

FY 2017 Central African Republic Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



July 2017



Acknowledgements

The Central African Republic (CAR) 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the CAR country team and François Batawaligba, a local independent consultant. In particular, PORG is grateful for the support from Edmond Badge Dingamhoudou (Communications Officer) who coordinated the survey related activities from N'Djamena, Chad.



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 the Central African Republic (CAR) perceive the WBG. The survey explored:

- *General Issues Facing CAR*
- *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 CAR*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to April 2017, 471 stakeholders of the WBG in the CAR 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, 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 270 stakeholders participated in the survey (57% response rate). Respondents either received the questionnaires via post, courier, or email and returned it accordingly, or completed the questionnaire with the fielding consultant.

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.

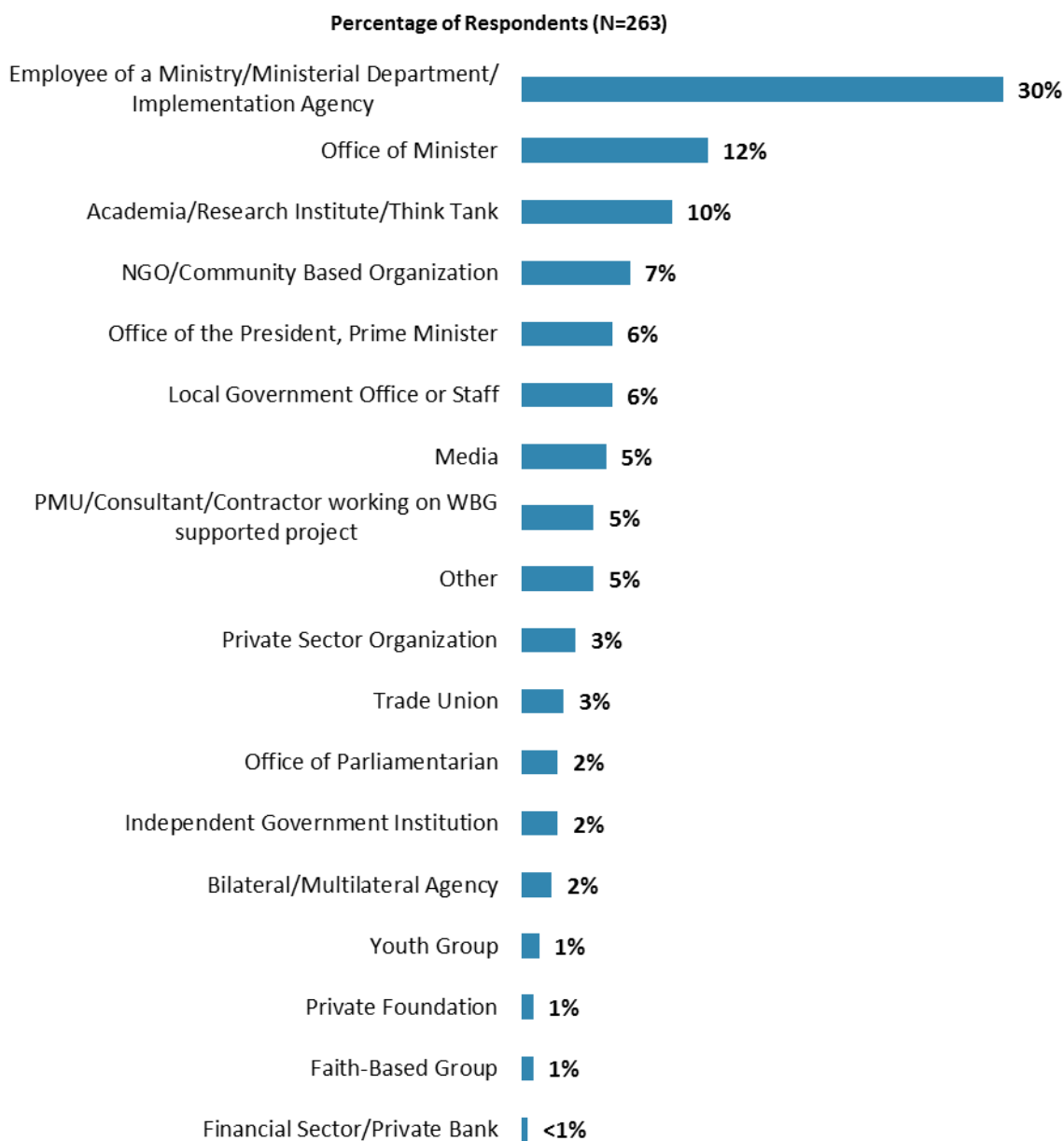
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate was 50%, N=322). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'12 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 98).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the financial sector/private banks were combined with respondents from private sector organizations; respondents from NGOs/community based organizations, trade unions, youth groups, private foundations, and faith-based groups were combined in the “CSO” category; and the small number of respondents from the office of parliamentarian, independent government institutions, and bilateral/multilateral agencies were included in the “Other” category. There were no respondents from the judiciary branch.

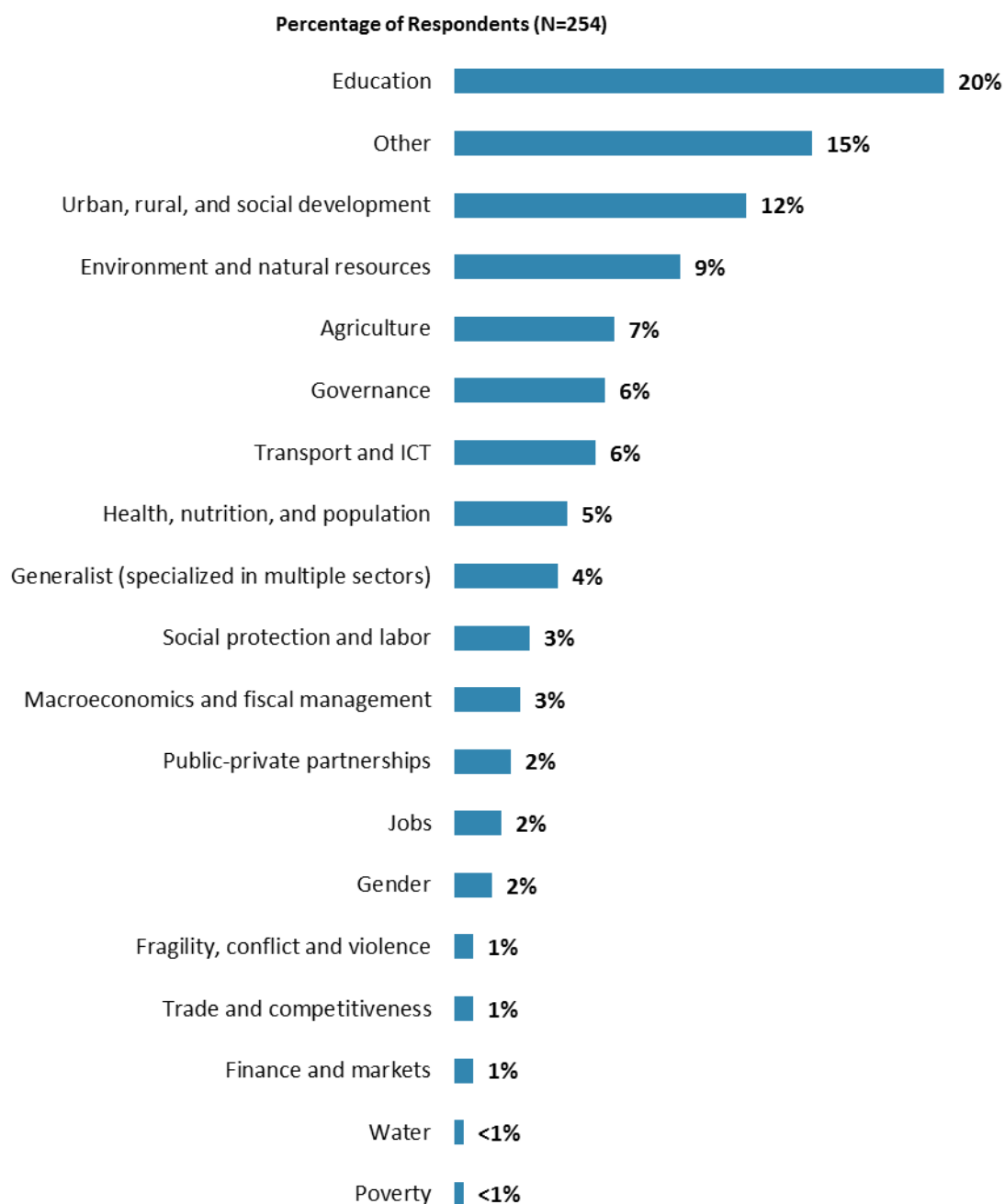


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



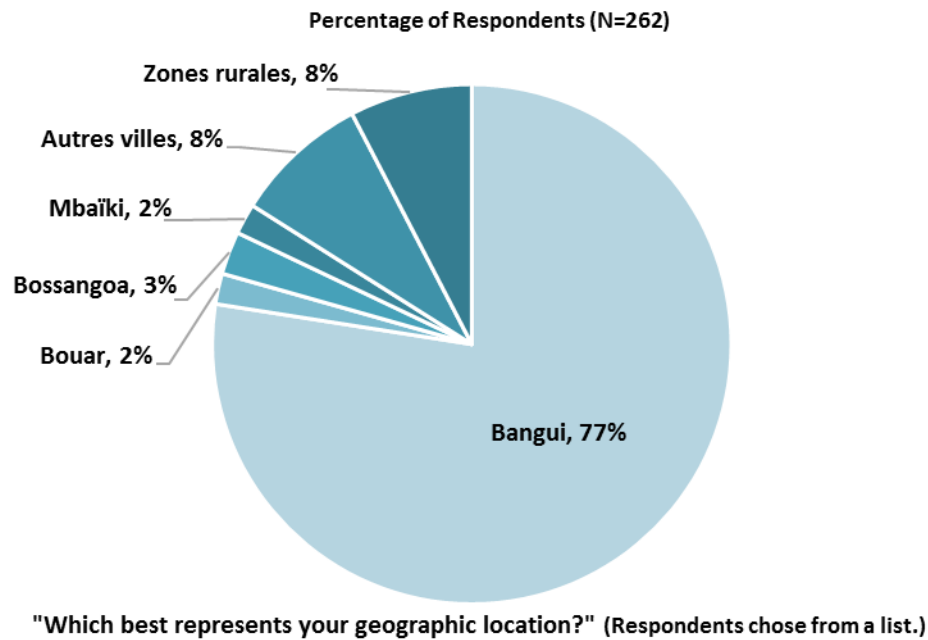
"Please identify the primary specialization of your work." (Respondents chose from a list.)



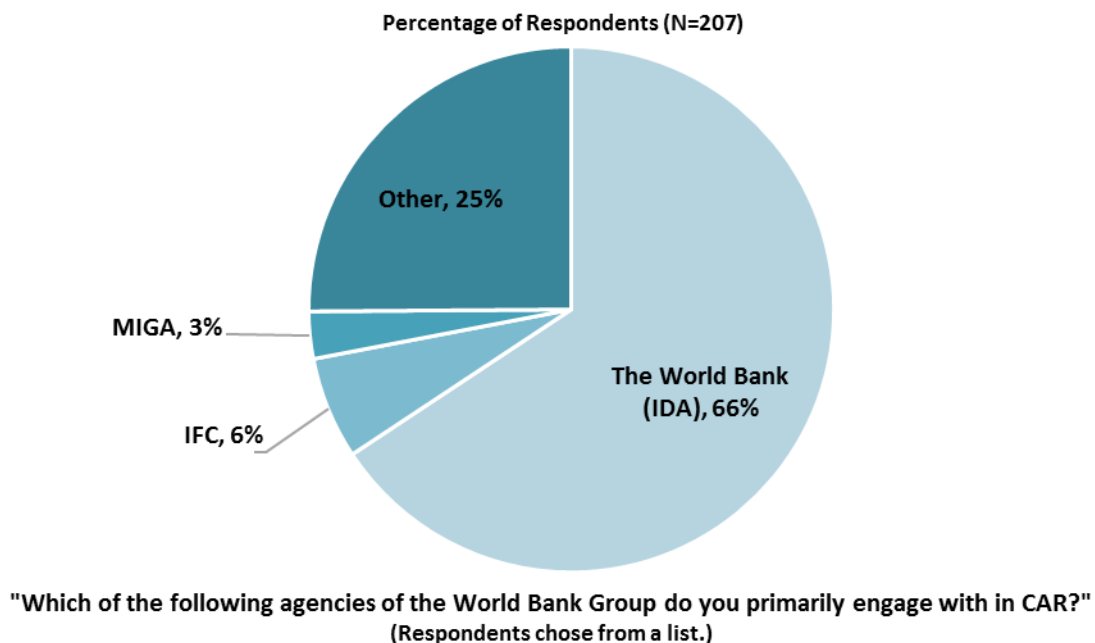
III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from Bouar, Bossangoa, Mbaïki, other cities, and rural areas were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 88).



Exposure to Agencies within the World Bank Group

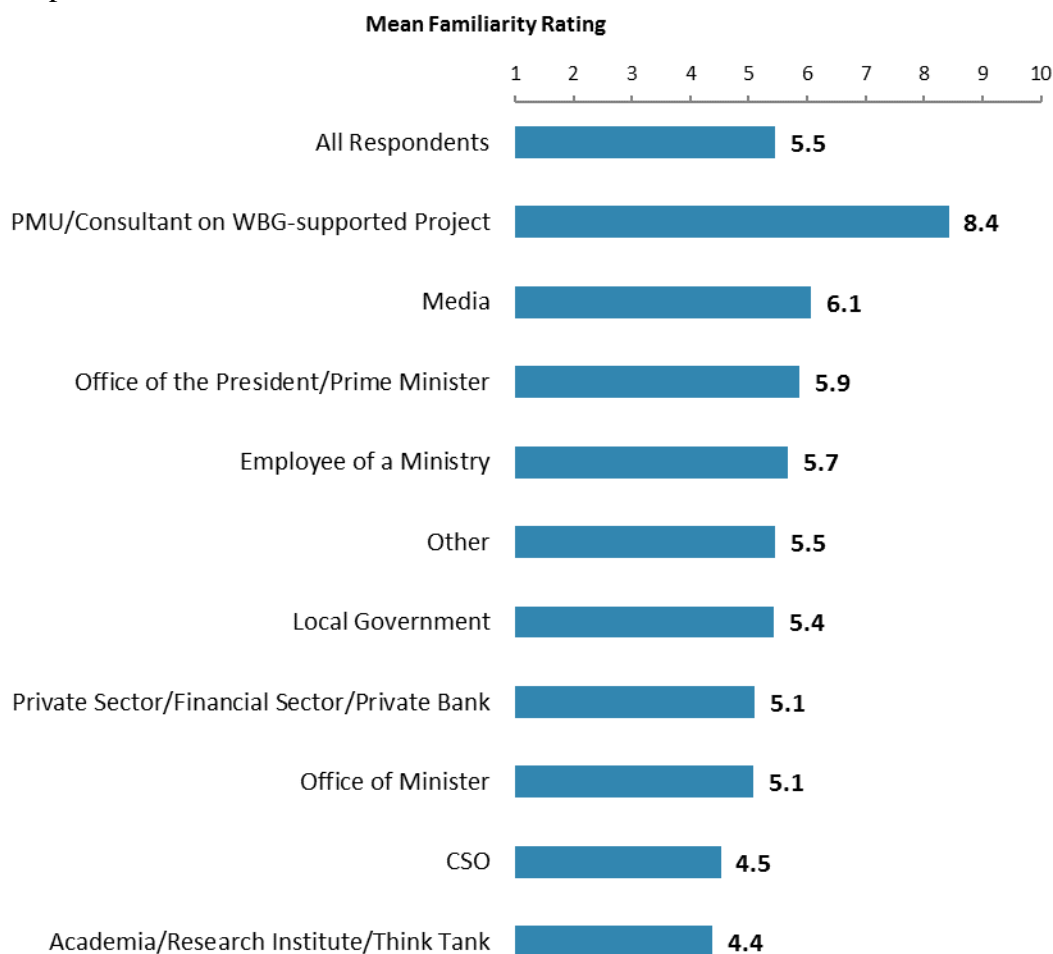




III. Demographics of the Sample (continued)

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 (weighted mean in FY'17 = 5.4; weighted mean in FY'12 = 5.0)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in CAR, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in CAR, and the extent to which the WBG contributes to the country's development results.



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

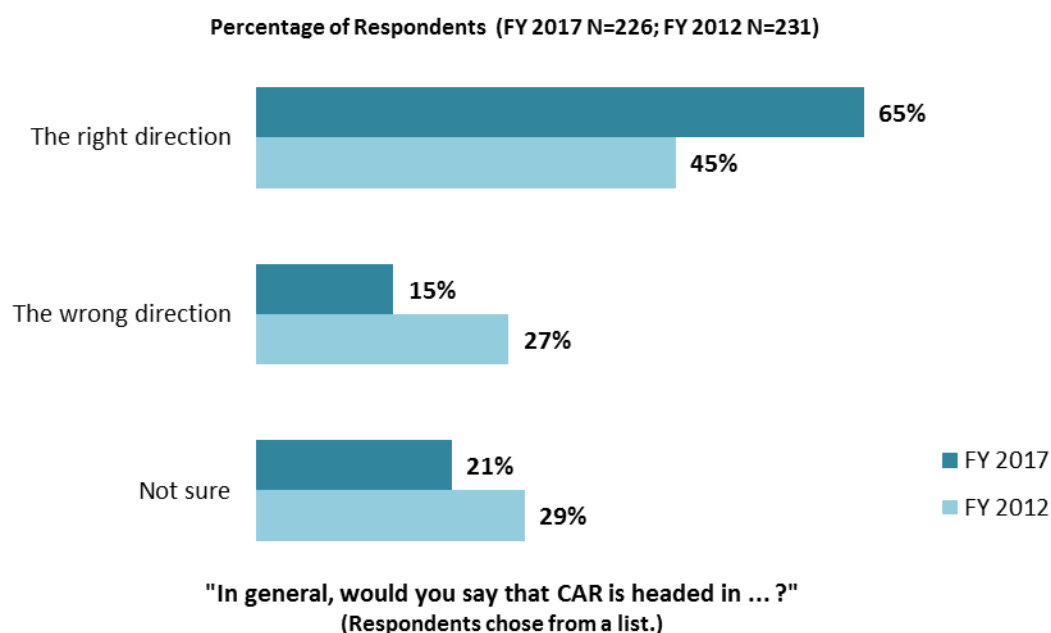
¹ Please refer to Appendix E (page 98) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing CAR

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly more likely to believe that CAR 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 and the Office of a Minister were significantly more likely to indicate that CAR is headed in the right direction, while respondents from PMUs/consultants/contractors working on WBG supported projects and the media were significantly less positive about the prospect of CAR.



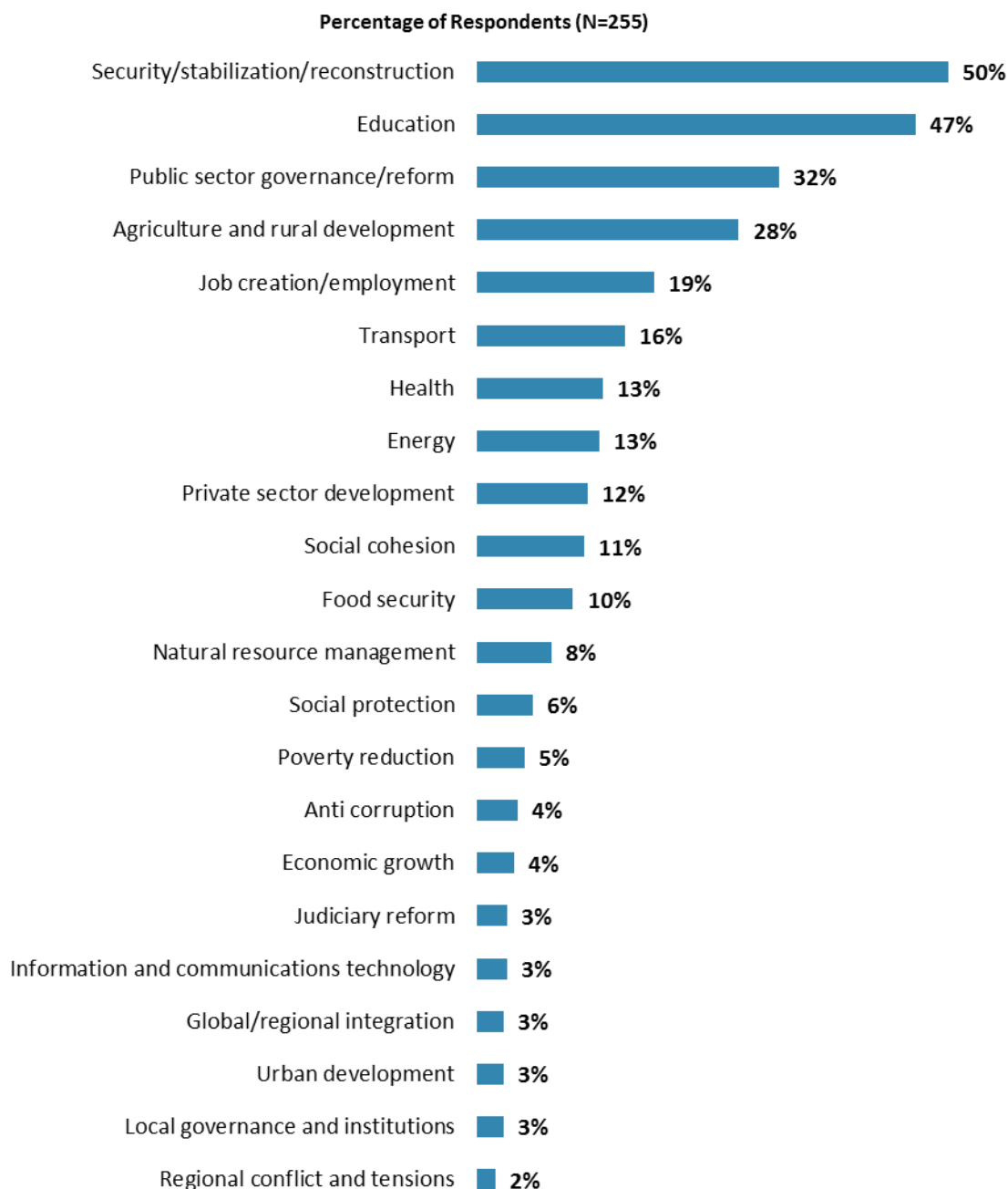
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'12.



IV. General Issues Facing CAR (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the most important development priorities in CAR were “*education*” (33%), “*transport*” (33%), and “*energy*” (31%).



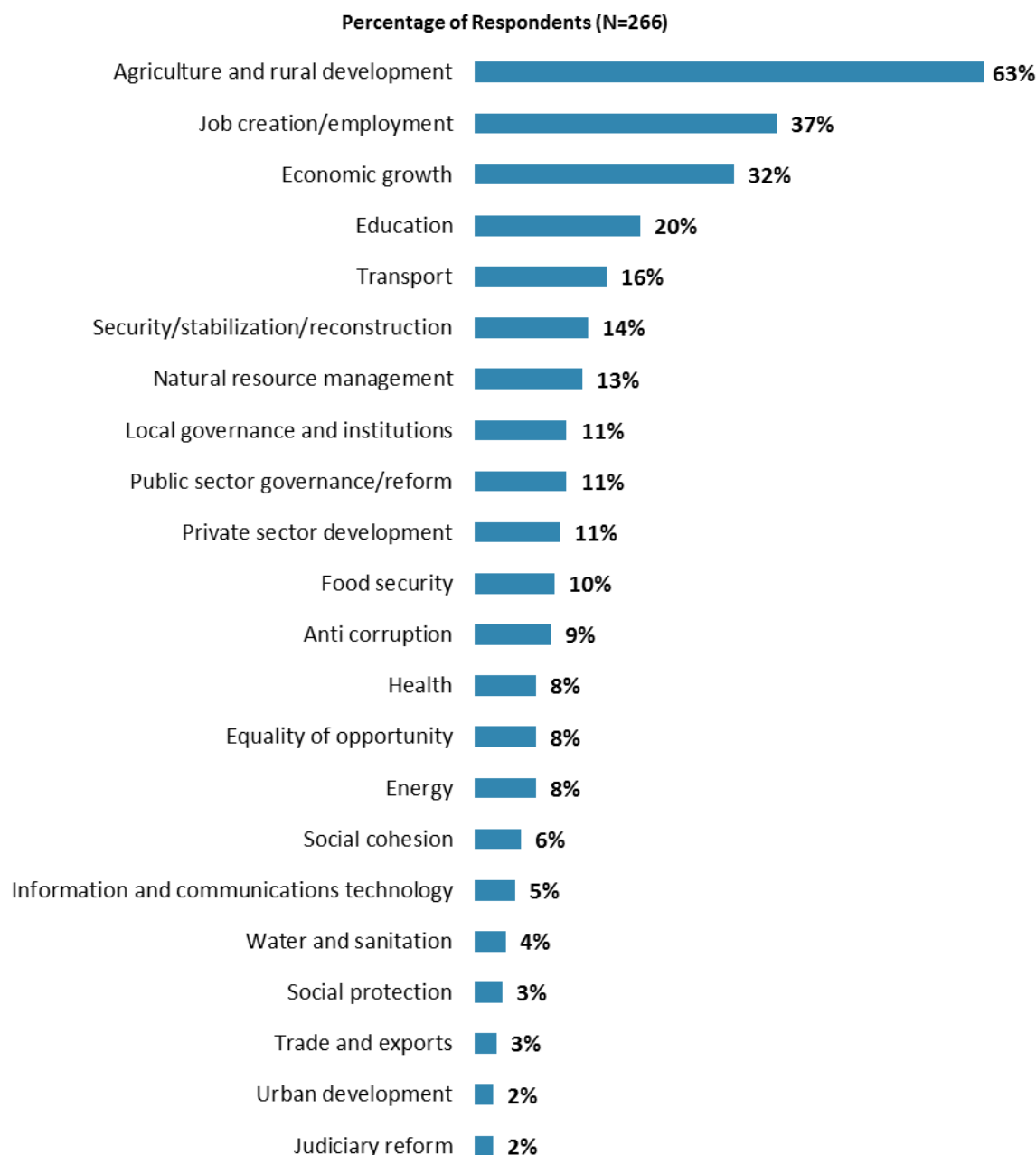
"Listed below are a number of development priorities in CAR. Please identify which of the following you consider the most important development priorities in CAR. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 22 of 32 response options shown.)



IV. General Issues Facing CAR (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'12 Country Survey, respondents indicated that the greatest contributors to poverty reduction in CAR were “*rural development*” (23%), “*education*” (22%), and “*agricultural development*” (21%).

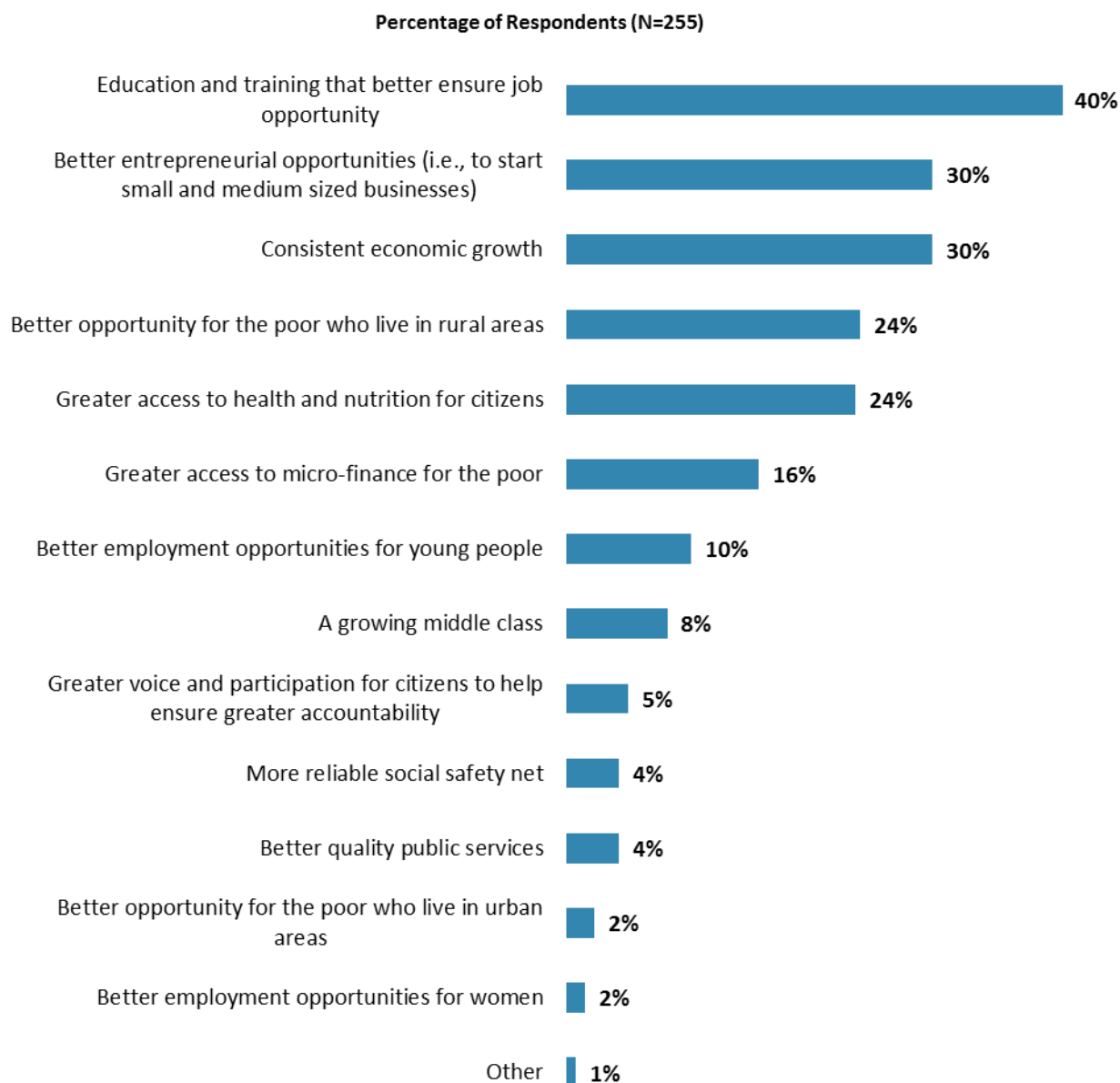


"The reduction of poverty is a concept that requires work in many areas to improve the living conditions of the most vulnerable populations. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in CAR? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 22 of 31 response options shown.)



IV. General Issues Facing CAR (continued)

Factors Contributing to “Shared Prosperity”



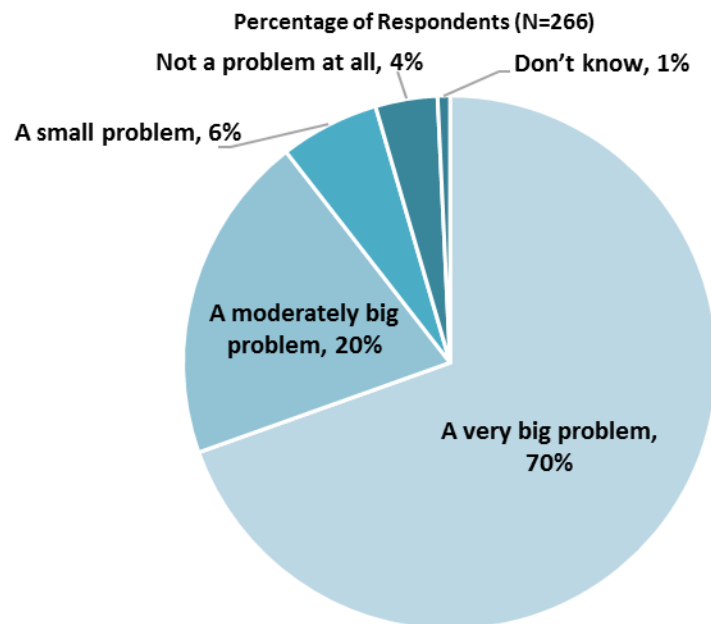
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off.

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



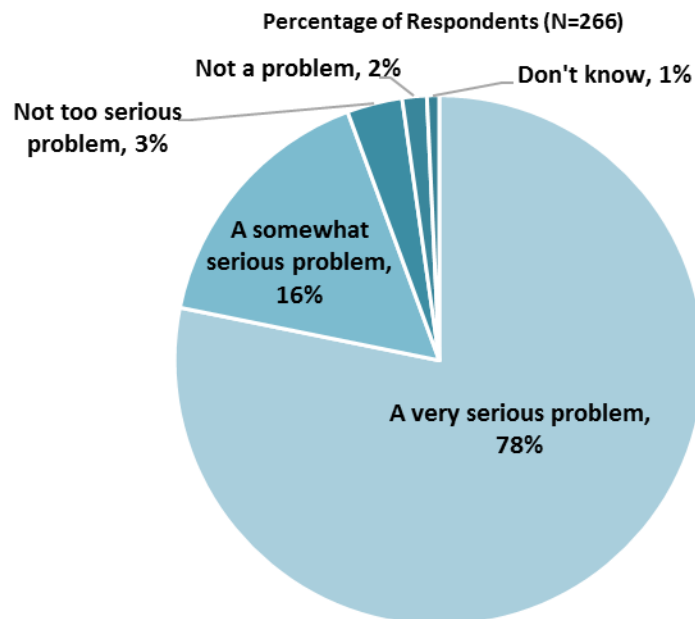
IV. General Issues Facing CAR (continued)

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 CAR?" (Respondents chose from a list.)

