

FY 2017 Togo Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Togo 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, Jessica Cameron, and Calita Woods oversaw design, reporting, and analysis. Dania Mendoza and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Togo country team and the independent local fielding agency BF Conseils. In particular, PORG is grateful for the support from Sylvie Nenonene (Senior Communications Officer) who coordinated the survey related activities from Lomé, Togo.



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 Togo perceive the WBG. The survey explored:

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

II. Methodology

From May to June 2017, 882 stakeholders of the WBG in Togo 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 548 stakeholders participated in the survey (62% response rate). Respondents either received the questionnaires via courier and returned it accordingly, or completed the questionnaire with an independent 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.

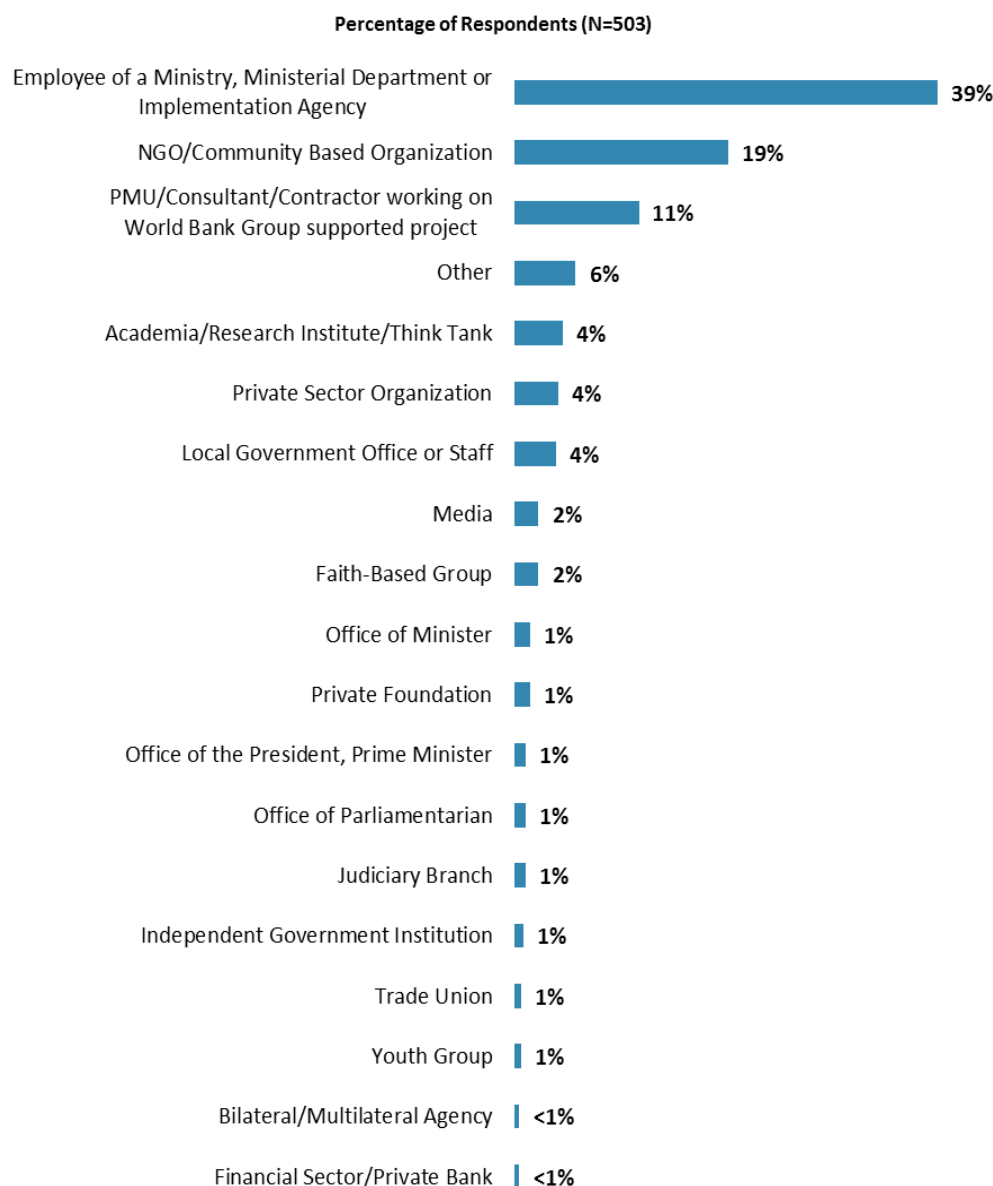
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 54%, N=608). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'14 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 99).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from the Office of the President/Prime Minister and the office of a minister were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, trade unions, faith-based groups, and youth groups were combined in the “CSO” category; and the small number of respondents from the office of parliamentarian, bilateral/multilateral agencies, independent government institutions, the judiciary branch, and respondents from other organizations were included in the “Other” category.

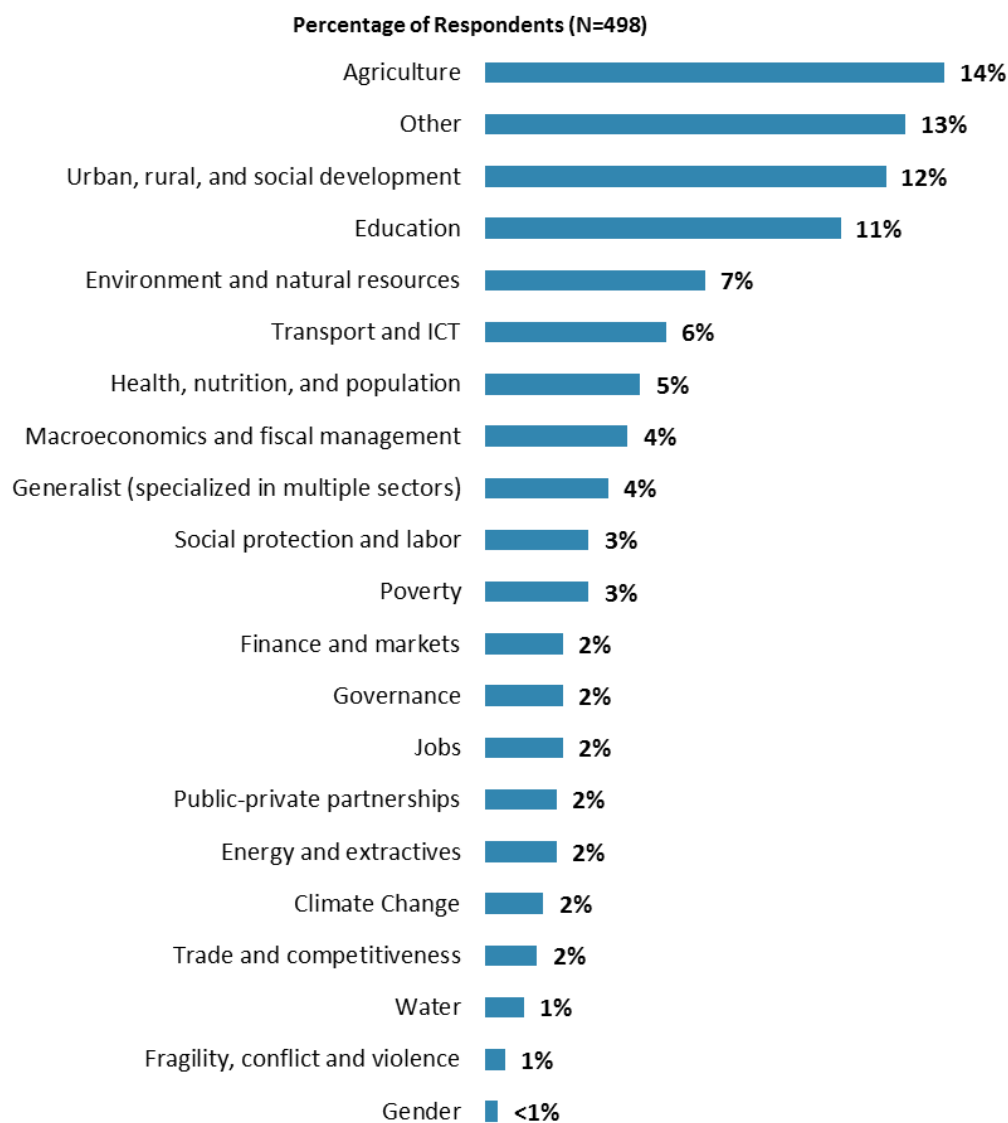


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



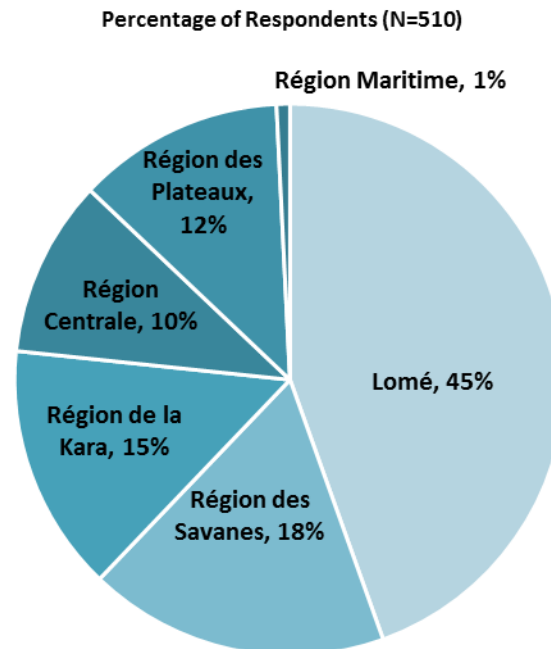
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

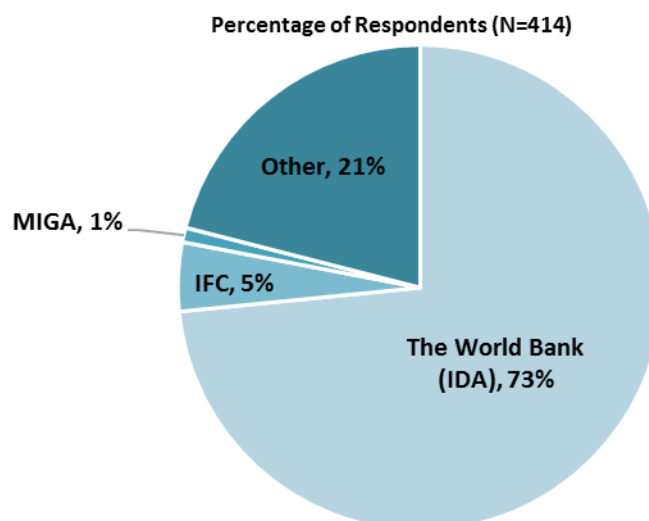
Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 91).



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

Exposure to Agencies within the World Bank Group



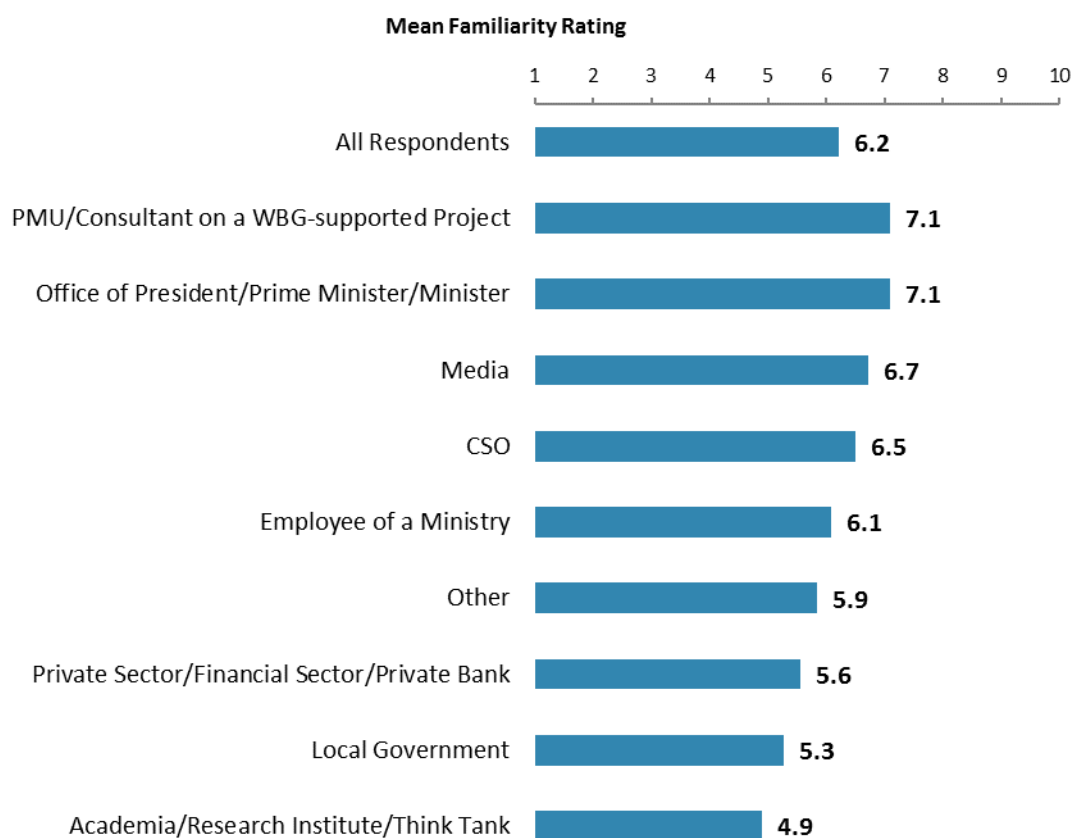
"Which of the following agencies of the World Bank Group do you primarily engage with in Togo?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'14 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'17 = 6.3; weighted mean in FY'14 = 6.4)¹.
- **Stakeholder groups:** Respondents from the PMU/consultants working on WBG projects and the Office of the President/Prime Minister/Minister were significantly more familiar with the WBG than other stakeholder groups.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Togo, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Togo, 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 Togo?"
(1-"Not familiar at all", 10-"Extremely familiar")

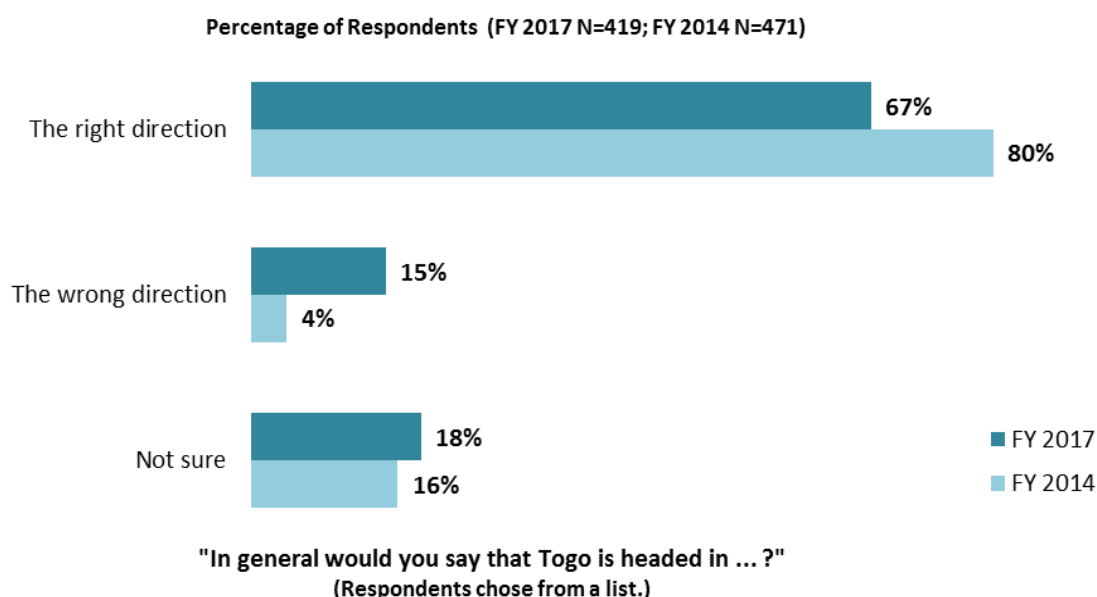
¹ Please refer to Appendix E (page 99) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Togo

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Togo is headed in the right direction compared to respondents in the FY'14 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and ministries/ministerial departments/implementation agencies were significantly more likely to indicate that Togo is headed in the right direction, while respondents from the media and CSOs were significantly less positive about the prospects of Togo.



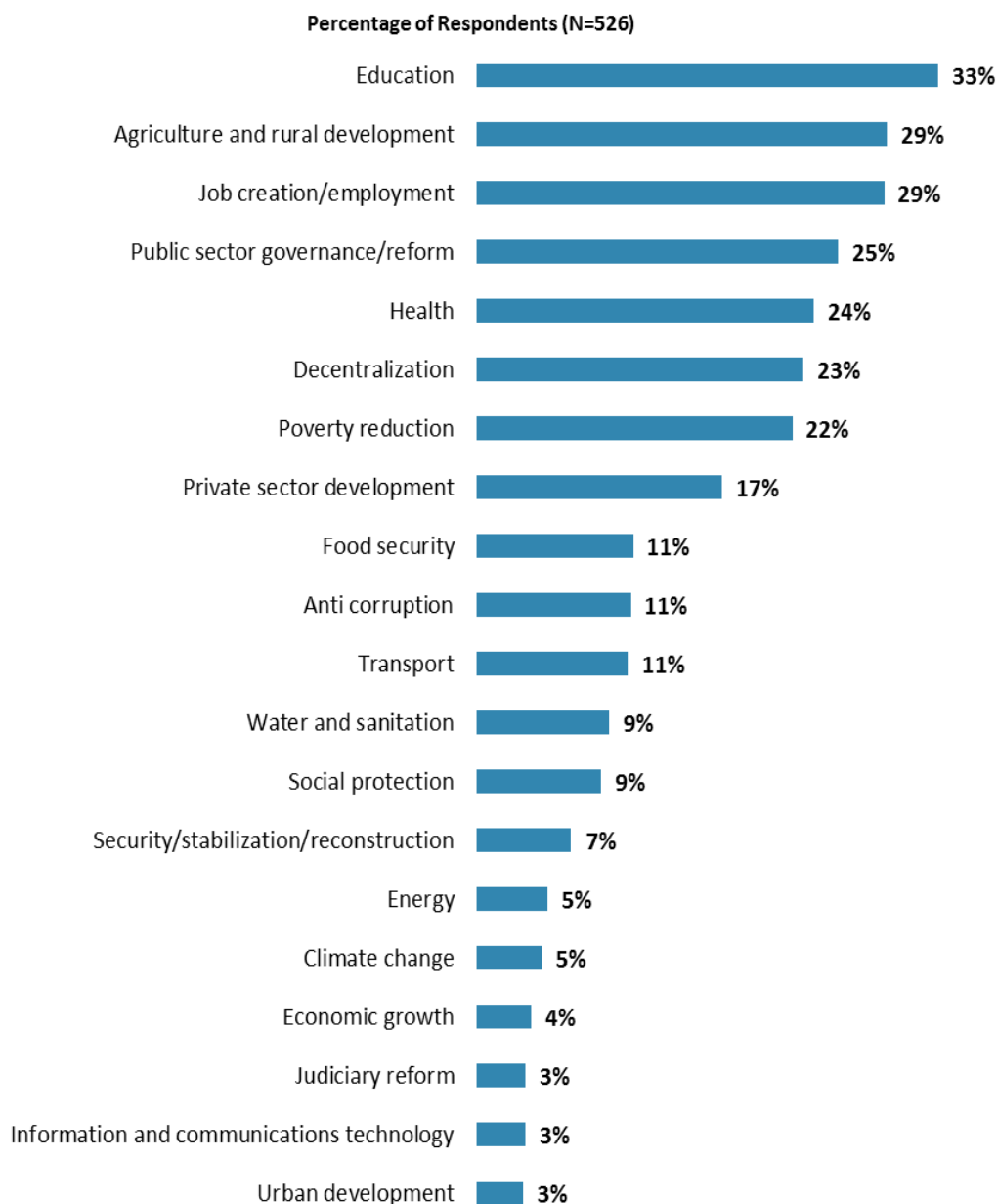
² Percentages presented in the chart were calculated based on weighted data from FY'17 and FY'14.



IV. General Issues Facing Togo (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Togo were “*public sector governance/reform*” (51%) and “*agriculture, food security, rural development*” (39%).



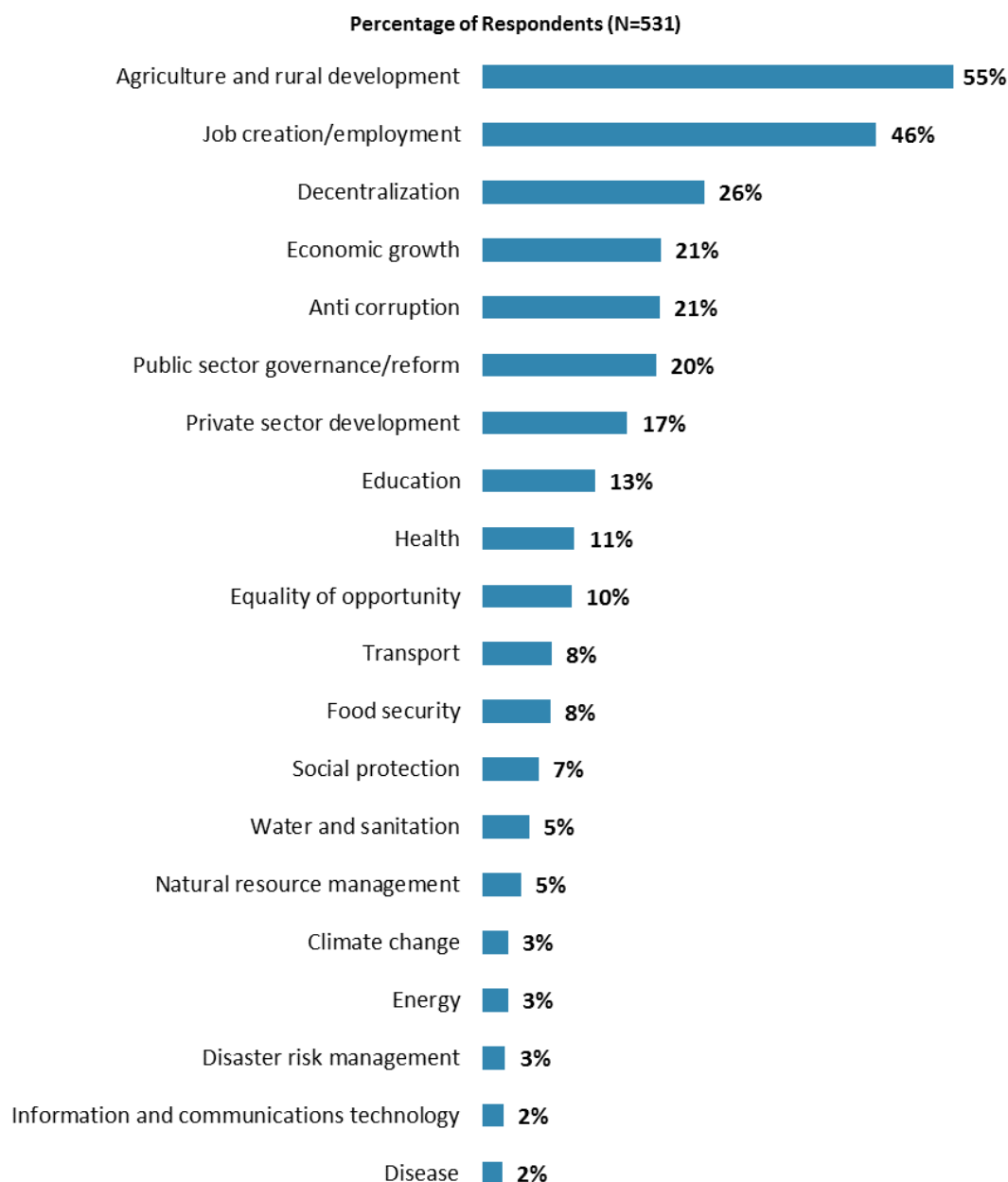
"Listed below are a number of development priorities in Togo. Please identify which of the following you consider the most important development priorities in Togo. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



IV. General Issues Facing Togo (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'14 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Togo were “*agriculture, food security, rural development*” (57%), “*job creation/employment*” (42%), and “*public sector governance/reform*” (36%).



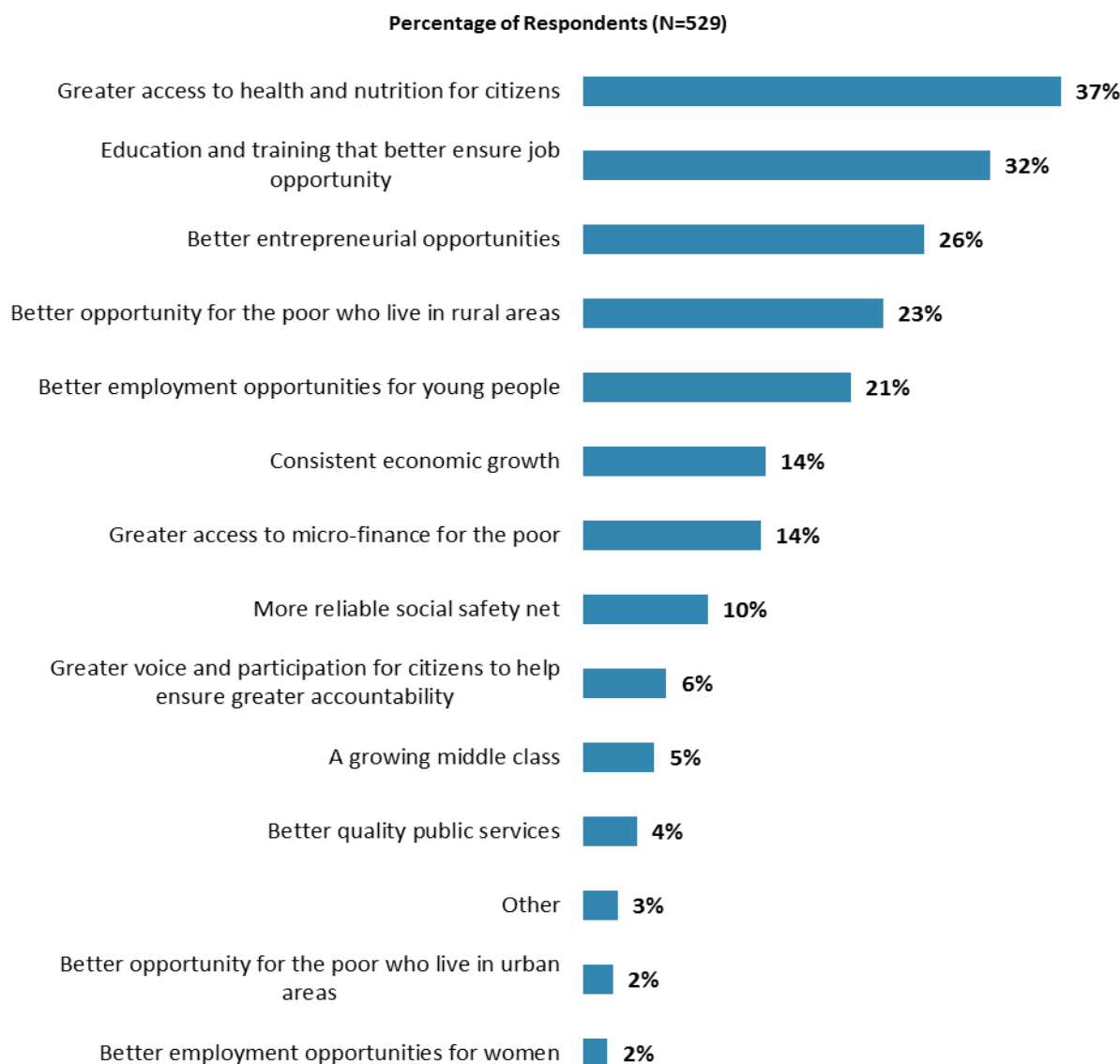
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Togo? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)



IV. General Issues Facing Togo (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’14 Country Survey, respondents indicated that shared prosperity can be best achieved through “*education and training that better ensure job opportunity*” (32%), “*better employment opportunities for young people*” (29%), and “*greater access to health and nutrition for citizens*” (24%).



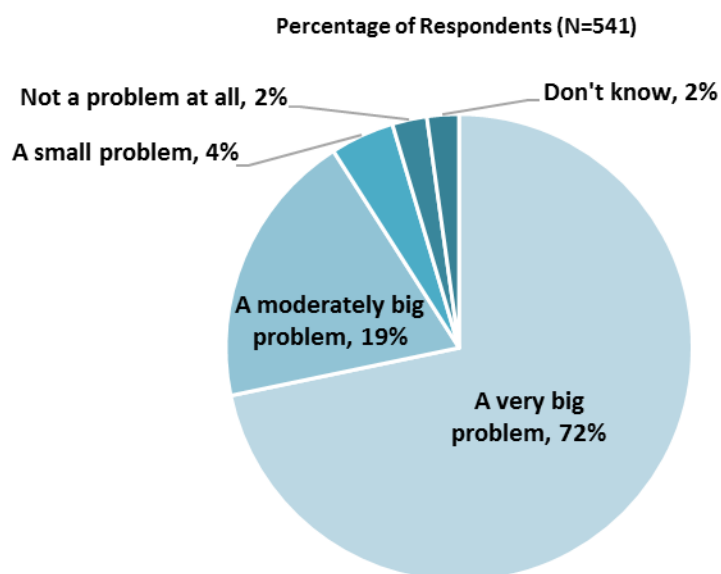
"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Togo? (Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)



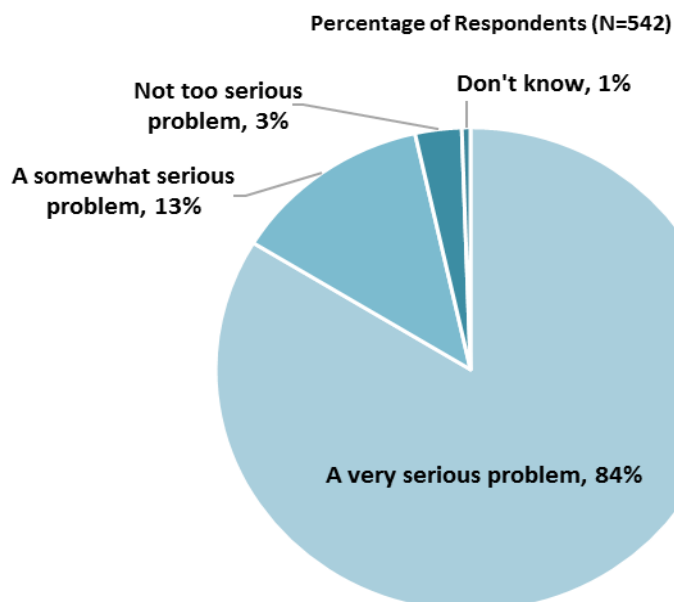
IV. General Issues Facing Togo (continued)

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 Togo?" (Respondents chose from a list.)

Global Climate Change

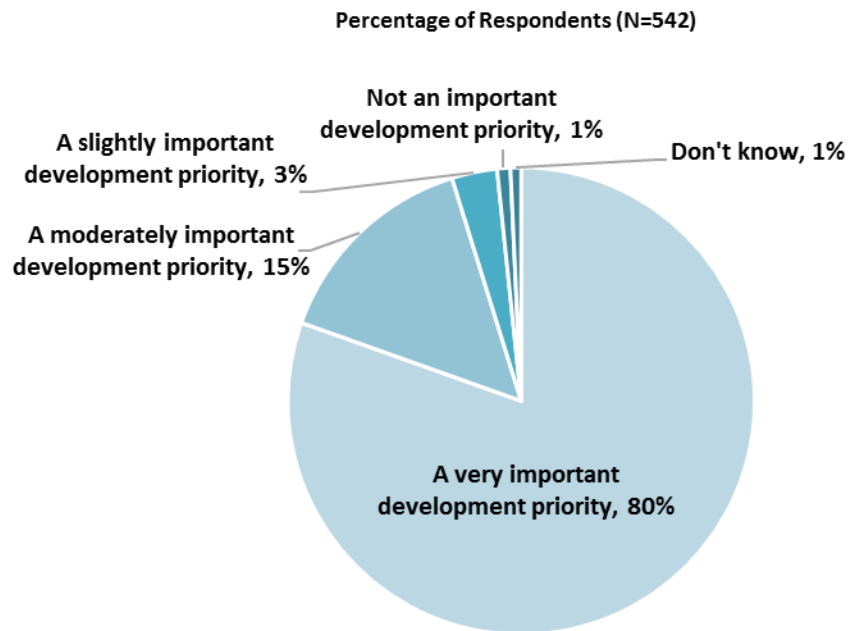


"In your view, is climate change a very serious problem, somewhat serious, not too serious, or not a problem in your country?" (Respondents chose from a list.)



IV. General Issues Facing Togo (continued)

Early Childhood Development



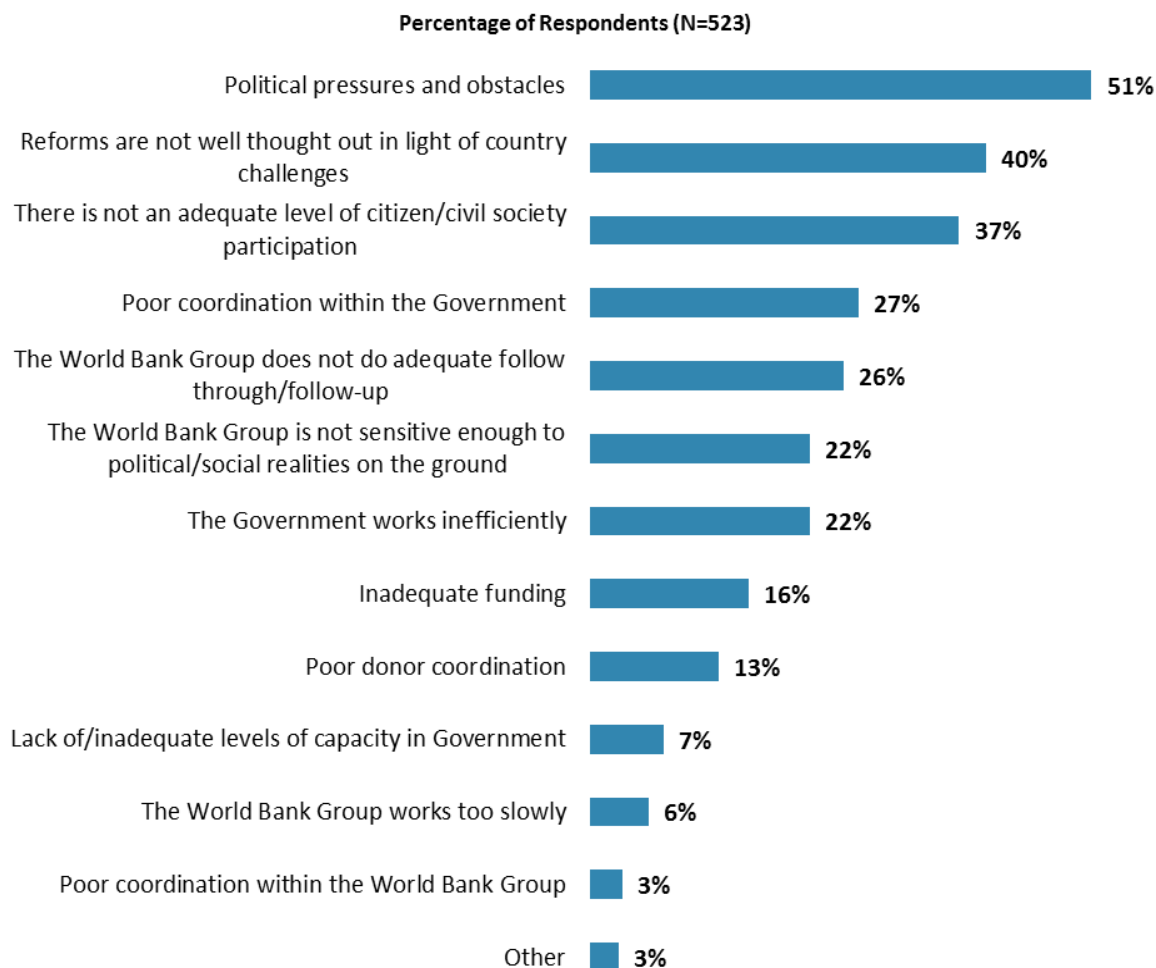
"In your view, is early childhood development (i.e. nutrition, growth, care, and education) a very important, moderately important, slightly important, or not an important development priority in Togo?" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'14 Country Survey most often attributed failed or slow World Bank Group assisted reform efforts to “*inadequate level of citizen/civil society participation*” (51%), “*WBG does not do adequate follow through/follow-up*” (33%), and “*WBG is not sensitive enough to political/social realities on the ground*” (33%).



