

FY 2018 Chad Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



June 2018



Acknowledgements

The Chad Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jing Guo, and Jessica Cameron oversaw design, reporting, and analysis. Calita Woods, Antonina Redko, Dania Mendoza, and Noreen Wambui provided data support. PORG acknowledges the significant contribution from the Chad country team and the independent fielding agency ComDev Consulting. In particular, PORG is grateful for the support from Edmond Badge Dingamhoudou (Communications Officer) who coordinated the survey related activities from N'Djamena, Chad.



Country Opinion Surveys
THE WORLD BANK GROUP



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CHAD





I. Objectives

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

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

II. Methodology

From February to March 2018, 401 stakeholders of the WBG in Chad 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 and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and 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 315 stakeholders participated in the survey (79% response rate). Respondents either received and returned the questionnaires via courier or email, 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.

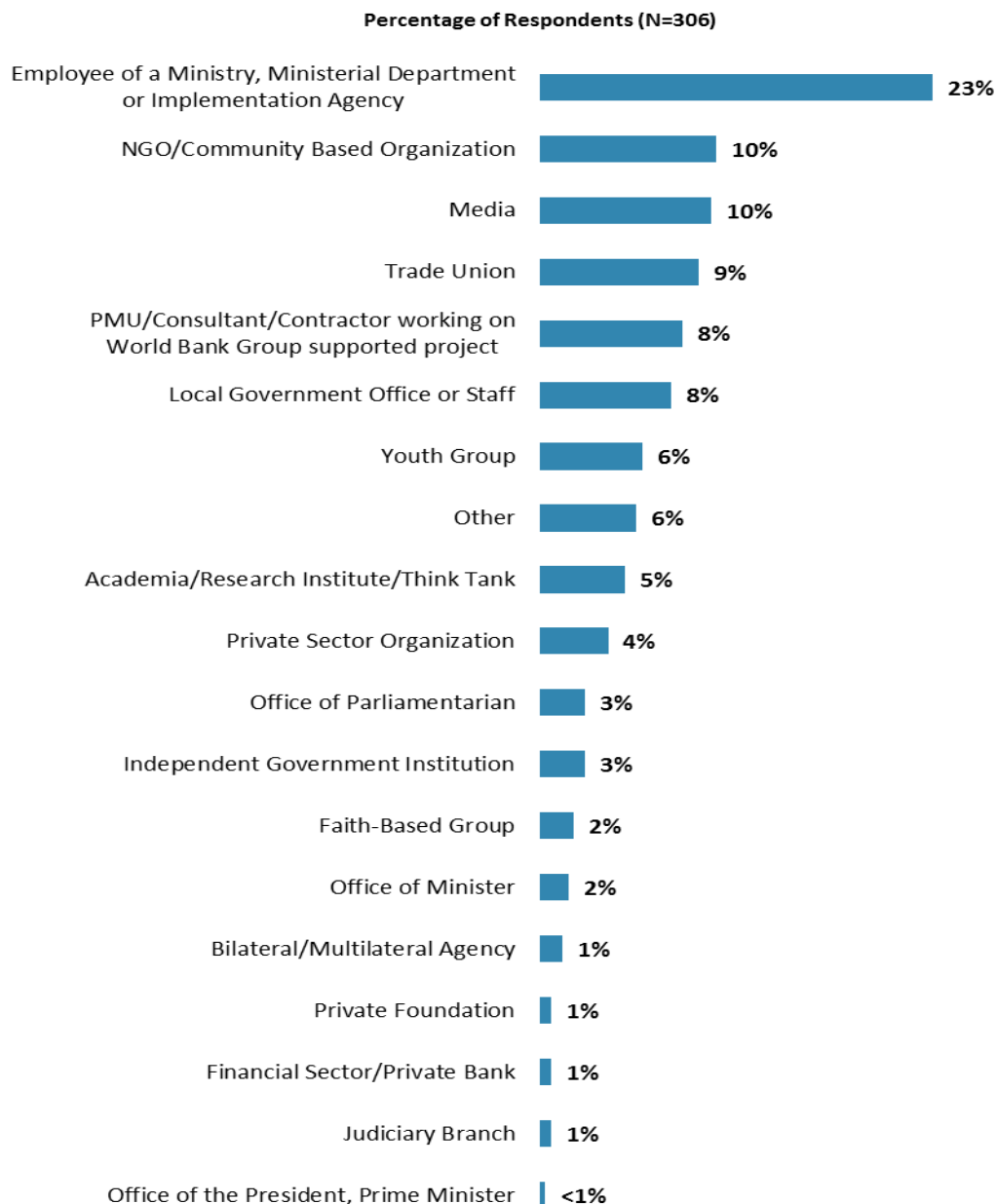
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 69%, N=277). Data were weighted to reach the same stakeholder composition in both years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal 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'15 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 110).



III. Demographics of the Sample

Current Position

- For further analyses, 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 the President/Prime Minister, office of a minister, office of a parliamentarian, bilateral/multilateral agencies, independent government institutions, the judiciary branch, and other organizations were included in the “Other” category.

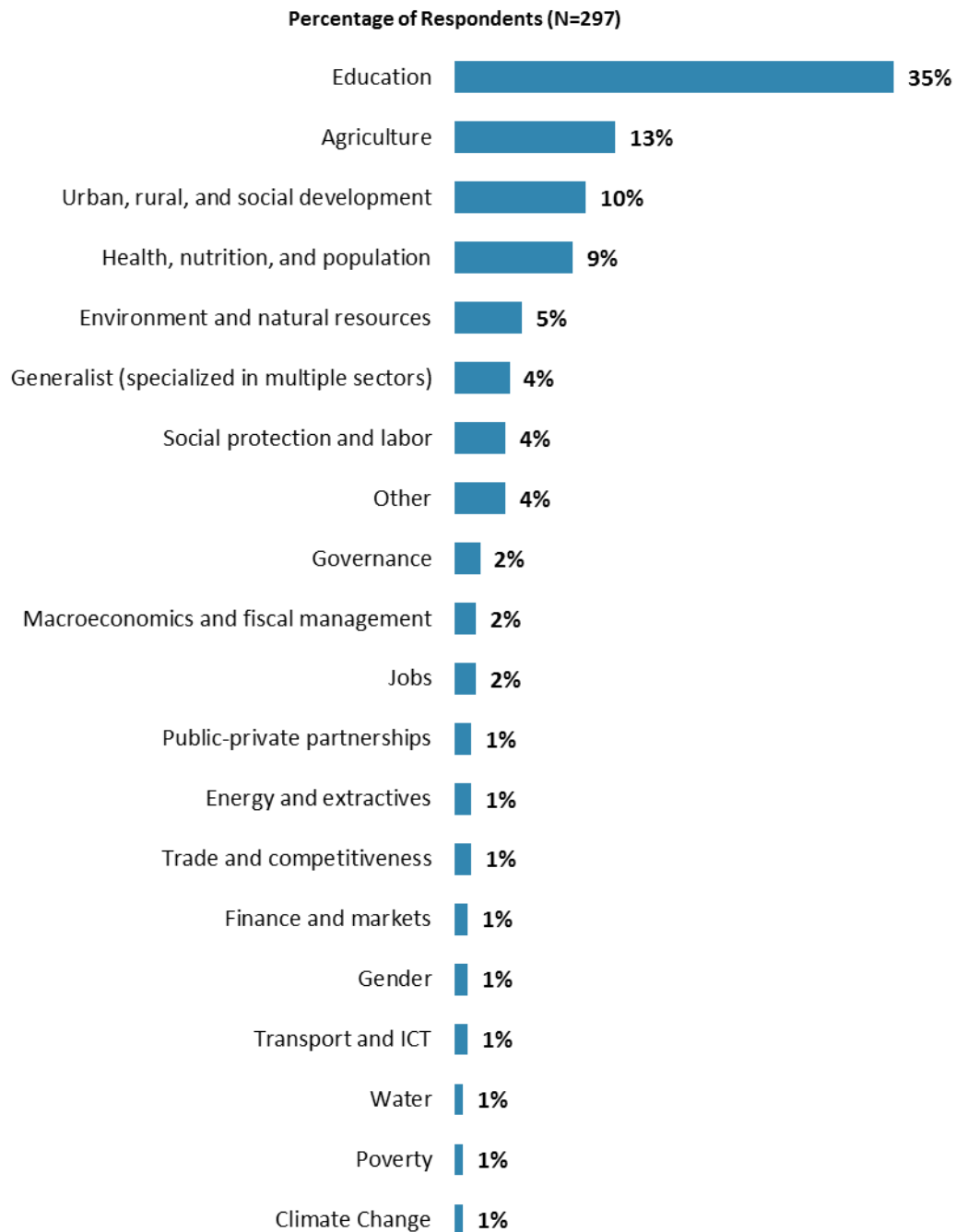


“Which of the following best describes your current position?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



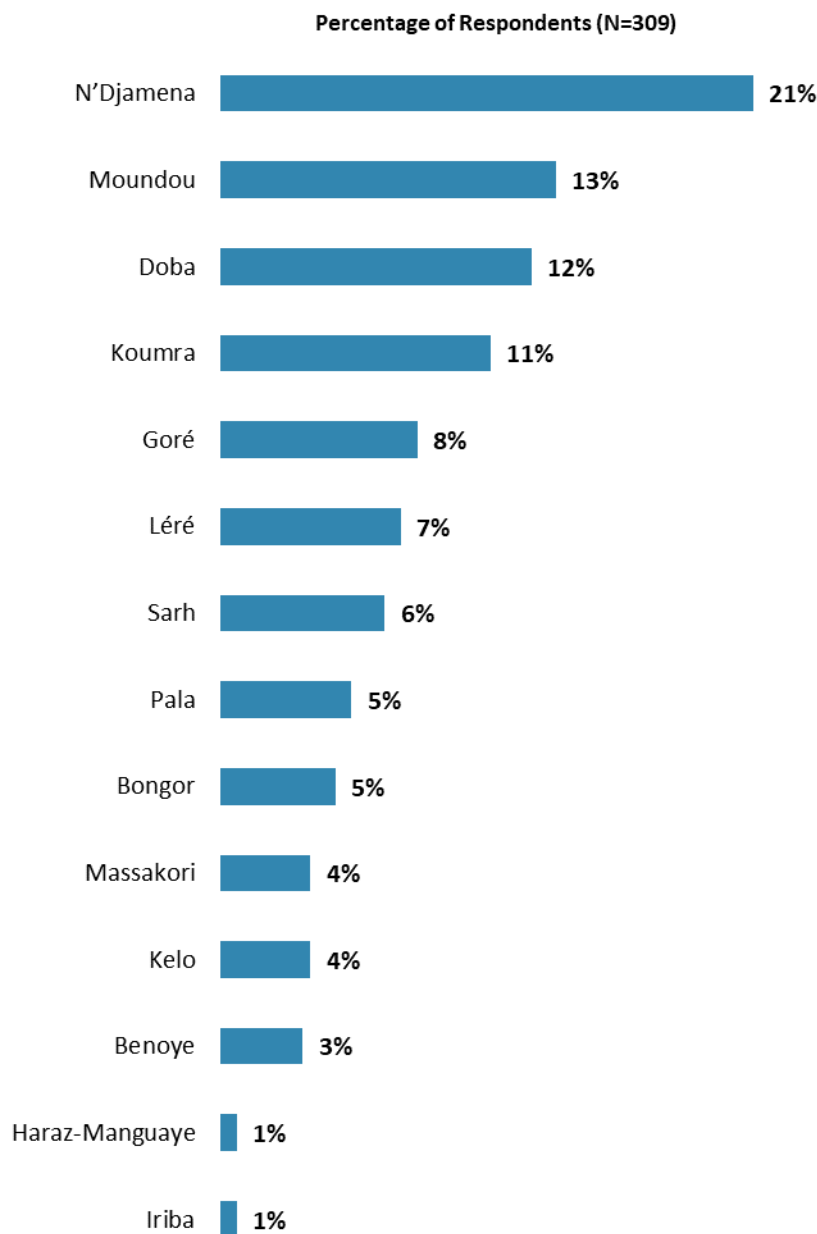
"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from Pala, Bongor, Massakori, Kelo, Benoye, Haraz-Manguaye, and Iriba were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 101).



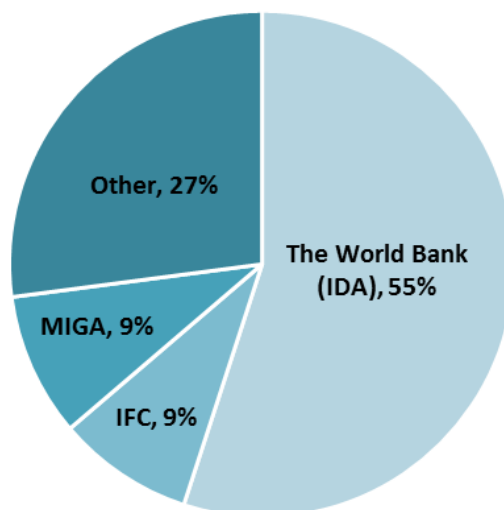
“Which best represents your geographic location?”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=229)



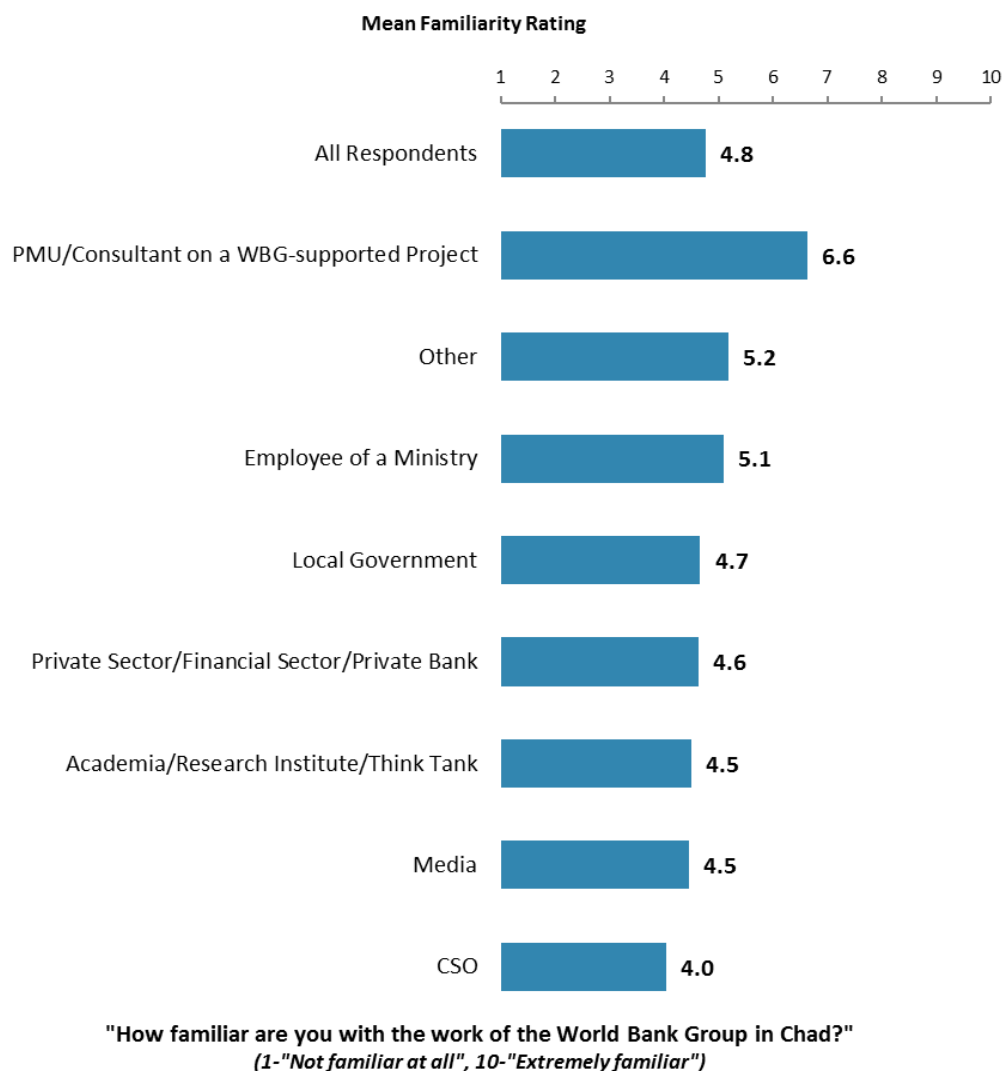
"Which of the following agencies of the World Bank Group do you primarily engage with in Chad?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 4.8; weighted mean in FY'15 = 5.1)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Chad, and significantly, moderately correlated with their ratings of the extent to which the WBG plays a relevant role in development in Chad and the extent to which the WBG contributes to the country's development results.



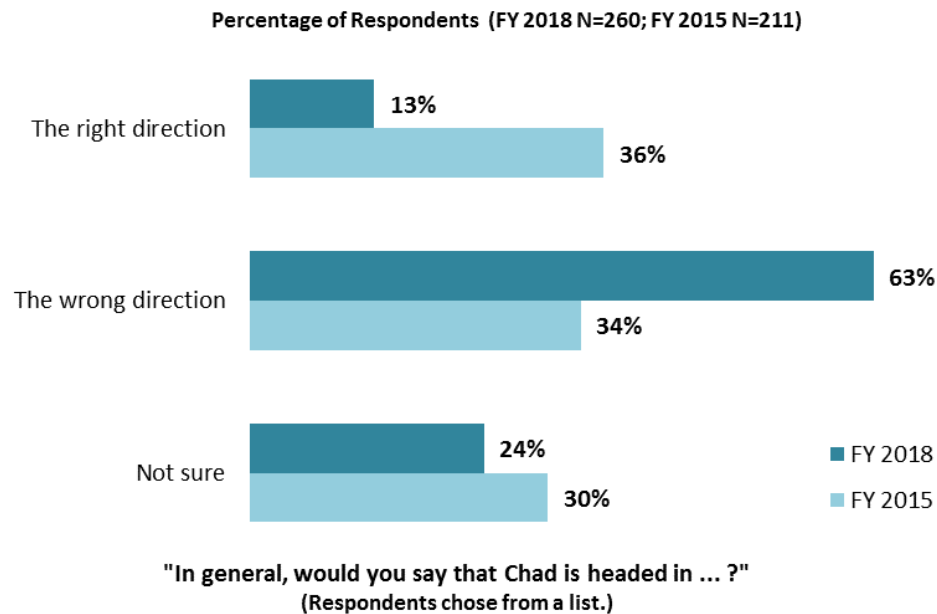
¹ Please refer to Appendix E (page 110) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Chad

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to believe that Chad is headed in the right direction compared to respondents in the FY'15 Country Survey.



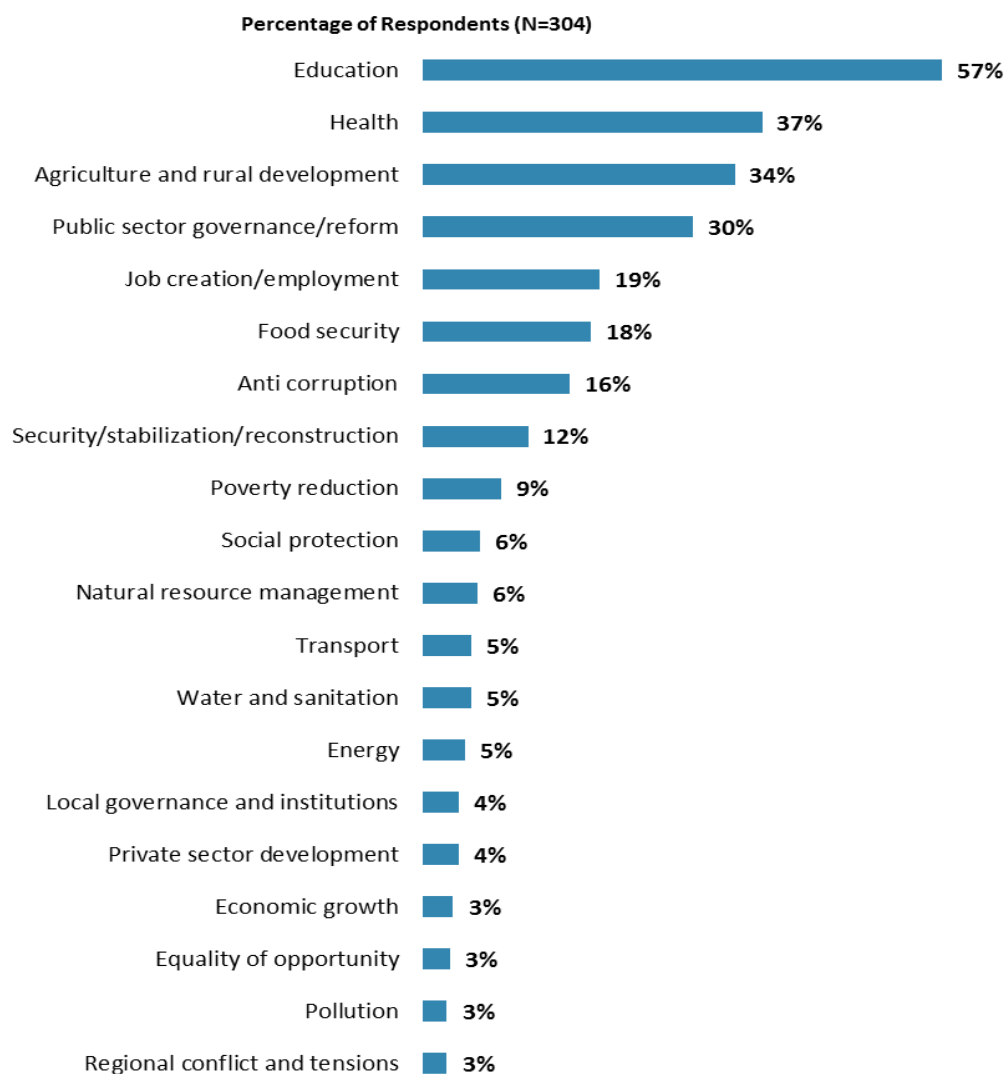
² Percentages presented in the chart were calculated based on weighted data from FY'18 and FY'15.



IV. General Issues Facing Chad (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Chad were “*education*” (39%), “*public sector governance/reform*” (37%), and “*food security*” (29%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (35% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Chad, compared to the rest of respondents in other areas of work (education specialists = 67%; others = 52%).



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

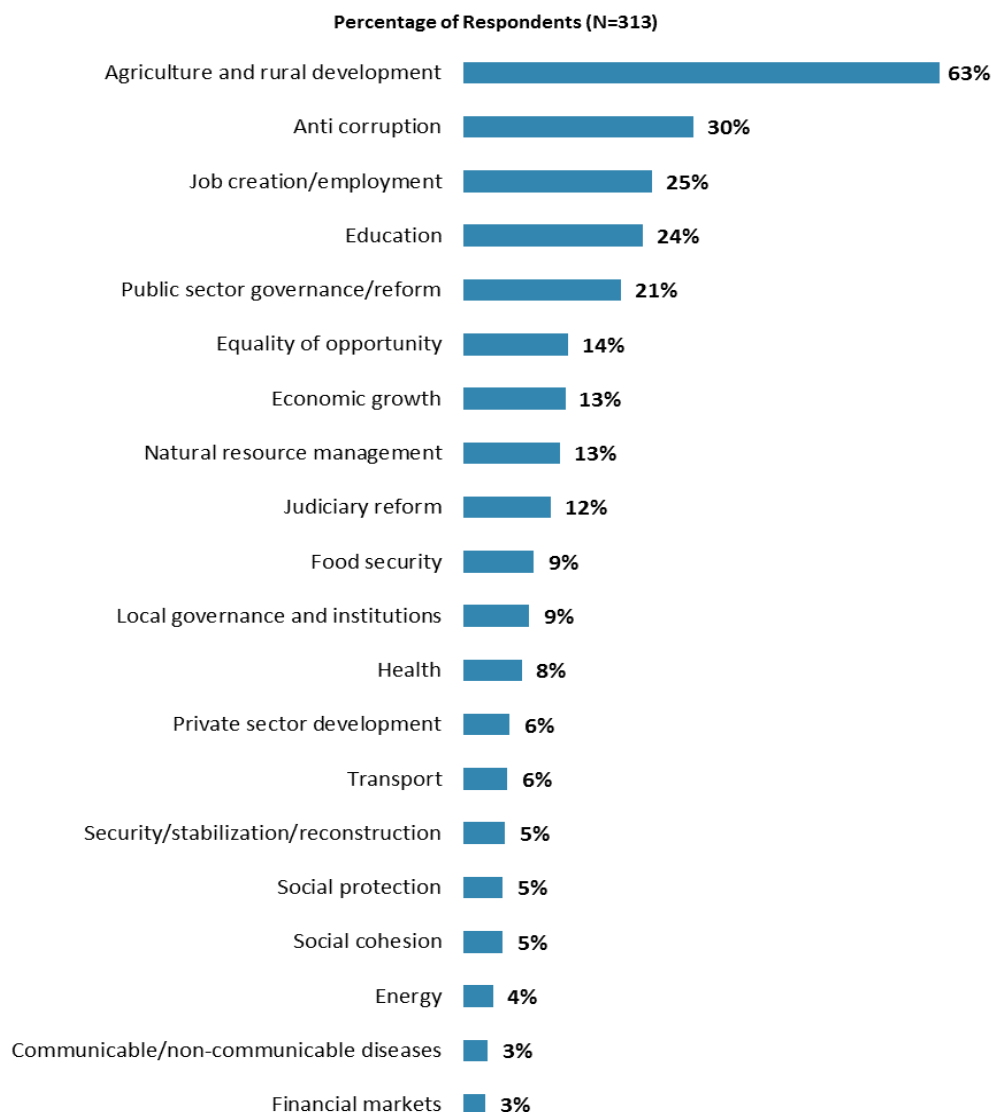
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities.



IV. General Issues Facing Chad (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in Chad were “*rural development*” (31%), “*anti-corruption*” (29%), “*economic growth*” (26%), and “*agricultural development*” (18%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” were significantly *more* likely to indicate that “*education*” was the biggest contributor to poverty reduction in Chad, as compared to the rest of respondents in other areas of work (education specialists = 33%; others = 18%).



"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 Chad? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)

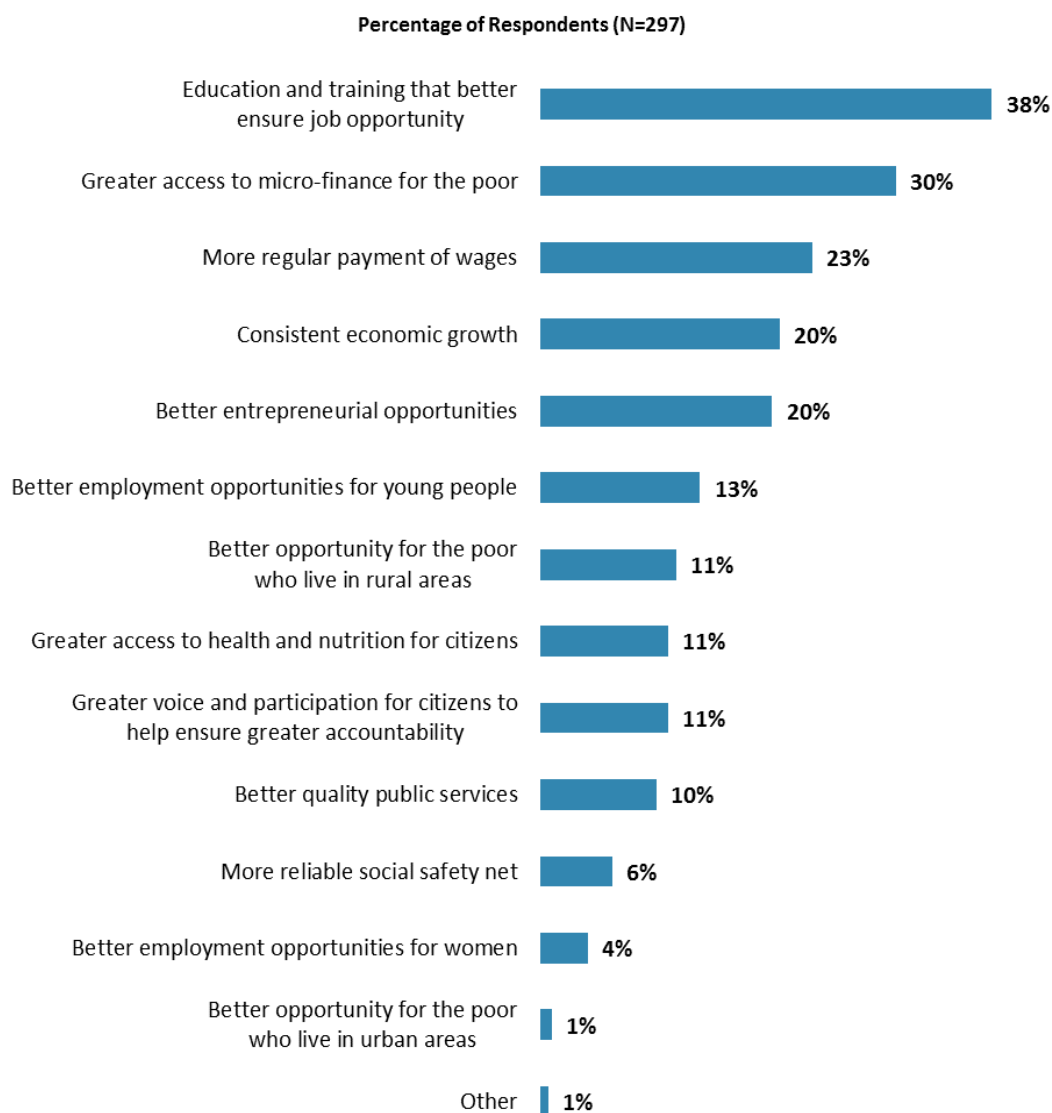
* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the areas of development that would contribute most to reducing poverty.



IV. General Issues Facing Chad (continued)

Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’15 Country Survey, respondents indicated that shared prosperity in Chad can be best achieved through “*better employment opportunities for young people*” (55%), “*education and training that better ensure job opportunity*” (31%), and “*greater access to micro-finance for the poor*” (21%).

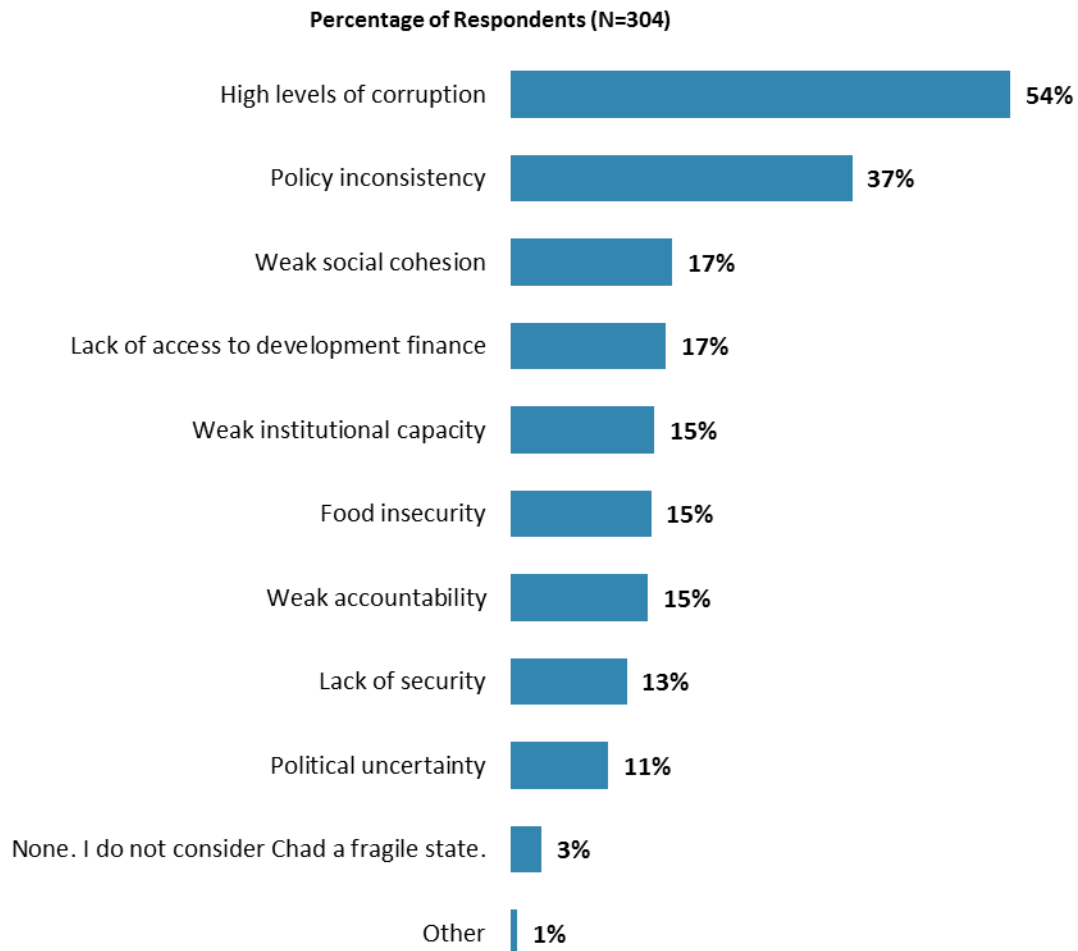


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



IV. General Issues Facing Chad (continued)

Chad as a Fragile State



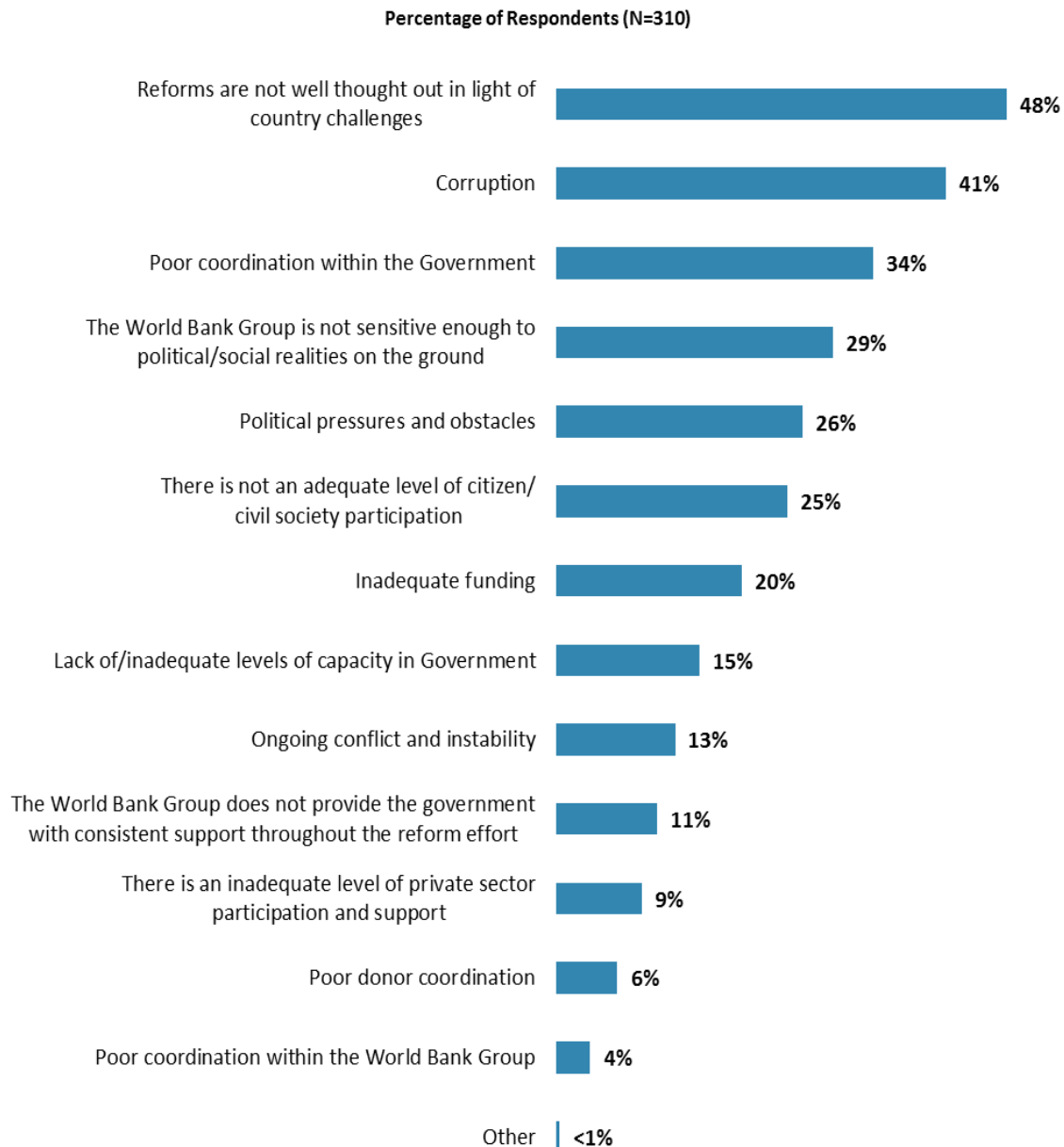
"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Chad. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (49%), *“WBG is not sensitive enough to political/social realities on the ground”* (46%), and *“political pressures and obstacles”* (43%).



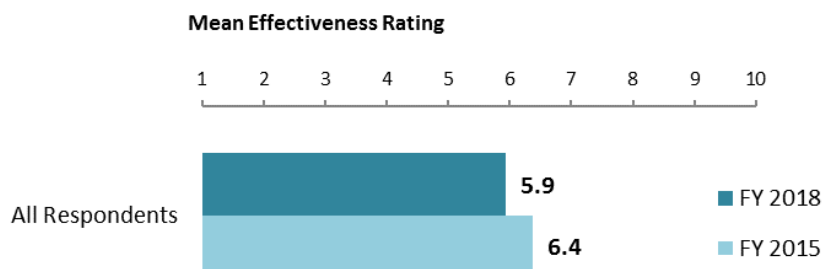
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



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

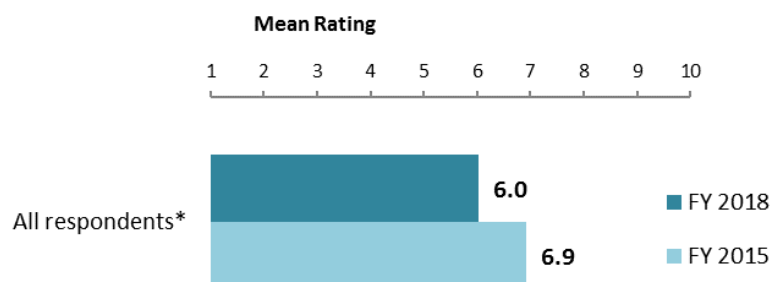
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



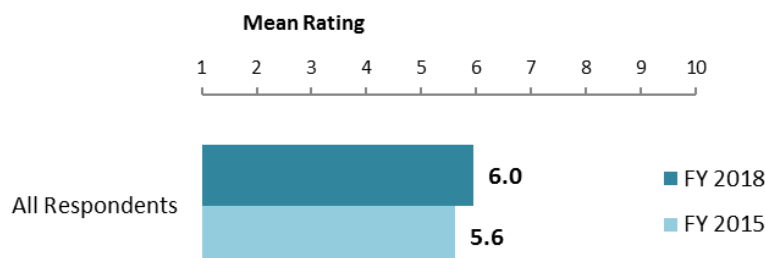
"Overall, please rate your impression of the World Bank Group’s effectiveness in Chad."
(1-“Not effective at all”, 10-“Very effective”)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group’s work help to achieve development results in Chad?" (1-“To no degree at all”, 10-“To a very significant degree”)
(*Significantly different between FY 2018 and FY 2015)

Building/Strengthening Existing Country Systems (Indicator Question)



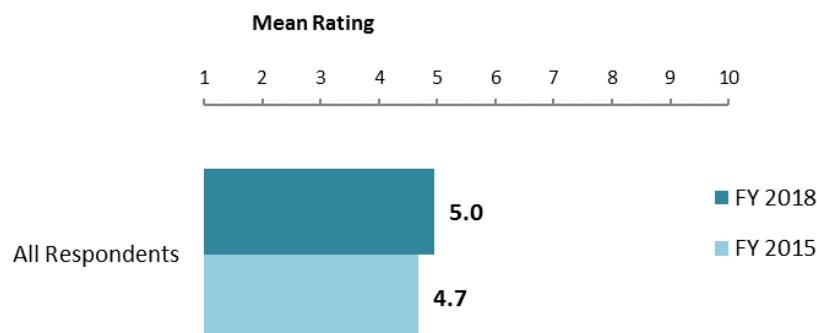
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Chad?"

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



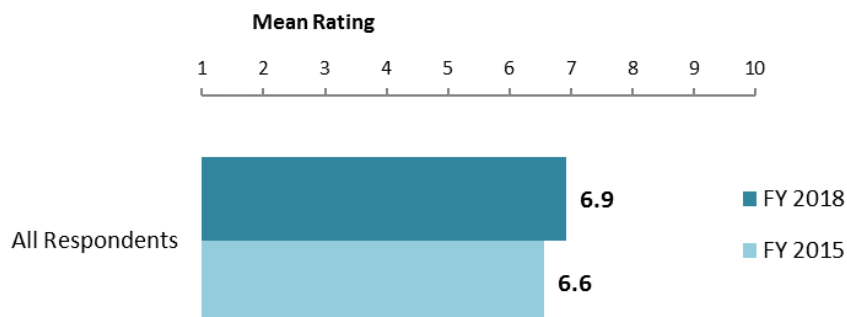
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staffing in Chad⁴



"To what extent do you believe the World Bank Group is adequately staffed in Chad?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staff Preparedness



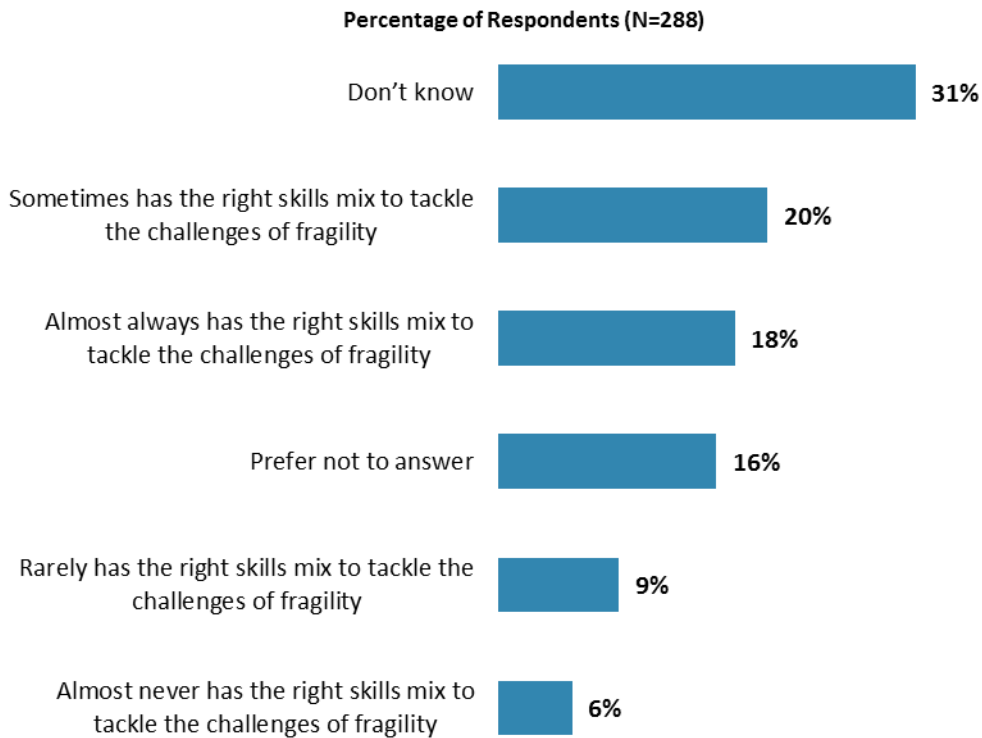
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chad solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

⁴ Means presented in the charts on this page were calculated based on weighted data.



