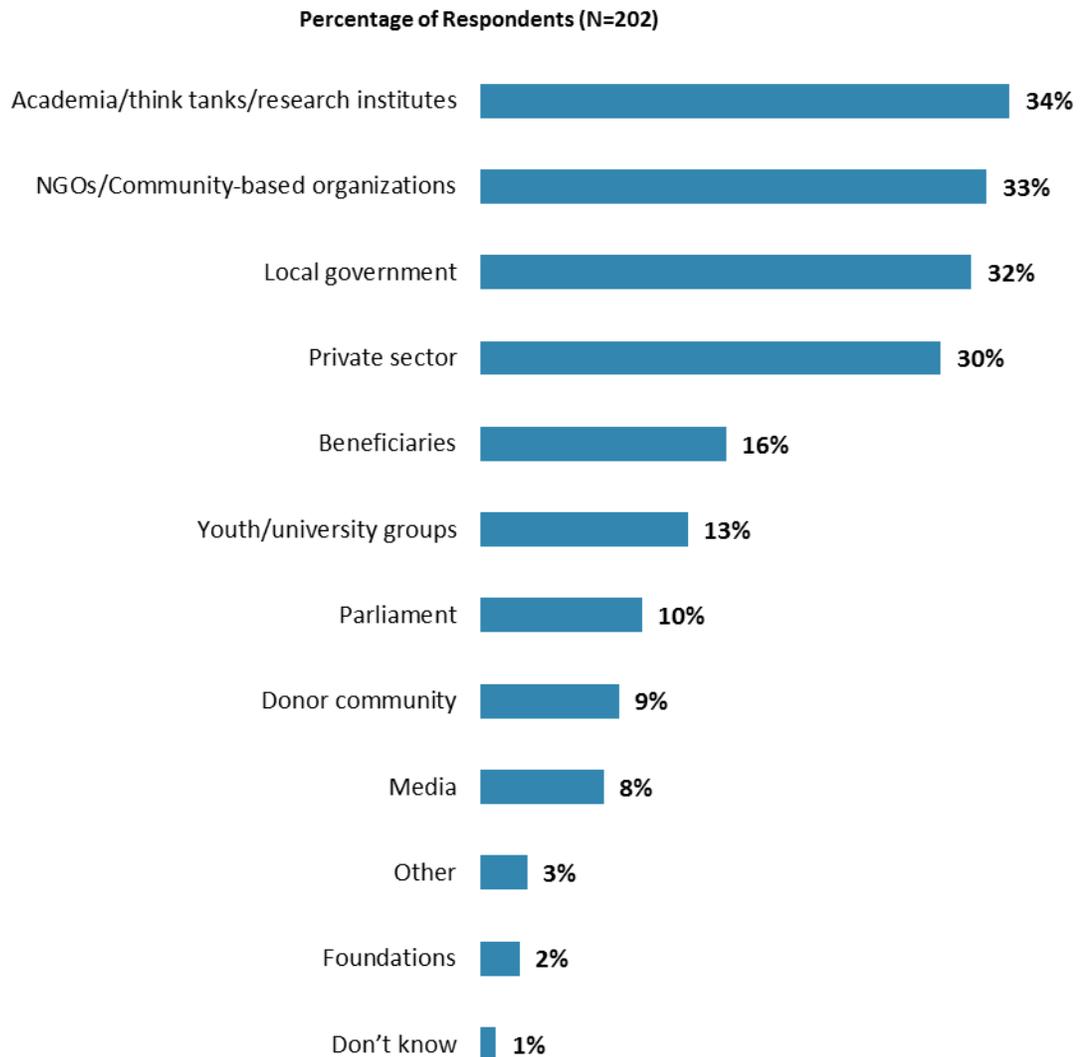
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Tunisia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Tunisia (continued)

### The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should work more with “NGOs” (44%) and “private sector” (35%) to ensure better development results in Tunisia.



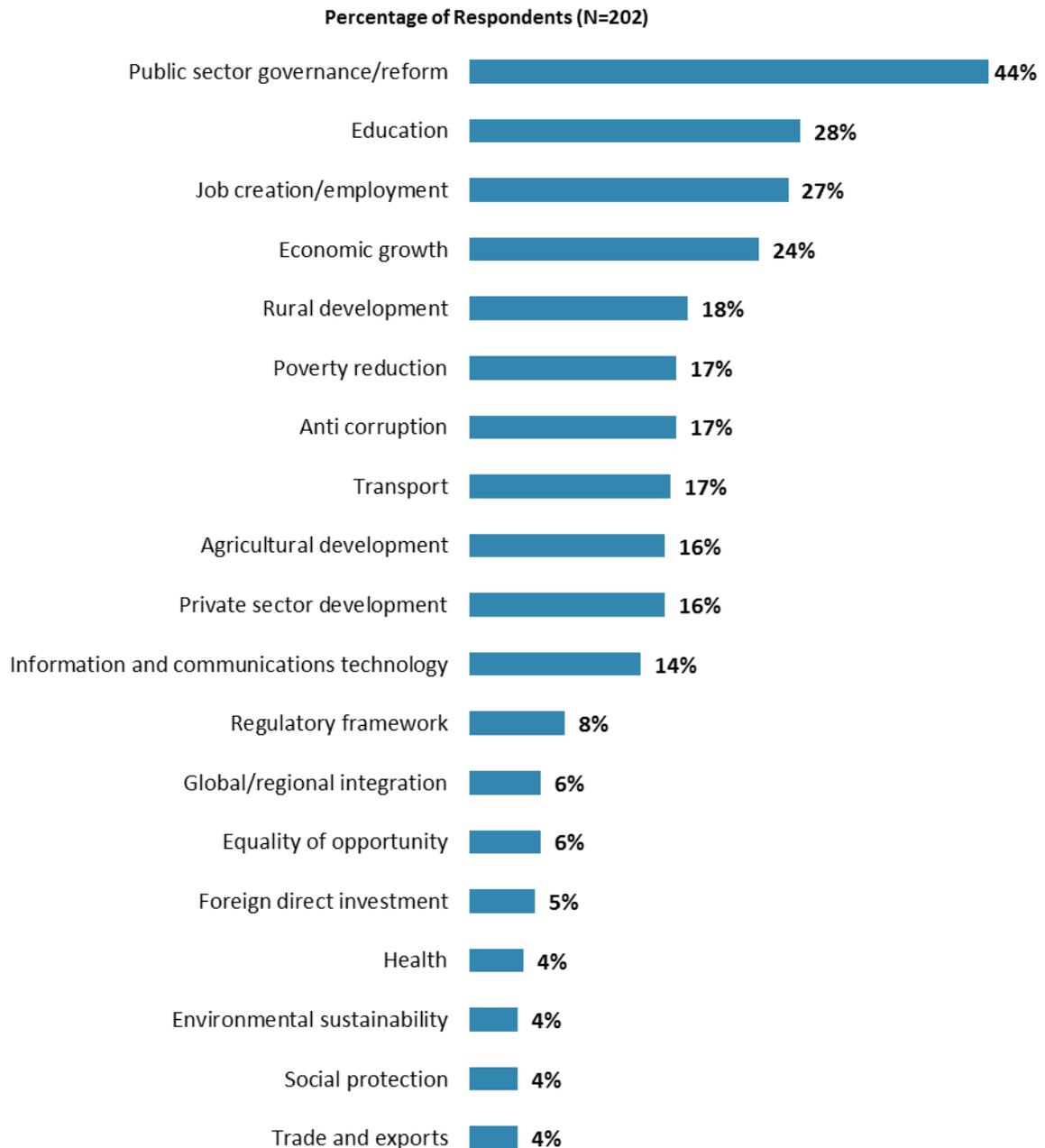
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Tunisia (continued)

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

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should focus its resources on “*rural/agricultural development*” (42%) and “*governance*” (30%).

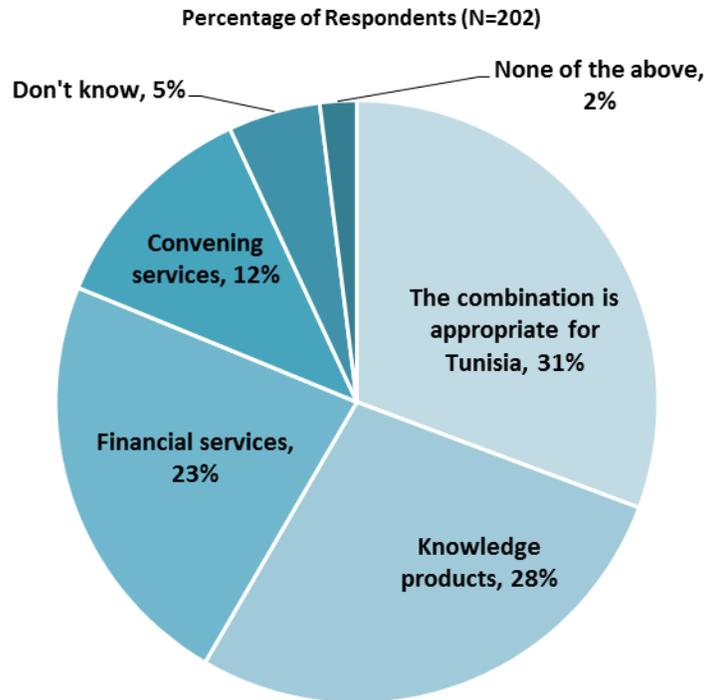


“When thinking about how the World Bank Group can have the most impact on development results in Tunisia, in which sectoral areas do you believe the WBG should focus most of its resources in Tunisia? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 19 of 27 response options shown.)



## IX. The Future Role of the WBG in Tunisia (continued)

### Future Combination of the WBG Services



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

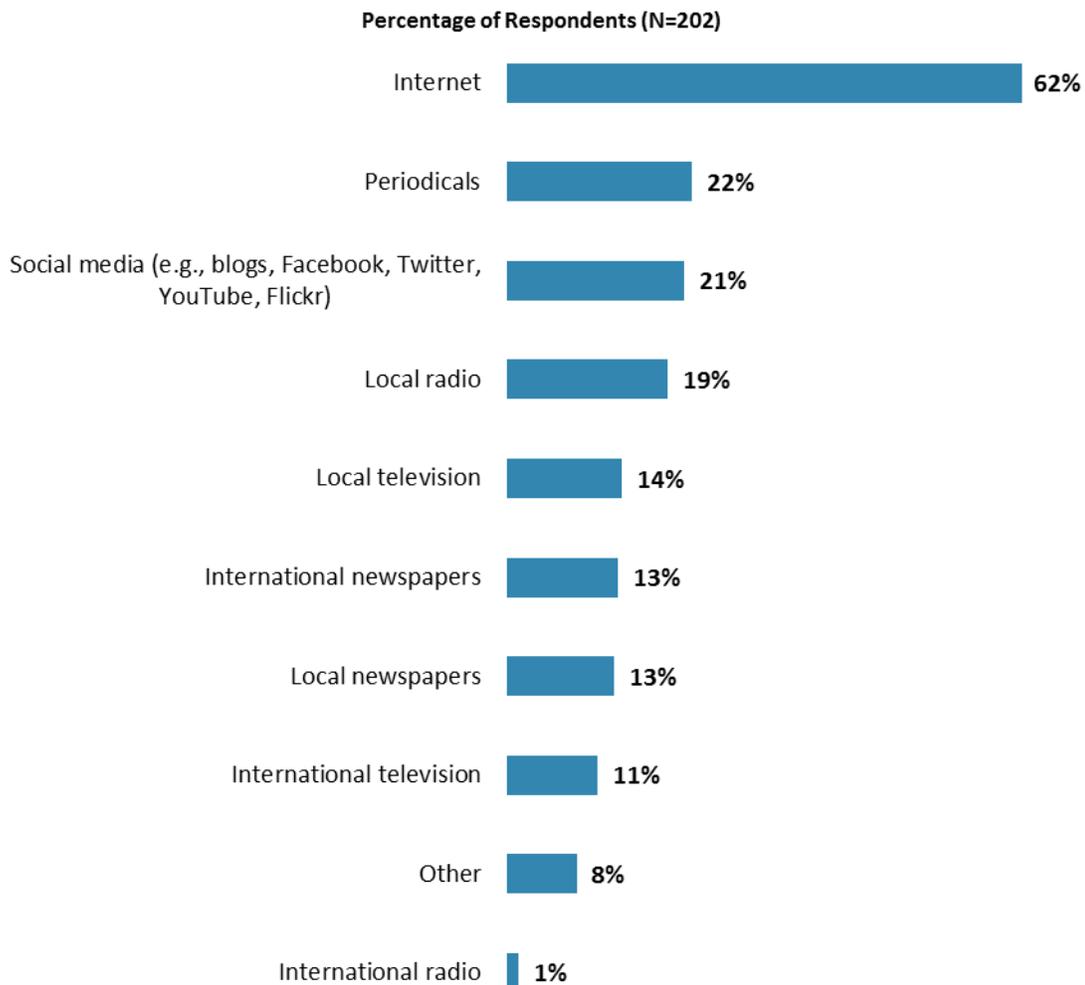


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 70) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY' 12 Country Survey indicated that they got most of their information about economic and social development issues in Tunisia from “*Internet* (65%)” and “*local newspapers*” (44%).



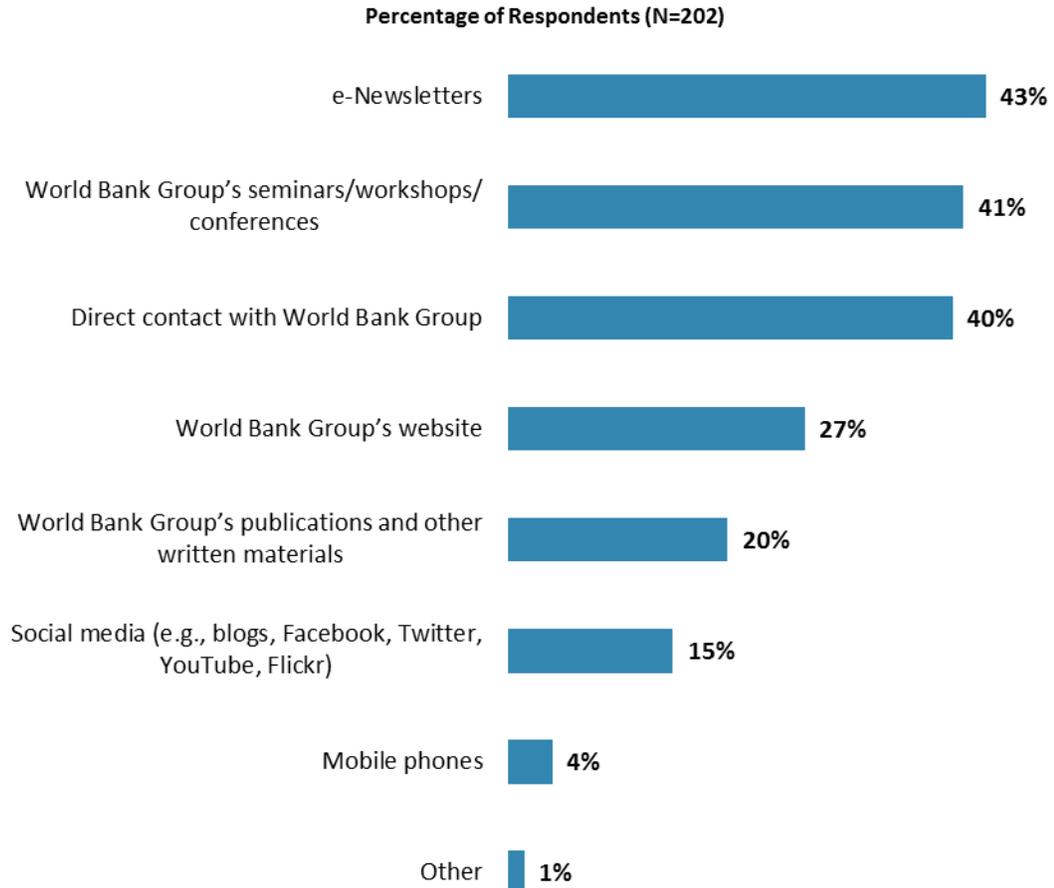
**"How do you get most of your information about economic and social development issues in Tunisia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*e-Newsletters*” (41%) and “*World Bank seminars/workshops/conferences*” (38%).



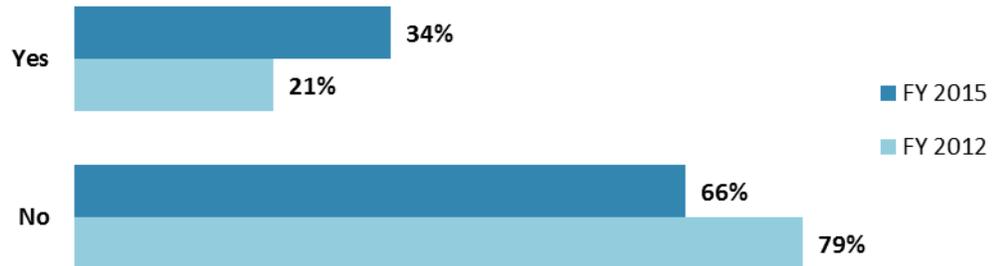
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

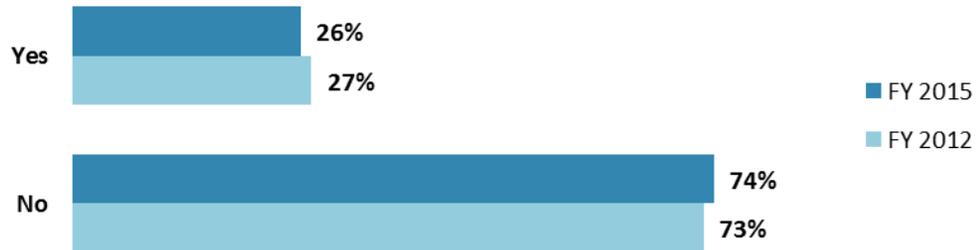
### Access to Information

Percentage of Respondents (FY 2015 N=202; FY 2012 N=56)



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

Percentage of Respondents (FY 2015 N=202; FY 2012 N=51)



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

Percentage of Respondents (FY 2015 N=53; FY 2012 N=15)

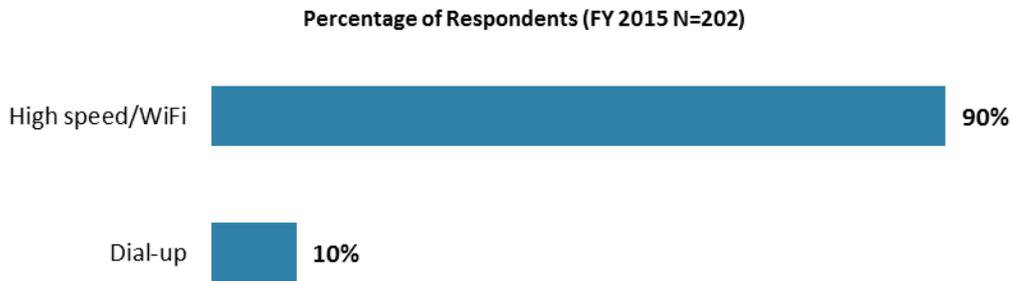
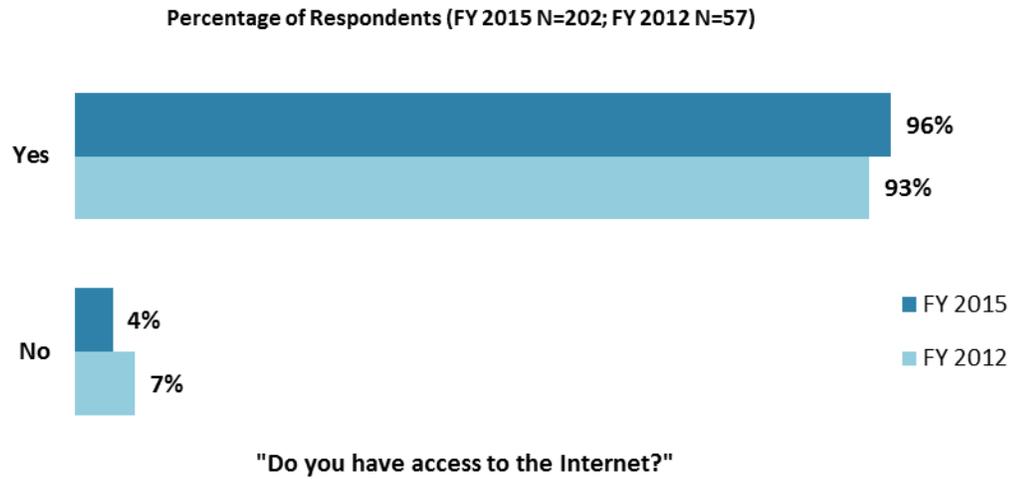


"Were you able to obtain this information?"