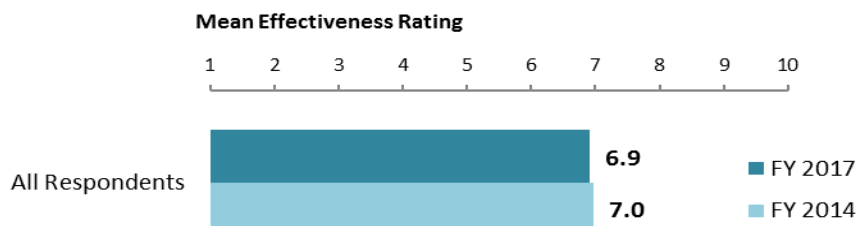
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



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

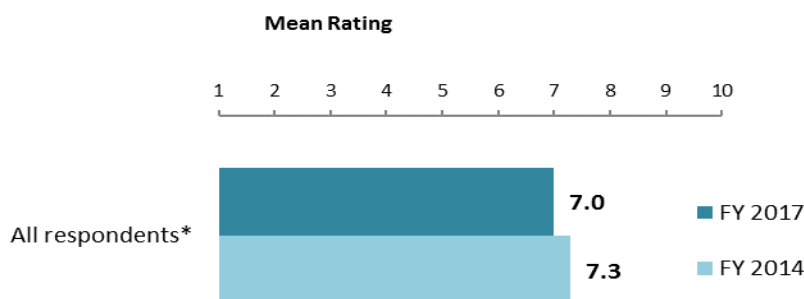
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



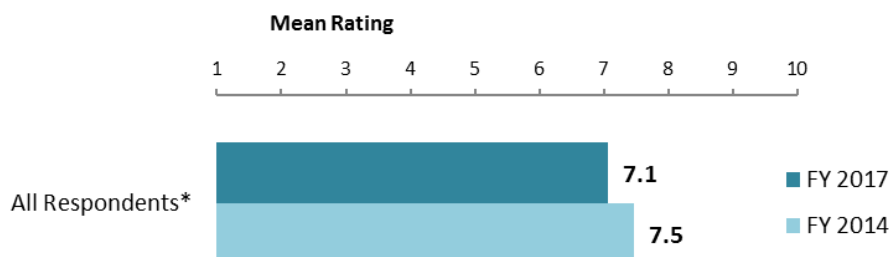
"Overall, please rate your impression of the World Bank Group’s effectiveness in Togo."
(1-“Not effective at all”, 10-“Very effective”)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group’s work help to achieve development results in Togo?" (1-“To no degree at all”, 10-“To a very significant degree”)
(*Significantly different between FY 2017 and FY 2014)

Building/Strengthening Existing Country Systems (Indicator Question)



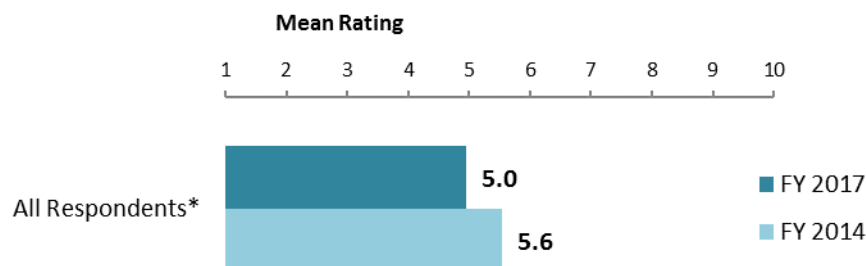
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Togo?" (1-“To no degree at all”, 10-“To a very significant degree”)
(*Significantly different between FY 2017 and FY 2014)

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



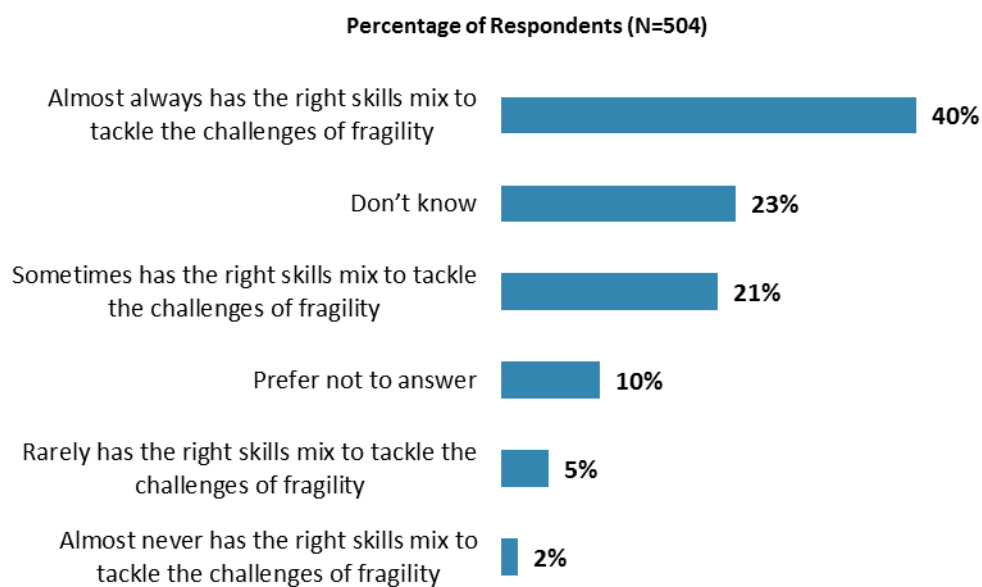
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Togo⁴



"To what extent do you believe the World Bank Group is adequately staffed in Togo?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2017 and FY 2014)

The World Bank Group Staff's Skills Mix to Tackle Fragility



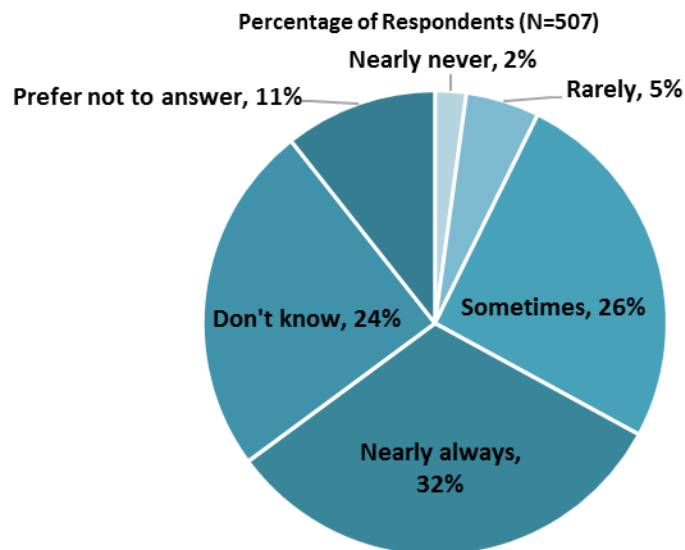
"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...?" (Respondents chose from a list.)

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



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

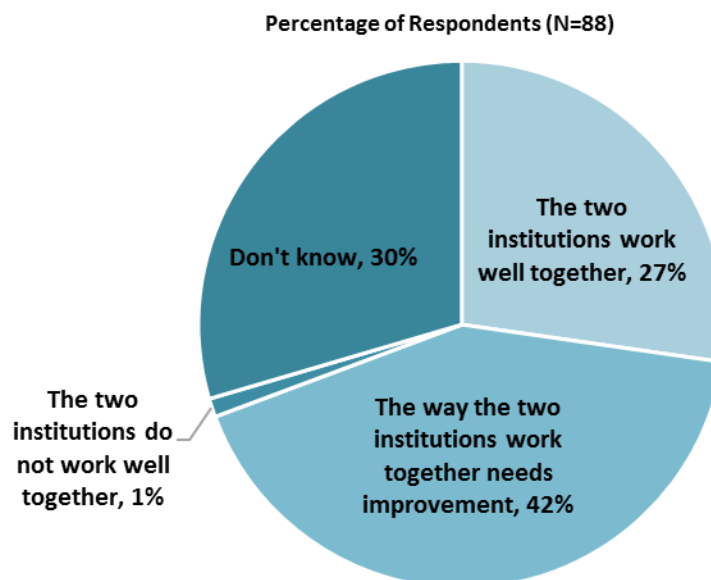
The World Bank Group Partnering with the Right People on the Ground



"To what extent does the World Bank Group partner with the right people to support work on the ground in Togo?" (Respondents chose from a list.)

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.



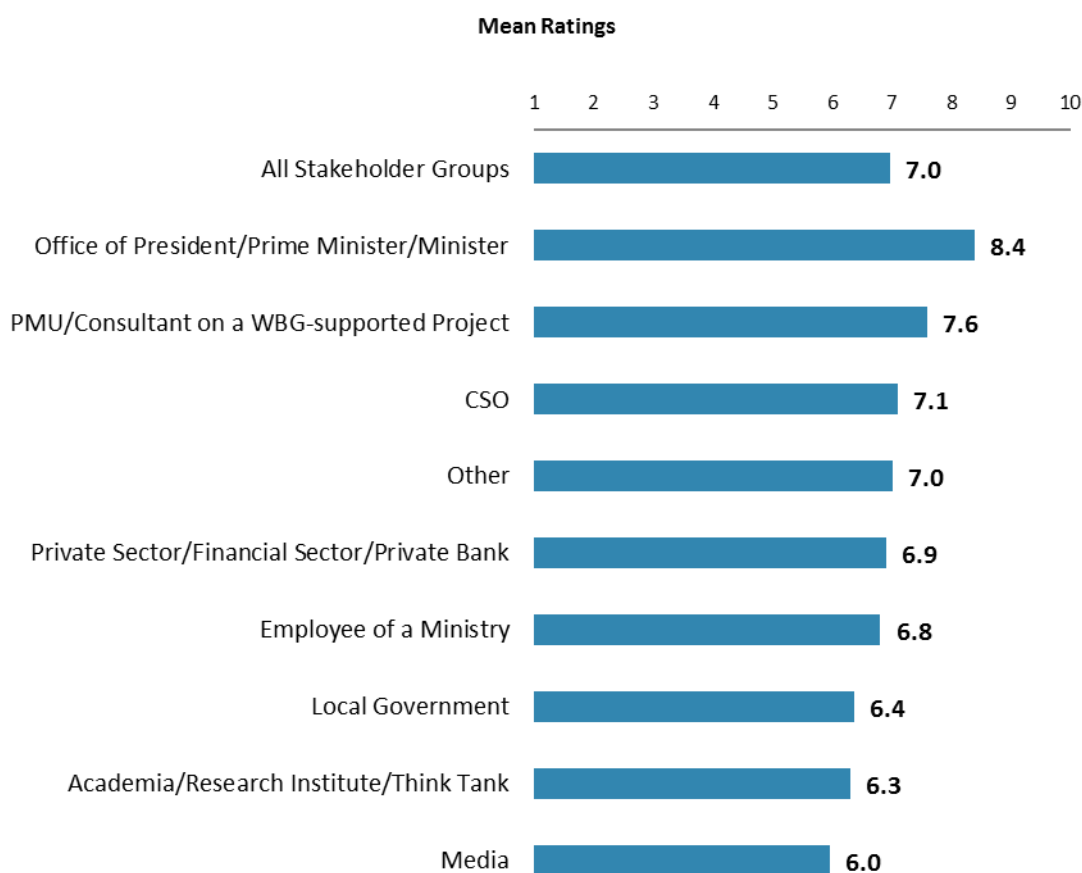
"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Togo?" (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from the media and academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 66).
- **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 = 7.5) 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 104).



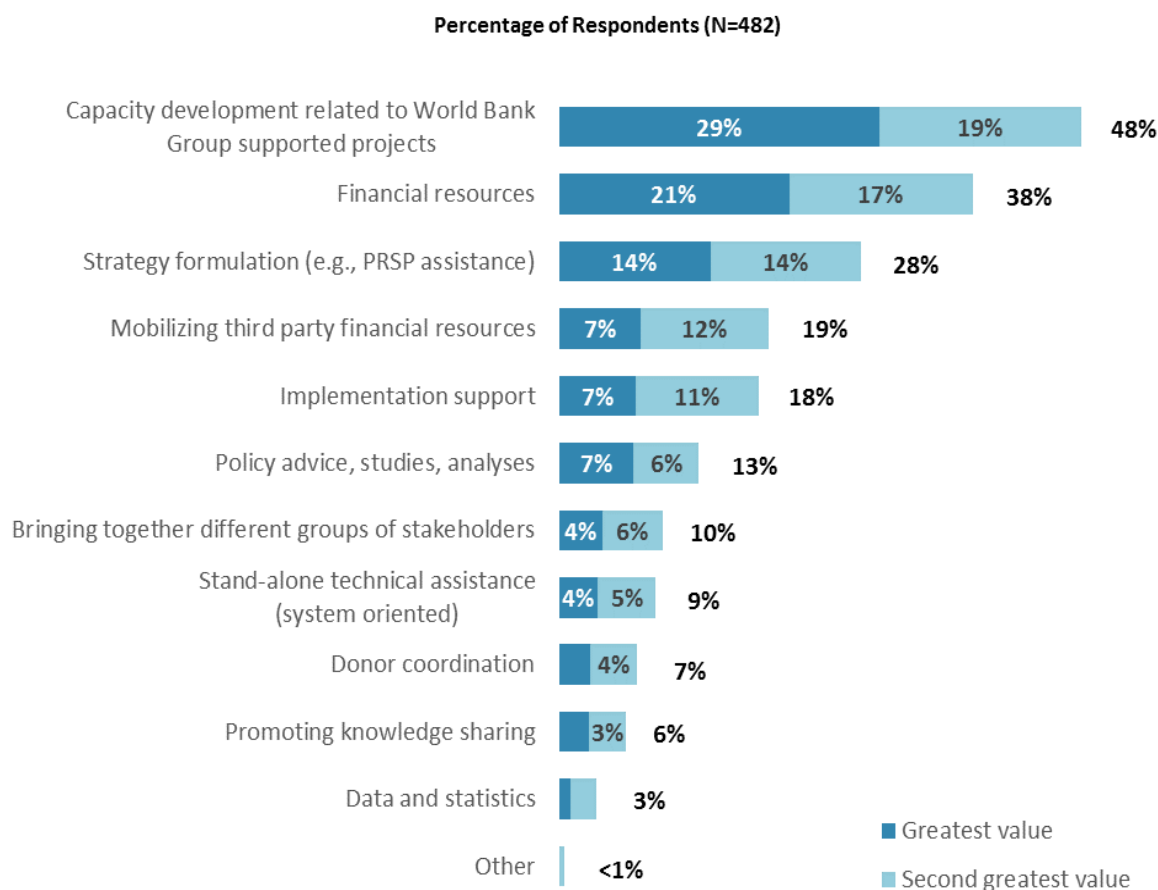
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest value to Togo was its "*providing financial resources*" (56%) and "*strategy formulation*" (47%).



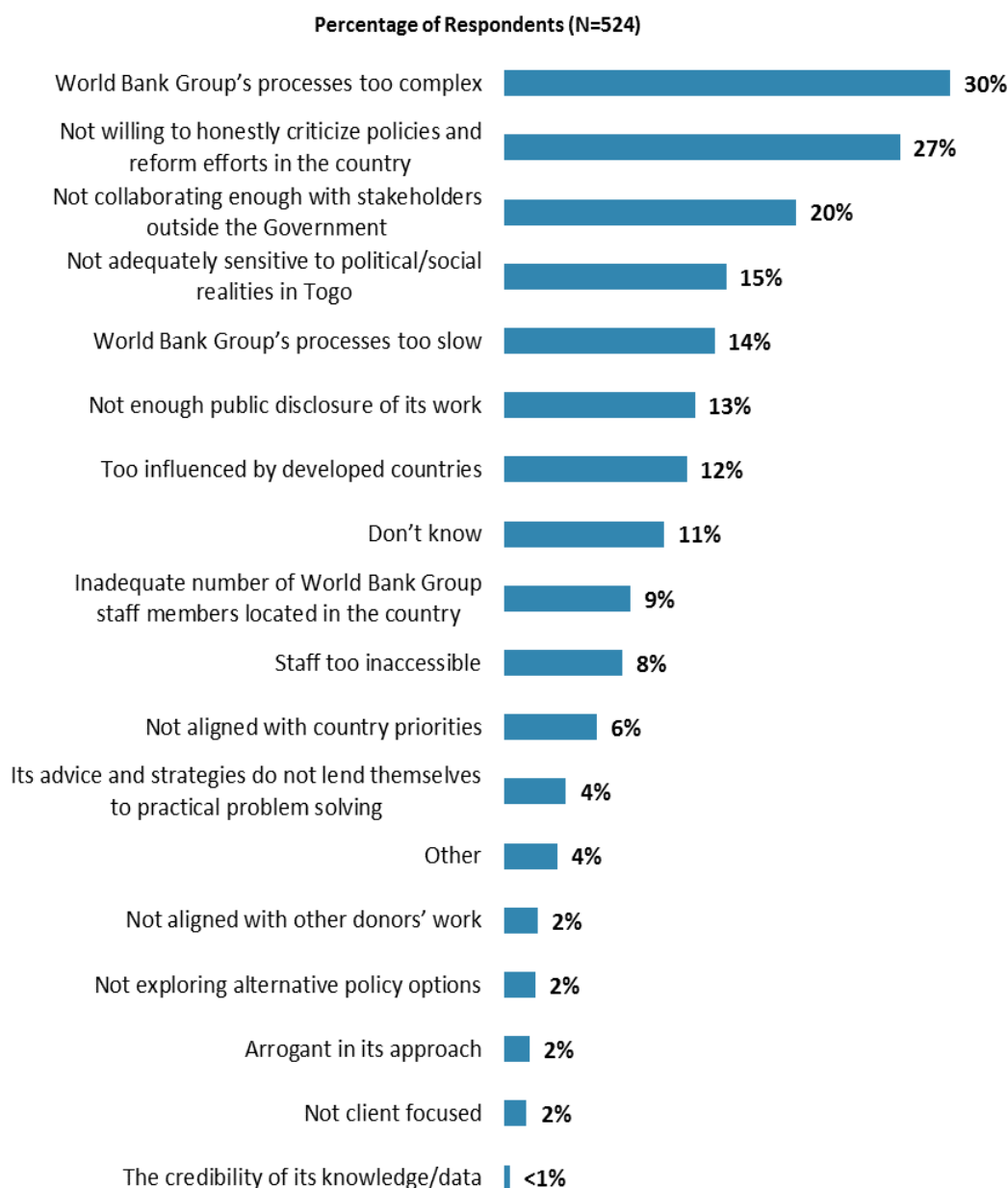
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Togo?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group's greatest weaknesses in its work in Togo were being "*its process being too complex*" (25%), "*too influenced by developed countries*" (20%), and "*not adequately sensitive to political/social realities in Togo*" (20%).

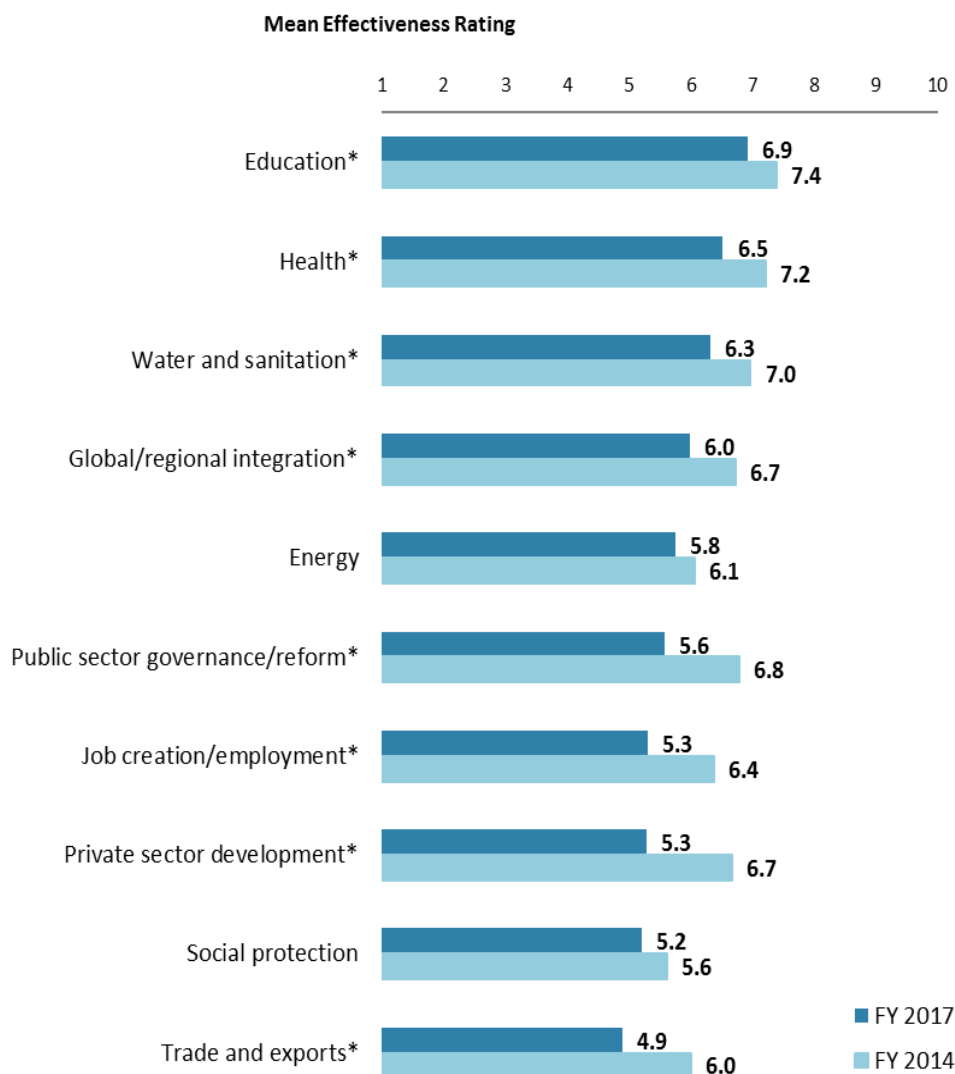


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Togo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



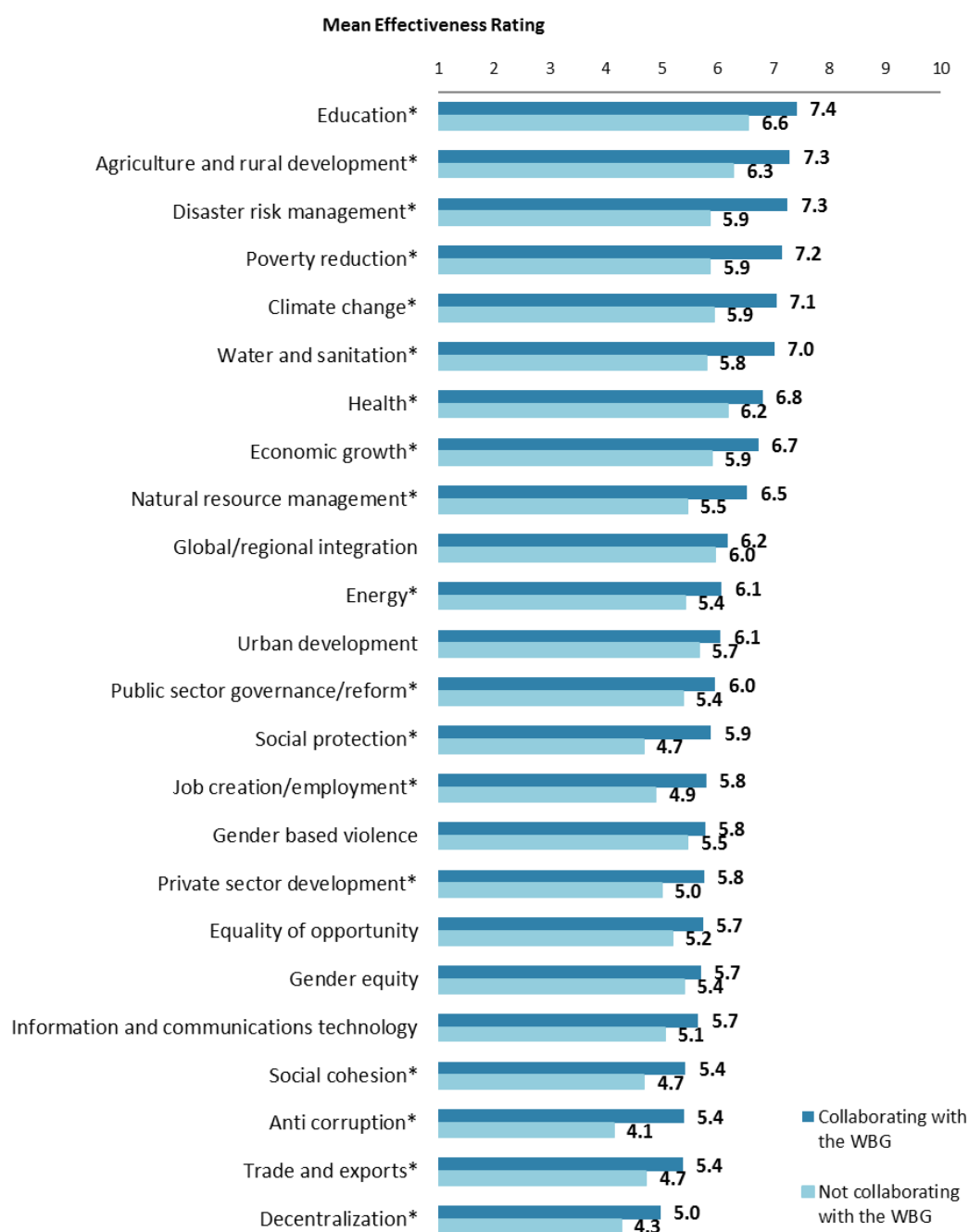
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Togo?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2017 and FY 2014)

⁵ Means presented in this chart were calculated based on weighted data. Only those sectors comparable across both FY'14 and FY'17 are presented in this chart. 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 Togo?" (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 48) 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 Togo, bivariate correlational analyses were conducted using respondents' ratings of the twenty-four specific areas of effectiveness.

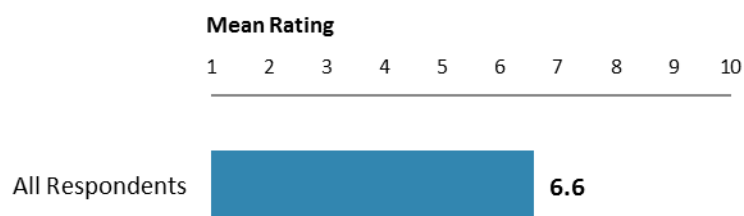
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' 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 Togo. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at poverty reduction and
 - The WBG's effectiveness at education.
- 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 Togo, 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 poverty reduction;
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at agriculture and rural development; and
 - The WBG's effectiveness at economic growth.



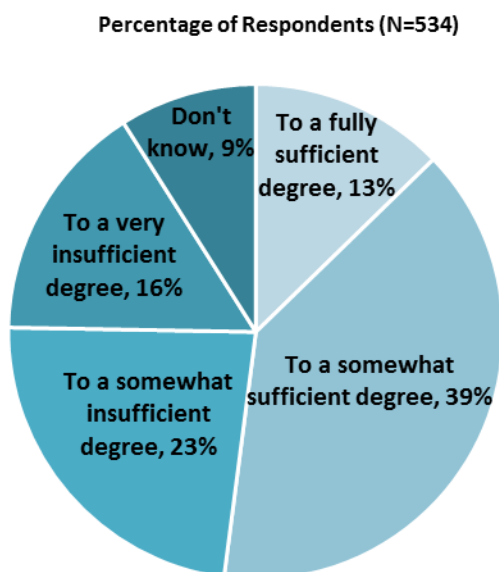
VI. Sectoral Effectiveness (continued)

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 public private partnerships in Togo?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest

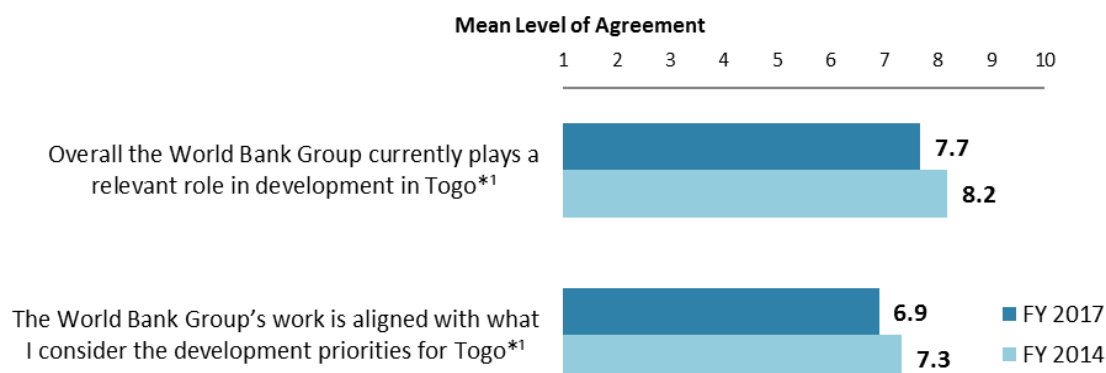


"To what extent do you believe that the World Bank Group's work and support help the poorest in Togo?" (Respondents chose from a list.)



VII. How the World Bank Group Operates

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

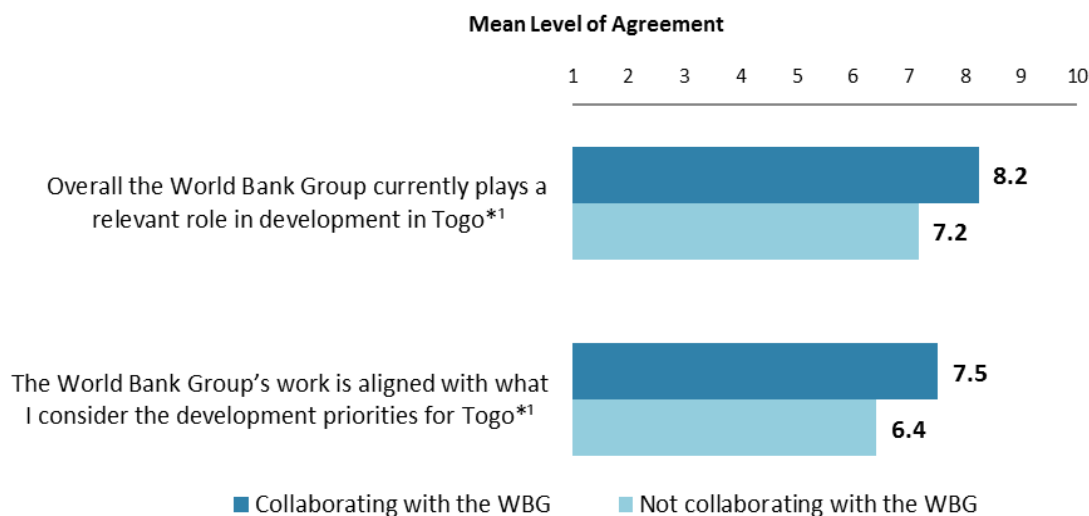


"To what extent do you agree with the following statements about the World Bank Group's work in Togo?" (1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2017 and FY 2014)

¹Indicator Question

The World Bank Group's Work in Togo: Collaboration



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

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

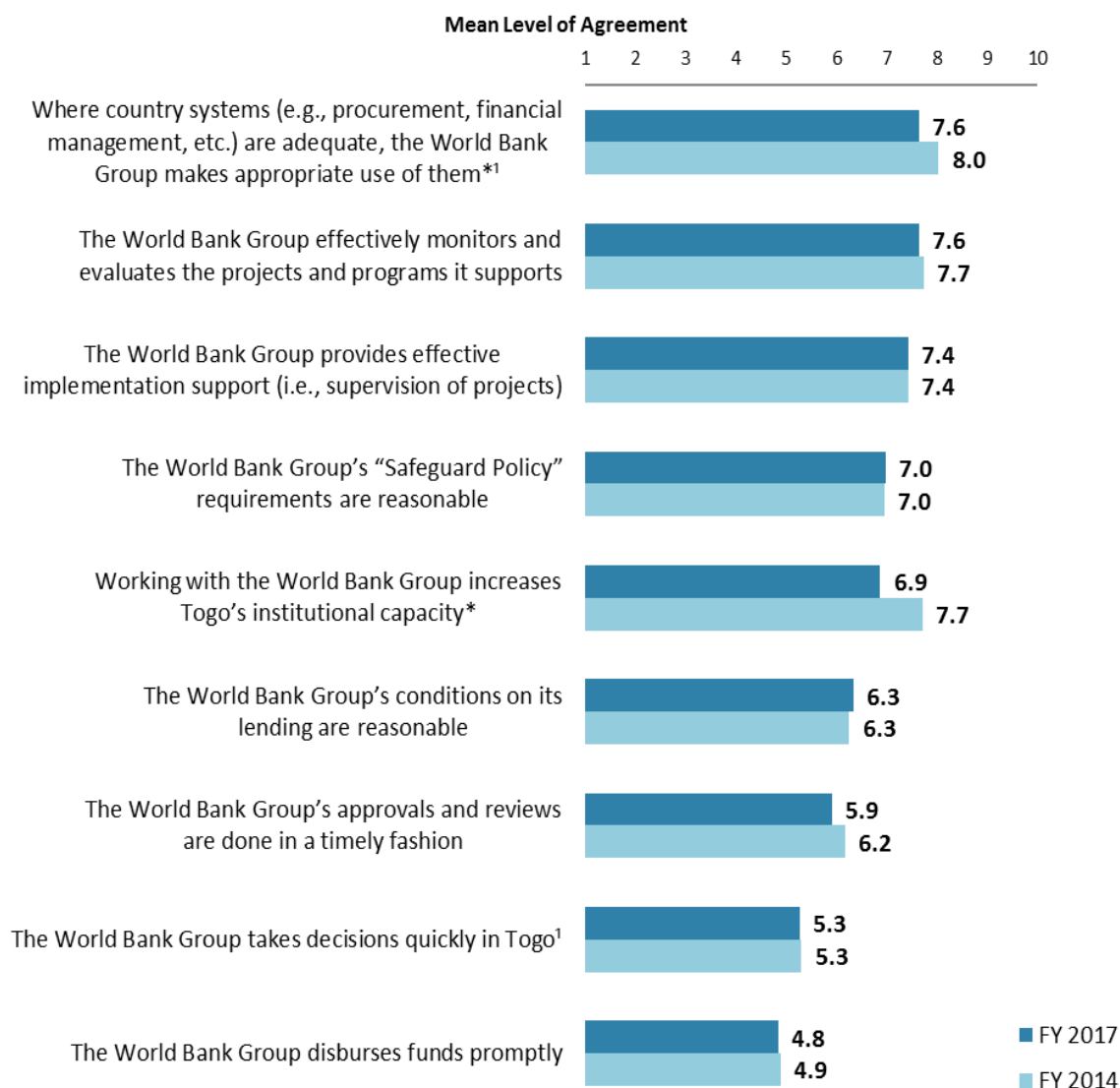
¹Indicator Question

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 2014)

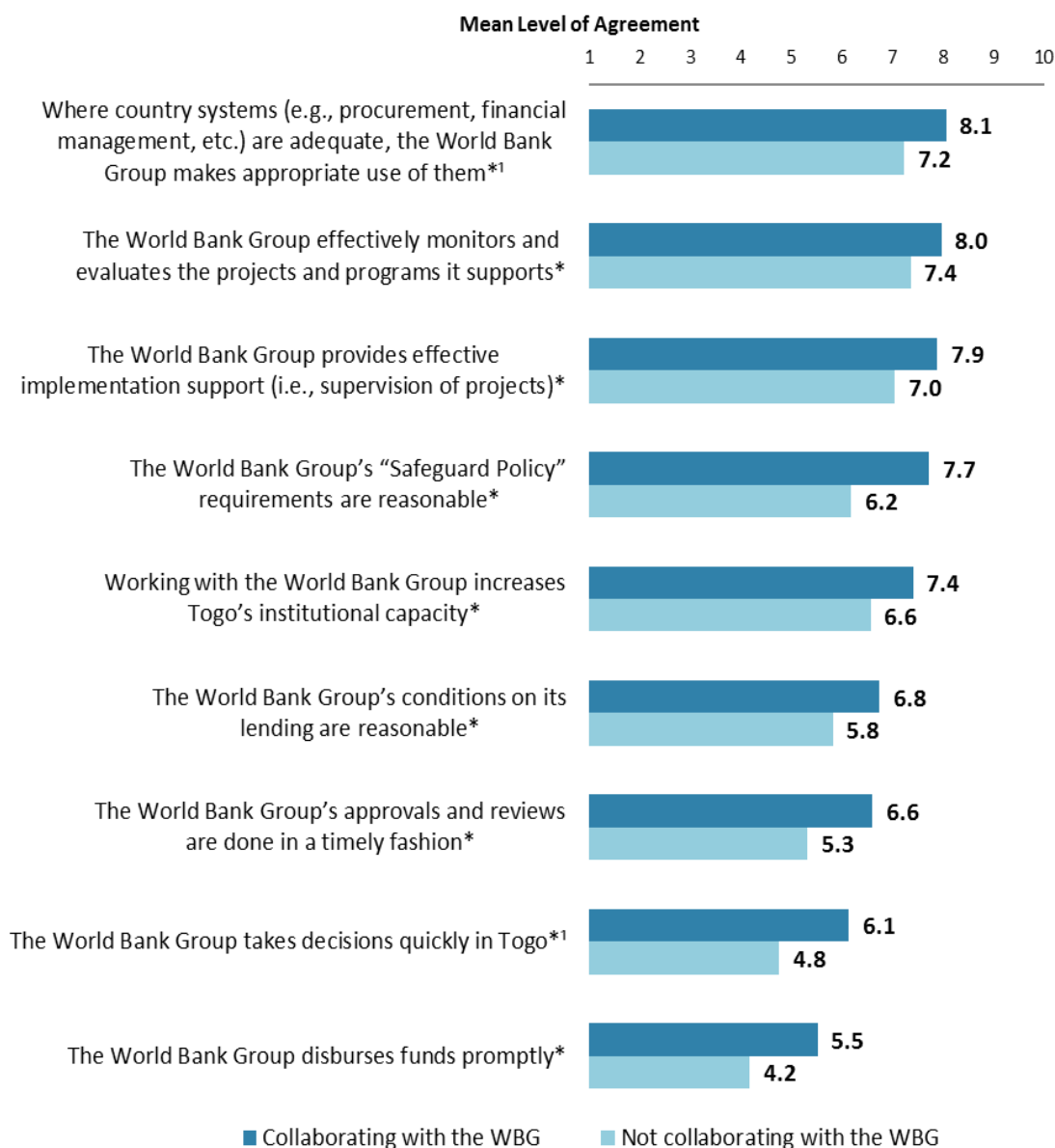
¹Indicator Question

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)
¹Indicator 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 Togo, 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 2014)