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

The WBG Staff's Skills Mix to Tackle Fragility



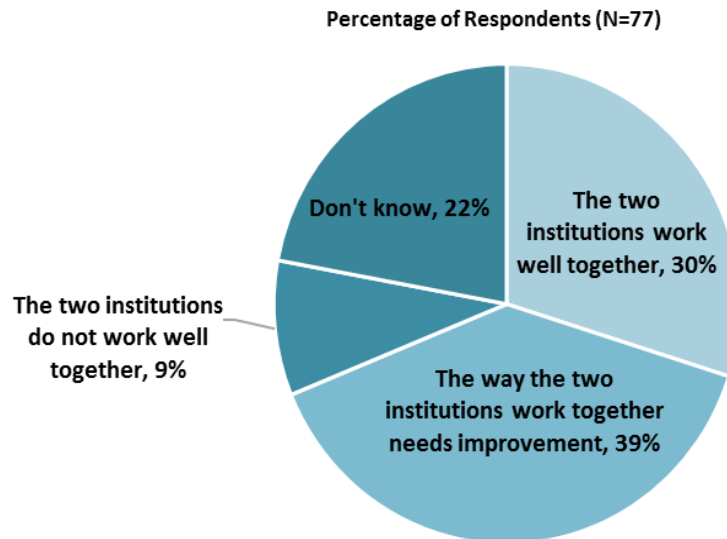
"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?"
(Respondents chose from a list.)



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

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.



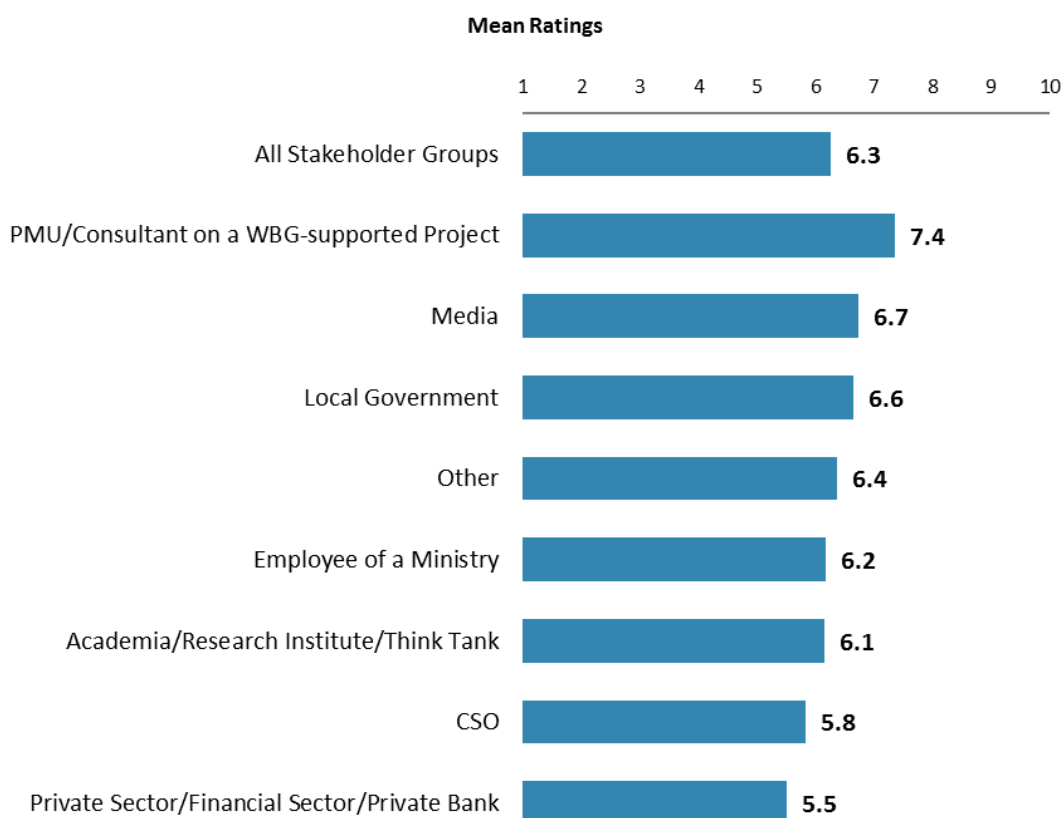
“If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Chad?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from PMUs/consultants on WBG-supported projects had the highest mean rating for the aggregated responses to the twenty-eight COS indicator questions, whereas the respondents from private sector/financial sector/private banks had a lower mean rating. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 74).
- **Collaboration:** Respondents who collaborate with the WBG had statistically similar mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.6) to respondents who do not collaborate with the WBG (mean rating = 6.2). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 115).



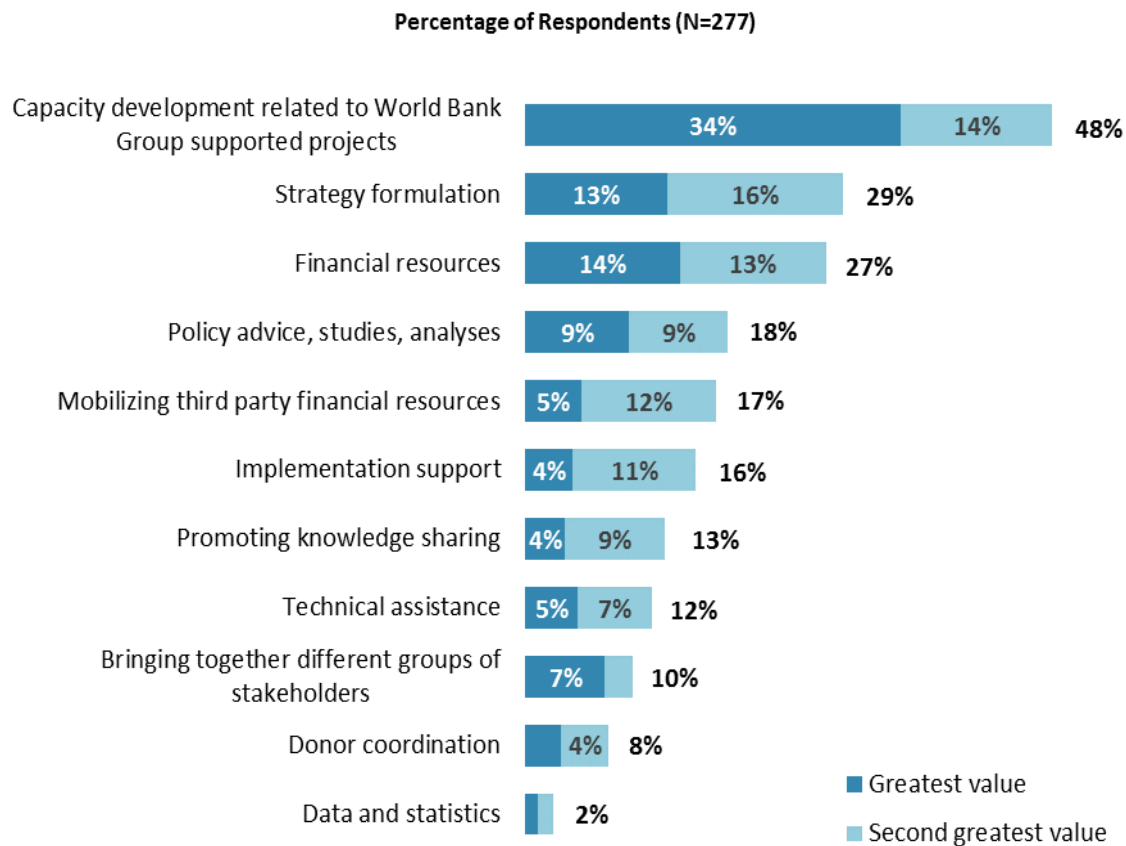
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Chad were "*strategy formulation*" (39%), "*mobilizing third party financial resources*" (29%), and "*capacity development*" (29%).



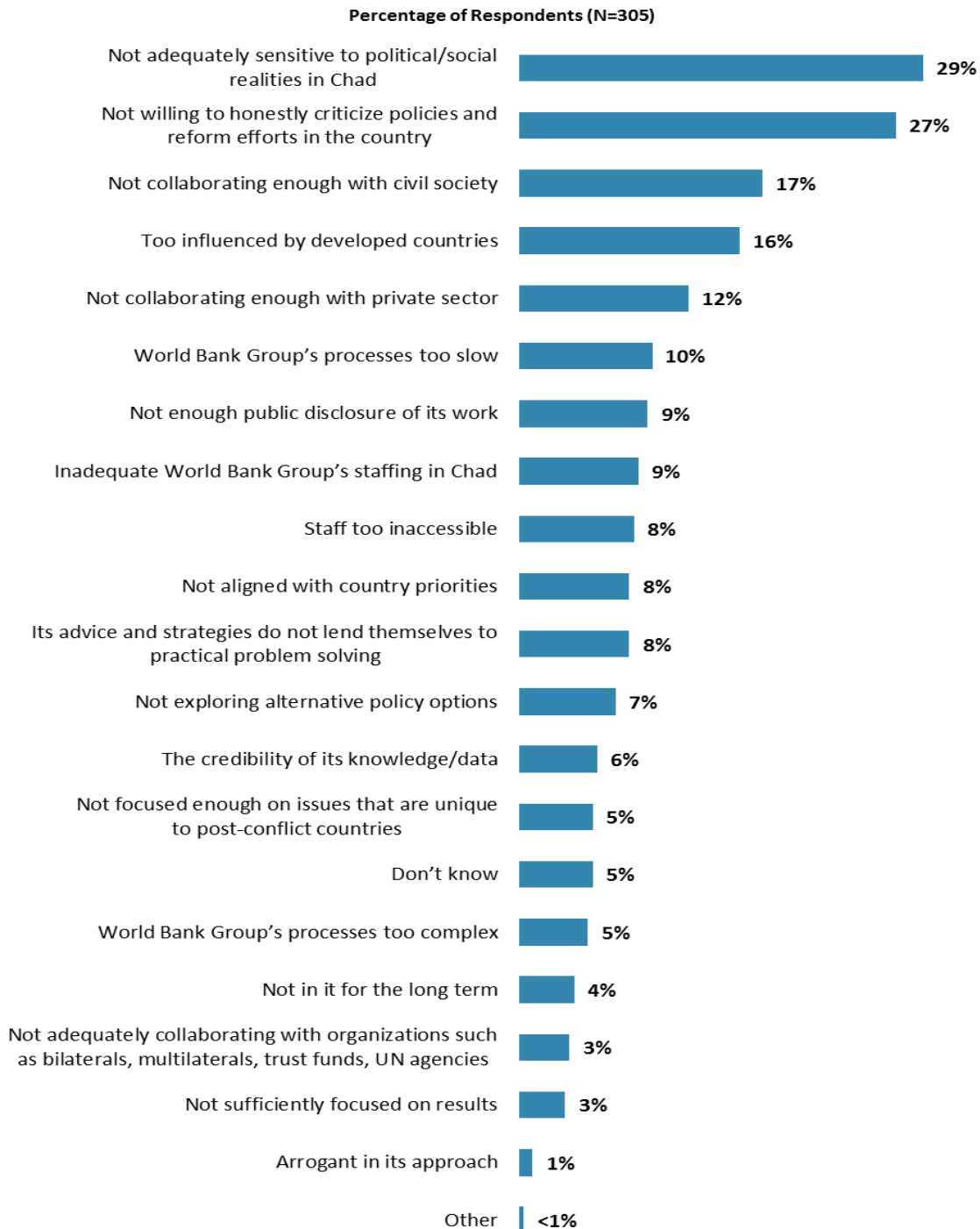
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chad?" (Respondents chose from a list.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in Chad were "*WBG's processes too complex*" (27%) and "*not enough public disclosure of its work*" (26%).

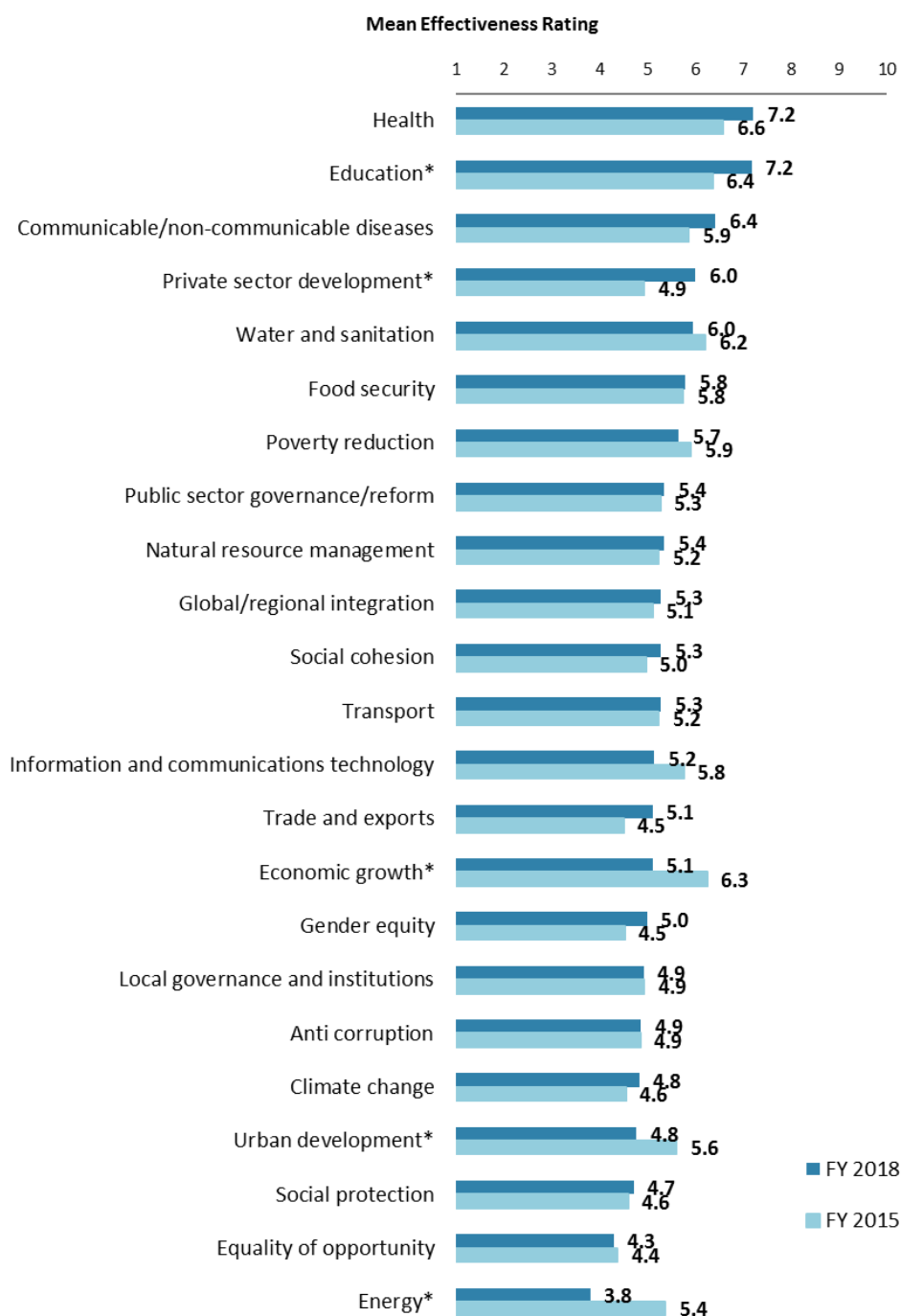


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chad? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

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



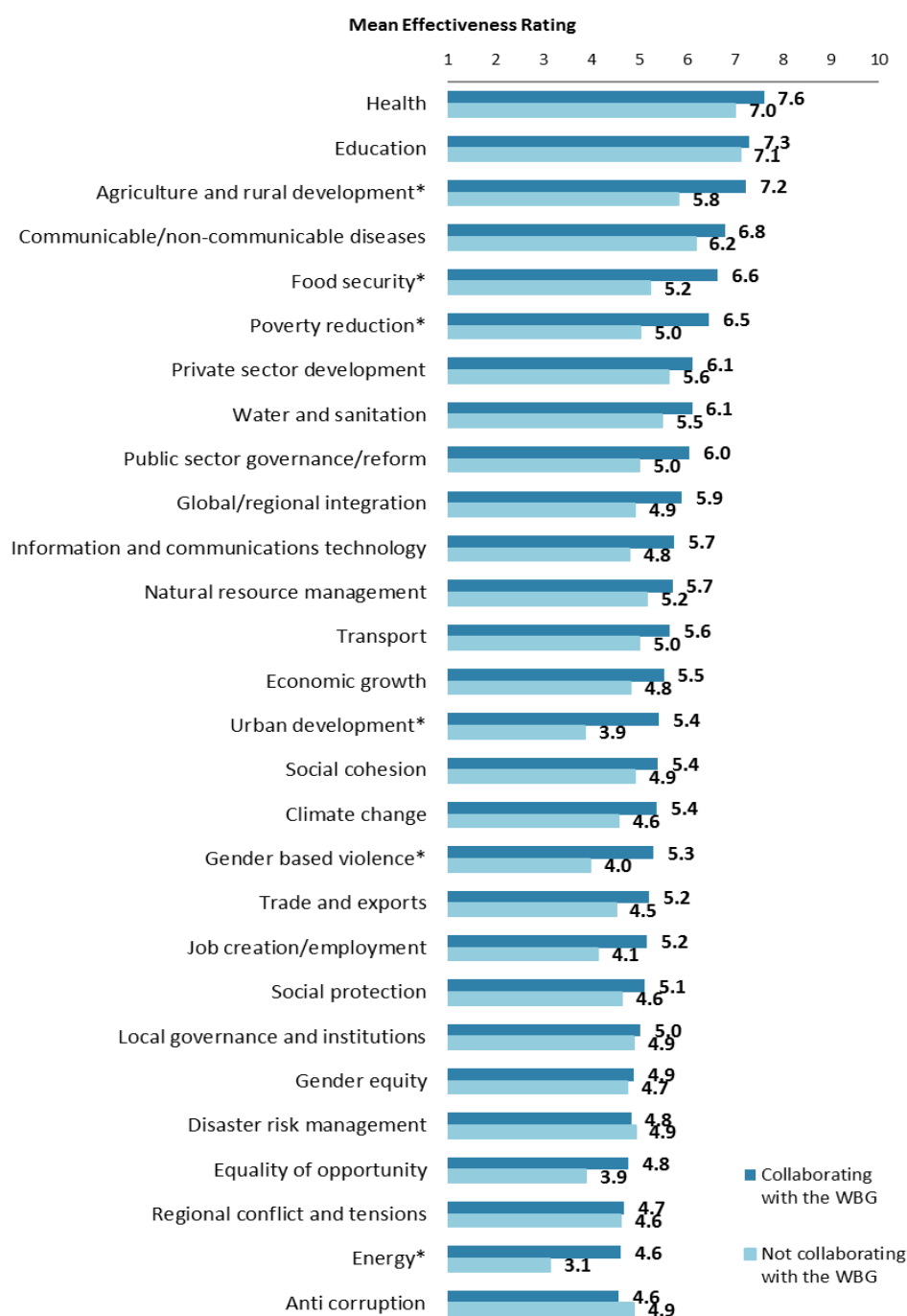
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2018 and FY 2015)

⁵ Means presented in this chart were calculated based on weighted data. Only those sectors comparable across both FY'15 and FY'18 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 Chad?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators)

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 54) 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 Chad, bivariate correlational analyses were conducted using respondents' ratings of the twenty-eight specific areas of effectiveness.

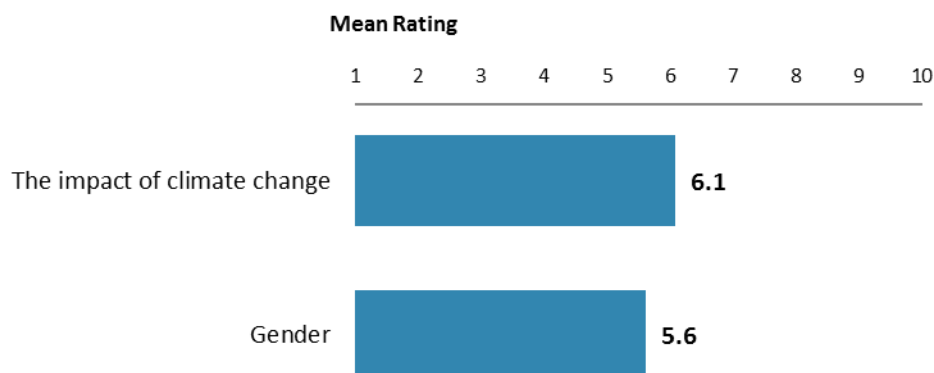
Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents'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

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Chad. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at local governance and institutions;
 - The WBG's effectiveness at social cohesion;
 - The WBG's effectiveness at global/regional integration; and
 - The WBG's effectiveness at transport.
- 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 Chad, 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 global/regional integration;
 - The WBG's effectiveness at transport; and
 - The WBG's effectiveness at economic growth.



VI. Sectoral Effectiveness (continued)

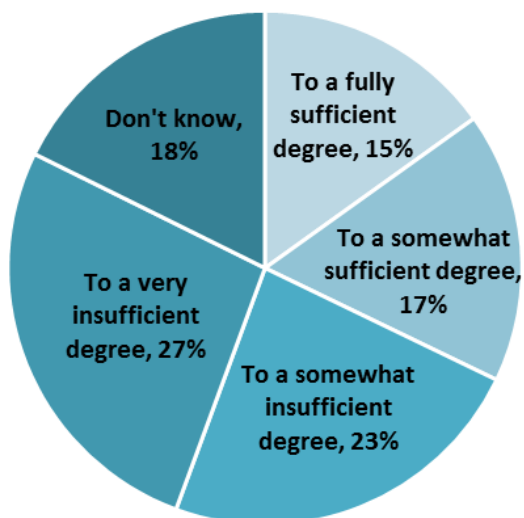
WBG's Influence on Gender and Climate Change Policy



"In Chad, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest

Percentage of Respondents (N=311)

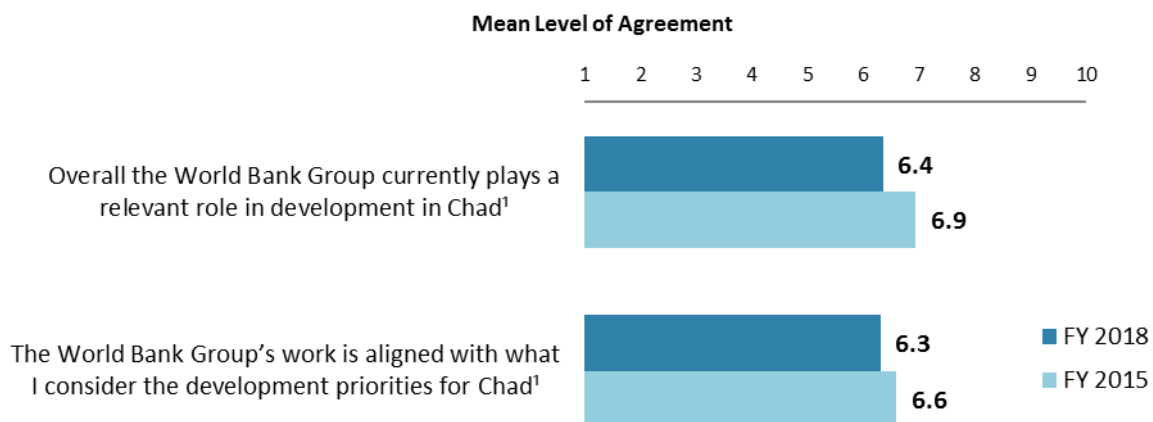


"To what extent do you believe that the World Bank Group's work and support help the poorest in Chad?" (Respondents chose from a list.)



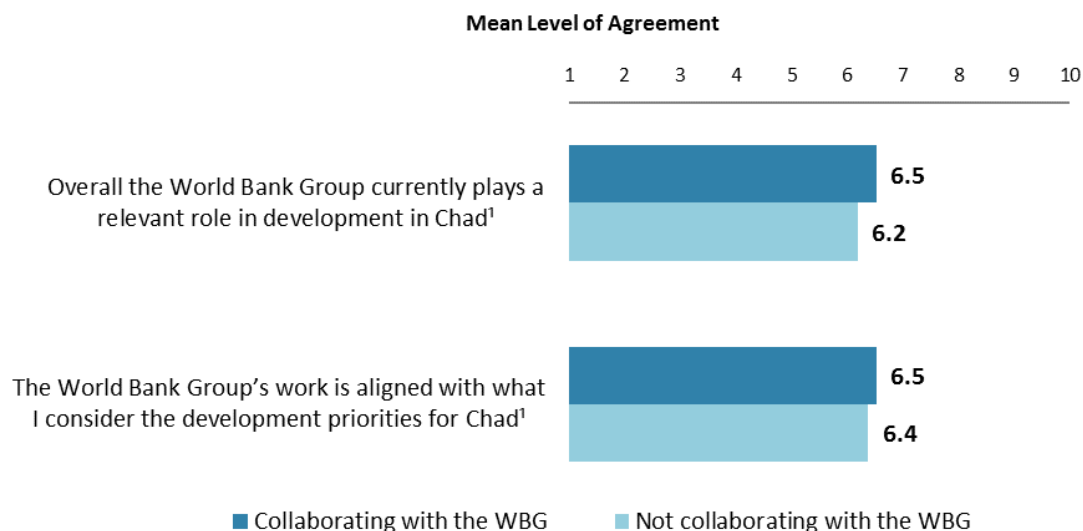
VII. How the World Bank Group Operates

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



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

The World Bank Group's Work in Chad: Collaboration



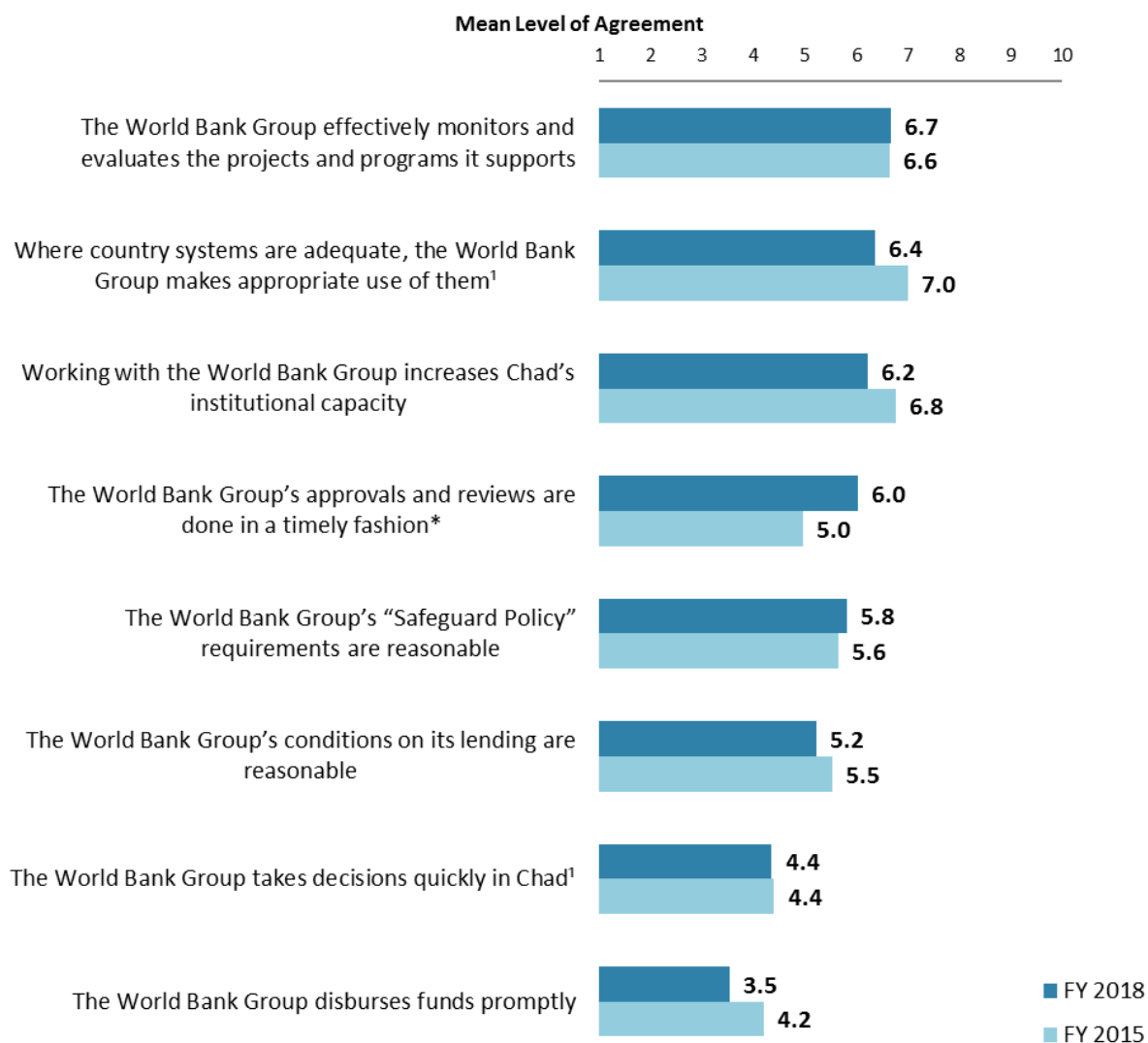
"To what extent do you agree with the following statements about the World Bank Group's work in Chad?" (1-"Strongly disagree", 10-"Strongly agree")
¹Indicator Question

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



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



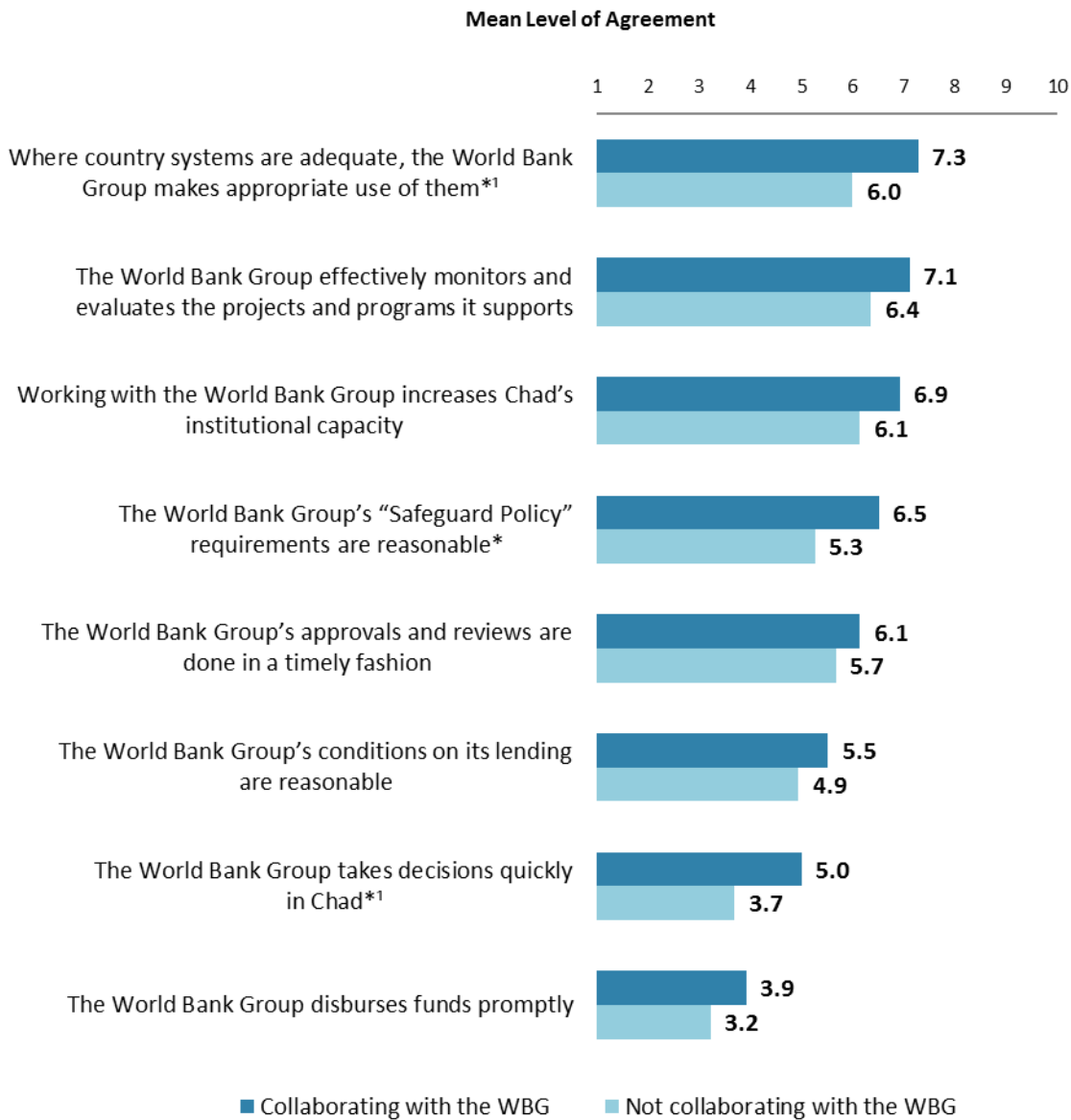
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2018 and FY 2015)
Indicator Question

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")

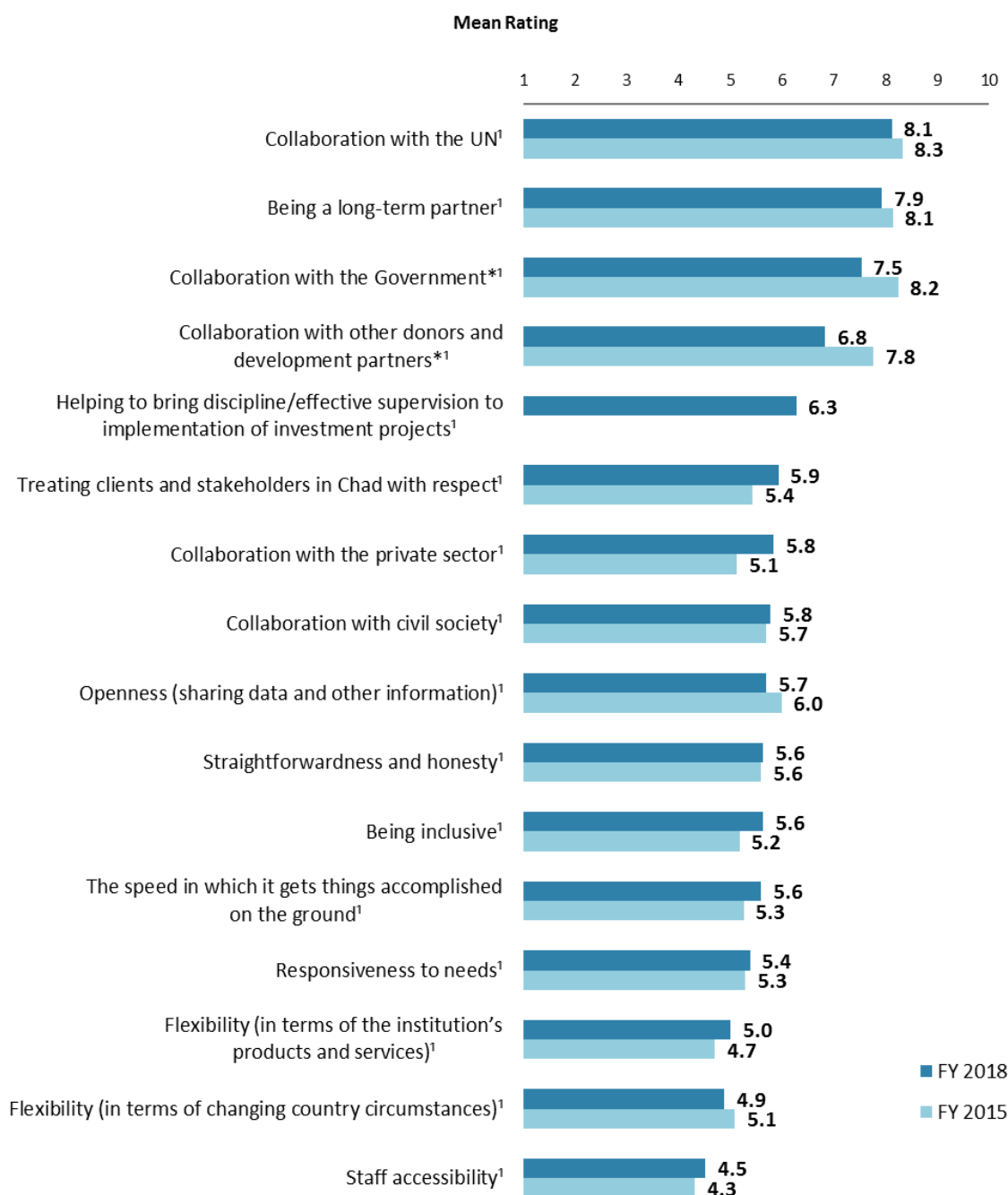
(*Significantly different between collaborators and non-collaborators)

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

(*Significantly different between FY 2018 and FY 2015)

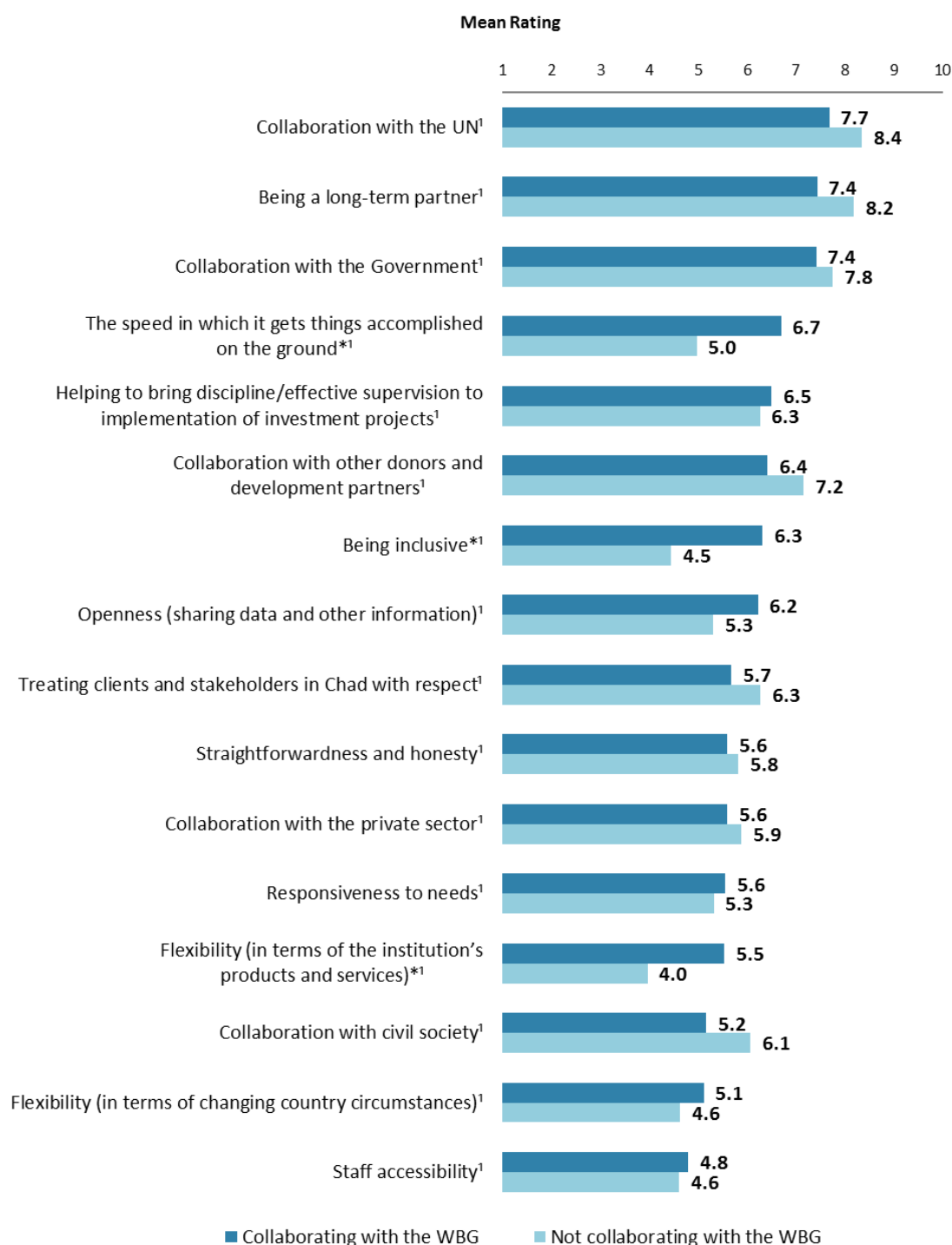
¹Indicator Question

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



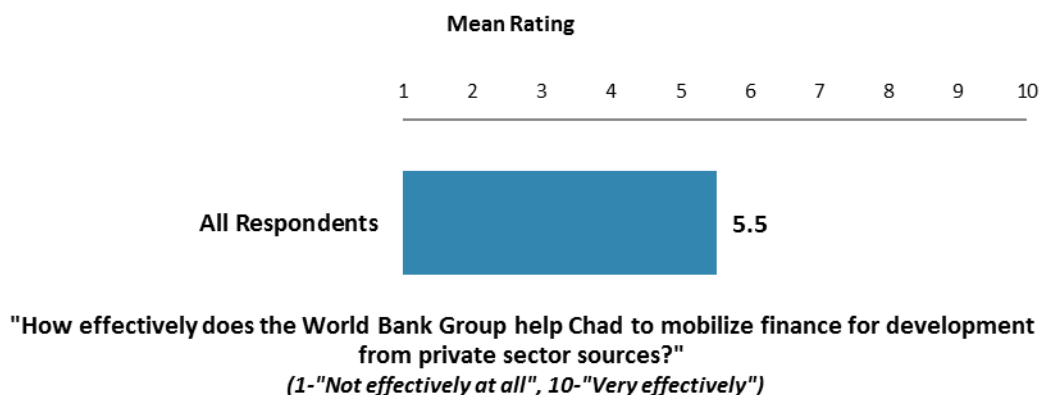
"To what extent is the World Bank Group an effective development partner in Chad, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between collaborators and non-collaborators)