## X. Communication and Outreach (continued)

### Access to the Internet

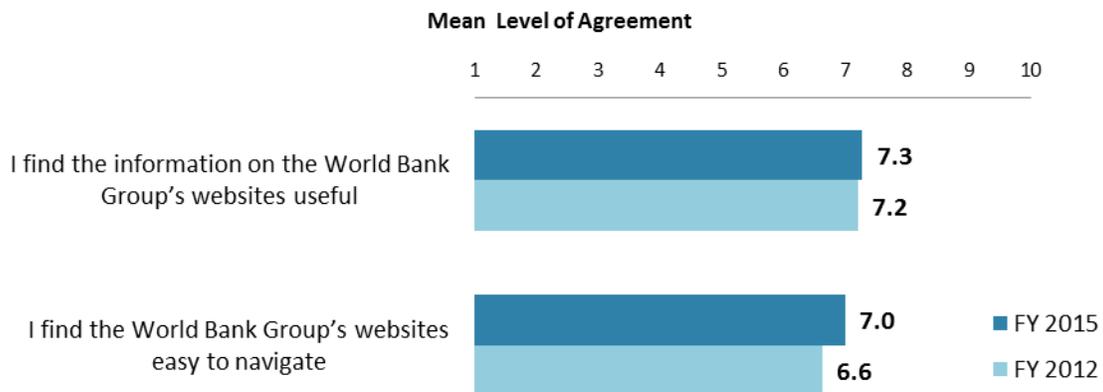
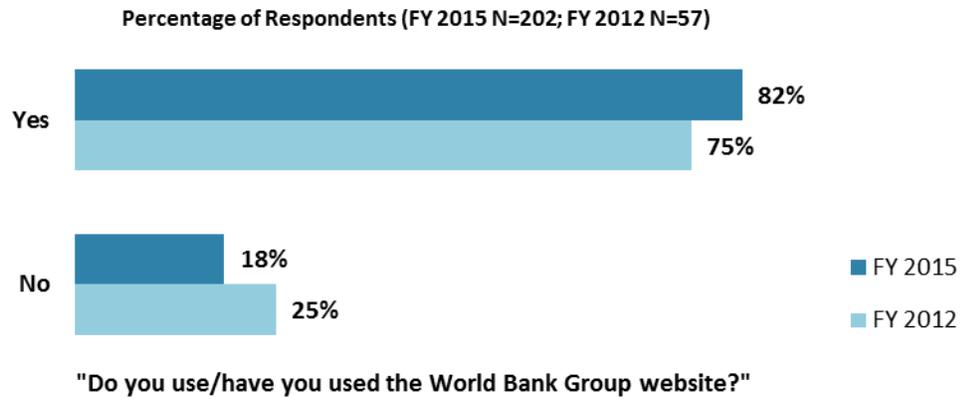


"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### WBG Website Usage



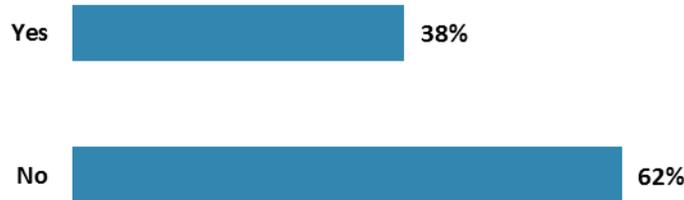
"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")



## X. Communication and Outreach (continued)

### Use and Evaluation of the WBG's Social Media Channels

Percentage of Respondents (FY 2015 N=202)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?"

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution



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

### Information Sharing

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10

The World Bank Group is responsive to my information requests and inquiries



When I need information from the World Bank Group I know how to find it



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



## X. Communication and Outreach (continued)

### WBG's Publication: Development Policy Review (DPR)

- Only those who indicated that they had heard or read about the WBG's most recent DPR were asked to complete the remaining questions in this section.

Percentage of Respondents (N=202)



"Have you heard or read anything about the World Bank Group's most recent Development Policy Review (DPR) titled "The Unfinished Revolution: Bringing opportunity, good jobs and greater wealth to all Tunisia"?"

Percentage of Respondents (N=115)



"Have you read/consulted this Development Policy Review?"

Percentage of Respondents (N=115)

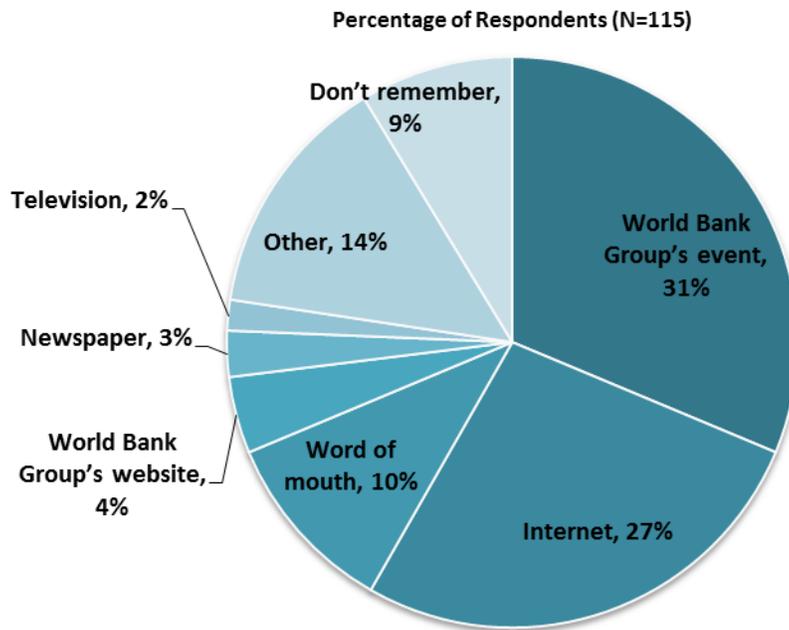


"Have you attended any meetings/workshops/conferences/events where the DPR was discussed and/or presented?"

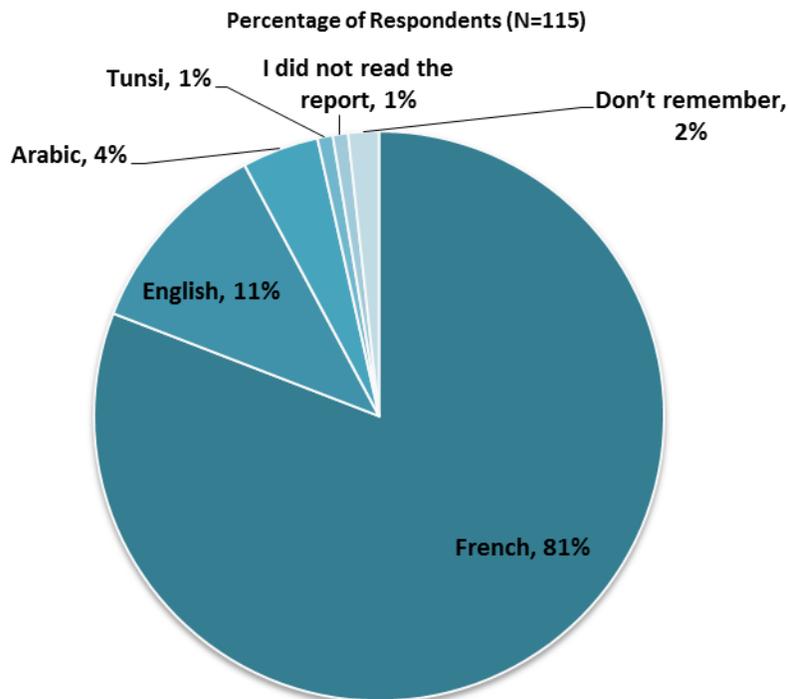


## X. Communication and Outreach (continued)

### WBG's Publication: Development Policy Review (continued)



"Where did you first hear/read about this DPR?" (Respondents chose from a list.)

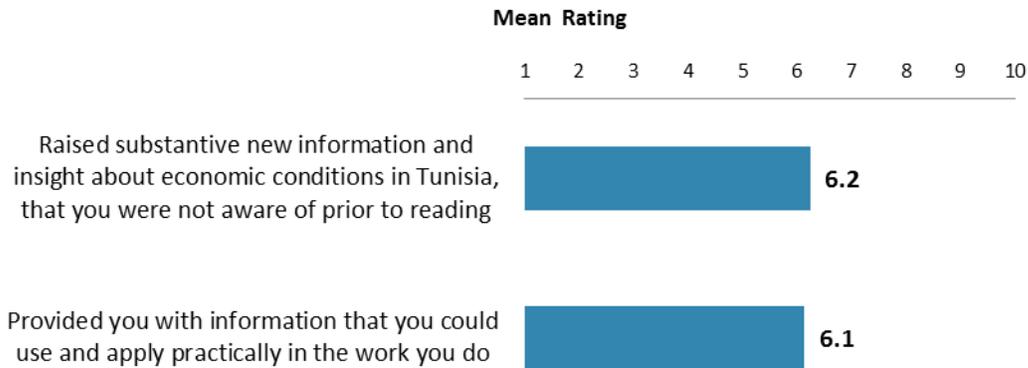


"In which language did you hear/read about this DPR?" (Respondents chose from a list.)

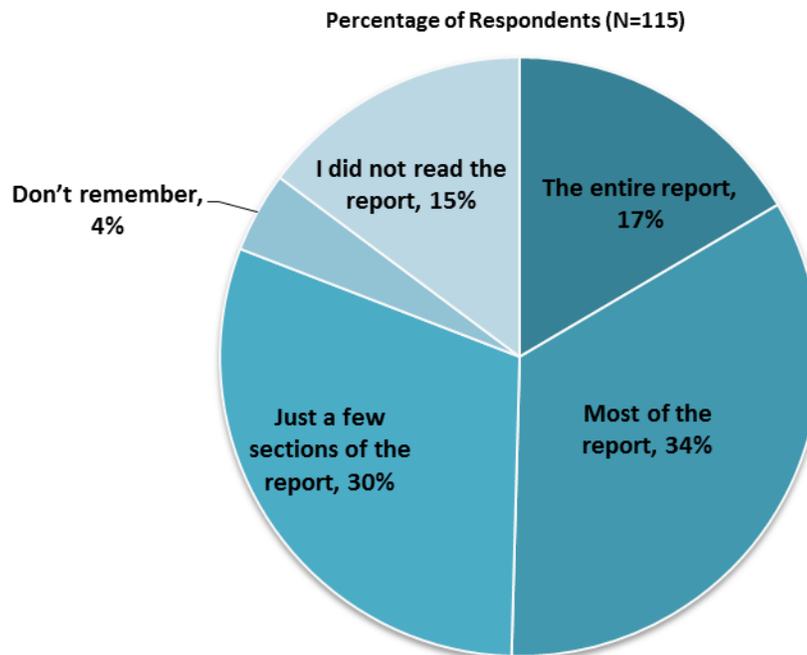


## X. Communication and Outreach (continued)

### WBG's Publication: Development Policy Review (continued)



To what extent do you believe that this Development Policy Review ... ?  
(1-To no degree at all", 10 -"To a very significant degree")



"If you read the DPR, how much of it do you think you read?" (Respondents chose from a list.)



## X. Communication and Outreach (continued)

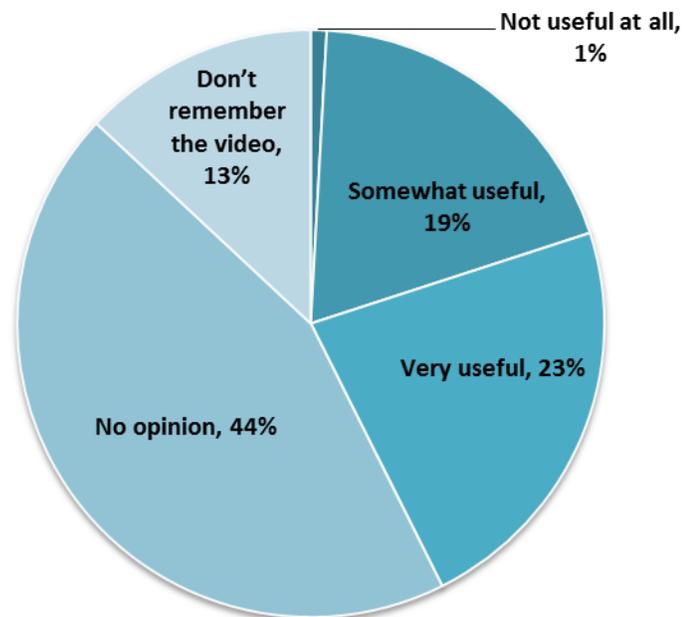
### WBG's Publication: Development Policy Review (continued)

Percentage of Respondents (N=115)



"Did you have the opportunity to see the DPR's accompanying video?"

Percentage of Respondents (N=115)



"To what extent was the video useful in terms of how it presented the information from the DPR?"  
(Respondents chose from a list.)



## XI. Appendices

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**Tunisia**





## Appendix A: Responses to All Questions across All Respondents (N=202)

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 Tunisia

1. In general would you say that Tunisia is headed in ... ?	Percentage of Respondents (N=202)
The right direction	58.4%
The wrong direction	11.9%
Not sure	29.7%

2. Listed below are a number of development priorities in Tunisia. Please identify which of the following you consider the most important development priorities in Tunisia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=202)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	75.2%
Job creation/employment	35.6%
Anti corruption	33.7%
Education	27.7%
Economic growth	21.8%
Private sector development	18.3%
Poverty reduction	9.9%
Foreign direct investment	8.4%
Rural development	8.4%
Information and communications technology	8.4%
Regulatory framework	7.4%
Global/regional integration	6.9%
Equality of opportunity (i.e., equity)	5.9%
Agricultural development	5.0%
Natural resource management (e.g., oil, gas, mining)	4.0%
Social protection (e.g., pensions, targeted social assistance)	3.5%
Environmental sustainability	3.0%
Trade and exports	3.0%
Financial markets	2.5%
Water and sanitation	1.5%
Health	1.5%
Transport (e.g., roads, bridges, transportation)	1.5%
Gender equity	1.0%
Urban development	1.0%
Energy	0.5%
Communicable/non-communicable diseases	0.5%
Climate change (e.g., mitigation, adaptation)	0.0%

**A. General Issues Facing Tunisia (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tunisia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Economic growth	41.6%
Job creation/employment	38.1%
Rural development	31.7%
Equality of opportunity (i.e., equity)	23.3%
Education	23.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22.8%
Anti corruption	19.3%
Private sector development	17.3%
Agricultural development	16.3%
Social protection (e.g., pensions, targeted social assistance)	13.4%
Foreign direct investment	6.4%
Water and sanitation	5.4%
Global/regional integration	5.4%
Transport (e.g., roads, bridges, transportation)	5.4%
Health	5.0%
Information and communications technology	4.0%
Trade and exports	3.5%
Urban development	3.0%
Regulatory framework	2.5%
Gender equity	1.5%
Energy	1.5%
Natural resource management (e.g., oil, gas, mining)	1.5%
Financial markets	1.0%
Communicable/non-communicable diseases	0.5%
Environmental sustainability	0.5%
Climate change (e.g., mitigation, adaptation)	0.0%

**A. General Issues Facing Tunisia (continued)**

<b>4. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Better employment opportunities for young people	30.2%
Education and training that better ensure job opportunity	26.2%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	24.8%
Greater equity of fiscal policy	18.8%
A growing middle class	16.8%
Consistent economic growth	16.8%
Greater access to micro-finance for the poor	14.9%
Better opportunity for the poor who live in rural areas	12.4%
Greater voice and participation for citizens to help ensure greater accountability	7.4%
Better employment opportunities for women	5.9%
More reliable social safety net	5.9%
Greater access to health and nutrition for citizens	5.0%
Better quality public services	4.5%
Better opportunity for the poor who live in urban areas	3.0%
Other	1.0%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
A very big problem	32.7%
A moderately big problem	52.0%
A small problem	9.9%
Not a problem at all	4.0%
Don't know	1.5%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
A very serious problem	55.0%
A somewhat serious problem	34.7%
Not too serious problem	7.9%
Not a problem	1.5%
Don't know	1.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Tunisia? (1-Not familiar at all, 10-Extremely familiar)	202	0	5.76	2.23

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia? (1-Not effective at all, 10-Very effective)	181	21	5.77	2.04

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

<b>Contribution to Successful Presidential Elections</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's support to Tunisia contributed to the successful transition period from 2011 to the presidential elections? (1-To no degree at all, 10-To a very significant degree)	166	36	5.49	2.17

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent do you believe the World Bank Group's staff is well prepared to help Tunisia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	174	28	6.10	1.90

<b>5. When thinking about how the World Bank Group can have the most impact on development results in Tunisia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tunisia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	43.6%
Education	27.7%
Job creation/employment	26.7%
Economic growth	24.3%
Rural development	18.3%
Poverty reduction	17.3%
Anti corruption	17.3%
Transport (e.g., roads, bridges, transportation)	16.8%
Agricultural development	16.3%
Private sector development	16.3%
Information and communications technology	14.4%
Regulatory framework	7.9%
Global/regional integration	5.9%
Equality of opportunity (i.e., equity)	5.9%
Foreign direct investment	5.4%
Health	4.5%
Environmental sustainability	4.0%
Social protection (e.g., pensions, targeted social assistance)	4.0%
Trade and exports	4.0%
Energy	3.5%
Financial markets	3.5%
Urban development	2.5%
Water and sanitation	2.5%
Gender equity	1.5%
Natural resource management (e.g., oil, gas, mining)	1.0%
Climate change (e.g., mitigation, adaptation)	0.5%
Communicable/non-communicable diseases	0.0%

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

6. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?	Percentage of Respondents (N=202)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Financial resources	19.8%	28.7%	48.5%
Policy advice, studies, analyses	17.8%	25.2%	43.1%
Capacity development	13.9%	15.8%	29.7%
Technical assistance	14.4%	7.4%	21.8%
Mobilizing third party financial resources	12.9%	6.4%	19.3%
Convening/facilitating	2.0%	8.9%	10.9%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	9.9%	1.0%	10.9%
Data	4.5%	5.0%	9.4%
Donor coordination	5.0%	0.5%	5.4%
Other	0.0%	1.0%	1.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tunisia? <i>(1-Not effective at all, 10-Very effective)</i>	Effectiveness			
	N	DK	Mean	SD
7. Project implementation (or other organizational strengthening)	149	53	5.86	1.80
8. Citizen engagement (incorporating citizens' voices into development)	135	67	4.79	2.29
9. Policy design (for clarity and better incentives to achieve development goals)	159	43	6.09	1.79

When thinking about how to improve capacity building in Tunisia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? <i>(1-Not important at all, 10-Very important)</i>	Importance			
	N	DK	Mean	SD
10. Project implementation (or other organizational strengthening)	178	24	7.66	1.67
11. Citizen engagement (incorporating citizens' voices into development)	177	25	7.43	2.17
12. Policy design (for clarity and better incentives to achieve development goals)	186	16	7.64	1.83

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

<b>13. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Not enough public disclosure of its work	28.2%
Not collaborating enough with stakeholders outside the Government	24.3%
Imposing technocratic solutions without regard to political realities	15.3%
Not adequately sensitive to political/social realities in Tunisia	15.3%
World Bank Group's processes too complex	13.4%
Too influenced by developed countries	12.9%
Its advice and strategies do not lend themselves to practical problem solving	11.4%
Not willing to honestly criticize policies and reform efforts in the country	11.4%
Not exploring alternative policy options	8.9%
Not aligned with country priorities	7.9%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	7.4%
Staff too inaccessible	6.9%
Arrogant in its approach	5.9%
Don't know	5.0%
Not client focused	2.5%
Not aligned with other donors' work	2.5%
The credibility of its knowledge/data	2.0%
Other	2.0%

<b>14. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Investment lending (financing specific projects)	46.5%
Policy based lending / budget support to the Government	35.1%
Technical assistance (advice, best practice, international experience, etc.)	31.2%
Capacity development	22.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	21.3%
Multi-sectoral approaches	19.8%
Trust Fund management	5.4%
Don't know	4.5%
Other	0.5%

<b>15. To what extent do you believe that the World Bank Group's work and support help the poorest in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
To a fully sufficient degree	3.0%
To a somewhat sufficient degree	24.3%
To a somewhat insufficient degree	39.1%
To a very insufficient degree	22.3%
Don't know	11.4%

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

15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=202)
Academia/think tanks/research institutes	34.2%
NGOs/Community-based organizations (CBOs)	32.7%
Local government	31.7%
Private sector	29.7%
Beneficiaries	15.8%
Youth/university groups	13.4%
Parliament	10.4%
Donor community	8.9%
Media	7.9%
Other	3.0%
Foundations	2.5%
Don't know	1.0%