Global Climate Change

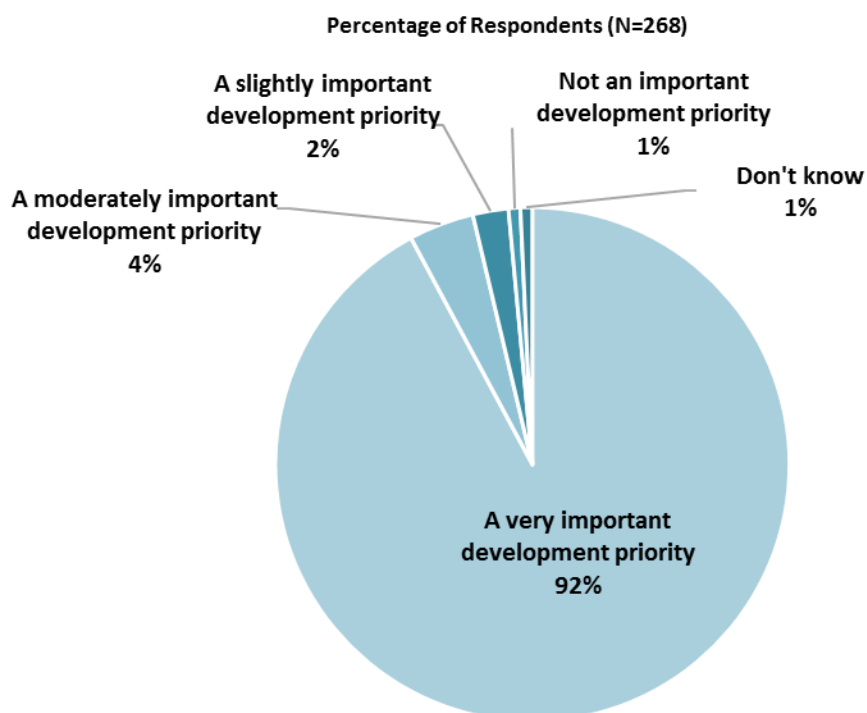


"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing CAR (continued)

Early Childhood Development



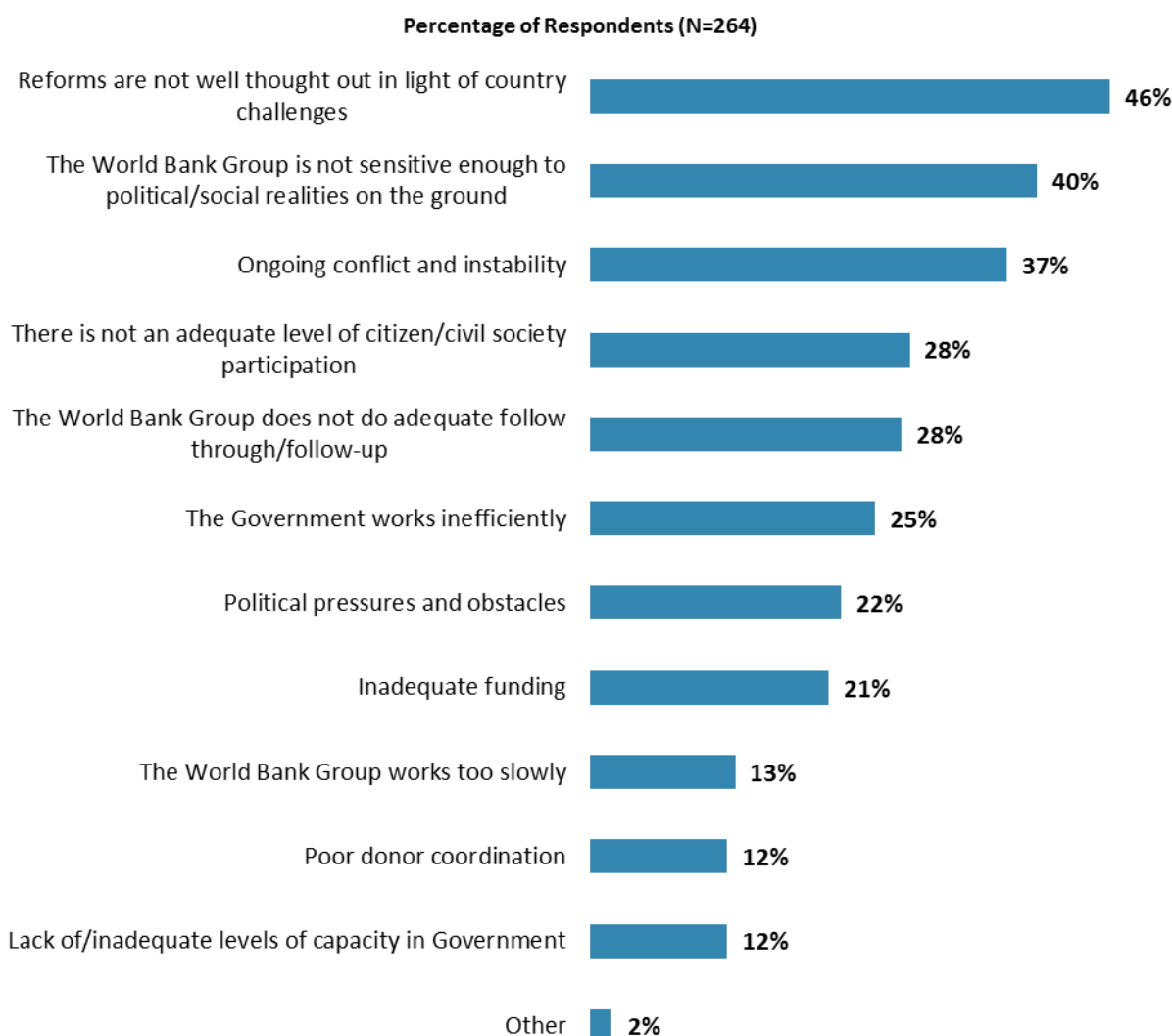
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in CAR?"
(Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'12 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that “*the World Bank works too slowly*” (38%), “*political pressures and obstacles*” (30%), and “*ongoing conflict and instability*” (29%).



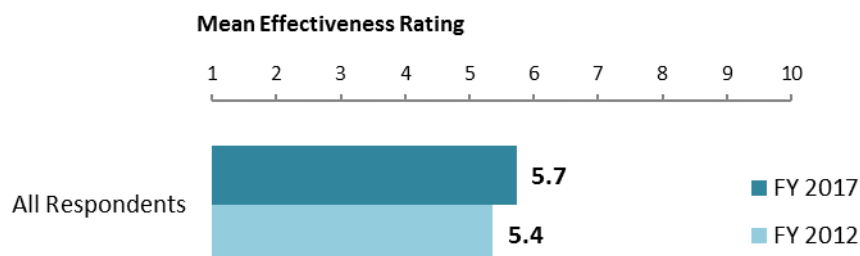
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

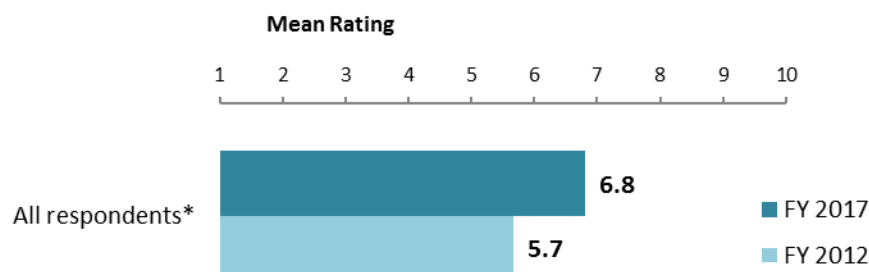
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

The World Bank Group’s Overall Effectiveness³ (Indicator Question)



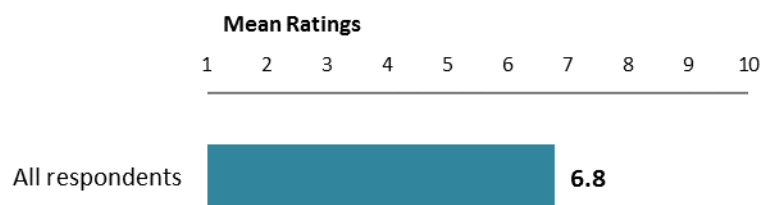
"Overall, please rate your impression of the World Bank Group's effectiveness in CAR."
(1 - "Not effective at all", 10 - "Very effective")

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group’s work help to achieve development results in CAR?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2017 and FY 2012)

Building/Strengthening Existing Country Systems (Indicator Question)



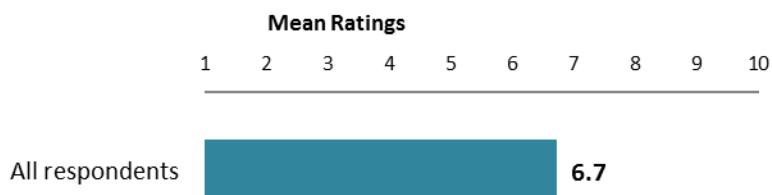
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in CAR?"
(1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the first and second charts on this page were calculated based on weighted data.



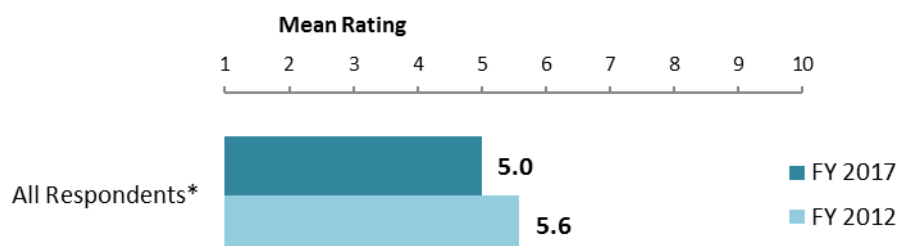
V. Overall Attitudes toward the World Bank Group (continued)

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 CAR solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

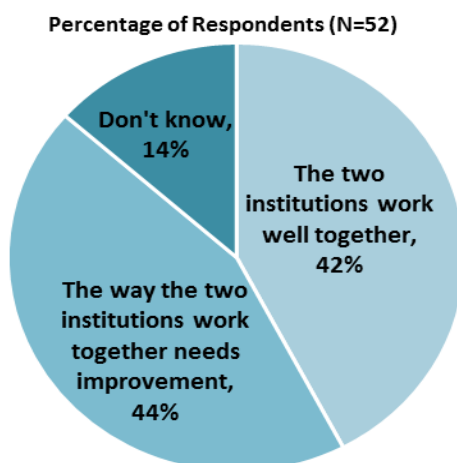
WBG Staffing in CAR⁴



"To what extent do you believe the World Bank Group is adequately staffed in CAR?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2017 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 CAR?" (Respondents chose from a list.)
(No respondents selected "The two institutions do not work well together")

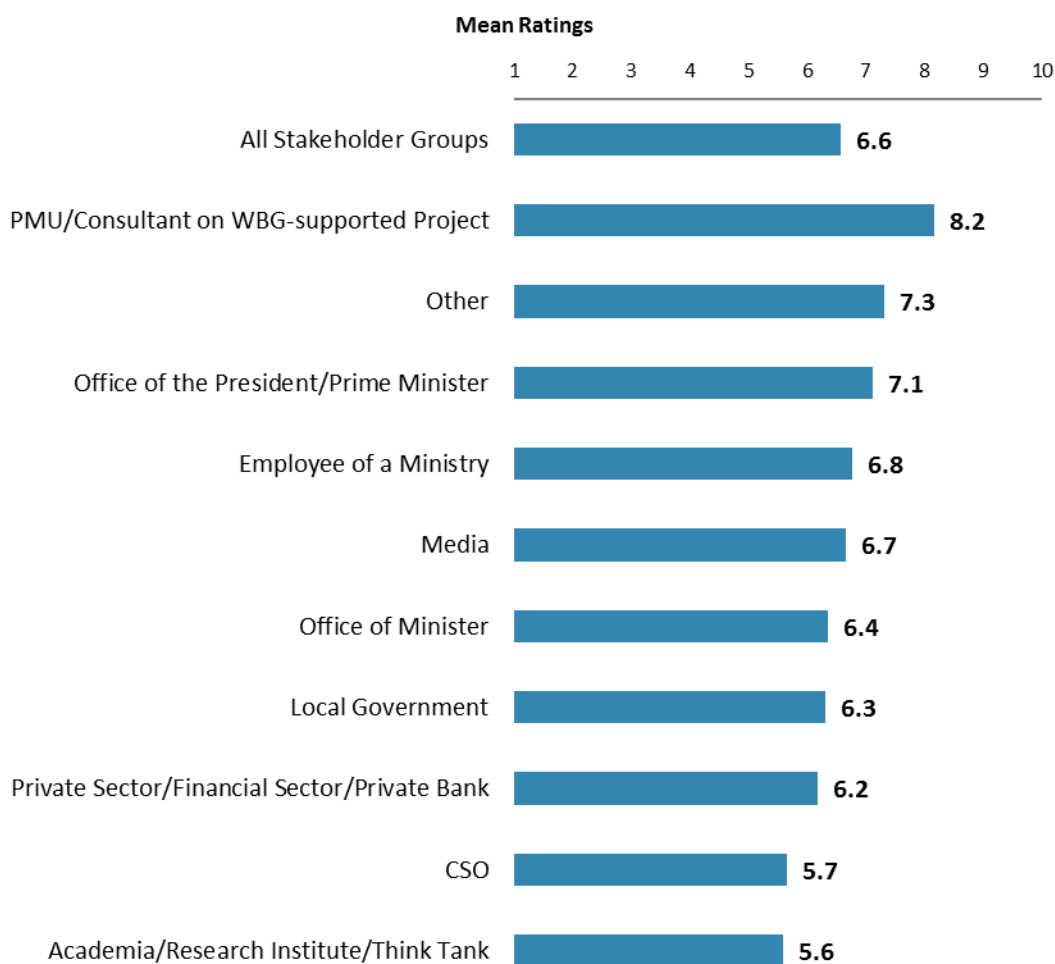
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from CSOs and academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 62).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 103).



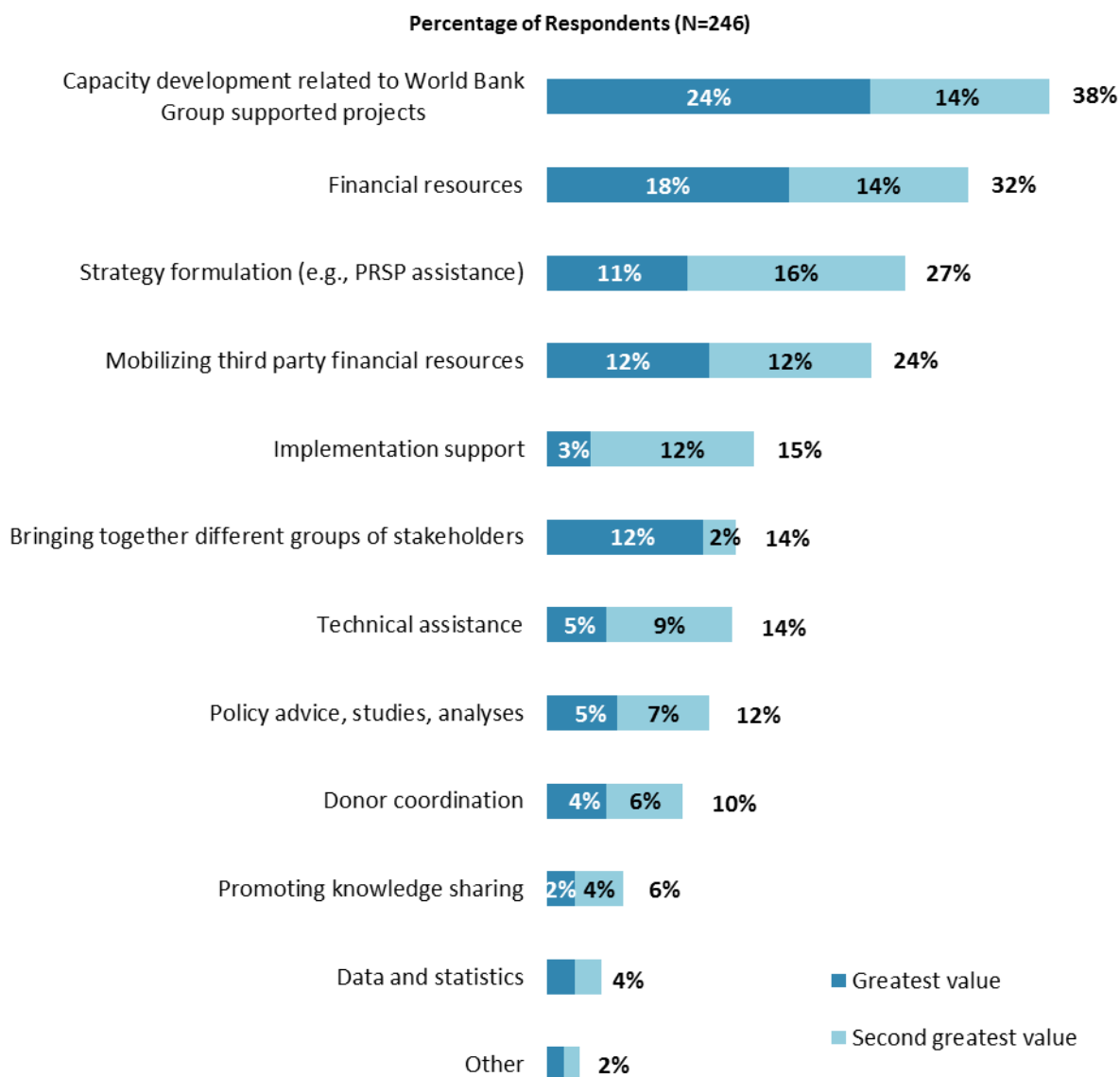
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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 value to CAR was its "*training/capacity building*" (42%).



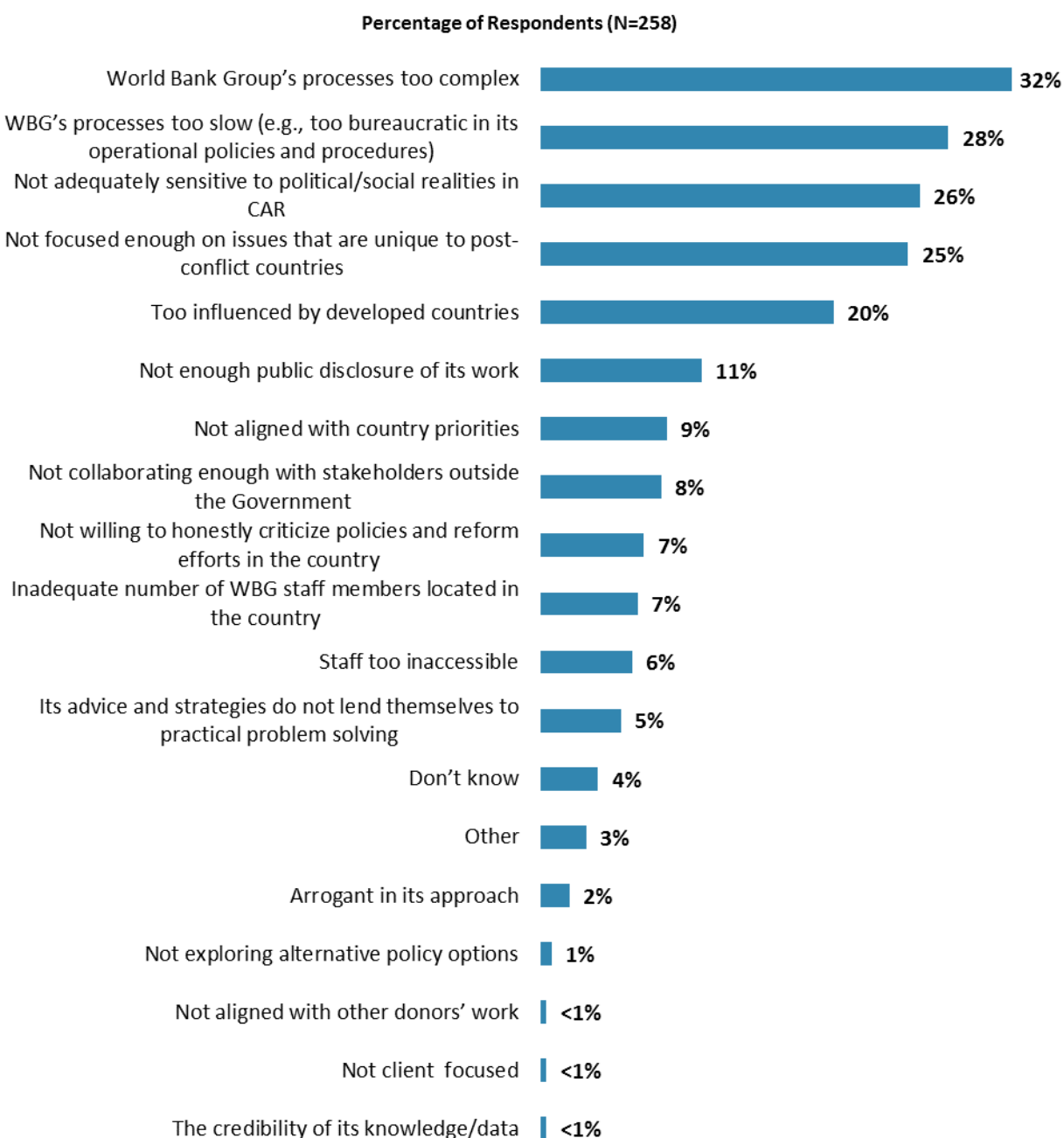
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in CAR?"
(Respondents chose from a list.)



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 weaknesses in its work in CAR were being "*too bureaucratic in its operational policies and procedures*" (43%) and "*imposing technocratic solutions without regard to political realities*" (36%).

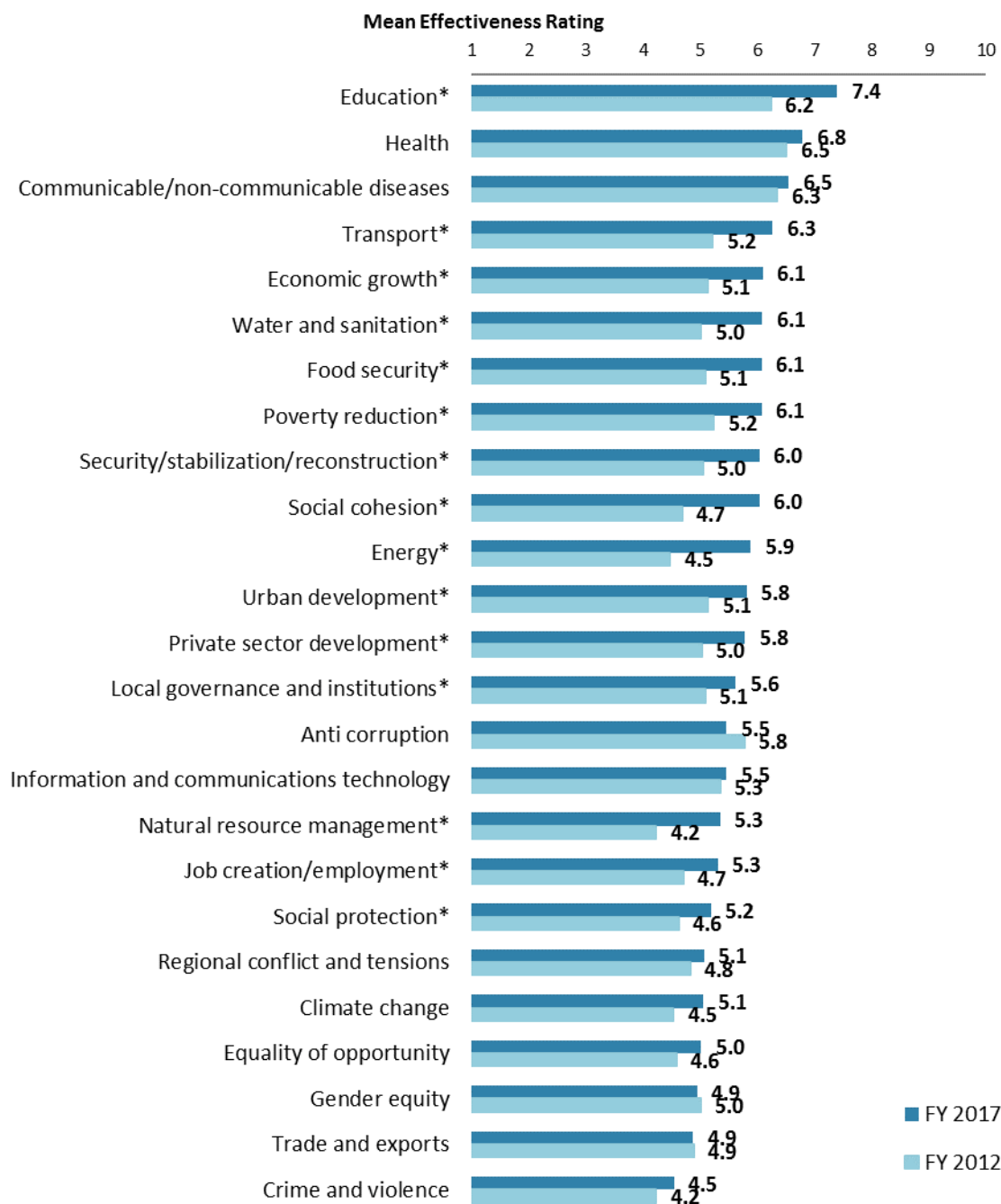


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in CAR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



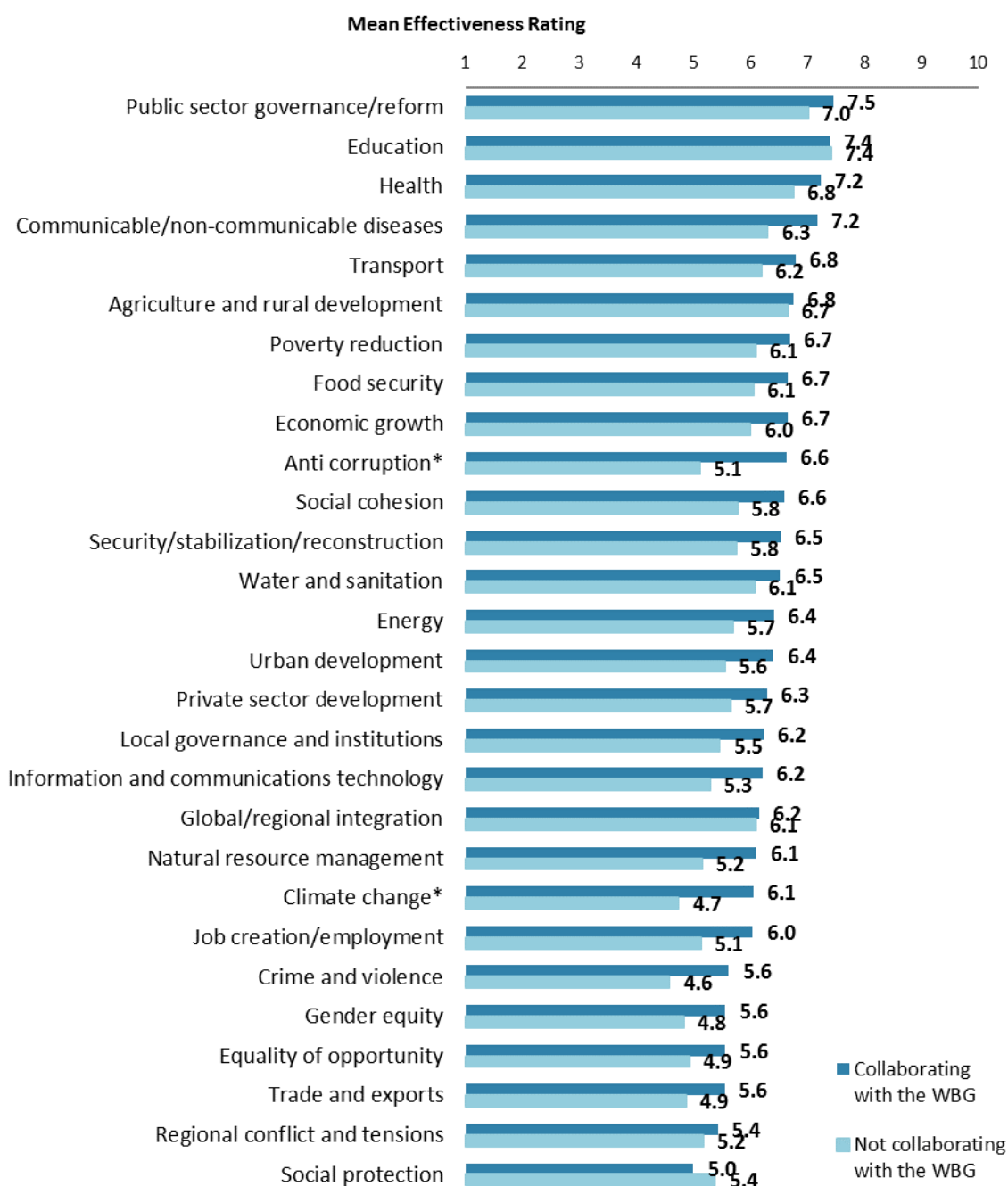
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in CAR?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2012)

⁵ Means presented in this chart were calculated based on weighted data. See Appendix E for details.



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 46) 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)

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 CAR, bivariate correlational analyses were conducted using respondents' ratings of the twenty-eight 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 CAR. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at regional conflict and tensions; and
 - The WBG's effectiveness at information and communications technology.
- 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 CAR, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at communicable/non-communicable diseases;
 - The WBG's effectiveness at economic growth;
 - The WBG's effectiveness at regional conflict and tensions; and
 - The WBG's effectiveness at information and communications technology.



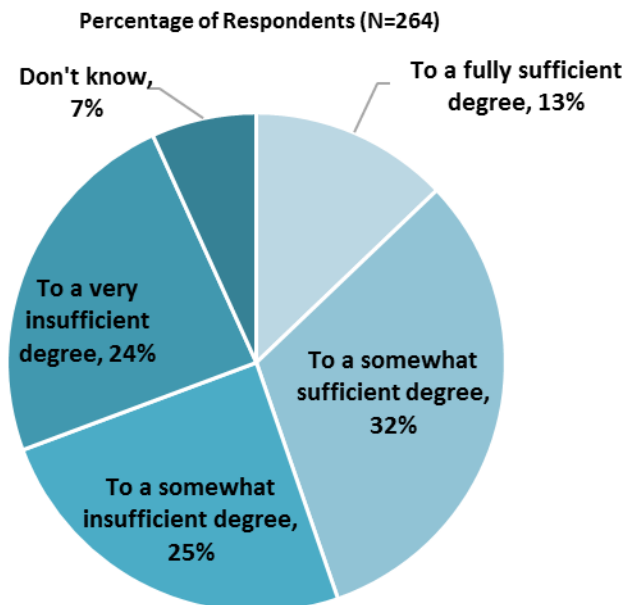
VI. Sectoral Effectiveness (continued)

The 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 CAR?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

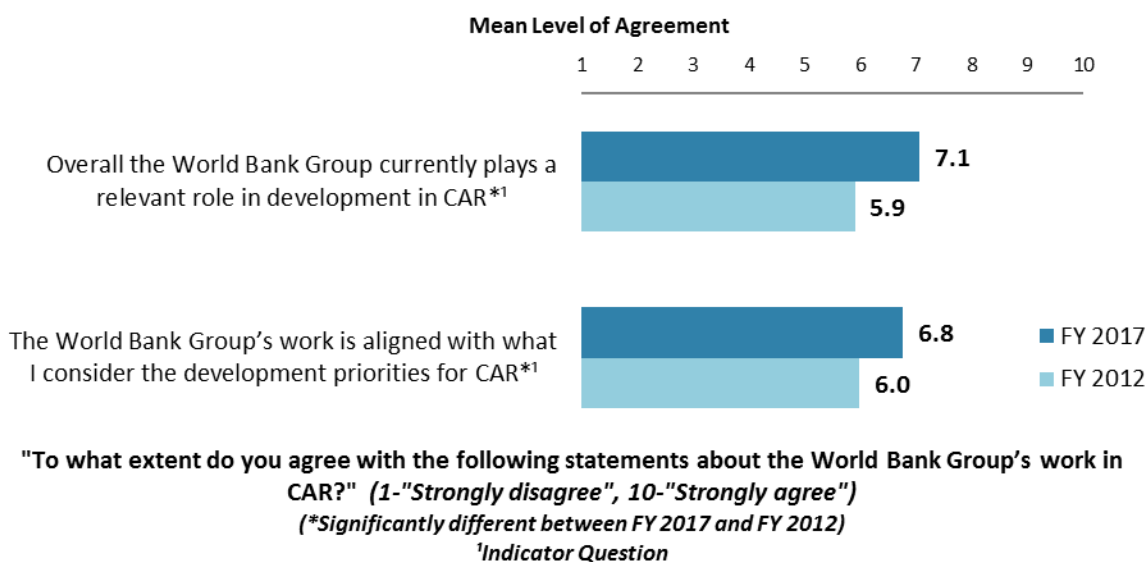


"To what extent do you believe that the World Bank Group's work and support help the poorest in CAR?"
(Respondents chose from a list.)