¹Indicator Question

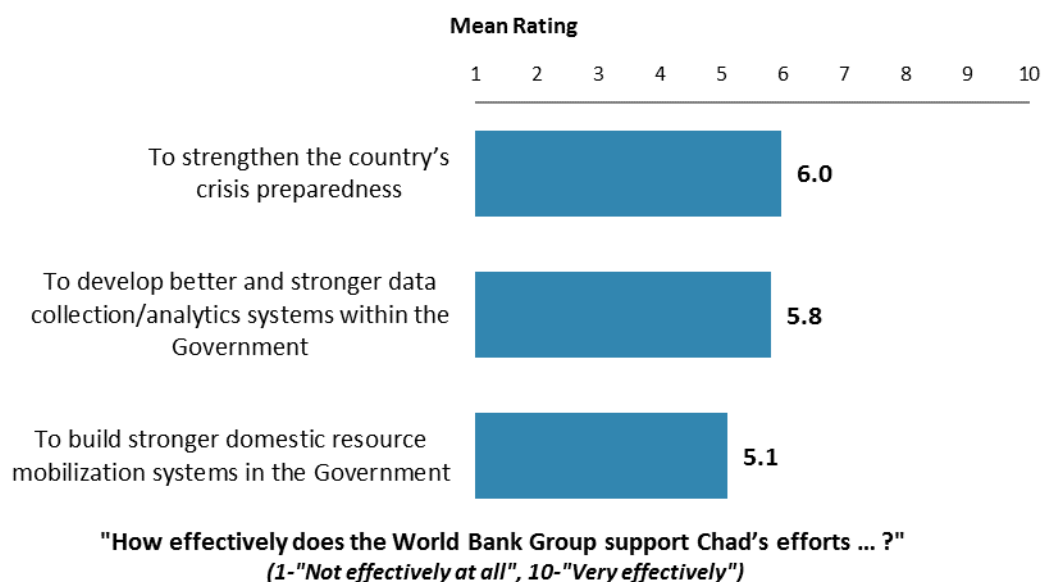


VII. How the World Bank Group Operates (continued)

Mobilizing Finance for Development from Private Sector Sources



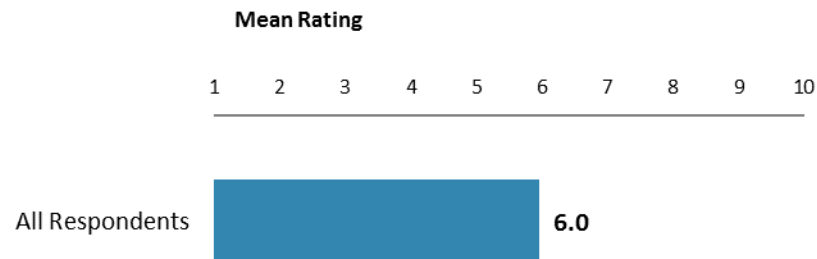
The World Bank Group's Support to Chad



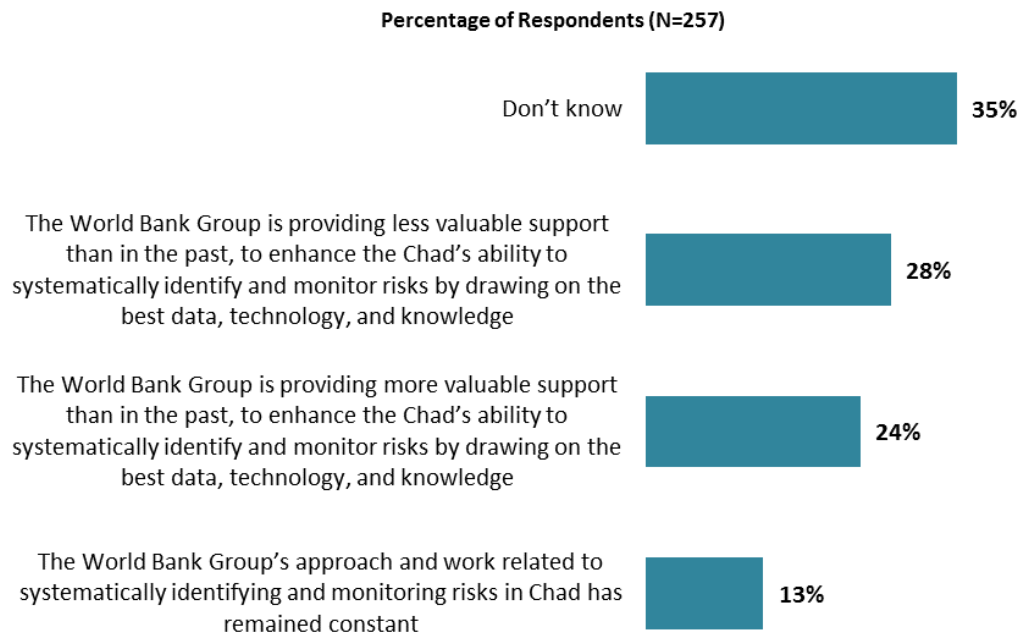


VII. How the World Bank Group Operates (continued)

Work in FCV Contexts



"How effectively does the World Bank Group's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF) activities support Chad's efforts to manage crisis related risks?" (1-"Not effectively at all", 10-"Very effectively")



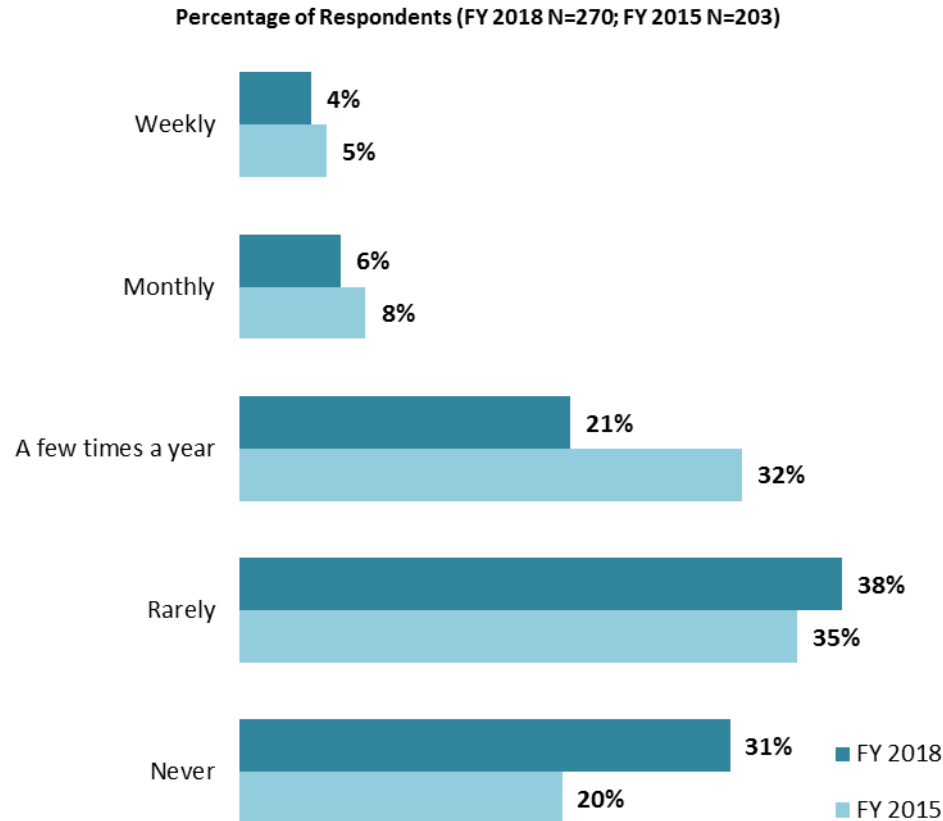
"When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities?" (Respondents chose from a list.)



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Stakeholder groups:** This year, respondents from PMUs/consultants on WBG projects and academia/research institutes/think tanks indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly*") compared to respondents from other stakeholder groups.



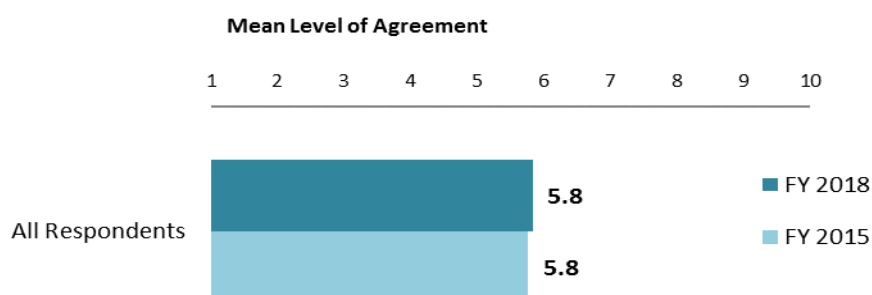
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages presented in the chart were calculated based on weighted data.



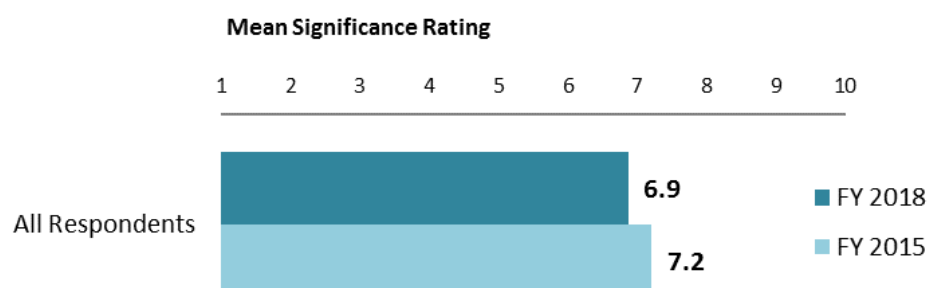
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Chad's Knowledge Needs¹¹ (Indicator Question)



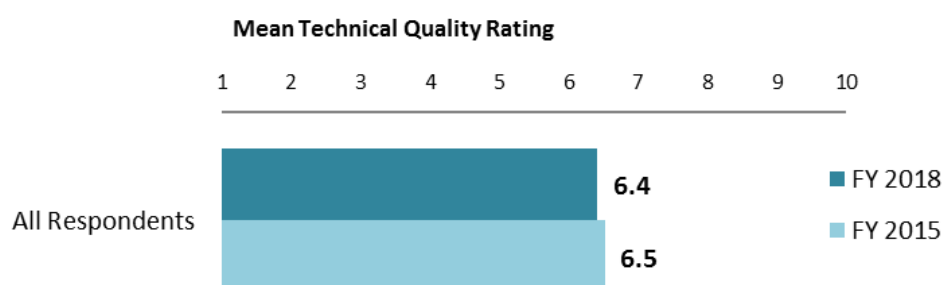
"The World Bank Group meets Chad's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



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

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



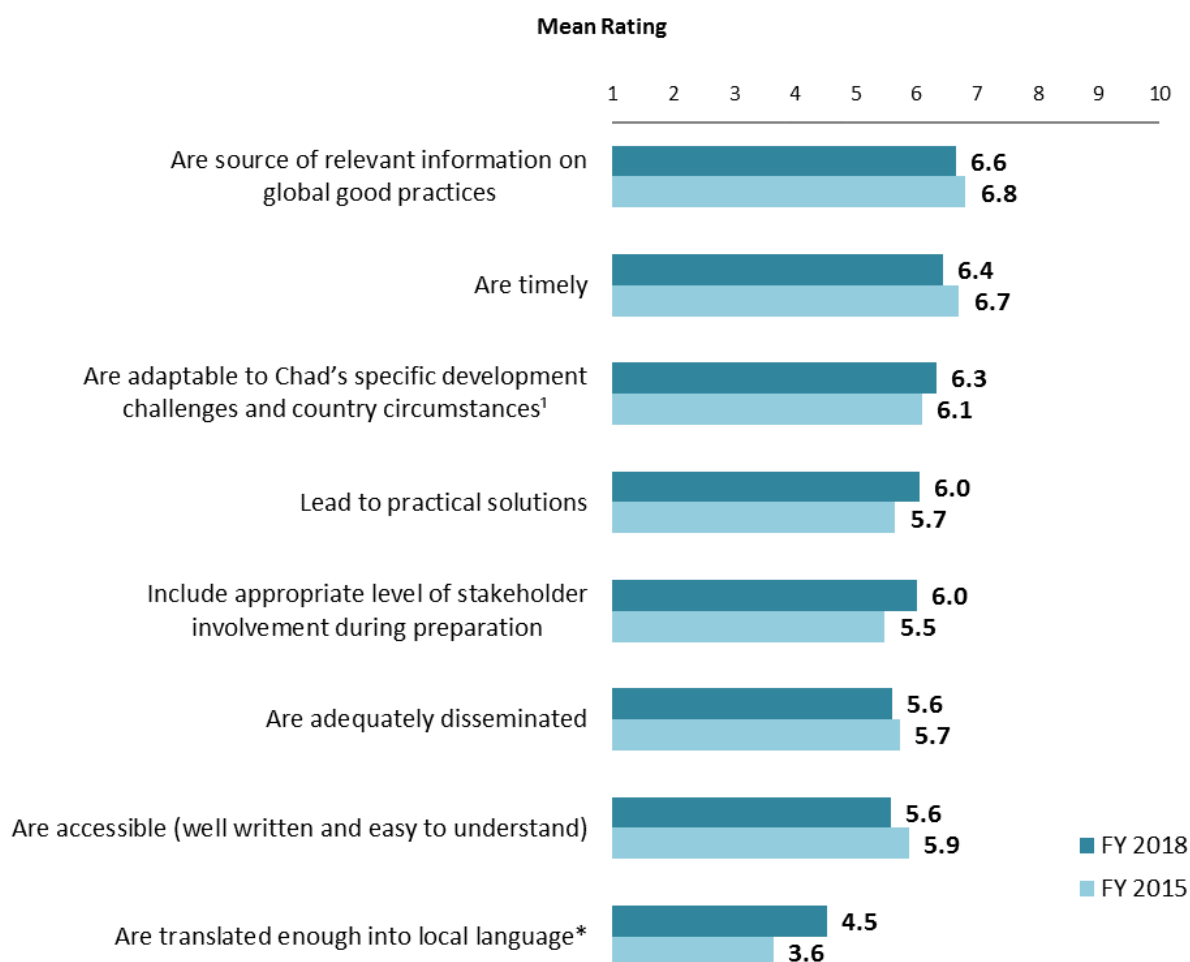
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

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 Chad, 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 2018 and FY 2015)

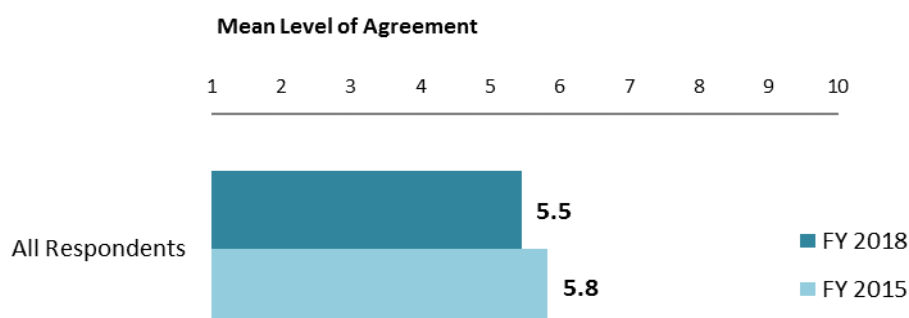
¹Indicator Question

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



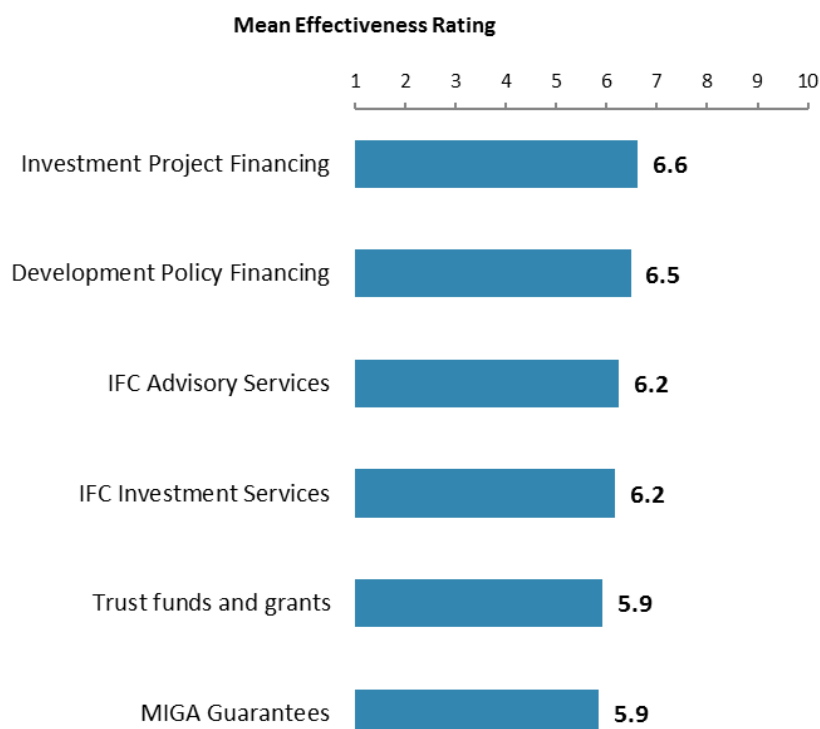
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Chad'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 Chad" (1-"Strongly disagree", 10-"Strongly agree")

Effectiveness of WBG's Instruments



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

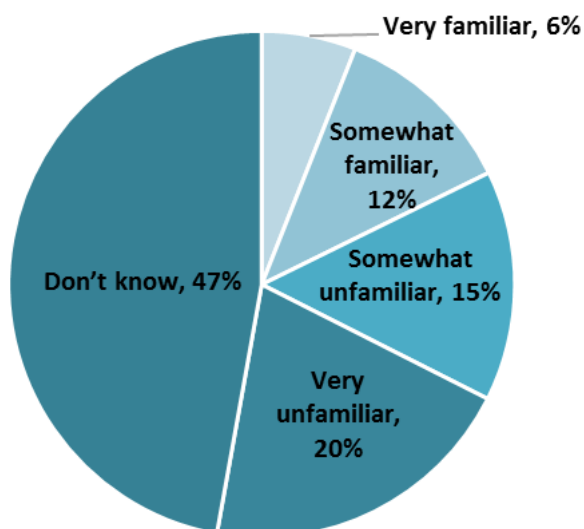
¹³ Means in the chart were calculated based on weighted data.



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

Familiarity with WBG's New/Expanded Financial Instruments

Percentage of Respondents (N=299)

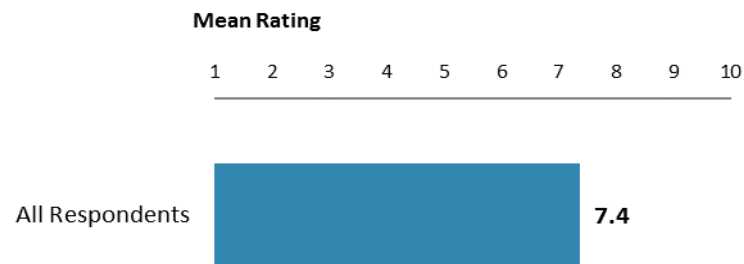


"As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Chad?"
(Respondents chose from a list.)



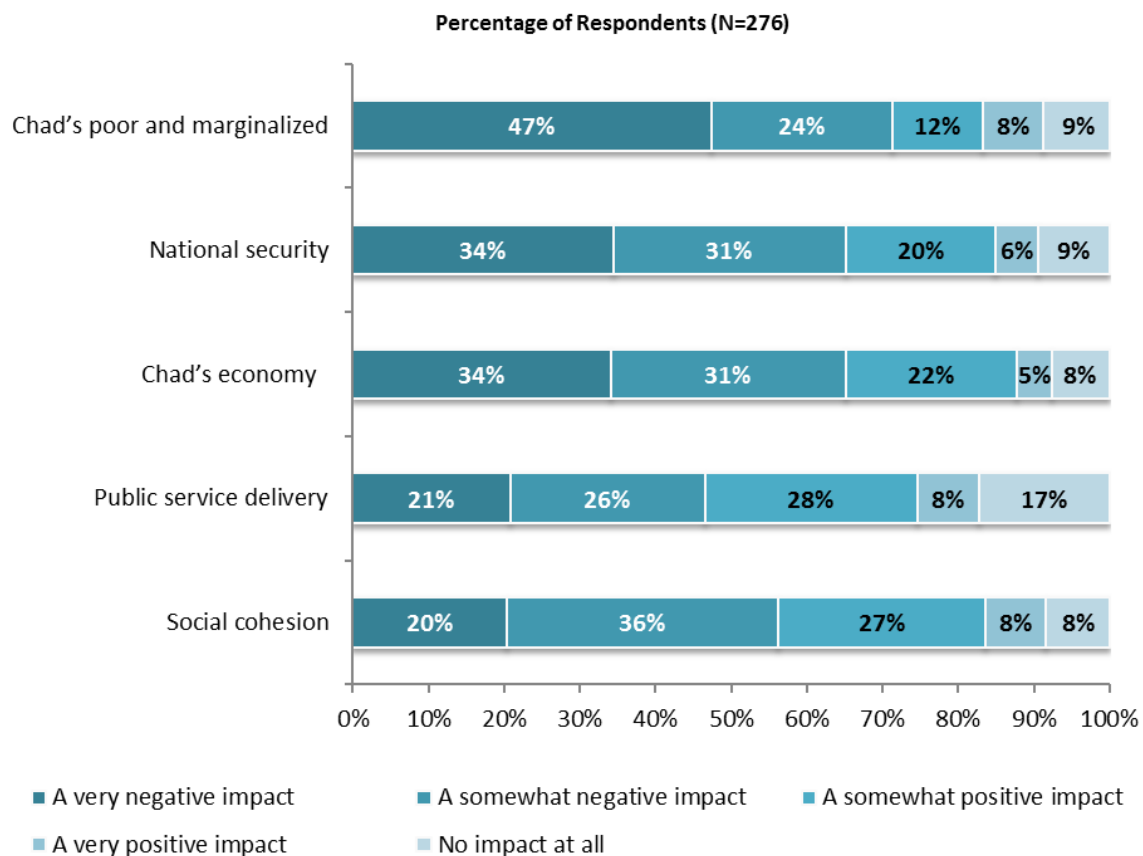
IX. World Bank Group's Response to the Refugee Crisis

Response to the Refugee Crisis in Chad



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

Impact of the Refugee Crisis

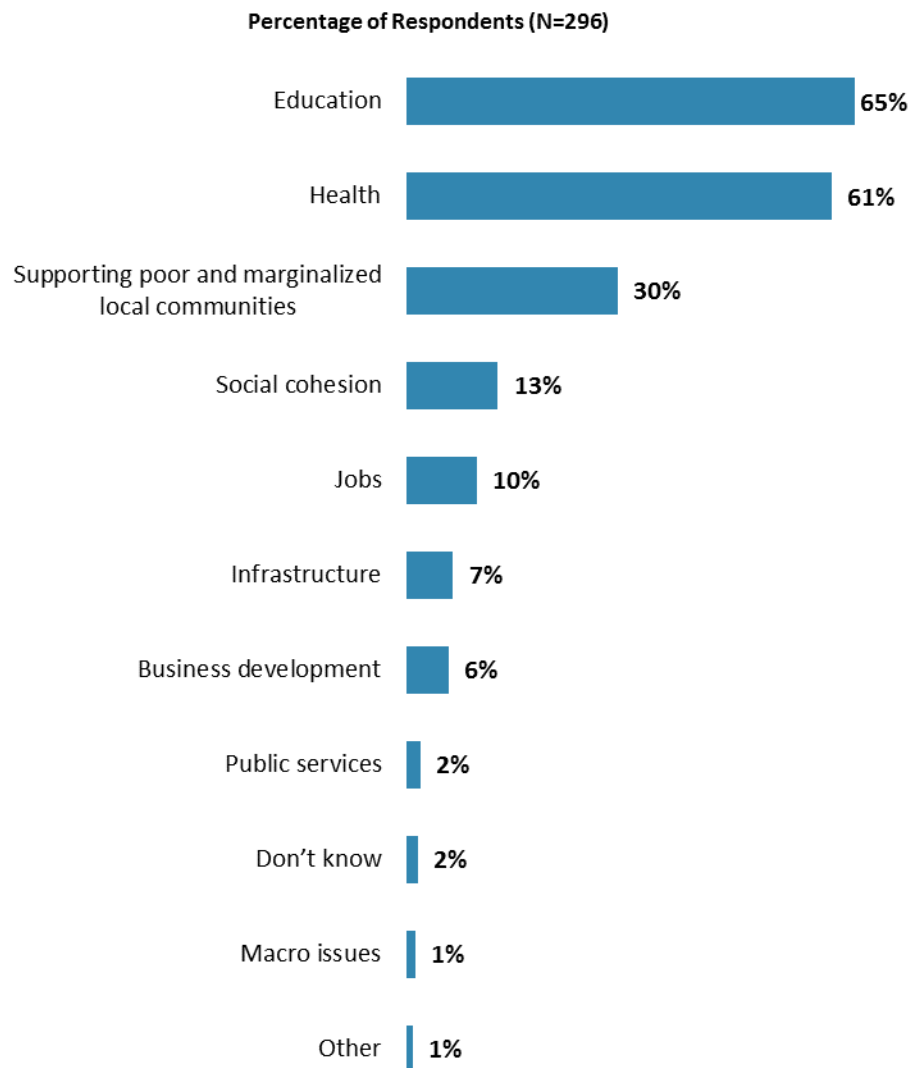


"Please rate how you feel when you think about the impact of the refugees in regards to ..."
(Respondents chose from a list.)



IX. WBG's Response to the Refugee Crisis (continued)

The WBG's Support to the Refugee Crisis in Chad



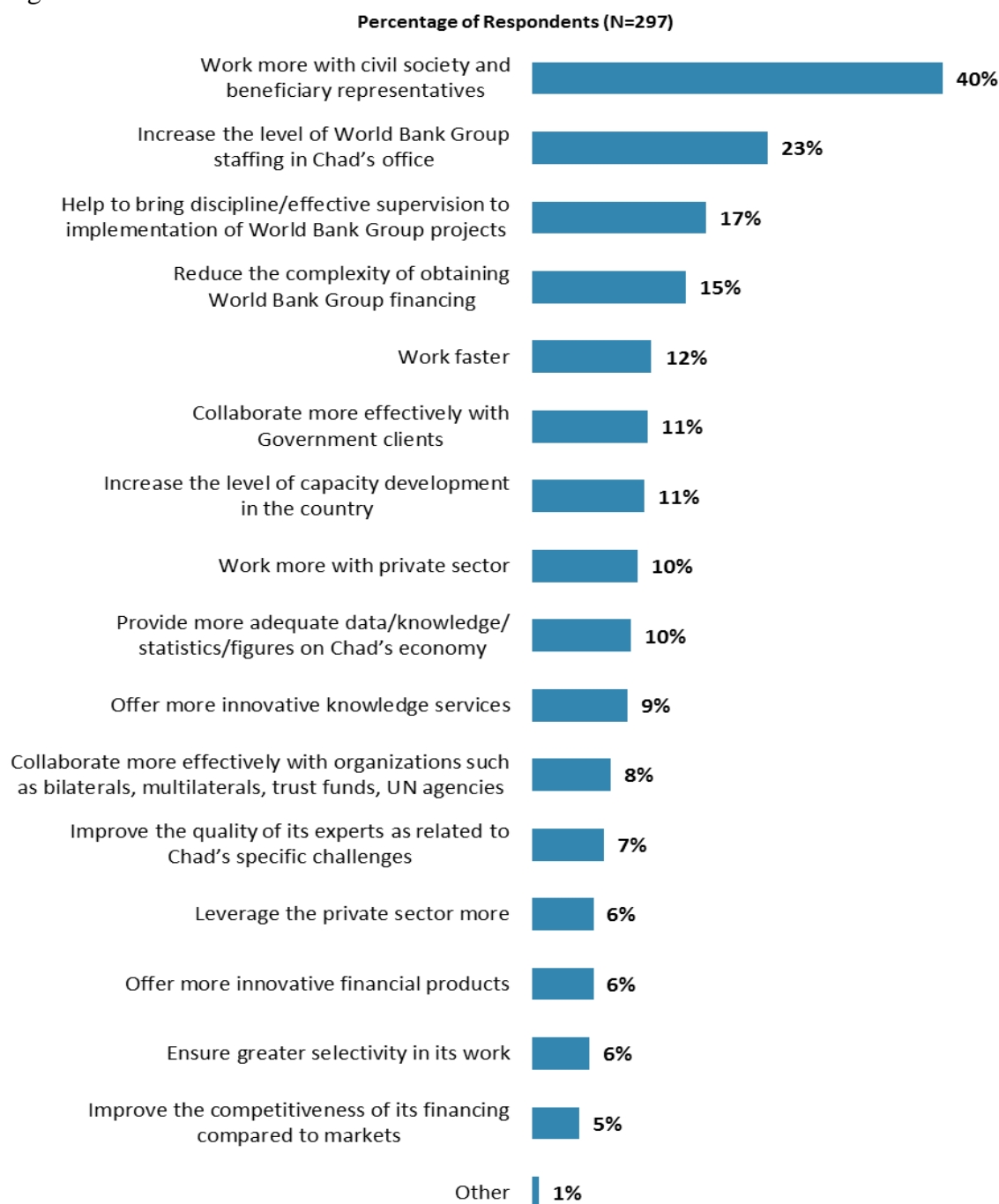
"In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Chad? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. The Future Role of the World Bank Group in Chad

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (44%) to make itself of greater value in Chad.



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



X. The Future Role of the WBG in Chad (continued)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should collaborate more with “*beneficiaries*” (34%), “*NGOs/Community Based Organizations*” (32%), and “*private sector*” (31%) to ensure better development results in Chad.



"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.)

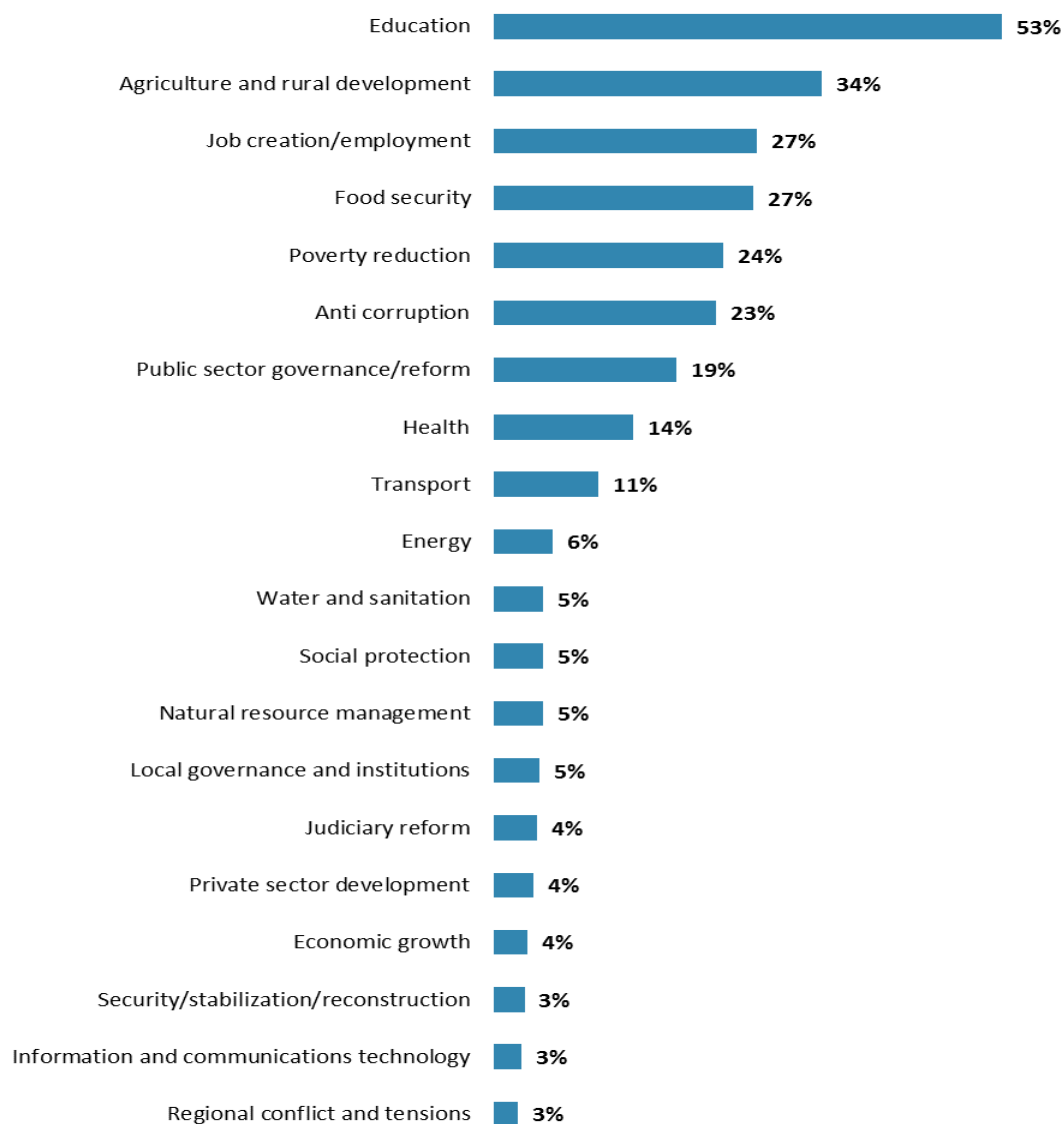


X. The Future Role of the WBG in Chad (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*education*” (34%), “*rural development*” (28%), “*agricultural development*” (27%), and “*anti-corruption*” (25%).
- Respondents whose primary specialization of work is “*education*” were significantly more likely to indicate that the WBG should focus its resources on “*education*,” compared to respondents from other areas (education specialists = 70%; others = 44%).

Percentage of Respondents (N=312)



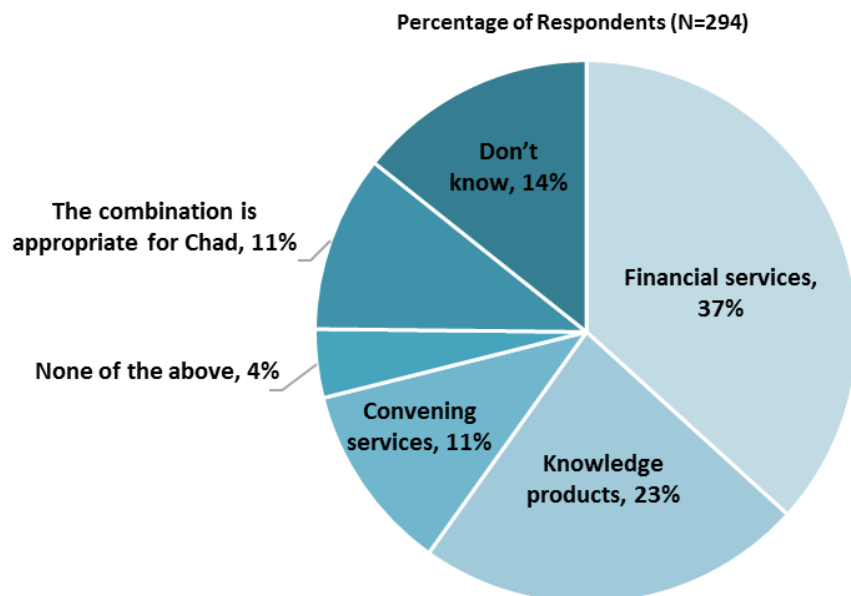
“When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectors do you believe the World Bank Group should focus most of its resources in Chad? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 33 response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

* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about which areas the World Bank Group should focus its resources on.



X. The Future Role of the WBG in Chad (continued)

Future Combination of the WBG Services

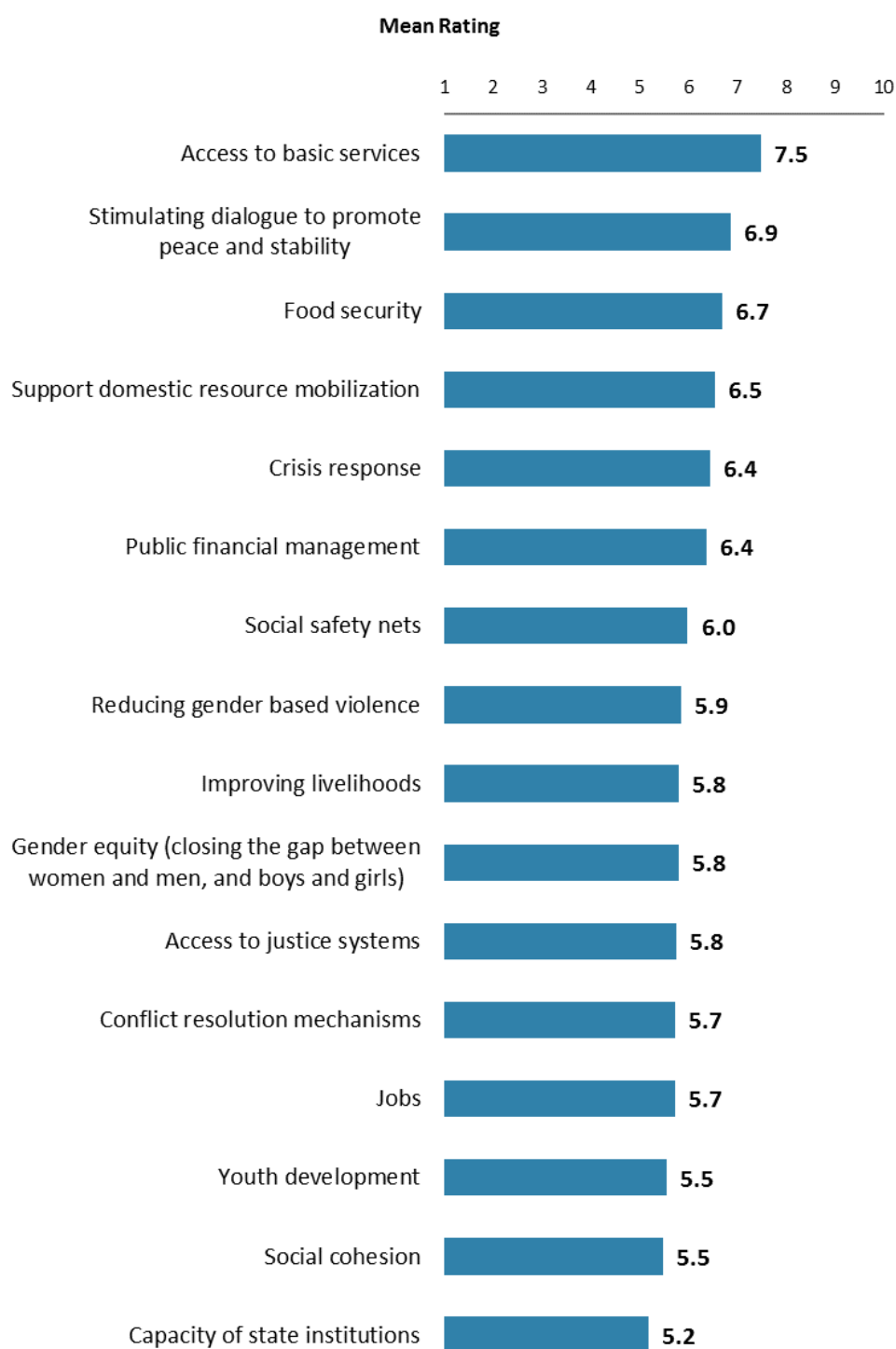


"When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chad?" (Respondents chose from a list.)