To what extent do you agree with the following statements about the World Bank Group's work in Tunisia? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Tunisia*	189	13	6.20	2.03
17. The World Bank Group's work is aligned with what I consider the development priorities for Tunisia*	181	21	5.54	2.11
18. The World Bank Group supports programs and strategies that are realistic for Tunisia	184	18	5.99	2.06
19. The World Bank Group treats clients and stakeholders in Tunisia with respect	166	36	6.66	2.16

To what extent is the World Bank Group an effective development partner in Tunisia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	157	45	5.64	2.03
21. Flexibility (in terms of the institution's products and services)*	158	44	5.09	1.94
22. Flexibility (in terms of changing country circumstances)*	156	46	5.42	1.93
23. Being inclusive*	135	67	5.93	2.09
24. Openness (sharing data and other information)*	161	41	6.07	2.27
25. Staff accessibility*	156	46	5.69	2.57
26. Straightforwardness and honesty*	161	41	6.35	2.26
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	148	54	5.75	2.53
28. Collaboration with civil society*	151	51	5.44	2.14
29. Collaboration with the Government*	174	28	7.26	1.72
30. Collaboration with other donors and development partners*	140	62	6.56	1.87
31. Collaboration with the private sector*	138	64	5.54	2.24
32. The speed in which it gets things accomplished on the ground*	145	57	5.54	1.85
33. Being a long-term partner*	162	40	7.54	1.98

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

<b>34. To be a more effective development partner in Tunisia, do you believe that the World Bank Group should have...? (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
More local presence	74.8%
The current level of local presence is adequate	18.3%
Less local presence	2.0%
Don't know	5.0%

<b>35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Reforms are not well thought out in light of country challenges	31.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	30.7%
There is not an adequate level of citizen/civil society participation	26.7%
Political pressures and obstacles	26.7%
Lack of/inadequate levels of capacity in Government	24.8%
The Government works inefficiently	15.3%
The World Bank Group does not do adequate follow through/follow-up	14.9%
Poor donor coordination	7.9%
The World Bank Group works too slowly	5.4%
Other	4.0%

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tunisia? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	130	72	3.95	2.31
2. Information and communications technology	125	77	5.66	2.04
3. Transport (e.g., roads, bridges, transportation)	127	75	5.19	2.28
4. Urban development	129	73	5.29	2.03
5. Environmental sustainability	137	65	5.54	2.16
6. Regulatory framework	146	56	5.84	2.04
7. Communicable/non-communicable diseases	83	119	5.02	2.38
8. Poverty reduction	149	53	5.05	2.12
9. Gender equity	113	89	5.42	2.23
10. Private sector development	142	60	5.38	2.18
11. Foreign direct investment	126	76	5.10	2.00
12. Water and sanitation	130	72	5.89	1.93
13. Trade and exports	124	78	5.35	2.11
14. Economic growth	152	50	5.65	1.90
15. Energy	117	85	5.38	2.08
16. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	159	43	5.49	2.19
17. Job creation/employment	151	51	5.16	2.00
18. Financial markets	122	80	5.12	1.91
19. Equality of opportunity (i.e., equity)	118	84	4.67	2.14
20. Health	116	86	5.24	2.21
21. Rural development	136	66	5.15	2.16
22. Global/regional integration	119	83	5.46	1.96
23. Education	133	69	5.06	2.08
24. Social protection (e.g., pensions, targeted social assistance)	118	84	4.47	2.10
25. Climate change (e.g., mitigation, adaptation)	106	96	4.78	2.23
26. Agricultural development	125	77	4.99	1.96
27. Natural resource management (e.g., oil, gas, mining)	106	94	4.32	1.98

2. Where are the World Bank Group's decisions made primarily that support the program in Tunisia? (Select only ONE response)	Percentage of Respondents (N=202)
At the Headquarters (in Washington D.C.)	65.8%
In the country	7.9%
Don't know	26.2%

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Tunisia? (1-To no degree at all, 10-To a very significant degree)	185	17	5.64	1.65

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

To what extent do you agree with the following statements about the World Bank Group in Tunisia? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank's financial instruments meet the needs of Tunisia*	176	26	5.45	2.06
5. The World Bank Group meets Tunisia's needs for knowledge services*	178	24	5.55	2.09

Measuring and Correcting Work	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Tunisia? (1-To no degree at all, 10-To a very significant degree)	149	53	5.30	2.08

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=202)
Weekly	16.8%
Monthly	23.8%
A few times a year	37.1%
Rarely	17.8%
Never	4.5%

In Tunisia, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	172	30	6.46	1.98
3. Include appropriate level of stakeholder involvement during preparation	158	44	5.56	1.87
4. Lead to practical solutions	174	28	5.48	1.94
5. Are accessible (well written and easy to understand)	183	19	6.22	2.14
6. Are source of relevant information on global good practices	182	20	6.93	2.10
7. Are adequately disseminated	176	26	5.44	2.34
8. Are translated enough into local language	163	39	5.35	2.56
9. Are adaptable to Tunisia's specific development challenges and country circumstances*	178	24	5.67	1.92

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*(1-Not significant at all, 10-Very significant)	179	23	6.20	1.74
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*(1-Very low technical quality, 10-Very high technical quality)	175	27	7.05	1.67

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

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 Group disburses funds promptly	134	68	5.10	2.46
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	171	31	6.33	2.06
3. The World Bank Group's approvals and reviews are done in a timely fashion	152	50	5.66	1.94
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	126	76	5.44	1.80
5. The World Bank Group's conditions on its lending are reasonable	157	45	5.11	2.24
6. The World Bank Group takes decisions quickly in Tunisia*	136	66	5.21	2.11
7. Working with the World Bank Group increases Tunisia's institutional capacity	181	21	6.42	1.86
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	137	65	6.31	2.07
9. The World Bank Group provides effective implementation support	158	44	6.15	1.91

WBG Promoting PPP in Tunisia	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Tunisia? (1-To no degree at all, 10-To a very significant degree)	155	47	5.77	2.04

11. Which of the following best describes the way the World Bank Group operates in Tunisia? (Select only one response)	Percentage of Respondents (N=202)
The World Bank Group takes too much risk in Tunisia	3.0%
The World Bank Group does not take enough risk in Tunisia	48.0%
The World Bank Group's approach to risk is appropriate	31.2%
Don't know	17.8%

12. Which of the following best describes the World Bank Group's support in Tunisia? (Select only one response)	Percentage of Respondents (N=202)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Tunisia	48.0%
The World Bank Group is not sufficiently selective in Tunisia, and it is involved in too many areas of development	28.2%
Don't know	23.8%

**F. The Future Role of the World Bank Group in Tunisia**

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Increase the level of capacity development in the country	30.2%
Reach out more to groups outside of Government	25.7%
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	23.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	19.3%
Reduce the complexity of obtaining World Bank Group financing	18.8%
Offer more innovative financial products	18.3%
Improve the quality of its experts as related to Tunisia's specific challenges	13.9%
Improve the competitiveness of its financing compared to markets	12.4%
Offer more innovative knowledge services	10.9%
Ensure greater selectivity in its work	7.9%
Work faster	5.4%
Other	3.5%

<b>2. When considering the combination of services that the World Bank Group offers in Tunisia, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
The combination is appropriate for Tunisia	30.7%
Knowledge products	27.7%
Financial services	22.8%
Convening services	11.9%
Don't know	5.0%
None of the above	2.0%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Internet	61.9%
Periodicals	22.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	21.3%
Local radio	19.3%
Local television	13.9%
International newspapers	13.4%
Local newspapers	12.9%
International television	10.9%
Other	8.4%
International radio	1.5%

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

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
e-Newsletters	43.1%
World Bank Group's seminars/workshops/conferences	41.1%
Direct contact with World Bank Group	40.1%
World Bank Group's website	26.7%
World Bank Group's publications and other written materials	19.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	14.9%
Mobile phones	4.0%
Other	1.5%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=202)</b>
Yes	34.2%
No	65.8%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=202)</b>
Yes	26.2%
No	73.8%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=53)</b>
Yes	81.1%
No	18.9%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=202)</b>
Yes	95.5%
No	4.5%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=202)</b>
Yes	81.7%
No	18.3%

<b>8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?</b>	<b>Percentage of Respondents (N=202)</b>
Yes	37.6%
No	62.4%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=202)</b>
High speed/WiFi	89.6%
Dial-up	10.4%

**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 find the World Bank Group's websites easy to navigate	153	49	7.00	1.92
11. I find the information on the World Bank Group's websites useful	155	47	7.28	1.52
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	95	107	6.55	2.38
13. When I need information from the World Bank Group I know how to find it	165	37	5.90	2.78
14. The World Bank Group is responsive to my information requests and inquiries	107	95	6.56	2.41

**H. World Bank Group's Publication: Development Policy Review (DPR)**

1. Have you heard or read anything about the World Bank Group's most recent Development Policy Review (DPR) titled "The Unfinished Revolution: Bringing opportunity, good jobs and greater wealth to all Tunisia"?	Percentage of Respondents (N=202)
Yes	56.9%
No	43.1%

Only those who indicated that they had heard or read about the WBG's most recent DPR were asked to complete the remaining questions in this section.

2. Have you read/consulted this Development Policy Review?	Percentage of Respondents (N=115)
Yes	81.7%
No	18.3%

3. Have you attended any meetings/workshops/conferences/events where the DPR was discussed and/or presented?	Percentage of Respondents (N=115)
Yes	53.9%
No	46.1%

4. Where did you first hear/read about this DPR? (Select only ONE response)	Percentage of Respondents (N=115)
World Bank Group's event	31.3%
Internet	27.0%
Other	13.9%
Word of mouth	10.4%
Don't remember	8.7%
World Bank Group's website	4.3%
Newspaper	2.6%
Television	1.7%

**H. World Bank Group's Publication: Development Policy Review (DPR) (continued)**

5. In which language did you hear/read about this DPR? (Select only ONE response)	Percentage of Respondents (N=115)
French	80.9%
English	11.3%
Arabic	4.3%
Don't remember	1.7%
Tunsi	.9%
I did not read the report	.9%

Development Policy Review (1-To no degree at all, 10-To a very significant degree)	Mean Rating			
	N	DK	Mean	SD
6. To what extent do you believe this Development Policy Review raised substantive new information and insight about economic conditions in Tunisia, that you were not aware of prior to reading?	99	16	6.24	2.09
7. To what extent do you believe that this Development Policy Review provided you with information that you could use and apply practically in the work you do?	97	18	6.14	2.36

8. If you read the DPR, how much of it do you think you read? (Select only ONE response)	Percentage of Respondents (N=115)
The entire report	16.5%
Most of the report	33.9%
Just a few sections of the report	30.4%
Don't remember	4.3%
I did not read the report	14.8%

9. Did you have the opportunity to see the DPR's accompanying video?	Percentage of Respondents (N=115)
Yes	46.5%
No	53.5%

10. To what extent was the video useful in terms of how it presented the information from the DPR? (Select only ONE response)	Percentage of Respondents (N=115)
Not useful at all	.9%
Somewhat useful	19.1%
Very useful	22.6%
No opinion	44.3%
Don't remember the video	13.0%

**I. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
Private Sector Organization	16.3%
Media	13.9%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.9%
NGO/ Community-Based Organization	9.4%
Academia/Research Institute/Think Tank	8.4%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	7.9%
Office of Parliamentarian	6.4%
Bilateral/ Multilateral Agency	6.4%
Office of Minister	5.0%
Independent Government Institution	4.0%
Other	4.0%
Financial Sector/Private Bank	3.0%
Local Government Office or Staff	2.5%
Office of the President/Prime Minister	1.0%
Private Foundation	.5%
Youth Group	.5%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
Generalist (specialized in multiple sectors)	13.4%
Governance	12.9%
Other	11.9%
Transport and ICT	8.9%
Finance and markets	7.4%
Public-private partnerships	6.9%
Macroeconomics and fiscal management	5.9%
Urban, rural, and social development	5.9%
Trade and competitiveness	5.4%
Water	4.5%
Jobs	4.0%
Health, nutrition, and population	3.5%
Energy and extractives	3.0%
Environment and natural resources	2.5%
Gender	1.5%
Social protection and labor	1.0%
Fragility, conflict and violence	.5%
Education	.5%
Agriculture	.5%

<b>3. Which of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
I have previously collaborated with the World Bank Group	30.20%
I have never collaborated with the World Bank Group	29.70%
I currently collaborate with the World Bank Group	23.30%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	16.80%

**I. Background Information (continued)**

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=202)</b>
The World Bank (IBRD)	69.8%
Other	20.8%
The International Finance Corporation (IFC)	8.9%
The Multilateral Investment Guarantee Agency (MIGA)	.5%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=202)</b>
Yes	23.8%
No	76.2%

<b>6. If yes, what was your view of how the two institutions work together in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=48)</b>
The two institutions work well together	31.3%
Don't know	31.3%
The way the two institutions work together needs improvement	29.2%
The two institutions do not work well together	8.3%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=202)</b>
Collaborate as part of my professional duties	40.6%
Engage in World Bank Group related/sponsored events/activities	36.6%
Use World Bank Group reports/data	31.2%
Use World Bank Group website for information, data, research, etc.	24.3%
Observer	21.8%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=202)</b>
Female	33.7%
Male	66.3%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=202)</b>
Tunis	87.6%
Coastal cities	8.4%
Other urban centers	3.0%
Other	1.0%



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

Office of the President/Prime Minister/Minister N= 12 ● Office of Parliamentarian N= 13 ● Employee of a Ministry N=22 ● PMU/Consultant on WBG project N=16 ● Bilateral/Multilateral Agency N=13 ● Private Sector/Financial Sector/Private Bank N=39 ● NGO/CBO N=19 ● Media N=28 ● Academia N=17 ● Other N=23

### *A. General Issues facing Tunisia*

In general, would you say that Tunisia is headed in...?

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Academia	Other
The right direction	75.0%	84.6%	63.6%	43.8%	69.2%	56.4%	57.9%	50.0%	47.1%	56.5%
The wrong direction	8.3%	-	4.5%	12.5%	-	7.7%	26.3%	28.6%	11.8%	8.7%
Not sure	16.7%	15.4%	31.8%	43.8%	30.8%	35.9%	15.8%	21.4%	41.2%	34.8%

**A. General Issues Facing Tunisia (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Public sector governance/reform	83.3%	61.5%	77.3%	56.3%	76.9%	71.8%	73.7%	78.6%	82.4%	87.0%
Global/regional integration	8.3%	23.1%	0.0%	6.3%	7.7%	10.3%	5.3%	7.1%	5.9%	0.0%
Gender equity	0.0%	0.0%	0.0%	6.3%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Private sector development	25.0%	15.4%	13.6%	25.0%	23.1%	20.5%	0.0%	14.3%	23.5%	26.1%
Foreign direct investment	8.3%	7.7%	13.6%	6.3%	0.0%	5.1%	0.0%	10.7%	5.9%	21.7%
Water and sanitation	0.0%	0.0%	0.0%	12.5%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Anti corruption*	41.7%	61.5%	18.2%	31.3%	15.4%	33.3%	57.9%	39.3%	23.5%	21.7%
Job creation/employment*	16.7%	61.5%	31.8%	50.0%	53.8%	17.9%	42.1%	28.6%	29.4%	52.2%
Rural development	8.3%	0.0%	4.5%	18.8%	30.8%	10.3%	5.3%	7.1%	5.9%	0.0%
Financial markets	0.0%	15.4%	0.0%	6.3%	0.0%	0.0%	5.3%	0.0%	0.0%	4.3%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	4.3%
Environmental sustainability	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	8.7%
Equality of opportunity	16.7%	0.0%	13.6%	12.5%	0.0%	5.1%	5.3%	3.6%	5.9%	0.0%
Health	0.0%	0.0%	4.5%	6.3%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Social protection	8.3%	7.7%	0.0%	6.3%	0.0%	2.6%	5.3%	0.0%	5.9%	4.3%
Education*	8.3%	0.0%	50.0%	12.5%	30.8%	33.3%	31.6%	25.0%	47.1%	17.4%
Poverty reduction	8.3%	15.4%	4.5%	12.5%	0.0%	7.7%	26.3%	10.7%	17.6%	0.0%
Energy	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	3.6%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	0.0%	9.1%	6.3%	0.0%	5.1%	5.3%	14.3%	0.0%	0.0%
Trade and exports	0.0%	0.0%	4.5%	0.0%	7.7%	5.1%	0.0%	0.0%	5.9%	4.3%
Economic growth	16.7%	15.4%	27.3%	12.5%	23.1%	28.2%	10.5%	25.0%	5.9%	34.8%
Regulatory framework	16.7%	0.0%	0.0%	12.5%	0.0%	10.3%	0.0%	14.3%	17.6%	0.0%
Communicable/non-communicable diseases	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	9.1%	0.0%	7.7%	2.6%	5.3%	7.1%	0.0%	4.3%
Information and communications technology	25.0%	0.0%	4.5%	0.0%	7.7%	10.3%	10.5%	3.6%	17.6%	8.7%

\*Significantly different between stakeholder groups



**A. General Issues Facing Tunisia (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 Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Water and sanitation	0.0%	7.7%	9.1%	12.5%	15.4%	5.1%	0.0%	0.0%	5.9%	4.3%
Equality of opportunity	41.7%	15.4%	22.7%	37.5%	7.7%	12.8%	31.6%	17.9%	35.3%	26.1%
Economic growth	33.3%	53.8%	40.9%	37.5%	30.8%	38.5%	21.1%	64.3%	47.1%	39.1%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	8.3%	0.0%	4.5%	6.3%	0.0%	10.3%	5.3%	0.0%	5.9%	8.7%
Gender equity	8.3%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	5.9%	0.0%
Rural development	33.3%	15.4%	31.8%	18.8%	46.2%	33.3%	36.8%	42.9%	23.5%	26.1%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	3.6%	5.9%	4.3%
Regulatory framework	8.3%	0.0%	0.0%	0.0%	0.0%	5.1%	0.0%	0.0%	5.9%	4.3%
Social protection	16.7%	15.4%	9.1%	12.5%	38.5%	7.7%	10.5%	3.6%	17.6%	21.7%
Transport	0.0%	7.7%	9.1%	0.0%	0.0%	12.8%	5.3%	7.1%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	16.7%	7.7%	9.1%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	4.3%
Anti corruption	25.0%	15.4%	18.2%	18.8%	23.1%	15.4%	36.8%	25.0%	5.9%	13.0%
Private sector development	8.3%	30.8%	4.5%	25.0%	7.7%	23.1%	15.8%	17.9%	17.6%	17.4%
Foreign direct investment	0.0%	0.0%	13.6%	12.5%	0.0%	5.1%	0.0%	14.3%	0.0%	8.7%
Education	16.7%	7.7%	31.8%	25.0%	30.8%	35.9%	10.5%	10.7%	23.5%	26.1%
Energy	0.0%	0.0%	4.5%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	4.3%
Public sector governance/reform*	8.3%	38.5%	27.3%	12.5%	46.2%	5.1%	57.9%	21.4%	11.8%	21.7%
Natural resource management	8.3%	7.7%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%
Health	0.0%	15.4%	9.1%	0.0%	0.0%	7.7%	0.0%	0.0%	11.8%	4.3%
Agricultural development	16.7%	46.2%	9.1%	25.0%	7.7%	17.9%	15.8%	14.3%	11.8%	8.7%
Job creation/employment	8.3%	15.4%	36.4%	31.3%	30.8%	46.2%	47.4%	35.7%	58.8%	43.5%
Financial markets	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Trade and exports	16.7%	0.0%	4.5%	0.0%	0.0%	2.6%	0.0%	7.1%	5.9%	0.0%