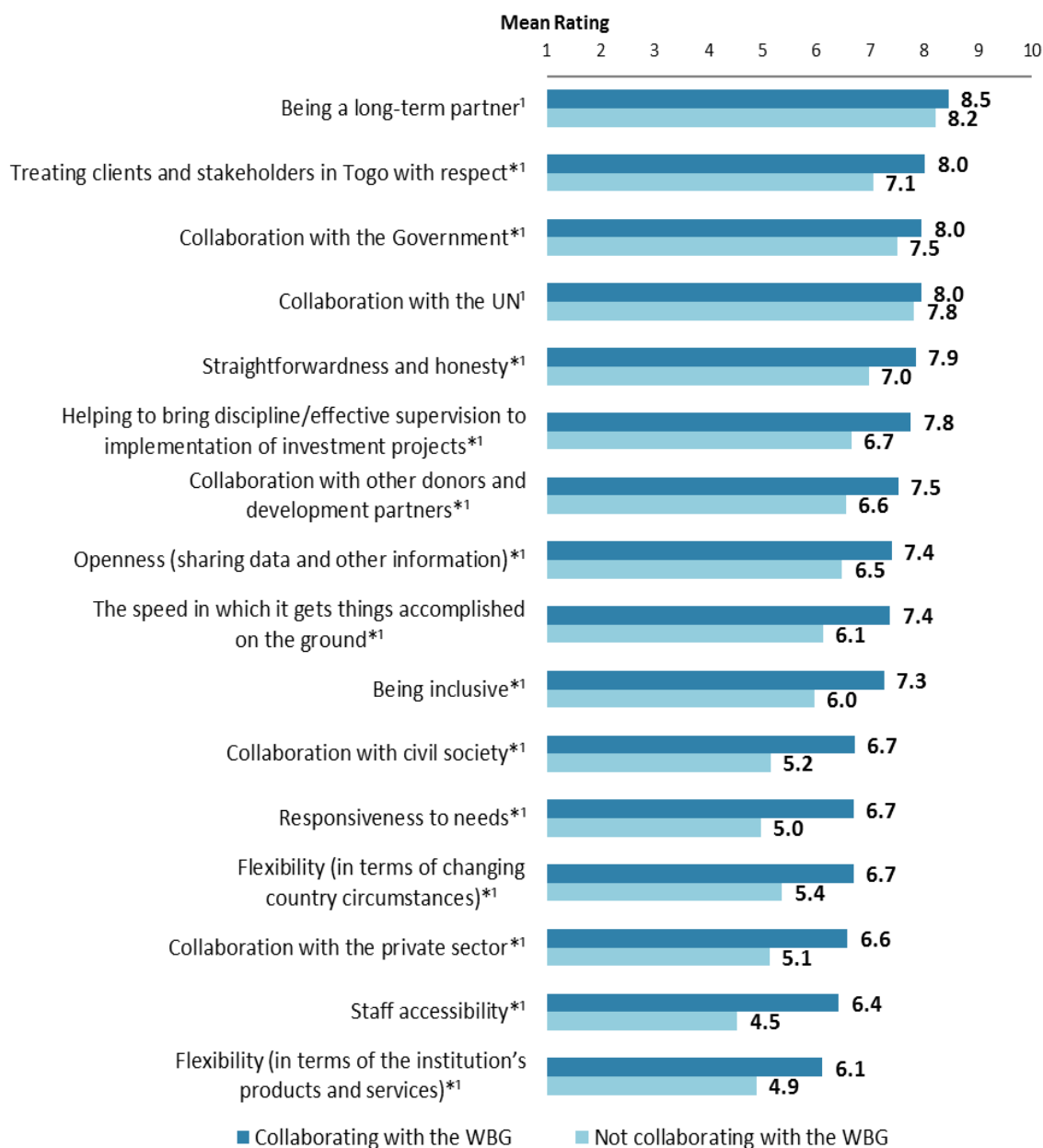
¹Indicator Question

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

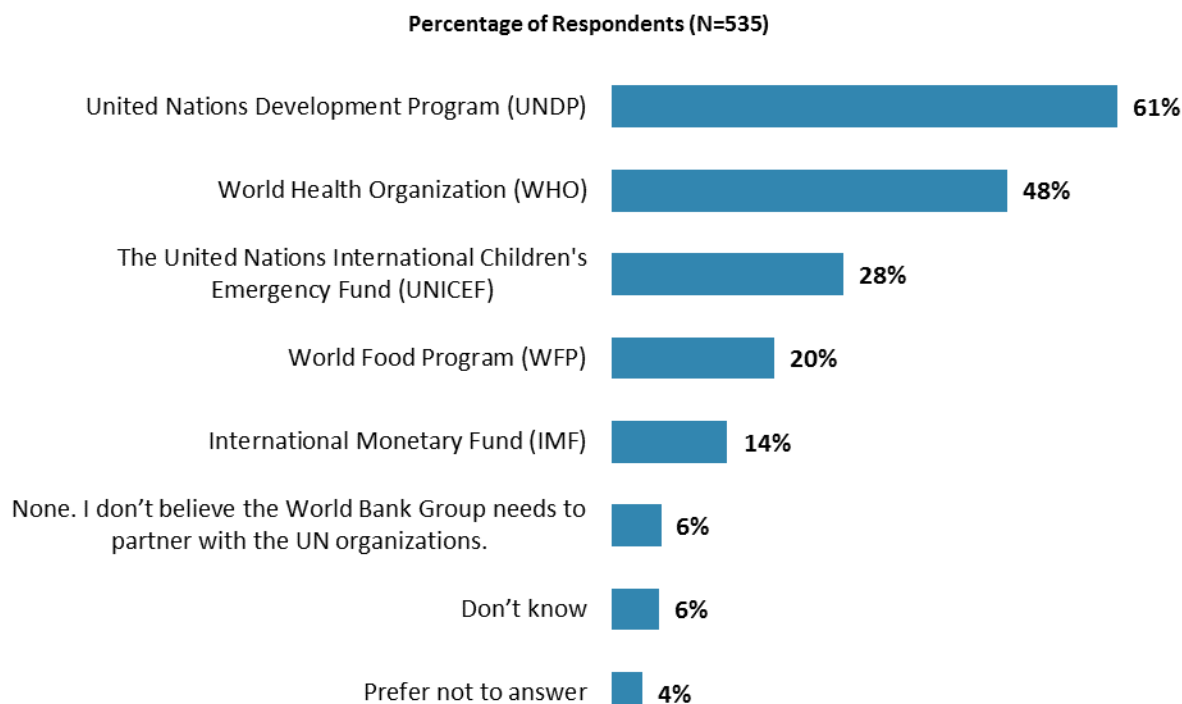
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Partnering with UN Organizations

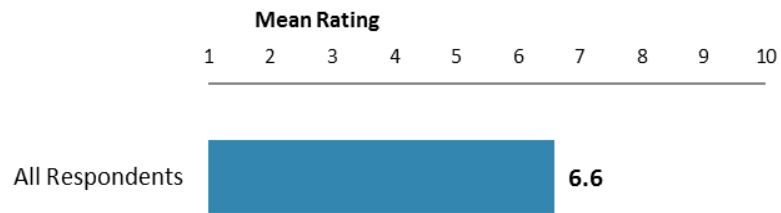


"Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Togo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

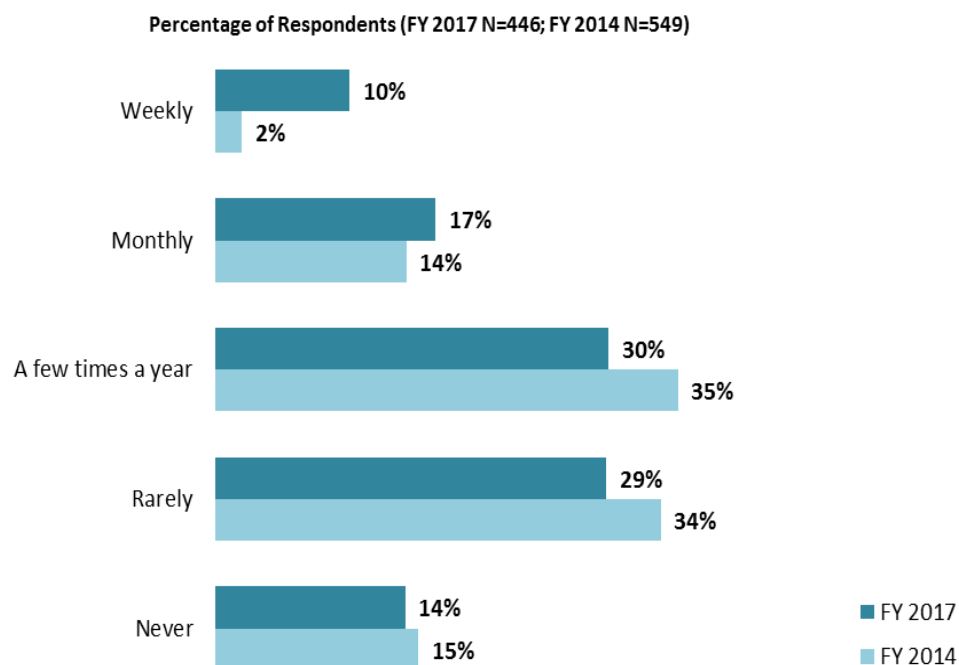


"To what extent do you believe the World Bank Group measures and corrects its work in real time in Togo?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰



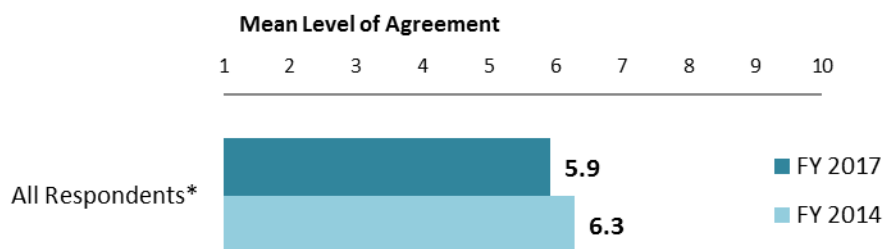
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

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



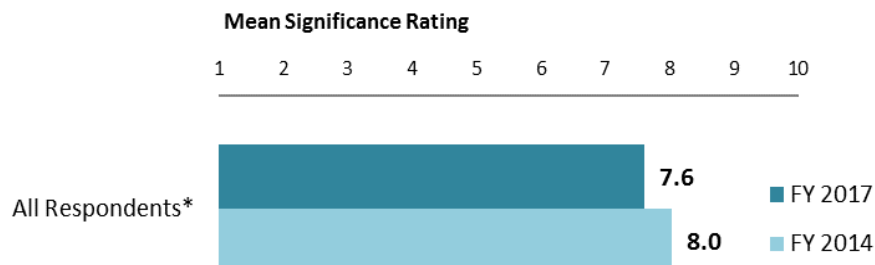
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Togo's Knowledge Needs¹¹ (Indicator Question)



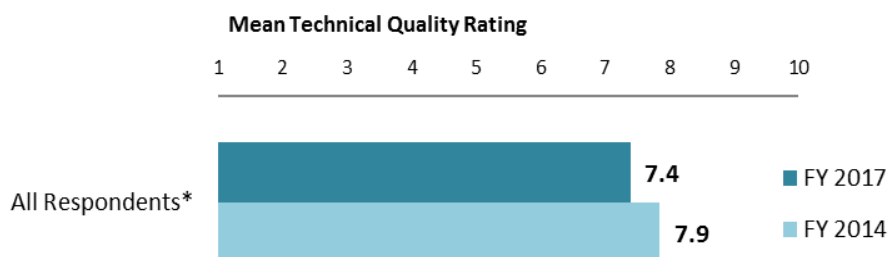
"The World Bank Group meets Togo's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2014)

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 2014)

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



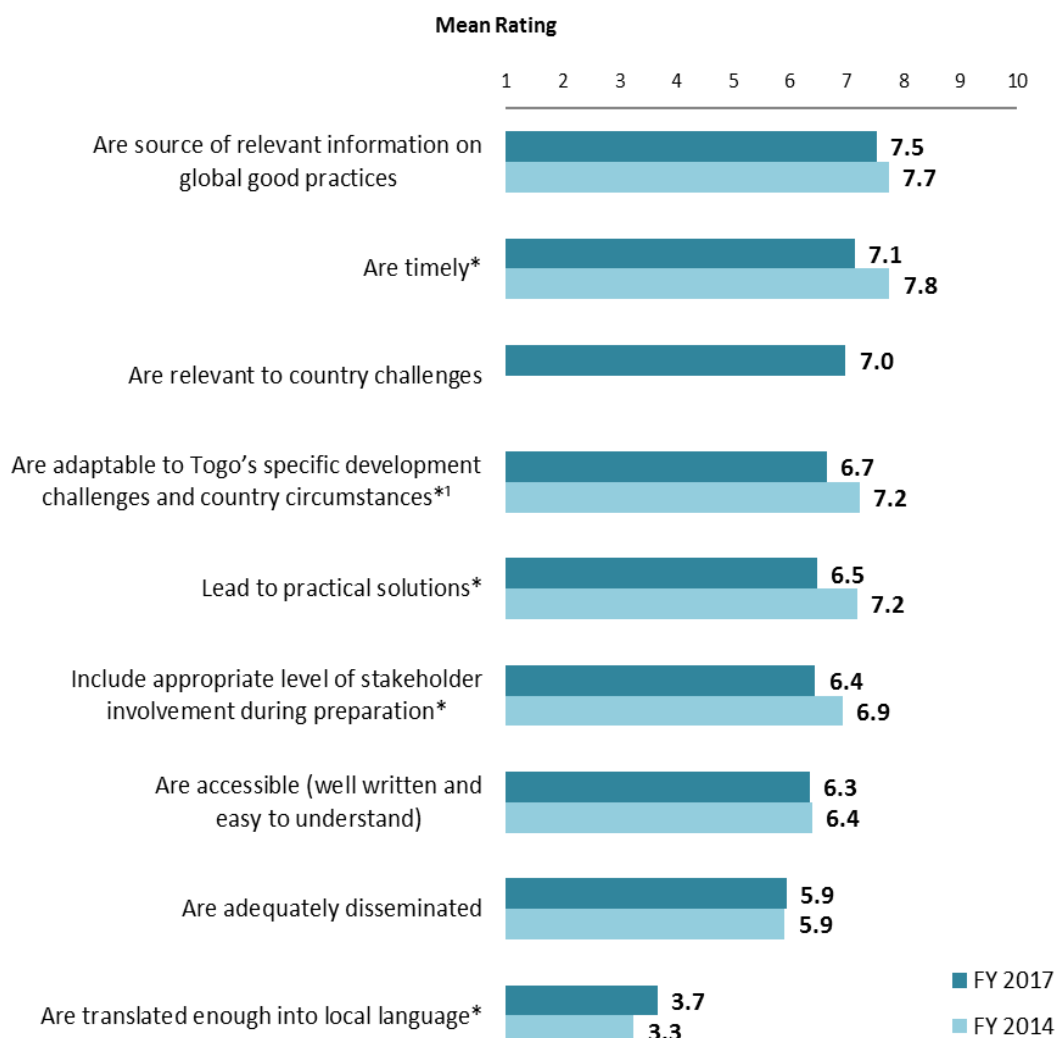
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")
(*Significantly different between FY 2017 and FY 2014)

¹¹ 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 Activities¹²



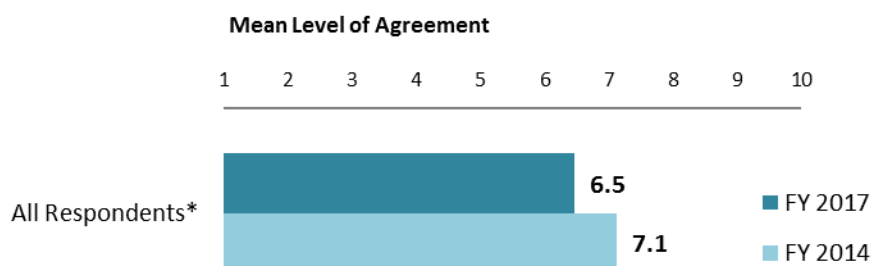
"In Togo, to what extent do you believe that the World Bank Group's knowledge work and activities: ..."
 (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY 2017 and FY 2014)
 'Indicator Question

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



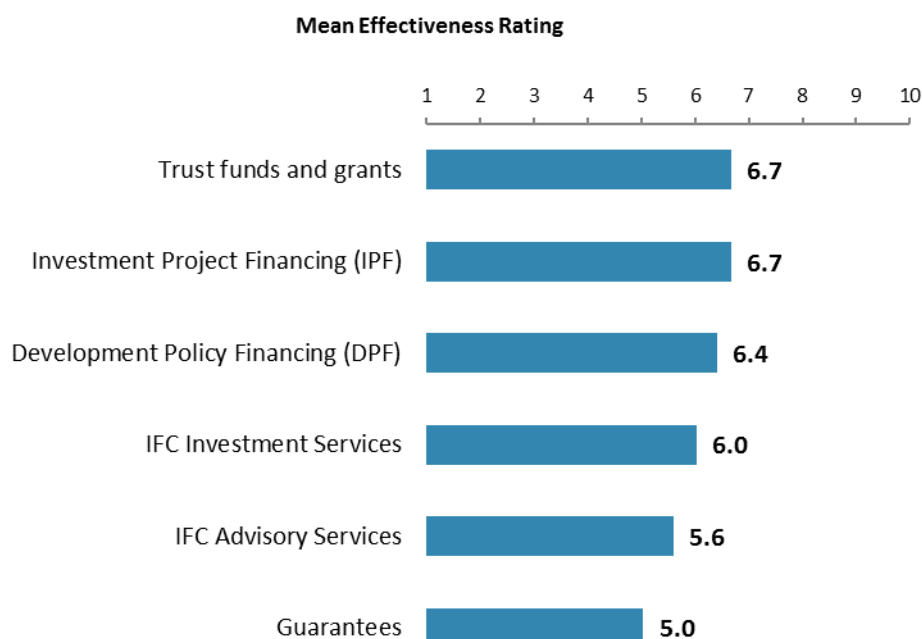
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Togo's Needs for Financial Instruments¹³ (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Togo" (1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2017 and FY 2014)

Effectiveness of WBG's Instruments



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

¹³ Means in the chart were calculated based on weighted data.

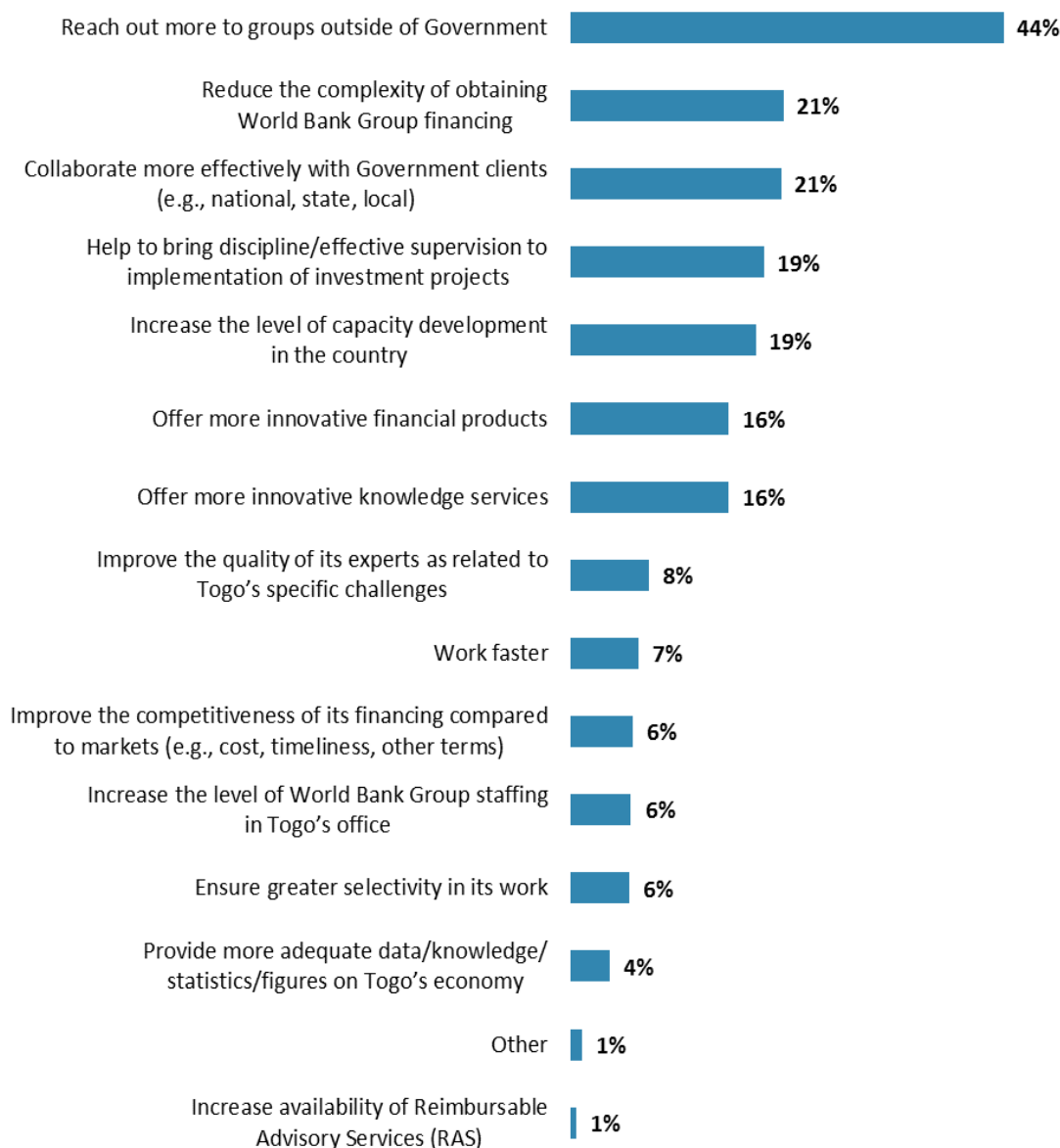


IX. The Future Role of the World Bank Group in Togo

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank should “*reach out more to groups outside of Government*” (50%), “*reduce the complexity of obtaining Bank financing*” (28%), “*collaborate more effectively with Government clients*” (27%), and “*increase the level of capacity development in the country*” (25%) to make itself of greater value in Togo.

Percentage of Respondents (N=508)



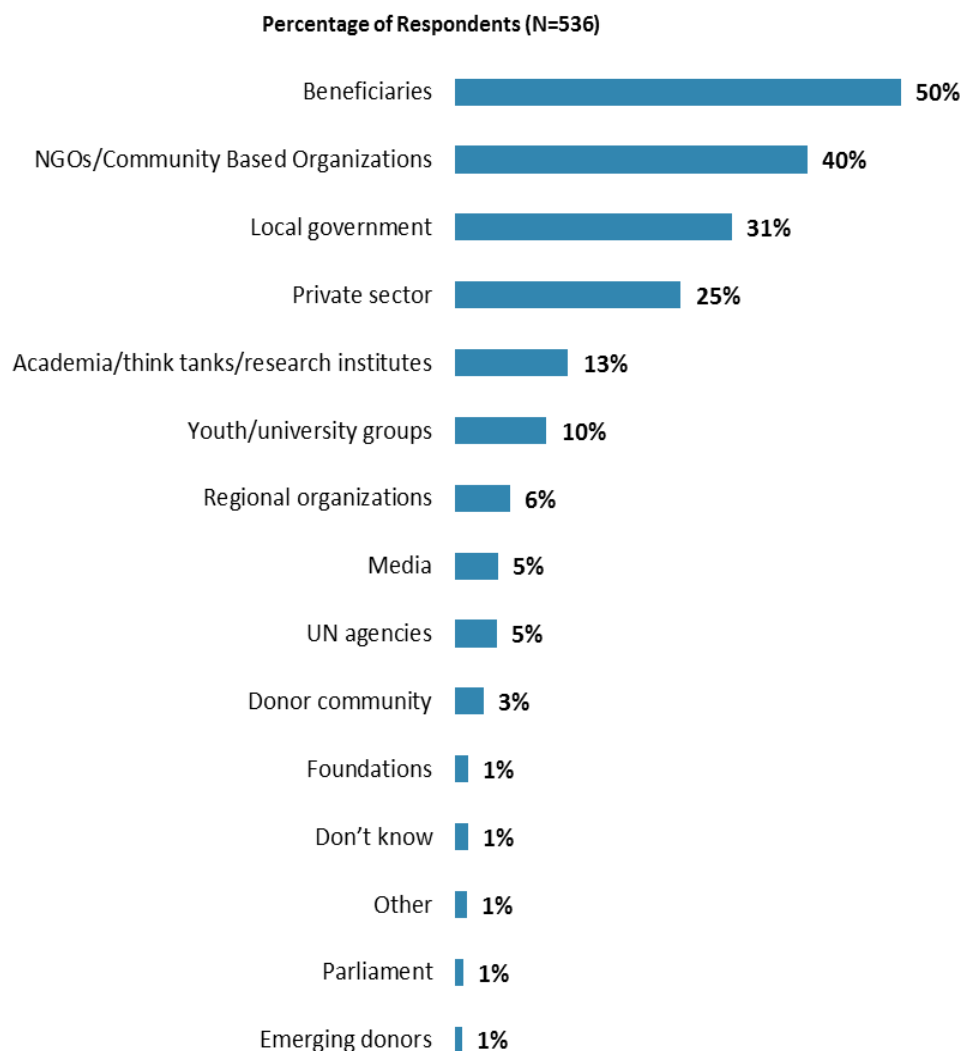
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should work more with “*CBOs*” (33%), “*local government*” (30%), and “*private sector*” (28%) to ensure better development results in Togo.



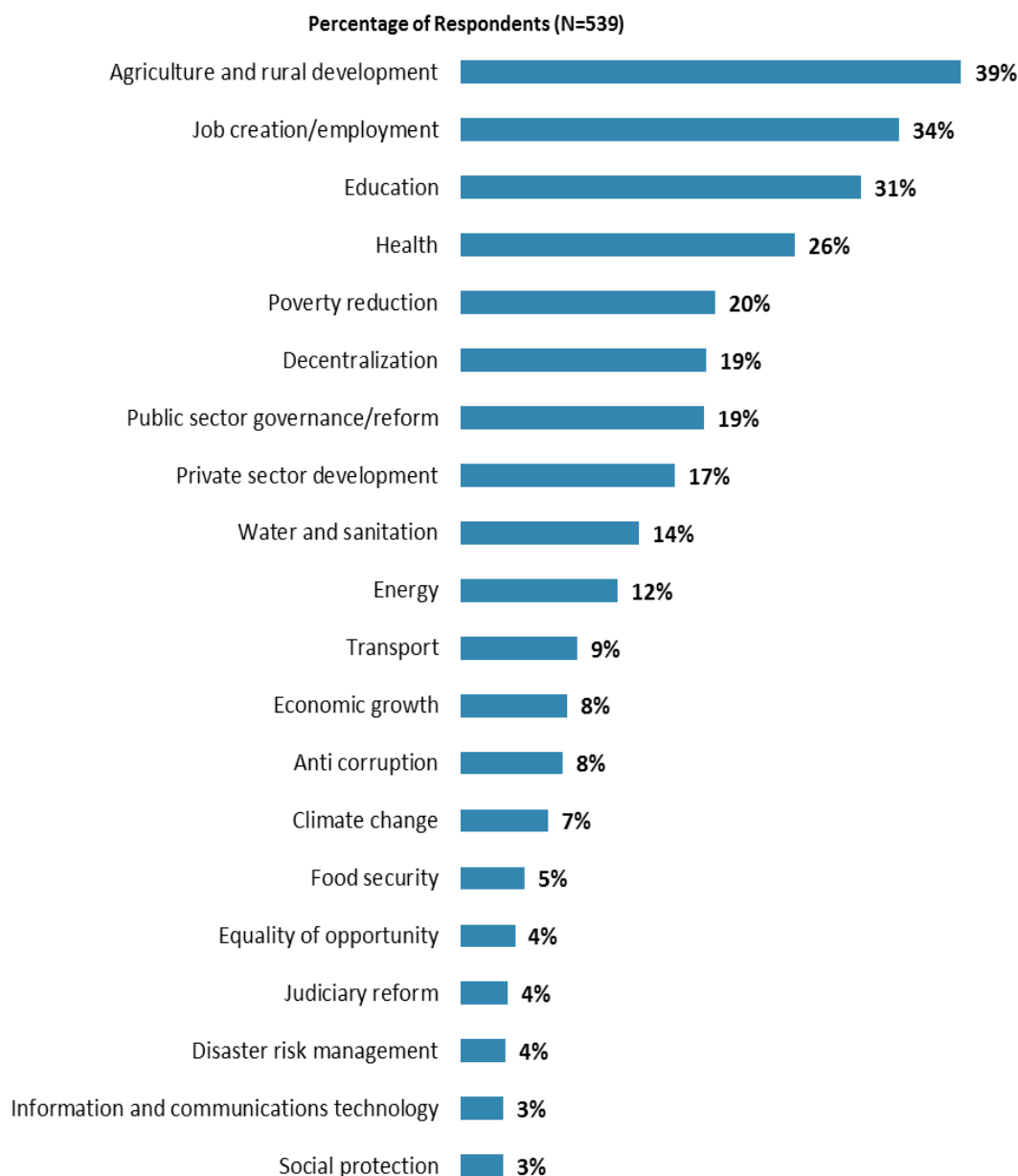
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?" (Choose no more than TWO)
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the World Bank Group should focus its resources on “*agriculture*” (71%) and “*education*” (39%).



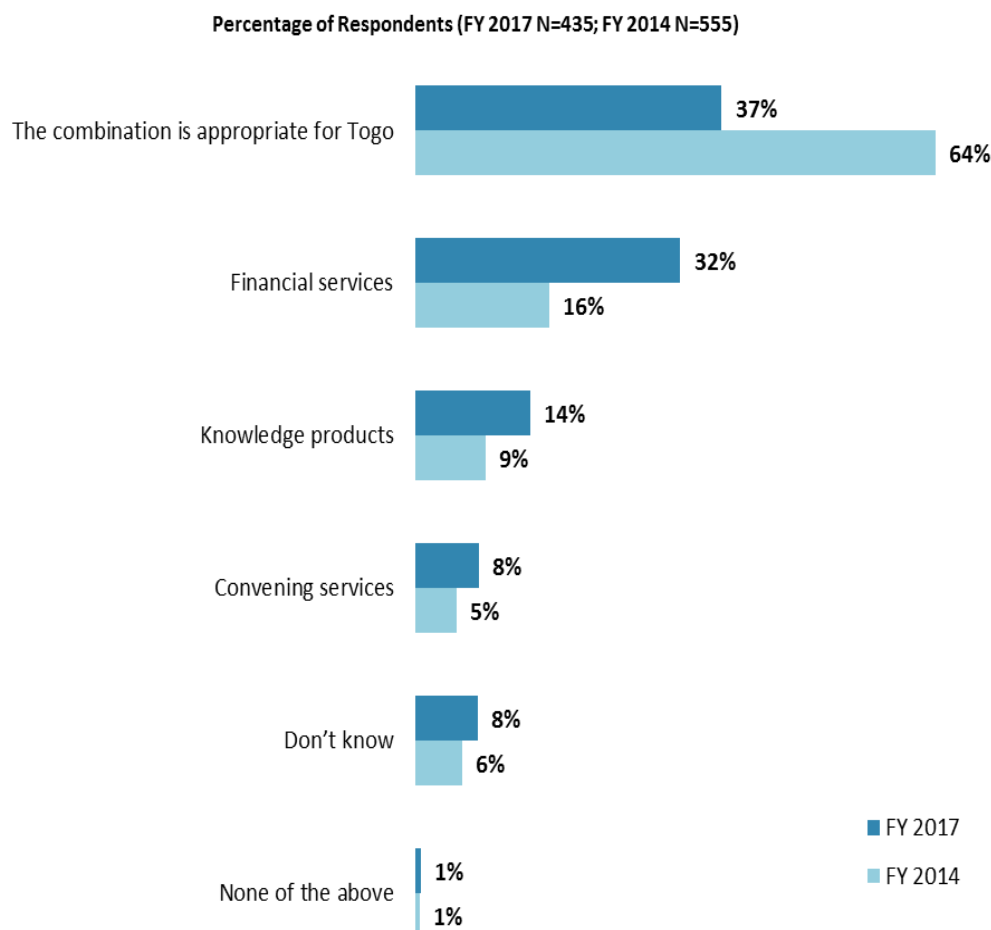
“When thinking about how the World Bank Group can have the most impact on development results in Togo, in which sectors do you believe the World Bank Group should focus most of its resources in Togo? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 20 of 33 response options shown.)



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

Future Combination of the WBG Services¹⁴

- **Year comparison:** This year's respondents were significantly less likely to indicate that the WBG should offer more of the current combination of services compared to respondents in the FY'14 Country Survey. This year's respondents were also significantly more likely to indicate that the WBG should offer more financial services than respondents in FY'14.



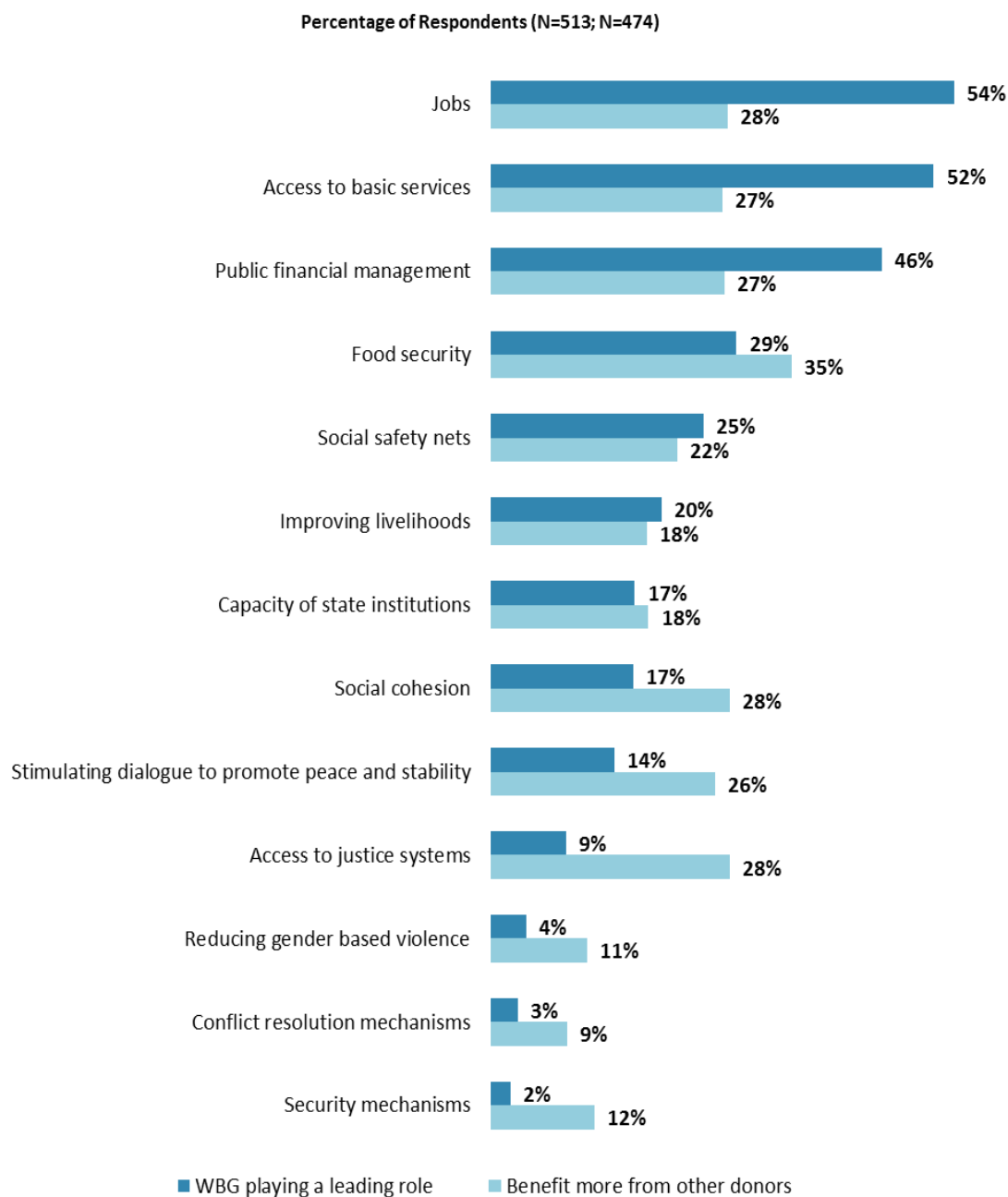
"When considering the combination of services that the World Bank Group offers in Togo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Togo?" (Respondents chose from a list.)