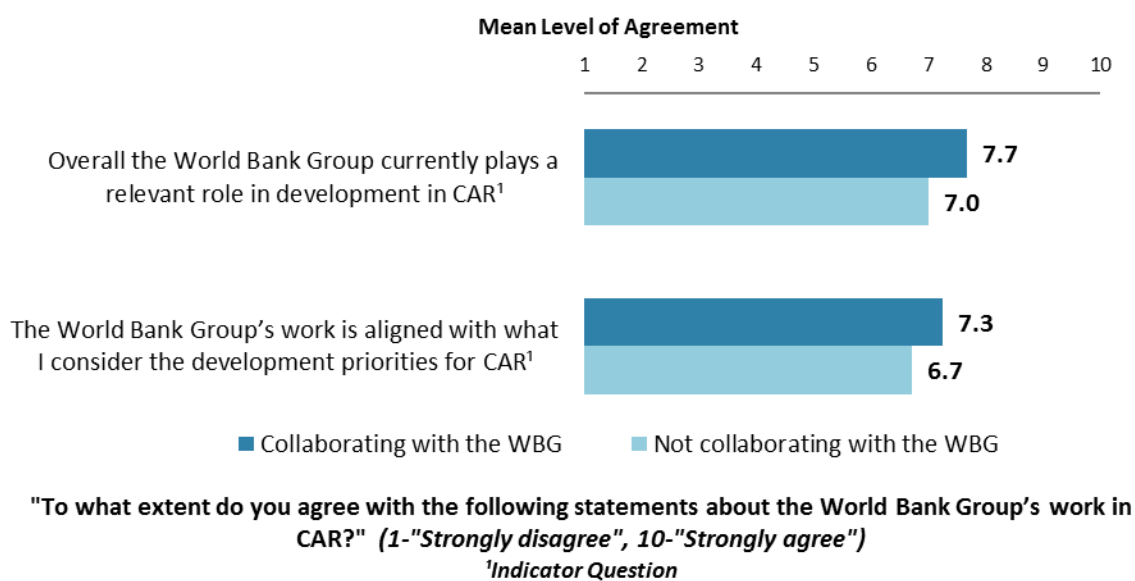


VII. How the World Bank Group Operates

The World Bank Group's Work in CAR: Year Comparison⁷



The World Bank Group's Work in CAR: Collaboration

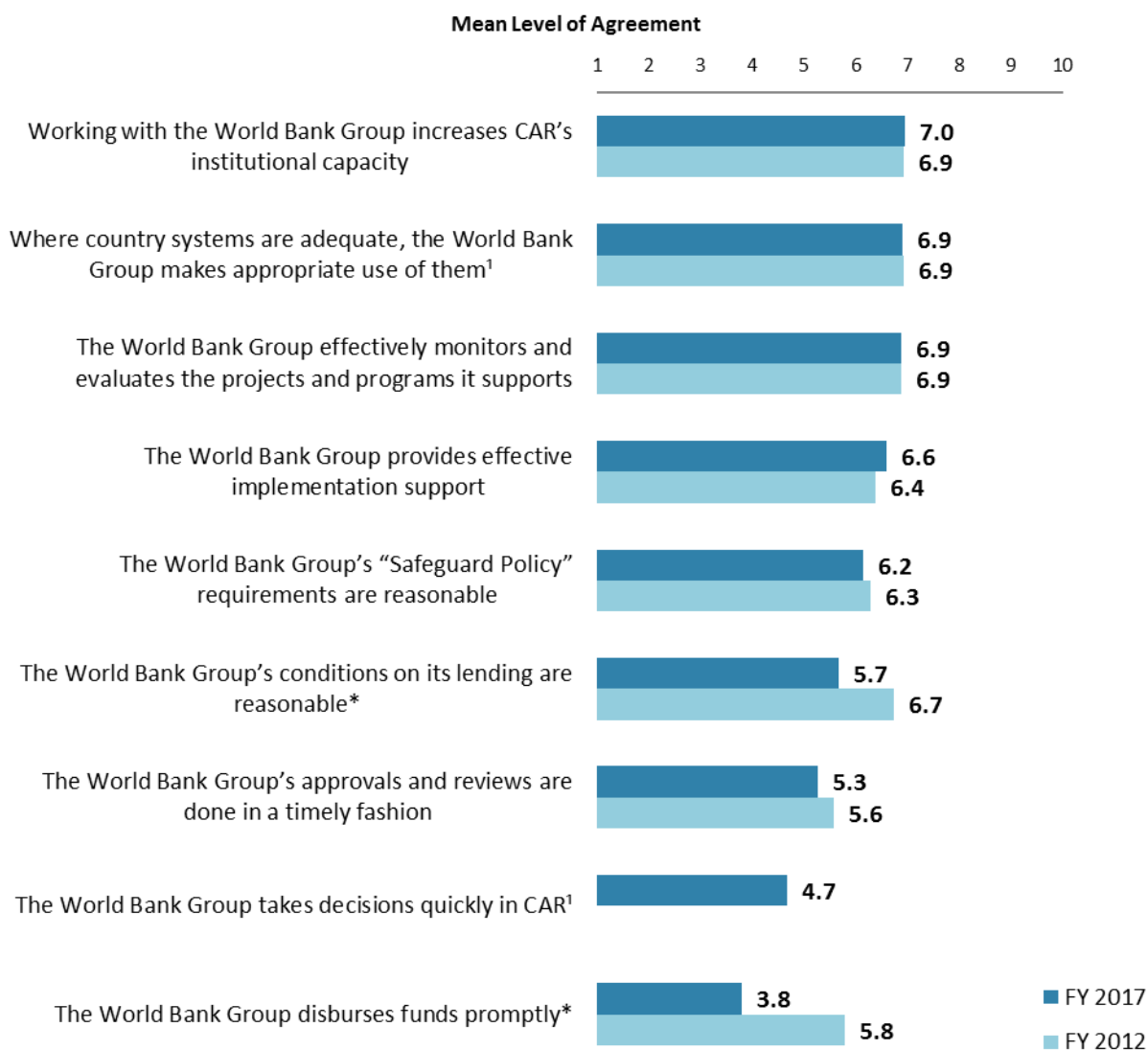


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



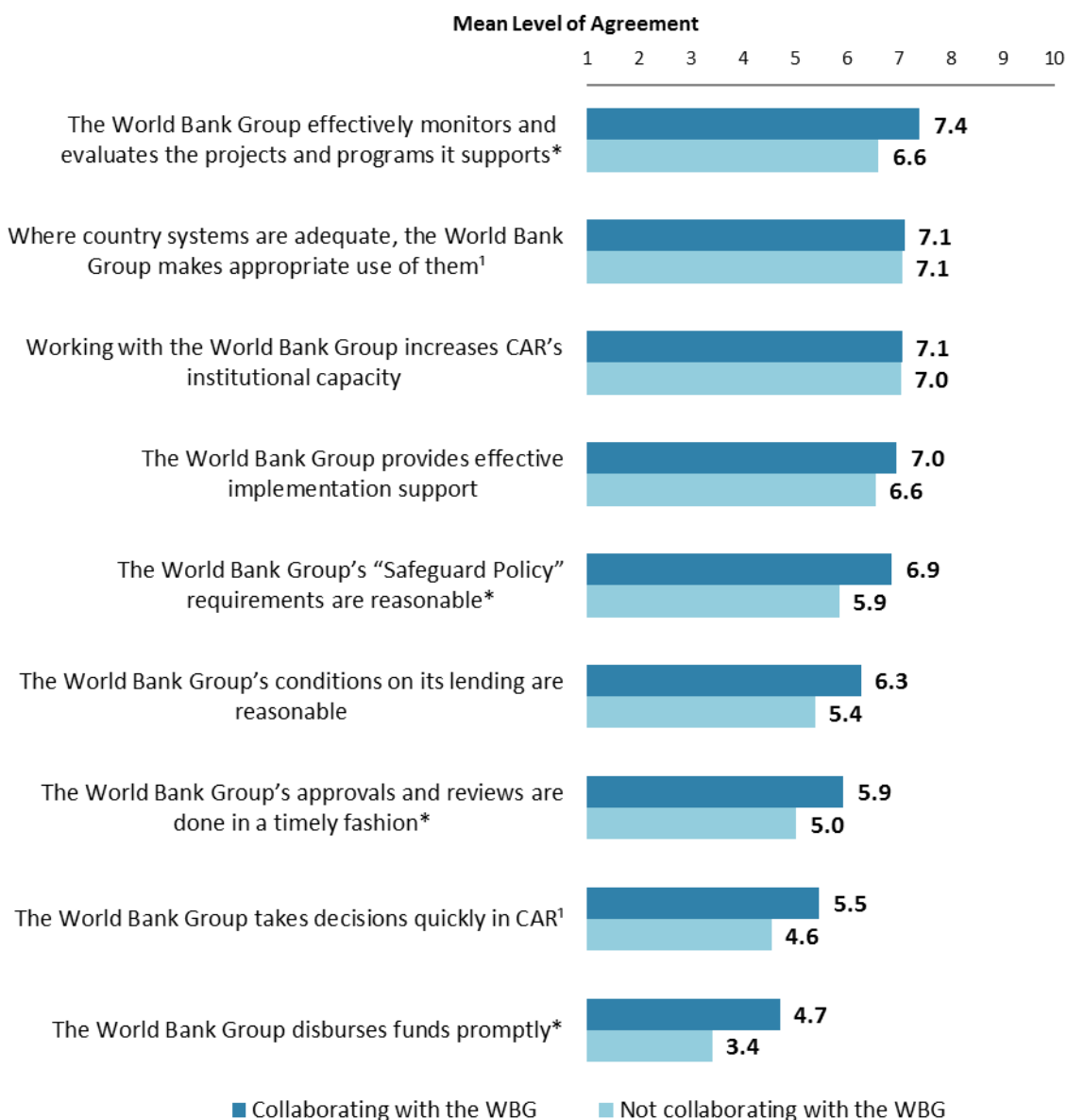
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2012)
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

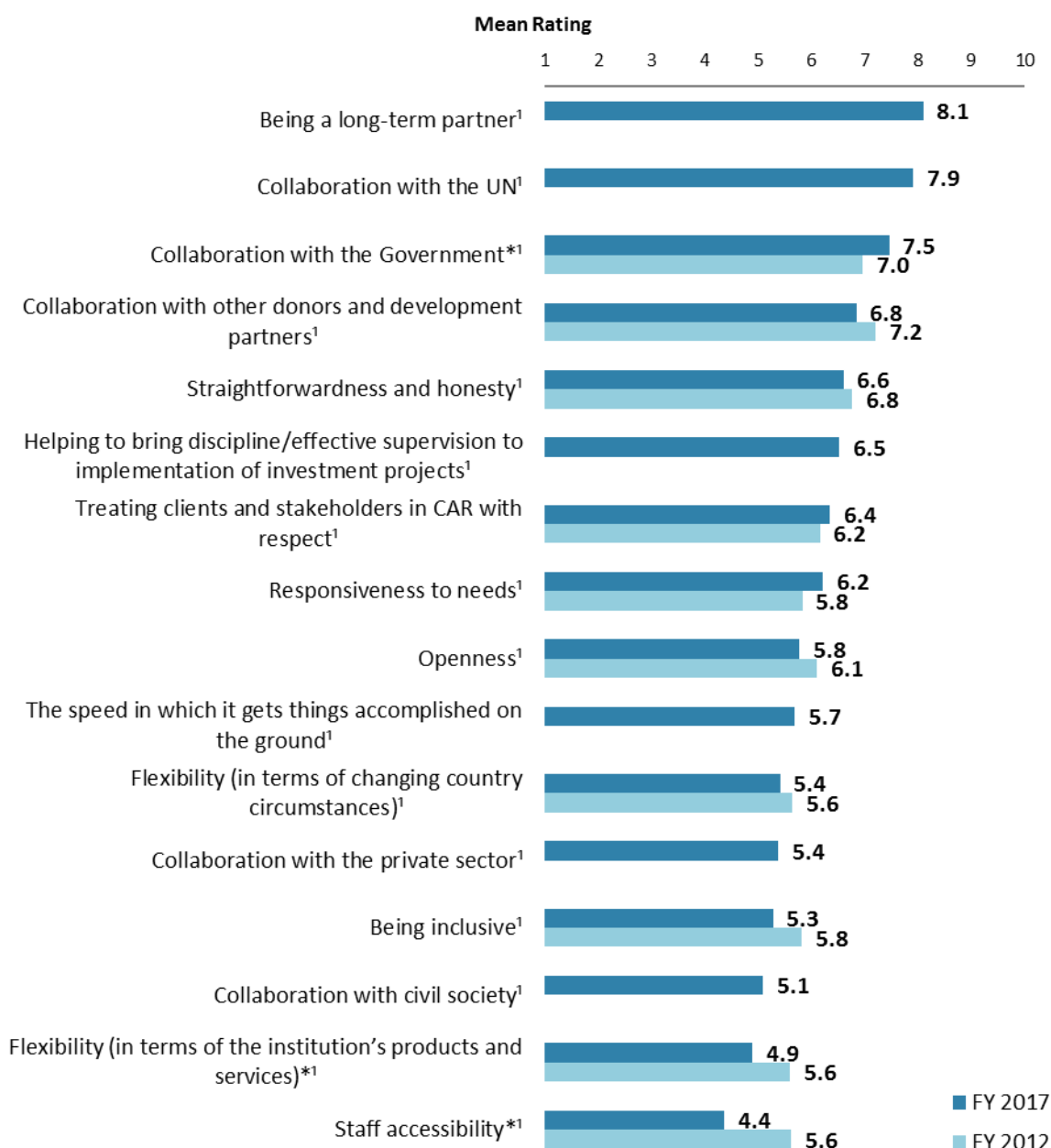


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between collaborators and non-collaborators with the WBG)
Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2017 and FY 2012)

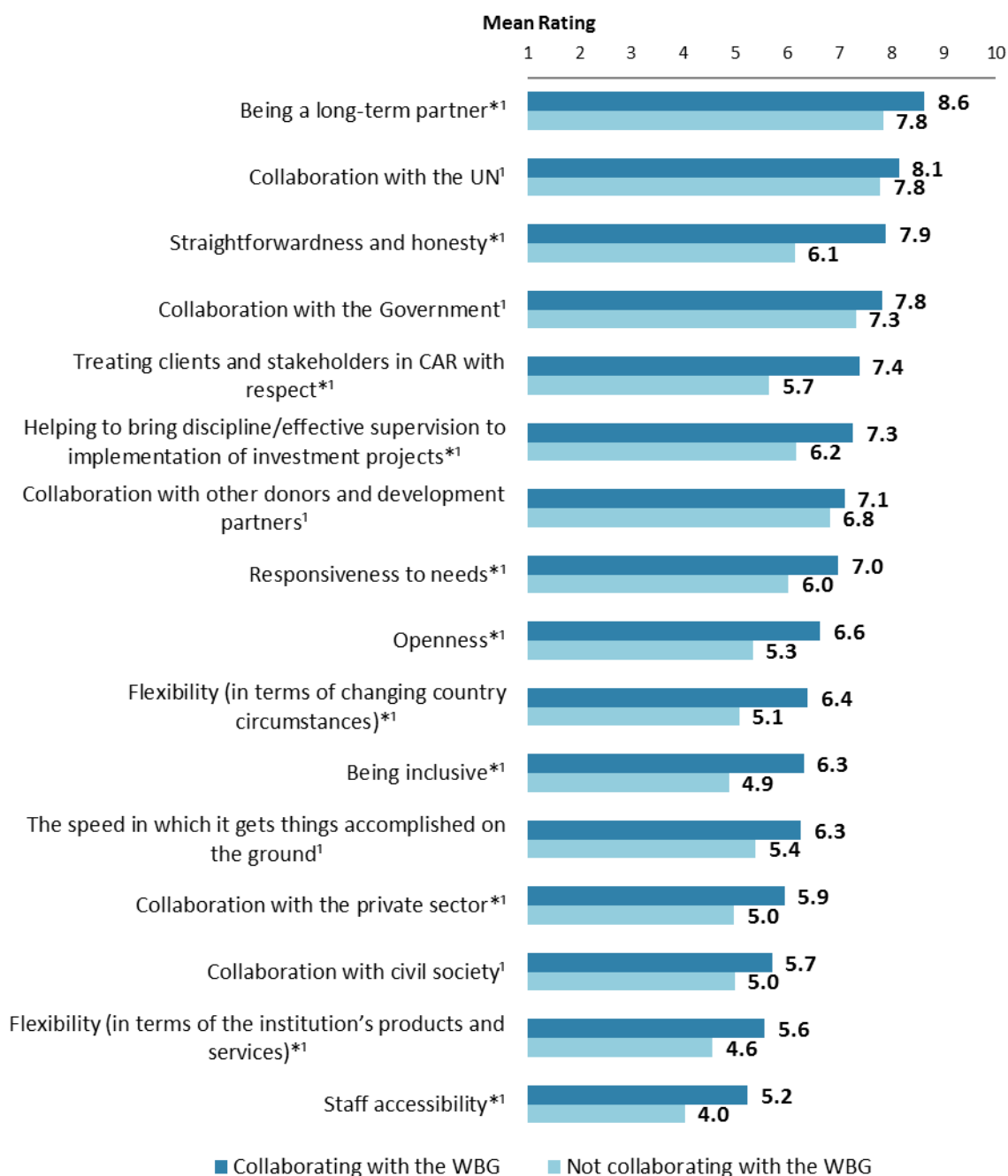
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



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 CAR, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

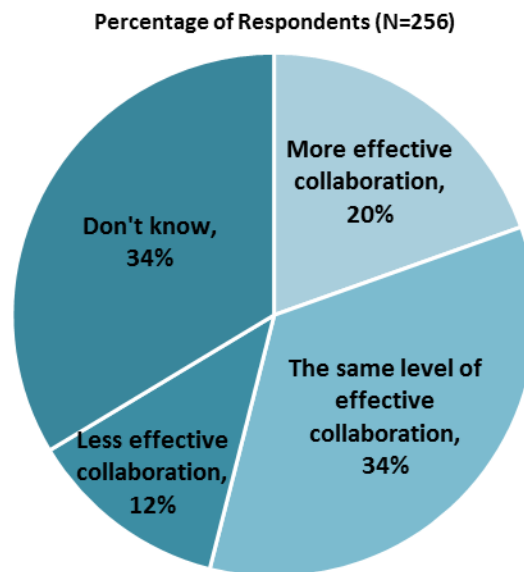
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



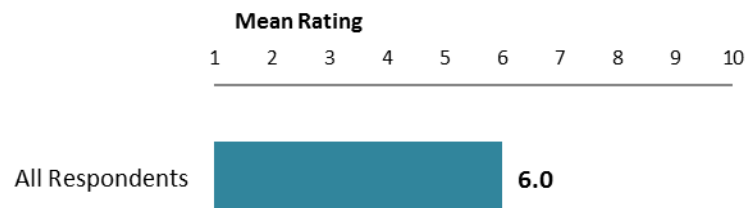
VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG



"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?"
(Respondents chose from a list.)

Internal Measuring and Monitoring



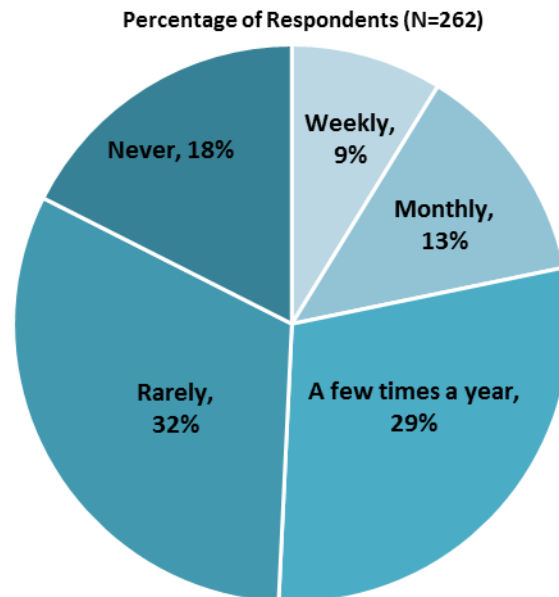
"To what extent do you believe the World Bank Group measures and corrects its work in real time in CAR?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from PMUs/consultants/contractors on WBG-supported projects indicated the most frequent usage (*weekly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.

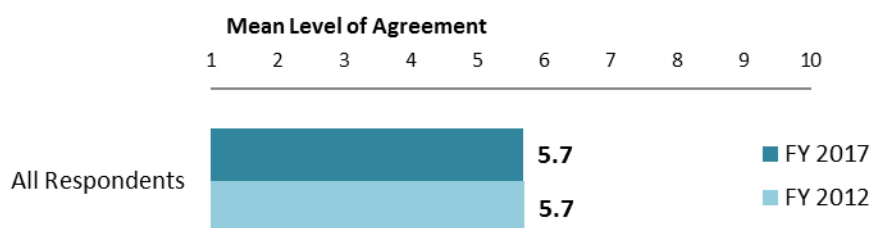


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



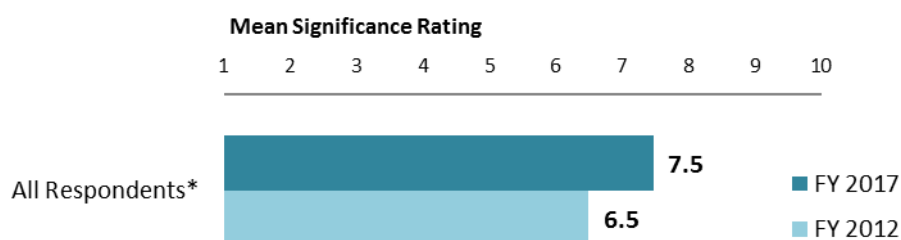
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting CAR' Knowledge Needs¹⁰ (Indicator Question)



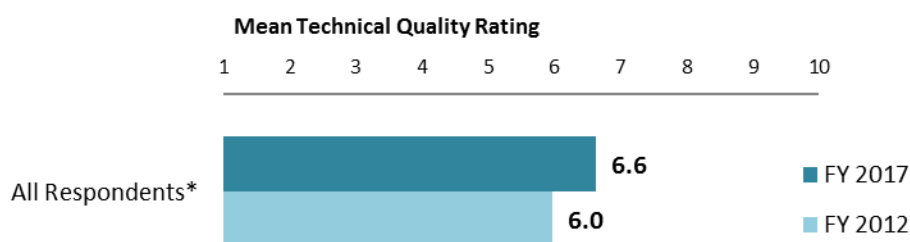
"The World Bank Group meets CAR's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")

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")
(*Significantly different between FY 2017 and FY 2012)

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



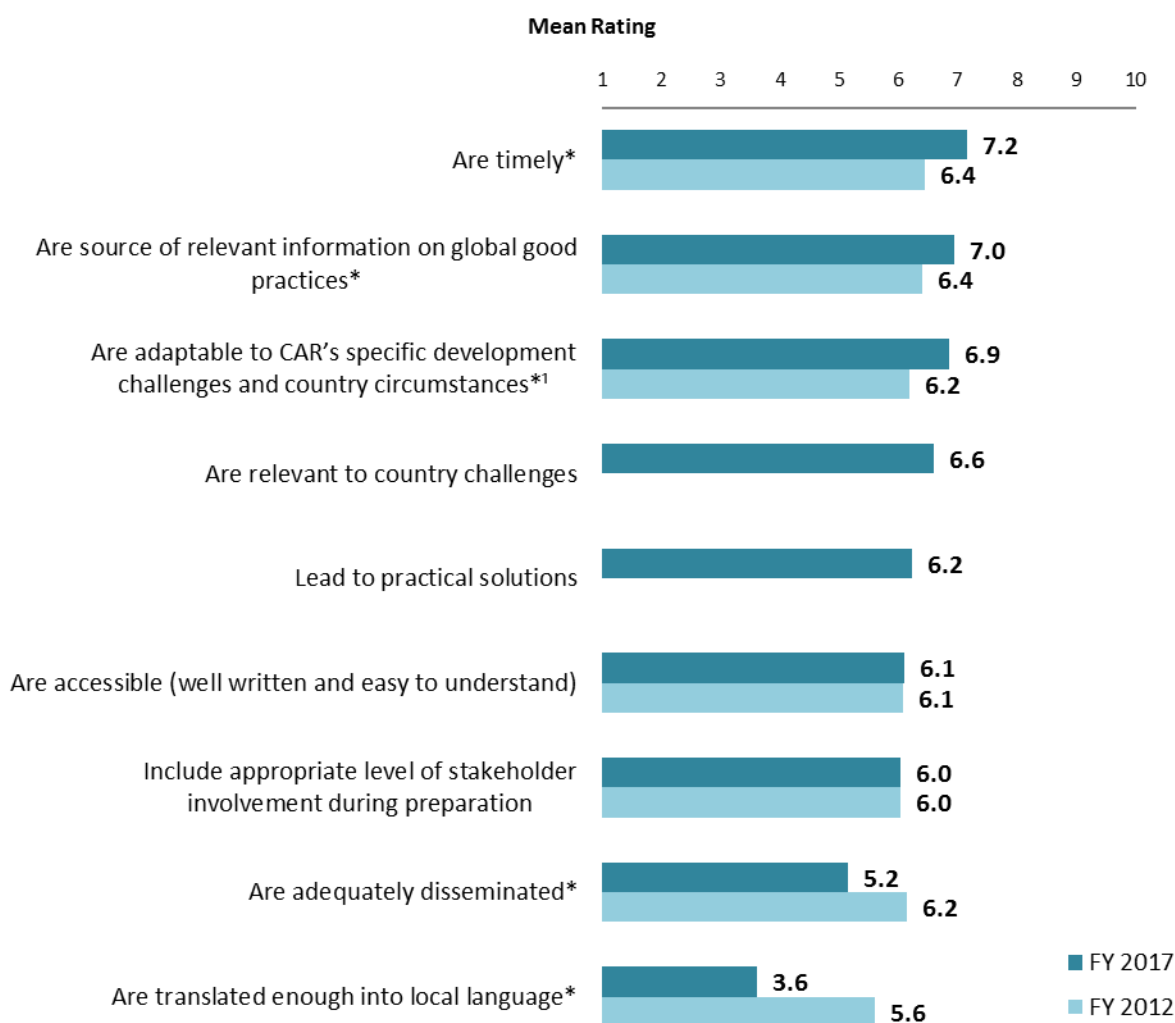
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2017 and FY 2012)

¹⁰ Means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹¹



"In CAR, 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 2017 and FY 2012)

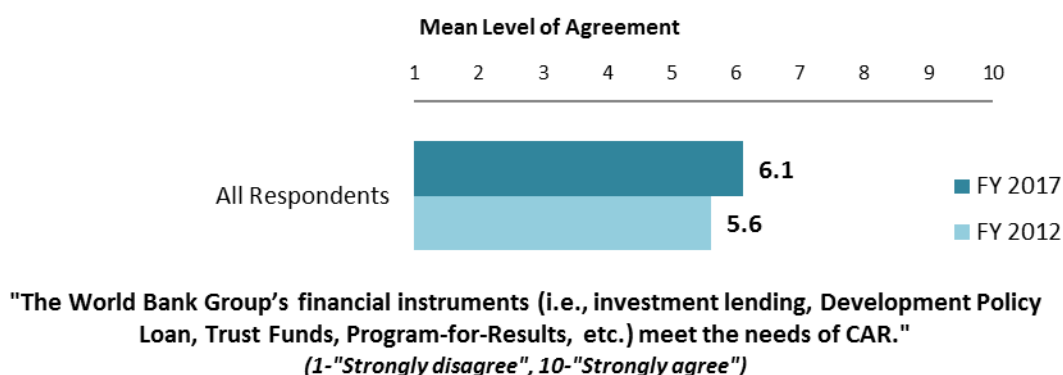
Indicator Question

¹¹ Means in the chart were calculated based on weighted data.

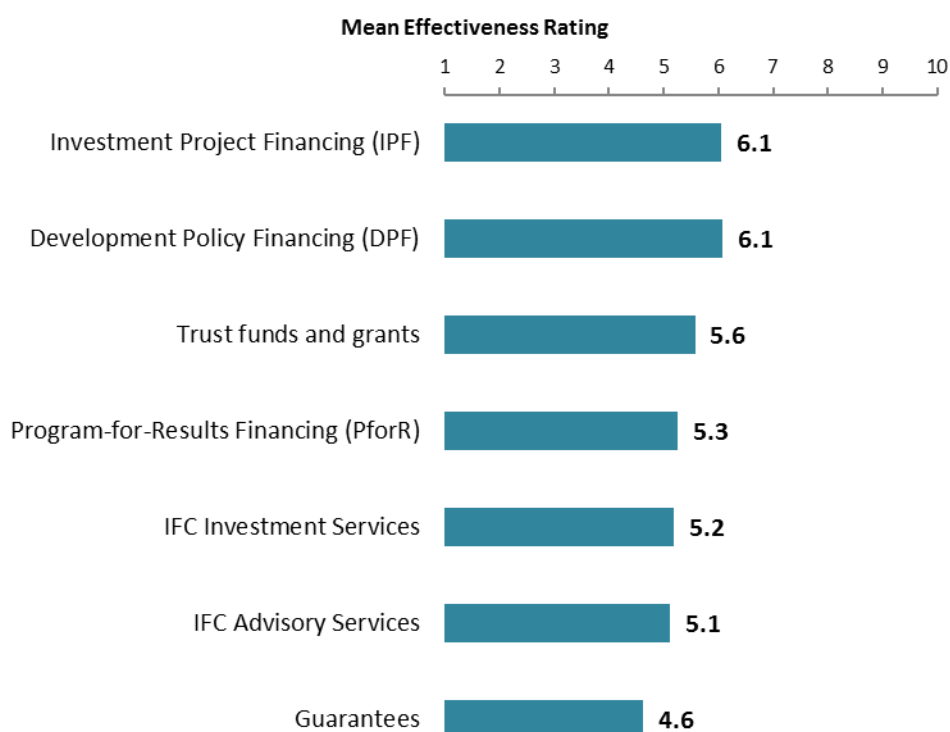


VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting CAR's Needs for Financial Instruments¹² (Indicator Question)



Effectiveness of WBG's Instruments



"How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the CAR Government's efforts to reduce poverty?"
(1 - "Not effective at all", 10 - "Very effective")

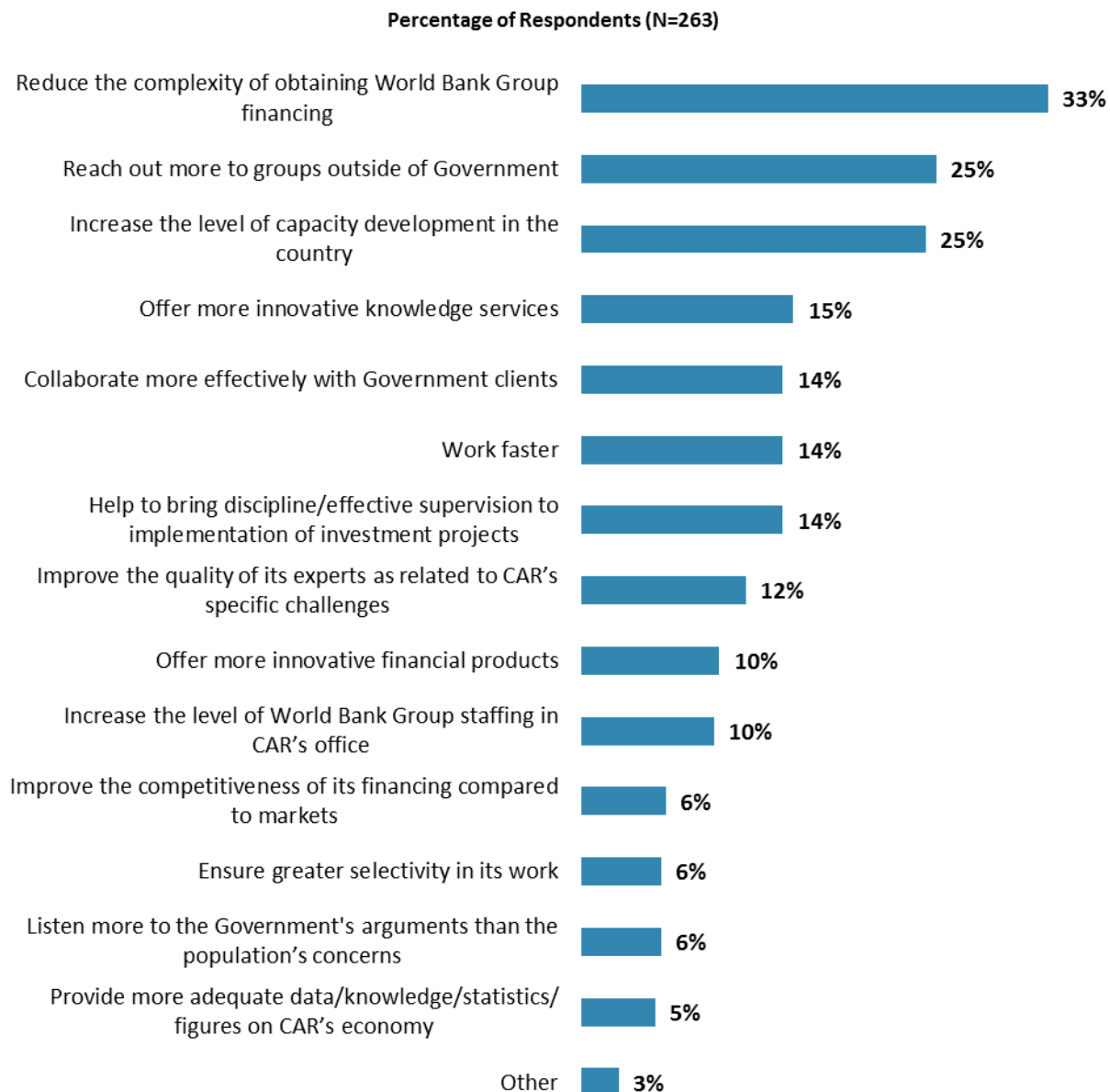
¹² Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in CAR

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should “*work faster*” (30%), “*improve the quality of its experts as related to CAR’s specific challenges*” (29%), “*focus on issues that are unique to post-conflict countries*” (28%), and “*reduce the complexity of obtaining Bank financing*” (27%) to make itself of greater value in CAR.