\*Significantly different between stakeholder groups



**A. General Issues Facing Tunisia (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 Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Better employment opportunities for young people	25.0%	23.1%	27.3%	37.5%	7.7%	23.1%	36.8%	35.7%	47.1%	34.8%
Better employment opportunities for women	8.3%	0.0%	13.6%	6.3%	7.7%	0.0%	5.3%	3.6%	17.6%	4.3%
Greater access to micro-finance for the poor	16.7%	23.1%	18.2%	6.3%	7.7%	12.8%	10.5%	21.4%	17.6%	13.0%
Greater voice and participation for citizens to help ensure greater accountability	16.7%	7.7%	4.5%	12.5%	15.4%	0.0%	0.0%	14.3%	5.9%	8.7%
Greater access to health and nutrition for citizens	8.3%	15.4%	4.5%	0.0%	7.7%	7.7%	5.3%	0.0%	0.0%	4.3%
Better entrepreneurial opportunities	33.3%	38.5%	13.6%	25.0%	7.7%	25.6%	31.6%	25.0%	23.5%	26.1%
A growing middle class	16.7%	15.4%	18.2%	12.5%	30.8%	12.8%	5.3%	21.4%	17.6%	21.7%
Better opportunity for the poor who live in rural areas	8.3%	0.0%	13.6%	12.5%	7.7%	17.9%	21.1%	3.6%	11.8%	17.4%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	0.0%	5.1%	5.3%	7.1%	0.0%	4.3%
Consistent economic growth	16.7%	15.4%	18.2%	18.8%	0.0%	17.9%	21.1%	10.7%	11.8%	30.4%
More reliable social safety net	8.3%	0.0%	0.0%	12.5%	23.1%	7.7%	0.0%	0.0%	0.0%	13.0%
Greater equity of fiscal policy	8.3%	23.1%	36.4%	6.3%	30.8%	23.1%	26.3%	21.4%	0.0%	4.3%
Education and training that better ensure job opportunity	25.0%	15.4%	22.7%	43.8%	30.8%	30.8%	26.3%	25.0%	29.4%	13.0%
Better quality public services	0.0%	7.7%	0.0%	0.0%	7.7%	7.7%	5.3%	7.1%	5.9%	0.0%
Other	0.0%	0.0%	4.5%	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Tunisia? (Select only ONE response)\*

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
A very big problem	33.3%	15.4%	36.4%	25.0%	53.8%	23.1%	63.2%	42.9%	23.5%	17.4%
A moderately big problem	58.3%	76.9%	59.1%	56.3%	30.8%	46.2%	26.3%	50.0%	58.8%	65.2%
A small problem	8.3%	7.7%	-	18.8%	7.7%	15.4%	10.5%	7.1%	11.8%	8.7%
Not a problem at all	-	-	4.5%	-	7.7%	12.8%	-	-	5.9%	-
Don't know	-	-	-	-	-	2.6%	-	-	-	8.7%

\*Significantly different between stakeholder groups



**A. General Issues Facing Tunisia (continued)**

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
A very serious problem	75.0%	53.8%	54.5%	56.3%	76.9%	41.0%	63.2%	53.6%	52.9%	52.2%
A somewhat serious problem	25.0%	46.2%	36.4%	31.3%	15.4%	35.9%	31.6%	35.7%	41.2%	39.1%
Not too serious problem	-	-	4.5%	6.3%	7.7%	17.9%	5.3%	10.7%	-	8.7%
Not a problem	-	-	-	6.3%	-	2.6%	-	-	5.9%	-
Don't know	-	-	4.5%	-	-	2.6%	-	-	-	-

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tunisia?	12	6.58	1.44	13	5.31	2.75	22	6.18	1.92	16	6.31	1.96	13	6.08	2.02	39	4.77	2.12	19	6.32	2.06	28	5.29	2.21	17	6.41	2.85	23	5.91	2.26

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia.	12	5.92	1.78	12	5.42	2.64	20	6.40	1.57	15	6.87	1.96	11	5.64	2.11	34	5.21	1.63	15	6.67	2.19	24	4.96	1.94	15	5.53	2.83	23	5.96	1.75

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's support to Tunisia contributed to the successful transition period from 2011 to the presidential elections?	8	5.00	2.20	10	6.30	2.31	14	6.29	1.64	14	6.50	2.07	12	5.25	2.42	29	4.62	1.78	19	5.74	2.62	23	5.00	1.76	15	4.87	2.42	22	6.14	2.23

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Tunisia solve its most complicated development challenges?	10	6.00	1.83	11	6.27	2.37	21	6.48	1.66	16	6.06	2.11	12	6.58	2.50	29	5.52	1.72	16	5.94	1.95	23	5.35	1.80	15	6.67	1.84	21	6.76	1.45

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Transport	25.0%	7.7%	18.2%	6.3%	15.4%	23.1%	10.5%	14.3%	11.8%	26.1%
Agricultural development	0.0%	23.1%	4.5%	18.8%	0.0%	28.2%	10.5%	25.0%	5.9%	21.7%
Global/regional integration	0.0%	0.0%	4.5%	0.0%	15.4%	7.7%	0.0%	3.6%	17.6%	8.7%
Gender equity	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	5.3%	0.0%	5.9%	0.0%
Public sector governance/reform	41.7%	46.2%	50.0%	31.3%	61.5%	25.6%	57.9%	53.6%	41.2%	43.5%
Health	0.0%	7.7%	13.6%	6.3%	0.0%	5.1%	5.3%	0.0%	5.9%	0.0%
Rural development	16.7%	15.4%	27.3%	25.0%	23.1%	15.4%	15.8%	17.9%	11.8%	17.4%
Foreign direct investment	0.0%	7.7%	4.5%	6.3%	0.0%	5.1%	0.0%	10.7%	5.9%	8.7%
Education	8.3%	30.8%	31.8%	25.0%	30.8%	35.9%	26.3%	25.0%	35.3%	17.4%
Energy	8.3%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	3.6%	0.0%	8.7%
Job creation/employment*	33.3%	38.5%	9.1%	37.5%	23.1%	15.4%	47.4%	21.4%	17.6%	43.5%
Financial markets	8.3%	7.7%	4.5%	0.0%	7.7%	5.1%	0.0%	3.6%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	7.7%	2.6%	0.0%	3.6%	5.9%	4.3%
Environmental sustainability	0.0%	7.7%	9.1%	0.0%	0.0%	5.1%	0.0%	3.6%	0.0%	8.7%
Social protection	0.0%	0.0%	0.0%	12.5%	7.7%	2.6%	5.3%	3.6%	11.8%	0.0%
Equality of opportunity	0.0%	0.0%	9.1%	18.8%	0.0%	7.7%	10.5%	3.6%	5.9%	0.0%
Private sector development	33.3%	7.7%	18.2%	12.5%	23.1%	17.9%	0.0%	21.4%	17.6%	13.0%
Water and sanitation	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	5.9%	8.7%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	16.7%	7.7%	13.6%	18.8%	15.4%	7.7%	42.1%	21.4%	29.4%	8.7%
Trade and exports	8.3%	7.7%	9.1%	12.5%	0.0%	2.6%	0.0%	0.0%	0.0%	4.3%
Economic growth	25.0%	7.7%	31.8%	18.8%	23.1%	28.2%	26.3%	25.0%	17.6%	26.1%
Regulatory framework	25.0%	7.7%	4.5%	6.3%	7.7%	12.8%	0.0%	3.6%	11.8%	4.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Anti corruption	8.3%	23.1%	9.1%	25.0%	7.7%	23.1%	21.1%	17.9%	17.6%	13.0%
Information and communications technology	33.3%	30.8%	22.7%	0.0%	15.4%	12.8%	5.3%	14.3%	11.8%	8.7%

\*Significantly different between stakeholder groups

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

When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE in Tunisia?

GREATEST VALUE Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Convening/facilitating	0.0%	0.0%	4.5%	0.0%	7.7%	0.0%	0.0%	7.1%	0.0%	0.0%
Data	8.3%	0.0%	0.0%	0.0%	15.4%	0.0%	5.3%	3.6%	11.8%	8.7%
Policy advice, studies, analyses	25.0%	23.1%	22.7%	25.0%	7.7%	17.9%	10.5%	14.3%	23.5%	13.0%
Financial resources	8.3%	23.1%	13.6%	6.3%	7.7%	25.6%	26.3%	21.4%	5.9%	39.1%
Capacity development	8.3%	30.8%	4.5%	12.5%	0.0%	15.4%	15.8%	14.3%	11.8%	21.7%
Technical assistance	25.0%	7.7%	31.8%	6.3%	15.4%	12.8%	10.5%	17.9%	11.8%	4.3%
Mobilizing third party financial resources	0.0%	0.0%	13.6%	25.0%	30.8%	10.3%	5.3%	21.4%	11.8%	8.7%
Donor coordination	16.7%	0.0%	4.5%	0.0%	0.0%	10.3%	5.3%	0.0%	5.9%	4.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	8.3%	15.4%	4.5%	25.0%	15.4%	7.7%	21.1%	0.0%	17.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

When thinking about the World Bank Group's role, which activity do you believe is of SECOND GREATEST VALUE in Tunisia?

2 <sup>nd</sup> GREATEST VALUE Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Convening/facilitating	8.3%	15.4%	9.1%	0.0%	15.4%	7.7%	15.8%	7.1%	17.6%	0.0%
Data	0.0%	7.7%	4.5%	0.0%	0.0%	5.1%	10.5%	7.1%	5.9%	4.3%
Policy advice, studies, analyses	50.0%	38.5%	13.6%	18.8%	15.4%	17.9%	15.8%	32.1%	35.3%	30.4%
Financial resources	25.0%	15.4%	31.8%	43.8%	38.5%	35.9%	21.1%	25.0%	17.6%	26.1%
Capacity development	8.3%	7.7%	36.4%	6.3%	15.4%	12.8%	10.5%	14.3%	23.5%	17.4%
Technical assistance	8.3%	7.7%	0.0%	12.5%	7.7%	10.3%	10.5%	3.6%	0.0%	13.0%
Mobilizing third party financial resources	0.0%	7.7%	0.0%	12.5%	7.7%	10.3%	5.3%	7.1%	0.0%	8.7%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	9	5.89	1.90	8	6.00	2.00	19	6.95	1.81	14	6.43	1.99	10	5.60	1.58	27	5.22	1.70	16	5.69	2.24	19	5.42	1.35	11	5.91	1.87	16	5.88	1.41
Citizen engagement (incorporating citizens' voices into development)	8	5.00	2.73	9	4.44	2.51	18	6.22	2.26	13	5.85	2.23	9	4.67	2.18	22	3.77	2.02	16	4.94	1.77	16	4.13	2.63	14	4.29	2.49	10	4.80	1.23
Policy design (for clarity and better incentives to achieve development goals)	10	5.70	0.95	11	6.00	1.67	20	6.65	1.53	14	6.14	1.99	10	5.70	2.06	28	6.04	1.82	16	6.31	2.02	19	5.74	1.82	15	5.67	2.55	16	6.56	1.03

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	10	7.90	1.52	9	8.89	1.36	20	7.80	1.47	14	7.86	1.92	12	7.33	1.23	34	7.68	1.41	18	7.33	1.97	26	7.31	2.00	16	7.56	2.03	19	7.68	1.42
Citizen engagement (incorporating citizens' voices into development)	10	7.30	1.95	9	7.78	1.99	20	7.90	2.15	14	7.36	2.50	12	6.42	2.19	35	7.03	2.02	19	9.00	1.11	23	7.09	2.61	17	7.12	2.57	18	7.39	1.65
Policy design (for clarity and better incentives to achieve development goals)	11	6.82	1.60	10	8.40	1.78	22	7.91	1.48	14	7.93	1.82	12	7.42	1.31	34	7.71	1.85	19	7.58	2.71	27	7.37	1.86	17	7.82	1.74	20	7.50	1.73



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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Staff too inaccessible	8.3%	15.4%	4.5%	12.5%	0.0%	0.0%	10.5%	10.7%	5.9%	8.7%
Not exploring alternative policy options*	8.3%	7.7%	9.1%	12.5%	7.7%	0.0%	10.5%	3.6%	35.3%	8.7%
Not collaborating enough with stakeholders outside the Government*	8.3%	30.8%	0.0%	25.0%	23.1%	28.2%	36.8%	21.4%	52.9%	17.4%
Its advice and strategies do not lend themselves to practical problem solving	8.3%	0.0%	22.7%	12.5%	0.0%	10.3%	10.5%	7.1%	17.6%	17.4%
Not enough public disclosure of its work*	33.3%	46.2%	9.1%	6.3%	30.8%	33.3%	42.1%	42.9%	11.8%	21.7%
Arrogant in its approach	0.0%	0.0%	9.1%	12.5%	23.1%	5.1%	0.0%	7.1%	0.0%	4.3%
Not client focused	0.0%	0.0%	4.5%	12.5%	0.0%	0.0%	0.0%	0.0%	5.9%	4.3%
The credibility of its knowledge/data	8.3%	0.0%	0.0%	0.0%	0.0%	2.6%	5.3%	3.6%	0.0%	0.0%
World Bank Group's processes too complex*	25.0%	23.1%	13.6%	37.5%	15.4%	12.8%	0.0%	3.6%	17.6%	4.3%
Not willing to honestly criticize policies and reform efforts in the country	0.0%	7.7%	9.1%	12.5%	0.0%	12.8%	15.8%	21.4%	11.8%	8.7%
Too influenced by developed countries	8.3%	7.7%	13.6%	0.0%	7.7%	12.8%	10.5%	32.1%	5.9%	13.0%
Imposing technocratic solutions without regard to political realities	16.7%	7.7%	22.7%	12.5%	23.1%	17.9%	10.5%	10.7%	5.9%	21.7%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	8.3%	0.0%	4.5%	12.5%	15.4%	10.3%	5.3%	3.6%	0.0%	13.0%
Not aligned with other donors' work	8.3%	0.0%	4.5%	0.0%	7.7%	0.0%	0.0%	3.6%	0.0%	4.3%
Not aligned with country priorities	8.3%	7.7%	9.1%	0.0%	7.7%	15.4%	10.5%	0.0%	5.9%	8.7%
Not adequately sensitive to political/social realities in Tunisia	25.0%	15.4%	27.3%	6.3%	7.7%	15.4%	15.8%	17.9%	5.9%	13.0%
Other	0.0%	7.7%	0.0%	0.0%	0.0%	2.6%	0.0%	3.6%	0.0%	4.3%
Don't know	8.3%	7.7%	9.1%	0.0%	7.7%	5.1%	0.0%	0.0%	5.9%	8.7%

\*Significantly different between stakeholder groups



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

**Which World Bank Group’s instruments do you believe are the MOST EFFECTIVE in reducing poverty and promoting “shared prosperity” in Tunisia? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Trust Fund management	8.3%	0.0%	4.5%	12.5%	7.7%	7.7%	5.3%	3.6%	0.0%	4.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	8.3%	23.1%	9.1%	31.3%	15.4%	23.1%	26.3%	28.6%	29.4%	13.0%
Investment lending (financing specific projects)	50.0%	61.5%	50.0%	31.3%	38.5%	56.4%	47.4%	32.1%	41.2%	52.2%
Technical assistance (advice, best practice, international experience, etc.)	8.3%	23.1%	50.0%	31.3%	15.4%	33.3%	42.1%	28.6%	29.4%	30.4%
Capacity development	25.0%	7.7%	18.2%	18.8%	7.7%	28.2%	15.8%	28.6%	29.4%	26.1%
Policy based lending / budget support to the Government	50.0%	61.5%	31.8%	25.0%	46.2%	25.6%	31.6%	42.9%	17.6%	39.1%
Multi-sectoral approaches	16.7%	23.1%	22.7%	18.8%	46.2%	7.7%	15.8%	10.7%	35.3%	26.1%
Other	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	8.3%	0.0%	0.0%	6.3%	7.7%	5.1%	0.0%	7.1%	5.9%	4.3%

**To what extent do you believe that the World Bank Group’s work and support help the poorest in Tunisia? (Select only ONE response)**

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
To a fully sufficient degree	8.3%	7.7%	4.5%	-	-	2.6%	5.3%	-	5.9%	-
To a somewhat sufficient degree	8.3%	38.5%	31.8%	37.5%	30.8%	17.9%	21.1%	21.4%	29.4%	17.4%
To a somewhat insufficient degree	58.3%	23.1%	36.4%	43.8%	30.8%	30.8%	47.4%	39.3%	41.2%	47.8%
To a very insufficient degree	8.3%	15.4%	18.2%	-	30.8%	30.8%	26.3%	32.1%	11.8%	26.1%
Don't know	16.7%	15.4%	9.1%	18.8%	7.7%	17.9%	-	7.1%	11.8%	8.7%



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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Academia/think tanks/research institutes*	41.7%	15.4%	27.3%	12.5%	7.7%	46.2%	31.6%	39.3%	76.5%	21.7%
Donor community*	0.0%	0.0%	22.7%	6.3%	38.5%	2.6%	5.3%	3.6%	5.9%	13.0%
Media	16.7%	15.4%	0.0%	6.3%	0.0%	5.1%	5.3%	21.4%	5.9%	4.3%
Local government*	58.3%	46.2%	63.6%	25.0%	30.8%	20.5%	31.6%	10.7%	23.5%	34.8%
Private sector*	33.3%	23.1%	13.6%	37.5%	15.4%	53.8%	10.5%	32.1%	17.6%	30.4%
Parliament*	8.3%	61.5%	4.5%	0.0%	15.4%	10.3%	5.3%	7.1%	5.9%	4.3%
NGOs/Community-based organizations (CBOs)*	25.0%	15.4%	22.7%	56.3%	46.2%	28.2%	68.4%	21.4%	17.6%	34.8%
Youth/university groups	8.3%	15.4%	9.1%	12.5%	0.0%	15.4%	21.1%	21.4%	17.6%	4.3%
Beneficiaries	8.3%	0.0%	13.6%	25.0%	30.8%	5.1%	10.5%	21.4%	23.5%	26.1%
Foundations	0.0%	0.0%	0.0%	6.3%	0.0%	5.1%	5.3%	0.0%	0.0%	4.3%
Other	0.0%	0.0%	0.0%	0.0%	7.7%	5.1%	0.0%	0.0%	5.9%	8.7%
Don't know	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%

\*Significantly different between stakeholder groups

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Overall the World Bank Group currently plays a relevant role in development in Tunisia*	12	6.33	1.37	12	7.08	1.44	21	6.62	1.43	15	6.87	2.00	13	7.08	1.55	34	5.56	2.31	19	6.00	1.83	26	5.08	2.31	15	6.27	2.46	22	6.73	1.80
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	11	6.09	1.64	12	5.25	2.86	19	6.16	1.64	15	6.00	1.60	9	6.00	2.12	33	5.03	1.85	19	5.47	2.50	27	5.00	2.39	15	5.20	2.34	21	6.14	1.91
The World Bank Group supports programs and strategies that are realistic for Tunisia	11	6.45	1.57	12	6.67	2.43	20	5.95	1.70	16	6.56	1.67	11	6.36	2.16	33	5.21	1.92	19	6.05	2.22	24	5.71	2.60	16	5.75	2.27	22	6.45	1.71
The World Bank Group treats clients and stakeholders in Tunisia with respect	9	7.78	1.64	10	7.40	1.35	20	7.10	2.10	16	6.81	2.07	9	6.56	2.30	31	6.16	2.31	15	6.67	2.23	21	5.76	2.59	15	6.67	2.23	20	7.00	1.78

\*Significantly different between stakeholder groups



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

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	12	5.33	2.06	6	5.83	1.94	19	6.79	1.62	16	5.81	2.11	10	5.50	2.59	28	4.68	1.59	16	6.13	2.09	21	5.19	2.16	13	5.77	2.49	16	6.06	1.57
Flexibility (in terms of the institution's products and services)	11	5.09	1.58	8	4.75	2.32	19	6.37	1.92	14	5.29	1.64	10	4.70	1.70	29	4.45	1.68	15	5.47	2.42	20	4.70	1.98	12	4.50	2.20	20	5.50	1.70
Flexibility (in terms of changing country circumstances)	10	5.40	1.35	9	5.00	2.29	17	6.65	1.41	12	5.25	1.82	10	5.30	2.16	28	4.89	2.15	16	5.38	1.82	22	4.95	1.76	13	5.46	2.44	19	6.00	1.67
Being inclusive	10	5.30	1.70	9	5.56	2.70	11	6.36	1.63	10	6.40	2.22	9	5.11	1.45	27	5.89	2.24	16	5.44	2.10	17	6.00	2.29	14	6.21	2.05	12	6.83	2.04
Openness (sharing data and other information)	10	6.70	2.00	9	6.11	2.67	19	7.32	1.57	14	5.71	1.98	12	5.17	2.76	29	5.52	2.23	17	5.94	2.28	20	6.25	2.40	14	5.57	2.59	17	6.47	2.15
Staff accessibility	9	6.67	2.40	8	6.13	2.70	20	7.15	1.76	15	5.40	2.38	11	5.36	3.26	25	4.80	2.57	17	5.88	2.98	19	5.05	2.84	14	5.07	2.09	18	6.06	2.26
Straightforwardness and honesty	10	7.00	1.89	8	7.00	2.20	18	7.11	2.25	13	7.08	1.94	11	5.18	2.40	30	5.93	2.18	18	6.22	2.44	22	5.91	2.78	13	6.15	2.19	18	6.61	1.72
Ease of access to the people at the World Bank Group who are making decisions important to my work	9	6.00	2.60	6	5.17	2.14	20	7.55	2.06	15	5.47	2.23	11	4.64	2.54	22	6.00	2.55	17	5.18	2.77	19	5.37	2.71	12	5.25	2.60	17	5.71	2.31
Collaboration with civil society	7	5.43	1.40	6	5.50	2.43	15	6.80	1.78	14	5.79	1.63	9	5.33	2.24	28	4.68	1.72	19	5.58	2.65	22	5.36	2.74	15	5.27	1.79	16	5.31	2.18
Collaboration with the Government	12	7.00	1.95	9	7.89	1.45	18	7.39	1.61	15	6.87	1.77	12	7.08	2.31	32	7.00	1.59	18	7.67	1.41	25	7.08	1.96	14	7.21	2.12	19	7.79	1.23
Collaboration with other donors and development partners	10	6.80	1.93	5	7.60	0.89	15	6.93	1.67	12	6.33	1.78	11	5.55	1.86	27	6.26	2.14	14	7.14	1.41	20	6.50	2.19	13	6.23	1.96	13	7.08	1.50
Collaboration with the private sector	9	6.89	1.17	4	6.00	0.82	9	6.33	2.29	12	5.33	1.92	10	4.90	2.51	32	4.75	2.13	16	6.06	2.49	20	5.15	2.39	13	6.23	2.62	13	5.77	2.09
The speed in which it gets things accomplished on the ground	9	5.78	1.56	7	5.43	0.98	17	6.35	1.94	16	6.19	1.87	9	4.89	1.97	28	5.07	2.02	16	5.69	2.21	19	4.68	1.73	11	5.73	1.49	13	6.00	1.29
Being a long-term partner	10	7.90	1.52	8	8.63	1.06	19	8.16	1.89	13	6.85	2.27	12	8.00	2.22	29	7.07	2.03	19	7.16	2.48	23	7.17	1.50	13	8.00	2.27	16	7.69	1.66