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



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

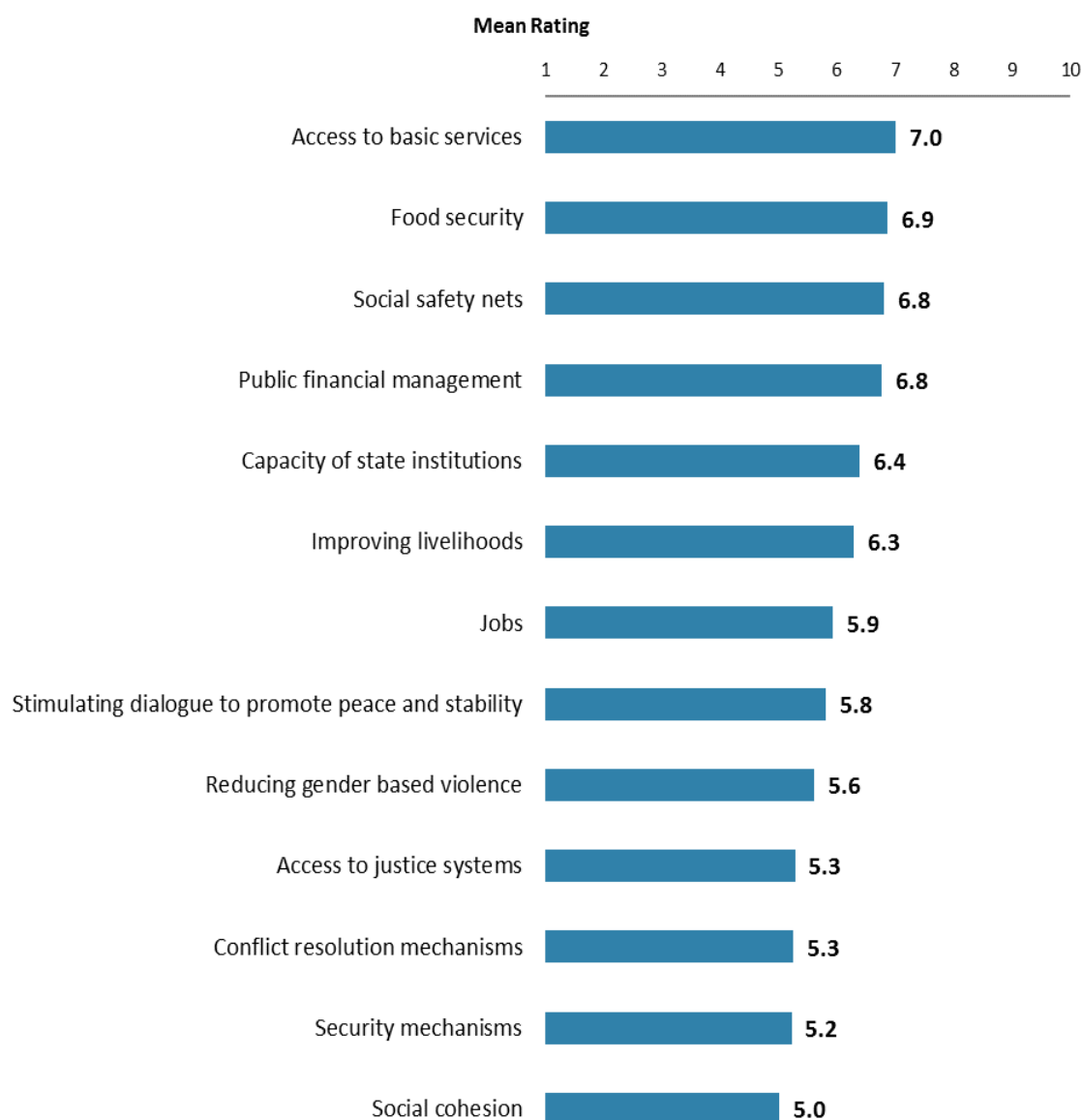
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Togo?

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



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

World Bank Group Support



"To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?" (1-"To no degree at all", 10-"To a very significant degree")

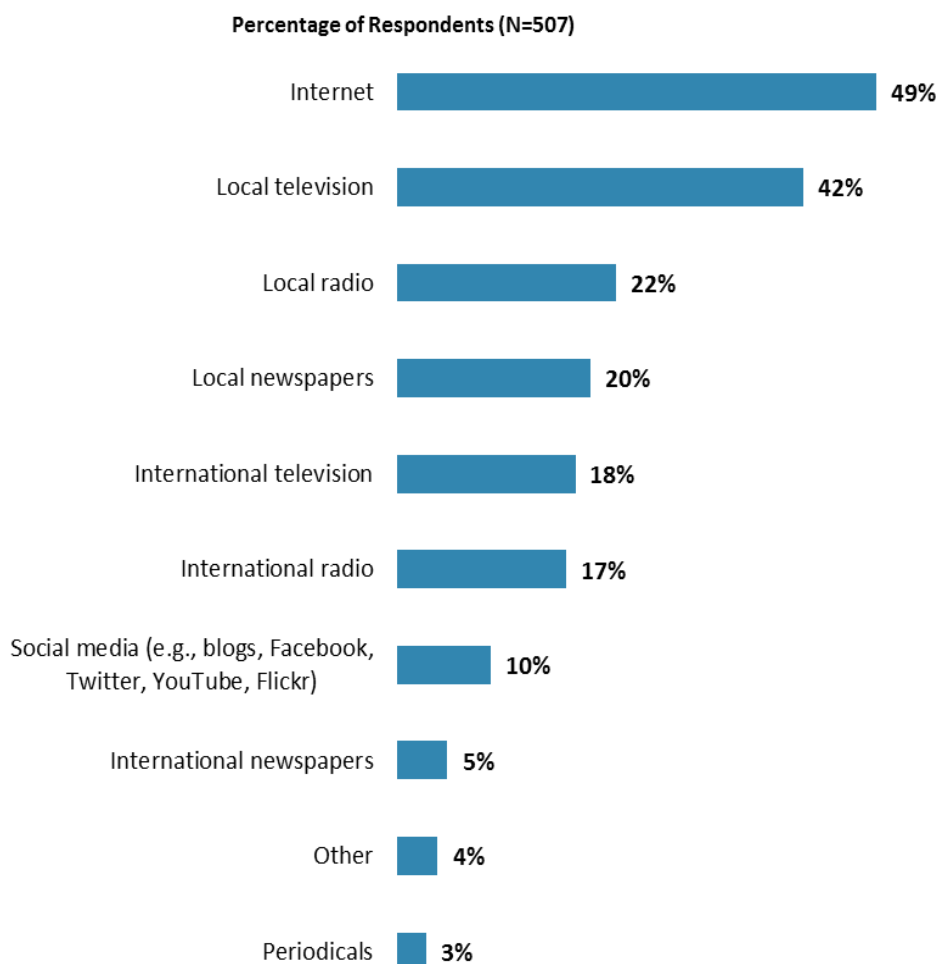


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 66) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they got most of their information about economic and social development issues in Togo from “the Internet” (46%), “local newspapers” (37%), and “local television” (36%).



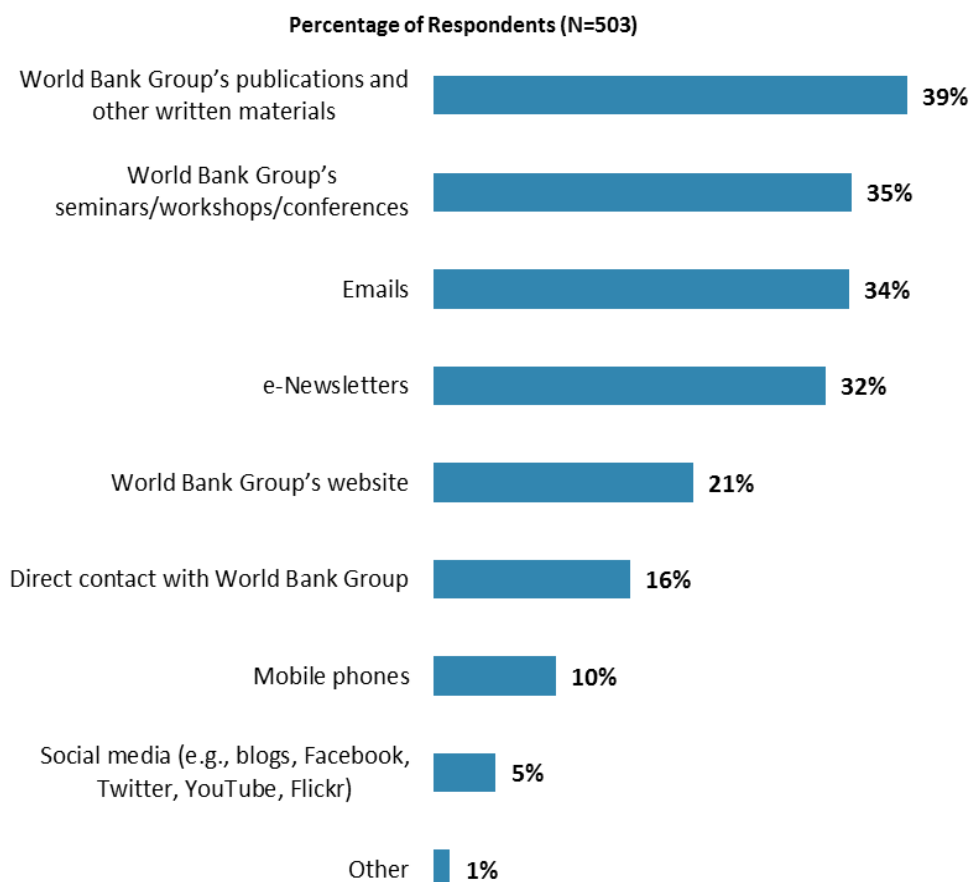
"How do you get most of your information about economic and social development issues in Togo?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the World Bank Group through its “*seminars/workshops/conferences*” (47%), “*publications and other written materials*” (31%), “*emails*” (31%), and “*e-Newsletters*” (30%).



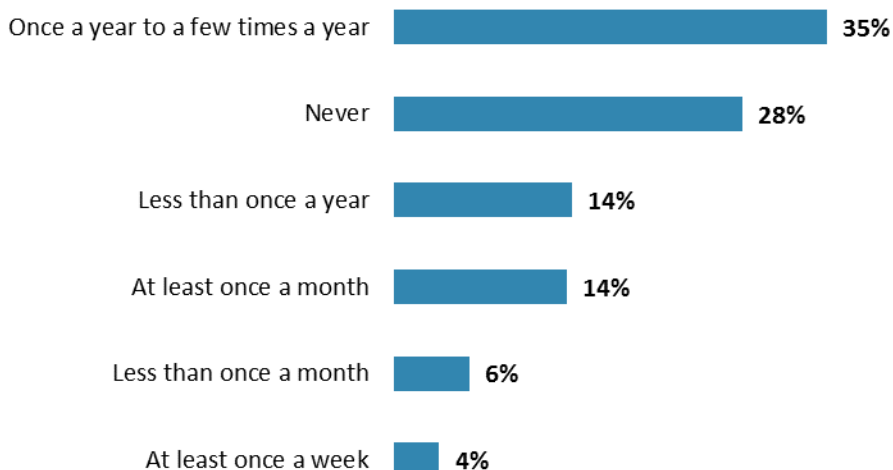
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Frequency of Interacting with the WBG

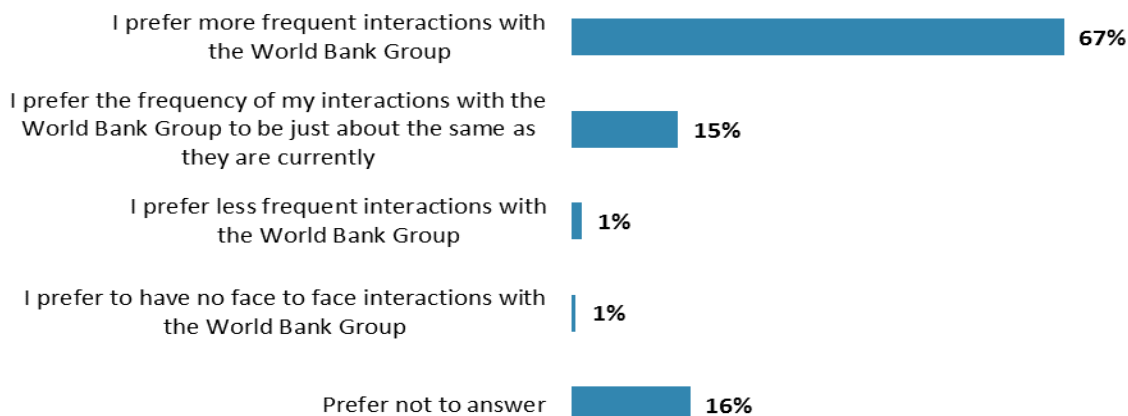
Percentage of Respondents (N=500)



"How frequently do you interact with the World Bank Group now in Togo?"
(Respondents chose from a list.)

Face to Face Interaction with the WBG

Percentage of Respondents (N=506)



"How much face to face access would you like to have with the World Bank Group in Togo (i.e., discussions, meetings, conferences, workshops, training, etc.)?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Access to Information¹⁵

Percentage of Respondents (FY 2017 N=426; FY 2014 N=528)

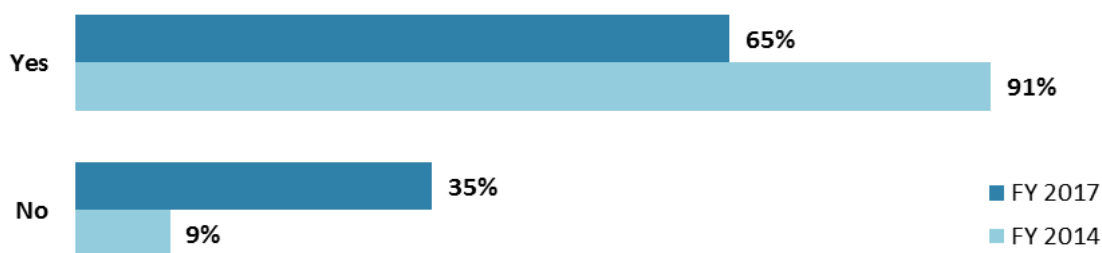


"Are you aware of the World Bank Group's Access to Information Policies under which the WBG discloses any information in its possession that is not on a list of exceptions?"

Access to the Internet

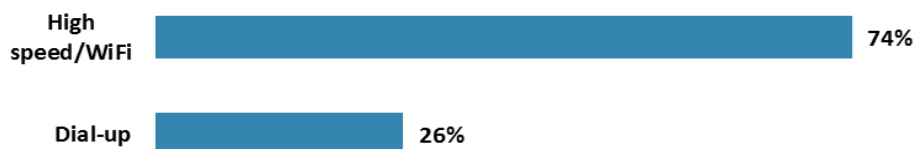
- **Year comparison:** This year's respondents were significantly less likely to have internet access than the respondents in the FY'14 Country Survey.

Percentage of Respondents (FY 2017 N=433; FY 2014 N=521)



"Do you have reliable access to the Internet?"

Percentage of Respondents (N=431)



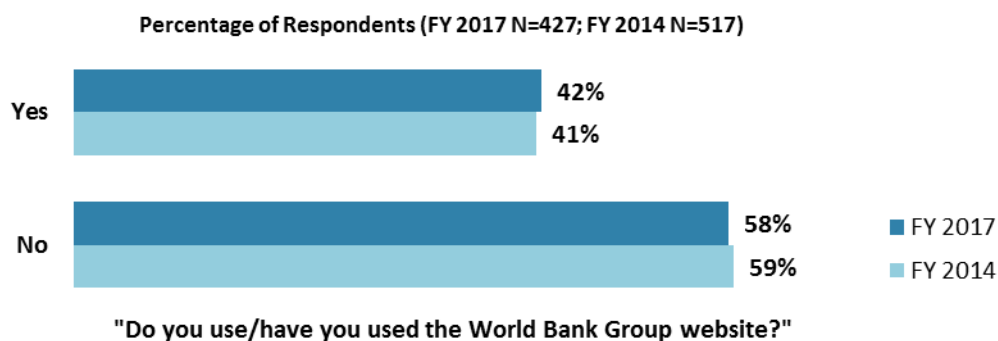
"Which Internet connection do you use primarily when visiting a World Bank Group website?" (Respondents chose from a list.)

¹⁵ Percentages presented in the first two charts were calculated based on weighted data.

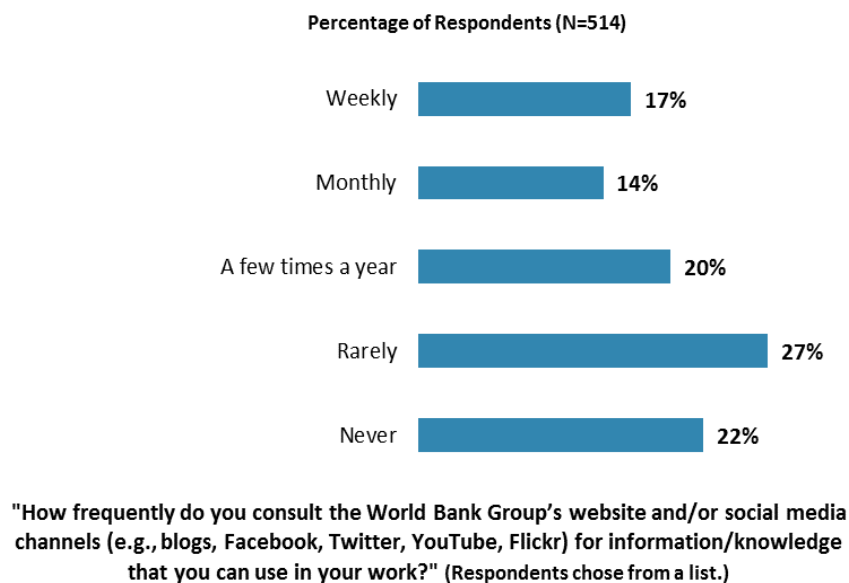
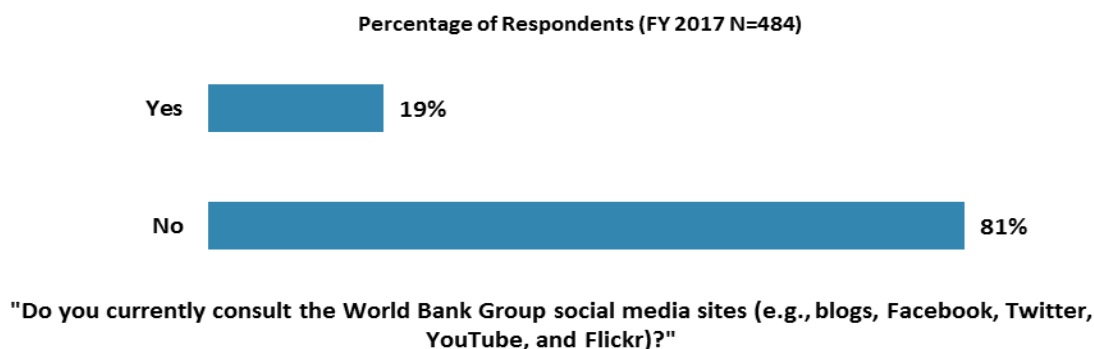


X. Communication and Outreach (continued)

The WBG Website Usage¹⁶



Use of the WBG's Social Media Channels



¹⁶ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Togo





Appendix A: Responses to All Questions across All Respondents (N=548)

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 Togo

| 1. In general would you say that Togo is headed in ... ? | Percentage of Respondents (N=496) |
|--|--------------------------------------|
| The right direction | 64.5% |
| The wrong direction | 14.3% |
| Not sure | 21.2% |

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

| 2. Listed below are a number of development priorities in Togo. Please identify which of the following you consider the most important development priorities in Togo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=526) |
|---|--|
| Education | 32.5% |
| Agriculture and rural development | 28.9% |
| Job creation/employment | 28.7% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 25.5% |
| Health | 23.8% |
| Decentralization | 23.0% |
| Poverty reduction | 22.2% |
| Private sector development | 17.3% |
| Food security | 11.0% |
| Anti corruption | 10.8% |
| Transport (e.g., roads, bridges, transportation) | 10.6% |
| Water and sanitation | 9.3% |
| Social protection (e.g., pensions, targeted social assistance) | 8.7% |
| Security/stabilization/reconstruction | 6.7% |
| Energy | 4.9% |
| Climate change (e.g., mitigation, adaptation) | 4.6% |
| Economic growth | 3.8% |
| Judiciary reform | 3.4% |
| Information and communications technology | 3.4% |
| Urban development | 3.2% |
| Social cohesion | 2.1% |
| Natural resource management | 2.1% |
| Equality of opportunity (i.e., social inclusion) | 1.9% |
| Global/regional integration | 1.7% |
| Disaster risk management | 1.7% |
| Gender equity | 1.5% |
| Disease | 1.0% |
| Gender based violence | 0.8% |
| Financial markets | 0.8% |
| Trade and exports | 0.6% |
| Regional conflict and tensions | 0.4% |
| Crime and violence | 0.2% |
| Pollution | 0.2% |

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

| 3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Togo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=531) |
|--|--|
| Agriculture and rural development | 55.2% |
| Job creation/employment | 46.1% |
| Decentralization | 26.0% |
| Economic growth | 20.9% |
| Anti corruption | 20.7% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20.3% |
| Private sector development | 16.9% |
| Education | 13.2% |
| Health | 10.7% |
| Equality of opportunity (i.e., social inclusion) | 10.4% |
| Transport (e.g., roads, bridges, transportation) | 8.1% |
| Food security | 7.9% |
| Social protection (e.g., pensions, targeted social assistance) | 6.6% |
| Water and sanitation | 5.5% |
| Natural resource management | 4.5% |
| Climate change (e.g., mitigation, adaptation) | 3.0% |
| Energy | 3.0% |
| Disaster risk management | 2.6% |
| Information and communications technology | 2.4% |
| Disease | 2.3% |
| Judiciary reform | 1.9% |
| Trade and exports | 1.9% |
| Urban development | 1.7% |
| Social cohesion | 1.5% |
| Financial markets | 1.3% |
| Global/regional integration | 0.8% |
| Crime and violence | 0.8% |
| Regional conflict and tensions | 0.6% |
| Security/stabilization/reconstruction | 0.6% |
| Gender equity | 0.4% |
| Gender based violence | 0.4% |
| Pollution | 0.2% |

**A. General Issues Facing Togo (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 Togo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=529) |
| Greater access to health and nutrition for citizens | 37.1% |
| Education and training that better ensure job opportunity | 31.6% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 26.5% |
| Better opportunity for the poor who live in rural areas | 23.3% |
| Better employment opportunities for young people | 20.8% |
| Consistent economic growth | 14.2% |
| Greater access to micro-finance for the poor | 13.8% |
| More reliable social safety net | 9.6% |
| Greater voice and participation for citizens to help ensure greater accountability | 6.4% |
| A growing middle class | 5.5% |
| Better quality public services | 4.2% |
| Other | 2.6% |
| Better opportunity for the poor who live in urban areas | 2.3% |
| Better employment opportunities for women | 1.9% |

| | |
|--|--|
| 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 Togo? (Select only ONE response) | Percentage of Respondents (N=541) |
| A very big problem | 71.7% |
| A moderately big problem | 19.2% |
| A small problem | 4.4% |
| Not a problem at all | 2.4% |
| Don't know | 2.2% |

| | |
|---|--|
| 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=542) |
| A very serious problem | 83.8% |
| A somewhat serious problem | 12.7% |
| Not too serious problem | 3.0% |
| Not a problem | 0.0% |
| Don't know | 0.6% |

| | |
|---|--|
| 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 Togo? (Select only ONE response) | Percentage of Respondents (N=542) |
| A very important development priority | 80.4% |
| A moderately important development priority | 14.8% |
| A slightly important development priority | 3.1% |
| Not an important development priority | 0.9% |
| 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 Togo? (1-Not familiar at all, 10-Extremely familiar) | 497 | 0 | 6.15 | 2.63 |

| Effectiveness* | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 2. Overall, please rate your impression of the World Bank Group's effectiveness in Togo. (1-Not effective at all, 10-Very effective) | 453 | 66 | 6.87 | 2.45 |

| 3. When thinking about how the World Bank Group can have the most impact on development results in Togo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Togo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=539) |
|---|--|
| Agriculture and rural development | 39.0% |
| Job creation/employment | 34.1% |
| Education | 31.2% |
| Health | 26.0% |
| Poverty reduction | 19.9% |
| Decentralization | 19.1% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 18.9% |
| Private sector development | 16.7% |
| Water and sanitation | 13.9% |
| Energy | 12.2% |
| Transport (e.g., roads, bridges, transportation) | 9.1% |
| Economic growth | 8.3% |
| Anti corruption | 8.0% |
| Climate change (e.g., mitigation, adaptation) | 6.9% |
| Food security | 5.0% |
| Equality of opportunity (i.e., social inclusion) | 4.3% |
| Judiciary reform | 3.7% |
| Disaster risk management | 3.5% |
| Information and communications technology | 3.3% |
| Social protection (e.g., pensions, targeted social assistance) | 3.3% |
| Natural resource management | 3.2% |
| Urban development | 2.6% |
| Financial markets | 2.2% |
| Social cohesion | 0.9% |
| Disease | 0.7% |
| Global/regional integration | 0.6% |
| Gender equity | 0.6% |
| Trade and exports | 0.6% |
| Gender based violence | 0.4% |
| Security/stabilization/reconstruction | 0.4% |
| Regional conflict and tensions | 0.4% |
| Pollution | 0.2% |
| Crime and violence | 0.2% |

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

| 4. 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 Togo? | Percentage of Respondents (N=482) | | |
|--|-----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Capacity development related to World Bank Group supported projects | 29.5% | 18.6% | 48.1% |
| Financial resources | 21.2% | 16.9% | 38.0% |
| Strategy formulation (e.g., PRSP assistance) | 13.9% | 13.9% | 27.8% |
| Mobilizing third party financial resources | 7.5% | 11.8% | 19.2% |
| Implementation support | 7.1% | 11.3% | 18.4% |
| Policy advice, studies, analyses | 6.8% | 6.0% | 12.8% |
| Bringing together different groups of stakeholders | 3.9% | 5.6% | 9.5% |
| Stand-alone technical assistance (system oriented) | 3.5% | 5.3% | 8.9% |
| Donor coordination | 2.9% | 4.3% | 7.2% |
| Promoting knowledge sharing | 2.7% | 3.4% | 6.1% |
| Data and statistics | 1.0% | 2.4% | 3.4% |
| Other | 0.0% | 0.4% | 0.4% |

| 5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Togo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=524) |
|--|---|
| World Bank Group's processes too complex | 30.3% |
| Not willing to honestly criticize policies and reform efforts in the country | 26.9% |
| Not collaborating enough with stakeholders outside the Government | 19.8% |
| Not adequately sensitive to political/social realities in Togo | 15.1% |
| World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures) | 14.3% |
| Not enough public disclosure of its work | 13.0% |
| Too influenced by developed countries | 12.4% |
| Don't know | 10.9% |
| Inadequate number of World Bank Group staff members located in the country | 8.6% |
| Staff too inaccessible | 8.0% |
| Not aligned with country priorities | 6.3% |
| Its advice and strategies do not lend themselves to practical problem solving | 4.2% |
| Other | 3.6% |
| Not aligned with other donors' work | 2.3% |
| Not exploring alternative policy options | 2.1% |
| Arrogant in its approach | 1.7% |
| Not client focused | 1.5% |
| The credibility of its knowledge/data | 0.4% |

| 6. To what extent do you believe that the World Bank Group's work and support help the poorest in Togo? (Select only ONE response) | Percentage of Respondents (N=534) |
|--|-----------------------------------|
| To a fully sufficient degree | 12.7% |
| To a somewhat sufficient degree | 39.3% |
| To a somewhat insufficient degree | 23.2% |
| To a very insufficient degree | 15.7% |
| Don't know | 9.0% |

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

| 7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Togo 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) | 271 | 216 | 6.67 | 2.17 |
| 2. Development Policy Financing (DPF) | 245 | 204 | 6.41 | 2.28 |
| 3. Trust funds and grants | 210 | 222 | 6.68 | 2.27 |
| 4. Guarantees | 104 | 309 | 5.04 | 2.43 |
| 5. IFC Investment Services | 101 | 317 | 6.02 | 2.29 |
| 6. IFC Advisory Services | 102 | 321 | 5.60 | 2.34 |

| 8. 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=536) |
|--|---|
| Beneficiaries | 50.2% |
| NGOs/Community Based Organizations | 39.6% |
| Local government | 31.2% |
| Private sector | 25.4% |
| Academia/think tanks/research institutes | 12.7% |
| Youth/university groups | 10.3% |
| Regional organizations | 6.2% |
| Media | 4.9% |
| UN agencies | 4.7% |
| Donor community | 3.2% |
| Foundations | 1.5% |
| Don't know | 1.5% |
| Other | 1.3% |
| Parliament | 0.9% |
| Emerging donors | 0.7% |

| To what extent do you agree with the following statements about the World Bank Group's work in Togo? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 9. Overall the World Bank Group currently plays a relevant role in development in Togo* | 472 | 43 | 7.66 | 2.35 |
| 10. The World Bank Group's work is aligned with what I consider the development priorities for Togo* | 435 | 67 | 6.97 | 2.51 |

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

| To what extent is the World Bank Group an effective development partner in Togo, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|-----|------|------|
| | N | DK | Mean | SD |
| 11. Responsiveness to needs* | 315 | 144 | 5.83 | 2.51 |
| 12. Flexibility (in terms of the institution's products and services)* | 286 | 164 | 5.48 | 2.29 |
| 13. Flexibility (in terms of changing country circumstances)* | 290 | 151 | 5.99 | 2.23 |
| 14. Being inclusive* | 258 | 181 | 6.57 | 2.57 |
| 15. Openness (sharing data and other information)* | 311 | 124 | 6.94 | 2.25 |
| 16. Collaboration with the Government* | 399 | 76 | 7.73 | 2.11 |
| 17. The speed in which it gets things accomplished on the ground* | 356 | 103 | 6.75 | 2.26 |
| 18. Helping to bring discipline/effective supervision to implementation of investment projects* | 374 | 79 | 7.17 | 2.25 |
| 19. Collaboration with civil society* | 329 | 113 | 5.85 | 2.57 |
| 20. Staff accessibility* | 319 | 125 | 5.45 | 2.50 |
| 21. Collaboration with other donors and development partners* | 294 | 155 | 7.03 | 2.13 |
| 22. Collaboration with the private sector* | 278 | 170 | 5.83 | 2.44 |
| 23. Collaboration with the UN* | 208 | 234 | 7.90 | 2.05 |
| 24. Straightforwardness and honesty* | 292 | 163 | 7.41 | 2.27 |
| 25. Treating clients and stakeholders in Togo with respect* | 341 | 120 | 7.57 | 2.17 |
| 26. Being a long-term partner* | 371 | 95 | 8.33 | 1.79 |

| 27. To what extent does the World Bank Group partner with the right people to support work on the ground in Togo? (Select only ONE response) | Percentage of Respondents (N=507) |
|--|-----------------------------------|
| Nearly never | 2.2% |
| Rarely | 5.1% |
| Sometimes | 25.6% |
| Nearly always | 32.0% |
| Don't know | 24.5% |
| Prefer not to answer | 10.7% |

| 28. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Togo? (Select no more than TWO) | Percentage of Respondents (Responses Combined; N=535) |
|---|---|
| United Nations Development Program (UNDP) | 61.1% |
| World Health Organization (WHO) | 47.9% |
| The United Nations International Children's Emergency Fund (UNICEF) | 28.0% |
| World Food Program (WFP) | 19.6% |
| International Monetary Fund (IMF) | 14.0% |
| None. I don't believe the World Bank Group needs to partner with the UN organizations. | 6.0% |
| Don't know | 5.8% |
| Prefer not to answer | 3.7% |

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

| 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=523) |
|--|--|
| Political pressures and obstacles | 50.7% |
| Reforms are not well thought out in light of country challenges | 40.0% |
| There is not an adequate level of citizen/civil society participation | 37.3% |
| Poor coordination within the Government | 27.2% |
| The World Bank Group does not do adequate follow through/follow-up | 25.6% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 22.2% |
| The Government works inefficiently | 22.2% |
| Inadequate funding | 16.1% |
| Poor donor coordination | 13.0% |
| Lack of/inadequate levels of capacity in Government | 7.5% |
| The World Bank Group works too slowly | 5.9% |
| Poor coordination within the World Bank Group | 3.3% |
| Other | 2.9% |

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

| 1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Togo? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|-----------|-------------|-----------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 228 | 227 | 5.22 | 2.56 |
| 2. Gender equity | 218 | 225 | 5.55 | 2.48 |
| 3. Private sector development | 273 | 171 | 5.37 | 2.28 |
| 4. Education | 371 | 91 | 6.98 | 2.28 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 311 | 140 | 5.67 | 2.46 |
| 6. Global/regional integration | 210 | 223 | 6.10 | 2.33 |
| 7. Urban development | 259 | 181 | 5.81 | 2.21 |
| 8. Energy | 256 | 186 | 5.71 | 2.21 |
| 9. Water and sanitation | 303 | 139 | 6.39 | 2.20 |
| 10. Job creation/employment | 288 | 157 | 5.36 | 2.43 |
| 11. Health | 321 | 115 | 6.47 | 2.23 |
| 12. Agriculture and rural development | 359 | 98 | 6.78 | 2.22 |
| 13. Trade and exports | 191 | 244 | 4.98 | 2.13 |
| 14. Gender based violence | 195 | 245 | 5.54 | 2.44 |
| 15. Natural resource management | 246 | 194 | 5.97 | 2.41 |
| 16. Climate change (e.g., mitigation, adaptation) | 290 | 146 | 6.51 | 2.37 |
| 17. Poverty reduction | 362 | 98 | 6.47 | 2.45 |
| 18. Anti corruption | 260 | 191 | 4.72 | 2.59 |
| 19. Economic growth | 295 | 149 | 6.27 | 2.18 |
| 20. Disaster risk management | 312 | 139 | 6.58 | 2.32 |
| 21. Equality of opportunity (i.e., social inclusion) | 229 | 213 | 5.40 | 2.37 |
| 22. Information and communications technology | 219 | 225 | 5.30 | 2.33 |
| 23. Decentralization | 251 | 198 | 4.60 | 2.35 |
| 24. Social cohesion | 220 | 225 | 5.00 | 2.47 |
| Achieving Development Results* | N | DK | Mean | SD |
| 2. To what extent does the World Bank Group's work help to achieve development results in Togo? (1-To no degree at all, 10-To a very significant degree) | 445 | 82 | 7.01 | 2.11 |
| Building and Strengthening Country Systems* | N | DK | Mean | SD |
| 3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Togo? (1-To no degree at all, 10-To a very significant degree) | 398 | 127 | 7.10 | 2.25 |
| To what extent do you agree with the following statements about the World Bank Group in Togo? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
| 4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Togo* | 413 | 102 | 6.54 | 2.40 |
| 5. The World Bank Group meets Togo's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 367 | 139 | 6.04 | 2.34 |

**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=507) |
|---|-----------------------------------|
| Weekly | 9.7% |
| Monthly | 17.4% |
| A few times a year | 31.0% |
| Rarely | 27.4% |
| Never | 14.6% |

| In Togo, 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 | 341 | 126 | 7.12 | 2.07 |
| 3. Include appropriate level of stakeholder involvement during preparation | 306 | 144 | 6.46 | 2.24 |
| 4. Lead to practical solutions | 306 | 134 | 6.41 | 2.02 |
| 5. Are accessible (well written and easy to understand) | 311 | 124 | 6.42 | 2.17 |
| 6. Are source of relevant information on global good practices | 332 | 125 | 7.42 | 1.82 |
| 7. Are relevant to country challenges | 146 | 37 | 7.04 | 2.20 |
| 8. Are adequately disseminated | 338 | 116 | 5.99 | 2.35 |
| 9. Are translated enough into local language | 304 | 150 | 3.66 | 2.45 |
| 10. Are adaptable to Togo's specific development challenges and country circumstances* | 339 | 125 | 6.65 | 2.14 |

| 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) | 412 | 96 | 7.57 | 2.10 |
| 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) | 401 | 108 | 7.39 | 1.98 |

E. Working with the World Bank Group

| 1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response) | Percentage of Respondents (N=504) |
|--|-----------------------------------|
| Almost never has the right skills mix to tackle the challenges of fragility | 1.6% |
| Rarely has the right skills mix to tackle the challenges of fragility | 4.6% |
| Sometimes has the right skills mix to tackle the challenges of fragility | 21.0% |
| Almost always has the right skills mix to tackle the challenges of fragility | 40.5% |
| Don't know | 22.8% |
| Prefer not to answer | 9.5% |

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

| To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|-----|------|------|
| | N | DK | Mean | SD |
| 2. The World Bank Group disburses funds promptly | 360 | 135 | 4.89 | 2.83 |
| 3. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 434 | 61 | 7.66 | 2.24 |
| 4. The World Bank Group's approvals and reviews are done in a timely fashion | 364 | 119 | 5.96 | 2.39 |
| 5. The World Bank Group's "Safeguard Policy" requirements are reasonable | 268 | 212 | 7.02 | 2.16 |
| 6. The World Bank Group's conditions on its lending are reasonable | 262 | 216 | 6.29 | 2.55 |
| 7. The World Bank Group takes decisions quickly in Togo* | 295 | 193 | 5.42 | 2.58 |
| 8. Working with the World Bank Group increases Togo's institutional capacity | 400 | 91 | 6.97 | 2.38 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 346 | 141 | 7.68 | 2.21 |
| 10. The World Bank Group provides effective implementation support (i.e., supervision of projects) | 405 | 83 | 7.47 | 2.14 |
| WBG Promoting PPP in Togo | | | | |
| 11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Togo? (1-To no degree at all, 10-To a very significant degree) | 359 | 157 | 6.58 | 2.31 |
| WBG Staffing in Togo | | | | |
| 12. To what extent do you believe the World Bank Group is adequately staffed in Togo? (1-To no degree at all, 10-To a very significant degree) | 256 | 262 | 5.03 | 2.36 |
| Measuring and Correcting the World Bank Group's Work | | | | |
| 13. To what extent do you believe the World Bank Group measures and corrects its work in real time in Togo? (1-To no degree at all, 10-To a very significant degree) | 289 | 230 | 6.58 | 2.34 |