X. The Future Role of the WBG in Chad (continued)

World Bank Group Support

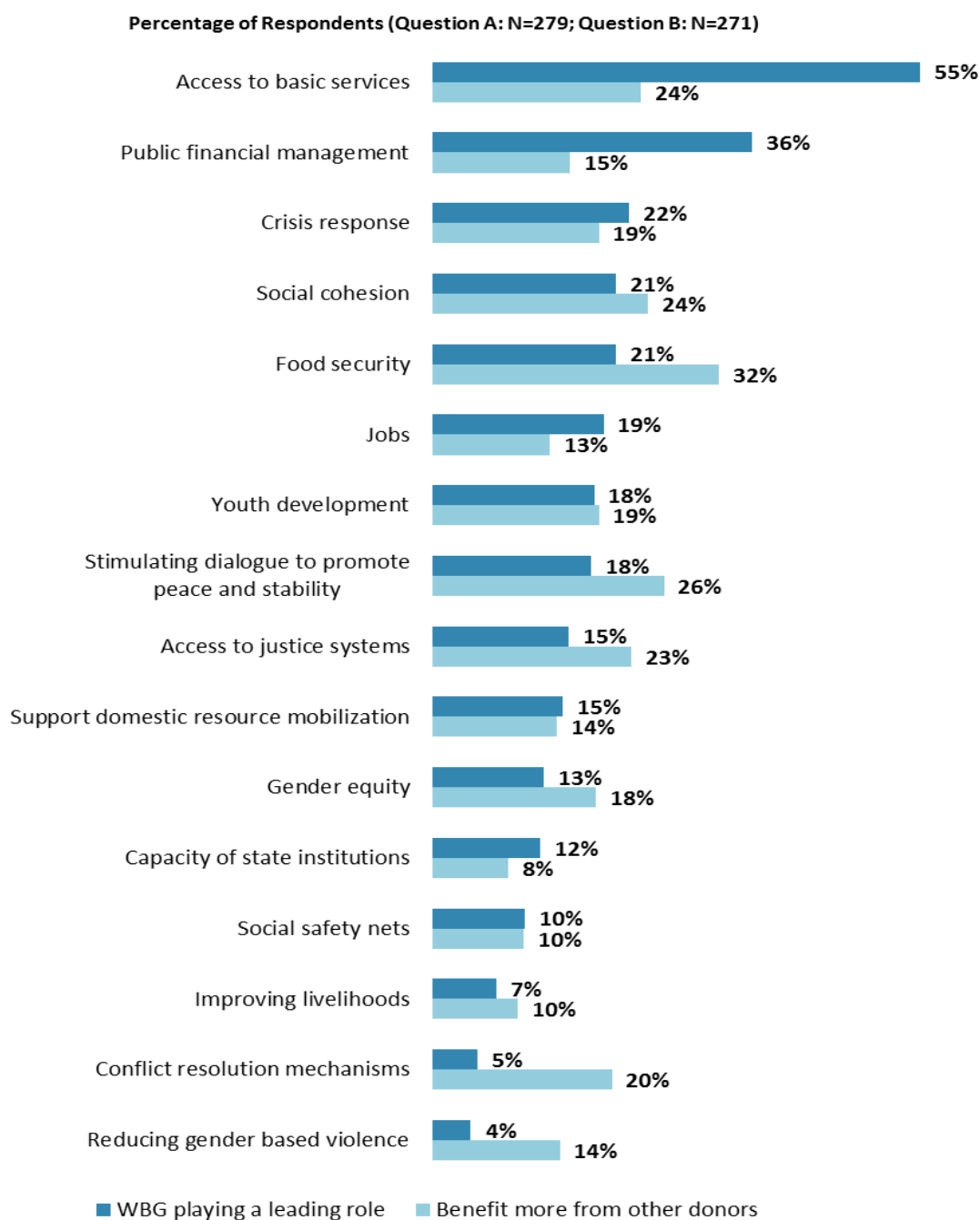


"To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?" (1-"To no degree at all", 10-"To a very significant degree")



X. The Future Role of the WBG in Chad (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 Chad?

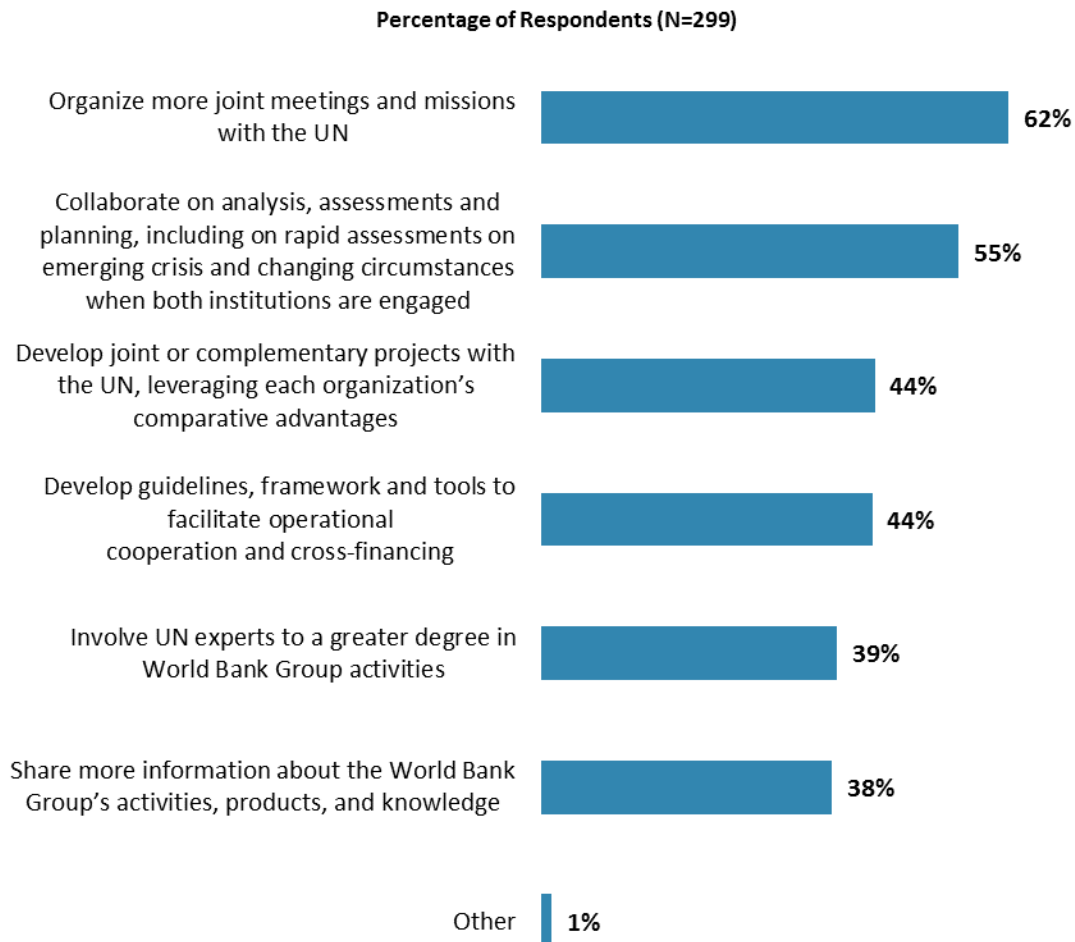
B. Which THREE areas below would benefit most from other donors in Chad?"

(Respondents chose from a list. Responses combined.)



X. The Future Role of the WBG in Chad (continued)

WBG Collaboration with the UN



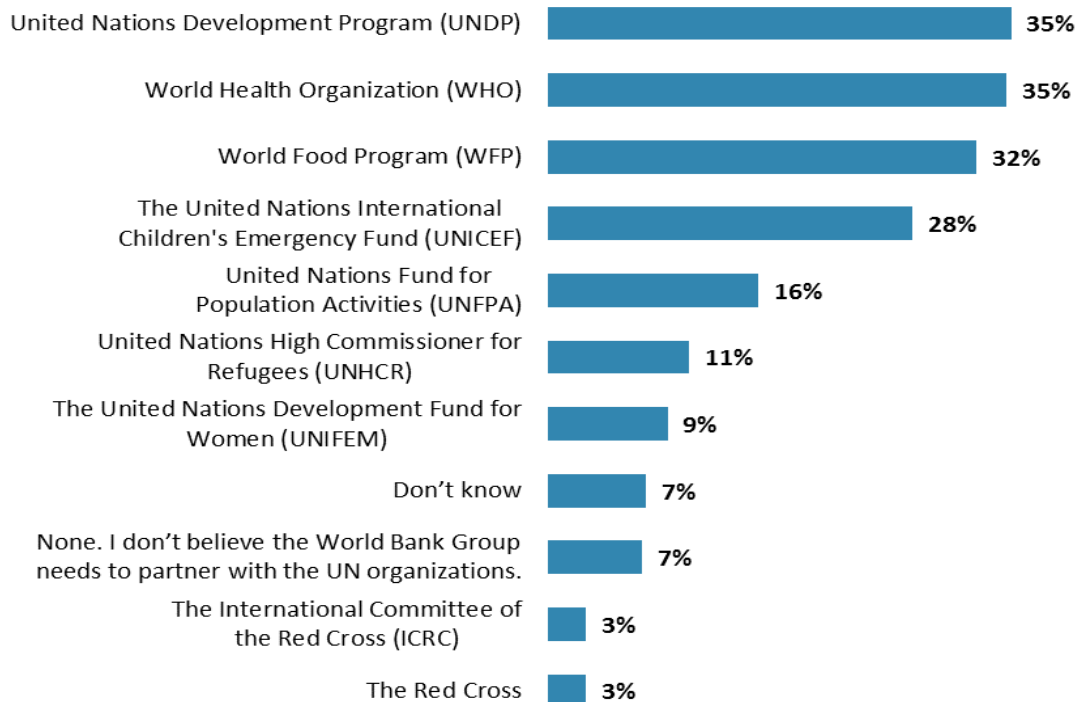
"What should the World Bank Group do to improve collaboration with the UN in the field?"
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



X. The Future Role of the WBG in Chad (continued)

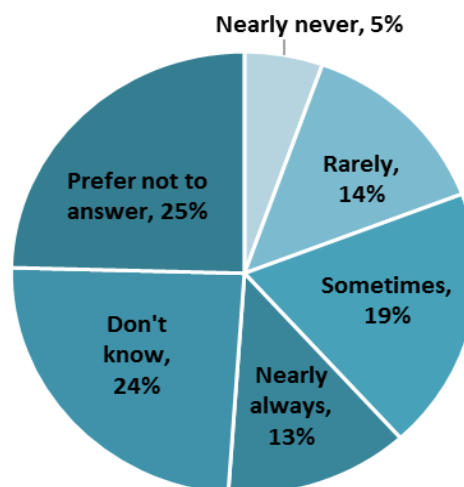
Partnering with UN Organizations

Percentage of Respondents (N=308)



"Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Chad? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

Percentage of Respondents (N=313)



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

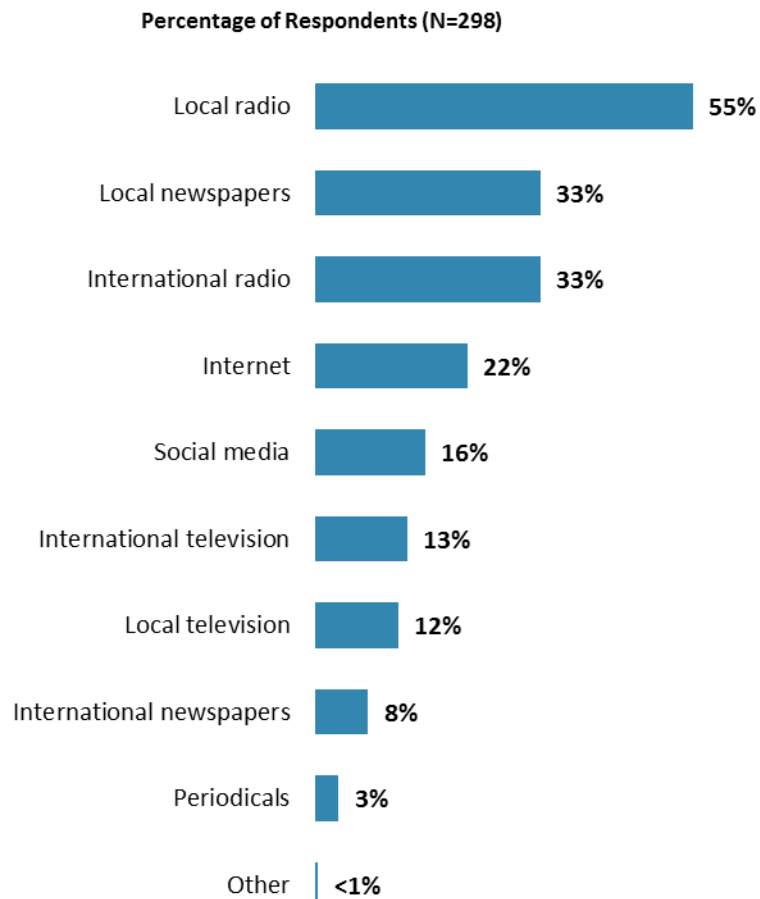


XI. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 74) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in Chad from “Internet” (50%), “international radio” (38%), and “local newspapers” (29%).



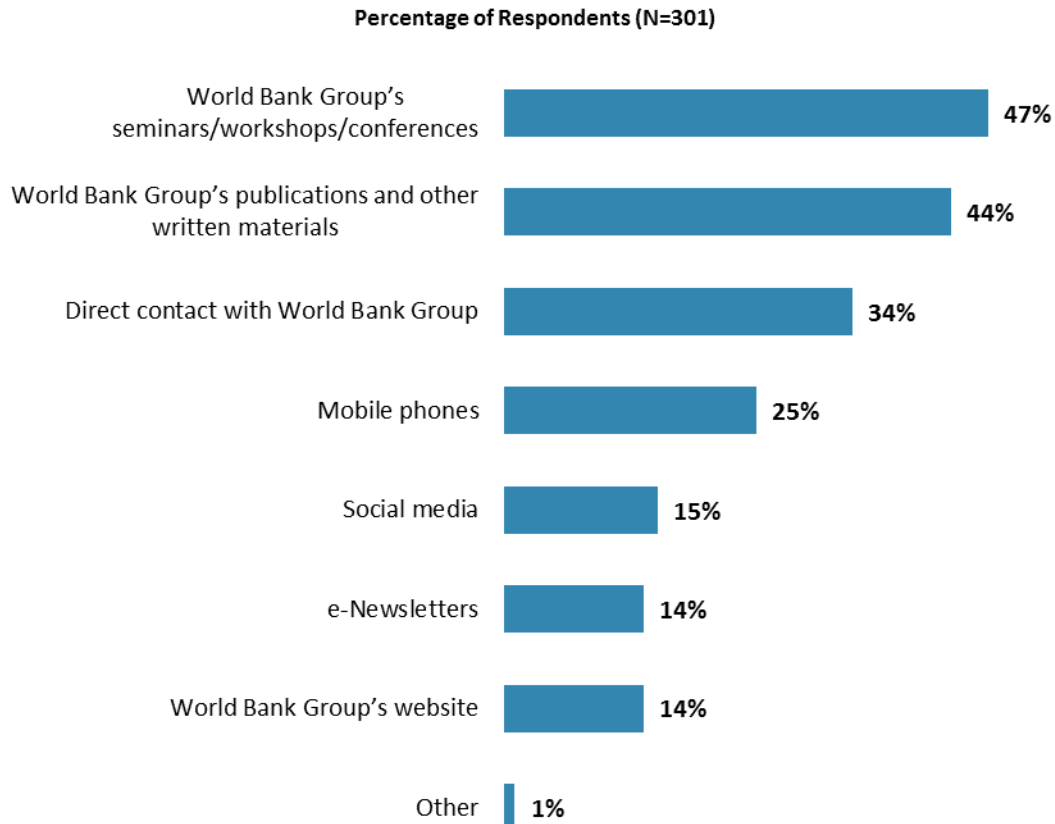
"How do you get most of your information about economic and social development issues in Chad?"
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XI. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s publications and other written materials*” (43%), “*World Bank Group’s website*” (39%), and “*World Bank Group’s seminars/workshops/conferences*” (31%).

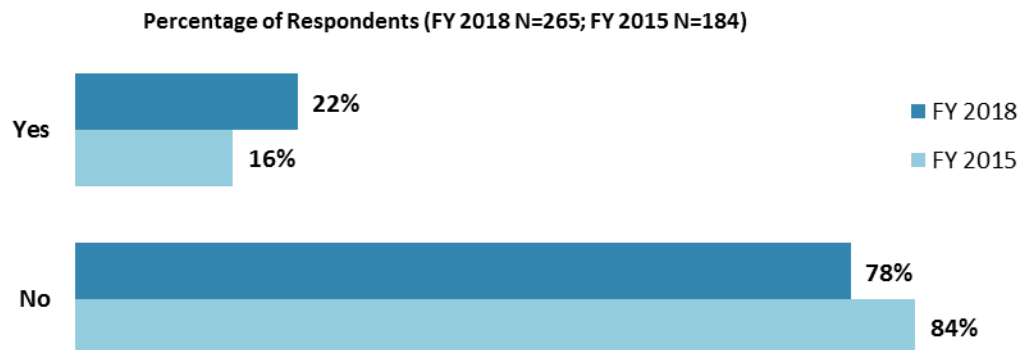


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



XI. Communication and Outreach (continued)

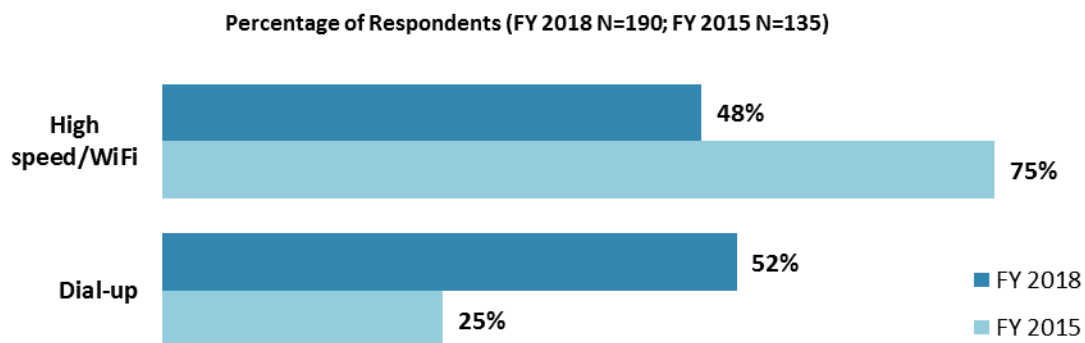
Access to Information¹⁴



"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?"

Access to the Internet

- **Year comparison:** This year's respondents were significantly less likely to have reliable internet access and high speed/WiFi connections than the respondents in the FY'15 Country Survey.
- 60 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



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

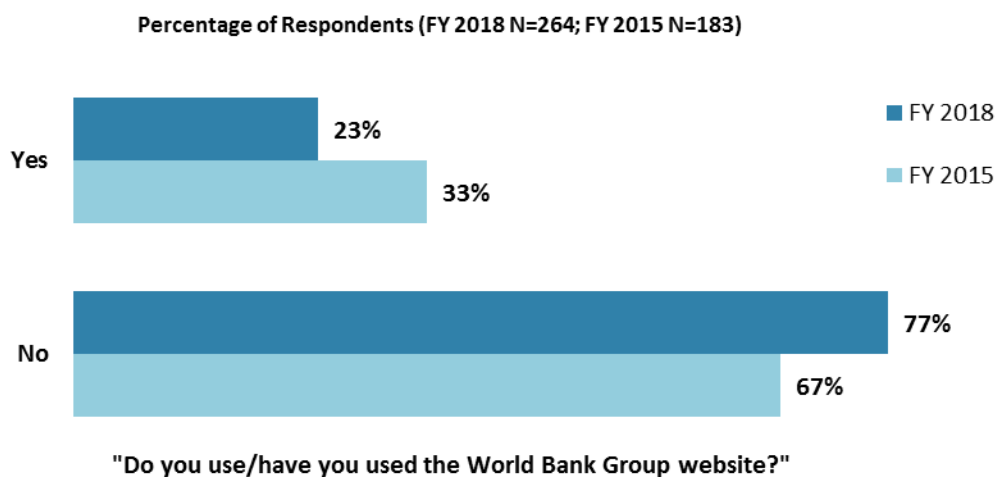
¹⁴ Percentages presented in the charts on this page were calculated based on weighted data.



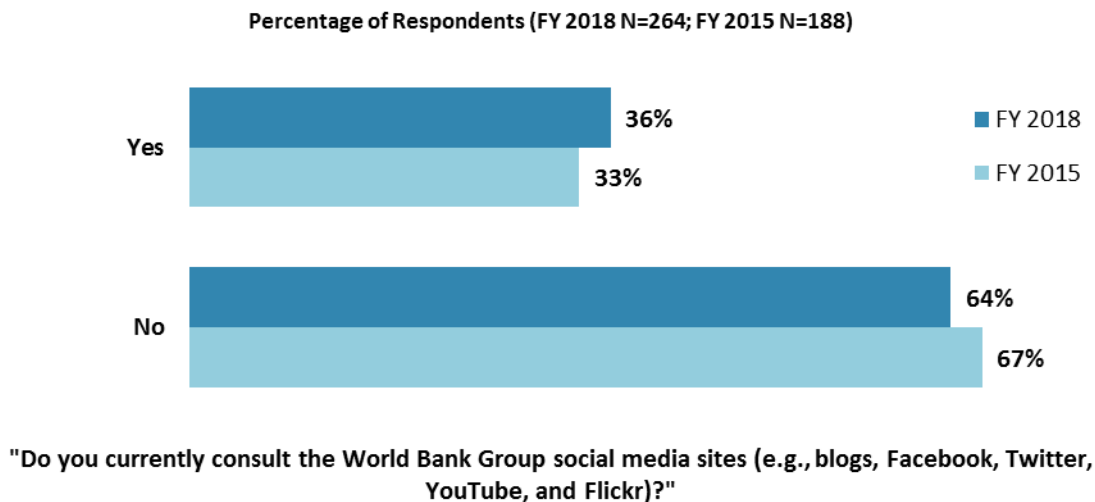
XI. Communication and Outreach (continued)

The WBG Website Usage¹⁵

- **Year comparison:** This year's respondents were significantly less likely to have used the WBG website than FY'15 respondents.



Use of the WBG's Social Media Channels



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



XII. Appendices

| | |
|--|-----|
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CHAD





Appendix A: Responses to All Questions across All Respondents (N=315)

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 Chad

| 1. In general, would you say that Chad is headed in ... ? | Percentage of Respondents (N=286) |
|---|--------------------------------------|
| The right direction | 11.9% |
| The wrong direction | 64.0% |
| Not sure | 24.1% |

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

| 2. Listed below are a number of development priorities in Chad. Please identify which of the following you consider the most important development priorities in Chad? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=304) |
|---|--|
| Education | 56.9% |
| Health (e.g., maternal health, child health) | 37.2% |
| Agriculture and rural development | 34.2% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 29.6% |
| Job creation/employment | 19.4% |
| Food security | 18.4% |
| Anti corruption | 16.1% |
| Security/stabilization/reconstruction | 11.5% |
| Poverty reduction | 8.6% |
| Social protection (e.g., pensions, targeted social assistance) | 6.3% |
| Natural resource management (e.g., oil, gas, gold) | 5.9% |
| Transport (e.g., roads, bridges, transportation) | 5.3% |
| Water and sanitation | 5.3% |
| Energy | 4.6% |
| Local governance and institutions | 3.9% |
| Private sector development | 3.9% |
| Economic growth | 3.3% |
| Equality of opportunity (i.e., social inclusion) | 3.0% |
| Pollution | 2.6% |
| Regional conflict and tensions | 2.6% |
| Judiciary reform | 2.6% |
| Information and communications technology | 2.3% |
| Trade and exports | 2.3% |
| Crime and violence | 2.0% |
| Gender equity (closing the gap between women and men, and boys and girls) | 2.0% |
| Social cohesion | 1.6% |
| Global/regional integration | 1.3% |
| Communicable/non-communicable diseases | 1.0% |
| Urban development | 0.7% |
| Climate change (e.g., mitigation, adaptation) | 0.3% |
| Disaster risk management | 0.3% |
| Financial markets | 0.0% |
| Gender based violence | 0.0% |

**A. General Issues Facing Chad (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 Chad? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=313) |
|--|--|
| Agriculture and rural development | 62.9% |
| Anti corruption | 30.4% |
| Job creation/employment | 24.9% |
| Education | 23.6% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 20.8% |
| Equality of opportunity (i.e., social inclusion) | 13.7% |
| Economic growth | 13.4% |
| Natural resource management (e.g., oil, gas, gold) | 12.8% |
| Judiciary reform | 11.5% |
| Food security | 9.3% |
| Local governance and institutions | 8.6% |
| Health (e.g., maternal health, child health) | 7.7% |
| Private sector development | 6.1% |
| Transport (e.g., roads, bridges, transportation) | 5.8% |
| Security/stabilization/reconstruction | 5.4% |
| Social protection (e.g., pensions, targeted social assistance) | 5.1% |
| Social cohesion | 5.1% |
| Energy | 3.8% |
| Communicable/non-communicable diseases | 3.2% |
| Financial markets | 2.9% |
| Information and communications technology | 2.9% |
| Global/regional integration | 2.6% |
| Trade and exports | 2.6% |
| Water and sanitation | 2.6% |
| Climate change (e.g., mitigation, adaptation) | 1.9% |
| Pollution | 1.9% |
| Disaster risk management | 1.9% |
| Urban development | 1.3% |
| Gender equity (closing the gap between women and men, and boys and girls) | 1.0% |
| Gender based violence | 1.0% |
| Crime and violence | 1.0% |
| Regional conflict and tensions | 1.0% |

**A. General Issues Facing Chad (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 Chad? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=297) |
|---|--|
| Education and training that better ensure job opportunity | 38.0% |
| Greater access to micro-finance for the poor | 30.0% |
| More regular payment of wages | 22.9% |
| Consistent economic growth | 20.2% |
| Better entrepreneurial opportunities (i.e., to start small and medium sized businesses) | 19.5% |
| Better employment opportunities for young people | 13.5% |
| Better opportunity for the poor who live in rural areas | 11.4% |
| Greater access to health and nutrition for citizens | 10.8% |
| Greater voice and participation for citizens to help ensure greater accountability | 10.8% |
| Better quality public services | 9.8% |
| More reliable social safety net | 6.1% |
| Better employment opportunities for women | 4.0% |
| Better opportunity for the poor who live in urban areas | 1.0% |
| Other | 0.7% |

| 5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Chad. (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=304) |
|---|--|
| High levels of corruption | 53.9% |
| Policy inconsistency | 36.8% |
| Weak social cohesion | 17.4% |
| Lack of access to development finance | 16.8% |
| Weak institutional capacity | 15.5% |
| Food insecurity | 15.1% |
| Weak accountability | 14.8% |
| Lack of security (i.e., conflict and violence) | 12.5% |
| Political uncertainty | 10.5% |
| None. I do not consider Chad a fragile state. | 3.3% |
| Other | 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 Chad? (1-Not familiar at all, 10-Extremely familiar) | 271 | 0 | 4.72 | 3.40 |
| Effectiveness* | N | DK | Mean | SD |
| 2. Overall, please rate your impression of the World Bank Group's effectiveness in Chad. (1-Not effective at all, 10-Very effective) | 190 | 110 | 5.99 | 3.45 |

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

| Staff Preparedness | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chad solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree) | 198 | 95 | 7.03 | 3.24 |

| 4. When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chad? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=312) |
|---|--|
| Education | 52.6% |
| Agriculture and rural development | 34.0% |
| Job creation/employment | 27.2% |
| Food security | 26.9% |
| Poverty reduction | 23.7% |
| Anti corruption | 23.1% |
| Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 18.9% |
| Health (e.g., maternal health, child health) | 14.4% |
| Transport (e.g., roads, bridges, transportation) | 10.9% |
| Energy | 6.1% |
| Water and sanitation | 5.1% |
| Social protection (e.g., pensions, targeted social assistance) | 5.1% |
| Natural resource management (e.g., oil, gas, gold) | 5.1% |
| Local governance and institutions | 4.8% |
| Judiciary reform | 4.5% |
| Private sector development | 4.2% |
| Economic growth | 3.5% |
| Security/stabilization/reconstruction | 3.2% |
| Information and communications technology | 2.9% |
| Regional conflict and tensions | 2.6% |
| Global/regional integration | 2.6% |
| Equality of opportunity (i.e., social inclusion) | 2.6% |
| Urban development | 1.9% |
| Social cohesion | 1.9% |
| Financial markets | 1.6% |
| Gender equity (closing the gap between women and men, and boys and girls) | 1.6% |
| Crime and violence | 1.3% |
| Trade and exports | 1.3% |
| Climate change (e.g., mitigation, adaptation) | 1.0% |
| Pollution | 1.0% |
| Communicable/non-communicable diseases | 1.0% |
| Disaster risk management | 0.6% |
| Gender based violence | 0.0% |

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

| 5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chad? | Percentage of Respondents (N=277) | | |
|--|-----------------------------------|--------------------------------|----------|
| | Greatest Value | 2 nd Greatest Value | Combined |
| Capacity development related to World Bank Group supported projects | 34.3% | 13.8% | 48.1% |
| Strategy formulation (e.g., PRSP assistance) | 13.0% | 15.9% | 28.9% |
| Financial resources (budget support) | 14.1% | 13.4% | 27.5% |
| Policy advice, studies, analyses | 9.4% | 9.1% | 18.4% |
| Mobilizing third party financial resources | 5.1% | 12.3% | 17.4% |
| Implementation support | 4.3% | 11.2% | 15.6% |
| Promoting knowledge sharing | 3.6% | 9.1% | 12.7% |
| Technical assistance | 4.7% | 6.9% | 11.6% |
| Bringing together different groups of stakeholders | 7.2% | 2.5% | 9.8% |
| Donor coordination | 3.2% | 4.3% | 7.6% |
| Data and statistics | 1.1% | 1.4% | 2.5% |
| Other | 0.0% | 0.0% | 0.0% |

| 6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chad? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=305) |
|--|---|
| Not adequately sensitive to political/social realities in Chad | 28.9% |
| Not willing to honestly criticize policies and reform efforts in the country | 26.9% |
| Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives) | 17.4% |
| Too influenced by developed countries | 15.7% |
| Not collaborating enough with private sector | 12.1% |
| World Bank Group's processes too slow | 9.5% |
| Not enough public disclosure of its work | 9.2% |
| Inadequate World Bank Group's staffing in Chad | 8.5% |
| Staff too inaccessible | 8.2% |
| Not aligned with country priorities | 7.9% |
| Its advice and strategies do not lend themselves to practical problem solving | 7.9% |
| Not exploring alternative policy options | 6.9% |
| The credibility of its knowledge/data | 5.6% |
| Not focused enough on issues that are unique to post-conflict countries | 5.2% |
| Don't know | 5.2% |
| World Bank Group's processes too complex | 4.9% |
| Not in it for the long term | 3.9% |
| Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 3.6% |
| Not sufficiently focused on results | 3.3% |
| Arrogant in its approach | 1.0% |
| Other | 0.3% |

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

| 7. To what extent do you believe that the World Bank Group's work and support help the poorest in Chad? (Select only ONE response) | Percentage of Respondents (N=311) |
|--|-----------------------------------|
| To a fully sufficient degree | 15.1% |
| To a somewhat sufficient degree | 17.0% |
| To a somewhat insufficient degree | 23.5% |
| To a very insufficient degree | 26.7% |
| Don't know | 17.7% |

| 8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Chad 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) | 112 | 151 | 6.61 | 3.23 |
| 2. Development Policy Financing (DPF) | 109 | 114 | 6.48 | 3.18 |
| 3. Trust funds and grants | 80 | 128 | 5.93 | 3.42 |
| 4. MIGA Guarantees | 62 | 139 | 5.85 | 3.46 |
| 5. IFC Investment Services | 56 | 147 | 6.18 | 3.57 |
| 6. IFC Advisory Services | 55 | 149 | 6.24 | 3.73 |

| 9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=311) |
|---|---|
| Beneficiaries | 40.5% |
| NGOs/Community Based Organizations | 39.5% |
| Youth/university groups | 17.0% |
| Media | 16.4% |
| Regional organizations (e.g., Communauté Economique et Monétaire de l'Afrique Centrale (CEMAC), Commission du Bassin du Lac Tchad (CBLT), Communauté Economique des Etats de l'Afrique Centrale (CEEAC), G5 Sahel, Union Africaine (UA)) | 15.4% |
| Private sector | 15.4% |
| Local administration | 13.8% |
| Academia/think tanks/research institutes | 12.2% |
| UN agencies | 5.5% |
| Don't know | 4.2% |
| UN and regional peace keeping forces | 3.5% |
| Donor community | 3.2% |
| Foundations | 2.3% |
| Parliament | 1.9% |
| Emerging donors | 1.3% |
| Other | 0.6% |

| To what extent do you agree with the following statements about the World Bank Group's work in Chad? (1-Strongly disagree, 10-Strongly agree) | Level of Agreement | | | |
|---|--------------------|----|------|------|
| | N | DK | Mean | SD |
| 10. Overall the World Bank Group currently plays a relevant role in development in Chad* | 219 | 66 | 6.29 | 3.40 |
| 11. The World Bank Group's work is aligned with what I consider the development priorities for Chad* | 173 | 81 | 6.35 | 3.33 |

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

| To what extent is the World Bank Group an effective development partner in Chad, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree) | Degree | | | |
|--|--------|-----|------|------|
| | N | DK | Mean | SD |
| 12. Responsiveness to needs* | 134 | 100 | 5.54 | 3.16 |
| 13. Flexibility (in terms of the institution's products and services)* | 93 | 126 | 4.83 | 2.98 |
| 14. Flexibility (in terms of changing country circumstances)* | 108 | 108 | 4.94 | 3.01 |
| 15. Being inclusive* | 79 | 127 | 5.44 | 3.23 |
| 16. Openness (sharing data and other information)* | 119 | 93 | 5.78 | 2.99 |
| 17. Collaboration with the Government* | 168 | 54 | 7.71 | 2.75 |
| 18. The speed in which it gets things accomplished on the ground* | 110 | 104 | 5.65 | 3.28 |
| 19. Helping to bring discipline/effective supervision to implementation of investment projects* | 138 | 89 | 6.51 | 3.31 |
| 20. Collaboration with civil society* | 160 | 70 | 5.85 | 3.42 |
| 21. Staff accessibility* | 117 | 96 | 4.79 | 3.35 |
| 22. Collaboration with other donors and development partners* | 129 | 91 | 7.00 | 2.83 |
| 23. Collaboration with the private sector* | 125 | 94 | 5.96 | 3.32 |
| 24. Collaboration with the UN* | 130 | 82 | 8.20 | 2.44 |
| 25. Straightforwardness and honesty* | 114 | 104 | 5.95 | 3.59 |
| 26. Treating clients and stakeholders in Chad with respect* | 117 | 102 | 6.15 | 3.26 |
| 27. Being a long-term partner* | 136 | 90 | 8.01 | 2.71 |

| 28. To what extent does the World Bank Group partner with the right people to support work on the ground in Chad? (Select only ONE response) | Percentage of Respondents (N=313) |
|--|-----------------------------------|
| Nearly never | 5.4% |
| Rarely | 13.7% |
| Sometimes | 19.2% |
| Nearly always | 12.8% |
| Don't know | 24.3% |
| Prefer not to answer | 24.6% |

| 29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Chad? (Select no more than TWO) | Percentage of Respondents (Responses Combined; N=308) |
|--|---|
| United Nations Development Program (UNDP) | 35.1% |
| World Health Organization (WHO) | 34.7% |
| World Food Program (WFP) | 32.5% |
| The United Nations International Children's Emergency Fund (UNICEF) | 27.6% |
| United Nations Fund for Population Activities (UNFPA) | 15.9% |
| United Nations High Commissioner for Refugees (UNHCR) | 10.7% |
| The United Nations Development Fund for Women (UNIFEM) | 9.1% |
| Don't know | 7.5% |
| None. I don't believe the World Bank Group needs to partner with the UN organizations. | 7.1% |
| The International Committee of the Red Cross (ICRC) | 2.9% |
| The Red Cross | 2.9% |

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

| 30. 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=310) |
|--|--|
| Reforms are not well thought out in light of country challenges | 47.7% |
| Corruption | 41.3% |
| Poor coordination within the Government | 33.5% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 29.4% |
| Political pressures and obstacles | 26.1% |
| There is not an adequate level of citizen/civil society participation | 24.5% |
| Inadequate funding | 19.7% |
| Lack of/inadequate levels of capacity in Government | 15.2% |
| Ongoing conflict and instability | 12.6% |
| The World Bank Group does not provide the government with consistent support throughout the reform effort | 10.6% |
| There is an inadequate level of private sector participation and support | 9.0% |
| Poor donor coordination | 6.5% |
| Poor coordination within the World Bank Group | 3.5% |
| Other | 0.3% |

C. World Bank Group's Effectiveness and Results

| 1. In Chad, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree) | N | DK | Mean | SD |
|---|----------|-----------|-------------|-----------|
| 1. Gender (i.e., closing the gap between women and men, and boys and girls) | 130 | 143 | 5.61 | 3.27 |
| 2. The impact of climate change | 121 | 131 | 6.09 | 3.31 |

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

| 2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (1-Not effective at all, 10-Very effective) | Effectiveness | | | |
|---|---------------|-----|------|------|
| | N | DK | Mean | SD |
| 1. Social protection (e.g., pensions, targeted social assistance) | 121 | 129 | 4.96 | 3.28 |
| 2. Gender equity (closing the gap between women and men, and boys and girls) | 116 | 116 | 5.02 | 3.13 |
| 3. Private sector development | 128 | 102 | 5.95 | 3.31 |
| 4. Education | 195 | 51 | 7.18 | 3.03 |
| 5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 147 | 85 | 5.44 | 3.53 |
| 6. Global/regional integration | 109 | 117 | 5.37 | 3.23 |
| 7. Food security | 155 | 76 | 5.83 | 3.12 |
| 8. Urban development | 120 | 103 | 4.53 | 3.08 |
| 9. Energy | 114 | 108 | 3.71 | 3.04 |
| 10. Water and sanitation | 150 | 83 | 5.87 | 3.36 |
| 11. Job creation/youth employment | 131 | 97 | 4.66 | 3.21 |
| 12. Health (e.g., maternal health, child health) | 163 | 64 | 7.23 | 2.77 |
| 13. Transport (e.g., roads, bridges, transportation) | 140 | 85 | 5.36 | 3.34 |
| 14. Agriculture and rural development | 165 | 69 | 6.36 | 3.13 |
| 15. Trade and exports | 98 | 120 | 5.04 | 3.15 |
| 16. Natural resource management (e.g., oil, gas, gold) | 133 | 90 | 5.36 | 3.40 |
| 17. Climate change (e.g., mitigation, adaptation) | 112 | 111 | 4.91 | 3.30 |
| 18. Poverty reduction | 154 | 75 | 5.68 | 3.40 |
| 19. Anti corruption | 149 | 77 | 4.87 | 3.61 |
| 20. Economic growth | 140 | 81 | 5.22 | 3.31 |
| 21. Disaster risk management | 114 | 106 | 5.01 | 3.32 |
| 22. Equality of opportunity (i.e., social inclusion) | 123 | 101 | 4.28 | 3.36 |
| 23. Communicable/non-communicable diseases | 145 | 85 | 6.41 | 3.07 |
| 24. Information and communications technology | 125 | 99 | 5.19 | 3.28 |
| 25. Gender based violence | 105 | 117 | 4.57 | 3.05 |
| 26. Regional conflict and tensions | 119 | 104 | 4.81 | 3.12 |
| 27. Local governance and institutions | 123 | 101 | 4.99 | 3.27 |
| 28. Social cohesion | 133 | 98 | 5.26 | 3.25 |

| Achieving Development Results* | N | DK | Mean | SD |
|--|-----|-----|------|------|
| 3. To what extent does the World Bank Group's work help to achieve development results in Chad? (1-To no degree at all, 10-To a very significant degree) | 184 | 117 | 6.19 | 3.25 |

| Building and Strengthening Country Systems* | N | DK | Mean | SD |
|---|-----|-----|------|------|
| 4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Chad? (1-To no degree at all, 10-To a very significant degree) | 150 | 145 | 6.17 | 3.33 |

| To what extent do you agree with the following statements about the World Bank Group in Chad? (1-Strongly disagree, 10-Strongly agree) | N | DK | Mean | SD |
|--|-----|-----|------|------|
| 5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Chad* | 188 | 106 | 5.48 | 3.29 |
| 6. The World Bank Group meets Chad's needs for knowledge services (e.g., research, analysis, data, technical assistance)* | 181 | 104 | 6.08 | 3.17 |

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

| Mobilizing Finance for Development | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 7. How effectively does the World Bank Group help Chad to mobilize finance for development from private sector sources? <i>(1-Not effectively at all, 10-Very effectively)</i> | 178 | 120 | 5.53 | 3.33 |

| 8. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Chad? (Select only ONE response) | Percentage of Respondents (N=299) | | | |
|--|--|--|--|--|
| Very familiar | 6.0% | | | |
| Somewhat familiar | 11.7% | | | |
| Somewhat unfamiliar | 14.7% | | | |
| Very unfamiliar | 20.4% | | | |
| Don't know | 47.2% | | | |

| How effectively does the World Bank Group support Chad's efforts ... ? <i>(1-Not effectively at all, 10-Very effectively)</i> | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 9. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 165 | 108 | 5.10 | 3.33 |
| 10. To develop better and stronger data collection/analytics systems within the Government | 157 | 103 | 5.80 | 3.18 |
| 11. To strengthen the country's crisis preparedness | 172 | 96 | 5.98 | 3.44 |

| Systematic Country Diagnosis and Country Partnership Framework Activities | N | DK | Mean | SD |
|--|----------|-----------|-------------|-----------|
| 12. How effectively does the World Bank Group's SCD and CPF activities support Chad's efforts to manage crisis related risks? <i>(1-Not effectively at all, 10-Very effectively)</i> | 101 | 167 | 5.95 | 3.37 |

| 13. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only ONE response) | Percentage of Respondents (N=257) | | | |
|---|--|--|--|--|
| The World Bank Group is providing less valuable support than in the past, to enhance the Chad's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | 27.6% | | | |
| The World Bank Group is providing more valuable support than in the past, to enhance the Chad's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | 24.1% | | | |
| The World Bank Group's approach and work related to systematically identifying and monitoring risks in Chad has remained constant | 13.2% | | | |
| Don't know | 35.0% | | | |

**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=295) |
|---|-----------------------------------|
| Weekly | 4.7% |
| Monthly | 5.4% |
| A few times a year | 20.7% |
| Rarely | 37.3% |
| Never | 31.9% |

| In Chad, 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 | 153 | 99 | 6.48 | 2.90 |
| 3. Include appropriate level of stakeholder involvement during preparation | 147 | 104 | 5.88 | 3.09 |
| 4. Lead to practical solutions | 162 | 89 | 6.17 | 3.02 |
| 5. Are accessible (well written and easy to understand) | 149 | 97 | 5.70 | 3.16 |
| 6. Are source of relevant information on global good practices | 163 | 91 | 6.67 | 3.11 |
| 7. Are adequately disseminated | 144 | 102 | 5.50 | 3.21 |
| 8. Are translated enough into local language | 157 | 90 | 4.43 | 3.51 |
| 9. Are adaptable to Chad's specific development challenges and country circumstances* | 168 | 96 | 6.42 | 3.05 |

| Overall Evaluations | N | DK | Mean | SD |
|---|-----|----|------|------|
| 10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant) | 209 | 85 | 7.05 | 3.18 |
| 11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality) | 212 | 87 | 6.32 | 3.41 |

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=288) |
|--|-----------------------------------|
| Almost never has the right skills mix to tackle the challenges of fragility | 5.6% |
| Rarely has the right skills mix to tackle the challenges of fragility | 9.0% |
| Sometimes has the right skills mix to tackle the challenges of fragility | 20.1% |
| Almost always has the right skills mix to tackle the challenges of fragility | 17.7% |
| Don't know | 31.3% |
| Prefer not to answer | 16.3% |