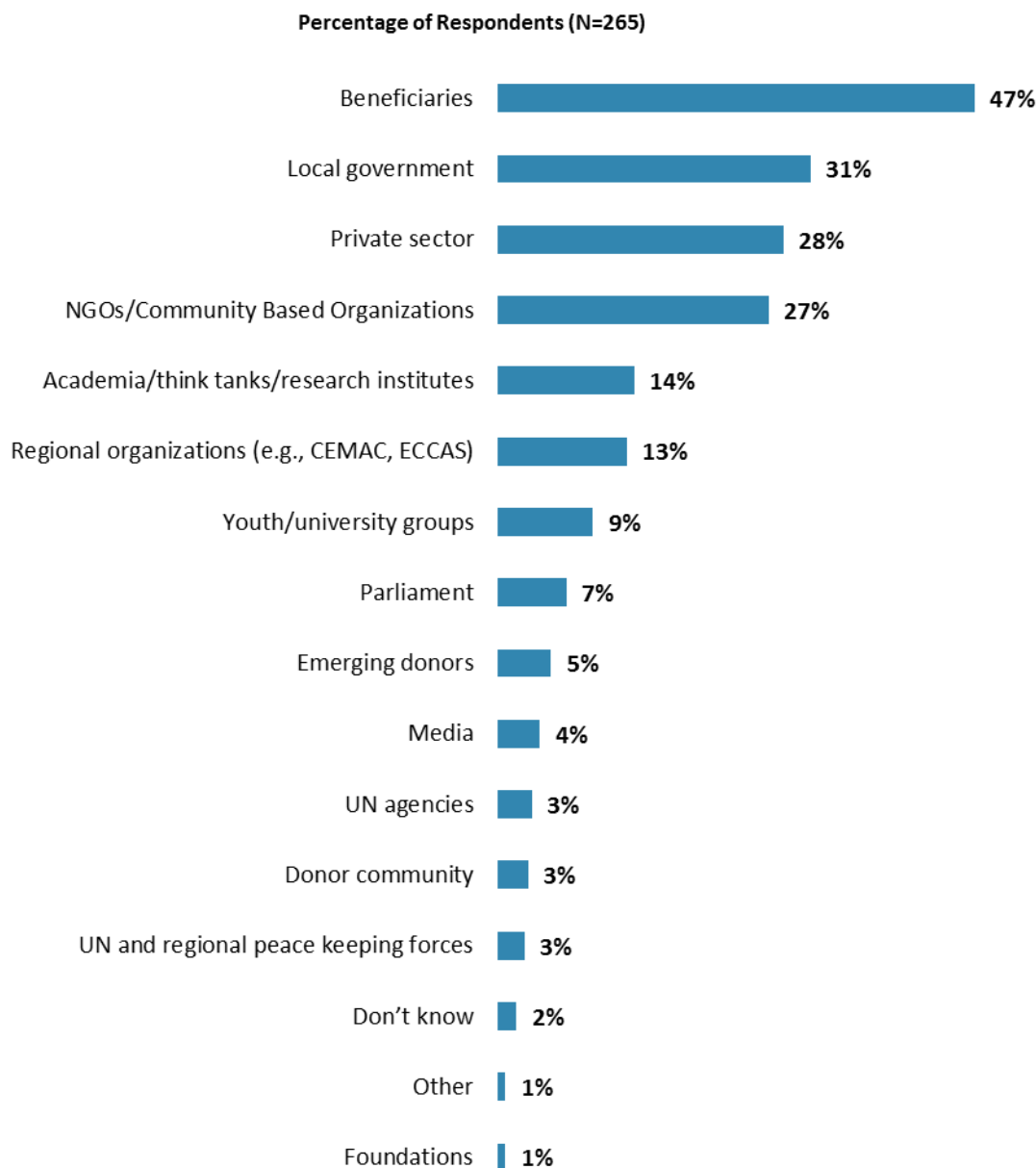
"Which of the following SHOULD the World Bank Group do to make itself of greater value in CAR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the World Bank Group in CAR (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*” (51%), “*community based organizations*” (21%), and “*beneficiaries*” (20%) to ensure better development results in CAR.



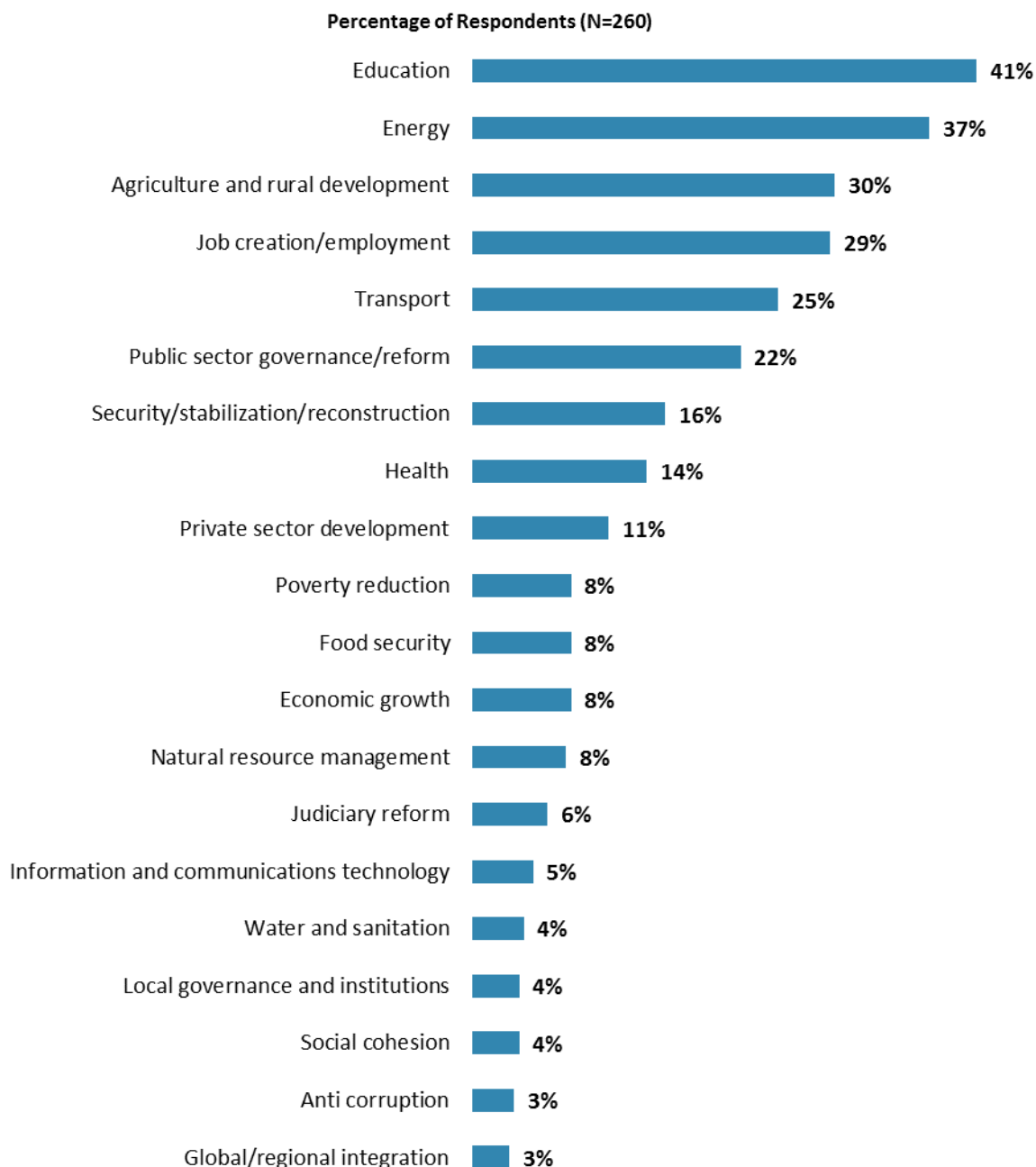
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the World Bank Group in CAR (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 “*agricultural development*” (30%), “*education*” (27%), and “*rural development*” (24%).

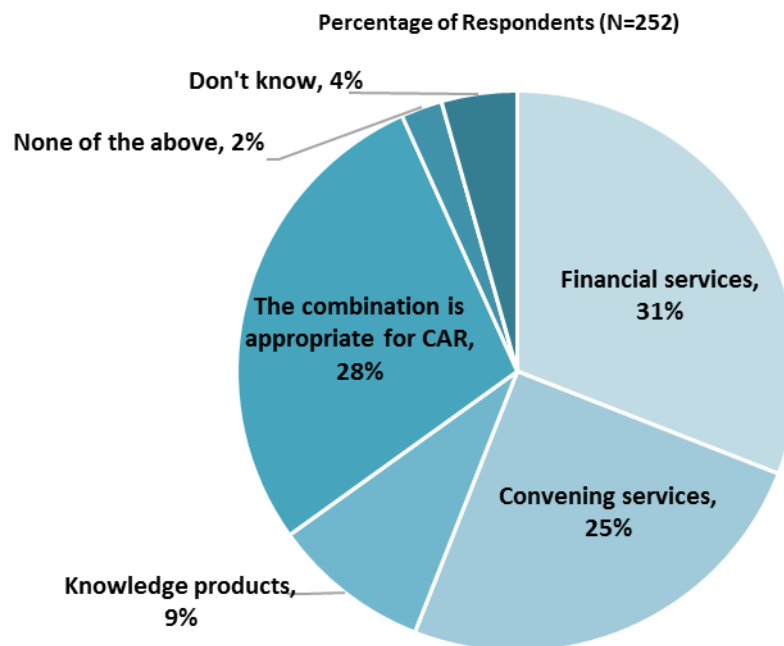


“When thinking about how the World Bank Group can have the most impact on development results in CAR, in which sectoral areas do you believe the WBG should focus most of its resources in CAR? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



IX. The Future Role of the World Bank Group in CAR (continued)

Future Combination of the WBG Services

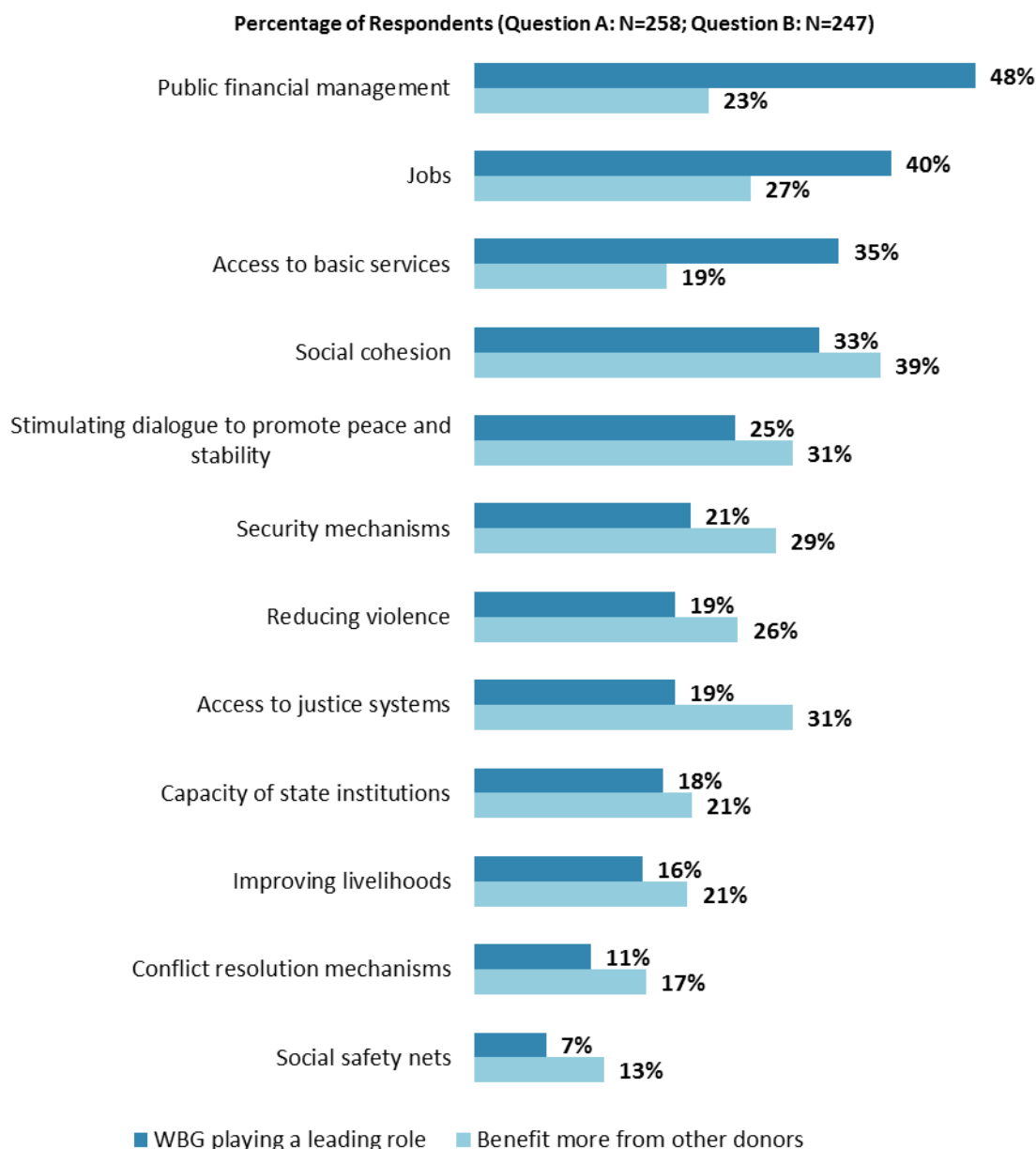


"When considering the combination of services that the World Bank Group offers in CAR, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in CAR?" (Respondents chose from a list.)



IX. The Future Role of the World Bank Group in CAR (continued)

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

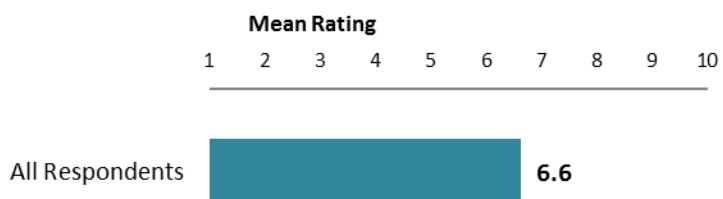
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR?

B. Which THREE areas below would benefit most from other donors in CAR?"
(Respondents chose from a list. Responses combined.)



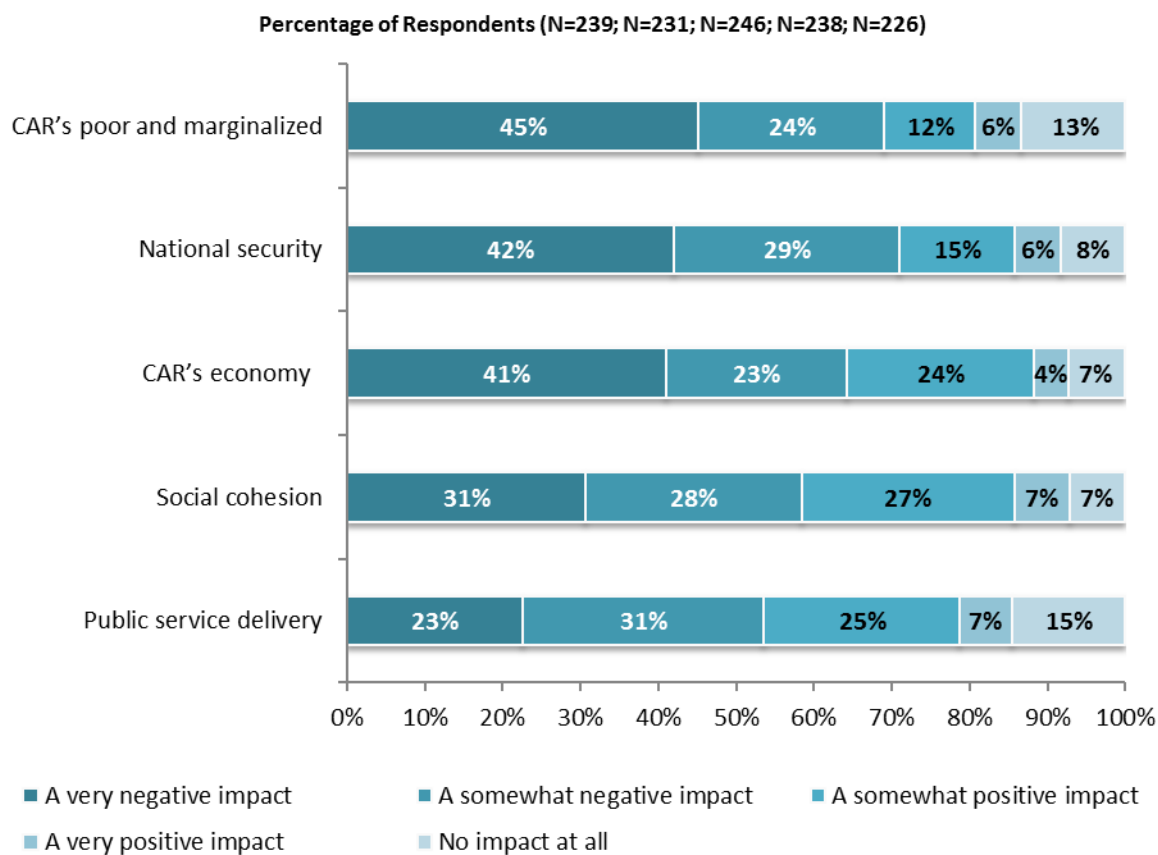
IX. The Future Role of the World Bank Group in CAR (continued)

Response to the Refugee Crisis



"To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in CAR?"
(1-"To no degree at all", 10-"To a very significant degree")

Impact of the Refugee Crisis

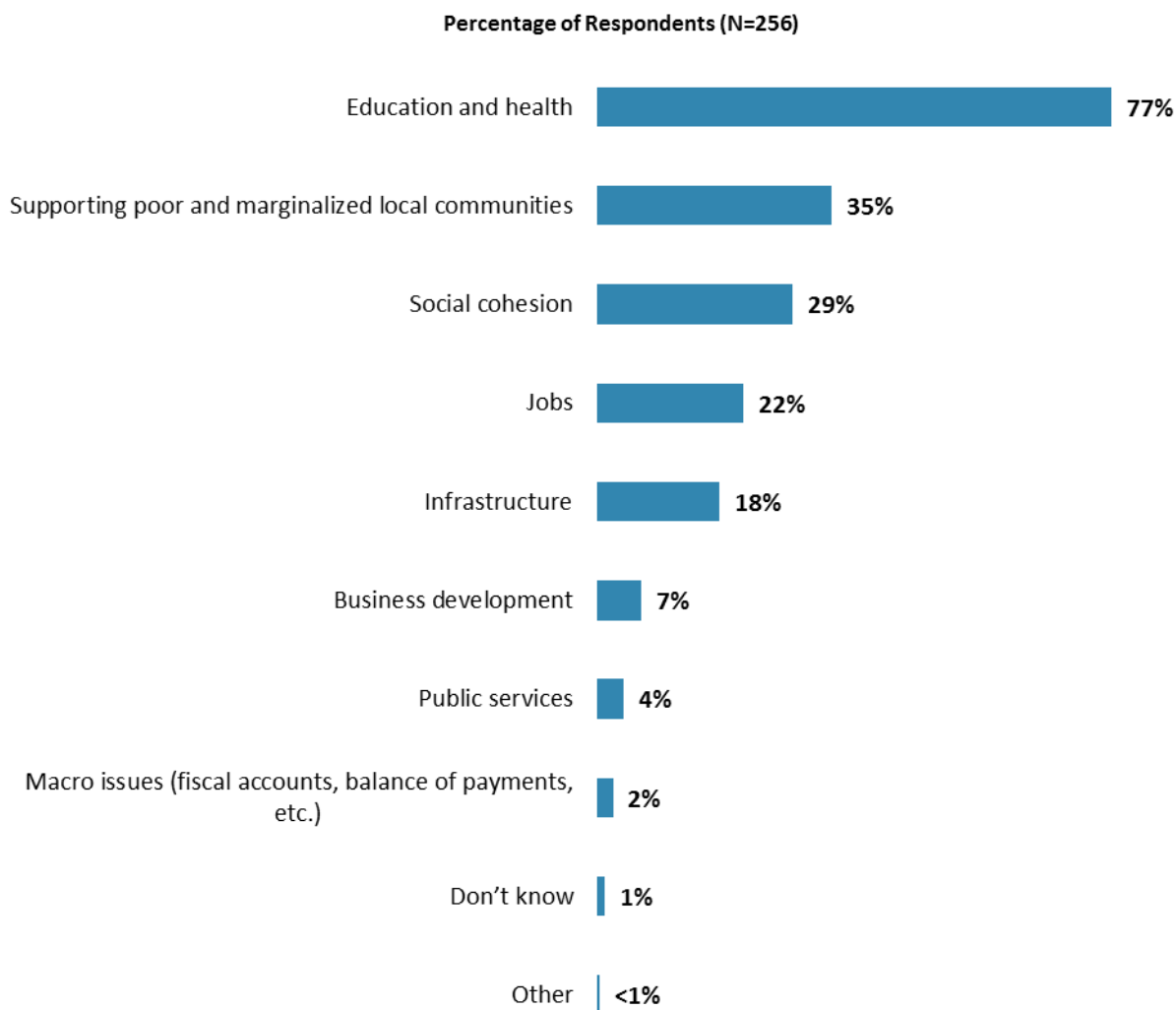


"Please rate how you feel when you think about the impact of the refugees in regards to ..."
(Respondents chose from a list.)



IX. The Future Role of the World Bank Group in CAR (continued)

The WBG's Support to the Refugee Crisis in CAR



"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in CAR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

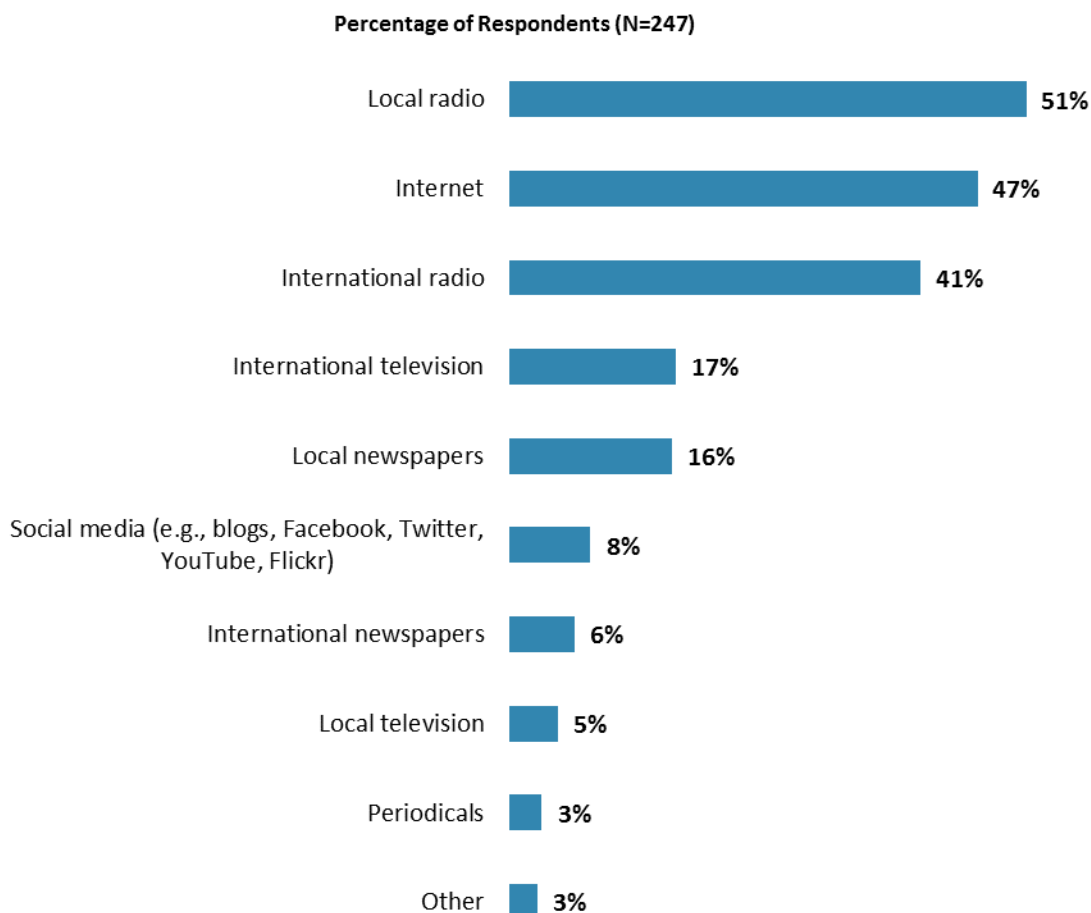


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 62) 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 CAR from “local newspapers” (55%) and “local radio” (42%).



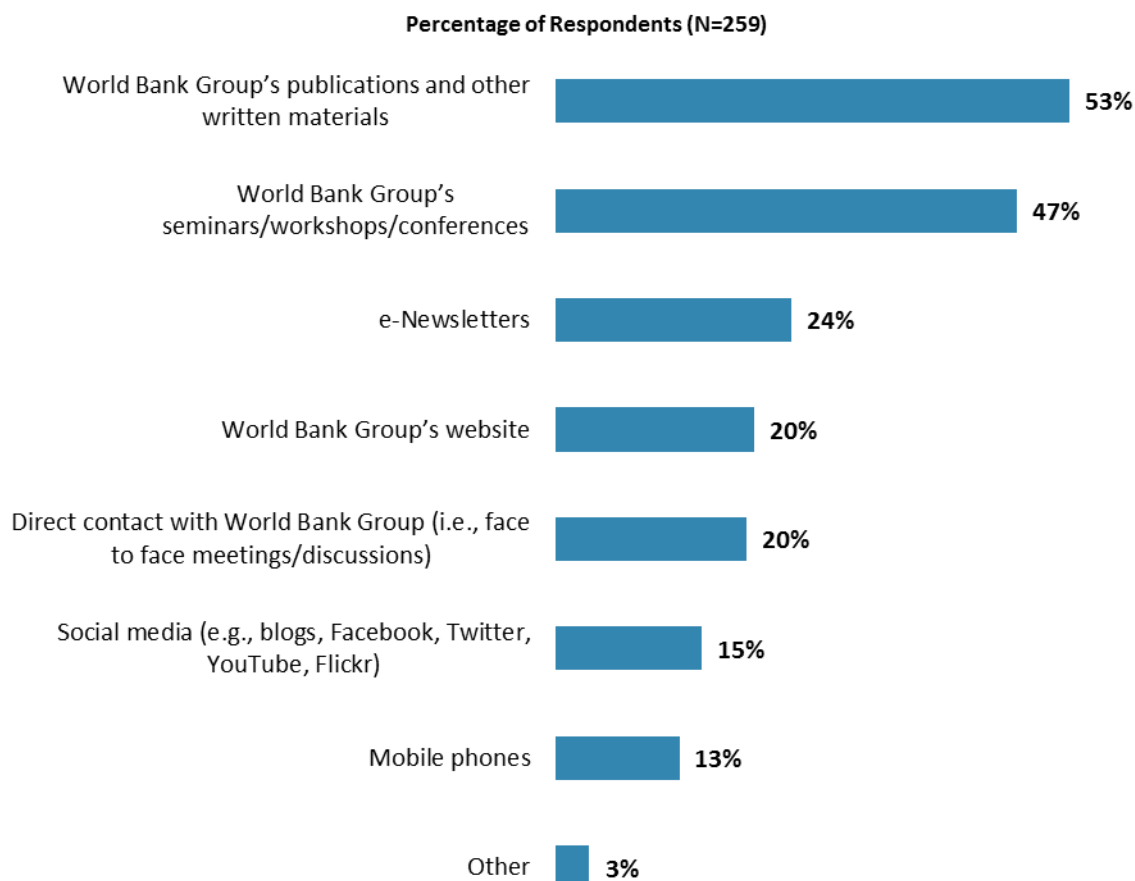
"How do you get most of your information about economic and social development issues in CAR? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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 its “*seminars/workshops/conferences*” (39%) and “*publications and other written materials*” (33%).

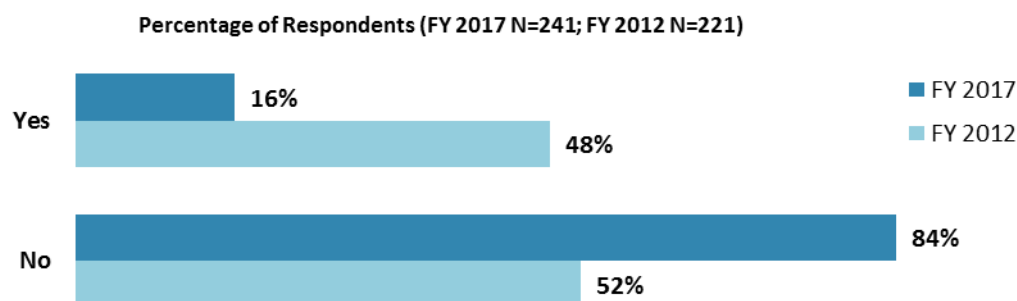


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

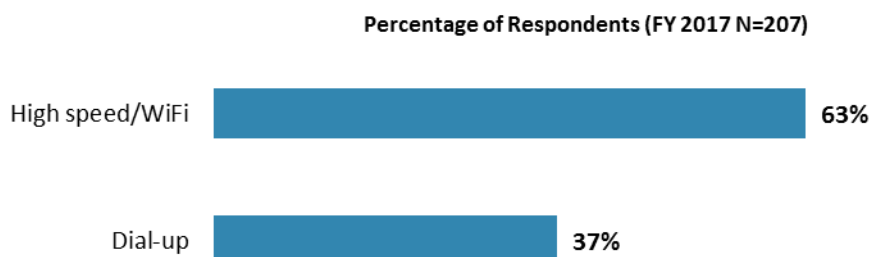
Access to Information¹³



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

Access to the Internet

- 61 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



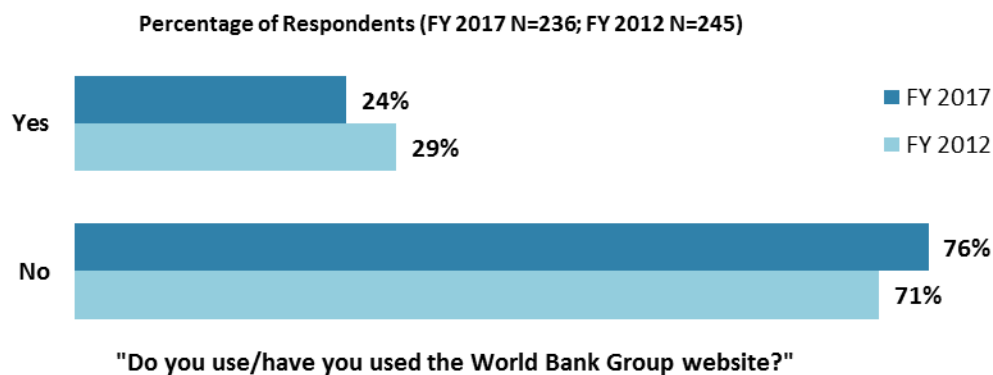
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹³ Percentages presented in the chart were calculated based on weighted data.