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

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=508) |
|---|--|
| Reach out more to groups outside of Government | 43.7% |
| Reduce the complexity of obtaining World Bank Group financing | 21.5% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 21.3% |
| Help to bring discipline/effective supervision to implementation of investment projects | 19.5% |
| Increase the level of capacity development in the country | 18.7% |
| Offer more innovative financial products | 15.9% |
| Offer more innovative knowledge services | 15.9% |
| Improve the quality of its experts as related to Togo's specific challenges | 7.9% |
| Work faster | 6.9% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) | 6.3% |
| Increase the level of World Bank Group staffing in Togo's office | 6.1% |
| Ensure greater selectivity in its work | 5.9% |
| Provide more adequate data/knowledge/statistics/figures on Togo's economy | 3.9% |
| Other | 1.2% |
| Increase availability of Reimbursable Advisory Services (RAS) | 0.6% |

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

| 2. When considering the combination of services that the World Bank Group offers in Togo, 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 Togo? (Select only ONE response) | Percentage of Respondents (N=500) |
|--|--|
| The combination is appropriate for Togo | 36.0% |
| Financial services | 32.4% |
| Knowledge products | 14.4% |
| Convening services | 8.2% |
| Don't know | 8.2% |
| None of the above | 0.8% |

| 3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Togo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=513) |
|--|--|
| Jobs | 54.0% |
| Access to basic services | 51.7% |
| Public financial management | 45.6% |
| Food security | 28.7% |
| Social safety nets | 24.8% |
| Improving livelihoods | 19.9% |
| Capacity of state institutions | 16.8% |
| Social cohesion | 16.6% |
| Stimulating dialogue to promote peace and stability | 14.4% |
| Access to justice systems | 8.8% |
| Reducing gender based violence | 4.1% |
| Conflict resolution mechanisms | 3.1% |
| Security mechanisms | 2.3% |

| 3B. Which THREE areas below would benefit most from other donors in Togo? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=474) |
|--|--|
| Food security | 35.0% |
| Access to justice systems | 27.8% |
| Social cohesion | 27.8% |
| Jobs | 27.6% |
| Public financial management | 27.2% |
| Access to basic services | 27.0% |
| Stimulating dialogue to promote peace and stability | 26.2% |
| Social safety nets | 21.7% |
| Capacity of state institutions | 18.4% |
| Improving livelihoods | 18.1% |
| Security mechanisms | 12.0% |
| Reducing gender based violence | 11.2% |
| Conflict resolution mechanisms | 8.9% |

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

| 4. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Social cohesion | 189 | 193 | 5.01 | 2.38 |
| 2. Public financial management | 249 | 139 | 6.77 | 2.16 |
| 3. Reducing gender based violence | 186 | 185 | 5.61 | 2.53 |
| 4. Access to justice systems | 194 | 180 | 5.28 | 2.39 |
| 5. Security mechanisms | 174 | 201 | 5.22 | 2.32 |
| 6. Conflict resolution mechanisms | 182 | 192 | 5.25 | 2.43 |
| 7. Access to basic services | 312 | 105 | 7.00 | 2.20 |
| 8. Capacity of state institutions | 252 | 135 | 6.38 | 2.02 |
| 9. Jobs | 283 | 117 | 5.93 | 2.35 |
| 10. Improving livelihoods | 265 | 132 | 6.29 | 2.25 |
| 11. Food security | 309 | 99 | 6.87 | 2.16 |
| 12. Social safety nets | 260 | 138 | 6.81 | 2.31 |
| 13. Stimulating dialogue to promote peace and stability | 198 | 184 | 5.80 | 2.45 |

G. Communication and Information Sharing

| 1. How frequently do you interact with the World Bank Group now in Togo? | Percentage of Respondents (N=500) |
|--|-----------------------------------|
| Never | 27.8% |
| Less than once a year | 14.2% |
| Once a year to a few times a year | 34.6% |
| Less than once a month | 6.0% |
| At least once a month | 13.8% |
| At least once a week | 3.6% |

| 2. How much face to face access would you like to have with the World Bank Group in Togo (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response) | Percentage of Respondents (N=506) |
|--|-----------------------------------|
| I prefer more frequent interactions with the World Bank Group | 67.2% |
| I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently | 14.6% |
| I prefer less frequent interactions with the World Bank Group | 1.4% |
| I prefer to have no face to face interactions with the World Bank Group | 0.6% |
| Prefer not to answer | 16.2% |

| 3. How do you get most of your information about economic and social development issues in Togo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=507) |
|--|---|
| Internet | 49.3% |
| Local television | 41.8% |
| Local radio | 22.5% |
| Local newspapers | 19.9% |
| International television | 18.3% |
| International radio | 17.4% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 9.7% |
| International newspapers | 5.1% |
| Other | 4.1% |
| Periodicals | 3.0% |

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

| 4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=503) |
|--|--|
| World Bank Group's publications and other written materials | 39.2% |
| World Bank Group's seminars/workshops/conferences | 34.6% |
| Emails | 34.4% |
| e-Newsletters | 32.4% |
| World Bank Group's website | 21.5% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 16.3% |
| Mobile phones | 10.1% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 5.2% |
| Other | 1.4% |

| 5. 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=480) |
|--|--|
| Yes | 18.1% |
| No | 81.9% |

| 6. Do you have reliable access to the Internet? | Percentage of Respondents (N=487) |
|--|--|
| Yes | 64.9% |
| No | 35.1% |

| 7. Do you use/have you used the World Bank Group website? | Percentage of Respondents (N=481) |
|--|--|
| Yes | 39.7% |
| No | 60.3% |

| 8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Percentage of Respondents (N=484) |
|---|--|
| Yes | 18.8% |
| No | 81.2% |

| 9. Which Internet connection do you use primarily when visiting a World Bank Group website? | Percentage of Respondents (N=431) |
|--|--|
| High speed/WiFi | 73.8% |
| Dial-up | 26.2% |

| 10. 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=514) |
|---|--|
| Weekly | 16.5% |
| Monthly | 14.4% |
| A few times a year | 19.6% |
| Rarely | 27.2% |
| Never | 22.2% |

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

| Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|--|--------------------|-----|------|------|
| | N | DK | Mean | SD |
| 11. I find the World Bank Group's websites easy to navigate | 140 | 23 | 7.34 | 2.10 |
| 12. I find the information on the World Bank Group's websites useful | 159 | 20 | 7.77 | 1.71 |
| 13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 222 | 244 | 7.42 | 2.42 |
| 14. 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.) | 272 | 188 | 5.47 | 3.09 |
| 15. The World Bank Group is responsive to my information requests and inquiries | 168 | 290 | 6.04 | 2.90 |

H. Background Information

| 1. Which of the following best describes your current position? (Select only ONE response) | Percentage of Respondents (N=503) |
|--|--------------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 38.6% |
| NGO/Community Based Organization | 19.5% |
| Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/ program | 11.3% |
| Other | 5.6% |
| Academia/Research Institute/Think Tank | 4.4% |
| Private Sector Organization | 4.0% |
| Local Government Office or Staff | 3.8% |
| Media (press, radio, TV, web, etc.) | 2.2% |
| Faith-Based Group | 2.2% |
| Office of Minister | 1.4% |
| Private Foundation | 1.4% |
| Office of the President, Prime Minister | 1.0% |
| Office of Parliamentarian | 1.0% |
| Judiciary Branch | 1.0% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) | 0.8% |
| Trade Union | 0.6% |
| Youth Group | 0.6% |
| Bilateral/Multilateral Agency | 0.4% |
| Financial Sector/Private Bank | 0.4% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Select only ONE response) | Percentage of Respondents (N=498) |
|---|--|
| Agriculture | 14.3% |
| Other | 13.1% |
| Urban, rural, and social development | 12.4% |
| Education | 11.0% |
| Environment and natural resources | 6.8% |
| Transport and ICT | 5.6% |
| Health, nutrition, and population | 4.8% |
| Macroeconomics and fiscal management | 4.4% |
| Generalist (specialized in multiple sectors) | 3.8% |
| Social protection and labor | 3.2% |
| Poverty | 3.2% |
| Finance and markets | 2.4% |
| Governance | 2.4% |
| Jobs | 2.4% |
| Public-private partnerships | 2.2% |
| Energy and extractives | 2.2% |
| Climate Change | 1.8% |
| Trade and competitiveness | 1.6% |
| Water | 1.2% |
| Fragility, conflict and violence | 0.6% |
| Gender | 0.4% |

| 3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? | Percentage of Respondents (N=496) |
|--|--|
| Yes | 45.6% |
| No | 54.4% |

| 4. Which of the following agencies of the World Bank Group do you primarily engage with in Togo? (Select only ONE response) | Percentage of Respondents (N=414) |
|--|--|
| The World Bank (IDA) | 73.4% |
| The International Finance Corporation (IFC) | 4.6% |
| The Multilateral Investment Guarantee Agency (MIGA) | 1.0% |
| Other | 21.0% |

| 5. Do your projects involve both the World Bank and the IFC? | Percentage of Respondents (N=417) |
|---|--|
| Yes | 21.6% |
| No | 78.4% |

| 6. If yes, what was your view of how the two institutions work together in Togo? (Select only ONE response) | Percentage of Respondents (N=88) |
|--|---|
| The two institutions work well together | 27.3% |
| The way the two institutions work together needs improvement | 42.0% |
| The two institutions do not work well together | 1.1% |
| Don't know | 29.5% |

**H. Background Information (continued)**

| 7. Which of the following describes most of your exposure to the World Bank Group in Togo? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=446) |
|---|--|
| Collaborate as part of my professional duties | 41.7% |
| Engage in World Bank Group related/sponsored events/activities | 37.2% |
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 30.9% |
| Use World Bank Group reports/data | 28.5% |
| Use World Bank Group website for information, data, research, etc. | 19.1% |

| 8. What's your gender? | Percentage of Respondents (N=518) |
|-------------------------------|--|
| Female | 9.5% |
| Male | 90.5% |

| 9. Which best represents your geographic location? | Percentage of Respondents (N=510) |
|---|--|
| Lomé | 44.5% |
| Région des Savanes | 17.6% |
| Région de la Kara | 14.5% |
| Région Centrale | 10.4% |
| Région des Plateaux | 12.2% |
| Région Maritime | 0.8% |



Appendix B: Responses to All Questions by Stakeholder Groups¹⁷

- Office of President/Prime Minister/Minister N=12 ● Employee of a Ministry N=194 ● PMU/Consultant on a WBG-supported Project N=57
- Local Government N=19 ● Private Sector/Financial Sector/Private Bank N=22 ● CSO N=122 ● Media N=11
- Academia/Research Institute/Think Tank N=22 ● Other N=44

A. General Issues facing Togo

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

| Percentage of Respondents | Office of President/Prime Minister/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 | 90.9% | 76.3% | 60.4% | 66.7% | 60.0% | 56.0% | 54.5% | 57.1% | 59.0% |
| The wrong direction | 9.1% | 6.4% | 13.2% | 16.7% | 15.0% | 22.0% | 36.4% | 19.0% | 17.9% |
| Not sure | 0.0% | 17.3% | 26.4% | 16.7% | 25.0% | 22.0% | 9.1% | 23.8% | 23.1% |

*Significantly different between stakeholder groups

¹⁷ Only 503 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 Togo (continued)**

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 8.3% | 9.1% | 11.3% | 10.5% | 4.5% | 9.9% | 0.0% | 0.0% | 4.8% |
| Gender equity | 0.0% | 1.1% | 1.9% | 5.3% | 0.0% | 1.7% | 0.0% | 0.0% | 2.4% |
| Private sector development* | 8.3% | 13.4% | 26.4% | 21.1% | 45.5% | 10.7% | 18.2% | 20.0% | 23.8% |
| Education | 16.7% | 36.4% | 34.0% | 26.3% | 22.7% | 27.3% | 36.4% | 50.0% | 28.6% |
| Security/stabilization/reconstruction | 8.3% | 7.5% | 5.7% | 5.3% | 0.0% | 7.4% | 9.1% | 15.0% | 7.1% |
| Public sector governance/reform | 25.0% | 32.1% | 20.8% | 5.3% | 13.6% | 24.0% | 45.5% | 35.0% | 21.4% |
| Global/regional integration | 0.0% | 1.1% | 1.9% | 0.0% | 9.1% | 1.7% | 9.1% | 0.0% | 2.4% |
| Food security | 8.3% | 13.4% | 7.5% | 5.3% | 0.0% | 13.2% | 18.2% | 0.0% | 9.5% |
| Urban development | 8.3% | 1.6% | 3.8% | 5.3% | 0.0% | 1.7% | 0.0% | 10.0% | 9.5% |
| Energy | 8.3% | 4.3% | 3.8% | 5.3% | 9.1% | 0.8% | 9.1% | 15.0% | 9.5% |
| Water and sanitation | 0.0% | 7.0% | 13.2% | 15.8% | 0.0% | 10.7% | 18.2% | 10.0% | 11.9% |
| Regional conflict and tensions | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Pollution | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Job creation/employment | 50.0% | 24.1% | 41.5% | 31.6% | 31.8% | 33.1% | 18.2% | 15.0% | 19.0% |
| Health | 16.7% | 26.7% | 17.0% | 36.8% | 22.7% | 24.8% | 0.0% | 30.0% | 14.3% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 4.5% | 0.8% | 0.0% | 0.0% | 0.0% |
| Gender based violence | 0.0% | 1.1% | 0.0% | 0.0% | 0.0% | 1.7% | 0.0% | 0.0% | 0.0% |
| Transport | 25.0% | 11.2% | 1.9% | 5.3% | 18.2% | 9.1% | 9.1% | 15.0% | 14.3% |
| Agriculture and rural development | 8.3% | 35.3% | 30.2% | 31.6% | 18.2% | 28.1% | 9.1% | 25.0% | 26.2% |
| Trade and exports | 0.0% | 0.5% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Social cohesion* | 8.3% | 0.5% | 1.9% | 0.0% | 9.1% | 0.0% | 0.0% | 15.0% | 7.1% |
| Natural resource management | 0.0% | 3.2% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% | 2.4% |
| Climate change | 0.0% | 5.3% | 5.7% | 0.0% | 0.0% | 5.0% | 9.1% | 0.0% | 9.5% |
| Poverty reduction | 41.7% | 19.3% | 18.9% | 21.1% | 27.3% | 27.3% | 9.1% | 15.0% | 21.4% |
| Anti corruption | 25.0% | 8.0% | 18.9% | 5.3% | 18.2% | 10.7% | 18.2% | 10.0% | 9.5% |
| Judiciary reform | 0.0% | 2.1% | 3.8% | 5.3% | 9.1% | 2.5% | 0.0% | 10.0% | 4.8% |
| Economic growth | 8.3% | 5.9% | 1.9% | 5.3% | 0.0% | 3.3% | 9.1% | 0.0% | 2.4% |
| Decentralization | 25.0% | 19.8% | 28.3% | 15.8% | 22.7% | 33.1% | 27.3% | 5.0% | 19.0% |
| Disaster risk management | 0.0% | 1.6% | 0.0% | 5.3% | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% |
| Equality of opportunity | 0.0% | 1.6% | 0.0% | 5.3% | 0.0% | 4.1% | 0.0% | 0.0% | 2.4% |
| Disease* | 0.0% | 0.0% | 0.0% | 5.3% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% |
| Information and communications technology | 0.0% | 4.3% | 0.0% | 10.5% | 4.5% | 0.8% | 0.0% | 5.0% | 7.1% |

*Significantly different between stakeholder groups

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

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Togo? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 33.3% | 19.0% | 27.3% | 21.1% | 14.3% | 17.2% | 18.2% | 18.2% | 25.6% |
| Disaster risk management | 0.0% | 1.6% | 1.8% | 5.3% | 0.0% | 3.3% | 0.0% | 0.0% | 7.0% |
| Equality of opportunity | 16.7% | 6.9% | 5.5% | 15.8% | 14.3% | 12.3% | 9.1% | 18.2% | 20.9% |
| Disease | 8.3% | 1.1% | 3.6% | 5.3% | 0.0% | 1.6% | 0.0% | 0.0% | 2.3% |
| Decentralization | 25.0% | 27.0% | 27.3% | 31.6% | 23.8% | 29.5% | 27.3% | 13.6% | 14.0% |
| Information and communications technology | 0.0% | 5.3% | 1.8% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Social protection | 8.3% | 6.9% | 12.7% | 5.3% | 4.8% | 4.9% | 0.0% | 4.5% | 9.3% |
| Agriculture and rural development | 33.3% | 59.8% | 41.8% | 52.6% | 52.4% | 58.2% | 54.5% | 72.7% | 48.8% |
| Trade and exports | 0.0% | 1.6% | 0.0% | 5.3% | 9.5% | 1.6% | 0.0% | 4.5% | 0.0% |
| Crime and violence* | 0.0% | 0.0% | 1.8% | 0.0% | 4.8% | 0.0% | 9.1% | 0.0% | 2.3% |
| Climate change | 0.0% | 1.6% | 7.3% | 0.0% | 0.0% | 6.6% | 0.0% | 0.0% | 2.3% |
| Transport* | 33.3% | 8.5% | 3.6% | 10.5% | 4.8% | 8.2% | 0.0% | 9.1% | 2.3% |
| Social cohesion | 8.3% | 1.1% | 0.0% | 0.0% | 0.0% | 1.6% | 9.1% | 0.0% | 4.7% |
| Energy* | 0.0% | 3.2% | 0.0% | 5.3% | 0.0% | 1.6% | 0.0% | 9.1% | 11.6% |
| Anti corruption | 8.3% | 16.9% | 27.3% | 26.3% | 23.8% | 21.3% | 27.3% | 27.3% | 11.6% |
| Judiciary reform | 0.0% | 2.6% | 1.8% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 2.3% |
| Water and sanitation* | 16.7% | 6.3% | 7.3% | 21.1% | 4.8% | 2.5% | 0.0% | 0.0% | 2.3% |
| Pollution | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.3% |
| Job creation/employment | 50.0% | 49.2% | 47.3% | 52.6% | 47.6% | 44.3% | 36.4% | 31.8% | 51.2% |
| Health | 8.3% | 9.5% | 9.1% | 5.3% | 19.0% | 13.9% | 9.1% | 13.6% | 4.7% |
| Security/stabilization/reconstruction* | 0.0% | 0.0% | 0.0% | 0.0% | 9.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial markets | 0.0% | 1.6% | 1.8% | 0.0% | 4.8% | 0.8% | 0.0% | 0.0% | 2.3% |
| Public sector governance/reform | 8.3% | 24.9% | 16.4% | 10.5% | 9.5% | 19.7% | 27.3% | 27.3% | 23.3% |
| Gender equity | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Private sector development | 16.7% | 14.3% | 23.6% | 10.5% | 23.8% | 14.8% | 27.3% | 13.6% | 18.6% |
| Education | 8.3% | 16.9% | 14.5% | 5.3% | 0.0% | 14.8% | 27.3% | 18.2% | 4.7% |
| Global/regional integration | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 4.5% | 0.0% |
| Food security | 8.3% | 5.8% | 3.6% | 5.3% | 9.5% | 10.7% | 0.0% | 9.1% | 14.0% |
| Regional conflict and tensions | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 1.6% | 0.0% | 0.0% | 0.0% |
| Urban development | 0.0% | 1.6% | 1.8% | 0.0% | 9.5% | 1.6% | 0.0% | 0.0% | 2.3% |
| Natural resource management | 8.3% | 3.2% | 5.5% | 0.0% | 4.8% | 4.1% | 18.2% | 4.5% | 7.0% |
| Gender based violence | 0.0% | 0.0% | 0.0% | 0.0% | 4.8% | 0.8% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

**A. General Issues facing Togo (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 Togo? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 41.7% | 45.8% | 28.3% | 31.6% | 31.8% | 31.0% | 30.0% | 45.5% | 25.6% |
| Better entrepreneurial opportunities | 41.7% | 22.6% | 24.5% | 26.3% | 18.2% | 33.6% | 10.0% | 22.7% | 30.2% |
| A growing middle class* | 0.0% | 4.2% | 5.7% | 10.5% | 0.0% | 1.7% | 10.0% | 18.2% | 11.6% |
| Better opportunity for the poor who live in rural areas | 25.0% | 22.6% | 24.5% | 21.1% | 27.3% | 24.1% | 30.0% | 13.6% | 25.6% |
| Better opportunity for the poor who live in urban areas* | 0.0% | 1.1% | 3.8% | 0.0% | 0.0% | 1.7% | 20.0% | 4.5% | 7.0% |
| Consistent economic growth | 8.3% | 15.3% | 5.7% | 26.3% | 4.5% | 16.4% | 0.0% | 18.2% | 20.9% |
| More reliable social safety net | 16.7% | 9.5% | 17.0% | 15.8% | 4.5% | 6.0% | 0.0% | 0.0% | 11.6% |
| Greater access to micro-finance for the poor* | 33.3% | 13.2% | 7.5% | 15.8% | 45.5% | 7.8% | 30.0% | 18.2% | 7.0% |
| Greater voice and participation for citizens to help ensure greater accountability | 0.0% | 6.8% | 7.5% | 0.0% | 0.0% | 11.2% | 20.0% | 4.5% | 2.3% |
| Education and training that better ensure job opportunity | 25.0% | 32.1% | 35.8% | 21.1% | 31.8% | 27.6% | 50.0% | 40.9% | 39.5% |
| Better quality public services | 0.0% | 2.6% | 9.4% | 5.3% | 4.5% | 5.2% | 0.0% | 0.0% | 4.7% |
| Better employment opportunities for young people | 8.3% | 21.1% | 30.2% | 5.3% | 31.8% | 24.1% | 0.0% | 18.2% | 9.3% |
| Better employment opportunities for women* | 0.0% | 0.0% | 0.0% | 10.5% | 0.0% | 4.3% | 0.0% | 0.0% | 2.3% |
| Other | 0.0% | 2.6% | 1.9% | 5.3% | 0.0% | 3.4% | 0.0% | 0.0% | 2.3% |

*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 Togo? (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/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 | 75.0% | 68.4% | 70.2% | 84.2% | 68.2% | 80.8% | 90.9% | 59.1% | 61.4% |
| A moderately big problem | 16.7% | 19.7% | 21.1% | 10.5% | 18.2% | 13.3% | 9.1% | 31.8% | 31.8% |
| A small problem | 0.0% | 6.7% | 5.3% | 0.0% | 9.1% | 1.7% | 0.0% | 0.0% | 4.5% |
| Not a problem at all | 8.3% | 3.1% | 1.8% | 5.3% | 0.0% | 1.7% | 0.0% | 4.5% | 0.0% |
| Don't know | 0.0% | 2.1% | 1.8% | 0.0% | 4.5% | 2.5% | 0.0% | 4.5% | 2.3% |

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 President/Prime Minister/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 | 100.0% | 80.3% | 78.9% | 89.5% | 77.3% | 86.0% | 100.0% | 77.3% | 95.5% |
| A somewhat serious problem | 0.0% | 17.1% | 15.8% | 5.3% | 18.2% | 9.9% | 0.0% | 22.7% | 0.0% |
| Not too serious problem | 0.0% | 2.1% | 5.3% | 5.3% | 4.5% | 3.3% | 0.0% | 0.0% | 4.5% |
| Not a problem | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |



A. General Issues facing Togo (continued)

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 Togo? (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/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 | 83.3% | 79.8% | 77.2% | 68.4% | 90.9% | 81.8% | 100.0% | 77.3% | 81.8% |
| A moderately important development priority | 8.3% | 15.0% | 19.3% | 26.3% | 4.5% | 14.9% | 0.0% | 18.2% | 15.9% |
| A slightly important development priority | 0.0% | 4.1% | 3.5% | 5.3% | 4.5% | 2.5% | 0.0% | 4.5% | 0.0% |
| Not an important development priority | 8.3% | 0.5% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 2.3% |
| Don't know | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

B. Overall Attitudes toward the World Bank Group

| | Office of President/Prime Minister/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 |
| How familiar are you with the work of the World Bank Group in Togo?* | 11 | 7.09 | 3.51 | 183 | 6.08 | 2.31 | 53 | 7.09 | 2.57 | 18 | 5.28 | 2.40 | 16 | 5.56 | 3.16 | 107 | 6.50 | 2.60 | 11 | 6.73 | 3.41 | 20 | 4.90 | 2.57 | 40 | 5.85 | 2.84 |

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

| | Office of President/Prime Minister/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 |
| Overall, please rate your impression of the World Bank Group's effectiveness in Togo.* | 8 | 8.88 | 1.64 | 166 | 6.80 | 2.09 | 51 | 7.88 | 2.42 | 14 | 6.86 | 1.96 | 16 | 6.81 | 2.97 | 101 | 7.10 | 2.39 | 11 | 5.55 | 3.45 | 17 | 5.82 | 2.40 | 36 | 6.47 | 2.78 |

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

**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 Togo, in which sectors do you believe the World Bank Group should focus most of its resources in Togo? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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* | 25.0% | 15.7% | 3.5% | 15.8% | 9.1% | 5.0% | 9.1% | 23.8% | 14.0% |
| Water and sanitation | 16.7% | 11.5% | 19.3% | 26.3% | 0.0% | 11.6% | 18.2% | 14.3% | 16.3% |
| Pollution | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Job creation/employment | 33.3% | 30.9% | 42.1% | 31.6% | 40.9% | 34.7% | 54.5% | 23.8% | 37.2% |
| Health | 16.7% | 24.6% | 26.3% | 42.1% | 13.6% | 26.4% | 9.1% | 28.6% | 20.9% |
| Regional conflict and tensions | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Financial markets | 8.3% | 1.0% | 3.5% | 0.0% | 0.0% | 1.7% | 9.1% | 4.8% | 2.3% |
| Social protection | 0.0% | 2.6% | 7.0% | 5.3% | 0.0% | 4.1% | 0.0% | 0.0% | 4.7% |
| Gender equity* | 0.0% | 0.0% | 0.0% | 0.0% | 9.1% | 0.8% | 0.0% | 0.0% | 0.0% |
| Private sector development | 16.7% | 16.2% | 14.0% | 10.5% | 40.9% | 13.2% | 27.3% | 28.6% | 16.3% |
| Education | 25.0% | 31.9% | 42.1% | 21.1% | 13.6% | 28.9% | 27.3% | 38.1% | 25.6% |
| Public sector governance/reform | 8.3% | 20.9% | 14.0% | 21.1% | 13.6% | 22.3% | 27.3% | 23.8% | 14.0% |
| Security/stabilization/reconstruction | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Global/regional integration | 0.0% | 0.5% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 4.8% | 0.0% |
| Food security | 8.3% | 5.8% | 8.8% | 5.3% | 9.1% | 5.0% | 0.0% | 0.0% | 2.3% |
| Urban development | 0.0% | 2.1% | 1.8% | 0.0% | 0.0% | 3.3% | 0.0% | 4.8% | 7.0% |
| Gender based violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Judiciary reform | 0.0% | 2.6% | 1.8% | 0.0% | 9.1% | 4.1% | 0.0% | 0.0% | 11.6% |
| Economic growth | 8.3% | 9.9% | 5.3% | 10.5% | 9.1% | 6.6% | 9.1% | 4.8% | 11.6% |
| Disaster risk management | 0.0% | 2.1% | 3.5% | 5.3% | 4.5% | 4.1% | 9.1% | 0.0% | 2.3% |
| Equality of opportunity | 8.3% | 5.2% | 7.0% | 0.0% | 0.0% | 2.5% | 0.0% | 0.0% | 7.0% |
| Disease | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 2.5% | 0.0% | 0.0% | 0.0% |
| Decentralization | 25.0% | 16.8% | 21.1% | 31.6% | 13.6% | 24.8% | 27.3% | 14.3% | 16.3% |
| Information and communications technology | 0.0% | 5.2% | 0.0% | 5.3% | 0.0% | 1.7% | 0.0% | 4.8% | 4.7% |
| Transport | 16.7% | 8.4% | 1.8% | 5.3% | 27.3% | 9.9% | 9.1% | 9.5% | 11.6% |
| Agriculture and rural development | 41.7% | 45.5% | 26.3% | 47.4% | 27.3% | 36.4% | 36.4% | 47.6% | 34.9% |
| Trade and exports | 0.0% | 1.0% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 0.0% |
| Natural resource management | 8.3% | 4.2% | 3.5% | 0.0% | 4.5% | 2.5% | 0.0% | 0.0% | 4.7% |
| Social cohesion | 0.0% | 0.5% | 1.8% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 4.7% |
| Climate change | 0.0% | 7.9% | 7.0% | 0.0% | 4.5% | 9.1% | 0.0% | 0.0% | 9.3% |
| Poverty reduction | 33.3% | 19.9% | 22.8% | 10.5% | 27.3% | 22.3% | 9.1% | 14.3% | 11.6% |
| Anti corruption | 0.0% | 5.2% | 10.5% | 5.3% | 9.1% | 13.2% | 18.2% | 4.8% | 9.3% |

*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 Togo?

| Greatest Value Percentage of Respondents | Office of President/Prime Minister/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 | 9.1% | 2.3% | 0.0% | 5.6% | 5.6% | 5.3% | 10.0% | 5.0% | 9.1% |
| Capacity development related to World Bank Group supported projects* | 36.4% | 25.4% | 51.9% | 27.8% | 27.8% | 24.6% | 20.0% | 20.0% | 39.4% |
| Stand-alone technical assistance | 9.1% | 2.3% | 1.9% | 11.1% | 0.0% | 4.4% | 0.0% | 5.0% | 6.1% |
| Policy advice, studies, analyses | 0.0% | 5.6% | 3.8% | 11.1% | 5.6% | 7.9% | 0.0% | 15.0% | 9.1% |
| Financial resources* | 9.1% | 24.3% | 13.5% | 11.1% | 22.2% | 29.8% | 20.0% | 20.0% | 0.0% |
| Data and statistics | 0.0% | 0.6% | 0.0% | 0.0% | 5.6% | 0.9% | 0.0% | 0.0% | 0.0% |
| Promoting knowledge sharing | 0.0% | 2.8% | 0.0% | 5.6% | 5.6% | 2.6% | 10.0% | 5.0% | 3.0% |
| Implementation support | 9.1% | 6.8% | 7.7% | 5.6% | 11.1% | 6.1% | 10.0% | 5.0% | 6.1% |
| Mobilizing third party financial resources | 18.2% | 8.5% | 7.7% | 5.6% | 11.1% | 5.3% | 0.0% | 0.0% | 12.1% |
| Donor coordination | 0.0% | 4.5% | 3.8% | 0.0% | 0.0% | 1.8% | 0.0% | 5.0% | 3.0% |
| Strategy formulation | 9.1% | 16.9% | 9.6% | 16.7% | 5.6% | 11.4% | 30.0% | 20.0% | 12.1% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

| 2nd Greatest Value Percentage of Respondents | Office of President/Prime Minister/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% | 0.6% | 1.9% | 0.0% | 5.9% | 5.4% | 0.0% | 0.0% | 5.9% |
| Capacity development related to World Bank Group supported projects | 20.0% | 15.2% | 21.2% | 5.6% | 5.9% | 24.1% | 11.1% | 15.0% | 5.9% |
| Stand-alone technical assistance | 0.0% | 5.8% | 1.9% | 0.0% | 11.8% | 4.5% | 11.1% | 5.0% | 8.8% |
| Policy advice, studies, analyses | 0.0% | 6.4% | 5.8% | 5.6% | 5.9% | 4.5% | 0.0% | 15.0% | 0.0% |
| Financial resources* | 0.0% | 11.1% | 9.6% | 33.3% | 17.6% | 8.0% | 11.1% | 5.0% | 26.5% |
| Data and statistics | 0.0% | 4.7% | 1.9% | 0.0% | 11.8% | 2.7% | 11.1% | 5.0% | 0.0% |
| Promoting knowledge sharing | 0.0% | 7.0% | 5.8% | 0.0% | 5.9% | 2.7% | 11.1% | 10.0% | 5.9% |
| Implementation support | 20.0% | 18.7% | 25.0% | 22.2% | 17.6% | 19.6% | 22.2% | 0.0% | 14.7% |
| Mobilizing third party financial resources | 20.0% | 10.5% | 11.5% | 16.7% | 0.0% | 9.8% | 11.1% | 20.0% | 11.8% |
| Donor coordination | 0.0% | 4.1% | 1.9% | 5.6% | 0.0% | 3.6% | 0.0% | 5.0% | 11.8% |
| Strategy formulation | 40.0% | 15.2% | 11.5% | 11.1% | 17.6% | 14.3% | 11.1% | 20.0% | 8.8% |
| Other | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 0.9% | 0.0% | 0.0% | 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 Togo? (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 41.7% | 31.4% | 32.7% | 31.6% | 22.7% | 25.8% | 9.1% | 27.3% | 36.6% |
| Not willing to honestly criticize policies and reform efforts in the country* | 33.3% | 22.2% | 36.4% | 5.3% | 18.2% | 35.0% | 45.5% | 18.2% | 26.8% |
| Staff too inaccessible | 8.3% | 5.4% | 3.6% | 5.3% | 13.6% | 7.5% | 9.1% | 22.7% | 7.3% |
| World Bank Group's processes too slow | 8.3% | 14.6% | 10.9% | 31.6% | 0.0% | 15.0% | 0.0% | 4.5% | 22.0% |
| Not aligned with other donors' work* | 0.0% | 1.1% | 9.1% | 5.3% | 0.0% | 0.8% | 0.0% | 0.0% | 7.3% |
| Not aligned with country priorities | 8.3% | 7.6% | 3.6% | 0.0% | 4.5% | 4.2% | 9.1% | 13.6% | 9.8% |
| Not adequately sensitive to political/social realities in Togo | 8.3% | 14.1% | 10.9% | 15.8% | 13.6% | 20.8% | 18.2% | 13.6% | 9.8% |
| Too influenced by developed countries | 16.7% | 11.9% | 5.5% | 21.1% | 22.7% | 10.8% | 27.3% | 22.7% | 9.8% |
| Not exploring alternative policy options | 0.0% | 4.3% | 1.8% | 0.0% | 0.0% | 0.0% | 9.1% | 0.0% | 0.0% |
| Not collaborating enough with stakeholders outside the Government* | 16.7% | 12.4% | 16.4% | 15.8% | 31.8% | 35.8% | 36.4% | 13.6% | 14.6% |
| Its advice and strategies do not lend themselves to practical problem solving | 0.0% | 7.0% | 3.6% | 0.0% | 9.1% | 1.7% | 0.0% | 4.5% | 2.4% |
| Not enough public disclosure of its work* | 16.7% | 11.4% | 14.5% | 36.8% | 13.6% | 8.3% | 0.0% | 22.7% | 14.6% |
| Arrogant in its approach | 0.0% | 2.2% | 1.8% | 0.0% | 0.0% | 2.5% | 0.0% | 0.0% | 2.4% |
| Not client focused* | 0.0% | 0.5% | 1.8% | 0.0% | 0.0% | 0.8% | 9.1% | 0.0% | 9.8% |
| The credibility of its knowledge/data | 0.0% | 0.5% | 0.0% | 0.0% | 4.5% | 0.0% | 0.0% | 0.0% | 0.0% |
| Inadequate number of World Bank Group staff members located in the country | 8.3% | 10.3% | 12.7% | 5.3% | 13.6% | 3.3% | 9.1% | 4.5% | 9.8% |
| Other | 0.0% | 6.5% | 1.8% | 5.3% | 0.0% | 3.3% | 0.0% | 4.5% | 0.0% |
| Don't know | 16.7% | 13.5% | 14.5% | 10.5% | 13.6% | 7.5% | 0.0% | 13.6% | 7.3% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/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 | 16.7% | 7.3% | 22.8% | 10.5% | 10.0% | 15.8% | 0.0% | 9.1% | 18.6% |
| To a somewhat sufficient degree | 50.0% | 45.3% | 42.1% | 36.8% | 20.0% | 35.8% | 27.3% | 36.4% | 34.9% |
| To a somewhat insufficient degree | 8.3% | 28.6% | 17.5% | 5.3% | 25.0% | 25.8% | 0.0% | 13.6% | 20.9% |
| To a very insufficient degree | 8.3% | 11.5% | 12.3% | 31.6% | 30.0% | 11.7% | 72.7% | 36.4% | 16.3% |
| Don't know | 16.7% | 7.3% | 5.3% | 15.8% | 15.0% | 10.8% | 0.0% | 4.5% | 9.3% |