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
More local presence	91.7%	69.2%	68.2%	68.8%	69.2%	76.9%	78.9%	85.7%	64.7%	69.6%
The current level of local presence is adequate	8.3%	23.1%	22.7%	25.0%	23.1%	15.4%	5.3%	7.1%	35.3%	26.1%
Less local presence	-	7.7%	-	-	-	-	10.5%	3.6%	-	-
Don't know	-	-	9.1%	6.3%	7.7%	7.7%	5.3%	3.6%	-	4.3%



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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
The World Bank Group does not do adequate follow through/follow-up	8.3%	23.1%	13.6%	12.5%	7.7%	10.3%	5.3%	25.0%	29.4%	13.0%
Poor donor coordination	8.3%	7.7%	9.1%	6.3%	23.1%	7.7%	0.0%	3.6%	11.8%	8.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	25.0%	46.2%	18.2%	37.5%	30.8%	33.3%	21.1%	35.7%	29.4%	30.4%
Lack of/inadequate levels of capacity in Government	25.0%	23.1%	18.2%	37.5%	38.5%	20.5%	26.3%	17.9%	29.4%	26.1%
There is not an adequate level of citizen/civil society participation*	33.3%	30.8%	22.7%	18.8%	15.4%	20.5%	73.7%	32.1%	11.8%	13.0%
The World Bank Group works too slowly	8.3%	0.0%	9.1%	12.5%	7.7%	12.8%	0.0%	0.0%	0.0%	0.0%
The Government works inefficiently	16.7%	7.7%	18.2%	6.3%	15.4%	25.6%	0.0%	14.3%	17.6%	17.4%
Political pressures and obstacles	33.3%	23.1%	27.3%	25.0%	15.4%	25.6%	31.6%	32.1%	11.8%	34.8%
Reforms are not well thought out in light of country challenges	33.3%	38.5%	45.5%	25.0%	15.4%	25.6%	31.6%	21.4%	41.2%	43.5%
Other	0.0%	0.0%	0.0%	6.3%	15.4%	7.7%	0.0%	3.6%	5.9%	0.0%

\*Significantly different between stakeholder groups



**C. World Bank Group's Sectoral 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 Tunisia? (1-Not effective at all, 10-Very effective)**

	Office of President/PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	9	5.11	2.37	8	3.25	2.19	13	5.00	2.08	6	4.83	2.23	7	4.29	1.38	26	3.58	2.53	18	4.11	2.63	19	3.21	1.81	13	3.77	2.32	11	3.64	2.66
Information and communications technology	8	5.25	2.49	6	5.17	2.23	14	6.86	2.18	7	6.14	1.22	7	6.00	1.29	25	5.00	2.22	15	5.93	2.19	20	5.20	1.94	9	5.56	2.07	14	6.14	1.61
Transport	7	5.71	1.50	6	4.00	2.61	13	6.08	2.06	6	4.17	3.19	7	5.86	0.69	24	4.83	2.20	17	4.82	2.19	22	4.55	2.39	10	6.50	2.42	15	5.80	2.34
Urban development*	7	5.43	2.15	7	4.71	2.69	12	6.83	1.03	9	6.11	2.26	6	6.50	1.38	23	4.78	1.88	16	5.13	2.00	23	4.61	2.23	10	4.70	1.57	16	5.63	1.93
Environmental sustainability*	6	5.33	1.97	6	4.83	3.06	14	7.43	1.34	13	6.62	1.50	8	6.13	1.13	25	5.04	2.53	16	5.13	2.19	22	4.59	1.71	11	5.09	2.30	16	5.88	2.13
Regulatory framework*	8	6.63	1.85	7	6.14	1.86	17	6.71	1.65	11	6.91	1.04	9	5.89	1.76	28	4.89	2.17	15	6.00	1.93	19	4.79	1.96	13	5.38	2.69	19	6.63	1.71
Communicable/non-communicable diseases	5	4.40	1.82	5	5.80	2.17	3	8.00	2.00	7	4.29	2.56	5	3.20	2.17	14	5.29	2.34	14	5.14	2.71	18	5.06	2.24	4	4.00	1.83	8	5.38	2.56
Poverty reduction*	8	5.75	1.67	6	5.17	2.32	16	6.25	2.32	12	5.92	1.88	8	5.50	1.77	26	4.58	2.16	19	4.95	1.84	23	3.83	1.85	14	4.79	2.64	17	5.41	1.77
Gender equity	7	5.86	2.34	5	5.80	3.11	8	6.88	1.73	11	6.09	2.39	7	4.86	2.34	19	4.95	2.64	14	5.43	1.79	19	4.84	2.12	11	5.45	2.38	12	5.42	1.73
Private sector development	11	6.09	1.64	7	5.14	1.68	11	6.09	2.70	10	4.50	2.17	9	6.00	2.12	27	4.96	2.49	17	5.71	1.83	22	4.23	1.85	13	6.08	2.53	15	6.13	1.60
Foreign direct investment	8	5.00	2.07	6	4.50	2.26	9	6.56	1.24	9	4.89	1.54	7	5.57	2.30	28	4.96	2.12	13	5.00	1.78	19	4.05	2.25	11	5.27	1.62	16	5.94	1.84
Water and sanitation	6	6.50	1.38	6	5.67	2.66	16	6.81	1.72	13	6.23	2.09	9	5.78	1.30	23	5.87	2.20	15	6.07	1.87	18	4.83	1.92	11	5.82	2.04	13	5.69	1.55
Trade and exports*	9	5.67	1.58	8	4.75	2.38	10	6.40	1.71	9	6.78	1.86	7	5.29	1.80	26	5.19	2.38	15	5.33	2.02	19	3.95	1.93	10	6.50	2.01	11	5.27	1.68
Economic growth	9	6.56	1.13	9	5.11	2.37	14	6.14	1.79	12	6.17	1.03	8	6.25	1.83	29	5.69	1.56	17	5.12	2.00	22	4.50	1.95	13	6.15	2.58	19	5.95	1.87
Energy	6	5.67	1.03	6	5.00	1.90	14	6.71	1.98	8	6.00	1.93	6	4.83	1.94	21	5.33	2.06	15	4.87	2.20	21	4.81	2.29	9	4.89	2.52	11	5.82	1.72
Public sector governance/reform*	10	5.30	2.00	9	4.44	2.70	16	6.38	1.46	12	6.25	1.36	10	6.00	1.94	31	4.94	2.37	18	5.94	2.56	23	4.61	2.08	13	5.15	2.67	17	6.47	1.55
Job creation/employment	8	5.00	1.20	8	4.75	1.91	17	6.06	2.08	12	5.67	1.92	8	6.00	1.51	26	5.00	1.96	17	5.18	2.35	22	4.18	2.24	14	4.93	2.09	19	5.42	1.58
Financial markets*	7	5.14	2.04	8	5.13	2.36	9	5.22	1.48	8	5.63	1.06	8	6.37	2.00	22	5.45	1.90	15	5.80	1.47	20	3.95	2.01	12	4.25	2.38	13	5.23	1.24
Equality of opportunity	6	5.00	1.67	6	4.50	2.67	8	5.50	1.85	10	5.40	1.78	6	5.33	2.42	23	4.13	2.18	17	4.65	2.00	20	4.70	2.52	12	4.25	2.26	10	4.50	1.96
Health	6	4.83	1.94	8	4.50	2.73	11	7.09	2.02	10	4.90	1.73	5	5.40	0.89	19	5.26	2.47	14	5.57	1.95	21	4.57	2.52	8	4.50	2.33	14	5.64	1.65
Rural development	6	5.00	2.10	8	4.63	2.45	15	6.20	2.04	12	6.00	2.05	7	5.57	0.98	25	4.40	2.12	16	5.13	2.16	23	4.74	2.42	12	5.17	2.76	12	5.50	1.24
Global/regional integration*	8	6.38	0.74	6	4.67	1.75	12	5.67	2.10	7	4.29	0.76	6	5.83	1.33	19	5.16	2.22	14	5.71	1.64	21	4.48	2.18	12	6.42	2.31	14	6.36	1.50
Education	6	5.33	1.97	9	4.00	1.73	12	5.83	2.29	7	4.57	1.13	7	6.14	1.77	25	4.80	2.45	18	5.17	2.15	21	4.52	2.21	14	5.29	1.94	14	5.57	1.70
Social protection*	5	4.40	1.82	6	3.00	1.27	14	5.29	1.98	9	5.67	2.35	7	6.29	1.25	19	3.95	2.12	15	4.60	1.96	20	3.50	1.91	11	4.36	2.38	12	4.67	2.06
Climate change*	5	5.40	1.52	6	3.50	2.95	12	6.92	1.51	6	5.33	1.37	5	6.20	1.30	22	4.32	2.32	15	5.20	2.40	20	3.75	1.94	5	3.80	2.49	10	4.60	1.78
Agricultural development	5	5.20	1.30	9	5.11	2.32	12	6.00	1.86	9	6.00	1.94	7	6.14	1.22	22	4.82	1.89	16	4.87	2.13	22	4.14	1.98	11	4.00	2.15	12	5.33	1.23
Natural resource management*	5	5.20	1.30	6	3.17	1.60	9	6.22	1.64	6	4.17	2.48	6	5.00	2.10	21	4.48	1.91	15	4.20	2.15	18	3.78	1.93	8	2.88	2.03	12	4.50	1.24

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Academia	Other
At the Headquarters (in Washington D.C.)	41.7%	61.5%	68.2%	62.5%	61.5%	66.7%	63.2%	85.7%	52.9%	69.6%
In the country	16.7%	-	4.5%	12.5%	-	10.3%	5.3%	-	17.6%	13.0%
Don't know	41.7%	38.5%	27.3%	25.0%	38.5%	23.1%	31.6%	14.3%	29.4%	17.4%



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

	Office of President/PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tunisia?	10	5.70	1.06	11	5.91	1.92	18	5.72	1.84	15	6.27	1.03	13	5.62	1.85	35	5.09	1.48	18	6.06	2.16	26	5.23	1.63	16	6.00	1.67	23	5.74	1.48

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

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

	President/PM/Minister Office			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private Sector/Private Bank			NGO/CBO			Media			Government Institution			Academia			Other					
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD			
The World Bank Group's financial instruments meet the needs of Croatia*	7	5.86	2.27	27	7.00	1.90	14	6.79	2.05	4	5.00	2.83	11	5.82	1.66	9	5.67	2.00	6	5.50	3.02	9	5.33	1.32	6	8.33	0.82	18	5.06	2.34	6	7.33	1.97
The World Bank Group meets Croatia's needs for knowledge services*	7	6.29	2.06	27	6.67	2.00	13	6.38	1.98	4	5.00	2.83	10	5.20	1.69	9	6.11	2.52	5	4.40	2.19	10	5.20	1.93	6	8.50	0.84	18	4.78	2.34	7	6.00	3.06

	Office of President/PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG measures and corrects its work in real time in Tunisia?	9	5.00	1.58	9	5.00	2.60	17	6.12	2.03	12	5.75	1.55	13	4.92	2.33	27	4.63	1.94	15	6.20	2.57	19	4.63	2.03	13	5.08	1.85	15	6.00	1.77

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

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

**How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)**

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Academia	Other
Weekly	25.0%	-	22.7%	31.3%	15.4%	15.4%	15.8%	14.3%	29.4%	4.3%
Monthly	33.3%	15.4%	18.2%	18.8%	23.1%	2.6%	21.1%	39.3%	41.2%	39.1%
A few times a year	33.3%	38.5%	36.4%	37.5%	46.2%	53.8%	52.6%	17.9%	17.6%	30.4%
Rarely	8.3%	38.5%	18.2%	12.5%	7.7%	25.6%	10.5%	21.4%	5.9%	17.4%
Never	-	7.7%	4.5%	-	7.7%	2.6%	-	7.1%	5.9%	8.7%



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

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	11	6.27	1.74	10	6.00	2.06	19	6.21	1.78	13	6.77	0.93	11	6.91	2.02	30	6.23	1.92	19	7.00	2.24	23	6.04	2.44	15	7.00	2.14	21	6.48	2.02
Include appropriate level of stakeholder involvement during	9	5.56	1.24	9	5.33	1.94	20	5.95	1.61	13	5.46	1.98	8	4.88	1.36	30	5.00	1.89	15	5.87	2.00	20	5.45	2.56	14	5.50	1.61	20	6.35	1.57
Lead to practical solutions	11	5.36	1.36	11	5.82	1.89	21	6.00	2.12	12	5.67	1.88	9	5.11	1.69	35	5.09	1.92	18	5.94	2.39	22	4.95	2.17	15	5.13	1.92	20	6.00	1.49
Are accessible (well written and easy to understand)	12	6.08	2.19	11	5.64	2.29	20	6.55	2.24	14	6.43	1.74	11	7.00	2.24	36	5.75	2.02	19	6.58	2.32	24	5.88	2.64	15	6.47	2.42	21	6.48	1.25
Are source of relevant information on global good practices	12	6.75	1.55	11	6.18	2.32	21	7.05	2.38	14	7.00	1.75	11	7.00	2.32	33	6.91	2.14	19	7.26	2.18	24	6.46	2.45	16	6.88	2.47	21	7.57	1.21
Are adequately disseminated	11	5.09	1.92	11	4.45	2.38	19	6.16	2.29	13	6.54	1.45	11	4.91	2.21	32	4.91	2.61	19	5.68	2.36	24	5.00	2.27	14	5.79	2.72	22	5.95	2.24
Are translated enough into local language	9	5.11	1.97	10	5.00	3.13	21	4.38	2.31	13	5.46	1.90	10	4.40	2.50	28	5.82	2.88	16	4.94	3.00	22	5.55	2.77	14	5.93	2.59	20	6.10	1.97
Are adaptable to Tunisia's specific development challenges and country circumstances	11	5.73	1.27	10	6.40	1.58	21	5.57	1.89	13	6.08	1.12	8	6.25	2.61	34	5.44	2.08	19	5.95	1.93	24	5.21	2.00	17	4.88	2.40	21	6.24	1.58

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	11	5.82	1.72	11	6.36	1.91	19	6.84	1.57	14	6.50	1.16	10	6.80	1.87	33	5.67	1.65	18	6.56	2.12	24	5.38	1.58	17	6.24	2.05	22	6.64	1.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	6.42	1.88	9	7.67	1.41	21	7.14	1.56	14	7.07	1.21	10	6.80	1.81	32	7.00	1.63	18	7.50	1.38	24	6.46	2.09	15	7.47	2.13	20	7.20	1.28

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



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

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	7	5.57	2.07	7	4.71	1.60	17	6.18	2.40	13	6.00	2.77	8	4.87	2.59	25	4.52	2.57	14	5.57	2.77	20	3.75	2.10	5	5.80	2.59	18	5.22	2.13
The WBG effectively monitors and evaluates the projects and programs it supports*	9	6.78	1.09	11	6.09	1.70	20	7.15	2.46	14	7.36	1.22	10	5.30	2.50	33	6.24	2.08	18	6.33	2.28	22	5.18	2.26	12	6.33	2.23	22	6.64	1.29
The WBG's approvals and reviews are done in a timely fashion	8	5.50	1.41	11	5.18	2.09	19	6.42	1.68	12	6.25	1.29	10	5.50	2.27	28	5.57	2.01	15	6.13	2.20	22	4.55	2.09	9	5.67	1.66	18	6.00	1.82
The WBG's "Safeguard Policy" requirements are reasonable	7	5.43	1.27	6	5.67	1.03	15	6.00	1.65	11	5.09	1.97	8	5.63	1.92	25	5.56	1.87	17	5.41	2.06	17	4.35	1.37	8	5.63	2.07	12	6.00	2.05
The WBG's conditions on its lending are reasonable*	9	5.33	2.06	9	5.44	1.13	17	6.00	1.97	13	5.23	2.09	9	4.56	1.74	30	5.57	2.52	17	4.24	2.44	23	3.70	2.14	13	5.46	2.37	17	5.88	1.97
The World Bank Group takes decisions quickly in Tunisia*	10	5.90	1.60	7	5.57	1.40	16	5.94	1.29	11	5.00	1.84	8	4.63	2.13	27	5.26	2.12	16	5.44	2.61	19	3.63	2.36	8	5.12	2.23	14	6.00	1.84
Working with the WBG increases Tunisia's institutional capacity	12	6.58	1.38	11	6.18	1.08	20	7.20	1.61	13	7.00	1.00	10	6.40	1.84	36	6.19	2.24	18	6.33	2.09	24	5.75	2.13	15	6.40	2.20	22	6.59	1.47
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	6.11	1.54	7	5.86	2.27	18	7.11	2.06	10	5.80	1.69	8	5.25	2.38	27	6.30	2.37	15	6.33	2.09	19	5.79	2.02	6	7.50	1.52	18	6.67	1.94
The World Bank Group provides effective implementation support	9	6.33	1.12	7	5.43	1.51	19	6.58	2.04	13	6.38	1.39	10	5.40	2.01	30	6.10	1.92	17	6.59	2.62	22	5.27	2.03	12	6.33	2.27	19	6.68	1.00

\*Significantly different between stakeholder groups

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Tunisia?	10	5.40	1.84	9	6.33	3.20	16	6.56	1.75	12	6.08	1.31	11	6.09	1.70	33	5.33	2.23	17	5.18	1.94	20	5.00	2.05	13	6.77	2.39	14	6.14	1.03

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

Which of the following best describes the way the World Bank Group operates in Tunisia? (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
The World Bank Group takes too much risk in Tunisia	8.3%	7.7%	4.5%	-	-	2.6%	5.3%	-	-	4.3%
The World Bank Group does not take enough risk in Tunisia	33.3%	46.2%	27.3%	43.8%	53.8%	56.4%	36.8%	71.4%	47.1%	43.5%
The World Bank Group's approach to risk is appropriate	33.3%	30.8%	36.4%	37.5%	23.1%	25.6%	36.8%	14.3%	35.3%	47.8%
Don't know	25.0%	15.4%	31.8%	18.8%	23.1%	15.4%	21.1%	14.3%	17.6%	4.3%



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

Which of the following best describes the World Bank Group's support in Tunisia? (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Tunisia	25.0%	38.5%	36.4%	56.3%	53.8%	56.4%	36.8%	35.7%	47.1%	78.3%
The World Bank Group is not sufficiently selective in Tunisia, and it is involved in too many areas of development	50.0%	30.8%	27.3%	18.8%	-	23.1%	47.4%	32.1%	41.2%	17.4%
Don't know	25.0%	30.8%	36.4%	25.0%	46.2%	20.5%	15.8%	32.1%	11.8%	4.3%