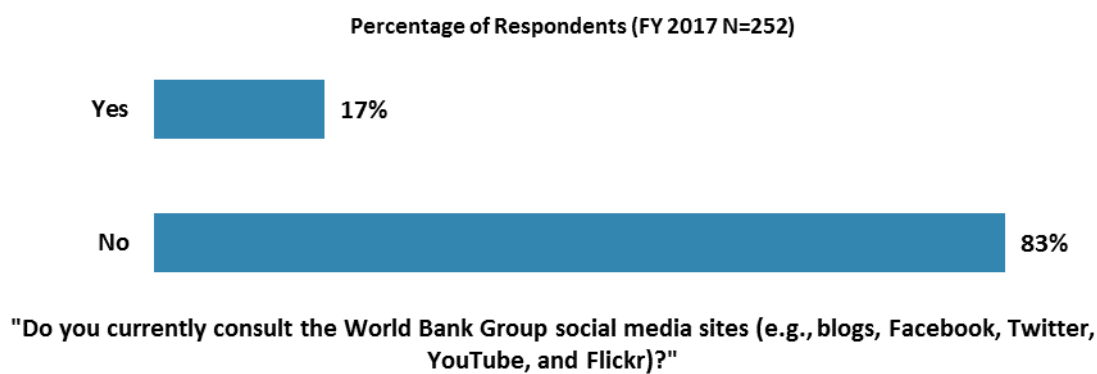


X. Communication and Outreach (continued)

The WBG Website Usage¹⁴



Use of the WBG's Social Media Channels



¹⁴ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Central African Republic





Appendix A: Responses to All Questions across All Respondents (N=270)

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 CAR

1. In general would you say that CAR is headed in ... ?	Percentage of Respondents (N=242)
The right direction	67.4%
The wrong direction	12.8%
Not sure	19.8%

2. Listed below are a number of development priorities in CAR. Please identify which of the following you consider the most important development priorities in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=255)
Security/stabilization/reconstruction	50.2%
Education	46.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	32.2%
Agriculture and rural development	27.8%
Job creation/employment	18.8%
Transport (e.g., roads, bridges, transportation)	15.7%
Health	13.3%
Energy	12.9%
Private sector development	11.8%
Social cohesion	11.4%
Food security	10.2%
Natural resource management (e.g., diamond, forest, mining, etc.)	7.8%
Social protection (e.g., pensions, targeted social assistance)	5.9%
Poverty reduction	5.1%
Anti corruption	4.3%
Economic growth	3.9%
Judiciary reform	3.1%
Information and communications technology	3.1%
Global/regional integration	2.7%
Urban development	2.7%
Local governance and institutions	2.7%
Regional conflict and tensions	2.0%
Equality of opportunity (i.e., social inclusion)	1.2%
Crime and violence	1.2%
Water and sanitation	1.2%
Gender equity	0.8%
Pollution	0.0%
Financial markets	0.0%
Trade and exports	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Disaster risk management	0.0%
Communicable/non-communicable diseases	0.0%

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

3. The reduction of poverty is a concept that requires work in many areas to improve the living conditions of the most vulnerable populations. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=266)
Agriculture and rural development	62.8%
Job creation/employment	37.2%
Economic growth	32.0%
Education	20.3%
Transport (e.g., roads, bridges, transportation)	16.2%
Security/stabilization/reconstruction	13.9%
Natural resource management (e.g., diamond, forest, mining, etc.)	13.2%
Local governance and institutions	11.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	11.3%
Private sector development	10.5%
Food security	9.8%
Anti corruption	9.4%
Health	7.5%
Equality of opportunity (i.e., social inclusion)	7.5%
Energy	7.5%
Social cohesion	5.6%
Information and communications technology	4.9%
Water and sanitation	3.8%
Social protection (e.g., pensions, targeted social assistance)	3.4%
Trade and exports	2.6%
Urban development	2.3%
Judiciary reform	2.3%
Crime and violence	1.9%
Regional conflict and tensions	0.8%
Financial markets	0.8%
Communicable/non-communicable diseases	0.4%
Gender equity	0.4%
Disaster risk management	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Pollution	0.0%
Global/regional integration	0.0%

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

4. 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 CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=255)
Education and training that better ensure job opportunity	40.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	29.8%
Consistent economic growth	29.8%
Better opportunity for the poor who live in rural areas	23.9%
Greater access to health and nutrition for citizens	23.5%
Greater access to micro-finance for the poor	15.7%
Better employment opportunities for young people	10.2%
A growing middle class	8.2%
Greater voice and participation for citizens to help ensure greater accountability	5.1%
More reliable social safety net	4.3%
Better quality public services	4.3%
Better opportunity for the poor who live in urban areas	2.4%
Better employment opportunities for women	1.6%
Other	0.8%

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 CAR? (Select only ONE response)	Percentage of Respondents (N=266)
A very big problem	69.5%
A moderately big problem	19.9%
A small problem	6.0%
Not a problem at all	3.8%
Don't know	0.8%

6. In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (Select only ONE response)	Percentage of Respondents (N=266)
A very serious problem	78.2%
A somewhat serious problem	16.2%
Not too serious problem	3.4%
Not a problem	1.5%
Don't know	0.8%

7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in CAR? (Select only ONE response)	Percentage of Respondents (N=268)
A very important development priority	92.2%
A moderately important development priority	4.1%
A slightly important development priority	2.2%
Not an important development priority	0.7%
Don't know	0.7%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in CAR? (1-Not familiar at all, 10-Extremely familiar)	250	0	5.45	2.81

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in CAR. (1-Not effective at all, 10-Very effective)	229	30	5.97	2.69

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help CAR solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	207	52	6.71	2.61

4. When thinking about how the World Bank Group can have the most impact on development results in CAR, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=260)
Education	41.2%
Energy	37.3%
Agriculture and rural development	29.6%
Job creation/employment	29.2%
Transport (e.g., roads, bridges, transportation)	25.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21.9%
Security/stabilization/reconstruction	15.8%
Health	14.2%
Private sector development	11.2%
Poverty reduction	8.1%
Food security	8.1%
Economic growth	8.1%
Natural resource management (e.g., diamond, forest, mining, etc.)	7.7%
Judiciary reform	6.2%
Information and communications technology	5.0%
Water and sanitation	4.2%
Local governance and institutions	3.8%
Social cohesion	3.8%
Anti corruption	3.5%
Global/regional integration	3.1%
Equality of opportunity (i.e., social inclusion)	2.7%
Social protection (e.g., pensions, targeted social assistance)	1.9%
Gender equity	1.9%
Urban development	1.9%
Regional conflict and tensions	1.5%
Communicable/non-communicable diseases	0.4%
Trade and exports	0.4%
Climate change (e.g., mitigation, adaptation)	0.4%
Pollution	0.0%
Financial markets	0.0%
Disaster risk management	0.0%
Crime and violence	0.0%

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

5. 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 CAR?	Percentage of Respondents (N=246)		
	Greatest Value	2 nd Greatest Value	Combined
Capacity development related to World Bank Group supported projects	24.4%	13.6%	38.0%
Financial resources	18.3%	13.6%	31.9%
Strategy formulation (e.g., PRSP assistance)	10.6%	16.5%	27.0%
Mobilizing third party financial resources	12.2%	12.3%	24.5%
Implementation support	3.3%	12.3%	15.6%
Bringing together different groups of stakeholders	11.8%	2.5%	14.3%
Technical assistance	4.5%	9.5%	13.9%
Policy advice, studies, analyses	5.3%	7.0%	12.3%
Donor coordination	4.5%	5.8%	10.2%
Promoting knowledge sharing	2.0%	3.7%	5.7%
Data and statistics	2.0%	2.1%	4.1%
Other	1.2%	1.2%	2.5%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
World Bank Group's processes too complex	31.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	27.5%
Not adequately sensitive to political/social realities in CAR	25.6%
Not focused enough on issues that are unique to post-conflict countries	24.8%
Too influenced by developed countries	19.8%
Not enough public disclosure of its work	10.9%
Not aligned with country priorities	8.5%
Not collaborating enough with stakeholders outside the Government	8.1%
Not willing to honestly criticize policies and reform efforts in the country	7.0%
Inadequate number of World Bank Group staff members located in the country	6.6%
Staff too inaccessible	6.2%
Its advice and strategies do not lend themselves to practical problem solving	5.4%
Don't know	3.9%
Other	3.1%
Arrogant in its approach	1.9%
Not exploring alternative policy options	0.8%
Not aligned with other donors' work	0.4%
Not client focused	0.4%
The credibility of its knowledge/data	0.4%

7. To what extent do you believe that the World Bank Group's work and support help the poorest in CAR? (Select only ONE response)	Percentage of Respondents (N=264)
To a fully sufficient degree	12.9%
To a somewhat sufficient degree	31.8%
To a somewhat insufficient degree	24.6%
To a very insufficient degree	23.9%
Don't know	6.8%

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

8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the CAR Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	N/A	Mean	SD
1. Investment Project Financing (IPF)	132	111	6.05	2.50
2. Development Policy Financing (DPF)	122	104	6.08	2.13
3. Program-for-Results Financing (PforR)	76	145	5.25	2.42
4. Trust funds and grants	90	132	5.57	2.39
5. Guarantees	59	154	4.63	2.23
6. IFC Investment Services	73	148	5.18	2.28
7. IFC Advisory Services	66	155	5.11	2.28

9. 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=265)
Beneficiaries	47.2%
Local government	30.9%
Private sector	28.3%
NGOs/Community Based Organizations	26.8%
Academia/think tanks/research institutes	13.6%
Regional organizations (e.g., Central African Economic and Monetary Community (CEMAC), Economic Community of Central African States (ECCAS))	12.8%
Youth/university groups	9.4%
Parliament	6.8%
Emerging donors	5.3%
Media	4.2%
UN agencies	3.4%
Donor community	3.0%
UN and regional peace keeping forces	2.6%
Don't know	1.9%
Other	0.8%
Foundations	0.8%

To what extent do you agree with the following statements about the World Bank Group's work in CAR? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in CAR*	221	26	7.23	2.58
11. The World Bank Group's work is aligned with what I consider the development priorities for CAR*	201	38	6.90	2.67

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

To what extent is the World Bank Group an effective development partner in CAR, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	187	53	6.33	2.54
13. Flexibility (in terms of the institution's products and services)*	141	96	4.89	2.33
14. Flexibility (in terms of changing country circumstances)*	159	68	5.50	2.59
15. Being inclusive*	124	107	5.33	2.52
16. Openness (sharing data and other information)*	158	79	5.77	2.61
17. Collaboration with the Government*	209	43	7.46	2.29
18. The speed in which it gets things accomplished on the ground*	163	74	5.69	2.54
19. Helping to bring discipline/effective supervision to implementation of investment projects*	179	63	6.56	2.48
20. Collaboration with civil society*	174	67	5.24	2.63
21. Staff accessibility*	154	79	4.44	2.53
22. Collaboration with other donors and development partners*	159	85	6.88	2.49
23. Collaboration with the private sector*	160	79	5.29	2.50
24. Collaboration with the UN*	147	91	7.88	2.21
25. Straightforwardness and honesty*	148	95	6.66	2.76
26. Treating clients and stakeholders in CAR with respect*	152	92	6.20	2.74
27. Being a long-term partner*	179	66	8.02	2.21

28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=256)
More effective collaboration	19.5%
The same level of effective collaboration	34.4%
Less effective collaboration	12.5%
Don't know	33.6%

29. 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 THREE)	Percentage of Respondents (Responses Combined; N=264)
Reforms are not well thought out in light of country challenges	46.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	39.8%
Ongoing conflict and instability	37.1%
There is not an adequate level of citizen/civil society participation	28.4%
The World Bank Group does not do adequate follow through/follow-up	27.7%
The Government works inefficiently	25.4%
Political pressures and obstacles	22.3%
Inadequate funding	21.2%
The World Bank Group works too slowly	12.9%
Poor donor coordination	12.1%
Lack of/inadequate levels of capacity in Government	12.1%
Other	1.9%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in CAR? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	193	42	7.52	2.44
2. Gender equity	165	63	5.94	2.50
3. Private sector development	196	41	8.11	1.94
4. Education	218	29	9.26	1.28
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	213	35	8.90	1.60
6. Global/regional integration	170	59	7.29	2.18
7. Food security	196	43	8.26	2.07
8. Urban development	196	40	7.83	2.09
9. Energy	210	33	8.92	1.70
10. Water and sanitation	201	40	8.61	1.85
11. Pollution	170	58	6.82	2.49
12. Job creation/employment	209	35	8.80	1.84
13. Health	202	38	9.04	1.54
14. Financial markets	163	59	7.45	2.19
15. Transport (e.g., roads, bridges, transportation)	202	40	8.98	1.56
16. Agriculture and rural development	217	31	9.12	1.55
17. Trade and exports	177	55	7.66	2.04
18. Crime and violence	184	50	7.55	2.54
19. Natural resource management (e.g., diamond, forest, mining, etc.)	198	42	8.08	2.30
20. Climate change (e.g., mitigation, adaptation)	177	59	7.20	2.40
21. Poverty reduction	208	38	8.75	1.77
22. Anti corruption	195	42	8.55	1.88
23. Judiciary reform	203	38	8.55	1.81
24. Economic growth	198	39	8.82	1.59
25. Disaster risk management	172	62	6.63	2.60
26. Equality of opportunity (i.e., social inclusion)	184	54	7.45	2.47
27. Communicable/non-communicable diseases	179	54	7.54	2.21
28. Information and communications technology	193	47	8.13	1.90
29. Security/stabilization/reconstruction	206	39	8.77	2.03
30. Regional conflict and tensions	176	61	7.59	2.40
31. Local governance and institutions	194	45	8.10	1.99
32. Social cohesion	208	35	8.30	2.13

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in CAR? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	131	112	5.29	2.94
2. Gender equity	114	122	5.02	2.39
3. Private sector development	140	100	5.79	2.65
4. Education	187	64	7.41	2.38
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	163	85	7.15	2.28
6. Global/regional integration	118	119	6.11	2.53
7. Food security	143	96	6.22	2.78
8. Urban development	150	92	5.82	2.57
9. Energy	155	90	5.92	2.83
10. Water and sanitation	164	80	6.21	2.77
11. Job creation/employment	143	97	5.43	2.92
12. Health	169	75	6.89	2.58
13. Transport (e.g., roads, bridges, transportation)	161	84	6.39	2.89
14. Agriculture and rural development	171	77	6.66	2.68
15. Trade and exports	119	121	5.01	2.74
16. Crime and violence	120	120	4.82	2.78
17. Natural resource management (e.g., diamond, forest, mining, etc.)	135	108	5.48	2.76
18. Climate change (e.g., mitigation, adaptation)	131	112	5.15	2.85
19. Poverty reduction	165	81	6.29	2.71
20. Anti corruption	141	99	5.55	2.98
21. Economic growth	149	91	6.19	2.71
22. Equality of opportunity (i.e., social inclusion)	122	118	5.10	2.89
23. Communicable/non-communicable diseases	139	101	6.54	2.63
24. Information and communications technology	125	116	5.57	2.83
25. Security/stabilization/reconstruction	145	99	6.02	2.77
26. Regional conflict and tensions	123	112	5.29	2.95
27. Local governance and institutions	142	102	5.75	2.83
28. Social cohesion	147	100	6.05	2.89

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in CAR? (1-To no degree at all, 10-To a very significant degree)	222	46	6.90	2.39

Building and Strengthening Country Systems*	N	DK	Mean	SD
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in CAR? (1-To no degree at all, 10-To a very significant degree)	205	63	6.77	2.57

To what extent do you agree with the following statements about the World Bank Group in CAR? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of CAR*	208	55	6.20	2.74
6. The World Bank Group meets CAR's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	193	70	5.61	2.88

**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=262)
Weekly	8.8%
Monthly	13.0%
A few times a year	29.0%
Rarely	31.7%
Never	17.6%

In CAR, 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	161	80	7.25	2.12
3. Include appropriate level of stakeholder involvement during preparation	151	87	6.07	2.26
4. Lead to practical solutions	162	71	6.31	2.48
5. Are accessible (well written and easy to understand)	151	86	6.09	2.58
6. Are source of relevant information on global good practices	167	75	6.91	2.35
7. Are relevant to country challenges	163	73	6.77	2.45
8. Are adequately disseminated	159	80	5.30	2.67
9. Are translated enough into local language	160	81	3.74	2.91
10. Are adaptable to CAR's specific development challenges and country circumstances*	191	52	6.96	2.60

Overall Evaluations	N	DK	Mean	SD
11. 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)	221	44	7.66	2.30
12. 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)	223	42	6.73	2.54

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	190	61	3.86	2.59
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	204	49	6.93	2.57
3. The World Bank Group's approvals and reviews are done in a timely fashion	177	72	5.33	2.49
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	137	108	6.19	2.49
5. The World Bank Group's conditions on its lending are reasonable	167	77	5.66	2.85
6. The World Bank Group takes decisions quickly in CAR*	186	62	4.91	2.88
7. Working with the World Bank Group increases CAR's institutional capacity	202	51	7.05	2.45
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	161	88	7.06	2.55
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	192	63	6.71	2.60

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

WBG Promoting PPP in CAR	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 CAR? (1-To no degree at all, 10-To a very significant degree)	217	49	6.81	2.57

WBG Staffing in CAR	N	DK	Mean	SD
11. To what extent do you believe the World Bank Group is adequately staffed in CAR? (1-To no degree at all, 10-To a very significant degree)	180	87	5.07	2.84

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
12. To what extent do you believe the World Bank Group measures and corrects its work in real time in CAR? (1-To no degree at all, 10-To a very significant degree)	188	78	6.01	2.93

Donors Supporting Government Efforts	N	DK	Mean	SD
13. To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in CAR? (1-To no degree at all, 10-To a very significant degree)	218	45	6.64	2.53

11. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=256)
Education and health	77.3%
Supporting poor and marginalized local communities	35.2%
Social cohesion	29.3%
Jobs	21.9%
Infrastructure	18.4%
Business development	6.6%
Public services	3.9%
Macro issues (fiscal accounts, balance of payments, etc.)	2.3%
Don't know	1.2%
Other	0.4%

12. Please rate how you feel when you think about the impact of the refugees in regards to...					
	Percentage of Respondents (N=246)				
	A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
CAR's economy	41.1%	23.2%	24.0%	4.5%	7.3%
Social cohesion	30.7%	27.7%	27.3%	7.1%	7.1%
National security	42.0%	29.0%	14.7%	6.1%	8.2%
Public service delivery	22.6%	31.0%	25.2%	6.6%	14.6%
CAR's poor and marginalized	45.2%	23.8%	11.7%	5.9%	13.4%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=263)
Reduce the complexity of obtaining World Bank Group financing	33.5%
Reach out more to groups outside of Government	25.5%
Increase the level of capacity development in the country	24.7%
Offer more innovative knowledge services	15.2%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.4%
Work faster	14.4%
Help to bring discipline/effective supervision to implementation of investment projects	14.4%
Improve the quality of its experts as related to CAR's specific challenges	11.8%
Offer more innovative financial products	9.9%
Increase the level of World Bank Group staffing in CAR's office	9.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	6.1%
Ensure greater selectivity in its work	5.7%
Listen more to the Government's arguments than the population's concerns	5.7%
Provide more adequate data/knowledge/statistics/figures on CAR's economy	5.3%
Other	2.7%

2. When considering the combination of services that the World Bank Group offers in CAR, 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 CAR? (Select only ONE response)	Percentage of Respondents (N=252)
Financial services	31.0%
The combination is appropriate for CAR	28.2%
Convening services	25.0%
Knowledge products	9.1%
Don't know	4.4%
None of the above	2.4%

3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=258)
Public financial management	48.4%
Jobs	40.3%
Access to basic services	35.3%
Social cohesion	33.3%
Stimulating dialogue to promote peace and stability	25.2%
Security mechanisms	20.9%
Reducing violence	19.4%
Access to justice systems	19.4%
Capacity of state institutions	18.2%
Improving livelihoods	16.3%
Conflict resolution mechanisms	11.2%
Social safety nets	7.0%

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

3B. Which THREE areas below would benefit most from other donors in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
Social cohesion	39.3%
Access to justice systems	30.8%
Stimulating dialogue to promote peace and stability	30.8%
Security mechanisms	29.1%
Jobs	26.7%
Reducing violence	25.5%
Public financial management	22.7%
Capacity of state institutions	21.1%
Improving livelihoods	20.6%
Access to basic services	18.6%
Conflict resolution mechanisms	16.6%
Social safety nets	12.6%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=247)
Local radio	51.4%
Internet	46.6%
International radio	40.9%
International television	16.6%
Local newspapers	16.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8.1%
International newspapers	6.5%
Local television	4.9%
Periodicals	3.2%
Other	2.8%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=259)
World Bank Group's publications and other written materials	52.9%
World Bank Group's seminars/workshops/conferences	47.5%
e-Newsletters	24.3%
World Bank Group's website	20.5%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	19.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.1%
Mobile phones	12.7%
Other	3.5%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=253)
Yes	15.0%
No	85.0%

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

4. Do you have reliable access to the Internet?	Percentage of Respondents (N=252)
Yes	60.7%
No	39.3%

5. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=249)
Yes	22.1%
No	77.9%

6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=252)
Yes	16.7%
No	83.3%

7. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=207)
High speed/WiFi	63.3%
Dial-up	36.7%

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=256)
Weekly	17.6%
Monthly	12.1%
A few times a year	14.8%
Rarely	21.5%
Never	34.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	86	150	5.98	2.78
10. I find the information on the World Bank Group's websites useful	75	153	7.07	2.68
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	94	142	7.20	2.56
12. 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.)	108	130	5.41	3.24
13. The World Bank Group is responsive to my information requests and inquiries	78	158	4.74	2.94

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=263)
Employee of a Ministry, Ministerial Department or Implementation Agency	30.4%
Office of Minister	11.8%
Academia/Research Institute/Think Tank	9.5%
NGO/Community Based Organization	6.8%
Office of the President, Prime Minister	5.7%
Local Government Office or Staff	5.7%
Media (press, radio, TV, web, etc.)	5.3%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	4.6%
Other	4.6%
Private Sector Organization	3.4%
Trade Union	2.7%
Office of Parliamentarian	2.3%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.3%
Bilateral/Multilateral Agency	1.9%
Youth Group	1.1%
Private Foundation	0.8%
Faith-Based Group	0.8%
Financial Sector/Private Bank	0.4%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=254)
Education	20.5%
Other	15.0%
Urban, rural, and social development	12.2%
Environment and natural resources	9.4%
Agriculture	6.7%
Governance	6.3%
Transport and ICT	5.9%
Health, nutrition, and population	4.7%
Generalist (specialized in multiple sectors)	4.3%
Social protection and labor	3.1%
Macroeconomics and fiscal management	2.8%
Public-private partnerships	2.4%
Jobs	2.0%
Gender	1.6%
Fragility, conflict and violence	0.8%
Trade and competitiveness	0.8%
Finance and markets	0.8%
Water	0.4%
Poverty	0.4%

**H. Background Information (continued)**

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	Percentage of Respondents (N=258)
Yes	27.9%
No	72.1%

4. Which of the following agencies of the World Bank Group do you primarily engage with in CAR? (Select only ONE response)	Percentage of Respondents (N=207)
The World Bank (IDA)	65.7%
The International Finance Corporation (IFC)	6.3%
The Multilateral Investment Guarantee Agency (MIGA)	2.9%
Other	25.1%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=218)
Yes	23.9%
No	76.1%

6. If yes, what was your view of how the two institutions work together in CAR? (Select only ONE response)	Percentage of Respondents (N=52)
The two institutions work well together	42.3%
The way the two institutions work together needs improvement	44.2%
The two institutions do not work well together	0.0%
Don't know	13.5%

7. Which of the following describes most of your exposure to the World Bank Group in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=231)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	50.2%
Collaborate as part of my professional duties	32.9%
Use World Bank Group reports/data	30.3%
Engage in World Bank Group related/sponsored events/activities	26.4%
Use World Bank Group website for information, data, research, etc.	18.6%

8. What's your gender?	Percentage of Respondents (N=265)
Female	12.1%
Male	87.9%

9. Which best represents your geographic location?	Percentage of Respondents (N=262)
Bangui	77.5%
Bouar	1.9%
Bossangoa	2.7%
Mbaïki	1.9%
Autres villes	8.4%
Zones Rurales	7.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁵

- Office of the President/Prime Minister N=15 ● Office of Minister N=31 ● Employee of a Ministry N=80
- PMU/Consultant on a WBG-supported Project N=12 ● Local Government N=15 ● Private Sector/Financial Sector/Private Bank N=10
- CSO N=32 ● Media N=14 ● Academia/Research Institute/Think Tank N=25 ● Other N=29

A. General Issues facing CAR

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

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	92.9%	84.0%	77.0%	41.7%	71.4%	50.0%	51.9%	46.2%	50.0%	65.4%
The wrong direction	0.0%	0.0%	5.4%	41.7%	14.3%	30.0%	18.5%	30.8%	18.2%	15.4%
Not sure	7.1%	16.0%	17.6%	16.7%	14.3%	20.0%	29.6%	23.1%	31.8%	19.2%

*Significantly different between stakeholder groups

¹⁵ Only 263 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing CAR (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social protection	0.0%	7.1%	3.9%	8.3%	7.1%	0.0%	6.9%	7.7%	8.3%	10.3%
Gender equity	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Private sector development	15.4%	7.1%	15.8%	8.3%	14.3%	30.0%	6.9%	15.4%	4.2%	6.9%
Education	53.8%	39.3%	32.9%	50.0%	71.4%	40.0%	51.7%	53.8%	66.7%	48.3%
Security/stabilization/reconstruction	53.8%	50.0%	53.9%	50.0%	28.6%	50.0%	41.4%	38.5%	83.3%	41.4%
Public sector governance/reform*	15.4%	28.6%	46.1%	33.3%	28.6%	10.0%	31.0%	7.7%	20.8%	41.4%
Global/regional integration	0.0%	3.6%	2.6%	8.3%	0.0%	10.0%	0.0%	0.0%	0.0%	3.4%
Food security	30.8%	7.1%	10.5%	0.0%	7.1%	0.0%	20.7%	0.0%	4.2%	10.3%
Urban development*	0.0%	10.7%	1.3%	0.0%	14.3%	0.0%	0.0%	7.7%	0.0%	0.0%
Energy	15.4%	21.4%	13.2%	0.0%	0.0%	10.0%	10.3%	15.4%	12.5%	17.2%
Water and sanitation	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Regional conflict and tensions	0.0%	3.6%	2.6%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	15.4%	14.3%	17.1%	33.3%	21.4%	20.0%	6.9%	30.8%	29.2%	20.7%
Health	7.7%	10.7%	10.5%	16.7%	14.3%	10.0%	13.8%	30.8%	4.2%	20.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	32.1%	15.8%	8.3%	7.1%	0.0%	24.1%	7.7%	8.3%	17.2%
Agriculture and rural development	30.8%	25.0%	28.9%	16.7%	50.0%	10.0%	34.5%	38.5%	29.2%	17.2%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	7.7%	0.0%	1.3%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	0.0%
Social cohesion*	7.7%	7.1%	7.9%	33.3%	7.1%	40.0%	17.2%	15.4%	4.2%	3.4%
Natural resource management	7.7%	7.1%	3.9%	16.7%	21.4%	20.0%	10.3%	7.7%	8.3%	3.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	15.4%	7.1%	5.3%	0.0%	0.0%	0.0%	3.4%	0.0%	8.3%	6.9%
Anti corruption	15.4%	0.0%	5.3%	0.0%	0.0%	20.0%	3.4%	0.0%	4.2%	3.4%
Judiciary reform	0.0%	7.1%	2.6%	8.3%	0.0%	10.0%	3.4%	0.0%	0.0%	3.4%
Economic growth	7.7%	0.0%	6.6%	0.0%	7.1%	10.0%	0.0%	7.7%	0.0%	3.4%
Local governance and institutions	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	6.9%	0.0%	0.0%	3.4%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	4.2%	3.4%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	5.3%	0.0%	0.0%	10.0%	0.0%	7.7%	0.0%	6.9%

*Significantly different between stakeholder groups

**A. General Issues facing CAR (continued)**

The reduction of poverty is a concept that requires work in many areas to improve the living conditions of the most vulnerable populations. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in CAR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Economic growth	40.0%	37.9%	34.2%	41.7%	26.7%	30.0%	31.3%	28.6%	25.0%	24.1%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	3.4%	8.9%	0.0%	6.7%	20.0%	0.0%	14.3%	8.3%	17.2%
Communicable/non-communicable diseases	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	6.7%	24.1%	13.9%	0.0%	6.7%	0.0%	12.5%	7.1%	12.5%	6.9%
Information and communications technology*	6.7%	0.0%	5.1%	0.0%	0.0%	20.0%	0.0%	21.4%	4.2%	6.9%
Social protection	0.0%	6.9%	6.3%	0.0%	6.7%	0.0%	0.0%	0.0%	4.2%	0.0%
Agriculture and rural development	86.7%	51.7%	69.6%	66.7%	66.7%	50.0%	53.1%	64.3%	54.2%	62.1%
Trade and exports	13.3%	0.0%	0.0%	8.3%	6.7%	0.0%	0.0%	0.0%	4.2%	6.9%
Crime and violence	0.0%	3.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	3.4%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport*	0.0%	13.8%	15.2%	50.0%	20.0%	0.0%	15.6%	21.4%	4.2%	24.1%
Social cohesion	6.7%	6.9%	5.1%	0.0%	6.7%	10.0%	6.3%	14.3%	4.2%	3.4%
Energy	6.7%	3.4%	3.8%	8.3%	6.7%	10.0%	6.3%	21.4%	8.3%	17.2%
Anti corruption*	13.3%	10.3%	3.8%	8.3%	33.3%	10.0%	18.8%	0.0%	4.2%	6.9%
Judiciary reform	6.7%	3.4%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%
Water and sanitation	0.0%	6.9%	2.5%	0.0%	0.0%	10.0%	3.1%	0.0%	8.3%	6.9%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	40.0%	31.0%	41.8%	33.3%	33.3%	80.0%	28.1%	35.7%	29.2%	37.9%
Health	0.0%	3.4%	8.9%	0.0%	13.3%	0.0%	12.5%	0.0%	12.5%	10.3%
Security/stabilization/reconstruction*	0.0%	27.6%	6.3%	25.0%	6.7%	10.0%	15.6%	0.0%	29.2%	17.2%
Financial markets	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%
Public sector governance/reform	6.7%	6.9%	12.7%	0.0%	6.7%	10.0%	18.8%	14.3%	25.0%	3.4%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Private sector development	6.7%	10.3%	11.4%	16.7%	20.0%	20.0%	9.4%	14.3%	4.2%	6.9%
Education	20.0%	17.2%	17.7%	25.0%	20.0%	0.0%	25.0%	28.6%	29.2%	17.2%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	20.0%	10.3%	12.7%	0.0%	6.7%	0.0%	18.8%	0.0%	8.3%	0.0%
Regional conflict and tensions	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Urban development	0.0%	10.3%	1.3%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	3.4%
Natural resource management	20.0%	3.4%	12.7%	16.7%	6.7%	10.0%	18.8%	14.3%	8.3%	13.8%

*Significantly different between stakeholder groups

**A. General Issues facing CAR (continued)**

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 CAR? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Greater access to health and nutrition for citizens	38.5%	35.7%	22.4%	33.3%	26.7%	11.1%	12.9%	14.3%	25.0%	17.2%
Better entrepreneurial opportunities*	7.7%	17.9%	39.5%	33.3%	13.3%	44.4%	41.9%	42.9%	12.5%	24.1%
A growing middle class	15.4%	14.3%	7.9%	0.0%	13.3%	11.1%	3.2%	7.1%	4.2%	10.3%
Better opportunity for the poor who live in rural areas	30.8%	28.6%	26.3%	11.1%	26.7%	11.1%	12.9%	7.1%	29.2%	31.0%
Better opportunity for the poor who live in urban areas	0.0%	7.1%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.9%
Consistent economic growth	38.5%	25.0%	30.3%	55.6%	26.7%	33.3%	32.3%	35.7%	33.3%	10.3%
More reliable social safety net	0.0%	3.6%	3.9%	0.0%	6.7%	0.0%	9.7%	0.0%	8.3%	3.4%
Greater access to micro-finance for the poor	15.4%	10.7%	18.4%	11.1%	33.3%	0.0%	9.7%	21.4%	12.5%	20.7%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	3.6%	9.2%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	10.3%
Education and training that better ensure job opportunity	30.8%	46.4%	30.3%	55.6%	33.3%	66.7%	54.8%	35.7%	50.0%	41.4%
Better quality public services	7.7%	3.6%	3.9%	0.0%	13.3%	0.0%	0.0%	7.1%	8.3%	3.4%
Better employment opportunities for young people*	7.7%	0.0%	5.3%	0.0%	6.7%	11.1%	22.6%	28.6%	4.2%	13.8%
Better employment opportunities for women	7.7%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	3.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	3.4%

*Significantly different between stakeholder groups

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 CAR? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	53.3%	70.0%	75.6%	50.0%	73.3%	50.0%	62.5%	78.6%	80.0%	64.3%
A moderately big problem	26.7%	16.7%	19.2%	33.3%	26.7%	30.0%	21.9%	7.1%	8.0%	25.0%
A small problem	6.7%	10.0%	2.6%	16.7%	0.0%	10.0%	6.3%	7.1%	8.0%	7.1%
Not a problem at all	6.7%	3.3%	1.3%	0.0%	0.0%	10.0%	9.4%	7.1%	4.0%	3.6%
Don't know	6.7%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

**A. General Issues facing CAR (continued)**

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	50.0%	60.0%	91.0%	75.0%	100.0%	80.0%	78.1%	71.4%	68.0%	79.3%
A somewhat serious problem	35.7%	30.0%	7.7%	16.7%	0.0%	20.0%	12.5%	21.4%	24.0%	13.8%
Not too serious problem	7.1%	6.7%	0.0%	8.3%	0.0%	0.0%	3.1%	0.0%	8.0%	6.9%
Not a problem	7.1%	3.3%	1.3%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in CAR? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very important development priority	92.9%	87.1%	92.4%	83.3%	100.0%	90.0%	93.8%	85.7%	96.0%	93.1%
A moderately important development priority	0.0%	3.2%	5.1%	16.7%	0.0%	0.0%	6.3%	7.1%	0.0%	3.4%
A slightly important development priority	7.1%	3.2%	1.3%	0.0%	0.0%	10.0%	0.0%	0.0%	4.0%	3.4%
Not an important development priority	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Don't know	0.0%	3.2%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 CAR?*	14	5.86	2.98	29	5.07	2.63	73	5.67	2.64	12	8.42	1.62	14	5.43	2.93	10	5.10	2.88	29	4.52	2.85	14	6.07	4.01	24	4.37	2.46	26	5.46	2.56

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 CAR.	14	6.43	2.34	25	6.28	2.28	64	6.17	2.62	12	7.58	2.61	14	5.64	2.87	10	5.40	2.95	25	4.64	2.77	13	5.77	3.61	22	5.32	2.36	25	6.68	2.69

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

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 World Bank Group's staff is well prepared to help CAR solve its most complicated development challenges?	13	6.69	1.93	23	6.91	2.78	62	6.89	2.46	11	7.55	2.73	11	6.00	2.28	9	5.78	2.59	20	6.05	3.02	12	6.58	3.63	20	5.85	2.64	22	7.73	2.33

(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 CAR, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in CAR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Energy	38.5%	43.3%	33.8%	50.0%	40.0%	40.0%	29.0%	57.1%	32.0%	40.7%
Water and sanitation	7.7%	3.3%	1.3%	8.3%	13.3%	0.0%	3.2%	7.1%	8.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	30.8%	30.0%	32.5%	50.0%	46.7%	30.0%	9.7%	28.6%	24.0%	25.9%
Health	15.4%	10.0%	13.0%	8.3%	13.3%	10.0%	22.6%	0.0%	12.0%	22.2%
Regional conflict and tensions	0.0%	3.3%	0.0%	8.3%	0.0%	10.0%	0.0%	0.0%	4.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	3.7%
Gender equity	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	15.4%	6.7%	9.1%	8.3%	20.0%	50.0%	6.5%	7.1%	8.0%	14.8%
Education	46.2%	36.7%	31.2%	25.0%	66.7%	40.0%	45.2%	35.7%	56.0%	51.9%
Public sector governance/reform	15.4%	30.0%	27.3%	8.3%	6.7%	20.0%	16.1%	21.4%	32.0%	18.5%
Security/stabilization/reconstruction	15.4%	16.7%	19.5%	8.3%	0.0%	10.0%	22.6%	7.1%	16.0%	11.1%
Global/regional integration	0.0%	0.0%	6.5%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	7.4%
Food security	23.1%	10.0%	5.2%	0.0%	6.7%	0.0%	9.7%	7.1%	4.0%	7.4%
Urban development	0.0%	6.7%	2.6%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Judiciary reform	0.0%	10.0%	5.2%	8.3%	13.3%	0.0%	9.7%	0.0%	8.0%	3.7%
Economic growth	7.7%	3.3%	11.7%	8.3%	6.7%	0.0%	16.1%	7.1%	0.0%	3.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	3.3%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%	11.1%
Communicable/non-communicable diseases*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	2.6%	0.0%	6.7%	0.0%	9.7%	7.1%	4.0%	7.4%
Information and communications technology	0.0%	0.0%	7.8%	0.0%	0.0%	20.0%	0.0%	14.3%	8.0%	3.7%
Transport	15.4%	36.7%	29.9%	41.7%	20.0%	20.0%	25.8%	21.4%	12.0%	14.8%
Agriculture and rural development	38.5%	26.7%	28.6%	33.3%	20.0%	30.0%	25.8%	21.4%	40.0%	29.6%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	6.7%	7.8%	0.0%	13.3%	10.0%	6.5%	14.3%	8.0%	11.1%
Social cohesion	7.7%	0.0%	2.6%	0.0%	0.0%	0.0%	12.9%	7.1%	4.0%	3.7%
Climate change*	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	7.7%	13.3%	7.8%	16.7%	6.7%	10.0%	6.5%	7.1%	8.0%	3.7%
Anti corruption	7.7%	3.3%	1.3%	8.3%	0.0%	0.0%	9.7%	7.1%	4.0%	0.0%

*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 and which activity is of second greatest value in CAR?

Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	13.3%	10.3%	11.3%	8.3%	6.7%	22.2%	16.1%	21.4%	8.3%	9.5%
Capacity development related to World Bank Group supported projects	20.0%	20.7%	19.7%	58.3%	33.3%	11.1%	32.3%	14.3%	16.7%	33.3%
Technical assistance	6.7%	6.9%	5.6%	0.0%	6.7%	0.0%	0.0%	14.3%	4.2%	0.0%
Policy advice, studies, analyses	0.0%	10.3%	4.2%	0.0%	6.7%	11.1%	3.2%	14.3%	4.2%	0.0%
Financial resources	13.3%	24.1%	22.5%	16.7%	6.7%	22.2%	19.4%	7.1%	16.7%	14.3%
Data and statistics	0.0%	3.4%	1.4%	0.0%	6.7%	0.0%	6.5%	0.0%	0.0%	0.0%
Promoting knowledge sharing	0.0%	0.0%	4.2%	0.0%	0.0%	11.1%	0.0%	0.0%	4.2%	0.0%
Implementation support*	6.7%	0.0%	1.4%	0.0%	13.3%	0.0%	0.0%	7.1%	0.0%	14.3%
Mobilizing third party financial resources	20.0%	10.3%	9.9%	16.7%	6.7%	11.1%	6.5%	21.4%	16.7%	14.3%
Donor coordination	6.7%	6.9%	4.2%	0.0%	0.0%	0.0%	9.7%	0.0%	0.0%	4.8%
Strategy formulation (e.g., PRSP assistance)	13.3%	3.4%	14.1%	0.0%	13.3%	11.1%	6.5%	0.0%	25.0%	9.5%
Other	0.0%	3.4%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%

*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Bringing together different groups of stakeholders	0.0%	3.6%	2.8%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	9.5%
Capacity development related to World Bank Group supported projects	23.1%	3.6%	15.3%	0.0%	6.7%	33.3%	12.9%	35.7%	13.0%	9.5%
Technical assistance	0.0%	10.7%	11.1%	25.0%	0.0%	11.1%	6.5%	7.1%	4.3%	14.3%
Policy advice, studies, analyses	0.0%	14.3%	4.2%	0.0%	6.7%	0.0%	12.9%	0.0%	4.3%	14.3%
Financial resources	30.8%	14.3%	9.7%	25.0%	26.7%	0.0%	6.5%	14.3%	21.7%	9.5%
Data and statistics	7.7%	7.1%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	4.8%
Promoting knowledge sharing	0.0%	7.1%	1.4%	8.3%	6.7%	0.0%	3.2%	7.1%	8.7%	0.0%
Implementation support	15.4%	3.6%	9.7%	33.3%	0.0%	33.3%	12.9%	14.3%	17.4%	9.5%
Mobilizing third party financial resources*	0.0%	14.3%	23.6%	0.0%	13.3%	0.0%	3.2%	0.0%	4.3%	19.0%
Donor coordination	0.0%	7.1%	2.8%	8.3%	13.3%	11.1%	12.9%	7.1%	0.0%	4.8%
Strategy formulation (e.g., PRSP assistance)	15.4%	10.7%	19.4%	0.0%	20.0%	11.1%	25.8%	14.3%	21.7%	4.8%
Other	7.7%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%

*Significantly different between stakeholder groups

**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 CAR? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's processes too complex	33.3%	46.7%	33.3%	16.7%	33.3%	22.2%	25.0%	50.0%	29.2%	19.2%
Not willing to honestly criticize policies and reform efforts in the country	13.3%	3.3%	5.3%	16.7%	6.7%	0.0%	9.4%	7.1%	4.2%	7.7%
Staff too inaccessible	6.7%	10.0%	4.0%	8.3%	6.7%	33.3%	3.1%	7.1%	0.0%	7.7%
World Bank Group's processes too slow	13.3%	30.0%	36.0%	16.7%	20.0%	22.2%	28.1%	28.6%	25.0%	19.2%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	20.0%	6.7%	8.0%	16.7%	0.0%	0.0%	9.4%	7.1%	8.3%	7.7%
Not adequately sensitive to political/social realities in CAR	20.0%	23.3%	30.7%	16.7%	40.0%	22.2%	28.1%	21.4%	29.2%	11.5%
Too influenced by developed countries	13.3%	16.7%	20.0%	8.3%	6.7%	11.1%	21.9%	28.6%	29.2%	26.9%
Not exploring alternative policy options	0.0%	0.0%	1.3%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with stakeholders outside the Government*	13.3%	3.3%	1.3%	8.3%	13.3%	0.0%	25.0%	0.0%	8.3%	15.4%
Its advice and strategies do not lend themselves to practical problem solving	6.7%	6.7%	5.3%	0.0%	6.7%	11.1%	3.1%	0.0%	12.5%	3.8%
Not enough public disclosure of its work	13.3%	13.3%	9.3%	8.3%	6.7%	11.1%	18.8%	21.4%	4.2%	3.8%
Arrogant in its approach	6.7%	3.3%	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	3.8%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	33.3%	20.0%	21.3%	33.3%	40.0%	33.3%	15.6%	28.6%	16.7%	34.6%
Inadequate number of World Bank Group staff members located in the country*	6.7%	3.3%	2.7%	16.7%	6.7%	11.1%	3.1%	0.0%	8.3%	23.1%
Other	0.0%	6.7%	1.3%	0.0%	0.0%	11.1%	3.1%	0.0%	4.2%	7.7%
Don't know	0.0%	0.0%	8.0%	8.3%	6.7%	0.0%	3.1%	0.0%	4.2%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	13.3%	6.9%	10.3%	8.3%	26.7%	20.0%	3.2%	0.0%	20.0%	21.4%
To a somewhat sufficient degree	26.7%	37.9%	26.9%	75.0%	26.7%	40.0%	35.5%	28.6%	24.0%	28.6%
To a somewhat insufficient degree	20.0%	37.9%	34.6%	16.7%	20.0%	20.0%	29.0%	14.3%	12.0%	10.7%
To a very insufficient degree	26.7%	13.8%	19.2%	0.0%	26.7%	10.0%	25.8%	42.9%	40.0%	35.7%
Don't know	13.3%	3.4%	9.0%	0.0%	0.0%	10.0%	6.5%	14.3%	4.0%	3.6%

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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the CAR Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Investment Project Financing	8	5.25	1.58	15	5.67	2.69	38	6.45	2.83	7	6.71	2.21	7	6.29	2.93	8	5.88	1.36	8	4.88	2.03	8	6.25	3.49	12	5.67	1.72	18	6.11	2.61
Development Policy Financing	9	6.33	1.41	15	6.40	1.84	34	6.24	2.46	8	6.38	2.20	6	5.00	2.00	6	6.00	1.26	6	5.33	1.63	7	6.00	3.37	12	5.08	1.88	18	6.50	2.07
Program-for-Results Financing	5	5.80	1.64	7	5.29	2.43	25	5.12	2.42	4	5.75	1.89	3	6.00	2.65	3	3.67	2.08	5	4.60	0.55	7	5.57	4.08	6	4.17	2.14	10	5.60	2.37
Trust funds and grants	7	6.86	1.57	9	6.22	1.86	24	5.54	2.40	5	5.00	1.41	4	5.75	2.36	4	5.25	2.22	6	5.33	2.66	4	6.50	4.36	9	4.11	2.15	17	5.71	2.73
Guarantees	4	6.00	1.83	9	4.11	1.76	14	4.14	1.92	4	5.75	1.89	2	6.50	3.54	4	4.00	1.83	3	5.00	1.00	3	6.33	4.73	6	3.00	2.53	10	5.00	2.11
IFC Investment Services	6	5.17	2.04	11	4.73	2.00	19	4.68	2.31	5	5.60	1.52	2	5.50	3.54	3	4.33	1.53	3	5.00	1.00	4	5.00	4.69	6	5.50	2.43	13	6.46	2.07
IFC Advisory Services	6	5.33	2.16	10	5.30	2.31	15	4.40	2.13	4	5.75	1.89	2	6.00	2.83	3	4.33	1.53	4	5.00	1.83	4	5.00	4.69	5	4.80	2.17	12	6.00	2.17

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/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Beneficiaries	28.6%	35.5%	57.7%	66.7%	60.0%	30.0%	45.2%	42.9%	32.0%	48.3%
Youth/university groups	14.3%	6.5%	7.7%	8.3%	0.0%	10.0%	19.4%	14.3%	16.0%	3.4%
Private sector*	50.0%	32.3%	28.2%	16.7%	13.3%	90.0%	12.9%	35.7%	16.0%	20.7%
Local government	42.9%	41.9%	30.8%	8.3%	53.3%	20.0%	22.6%	21.4%	24.0%	37.9%
Donor community	0.0%	3.2%	2.6%	8.3%	6.7%	0.0%	6.5%	0.0%	0.0%	3.4%
NGOs/Community Based Organizations	28.6%	19.4%	23.1%	41.7%	40.0%	30.0%	48.4%	7.1%	16.0%	27.6%
Academia/think tanks/research institutes*	0.0%	9.7%	6.4%	8.3%	13.3%	0.0%	16.1%	14.3%	64.0%	6.9%
Parliament	0.0%	3.2%	7.7%	8.3%	0.0%	0.0%	6.5%	0.0%	8.0%	20.7%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	3.4%
Media*	0.0%	0.0%	3.8%	8.3%	0.0%	10.0%	0.0%	42.9%	0.0%	0.0%
UN and regional peace keeping forces	14.3%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	6.9%
Emerging donors	7.1%	0.0%	5.1%	8.3%	6.7%	0.0%	9.7%	14.3%	0.0%	6.9%
UN agencies	0.0%	0.0%	5.1%	0.0%	0.0%	10.0%	3.2%	7.1%	0.0%	3.4%
Regional organizations (e.g., Central African Economic and Monetary Community (CEMAC), Economic Community of Central African States (ECCAS))	14.3%	29.0%	16.7%	16.7%	6.7%	0.0%	3.2%	0.0%	8.0%	10.3%
Other	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%
Don't know	0.0%	6.5%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%

*Significantly different between stakeholder groups

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in CAR? (1-Strongly disagree, 10-Strongly agree)**

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 the World Bank Group currently plays a relevant role in development in CAR	11	8.27	1.62	27	7.67	2.35	66	7.38	2.56	11	8.55	1.69	12	6.75	2.05	9	7.22	2.17	26	6.08	2.84	8	8.25	2.92	19	6.11	2.85	26	7.38	2.97
The World Bank Group's work is aligned with what I consider the development priorities for CAR*	13	7.85	2.03	22	6.32	2.75	57	6.81	2.49	6	9.17	1.60	12	6.33	2.99	8	7.25	2.12	25	5.80	3.03	10	8.30	1.95	18	5.89	2.93	24	7.88	2.69

*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 to needs*	11	6.18	2.04	16	6.81	2.20	54	6.48	2.39	11	8.45	1.86	9	4.89	2.26	8	6.25	3.01	19	5.58	2.43	10	5.30	3.37	19	5.26	2.54	23	7.30	2.65
Flexibility (in terms of the institution's products and services)	8	4.88	2.10	15	4.60	2.29	38	4.74	2.04	6	8.00	1.10	9	4.67	2.29	7	5.29	2.06	12	4.08	2.07	7	5.29	3.59	16	4.00	2.16	19	5.37	2.63
Flexibility (in terms of changing country circumstances)*	8	5.75	1.98	15	5.87	2.53	45	5.27	2.50	7	8.86	1.07	10	5.20	2.44	8	6.25	2.12	17	4.24	2.54	8	5.25	3.99	18	4.28	2.05	19	6.47	2.65
Being inclusive	9	5.56	2.60	11	4.45	2.07	31	5.23	2.36	5	8.60	1.52	6	6.33	2.16	7	5.86	1.35	15	4.47	2.88	7	4.71	3.09	12	4.42	2.27	18	5.94	2.71
Openness (sharing data and other information)	9	6.00	3.00	14	5.57	3.08	44	5.91	2.37	7	7.71	1.98	8	5.75	1.49	10	6.30	1.06	17	5.35	3.06	9	5.78	3.83	16	4.62	2.45	19	5.95	2.82
Collaboration with the Government*	13	7.92	1.75	22	6.59	2.50	63	7.52	2.22	10	8.90	1.52	13	6.77	2.77	9	6.89	1.62	19	7.42	2.34	12	7.00	3.07	19	7.00	2.36	23	8.65	1.80
The speed in which it gets things accomplished on the ground*	9	5.67	3.12	16	5.63	2.58	48	5.42	2.28	10	8.40	1.58	8	4.75	1.39	7	7.00	1.73	17	5.35	2.29	10	5.50	3.50	18	4.33	2.28	15	6.93	2.81
Helping to bring discipline/effective supervision to implementation of investment projects*	12	6.25	2.45	18	6.22	2.53	50	6.64	2.25	10	8.90	1.60	11	5.73	2.24	8	7.38	1.60	18	5.94	2.44	10	5.70	3.65	16	5.50	2.34	22	7.68	2.50
Collaboration with civil society	11	4.82	1.99	18	5.78	2.69	46	5.20	2.36	7	7.57	2.57	11	4.91	2.02	7	6.14	1.95	21	4.48	2.73	10	5.50	4.03	17	4.06	2.22	21	5.81	2.98
Staff accessibility	9	4.56	2.55	14	5.14	2.54	42	4.29	2.20	9	5.33	3.00	7	4.00	1.29	8	4.75	2.60	16	3.69	2.85	10	5.00	3.94	15	3.73	1.94	19	4.74	2.83
Collaboration with other donors and development partners	10	7.60	2.01	15	6.13	2.50	48	7.19	2.56	7	8.00	1.91	9	6.67	1.94	9	6.33	1.87	14	5.93	2.73	9	7.67	3.12	17	6.35	2.45	18	7.22	2.69
Collaboration with the private sector	9	6.22	2.39	17	4.71	2.44	47	5.28	2.39	5	7.00	2.55	9	3.89	1.27	10	5.30	3.02	13	4.85	2.08	9	6.44	3.21	17	5.06	1.92	21	5.67	3.14
Collaboration with the UN	10	8.20	1.99	14	6.64	2.53	42	7.81	2.03	8	9.37	0.74	9	8.33	1.66	7	8.29	1.38	13	8.46	1.94	10	7.70	3.30	13	6.92	2.84	19	8.16	2.22
Straightforwardness and honesty*	11	7.27	1.95	15	6.47	2.47	39	6.74	2.42	10	9.40	0.84	9	6.11	2.93	5	7.00	2.12	13	6.77	2.71	8	4.63	3.78	15	4.33	2.79	21	7.57	2.84
Treating clients and stakeholders in CAR with respect*	10	7.10	2.28	17	5.18	2.74	41	6.15	2.40	9	8.00	2.65	9	5.89	2.67	7	6.71	2.14	11	6.64	2.54	9	5.11	4.08	16	4.69	2.47	20	7.45	2.74
Being a long-term partner*	13	8.54	1.71	20	7.95	2.61	49	7.80	2.18	10	9.60	0.70	8	8.50	1.69	9	8.00	1.58	16	8.75	1.39	10	8.10	2.88	19	6.32	2.69	22	8.41	2.15

*Significantly different between stakeholder groups

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?
(Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
More effective collaboration	33.3%	13.8%	23.7%	25.0%	0.0%	0.0%	16.7%	14.3%	21.7%	21.4%
The same level of effective collaboration	26.7%	34.5%	38.2%	25.0%	33.3%	25.0%	33.3%	28.6%	39.1%	35.7%
Less effective collaboration	13.3%	13.8%	9.2%	8.3%	20.0%	25.0%	6.7%	35.7%	8.7%	14.3%
Don't know	26.7%	37.9%	28.9%	41.7%	46.7%	50.0%	43.3%	21.4%	30.4%	28.6%

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 THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group does not do adequate follow through/follow-up	26.7%	35.5%	31.6%	25.0%	15.4%	30.0%	29.0%	28.6%	28.0%	17.9%
Political pressures and obstacles	20.0%	16.1%	19.0%	33.3%	23.1%	10.0%	22.6%	42.9%	20.0%	32.1%
Reforms are not well thought out in light of country challenges	46.7%	58.1%	38.0%	25.0%	53.8%	50.0%	58.1%	21.4%	48.0%	53.6%
The Government works inefficiently*	20.0%	16.1%	20.3%	75.0%	15.4%	40.0%	16.1%	42.9%	20.0%	35.7%
Poor donor coordination	0.0%	9.7%	19.0%	0.0%	23.1%	0.0%	16.1%	7.1%	4.0%	7.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	46.7%	41.9%	48.1%	16.7%	38.5%	20.0%	41.9%	35.7%	40.0%	28.6%
Lack of/inadequate levels of capacity in Government	13.3%	9.7%	12.7%	16.7%	7.7%	20.0%	16.1%	0.0%	20.0%	7.1%
There is not an adequate level of citizen/civil society participation	13.3%	16.1%	32.9%	16.7%	46.2%	10.0%	38.7%	50.0%	16.0%	28.6%
The World Bank Group works too slowly	13.3%	19.4%	12.7%	0.0%	15.4%	20.0%	6.5%	7.1%	24.0%	7.1%
Ongoing conflict and instability	53.3%	38.7%	35.4%	41.7%	23.1%	40.0%	38.7%	21.4%	36.0%	35.7%
Inadequate funding	13.3%	25.8%	21.5%	41.7%	7.7%	20.0%	12.9%	21.4%	24.0%	28.6%
Other	6.7%	3.2%	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	4.0%	3.6%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in CAR? (1-Not important at all, 10-Very important)

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Social protection	10	8.60	1.17	18	8.56	1.29	58	7.24	2.60	11	7.73	2.80	10	7.00	2.87	10	6.70	2.79	21	7.29	2.37	11	8.09	2.47	18	7.22	2.84	21	7.81	2.18
Gender equity*	10	7.80	1.69	14	5.93	2.43	46	5.24	2.29	8	7.38	2.20	8	6.50	2.00	10	4.70	2.45	23	6.22	2.80	9	7.00	2.83	15	4.60	2.72	18	6.89	1.88
Private sector development	12	8.92	1.16	18	8.61	1.42	57	7.86	1.85	10	8.50	2.76	10	8.60	1.43	10	9.00	1.63	23	7.87	1.91	11	8.18	2.36	19	8.11	1.66	20	7.35	2.60
Education	12	9.17	0.94	23	9.30	1.22	60	9.10	1.30	11	9.45	1.29	12	9.08	1.16	10	8.90	1.45	27	9.59	0.93	11	9.00	1.84	23	9.78	0.52	23	9.04	1.92
Public sector governance/reform	13	9.31	0.85	24	9.38	0.88	61	8.82	1.51	10	9.60	0.52	9	8.78	1.79	10	8.90	1.66	26	8.85	1.69	12	8.33	2.90	20	9.15	1.63	22	8.41	1.79
Global/regional integration*	11	7.36	1.69	15	7.47	2.03	47	7.28	2.13	8	9.25	1.75	7	7.86	2.41	9	7.33	2.06	22	6.00	2.37	10	8.60	1.90	17	6.82	2.07	20	7.35	2.03
Food security	11	8.45	1.44	19	8.05	2.04	58	8.19	1.95	9	9.22	1.30	10	7.70	2.79	10	8.20	1.99	24	8.71	1.76	11	8.82	2.18	19	8.21	2.44	20	7.85	2.70
Urban development	12	8.17	1.64	20	7.75	1.89	60	7.70	2.13	10	8.70	2.11	11	8.27	1.74	10	7.60	2.37	20	7.65	1.76	10	8.90	2.02	18	7.78	2.56	20	7.40	2.41
Energy	14	9.07	1.07	21	9.14	1.24	60	8.88	1.68	11	9.36	2.11	10	9.20	1.23	10	8.80	1.48	25	8.72	2.01	10	8.90	2.02	20	9.15	1.31	23	8.74	2.12
Water and sanitation	12	8.92	1.24	21	8.76	1.48	58	8.62	1.62	10	9.60	0.84	10	8.40	2.17	10	8.00	1.70	23	8.61	2.31	11	8.18	2.48	20	9.05	1.32	20	8.20	2.57
Pollution	11	6.55	1.81	17	6.71	2.47	49	6.82	2.68	7	7.43	3.41	8	7.00	2.45	10	5.40	2.63	20	6.90	2.29	10	8.30	2.41	14	7.50	1.16	19	6.63	2.65
Job creation/employment	12	9.08	1.08	21	8.62	1.77	61	8.69	1.78	10	9.50	0.85	11	8.64	1.96	10	9.10	1.91	26	8.81	1.72	12	8.67	2.35	19	9.58	0.69	21	8.29	2.74
Health	12	9.17	0.94	20	9.20	0.95	58	9.02	1.54	9	10.00	0.00	11	9.09	1.04	10	9.20	1.03	24	9.25	1.54	11	8.73	2.28	19	9.11	1.37	22	8.50	2.22
Financial markets	11	8.09	1.64	14	6.79	2.08	48	7.27	2.20	6	8.83	1.94	9	6.89	2.37	9	8.00	1.32	16	6.81	2.64	9	8.22	2.39	16	8.06	2.08	20	7.40	2.39
Transport	12	9.00	1.60	20	8.75	1.62	60	9.10	1.10	8	9.25	2.12	10	8.80	1.87	10	8.90	1.29	23	9.00	1.60	13	8.77	2.42	19	9.26	1.24	21	8.62	2.20
Agriculture and rural development	14	9.43	0.85	20	9.05	1.19	66	9.24	1.19	10	9.50	1.27	11	8.82	1.99	10	9.10	1.52	27	9.07	1.64	11	8.73	2.20	20	9.15	2.08	22	8.86	2.17
Trade and exports	12	8.75	1.14	18	7.44	1.54	50	7.64	1.83	9	8.22	2.68	9	8.33	2.35	9	7.56	1.51	20	7.80	2.26	10	7.60	2.99	17	7.41	2.37	19	7.00	2.26
Crime and violence	13	8.92	1.04	18	8.06	2.07	53	7.62	2.40	9	6.22	3.80	7	7.29	2.63	10	7.50	2.17	23	7.78	2.73	10	7.40	2.59	17	7.41	2.53	19	6.84	3.11
Natural resource management	12	8.92	1.16	21	8.48	1.54	54	8.11	2.26	9	8.22	2.05	11	8.09	2.34	10	6.10	2.51	25	8.36	2.14	11	8.27	3.00	18	7.67	2.87	21	8.14	2.52
Climate change	13	8.38	1.56	18	6.44	2.33	48	7.35	2.35	7	8.57	2.70	9	6.78	1.92	9	6.33	2.35	21	6.57	2.80	11	8.73	2.45	17	7.24	2.11	19	6.68	2.65
Poverty reduction	13	9.15	0.99	25	8.80	1.44	57	8.68	1.67	10	8.80	2.15	10	8.30	2.11	10	9.20	1.23	25	8.88	2.01	11	8.82	2.56	20	9.00	1.62	21	8.24	2.14
Anti corruption	11	9.45	0.93	21	8.05	1.77	55	8.45	1.80	9	8.67	1.94	9	7.67	2.69	10	9.30	1.06	25	9.16	1.55	11	8.73	2.69	18	8.61	1.69	21	8.24	2.02
Judiciary reform	11	9.27	0.90	21	8.62	1.28	61	8.75	1.53	10	9.50	0.71	10	8.20	2.20	10	8.00	2.16	25	8.52	2.14	11	8.45	2.62	19	8.37	1.61	20	8.05	2.33
Economic growth	13	9.08	0.86	21	8.67	1.11	55	8.95	1.37	9	9.56	0.88	10	8.50	1.96	10	9.20	1.03	24	8.79	1.64	11	8.36	2.91	20	9.10	1.02	19	8.37	1.89
Disaster risk management	12	8.00	1.21	19	6.16	2.52	46	6.43	2.60	8	7.62	3.11	9	6.67	2.18	9	6.22	3.19	20	6.45	2.72	10	8.00	2.87	15	6.33	2.61	19	6.58	2.85
Equality of opportunity	12	8.08	1.73	19	7.37	2.48	50	7.52	2.38	9	7.33	3.43	10	7.20	2.53	10	7.10	2.51	21	7.48	2.58	10	8.00	2.87	18	7.11	2.91	20	7.65	2.30
Communicable/non-communicable diseases	12	8.17	1.64	20	7.65	1.98	49	7.86	1.94	7	8.00	2.24	9	6.89	2.62	10	6.70	2.98	21	7.57	2.04	10	7.50	2.76	17	7.06	2.75	19	7.63	2.27
Information and communications technology	12	8.67	1.23	18	7.83	1.47	56	8.32	1.62	9	9.22	1.09	9	7.22	2.17	10	7.70	2.26	21	7.57	2.27	13	9.00	1.58	19	7.68	2.50	20	8.55	1.88
Security/stabilization/reconstruction	12	9.50	0.67	21	8.95	1.40	60	8.95	1.68	10	9.50	0.97	9	9.11	1.69	10	7.80	2.10	27	9.00	2.09	11	8.09	3.27	18	8.78	2.21	22	8.09	2.78
Regional conflict and tensions	12	8.75	1.60	19	7.47	2.74	46	7.74	2.22	8	9.13	1.13	9	8.00	2.18	9	6.44	2.19	22	7.59	2.02	10	7.50	3.17	18	7.56	2.50	19	6.47	2.93
Local governance and institutions	12	8.92	1.00	20	8.40	1.54	54	8.02	2.01	10	8.10	2.02	11	8.00	1.84	9	7.00	1.73	24	8.13	2.07	10	8.20	2.62	17	8.29	1.76	21	8.10	2.41
Social cohesion	12	8.92	1.16	22	7.95	1.96	64	8.38	1.99	10	9.60	0.70	10	8.60	2.27	10	8.70	1.49	25	8.52	2.24	11	7.82	3.09	18	7.94	2.34	21	7.57	2.64