*Significantly different between stakeholder groups

**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 Togo Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

| | Office of President/Prime Minister/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 |
| Investment Project Financing* | 4 | 7.75 | 1.71 | 106 | 6.61 | 2.01 | 27 | 7.30 | 2.33 | 8 | 6.38 | 2.07 | 5 | 7.80 | 1.48 | 65 | 6.86 | 2.19 | 8 | 3.75 | 2.55 | 13 | 6.15 | 1.57 | 19 | 6.74 | 2.05 |
| Development Policy Financing | 3 | 7.67 | 2.52 | 98 | 6.18 | 2.04 | 25 | 6.92 | 2.60 | 9 | 5.89 | 3.18 | 5 | 7.60 | 1.52 | 56 | 6.73 | 2.40 | 7 | 4.57 | 2.23 | 10 | 5.70 | 1.70 | 19 | 6.47 | 2.29 |
| Trust funds and grants* | 4 | 6.25 | 3.86 | 88 | 6.88 | 2.13 | 26 | 7.73 | 2.32 | 6 | 5.83 | 2.56 | 5 | 5.20 | 2.59 | 40 | 6.68 | 2.42 | 5 | 4.80 | 0.84 | 8 | 6.88 | 2.10 | 17 | 5.47 | 1.94 |
| Guarantees | 1 | 1.00 | - | 39 | 5.46 | 2.25 | 8 | 5.50 | 3.74 | 3 | 4.00 | 1.73 | 3 | 4.33 | 2.08 | 25 | 4.80 | 2.48 | 3 | 4.00 | 3.61 | 3 | 4.33 | 2.89 | 14 | 4.93 | 1.77 |
| IFC Investment Services | | | | 35 | 6.54 | 1.99 | 12 | 6.67 | 2.15 | 3 | 3.67 | 1.53 | 3 | 6.00 | 1.00 | 23 | 5.83 | 2.42 | 4 | 5.00 | 4.69 | 3 | 4.33 | 2.08 | 14 | 5.14 | 2.03 |
| IFC Advisory Services | 1 | 1.00 | - | 34 | 5.97 | 1.96 | 11 | 5.91 | 2.26 | 3 | 6.00 | 3.61 | 3 | 5.67 | 3.21 | 25 | 4.96 | 2.56 | 4 | 6.25 | 3.86 | 3 | 4.33 | 2.08 | 13 | 5.23 | 1.92 |

*Significantly different between stakeholder groups

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 President/Prime Minister/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* | 41.7% | 56.5% | 64.9% | 52.6% | 31.8% | 40.8% | 27.3% | 40.9% | 53.5% |
| Youth/university groups* | 8.3% | 8.8% | 7.0% | 0.0% | 9.1% | 8.3% | 18.2% | 22.7% | 23.3% |
| Private sector | 41.7% | 24.9% | 19.3% | 36.8% | 45.5% | 20.8% | 45.5% | 13.6% | 27.9% |
| Local government* | 25.0% | 49.2% | 24.6% | 36.8% | 9.1% | 21.7% | 27.3% | 13.6% | 18.6% |
| Donor community | 8.3% | 3.6% | 8.8% | 5.3% | 0.0% | 0.8% | 0.0% | 0.0% | 2.3% |
| NGOs/Community Based Organizations* | 25.0% | 24.9% | 43.9% | 15.8% | 36.4% | 75.8% | 18.2% | 36.4% | 25.6% |
| Academia/think tanks/research institutes* | 8.3% | 8.3% | 12.3% | 21.1% | 9.1% | 13.3% | 0.0% | 59.1% | 11.6% |
| Parliament | 0.0% | 0.5% | 1.8% | 5.3% | 0.0% | 0.8% | 0.0% | 0.0% | 2.3% |
| Foundations | 0.0% | 1.0% | 0.0% | 5.3% | 0.0% | 2.5% | 0.0% | 0.0% | 2.3% |
| Media* | 0.0% | 3.6% | 1.8% | 5.3% | 13.6% | 3.3% | 45.5% | 4.5% | 4.7% |
| Emerging donors | 0.0% | 0.5% | 0.0% | 0.0% | 4.5% | 0.8% | 0.0% | 0.0% | 2.3% |
| UN agencies | 16.7% | 4.7% | 3.5% | 5.3% | 0.0% | 2.5% | 0.0% | 0.0% | 9.3% |
| Regional organizations | 8.3% | 7.3% | 5.3% | 10.5% | 4.5% | 3.3% | 9.1% | 4.5% | 9.3% |
| Other | 0.0% | 0.5% | 1.8% | 0.0% | 0.0% | 2.5% | 0.0% | 0.0% | 2.3% |
| Don't know* | 8.3% | 0.5% | 1.8% | 0.0% | 9.1% | 0.8% | 0.0% | 0.0% | 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 Togo? (1-Strongly disagree, 10-Strongly agree)**

| | Office of President/Prime Minister/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 |
| Overall the World Bank Group currently plays a relevant role in development in Togo* | 8 | 9.75 | 0.71 | 183 | 7.42 | 2.29 | 55 | 8.35 | 1.96 | 15 | 6.93 | 2.91 | 16 | 7.69 | 2.70 | 105 | 8.07 | 2.19 | 11 | 6.45 | 3.47 | 19 | 7.47 | 2.12 | 34 | 7.38 | 2.52 |
| The World Bank Group's work is aligned with what I consider the development priorities for Togo* | 9 | 8.00 | 3.28 | 170 | 6.95 | 2.39 | 47 | 7.02 | 2.42 | 14 | 6.86 | 2.66 | 13 | 7.38 | 2.66 | 98 | 7.53 | 2.26 | 10 | 6.00 | 3.43 | 17 | 5.47 | 2.48 | 31 | 6.13 | 2.99 |

*Significantly different between stakeholder groups

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

| | Office of President/Prime Minister/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 |
| Responsiveness to needs | 3 | 5.33 | 3.79 | 127 | 5.82 | 2.21 | 33 | 6.45 | 2.75 | 10 | 5.90 | 2.60 | 7 | 4.86 | 1.95 | 70 | 5.94 | 2.76 | 9 | 3.33 | 1.87 | 11 | 4.91 | 2.07 | 27 | 6.22 | 2.89 |
| Flexibility (in terms of the institution's products and services) | 4 | 6.50 | 3.70 | 114 | 5.68 | 1.99 | 29 | 5.86 | 2.68 | 9 | 5.44 | 2.60 | 8 | 6.00 | 2.67 | 65 | 5.31 | 2.34 | 8 | 4.38 | 2.00 | 8 | 4.50 | 1.07 | 26 | 5.35 | 2.86 |
| Flexibility (in terms of changing country circumstances) | 4 | 6.00 | 3.37 | 115 | 6.08 | 1.97 | 32 | 6.25 | 2.42 | 10 | 6.30 | 2.50 | 6 | 5.83 | 1.94 | 67 | 6.00 | 2.25 | 8 | 5.13 | 2.85 | 11 | 5.45 | 2.02 | 23 | 6.22 | 2.78 |
| Being inclusive | 4 | 6.75 | 3.95 | 98 | 7.01 | 1.93 | 28 | 6.54 | 2.87 | 13 | 6.38 | 2.40 | 6 | 6.17 | 2.14 | 62 | 6.44 | 3.06 | 7 | 5.29 | 3.30 | 11 | 5.00 | 2.45 | 17 | 6.59 | 2.79 |
| Openness (sharing data and other information) | 4 | 7.50 | 2.08 | 124 | 6.93 | 2.02 | 36 | 7.67 | 1.96 | 12 | 5.50 | 2.07 | 8 | 7.00 | 2.00 | 71 | 7.04 | 2.30 | 10 | 5.20 | 3.29 | 10 | 6.00 | 2.54 | 23 | 7.70 | 2.20 |
| Collaboration with the Government | 9 | 9.67 | 0.71 | 157 | 7.69 | 1.88 | 45 | 7.69 | 2.27 | 13 | 7.46 | 2.18 | 10 | 6.60 | 3.03 | 91 | 8.07 | 1.92 | 10 | 7.10 | 3.00 | 16 | 6.63 | 2.28 | 30 | 8.43 | 2.21 |
| The speed in which it gets things accomplished on the ground | 6 | 8.33 | 0.82 | 146 | 6.61 | 2.01 | 41 | 7.32 | 2.31 | 14 | 5.50 | 2.65 | 10 | 7.70 | 2.06 | 79 | 7.08 | 2.40 | 9 | 6.00 | 3.32 | 11 | 5.64 | 2.11 | 24 | 7.04 | 2.40 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 6 | 7.00 | 3.03 | 157 | 7.24 | 1.98 | 40 | 8.13 | 1.99 | 14 | 6.07 | 2.34 | 7 | 7.57 | 1.51 | 84 | 7.39 | 2.22 | 10 | 4.90 | 3.28 | 13 | 6.08 | 2.43 | 26 | 7.46 | 2.45 |
| Collaboration with civil society | 4 | 7.00 | 4.08 | 120 | 5.72 | 2.29 | 37 | 6.81 | 2.58 | 12 | 5.25 | 2.01 | 7 | 5.71 | 2.36 | 90 | 5.98 | 2.78 | 9 | 4.22 | 3.35 | 11 | 5.73 | 1.79 | 25 | 6.00 | 3.00 |
| Staff accessibility | 5 | 5.80 | 3.27 | 130 | 5.67 | 2.20 | 33 | 6.48 | 2.66 | 11 | 5.18 | 2.71 | 9 | 4.11 | 2.03 | 75 | 5.03 | 2.64 | 9 | 4.44 | 3.32 | 11 | 3.91 | 1.81 | 22 | 6.14 | 2.62 |
| Collaboration with other donors and development partners | 6 | 9.00 | 0.89 | 119 | 6.97 | 1.92 | 32 | 7.53 | 2.18 | 12 | 6.50 | 2.43 | 6 | 7.00 | 1.10 | 70 | 7.21 | 2.17 | 7 | 4.57 | 2.76 | 8 | 5.50 | 2.73 | 21 | 7.43 | 1.83 |
| Collaboration with the private sector | 4 | 6.75 | 3.86 | 112 | 5.71 | 2.19 | 30 | 6.63 | 2.57 | 10 | 5.50 | 2.32 | 10 | 5.40 | 2.80 | 62 | 5.79 | 2.45 | 9 | 4.56 | 3.21 | 9 | 4.78 | 2.77 | 23 | 6.57 | 2.46 |
| Collaboration with the UN | 4 | 9.25 | 0.96 | 76 | 7.63 | 1.77 | 24 | 8.00 | 2.15 | 9 | 6.67 | 2.83 | 7 | 8.14 | 1.68 | 46 | 8.41 | 1.89 | 5 | 6.20 | 4.38 | 8 | 8.13 | 1.89 | 21 | 8.05 | 2.27 |
| Straightforwardness and honesty | 5 | 7.40 | 3.71 | 116 | 7.26 | 2.00 | 35 | 8.23 | 2.09 | 11 | 6.27 | 3.41 | 9 | 8.33 | 1.12 | 63 | 7.52 | 2.38 | 6 | 5.17 | 2.79 | 10 | 6.50 | 2.01 | 22 | 8.41 | 1.94 |
| Treating clients and stakeholders in Togo with respect | 5 | 7.20 | 3.49 | 133 | 7.29 | 2.06 | 40 | 8.03 | 2.25 | 15 | 7.07 | 2.31 | 9 | 8.67 | 1.00 | 78 | 7.76 | 2.16 | 9 | 6.44 | 3.57 | 11 | 6.73 | 2.15 | 25 | 8.24 | 1.96 |
| Being a long-term partner | 7 | 9.14 | 1.86 | 147 | 8.22 | 1.56 | 45 | 8.20 | 2.25 | 14 | 8.07 | 2.30 | 9 | 8.78 | 1.79 | 84 | 8.32 | 1.93 | 10 | 8.10 | 2.18 | 13 | 8.08 | 1.98 | 24 | 9.33 | 0.92 |

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

To what extent does the World Bank Group partner with the right people to support work on the ground in Togo?*(Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/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 |
|---------------------------|---|------------------------|---|------------------|--|-------|-------|--|-------|
| Nearly never | 0.0% | 1.1% | 0.0% | 5.6% | 0.0% | 0.9% | 9.1% | 0.0% | 10.0% |
| Rarely | 0.0% | 4.8% | 3.8% | 5.6% | 5.0% | 7.8% | 9.1% | 9.1% | 2.5% |
| Sometimes | 18.2% | 22.3% | 30.2% | 22.2% | 15.0% | 27.0% | 18.2% | 31.8% | 30.0% |
| Nearly always | 45.5% | 36.7% | 52.8% | 27.8% | 20.0% | 26.1% | 36.4% | 9.1% | 27.5% |
| Don't know | 27.3% | 23.9% | 7.5% | 22.2% | 55.0% | 27.0% | 18.2% | 31.8% | 20.0% |
| Prefer not to answer | 9.1% | 11.2% | 5.7% | 16.7% | 5.0% | 11.3% | 9.1% | 18.2% | 10.0% |

*Significantly different between stakeholder groups

Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Togo? (Select no more than TWO)

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 Food Program | 27.3% | 19.1% | 19.3% | 15.8% | 23.8% | 22.1% | 27.3% | 9.1% | 16.7% |
| World Health Organization | 54.5% | 47.4% | 45.6% | 52.6% | 42.9% | 41.8% | 54.5% | 50.0% | 59.5% |
| United Nations Development Program | 63.6% | 59.3% | 59.6% | 78.9% | 52.4% | 62.3% | 36.4% | 77.3% | 69.0% |
| International Monetary Fund | 18.2% | 15.5% | 12.3% | 5.3% | 4.8% | 13.9% | 18.2% | 9.1% | 26.2% |
| The United Nations International Children's Emergency Fund* | 27.3% | 25.8% | 49.1% | 36.8% | 19.0% | 29.5% | 27.3% | 27.3% | 14.3% |
| None. I don't believe the World Bank Group needs to partner with the UN organizations. | 0.0% | 5.7% | 3.5% | 5.3% | 9.5% | 8.2% | 18.2% | 4.5% | 2.4% |
| Don't know | 0.0% | 5.2% | 3.5% | 0.0% | 19.0% | 7.4% | 9.1% | 9.1% | 2.4% |
| Prefer not to answer | 0.0% | 5.7% | 0.0% | 0.0% | 4.8% | 2.5% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 16.7% | 22.4% | 20.0% | 36.8% | 10.0% | 29.2% | 27.3% | 23.8% | 33.3% |
| Political pressures and obstacles* | 58.3% | 48.4% | 69.1% | 42.1% | 30.0% | 56.7% | 27.3% | 33.3% | 35.7% |
| Reforms are not well thought out in light of country challenges | 41.7% | 48.4% | 30.9% | 47.4% | 40.0% | 33.3% | 45.5% | 52.4% | 35.7% |
| Poor coordination within the Government | 25.0% | 27.1% | 32.7% | 42.1% | 10.0% | 22.5% | 45.5% | 38.1% | 26.2% |
| The Government works inefficiently | 16.7% | 17.7% | 27.3% | 26.3% | 20.0% | 28.3% | 18.2% | 19.0% | 19.0% |
| Poor donor coordination | 8.3% | 15.6% | 14.5% | 0.0% | 20.0% | 8.3% | 18.2% | 14.3% | 11.9% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 16.7% | 20.3% | 21.8% | 21.1% | 40.0% | 17.5% | 45.5% | 28.6% | 33.3% |
| Lack of/inadequate levels of capacity in Government | 16.7% | 8.9% | 12.7% | 5.3% | 10.0% | 3.3% | 0.0% | 4.8% | 9.5% |
| There is not an adequate level of citizen/civil society participation | 33.3% | 34.9% | 36.4% | 10.5% | 50.0% | 42.5% | 45.5% | 47.6% | 45.2% |
| The World Bank Group works too slowly | 0.0% | 3.6% | 1.8% | 5.3% | 15.0% | 6.7% | 0.0% | 0.0% | 11.9% |
| Poor coordination within the World Bank Group* | 8.3% | 3.1% | 1.8% | 10.5% | 5.0% | 0.8% | 9.1% | 14.3% | 0.0% |
| Inadequate funding | 33.3% | 19.8% | 9.1% | 21.1% | 15.0% | 13.3% | 9.1% | 4.8% | 19.0% |
| Other | 8.3% | 3.1% | 1.8% | 5.3% | 0.0% | 3.3% | 9.1% | 0.0% | 0.0% |

*Significantly different between stakeholder groups



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

| | Office of President/Prime Minister/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 |
| Social protection | 3 | 4.00 | 4.36 | 80 | 5.44 | 2.30 | 31 | 5.94 | 2.69 | 9 | 5.11 | 2.98 | 6 | 5.83 | 2.71 | 58 | 4.91 | 2.64 | 6 | 3.33 | 2.25 | 12 | 5.25 | 3.19 | 16 | 5.44 | 2.28 |
| Gender equity* | 3 | 5.33 | 4.51 | 70 | 5.90 | 2.27 | 24 | 5.29 | 2.33 | 9 | 4.33 | 2.74 | 7 | 5.14 | 2.34 | 59 | 5.98 | 2.55 | 7 | 2.71 | 2.36 | 11 | 4.82 | 2.79 | 18 | 5.44 | 2.18 |
| Private sector development | 5 | 7.00 | 3.54 | 103 | 5.48 | 2.03 | 30 | 5.90 | 2.16 | 8 | 3.88 | 1.55 | 8 | 6.38 | 2.83 | 66 | 5.39 | 2.26 | 9 | 3.89 | 2.93 | 12 | 4.58 | 2.61 | 22 | 5.05 | 2.63 |
| Education* | 7 | 8.43 | 1.40 | 138 | 6.75 | 2.19 | 45 | 7.82 | 2.05 | 14 | 6.29 | 1.77 | 11 | 7.00 | 2.90 | 92 | 7.37 | 2.19 | 9 | 6.11 | 3.06 | 17 | 5.94 | 2.33 | 24 | 6.58 | 2.76 |
| Public sector governance/reform* | 6 | 8.00 | 1.10 | 122 | 6.08 | 2.15 | 34 | 5.06 | 2.37 | 14 | 5.29 | 2.84 | 7 | 6.14 | 2.41 | 71 | 5.24 | 2.54 | 8 | 3.25 | 2.43 | 15 | 5.80 | 2.65 | 25 | 5.80 | 3.14 |
| Global/regional integration | 5 | 5.60 | 3.21 | 78 | 6.18 | 2.22 | 23 | 5.65 | 2.25 | 5 | 4.40 | 1.67 | 6 | 8.00 | 1.26 | 55 | 6.04 | 2.39 | 5 | 5.00 | 2.92 | 12 | 6.08 | 2.68 | 15 | 6.53 | 2.50 |
| Urban development | 5 | 6.20 | 2.95 | 95 | 5.88 | 2.15 | 32 | 5.34 | 2.42 | 10 | 4.80 | 2.04 | 6 | 6.33 | 1.21 | 64 | 6.09 | 2.24 | 9 | 5.11 | 2.09 | 10 | 4.90 | 2.38 | 19 | 6.58 | 1.98 |
| Energy* | 4 | 8.25 | 1.26 | 93 | 5.88 | 2.10 | 27 | 5.59 | 2.50 | 7 | 5.00 | 2.00 | 7 | 4.14 | 1.68 | 65 | 6.18 | 2.22 | 9 | 5.11 | 2.62 | 13 | 4.15 | 2.19 | 21 | 5.24 | 1.76 |
| Water and sanitation* | 5 | 8.20 | 1.10 | 108 | 6.41 | 2.00 | 37 | 6.95 | 2.17 | 10 | 5.30 | 2.26 | 9 | 5.56 | 2.79 | 78 | 6.81 | 2.22 | 9 | 5.00 | 2.55 | 15 | 4.73 | 1.98 | 21 | 6.10 | 2.28 |
| Job creation/employment | 4 | 6.75 | 3.40 | 108 | 5.37 | 2.23 | 37 | 5.27 | 2.31 | 7 | 4.57 | 1.72 | 9 | 5.00 | 2.40 | 77 | 5.71 | 2.71 | 7 | 5.57 | 3.55 | 10 | 3.80 | 2.15 | 20 | 5.10 | 2.29 |
| Health | 6 | 8.67 | 1.21 | 125 | 6.57 | 2.06 | 35 | 6.57 | 2.45 | 14 | 5.36 | 2.21 | 9 | 6.89 | 2.67 | 80 | 6.71 | 2.14 | 8 | 5.63 | 3.16 | 16 | 5.56 | 2.34 | 18 | 6.28 | 1.99 |
| Agriculture and rural development* | 7 | 8.14 | 1.46 | 140 | 7.02 | 1.94 | 38 | 7.03 | 2.50 | 13 | 6.00 | 1.96 | 8 | 5.25 | 2.25 | 87 | 7.00 | 2.19 | 10 | 6.30 | 2.06 | 14 | 5.14 | 2.38 | 26 | 6.42 | 2.91 |
| Trade and exports | 2 | 3.50 | 3.54 | 73 | 5.38 | 1.95 | 22 | 4.41 | 2.11 | 5 | 4.60 | 1.52 | 6 | 3.67 | 1.51 | 46 | 5.07 | 2.58 | 6 | 4.17 | 1.17 | 11 | 4.82 | 2.56 | 15 | 5.13 | 1.55 |
| Gender based violence | 3 | 5.67 | 4.04 | 68 | 5.60 | 2.12 | 22 | 4.95 | 2.48 | 8 | 5.00 | 2.14 | 7 | 4.43 | 2.23 | 48 | 6.31 | 2.61 | 7 | 3.43 | 1.90 | 9 | 5.44 | 3.28 | 16 | 5.63 | 2.09 |
| Natural resource management | 3 | 5.33 | 3.79 | 95 | 6.15 | 2.24 | 26 | 5.73 | 2.38 | 7 | 5.14 | 2.04 | 8 | 5.00 | 2.98 | 63 | 6.27 | 2.62 | 9 | 5.67 | 2.50 | 11 | 4.27 | 2.20 | 15 | 6.00 | 2.36 |
| Climate change | 4 | 8.00 | 1.83 | 112 | 6.43 | 2.30 | 35 | 6.74 | 2.29 | 10 | 5.70 | 2.31 | 7 | 5.57 | 2.57 | 72 | 6.94 | 2.35 | 10 | 5.80 | 2.70 | 12 | 6.08 | 2.15 | 20 | 6.30 | 2.68 |
| Poverty reduction* | 7 | 8.57 | 1.40 | 134 | 6.50 | 2.32 | 40 | 7.22 | 2.36 | 12 | 4.67 | 2.50 | 9 | 6.11 | 2.85 | 95 | 6.65 | 2.39 | 10 | 6.10 | 3.00 | 16 | 5.81 | 2.51 | 26 | 6.00 | 2.53 |
| Anti corruption | 4 | 6.75 | 2.99 | 96 | 5.02 | 2.53 | 29 | 4.97 | 2.50 | 9 | 3.44 | 2.79 | 7 | 5.43 | 2.15 | 62 | 4.68 | 2.82 | 8 | 3.75 | 3.11 | 14 | 3.29 | 2.05 | 20 | 4.65 | 2.32 |
| Economic growth | 8 | 8.25 | 1.75 | 110 | 6.18 | 2.05 | 29 | 6.38 | 2.01 | 10 | 4.90 | 2.42 | 8 | 5.00 | 2.83 | 75 | 6.43 | 2.05 | 9 | 6.22 | 2.73 | 16 | 6.38 | 2.19 | 22 | 6.73 | 2.47 |
| Disaster risk management | 4 | 8.50 | 1.73 | 123 | 6.57 | 2.30 | 34 | 6.82 | 2.14 | 13 | 5.54 | 2.63 | 7 | 5.29 | 3.55 | 80 | 6.85 | 2.20 | 9 | 5.44 | 2.74 | 12 | 5.83 | 1.85 | 20 | 6.75 | 2.17 |
| Equality of opportunity | 4 | 5.75 | 3.59 | 85 | 5.27 | 2.25 | 26 | 5.42 | 2.25 | 8 | 4.88 | 2.10 | 7 | 5.43 | 2.57 | 56 | 5.98 | 2.63 | 6 | 4.17 | 2.14 | 12 | 4.83 | 2.33 | 17 | 5.53 | 2.27 |
| Information and communications technology | 4 | 8.25 | 0.96 | 86 | 5.40 | 2.26 | 21 | 5.90 | 2.19 | 7 | 4.71 | 2.87 | 8 | 4.38 | 2.67 | 49 | 5.18 | 2.34 | 8 | 5.88 | 2.36 | 10 | 4.50 | 2.32 | 18 | 5.17 | 2.36 |
| Decentralization | 5 | 7.00 | 3.46 | 90 | 4.59 | 2.23 | 31 | 5.03 | 2.40 | 9 | 3.67 | 2.45 | 6 | 4.50 | 2.07 | 62 | 4.65 | 2.56 | 7 | 4.86 | 3.29 | 11 | 3.64 | 1.69 | 19 | 4.53 | 2.04 |
| Social cohesion | 4 | 5.00 | 4.69 | 75 | 5.13 | 2.28 | 27 | 4.78 | 2.33 | 9 | 4.11 | 1.90 | 5 | 4.40 | 2.88 | 53 | 5.62 | 2.60 | 7 | 5.00 | 3.27 | 13 | 3.92 | 2.43 | 19 | 4.68 | 2.52 |

*Significantly different between stakeholder groups

| | Office of President/Prime Minister/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 |
| To what extent does the World Bank Group's work help to achieve development results in Togo?* | 8 | 8.13 | 2.10 | 170 | 6.74 | 1.94 | 52 | 7.56 | 2.06 | 16 | 6.81 | 2.17 | 12 | 7.67 | 2.23 | 107 | 7.38 | 2.01 | 11 | 5.91 | 3.27 | 15 | 6.20 | 1.93 | 34 | 6.91 | 2.35 |

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



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

| | Office of President/Prime Minister/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 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Togo?* | 8 | 8.63 | 1.41 | 155 | 7.06 | 2.08 | 50 | 8.16 | 1.90 | 14 | 5.29 | 2.33 | 8 | 8.00 | 1.77 | 87 | 7.28 | 2.20 | 11 | 6.27 | 3.00 | 15 | 5.67 | 2.32 | 30 | 6.53 | 2.74 |

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

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

| | Office of President/Prime Minister/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 |
| The World Bank Group's financial instruments meet the needs of Togo* | 9 | 7.78 | 1.92 | 157 | 6.46 | 2.19 | 47 | 7.43 | 2.10 | 15 | 5.53 | 2.50 | 13 | 7.08 | 2.96 | 92 | 6.63 | 2.33 | 10 | 5.60 | 3.53 | 19 | 5.58 | 2.76 | 35 | 6.54 | 2.82 |
| The World Bank Group meets Togo's needs for knowledge services | 5 | 4.80 | 2.49 | 141 | 5.91 | 2.12 | 39 | 6.18 | 2.64 | 14 | 5.57 | 2.38 | 10 | 6.50 | 2.55 | 91 | 6.37 | 2.46 | 10 | 4.20 | 2.66 | 18 | 6.39 | 2.64 | 25 | 6.36 | 2.06 |

*Significantly different between stakeholder groups

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 President/Prime Minister/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 | 8.3% | 6.3% | 21.4% | 0.0% | 15.0% | 11.3% | 36.4% | 0.0% | 7.1% |
| Monthly | 16.7% | 18.5% | 25.0% | 5.3% | 10.0% | 14.8% | 18.2% | 4.5% | 21.4% |
| A few times a year | 25.0% | 32.3% | 25.0% | 21.1% | 20.0% | 38.3% | 9.1% | 40.9% | 23.8% |
| Rarely | 25.0% | 31.7% | 17.9% | 31.6% | 40.0% | 23.5% | 27.3% | 31.8% | 28.6% |
| Never | 25.0% | 11.1% | 10.7% | 42.1% | 15.0% | 12.2% | 9.1% | 22.7% | 19.0% |

*Significantly different between stakeholder groups

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

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

| | Office of President/Prime Minister/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 |
| Are timely* | 7 | 8.86 | 1.57 | 139 | 7.09 | 1.80 | 40 | 7.28 | 2.03 | 13 | 7.08 | 1.75 | 7 | 8.86 | 1.07 | 72 | 7.06 | 2.34 | 9 | 6.22 | 3.23 | 18 | 6.22 | 2.07 | 24 | 7.13 | 2.19 |
| Include appropriate level of stakeholder involvement during preparation | 5 | 6.80 | 3.35 | 125 | 6.58 | 2.11 | 39 | 6.72 | 2.25 | 9 | 6.67 | 2.06 | 6 | 6.17 | 2.93 | 69 | 6.58 | 2.38 | 9 | 5.33 | 2.60 | 10 | 4.80 | 1.55 | 25 | 6.12 | 2.32 |
| Lead to practical solutions* | 5 | 8.60 | 1.14 | 129 | 6.31 | 1.97 | 39 | 6.77 | 1.75 | 10 | 6.50 | 1.65 | 7 | 6.71 | 1.50 | 64 | 6.69 | 2.40 | 7 | 6.29 | 2.29 | 12 | 4.75 | 2.05 | 22 | 6.05 | 1.59 |
| Are accessible (well written and easy to understand) | 6 | 7.17 | 3.19 | 124 | 6.35 | 2.08 | 40 | 6.85 | 1.97 | 10 | 6.10 | 1.45 | 8 | 5.63 | 3.11 | 73 | 6.75 | 2.25 | 7 | 5.43 | 3.26 | 15 | 5.40 | 2.20 | 20 | 6.15 | 2.03 |
| Are source of relevant information on global good practices | 5 | 9.00 | 0.71 | 138 | 7.41 | 1.63 | 38 | 7.71 | 1.81 | 12 | 7.17 | 1.40 | 7 | 8.43 | 1.51 | 72 | 7.49 | 2.12 | 10 | 6.80 | 2.49 | 14 | 7.00 | 1.47 | 26 | 7.35 | 1.98 |
| Are relevant to country challenges* | 2 | 9.50 | 0.71 | 51 | 7.10 | 1.82 | 18 | 7.72 | 1.67 | 7 | 8.00 | 1.63 | 4 | 7.75 | 1.89 | 34 | 7.35 | 2.14 | 6 | 6.17 | 3.25 | 10 | 5.00 | 3.43 | 10 | 5.50 | 2.27 |
| Are adequately disseminated* | 6 | 7.00 | 2.28 | 137 | 6.19 | 2.21 | 40 | 5.95 | 2.51 | 10 | 6.30 | 1.42 | 6 | 7.00 | 2.68 | 81 | 6.22 | 2.51 | 10 | 4.20 | 2.78 | 17 | 4.88 | 2.42 | 21 | 5.05 | 2.22 |
| Are translated enough into local language | 5 | 4.60 | 3.36 | 116 | 3.42 | 2.19 | 38 | 4.63 | 3.06 | 11 | 3.82 | 2.18 | 5 | 2.40 | 1.34 | 74 | 3.46 | 2.23 | 8 | 2.50 | 2.14 | 16 | 3.94 | 2.91 | 25 | 3.64 | 2.55 |
| Are adaptable to Togo's specific development challenges and country circumstances* | 7 | 8.71 | 1.11 | 141 | 6.47 | 1.91 | 37 | 7.05 | 2.20 | 12 | 6.83 | 1.59 | 7 | 8.00 | 1.63 | 76 | 7.07 | 2.14 | 9 | 5.89 | 3.06 | 16 | 5.88 | 2.47 | 27 | 5.70 | 2.37 |

*Significantly different between stakeholder groups

| | Office of President/Prime Minister/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 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* | 8 | 9.25 | 1.16 | 148 | 7.17 | 2.02 | 47 | 8.06 | 1.70 | 18 | 7.33 | 2.20 | 12 | 9.17 | 1.47 | 96 | 7.78 | 2.08 | 11 | 6.45 | 3.56 | 20 | 7.45 | 2.21 | 36 | 7.67 | 1.94 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 8 | 8.38 | 2.67 | 148 | 7.31 | 1.77 | 50 | 8.34 | 1.61 | 16 | 7.38 | 1.75 | 13 | 7.62 | 2.50 | 87 | 7.14 | 2.06 | 11 | 5.55 | 2.73 | 18 | 7.50 | 1.65 | 36 | 7.11 | 2.46 |

(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

When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...?* (Select only ONE response)

| Percentage of Respondents | Office of President/Prime Minister/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 |
|--|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Almost never has the right skills mix to tackle the challenges of fragility | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 1.7% | 9.1% | 9.1% | 2.8% |
| Rarely has the right skills mix to tackle the challenges of fragility | 0.0% | 4.3% | 1.8% | 10.5% | 10.5% | 4.3% | 9.1% | 0.0% | 5.6% |
| Sometimes has the right skills mix to tackle the challenges of fragility | 50.0% | 23.9% | 16.4% | 5.3% | 36.8% | 17.2% | 18.2% | 9.1% | 25.0% |
| Almost always has the right skills mix to tackle the challenges of fragility | 33.3% | 43.6% | 52.7% | 36.8% | 21.1% | 45.7% | 36.4% | 22.7% | 27.8% |
| Don't know | 16.7% | 19.1% | 20.0% | 31.6% | 31.6% | 22.4% | 27.3% | 50.0% | 19.4% |
| Prefer not to answer | 0.0% | 9.0% | 9.1% | 15.8% | 0.0% | 8.6% | 0.0% | 9.1% | 19.4% |

*Significantly different between stakeholder groups

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

| | Office of President/Prime Minister/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 |
| The World Bank Group disburses funds promptly* | 5 | 5.00 | 3.54 | 141 | 5.18 | 2.74 | 46 | 6.57 | 3.25 | 15 | 4.33 | 2.44 | 8 | 3.50 | 1.77 | 84 | 4.08 | 2.59 | 8 | 4.50 | 3.02 | 14 | 2.86 | 1.29 | 23 | 4.70 | 2.55 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports* | 7 | 9.57 | 0.79 | 167 | 7.79 | 1.87 | 52 | 8.27 | 1.73 | 15 | 7.87 | 2.42 | 11 | 8.18 | 2.52 | 104 | 7.73 | 2.20 | 10 | 5.50 | 3.75 | 17 | 6.29 | 2.57 | 33 | 7.00 | 2.82 |
| The World Bank Group's approvals and reviews are done in a timely fashion* | 5 | 5.80 | 3.11 | 141 | 6.20 | 2.08 | 46 | 7.11 | 2.10 | 14 | 6.21 | 2.33 | 11 | 5.36 | 2.84 | 83 | 5.61 | 2.43 | 9 | 4.89 | 2.76 | 14 | 4.07 | 2.53 | 27 | 5.93 | 2.66 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable* | 4 | 6.75 | 4.03 | 99 | 7.19 | 1.77 | 37 | 7.92 | 1.86 | 12 | 5.83 | 1.95 | 7 | 6.86 | 2.41 | 64 | 7.02 | 2.05 | 8 | 5.88 | 2.75 | 10 | 5.20 | 3.01 | 17 | 7.24 | 2.49 |
| The World Bank Group's conditions on its lending are reasonable | 6 | 7.50 | 2.81 | 107 | 6.37 | 2.33 | 29 | 7.10 | 2.01 | 12 | 5.83 | 2.41 | 11 | 6.00 | 3.19 | 50 | 6.14 | 2.53 | 7 | 5.00 | 3.37 | 13 | 5.08 | 3.15 | 20 | 6.90 | 2.71 |
| The World Bank Group takes decisions quickly in Togo* | 4 | 5.75 | 3.30 | 113 | 5.75 | 2.30 | 40 | 5.92 | 2.44 | 14 | 5.50 | 2.31 | 8 | 3.38 | 2.33 | 64 | 5.06 | 2.83 | 6 | 2.83 | 2.86 | 13 | 4.31 | 2.66 | 21 | 5.81 | 2.56 |
| Working with the World Bank Group increases Togo's institutional capacity* | 6 | 9.50 | 0.84 | 163 | 6.98 | 2.08 | 44 | 7.32 | 2.22 | 16 | 7.56 | 2.39 | 12 | 6.58 | 3.29 | 88 | 6.95 | 2.49 | 10 | 5.50 | 3.21 | 19 | 5.58 | 2.87 | 28 | 6.96 | 2.44 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 5 | 9.60 | 0.55 | 136 | 7.49 | 2.07 | 43 | 8.60 | 1.51 | 14 | 7.50 | 2.50 | 11 | 7.73 | 2.33 | 79 | 7.86 | 2.38 | 9 | 6.00 | 3.16 | 13 | 5.85 | 3.05 | 23 | 8.13 | 1.49 |
| The World Bank Group provides effective implementation support* | 6 | 9.17 | 0.98 | 160 | 7.36 | 2.00 | 49 | 8.14 | 1.63 | 16 | 6.56 | 2.56 | 10 | 7.60 | 2.41 | 101 | 7.66 | 2.14 | 7 | 5.29 | 3.30 | 16 | 6.06 | 2.38 | 27 | 7.63 | 2.19 |

*Significantly different between stakeholder groups

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

| | Office of President/Prime Minister/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 |
| To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Togo?* | 6 | 9.17 | 1.33 | 126 | 6.50 | 2.07 | 45 | 7.11 | 1.93 | 10 | 5.70 | 1.77 | 13 | 6.92 | 3.43 | 86 | 6.93 | 2.17 | 10 | 6.50 | 3.21 | 14 | 5.00 | 2.45 | 30 | 5.73 | 2.38 |

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

| | Office of President/Prime Minister/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 |
| To what extent do you believe the World Bank Group is adequately staffed in Togo? | 5 | 5.80 | 4.55 | 96 | 5.04 | 2.04 | 32 | 5.13 | 2.54 | 6 | 4.17 | 1.17 | 7 | 4.00 | 2.24 | 57 | 5.30 | 2.34 | 8 | 4.75 | 3.65 | 9 | 5.00 | 2.40 | 23 | 5.13 | 2.63 |

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

| | Office of President/Prime Minister/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 |
| To what extent do you believe the World Bank Group measures and corrects its work in real time in Togo?* | 4 | 7.75 | 4.50 | 103 | 6.51 | 1.97 | 37 | 7.41 | 2.06 | 9 | 5.44 | 3.00 | 8 | 6.25 | 3.01 | 70 | 6.96 | 2.24 | 7 | 4.86 | 3.24 | 11 | 4.91 | 2.55 | 24 | 6.25 | 2.54 |