**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 | 180 | 91 | 3.53 | 2.92 |
| 3. The World Bank Group effectively monitors and evaluates the projects and programs it supports | 210 | 61 | 6.64 | 3.34 |
| 4. The World Bank Group's approvals and reviews are done in a timely fashion | 172 | 83 | 5.95 | 3.15 |
| 5. The World Bank Group's "Safeguard Policy" requirements are reasonable | 138 | 116 | 5.84 | 3.24 |
| 6. The World Bank Group's conditions on its lending are reasonable | 160 | 93 | 5.23 | 3.28 |
| 7. The World Bank Group takes decisions quickly in Chad* | 163 | 99 | 4.20 | 3.18 |
| 8. Working with the World Bank Group increases Chad's institutional capacity | 196 | 72 | 6.37 | 3.26 |
| 9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them* | 157 | 106 | 6.49 | 3.19 |

| WBG Staffing in Chad | N | DK | Mean | SD |
|--|-----|-----|------|------|
| 10. To what extent do you believe the World Bank Group is adequately staffed in Chad? (1-To no degree at all, 10-To a very significant degree) | 148 | 141 | 4.86 | 3.28 |

| Donors Supporting Government Efforts | N | DK | Mean | SD |
|--|-----|----|------|------|
| 11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Chad? (1-To no degree at all, 10-To a very significant degree) | 213 | 77 | 7.36 | 2.91 |

| 12. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Chad? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=296) |
|--|--|
| Education | 64.5% |
| Health | 61.1% |
| Supporting poor and marginalized local communities | 30.4% |
| Social cohesion | 13.2% |
| Jobs | 10.1% |
| Infrastructure | 6.8% |
| Business development | 6.1% |
| Public services | 2.0% |
| Don't know | 1.7% |
| Macro issues (fiscal accounts, balance of payments, etc.) | 1.4% |
| Other | 1.0% |

| 13. Please rate how you feel when you think about the impact of the refugees in regards to... | | | | | |
|---|-----------------------------------|----------------------------|----------------------------|------------------------|------------------|
| | Percentage of Respondents (N=276) | | | | |
| | A very negative impact | A somewhat negative impact | A somewhat positive impact | A very positive impact | No impact at all |
| Chad's economy | 34.1% | 31.2% | 22.5% | 4.7% | 7.6% |
| Social cohesion | 20.3% | 35.9% | 27.5% | 8.0% | 8.4% |
| National security | 34.4% | 30.8% | 19.8% | 5.5% | 9.5% |
| Public service delivery | 20.8% | 25.8% | 28.1% | 8.1% | 17.3% |
| Chad's poor and marginalized | 47.5% | 23.9% | 12.0% | 8.0% | 8.7% |

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

| 1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Chad? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=297) |
|--|--|
| Work more with civil society and beneficiary representatives | 40.4% |
| Increase the level of World Bank Group staffing in Chad's office | 23.2% |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects | 17.2% |
| Reduce the complexity of obtaining World Bank Group financing | 15.2% |
| Work faster | 11.8% |
| Collaborate more effectively with Government clients (e.g., national, state, local) | 11.4% |
| Increase the level of capacity development in the country | 11.1% |
| Work more with private sector | 10.4% |
| Provide more adequate data/knowledge/statistics/figures on Chad's economy | 9.8% |
| Offer more innovative knowledge services | 9.4% |
| Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 7.7% |
| Improve the quality of its experts as related to Chad's specific challenges | 7.1% |
| Leverage the private sector more (i.e., mobilize private sector development) | 6.1% |
| Offer more innovative financial products | 6.1% |
| Ensure greater selectivity in its work | 5.7% |
| Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) | 4.7% |
| Other | 0.7% |

| 2. When considering the combination of services that the World Bank Group offers in Chad, 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 Chad? (Select only ONE response) | Percentage of Respondents (N=294) |
|--|--|
| Financial services | 36.7% |
| Knowledge products | 23.1% |
| Don't know | 14.3% |
| Convening services | 11.2% |
| The combination is appropriate for Chad | 10.5% |
| None of the above | 4.1% |

| 3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE) | Percentage of Respondents (N=299) |
|--|--|
| Organize more joint meetings and missions with the UN | 61.9% |
| Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged | 55.2% |
| Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages | 44.1% |
| Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing | 43.8% |
| Involve UN experts to a greater degree in World Bank Group activities | 39.1% |
| Share more information about the World Bank Group's activities, products, and knowledge | 38.5% |
| Other | 1.3% |

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

| 4A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=279) |
|--|--|
| Access to basic services (e.g., education, health, water) | 55.2% |
| Public financial management | 36.2% |
| Crisis response | 22.2% |
| Social cohesion | 20.8% |
| Food security | 20.8% |
| Jobs | 19.4% |
| Youth development | 18.3% |
| Stimulating dialogue to promote peace and stability | 17.9% |
| Access to justice systems | 15.4% |
| Support domestic resource mobilization | 14.7% |
| Gender equity (closing the gap between women and men, and boys and girls) | 12.5% |
| Capacity of state institutions | 12.2% |
| Social safety nets | 10.4% |
| Improving livelihoods | 7.2% |
| Conflict resolution mechanisms | 5.0% |
| Reducing gender based violence | 4.3% |

| 4B. Which THREE areas below would benefit most from other donors in Chad? (Choose no more than THREE) | Percentage of Respondents (Responses Combined; N=271) |
|--|--|
| Food security | 32.5% |
| Stimulating dialogue to promote peace and stability | 26.2% |
| Social cohesion | 24.4% |
| Access to basic services (e.g., education, health, water) | 23.6% |
| Access to justice systems | 22.5% |
| Conflict resolution mechanisms | 20.3% |
| Crisis response | 18.8% |
| Youth development | 18.8% |
| Gender equity (closing the gap between women and men, and boys and girls) | 18.5% |
| Public financial management | 15.5% |
| Reducing gender based violence | 14.4% |
| Support domestic resource mobilization | 14.0% |
| Jobs | 13.3% |
| Social safety nets | 10.3% |
| Improving livelihoods | 9.6% |
| Capacity of state institutions | 8.5% |

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

| 5. 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 | 121 | 62 | 5.47 | 3.39 |
| 2. Public financial management | 129 | 55 | 6.36 | 3.18 |
| 3. Reducing gender based violence | 96 | 67 | 5.85 | 3.10 |
| 4. Gender equity (closing the gap between women and men, and boys and girls) | 121 | 56 | 5.79 | 3.27 |
| 5. Crisis response | 150 | 50 | 6.43 | 3.29 |
| 6. Access to justice systems | 118 | 59 | 5.75 | 3.19 |
| 7. Youth development | 124 | 56 | 5.54 | 3.38 |
| 8. Conflict resolution mechanisms | 120 | 66 | 5.72 | 3.24 |
| 9. Support domestic resource mobilization | 138 | 58 | 6.53 | 3.17 |
| 10. Access to basic services (e.g., education, health, water) | 171 | 39 | 7.47 | 2.84 |
| 11. Capacity of state institutions | 106 | 66 | 5.18 | 3.36 |
| 12. Jobs | 131 | 56 | 5.72 | 3.49 |
| 13. Improving livelihoods | 132 | 58 | 5.80 | 3.29 |
| 14. Food security | 155 | 43 | 6.68 | 3.06 |
| 15. Social safety nets | 115 | 68 | 5.98 | 3.35 |
| 16. Stimulating dialogue to promote peace and stability | 142 | 53 | 6.85 | 3.13 |

G. Communication and Information Sharing

| 1. How frequently do you interact with the World Bank Group now in Chad? | Percentage of Respondents (N=294) |
|--|-----------------------------------|
| Never | 56.5% |
| Less than once a year | 9.5% |
| Once a year to a few times a year | 17.3% |
| Less than once a month | 5.1% |
| At least once a month | 7.5% |
| At least once a week | 4.1% |

| 2. How much face-to-face access would you like to have with the World Bank Group in Chad (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response) | Percentage of Respondents (N=300) |
|--|-----------------------------------|
| I prefer more frequent interactions with the World Bank Group | 67.7% |
| I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently | 6.7% |
| I prefer less frequent interactions with the World Bank Group | 5.3% |
| I prefer to have no face to face interactions with the World Bank Group | 3.0% |
| Prefer not to answer | 17.3% |

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

| 3. How do you get most of your information about economic and social development issues in Chad? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=298) |
|---|--|
| Local radio | 55.0% |
| Local newspapers | 32.9% |
| International radio | 32.9% |
| Internet | 22.1% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 16.1% |
| International television | 13.4% |
| Local television | 12.1% |
| International newspapers | 7.7% |
| Periodicals | 3.4% |
| Other | 0.3% |

| 4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=301) |
|--|--|
| World Bank Group's seminars/workshops/conferences | 47.2% |
| World Bank Group's publications and other written materials | 43.5% |
| Direct contact with World Bank Group (i.e., face to face meetings/discussions) | 33.9% |
| Mobile phones | 24.6% |
| Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr) | 15.0% |
| e-Newsletters | 13.6% |
| World Bank Group's website | 13.6% |
| Other | 1.0% |

| 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=288) |
|--|--|
| Yes | 22.2% |
| No | 77.8% |

| 6. Do you have reliable access to the Internet? | Percentage of Respondents (N=294) |
|--|--|
| Yes | 59.5% |
| No | 40.5% |

| 7. Do you use/have you used the World Bank Group website? | Percentage of Respondents (N=286) |
|--|--|
| Yes | 20.6% |
| No | 79.4% |

| 8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)? | Percentage of Respondents (N=287) |
|---|--|
| Yes | 33.4% |
| No | 66.6% |

| 9. Which Internet connection do you use primarily when visiting a World Bank Group website? | Percentage of Respondents (N=201) |
|--|--|
| High speed/WiFi | 49.3% |
| Dial-up | 50.7% |

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

| 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=286) |
|--|-----------------------------------|
| Weekly | 20.6% |
| Monthly | 7.7% |
| A few times a year | 8.4% |
| Rarely | 28.7% |
| Never | 34.6% |

| 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 | 139 | 4.50 | 3.50 |
| 12. I find the information on the World Bank Group's websites useful | 131 | 136 | 6.82 | 3.03 |
| 13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution | 145 | 127 | 7.37 | 3.07 |

H. Background Information

| 1. Which of the following best describes your current position? (Select only ONE response) | Percentage of Respondents (N=306) |
|--|-----------------------------------|
| Employee of a Ministry, Ministerial Department or Implementation Agency | 22.5% |
| NGO/Community Based Organization | 10.1% |
| Media (press, radio, TV, web, etc.) | 9.8% |
| Trade Union | 9.2% |
| Project Management Unit (PMU) overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program | 8.2% |
| Local Government Office or Staff | 7.5% |
| Youth Group | 5.9% |
| Other | 5.6% |
| Academia/Research Institute/Think Tank | 4.9% |
| Private Sector Organization | 3.9% |
| Office of Parliamentarian | 2.6% |
| Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) | 2.6% |
| Faith-Based Group | 2.0% |
| Office of Minister | 1.6% |
| Bilateral/Multilateral Agency | 1.3% |
| Private Foundation | 0.7% |
| Financial Sector/Private Bank | 0.7% |
| Judiciary Branch | 0.7% |
| Office of the President, Prime Minister | 0.3% |

**H. Background Information (continued)**

| 2. Please identify the primary specialization of your work. (Select only ONE response) | Percentage of Respondents (N=297) |
|---|--|
| Education | 35.0% |
| Agriculture | 12.8% |
| Urban, rural, and social development | 10.4% |
| Health, nutrition, and population | 9.4% |
| Environment and natural resources | 5.4% |
| Generalist (specialized in multiple sectors) | 4.4% |
| Social protection and labor | 4.0% |
| Other | 4.0% |
| Governance | 2.0% |
| Macroeconomics and fiscal management | 1.7% |
| Jobs | 1.7% |
| Public-private partnerships | 1.3% |
| Energy and extractives | 1.3% |
| Trade and competitiveness | 1.3% |
| Finance and markets | 1.0% |
| Gender | 1.0% |
| Transport and ICT | 1.0% |
| Water | 0.7% |
| Poverty | 0.7% |
| Climate Change | 0.7% |

| 3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? | Percentage of Respondents (N=286) |
|--|--|
| Yes | 25.2% |
| No | 74.8% |

| 4. Which of the following agencies of the World Bank Group do you primarily engage with in Chad? (Select only ONE response) | Percentage of Respondents (N=229) |
|--|--|
| The World Bank (IDA) | 55.0% |
| The International Finance Corporation (IFC) | 8.7% |
| The Multilateral Investment Guarantee Agency (MIGA) | 9.2% |
| Other | 27.1% |

| 5. Do your projects involve both the World Bank and the IFC? | Percentage of Respondents (N=253) |
|---|--|
| Yes | 30.4% |
| No | 69.6% |

| 6. If yes, what was your view of how the two institutions work together in Chad? (Select only ONE response) | Percentage of Respondents (N=77) |
|--|---|
| The two institutions work well together | 29.9% |
| The way the two institutions work together needs improvement | 39.0% |
| The two institutions do not work well together | 9.1% |
| Don't know | 22.1% |

**H. Background Information (continued)**

| 7. Which of the following describes most of your exposure to the World Bank Group in Chad? (Choose no more than TWO) | Percentage of Respondents (Responses Combined; N=262) |
|---|--|
| Observer (i.e., follow in media, discuss in informal conversations, etc.) | 52.7% |
| Collaborate as part of my professional duties | 35.5% |
| Use World Bank Group reports/data | 30.9% |
| Engage in World Bank Group related/sponsored events/activities | 26.0% |
| Use World Bank Group website for information, data, research, etc. | 20.2% |

| 8. What's your gender? | Percentage of Respondents (N=294) |
|-------------------------------|--|
| Female | 18.0% |
| Male | 82.0% |

| 9. What's your age? | Percentage of Respondents (N=304) |
|----------------------------|--|
| 25 and under | 6.9% |
| 26-35 | 21.1% |
| 36-45 | 33.2% |
| 46-55 | 26.3% |
| 56 and above | 12.5% |

| 10. Which best represents your geographic location? | Percentage of Respondents (N=309) |
|--|--|
| N'Djamena | 21.0% |
| Moundou | 13.3% |
| Doba | 12.3% |
| Koumra | 10.7% |
| Goré | 7.8% |
| Léré | 7.1% |
| Sarh | 6.5% |
| Pala | 5.2% |
| Bongor | 4.5% |
| Massakori | 3.6% |
| Kelo | 3.6% |
| Benoye | 3.2% |
| Haraz-Manguaye | 0.6% |
| Iriba | 0.6% |
| Biltine | 0.0% |



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Employee of a Ministry N=69 ● PMU/Consultant on a WBG-supported Project N=25 ● Local Government N=23
- Private Sector/Financial Sector/Private Bank N=14 ● CSO N=85 ● Media N=30 ● Academia/Research Institute/Think Tank N=15 ● Other N=45

A. General Issues facing Chad

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

| Percentage of Respondents | 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 | 12.9% | 19.0% | 22.7% | 15.4% | 7.4% | 10.3% | 0.0% | 13.5% |
| The wrong direction | 66.1% | 57.1% | 50.0% | 61.5% | 71.6% | 55.2% | 85.7% | 59.5% |
| Not sure | 21.0% | 23.8% | 27.3% | 23.1% | 21.0% | 34.5% | 14.3% | 27.0% |

¹⁶ Only 306 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 Chad (continued)**

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

| Percentage of Respondents (Responses combined) | 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 |
|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Health | 34.8% | 33.3% | 30.4% | 23.1% | 43.4% | 41.4% | 26.7% | 42.9% |
| Gender equity | 1.5% | 0.0% | 4.3% | 0.0% | 0.0% | 6.9% | 6.7% | 2.4% |
| Education | 60.6% | 54.2% | 56.5% | 38.5% | 62.7% | 58.6% | 40.0% | 57.1% |
| Security/stabilization/reconstruction | 9.1% | 12.5% | 17.4% | 7.7% | 10.8% | 6.9% | 13.3% | 19.0% |
| Public sector governance/reform* | 39.4% | 25.0% | 34.8% | 53.8% | 13.3% | 51.7% | 6.7% | 26.2% |
| Social protection* | 0.0% | 16.7% | 17.4% | 15.4% | 4.8% | 6.9% | 6.7% | 4.8% |
| Global/regional integration | 1.5% | 4.2% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 2.4% |
| Food security | 24.2% | 25.0% | 4.3% | 30.8% | 20.5% | 3.4% | 6.7% | 19.0% |
| Urban development | 1.5% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Energy | 1.5% | 8.3% | 4.3% | 7.7% | 4.8% | 3.4% | 0.0% | 9.5% |
| Water and sanitation | 6.1% | 4.2% | 4.3% | 7.7% | 4.8% | 3.4% | 6.7% | 7.1% |
| Private sector development | 6.1% | 0.0% | 8.7% | 7.7% | 3.6% | 6.9% | 0.0% | 0.0% |
| Regional conflict and tensions | 1.5% | 0.0% | 4.3% | 0.0% | 2.4% | 6.9% | 0.0% | 4.8% |
| Pollution* | 1.5% | 4.2% | 0.0% | 7.7% | 1.2% | 0.0% | 20.0% | 2.4% |
| Job creation/employment | 18.2% | 4.2% | 21.7% | 23.1% | 22.9% | 13.8% | 13.3% | 21.4% |
| Financial markets | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Gender based violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Communicable/non-communicable diseases | 1.5% | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% |
| Agriculture and rural development* | 28.8% | 45.8% | 34.8% | 38.5% | 42.2% | 24.1% | 60.0% | 19.0% |
| Crime and violence | 0.0% | 0.0% | 0.0% | 7.7% | 1.2% | 3.4% | 6.7% | 4.8% |
| Social cohesion | 0.0% | 4.2% | 0.0% | 0.0% | 2.4% | 0.0% | 6.7% | 0.0% |
| Natural resource management | 3.0% | 4.2% | 8.7% | 7.7% | 6.0% | 3.4% | 0.0% | 9.5% |
| Transport* | 4.5% | 4.2% | 4.3% | 0.0% | 4.8% | 0.0% | 26.7% | 4.8% |
| Climate change | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 2.4% |
| Poverty reduction | 9.1% | 8.3% | 4.3% | 7.7% | 9.6% | 17.2% | 13.3% | 2.4% |
| Anti corruption | 15.2% | 16.7% | 17.4% | 15.4% | 15.7% | 10.3% | 20.0% | 21.4% |
| Judiciary reform | 1.5% | 0.0% | 0.0% | 0.0% | 2.4% | 10.3% | 0.0% | 4.8% |
| Economic growth | 9.1% | 0.0% | 4.3% | 0.0% | 2.4% | 0.0% | 0.0% | 0.0% |
| Trade and exports | 1.5% | 12.5% | 4.3% | 0.0% | 1.2% | 3.4% | 0.0% | 0.0% |
| Local governance and institutions | 6.1% | 0.0% | 4.3% | 0.0% | 2.4% | 6.9% | 0.0% | 4.8% |
| Disaster risk management | 0.0% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 4.5% | 4.2% | 0.0% | 0.0% | 2.4% | 3.4% | 6.7% | 0.0% |
| Information and communications technology | 3.0% | 0.0% | 0.0% | 0.0% | 1.2% | 6.9% | 6.7% | 2.4% |

*Significantly different between stakeholder groups

**A. General Issues facing Chad (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 Chad? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | 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 |
|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Judiciary reform* | 10.3% | 12.0% | 13.0% | 42.9% | 8.2% | 6.9% | 6.7% | 11.1% |
| Equality of opportunity | 17.6% | 8.0% | 17.4% | 7.1% | 14.1% | 10.3% | 0.0% | 15.6% |
| Communicable/non-communicable diseases | 4.4% | 0.0% | 0.0% | 0.0% | 2.4% | 10.3% | 0.0% | 4.4% |
| Local governance and institutions | 4.4% | 4.0% | 4.3% | 0.0% | 10.6% | 13.8% | 6.7% | 15.6% |
| Information and communications technology | 2.9% | 0.0% | 0.0% | 7.1% | 2.4% | 6.9% | 0.0% | 2.2% |
| Economic growth | 19.1% | 20.0% | 21.7% | 14.3% | 10.6% | 13.8% | 0.0% | 8.9% |
| Social protection | 4.4% | 4.0% | 8.7% | 7.1% | 5.9% | 3.4% | 0.0% | 6.7% |
| Agriculture and rural development | 66.2% | 68.0% | 65.2% | 50.0% | 63.5% | 72.4% | 73.3% | 44.4% |
| Trade and exports | 2.9% | 8.0% | 4.3% | 0.0% | 0.0% | 3.4% | 0.0% | 4.4% |
| Crime and violence | 1.5% | 4.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Climate change | 0.0% | 4.0% | 4.3% | 0.0% | 2.4% | 3.4% | 0.0% | 2.2% |
| Disaster risk management | 1.5% | 4.0% | 4.3% | 7.1% | 0.0% | 0.0% | 6.7% | 2.2% |
| Transport | 1.5% | 8.0% | 8.7% | 0.0% | 5.9% | 3.4% | 6.7% | 13.3% |
| Social cohesion | 7.4% | 0.0% | 4.3% | 7.1% | 3.5% | 6.9% | 6.7% | 4.4% |
| Energy | 2.9% | 8.0% | 13.0% | 0.0% | 1.2% | 0.0% | 6.7% | 4.4% |
| Anti corruption | 29.4% | 16.0% | 13.0% | 28.6% | 40.0% | 24.1% | 20.0% | 42.2% |
| Gender based violence* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% |
| Job creation/employment | 19.1% | 20.0% | 30.4% | 35.7% | 29.4% | 27.6% | 6.7% | 24.4% |
| Health | 5.9% | 0.0% | 8.7% | 14.3% | 4.7% | 6.9% | 20.0% | 8.9% |
| Security/stabilization/reconstruction | 11.8% | 12.0% | 0.0% | 0.0% | 3.5% | 3.4% | 0.0% | 4.4% |
| Financial markets | 0.0% | 4.0% | 4.3% | 0.0% | 3.5% | 6.9% | 0.0% | 4.4% |
| Water and sanitation | 1.5% | 8.0% | 8.7% | 0.0% | 1.2% | 3.4% | 0.0% | 2.2% |
| Public sector governance/reform | 33.8% | 12.0% | 17.4% | 21.4% | 15.3% | 13.8% | 26.7% | 20.0% |
| Gender equity | 1.5% | 4.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% |
| Private sector development | 5.9% | 12.0% | 4.3% | 7.1% | 3.5% | 3.4% | 20.0% | 6.7% |
| Education | 25.0% | 32.0% | 26.1% | 14.3% | 27.1% | 20.7% | 40.0% | 11.1% |
| Global/regional integration | 1.5% | 4.0% | 0.0% | 14.3% | 2.4% | 3.4% | 0.0% | 2.2% |
| Pollution* | 1.5% | 0.0% | 4.3% | 7.1% | 0.0% | 0.0% | 13.3% | 2.2% |
| Food security | 5.9% | 8.0% | 4.3% | 14.3% | 16.5% | 6.9% | 6.7% | 6.7% |
| Regional conflict and tensions* | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 0.0% | 0.0% | 2.2% |
| Urban development | 0.0% | 4.0% | 0.0% | 0.0% | 2.4% | 0.0% | 6.7% | 0.0% |
| Natural resource management | 8.8% | 12.0% | 0.0% | 0.0% | 14.1% | 24.1% | 20.0% | 15.6% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on a WBG- supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--|---------------------------|--|---------------------|--|-------|-------|--|-------|
| More reliable social safety net | 6.1% | 9.1% | 17.4% | 0.0% | 6.3% | 3.3% | 0.0% | 4.9% |
| Greater access to micro-finance for the poor | 33.3% | 36.4% | 21.7% | 21.4% | 24.1% | 26.7% | 42.9% | 36.6% |
| Greater voice and participation for citizens to help ensure greater accountability | 16.7% | 0.0% | 8.7% | 7.1% | 11.4% | 16.7% | 0.0% | 7.3% |
| Education and training that better ensure job opportunity | 45.5% | 45.5% | 26.1% | 35.7% | 35.4% | 33.3% | 35.7% | 36.6% |
| Greater access to health and nutrition for citizens | 13.6% | 13.6% | 21.7% | 7.1% | 8.9% | 6.7% | 0.0% | 12.2% |
| Better entrepreneurial opportunities* | 9.1% | 31.8% | 13.0% | 28.6% | 35.4% | 6.7% | 14.3% | 9.8% |
| More regular payment of wages | 24.2% | 9.1% | 17.4% | 21.4% | 22.8% | 33.3% | 21.4% | 24.4% |
| Better opportunity for the poor who live in rural areas* | 13.6% | 13.6% | 43.5% | 14.3% | 6.3% | 6.7% | 0.0% | 7.3% |
| Better opportunity for the poor who live in urban areas | 3.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 0.0% | 0.0% |
| Consistent economic growth | 18.2% | 22.7% | 8.7% | 28.6% | 12.7% | 30.0% | 42.9% | 26.8% |
| Better quality public services | 10.6% | 9.1% | 8.7% | 7.1% | 10.1% | 10.0% | 0.0% | 12.2% |
| Better employment opportunities for young people* | 3.0% | 9.1% | 4.3% | 28.6% | 19.0% | 13.3% | 28.6% | 17.1% |
| Better employment opportunities for women | 3.0% | 0.0% | 8.7% | 0.0% | 5.1% | 3.3% | 7.1% | 4.9% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 7.1% | 0.0% |

*Significantly different between stakeholder groups

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Chad. (Choose no more than TWO)

| Percentage of Respondents (Responses combined) | 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 |
|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| None. I do not consider Chad a fragile state. | 4.4% | 4.0% | 0.0% | 0.0% | 3.7% | 0.0% | 0.0% | 7.1% |
| Policy inconsistency | 39.7% | 36.0% | 40.9% | 21.4% | 37.0% | 34.5% | 60.0% | 31.0% |
| Weak social cohesion | 20.6% | 12.0% | 18.2% | 14.3% | 17.3% | 20.7% | 6.7% | 14.3% |
| Weak institutional capacity | 14.7% | 28.0% | 4.5% | 21.4% | 14.8% | 10.3% | 26.7% | 11.9% |
| Food insecurity | 16.2% | 24.0% | 18.2% | 21.4% | 17.3% | 3.4% | 6.7% | 11.9% |
| High levels of corruption | 50.0% | 56.0% | 54.5% | 50.0% | 54.3% | 62.1% | 46.7% | 59.5% |
| Weak accountability | 14.7% | 12.0% | 18.2% | 35.7% | 13.6% | 6.9% | 20.0% | 16.7% |
| Lack of security | 11.8% | 12.0% | 18.2% | 0.0% | 7.4% | 20.7% | 13.3% | 19.0% |
| Political uncertainty | 11.8% | 8.0% | 9.1% | 0.0% | 12.3% | 20.7% | 6.7% | 4.8% |
| Lack of access to development finance | 13.2% | 8.0% | 18.2% | 28.6% | 18.5% | 20.7% | 13.3% | 14.3% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 2.4% |

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

| | 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 |
| How familiar are you with the work of the World Bank Group in Chad? | 61 | 5.10 | 3.19 | 19 | 6.63 | 3.79 | 21 | 4.67 | 3.31 | 14 | 4.64 | 2.62 | 77 | 4.04 | 3.28 | 28 | 4.46 | 3.54 | 12 | 4.50 | 3.55 | 32 | 5.19 | 3.85 |

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

| | 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 |
| Overall, please rate your impression of the World Bank Group's effectiveness in Chad. | 45 | 6.29 | 3.00 | 16 | 7.44 | 3.14 | 14 | 6.14 | 3.72 | 10 | 5.40 | 2.37 | 49 | 5.18 | 3.53 | 16 | 5.56 | 3.95 | 11 | 5.36 | 3.91 | 27 | 6.56 | 3.87 |

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

| | 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 |
| To what extent do you believe the World Bank Group's staff is well prepared to help Chad solve its most complicated development challenges? | 41 | 7.44 | 2.92 | 17 | 7.29 | 3.27 | 18 | 7.67 | 3.36 | 12 | 7.00 | 2.45 | 54 | 6.63 | 3.39 | 17 | 6.94 | 3.09 | 9 | 5.22 | 3.63 | 25 | 6.72 | 3.69 |

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

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

When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectors do you believe the World Bank Group should focus most of its resources in Chad? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | 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 |
|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Food security | 29.0% | 16.7% | 17.4% | 21.4% | 32.5% | 30.0% | 6.7% | 28.9% |
| Pollution* | 0.0% | 0.0% | 8.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Job creation/employment* | 20.3% | 12.5% | 34.8% | 42.9% | 42.2% | 26.7% | 6.7% | 15.6% |
| Health | 15.9% | 12.5% | 13.0% | 0.0% | 14.5% | 16.7% | 26.7% | 15.6% |
| Regional conflict and tensions* | 0.0% | 0.0% | 8.7% | 7.1% | 0.0% | 0.0% | 0.0% | 11.1% |
| Energy* | 1.4% | 16.7% | 8.7% | 7.1% | 6.0% | 0.0% | 20.0% | 6.7% |
| Financial markets | 0.0% | 0.0% | 0.0% | 7.1% | 2.4% | 0.0% | 0.0% | 4.4% |
| Social protection | 1.4% | 12.5% | 8.7% | 0.0% | 4.8% | 6.7% | 0.0% | 6.7% |
| Gender equity | 1.4% | 0.0% | 8.7% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |
| Private sector development | 7.2% | 4.2% | 8.7% | 0.0% | 0.0% | 10.0% | 6.7% | 2.2% |
| Education | 47.8% | 45.8% | 39.1% | 50.0% | 57.8% | 66.7% | 80.0% | 44.4% |
| Water and sanitation | 5.8% | 12.5% | 13.0% | 0.0% | 3.6% | 3.3% | 0.0% | 4.4% |
| Public sector governance/reform* | 37.7% | 4.2% | 17.4% | 14.3% | 9.6% | 23.3% | 6.7% | 20.0% |
| Security/stabilization/reconstruction | 2.9% | 0.0% | 4.3% | 7.1% | 2.4% | 3.3% | 0.0% | 2.2% |
| Global/regional integration | 4.3% | 4.2% | 4.3% | 7.1% | 1.2% | 0.0% | 6.7% | 0.0% |
| Urban development | 0.0% | 4.2% | 0.0% | 7.1% | 2.4% | 3.3% | 0.0% | 2.2% |
| Gender based violence | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Poverty reduction | 26.1% | 33.3% | 21.7% | 21.4% | 22.9% | 33.3% | 13.3% | 13.3% |
| Disaster risk management* | 0.0% | 8.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Equality of opportunity | 5.8% | 4.2% | 0.0% | 0.0% | 1.2% | 3.3% | 0.0% | 2.2% |
| Communicable/non-communicable diseases | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 4.4% |
| Local governance and institutions | 2.9% | 8.3% | 4.3% | 7.1% | 6.0% | 3.3% | 6.7% | 2.2% |
| Judiciary reform | 0.0% | 8.3% | 4.3% | 7.1% | 4.8% | 3.3% | 6.7% | 8.9% |
| Information and communications technology | 1.4% | 0.0% | 0.0% | 7.1% | 2.4% | 3.3% | 6.7% | 4.4% |
| Transport | 7.2% | 25.0% | 17.4% | 0.0% | 9.6% | 6.7% | 13.3% | 15.6% |
| Agriculture and rural development | 37.7% | 41.7% | 39.1% | 28.6% | 31.3% | 26.7% | 60.0% | 28.9% |
| Trade and exports | 1.4% | 4.2% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 2.2% |
| Crime and violence | 2.9% | 4.2% | 4.3% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Economic growth* | 5.8% | 0.0% | 0.0% | 21.4% | 1.2% | 3.3% | 0.0% | 4.4% |
| Natural resource management | 4.3% | 0.0% | 0.0% | 0.0% | 6.0% | 6.7% | 6.7% | 11.1% |
| Social cohesion | 1.4% | 4.2% | 0.0% | 0.0% | 1.2% | 0.0% | 6.7% | 2.2% |
| Climate change | 0.0% | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 2.2% |
| Anti corruption | 26.1% | 8.3% | 13.0% | 21.4% | 27.7% | 16.7% | 13.3% | 33.3% |

*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 Chad?

| Greatest Value Percentage of Respondents | 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 | 1.7% | 9.1% | 0.0% | 8.3% | 12.0% | 0.0% | 7.1% | 15.0% |
| Capacity development related to World Bank Group supported projects | 27.1% | 59.1% | 18.2% | 25.0% | 34.7% | 48.1% | 42.9% | 30.0% |
| Technical assistance | 3.4% | 0.0% | 9.1% | 8.3% | 2.7% | 0.0% | 0.0% | 7.5% |
| Policy advice, studies, analyses | 16.9% | 0.0% | 13.6% | 8.3% | 10.7% | 7.4% | 0.0% | 5.0% |
| Financial resources (budget support) | 25.4% | 0.0% | 13.6% | 8.3% | 16.0% | 7.4% | 14.3% | 10.0% |
| Data and statistics | 1.7% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 5.0% |
| Promoting knowledge sharing | 1.7% | 4.5% | 4.5% | 0.0% | 5.3% | 7.4% | 0.0% | 2.5% |
| Implementation support | 3.4% | 4.5% | 4.5% | 0.0% | 5.3% | 0.0% | 14.3% | 5.0% |
| Mobilizing third party financial resources | 6.8% | 4.5% | 4.5% | 8.3% | 5.3% | 3.7% | 0.0% | 2.5% |
| Donor coordination* | 1.7% | 9.1% | 0.0% | 8.3% | 0.0% | 0.0% | 7.1% | 10.0% |
| Strategy formulation* | 10.2% | 9.1% | 31.8% | 25.0% | 8.0% | 25.9% | 14.3% | 7.5% |
| Other | 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 | 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 | 1.6% | 0.0% | 4.5% | 0.0% | 4.1% | 3.6% | 0.0% | 2.6% |
| Capacity development related to World Bank Group supported projects | 14.8% | 22.7% | 18.2% | 16.7% | 12.3% | 7.1% | 0.0% | 15.8% |
| Technical assistance | 8.2% | 0.0% | 4.5% | 8.3% | 4.1% | 14.3% | 0.0% | 10.5% |
| Policy advice, studies, analyses* | 6.6% | 18.2% | 4.5% | 0.0% | 8.2% | 3.6% | 50.0% | 5.3% |
| Financial resources (budget support)* | 16.4% | 4.5% | 0.0% | 25.0% | 8.2% | 10.7% | 14.3% | 31.6% |
| Data and statistics | 3.3% | 0.0% | 0.0% | 8.3% | 1.4% | 0.0% | 0.0% | 0.0% |
| Promoting knowledge sharing | 13.1% | 4.5% | 4.5% | 8.3% | 9.6% | 10.7% | 14.3% | 5.3% |
| Implementation support | 14.8% | 18.2% | 9.1% | 0.0% | 15.1% | 10.7% | 7.1% | 2.6% |
| Mobilizing third party financial resources | 6.6% | 9.1% | 27.3% | 16.7% | 16.4% | 10.7% | 0.0% | 10.5% |
| Donor coordination | 1.6% | 4.5% | 4.5% | 0.0% | 6.8% | 14.3% | 0.0% | 0.0% |
| Strategy formulation | 13.1% | 18.2% | 22.7% | 16.7% | 13.7% | 14.3% | 14.3% | 15.8% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | 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 credibility of its knowledge/data | 1.5% | 16.0% | 0.0% | 0.0% | 4.8% | 3.3% | 13.3% | 11.4% |
| Not collaborating enough with private sector | 9.1% | 12.0% | 9.5% | 21.4% | 13.3% | 10.0% | 6.7% | 13.6% |
| Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 4.5% | 8.0% | 0.0% | 7.1% | 3.6% | 0.0% | 0.0% | 4.5% |
| Not aligned with country priorities | 10.6% | 4.0% | 4.8% | 14.3% | 6.0% | 10.0% | 0.0% | 11.4% |
| Not adequately sensitive to political/social realities in Chad | 33.3% | 20.0% | 23.8% | 35.7% | 30.1% | 30.0% | 26.7% | 25.0% |
| Not willing to honestly criticize policies and reform efforts in the country* | 40.9% | 24.0% | 23.8% | 21.4% | 22.9% | 16.7% | 46.7% | 15.9% |
| Too influenced by developed countries | 12.1% | 16.0% | 19.0% | 14.3% | 16.9% | 20.0% | 13.3% | 13.6% |
| World Bank Group's processes too slow | 1.5% | 12.0% | 14.3% | 0.0% | 12.0% | 16.7% | 0.0% | 13.6% |
| World Bank Group's processes too complex | 7.6% | 4.0% | 4.8% | 0.0% | 3.6% | 10.0% | 6.7% | 2.3% |
| Not exploring alternative policy options | 4.5% | 0.0% | 4.8% | 0.0% | 10.8% | 3.3% | 13.3% | 11.4% |
| Not sufficiently focused on results | 1.5% | 0.0% | 0.0% | 0.0% | 3.6% | 3.3% | 6.7% | 9.1% |
| Staff too inaccessible | 9.1% | 16.0% | 9.5% | 7.1% | 12.0% | 0.0% | 0.0% | 4.5% |
| Not in it for the long term | 3.0% | 8.0% | 0.0% | 0.0% | 2.4% | 13.3% | 0.0% | 4.5% |
| Its advice and strategies do not lend themselves to practical problem solving | 12.1% | 12.0% | 9.5% | 7.1% | 3.6% | 6.7% | 0.0% | 9.1% |
| Not collaborating enough with civil society | 10.6% | 12.0% | 19.0% | 14.3% | 22.9% | 13.3% | 40.0% | 13.6% |
| Not enough public disclosure of its work | 9.1% | 12.0% | 19.0% | 14.3% | 7.2% | 10.0% | 0.0% | 9.1% |
| Arrogant in its approach | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 3.3% | 6.7% | 2.3% |
| Inadequate World Bank Group's staffing in Chad | 7.6% | 4.0% | 19.0% | 0.0% | 12.0% | 6.7% | 6.7% | 6.8% |
| Not focused enough on issues that are unique to post-conflict countries | 1.5% | 4.0% | 9.5% | 14.3% | 8.4% | 0.0% | 6.7% | 2.3% |
| Other* | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 6.7% | 0.0% |
| Don't know | 9.1% | 8.0% | 4.8% | 7.1% | 0.0% | 10.0% | 0.0% | 6.8% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | 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 | 16.2% | 40.0% | 13.6% | 14.3% | 14.3% | 6.9% | 0.0% | 8.9% |
| To a somewhat sufficient degree | 20.6% | 12.0% | 18.2% | 21.4% | 19.0% | 10.3% | 13.3% | 15.6% |
| To a somewhat insufficient degree | 23.5% | 12.0% | 36.4% | 35.7% | 17.9% | 24.1% | 46.7% | 22.2% |
| To a very insufficient degree | 27.9% | 28.0% | 13.6% | 7.1% | 29.8% | 24.1% | 26.7% | 33.3% |
| Don't know | 11.8% | 8.0% | 18.2% | 21.4% | 19.0% | 34.5% | 13.3% | 20.0% |

**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 Chad Government's efforts to reduce poverty?

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

| | 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 |
| Investment Project Financing | 28 | 7.68 | 2.74 | 7 | 8.29 | 2.06 | 9 | 6.22 | 3.49 | 2 | 6.00 | 5.66 | 28 | 6.00 | 3.52 | 11 | 7.27 | 2.33 | 5 | 3.60 | 1.52 | 17 | 5.59 | 3.68 |
| Development Policy Financing | 29 | 6.41 | 3.02 | 8 | 8.13 | 2.59 | 8 | 5.75 | 3.49 | 2 | 3.00 | 1.41 | 28 | 6.07 | 3.27 | 8 | 8.25 | 3.01 | 6 | 5.67 | 2.25 | 17 | 6.65 | 3.57 |
| Trust funds and grants | 16 | 6.19 | 3.83 | 6 | 7.33 | 1.86 | 3 | 7.00 | 2.65 | 2 | 6.00 | 5.66 | 25 | 4.84 | 3.51 | 8 | 6.25 | 2.87 | 4 | 4.25 | 1.50 | 14 | 6.43 | 3.76 |
| MIGA Guarantees | 10 | 5.60 | 3.27 | 3 | 6.00 | 3.46 | 6 | 6.50 | 2.35 | 2 | 6.00 | 5.66 | 18 | 4.72 | 3.71 | 4 | 5.75 | 4.92 | 3 | 4.00 | 1.73 | 14 | 7.29 | 3.45 |
| IFC Investment Services | 14 | 6.36 | 3.05 | 4 | 5.00 | 3.37 | 2 | 10.00 | 0.00 | 2 | 6.00 | 5.66 | 15 | 5.33 | 4.17 | 3 | 7.00 | 5.20 | 2 | 5.00 | 0.00 | 13 | 6.69 | 3.66 |
| IFC Advisory Services | 13 | 6.23 | 3.17 | 2 | 8.50 | 2.12 | 3 | 8.67 | 2.31 | 2 | 6.00 | 5.66 | 15 | 5.00 | 4.17 | 3 | 7.00 | 5.20 | 3 | 5.33 | 4.16 | 12 | 6.58 | 4.10 |

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) | 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 | 44.9% | 45.8% | 47.8% | 28.6% | 42.9% | 27.6% | 40.0% | 31.1% |
| Youth/university groups* | 11.6% | 16.7% | 4.3% | 14.3% | 26.2% | 3.4% | 40.0% | 17.8% |
| Private sector | 15.9% | 25.0% | 13.0% | 21.4% | 13.1% | 6.9% | 13.3% | 17.8% |
| Local administration | 15.9% | 20.8% | 26.1% | 14.3% | 9.5% | 13.8% | 0.0% | 15.6% |
| Donor community | 2.9% | 4.2% | 0.0% | 0.0% | 3.6% | 6.9% | 0.0% | 4.4% |
| NGOs/Community Based Organizations | 46.4% | 29.2% | 39.1% | 50.0% | 45.2% | 31.0% | 33.3% | 28.9% |
| Academia/think tanks/research institutes | 17.4% | 8.3% | 8.7% | 0.0% | 7.1% | 10.3% | 33.3% | 17.8% |
| Parliament | 0.0% | 4.2% | 0.0% | 0.0% | 3.6% | 3.4% | 0.0% | 2.2% |
| Foundations | 0.0% | 8.3% | 4.3% | 0.0% | 1.2% | 3.4% | 0.0% | 4.4% |
| Media* | 10.1% | 8.3% | 13.0% | 14.3% | 10.7% | 65.5% | 13.3% | 11.1% |
| UN and regional peace keeping forces | 2.9% | 4.2% | 0.0% | 0.0% | 7.1% | 3.4% | 0.0% | 2.2% |
| Emerging donors | 2.9% | 0.0% | 0.0% | 7.1% | 0.0% | 0.0% | 0.0% | 2.2% |
| UN agencies | 2.9% | 4.2% | 8.7% | 14.3% | 4.8% | 0.0% | 0.0% | 11.1% |
| Regional organizations | 17.4% | 8.3% | 30.4% | 7.1% | 9.5% | 20.7% | 26.7% | 15.6% |
| Other | 1.4% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% | 0.0% |
| Don't know | 2.9% | 4.2% | 0.0% | 14.3% | 6.0% | 0.0% | 0.0% | 6.7% |