**F. The Future Role of the World Bank Group in Tunisia**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Provide more adequate data/knowledge/ statistics/figures on Tunisia's economy	8.3%	30.8%	9.1%	31.3%	23.1%	23.1%	21.1%	35.7%	41.2%	13.0%
Ensure greater selectivity in its work	0.0%	15.4%	9.1%	0.0%	0.0%	5.1%	10.5%	17.9%	11.8%	4.3%
Offer more innovative financial products	16.7%	38.5%	13.6%	25.0%	15.4%	12.8%	5.3%	21.4%	23.5%	21.7%
Improve the competitiveness of its financing compared to markets	25.0%	15.4%	13.6%	12.5%	15.4%	15.4%	5.3%	17.9%	0.0%	4.3%
Reach out more to groups outside of Government*	16.7%	15.4%	0.0%	6.3%	15.4%	35.9%	52.6%	25.0%	41.2%	30.4%
Work faster	0.0%	0.0%	4.5%	6.3%	0.0%	7.7%	0.0%	14.3%	5.9%	4.3%
Improve the quality of its experts as related to Tunisia's specific challenges	16.7%	7.7%	18.2%	6.3%	15.4%	17.9%	10.5%	7.1%	17.6%	17.4%
Offer more innovative knowledge services	8.3%	15.4%	22.7%	6.3%	23.1%	5.1%	15.8%	0.0%	17.6%	8.7%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.7%	23.1%	31.8%	25.0%	7.7%	12.8%	26.3%	7.1%	17.6%	30.4%
Increase the level of capacity development in the country	41.7%	23.1%	45.5%	43.8%	30.8%	33.3%	21.1%	21.4%	11.8%	30.4%
Reduce the complexity of obtaining World Bank Group financing	41.7%	15.4%	13.6%	25.0%	30.8%	20.5%	21.1%	17.9%	0.0%	13.0%
Other	8.3%	0.0%	0.0%	6.3%	15.4%	0.0%	0.0%	3.6%	5.9%	4.3%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Tunisia (continued)**

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Financial services	16.7%	30.8%	18.2%	25.0%	23.1%	20.5%	15.8%	35.7%	11.8%	26.1%
Knowledge products	33.3%	7.7%	22.7%	18.8%	15.4%	35.9%	26.3%	35.7%	47.1%	17.4%
Convening services	8.3%	30.8%	4.5%	18.8%	-	7.7%	5.3%	10.7%	29.4%	13.0%
None of the above	-	-	-	-	-	2.6%	10.5%	-	5.9%	-
The combination is appropriate for Tunisia	41.7%	30.8%	45.5%	25.0%	38.5%	25.6%	42.1%	17.9%	5.9%	43.5%
Don't know*	-	-	9.1%	12.5%	23.1%	7.7%	-	-	-	-

\*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 Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Periodicals*	33.3%	15.4%	27.3%	25.0%	23.1%	10.3%	15.8%	10.7%	58.8%	26.1%
International newspapers	8.3%	15.4%	4.5%	6.3%	23.1%	12.8%	15.8%	17.9%	11.8%	17.4%
Local radio	33.3%	23.1%	18.2%	6.3%	15.4%	28.2%	15.8%	25.0%	11.8%	8.7%
International radio	0.0%	0.0%	4.5%	0.0%	0.0%	2.6%	0.0%	0.0%	5.9%	0.0%
Local television*	16.7%	15.4%	18.2%	18.8%	0.0%	2.6%	36.8%	10.7%	5.9%	21.7%
International television*	0.0%	7.7%	4.5%	0.0%	15.4%	2.6%	21.1%	25.0%	0.0%	26.1%
Local newspapers	0.0%	23.1%	9.1%	6.3%	7.7%	25.6%	5.3%	14.3%	5.9%	13.0%
Internet*	66.7%	46.2%	59.1%	75.0%	92.3%	71.8%	42.1%	46.4%	76.5%	52.2%
Social media	33.3%	30.8%	18.2%	37.5%	0.0%	17.9%	36.8%	21.4%	11.8%	13.0%
Other	8.3%	15.4%	18.2%	6.3%	7.7%	7.7%	5.3%	10.7%	0.0%	4.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Direct contact with World Bank Group	41.7%	38.5%	36.4%	56.3%	38.5%	35.9%	52.6%	46.4%	23.5%	34.8%
e-Newsletters	41.7%	61.5%	45.5%	18.8%	69.2%	51.3%	26.3%	39.3%	41.2%	39.1%
WBG's seminars/workshops/ conferences	41.7%	38.5%	40.9%	37.5%	38.5%	46.2%	47.4%	39.3%	35.3%	39.1%
WBG's publications and other written materials	33.3%	15.4%	18.2%	18.8%	23.1%	7.7%	31.6%	17.9%	41.2%	13.0%
World Bank Group's website	8.3%	23.1%	27.3%	43.8%	15.4%	23.1%	26.3%	17.9%	41.2%	39.1%
Social media	16.7%	15.4%	4.5%	12.5%	7.7%	25.6%	10.5%	17.9%	5.9%	17.4%
Mobile phones	0.0%	0.0%	13.6%	6.3%	7.7%	0.0%	0.0%	0.0%	5.9%	8.7%
Other	0.0%	0.0%	4.5%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	4.3%

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

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	41.7%	7.7%	22.7%	50.0%	38.5%	25.6%	52.6%	35.7%	47.1%	30.4%
No	58.3%	92.3%	77.3%	50.0%	61.5%	74.4%	47.4%	64.3%	52.9%	69.6%

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	58.3%	7.7%	27.3%	25.0%	38.5%	20.5%	21.1%	39.3%	17.6%	17.4%
No	41.7%	92.3%	72.7%	75.0%	61.5%	79.5%	78.9%	60.7%	82.4%	82.6%

Were you able to obtain this information?

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	85.7%	100.0%	83.3%	100.0%	80.0%	75.0%	100.0%	81.8%	33.3%	75.0%
No	14.3%	-	16.7%	-	20.0%	25.0%	-	18.2%	66.7%	25.0%

Do you have access to the Internet?

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	91.7%	100.0%	95.5%	100.0%	100.0%	94.9%	94.7%	100.0%	94.1%	87.0%
No	8.3%	-	4.5%	-	-	5.1%	5.3%	-	5.9%	13.0%

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	100.0%	69.2%	90.9%	87.5%	92.3%	76.9%	73.7%	75.0%	88.2%	78.3%
No	-	30.8%	9.1%	12.5%	7.7%	23.1%	26.3%	25.0%	11.8%	21.7%

Do you currently consult the World Bank Group social media sites?

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	66.7%	38.5%	45.5%	43.8%	30.8%	35.9%	36.8%	42.9%	29.4%	17.4%
No	33.3%	61.5%	54.5%	56.3%	69.2%	64.1%	63.2%	57.1%	70.6%	82.6%



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

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
High speed/WiFi	100.0%	92.3%	81.8%	87.5%	92.3%	100.0%	89.5%	85.7%	88.2%	78.3%
Dial-up	-	7.7%	18.2%	12.5%	7.7%	-	10.5%	14.3%	11.8%	21.7%

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

	Office of President/ PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	11	6.09	1.70	7	4.86	2.19	20	7.35	1.57	12	6.92	2.07	11	7.00	1.18	26	7.15	1.76	16	7.75	1.65	20	6.45	2.52	13	8.08	1.38	17	7.00	1.90
I find the information on the World Bank Group's websites useful.	12	7.25	0.97	6	6.17	2.14	20	7.15	1.87	11	7.73	1.10	11	7.18	1.54	28	7.18	1.36	16	7.13	1.63	20	7.10	1.62	14	8.14	1.35	17	7.41	1.46
The WBG's social media channels are valuable sources of information about the institution	9	6.22	2.33	4	5.75	2.63	8	7.88	1.55	10	7.20	2.78	4	7.25	1.50	19	6.11	2.03	12	7.58	1.88	15	5.73	2.87	7	6.00	3.56	7	6.29	1.80
When I need information from the WBG I know how to find it	12	5.42	2.19	5	5.20	4.09	19	6.21	2.94	13	6.85	2.91	12	6.08	2.78	30	4.63	2.75	15	5.47	2.59	26	5.92	2.91	15	6.40	2.92	18	7.33	1.68
The WBG is responsive to my information requests and inquiries	7	5.29	1.98	4	5.00	4.24	17	7.41	2.74	9	7.00	2.55	8	6.50	2.62	14	6.14	2.21	8	7.50	1.51	17	6.47	2.63	9	6.11	1.45	14	6.64	2.21

\*Significantly different between stakeholder groups

**H. World Bank Group's Publication: Development Policy Review (DPR)**

Have you heard or read anything about the World Bank Group's most recent Development Policy Review (DPR) titled "The Unfinished Revolution: Bringing opportunity, good jobs and greater wealth to all Tunisia"?

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	66.7%	30.8%	50.0%	75.0%	69.2%	48.7%	63.2%	46.4%	82.4%	56.5%
No	33.3%	69.2%	50.0%	25.0%	30.8%	51.3%	36.8%	53.6%	17.6%	43.5%

Only those who indicated that they had heard or read about the WBG's most recent DPR were asked to complete the remaining questions in this section.

Have you read/consulted this Development Policy Review?

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	87.5%	50.0%	81.8%	91.7%	100.0%	63.2%	75.0%	92.3%	100.0%	69.2%
No	12.5%	50.0%	18.2%	8.3%	-	36.8%	25.0%	7.7%	-	30.8%

**H. World Bank Group's Publication: Development Policy Review (DPR) (continued)**

Have you attended any meetings/workshops/conferences/events where the DPR was discussed and/or presented?\*

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	75.0%	-	72.7%	75.0%	55.6%	47.4%	33.3%	38.5%	78.6%	38.5%
No	25.0%	100.0%	27.3%	25.0%	44.4%	52.6%	66.7%	61.5%	21.4%	61.5%

\*Significantly different between stakeholder groups

Where did you first hear/read about this DPR? (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Television	-	-	-	-	-	-	8.3%	-	-	7.7%
Newspaper	12.5%	-	-	-	-	-	8.3%	-	7.1%	-
Internet	12.5%	25.0%	27.3%	25.0%	22.2%	36.8%	25.0%	46.2%	14.3%	23.1%
World Bank Group's website	-	-	9.1%	-	-	-	8.3%	15.4%	7.1%	-
World Bank Group's event	62.5%	-	36.4%	58.3%	44.4%	26.3%	8.3%	23.1%	35.7%	15.4%
Word of mouth	-	25.0%	9.1%	8.3%	11.1%	10.5%	8.3%	7.7%	7.1%	23.1%
Other	12.5%	25.0%	9.1%	-	-	26.3%	25.0%	7.7%	14.3%	15.4%
Don't remember	-	25.0%	9.1%	8.3%	22.2%	-	8.3%	-	14.3%	15.4%

In which language did you hear/read about this DPR? (Select only ONE response)

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Arabic	-	-	9.1%	16.7%	-	10.5%	-	-	-	-
English	-	-	-	8.3%	22.2%	5.3%	-	30.8%	21.4%	15.4%
French	100.0%	100.0%	90.9%	75.0%	77.8%	78.9%	100.0%	69.2%	71.4%	69.2%
Tunisi	-	-	-	-	-	5.3%	-	-	-	-
Don't remember	-	-	-	-	-	-	-	-	7.1%	7.7%
I did not read the report	-	-	-	-	-	-	-	-	-	7.7%



**H. World Bank Group's Publication: Development Policy Review (DPR) (continued)**

	Office of President/PM/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant on WBG project			Bilateral/Multilateral Agency			Private/Financial Sector/Private Bank			NGO/CBO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe this DPR raised substantive new information and insight about economic conditions in Tunisia, that you were not aware of prior to reading?	7	6.14	2.27	2	5.00	2.83	10	5.00	2.00	11	6.00	2.41	8	6.38	1.51	15	6.47	2.00	10	6.70	2.50	11	7.09	2.02	14	6.57	1.99	11	5.82	2.04
To what extent do you believe that this DPR provided you with information that you could use and apply practically in the work you do?	7	6.86	2.41	3	3.00	3.46	8	5.13	2.17	11	5.36	2.06	8	6.50	1.41	14	5.57	2.59	11	6.36	2.66	11	7.45	2.07	14	6.79	1.97	10	6.20	2.49

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

**If you read the DPR, how much of it do you think you read? (Select only ONE response)**

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Academia	Other
The entire report	25.0%	25.0%	-	-	22.2%	21.1%	25.0%	7.7%	21.4%	23.1%
Most of the report	37.5%	-	36.4%	41.7%	33.3%	15.8%	25.0%	46.2%	71.4%	15.4%
Just a few sections of the report	25.0%	50.0%	45.5%	41.7%	44.4%	21.1%	33.3%	30.8%	7.1%	30.8%
Don't remember	-	-	-	8.3%	-	10.5%	-	7.7%	-	7.7%
I did not read the report	12.5%	25.0%	18.2%	8.3%	-	31.6%	16.7%	7.7%	-	23.1%

**Did you have the opportunity to see the DPR's accompanying video?**

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Academia	Other
Yes	62.5%	25.0%	27.3%	75.0%	55.6%	36.8%	36.4%	38.5%	50.0%	53.8%
No	37.5%	75.0%	72.7%	25.0%	44.4%	63.2%	63.6%	61.5%	50.0%	46.2%

**To what extent was the video useful in terms of how it presented the information from the DPR? (Select only ONE response)**

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	NGO/CBO	Media	Academia	Other
Not useful at all	-	-	-	-	-	-	-	-	-	7.7%
Somewhat useful	25.0%	-	18.2%	41.7%	22.2%	21.1%	-	15.4%	28.6%	7.7%
Very useful	37.5%	25.0%	-	33.3%	33.3%	15.8%	33.3%	15.4%	21.4%	23.1%
No opinion	37.5%	75.0%	54.5%	16.7%	22.2%	52.6%	58.3%	61.5%	35.7%	38.5%
Don't remember the video	-	-	27.3%	8.3%	22.2%	10.5%	8.3%	7.7%	14.3%	23.1%

**I. Background Information****Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)\***

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
I currently collaborate with the World Bank Group	33.3%	-	36.4%	62.5%	15.4%	17.9%	26.3%	14.3%	17.6%	17.4%
I have previously collaborated with the WBG	16.7%	61.5%	18.2%	12.5%	46.2%	35.9%	21.1%	25.0%	41.2%	30.4%
Both of the above (I currently collaborate and previously have collaborated with the WBG)	33.3%	-	31.8%	25.0%	30.8%	5.1%	5.3%	10.7%	17.6%	26.1%
I have never collaborated with the WBG	16.7%	38.5%	13.6%	-	7.7%	41.0%	47.4%	50.0%	23.5%	26.1%

*\*Significantly different between stakeholder groups***Which of the following agencies of the World Bank Group do you primarily engage with in Tunisia? (Select only ONE response)\***

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
The World Bank (IBRD)	50.0%	76.9%	90.9%	93.8%	76.9%	48.7%	68.4%	64.3%	82.4%	69.6%
The International Finance Corporation (IFC)	33.3%	-	4.5%	6.3%	7.7%	15.4%	5.3%	3.6%	5.9%	8.7%
The Multilateral Investment Guarantee Agency (MIGA)	-	-	-	-	-	-	-	3.6%	-	-
Other	16.7%	23.1%	4.5%	-	15.4%	35.9%	26.3%	28.6%	11.8%	21.7%

*\*Significantly different between stakeholder groups***Do your projects involve both the World Bank and the IFC?**

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Yes	50.0%	30.8%	31.8%	-	30.8%	25.6%	21.1%	14.3%	29.4%	17.4%
No	50.0%	69.2%	68.2%	100.0%	69.2%	74.4%	78.9%	85.7%	70.6%	82.6%

**If yes, what was your view of how the two institutions work together in Tunisia? (Select only ONE response)**

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
The two institutions work well together	66.7%	25.0%	-	-	50.0%	40.0%	50.0%	25.0%	20.0%	-
The way the two institutions work together needs improvement	16.7%	50.0%	14.3%	-	50.0%	10.0%	25.0%	50.0%	20.0%	75.0%
The two institutions do not work well together	-	25.0%	-	-	-	20.0%	-	-	20.0%	-
Don't know	16.7%	-	85.7%	-	-	30.0%	25.0%	25.0%	40.0%	25.0%



**I. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Observer*	8.3%	38.5%	9.1%	12.5%	7.7%	25.6%	26.3%	42.9%	5.9%	21.7%
Use World Bank Group reports/data*	50.0%	7.7%	9.1%	18.8%	38.5%	35.9%	36.8%	25.0%	76.5%	21.7%
Engage in World Bank Group related/sponsored events/activities	33.3%	46.2%	27.3%	37.5%	30.8%	30.8%	31.6%	35.7%	41.2%	56.5%
Collaborate as part of my professional duties*	50.0%	38.5%	72.7%	62.5%	69.2%	30.8%	31.6%	14.3%	23.5%	43.5%
Use World Bank Group website for information, data, research, etc.	8.3%	0.0%	27.3%	12.5%	7.7%	30.8%	15.8%	35.7%	35.3%	34.8%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	NGO/CBO	Media	Academia	Other
Female	33.3%	61.5%	63.6%	31.3%	53.8%	23.1%	10.5%	28.6%	23.5%	30.4%
Male	66.7%	38.5%	36.4%	68.8%	46.2%	76.9%	89.5%	71.4%	76.5%	69.6%

\*Significantly different between stakeholder groups

**Appendix C: Responses to All Questions by Level of Collaboration with the WBG<sup>5</sup>****Collaborating with the WBG N=81 ● Not collaborating with the WBG N=121****A. General Issues facing Tunisia****In general, would you say that Tunisia is headed in...?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The right direction	63.0%	55.4%
The wrong direction	4.9%	16.5%
Not sure	32.1%	28.1%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Public sector governance/reform	76.5%	74.4%
Global/regional integration	3.7%	9.1%
Gender equity	1.2%	0.8%
Private sector development	21.0%	16.5%
Foreign direct investment	7.4%	9.1%
Water and sanitation	2.5%	0.8%
Anti corruption	28.4%	37.2%
Job creation/employment	42.0%	31.4%
Rural development	8.6%	8.3%
Financial markets	2.5%	2.5%
Urban development	1.2%	0.8%
Environmental sustainability	4.9%	1.7%
Equality of opportunity	8.6%	4.1%
Health	1.2%	1.7%
Social protection	4.9%	2.5%
Education	29.6%	26.4%
Poverty reduction	11.1%	9.1%
Energy	0.0%	0.8%
Transport	0.0%	2.5%
Climate change	0.0%	0.0%
Agricultural development	6.2%	4.1%
Trade and exports	1.2%	4.1%
Economic growth	18.5%	24.0%
Regulatory framework	3.7%	9.9%
Communicable/non-communicable diseases	1.2%	0.0%
Natural resource management	3.7%	4.1%
Information and communications technology	8.6%	8.3%

<sup>5</sup> For question H3, response options "I currently collaborate with the WBG" and "both of the above" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

**A. General Issues Facing Tunisia (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 Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Water and sanitation	6.2%	5.0%
Equality of opportunity	25.9%	21.5%
Economic growth	38.3%	43.8%
Climate change	0.0%	0.0%
Global/regional integration	4.9%	5.8%
Gender equity	2.5%	0.8%
Rural development	25.9%	35.5%
Urban development*	7.4%	0.0%
Regulatory framework	1.2%	3.3%
Social protection	16.0%	11.6%
Transport*	1.2%	8.3%
Communicable/non-communicable diseases	0.0%	0.8%
Information and communications technology	6.2%	2.5%
Anti corruption	19.8%	19.0%
Private sector development	19.8%	15.7%
Foreign direct investment	6.2%	6.6%
Education	27.2%	20.7%
Energy*	3.7%	0.0%
Public sector governance/reform	18.5%	25.6%
Natural resource management	2.5%	0.8%
Environmental sustainability	0.0%	0.8%
Health	2.5%	6.6%
Agricultural development	13.6%	18.2%
Job creation/employment	37.0%	38.8%
Financial markets	1.2%	0.8%
Trade and exports	6.2%	1.7%

\*Significantly different between those who collaborate with the WBG and those who do not

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Better employment opportunities for young people	35.8%	26.4%
Better employment opportunities for women	9.9%	3.3%
Greater access to micro-finance for the poor	16.0%	14.0%
Greater voice and participation for citizens to help ensure greater accountability*	12.3%	4.1%
Greater access to health and nutrition for citizens	3.7%	5.8%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	24.7%	24.8%
A growing middle class*	9.9%	21.5%
Better opportunity for the poor who live in rural areas	13.6%	11.6%
Better opportunity for the poor who live in urban areas	1.2%	4.1%
Consistent economic growth	19.8%	14.9%
More reliable social safety net	6.2%	5.8%
Greater equity of fiscal policy	21.0%	17.4%
Education and training that better ensure job opportunity*	18.5%	31.4%
Better quality public services	1.2%	6.6%
Other	1.2%	0.8%

\*Significantly different between those who collaborate with the WBG and those who do not



**A. General Issues Facing Tunisia (continued)**

**Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Tunisia? (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
A very big problem	27.2%	36.4%
A moderately big problem	58.0%	47.9%
A small problem	9.9%	9.9%
Not a problem at all	3.7%	4.1%
Don't know	1.2%	1.7%

**In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
A very serious problem	56.8%	53.7%
A somewhat serious problem	32.1%	36.4%
Not too serious problem	7.4%	8.3%
Not a problem	1.2%	1.7%
Don't know	2.5%	-

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tunisia?*	81	6.77	1.76	121	5.08	2.26

*(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between those who collaborate with the WBG and those who do not*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia.*	77	6.29	1.91	104	5.39	2.05

*(1-Not effective at all, 10-Very effective) \*Significantly different between those who collaborate with the WBG and those who do not*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's staff is well prepared to help Tunisia solve its most complicated development challenges?*	77	6.42	1.90	97	5.85	1.86

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG's support to Tunisia contributed to the successful transition period from 2011 to the presidential elections?*	70	5.91	2.09	96	5.18	2.19

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not*

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Transport	14.8%	18.2%
Agricultural development	13.6%	18.2%
Global/regional integration	4.9%	6.6%
Gender equity*	3.7%	0.0%
Public sector governance/reform	43.2%	43.8%
Health	6.2%	3.3%
Rural development	18.5%	18.2%
Foreign direct investment	3.7%	6.6%
Education	29.6%	26.4%
Energy	2.5%	4.1%
Job creation/employment	27.2%	26.4%
Financial markets	3.7%	3.3%
Urban development	3.7%	1.7%
Environmental sustainability	4.9%	3.3%
Social protection*	7.4%	1.7%
Equality of opportunity	6.2%	5.8%
Private sector development	16.0%	16.5%
Water and sanitation	4.9%	0.8%
Climate change	0.0%	0.8%
Poverty reduction	16.0%	18.2%
Trade and exports	3.7%	4.1%
Economic growth	25.9%	23.1%
Regulatory framework	3.7%	10.7%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	1.2%	0.8%
Anti corruption	14.8%	19.0%
Information and communications technology	16.0%	13.2%

\*Significantly different between those who collaborate with the WBG and those who do not

When thinking about the World Bank Group's role, which activity do you believe is of GREATEST VALUE in Tunisia?