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



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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 8.3% | 14.4% | 15.1% | 21.1% | 15.0% | 15.1% | 18.2% | 36.4% | 9.5% |
| Collaborate more effectively with Government clients | 33.3% | 25.1% | 15.1% | 26.3% | 20.0% | 17.6% | 18.2% | 18.2% | 23.8% |
| Work faster | 8.3% | 7.5% | 3.8% | 0.0% | 0.0% | 8.4% | 0.0% | 13.6% | 7.1% |
| Reduce the complexity of obtaining World Bank Group financing | 41.7% | 20.9% | 15.1% | 21.1% | 30.0% | 26.1% | 18.2% | 22.7% | 9.5% |
| Increase availability of Reimbursable Advisory Services | 0.0% | 0.5% | 0.0% | 0.0% | 5.0% | 0.0% | 0.0% | 0.0% | 2.4% |
| Help to bring discipline/effective supervision to implementation of investment projects | 8.3% | 21.9% | 24.5% | 42.1% | 15.0% | 15.1% | 36.4% | 22.7% | 9.5% |
| Offer more innovative financial products | 25.0% | 20.3% | 5.7% | 31.6% | 10.0% | 16.8% | 9.1% | 13.6% | 7.1% |
| Ensure greater selectivity in its work | 0.0% | 4.8% | 7.5% | 0.0% | 5.0% | 8.4% | 0.0% | 0.0% | 11.9% |
| Provide more adequate data/knowledge/statistics/figures on Togo's economy | 0.0% | 3.7% | 1.9% | 0.0% | 5.0% | 3.4% | 0.0% | 9.1% | 9.5% |
| Improve the competitiveness of its financing compared to markets* | 0.0% | 5.3% | 18.9% | 0.0% | 0.0% | 5.9% | 0.0% | 0.0% | 9.5% |
| Reach out more to groups outside of Government* | 41.7% | 34.2% | 39.6% | 36.8% | 65.0% | 58.0% | 72.7% | 40.9% | 33.3% |
| Increase the level of capacity development in the country | 25.0% | 21.4% | 24.5% | 5.3% | 15.0% | 10.9% | 9.1% | 18.2% | 31.0% |
| Improve the quality of its experts as related to Togo's specific challenges | 0.0% | 8.0% | 7.5% | 10.5% | 10.0% | 7.6% | 9.1% | 0.0% | 14.3% |
| Increase the level of World Bank Group staffing in Togo's office | 8.3% | 5.9% | 7.5% | 5.3% | 0.0% | 4.2% | 9.1% | 0.0% | 11.9% |
| Other* | 0.0% | 0.0% | 7.5% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 2.4% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/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 | 40.0% | 31.2% | 28.6% | 55.6% | 23.8% | 30.7% | 27.3% | 31.8% | 32.5% |
| Knowledge products | 10.0% | 14.5% | 10.7% | 22.2% | 9.5% | 14.0% | 18.2% | 22.7% | 20.0% |
| Convening services | 0.0% | 9.1% | 8.9% | 0.0% | 9.5% | 6.1% | 27.3% | 9.1% | 7.5% |
| None of the above | 0.0% | 1.1% | 0.0% | 0.0% | 0.0% | 1.8% | 0.0% | 0.0% | 0.0% |
| The combination is appropriate for Togo | 30.0% | 39.8% | 41.1% | 22.2% | 47.6% | 36.8% | 18.2% | 31.8% | 30.0% |
| Don't know | 20.0% | 4.3% | 10.7% | 0.0% | 9.5% | 10.5% | 9.1% | 4.5% | 10.0% |

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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 25.0% | 16.5% | 16.1% | 11.1% | 15.0% | 16.7% | 9.1% | 22.7% | 20.9% |
| Public financial management* | 75.0% | 50.0% | 28.6% | 61.1% | 45.0% | 40.0% | 36.4% | 45.5% | 55.8% |
| Reducing gender based violence | 0.0% | 2.7% | 5.4% | 0.0% | 0.0% | 7.5% | 0.0% | 0.0% | 4.7% |
| Access to justice systems | 8.3% | 9.6% | 7.1% | 5.6% | 5.0% | 7.5% | 36.4% | 9.1% | 7.0% |
| Security mechanisms | 8.3% | 2.1% | 1.8% | 5.6% | 5.0% | 1.7% | 0.0% | 4.5% | 2.3% |
| Conflict resolution mechanisms | 0.0% | 2.7% | 1.8% | 0.0% | 5.0% | 3.3% | 9.1% | 0.0% | 7.0% |
| Access to basic services | 50.0% | 54.8% | 67.9% | 50.0% | 40.0% | 45.8% | 45.5% | 68.2% | 39.5% |
| Capacity of state institutions* | 8.3% | 23.4% | 3.6% | 5.6% | 15.0% | 15.0% | 0.0% | 9.1% | 23.3% |
| Jobs | 66.7% | 50.0% | 58.9% | 61.1% | 50.0% | 55.0% | 72.7% | 50.0% | 55.8% |
| Improving livelihoods | 0.0% | 15.4% | 19.6% | 22.2% | 10.0% | 29.2% | 18.2% | 27.3% | 18.6% |
| Food security | 25.0% | 28.2% | 28.6% | 33.3% | 40.0% | 30.8% | 27.3% | 27.3% | 14.0% |
| Social safety nets* | 33.3% | 23.9% | 48.2% | 5.6% | 20.0% | 23.3% | 9.1% | 13.6% | 25.6% |
| Stimulating dialogue to promote peace and stability | 0.0% | 13.8% | 10.7% | 22.2% | 20.0% | 15.8% | 36.4% | 13.6% | 14.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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 | 16.7% | 24.4% | 30.2% | 47.1% | 22.2% | 28.6% | 18.2% | 55.0% | 27.0% |
| Public financial management | 16.7% | 28.4% | 22.6% | 17.6% | 16.7% | 29.5% | 36.4% | 30.0% | 32.4% |
| Reducing gender based violence | 8.3% | 11.4% | 15.1% | 0.0% | 11.1% | 11.6% | 9.1% | 20.0% | 5.4% |
| Access to justice systems | 33.3% | 27.3% | 37.7% | 17.6% | 27.8% | 21.4% | 45.5% | 25.0% | 27.0% |
| Security mechanisms | 16.7% | 10.8% | 9.4% | 11.8% | 11.1% | 16.1% | 9.1% | 10.0% | 13.5% |
| Conflict resolution mechanisms | 8.3% | 5.1% | 15.1% | 5.9% | 11.1% | 10.7% | 9.1% | 5.0% | 10.8% |
| Access to basic services | 41.7% | 27.8% | 13.2% | 35.3% | 22.2% | 28.6% | 18.2% | 15.0% | 35.1% |
| Capacity of state institutions | 16.7% | 21.6% | 22.6% | 5.9% | 5.6% | 17.0% | 27.3% | 15.0% | 13.5% |
| Jobs | 8.3% | 26.7% | 20.8% | 41.2% | 33.3% | 31.3% | 27.3% | 30.0% | 27.0% |
| Improving livelihoods | 8.3% | 19.3% | 18.9% | 11.8% | 33.3% | 20.5% | 18.2% | 10.0% | 13.5% |
| Food security | 75.0% | 36.9% | 24.5% | 35.3% | 44.4% | 33.9% | 36.4% | 30.0% | 40.5% |
| Social safety nets | 16.7% | 25.6% | 22.6% | 29.4% | 5.6% | 21.4% | 0.0% | 25.0% | 10.8% |
| Stimulating dialogue to promote peace and stability | 33.3% | 23.3% | 37.7% | 29.4% | 5.6% | 23.2% | 27.3% | 20.0% | 40.5% |

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

To what degree does the World Bank Group support with its resources? (1-To no degree at all, 10-To a very significant degree)

| | Office of President/Prime Minister/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 |
| Social cohesion | 3 | 7.67 | 2.52 | 71 | 5.06 | 1.96 | 26 | 4.77 | 2.60 | 5 | 6.00 | 2.35 | 3 | 5.00 | 1.00 | 43 | 5.49 | 2.77 | 6 | 3.17 | 2.14 | 9 | 3.78 | 2.28 | 18 | 4.50 | 2.28 |
| Public financial management | 8 | 8.75 | 1.39 | 108 | 6.79 | 1.90 | 29 | 6.28 | 2.43 | 8 | 7.25 | 1.98 | 4 | 5.75 | 0.96 | 48 | 6.65 | 2.49 | 7 | 6.71 | 2.14 | 9 | 7.33 | 1.87 | 21 | 6.38 | 2.52 |
| Reducing gender based violence | 3 | 6.00 | 4.58 | 70 | 5.40 | 2.18 | 25 | 5.68 | 2.72 | 7 | 6.29 | 2.63 | 6 | 6.50 | 2.88 | 43 | 5.84 | 2.62 | 6 | 5.17 | 3.31 | 8 | 4.63 | 2.88 | 14 | 5.21 | 2.52 |
| Access to justice systems* | 4 | 9.25 | 0.96 | 71 | 5.63 | 2.10 | 28 | 4.86 | 2.55 | 10 | 6.60 | 2.07 | 3 | 3.67 | 1.53 | 40 | 5.13 | 2.10 | 6 | 3.67 | 2.66 | 10 | 3.60 | 2.84 | 16 | 4.63 | 2.53 |
| Security mechanisms | 3 | 9.67 | 0.58 | 62 | 5.13 | 1.96 | 24 | 5.33 | 2.26 | 7 | 5.86 | 2.27 | 3 | 4.33 | 2.08 | 42 | 5.31 | 2.42 | 6 | 4.00 | 2.83 | 9 | 4.56 | 3.36 | 15 | 4.80 | 2.08 |
| Conflict resolution mechanisms | 3 | 8.33 | 1.53 | 66 | 5.45 | 1.90 | 24 | 4.96 | 2.39 | 8 | 6.38 | 1.77 | 3 | 4.33 | 2.08 | 43 | 5.28 | 2.81 | 6 | 4.50 | 2.88 | 9 | 3.56 | 2.83 | 17 | 4.65 | 2.69 |
| Access to basic services* | 6 | 8.50 | 1.22 | 117 | 6.73 | 1.87 | 40 | 8.08 | 1.95 | 13 | 6.62 | 2.06 | 6 | 7.67 | 1.63 | 77 | 7.25 | 2.32 | 9 | 7.11 | 2.57 | 10 | 6.20 | 2.90 | 23 | 5.61 | 2.90 |
| Capacity of state institutions | 4 | 6.25 | 3.50 | 114 | 6.40 | 1.88 | 27 | 6.11 | 1.63 | 10 | 6.50 | 2.07 | 6 | 6.33 | 1.21 | 49 | 6.35 | 2.18 | 7 | 6.57 | 3.31 | 8 | 4.88 | 3.00 | 18 | 6.83 | 2.04 |
| Jobs | 3 | 6.00 | 4.58 | 107 | 5.69 | 2.05 | 38 | 6.32 | 2.41 | 9 | 5.89 | 2.09 | 5 | 6.60 | 2.51 | 70 | 6.24 | 2.45 | 7 | 7.71 | 1.80 | 10 | 4.70 | 2.11 | 24 | 5.25 | 2.91 |
| Improving livelihoods* | 3 | 9.33 | 0.58 | 94 | 6.26 | 1.95 | 39 | 6.23 | 2.44 | 9 | 6.33 | 2.50 | 6 | 3.83 | 1.72 | 69 | 6.68 | 2.12 | 7 | 7.43 | 1.99 | 10 | 5.00 | 2.26 | 20 | 5.35 | 2.62 |
| Food security | 4 | 8.00 | 0.82 | 120 | 6.87 | 1.86 | 39 | 6.49 | 2.57 | 13 | 6.54 | 2.18 | 6 | 6.33 | 2.34 | 78 | 7.27 | 2.13 | 6 | 8.00 | 1.10 | 10 | 5.30 | 2.95 | 22 | 6.45 | 2.40 |
| Social safety nets* | 3 | 7.67 | 2.52 | 91 | 6.66 | 2.05 | 42 | 7.21 | 2.53 | 9 | 6.33 | 2.18 | 4 | 6.50 | 1.91 | 69 | 7.28 | 2.25 | 7 | 7.14 | 0.90 | 9 | 4.56 | 2.60 | 18 | 5.89 | 2.72 |
| Stimulating dialogue to promote peace and stability | 3 | 8.33 | 1.53 | 69 | 5.88 | 2.05 | 21 | 5.14 | 2.35 | 8 | 6.50 | 2.45 | 4 | 4.25 | 2.87 | 52 | 6.04 | 2.59 | 5 | 4.80 | 2.86 | 10 | 4.80 | 3.08 | 21 | 5.67 | 2.63 |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Togo?*

| Percentage of Respondents | Office of President/Prime Minister/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 |
|-----------------------------------|---|------------------------|---|------------------|--|-------|-------|--|-------|
| Never | 25.0% | 22.0% | 14.8% | 50.0% | 60.0% | 28.0% | 27.3% | 36.4% | 37.2% |
| Less than once a year | 0.0% | 12.9% | 13.0% | 22.2% | 0.0% | 16.9% | 9.1% | 31.8% | 16.3% |
| Once a year to a few times a year | 41.7% | 39.2% | 38.9% | 16.7% | 20.0% | 36.4% | 9.1% | 22.7% | 27.9% |
| Less than once a month | 0.0% | 7.0% | 9.3% | 5.6% | 5.0% | 3.4% | 9.1% | 4.5% | 7.0% |
| At least once a month | 33.3% | 15.6% | 16.7% | 5.6% | 15.0% | 12.7% | 36.4% | 0.0% | 7.0% |
| At least once a week | 0.0% | 3.2% | 7.4% | 0.0% | 0.0% | 2.5% | 9.1% | 4.5% | 4.7% |

*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How much face to face access would you like to have with the World Bank Group in Togo? (Select only ONE response)**

| Percentage of Respondents | Office of President/Prime Minister/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 |
|---|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| I prefer more frequent interactions with the World Bank Group | 72.7% | 64.6% | 73.6% | 68.4% | 50.0% | 74.2% | 54.5% | 68.2% | 65.1% |
| I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently | 18.2% | 16.9% | 15.1% | 10.5% | 25.0% | 10.0% | 27.3% | 9.1% | 14.0% |
| I prefer less frequent interactions with the World Bank Group | 0.0% | 1.6% | 1.9% | 0.0% | 0.0% | 0.8% | 0.0% | 4.5% | 0.0% |
| I prefer to have no face to face interactions with the World Bank Group | 0.0% | 0.5% | 0.0% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 2.3% |
| Prefer not to answer | 9.1% | 16.4% | 9.4% | 21.1% | 25.0% | 14.2% | 18.2% | 18.2% | 18.6% |

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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* | 8.3% | 16.4% | 21.8% | 31.6% | 19.0% | 27.6% | 9.1% | 18.2% | 39.5% |
| International radio | 33.3% | 17.5% | 14.5% | 15.8% | 14.3% | 14.7% | 27.3% | 18.2% | 18.6% |
| Social media | 8.3% | 10.6% | 16.4% | 0.0% | 9.5% | 6.9% | 9.1% | 4.5% | 14.0% |
| International newspapers* | 33.3% | 3.2% | 7.3% | 5.3% | 4.8% | 3.4% | 0.0% | 0.0% | 11.6% |
| Local television | 16.7% | 43.4% | 32.7% | 42.1% | 42.9% | 52.6% | 18.2% | 36.4% | 37.2% |
| Internet* | 50.0% | 58.2% | 52.7% | 26.3% | 28.6% | 46.6% | 45.5% | 54.5% | 37.2% |
| Periodicals | 0.0% | 4.2% | 3.6% | 0.0% | 0.0% | 0.9% | 0.0% | 13.6% | 0.0% |
| International television | 25.0% | 18.5% | 16.4% | 42.1% | 28.6% | 13.8% | 18.2% | 18.2% | 14.0% |
| Local newspapers* | 8.3% | 18.0% | 14.5% | 21.1% | 47.6% | 25.0% | 45.5% | 13.6% | 14.0% |
| Other | 8.3% | 2.1% | 7.3% | 0.0% | 0.0% | 4.3% | 18.2% | 4.5% | 9.3% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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% | 40.3% | 29.6% | 57.9% | 27.8% | 40.8% | 45.5% | 50.0% | 25.6% |
| e-Newsletters | 25.0% | 39.2% | 31.5% | 21.1% | 33.3% | 22.5% | 27.3% | 45.5% | 34.9% |
| World Bank Group's seminars/workshops/conferences | 50.0% | 32.8% | 27.8% | 52.6% | 38.9% | 40.8% | 36.4% | 13.6% | 25.6% |
| Mobile phones* | 8.3% | 4.3% | 14.8% | 10.5% | 27.8% | 10.8% | 27.3% | 9.1% | 16.3% |
| Direct contact with World Bank Group | 8.3% | 12.9% | 14.8% | 10.5% | 16.7% | 20.0% | 18.2% | 13.6% | 27.9% |
| Emails | 16.7% | 32.3% | 42.6% | 26.3% | 33.3% | 38.3% | 18.2% | 36.4% | 46.5% |
| World Bank Group's website | 16.7% | 27.4% | 22.2% | 21.1% | 22.2% | 18.3% | 9.1% | 18.2% | 11.6% |
| Social media | 8.3% | 4.8% | 7.4% | 0.0% | 0.0% | 4.2% | 18.2% | 9.1% | 2.3% |
| Other | 0.0% | 1.1% | 3.7% | 0.0% | 0.0% | 0.8% | 0.0% | 0.0% | 2.3% |

*Significantly different between stakeholder groups

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 President/Prime Minister/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 | 10.0% | 17.0% | 30.2% | 5.6% | 25.0% | 13.8% | 54.5% | 18.2% | 14.6% |
| No | 90.0% | 83.0% | 69.8% | 94.4% | 75.0% | 86.2% | 45.5% | 81.8% | 85.4% |

*Significantly different between stakeholder groups

Do you have reliable access to the Internet?

| Percentage of Respondents | Office of President/Prime Minister/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 | 54.5% | 74.2% | 59.6% | 47.1% | 61.9% | 61.0% | 63.6% | 45.5% | 65.0% |
| No | 45.5% | 25.8% | 40.4% | 52.9% | 38.1% | 39.0% | 36.4% | 54.5% | 35.0% |

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

| Percentage of Respondents | Office of President/Prime Minister/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 | 50.0% | 50.6% | 52.8% | 11.1% | 15.8% | 29.9% | 63.6% | 33.3% | 26.8% |
| No | 50.0% | 49.4% | 47.2% | 88.9% | 84.2% | 70.1% | 36.4% | 66.7% | 73.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Office of President/Prime Minister/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 | 27.3% | 17.3% | 27.5% | 5.3% | 15.0% | 18.1% | 45.5% | 9.1% | 14.6% |
| No | 72.7% | 82.7% | 72.5% | 94.7% | 85.0% | 81.9% | 54.5% | 90.9% | 85.4% |

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

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

| Percentage of Respondents | Office of President/Prime Minister/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 |
|---------------------------|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| High speed/WiFi | 100.0% | 78.3% | 78.8% | 69.2% | 78.6% | 65.5% | 77.8% | 94.4% | 51.4% |
| Dial-up | 0.0% | 21.7% | 21.2% | 30.8% | 21.4% | 34.5% | 22.2% | 5.6% | 48.6% |

*Significantly different between stakeholder groups

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 President/Prime Minister/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 | 8.3% | 15.2% | 21.4% | 5.6% | 13.6% | 19.3% | 45.5% | 18.2% | 11.4% |
| Monthly | 25.0% | 18.8% | 23.2% | 11.1% | 13.6% | 9.2% | 18.2% | 4.5% | 6.8% |
| A few times a year | 25.0% | 22.5% | 14.3% | 5.6% | 9.1% | 16.8% | 27.3% | 40.9% | 13.6% |
| Rarely | 25.0% | 27.2% | 17.9% | 27.8% | 31.8% | 29.4% | 9.1% | 22.7% | 38.6% |
| Never | 16.7% | 16.2% | 23.2% | 50.0% | 31.8% | 25.2% | 0.0% | 13.6% | 29.5% |

*Significantly different between stakeholder groups

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

| | Office of President/Prime Minister/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 |
| I find the World Bank Group's websites easy to navigate | 2 | 7.50 | 3.54 | 69 | 7.42 | 1.93 | 21 | 7.81 | 1.94 | 1 | 9.00 | - | 2 | 7.00 | 0.00 | 23 | 6.91 | 2.71 | 6 | 7.50 | 3.21 | 6 | 6.33 | 2.25 | 9 | 7.11 | 1.45 |
| I find the information on the World Bank Group's websites useful | 4 | 9.25 | 0.96 | 76 | 7.64 | 1.65 | 25 | 7.84 | 1.84 | 1 | 9.00 | - | 2 | 7.50 | 0.71 | 26 | 7.81 | 1.98 | 7 | 8.00 | 1.91 | 6 | 6.67 | 1.86 | 10 | 8.10 | 1.29 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 4 | 8.50 | 1.29 | 79 | 7.18 | 2.16 | 27 | 7.15 | 2.74 | 5 | 6.00 | 3.39 | 11 | 7.00 | 3.32 | 58 | 8.05 | 2.40 | 7 | 7.57 | 2.30 | 7 | 8.00 | 1.53 | 20 | 7.20 | 2.46 |
| When I need information from the World Bank Group I know how to find it | 3 | 8.00 | 1.00 | 111 | 5.77 | 2.79 | 33 | 6.03 | 3.07 | 7 | 4.14 | 2.61 | 10 | 4.40 | 3.27 | 64 | 4.89 | 3.29 | 8 | 7.25 | 3.37 | 9 | 3.89 | 3.59 | 21 | 5.10 | 3.46 |
| The World Bank Group is responsive to my information requests and inquiries | 3 | 7.67 | 1.53 | 63 | 6.52 | 2.42 | 25 | 5.80 | 3.07 | 4 | 3.50 | 3.00 | 6 | 6.17 | 3.06 | 38 | 5.39 | 2.96 | 7 | 7.29 | 3.73 | 3 | 3.33 | 2.52 | 15 | 5.80 | 3.75 |

H. Background Information

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

| Percentage of Respondents | Office of President/Prime Minister/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 | 54.5% | 53.2% | 75.5% | 31.6% | 19.0% | 34.5% | 45.5% | 18.2% | 34.1% |
| No | 45.5% | 46.8% | 24.5% | 68.4% | 81.0% | 65.5% | 54.5% | 81.8% | 65.9% |

*Significantly different between stakeholder groups

**H. Background Information (continued)****Which of the following agencies of the World Bank Group do you primarily engage with in Togo?* (Select only ONE response)**

| Percentage of Respondents | Office of President/Prime Minister/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) | 58.3% | 83.1% | 90.6% | 69.2% | 61.1% | 59.6% | 45.5% | 53.8% | 69.7% |
| The International Finance Corporation | 16.7% | 3.8% | 0.0% | 0.0% | 0.0% | 6.4% | 9.1% | 7.7% | 6.1% |
| The Multilateral Investment Guarantee Agency | 0.0% | 0.0% | 1.9% | 0.0% | 0.0% | 1.1% | 0.0% | 0.0% | 6.1% |
| Other | 25.0% | 13.1% | 7.5% | 30.8% | 38.9% | 33.0% | 45.5% | 38.5% | 18.2% |

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

| Percentage of Respondents | Office of President/Prime Minister/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% | 32.3% | 21.7% | 7.1% | 5.0% | 17.2% | 25.0% | 0.0% | 14.7% |
| No | 70.0% | 67.7% | 78.3% | 92.9% | 95.0% | 82.8% | 75.0% | 100.0% | 85.3% |

Significantly different between stakeholder groups*If yes, what was your view of how the two institutions work together in Togo?* (Select only ONE response)**

| Percentage of Respondents | Office of President/Prime Minister/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% | 22.4% | 40.0% | 0.0% | 0.0% | 35.3% | 0.0% | 0.0% | 40.0% |
| The way the two institutions work together needs improvement | 66.7% | 34.7% | 40.0% | 0.0% | 100.0% | 58.8% | 0.0% | 0.0% | 40.0% |
| The two institutions do not work well together | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 100.0% | 0.0% | 0.0% |
| Don't know | 0.0% | 42.9% | 20.0% | 100.0% | 0.0% | 5.9% | 0.0% | 0.0% | 20.0% |

Significantly different between stakeholder groups*Which of the following describes most of your exposure to the World Bank Group in Togo? (Choose no more than TWO)**

| Percentage of Respondents (Responses combined) | Office of President/Prime Minister/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* | 25.0% | 21.4% | 14.3% | 40.0% | 47.6% | 39.8% | 50.0% | 60.0% | 34.3% |
| Use World Bank Group reports/data | 58.3% | 26.8% | 18.4% | 6.7% | 28.6% | 32.0% | 40.0% | 25.0% | 37.1% |
| Engage in World Bank Group related/sponsored events/activities | 41.7% | 40.5% | 38.8% | 33.3% | 38.1% | 38.8% | 40.0% | 15.0% | 28.6% |
| Collaborate as part of my professional duties* | 33.3% | 48.8% | 73.5% | 40.0% | 38.1% | 27.2% | 30.0% | 20.0% | 28.6% |
| Use World Bank Group website for information, data, research, etc. | 16.7% | 19.0% | 18.4% | 13.3% | 9.5% | 18.4% | 20.0% | 25.0% | 28.6% |

**Significantly different between stakeholder groups*

**H. Background Information (continued)****What's your gender?**

| Percentage of Respondents | Office of President/Prime Minister/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 | 0.0% | 9.4% | 8.8% | 5.3% | 9.5% | 13.4% | 0.0% | 9.1% | 4.7% |
| Male | 100.0% | 90.6% | 91.2% | 94.7% | 90.5% | 86.6% | 100.0% | 90.9% | 95.3% |



Appendix C: Responses to Indicator Questions by Geographic Location¹⁸

- Lomé/Région Maritime N=231 ● Région des Savanes N=90 ● Région de la Kara N=74
 ● Région Centrale N=53 ● Région des Plateaux N=62

B. Overall Attitudes toward the World Bank Group

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|---|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | 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 Togo. | 191 | 6.62 | 2.27 | 79 | 7.48 | 2.41 | 60 | 7.17 | 2.47 | 43 | 7.19 | 2.23 | 50 | 6.70 | 2.60 |

(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 Togo?

(1-Strongly disagree, 10-Strongly agree)

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|--|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | 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 Togo* | 203 | 7.33 | 2.44 | 77 | 8.38 | 1.96 | 65 | 7.51 | 2.44 | 49 | 7.82 | 2.16 | 54 | 7.98 | 2.42 |
| The World Bank Group's work is aligned with what I consider the development priorities for Togo* | 195 | 6.58 | 2.66 | 71 | 7.41 | 2.38 | 57 | 6.88 | 2.60 | 44 | 7.23 | 2.10 | 43 | 7.56 | 2.36 |

*Significantly different between geographic locations

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

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

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|---|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs | 138 | 5.61 | 2.39 | 62 | 6.34 | 2.59 | 41 | 5.68 | 2.59 | 23 | 6.30 | 2.40 | 32 | 6.41 | 2.82 |
| Flexibility (in terms of the institution's products and services) | 121 | 5.55 | 2.14 | 60 | 5.97 | 2.43 | 38 | 5.47 | 2.49 | 24 | 4.92 | 2.15 | 24 | 5.29 | 2.65 |
| Flexibility (in terms of changing country circumstances) | 127 | 6.02 | 2.04 | 61 | 6.20 | 2.50 | 36 | 6.11 | 2.31 | 24 | 5.96 | 2.46 | 25 | 5.68 | 2.39 |
| Being inclusive | 107 | 6.43 | 2.43 | 55 | 7.16 | 2.59 | 32 | 6.53 | 2.54 | 22 | 6.82 | 2.54 | 23 | 6.48 | 2.83 |
| Openness (sharing data and other information) | 133 | 7.00 | 2.00 | 66 | 7.36 | 2.29 | 38 | 6.11 | 2.36 | 25 | 7.28 | 2.41 | 33 | 6.73 | 2.57 |
| Collaboration with the Government | 172 | 7.71 | 1.91 | 69 | 8.20 | 2.14 | 53 | 7.77 | 2.04 | 39 | 7.64 | 2.44 | 44 | 7.32 | 2.48 |
| The speed in which it gets things accomplished on the ground | 153 | 6.55 | 2.03 | 65 | 7.25 | 2.49 | 49 | 6.49 | 2.42 | 32 | 7.50 | 2.14 | 36 | 6.94 | 2.55 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 166 | 6.90 | 2.14 | 71 | 7.62 | 2.43 | 42 | 6.74 | 2.26 | 37 | 8.03 | 1.91 | 38 | 7.32 | 2.31 |
| Collaboration with civil society* | 132 | 5.52 | 2.36 | 69 | 6.84 | 2.64 | 43 | 5.28 | 2.28 | 28 | 5.71 | 2.80 | 37 | 6.24 | 2.85 |
| Staff accessibility | 145 | 5.59 | 2.37 | 59 | 5.39 | 2.67 | 39 | 4.56 | 2.30 | 25 | 5.76 | 2.68 | 33 | 6.00 | 2.66 |
| Collaboration with other donors and development partners* | 120 | 6.78 | 1.96 | 61 | 7.41 | 2.30 | 34 | 6.26 | 2.44 | 33 | 7.24 | 2.24 | 32 | 7.72 | 1.73 |
| Collaboration with the private sector | 122 | 5.61 | 2.32 | 59 | 6.17 | 2.51 | 37 | 5.38 | 2.66 | 21 | 5.81 | 2.60 | 27 | 6.78 | 2.29 |
| Collaboration with the UN | 79 | 7.49 | 2.02 | 48 | 8.19 | 2.06 | 27 | 8.11 | 2.22 | 19 | 8.11 | 2.16 | 24 | 8.42 | 1.50 |
| Straightforwardness and honesty | 121 | 7.16 | 2.25 | 64 | 7.98 | 2.19 | 39 | 7.23 | 2.33 | 24 | 7.63 | 2.43 | 28 | 7.57 | 2.27 |
| Treating clients and stakeholders in Togo with respect | 141 | 7.31 | 2.17 | 69 | 8.20 | 2.07 | 46 | 7.46 | 2.29 | 32 | 7.34 | 2.28 | 35 | 7.71 | 2.24 |
| Being a long-term partner | 149 | 8.33 | 1.62 | 72 | 8.67 | 1.75 | 50 | 7.96 | 2.07 | 35 | 8.17 | 2.22 | 45 | 8.31 | 1.78 |

*Significantly different between geographic locations

¹⁸ 510 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

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|---|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | 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 Togo?* | 187 | 6.72 | 1.99 | 79 | 7.76 | 1.94 | 60 | 6.80 | 2.49 | 46 | 7.24 | 1.98 | 52 | 7.00 | 2.21 |

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

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|--|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | 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 Togo?* | 177 | 6.97 | 2.28 | 69 | 7.70 | 2.04 | 50 | 6.52 | 2.42 | 39 | 7.23 | 2.17 | 44 | 7.36 | 2.20 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|---|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | 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 Togo | 189 | 6.38 | 2.36 | 68 | 7.09 | 2.37 | 57 | 6.44 | 2.71 | 37 | 6.59 | 2.15 | 43 | 6.86 | 2.35 |
| The World Bank Group meets Togo's needs for knowledge services | 160 | 5.90 | 2.15 | 61 | 6.18 | 2.43 | 54 | 5.91 | 2.74 | 35 | 6.03 | 2.37 | 37 | 7.03 | 2.14 |

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

In Togo, 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)

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|---|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| Are adaptable to Togo's specific development challenges and country circumstances | 154 | 6.39 | 1.97 | 60 | 7.12 | 2.30 | 49 | 6.29 | 2.49 | 29 | 6.93 | 1.96 | 33 | 7.00 | 1.95 |

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|---|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | 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?* | 174 | 7.34 | 2.04 | 75 | 8.12 | 1.90 | 56 | 7.20 | 2.50 | 41 | 7.68 | 1.97 | 44 | 7.80 | 2.04 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 171 | 7.36 | 1.81 | 73 | 7.70 | 2.07 | 54 | 7.15 | 2.18 | 37 | 7.51 | 1.91 | 46 | 7.11 | 2.35 |

(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)

| | Lomé/Région Maritime | | | Région des Savanes | | | Région de la Kara | | | Région Centrale | | | Région des Plateaux | | |
|--|----------------------|------|------|--------------------|------|------|-------------------|------|------|-----------------|------|------|---------------------|------|------|
| | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD | N | Mean | SD |
| The World Bank Group takes decisions quickly in Togo | 123 | 5.54 | 2.43 | 60 | 5.08 | 2.63 | 41 | 5.00 | 2.77 | 28 | 5.79 | 2.59 | 28 | 6.04 | 2.59 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 151 | 7.49 | 2.08 | 59 | 7.64 | 2.57 | 50 | 7.66 | 2.51 | 33 | 8.12 | 1.92 | 37 | 8.24 | 1.88 |



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁹

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 Togo COS questionnaire: All 10-point scale questions and question B3 “When thinking about how the World Bank Group can have the most impact on development results in Togo, in which sectors do you believe the World Bank Group should focus most of its resources in Togo?”