*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 Chad? (1-Strongly disagree, 10-Strongly agree)**

| | 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 |
| Overall the World Bank Group currently plays a relevant role in development in Chad | 50 | 6.20 | 3.28 | 16 | 7.25 | 3.45 | 19 | 7.16 | 3.34 | 13 | 7.62 | 2.50 | 58 | 5.93 | 3.54 | 22 | 5.68 | 3.60 | 11 | 6.18 | 3.25 | 24 | 6.25 | 3.48 |
| The World Bank Group's work is aligned with what I consider the development priorities for Chad | 40 | 6.58 | 3.25 | 12 | 7.58 | 2.91 | 15 | 7.33 | 2.44 | 10 | 7.00 | 3.27 | 51 | 5.88 | 3.56 | 13 | 5.46 | 3.78 | 9 | 4.67 | 2.65 | 16 | 5.69 | 3.48 |

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

| | 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 |
| Responsiveness to needs | 36 | 5.42 | 3.27 | 7 | 5.86 | 2.85 | 12 | 5.83 | 3.04 | 7 | 3.29 | 1.70 | 33 | 5.24 | 3.38 | 14 | 4.86 | 3.08 | 9 | 6.00 | 2.78 | 9 | 7.00 | 2.60 |
| Flexibility (in terms of the institution's products and services) | 25 | 4.92 | 3.03 | 7 | 6.00 | 2.77 | 9 | 4.67 | 2.60 | 5 | 5.20 | 2.28 | 26 | 4.35 | 3.24 | 5 | 5.20 | 4.44 | 6 | 4.17 | 1.72 | 6 | 7.17 | 2.56 |
| Flexibility (in terms of changing country circumstances) | 27 | 5.26 | 2.68 | 8 | 5.25 | 3.41 | 10 | 5.30 | 3.59 | 6 | 5.83 | 2.04 | 31 | 4.32 | 3.04 | 7 | 4.57 | 3.95 | 6 | 4.50 | 1.38 | 10 | 5.20 | 3.61 |
| Being inclusive* | 18 | 5.56 | 2.87 | 5 | 7.40 | 2.88 | 7 | 6.71 | 2.98 | 6 | 5.17 | 1.60 | 22 | 3.73 | 3.06 | 4 | 8.25 | 3.50 | 6 | 5.50 | 3.15 | 7 | 7.29 | 3.68 |
| Openness (sharing data and other information) | 31 | 5.90 | 2.56 | 9 | 5.11 | 3.14 | 10 | 6.10 | 3.38 | 7 | 4.57 | 3.15 | 28 | 5.29 | 3.07 | 12 | 6.42 | 2.61 | 6 | 5.17 | 2.71 | 11 | 7.36 | 3.72 |
| Collaboration with the Government* | 38 | 6.74 | 3.19 | 12 | 8.42 | 2.35 | 16 | 8.50 | 2.28 | 8 | 5.88 | 3.36 | 48 | 8.12 | 2.37 | 13 | 9.31 | 1.49 | 10 | 7.20 | 2.30 | 15 | 6.53 | 3.23 |
| The speed in which it gets things accomplished on the ground | 26 | 5.38 | 3.25 | 9 | 7.00 | 3.04 | 10 | 6.10 | 3.03 | 9 | 4.78 | 2.95 | 28 | 5.50 | 3.47 | 7 | 4.43 | 3.87 | 7 | 5.00 | 2.65 | 11 | 6.82 | 3.46 |
| Helping to bring discipline/effective supervision to implementation of investment projects* | 33 | 6.82 | 3.19 | 10 | 7.40 | 3.24 | 15 | 7.40 | 2.67 | 6 | 3.50 | 2.51 | 39 | 5.62 | 3.58 | 8 | 9.00 | 1.85 | 8 | 5.75 | 3.24 | 15 | 6.60 | 3.11 |
| Collaboration with civil society* | 45 | 6.04 | 3.29 | 10 | 5.00 | 3.65 | 16 | 7.06 | 3.23 | 6 | 5.17 | 3.13 | 42 | 4.71 | 3.36 | 12 | 8.42 | 2.91 | 9 | 5.22 | 2.68 | 12 | 6.50 | 3.37 |
| Staff accessibility | 31 | 5.71 | 3.52 | 9 | 4.78 | 3.73 | 10 | 5.00 | 3.06 | 6 | 2.67 | 1.86 | 30 | 4.00 | 3.12 | 6 | 7.17 | 3.43 | 7 | 3.71 | 2.36 | 12 | 4.58 | 3.90 |
| Collaboration with other donors and development partners | 27 | 7.52 | 2.46 | 9 | 7.33 | 2.65 | 15 | 7.80 | 2.37 | 8 | 5.13 | 3.23 | 32 | 7.06 | 2.65 | 9 | 8.00 | 2.65 | 9 | 5.33 | 2.35 | 13 | 6.92 | 3.50 |
| Collaboration with the private sector | 29 | 6.90 | 3.10 | 7 | 5.57 | 3.31 | 10 | 6.60 | 2.84 | 8 | 5.00 | 3.07 | 32 | 5.19 | 3.34 | 12 | 7.67 | 2.61 | 9 | 3.78 | 2.28 | 13 | 6.31 | 4.19 |
| Collaboration with the UN* | 23 | 8.35 | 2.46 | 7 | 8.57 | 1.99 | 15 | 8.07 | 2.74 | 9 | 7.56 | 2.19 | 37 | 8.65 | 2.07 | 13 | 9.46 | 1.39 | 8 | 5.38 | 2.72 | 12 | 6.92 | 3.12 |
| Straightforwardness and honesty* | 26 | 5.96 | 3.35 | 9 | 6.89 | 3.14 | 12 | 6.75 | 3.70 | 6 | 5.17 | 2.32 | 31 | 4.23 | 3.90 | 5 | 10.00 | 0.00 | 7 | 4.29 | 0.95 | 13 | 7.15 | 3.87 |
| Treating clients and stakeholders in Chad with respect* | 31 | 5.42 | 3.03 | 10 | 6.70 | 3.02 | 9 | 5.67 | 3.46 | 4 | 4.00 | 2.31 | 31 | 6.03 | 3.53 | 8 | 9.50 | 1.07 | 8 | 4.63 | 1.19 | 14 | 6.93 | 3.75 |
| Being a long-term partner* | 33 | 8.64 | 1.75 | 10 | 7.80 | 3.12 | 12 | 6.33 | 3.34 | 7 | 7.43 | 2.99 | 36 | 8.42 | 2.62 | 12 | 9.42 | 0.79 | 9 | 6.00 | 2.96 | 13 | 7.15 | 3.83 |

*Significantly different between stakeholder groups

**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 Chad? (Select only ONE response)

| Percentage of Respondents | 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 | 2.9% | 0.0% | 4.3% | 7.7% | 10.6% | 0.0% | 6.7% | 4.5% |
| Rarely | 10.1% | 8.0% | 13.0% | 15.4% | 15.3% | 13.3% | 13.3% | 18.2% |
| Sometimes | 17.4% | 28.0% | 26.1% | 23.1% | 12.9% | 23.3% | 26.7% | 18.2% |
| Nearly always | 23.2% | 24.0% | 13.0% | 7.7% | 8.2% | 3.3% | 0.0% | 11.4% |
| Don't know | 21.7% | 12.0% | 17.4% | 23.1% | 32.9% | 33.3% | 13.3% | 18.2% |
| Prefer not to answer | 24.6% | 28.0% | 26.1% | 23.1% | 20.0% | 26.7% | 40.0% | 29.5% |

Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Chad? (Select no more than TWO)

| Percentage of Respondents (Responses combined) | 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 (WFP) | 36.2% | 41.7% | 27.3% | 30.8% | 31.3% | 30.0% | 21.4% | 31.8% |
| World Health Organization (WHO) | 33.3% | 37.5% | 45.5% | 15.4% | 28.9% | 43.3% | 35.7% | 43.2% |
| United Nations Development Program (UNDP) | 37.7% | 25.0% | 36.4% | 30.8% | 36.1% | 40.0% | 50.0% | 22.7% |
| United Nations Fund for Population Activities (UNFPA) | 20.3% | 4.2% | 22.7% | 15.4% | 15.7% | 13.3% | 14.3% | 13.6% |
| The United Nations Development Fund for Women (UNIFEM)* | 2.9% | 20.8% | 4.5% | 0.0% | 3.6% | 13.3% | 35.7% | 15.9% |
| United Nations High Commissioner for Refugees (UNHCR) | 7.2% | 16.7% | 9.1% | 15.4% | 9.6% | 20.0% | 0.0% | 11.4% |
| The Red Cross | 1.4% | 0.0% | 4.5% | 15.4% | 2.4% | 6.7% | 0.0% | 2.3% |
| The United Nations International Children's Emergency Fund (UNICEF) | 29.0% | 20.8% | 36.4% | 15.4% | 31.3% | 23.3% | 14.3% | 27.3% |
| The International Committee of the Red Cross (ICRC) | 0.0% | 4.2% | 4.5% | 0.0% | 4.8% | 3.3% | 0.0% | 4.5% |
| None. I don't believe the World Bank Group needs to partner with the UN organizations. | 8.7% | 12.5% | 0.0% | 7.7% | 8.4% | 0.0% | 7.1% | 9.1% |
| Don't know | 8.7% | 4.2% | 4.5% | 23.1% | 9.6% | 3.3% | 7.1% | 4.5% |

*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) | 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 |
|--|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Reforms are not well thought out in light of country challenges | 46.4% | 45.8% | 56.5% | 38.5% | 42.9% | 70.0% | 46.7% | 43.2% |
| Inadequate funding | 23.2% | 25.0% | 17.4% | 15.4% | 15.5% | 13.3% | 20.0% | 25.0% |
| Poor coordination within the Government* | 42.0% | 58.3% | 30.4% | 46.2% | 27.4% | 20.0% | 40.0% | 22.7% |
| There is an inadequate level of private sector participation and support | 4.3% | 20.8% | 4.3% | 0.0% | 6.0% | 10.0% | 13.3% | 18.2% |
| Poor donor coordination | 4.3% | 8.3% | 4.3% | 0.0% | 3.6% | 13.3% | 13.3% | 11.4% |
| The World Bank Group does not provide the government with consistent support throughout the reform effort* | 8.7% | 0.0% | 4.3% | 23.1% | 17.9% | 0.0% | 6.7% | 11.4% |
| The World Bank Group is not sensitive enough to political/social realities on the ground | 26.1% | 29.2% | 39.1% | 46.2% | 26.2% | 26.7% | 33.3% | 29.5% |
| Lack of/inadequate levels of capacity in Government | 10.1% | 25.0% | 8.7% | 23.1% | 16.7% | 20.0% | 26.7% | 11.4% |
| There is not an adequate level of citizen/civil society participation | 29.0% | 20.8% | 17.4% | 23.1% | 27.4% | 6.7% | 13.3% | 31.8% |
| Corruption | 37.7% | 29.2% | 34.8% | 30.8% | 48.8% | 63.3% | 33.3% | 38.6% |
| Poor coordination within the World Bank Group | 2.9% | 8.3% | 4.3% | 7.7% | 1.2% | 6.7% | 0.0% | 2.3% |
| Political pressures and obstacles* | 33.3% | 8.3% | 39.1% | 7.7% | 31.0% | 13.3% | 13.3% | 25.0% |
| Ongoing conflict and instability | 13.0% | 0.0% | 17.4% | 15.4% | 13.1% | 13.3% | 6.7% | 15.9% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

C. World Bank Group's Effectiveness and Results

In Chad, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

| | 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 |
| Gender equity | 32 | 5.72 | 3.02 | 12 | 7.08 | 2.61 | 10 | 7.40 | 2.37 | 11 | 4.45 | 3.05 | 36 | 5.00 | 3.54 | 11 | 5.36 | 3.47 | 6 | 5.67 | 3.08 | 8 | 4.00 | 3.82 |
| The impact of climate change | 26 | 6.04 | 3.05 | 8 | 5.00 | 2.45 | 9 | 6.67 | 3.00 | 9 | 5.44 | 3.32 | 31 | 6.19 | 3.62 | 16 | 7.50 | 3.27 | 8 | 5.13 | 3.40 | 11 | 5.18 | 3.95 |

**C. World Bank Group's Effectiveness and Results (continued)****How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (1-Not effective at all, 10-Very effective)**

| | 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 |
| Social protection | 27 | 5.04 | 3.08 | 9 | 6.11 | 3.59 | 14 | 6.14 | 3.08 | 5 | 2.60 | 1.82 | 33 | 4.85 | 3.38 | 8 | 5.38 | 3.20 | 7 | 4.86 | 3.24 | 12 | 3.83 | 3.69 |
| Gender equity | 33 | 5.33 | 3.12 | 5 | 4.80 | 3.03 | 8 | 5.00 | 2.93 | 3 | 5.33 | 3.06 | 32 | 4.72 | 3.24 | 13 | 5.00 | 2.71 | 6 | 4.83 | 2.64 | 10 | 4.70 | 3.80 |
| Private sector development* | 27 | 7.07 | 3.08 | 8 | 7.25 | 3.06 | 12 | 5.08 | 3.09 | 6 | 6.33 | 4.08 | 36 | 4.81 | 3.45 | 15 | 6.07 | 2.71 | 7 | 3.57 | 1.40 | 14 | 7.71 | 3.27 |
| Education | 53 | 7.36 | 2.88 | 16 | 8.69 | 2.24 | 14 | 7.07 | 3.00 | 9 | 6.56 | 2.46 | 50 | 6.60 | 3.34 | 19 | 7.05 | 3.17 | 8 | 5.00 | 2.56 | 19 | 7.95 | 2.90 |
| Public sector governance/reform | 41 | 5.78 | 3.18 | 9 | 7.78 | 2.68 | 12 | 4.67 | 3.82 | 8 | 4.63 | 3.29 | 35 | 4.29 | 3.65 | 12 | 5.58 | 3.53 | 8 | 4.38 | 2.97 | 16 | 6.75 | 3.77 |
| Global/regional integration* | 25 | 5.76 | 3.06 | 9 | 6.00 | 3.08 | 10 | 6.30 | 3.40 | 6 | 4.33 | 2.50 | 26 | 4.08 | 3.03 | 10 | 4.80 | 3.39 | 7 | 4.29 | 1.70 | 12 | 7.67 | 3.28 |
| Food security | 42 | 5.43 | 2.92 | 13 | 7.85 | 2.48 | 13 | 5.00 | 3.39 | 9 | 6.89 | 2.93 | 36 | 5.17 | 3.04 | 16 | 6.25 | 3.19 | 8 | 4.75 | 2.82 | 14 | 6.36 | 3.75 |
| Urban development* | 27 | 4.33 | 2.97 | 9 | 5.22 | 2.99 | 8 | 5.13 | 3.04 | 5 | 4.80 | 1.10 | 32 | 3.78 | 2.96 | 15 | 3.53 | 3.25 | 8 | 4.13 | 2.75 | 12 | 7.75 | 3.11 |
| Energy | 28 | 3.79 | 2.88 | 8 | 4.13 | 2.85 | 9 | 3.56 | 3.00 | 3 | 3.33 | 2.31 | 31 | 3.00 | 2.83 | 13 | 3.15 | 3.26 | 7 | 3.43 | 1.62 | 11 | 5.45 | 3.96 |
| Water and sanitation | 38 | 6.29 | 3.14 | 9 | 5.67 | 3.08 | 12 | 5.75 | 3.86 | 6 | 6.50 | 1.87 | 39 | 5.10 | 3.45 | 16 | 5.44 | 3.93 | 7 | 4.86 | 3.08 | 17 | 7.59 | 3.22 |
| Job creation/employment | 35 | 4.37 | 2.91 | 8 | 5.38 | 3.66 | 12 | 4.08 | 3.12 | 6 | 5.67 | 3.67 | 33 | 3.58 | 3.12 | 13 | 5.31 | 2.66 | 5 | 3.40 | 1.67 | 14 | 6.79 | 3.53 |
| Health | 43 | 7.53 | 2.31 | 11 | 8.91 | 1.81 | 12 | 6.67 | 2.99 | 7 | 7.14 | 2.12 | 45 | 6.71 | 3.18 | 18 | 7.56 | 2.73 | 9 | 5.56 | 2.51 | 13 | 7.62 | 3.36 |
| Transport | 35 | 5.94 | 3.16 | 7 | 6.71 | 3.15 | 12 | 5.08 | 3.20 | 7 | 4.86 | 3.67 | 36 | 4.17 | 2.97 | 12 | 5.17 | 3.51 | 9 | 5.11 | 3.14 | 17 | 6.24 | 4.13 |
| Agriculture and rural development* | 40 | 6.45 | 2.59 | 13 | 8.77 | 1.79 | 13 | 6.00 | 3.63 | 7 | 7.57 | 2.44 | 46 | 5.83 | 3.36 | 16 | 4.88 | 3.44 | 8 | 5.88 | 2.36 | 18 | 6.72 | 3.54 |
| Trade and exports | 27 | 4.74 | 2.57 | 7 | 5.00 | 3.42 | 5 | 5.80 | 2.59 | 3 | 4.00 | 0.00 | 23 | 3.91 | 2.75 | 8 | 6.87 | 3.80 | 7 | 5.43 | 3.31 | 13 | 6.08 | 4.15 |
| Natural resource management | 37 | 5.38 | 3.17 | 10 | 7.00 | 3.23 | 10 | 7.00 | 2.79 | 6 | 6.17 | 2.71 | 29 | 4.55 | 3.64 | 16 | 4.44 | 3.41 | 6 | 5.00 | 3.03 | 13 | 5.38 | 4.05 |
| Climate change | 29 | 4.86 | 3.09 | 7 | 5.86 | 2.91 | 9 | 6.78 | 2.73 | 3 | 4.00 | 2.00 | 28 | 3.86 | 3.45 | 13 | 3.92 | 3.04 | 7 | 5.29 | 2.81 | 13 | 5.46 | 4.01 |
| Poverty reduction | 41 | 5.54 | 3.35 | 9 | 7.11 | 2.85 | 9 | 5.89 | 3.18 | 6 | 4.17 | 2.14 | 43 | 5.23 | 3.57 | 18 | 5.39 | 3.74 | 9 | 5.22 | 3.19 | 15 | 7.33 | 3.48 |
| Anti corruption | 40 | 5.40 | 3.65 | 10 | 5.30 | 3.50 | 11 | 5.00 | 3.55 | 5 | 6.00 | 4.30 | 40 | 3.62 | 3.43 | 16 | 5.06 | 3.68 | 8 | 4.50 | 2.20 | 14 | 5.86 | 4.17 |
| Economic growth | 33 | 5.67 | 3.09 | 9 | 5.67 | 3.20 | 11 | 7.00 | 3.55 | 6 | 5.17 | 3.43 | 39 | 4.08 | 3.14 | 17 | 5.41 | 3.59 | 8 | 5.00 | 2.33 | 13 | 5.54 | 3.80 |
| Disaster risk management | 24 | 5.04 | 3.14 | 9 | 5.44 | 2.96 | 11 | 6.00 | 3.07 | 5 | 4.20 | 2.86 | 28 | 4.36 | 3.37 | 9 | 4.33 | 3.71 | 9 | 5.56 | 2.92 | 15 | 6.07 | 4.11 |
| Equality of opportunity* | 33 | 4.03 | 3.10 | 8 | 4.63 | 3.34 | 8 | 5.13 | 2.64 | 6 | 4.33 | 3.20 | 33 | 2.79 | 2.74 | 9 | 3.78 | 4.21 | 8 | 4.63 | 2.83 | 15 | 6.60 | 3.92 |
| Communicable/non-communicable diseases | 38 | 6.26 | 2.83 | 10 | 7.60 | 3.13 | 10 | 6.90 | 2.42 | 6 | 7.00 | 2.00 | 36 | 6.19 | 3.24 | 17 | 6.47 | 3.64 | 9 | 5.33 | 2.60 | 14 | 6.71 | 3.63 |
| Information and communications technology | 30 | 5.83 | 2.82 | 9 | 5.56 | 3.09 | 9 | 4.78 | 3.07 | 4 | 3.50 | 2.38 | 30 | 4.23 | 3.26 | 15 | 4.67 | 3.70 | 8 | 5.25 | 2.87 | 16 | 6.50 | 3.88 |
| Gender based violence | 29 | 4.72 | 2.71 | 8 | 4.13 | 3.00 | 6 | 4.67 | 2.50 | 4 | 3.75 | 1.89 | 28 | 3.71 | 2.97 | 10 | 4.10 | 3.70 | 8 | 4.63 | 3.02 | 7 | 7.71 | 2.36 |
| Regional conflict and tensions | 31 | 5.13 | 2.85 | 7 | 4.71 | 3.35 | 10 | 5.80 | 2.94 | 4 | 3.75 | 2.22 | 35 | 4.17 | 3.03 | 8 | 5.00 | 4.38 | 7 | 5.57 | 2.94 | 12 | 5.50 | 3.71 |
| Local governance and institutions* | 39 | 5.82 | 3.34 | 7 | 3.71 | 3.30 | 7 | 5.43 | 3.31 | 4 | 5.50 | 3.42 | 33 | 3.58 | 2.88 | 10 | 4.30 | 3.27 | 8 | 4.88 | 2.10 | 12 | 7.00 | 3.49 |
| Social cohesion | 38 | 5.74 | 3.43 | 9 | 4.44 | 3.17 | 8 | 6.13 | 2.95 | 4 | 6.00 | 2.94 | 35 | 4.37 | 3.24 | 14 | 4.86 | 3.03 | 9 | 4.78 | 2.49 | 12 | 6.25 | 3.47 |

*Significantly different between stakeholder groups

| | 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 |
| To what extent does the World Bank Group's work help to achieve development results in Chad? | 39 | 5.79 | 3.00 | 14 | 8.21 | 2.69 | 14 | 5.71 | 3.65 | 9 | 6.00 | 2.18 | 52 | 5.85 | 3.49 | 21 | 6.52 | 2.99 | 8 | 5.00 | 3.34 | 23 | 6.39 | 3.58 |

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

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

| | 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 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Chad? | 31 | 5.42 | 3.12 | 14 | 6.43 | 2.59 | 12 | 7.83 | 2.95 | 8 | 4.75 | 2.38 | 43 | 5.77 | 3.56 | 10 | 6.70 | 3.56 | 8 | 6.13 | 3.44 | 20 | 6.60 | 3.75 |

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

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

| | 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 |
| The World Bank Group's financial instruments meet the needs of Chad | 39 | 4.97 | 3.12 | 18 | 6.28 | 3.20 | 16 | 6.19 | 3.62 | 7 | 3.71 | 2.14 | 53 | 5.55 | 3.35 | 16 | 6.50 | 2.78 | 11 | 5.00 | 3.07 | 24 | 5.50 | 3.74 |
| The World Bank Group meets Chad's needs for knowledge services | 38 | 5.87 | 2.80 | 15 | 6.33 | 2.82 | 16 | 6.88 | 3.07 | 9 | 4.44 | 2.24 | 47 | 5.89 | 3.31 | 16 | 7.00 | 3.18 | 11 | 5.18 | 3.46 | 25 | 5.88 | 3.66 |

| | 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 |
| How effectively does the World Bank Group help Chad to mobilize finance for development from private sector sources? | 32 | 6.06 | 3.07 | 18 | 7.00 | 3.05 | 11 | 4.82 | 3.46 | 12 | 6.00 | 2.37 | 49 | 5.33 | 3.33 | 15 | 4.40 | 3.62 | 10 | 3.60 | 2.59 | 25 | 5.52 | 3.89 |

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

As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window, Pandemic Emergency Finance Facility, Catastrophe Deferred Draw Down Option, and the Private Sector Window. In general, how familiar are you with these new or expanded financial instruments in Chad? (Select only ONE response)

| Percentage of Respondents | 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 |
|---------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| Very familiar | 4.6% | 22.7% | 4.8% | 0.0% | 3.6% | 3.4% | 0.0% | 9.5% |
| Somewhat familiar | 13.8% | 13.6% | 14.3% | 0.0% | 12.0% | 10.3% | 6.7% | 14.3% |
| Somewhat unfamiliar | 12.3% | 22.7% | 14.3% | 35.7% | 15.7% | 3.4% | 20.0% | 9.5% |
| Very unfamiliar | 21.5% | 18.2% | 23.8% | 7.1% | 24.1% | 17.2% | 20.0% | 19.0% |
| Don't know | 47.7% | 22.7% | 42.9% | 57.1% | 44.6% | 65.5% | 53.3% | 47.6% |

**C. World Bank Group's Effectiveness and Results (continued)****How effectively does the World Bank Group support Chad's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

| | 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 |
| To build stronger domestic resource mobilization systems in the Government | 33 | 4.61 | 3.09 | 11 | 5.64 | 3.32 | 19 | 6.21 | 3.60 | 8 | 3.00 | 2.27 | 45 | 4.38 | 3.14 | 19 | 5.95 | 3.46 | 10 | 4.20 | 2.82 | 16 | 6.44 | 3.50 |
| To develop better and stronger data collection/analytics systems within the Government* | 36 | 5.50 | 3.09 | 12 | 7.00 | 2.92 | 16 | 6.56 | 3.35 | 8 | 3.88 | 2.59 | 36 | 4.47 | 2.81 | 17 | 7.18 | 2.48 | 10 | 4.70 | 3.74 | 18 | 7.39 | 3.36 |
| To strengthen the country's crisis preparedness | 35 | 5.83 | 3.28 | 14 | 6.29 | 3.22 | 16 | 5.56 | 3.67 | 9 | 4.56 | 2.96 | 44 | 5.80 | 3.60 | 20 | 6.95 | 3.22 | 9 | 5.89 | 4.01 | 23 | 6.04 | 3.66 |

*Significantly different between stakeholder groups

| | 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 |
| How effectively does the World Bank Group's SCD and CPF activities support Chad's efforts to manage crisis related risks? | 22 | 5.00 | 3.39 | 11 | 7.18 | 3.06 | 6 | 6.00 | 3.63 | 7 | 6.00 | 2.38 | 25 | 5.80 | 3.59 | 9 | 7.78 | 1.48 | 7 | 6.00 | 3.61 | 14 | 5.50 | 4.15 |

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

When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities?
(Select only one response)

| Percentage of Respondents | 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 is providing less valuable support than in the past, to enhance the Chad's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | 25.0% | 21.1% | 11.8% | 36.4% | 28.4% | 26.9% | 12.5% | 36.1% |
| The World Bank Group is providing more valuable support than in the past, to enhance the Chad's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge | 23.3% | 31.6% | 29.4% | 18.2% | 16.2% | 34.6% | 62.5% | 25.0% |
| The World Bank Group's approach and work related to systematically identifying and monitoring risks in Chad has remained constant | 11.7% | 31.6% | 5.9% | 18.2% | 16.2% | 3.8% | 12.5% | 8.3% |
| Don't know | 40.0% | 15.8% | 52.9% | 27.3% | 39.2% | 34.6% | 12.5% | 30.6% |



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 | 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 | 7.8% | 13.0% | 0.0% | 0.0% | 2.5% | 0.0% | 14.3% | 2.6% |
| Monthly | 3.1% | 8.7% | 4.3% | 7.1% | 8.6% | 7.1% | 0.0% | 2.6% |
| A few times a year | 28.1% | 34.8% | 17.4% | 21.4% | 12.3% | 21.4% | 14.3% | 17.9% |
| Rarely | 39.1% | 17.4% | 47.8% | 42.9% | 35.8% | 39.3% | 50.0% | 35.9% |
| Never | 21.9% | 26.1% | 30.4% | 28.6% | 40.7% | 32.1% | 21.4% | 41.0% |

In Chad, 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)

| | 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 |
| Are timely | 33 | 6.03 | 3.32 | 11 | 7.45 | 2.16 | 11 | 7.36 | 2.66 | 10 | 5.70 | 2.63 | 39 | 6.28 | 3.01 | 15 | 7.07 | 2.22 | 9 | 5.11 | 2.89 | 19 | 7.21 | 2.53 |
| Include appropriate level of stakeholder involvement during preparation | 30 | 5.83 | 2.83 | 13 | 7.00 | 2.65 | 14 | 6.36 | 2.84 | 7 | 5.14 | 3.67 | 41 | 5.63 | 3.35 | 13 | 6.08 | 2.47 | 7 | 3.29 | 2.06 | 16 | 7.31 | 3.34 |
| Lead to practical solutions | 34 | 6.12 | 2.86 | 13 | 7.38 | 2.36 | 14 | 6.29 | 3.20 | 8 | 4.38 | 1.92 | 46 | 5.41 | 3.38 | 14 | 7.21 | 1.85 | 8 | 5.50 | 2.98 | 22 | 7.05 | 3.17 |
| Are accessible (well written and easy to understand) | 33 | 6.30 | 2.58 | 12 | 6.67 | 2.87 | 10 | 5.80 | 3.46 | 10 | 4.20 | 2.66 | 44 | 5.48 | 3.39 | 10 | 5.70 | 3.40 | 8 | 4.25 | 2.66 | 18 | 5.44 | 3.87 |
| Are source of relevant information on global good practices | 40 | 6.55 | 2.98 | 13 | 7.92 | 2.06 | 12 | 8.17 | 2.21 | 11 | 6.36 | 2.84 | 41 | 6.17 | 3.50 | 14 | 7.86 | 3.08 | 9 | 5.67 | 3.67 | 18 | 6.50 | 3.05 |
| Are adequately disseminated | 32 | 5.97 | 2.95 | 12 | 7.33 | 2.77 | 8 | 6.50 | 3.51 | 9 | 5.44 | 3.13 | 40 | 4.57 | 3.23 | 13 | 5.92 | 2.99 | 9 | 5.00 | 3.57 | 17 | 4.88 | 3.64 |
| Are translated enough into local language | 41 | 4.76 | 3.60 | 9 | 4.33 | 2.78 | 10 | 4.40 | 3.10 | 9 | 4.22 | 2.86 | 41 | 4.32 | 3.68 | 8 | 4.88 | 4.36 | 9 | 2.33 | 1.87 | 23 | 4.83 | 3.93 |
| Are adaptable to Chad's specific development challenges and country circumstances | 39 | 5.85 | 3.36 | 14 | 7.71 | 2.73 | 13 | 7.00 | 2.92 | 9 | 5.33 | 3.00 | 43 | 6.51 | 2.70 | 14 | 7.86 | 2.38 | 9 | 5.22 | 3.46 | 20 | 5.90 | 3.16 |

| | 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 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 43 | 6.37 | 3.09 | 19 | 8.53 | 2.34 | 15 | 6.33 | 3.94 | 9 | 6.11 | 3.10 | 58 | 6.74 | 3.21 | 21 | 8.52 | 2.16 | 10 | 6.30 | 3.68 | 28 | 7.04 | 3.49 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 44 | 5.93 | 3.32 | 19 | 7.42 | 3.11 | 19 | 7.11 | 3.57 | 5 | 7.60 | 1.67 | 62 | 5.82 | 3.52 | 20 | 7.00 | 3.20 | 8 | 5.50 | 3.78 | 27 | 6.63 | 3.55 |

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



E. Working with the World Bank Group

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 | 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 | 4.5% | 4.3% | 4.3% | 7.7% | 8.9% | 0.0% | 0.0% | 7.9% |
| Rarely has the right skills mix to tackle the challenges of fragility | 3.0% | 0.0% | 8.7% | 15.4% | 8.9% | 10.7% | 50.0% | 7.9% |
| Sometimes has the right skills mix to tackle the challenges of fragility | 28.8% | 13.0% | 13.0% | 23.1% | 17.7% | 10.7% | 16.7% | 21.1% |
| Almost always has the right skills mix to tackle the challenges of fragility | 10.6% | 43.5% | 34.8% | 7.7% | 17.7% | 17.9% | 8.3% | 13.2% |
| Don't know | 27.3% | 34.8% | 26.1% | 30.8% | 31.6% | 39.3% | 25.0% | 34.2% |
| Prefer not to answer | 25.8% | 4.3% | 13.0% | 15.4% | 15.2% | 21.4% | 0.0% | 15.8% |

*Significantly different between stakeholder groups

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

| | 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 |
| The World Bank Group disburses funds promptly* | 46 | 3.28 | 2.61 | 16 | 7.25 | 3.00 | 14 | 3.43 | 3.16 | 7 | 2.71 | 1.50 | 46 | 3.07 | 2.69 | 17 | 3.59 | 2.98 | 10 | 3.20 | 2.74 | 17 | 3.29 | 2.87 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 54 | 6.89 | 2.98 | 17 | 8.18 | 2.63 | 17 | 7.82 | 3.07 | 10 | 7.00 | 2.94 | 56 | 6.25 | 3.64 | 18 | 7.44 | 3.05 | 7 | 4.57 | 3.69 | 23 | 5.43 | 3.60 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 43 | 6.58 | 2.52 | 17 | 6.47 | 3.28 | 13 | 6.54 | 3.38 | 5 | 4.60 | 0.55 | 44 | 5.45 | 3.34 | 18 | 7.22 | 2.86 | 8 | 6.50 | 2.45 | 18 | 4.56 | 4.05 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 39 | 6.18 | 3.11 | 14 | 6.64 | 3.08 | 10 | 7.40 | 3.34 | 8 | 3.88 | 2.10 | 34 | 4.85 | 3.22 | 10 | 6.10 | 3.07 | 6 | 6.67 | 3.14 | 14 | 6.14 | 3.78 |
| The World Bank Group's conditions on its lending are reasonable | 45 | 5.60 | 3.02 | 12 | 6.67 | 3.23 | 12 | 6.17 | 3.81 | 7 | 3.71 | 2.93 | 40 | 4.73 | 3.26 | 15 | 5.47 | 3.16 | 10 | 5.40 | 3.44 | 15 | 4.07 | 3.63 |
| The World Bank Group takes decisions quickly in Chad* | 42 | 4.12 | 2.74 | 12 | 6.25 | 3.41 | 14 | 5.29 | 3.89 | 8 | 3.00 | 2.00 | 39 | 3.05 | 2.87 | 16 | 5.13 | 2.92 | 7 | 5.14 | 3.80 | 19 | 4.63 | 3.80 |
| Working with the World Bank Group increases Chad's institutional capacity | 54 | 6.41 | 3.00 | 14 | 7.64 | 3.00 | 14 | 7.79 | 2.46 | 9 | 5.44 | 3.17 | 52 | 5.71 | 3.53 | 18 | 6.11 | 3.60 | 10 | 6.10 | 2.85 | 19 | 6.79 | 3.60 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 42 | 6.93 | 2.60 | 13 | 7.69 | 3.25 | 16 | 7.13 | 3.50 | 6 | 5.33 | 1.97 | 42 | 5.36 | 3.49 | 12 | 6.75 | 3.25 | 7 | 6.57 | 1.90 | 14 | 7.29 | 3.75 |

*Significantly different between stakeholder groups

| | 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 |
| To what extent do you believe the World Bank Group is adequately staffed in Chad? | 34 | 4.91 | 2.60 | 12 | 5.50 | 3.71 | 13 | 3.38 | 2.72 | 10 | 5.00 | 3.59 | 38 | 4.74 | 3.55 | 11 | 6.09 | 3.67 | 8 | 2.63 | 1.30 | 18 | 5.39 | 3.70 |

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

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

| | 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 |
| To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Chad? | 47 | 7.26 | 2.75 | 16 | 8.31 | 2.41 | 15 | 8.67 | 1.72 | 13 | 6.46 | 2.99 | 57 | 7.25 | 3.11 | 24 | 7.83 | 2.58 | 10 | 5.40 | 2.95 | 28 | 7.11 | 3.45 |

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

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on a WBG-supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---|------------------------|---|------------------|--|-------|-------|--|-------|
| Education | 58.5% | 70.8% | 52.4% | 50.0% | 66.3% | 79.3% | 66.7% | 64.1% |
| Health | 56.9% | 70.8% | 47.6% | 64.3% | 67.5% | 58.6% | 66.7% | 59.0% |
| Supporting poor and marginalized local communities* | 44.6% | 20.8% | 52.4% | 21.4% | 25.0% | 27.6% | 26.7% | 23.1% |
| Jobs | 9.2% | 16.7% | 19.0% | 21.4% | 5.0% | 10.3% | 13.3% | 7.7% |
| Business development | 3.1% | 0.0% | 4.8% | 7.1% | 8.8% | 6.9% | 0.0% | 7.7% |
| Infrastructure | 7.7% | 8.3% | 0.0% | 7.1% | 5.0% | 3.4% | 6.7% | 12.8% |
| Social cohesion | 13.8% | 4.2% | 14.3% | 14.3% | 13.8% | 10.3% | 20.0% | 12.8% |
| Public services | 3.1% | 8.3% | 4.8% | 0.0% | 0.0% | 0.0% | 0.0% | 2.6% |
| Macro issues | 0.0% | 0.0% | 0.0% | 7.1% | 3.8% | 0.0% | 0.0% | 0.0% |
| Don't know | 1.5% | 0.0% | 0.0% | 0.0% | 1.3% | 0.0% | 0.0% | 5.1% |
| Other | 0.0% | 0.0% | 0.0% | 7.1% | 1.3% | 3.4% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | 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 |
|----------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| Chad's economy* | | | | | | | | |
| A very negative impact | 29.2% | 16.7% | 50.0% | 53.8% | 35.1% | 40.0% | 33.3% | 27.8% |
| A somewhat negative impact | 44.6% | 22.2% | 22.7% | 30.8% | 33.8% | 4.0% | 26.7% | 25.0% |
| A somewhat positive impact | 20.0% | 33.3% | 9.1% | 0.0% | 25.7% | 48.0% | 26.7% | 16.7% |
| A very positive impact | 3.1% | 5.6% | 0.0% | 7.7% | 1.4% | 8.0% | 6.7% | 13.9% |
| No impact at all | 3.1% | 22.2% | 18.2% | 7.7% | 4.1% | 0.0% | 6.7% | 16.7% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on a WBG-supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|----------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| Social cohesion* | | | | | | | | |
| A very negative impact | 20.7% | 23.5% | 0.0% | 0.0% | 27.9% | 12.0% | 21.4% | 29.0% |
| A somewhat negative impact | 43.1% | 11.8% | 61.1% | 45.5% | 29.4% | 52.0% | 42.9% | 19.4% |
| A somewhat positive impact | 29.3% | 47.1% | 22.2% | 36.4% | 20.6% | 20.0% | 28.6% | 29.0% |
| A very positive impact | 3.4% | 5.9% | 0.0% | 9.1% | 11.8% | 16.0% | 7.1% | 6.5% |
| No impact at all | 3.4% | 11.8% | 16.7% | 9.1% | 10.3% | 0.0% | 0.0% | 16.1% |

*Significantly different between stakeholder groups

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on a WBG-supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|----------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| National security* | | | | | | | | |
| A very negative impact | 33.3% | 42.1% | 22.2% | 16.7% | 38.9% | 16.7% | 58.3% | 35.5% |
| A somewhat negative impact | 35.1% | 10.5% | 50.0% | 25.0% | 25.0% | 50.0% | 33.3% | 22.6% |
| A somewhat positive impact | 26.3% | 31.6% | 5.6% | 41.7% | 18.1% | 16.7% | 8.3% | 12.9% |
| A very positive impact | 1.8% | 5.3% | 0.0% | 8.3% | 6.9% | 12.5% | 0.0% | 9.7% |
| No impact at all | 3.5% | 10.5% | 22.2% | 8.3% | 11.1% | 4.2% | 0.0% | 19.4% |

*Significantly different between stakeholder groups

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on a WBG-supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--------------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| Public service delivery | | | | | | | | |
| A very negative impact | 23.3% | 26.3% | 10.5% | 8.3% | 18.3% | 23.1% | 15.4% | 22.6% |
| A somewhat negative impact | 25.0% | 21.1% | 26.3% | 50.0% | 23.9% | 15.4% | 53.8% | 22.6% |
| A somewhat positive impact | 21.7% | 26.3% | 31.6% | 16.7% | 38.0% | 38.5% | 30.8% | 19.4% |
| A very positive impact | 15.0% | 0.0% | 5.3% | 16.7% | 4.2% | 11.5% | 0.0% | 6.5% |
| No impact at all | 15.0% | 26.3% | 26.3% | 8.3% | 15.5% | 11.5% | 0.0% | 29.0% |

| Percentage of Respondents | 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 |
|-------------------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| Chad's poor and marginalized | | | | | | | | |
| A very negative impact | 47.7% | 59.1% | 47.4% | 25.0% | 52.7% | 44.4% | 46.2% | 36.1% |
| A somewhat negative impact | 29.2% | 18.2% | 15.8% | 33.3% | 25.7% | 22.2% | 38.5% | 16.7% |
| A somewhat positive impact | 10.8% | 9.1% | 10.5% | 16.7% | 9.5% | 11.1% | 15.4% | 13.9% |
| A very positive impact | 6.2% | 4.5% | 5.3% | 16.7% | 2.7% | 18.5% | 0.0% | 19.4% |
| No impact at all | 6.2% | 9.1% | 21.1% | 8.3% | 9.5% | 3.7% | 0.0% | 13.9% |