*Significantly different between stakeholder groups

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

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Social protection	10	5.30	2.71	14	5.50	3.32	39	5.33	3.06	6	4.33	2.88	4	6.00	2.71	5	4.40	2.88	15	4.33	2.72	8	7.00	3.25	10	5.00	3.23	17	5.41	2.60
Gender equity	9	5.78	2.91	10	4.80	2.62	35	4.60	2.39	5	6.00	3.32	4	4.50	1.00	4	6.75	2.63	13	4.15	2.15	8	5.50	3.16	8	4.13	1.36	16	6.00	1.83
Private sector development	9	5.56	2.13	19	5.79	3.28	44	5.80	2.65	6	8.00	1.90	4	5.00	1.63	6	6.83	1.94	15	4.93	2.63	9	7.00	3.50	9	5.11	1.54	17	5.53	2.72
Education	12	7.25	2.14	20	7.90	2.55	54	7.41	2.20	10	7.50	2.95	8	7.25	1.98	8	7.75	1.83	20	7.20	2.55	12	7.83	2.82	16	6.75	2.72	23	7.35	2.55
Public sector governance/reform	12	6.75	2.14	17	7.53	2.53	49	7.29	2.20	7	8.29	1.98	4	5.50	3.32	7	7.29	1.50	19	6.95	2.70	11	6.91	2.59	15	6.47	2.42	20	7.40	1.98
Global/regional integration	7	5.00	2.52	13	5.92	2.40	36	6.31	2.52	4	8.75	1.26	5	5.20	3.83	6	6.50	1.76	13	5.31	2.36	10	7.50	2.55	7	4.86	2.34	15	6.00	2.62
Food security	8	6.62	2.26	14	6.36	2.98	43	6.23	2.88	7	8.43	1.72	8	5.75	3.41	5	5.40	2.97	16	5.25	2.52	11	7.36	2.87	10	5.90	2.38	18	5.78	2.86
Urban development	11	4.82	2.44	16	6.00	2.85	42	5.98	2.65	9	7.67	2.69	7	5.71	1.70	6	6.50	1.76	18	5.33	2.63	9	6.22	3.03	10	6.00	2.40	19	5.05	2.44
Energy	12	4.67	2.81	17	6.82	2.65	45	6.11	2.73	8	7.00	3.42	6	5.33	3.33	6	6.83	2.14	19	5.58	3.02	9	6.44	3.13	13	4.85	2.58	18	5.67	2.85
Water and sanitation	11	5.18	2.75	18	6.39	2.97	47	6.62	2.57	8	8.00	2.62	8	8.00	2.33	7	5.57	2.99	17	5.53	2.58	10	6.20	3.16	15	5.27	2.58	20	5.60	3.05
Job creation/employment	11	4.55	2.73	15	5.80	2.81	41	5.29	3.09	7	7.86	2.79	5	6.40	3.05	6	7.33	2.80	19	4.37	2.17	9	5.22	3.77	8	4.63	2.50	19	5.53	2.97
Health	12	6.17	2.62	18	7.33	2.43	48	7.15	2.68	7	8.29	2.06	9	7.33	2.29	8	8.25	2.05	18	5.72	2.61	10	6.90	2.88	15	5.67	2.38	21	7.00	2.59
Transport	11	6.09	2.81	19	6.74	2.92	43	6.33	2.90	8	7.50	3.07	8	5.63	2.97	6	8.00	1.79	20	5.85	3.00	11	6.45	3.64	11	5.64	2.69	22	6.45	2.89
Agriculture and rural development	10	7.30	1.89	18	6.83	2.36	54	7.07	2.72	7	6.71	2.93	8	6.25	2.43	7	6.43	2.88	18	5.78	3.12	11	6.91	3.02	16	6.50	2.45	20	6.10	2.81
Trade and exports	9	5.78	2.59	13	5.08	3.01	32	5.16	3.02	6	6.83	2.79	5	3.80	2.39	5	5.00	2.65	14	3.93	2.43	9	4.78	3.23	6	4.00	2.19	18	5.44	2.50
Crime and violence	9	5.00	2.55	14	5.14	3.46	36	5.17	3.01	4	6.75	2.75	5	4.40	1.14	3	6.33	2.52	15	3.20	2.01	9	5.00	2.96	7	2.86	1.21	16	5.37	2.80
Natural resource management	10	5.40	2.27	16	4.88	3.05	41	6.32	2.91	6	6.50	1.97	6	3.50	2.43	4	6.25	2.63	15	4.80	2.78	9	4.78	3.11	9	4.00	2.00	16	6.00	2.53
Climate change	9	5.44	2.55	16	4.63	2.53	38	5.18	2.87	5	8.60	1.34	8	4.25	2.87	4	5.50	2.38	12	3.67	2.39	10	5.30	3.59	9	4.78	2.86	18	6.06	3.04
Poverty reduction*	10	6.80	2.15	19	7.21	2.25	47	6.17	2.82	9	7.67	2.60	8	5.00	2.67	8	7.38	2.13	17	4.41	2.50	10	6.40	3.31	13	5.31	2.78	21	7.05	2.42
Anti corruption	9	5.56	2.55	17	4.71	3.46	41	5.93	3.06	6	8.00	2.45	8	4.38	2.72	7	7.43	2.44	15	4.20	2.96	11	5.82	3.52	9	4.33	1.87	16	6.00	2.34
Economic growth	11	6.09	2.30	15	6.47	2.20	41	6.05	2.84	6	8.67	1.21	9	5.78	2.95	7	6.71	2.36	18	5.33	2.99	10	6.50	3.31	11	5.73	2.69	17	6.76	2.82
Equality of opportunity	9	4.78	2.54	12	5.17	3.61	32	5.50	3.10	5	6.80	2.59	7	3.71	3.09	4	6.50	2.89	16	4.06	2.14	10	6.00	3.56	8	3.75	1.98	17	5.24	2.63
Communicable/non-communicable diseases	10	5.90	2.85	14	7.07	2.70	43	6.63	2.96	7	8.57	1.40	6	6.50	2.17	5	8.00	2.12	13	5.85	2.48	9	5.89	2.71	11	5.18	1.99	18	6.89	2.47
Information and communications technology	9	5.67	2.55	14	5.50	2.90	37	5.59	3.10	5	7.60	2.70	6	5.00	2.37	5	5.60	3.36	12	4.17	2.76	9	6.67	2.96	8	5.75	2.60	18	5.67	2.61
Security/stabilization/reconstruction	10	5.70	2.50	17	6.12	2.52	43	6.16	3.09	7	6.86	3.02	6	4.50	1.87	6	7.50	1.38	14	5.79	3.07	10	6.20	3.12	12	6.17	2.17	18	5.50	3.07
Regional conflict and tensions	10	5.70	2.41	13	4.85	2.48	36	6.11	3.48	6	6.67	1.75	5	4.00	1.58	4	7.25	2.75	11	3.45	2.21	11	4.64	3.17	9	4.67	2.60	15	4.87	2.95
Local governance and institutions	10	5.80	2.39	17	5.59	3.00	39	5.92	3.00	7	7.86	1.57	8	4.50	2.67	7	5.71	1.98	18	4.94	3.02	11	6.45	3.11	7	4.43	2.94	16	5.94	2.84
Social cohesion	10	5.30	2.45	18	5.56	2.96	39	6.00	3.11	10	7.90	2.28	6	6.50	1.87	5	7.00	2.45	18	5.28	3.30	10	6.60	3.03	10	5.20	2.66	19	6.63	2.85

*Significantly different between stakeholder groups

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 CAR?	12	7.00	2.26	29	6.76	2.39	67	7.04	2.31	10	8.20	2.97	9	5.56	1.94	9	6.78	2.44	26	6.04	2.42	8	7.75	1.98	20	6.65	2.18	27	7.37	2.68

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 help to build/strengthen existing country systems in CAR?	13	7.31	2.10	27	6.52	2.82	61	6.75	2.59	10	8.10	2.77	11	6.73	2.53	10	5.70	2.31	21	6.05	2.67	8	6.62	3.02	17	6.24	2.31	24	7.71	2.48

(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 CAR? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 CAR	13	6.69	2.98	25	6.00	2.74	65	6.14	2.67	10	8.20	2.25	9	5.56	2.60	6	5.83	1.60	22	5.41	2.75	10	6.60	3.47	18	5.39	2.64	25	6.88	2.86
The World Bank Group meets CAR's needs for knowledge services	12	5.08	3.32	23	4.74	2.88	57	6.00	2.69	8	7.25	2.60	10	5.30	2.75	7	6.14	1.77	25	5.24	3.05	7	6.71	3.04	19	4.05	2.30	21	6.71	3.36

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?**

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	6.7%	0.0%	5.1%	41.7%	0.0%	10.0%	9.7%	7.1%	12.0%	14.8%
Monthly	13.3%	13.8%	7.6%	8.3%	14.3%	0.0%	16.1%	21.4%	20.0%	11.1%
A few times a year	33.3%	27.6%	29.1%	25.0%	28.6%	50.0%	25.8%	28.6%	24.0%	37.0%
Rarely	40.0%	41.4%	36.7%	16.7%	21.4%	40.0%	22.6%	35.7%	32.0%	25.9%
Never	6.7%	17.2%	21.5%	8.3%	35.7%	0.0%	25.8%	7.1%	12.0%	11.1%

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

In CAR, 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 the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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	9	8.22	1.56	18	6.78	2.80	47	7.09	1.94	8	8.38	1.60	9	6.33	2.12	6	7.50	2.17	16	7.25	2.27	7	6.43	2.07	16	7.25	2.02	21	7.57	2.16
Include appropriate level of stakeholder involvement during preparation	8	5.88	2.23	21	5.57	2.27	50	6.42	2.10	7	6.71	2.06	8	4.50	1.85	5	6.00	2.45	14	5.21	2.61	7	6.57	2.30	12	5.83	2.59	17	6.71	2.23
Lead to practical solutions	10	5.60	2.22	20	6.70	2.87	49	5.96	2.41	8	8.63	1.41	7	5.29	2.43	7	6.71	2.21	15	5.67	2.26	8	6.13	2.36	16	6.31	2.80	20	6.95	2.46
Are accessible (well written and easy to understand)	10	6.50	2.88	18	5.56	2.48	46	6.04	2.41	9	8.11	2.89	5	5.40	3.36	6	5.67	1.75	15	6.27	2.12	7	4.57	3.41	14	5.57	2.50	19	6.74	2.73
Are source of relevant information on global good practices	9	7.22	2.11	18	6.78	2.51	56	7.13	2.06	9	8.00	2.24	7	5.71	2.81	6	7.33	2.50	18	6.67	2.14	9	6.33	3.08	13	6.77	2.49	20	6.85	2.87
Are relevant to country challenges*	9	7.22	1.92	18	6.44	2.73	51	6.92	2.24	10	9.00	1.33	8	5.38	2.45	7	5.86	2.79	15	5.00	2.24	8	7.38	2.00	13	6.62	2.75	21	7.38	2.48
Are adequately disseminated*	9	5.78	2.05	19	5.37	2.65	49	5.10	2.69	8	7.25	1.91	7	4.86	3.24	8	5.38	3.25	15	4.27	2.58	8	4.13	3.00	13	4.15	2.27	21	6.71	2.45
Are translated enough into local language	7	4.14	3.48	19	3.47	2.97	49	3.82	3.11	9	5.00	3.08	8	4.00	2.78	7	4.14	3.18	18	2.56	2.36	9	4.44	3.00	13	2.31	1.89	19	4.68	2.98
Are adaptable to CAR's specific development challenges and country circumstances	9	6.67	2.35	20	6.80	2.21	60	7.10	2.44	10	9.50	0.85	10	5.90	3.00	8	5.50	3.42	19	6.58	3.01	11	7.18	2.68	17	6.35	2.80	24	7.25	2.51

*Significantly different between stakeholder groups

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 World Bank Group's knowledge work and activities make to development results in your country?*	13	7.38	2.10	26	7.46	2.39	65	7.55	2.18	11	9.45	0.93	10	8.10	1.73	9	7.11	2.32	22	6.64	2.89	12	8.33	2.35	21	6.76	2.45	28	8.57	1.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	6.92	2.19	29	6.59	2.37	63	6.89	2.34	10	5.90	3.63	13	7.08	2.22	9	7.22	2.22	25	6.00	2.58	12	5.67	3.55	21	6.19	2.38	25	7.96	2.44

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

*Significantly different between stakeholder groups

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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*	11	5.09	2.21	23	3.00	2.15	51	3.61	2.18	7	7.86	3.13	12	4.08	2.91	10	4.10	3.03	21	2.90	2.23	8	3.63	3.20	18	2.89	1.68	25	4.76	2.88
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	11	6.18	2.04	23	7.13	2.47	59	6.85	2.35	12	9.17	1.19	12	6.42	2.75	10	6.10	3.00	20	6.85	2.85	9	5.11	2.76	19	6.53	2.63	24	7.42	2.76
The World Bank Group's approvals and reviews are done in a timely fashion*	10	6.40	2.63	20	5.50	2.44	51	5.04	2.31	9	7.67	1.73	11	5.00	2.86	9	5.00	2.78	16	5.06	2.02	7	3.29	1.98	19	4.16	2.32	22	6.59	2.46
The World Bank Group's "Safeguard Policy" requirements are reasonable*	9	5.44	2.83	14	6.93	2.30	35	6.29	2.12	7	8.14	1.68	8	6.88	2.64	7	6.57	2.15	14	5.29	2.67	8	6.50	2.56	13	4.08	1.98	19	7.00	2.60
The World Bank Group's conditions on its lending are reasonable	10	6.30	3.06	17	5.65	2.45	50	5.42	2.85	9	7.11	2.47	8	7.13	2.42	9	5.78	3.03	17	5.94	2.63	5	3.80	2.77	20	4.15	2.83	20	6.55	2.93
The World Bank Group takes decisions quickly in CAR*	11	5.82	2.52	17	4.41	2.48	54	5.33	3.03	10	7.30	2.11	9	4.78	2.99	10	4.50	3.03	21	3.33	2.20	9	4.11	3.41	19	4.11	2.64	22	5.23	2.79
Working with the World Bank Group increases CAR's institutional capacity	13	7.23	2.01	25	7.28	2.46	55	6.69	2.27	9	9.22	1.64	12	6.67	2.81	8	7.13	2.59	21	6.90	2.59	10	6.70	3.02	22	6.41	2.59	23	7.65	2.29
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	6.45	2.62	18	7.28	2.49	44	7.11	2.23	8	8.75	1.28	9	6.89	3.02	6	7.67	2.25	17	5.88	3.31	9	6.78	2.33	16	6.31	3.07	21	8.00	2.19
The World Bank Group provides effective implementation support*	12	6.58	2.47	21	6.95	2.62	53	6.32	2.59	10	9.20	1.03	12	6.58	2.68	9	7.78	2.22	21	5.81	2.66	11	7.45	2.30	18	5.67	2.83	21	7.10	2.51

*Significantly different between stakeholder groups

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 World Bank Group's work helps to find solutions that promote private public partnerships in CAR?	14	6.71	1.94	26	5.88	2.96	64	6.89	2.44	8	7.75	1.58	15	6.53	2.45	10	6.40	3.31	21	6.62	3.04	11	6.73	2.97	21	6.76	2.23	24	7.88	2.38

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 World Bank Group is adequately staffed in CAR?	13	4.62	2.14	19	4.84	2.89	49	4.82	2.83	8	4.13	3.14	9	6.89	2.26	6	5.00	3.03	20	4.75	3.32	9	5.44	3.61	21	5.67	2.27	23	5.17	3.07

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

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 World Bank Group measures and corrects its work in real time in CAR?	11	6.18	2.71	20	6.00	3.09	57	5.47	2.73	10	7.40	3.06	11	7.36	2.58	7	6.57	1.90	15	5.53	3.00	11	5.36	3.88	20	6.20	2.89	23	6.30	3.25

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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 donor community is doing enough to support the Government's efforts related to refugees in CAR?	14	7.00	2.11	26	5.81	2.73	65	6.91	2.63	8	7.25	2.12	13	7.00	2.04	7	7.57	1.27	26	6.19	2.47	9	5.22	3.46	22	6.41	2.58	24	7.21	2.15

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

In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in CAR?
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Education and health	73.3%	72.4%	76.6%	75.0%	86.7%	77.8%	80.6%	76.9%	82.6%	70.4%
Supporting poor and marginalized local communities	40.0%	31.0%	37.7%	33.3%	26.7%	44.4%	35.5%	30.8%	43.5%	29.6%
Jobs	20.0%	13.8%	23.4%	41.7%	33.3%	22.2%	16.1%	15.4%	13.0%	25.9%
Business development	13.3%	6.9%	5.2%	0.0%	0.0%	0.0%	6.5%	23.1%	4.3%	11.1%
Infrastructure	26.7%	20.7%	16.9%	41.7%	6.7%	11.1%	16.1%	30.8%	13.0%	18.5%
Social cohesion	26.7%	41.4%	23.4%	8.3%	40.0%	33.3%	38.7%	15.4%	34.8%	25.9%
Public services	0.0%	3.4%	5.2%	0.0%	0.0%	11.1%	3.2%	0.0%	4.3%	7.4%
Macro issues (fiscal accounts, balance of payments, etc.)	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	7.7%	4.3%	7.4%
Don't know	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%

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

Please rate how you feel when you think about the impact of the refugees in regards to....

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
CAR's economy										
A very negative impact	35.7%	26.9%	49.3%	33.3%	33.3%	66.7%	32.1%	21.4%	52.0%	38.5%
A somewhat negative impact	42.9%	26.9%	25.3%	16.7%	25.0%	0.0%	21.4%	7.1%	24.0%	26.9%
A somewhat positive impact	21.4%	34.6%	14.7%	16.7%	16.7%	22.2%	28.6%	57.1%	20.0%	26.9%
A very positive impact	0.0%	3.8%	2.7%	8.3%	8.3%	0.0%	10.7%	0.0%	4.0%	7.7%
No impact at all	0.0%	7.7%	8.0%	25.0%	16.7%	11.1%	7.1%	14.3%	0.0%	0.0%

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion										
A very negative impact	30.8%	25.9%	36.6%	8.3%	16.7%	44.4%	22.2%	41.7%	40.0%	20.0%
A somewhat negative impact	30.8%	29.6%	29.6%	8.3%	33.3%	11.1%	25.9%	16.7%	28.0%	40.0%
A somewhat positive impact	23.1%	33.3%	19.7%	41.7%	33.3%	22.2%	29.6%	25.0%	28.0%	40.0%
A very positive impact	15.4%	3.7%	4.2%	25.0%	16.7%	11.1%	14.8%	0.0%	4.0%	0.0%
No impact at all	0.0%	7.4%	9.9%	16.7%	0.0%	11.1%	7.4%	16.7%	0.0%	0.0%

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
National security										
A very negative impact	46.2%	42.3%	41.8%	25.0%	63.6%	44.4%	37.0%	33.3%	58.3%	26.9%
A somewhat negative impact	38.5%	26.9%	34.3%	16.7%	27.3%	22.2%	25.9%	33.3%	8.3%	42.3%
A somewhat positive impact	15.4%	19.2%	10.4%	25.0%	0.0%	11.1%	11.1%	16.7%	20.8%	23.1%
A very positive impact	0.0%	3.8%	6.0%	8.3%	9.1%	11.1%	14.8%	0.0%	8.3%	0.0%
No impact at all	0.0%	7.7%	7.5%	25.0%	0.0%	11.1%	11.1%	16.7%	4.2%	7.7%

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Public service delivery										
A very negative impact	38.5%	12.5%	25.0%	16.7%	0.0%	22.2%	26.1%	36.4%	20.0%	24.0%
A somewhat negative impact	30.8%	25.0%	35.3%	8.3%	54.5%	44.4%	30.4%	18.2%	24.0%	32.0%
A somewhat positive impact	30.8%	37.5%	20.6%	25.0%	18.2%	22.2%	17.4%	18.2%	40.0%	24.0%
A very positive impact	0.0%	4.2%	7.4%	0.0%	9.1%	0.0%	8.7%	9.1%	4.0%	16.0%
No impact at all	0.0%	20.8%	11.8%	50.0%	18.2%	11.1%	17.4%	18.2%	12.0%	4.0%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
CAR's poor and marginalized										
A very negative impact	42.9%	22.2%	50.7%	41.7%	33.3%	55.6%	48.0%	42.9%	52.0%	46.2%
A somewhat negative impact	35.7%	29.6%	19.7%	8.3%	25.0%	22.2%	28.0%	14.3%	32.0%	26.9%
A somewhat positive impact	21.4%	14.8%	9.9%	8.3%	16.7%	0.0%	8.0%	21.4%	12.0%	11.5%
A very positive impact	0.0%	11.1%	5.6%	8.3%	8.3%	11.1%	4.0%	0.0%	0.0%	11.5%
No impact at all	0.0%	22.2%	14.1%	33.3%	16.7%	11.1%	12.0%	21.4%	4.0%	3.8%



F. The Future Role of the World Bank Group in CAR

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative knowledge services	26.7%	10.0%	15.2%	9.1%	13.3%	10.0%	6.5%	7.1%	20.0%	32.1%
Collaborate more effectively with Government clients	0.0%	26.7%	16.5%	27.3%	13.3%	0.0%	19.4%	0.0%	8.0%	14.3%
Work faster	13.3%	13.3%	20.3%	9.1%	6.7%	10.0%	6.5%	21.4%	16.0%	10.7%
Reduce the complexity of obtaining World Bank Group financing	40.0%	36.7%	35.4%	9.1%	33.3%	50.0%	25.8%	42.9%	24.0%	35.7%
Listen more to the Government's arguments than the population's concerns	6.7%	3.3%	6.3%	9.1%	0.0%	10.0%	9.7%	0.0%	4.0%	7.1%
Help to bring discipline/effective supervision to implementation of investment projects	26.7%	10.0%	16.5%	18.2%	26.7%	0.0%	16.1%	14.3%	8.0%	10.7%
Offer more innovative financial products	6.7%	26.7%	8.9%	9.1%	6.7%	10.0%	6.5%	14.3%	4.0%	7.1%
Ensure greater selectivity in its work	6.7%	6.7%	7.6%	0.0%	0.0%	0.0%	3.2%	14.3%	4.0%	7.1%
Provide more adequate data/knowledge/statistics/figures on CAR's economy*	6.7%	0.0%	1.3%	0.0%	20.0%	10.0%	16.1%	7.1%	8.0%	0.0%
Improve the competitiveness of its financing compared to markets	6.7%	0.0%	7.6%	9.1%	0.0%	10.0%	12.9%	0.0%	4.0%	7.1%
Reach out more to groups outside of Government	20.0%	30.0%	17.7%	18.2%	20.0%	20.0%	32.3%	42.9%	36.0%	28.6%
Increase the level of capacity development in the country*	20.0%	16.7%	26.6%	27.3%	13.3%	60.0%	32.3%	7.1%	36.0%	10.7%
Improve the quality of its experts as related to CAR's specific challenges	6.7%	10.0%	10.1%	18.2%	26.7%	0.0%	0.0%	14.3%	16.0%	17.9%
Increase the level of World Bank Group staffing in CAR's office*	13.3%	10.0%	7.6%	36.4%	20.0%	10.0%	3.2%	7.1%	0.0%	7.1%
Other	0.0%	0.0%	1.3%	0.0%	0.0%	0.0%	6.5%	7.1%	8.0%	3.6%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in CAR, 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 CAR? (Select only ONE response)

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	35.7%	19.2%	39.5%	54.5%	23.1%	20.0%	28.1%	28.6%	29.2%	25.9%
Knowledge products	7.1%	3.8%	3.9%	9.1%	23.1%	0.0%	12.5%	21.4%	16.7%	7.4%
Convening services	35.7%	26.9%	18.4%	27.3%	15.4%	70.0%	31.3%	28.6%	12.5%	18.5%
None of the above	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%	3.1%	0.0%	4.2%	3.7%
The combination is appropriate for CAR	21.4%	38.5%	31.6%	0.0%	38.5%	10.0%	15.6%	21.4%	29.2%	44.4%
Don't know	0.0%	11.5%	2.6%	9.1%	0.0%	0.0%	9.4%	0.0%	8.3%	0.0%

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

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	20.0%	36.7%	30.8%	33.3%	35.7%	44.4%	31.3%	53.8%	21.7%	39.3%
Public financial management	46.7%	40.0%	50.0%	41.7%	57.1%	44.4%	62.5%	69.2%	47.8%	35.7%
Reducing violence	13.3%	20.0%	20.5%	25.0%	28.6%	22.2%	18.8%	7.7%	30.4%	7.1%
Access to justice systems	6.7%	20.0%	21.8%	41.7%	21.4%	11.1%	18.8%	15.4%	17.4%	14.3%
Security mechanisms	20.0%	23.3%	17.9%	8.3%	21.4%	0.0%	31.3%	30.8%	17.4%	21.4%
Conflict resolution mechanisms	13.3%	13.3%	15.4%	0.0%	7.1%	11.1%	15.6%	0.0%	0.0%	14.3%
Access to basic services	40.0%	50.0%	35.9%	25.0%	35.7%	33.3%	21.9%	15.4%	39.1%	39.3%
Capacity of state institutions	33.3%	13.3%	14.1%	0.0%	28.6%	33.3%	12.5%	23.1%	30.4%	21.4%
Jobs	26.7%	26.7%	41.0%	50.0%	28.6%	77.8%	37.5%	30.8%	47.8%	50.0%
Improving livelihoods	26.7%	10.0%	16.7%	33.3%	0.0%	11.1%	12.5%	15.4%	17.4%	17.9%
Social safety nets	6.7%	6.7%	3.8%	0.0%	0.0%	0.0%	18.8%	7.7%	13.0%	7.1%
Stimulating dialogue to promote peace and stability	40.0%	30.0%	30.8%	25.0%	35.7%	11.1%	15.6%	23.1%	8.7%	25.0%

Which THREE areas below would benefit most from other donors in CAR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social cohesion	57.1%	24.0%	41.3%	25.0%	38.5%	55.6%	58.1%	30.8%	39.1%	25.0%
Public financial management*	14.3%	32.0%	21.3%	33.3%	38.5%	11.1%	9.7%	15.4%	8.7%	42.9%
Reducing violence	21.4%	28.0%	24.0%	33.3%	30.8%	33.3%	25.8%	38.5%	26.1%	14.3%
Access to justice systems	28.6%	28.0%	34.7%	33.3%	23.1%	22.2%	29.0%	23.1%	30.4%	35.7%
Security mechanisms	50.0%	20.0%	24.0%	33.3%	38.5%	44.4%	32.3%	23.1%	39.1%	21.4%
Conflict resolution mechanisms	7.1%	28.0%	17.3%	0.0%	30.8%	0.0%	19.4%	23.1%	13.0%	14.3%
Access to basic services	21.4%	16.0%	17.3%	8.3%	7.7%	44.4%	19.4%	23.1%	21.7%	14.3%
Capacity of state institutions	7.1%	24.0%	25.3%	41.7%	23.1%	22.2%	12.9%	7.7%	26.1%	14.3%
Jobs	28.6%	20.0%	28.0%	25.0%	38.5%	22.2%	16.1%	30.8%	26.1%	35.7%
Improving livelihoods	14.3%	32.0%	21.3%	16.7%	15.4%	22.2%	25.8%	15.4%	17.4%	14.3%
Social safety nets	21.4%	16.0%	10.7%	0.0%	7.7%	0.0%	9.7%	15.4%	13.0%	21.4%
Stimulating dialogue to promote peace and stability	28.6%	12.0%	33.3%	33.3%	7.7%	22.2%	35.5%	53.8%	39.1%	32.1%

*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 CAR? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Local radio	53.3%	54.2%	52.0%	40.0%	53.3%	44.4%	61.3%	38.5%	47.8%	46.4%
International radio	33.3%	37.5%	42.7%	40.0%	66.7%	22.2%	35.5%	46.2%	56.5%	28.6%
Social media	20.0%	4.2%	5.3%	30.0%	13.3%	0.0%	6.5%	15.4%	4.3%	7.1%
International newspapers	0.0%	8.3%	2.7%	0.0%	13.3%	11.1%	9.7%	0.0%	13.0%	10.7%
Local television	6.7%	8.3%	4.0%	0.0%	0.0%	11.1%	0.0%	15.4%	0.0%	7.1%
Internet	46.7%	37.5%	52.0%	30.0%	26.7%	55.6%	45.2%	38.5%	47.8%	53.6%
Periodicals	6.7%	0.0%	4.0%	20.0%	0.0%	0.0%	3.2%	0.0%	0.0%	3.6%
International television	6.7%	20.8%	18.7%	30.0%	20.0%	22.2%	9.7%	0.0%	13.0%	25.0%
Local newspapers	20.0%	25.0%	12.0%	10.0%	6.7%	33.3%	12.9%	38.5%	17.4%	14.3%
Other	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	12.9%	0.0%	0.0%	3.6%

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/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's publications and other written materials	50.0%	70.4%	51.9%	50.0%	46.7%	60.0%	50.0%	57.1%	40.0%	51.7%
e-Newsletters	28.6%	22.2%	26.6%	8.3%	20.0%	70.0%	26.7%	14.3%	20.0%	17.2%
World Bank Group's seminars/workshops/conferences	42.9%	40.7%	48.1%	33.3%	53.3%	30.0%	50.0%	57.1%	48.0%	51.7%
Mobile phones	7.1%	11.1%	17.7%	25.0%	13.3%	10.0%	6.7%	7.1%	4.0%	17.2%
Direct contact with World Bank Group	21.4%	22.2%	15.2%	33.3%	20.0%	20.0%	13.3%	42.9%	24.0%	17.2%
World Bank Group's website	21.4%	18.5%	21.5%	16.7%	13.3%	10.0%	23.3%	7.1%	36.0%	20.7%
Social media	7.1%	11.1%	13.9%	25.0%	33.3%	0.0%	20.0%	14.3%	8.0%	17.2%
Other	14.3%	0.0%	1.3%	8.3%	0.0%	0.0%	6.7%	0.0%	4.0%	6.9%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	23.1%	11.5%	10.4%	33.3%	14.3%	10.0%	19.4%	7.7%	20.0%	14.8%
No	76.9%	88.5%	89.6%	66.7%	85.7%	90.0%	80.6%	92.3%	80.0%	85.2%

Do you have reliable access to the Internet?

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG- supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	53.8%	50.0%	62.8%	50.0%	50.0%	70.0%	70.0%	50.0%	69.6%	63.0%
No	46.2%	50.0%	37.2%	50.0%	50.0%	30.0%	30.0%	50.0%	30.4%	37.0%

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

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	28.6%	19.2%	13.2%	25.0%	15.4%	40.0%	32.3%	7.7%	34.8%	25.9%
No	71.4%	80.8%	86.8%	75.0%	84.6%	60.0%	67.7%	92.3%	65.2%	74.1%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	14.3%	12.0%	15.4%	8.3%	14.3%	10.0%	38.7%	7.7%	4.3%	22.2%
No	85.7%	88.0%	84.6%	91.7%	85.7%	90.0%	61.3%	92.3%	95.7%	77.8%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	66.7%	57.9%	63.9%	58.3%	72.7%	88.9%	51.9%	40.0%	65.0%	73.9%
No	33.3%	42.1%	36.1%	41.7%	27.3%	11.1%	48.1%	60.0%	35.0%	26.1%

How frequently do you consult the World Bank Group's website and/or social media channels for information/knowledge that you can use in your work?

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	20.0%	26.1%	11.7%	16.7%	26.7%	10.0%	6.3%	28.6%	24.0%	27.6%
Monthly	6.7%	8.7%	13.0%	8.3%	13.3%	0.0%	15.6%	14.3%	12.0%	17.2%
A few times a year	6.7%	21.7%	13.0%	8.3%	0.0%	20.0%	21.9%	14.3%	16.0%	20.7%
Rarely	53.3%	17.4%	18.2%	41.7%	13.3%	50.0%	18.8%	21.4%	20.0%	6.9%
Never	13.3%	26.1%	44.2%	25.0%	46.7%	20.0%	37.5%	21.4%	28.0%	27.6%

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

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

	Office of the President/ Prime Minister			Office of Minister			Employee of a Ministry			PMU/Consultant on a WBG-supported Project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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	6	6.83	2.48	12	6.00	2.70	19	4.84	3.08	6	7.17	2.40	4	5.25	2.99	5	7.40	2.30	9	6.67	2.29	2	8.00	2.83	9	6.33	3.46	12	5.92	2.23
I find the information on the World Bank Group's websites useful	5	7.80	1.79	6	5.83	1.83	18	6.56	3.07	5	9.20	0.84	4	4.50	2.65	5	7.80	1.48	10	7.60	2.80	3	8.33	2.89	9	6.44	3.88	10	7.60	1.51
The World Bank Group's social media channels are valuable sources of information about the institution	6	6.83	2.48	10	6.40	2.88	27	7.15	2.60	4	8.25	0.96	4	6.75	1.26	2	6.50	2.12	12	9.00	1.86	4	7.50	2.89	9	6.89	3.10	16	6.63	2.78
When I need information from the World Bank Group I know how to find it	6	5.50	3.62	10	5.50	3.24	28	5.04	3.24	6	7.67	1.97	9	6.22	2.91	3	3.00	1.00	11	5.45	3.75	5	6.80	4.09	13	4.00	3.46	17	5.76	2.97
The World Bank Group is responsive to my information requests and inquiries	3	4.67	2.89	8	4.63	3.16	23	4.35	3.08	5	5.40	2.97	5	5.60	2.97	2	3.00	1.41	7	5.14	2.67	3	5.33	4.51	10	4.00	3.59	12	5.50	2.50

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?*

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	26.7%	34.5%	23.7%	100.0%	13.3%	50.0%	18.8%	7.7%	4.0%	39.3%
No	73.3%	65.5%	76.3%	0.0%	86.7%	50.0%	81.3%	92.3%	96.0%	60.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IDA)	66.7%	76.2%	69.1%	100.0%	58.3%	57.1%	52.0%	63.6%	40.0%	66.7%
The International Finance Corporation (IFC)	11.1%	14.3%	2.9%	0.0%	8.3%	0.0%	8.0%	9.1%	6.7%	8.3%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	4.8%	1.5%	0.0%	0.0%	14.3%	0.0%	9.1%	0.0%	8.3%
Other	22.2%	4.8%	26.5%	0.0%	33.3%	28.6%	40.0%	18.2%	53.3%	16.7%

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	30.0%	43.8%	14.9%	33.3%	23.1%	0.0%	22.2%	25.0%	9.1%	53.8%
No	70.0%	56.3%	85.1%	66.7%	76.9%	100.0%	77.8%	75.0%	90.9%	46.2%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	33.3%	42.9%	50.0%	50.0%	33.3%	33.3%	66.7%	50.0%	35.7%	33.3%
The way the two institutions work together needs improvement	66.7%	28.6%	30.0%	50.0%	33.3%	66.7%	33.3%	50.0%	50.0%	66.7%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	28.6%	20.0%	0.0%	33.3%	0.0%	0.0%	0.0%	14.3%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer	41.7%	48.0%	52.9%	25.0%	75.0%	55.6%	46.2%	46.2%	50.0%	53.8%
Use World Bank Group reports/data	41.7%	32.0%	37.1%	25.0%	8.3%	0.0%	30.8%	23.1%	22.7%	34.6%
Engage in World Bank Group related/sponsored events/activities	8.3%	24.0%	28.6%	50.0%	8.3%	22.2%	34.6%	15.4%	22.7%	30.8%
Collaborate as part of my professional duties	33.3%	36.0%	31.4%	41.7%	50.0%	22.2%	30.8%	30.8%	13.6%	46.2%
Use World Bank Group website for information, data, research, etc.*	33.3%	8.0%	8.6%	16.7%	16.7%	22.2%	26.9%	38.5%	40.9%	11.5%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Office of the President/ Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on a WBG-supported Project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	13.3%	6.7%	6.3%	0.0%	13.3%	30.0%	30.0%	14.3%	8.0%	17.2%
Male	86.7%	93.3%	93.8%	100.0%	86.7%	70.0%	70.0%	85.7%	92.0%	82.8%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Location¹⁶

● Bangui N=203 ● Other N=59

B. Overall Attitudes toward the World Bank Group

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in CAR.	171	5.81	2.63	52	6.63	2.90

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

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

(1-Strongly disagree, 10-Strongly agree)

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in CAR*	161	7.02	2.59	52	7.96	2.47
The World Bank Group's work is aligned with what I consider the development priorities for CAR	157	6.80	2.64	39	7.13	2.85

*Significantly different between geographic locations

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

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

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	139	6.09	2.55	43	7.05	2.40
Flexibility (in terms of the institution's products and services)*	106	4.61	2.20	30	5.97	2.53
Flexibility (in terms of changing country circumstances)*	116	5.03	2.46	38	7.05	2.47
Being inclusive*	91	4.89	2.44	30	6.73	2.39
Openness (sharing data and other information)*	123	5.54	2.55	30	6.90	2.38
Collaboration with the Government*	163	7.22	2.37	40	8.53	1.55
The speed in which it gets things accomplished on the ground*	125	5.31	2.51	34	7.03	2.33
Helping to bring discipline/effective supervision to implementation of investment projects*	137	6.32	2.41	37	7.62	2.48
Collaboration with civil society*	137	5.03	2.50	32	6.38	2.85
Staff accessibility*	117	4.20	2.44	32	5.44	2.66
Collaboration with other donors and development partners	121	6.71	2.54	34	7.50	2.25
Collaboration with the private sector*	127	5.09	2.41	31	6.13	2.74
Collaboration with the UN	114	7.69	2.30	32	8.50	1.81
Straightforwardness and honesty*	113	6.32	2.78	33	7.91	2.32
Treating clients and stakeholders in CAR with respect*	117	5.81	2.66	32	7.53	2.71
Being a long-term partner*	138	7.76	2.34	37	8.97	1.38

*Significantly different between geographic locations

¹⁶ 262 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in CAR?*	166	6.71	2.34	49	7.59	2.41

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

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in CAR?	153	6.59	2.51	49	7.35	2.74

(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 CAR? (1-Strongly disagree, 10-Strongly agree)

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of CAR*	155	5.85	2.67	48	7.38	2.68
The World Bank Group meets CAR's needs for knowledge services*	149	5.21	2.87	40	7.15	2.41

*Significantly different between geographic locations

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

In CAR, 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)

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to CAR's specific development challenges and country circumstances*	141	6.67	2.59	46	7.91	2.28

*Significantly different between geographic locations

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	161	7.41	2.33	54	8.37	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	164	6.57	2.42	53	7.25	2.91

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

*Significantly different between geographic locations

E. Working with the World Bank Group

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

	Bangui			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in CAR*	141	4.63	2.70	40	5.95	3.09
Where country systems are adequate, the World Bank Group makes appropriate use of them	126	7.02	2.59	33	7.18	2.43

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁷

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY17 CAR COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in CAR, in which sectoral areas do you believe the World Bank Group should focus most of its resources in CAR?”