GREATEST VALUE Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	1.2%	2.5%
Data	1.2%	6.6%
Policy advice, studies, analyses	22.2%	14.9%
Financial resources	19.8%	19.8%
Capacity development	11.1%	15.7%
Technical assistance	13.6%	14.9%
Mobilizing third party financial resources	12.3%	13.2%
Donor coordination	7.4%	3.3%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	11.1%	9.1%
Other	0.0%	0.0%



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

**When thinking about the World Bank Group's role, which activity do you believe is of SECOND GREATEST VALUE in Tunisia?**

2 <sup>nd</sup> GREATEST VALUE Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	7.4%	9.9%
Data	2.5%	6.6%
Policy advice, studies, analyses	24.7%	25.6%
Financial resources	34.6%	24.8%
Capacity development	13.6%	17.4%
Technical assistance	11.1%	5.0%
Mobilizing third party financial resources	3.7%	8.3%
Donor coordination	0.0%	0.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.2%	0.8%
Other	1.2%	0.8%

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	66	6.41	1.70	83	5.42	1.77
Citizen engagement (incorporating citizens' voices into development)*	60	5.60	2.33	75	4.13	2.06
Policy design (for clarity and better incentives to achieve development goals)	68	6.28	1.69	91	5.95	1.86

*\*Significantly different between those who collaborate with the WBG and those who do not*

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	73	7.64	1.66	105	7.67	1.68
Citizen engagement (incorporating citizens' voices into development)	73	7.53	2.17	104	7.36	2.17
Policy design (for clarity and better incentives to achieve development goals)	74	7.76	1.60	112	7.56	1.98

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Staff too inaccessible	8.6%	5.8%
Not exploring alternative policy options	11.1%	7.4%
Not collaborating enough with stakeholders outside the Government*	14.8%	30.6%
Its advice and strategies do not lend themselves to practical problem solving	9.9%	12.4%
Not enough public disclosure of its work*	19.8%	33.9%
Arrogant in its approach	8.6%	4.1%
Not client focused	3.7%	1.7%
The credibility of its knowledge/data	2.5%	1.7%
World Bank Group's processes too complex	18.5%	9.9%
Not willing to honestly criticize policies and reform efforts in the country	12.3%	10.7%
Too influenced by developed countries	7.4%	16.5%
Imposing technocratic solutions without regard to political realities	17.3%	14.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	7.4%	7.4%
Not aligned with other donors' work	2.5%	2.5%
Not aligned with country priorities	7.4%	8.3%
Not adequately sensitive to political/social realities in Tunisia	16.0%	14.9%
Other	1.2%	2.5%
Don't know	6.2%	4.1%

\*Significantly different between those who collaborate with the WBG and those who do not

Which World Bank Group's instruments do you believe are the MOST EFFECTIVE in reducing poverty and promoting "shared prosperity" in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Trust Fund management*	9.9%	2.5%
Knowledge products/services (analytical work, studies, surveys, etc.)	19.8%	22.3%
Investment lending (financing specific projects)	40.7%	50.4%
Technical assistance (advice, best practice, international experience, etc.)	38.3%	26.4%
Capacity development	21.0%	23.1%
Policy based lending / budget support to the Government	35.8%	34.7%
Multi-sectoral approaches	18.5%	20.7%
Other	0.0%	0.8%
Don't know	2.5%	5.8%

\*Significantly different between those who collaborate with the WBG and those who do not

To what extent do you believe that the World Bank Group's work and support help the poorest in Tunisia?  
(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	1.2%	4.1%
To a somewhat sufficient degree	32.1%	19.0%
To a somewhat insufficient degree	42.0%	37.2%
To a very insufficient degree	13.6%	28.1%
Don't know	11.1%	11.6%

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

In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Academia/think tanks/research institutes	30.9%	36.4%
Donor community	12.3%	6.6%
Media*	2.5%	11.6%
Local government	38.3%	27.3%
Private sector	25.9%	32.2%
Parliament*	4.9%	14.0%
NGOs/Community-based organizations (CBOs)	38.3%	28.9%
Youth/university groups	13.6%	13.2%
Beneficiaries	19.8%	13.2%
Foundations	1.2%	3.3%
Other	1.2%	4.1%
Don't know	2.5%	0.0%

\*Significantly different between those who collaborate with the WBG and those who do not

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tunisia*	79	6.72	1.65	110	5.83	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia*	75	6.15	1.87	106	5.11	2.17
The World Bank Group supports programs and strategies that are realistic for Tunisia*	78	6.41	1.90	106	5.69	2.12
The World Bank Group treats clients and stakeholders in Tunisia with respect*	75	7.19	1.92	91	6.23	2.26

\*Significantly different between those who collaborate with the WBG and those who do not

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness*	72	6.08	1.97	85	5.27	2.01
Flexibility (in terms of the institution's products and services)*	71	5.61	1.85	87	4.68	1.93
Flexibility (in terms of changing country circumstances)*	66	5.97	1.68	90	5.01	2.00
Being inclusive	56	6.34	1.88	79	5.63	2.19
Openness (sharing data and other information)*	70	6.67	2.11	91	5.60	2.29
Staff accessibility*	72	6.39	2.46	84	5.10	2.52
Straightforwardness and honesty*	69	6.96	2.21	92	5.89	2.19
Ease of access to the people at the World Bank Group who are making decisions important to my work*	72	6.56	2.41	76	4.99	2.41
Collaboration with civil society*	63	5.89	1.99	88	5.11	2.19
Collaboration with the Government	75	7.29	1.78	99	7.24	1.69
Collaboration with other donors and development partners	62	6.77	1.83	78	6.40	1.90
Collaboration with the private sector*	55	6.09	2.20	83	5.17	2.21
The speed in which it gets things accomplished on the ground*	64	6.23	1.59	81	5.00	1.87
Being a long-term partner	69	7.75	1.78	93	7.38	2.11

\*Significantly different between those who collaborate with the WBG and those who do not

To be more effective development partner in Tunisia, do you believe that the World Bank Group should have?

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
More local presence	67.9%	79.3%
The current level of local presence is adequate	27.2%	12.4%
Less local presence	1.2%	2.5%
Don't know	3.7%	5.8%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group does not do adequate follow through/follow-up	12.3%	16.5%
Poor donor coordination	6.2%	9.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	32.1%	29.8%
Lack of/inadequate levels of capacity in Government*	32.1%	19.8%
There is not an adequate level of citizen/civil society participation	24.7%	28.1%
The World Bank Group works too slowly	6.2%	5.0%
The Government works inefficiently	12.3%	17.4%
Political pressures and obstacles	22.2%	29.8%
Reforms are not well thought out in light of country challenges	33.3%	30.6%
Other	3.7%	4.1%

\*Significantly different between those who collaborate with the WBG and those who do not



**C. World Bank Group’s Sectoral 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 Tunisia? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption*	51	4.82	2.22	79	3.38	2.21
Information and communications technology	52	5.98	2.09	73	5.44	1.99
Transport	46	5.43	2.19	81	5.05	2.33
Urban development*	52	5.88	2.04	77	4.88	1.93
Environmental sustainability*	60	6.25	1.86	77	4.99	2.23
Regulatory framework*	63	6.51	1.81	83	5.34	2.07
Communicable/non-communicable diseases	27	4.89	2.39	56	5.09	2.39
Poverty reduction*	58	5.83	1.86	91	4.55	2.13
Gender equity	46	5.78	1.95	67	5.18	2.38
Private sector development*	58	5.90	2.14	84	5.02	2.14
Foreign direct investment	47	5.40	1.81	79	4.92	2.10
Water and sanitation*	56	6.30	1.80	74	5.58	1.99
Trade and exports*	44	6.09	1.80	80	4.95	2.17
Economic growth*	60	6.13	1.33	92	5.34	2.14
Energy	43	5.77	1.73	74	5.15	2.24
Public sector governance/reform*	65	6.20	1.76	94	5.00	2.33
Job creation/employment*	61	5.75	1.98	90	4.76	1.92
Financial markets*	48	5.69	1.67	74	4.76	1.98
Equality of opportunity*	43	5.30	1.66	75	4.31	2.30
Health	45	5.62	1.86	71	5.00	2.39
Rural development*	53	5.74	1.77	83	4.77	2.31
Global/regional integration	43	5.53	1.72	76	5.42	2.09
Education*	51	5.67	2.01	82	4.68	2.05
Social protection*	47	5.36	1.99	71	3.87	1.96
Climate change*	39	5.64	1.95	67	4.28	2.25
Agricultural development*	46	5.46	1.89	79	4.72	1.95
Natural resource management*	37	4.92	1.96	69	4.00	1.93

\*Significantly different between those who collaborate with the WBG and those who do not

Where are the World Bank Group’s decisions made primarily that support the program in Tunisia? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
At the Headquarters (in Washington D.C.)	66.7%	65.3%
In the country	9.9%	6.6%
Don't know	23.5%	28.1%

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group’s work help to achieve development results in Tunisia?*	76	6.00	1.45	109	5.39	1.73

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not

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

To what extent do you agree with the following statements about the World Bank Group in Tunisia?

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Tunisia*	74	5.91	1.96	102	5.13	2.08
The WBG meets Tunisia's needs for knowledge services*	76	6.01	1.85	102	5.21	2.19

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between those who collaborate with the WBG and those who do not

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the WBG measures and corrects its work in real time in Tunisia?	64	5.52	2.01	85	5.13	2.13

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

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only 1 response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Weekly	30.9%	7.4%
Monthly	24.7%	23.1%
A few times a year	35.8%	38.0%
Rarely	6.2%	25.6%
Never	2.50%	5.8%

\*Significantly different between those who collaborate with the WBG and those who do not

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	72	6.54	1.88	100	6.40	2.06
Include appropriate level of stakeholder involvement during preparation	72	5.74	1.57	86	5.41	2.08
Lead to practical solutions	71	5.72	1.90	103	5.32	1.96
Are accessible (well written and easy to understand)	77	6.32	2.06	106	6.15	2.20
Are source of relevant information on global good practices	77	7.08	2.04	105	6.83	2.15
Are adequately disseminated*	73	6.18	2.11	103	4.92	2.36
Are translated enough into local language	69	5.59	2.28	94	5.17	2.75
Are adaptable to Tunisia's specific development challenges and country circumstances	73	5.99	1.70	105	5.46	2.03

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not



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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	76	6.43	1.46	103	6.02	1.91
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	76	7.07	1.56	99	7.03	1.76

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

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

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	58	5.83	2.32	76	4.54	2.43
The WBG effectively monitors and evaluates the projects and programs it supports	71	6.63	2.01	100	6.12	2.09
The WBG's approvals and reviews are done in a timely fashion	67	5.99	1.81	85	5.40	2.02
The WBG's "Safeguard Policy" requirements are reasonable*	54	5.98	1.67	72	5.03	1.81
The WBG's conditions on its lending are reasonable*	61	5.66	2.00	96	4.77	2.33
The World Bank Group takes decisions quickly in Tunisia*	54	5.74	1.81	82	4.85	2.22
Working with the WBG increases Tunisia's institutional capacity*	76	6.84	1.58	105	6.11	1.99
Where country systems are adequate, the World Bank Group makes appropriate use of them	56	6.36	2.10	81	6.27	2.06
The World Bank Group provides effective implementation support*	65	6.58	1.74	93	5.84	1.98

\*Significantly different between those who collaborate with the WBG and those who do not

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the WBG's work helps to find solutions that promote private public partnerships in Tunisia?*	63	6.16	1.85	92	5.50	2.14

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between those who collaborate with the WBG and those who do not

Which of the following best describes the way the World Bank Group operates in Tunisia? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group takes too much risk in Tunisia	3.7%	2.5%
The World Bank Group does not take enough risk in Tunisia	37.0%	55.4%
The World Bank Group's approach to risk is appropriate	40.7%	24.8%
Don't know	18.5%	17.4%

Which of the following best describes the World Bank Group's support in Tunisia? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Tunisia	51.9%	45.5%
The World Bank Group is not sufficiently selective in Tunisia, and it is involved in too many areas of development	27.2%	28.9%
Don't know	21.0%	25.6%

**F. The Future Role of the World Bank Group in Tunisia**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	21.0%	25.6%
Ensure greater selectivity in its work	7.4%	8.3%
Offer more innovative financial products	16.0%	19.8%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	16.0%	9.9%
Reach out more to groups outside of Government	21.0%	28.9%
Work faster	3.7%	6.6%
Improve the quality of its experts as related to Tunisia's specific challenges	16.0%	12.4%
Offer more innovative knowledge services	13.6%	9.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	18.5%	19.8%
Increase the level of capacity development in the country	32.1%	28.9%
Reduce the complexity of obtaining World Bank Group financing	17.3%	19.8%
Other	4.9%	2.5%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Financial services	19.8%	24.8%
Knowledge products	33.3%	24.0%
Convening services	7.4%	14.9%
None of the above	-	3.3%
The combination is appropriate for Tunisia	32.1%	29.8%
Don't know	7.4%	3.3%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Periodicals	19.8%	24.0%
International newspapers	11.1%	14.9%
Local radio	16.0%	21.5%
International radio	2.5%	0.8%
Local television	16.0%	12.4%
International television*	4.9%	14.9%
Local newspapers	13.6%	12.4%
Internet	65.4%	59.5%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	24.7%	19.0%
Other	8.6%	8.3%

\*Significantly different between those who collaborate with the WBG and those who do not

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Direct contact with World Bank Group	45.7%	36.4%
e-Newsletters	39.5%	45.5%
World Bank Group's seminars/workshops/ conferences	46.9%	37.2%
World Bank Group's publications and other written materials	18.5%	20.7%
World Bank Group's website	25.9%	27.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	8.6%	19.0%
Mobile phones	4.9%	3.3%
Other	1.2%	1.7%

\*Significantly different between those who collaborate with the WBG and those who do not

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	50.6%	23.1%
No	49.4%	76.9%

\*Significantly different between those who collaborate with the WBG and those who do not

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	39.5%	17.4%
No	60.5%	82.6%

\*Significantly different between those who collaborate with the WBG and those who do not

Were you able to obtain this information?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	87.5%	71.4%
No	12.5%	28.6%

Do you have access to the Internet?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	93.8%	96.7%
No	6.2%	3.3%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	93.8%	73.6%
No	6.2%	26.4%

\*Significantly different between those who collaborate with the WBG and those who do not

Do you currently consult the World Bank Group social media sites?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	46.9%	31.4%
No	53.1%	68.6%

\*Significantly different between those who collaborate with the WBG and those who do not

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

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
High speed/WiFi	87.7%	90.9%
Dial-up	12.3%	9.1%

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

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	71	7.15	1.79	82	6.87	2.02
I find the information on the World Bank Group's websites useful.	72	7.49	1.37	83	7.10	1.62
The WBG's social media channels are valuable sources of information about the institution	48	6.69	2.44	47	6.40	2.34
When I need information from the WBG I know how to find it*	74	6.47	2.54	91	5.44	2.89
The WBG is responsive to my information requests and inquiries*	57	7.19	2.05	50	5.84	2.60

\*Significantly different between those who collaborate with the WBG and those who do not

**H. World Bank Group's Publication: Development Policy Review (DPR)**

Have you heard or read anything about the World Bank Group's most recent Development Policy Review (DPR) titled "The Unfinished Revolution: Bringing opportunity, good jobs and greater wealth to all Tunisia"?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	71.6%	47.1%
No	28.4%	52.9%

\*Significantly different between those who collaborate with the WBG and those who do not

Only those who indicated that they had heard or read about the WBG's most recent DPR were asked to complete the remaining questions in this section.

Have you read/consulted this Development Policy Review?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	87.9%	75.4%
No	12.1%	24.6%

Have you attended any meetings/workshops/conferences/events where the DPR was discussed and/or presented?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	75.9%	31.6%
No	24.1%	68.4%

\*Significantly different between those who collaborate with the WBG and those who do not

**H. World Bank Group's Publication: Development Policy Review (DPR) (continued)**

Where did you first hear/read about this DPR? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Television	1.7%	1.8%
Newspaper	1.7%	3.5%
Internet	17.2%	36.8%
World Bank Group's website	5.2%	3.5%
World Bank Group's event	48.3%	14.0%
Word of mouth	10.3%	10.5%
Other	8.6%	19.3%
Don't remember	6.9%	10.5%

In which language did you hear/read about this DPR? (Select only ONE response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Arabic	8.6%	-
English	17.2%	5.3%
French	72.4%	89.5%
Tunisi	-	1.8%
Don't remember	-	3.5%
I did not read the report	1.7%	-

*\*Significantly different between those who collaborate with the WBG and those who do not*

	Collaborating with the WBG			Not Collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe this DPR raised substantive new information and insight about economic conditions in Tunisia, that you were not aware of prior to reading?	54	6.35	2.25	45	6.11	1.90
To what extent do you believe that this DPR provided you with information that you could use and apply practically in the work you do?	53	6.13	2.33	44	6.16	2.42

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

If you read the DPR, how much of it do you think you read? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The entire report	20.7%	12.3%
Most of the report	37.9%	29.8%
Just a few sections of the report	27.6%	33.3%
Don't remember	1.7%	7.0%
I did not read the report	12.1%	17.5%

Did you have the opportunity to see the DPR's accompanying video?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	64.9%	28.1%
No	35.1%	71.9%

*\*Significantly different between those who collaborate with the WBG and those who do not*

**H. World Bank Group's Publication: Development Policy Review (DPR) (continued)**

To what extent was the video useful in terms of how it presented the information from the DPR? (Select only ONE response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Not useful at all	1.7%	-
Somewhat useful	24.1%	14.0%
Very useful	34.5%	10.5%
No opinion	27.6%	61.4%
Don't remember the video	12.1%	14.0%

\*Significantly different between those who collaborate with the WBG and those who do not

**I. Background Information**

Which of the following agencies of the World Bank Group do you primarily engage with in Tunisia? (Select only ONE response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank (IBRD)	81.5%	62.0%
The International Finance Corporation (IFC)	14.8%	5.0%
The Multilateral Investment Guarantee Agency (MIGA)	-	.8%
Other	3.7%	32.2%

\*Significantly different between those who collaborate with the WBG and those who do not

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	38.3%	14.0%
No	61.7%	86.0%

\*Significantly different between those who collaborate with the WBG and those who do not

If yes, what was your view of how the two institutions work together in Tunisia? (Select only ONE response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The two institutions work well together	41.9%	11.8%
The way the two institutions work together needs improvement	32.3%	23.5%
The two institutions do not work well together	-	23.5%
Don't know	25.8%	41.2%

\*Significantly different between those who collaborate with the WBG and those who do not

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Observer*	3.7%	33.9%
Use World Bank Group reports/data	25.9%	34.7%
Engage in World Bank Group related/sponsored events/activities*	49.4%	28.1%
Collaborate as part of my professional duties*	61.7%	26.4%
Use World Bank Group website for information, data, research, etc.*	14.8%	30.6%

\*Significantly different between those who collaborate with the WBG and those who do not

What's your gender?