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

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

| Percentage of Respondents (Responses combined) | 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 |
|---|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Increase the level of World Bank Group staffing in Chad's office | 11.9% | 30.4% | 18.2% | 28.6% | 27.5% | 31.0% | 13.3% | 27.5% |
| Work faster | 9.0% | 13.0% | 18.2% | 21.4% | 10.0% | 13.8% | 6.7% | 15.0% |
| Reduce the complexity of obtaining World Bank Group financing | 20.9% | 17.4% | 13.6% | 21.4% | 13.8% | 20.7% | 6.7% | 7.5% |
| Help to bring discipline/effective supervision to implementation of World Bank Group projects* | 22.4% | 30.4% | 22.7% | 0.0% | 7.5% | 13.8% | 33.3% | 22.5% |
| Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies | 6.0% | 8.7% | 18.2% | 0.0% | 7.5% | 3.4% | 6.7% | 10.0% |
| Offer more innovative knowledge services | 4.5% | 0.0% | 4.5% | 14.3% | 10.0% | 13.8% | 20.0% | 15.0% |
| Offer more innovative financial products | 4.5% | 8.7% | 4.5% | 0.0% | 7.5% | 10.3% | 0.0% | 5.0% |
| Ensure greater selectivity in its work* | 1.5% | 4.3% | 4.5% | 21.4% | 8.8% | 0.0% | 26.7% | 0.0% |
| Provide more adequate data/knowledge/statistics/figures on Chad's economy | 11.9% | 0.0% | 9.1% | 0.0% | 7.5% | 17.2% | 13.3% | 12.5% |
| Improve the competitiveness of its financing compared to markets | 7.5% | 8.7% | 4.5% | 7.1% | 3.8% | 3.4% | 0.0% | 0.0% |
| Work more with civil society and beneficiary representatives* | 50.7% | 30.4% | 45.5% | 21.4% | 51.3% | 34.5% | 13.3% | 30.0% |
| Collaborate more effectively with Government clients | 10.4% | 13.0% | 13.6% | 21.4% | 10.0% | 6.9% | 26.7% | 10.0% |
| Increase the level of capacity development in the country | 17.9% | 4.3% | 4.5% | 0.0% | 13.8% | 3.4% | 6.7% | 12.5% |
| Leverage the private sector more | 10.4% | 4.3% | 4.5% | 14.3% | 1.3% | 6.9% | 0.0% | 5.0% |
| Improve the quality of its experts as related to Chad's specific challenges | 3.0% | 8.7% | 4.5% | 7.1% | 8.8% | 6.9% | 20.0% | 7.5% |
| Work more with private sector | 3.0% | 13.0% | 9.1% | 21.4% | 8.8% | 10.3% | 6.7% | 17.5% |
| Other | 0.0% | 4.3% | 0.0% | 0.0% | 0.0% | 3.4% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | 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 | 39.7% | 57.1% | 42.9% | 28.6% | 32.9% | 44.8% | 21.4% | 28.9% |
| Knowledge products | 23.5% | 14.3% | 9.5% | 21.4% | 22.0% | 24.1% | 28.6% | 34.2% |
| Convening services | 8.8% | 14.3% | 14.3% | 14.3% | 12.2% | 3.4% | 0.0% | 18.4% |
| None of the above | 1.5% | 0.0% | 0.0% | 7.1% | 6.1% | 3.4% | 7.1% | 5.3% |
| The combination is appropriate for Chad | 16.2% | 4.8% | 19.0% | 14.3% | 7.3% | 3.4% | 28.6% | 2.6% |
| Don't know | 10.3% | 9.5% | 14.3% | 14.3% | 19.5% | 20.7% | 14.3% | 10.5% |

**F. The Future Role of the World Bank Group in Chad (continued)****What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)**

| Percentage of Respondents (Responses combined) | 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 |
|--|---------------------------|--|---------------------|--|-------|-------|--|-------|
| Organize more joint meetings and missions with the UN | 54.5% | 59.1% | 65.2% | 78.6% | 66.3% | 57.1% | 66.7% | 66.7% |
| Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged | 63.6% | 59.1% | 47.8% | 42.9% | 55.0% | 42.9% | 66.7% | 47.6% |
| Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages | 39.4% | 50.0% | 60.9% | 50.0% | 45.0% | 50.0% | 46.7% | 31.0% |
| Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing | 47.0% | 63.6% | 47.8% | 21.4% | 40.0% | 32.1% | 46.7% | 45.2% |
| Share more information about the World Bank Group's activities, products, and knowledge | 39.4% | 40.9% | 30.4% | 57.1% | 33.8% | 35.7% | 40.0% | 47.6% |
| Involve UN experts to a greater degree in World Bank Group activities | 40.9% | 18.2% | 39.1% | 50.0% | 37.5% | 60.7% | 26.7% | 35.7% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 2.5% | 3.6% | 0.0% | 2.4% |

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

| Percentage of Respondents (Responses combined) | 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 | 21.7% | 15.8% | 17.4% | 15.4% | 20.8% | 25.9% | 7.1% | 27.5% |
| Public financial management* | 55.0% | 26.3% | 26.1% | 46.2% | 23.4% | 44.4% | 35.7% | 35.0% |
| Reducing gender based violence | 3.3% | 0.0% | 0.0% | 0.0% | 9.1% | 3.7% | 7.1% | 2.5% |
| Gender equity | 5.0% | 21.1% | 21.7% | 23.1% | 11.7% | 14.8% | 7.1% | 12.5% |
| Crisis response | 25.0% | 31.6% | 8.7% | 38.5% | 16.9% | 14.8% | 21.4% | 32.5% |
| Access to justice systems | 10.0% | 15.8% | 8.7% | 15.4% | 16.9% | 22.2% | 21.4% | 17.5% |
| Youth development | 16.7% | 21.1% | 17.4% | 7.7% | 23.4% | 7.4% | 21.4% | 22.5% |
| Conflict resolution mechanisms | 1.7% | 5.3% | 8.7% | 7.7% | 7.8% | 0.0% | 0.0% | 7.5% |
| Support domestic resource mobilization | 10.0% | 5.3% | 17.4% | 0.0% | 19.5% | 14.8% | 14.3% | 20.0% |
| Access to basic services | 63.3% | 52.6% | 56.5% | 23.1% | 57.1% | 66.7% | 64.3% | 40.0% |
| Capacity of state institutions | 8.3% | 15.8% | 17.4% | 23.1% | 14.3% | 3.7% | 14.3% | 12.5% |
| Jobs | 16.7% | 21.1% | 8.7% | 46.2% | 20.8% | 22.2% | 14.3% | 15.0% |
| Improving livelihoods | 5.0% | 5.3% | 13.0% | 15.4% | 2.6% | 7.4% | 21.4% | 5.0% |
| Food security | 23.3% | 26.3% | 21.7% | 7.7% | 26.0% | 11.1% | 14.3% | 17.5% |
| Social safety nets* | 10.0% | 21.1% | 26.1% | 15.4% | 2.6% | 7.4% | 7.1% | 10.0% |
| Stimulating dialogue to promote peace and stability | 20.0% | 5.3% | 26.1% | 15.4% | 15.6% | 18.5% | 28.6% | 17.5% |

*Significantly different between stakeholder groups

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

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

| Percentage of Respondents (Responses combined) | 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* | 31.6% | 30.0% | 14.3% | 46.2% | 16.4% | 37.0% | 7.1% | 17.5% |
| Public financial management | 14.0% | 15.0% | 9.5% | 23.1% | 19.2% | 11.1% | 0.0% | 17.5% |
| Reducing gender based violence | 8.8% | 25.0% | 14.3% | 23.1% | 19.2% | 14.8% | 0.0% | 12.5% |
| Gender equity | 15.8% | 5.0% | 19.0% | 7.7% | 23.3% | 11.1% | 35.7% | 22.5% |
| Crisis response | 24.6% | 25.0% | 23.8% | 7.7% | 23.3% | 14.8% | 0.0% | 10.0% |
| Access to justice systems | 22.8% | 15.0% | 19.0% | 15.4% | 21.9% | 29.6% | 28.6% | 22.5% |
| Youth development | 24.6% | 10.0% | 4.8% | 23.1% | 19.2% | 25.9% | 21.4% | 15.0% |
| Conflict resolution mechanisms | 21.1% | 5.0% | 19.0% | 15.4% | 15.1% | 40.7% | 28.6% | 22.5% |
| Support domestic resource mobilization | 8.8% | 20.0% | 9.5% | 15.4% | 16.4% | 11.1% | 28.6% | 12.5% |
| Access to basic services | 28.1% | 10.0% | 28.6% | 23.1% | 24.7% | 14.8% | 14.3% | 32.5% |
| Capacity of state institutions | 5.3% | 10.0% | 0.0% | 7.7% | 11.0% | 7.4% | 14.3% | 10.0% |
| Jobs | 14.0% | 5.0% | 14.3% | 7.7% | 15.1% | 3.7% | 21.4% | 20.0% |
| Improving livelihoods* | 7.0% | 10.0% | 9.5% | 0.0% | 6.8% | 14.8% | 35.7% | 10.0% |
| Food security | 40.4% | 35.0% | 38.1% | 46.2% | 24.7% | 22.2% | 14.3% | 40.0% |
| Social safety nets* | 5.3% | 20.0% | 33.3% | 15.4% | 8.2% | 3.7% | 21.4% | 2.5% |
| Stimulating dialogue to promote peace and stability | 22.8% | 35.0% | 38.1% | 15.4% | 23.3% | 29.6% | 21.4% | 27.5% |

*Significantly different between stakeholder groups



F. The Future Role of the World Bank Group in Chad (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)

| | 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 |
| Social cohesion | 35 | 5.63 | 3.38 | 8 | 6.75 | 3.77 | 11 | 6.55 | 2.88 | 6 | 3.83 | 3.06 | 30 | 4.93 | 3.42 | 12 | 5.33 | 2.93 | 3 | 4.00 | 4.36 | 12 | 4.67 | 3.89 |
| Public financial management | 32 | 6.41 | 2.71 | 11 | 8.27 | 2.87 | 10 | 5.50 | 3.41 | 4 | 2.75 | 1.71 | 37 | 6.22 | 3.51 | 11 | 6.55 | 3.30 | 5 | 4.20 | 2.68 | 15 | 6.93 | 3.20 |
| Reducing gender based violence | 22 | 5.77 | 2.43 | 7 | 7.86 | 2.04 | 9 | 5.00 | 2.92 | 4 | 5.50 | 2.89 | 30 | 5.30 | 3.67 | 9 | 6.22 | 2.54 | 3 | 3.33 | 2.08 | 9 | 7.67 | 3.84 |
| Gender equity | 30 | 5.93 | 2.86 | 5 | 8.00 | 2.83 | 9 | 8.00 | 2.18 | 5 | 4.60 | 3.21 | 35 | 5.43 | 3.40 | 14 | 4.79 | 3.62 | 5 | 4.80 | 3.56 | 12 | 6.00 | 3.59 |
| Crisis response | 36 | 6.94 | 2.98 | 9 | 8.33 | 3.04 | 14 | 7.00 | 3.28 | 7 | 3.71 | 2.69 | 42 | 5.45 | 3.45 | 15 | 6.73 | 2.49 | 6 | 7.00 | 3.52 | 15 | 6.67 | 3.79 |
| Access to justice systems* | 32 | 6.09 | 3.09 | 9 | 7.67 | 3.08 | 6 | 6.67 | 3.14 | 5 | 3.00 | 2.55 | 32 | 4.75 | 3.29 | 12 | 7.17 | 1.90 | 5 | 4.60 | 2.70 | 13 | 5.85 | 3.46 |
| Youth development | 27 | 5.56 | 2.98 | 9 | 6.67 | 3.54 | 15 | 6.27 | 3.06 | 5 | 5.00 | 3.61 | 35 | 5.03 | 3.62 | 12 | 5.08 | 3.40 | 6 | 5.33 | 4.18 | 12 | 6.00 | 3.88 |
| Conflict resolution mechanisms | 29 | 5.86 | 3.07 | 10 | 7.30 | 3.50 | 9 | 7.11 | 2.47 | 6 | 4.83 | 3.43 | 32 | 5.03 | 3.01 | 13 | 6.38 | 3.20 | 6 | 4.50 | 3.83 | 11 | 4.09 | 3.78 |
| Support domestic resource mobilization | 32 | 6.66 | 2.77 | 11 | 7.36 | 2.62 | 11 | 6.91 | 3.42 | 4 | 4.75 | 2.22 | 39 | 5.38 | 3.62 | 16 | 8.00 | 1.90 | 5 | 6.40 | 3.78 | 14 | 7.14 | 3.46 |
| Access to basic services | 46 | 7.59 | 2.69 | 11 | 9.09 | 1.14 | 15 | 7.53 | 2.53 | 5 | 6.60 | 2.30 | 46 | 7.09 | 3.20 | 16 | 6.88 | 3.16 | 8 | 5.88 | 3.18 | 18 | 8.11 | 2.68 |
| Capacity of state institutions | 28 | 4.79 | 3.20 | 5 | 8.20 | 2.17 | 10 | 6.50 | 3.21 | 4 | 5.50 | 3.00 | 29 | 4.76 | 3.56 | 9 | 7.22 | 2.64 | 6 | 4.00 | 2.37 | 11 | 4.27 | 3.61 |
| Jobs | 29 | 6.38 | 3.04 | 8 | 5.25 | 3.49 | 11 | 7.45 | 3.30 | 6 | 2.67 | 1.86 | 33 | 4.73 | 3.71 | 14 | 5.50 | 3.46 | 8 | 6.00 | 3.63 | 19 | 6.53 | 3.75 |
| Improving livelihoods | 26 | 5.04 | 3.01 | 7 | 7.43 | 3.05 | 13 | 7.92 | 2.56 | 7 | 5.00 | 2.52 | 38 | 5.24 | 3.48 | 16 | 6.75 | 2.98 | 8 | 5.38 | 3.25 | 13 | 5.77 | 3.98 |
| Food security | 35 | 6.71 | 2.65 | 11 | 7.27 | 3.38 | 14 | 7.50 | 3.03 | 6 | 6.17 | 1.47 | 43 | 5.95 | 3.70 | 16 | 7.38 | 2.06 | 7 | 7.43 | 3.26 | 16 | 7.00 | 3.20 |
| Social safety nets | 24 | 6.50 | 2.98 | 10 | 6.30 | 3.77 | 12 | 7.33 | 2.87 | 3 | 3.67 | 1.15 | 34 | 5.21 | 3.72 | 10 | 7.30 | 2.50 | 6 | 4.00 | 2.19 | 12 | 5.75 | 3.77 |
| Stimulating dialogue to promote peace and stability | 33 | 7.33 | 2.82 | 8 | 6.13 | 3.80 | 13 | 7.31 | 2.78 | 3 | 4.00 | 1.73 | 38 | 6.39 | 3.32 | 18 | 8.50 | 2.28 | 6 | 6.00 | 3.74 | 18 | 6.11 | 3.46 |

*Significantly different between stakeholder groups

G. Communication and Information Sharing

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

| Percentage of Respondents | 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 | 50.8% | | | 28.6% | | | 40.9% | | | 75.0% | | | 70.4% | | | 50.0% | | | 42.9% | | | 66.7% | | |
| Less than once a year | 7.7% | | | 9.5% | | | 22.7% | | | 8.3% | | | 4.9% | | | 14.3% | | | 21.4% | | | 9.5% | | |
| Once a year to a few times a year | 24.6% | | | 14.3% | | | 27.3% | | | 8.3% | | | 12.3% | | | 28.6% | | | 0.0% | | | 11.9% | | |
| Less than once a month | 7.7% | | | 0.0% | | | 4.5% | | | 0.0% | | | 3.7% | | | 3.6% | | | 7.1% | | | 7.1% | | |
| At least once a month | 4.6% | | | 23.8% | | | 0.0% | | | 8.3% | | | 7.4% | | | 3.6% | | | 14.3% | | | 4.8% | | |
| At least once a week | 4.6% | | | 23.8% | | | 4.5% | | | 0.0% | | | 1.2% | | | 0.0% | | | 14.3% | | | 0.0% | | |

*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 Chad? (Select only ONE response)**

| Percentage of Respondents | 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 | 61.2% | 81.0% | 69.6% | 72.7% | 74.7% | 69.0% | 73.3% | 52.4% |
| I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently | 10.4% | 14.3% | 8.7% | 0.0% | 4.8% | 0.0% | 0.0% | 7.1% |
| I prefer less frequent interactions with the World Bank Group | 6.0% | 0.0% | 0.0% | 0.0% | 4.8% | 10.3% | 0.0% | 11.9% |
| I prefer to have no face to face interactions with the World Bank Group | 4.5% | 0.0% | 4.3% | 0.0% | 1.2% | 0.0% | 6.7% | 2.4% |
| Prefer not to answer | 17.9% | 4.8% | 17.4% | 27.3% | 14.5% | 20.7% | 20.0% | 26.2% |

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

| Percentage of Respondents (Responses combined) | Employee of a Ministry | PMU/Consultant on a WBG-supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|--|------------------------|---|------------------|--|-------|-------|--|-------|
| Local radio | 53.8% | 47.6% | 54.5% | 38.5% | 56.6% | 69.0% | 53.3% | 58.1% |
| International radio | 30.8% | 42.9% | 31.8% | 30.8% | 32.5% | 44.8% | 33.3% | 23.3% |
| Social media | 16.9% | 19.0% | 22.7% | 7.7% | 16.9% | 3.4% | 20.0% | 18.6% |
| International newspapers | 4.6% | 4.8% | 9.1% | 15.4% | 9.6% | 10.3% | 6.7% | 4.7% |
| Local television | 10.8% | 28.6% | 13.6% | 7.7% | 8.4% | 13.8% | 6.7% | 14.0% |
| Internet | 26.2% | 14.3% | 18.2% | 46.2% | 21.7% | 13.8% | 26.7% | 20.9% |
| Periodicals | 3.1% | 4.8% | 4.5% | 7.7% | 0.0% | 6.9% | 0.0% | 7.0% |
| International television | 10.8% | 19.0% | 18.2% | 30.8% | 10.8% | 3.4% | 20.0% | 14.0% |
| Local newspapers | 36.9% | 14.3% | 22.7% | 15.4% | 37.3% | 34.5% | 26.7% | 37.2% |
| Other | 0.0% | 0.0% | 0.0% | 0.0% | 1.2% | 0.0% | 0.0% | 0.0% |

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

| Percentage of Respondents (Responses combined) | 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 | 44.9% | 59.1% | 39.1% | 38.5% | 37.8% | 35.7% | 53.3% | 47.6% |
| e-Newsletters | 17.4% | 18.2% | 4.3% | 15.4% | 13.4% | 10.7% | 13.3% | 9.5% |
| World Bank Group's seminars/workshops/conferences* | 46.4% | 40.9% | 69.6% | 15.4% | 50.0% | 71.4% | 26.7% | 35.7% |
| Mobile phones | 26.1% | 22.7% | 8.7% | 23.1% | 24.4% | 14.3% | 26.7% | 38.1% |
| Direct contact with World Bank Group | 27.5% | 31.8% | 39.1% | 38.5% | 34.1% | 50.0% | 26.7% | 31.0% |
| World Bank Group's website | 18.8% | 13.6% | 17.4% | 0.0% | 14.6% | 7.1% | 13.3% | 11.9% |
| Social media* | 14.5% | 13.6% | 8.7% | 46.2% | 15.9% | 3.6% | 33.3% | 11.9% |
| Other* | 0.0% | 0.0% | 0.0% | 15.4% | 1.2% | 0.0% | 0.0% | 0.0% |

*Significantly different between stakeholder groups

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

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 | 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 | 16.7% | 42.9% | 13.6% | 14.3% | 20.8% | 25.9% | 20.0% | 23.7% |
| No | 83.3% | 57.1% | 86.4% | 85.7% | 79.2% | 74.1% | 80.0% | 76.3% |

Do you have reliable access to the Internet?

| Percentage of Respondents | 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 | 60.9% | 72.7% | 47.6% | 61.5% | 55.7% | 60.7% | 80.0% | 59.0% |
| No | 39.1% | 27.3% | 52.4% | 38.5% | 44.3% | 39.3% | 20.0% | 41.0% |

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

| Percentage of Respondents | Employee of a Ministry | PMU/Consultant on a WBG-supported Project | Local Government | Private Sector/ Financial Sector/ Private Bank | CSO | Media | Academia/ Research Institute/ Think Tank | Other |
|---------------------------|------------------------|---|------------------|--|-------|-------|--|-------|
| Yes | 28.8% | 36.4% | 13.6% | 50.0% | 14.3% | 12.0% | 20.0% | 10.8% |
| No | 71.2% | 63.6% | 86.4% | 50.0% | 85.7% | 88.0% | 80.0% | 89.2% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | 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 | 39.4% | 42.9% | 27.3% | 50.0% | 28.6% | 36.0% | 33.3% | 20.5% |
| No | 60.6% | 57.1% | 72.7% | 50.0% | 71.4% | 64.0% | 66.7% | 79.5% |

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

| Percentage of Respondents | 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 | 45.5% | 63.2% | 41.2% | 45.5% | 45.3% | 35.3% | 63.6% | 65.2% |
| Dial-up | 54.5% | 36.8% | 58.8% | 54.5% | 54.7% | 64.7% | 36.4% | 34.8% |

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 | 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 | 21.0% | 36.4% | 15.0% | 15.4% | 20.5% | 10.7% | 35.7% | 17.5% |
| Monthly | 16.1% | 4.5% | 10.0% | 7.7% | 7.7% | 0.0% | 7.1% | 2.5% |
| A few times a year | 9.7% | 18.2% | 15.0% | 7.7% | 6.4% | 7.1% | 0.0% | 7.5% |
| Rarely | 25.8% | 22.7% | 25.0% | 61.5% | 24.4% | 42.9% | 35.7% | 22.5% |
| Never | 27.4% | 18.2% | 35.0% | 7.7% | 41.0% | 39.3% | 21.4% | 50.0% |

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

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

| | 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 |
| I find the World Bank Group's websites easy to navigate | 30 | 4.67 | 3.56 | 11 | 6.73 | 3.50 | 13 | 5.38 | 3.43 | 8 | 2.38 | 1.69 | 33 | 4.00 | 3.49 | 16 | 3.13 | 3.14 | 9 | 5.56 | 2.88 | 16 | 5.37 | 4.10 |
| I find the information on the World Bank Group's websites useful* | 34 | 6.94 | 2.71 | 11 | 8.55 | 2.21 | 11 | 6.00 | 3.74 | 6 | 4.50 | 2.07 | 28 | 5.79 | 3.53 | 14 | 8.64 | 1.55 | 9 | 7.11 | 2.62 | 13 | 6.23 | 3.42 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 36 | 7.33 | 2.68 | 13 | 8.69 | 2.59 | 12 | 8.17 | 2.17 | 6 | 7.00 | 3.22 | 32 | 7.03 | 3.58 | 15 | 7.73 | 3.08 | 9 | 7.67 | 2.45 | 18 | 6.22 | 3.84 |

*Significantly different between stakeholder groups

H. Background Information

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

| Percentage of Respondents | 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 | 30.3% | 56.5% | 30.4% | 15.4% | 15.2% | 13.0% | 8.3% | 31.6% |
| No | 69.7% | 43.5% | 69.6% | 84.6% | 84.8% | 87.0% | 91.7% | 68.4% |

*Significantly different between stakeholder groups

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

| Percentage of Respondents | 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) | 69.6% | 66.7% | 62.5% | 50.0% | 44.1% | 66.7% | 66.7% | 48.5% |
| The International Finance Corporation | 13.0% | 14.3% | 6.3% | 8.3% | 7.4% | 0.0% | 11.1% | 6.1% |
| The Multilateral Investment Guarantee Agency | 0.0% | 0.0% | 6.3% | 16.7% | 11.8% | 13.3% | 0.0% | 21.2% |
| Other | 17.4% | 19.0% | 25.0% | 25.0% | 36.8% | 20.0% | 22.2% | 24.2% |

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

| Percentage of Respondents | 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 | 32.1% | 44.4% | 33.3% | 33.3% | 26.7% | 20.8% | 33.3% | 34.3% |
| No | 67.9% | 55.6% | 66.7% | 66.7% | 73.3% | 79.2% | 66.7% | 65.7% |

**H. Background Information (continued)**

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

| Percentage of Respondents | 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 | 44.4% | 25.0% | 20.0% | 25.0% | 25.0% | 20.0% | 0.0% | 41.7% |
| The way the two institutions work together needs improvement | 22.2% | 25.0% | 60.0% | 75.0% | 50.0% | 20.0% | 100.0% | 25.0% |
| The two institutions do not work well together | 5.6% | 12.5% | 0.0% | 0.0% | 10.0% | 40.0% | 0.0% | 0.0% |
| Don't know | 27.8% | 37.5% | 20.0% | 0.0% | 15.0% | 20.0% | 0.0% | 33.3% |

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

| Percentage of Respondents (Responses combined) | 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* | 52.5% | 13.6% | 47.4% | 63.6% | 56.2% | 64.3% | 72.7% | 50.0% |
| Use World Bank Group reports/data | 32.2% | 40.9% | 21.1% | 27.3% | 35.6% | 25.0% | 18.2% | 31.3% |
| Engage in World Bank Group related/sponsored events/activities* | 16.9% | 54.5% | 42.1% | 18.2% | 20.5% | 35.7% | 27.3% | 21.9% |
| Collaborate as part of my professional duties | 40.7% | 54.5% | 21.1% | 18.2% | 37.0% | 25.0% | 9.1% | 40.6% |
| Use World Bank Group website for information, data, research, etc.* | 6.8% | 22.7% | 31.6% | 36.4% | 17.8% | 35.7% | 45.5% | 18.8% |

*Significantly different between stakeholder groups

What's your gender?

| Percentage of Respondents | 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 | 18.8% | 5.0% | 18.2% | 15.4% | 21.5% | 7.4% | 20.0% | 27.5% |
| Male | 81.2% | 95.0% | 81.8% | 84.6% | 78.5% | 92.6% | 80.0% | 72.5% |



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

● N'Djamena N=65 ● Moundou N=41 ● Doba N=38 ● Koumra N=33 ● Goré N=24
 ● Léré N=22 ● Sarh N=20 ● Other N=66

B. Overall Attitudes toward the World Bank Group

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| Overall, please rate your impression of the World Bank Group's effectiveness in Chad. | 50 | 6.66 | 3.13 | 22 | 5.27 | 3.87 | 5 | 3.00 | 2.35 | 17 | 5.65 | 3.52 | 21 | 5.86 | 3.28 | 8 | 6.25 | 3.45 | 19 | 5.74 | 3.25 | 44 | 6.36 | 3.71 |

(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 Chad?

(1-Strongly disagree, 10-Strongly agree)

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| Overall the World Bank Group currently plays a relevant role in development in Chad* | 48 | 7.04 | 3.16 | 26 | 5.77 | 3.76 | 21 | 3.43 | 1.96 | 21 | 5.33 | 3.75 | 25 | 6.20 | 2.89 | 15 | 7.73 | 3.24 | 16 | 7.19 | 3.43 | 44 | 6.66 | 3.48 |
| The World Bank Group's work is aligned with what I consider the development priorities for Chad | 42 | 6.38 | 3.06 | 25 | 6.84 | 3.17 | 9 | 3.11 | 1.69 | 14 | 6.21 | 3.96 | 18 | 5.78 | 2.67 | 10 | 7.70 | 3.74 | 15 | 6.07 | 3.99 | 36 | 6.75 | 3.45 |

*Significantly different between geographic locations

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

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

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| Responsiveness to needs* | 26 | 6.04 | 3.16 | 24 | 5.75 | 3.43 | 22 | 3.32 | 2.10 | 14 | 6.21 | 3.58 | 14 | 6.14 | 2.74 | 4 | 2.75 | 2.06 | 8 | 6.00 | 3.55 | 20 | 6.75 | 2.90 |
| Flexibility (in terms of the institution's products and services) | 26 | 5.08 | 2.77 | 14 | 3.71 | 3.15 | 7 | 5.86 | 3.39 | 11 | 4.36 | 3.04 | 7 | 4.43 | 3.15 | 3 | 5.67 | 4.51 | 8 | 4.50 | 2.93 | 15 | 5.73 | 2.91 |
| Flexibility (in terms of changing country circumstances) | 29 | 5.34 | 2.76 | 14 | 3.86 | 2.80 | 12 | 5.42 | 3.06 | 13 | 5.31 | 3.47 | 10 | 4.40 | 3.24 | 5 | 4.20 | 3.83 | 5 | 4.80 | 1.79 | 19 | 5.16 | 3.37 |
| Being inclusive | 20 | 5.80 | 2.97 | 11 | 5.36 | 3.96 | 6 | 3.67 | 1.51 | 8 | 4.50 | 3.42 | 7 | 5.29 | 3.64 | 3 | 5.33 | 3.79 | 5 | 3.60 | 2.51 | 17 | 6.88 | 3.35 |
| Openness (sharing data and other information) | 25 | 6.64 | 2.69 | 12 | 5.92 | 2.94 | 16 | 5.06 | 1.77 | 11 | 5.18 | 3.57 | 12 | 5.42 | 2.54 | 4 | 6.25 | 4.11 | 9 | 6.00 | 3.67 | 27 | 5.89 | 3.51 |
| Collaboration with the Government | 39 | 7.56 | 2.52 | 18 | 7.67 | 2.66 | 19 | 6.21 | 3.78 | 14 | 8.36 | 1.78 | 19 | 8.53 | 1.65 | 11 | 7.73 | 2.80 | 11 | 8.36 | 2.50 | 34 | 7.85 | 3.16 |
| The speed in which it gets things accomplished on the ground | 30 | 6.10 | 3.07 | 12 | 5.17 | 3.61 | 14 | 3.86 | 2.96 | 7 | 4.29 | 3.50 | 7 | 6.43 | 3.31 | 4 | 6.50 | 4.04 | 9 | 6.33 | 3.39 | 26 | 6.19 | 3.32 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 33 | 6.42 | 3.06 | 18 | 5.28 | 3.72 | 14 | 7.64 | 3.34 | 13 | 6.69 | 4.17 | 15 | 7.73 | 2.40 | 7 | 5.71 | 3.77 | 9 | 5.11 | 3.18 | 27 | 6.96 | 3.09 |
| Collaboration with civil society | 33 | 5.21 | 3.04 | 17 | 4.76 | 3.13 | 18 | 8.06 | 2.92 | 15 | 5.60 | 4.05 | 19 | 5.63 | 2.81 | 9 | 6.56 | 4.13 | 13 | 6.62 | 4.19 | 33 | 5.79 | 3.50 |
| Staff accessibility | 27 | 4.70 | 2.97 | 11 | 3.91 | 3.08 | 10 | 7.50 | 3.06 | 13 | 3.62 | 3.50 | 16 | 4.13 | 3.18 | 4 | 2.50 | 1.91 | 7 | 5.14 | 4.30 | 27 | 5.48 | 3.52 |
| Collaboration with other donors and development partners | 28 | 6.64 | 2.87 | 15 | 6.40 | 3.44 | 16 | 7.63 | 2.85 | 11 | 7.09 | 2.84 | 15 | 7.80 | 2.31 | 11 | 7.64 | 2.77 | 5 | 6.60 | 3.58 | 26 | 6.77 | 2.78 |
| Collaboration with the private sector | 27 | 5.11 | 3.27 | 15 | 5.33 | 3.54 | 17 | 8.00 | 2.65 | 14 | 5.29 | 3.24 | 11 | 7.09 | 2.47 | 6 | 6.17 | 4.17 | 6 | 6.00 | 4.15 | 27 | 5.93 | 3.33 |
| Collaboration with the UN | 24 | 7.29 | 2.66 | 13 | 7.77 | 3.14 | 18 | 9.56 | 0.62 | 12 | 8.92 | 2.07 | 14 | 8.50 | 2.18 | 11 | 7.27 | 3.00 | 9 | 8.67 | 1.80 | 28 | 8.14 | 2.56 |
| Straightforwardness and honesty | 27 | 5.78 | 3.29 | 12 | 4.75 | 3.62 | 8 | 6.00 | 3.59 | 13 | 5.54 | 4.27 | 10 | 7.60 | 3.53 | 8 | 6.50 | 4.07 | 10 | 4.80 | 3.94 | 25 | 6.60 | 3.42 |
| Treating clients and stakeholders in Chad with respect | 24 | 5.54 | 3.19 | 12 | 5.42 | 3.58 | 20 | 6.35 | 3.44 | 13 | 8.00 | 2.68 | 11 | 6.09 | 2.51 | 4 | 4.50 | 3.87 | 7 | 4.57 | 3.41 | 25 | 6.76 | 3.32 |
| Being a long-term partner* | 32 | 8.13 | 2.67 | 15 | 6.07 | 3.59 | 16 | 7.31 | 3.18 | 12 | 9.42 | 1.44 | 14 | 9.00 | 0.96 | 7 | 7.57 | 3.41 | 8 | 8.13 | 2.64 | 31 | 8.26 | 2.42 |

*Significantly different between geographic locations

¹⁷ 309 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**

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| To what extent does the World Bank Group's work help to achieve development results in Chad?* | 40 | 6.25 | 3.00 | 23 | 5.61 | 3.63 | 17 | 4.00 | 2.45 | 18 | 6.61 | 3.42 | 21 | 6.67 | 2.54 | 9 | 8.44 | 2.74 | 10 | 5.80 | 3.71 | 43 | 6.81 | 3.35 |

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

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Chad? | 41 | 6.41 | 2.94 | 24 | 5.63 | 3.98 | 10 | 3.70 | 2.83 | 13 | 5.38 | 3.38 | 19 | 6.84 | 3.02 | 4 | 6.75 | 3.95 | 6 | 5.83 | 2.32 | 30 | 7.43 | 3.20 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| The World Bank Group's financial instruments meet the needs of Chad* | 42 | 6.45 | 3.02 | 24 | 4.17 | 3.70 | 17 | 4.94 | 2.66 | 14 | 3.71 | 2.20 | 22 | 4.95 | 3.18 | 8 | 6.13 | 3.56 | 15 | 4.00 | 3.00 | 41 | 6.71 | 3.30 |
| The World Bank Group meets Chad's needs for knowledge services* | 40 | 6.05 | 2.98 | 20 | 3.85 | 2.98 | 15 | 6.00 | 3.89 | 15 | 5.47 | 3.23 | 20 | 7.45 | 2.09 | 9 | 8.11 | 2.71 | 16 | 6.06 | 2.98 | 41 | 6.37 | 3.21 |

*Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities**In Chad, 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)

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| Are adaptable to Chad's specific development challenges and country circumstances | 31 | 6.71 | 2.89 | 22 | 6.45 | 3.26 | 22 | 6.36 | 3.36 | 15 | 6.47 | 2.61 | 20 | 5.10 | 2.34 | 8 | 9.00 | 2.07 | 14 | 6.64 | 3.13 | 32 | 6.00 | 3.45 |

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 46 | 7.13 | 2.73 | 28 | 7.61 | 3.05 | 17 | 5.71 | 3.80 | 18 | 6.33 | 3.24 | 25 | 6.52 | 2.97 | 10 | 7.60 | 3.72 | 17 | 8.00 | 2.42 | 44 | 7.34 | 3.50 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 47 | 7.09 | 2.85 | 27 | 5.93 | 3.56 | 20 | 4.65 | 3.65 | 22 | 5.00 | 3.79 | 22 | 5.77 | 3.24 | 11 | 7.64 | 3.01 | 16 | 6.94 | 3.21 | 42 | 7.21 | 3.42 |

(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)**

| | N'Djamena | | | Moundou | | | Léré | | | Goré | | | Doba | | | Sarh | | | Koumra | | | 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 |
| The World Bank Group takes decisions quickly in Chad* | 35 | 4.86 | 3.09 | 24 | 4.46 | 3.86 | 19 | 2.95 | 1.96 | 15 | 2.87 | 2.07 | 13 | 3.15 | 2.64 | 6 | 5.50 | 3.83 | 18 | 3.44 | 2.91 | 31 | 5.35 | 3.62 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 35 | 6.63 | 3.29 | 23 | 6.78 | 3.37 | 17 | 4.29 | 2.31 | 14 | 5.00 | 3.76 | 19 | 7.00 | 2.73 | 7 | 7.71 | 3.20 | 12 | 8.17 | 2.86 | 27 | 6.85 | 3.00 |

*Significantly different between geographic locations



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

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 FY18 Chad COS questionnaire: All 10-point scale questions and question B4 "When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectors do you believe the World Bank Group should focus most of its resources in Chad?"

● Collaborating with the WBG N=72 ● Not collaborating with the WBG N=214

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 Chad?* | 69 | 6.09 | 3.39 | 180 | 4.12 | 3.25 |

(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 Chad. | 56 | 6.34 | 3.54 | 116 | 5.75 | 3.43 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared to help Chad solve its most complicated development challenges? | 59 | 6.95 | 3.43 | 121 | 7.07 | 3.17 |

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

¹⁸ Only 286 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 Chad, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chad? (Choose no more than THREE)

| Percentage of Respondents (Responses combined) | Collaborating with the WBG | Not collaborating with the WBG |
|---|-------------------------------|-----------------------------------|
| Food security | 27.8% | 26.3% |
| Pollution | 1.4% | 0.9% |
| Job creation/employment | 27.8% | 28.6% |
| Health | 8.3% | 16.4% |
| Regional conflict and tensions | 1.4% | 3.3% |
| Energy | 5.6% | 6.1% |
| Financial markets | 2.8% | 0.9% |
| Social protection | 9.7% | 3.8% |
| Gender equity | 4.2% | 0.9% |
| Private sector development | 5.6% | 3.8% |
| Education* | 43.1% | 56.8% |
| Water and sanitation | 4.2% | 5.6% |
| Public sector governance/reform | 20.8% | 18.8% |
| Security/stabilization/reconstruction | 2.8% | 3.8% |
| Global/regional integration* | 5.6% | 1.4% |
| Urban development | 1.4% | 2.3% |
| Gender based violence | 0.0% | 0.0% |
| Poverty reduction | 26.4% | 22.5% |
| Disaster risk management | 1.4% | 0.5% |
| Equality of opportunity | 1.4% | 2.3% |
| Communicable/non-communicable diseases | 0.0% | 1.4% |
| Local governance and institutions | 5.6% | 4.2% |
| Judiciary reform | 6.9% | 3.3% |
| Information and communications technology | 2.8% | 2.8% |
| Transport | 12.5% | 9.4% |
| Agriculture and rural development | 36.1% | 34.3% |
| Trade and exports | 0.0% | 0.9% |
| Crime and violence | 0.0% | 1.9% |
| Economic growth | 5.6% | 3.3% |
| Natural resource management | 4.2% | 4.7% |
| Social cohesion | 0.0% | 2.3% |
| Climate change | 1.4% | 0.9% |
| Anti corruption | 22.2% | 22.5% |

*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Chad 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 | 33 | 6.21 | 3.40 | 68 | 6.76 | 3.20 |
| Development Policy Financing | 36 | 6.64 | 3.02 | 63 | 6.24 | 3.25 |
| Trust funds and grants | 29 | 6.55 | 3.58 | 42 | 5.31 | 3.26 |
| MIGA Guarantees | 26 | 6.50 | 3.26 | 29 | 5.03 | 3.51 |
| IFC Investment Services | 25 | 6.36 | 3.55 | 25 | 5.92 | 3.62 |
| IFC Advisory Services | 25 | 7.04 | 3.30 | 24 | 5.38 | 4.01 |

**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 Chad?***(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 Chad | 58 | 6.52 | 3.52 | 140 | 6.19 | 3.37 |
| The World Bank Group's work is aligned with what I consider the development priorities for Chad | 48 | 6.52 | 3.26 | 110 | 6.38 | 3.37 |

To what extent is the World Bank Group an effective development partner in Chad, 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 | 38 | 5.55 | 3.16 | 84 | 5.32 | 3.17 |
| Flexibility (in terms of the institution's products and services)* | 36 | 5.53 | 2.83 | 50 | 3.96 | 2.70 |
| Flexibility (in terms of changing country circumstances) | 35 | 5.11 | 3.00 | 64 | 4.63 | 2.95 |
| Being inclusive* | 29 | 6.31 | 2.99 | 44 | 4.45 | 3.09 |
| Openness (sharing data and other information) | 41 | 6.22 | 3.22 | 67 | 5.31 | 2.83 |
| Collaboration with the Government | 46 | 7.41 | 2.91 | 110 | 7.75 | 2.75 |
| The speed in which it gets things accomplished on the ground* | 36 | 6.69 | 3.17 | 67 | 4.97 | 3.20 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 44 | 6.50 | 3.25 | 80 | 6.26 | 3.39 |
| Collaboration with civil society | 44 | 5.16 | 3.29 | 105 | 6.07 | 3.49 |
| Staff accessibility | 39 | 4.79 | 3.19 | 69 | 4.61 | 3.40 |
| Collaboration with other donors and development partners | 40 | 6.42 | 3.09 | 78 | 7.15 | 2.78 |
| Collaboration with the private sector | 39 | 5.59 | 3.28 | 76 | 5.88 | 3.37 |
| Collaboration with the UN | 37 | 7.68 | 2.87 | 81 | 8.35 | 2.31 |
| Straightforwardness and honesty | 40 | 5.60 | 3.51 | 66 | 5.82 | 3.68 |
| Treating clients and stakeholders in Chad with respect | 40 | 5.68 | 3.28 | 66 | 6.27 | 3.29 |
| Being a long-term partner | 40 | 7.43 | 3.08 | 85 | 8.18 | 2.60 |

Significantly different between collaborators and non-collaborators*C. World Bank Group's Effectiveness and Results****In Chad, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?***(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 |
| Gender equity | 42 | 6.26 | 3.08 | 76 | 5.12 | 3.29 |
| The impact of climate change | 41 | 5.76 | 3.26 | 67 | 6.09 | 3.36 |

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

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (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 | 41 | 5.12 | 3.44 | 69 | 4.64 | 3.17 |
| Gender equity | 36 | 4.89 | 3.21 | 66 | 4.74 | 3.09 |
| Private sector development | 41 | 6.12 | 3.44 | 72 | 5.61 | 3.29 |
| Education | 57 | 7.30 | 2.86 | 121 | 7.10 | 3.17 |
| Public sector governance/reform | 47 | 6.04 | 3.36 | 86 | 5.00 | 3.59 |
| Global/regional integration | 37 | 5.89 | 3.24 | 63 | 4.90 | 3.14 |
| Food security* | 45 | 6.64 | 2.81 | 94 | 5.23 | 3.17 |
| Urban development* | 34 | 5.41 | 3.37 | 75 | 3.87 | 2.74 |
| Energy* | 34 | 4.62 | 3.12 | 70 | 3.13 | 2.79 |
| Water and sanitation | 42 | 6.10 | 3.32 | 93 | 5.47 | 3.39 |
| Job creation/employment | 39 | 5.15 | 3.22 | 80 | 4.14 | 3.12 |
| Health | 48 | 7.60 | 2.39 | 101 | 7.00 | 2.91 |
| Transport | 45 | 5.64 | 3.17 | 83 | 5.00 | 3.39 |
| Agriculture and rural development* | 50 | 7.22 | 2.68 | 102 | 5.82 | 3.25 |
| Trade and exports | 33 | 5.21 | 3.13 | 55 | 4.51 | 3.00 |
| Natural resource management | 39 | 5.69 | 3.24 | 84 | 5.15 | 3.43 |
| Climate change | 35 | 5.37 | 3.22 | 65 | 4.57 | 3.26 |
| Poverty reduction* | 46 | 6.46 | 3.10 | 91 | 5.02 | 3.49 |
| Anti corruption | 44 | 4.57 | 3.45 | 92 | 4.88 | 3.72 |
| Economic growth | 47 | 5.51 | 3.44 | 78 | 4.81 | 3.26 |
| Disaster risk management | 42 | 4.83 | 3.41 | 62 | 4.92 | 3.16 |
| Equality of opportunity | 43 | 4.77 | 3.44 | 68 | 3.88 | 3.21 |
| Communicable/non-communicable diseases | 46 | 6.78 | 3.04 | 87 | 6.17 | 3.06 |
| Information and communications technology | 41 | 5.73 | 3.26 | 70 | 4.79 | 3.19 |
| Gender based violence* | 35 | 5.29 | 3.02 | 62 | 3.98 | 2.88 |
| Regional conflict and tensions | 36 | 4.69 | 2.96 | 74 | 4.61 | 3.09 |
| Local governance and institutions | 39 | 5.03 | 3.23 | 73 | 4.89 | 3.30 |
| Social cohesion | 40 | 5.38 | 3.25 | 79 | 4.90 | 3.24 |

*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 Chad? | 52 | 6.85 | 2.97 | 113 | 5.87 | 3.37 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Chad?* | 51 | 7.24 | 2.92 | 81 | 5.47 | 3.40 |

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

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in Chad?***(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 Chad* | 59 | 6.49 | 3.34 | 109 | 4.76 | 3.16 |
| The World Bank Group meets Chad's needs for knowledge services | 51 | 6.29 | 3.05 | 108 | 5.94 | 3.24 |

**Significantly different between collaborators and non-collaborators*

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How effectively does the World Bank Group help Chad to mobilize finance for development from private sector sources? | 57 | 6.04 | 3.26 | 102 | 5.25 | 3.39 |

*(1-Not effectively at all, 10-Very effectively)***How effectively does the World Bank Group support Chad's efforts ... ? (1-Not effectively at all, 10-Very effectively)**

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 50 | 5.50 | 3.30 | 100 | 4.59 | 3.30 |
| To develop better and stronger data collection/analytics systems within the Government | 50 | 6.22 | 3.09 | 93 | 5.29 | 3.22 |
| To strengthen the country's crisis preparedness | 49 | 6.31 | 3.51 | 106 | 5.67 | 3.48 |

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How effectively does the World Bank Group's SCD and CPF activities support Chad's efforts to manage crisis related risks? | 29 | 6.52 | 3.48 | 60 | 5.47 | 3.32 |

*(1-Not effectively at all, 10-Very effectively)***D. The World Bank Group's Knowledge Work and Activities****In Chad, 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* | 44 | 7.30 | 2.58 | 93 | 5.88 | 2.98 |
| Include appropriate level of stakeholder involvement during preparation* | 51 | 6.59 | 3.13 | 83 | 5.25 | 3.00 |
| Lead to practical solutions* | 47 | 7.09 | 2.82 | 99 | 5.47 | 3.06 |
| Are accessible (well written and easy to understand)* | 48 | 6.54 | 3.16 | 88 | 5.20 | 3.08 |
| Are source of relevant information on global good practices | 46 | 7.02 | 2.75 | 102 | 6.36 | 3.27 |
| Are adequately disseminated | 41 | 6.17 | 2.99 | 88 | 5.11 | 3.34 |
| Are translated enough into local language | 48 | 4.40 | 3.26 | 97 | 4.30 | 3.58 |
| Are adaptable to Chad's specific development challenges and country circumstances | 51 | 6.59 | 3.10 | 104 | 6.23 | 3.07 |

**Significantly different between collaborators and non-collaborators*

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|--|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 64 | 7.53 | 3.02 | 127 | 6.86 | 3.27 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* | 58 | 7.48 | 2.97 | 135 | 5.79 | 3.51 |

(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 | 51 | 3.92 | 3.08 | 114 | 3.22 | 2.75 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 61 | 7.11 | 3.24 | 135 | 6.36 | 3.45 |
| The World Bank Group's approvals and reviews are done in a timely fashion | 50 | 6.14 | 3.09 | 107 | 5.68 | 3.24 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable* | 45 | 6.51 | 2.94 | 79 | 5.27 | 3.38 |
| The World Bank Group's conditions on its lending are reasonable | 44 | 5.52 | 3.26 | 104 | 4.94 | 3.31 |
| The World Bank Group takes decisions quickly in Chad* | 50 | 5.00 | 3.42 | 100 | 3.69 | 3.04 |
| Working with the World Bank Group increases Chad's institutional capacity | 50 | 6.92 | 3.31 | 133 | 6.14 | 3.30 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them* | 50 | 7.28 | 3.01 | 93 | 6.00 | 3.25 |

*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 is adequately staffed in Chad? | 48 | 5.33 | 3.08 | 87 | 4.72 | 3.37 |

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

| | Collaborating with the WBG | | | Not collaborating with the WBG | | |
|---|----------------------------|------|------|--------------------------------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Chad? | 56 | 7.16 | 2.79 | 140 | 7.64 | 2.85 |

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



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

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 | 37 | 4.84 | 3.24 | 76 | 5.64 | 3.44 |
| Public financial management | 41 | 6.66 | 3.20 | 80 | 6.14 | 3.17 |
| Reducing gender based violence | 30 | 5.80 | 3.16 | 58 | 5.74 | 3.04 |
| Gender equity | 34 | 6.38 | 2.93 | 77 | 5.56 | 3.31 |
| Crisis response | 44 | 6.77 | 3.26 | 95 | 6.26 | 3.28 |
| Access to justice systems | 39 | 5.69 | 3.22 | 70 | 5.56 | 3.18 |
| Youth development | 35 | 6.03 | 3.30 | 79 | 5.20 | 3.36 |
| Conflict resolution mechanisms | 35 | 5.51 | 3.45 | 77 | 5.71 | 3.07 |
| Support domestic resource mobilization | 44 | 6.64 | 3.16 | 85 | 6.29 | 3.17 |
| Access to basic services | 44 | 7.61 | 2.82 | 116 | 7.47 | 2.74 |
| Capacity of state institutions | 33 | 5.73 | 3.40 | 64 | 4.72 | 3.25 |
| Jobs | 39 | 6.18 | 3.42 | 84 | 5.46 | 3.48 |
| Improving livelihoods | 37 | 6.22 | 3.15 | 85 | 5.49 | 3.32 |
| Food security | 41 | 6.90 | 3.12 | 102 | 6.58 | 3.04 |
| Social safety nets | 39 | 6.28 | 3.16 | 67 | 5.55 | 3.42 |
| Stimulating dialogue to promote peace and stability | 39 | 6.26 | 3.27 | 95 | 6.96 | 3.04 |

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* | 54 | 5.52 | 3.69 | 76 | 3.71 | 3.14 |
| I find the information on the World Bank Group's websites useful | 51 | 6.88 | 3.11 | 71 | 6.54 | 3.07 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 53 | 7.09 | 3.22 | 80 | 7.41 | 3.02 |

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.