- Collaborating with the WBG N=72 ● Not collaborating with the WBG N=186

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 CAR?	70	5.96	2.60	170	5.24	2.89

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

	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 CAR.	69	6.45	2.43	150	5.75	2.81

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help CAR solve its most complicated development challenges?	61	7.13	2.22	135	6.50	2.81

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

¹⁷ Only 258 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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 CAR, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in CAR? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	42.9%	35.2%
Water and sanitation	5.7%	2.8%
Pollution	0.0%	0.0%
Job creation/employment	32.9%	28.5%
Health	15.7%	14.0%
Regional conflict and tensions	1.4%	1.7%
Financial markets	0.0%	0.0%
Social protection	4.3%	1.1%
Gender equity	0.0%	2.8%
Private sector development	11.4%	11.7%
Education	37.1%	43.6%
Public sector governance/reform	14.3%	25.1%
Security/stabilization/reconstruction	17.1%	15.1%
Global/regional integration	1.4%	3.9%
Food security	8.6%	7.3%
Urban development	2.9%	1.7%
Judiciary reform	2.9%	6.7%
Economic growth	8.6%	8.4%
Disaster risk management	0.0%	0.0%
Equality of opportunity	2.9%	2.8%
Communicable/non-communicable diseases	0.0%	0.0%
Local governance and institutions	4.3%	3.9%
Information and communications technology	4.3%	5.6%
Transport	27.1%	22.9%
Agriculture and rural development	30.0%	28.5%
Trade and exports	0.0%	0.6%
Crime and violence	0.0%	0.0%
Natural resource management	4.3%	8.9%
Social cohesion	1.4%	4.5%
Climate change	1.4%	0.0%
Poverty reduction	10.0%	7.8%
Anti corruption	5.7%	2.8%

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the CAR Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing	39	6.05	2.22	86	5.91	2.61
Development Policy Financing	35	6.17	1.99	81	5.94	2.15
Program-for-Results Financing	20	5.60	2.54	53	5.09	2.34
Trust funds and grants	30	5.73	2.21	58	5.48	2.49
Guarantees	21	4.38	1.53	36	4.83	2.57
IFC Investment Services	20	5.35	2.30	50	5.20	2.26
IFC Advisory Services	17	4.88	1.69	46	5.30	2.45

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent do you agree with the following statements about the World Bank Group's work in CAR?***(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 CAR	66	7.68	2.20	144	7.01	2.72
The World Bank Group's work is aligned with what I consider the development priorities for CAR	55	7.25	2.41	136	6.71	2.79

To what extent is the World Bank Group an effective development partner in CAR, 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 to needs*	54	6.98	2.38	124	6.02	2.58
Flexibility (in terms of the institution's products and services)*	41	5.56	2.16	93	4.56	2.35
Flexibility (in terms of changing country circumstances)*	44	6.39	2.25	108	5.07	2.67
Being inclusive*	37	6.32	2.15	83	4.88	2.56
Openness (sharing data and other information)*	49	6.63	2.46	102	5.33	2.62
Collaboration with the Government	57	7.82	2.00	143	7.31	2.41
The speed in which it gets things accomplished on the ground	46	6.26	2.56	109	5.39	2.47
Helping to bring discipline/effective supervision to implementation of investment projects*	57	7.26	2.47	114	6.17	2.42
Collaboration with civil society	51	5.71	2.63	116	4.98	2.64
Staff accessibility*	46	5.24	2.60	102	4.03	2.45
Collaboration with other donors and development partners	49	7.10	2.49	104	6.81	2.53
Collaboration with the private sector*	48	5.94	2.82	108	4.97	2.32
Collaboration with the UN	43	8.14	2.11	97	7.78	2.27
Straightforwardness and honesty*	45	7.89	2.35	97	6.14	2.80
Treating clients and stakeholders in CAR with respect*	48	7.38	2.35	96	5.65	2.77
Being a long-term partner*	52	8.63	1.92	119	7.84	2.24

**Significantly different between collaborators and non-collaborators*



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in CAR? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	52	7.44	2.17	132	7.60	2.53
Gender equity	44	6.43	2.31	112	5.79	2.58
Private sector development	53	8.09	2.15	135	8.15	1.86
Education	59	9.07	1.40	149	9.34	1.24
Public sector governance/reform	56	8.89	1.57	148	8.93	1.62
Global/regional integration	47	7.34	2.14	116	7.26	2.22
Food security	56	8.59	1.76	131	8.18	2.19
Urban development	56	7.50	2.21	131	8.02	2.04
Energy	58	8.67	1.94	142	9.06	1.55
Water and sanitation	56	8.55	1.78	136	8.68	1.84
Pollution	47	6.89	2.54	114	6.85	2.46
Job creation/employment	55	8.71	1.93	145	8.87	1.78
Health	53	9.00	1.62	140	9.08	1.49
Financial markets	42	7.71	1.92	112	7.39	2.33
Transport	53	8.70	1.87	140	9.05	1.47
Agriculture and rural development	58	9.09	1.45	150	9.13	1.61
Trade and exports	47	7.53	2.00	122	7.71	2.12
Crime and violence	50	7.18	2.76	125	7.70	2.45
Natural resource management	54	8.13	1.97	135	8.09	2.40
Climate change	49	7.55	2.22	119	7.08	2.50
Poverty reduction	57	8.70	1.91	141	8.77	1.74
Anti corruption	53	8.21	2.08	133	8.69	1.79
Judiciary reform	56	8.46	1.80	138	8.61	1.83
Economic growth	53	8.66	1.79	136	8.88	1.52
Disaster risk management	47	6.70	2.76	116	6.70	2.55
Equality of opportunity	49	7.24	2.56	126	7.64	2.40
Communicable/non-communicable diseases	50	7.40	2.19	120	7.71	2.17
Information and communications technology	53	8.19	1.92	131	8.15	1.92
Security/stabilization/reconstruction	56	8.66	2.07	140	8.81	2.04
Regional conflict and tensions	48	7.50	2.27	119	7.58	2.46
Local governance and institutions	55	7.82	2.05	129	8.24	1.93
Social cohesion	56	8.21	1.99	143	8.34	2.20

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	37	5.00	2.66	88	5.38	3.01
Gender equity	32	5.56	2.27	77	4.83	2.48
Private sector development	41	6.29	2.64	94	5.65	2.68
Education	53	7.40	2.36	128	7.42	2.39
Public sector governance/reform	47	7.45	2.31	111	7.01	2.30
Global/regional integration	33	6.15	2.48	80	6.09	2.55
Food security	44	6.66	2.81	94	6.05	2.73
Urban development	48	6.40	2.46	96	5.55	2.61
Energy	44	6.41	2.69	106	5.69	2.89
Water and sanitation	48	6.52	2.74	111	6.07	2.79
Job creation/employment	45	6.04	2.70	93	5.13	2.99
Health	48	7.23	2.43	115	6.76	2.64
Transport	47	6.79	2.69	109	6.19	2.98
Agriculture and rural development	48	6.75	2.52	118	6.66	2.70
Trade and exports	33	5.55	2.67	82	4.87	2.80
Crime and violence	29	5.62	2.98	86	4.58	2.75
Natural resource management	39	6.10	2.69	91	5.15	2.74
Climate change*	38	6.05	2.76	88	4.74	2.83
Poverty reduction	52	6.69	2.56	107	6.09	2.77
Anti corruption*	39	6.64	2.86	97	5.11	2.90
Economic growth	41	6.66	2.52	102	6.00	2.79
Equality of opportunity	34	5.56	2.95	83	4.93	2.93
Communicable/non-communicable diseases	38	7.18	2.48	96	6.30	2.67
Information and communications technology	38	6.21	2.70	82	5.29	2.87
Security/stabilization/reconstruction	45	6.53	2.76	95	5.75	2.79
Regional conflict and tensions	30	5.43	2.65	87	5.17	3.06
Local governance and institutions	44	6.23	2.67	93	5.46	2.91
Social cohesion	45	6.60	2.82	97	5.77	2.92

*Significantly different between collaborators and non-collaborators

	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 CAR?	62	7.11	2.42	148	6.77	2.40

(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
To what extent does the World Bank Group help to build/strengthen existing country systems in CAR?	63	7.00	2.57	132	6.67	2.60

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

**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 CAR?

(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's financial instruments meet the needs of CAR*	56	6.82	2.51	142	5.92	2.80
The World Bank Group meets CAR's needs for knowledge services	56	5.84	2.85	130	5.52	2.92

*Significantly different between collaborators and non-collaborators

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

In CAR, 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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	43	7.12	2.18	113	7.31	2.08
Include appropriate level of stakeholder involvement during preparation	48	6.06	2.12	97	6.01	2.33
Lead to practical solutions	49	6.51	2.56	105	6.17	2.46
Are accessible (well written and easy to understand)	48	6.52	2.58	95	5.83	2.56
Are source of relevant information on global good practices	51	7.20	2.24	109	6.81	2.42
Are relevant to country challenges	50	7.16	2.34	106	6.62	2.52
Are adequately disseminated*	50	5.94	2.57	102	4.95	2.73
Are translated enough into local language	46	3.98	2.68	107	3.53	2.97
Are adaptable to CAR's specific development challenges and country circumstances	57	7.12	2.52	126	6.87	2.67

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	65	7.65	2.30	146	7.65	2.31
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	65	6.83	2.46	146	6.63	2.61

(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*	54	4.72	2.54	128	3.41	2.52
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	63	7.41	2.30	133	6.61	2.69
The World Bank Group's approvals and reviews are done in a timely fashion*	53	5.94	2.15	116	5.03	2.61
The World Bank Group's "Safeguard Policy" requirements are reasonable*	46	6.87	2.21	86	5.86	2.62
The World Bank Group's conditions on its lending are reasonable	51	6.27	2.51	109	5.39	2.98
The World Bank Group takes decisions quickly in CAR	51	5.47	2.42	128	4.55	2.97
Working with the World Bank Group increases CAR's institutional capacity	56	7.07	2.50	138	7.04	2.45
Where country systems are adequate, the World Bank Group makes appropriate use of them	46	7.11	2.36	109	7.07	2.66
The World Bank Group provides effective implementation support	55	6.96	2.52	128	6.56	2.65

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in CAR?	61	6.80	2.55	148	6.78	2.59

(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
To what extent do you believe the World Bank Group is adequately staffed in CAR?	51	4.92	2.67	122	5.07	2.89

(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
To what extent do you believe the World Bank Group measures and corrects its work in real time in CAR?	54	6.56	2.63	126	5.90	3.02

(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
To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in CAR?	58	6.33	2.49	150	6.70	2.57

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

**G. Communication and Information Sharing**

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	30	6.27	2.39	53	5.77	2.97
I find the information on the World Bank Group's websites useful	25	7.36	2.10	47	6.79	2.98
The World Bank Group's social media channels are valuable sources of information about the institution	26	7.19	2.23	66	7.17	2.72
When I need information from the World Bank Group I know how to find it*	32	6.56	2.94	74	4.96	3.28
The World Bank Group is responsive to my information requests and inquiries	27	5.48	2.74	50	4.40	3.01

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁸

All data presented in this appendix are weighted. As a result, means of the FY 2017 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2012 respondents and the total number of respondents indicated may differ from those reported in the FY 2012 COS report.

- FY 2017 Number of comparable respondents = 251
- FY 2012 Number of comparable respondents = 275

By weighting, the FY 2017 and FY 2012 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2012
Office of the President/Prime Minister/Minister	10.0%	10.0%
Office of Parliamentarian	3.0%	3.0%
Government Institutions	33.0%	33.0%
Local Government	5.0%	5.0%
Bilateral/Multilateral Agencies	4.0%	4.0%
Civil Society	23.0%	23.0%
Private Sector	6.0%	6.0%
Academia	9.0%	9.0%
Media	7.0%	7.0%

A. General Issues facing CAR

In general would you say that CAR is headed in...?*

Percentage of Respondents	FY 2017	FY 2012
The right direction	64.6%	44.6%
The wrong direction	14.6%	26.8%
Not sure	20.8%	28.6%

*Significantly different between FY2017 and FY2012

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in CAR?	235	5.35	2.86	265	5.03	2.45

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

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in CAR.	213	5.73	2.80	237	5.36	2.22

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

¹⁸ Only those questions that were asked in the FY 2012 and FY 2017 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in CAR*	203	7.07	2.61	251	5.90	2.60
The World Bank Group's work is aligned with what I consider the development priorities for CAR*	188	6.77	2.72	246	5.99	2.61

*Significantly different between FY2017 and FY2012

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

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

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	172	6.22	2.63	204	5.83	2.48
Flexibility (in terms of the institution's products and services)*	127	4.90	2.36	205	5.60	2.36
Flexibility (in terms of changing country circumstances)	149	5.41	2.66	212	5.64	2.38
Being inclusive	119	5.28	2.56	200	5.81	2.35
Openness (sharing data and other information)	148	5.77	2.56	210	6.11	2.48
Collaboration with the Government*	188	7.46	2.28	241	6.97	2.55
The speed in which it gets things accomplished on the ground	153	5.68	2.48			
Helping to bring discipline/effective supervision to implementation of investment projects	165	6.53	2.45			
Collaboration with civil society	162	5.09	2.64			
Staff accessibility*	144	4.36	2.57	211	5.62	2.52
Collaboration with other donors and development partners	148	6.84	2.47	217	7.21	2.45
Collaboration with the private sector	149	5.37	2.46			
Collaboration with the UN	136	7.91	2.24			
Straightforwardness and honesty	133	6.60	2.74	206	6.77	2.19
Treating clients and stakeholders in CAR with respect	137	6.35	2.67	218	6.16	2.48
Being a long-term partner	163	8.10	2.13			

*Significantly different between FY2017 and FY2012



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

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
Social protection*	122	5.18	2.90	219	4.62	2.19
Gender equity	108	4.94	2.38	222	5.00	2.23
Private sector development*	133	5.78	2.61	225	5.02	2.05
Education*	176	7.39	2.41	240	6.23	2.37
Food security*	135	6.07	2.74	224	5.08	2.30
Urban development*	141	5.81	2.56	228	5.13	2.24
Energy*	148	5.88	2.85	228	4.46	2.57
Water and sanitation*	153	6.08	2.78	236	5.01	2.35
Job creation/employment*	137	5.30	2.89	229	4.70	2.44
Health	158	6.79	2.61	240	6.51	2.25
Transport*	153	6.26	2.95	234	5.21	2.31
Trade and exports	113	4.87	2.71	212	4.88	2.34
Crime and violence	113	4.54	2.71	219	4.22	2.51
Natural resource management*	125	5.34	2.74	214	4.22	2.54
Climate change	121	5.05	2.84	211	4.52	2.42
Poverty reduction*	155	6.07	2.72	247	5.23	2.36
Anti corruption	133	5.45	2.96	242	5.77	3.00
Economic growth*	142	6.09	2.77	235	5.12	2.34
Equality of opportunity	118	5.01	2.79	215	4.58	2.30
Communicable/non-communicable diseases	128	6.54	2.58	238	6.34	2.20
Information and communications technology	116	5.45	2.83	228	5.34	2.43
Security/stabilization/reconstruction*	135	6.03	2.76	220	5.04	2.25
Regional conflict and tensions	112	5.06	2.90	221	4.82	2.27
Local governance and institutions*	137	5.62	2.79	217	5.08	2.20
Social cohesion*	138	6.03	2.90	216	4.68	2.25

*Significantly different between FY2017 and FY2012

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in CAR?*	206	6.81	2.39	232	5.67	2.02

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2012

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of CAR	191	6.12	2.73	235	5.62	2.63
The World Bank Group meets CAR's needs for knowledge services	181	5.68	2.83	230	5.70	2.35



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

In CAR, 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)

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
Are timely*	148	7.16	2.11	227	6.44	2.81
Include appropriate level of stakeholder involvement during preparation	139	6.03	2.29	223	6.03	2.49
Lead to practical solutions	149	6.23	2.41			
Are accessible (well written and easy to understand)	140	6.09	2.50	211	6.08	2.49
Are source of relevant information on global good practices*	157	6.95	2.25	214	6.40	2.43
Are relevant to country challenges	149	6.59	2.46			
Are adequately disseminated*	149	5.15	2.68	217	6.15	2.81
Are translated enough into local language*	152	3.61	2.87	216	5.61	2.33
Are adaptable to CAR's specific development challenges and country circumstances*	179	6.85	2.68	224	6.19	2.48

*Significantly different between FY2017 and FY2012

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	204	7.47	2.42	235	6.50	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	209	6.63	2.60	237	5.97	2.11

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

*Significantly different between FY2017 and FY2012

E. Working with the World Bank Group

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

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	177	3.81	2.59	241	5.78	3.15
The World Bank Group effectively monitors and evaluates the projects and programs it supports	187	6.88	2.61	260	6.87	2.46
The World Bank Group's approvals and reviews are done in a timely fashion	162	5.27	2.41	242	5.57	2.69
The World Bank Group's "Safeguard Policy" requirements are reasonable	129	6.15	2.42	229	6.29	2.55
The World Bank Group's conditions on its lending are reasonable*	156	5.66	2.81	246	6.73	2.48
The World Bank Group takes decisions quickly in CAR	177	4.67	2.82			
Working with the World Bank Group increases CAR's institutional capacity	185	6.95	2.47	248	6.92	2.58
Where country systems are adequate, the World Bank Group makes appropriate use of them	149	6.91	2.62	226	6.92	2.53
The World Bank Group provides effective implementation support	179	6.60	2.59	243	6.39	2.37

*Significantly different between FY2017 and FY2012

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

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in CAR?*	170	5.00	2.90	223	5.59	2.20

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2012

G. Communication and Information Sharing

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?*

Percentage of Respondents	FY 2017	FY 2012
Yes	16.2%	48.4%
No	83.8%	51.6%

*Significantly different between FY2017 and FY2012

Do you have reliable access to the Internet?*

Percentage of Respondents	FY 2017	FY 2012
Yes	62.9%	52.9%
No	37.1%	47.1%

*Significantly different between FY2017 and FY2012

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

Percentage of Respondents	FY 2017	FY 2012
Yes	24.2%	28.6%
No	75.8%	71.4%

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

	FY 2017			FY 2012		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	81	6.23	2.64	114	5.13	2.96
I find the information on the World Bank Group's websites useful*	76	7.12	2.68	113	5.82	2.96
The World Bank Group's social media channels are valuable sources of information about the institution	92	7.48	2.49			
When I need information from the World Bank Group I know how to find it	104	5.49	3.27	137	5.69	2.73
The World Bank Group is responsive to my information requests and inquiries	75	4.90	2.92	149	4.86	2.63

*Significantly different between FY2017 and FY2012



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in CAR? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	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 CAR.	5.75	6.45	6.30	5.77	5.79	6.58	5.88	6.50	5.95	6.21	6.10	5.76
Overall the World Bank Group currently plays a relevant role in development in CAR	7.01	7.68	7.57	7.02	7.12	7.73	7.07	7.96	7.39	7.16	7.31	7.29
The World Bank Group's work is aligned with what I consider the development priorities for CAR	6.71	7.25	7.16	6.55	6.64	7.35	6.76	7.20	6.79	6.98	6.82	7.06
Responsiveness to needs	6.02	6.98	6.52	6.09	6.11	6.74	6.15	6.83	6.25	6.41	6.30	6.35
Flexibility (in terms of the institution's products and services)	4.56	5.56	4.89	4.93	4.90	4.93	4.82	5.20	4.77	5.12	4.96	4.67
Flexibility (in terms of changing country circumstances)	5.07	6.39	5.94	5.10	5.28	6.06	5.25	6.33	5.36	5.87	5.59	5.36
Being inclusive	4.88	6.32	5.66	5.21	5.17	6.06	5.07	6.43	5.68	5.07	5.34	5.86
Openness (sharing data and other information)	5.33	6.63	6.16	5.41	5.65	6.15	5.65	6.39	5.66	6.03	5.85	5.65
Collaboration with the Government	7.31	7.82	7.65	7.28	7.34	7.77	7.36	7.86	7.52	7.39	7.45	7.54
The speed in which it gets things accomplished on the ground	5.39	6.26	5.73	5.88	5.86	5.70	5.65	6.32	5.82	5.78	5.75	6.04
Helping to bring discipline/effective supervision to implementation of investment projects	6.17	7.26	6.80	6.39	6.47	6.89	6.41	7.23	6.60	6.66	6.62	6.61
Collaboration with civil society	4.98	5.71	5.28	5.17	5.27	5.11	5.14	5.49	5.05	5.51	5.23	5.19
Staff accessibility	4.03	5.24	4.68	4.18	4.35	4.65	4.31	4.86	4.37	4.57	4.41	4.61
Collaboration with other donors and development partners	6.81	7.10	7.11	6.79	6.90	7.09	6.86	7.25	6.98	6.93	6.86	7.40
Collaboration with the private sector	4.97	5.94	5.81	4.97	5.39	5.40	5.30	5.67	5.25	5.65	5.23	6.00
Collaboration with the UN	7.78	8.14	8.03	7.70	7.84	7.95	7.77	8.18	8.01	7.65	7.83	8.08
Straightforwardness and honesty	6.14	7.89	6.87	6.47	6.47	7.07	6.49	7.22	6.44	7.04	6.73	6.36
Treating clients and stakeholders in CAR with respect	5.65	7.38	6.45	5.95	6.07	6.51	6.05	6.71	6.15	6.30	6.13	6.60
Being a long-term partner	7.84	8.63	8.43	7.57	7.89	8.31	7.91	8.38	8.01	8.05	7.94	8.36
To what extent does the World Bank Group's work help to achieve development results in CAR?	6.77	7.11	7.31	6.55	6.71	7.45	6.66	7.67	6.98	6.89	7.03	6.61
To what extent does the World Bank Group help to build/strengthen existing country systems in CAR?	6.67	7.00	7.27	6.25	6.30	7.78	6.56	7.37	6.73	6.87	6.98	5.91
The World Bank Group's financial instruments meet the needs of CAR	5.92	6.82	6.40	5.95	5.94	6.74	6.02	6.62	6.26	6.05	6.26	5.88
The World Bank Group meets CAR's needs for knowledge services	5.52	5.84	5.97	5.36	5.53	5.96	5.47	6.28	5.71	5.61	5.78	5.22
How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	3.60	2.85	3.11	3.52	3.41	3.10	3.37	3.15	3.36	3.22	3.38	3.02
Are adaptable to CAR's specific development challenges and country circumstances	6.87	7.12	7.16	6.94	6.89	7.36	6.77	7.79	7.36	6.47	6.90	7.74
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.65	7.65	7.88	7.43	7.45	8.14	7.50	8.13	7.75	7.52	7.71	7.53
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.63	6.83	7.14	6.39	6.54	7.31	6.67	7.07	6.57	7.22	6.91	6.28
The World Bank Group takes decisions quickly in CAR	4.55	5.47	5.12	4.53	4.42	5.71	4.59	5.51	4.79	4.95	4.96	4.40
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.07	7.11	7.33	6.77	6.97	7.30	6.81	7.82	7.18	6.91	7.07	7.10

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: CAR FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Central African Republic (CAR)

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in CAR or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in CAR, 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 CAR.

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 CENTRAL AFRICAN REPUBLIC**

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

A2. Listed below are a number of development priorities in CAR.			
Please identify which of the following you consider the most important development priorities in CAR. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
2	Gender equity	18	Agriculture and rural development
3	Private sector development	19	Trade and exports
4	Education	20	Crime and violence
5	Security/stabilization/reconstruction	21	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management (e.g., diamond, forest, mining, etc.)
7	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
8	Food security	24	Poverty reduction
9	Urban development	25	Anti corruption
10	Energy	26	Judiciary reform
11	Water and sanitation	27	Economic growth
12	Regional conflict and tensions	28	Local governance and institutions
13	Pollution	29	Disaster risk management
14	Job creation/employment	30	Equality of opportunity (i.e., social inclusion)
15	Health	31	Communicable/non-communicable diseases
16	Financial markets	32	Information and communications technology

**SECTION A: GENERAL ISSUES**

A3. The reduction of poverty is a concept that requires work in many areas to improve the living conditions of the most vulnerable populations.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in CAR? (Choose no more than THREE)			
1	Economic growth	17	Water and sanitation
2	Disaster risk management	18	Pollution
3	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
4	Communicable/non-communicable diseases	20	Health
5	Local governance and institutions	21	Security/stabilization/reconstruction
6	Information and communications technology	22	Financial markets
7	Social protection (e.g., pensions, targeted social assistance)	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	24	Gender equity
9	Trade and exports	25	Private sector development
10	Crime and violence	26	Education
11	Climate change (e.g., mitigation, adaptation)	27	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	28	Food security
13	Social cohesion	29	Regional conflict and tensions
14	Energy	30	Urban development
15	Anti corruption	31	Natural resource management (e.g., diamond, forest, mining, etc.)
16	Judiciary reform		

**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 CAR? (Choose no more than TWO)

1	Greater access to health and nutrition for citizens
2	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
3	A growing middle class
4	Better opportunity for the poor who live in rural areas
5	Better opportunity for the poor who live in urban areas
6	Consistent economic growth
7	More reliable social safety net
8	Greater access to micro-finance for the poor
9	Greater voice and participation for citizens to help ensure greater accountability
10	Education and training that better ensure job opportunity
11	Better quality public services
12	Better employment opportunities for young people
13	Better employment opportunities for women
14	Other (please specify): _____

**SECTION A: GENERAL ISSUES**

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 CAR? (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 climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country? (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

A7. In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in CAR? (Select only ONE response)

1	A very important development priority
2	A moderately important development priority
3	A slightly important development priority
4	Not an important development priority
5	Don't know

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help CAR solve its most complicated development challenges?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

B4. When thinking about how the World Bank Group can have the most impact on development results in CAR, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in CAR? (Choose no more than THREE)			
1	Energy	17	Judiciary reform
2	Water and sanitation	18	Economic growth
3	Pollution	19	Disaster risk management
4	Job creation/employment	20	Equality of opportunity (i.e., social inclusion)
5	Health	21	Communicable/non-communicable diseases
6	Regional conflict and tensions	22	Local governance and institutions
7	Financial markets	23	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	24	Transport (e.g., roads, bridges, transportation)
9	Gender equity	25	Agriculture and rural development
10	Private sector development	26	Trade and exports
11	Education	27	Crime and violence
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28	Natural resource management (e.g., diamond, forest, mining, etc.)
13	Security/stabilization/reconstruction	29	Social cohesion
14	Global/regional integration	30	Climate change (e.g., mitigation, adaptation)
15	Food security	31	Poverty reduction
16	Urban development	32	Anti corruption

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

B5. 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 CAR?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in CAR? (Choose no more than TWO)	
1	World Bank Group's processes too complex
2	Not willing to honestly criticize policies and reform efforts in the country
3	Staff too inaccessible
4	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
5	Not aligned with other donors' work
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in CAR
8	Too influenced by developed countries
9	Not exploring alternative policy options
10	Not collaborating enough with stakeholders outside the Government
11	Its advice and strategies do not lend themselves to practical problem solving
12	Not enough public disclosure of its work
13	Arrogant in its approach
14	Not client focused
15	The credibility of its knowledge/data
16	Not focused enough on issues that are unique to post-conflict countries
17	Inadequate number of World Bank Group staff members located in the country
18	Other (please specify): _____
19	Don't know

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in CAR? (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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the CAR Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

B9. 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	Beneficiaries	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations	14	Regional organizations (e.g., Central African Economic and Monetary Community (CEMAC), Economic Community of Central African States (ECCAS))
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

**SECTION 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 CAR?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B10	Overall the World Bank Group currently plays a relevant role in development in CAR											<input type="checkbox"/>
B11	The World Bank Group's work is aligned with what I consider the development priorities for CAR											<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in CAR, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B12	Responsiveness to needs											<input type="checkbox"/>
B13	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
B14	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
B15	Being inclusive											<input type="checkbox"/>
B16	Openness (sharing data and other information)											<input type="checkbox"/>
B17	Collaboration with the Government											<input type="checkbox"/>
B18	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
B19	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
B20	Collaboration with civil society											<input type="checkbox"/>
B21	Staff accessibility											<input type="checkbox"/>
B22	Collaboration with other donors and development partners											<input type="checkbox"/>
B23	Collaboration with the private sector											<input type="checkbox"/>
B24	Collaboration with the UN											<input type="checkbox"/>
B25	Straightforwardness and honesty											<input type="checkbox"/>
B26	Treating clients and stakeholders in CAR with respect											<input type="checkbox"/>
B27	Being a long-term partner											<input type="checkbox"/>

B28. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

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

B29. 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 THREE)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	The Government works inefficiently
5	Poor donor coordination
6	The World Bank Group is not sensitive enough to political/social realities on the ground
7	Lack of/inadequate levels of capacity in Government
8	There is not an adequate level of citizen/civil society participation
9	The World Bank Group works too slowly
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in CAR?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (e.g., diamond, forest, mining, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in CAR? (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	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	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"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Natural resource management (e.g., diamond, forest, mining, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

C3. To what extent does the World Bank Group's work help to achieve development results in CAR?											
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

C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in CAR?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent do you agree with the following statements about the World Bank Group in CAR?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of CAR	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	The World Bank Group meets CAR's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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



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

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

In CAR, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are relevant to country challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D10	Are adaptable to CAR's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D11. 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	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

D12. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

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

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in CAR?												
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	

E11. To what extent do you believe the World Bank Group is adequately staffed in CAR?												
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	

E12. To what extent do you believe the World Bank Group measures and corrects its work in real time in CAR?												
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	

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

E13. To what extent do you believe that the donor community is doing enough to support the Government's efforts related to refugees in CAR?										
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

E14. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in CAR? (Choose no more than TWO)	
1	Education and health
2	Supporting poor and marginalized local communities
3	Jobs
4	Business development
5	Infrastructure
6	Social cohesion
7	Public services
8	Macro issues (fiscal accounts, balance of payments, etc.)
9	Don't know
10	Other (please specify): _____

E15. Please rate how you feel when you think about the impact of the refugees in regards to....						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	CAR's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	CAR's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CAR****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in CAR? (Choose no more than TWO)**

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Listen more to the Government's arguments than the population's concerns
6	Help to bring discipline/effective supervision to implementation of investment projects
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on CAR's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Reach out more to groups outside of Government
12	Increase the level of capacity development in the country
13	Improve the quality of its experts as related to CAR's specific challenges
14	Increase the level of World Bank Group staffing in CAR's office
15	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in CAR, 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 CAR? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Technical assistance
4	None of the above
5	The combination is appropriate for CAR
6	Don't know

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR?	B. Which THREE areas below would benefit most from other donors in CAR?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
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	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Yes	No
G4	Do you have reliable access to the Internet?	Yes	No
G5	Do you use/have you used the World Bank Group website?	Yes	No
G6	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	Yes	No

G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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		
G9	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G10	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>											<input type="checkbox"/>	
G11	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution											<input type="checkbox"/>	
G12	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.)											<input type="checkbox"/>	
G13	The World Bank Group is responsive to my information requests and inquiries											<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

H1. Which of the following best describes your current position? (Select only ONE response)			
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		

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in CAR?
(Select only ONE response)**

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

H5. 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 |

**H6. If yes, what was your view of how the two institutions work together in CAR?
(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 |

**H7. Which of the following describes most of your exposure to the World Bank Group in CAR?
(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. |

H8. What's your gender?

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

H9. Which best represents your geographic location?

- | | |
|---|---------------|
| 1 | Bangui |
| 2 | Bouar |
| 3 | Bossangoa |
| 4 | Mbaïki |
| 5 | Autres villes |
| 6 | Zones rurales |

Thank you for completing the survey!