● Collaborating with the WBG N=226 ● Not collaborating with the WBG N=270

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 Togo?* | 212 | 7.06 | 2.26 | 240 | 5.45 | 2.64 |

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between collaborators and non-collaborators

| | 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 Togo.* | 203 | 7.56 | 2.03 | 211 | 6.23 | 2.59 |

(1-Not effective at all, 10-Very effective) *Significantly different between collaborators and non-collaborators

¹⁹ Only 496 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 Togo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Togo? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not collaborating with the WBG |
|---|-------------------------------|-----------------------------------|
| Energy | 11.8% | 11.2% |
| Water and sanitation | 14.1% | 11.9% |
| Pollution | 0.0% | 0.4% |
| Job creation/employment | 31.4% | 37.7% |
| Health | 24.5% | 24.6% |
| Regional conflict and tensions | 0.0% | 0.4% |
| Financial markets | 2.7% | 1.5% |
| Social protection | 4.5% | 3.0% |
| Gender equity | 0.0% | 1.1% |
| Private sector development | 13.2% | 19.8% |
| Education | 33.2% | 28.4% |
| Public sector governance/reform | 20.5% | 19.4% |
| Security/stabilization/reconstruction | 0.0% | 0.7% |
| Global/regional integration | 0.5% | 0.7% |
| Food security | 5.5% | 5.6% |
| Urban development | 2.3% | 3.4% |
| Gender based violence | 0.0% | 0.4% |
| Judiciary reform | 2.3% | 4.1% |
| Economic growth | 10.9% | 6.3% |
| Disaster risk management* | 5.9% | 1.5% |
| Equality of opportunity | 5.9% | 3.7% |
| Disease | 0.5% | 1.1% |
| Decentralization | 17.7% | 20.9% |
| Information and communications technology | 3.2% | 3.4% |
| Transport | 7.7% | 9.7% |
| Agriculture and rural development | 41.8% | 38.4% |
| Trade and exports | 0.5% | 0.4% |
| Crime and violence | 0.0% | 0.4% |
| Natural resource management | 5.0% | 1.9% |
| Social cohesion | 0.9% | 1.1% |
| Climate change* | 10.9% | 3.4% |
| Poverty reduction | 16.8% | 22.0% |
| Anti corruption* | 5.0% | 10.8% |

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Togo 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* | 125 | 7.10 | 2.01 | 128 | 6.22 | 2.24 |
| Development Policy Financing* | 113 | 6.78 | 2.16 | 116 | 5.93 | 2.29 |
| Trust funds and grants* | 113 | 7.18 | 2.20 | 85 | 6.08 | 2.27 |
| Guarantees | 48 | 5.44 | 2.43 | 52 | 4.58 | 2.34 |
| IFC Investment Services | 47 | 6.34 | 2.32 | 49 | 5.53 | 2.22 |
| IFC Advisory Services* | 43 | 6.02 | 2.18 | 54 | 5.07 | 2.39 |

*Significantly different between collaborators and non-collaborators

**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 Togo?***(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 Togo* | 211 | 8.24 | 1.93 | 230 | 7.17 | 2.57 |
| The World Bank Group's work is aligned with what I consider the development priorities for Togo* | 197 | 7.52 | 2.30 | 209 | 6.42 | 2.64 |

Significantly different between collaborators and non-collaborators*To what extent is the World Bank Group an effective development partner in Togo, 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* | 145 | 6.70 | 2.29 | 148 | 4.98 | 2.45 |
| Flexibility (in terms of the institution's products and services)* | 127 | 6.12 | 2.20 | 137 | 4.89 | 2.21 |
| Flexibility (in terms of changing country circumstances)* | 132 | 6.70 | 2.03 | 139 | 5.37 | 2.21 |
| Being inclusive* | 111 | 7.26 | 2.23 | 128 | 5.97 | 2.67 |
| Openness (sharing data and other information)* | 143 | 7.40 | 1.99 | 149 | 6.48 | 2.37 |
| Collaboration with the Government* | 183 | 7.96 | 2.05 | 192 | 7.51 | 2.19 |
| The speed in which it gets things accomplished on the ground* | 171 | 7.37 | 1.96 | 165 | 6.13 | 2.42 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 173 | 7.76 | 1.80 | 180 | 6.65 | 2.47 |
| Collaboration with civil society* | 144 | 6.72 | 2.38 | 165 | 5.15 | 2.52 |
| Staff accessibility* | 149 | 6.42 | 2.30 | 153 | 4.54 | 2.35 |
| Collaboration with other donors and development partners* | 132 | 7.52 | 1.88 | 146 | 6.55 | 2.28 |
| Collaboration with the private sector* | 127 | 6.58 | 2.17 | 140 | 5.14 | 2.48 |
| Collaboration with the UN | 88 | 7.95 | 1.92 | 108 | 7.82 | 2.13 |
| Straightforwardness and honesty* | 138 | 7.85 | 2.01 | 135 | 6.98 | 2.48 |
| Treating clients and stakeholders in Togo with respect* | 164 | 8.02 | 2.05 | 154 | 7.06 | 2.26 |
| Being a long-term partner | 168 | 8.46 | 1.73 | 183 | 8.21 | 1.87 |

**Significantly different between collaborators and non-collaborators*



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 Togo? (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* | 103 | 5.88 | 2.56 | 115 | 4.67 | 2.36 |
| Gender equity | 94 | 5.70 | 2.43 | 113 | 5.40 | 2.53 |
| Private sector development* | 121 | 5.76 | 2.15 | 138 | 4.99 | 2.33 |
| Education* | 166 | 7.42 | 2.06 | 186 | 6.55 | 2.39 |
| Public sector governance/reform* | 138 | 5.96 | 2.26 | 158 | 5.38 | 2.66 |
| Global/regional integration | 88 | 6.18 | 2.30 | 112 | 5.96 | 2.41 |
| Urban development | 119 | 6.05 | 2.17 | 128 | 5.66 | 2.26 |
| Energy* | 112 | 6.07 | 2.20 | 130 | 5.41 | 2.18 |
| Water and sanitation* | 137 | 7.02 | 1.98 | 149 | 5.79 | 2.28 |
| Job creation/employment* | 132 | 5.80 | 2.40 | 142 | 4.89 | 2.39 |
| Health* | 142 | 6.80 | 2.02 | 166 | 6.18 | 2.33 |
| Agriculture and rural development* | 172 | 7.29 | 2.03 | 166 | 6.28 | 2.27 |
| Trade and exports* | 84 | 5.38 | 2.15 | 101 | 4.72 | 2.08 |
| Gender based violence | 81 | 5.78 | 2.49 | 104 | 5.46 | 2.38 |
| Natural resource management* | 110 | 6.53 | 2.26 | 124 | 5.45 | 2.43 |
| Climate change* | 139 | 7.05 | 2.16 | 136 | 5.93 | 2.41 |
| Poverty reduction* | 162 | 7.15 | 2.18 | 181 | 5.86 | 2.50 |
| Anti corruption* | 113 | 5.39 | 2.46 | 133 | 4.14 | 2.60 |
| Economic growth* | 131 | 6.73 | 1.96 | 149 | 5.89 | 2.26 |
| Disaster risk management* | 150 | 7.25 | 2.08 | 147 | 5.85 | 2.33 |
| Equality of opportunity | 92 | 5.74 | 2.32 | 124 | 5.18 | 2.35 |
| Information and communications technology | 94 | 5.65 | 2.35 | 113 | 5.05 | 2.30 |
| Decentralization* | 110 | 4.97 | 2.45 | 128 | 4.27 | 2.24 |
| Social cohesion* | 98 | 5.42 | 2.60 | 111 | 4.68 | 2.32 |

*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 Togo?* | 204 | 7.53 | 1.96 | 212 | 6.42 | 2.09 |

(1-To no degree at all, 10-To a very significant degree) *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 help to build/strengthen existing country systems in Togo?* | 188 | 7.75 | 1.98 | 186 | 6.44 | 2.32 |

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

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

(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 Togo* | 193 | 7.43 | 1.95 | 203 | 5.73 | 2.49 |
| The World Bank Group meets Togo's needs for knowledge services | 156 | 6.32 | 2.31 | 192 | 5.84 | 2.34 |

*Significantly different between collaborators and non-collaborators



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

In Togo, 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* | 157 | 7.52 | 1.84 | 169 | 6.76 | 2.19 |
| Include appropriate level of stakeholder involvement during preparation* | 153 | 7.11 | 2.12 | 138 | 5.70 | 2.16 |
| Lead to practical solutions* | 146 | 6.95 | 1.87 | 145 | 5.89 | 2.06 |
| Are accessible (well written and easy to understand)* | 147 | 7.03 | 2.11 | 150 | 5.85 | 2.07 |
| Are source of relevant information on global good practices* | 150 | 7.68 | 1.72 | 164 | 7.23 | 1.87 |
| Are relevant to country challenges* | 64 | 7.55 | 1.74 | 77 | 6.60 | 2.46 |
| Are adequately disseminated* | 158 | 6.59 | 2.22 | 165 | 5.41 | 2.37 |
| Are translated enough into local language* | 136 | 4.06 | 2.55 | 156 | 3.27 | 2.24 |
| Are adaptable to Togo's specific development challenges and country circumstances* | 153 | 7.12 | 1.80 | 174 | 6.21 | 2.29 |

*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?* | 188 | 7.94 | 1.73 | 201 | 7.19 | 2.32 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 189 | 7.85 | 1.85 | 193 | 6.84 | 2.03 |

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

*Significantly different between collaborators and non-collaborators

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* | 175 | 5.52 | 2.94 | 166 | 4.17 | 2.52 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports* | 204 | 7.97 | 2.01 | 207 | 7.36 | 2.40 |
| The World Bank Group's approvals and reviews are done in a timely fashion* | 176 | 6.60 | 2.17 | 170 | 5.32 | 2.37 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable* | 136 | 7.72 | 1.84 | 118 | 6.18 | 2.15 |
| The World Bank Group's conditions on its lending are reasonable* | 125 | 6.75 | 2.33 | 125 | 5.82 | 2.62 |
| The World Bank Group takes decisions quickly in Togo* | 145 | 6.14 | 2.41 | 133 | 4.76 | 2.46 |
| Working with the World Bank Group increases Togo's institutional capacity* | 178 | 7.41 | 2.08 | 199 | 6.57 | 2.51 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 168 | 8.06 | 1.96 | 159 | 7.23 | 2.41 |
| The World Bank Group provides effective implementation support* | 188 | 7.89 | 1.91 | 196 | 7.04 | 2.27 |

*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 Togo?* | 160 | 7.14 | 2.00 | 175 | 6.03 | 2.35 |

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

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

| | 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 Togo?* | 120 | 5.57 | 2.36 | 121 | 4.56 | 2.20 |

(1-To no degree at all, 10-To a very significant degree) *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 the World Bank Group measures and corrects its work in real time in Togo?* | 130 | 7.22 | 1.97 | 139 | 5.94 | 2.50 |

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

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

To what degree does the World Bank Group support with its resources? (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 |
| Social cohesion | 84 | 5.30 | 2.34 | 99 | 4.75 | 2.40 |
| Public financial management* | 126 | 7.04 | 1.94 | 112 | 6.32 | 2.31 |
| Reducing gender based violence | 83 | 5.86 | 2.47 | 95 | 5.29 | 2.53 |
| Access to justice systems* | 86 | 5.85 | 2.28 | 98 | 4.71 | 2.34 |
| Security mechanisms | 71 | 5.52 | 2.24 | 96 | 4.96 | 2.37 |
| Conflict resolution mechanisms | 76 | 5.37 | 2.40 | 98 | 5.03 | 2.41 |
| Access to basic services* | 152 | 7.46 | 1.86 | 146 | 6.49 | 2.45 |
| Capacity of state institutions* | 124 | 6.69 | 1.80 | 115 | 5.98 | 2.22 |
| Jobs* | 132 | 6.33 | 2.21 | 137 | 5.42 | 2.37 |
| Improving livelihoods* | 130 | 6.80 | 1.98 | 122 | 5.66 | 2.32 |
| Food security* | 154 | 7.18 | 1.92 | 139 | 6.43 | 2.33 |
| Social safety nets* | 134 | 7.23 | 2.12 | 116 | 6.24 | 2.39 |
| Stimulating dialogue to promote peace and stability | 83 | 6.05 | 2.35 | 109 | 5.60 | 2.45 |

*Significantly different between collaborators and non-collaborators

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 | 79 | 7.54 | 1.99 | 55 | 6.84 | 2.20 |
| I find the information on the World Bank Group's websites useful | 89 | 7.83 | 1.72 | 64 | 7.53 | 1.69 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 104 | 7.57 | 2.14 | 106 | 7.22 | 2.63 |
| When I need information from the World Bank Group I know how to find it* | 138 | 6.41 | 2.74 | 122 | 4.19 | 3.00 |
| The World Bank Group is responsive to my information requests and inquiries* | 91 | 6.95 | 2.49 | 71 | 4.61 | 2.84 |

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²⁰

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 2014 respondents and the total number of respondents indicated may differ from those reported in the FY 2014 COS report.

- FY 2014 Number of comparable respondents = 569
- FY 2017 Number of comparable respondents = 460

By weighting, the FY 2014 and FY 2017 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 2014 | FY 2017 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 7% | 7% |
| Office of Parliamentarian | 3% | 3% |
| Government Institutions | 50% | 50% |
| Local Government | 4% | 4% |
| Bilateral/Multilateral Agencies | 1% | 1% |
| Civil Society | 20% | 20% |
| Private Sector | 6% | 6% |
| Academia | 5% | 5% |
| Media | 4% | 4% |

A. General Issues facing Togo

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| The right direction | 80.3% | 67.1% |
| The wrong direction | 3.8% | 14.6% |
| Not sure | 15.9% | 18.4% |

*Significantly different between FY2014 and FY2017

B. Overall Attitudes toward the World Bank Group

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in Togo? | 546 | 6.44 | 2.40 | 422 | 6.26 | 2.66 |

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

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Togo. | 461 | 6.97 | 2.18 | 388 | 6.91 | 2.49 |

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

²⁰ Only those questions that were asked in the FY 2014 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 Togo?***(1-Strongly disagree, 10-Strongly agree)*

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Togo* | 512 | 8.18 | 2.01 | 401 | 7.68 | 2.38 |
| The World Bank Group's work is aligned with what I consider the development priorities for Togo* | 446 | 7.33 | 2.27 | 378 | 6.90 | 2.63 |

Significantly different between FY2014 and FY2017*To what extent is the World Bank Group an effective development partner in Togo, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs* | 276 | 6.19 | 2.14 | 270 | 5.59 | 2.59 |
| Flexibility (in terms of the institution's products and services)* | 303 | 6.08 | 2.27 | 248 | 5.34 | 2.39 |
| Flexibility (in terms of changing country circumstances) | 320 | 6.16 | 2.21 | 249 | 5.90 | 2.26 |
| Being inclusive* | 289 | 6.79 | 2.37 | 227 | 6.33 | 2.65 |
| Openness (sharing data and other information)* | 394 | 7.44 | 2.17 | 266 | 6.83 | 2.23 |
| Collaboration with the Government* | 444 | 8.35 | 1.79 | 350 | 7.73 | 2.15 |
| The speed in which it gets things accomplished on the ground* | 386 | 7.35 | 2.14 | 311 | 6.73 | 2.29 |
| Helping to bring discipline/effective supervision to implementation of investment projects | | | | 327 | 7.02 | 2.34 |
| Collaboration with civil society | | | | 284 | 5.74 | 2.67 |
| Staff accessibility | 347 | 5.68 | 2.60 | 279 | 5.33 | 2.54 |
| Collaboration with other donors and development partners | | | | 255 | 7.00 | 2.15 |
| Collaboration with the private sector | | | | 246 | 5.69 | 2.46 |
| Collaboration with the UN | | | | 183 | 7.81 | 2.10 |
| Straightforwardness and honesty | 346 | 7.41 | 2.19 | 246 | 7.33 | 2.32 |
| Treating clients and stakeholders in Togo with respect | 369 | 7.16 | 2.33 | 295 | 7.49 | 2.25 |
| Being a long-term partner | 383 | 8.47 | 1.63 | 327 | 8.31 | 1.82 |

Significantly different between FY2014 and FY2017*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 Togo?** *(1-Not effective at all, 10-Very effective)*

| | FY 2014 | | | FY 2017 | | |
|----------------------------------|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection | 261 | 5.62 | 2.50 | 197 | 5.20 | 2.60 |
| Private sector development* | 288 | 6.66 | 2.16 | 247 | 5.29 | 2.45 |
| Education* | 391 | 7.38 | 2.11 | 332 | 6.92 | 2.39 |
| Public sector governance/reform* | 373 | 6.78 | 2.58 | 279 | 5.57 | 2.51 |
| Global/regional integration* | 228 | 6.72 | 2.01 | 185 | 5.99 | 2.34 |
| Energy | 253 | 6.06 | 2.12 | 227 | 5.75 | 2.31 |
| Water and sanitation* | 386 | 6.97 | 2.08 | 273 | 6.32 | 2.32 |
| Job creation/employment* | 350 | 6.37 | 2.44 | 256 | 5.31 | 2.52 |
| Health* | 342 | 7.22 | 1.97 | 285 | 6.52 | 2.28 |
| Trade and exports* | 238 | 6.00 | 2.33 | 166 | 4.90 | 2.14 |

**Significantly different between FY2014 and FY2017*

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

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Togo?* | 465 | 7.30 | 2.00 | 385 | 7.00 | 2.13 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2014 and FY2017

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Togo?* | 444 | 7.47 | 2.06 | 347 | 7.07 | 2.35 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2014 and FY2017

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

(1-Strongly disagree, 10-Strongly agree)

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Togo* | 422 | 7.13 | 2.30 | 366 | 6.47 | 2.49 |
| The World Bank Group meets Togo's needs for knowledge services* | 371 | 6.27 | 2.30 | 316 | 5.91 | 2.37 |

*Significantly different between FY2014 and FY2017

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 | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Weekly | 2.0% | 10.1% |
| Monthly | 14.4% | 16.6% |
| A few times a year | 34.8% | 29.6% |
| Rarely | 33.5% | 29.4% |
| Never | 15.3% | 14.3% |

*Significantly different between FY2014 and FY2017

In Togo, 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 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely* | 399 | 7.75 | 2.16 | 309 | 7.14 | 2.16 |
| Include appropriate level of stakeholder involvement during preparation* | 323 | 6.92 | 2.28 | 269 | 6.44 | 2.30 |
| Lead to practical solutions* | 389 | 7.19 | 2.20 | 266 | 6.48 | 2.06 |
| Are accessible (well written and easy to understand) | 398 | 6.39 | 2.34 | 276 | 6.34 | 2.32 |
| Are source of relevant information on global good practices | 402 | 7.74 | 1.88 | 296 | 7.52 | 1.82 |
| Are relevant to country challenges | | | | 133 | 6.98 | 2.41 |
| Are adequately disseminated | 371 | 5.91 | 2.50 | 303 | 5.94 | 2.47 |
| Are translated enough into local language* | 344 | 3.25 | 2.61 | 275 | 3.67 | 2.52 |
| Are adaptable to Togo's specific development challenges and country circumstances* | 377 | 7.23 | 2.21 | 308 | 6.65 | 2.24 |

*Significantly different between FY2014 and FY2017

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

| | FY 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | 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?* | 435 | 8.04 | 1.91 | 362 | 7.62 | 2.14 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 419 | 7.85 | 1.88 | 356 | 7.39 | 2.09 |

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

*Significantly different between FY2014 and FY2017

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 2014 | | | FY 2017 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly | 394 | 4.88 | 2.78 | 310 | 4.84 | 2.84 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 494 | 7.74 | 2.27 | 378 | 7.64 | 2.33 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 379 | 6.16 | 2.58 | 318 | 5.91 | 2.43 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 274 | 6.96 | 2.31 | 235 | 6.97 | 2.19 |
| The World Bank Group's conditions on its lending are reasonable | 264 | 6.25 | 2.58 | 238 | 6.33 | 2.57 |
| The World Bank Group takes decisions quickly in Togo | 326 | 5.30 | 2.57 | 256 | 5.27 | 2.62 |
| Working with the World Bank Group increases Togo's institutional capacity* | 472 | 7.71 | 2.06 | 354 | 6.87 | 2.50 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 312 | 8.03 | 2.02 | 295 | 7.64 | 2.29 |
| The World Bank Group provides effective implementation support | 432 | 7.42 | 2.29 | 351 | 7.43 | 2.16 |

*Significantly different between FY2014 and FY2017

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group is adequately staffed in Togo?* | 243 | 5.55 | 2.36 | 223 | 4.95 | 2.48 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2014 and FY2017

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

When considering the combination of services that the World Bank Group offers in Togo, 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 Togo?*

(Select only ONE response)

| Percentage of Respondents | FY 2014 | FY 2017 |
|---|---------|---------|
| Financial services | 16.4% | 32.4% |
| Knowledge products | 8.6% | 14.0% |
| Convening services | 5.0% | 7.8% |
| None of the above | 0.5% | 0.7% |
| The combination is appropriate for Togo | 63.6% | 37.5% |
| Don't know | 5.8% | 7.6% |

*Significantly different between FY2014 and FY2017

**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 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes | 16.9% | 18.3% |
| No | 83.1% | 81.7% |

Do you have reliable access to the Internet?*

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes | 90.6% | 64.7% |
| No | 9.4% | 35.3% |

*Significantly different between FY2014 and FY2017

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

| Percentage of Respondents | FY 2014 | FY 2017 |
|---------------------------|---------|---------|
| Yes | 41.2% | 41.7% |
| No | 58.8% | 58.3% |

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

| | FY 2014 | | | FY 2017 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate* | 257 | 6.83 | 2.74 | 130 | 7.38 | 2.15 |
| I find the information on the World Bank Group's websites useful | 243 | 7.83 | 2.02 | 150 | 7.86 | 1.73 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 198 | 7.25 | 2.61 | 198 | 7.57 | 2.39 |
| When I need information from the World Bank Group I know how to find it | 332 | 5.70 | 3.39 | 242 | 5.44 | 3.12 |
| The World Bank Group is responsive to my information requests and inquiries | 244 | 6.00 | 3.10 | 153 | 5.99 | 2.94 |

*Significantly different between FY2014 and FY2017



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 Togo? (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 Togo. | 6.23 | 7.56 | 7.25 | 6.38 | 6.95 | 7.15 | 6.81 | 7.33 | 6.79 | 7.32 | 7.03 | 6.93 |
| Overall the World Bank Group currently plays a relevant role in development in Togo | 7.17 | 8.24 | 7.82 | 7.41 | 7.64 | 7.85 | 7.50 | 8.02 | 7.46 | 8.02 | 7.83 | 7.13 |
| The World Bank Group's work is aligned with what I consider the development priorities for Togo | 6.42 | 7.52 | 7.24 | 6.23 | 6.83 | 7.32 | 6.66 | 7.45 | 6.64 | 7.43 | 7.09 | 6.47 |
| Responsiveness to needs | 4.98 | 6.70 | 6.10 | 5.05 | 5.92 | 5.67 | 5.64 | 6.15 | 5.40 | 6.42 | 6.01 | 5.19 |
| Flexibility (in terms of the institution's products and services) | 4.89 | 6.12 | 5.73 | 4.92 | 5.74 | 5.03 | 5.24 | 5.98 | 5.17 | 5.97 | 5.64 | 5.12 |
| Flexibility (in terms of changing country circumstances) | 5.37 | 6.70 | 6.23 | 5.19 | 6.18 | 5.58 | 5.66 | 6.52 | 5.61 | 6.46 | 6.13 | 5.44 |
| Being inclusive | 5.97 | 7.26 | 6.73 | 6.12 | 6.68 | 6.39 | 6.32 | 7.04 | 6.49 | 6.70 | 6.65 | 6.34 |
| Openness (sharing data and other information) | 6.48 | 7.40 | 7.14 | 6.35 | 6.91 | 7.02 | 6.72 | 7.28 | 6.81 | 7.11 | 6.97 | 6.85 |
| Collaboration with the Government | 7.51 | 7.96 | 7.83 | 7.56 | 7.74 | 7.79 | 7.60 | 8.00 | 7.71 | 7.82 | 7.84 | 7.40 |
| The speed in which it gets things accomplished on the ground | 6.13 | 7.37 | 6.92 | 6.29 | 6.74 | 6.85 | 6.58 | 7.07 | 6.57 | 7.01 | 6.85 | 6.47 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 6.65 | 7.76 | 7.46 | 6.40 | 7.25 | 7.04 | 6.93 | 7.59 | 6.87 | 7.58 | 7.30 | 6.76 |
| Collaboration with civil society | 5.15 | 6.72 | 6.06 | 5.36 | 5.89 | 5.78 | 5.61 | 6.21 | 5.53 | 6.35 | 5.99 | 5.33 |
| Staff accessibility | 4.54 | 6.42 | 5.82 | 4.42 | 5.54 | 5.35 | 5.36 | 5.67 | 4.85 | 6.30 | 5.52 | 5.33 |
| Collaboration with other donors and development partners | 6.55 | 7.52 | 7.16 | 6.63 | 7.08 | 6.92 | 6.54 | 7.71 | 7.02 | 7.06 | 7.16 | 6.47 |
| Collaboration with the private sector | 5.14 | 6.58 | 6.13 | 4.83 | 5.83 | 5.76 | 5.53 | 6.30 | 5.38 | 6.35 | 5.95 | 5.24 |
| Collaboration with the UN | 7.82 | 7.95 | 7.77 | 8.45 | 7.94 | 8.00 | 8.01 | 7.88 | 8.20 | 7.61 | 7.87 | 8.28 |
| Straightforwardness and honesty | 6.98 | 7.85 | 7.60 | 6.85 | 7.32 | 7.70 | 7.12 | 7.84 | 7.27 | 7.61 | 7.53 | 6.98 |
| Treating clients and stakeholders in Togo with respect | 7.06 | 8.02 | 7.69 | 7.15 | 7.61 | 7.45 | 7.27 | 7.97 | 7.42 | 7.72 | 7.63 | 7.21 |
| Being a long-term partner | 8.21 | 8.46 | 8.22 | 8.62 | 8.29 | 8.38 | 8.29 | 8.37 | 8.31 | 8.33 | 8.37 | 8.12 |
| To what extent does the World Bank Group's work help to achieve development results in Togo? | 6.42 | 7.53 | 7.08 | 6.72 | 6.96 | 7.04 | 6.84 | 7.21 | 6.71 | 7.34 | 7.13 | 6.43 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Togo? | 6.44 | 7.75 | 7.27 | 6.71 | 7.06 | 7.24 | 6.97 | 7.38 | 6.78 | 7.56 | 7.19 | 6.82 |
| The World Bank Group's financial instruments meet the needs of Togo | 5.73 | 7.43 | 6.87 | 5.89 | 6.59 | 6.59 | 6.45 | 6.83 | 6.36 | 6.94 | 6.71 | 6.17 |
| The World Bank Group meets Togo's needs for knowledge services | 5.84 | 6.32 | 6.17 | 5.87 | 6.08 | 6.12 | 6.10 | 6.08 | 5.99 | 6.22 | 6.14 | 5.87 |
| The World Bank Group's knowledge work and activities are adaptable to Togo's specific development challenges and country circumstances | 6.21 | 7.12 | 6.74 | 6.57 | 6.67 | 6.75 | 6.54 | 6.94 | 6.63 | 6.79 | 6.87 | 6.05 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 7.19 | 7.94 | 7.52 | 7.72 | 7.46 | 7.82 | 7.51 | 7.66 | 7.44 | 7.76 | 7.72 | 7.00 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 6.84 | 7.85 | 7.51 | 7.16 | 7.42 | 7.42 | 7.32 | 7.57 | 7.21 | 7.71 | 7.48 | 7.17 |
| The World Bank Group takes decisions quickly in Togo | 4.76 | 6.14 | 5.63 | 4.73 | 5.38 | 5.46 | 5.32 | 5.54 | 5.13 | 5.73 | 5.54 | 4.78 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 7.23 | 8.06 | 7.71 | 7.86 | 7.81 | 7.58 | 7.66 | 7.88 | 7.61 | 7.91 | 7.82 | 7.42 |

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Togo FY 2017 Questionnaire



World Bank Group Country Survey FY 2017 – Togo

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

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 TOGO

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

**SECTION A: GENERAL ISSUES****A2. Listed below are a number of development priorities in Togo.**

Please identify which of the following you consider the most important development priorities in Togo. (Choose no more than THREE)

| | | | |
|----|---|----|--|
| 1 | Social protection (e.g., pensions, targeted social assistance) | 18 | Transport (e.g., roads, bridges, transportation) |
| 2 | Gender equity | 19 | Agriculture and rural development |
| 3 | Private sector development | 20 | Trade and exports |
| 4 | Education | 21 | Crime and violence |
| 5 | Security/stabilization/reconstruction | 22 | Social cohesion |
| 6 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 23 | Natural resource management |
| 7 | Global/regional integration | 24 | Climate change (e.g., mitigation, adaptation) |
| 8 | Food security | 25 | Poverty reduction |
| 9 | Urban development | 26 | Anti corruption |
| 10 | Energy | 27 | Judiciary reform |
| 11 | Water and sanitation | 28 | Economic growth |
| 12 | Regional conflict and tensions | 29 | Decentralization |
| 13 | Pollution | 30 | Disaster risk management |
| 14 | Job creation/employment | 31 | Equality of opportunity (i.e., social inclusion) |
| 15 | Health | 32 | Disease |
| 16 | Financial markets | 33 | Information and communications technology |
| 17 | Gender based violence | | |

A3. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Togo? (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 | Disease | 20 | Health |
| 5 | Decentralization | 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 |
| 16 | Judiciary reform | 32 | Gender based violence |

**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 Togo? (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 Togo? (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 Togo? (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 Togo? | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|--------------------|
| 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 Togo. | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|----------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Not effective at all | | | | | | | | | Very effective | Don't know |

| B3. When thinking about how the World Bank Group can have the most impact on development results in Togo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Togo? (Choose no more than THREE) | | | |
|--|---|----|--|
| 1 | Energy | 18 | Judiciary reform |
| 2 | Water and sanitation | 19 | Economic growth |
| 3 | Pollution | 20 | Disaster risk management |
| 4 | Job creation/employment | 21 | Equality of opportunity (i.e., social inclusion) |
| 5 | Health | 22 | Disease |
| 6 | Regional conflict and tensions | 23 | Decentralization |
| 7 | Financial markets | 24 | Information and communications technology |
| 8 | Social protection (e.g., pensions, targeted social assistance) | 25 | Transport (e.g., roads, bridges, transportation) |
| 9 | Gender equity | 26 | Agriculture and rural development |
| 10 | Private sector development | 27 | Trade and exports |
| 11 | Education | 28 | Crime and violence |
| 12 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 29 | Natural resource management |
| 13 | Security/stabilization/reconstruction | 30 | Social cohesion |
| 14 | Global/regional integration | 31 | Climate change (e.g., mitigation, adaptation) |
| 15 | Food security | 32 | Poverty reduction |
| 16 | Urban development | 33 | Anti corruption |
| 17 | Gender based violence | | |

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

| B4. 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 Togo? | | | |
|--|---|---|--|
| | | 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 | Stand-alone technical assistance (system oriented) | <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"/> |

| B5. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Togo? (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 Togo |
| 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 | Inadequate number of World Bank Group staff members located in the country |
| 17 | Other (please specify): _____ |
| 18 | Don't know |

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

B6. To what extent do you believe that the World Bank Group's work and support help the poorest in Togo? (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 |

B7. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Togo 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 | Trust funds and grants | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 4 | Guarantees | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 5 | IFC Investment Services | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| 6 | IFC Advisory Services | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

B8. 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 | Emerging donors |
| 4 | Local government | 12 | UN agencies |
| 5 | Donor community | 13 | Regional organizations |
| 6 | NGOs/Community Based Organizations | 14 | Other (please specify): _____ |
| 7 | Academia/think tanks/research institutes | 15 | Don't know |
| 8 | Parliament | | |

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

| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
|------------|---|-------------------|---|---|---|---|---|---|---|---|----|----------------|--------------------------|
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| B9 | Overall the World Bank Group currently plays a relevant role in development in Togo | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| B10 | The World Bank Group's work is aligned with what I consider the development priorities for Togo | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

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

To what extent is the World Bank Group an effective development partner in Togo, 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 | |
| B11 | Responsiveness to needs | | | | | | | | | | | <input type="checkbox"/> |
| B12 | Flexibility (in terms of the institution's products and services) | | | | | | | | | | | <input type="checkbox"/> |
| B13 | Flexibility (in terms of changing country circumstances) | | | | | | | | | | | <input type="checkbox"/> |
| B14 | Being inclusive | | | | | | | | | | | <input type="checkbox"/> |
| B15 | Openness (sharing data and other information) | | | | | | | | | | | <input type="checkbox"/> |
| B16 | Collaboration with the Government | | | | | | | | | | | <input type="checkbox"/> |
| B17 | The speed in which it gets things accomplished on the ground | | | | | | | | | | | <input type="checkbox"/> |
| B18 | Helping to bring discipline/effective supervision to implementation of investment projects | | | | | | | | | | | <input type="checkbox"/> |
| B19 | Collaboration with civil society | | | | | | | | | | | <input type="checkbox"/> |
| B20 | Staff accessibility | | | | | | | | | | | <input type="checkbox"/> |
| B21 | Collaboration with other donors and development partners | | | | | | | | | | | <input type="checkbox"/> |
| B22 | Collaboration with the private sector | | | | | | | | | | | <input type="checkbox"/> |
| B23 | Collaboration with the UN | | | | | | | | | | | <input type="checkbox"/> |
| B24 | Straightforwardness and honesty | | | | | | | | | | | <input type="checkbox"/> |
| B25 | Treating clients and stakeholders in Togo with respect | | | | | | | | | | | <input type="checkbox"/> |
| B26 | Being a long-term partner | | | | | | | | | | | <input type="checkbox"/> |

B27. To what extent does the World Bank Group partner with the right people to support work on the ground in Togo? (Select only ONE response)

| | |
|---|----------------------|
| 1 | Nearly never |
| 2 | Rarely |
| 3 | Sometimes |
| 4 | Nearly always |
| 5 | Don't know |
| 6 | Prefer not to answer |

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

B28. Which TWO UN organizations do you think it is most important for the World Bank Group to partner with, to tackle the challenges of fragility in Togo? (Select no more than TWO)

| | |
|---|--|
| 1 | World Food Program (WFP) |
| 2 | World Health Organization (WHO) |
| 3 | United Nations Development Program (UNDP) |
| 4 | International Monetary Fund (IMF) |
| 5 | The United Nations International Children's Emergency Fund (UNICEF) |
| 6 | None. I don't believe the World Bank Group needs to partner with the UN organizations. |
| 7 | Don't know |
| 8 | Prefer not to answer |

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 | Poor coordination within the Government |
| 5 | The Government works inefficiently |
| 6 | Poor donor coordination |
| 7 | The World Bank Group is not sensitive enough to political/social realities on the ground |
| 8 | Lack of/inadequate levels of capacity in Government |
| 9 | There is not an adequate level of citizen/civil society participation |
| 10 | The World Bank Group works too slowly |
| 11 | Poor coordination within the World Bank Group |
| 12 | Inadequate funding |
| 13 | Other (please specify): _____ |

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

| C1 How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Togo? (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 | Urban development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 8 | Energy | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 9 | Water and sanitation | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 10 | Job creation/employment | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 11 | Health | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 12 | Agriculture and rural development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 13 | Trade and exports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 14 | Gender based violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 15 | Natural resource management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 16 | Climate change (e.g., mitigation, adaptation) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 17 | Poverty reduction | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 18 | Anti corruption | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 19 | Economic growth | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 20 | Disaster risk management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 21 | Equality of opportunity (i.e., social inclusion) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 22 | Information and communications technology | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 23 | Decentralization | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| 24 | 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. To what extent does the World Bank Group's work help to achieve development results in Togo? | | | | | | | | | | | |
| 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 |

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C3. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Togo? | | | | | | | | | | | |
| 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 Togo? | | | | | | | | | | | | | | |
| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
| C4 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Togo | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| C5 | The World Bank Group meets Togo'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 Togo, 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 Togo'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**

| | |
|--|--|
| E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ...? (Select only ONE response) | |
| 1 | Almost never has the right skills mix to tackle the challenges of fragility |
| 2 | Rarely has the right skills mix to tackle the challenges of fragility |
| 3 | Sometimes has the right skills mix to tackle the challenges of fragility |
| 4 | Almost always has the right skills mix to tackle the challenges of fragility |
| 5 | Don't know |
| 6 | Prefer not to answer |

| To what extent do you agree/disagree with the following statements? | | | | | | | | | | | | | |
|--|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | |
| E2 | The World Bank Group disburses funds promptly | | | | | | | | | | | <input type="checkbox"/> | |
| E3 | The World Bank Group effectively monitors and evaluates the projects and programs it supports | | | | | | | | | | | <input type="checkbox"/> | |
| E4 | The World Bank Group's approvals and reviews are done in a timely fashion | | | | | | | | | | | <input type="checkbox"/> | |
| E5 | The World Bank Group's "Safeguard Policy" requirements are reasonable | | | | | | | | | | | <input type="checkbox"/> | |
| E6 | The World Bank Group's conditions on its lending are reasonable | | | | | | | | | | | <input type="checkbox"/> | |
| E7 | The World Bank Group takes decisions quickly in Togo | | | | | | | | | | | <input type="checkbox"/> | |
| E8 | Working with the World Bank Group increases Togo's institutional capacity | | | | | | | | | | | <input type="checkbox"/> | |
| E9 | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | | | | | | | | | | | <input type="checkbox"/> | |
| E10 | The World Bank Group provides effective implementation support (i.e., supervision of projects) | | | | | | | | | | | <input type="checkbox"/> | |

| | | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|--|
| E11. To what extent do you believe that the World Bank Group's work helps to find solutions that promote public private partnerships in Togo? | | | | | | | | | | | | |
| 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 is adequately staffed in Togo? | | | | | | | | | | | | |
| 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 | | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|--|--|
| E13. To what extent do you believe the World Bank Group measures and corrects its work in real time in Togo? | | | | | | | | | | | | |
| 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN TOGO****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (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 | Increase availability of Reimbursable Advisory Services (RAS) |
| 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 Togo'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 Togo's specific challenges |
| 14 | Increase the level of World Bank Group staffing in Togo's office |
| 15 | Other (please specify): _____ |

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

| | |
|---|---|
| 1 | Financial services |
| 2 | Knowledge products |
| 3 | Convening services |
| 4 | None of the above |
| 5 | The combination is appropriate for Togo |
| 6 | Don't know |

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

| 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 Togo? | B. Which THREE areas below would benefit most from other donors in Togo? |
| 1 | Social cohesion | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Public financial management | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Reducing gender based 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 | Food security | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Social safety nets | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Stimulating dialogue to promote peace and stability | <input type="checkbox"/> | <input type="checkbox"/> |

| F4. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? | | | | | | | | | | | | | | | |
|---|---|----------------------------|---|---|---|---|---|---|---|---|----|-------------------------------------|--------------------------|-------------------|-----------------------------|
| | | To no degree at all | | | | | | | | | | To a very significant degree | | Don't know | Prefer not to answer |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | | | |
| 1 | Social cohesion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 2 | Public financial management | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 3 | Reducing gender based violence | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 4 | Access to justice systems | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 5 | Security mechanisms | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 6 | Conflict resolution mechanisms | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 7 | Access to basic services | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 8 | Capacity of state institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 9 | Jobs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 10 | Improving livelihoods | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 11 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 12 | Social safety nets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |
| 13 | Stimulating dialogue to promote peace and stability | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> | | |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| G1. How frequently do you interact with the World Bank Group now in Togo? | |
|--|-----------------------------------|
| 1 | Never |
| 2 | Less than once a year |
| 3 | Once a year to a few times a year |
| 4 | Less than once a month |
| 5 | At least once a month |
| 6 | At least once a week |

| G2. How much face to face access would you like to have with the World Bank Group in Togo (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response) | |
|--|---|
| 1 | I prefer more frequent interactions with the World Bank Group |
| 2 | I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently |
| 3 | I prefer less frequent interactions with the World Bank Group |
| 4 | I prefer to have no face to face interactions with the World Bank Group |
| 5 | Prefer not to answer |

| G3. How do you get most of your information about economic and social development issues in Togo? (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): _____ |

| G4. 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 | 6 | Emails |
| 2 | e-Newsletters | 7 | World Bank Group's website |
| 3 | World Bank Group's seminars/workshops/conferences | 8 | Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) |
| 4 | Mobile phones | 9 | Other (please specify): _____ |
| 5 | Direct contact with World Bank Group (i.e., face to face meetings/discussions) | | |

| | | | |
|-----------|--|------------|-----------|
| G5 | 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 |
| G6 | Do you have reliable access to the Internet? | Yes | No |
| G7 | Do you use/have you used the World Bank Group website? | Yes | No |
| G8 | Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Yes | No |

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

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

| G10. 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 |

| Please rate how much you agree with the following statements. | | | | | | | | | | | | | |
|--|--|-------------------|---|---|---|---|---|---|---|---|----|--------------------------|------------|
| | | Strongly disagree | | | | | | | | | | Strongly agree | Don't know |
| G11 | I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| G12 | 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> | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| G13 | The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| G14 | When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| G15 | The World Bank Group is responsive to my information requests and inquiries | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

**SECTION H: 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 (IBRD/IDA, IFC, or MIGA) in your country? | |
|--|-----|
| 1 | Yes |
| 2 | No |

| H4. Which of the following agencies of the World Bank Group do you primarily engage with in Togo? (Select only ONE response) | |
|---|---|
| 1 | The World Bank (IBRD/IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

**SECTION H: BACKGROUND INFORMATION****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 Togo?**(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 Togo?**(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 | Lomé |
| 2 | Région des Savanes |
| 3 | Région de la Kara |
| 4 | Région Centrale |
| 5 | Région des Plateaux |
| 6 | Région Maritime |

Thank you for completing the survey!