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Female	38.3%	30.6%
Male	61.7%	69.4%



## Appendix D: Responses to Selected Questions by Year

*Comparing responses across Country Opinion Surveys (COS) reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Unfortunately, only 58 respondents completed the FY12 COS. Hence, the comparisons presented here should be considered provisional.*

Respondent Distribution	FY12		FY15	
	N	%	N	%
Office of the President/Minister	1	1.7%	12	5.9%
Government institutions (includes Office of Parliamentarian, employees of ministries, independent government institutions, and PMU/Consultants on WBG supported projects)	16	27.6%	59	29.2%
Local government	0	0.0%	5	2.5%
Bilateral/multilateral agencies (includes international partners)	2	3.4%	13	6.4%
Private sector (includes financial sector/private banks)	9	15.5%	9	19.3%
Academia	3	5.2%	17	8.4%
Media	18	31.0%	28	13.9%
Civil society (includes NGOs/CBOs, trade unions, and youth groups)	4	6.9%	21	10.4%
Other	5	8.6%	8	4.0%
<b>Total Number of Respondents</b>	<b>58</b>	<b>100%</b>	<b>202</b>	<b>100%</b>

### A. General Issues facing Tunisia

In general, would you say that Tunisia is headed in...?

Percentage of Respondents	FY12	FY15
The right direction*	31.0%	58.4%
The wrong direction	15.5%	11.9%
Not sure*	53.4%	29.7%

\*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tunisia?	58	5.34	2.52	202	5.76	2.23

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia.	49	6.22	1.96	181	5.77	2.04

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tunisia solve its most complicated development challenges?*	50	6.84	1.82	174	6.10	1.90

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY12

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tunisia*	51	5.41	2.08	189	6.20	2.03
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	50	5.34	2.22	181	5.54	2.11
The World Bank Group supports programs and strategies that are realistic for Tunisia	51	6.14	1.97	184	5.99	2.06
The World Bank Group treats clients and stakeholders in Tunisia with respect*	47	7.55	1.73	166	6.66	2.16

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY15 and FY12

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Responsiveness	41	5.41	1.79	157	5.64	2.03
Flexibility (in terms of the institution's products and services)	43	5.58	1.83	158	5.09	1.94
Flexibility (in terms of changing country circumstances)	43	5.40	1.55	156	5.42	1.93
Being inclusive	35	5.86	1.79	135	5.93	2.09
Openness (sharing data and other information)	44	6.07	1.77	161	6.07	2.27
Staff accessibility	42	5.71	2.20	156	5.69	2.57
Straightforwardness and honesty	42	6.81	1.78	161	6.35	2.26
Collaboration with civil society*	41	6.17	1.95	151	5.44	2.14
Collaboration with the Government	46	6.89	1.69	174	7.26	1.72
Collaboration with other donors and development partners	38	6.58	1.59	140	6.56	1.87

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY12



**C. World Bank Group's 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 Tunisia?** (1-Not effective at all, 10-Very effective)

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Anti corruption	40	4.15	2.43	130	3.95	2.31
Information and communications technology	43	5.40	2.32	125	5.66	2.04
Transport (e.g., roads, bridges, transportation)	43	5.88	2.27	127	5.19	2.28
Urban development	42	5.62	1.89	129	5.29	2.03
Regulatory framework	41	5.29	2.14	146	5.84	2.04
Poverty reduction	42	5.31	2.05	149	5.05	2.12
Gender equity	30	5.30	2.28	113	5.42	2.23
Private sector development	37	5.14	2.06	142	5.38	2.18
Foreign direct investment	33	5.45	1.72	126	5.10	2.00
Water and sanitation	41	6.17	2.04	130	5.89	1.93
Trade and exports	38	5.39	2.01	124	5.35	2.11
Economic growth	42	5.81	1.99	152	5.65	1.90
Energy	38	5.79	1.63	117	5.38	2.08
Job creation/employment	42	4.69	2.15	151	5.16	2.00
Financial markets	38	5.58	1.77	122	5.12	1.91
Equality of opportunity (i.e., equity)	37	4.54	2.33	118	4.67	2.14
Health	41	5.49	2.08	116	5.24	2.21
Global/regional integration	41	5.56	2.18	119	5.46	1.96
Education	44	5.48	2.03	133	5.06	2.08
Social protection (e.g., pensions, targeted social assistance)	34	4.24	1.83	118	4.47	2.10

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tunisia?*	50	6.22	1.82	185	5.64	1.65

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY12

**To what extent do you agree with the following statements about the World Bank Group in Tunisia?**

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Tunisia	48	5.46	1.87	176	5.45	2.06
The World Bank Group meets Tunisia's needs for knowledge services	50	5.98	2.03	178	5.55	2.09

(1-Strongly disagree, 10-Strongly agree)

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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only one response)

Percentage of Respondents	FY12	FY15
Weekly	10.3%	16.8%
Monthly	19.0%	23.8%
A few times a year	46.6%	37.1%
Rarely	19.0%	17.8%
Never	5.2%	4.5%

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Are timely*	41	5.66	2.24	172	6.46	1.98
Include appropriate level of stakeholder involvement during preparation	43	5.86	1.78	158	5.56	1.87
Lead to practical solutions*	44	6.14	1.76	174	5.48	1.94
Are accessible (well written and easy to understand)	46	5.93	1.91	183	6.22	2.14
Are source of relevant information on global good practices	45	7.07	1.70	182	6.93	2.10
Are adequately disseminated	40	6.02	1.95	176	5.44	2.34
Are translated enough into local language*	40	6.18	2.21	163	5.35	2.56
Are adaptable to Tunisia's specific development challenges and country circumstances	45	6.09	1.81	178	5.67	1.92

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY15 and FY12

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	51	6.43	1.85	179	6.20	1.74
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	52	7.37	1.62	175	7.05	1.67

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

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

To what extent do you agree/disagree with the following statements?

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	38	5.18	1.80	134	5.10	2.46
The World Bank Group effectively monitors and evaluates the projects and programs it supports	51	6.41	1.58	171	6.33	2.06
The World Bank Group's approvals and reviews are done in a timely fashion	43	5.47	1.78	152	5.66	1.94
The World Bank Group's "Safeguard Policy" requirements are reasonable*	36	6.11	1.53	126	5.44	1.80
The World Bank Group's conditions on its lending are reasonable*	43	6.19	1.71	157	5.11	2.25
Working with the WBG increases Tunisia's institutional capacity	50	6.68	1.82	181	6.42	1.86
Where country systems are adequate, the World Bank Group makes appropriate use of them	38	6.39	2.01	137	6.31	2.07
The World Bank Group provides effective implementation support	45	6.29	1.60	158	6.15	1.92

(1-Strongly disagree, 10-Strongly agree) \*Significantly different between FY15 and FY12

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY12	FY15
Yes	21.4%	34.2%
No	78.6%	65.8%

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

Percentage of Respondents	FY12	FY15
Yes	27.5%	26.2%
No	72.5%	73.8%

Were you able to obtain this information?

Percentage of Respondents	FY12	FY15
Yes	83.9%	92.6%
No	16.1%	7.4%

Do you have access to the Internet?

Percentage of Respondents	FY12	FY15
Yes	93.0%	95.5%
No	7.0%	4.5%

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

Percentage of Respondents	FY12	FY15
Yes	75.4%	81.7%
No	24.6%	18.3%

**G. Communication and Information Sharing**

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	40	6.62	1.69	153	7.00	1.92
I find the information on the World Bank Group's websites useful.	39	7.21	1.30	155	7.28	1.52
When I need information from the World Bank Group I know how to find it	43	5.40	2.66	165	5.90	2.78
The World Bank Group is responsive to my information requests and inquiries	25	6.24	2.51	107	6.56	2.41

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?

Percentage of Respondents	FY12	FY15
I currently collaborate with the WBG	53.4%	40.1%
I am not currently collaborating with the WBG	46.6%	59.9%

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

Percentage of Respondents (Responses combined)	FY12	FY15
Observer	21.1%	21.8%
Use World Bank Group reports/data	38.6%	31.2%
Engage in World Bank Group related/sponsored events/activities	50.9%	36.6%
Collaborate as part of my professional duties	29.8%	40.6%
Use World Bank Group website for information, data, research, etc.	22.8%	24.3%



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Tunisia? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia.	5.39	6.29	5.85	5.49	5.77	5.78	5.80	5.73	5.76	5.79	5.76	5.82
Overall the World Bank Group currently plays a relevant role in development in Tunisia	5.83	6.72	6.51	5.16	5.97	6.70	6.03	6.50	5.93	6.60	6.16	6.33
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	5.11	6.15	5.73	4.93	5.44	5.75	5.45	5.70	5.38	5.80	5.58	5.43
Responsiveness	5.27	6.08	5.67	5.53	5.61	5.71	5.47	5.92	5.66	5.62	5.66	5.58
Flexibility (in terms of the institution's products and services)	4.68	5.61	5.14	4.89	5.15	4.98	5.09	5.10	4.97	5.26	5.12	5.03
Flexibility (in terms of changing country circumstances)	5.01	5.97	5.39	5.52	5.46	5.34	5.19	5.81	5.30	5.58	5.49	5.18
Being inclusive	5.63	6.34	6.00	5.63	5.90	5.96	6.09	5.62	5.79	6.13	5.80	6.37
Openness (sharing data and other information)	5.60	6.67	6.14	5.77	5.99	6.22	6.10	6.02	5.89	6.29	6.13	5.86
Staff accessibility	5.10	6.39	5.80	5.19	5.58	5.89	5.72	5.65	5.48	5.94	5.83	5.25
Straightforwardness and honesty	5.89	6.96	6.63	5.31	6.26	6.54	6.34	6.36	6.05	6.76	6.26	6.67
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.99	6.56	5.84	5.26	5.83	5.58	5.62	5.95	5.42	6.11	5.78	5.66
Collaboration with civil society	5.11	5.89	5.40	5.56	5.38	5.55	5.36	5.58	5.44	5.44	5.56	5.05
Collaboration with the Government	7.24	7.29	7.24	7.36	7.16	7.47	7.21	7.37	7.40	7.08	7.19	7.51
Collaboration with other donors and development partners	6.40	6.77	6.59	6.48	6.52	6.65	6.48	6.72	6.61	6.51	6.48	6.90
Collaboration with the private sector	5.17	6.09	5.61	5.25	5.35	5.86	5.39	5.80	5.54	5.54	5.58	5.38
The speed in which it gets things accomplished on the ground	5.00	6.23	5.65	5.08	5.62	5.40	5.50	5.62	5.44	5.68	5.45	5.88
Being a long-term partner	7.38	7.75	7.66	7.09	7.58	7.46	7.39	7.82	7.51	7.57	7.38	8.08
To what extent does the World Bank Group's work help to achieve development results in Tunisia?	5.39	6.00	5.78	5.14	5.57	5.77	5.58	5.74	5.56	5.76	5.66	5.58
The World Bank Group's financial instruments meet the needs of Tunisia	5.13	5.91	5.69	4.62	5.30	5.78	5.37	5.61	5.23	5.78	5.40	5.62
The World Bank Group meets Tunisia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.21	6.01	5.69	5.08	5.46	5.73	5.40	5.80	5.47	5.66	5.49	5.74
Are adaptable to Tunisia's specific development challenges and country circumstances	5.46	5.99	5.76	5.37	5.66	5.70	5.75	5.54	5.58	5.83	5.59	5.91
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.02	6.43	6.36	5.67	6.12	6.36	6.08	6.39	6.05	6.42	6.14	6.37
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.03	7.07	7.12	6.76	6.84	7.43	7.09	6.97	7.10	6.97	6.90	7.47
The World Bank Group takes decisions quickly in Tunisia	4.85	5.74	5.37	4.57	5.11	5.40	5.42	4.81	4.97	5.53	5.06	5.73
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.27	6.36	6.41	6.00	6.08	6.80	6.41	6.11	6.40	6.15	6.08	7.03

Yellow highlight indicates significant difference between Yes and No means.



## Appendix F: Tunisia FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Tunisia**

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Tunisia or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Tunisia, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Tunisia.

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

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

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

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

#### **SECTION A: GENERAL ISSUES FACING TUNISIA**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Tunisia.</b>			
<b>Please identify which of the following you consider the most important development priorities in Tunisia? (Choose no more than THREE)</b>			
1	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15	Social protection (e.g., pensions, targeted social assistance)
2	Global/regional integration	16	Education
3	Gender equity	17	Poverty reduction
4	Private sector development	18	Energy
5	Foreign direct investment	19	Transport (e.g., roads, bridges, transportation)
6	Water and sanitation	20	Climate change (e.g., mitigation, adaptation)
7	Anti corruption	21	Agricultural development
8	Job creation/employment	22	Trade and exports
9	Rural development	23	Economic growth
10	Financial markets	24	Regulatory framework
11	Urban development	25	Communicable/non-communicable diseases
12	Environmental sustainability	26	Natural resource management (e.g., oil, gas, mining)
13	Equality of opportunity (i.e., equity)	27	Information and communications technology
14	Health		

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tunisia? (Choose no more than THREE)</b>			
1	Water and sanitation	14	Anti corruption
2	Equality of opportunity (i.e., equity)	15	Private sector development
3	Economic growth	16	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	17	Education
5	Global/regional integration	18	Energy
6	Gender equity	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	20	Natural resource management (e.g., oil, gas, mining)
8	Urban development	21	Environmental sustainability
9	Regulatory framework	22	Health
10	Social protection (e.g., pensions, targeted social assistance)	23	Agricultural development
11	Transport (e.g., roads, bridges, transportation)	24	Job creation/employment
12	Communicable/non-communicable diseases	25	Financial markets
13	Information and communications technology	26	Trade and exports

**SECTION A: GENERAL ISSUES**

**A4. The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Tunisia? (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	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Tunisia? (Select only ONE response)**

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

**A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)**

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know



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

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

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

<b>B3. To what extent do you believe the World Bank Group’s support to Tunisia contributed to the successful transition period from 2011 to the presidential elections?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. To what extent do you believe the World Bank Group’s staff is well prepared (e.g., skills and knowledge) to help Tunisia solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B5. When thinking about how the World Bank Group can have the most impact on development results in Tunisia, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tunisia? (Choose no more than THREE)</b>										
1	Transport (e.g., roads, bridges, transportation)	15	Social protection (e.g., pensions, targeted social assistance)							
2	Agricultural development	16	Equality of opportunity (i.e., equity)							
3	Global/regional integration	17	Private sector development							
4	Gender equity	18	Water and sanitation							
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Climate change (e.g., mitigation, adaptation)							
6	Health	20	Poverty reduction							
7	Rural development	21	Trade and exports							
8	Foreign direct investment	22	Economic growth							
9	Education	23	Regulatory framework							
10	Energy	24	Communicable/non-communicable diseases							
11	Job creation/employment	25	Natural resource management (e.g., oil, gas, mining)							
12	Financial markets	26	Anti corruption							
13	Urban development	27	Information and communications technology							
14	Environmental sustainability									



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

<b>B6. When thinking about the World Bank Group’s role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

**How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Tunisia? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)**

		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
<b>B7</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B9</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**When thinking about how to improve capacity building in Tunisia to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond “Don’t know”)**

		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
<b>B10</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B12</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B13. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)**

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Tunisia
17	Other (please specify): _____
18	Don't know

**B14. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Tunisia? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

**B15. To what extent do you believe that the World Bank Group's work and support help the poorest in Tunisia? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know



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

**B16. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Academia/think tanks/research institutes	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
<b>B17</b>	Overall the World Bank Group currently plays a relevant role in development in Tunisia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	The World Bank Group supports programs and strategies that are realistic for Tunisia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	The World Bank Group treats clients and stakeholders in Tunisia with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

		To no degree at all										To a very significant degree	Don't know
<b>B21</b>	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B27</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B28</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B29</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B30</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B31</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B32</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B33</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B34</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

**B35. To be a more effective development partner in Tunisia, do you believe that the World Bank Group should have... ? (Select only ONE response)**

<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know
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**B36. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)**

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

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

**C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Tunisia?** (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	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"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>C2. Where are the World Bank Group's decisions made primarily that support the program in Tunisia? (Select only ONE response)</b>	
1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Tunisia?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in Tunisia?</b>												
		Strongly disagree								Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Tunisia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	The World Bank Group meets Tunisia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Tunisia?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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



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

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

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

<b>D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>Not significant at all</b>									<b>Very significant</b>		<b>Don't know</b>	

<b>D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
<b>Very low technical quality</b>									<b>Very high technical quality</b>		<b>Don't know</b>	



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

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Tunisia											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Tunisia's institutional capacity											<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Tunisia?</b>													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		To no degree at all										To a very significant degree	Don't know

<b>E11. Which of the following best describes the way the World Bank Group operates in Tunisia? (Select only one response)</b>	
1	The World Bank Group takes too much risk in Tunisia
2	The World Bank Group does not take enough risk in Tunisia
3	The World Bank Group's approach to risk is appropriate
4	Don't know

<b>E12. Which of the following best describes the WBG's support in Tunisia? (Select only one response)</b>	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Tunisia
2	The World Bank Group is not sufficiently selective in Tunisia, and it is involved in too many areas of development
3	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TUNISIA**

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

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

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

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

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

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

**G9. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

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

**SECTION H: WORLD BANK GROUP'S PUBLICATION: DEVELOPMENT POLICY REVIEW (DPR)**

<b>H1</b>	Have you heard or read anything about the World Bank Group's most recent Development Policy Review (DPR) titled "The Unfinished Revolution: Bringing opportunity, good jobs and greater wealth to all Tunisia"? <b>(If YES please go to Question H2; if NO please go to Section I: Background Information)</b>	Yes	No
<b>H2</b>	Have you read/consulted this Development Policy Review?	Yes	No
<b>H3</b>	Have you attended any meetings/workshops/conferences/events where the DPR was discussed and/or presented?	Yes	No

<b>H4. Where did you first hear/read about this DPR? (Select only ONE response)</b>			
1	Television	5	World Bank Group's event
2	Newspaper	6	Word of mouth
3	Internet	7	Other (please specify): _____
4	World Bank Group's website	8	Don't remember

<b>H5. In which language did you hear/read about this DPR? (Select only ONE response)</b>			
1	Arabic	4	Tunisi
2	English	5	Don't remember
3	French	6	I did not read the report

<b>H6. To what extent do you believe this Development Policy Review raised substantive new information and insight about economic conditions in Tunisia, that you were not aware of prior to reading?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>H7. To what extent do you believe that this Development Policy Review provided you with information that you could use and apply practically in the work you do?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>H8. If you read the DPR, how much of it do you think you read? (Select only ONE response)</b>	
1	The entire report
2	Most of the report
3	Just a few sections of the report
4	Don't remember
5	I did not read the report

**SECTION H: WORLD BANK GROUP'S PUBLICATION: DEVELOPMENT POLICY REVIEW (DPR)**

<b>H9</b>	<b>Did you have the opportunity to see the DPR's accompanying video?</b>	<b>Yes</b>	<b>No</b>
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<b>H10. To what extent was the video useful in terms of how it presented the information from the DPR? (Select only ONE response)</b>	
1	Not useful at all
2	Somewhat useful
3	Very useful
4	No opinion
5	Don't remember the video

**SECTION I: BACKGROUND INFORMATION**

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

<b>12. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>13. Which one of the following best describes your level of interaction with the World Bank Group (IBRD, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION I: BACKGROUND INFORMATION**

**14. Which of the following agencies of the World Bank Group do you primarily engage with in Tunisia? (Select only ONE response)**

- |   |   |
|---|---|
| 1 | The World Bank (IBRD)                               |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**15. Do your projects involve both the World Bank and the IFC? (If YES please go to Question H6; If NO please go to H7)**

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**16. If yes, what was your view of how the two institutions work together in Tunisia? (Select only ONE response)**

- |   |  |
|---|--|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know   |

**17. Which of the following describes most of your exposure to the World Bank Group in Tunisia? (Choose no more than TWO)**

- |   |   |
|---|---|
| 1 | Observer (i.e., follow in media, discuss in informal conversations, etc.) |
| 2 | Use World Bank Group reports/data   |
| 3 | Engage in World Bank Group related/sponsored events/activities            |
| 4 | Collaborate as part of my professional duties                             |
| 5 | Use World Bank Group website for information, data, research, etc.        |

**18. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**19. Which best represents your geographic location?**

- |   |                         |
|---|-------------------------|
| 1 | Tunis                   |
| 2 | Coastal cities          |
| 3 | Rural/mountainous areas |
| 4 | Other urban centers     |
| 5 | Other: _____            |

**Thank you for completing the survey!**