- FY 2015 Number of comparable respondents = 222
- FY 2018 Number of comparable respondents = 289

By weighting, the FY 2015 and FY 2018 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 2015 | FY 2018 |
|---|---------|---------|
| Office of the President/Prime Minister/Minister | 4% | 4% |
| Office of Parliamentarian | 4% | 4% |
| Government institutions | 31% | 31% |
| Local Government | 5% | 5% |
| Bilateral/multilateral agencies | 3% | 3% |
| Civil society | 29% | 29% |
| Private sector | 10% | 10% |
| Academia | 6% | 6% |
| Media | 8% | 8% |

A. General Issues facing Chad

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| The right direction | 36.0% | 12.7% |
| The wrong direction | 33.6% | 63.5% |
| Not sure | 30.3% | 23.8% |

*Significantly different between FY2015 and FY2018

B. Overall Attitudes toward the World Bank Group

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| How familiar are you with the work of the World Bank Group in Chad? | 185 | 5.10 | 3.06 | 253 | 4.78 | 3.39 |

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall, please rate your impression of the World Bank Group's effectiveness in Chad. | 145 | 6.38 | 2.92 | 183 | 5.94 | 3.47 |

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group's staff is well prepared to help Chad solve its most complicated development challenges? | 146 | 6.56 | 2.84 | 190 | 6.93 | 3.25 |

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

¹⁹ Only those questions that were asked in the FY 2015 and FY 2018 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 believe that the World Bank Group's work and support help the poorest in Chad?*

(Select only ONE response)

| Percentage of Respondents | FY 2015 | FY 2018 |
|-----------------------------------|---------|---------|
| To a fully sufficient degree | 25.6% | 14.7% |
| To a somewhat sufficient degree | 16.7% | 16.8% |
| To a somewhat insufficient degree | 18.6% | 23.9% |
| To a very insufficient degree | 20.5% | 25.6% |
| Don't know | 18.6% | 18.9% |

*Significantly different between FY2015 and FY2018

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

(1-Strongly disagree, 10-Strongly agree)

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Overall the World Bank Group currently plays a relevant role in development in Chad | 162 | 6.93 | 2.90 | 203 | 6.35 | 3.44 |
| The World Bank Group's work is aligned with what I consider the development priorities for Chad | 134 | 6.59 | 2.84 | 161 | 6.30 | 3.39 |

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

| | FY 2015 | | | FY 2018 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Responsiveness to needs | 89 | 5.29 | 2.93 | 125 | 5.38 | 3.11 |
| Flexibility (in terms of the institution's products and services) | 85 | 4.70 | 2.52 | 86 | 5.00 | 2.96 |
| Flexibility (in terms of changing country circumstances) | 95 | 5.09 | 2.88 | 105 | 4.88 | 2.95 |
| Being inclusive | 76 | 5.18 | 2.70 | 80 | 5.63 | 3.18 |
| Openness (sharing data and other information) | 95 | 5.99 | 3.12 | 115 | 5.70 | 3.07 |
| Collaboration with the Government* | 123 | 8.24 | 2.09 | 155 | 7.53 | 2.87 |
| The speed in which it gets things accomplished on the ground | 86 | 5.26 | 2.70 | 109 | 5.60 | 3.22 |
| Helping to bring discipline/effective supervision to implementation of investment projects | | | | 128 | 6.27 | 3.39 |
| Collaboration with civil society | 122 | 5.70 | 3.22 | 146 | 5.77 | 3.37 |
| Staff accessibility | 106 | 4.32 | 2.85 | 111 | 4.52 | 3.31 |
| Collaboration with other donors and development partners* | 100 | 7.77 | 2.35 | 123 | 6.83 | 2.89 |
| Collaboration with the private sector | 103 | 5.13 | 3.12 | 121 | 5.84 | 3.32 |
| Collaboration with the UN | 91 | 8.32 | 1.98 | 122 | 8.12 | 2.46 |
| Straightforwardness and honesty | 86 | 5.60 | 3.04 | 109 | 5.64 | 3.56 |
| Treating clients and stakeholders in Chad with respect | 106 | 5.43 | 3.39 | 113 | 5.93 | 3.28 |
| Being a long-term partner | 95 | 8.14 | 2.38 | 131 | 7.92 | 2.79 |

*Significantly different between FY2015 and FY2018



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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Social protection | 86 | 4.60 | 2.97 | 114 | 4.71 | 3.29 |
| Gender equity | 90 | 4.53 | 2.83 | 107 | 4.99 | 3.11 |
| Private sector development* | 98 | 4.94 | 2.73 | 126 | 6.01 | 3.40 |
| Education* | 115 | 6.37 | 2.89 | 181 | 7.18 | 3.00 |
| Public sector governance/reform | 110 | 5.27 | 3.21 | 141 | 5.36 | 3.53 |
| Global/regional integration | 79 | 5.11 | 3.30 | 105 | 5.29 | 3.17 |
| Food security | 117 | 5.75 | 3.11 | 154 | 5.80 | 3.15 |
| Urban development* | 98 | 5.61 | 2.71 | 118 | 4.77 | 3.14 |
| Energy* | 99 | 5.38 | 3.37 | 106 | 3.81 | 3.09 |
| Water and sanitation | 111 | 6.21 | 2.56 | 141 | 5.96 | 3.33 |
| Health | 115 | 6.59 | 2.87 | 156 | 7.21 | 2.80 |
| Transport | 104 | 5.24 | 3.05 | 136 | 5.28 | 3.40 |
| Trade and exports | 88 | 4.50 | 2.84 | 94 | 5.11 | 3.19 |
| Natural resource management | 111 | 5.24 | 3.27 | 122 | 5.35 | 3.38 |
| Climate change | 89 | 4.55 | 3.00 | 105 | 4.83 | 3.29 |
| Poverty reduction | 124 | 5.91 | 3.12 | 152 | 5.65 | 3.42 |
| Anti corruption | 109 | 4.85 | 3.55 | 139 | 4.87 | 3.63 |
| Economic growth* | 101 | 6.25 | 2.68 | 135 | 5.11 | 3.29 |
| Equality of opportunity | 87 | 4.38 | 3.28 | 122 | 4.30 | 3.39 |
| Communicable/non-communicable diseases | 95 | 5.87 | 3.03 | 138 | 6.42 | 3.07 |
| Information and communications technology | 102 | 5.76 | 3.23 | 121 | 5.15 | 3.30 |
| Local governance and institutions | 98 | 4.93 | 2.85 | 117 | 4.92 | 3.29 |
| Social cohesion | 80 | 4.97 | 3.19 | 123 | 5.29 | 3.21 |

*Significantly different between FY2015 and FY2018

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group's work help to achieve development results in Chad?* | 151 | 6.93 | 2.59 | 172 | 6.03 | 3.24 |

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2018

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Chad? | 148 | 5.62 | 3.18 | 143 | 5.95 | 3.35 |

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

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

(1-Strongly disagree, 10-Strongly agree)

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group's financial instruments meet the needs of Chad | 150 | 5.83 | 3.21 | 174 | 5.45 | 3.32 |
| The World Bank Group meets Chad's needs for knowledge services | 143 | 5.76 | 2.82 | 170 | 5.83 | 3.20 |

**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 2015 | FY 2018 |
|---------------------------|---------|---------|
| Weekly | 5.4% | 4.4% |
| Monthly | 7.9% | 6.3% |
| A few times a year | 31.5% | 20.7% |
| Rarely | 35.0% | 37.8% |
| Never | 20.2% | 30.7% |

*Significantly different between FY2015 and FY2018

In Chad, 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 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| Are timely | 132 | 6.70 | 2.69 | 145 | 6.43 | 2.89 |
| Include appropriate level of stakeholder involvement during preparation | 120 | 5.48 | 2.80 | 139 | 6.00 | 3.17 |
| Lead to practical solutions | 113 | 5.65 | 2.70 | 154 | 6.04 | 3.06 |
| Are accessible (well written and easy to understand) | 115 | 5.88 | 2.70 | 150 | 5.57 | 3.19 |
| Are source of relevant information on global good practices | 131 | 6.81 | 2.67 | 159 | 6.64 | 3.14 |
| Are adequately disseminated | 119 | 5.73 | 2.85 | 140 | 5.59 | 3.26 |
| Are translated enough into local language* | 122 | 3.64 | 2.98 | 151 | 4.52 | 3.53 |
| Are adaptable to Chad's specific development challenges and country circumstances | 126 | 6.09 | 2.85 | 158 | 6.32 | 3.09 |

*Significantly different between FY2015 and FY2018

| | FY 2015 | | | FY 2018 | | |
|--|---------|------|------|---------|------|------|
| | 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? | 171 | 7.21 | 2.73 | 197 | 6.87 | 3.27 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 170 | 6.52 | 2.78 | 190 | 6.41 | 3.41 |

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

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| The World Bank Group disburses funds promptly | 146 | 4.20 | 3.03 | 169 | 3.54 | 2.91 |
| The World Bank Group effectively monitors and evaluates the projects and programs it supports | 166 | 6.64 | 2.99 | 197 | 6.67 | 3.34 |
| The World Bank Group's approvals and reviews are done in a timely fashion* | 133 | 4.96 | 2.71 | 162 | 6.03 | 3.13 |
| The World Bank Group's "Safeguard Policy" requirements are reasonable | 113 | 5.64 | 2.58 | 136 | 5.82 | 3.23 |
| The World Bank Group's conditions on its lending are reasonable | 126 | 5.52 | 2.91 | 152 | 5.21 | 3.28 |
| The World Bank Group takes decisions quickly in Chad | 131 | 4.40 | 2.77 | 154 | 4.35 | 3.26 |
| Working with the World Bank Group increases Chad's institutional capacity | 143 | 6.77 | 2.79 | 184 | 6.21 | 3.29 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 135 | 7.00 | 2.75 | 145 | 6.36 | 3.16 |

*Significantly different between FY2015 and FY2018

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

| | FY 2015 | | | FY 2018 | | |
|---|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| To what extent do you believe the World Bank Group is adequately staffed in Chad? | 126 | 4.68 | 2.88 | 144 | 4.95 | 3.36 |

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

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 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 15.8% | 22.3% |
| No | 84.2% | 77.7% |

Do you have reliable access to the Internet?*

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 70.1% | 60.2% |
| No | 29.9% | 39.8% |

*Significantly different between FY2015 and FY2018

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| Yes | 33.3% | 23.1% |
| No | 66.7% | 76.9% |

*Significantly different between FY2015 and FY2018

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| High speed/WiFi | 33.0% | 35.6% |
| Dial-up | 67.0% | 64.4% |

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

| Percentage of Respondents | FY 2015 | FY 2018 |
|---------------------------|---------|---------|
| High speed/WiFi | 74.8% | 48.4% |
| Dial-up | 25.2% | 51.6% |

*Significantly different between FY2015 and FY2018

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

| | FY 2015 | | | FY 2018 | | |
|--|---------|------|------|---------|------|------|
| | N | Mean | SD | N | Mean | SD |
| I find the World Bank Group's websites easy to navigate* | 92 | 6.21 | 3.35 | 135 | 4.38 | 3.47 |
| I find the information on the World Bank Group's websites useful | 77 | 7.16 | 2.98 | 124 | 6.52 | 3.09 |
| The World Bank Group's social media channels are valuable sources of information about the institution | 84 | 7.06 | 2.81 | 136 | 7.23 | 3.16 |

*Significantly different between FY2015 and FY2018



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 Chad? (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 Chad. | 5.75 | 6.34 | 6.08 | 6.12 | 5.95 | 6.36 | 6.13 | 6.02 | 6.01 | 6.27 | 6.20 | 5.73 |
| Overall the World Bank Group currently plays a relevant role in development in Chad | 6.19 | 6.52 | 5.86 | 6.68 | 6.43 | 5.93 | 6.14 | 6.66 | 6.48 | 5.93 | 6.27 | 6.28 |
| The World Bank Group's work is aligned with what I consider the development priorities for Chad | 6.38 | 6.52 | 6.00 | 6.76 | 6.44 | 6.30 | 6.34 | 6.58 | 6.57 | 6.12 | 6.55 | 5.81 |
| Responsiveness to needs | 5.32 | 5.55 | 4.89 | 6.00 | 5.30 | 6.06 | 5.46 | 5.59 | 5.66 | 5.17 | 5.69 | 4.81 |
| Flexibility (in terms of the institution's products and services) | 3.96 | 5.53 | 4.53 | 5.08 | 4.67 | 5.00 | 5.16 | 4.00 | 4.32 | 5.58 | 4.82 | 4.62 |
| Flexibility (in terms of changing country circumstances) | 4.63 | 5.11 | 4.48 | 5.49 | 5.29 | 4.15 | 5.35 | 4.24 | 4.72 | 5.53 | 5.01 | 4.88 |
| Being inclusive | 4.45 | 6.31 | 5.67 | 5.19 | 5.19 | 6.14 | 5.40 | 5.59 | 5.24 | 5.88 | 5.55 | 5.24 |
| Openness (sharing data and other information) | 5.31 | 6.22 | 5.86 | 5.62 | 5.38 | 6.62 | 5.93 | 5.32 | 5.54 | 6.12 | 5.62 | 6.18 |
| Collaboration with the Government | 7.75 | 7.41 | 7.43 | 8.00 | 7.53 | 8.21 | 7.34 | 8.57 | 7.97 | 7.26 | 7.83 | 7.28 |
| The speed in which it gets things accomplished on the ground | 4.97 | 6.69 | 6.19 | 5.29 | 5.32 | 6.96 | 6.04 | 5.13 | 5.59 | 6.16 | 5.80 | 5.65 |
| Helping to bring discipline/effective supervision to implementation of investment projects | 6.26 | 6.50 | 6.90 | 6.25 | 6.14 | 7.53 | 6.82 | 5.94 | 6.16 | 7.36 | 6.76 | 6.00 |
| Collaboration with civil society | 6.07 | 5.16 | 5.97 | 5.97 | 6.06 | 5.77 | 5.88 | 6.22 | 5.81 | 6.26 | 5.95 | 6.06 |
| Staff accessibility | 4.61 | 4.79 | 5.13 | 4.36 | 4.82 | 4.75 | 4.76 | 4.90 | 4.66 | 5.05 | 4.75 | 4.96 |
| Collaboration with other donors and development partners | 7.15 | 6.42 | 7.06 | 6.86 | 6.73 | 7.65 | 6.74 | 7.44 | 6.72 | 7.49 | 7.14 | 6.43 |
| Collaboration with the private sector | 5.88 | 5.59 | 5.78 | 6.12 | 6.07 | 5.63 | 6.02 | 5.76 | 5.71 | 6.45 | 5.98 | 5.88 |
| Collaboration with the UN | 8.35 | 7.68 | 8.10 | 8.36 | 8.17 | 8.41 | 8.12 | 8.53 | 8.14 | 8.39 | 8.41 | 7.63 |
| Straightforwardness and honesty | 5.82 | 5.60 | 5.68 | 6.31 | 5.83 | 6.33 | 5.95 | 6.06 | 6.00 | 5.95 | 6.26 | 4.91 |
| Treating clients and stakeholders in Chad with respect | 6.27 | 5.68 | 6.40 | 6.33 | 5.97 | 7.37 | 6.08 | 7.10 | 6.32 | 6.44 | 6.63 | 5.61 |
| Being a long-term partner | 8.18 | 7.43 | 7.89 | 8.00 | 7.78 | 8.35 | 7.86 | 8.13 | 7.74 | 8.36 | 8.04 | 7.65 |
| To what extent does the World Bank Group's work help to achieve development results in Chad? | 5.87 | 6.85 | 6.89 | 5.67 | 5.58 | 7.76 | 6.18 | 6.57 | 6.36 | 6.19 | 6.35 | 6.11 |
| To what extent does the World Bank Group help to build/strengthen existing country systems in Chad? | 5.47 | 7.24 | 6.84 | 5.35 | 5.69 | 7.09 | 6.04 | 6.42 | 6.08 | 6.35 | 5.96 | 6.81 |
| The World Bank Group's financial instruments meet the needs of Chad | 4.76 | 6.49 | 6.02 | 5.28 | 5.29 | 6.51 | 5.48 | 6.06 | 5.40 | 6.21 | 5.68 | 5.58 |
| The World Bank Group meets Chad's needs for knowledge services | 5.94 | 6.29 | 6.47 | 6.14 | 6.13 | 6.77 | 6.19 | 6.59 | 6.23 | 6.46 | 6.25 | 6.53 |
| The World Bank Group's knowledge work and activities are adaptable to Chad's specific development challenges and country circumstances | 6.23 | 6.59 | 6.20 | 6.58 | 6.26 | 6.71 | 6.13 | 7.12 | 6.63 | 5.92 | 6.49 | 6.06 |
| Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? | 6.86 | 7.53 | 7.41 | 7.03 | 6.91 | 7.84 | 7.04 | 7.67 | 7.18 | 7.29 | 7.22 | 7.22 |
| Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? | 5.79 | 7.48 | 6.70 | 6.20 | 6.10 | 7.25 | 6.21 | 7.07 | 6.52 | 6.36 | 6.34 | 7.00 |
| The World Bank Group takes decisions quickly in Chad | 3.69 | 5.00 | 4.35 | 4.21 | 4.08 | 4.82 | 4.17 | 4.58 | 4.25 | 4.31 | 4.29 | 4.20 |
| Where country systems are adequate, the World Bank Group makes appropriate use of them | 6.00 | 7.28 | 6.34 | 6.48 | 6.16 | 7.05 | 6.42 | 6.38 | 6.54 | 6.19 | 6.50 | 6.09 |

Yellow highlight indicates significant difference between Yes and No means.

Appendix G: Chad FY 2018 Questionnaire



World Bank Group Country Survey FY 2018 – Chad

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

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 CHAD**

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

| A2. Listed below are a number of development priorities in Chad. | | | |
|---|---|----|--|
| Please identify which of the following you consider the most important development priorities in Chad. (Choose no more than THREE) | | | |
| 1 | Health (e.g., maternal health, child health) | 18 | Communicable/non-communicable diseases |
| 2 | Gender equity (closing the gap between women and men, and boys and girls) | 19 | Agriculture and rural development |
| 3 | Education | 20 | Crime and violence |
| 4 | Security/stabilization/reconstruction | 21 | Social cohesion |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 22 | Natural resource management (e.g., oil, gas, gold) |
| 6 | Social protection (e.g., pensions, targeted social assistance) | 23 | Transport (e.g., roads, bridges, transportation) |
| 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 | Private sector development | 29 | Trade and exports |
| 13 | Regional conflict and tensions | 30 | Local governance and institutions |
| 14 | Pollution | 31 | Disaster risk management |
| 15 | Job creation/employment | 32 | Equality of opportunity (i.e., social inclusion) |
| 16 | Financial markets | 33 | Information and communications technology |
| 17 | Gender based violence | | |

**SECTION A: GENERAL ISSUES**

| | | | |
|--|--|----|---|
| A3. Poverty reduction is a broad term that encompasses work in many different areas. | | | |
| Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Chad? (Choose no more than THREE) | | | |
| 1 | Judiciary reform | 17 | Gender based violence |
| 2 | Equality of opportunity (i.e., social inclusion) | 18 | Job creation/employment |
| 3 | Communicable/non-communicable diseases | 19 | Health (e.g., maternal health, child health) |
| 4 | Local governance and institutions | 20 | Security/stabilization/reconstruction |
| 5 | Information and communications technology | 21 | Financial markets |
| 6 | Economic growth | 22 | Water and sanitation |
| 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 (closing the gap between women and men, and boys and girls) |
| 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 | Disaster risk management | 28 | Pollution |
| 13 | Transport (e.g., roads, bridges, transportation) | 29 | Food security |
| 14 | Social cohesion | 30 | Regional conflict and tensions |
| 15 | Energy | 31 | Urban development |
| 16 | Anti corruption | 32 | Natural resource management (e.g., oil, gas, gold) |

**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 Chad? (Choose no more than TWO)

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

A5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Chad. (Choose no more than TWO)

| | |
|----|--|
| 1 | None. I do not consider Chad a fragile state. |
| 2 | Policy inconsistency |
| 3 | Weak social cohesion |
| 4 | Weak institutional capacity |
| 5 | Food insecurity |
| 6 | High levels of corruption |
| 7 | Weak accountability |
| 8 | Lack of security (i.e., conflict and violence) |
| 9 | Political uncertainty |
| 10 | Lack of access to development finance |
| 11 | Other (please specify): _____ |

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

| | | | | | | | | | |
|--|---|---|---|---|---|---|---|--------------------|----|
| B1. How familiar are you with the work of the World Bank Group in Chad? | | | | | | | | | |
| 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 Chad. | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| Not effective at all | | | | | | | | | Very effective | Don't know |

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

| | | | |
|--|---|----|--|
| B4. When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chad? (Choose no more than THREE) | | | |
| 1 | Food security | 18 | Poverty reduction |
| 2 | Pollution | 19 | Disaster risk management |
| 3 | Job creation/employment | 20 | Equality of opportunity (i.e., social inclusion) |
| 4 | Health (e.g., maternal health, child health) | 21 | Communicable/non-communicable diseases |
| 5 | Regional conflict and tensions | 22 | Local governance and institutions |
| 6 | Energy | 23 | Judiciary reform |
| 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 (closing the gap between women and men, and boys and girls) | 26 | Agriculture and rural development |
| 10 | Private sector development | 27 | Trade and exports |
| 11 | Education | 28 | Crime and violence |
| 12 | Water and sanitation | 29 | Economic growth |
| 13 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | 30 | Natural resource management (e.g., oil, gas, gold) |
| 14 | Security/stabilization/reconstruction | 31 | Social cohesion |
| 15 | Global/regional integration | 32 | Climate change (e.g., mitigation, adaptation) |
| 16 | Urban development | 33 | Anti corruption |
| 17 | Gender based violence | | |

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

| B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chad? | | | |
|--|---|---|--|
| | | Greatest Value (Choose only ONE) | Second Greatest Value (Choose only ONE) |
| 1 | Bringing together different groups of stakeholders | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Capacity development related to World Bank Group supported projects | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | Technical assistance | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Policy advice, studies, analyses | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Financial resources (budget support) | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Data and statistics | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Promoting knowledge sharing | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Implementation support | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Mobilizing third party financial resources | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Donor coordination | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Strategy formulation (e.g., PRSP assistance) | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Other (please specify): _____ | <input type="checkbox"/> | <input type="checkbox"/> |

| B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chad? (Choose no more than TWO) | |
|--|---|
| 1 | The credibility of its knowledge/data |
| 2 | Not collaborating enough with private sector |
| 3 | Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies |
| 4 | Not aligned with country priorities |
| 5 | Not adequately sensitive to political/social realities in Chad |
| 6 | Not willing to honestly criticize policies and reform efforts in the country |
| 7 | Too influenced by developed countries |
| 8 | World Bank Group's processes too slow |
| 9 | World Bank Group's processes too complex |
| 10 | Not exploring alternative policy options |
| 11 | Not sufficiently focused on results |
| 12 | Staff too inaccessible |
| 13 | Not in it for the long term |
| 14 | Its advice and strategies do not lend themselves to practical problem solving |
| 15 | Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives) |
| 16 | Not enough public disclosure of its work |
| 17 | Arrogant in its approach |
| 18 | Inadequate World Bank Group's staffing in Chad |
| 19 | Not focused enough on issues that are unique to post-conflict countries |
| 20 | Other (please specify): _____ |
| 21 | Don't know |

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

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Chad? (Select only ONE response)

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

B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Chad 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 | 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 | MIGA 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"/> |

B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

| | | | |
|---|--|----|---|
| 1 | Beneficiaries | 9 | Foundations |
| 2 | Youth/university groups | 10 | Media |
| 3 | Private sector | 11 | UN and regional peace keeping forces |
| 4 | Local administration | 12 | Emerging donors |
| 5 | Donor community | 13 | UN agencies |
| 6 | NGOs/Community Based Organizations | 14 | Regional organizations (e.g., Communauté Economique et Monétaire de l'Afrique Centrale (CEMAC), Commission du Bassin du Lac Tchad (CBLT), Communauté Economique des Etats de l'Afrique Centrale (CEEAC), G5 Sahel, Union Africaine (UA)) |
| 7 | Academia/think tanks/research institutes | 15 | Other (please specify): _____ |
| 8 | Parliament | 16 | Don't know |

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

| To what extent do you agree with the following statements about the World Bank Group's work in Chad? | | | | | | | | | | | | |
|--|---|-------------------|---|---|---|---|---|---|---|----------------|----|--------------------------|
| | | Strongly disagree | | | | | | | | Strongly agree | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| B10 | Overall the World Bank Group currently plays a relevant role in development in Chad | | | | | | | | | | | <input type="checkbox"/> |
| B11 | The World Bank Group's work is aligned with what I consider the development priorities for Chad | | | | | | | | | | | <input type="checkbox"/> |

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

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

B28. To what extent does the World Bank Group partner with the right people to support work on the ground in Chad? (Select only ONE response)

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

B29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in Chad? (Select no more than TWO)

| | |
|----|--|
| 1 | World Food Program (WFP) |
| 2 | World Health Organization (WHO) |
| 3 | United Nations Development Program (UNDP) |
| 4 | United Nations Fund for Population Activities (UNFPA) |
| 5 | The United Nations Development Fund for Women (UNIFEM) |
| 6 | United Nations High Commissioner for Refugees (UNHCR) |
| 7 | The Red Cross |
| 8 | The United Nations International Children's Emergency Fund (UNICEF) |
| 9 | The International Committee of the Red Cross (ICRC) |
| 10 | None. I don't believe the World Bank Group needs to partner with the UN organizations. |
| 11 | Don't know |

B30. 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 | Reforms are not well thought out in light of country challenges |
| 2 | Inadequate funding |
| 3 | Poor coordination within the Government |
| 4 | There is an inadequate level of private sector participation and support |
| 5 | Poor donor coordination |
| 6 | The World Bank Group does not provide the government with consistent support throughout the reform effort |
| 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 | Corruption |
| 11 | Poor coordination within the World Bank Group |
| 12 | Political pressures and obstacles |
| 13 | Ongoing conflict and instability |
| 14 | Other (please specify): _____ |

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

| C1. In Chad, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? | | | | | | | | | | | | |
|---|---|---------------------|---|---|---|---|------------------------------|---|---|---|----|--------------------------|
| | | To no degree at all | | | | | To a very significant degree | | | | | Don't know |
| | | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | |
| 1 | Gender equity (i.e., closing the gap between women and men, and boys and girls) | | | | | | | | | | | <input type="checkbox"/> |
| 2 | The impact of climate change | | | | | | | | | | | <input type="checkbox"/> |

| C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (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) | | | | | | | | | | | <input type="checkbox"/> |
| 2 | Gender equity (closing the gap between women and men, and boys and girls) | | | | | | | | | | | <input type="checkbox"/> |
| 3 | Private sector development | | | | | | | | | | | <input type="checkbox"/> |
| 4 | Education | | | | | | | | | | | <input type="checkbox"/> |
| 5 | Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform) | | | | | | | | | | | <input type="checkbox"/> |
| 6 | Global/regional integration | | | | | | | | | | | <input type="checkbox"/> |
| 7 | Food security | | | | | | | | | | | <input type="checkbox"/> |
| 8 | Urban development | | | | | | | | | | | <input type="checkbox"/> |
| 9 | Energy | | | | | | | | | | | <input type="checkbox"/> |
| 10 | Water and sanitation | | | | | | | | | | | <input type="checkbox"/> |
| 11 | Job creation/employment | | | | | | | | | | | <input type="checkbox"/> |
| 12 | Health (e.g., maternal health, child health) | | | | | | | | | | | <input type="checkbox"/> |
| 13 | Transport (e.g., roads, bridges, transportation) | | | | | | | | | | | <input type="checkbox"/> |
| 14 | Agriculture and rural development | | | | | | | | | | | <input type="checkbox"/> |
| 15 | Trade and exports | | | | | | | | | | | <input type="checkbox"/> |
| 16 | Natural resource management (e.g., oil, gas, gold) | | | | | | | | | | | <input type="checkbox"/> |
| 17 | Climate change (e.g., mitigation, adaptation) | | | | | | | | | | | <input type="checkbox"/> |
| 18 | Poverty reduction | | | | | | | | | | | <input type="checkbox"/> |
| 19 | Anti corruption | | | | | | | | | | | <input type="checkbox"/> |
| 20 | Economic growth | | | | | | | | | | | <input type="checkbox"/> |
| 21 | Disaster risk management | | | | | | | | | | | <input type="checkbox"/> |
| 22 | Equality of opportunity (i.e., social inclusion) | | | | | | | | | | | <input type="checkbox"/> |
| 23 | Communicable/non-communicable diseases | | | | | | | | | | | <input type="checkbox"/> |
| 24 | Information and communications technology | | | | | | | | | | | <input type="checkbox"/> |
| 25 | Gender based violence | | | | | | | | | | | <input type="checkbox"/> |
| 26 | Regional conflict and tensions | | | | | | | | | | | <input type="checkbox"/> |
| 27 | Local governance and institutions | | | | | | | | | | | <input type="checkbox"/> |
| 28 | Social cohesion | | | | | | | | | | | <input type="checkbox"/> |

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

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

| | | | | | | | | | | | |
|--|---|---|---|---|---|---|---|---|------------------------------|--------------------------|------------|
| C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Chad? | | | | | | | | | | | |
| 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 Chad? | | | | | | | | | | | | | | |
| | | Strongly disagree | | | | | | | | | | Strongly agree | | Don't know |
| C5 | The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Chad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| C6 | The World Bank Group meets Chad'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"/> | | |

| | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------|--------------------------|------------|
| C7. How effectively does the World Bank Group help Chad to mobilize finance for development from private sector sources? | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| Not effectively at all | | | | | | | | | Very effectively | | Don't know |

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

C8. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Chad? (Select only ONE response)

| | |
|---|---------------------|
| 1 | Very familiar |
| 2 | Somewhat familiar |
| 3 | Somewhat unfamiliar |
| 4 | Very unfamiliar |
| 5 | Don't know |

How effectively does the World Bank Group support Chad's efforts ... ?

| | | Not effectively at all | | | | | | | | | | Very effectively | Don't know |
|------------|---|------------------------|---|---|---|---|---|---|---|---|----|------------------|--------------------------|
| C9 | To build stronger domestic resource mobilization systems in the Government (e.g., tax collection) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C10 | To develop better and stronger data collection/analytics systems within the Government | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |
| C11 | To strengthen the country's crisis preparedness | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | | <input type="checkbox"/> |

C12. How effectively does the World Bank Group's SCD and CPF activities support Chad's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]

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

C13. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only one response)

| | |
|---|---|
| 1 | The World Bank Group is providing less valuable support than in the past, to enhance the Chad's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge |
| 2 | The World Bank Group is providing more valuable support than in the past, to enhance the Chad's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge |
| 3 | The World Bank Group's approach and work related to systematically identifying and monitoring risks in Chad has remained constant |
| 4 | Don't know |



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 Chad, 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 adequately disseminated | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D8 | Are translated enough into local language | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |
| D9 | Are adaptable to Chad's specific development challenges and country circumstances | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> |

D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

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

D11. 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 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E3 | The World Bank Group effectively monitors and evaluates the projects and programs it supports | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E4 | The World Bank Group's approvals and reviews are done in a timely fashion | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E5 | The World Bank Group's "Safeguard Policy" requirements are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E6 | The World Bank Group's conditions on its lending are reasonable | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E7 | The World Bank Group takes decisions quickly in Chad | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E8 | Working with the World Bank Group increases Chad's institutional capacity | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |
| E9 | Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | |

| | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|-------------------------------------|--------------------------|--|--|
| E10. To what extent do you believe the World Bank Group is adequately staffed in Chad? | | | | | | | | | | | | |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | | |
| To no degree at all | | | | | | | | | To a very significant degree | Don't know | | |

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

| | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|------------------------------|--------------------------|
| E11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Chad? | | | | | | | | | | |
| 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. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Chad? (Choose no more than TWO)

| | |
|----|---|
| 1 | Education |
| 2 | Health |
| 3 | Supporting poor and marginalized local communities |
| 4 | Jobs |
| 5 | Business development |
| 6 | Infrastructure |
| 7 | Social cohesion |
| 8 | Public services |
| 9 | Macro issues (fiscal accounts, balance of payments, etc.) |
| 10 | Don't know |
| 11 | Other (please specify): _____ |

| E13. Please rate how you feel when you think about the impact of the refugees in regards to.... | | | | | | |
|--|------------------------------|--------------------------|----------------------------|----------------------------|--------------------------|--------------------------|
| | | A very negative impact | A somewhat negative impact | A somewhat positive impact | A very positive impact | No impact at all |
| 1 | Chad's economy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2 | Social cohesion | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3 | National security | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4 | Public service delivery | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Chad's poor and marginalized | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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

| | |
|----|---|
| 1 | Increase the level of World Bank Group staffing in Chad's office |
| 2 | Work faster |
| 3 | Reduce the complexity of obtaining World Bank Group financing |
| 4 | Help to bring discipline/effective supervision to implementation of World Bank Group projects |
| 5 | Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies |
| 6 | Offer more innovative knowledge services |
| 7 | Offer more innovative financial products |
| 8 | Ensure greater selectivity in its work |
| 9 | Provide more adequate data/knowledge/statistics/figures on Chad's economy |
| 10 | Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms) |
| 11 | Work more with civil society and beneficiary representatives |
| 12 | Collaborate more effectively with Government clients (e.g., national, state, local) |
| 13 | Increase the level of capacity development in the country |
| 14 | Leverage the private sector more (i.e., mobilize private sector development) |
| 15 | Improve the quality of its experts as related to Chad's specific challenges |
| 16 | Work more with private sector |
| 17 | Other (please specify): _____ |

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

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CHAD****F3. What should the World Bank Group do to improve collaboration with the UN in the field?
(Choose no more than THREE)**

| | |
|---|--|
| 1 | Organize more joint meetings and missions with the UN |
| 2 | Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged |
| 3 | Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages |
| 4 | Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing |
| 5 | Share more information about the World Bank Group's activities, products, and knowledge |
| 6 | Involve UN experts to a greater degree in World Bank Group activities |
| 7 | Other (please specify): _____ |

F4. 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 Chad? | B. Which THREE areas below would benefit most from other donors in Chad? |
|----|---|--|--|
| 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 | Gender equity (closing the gap between women and men, and boys and girls) | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Crisis response | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Access to justice systems | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Youth development | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Conflict resolution mechanisms | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Support domestic resource mobilization | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Access to basic services (e.g., education, health, water) | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Capacity of state institutions | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Jobs | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Improving livelihoods | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Food security | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Social safety nets | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | Stimulating dialogue to promote peace and stability | <input type="checkbox"/> | <input type="checkbox"/> |

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

| F5. 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 | Gender equity (closing the gap between women and men, and boys and girls) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 5 | Crisis response | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 6 | Access to justice systems | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 7 | Youth development | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 8 | Conflict resolution mechanisms | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 9 | Support domestic resource mobilization | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 10 | Access to basic services (e.g., education, health, water) | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 11 | Capacity of state institutions | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 12 | Jobs | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 13 | Improving livelihoods | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 14 | Food security | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 15 | Social safety nets | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | <input type="checkbox"/> | <input type="checkbox"/> |
| 16 | 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 Chad?**

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

| | | | |
|-----------|--|------------|-----------|
| 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 |

| | |
|---|-----------------|
| 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"/> |

**SECTION H: BACKGROUND INFORMATION**

| H1. Which of the following best describes your current position? (Select only ONE response) | | | |
|--|---|----|--|
| 1 | Office of the President, Prime Minister | 11 | NGO/Community Based Organization |
| 2 | Office of Minister | 12 | Media (press, radio, TV, web, etc.) |
| 3 | Office of Parliamentarian | 13 | Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution) |
| 4 | Employee of a Ministry, Ministerial Department or Implementation Agency | 14 | Trade Union |
| 5 | Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program | 15 | Faith-Based Group |
| 6 | Local Government Office or Staff | 16 | Youth Group |
| 7 | Bilateral/Multilateral Agency | 17 | Academia/Research Institute/Think Tank |
| 8 | Private Sector Organization | 18 | Judiciary Branch |
| 9 | Private Foundation | 19 | Other (please specify): _____ |
| 10 | Financial Sector/Private Bank | | |

| H2. Please identify the primary specialization of your work. (Select only ONE response) | | | |
|--|--------------------------------------|----|--|
| 1 | Water | 12 | Gender |
| 2 | Social protection and labor | 13 | Transport and ICT |
| 3 | Fragility, conflict and violence | 14 | Urban, rural, and social development |
| 4 | Environment and natural resources | 15 | Governance |
| 5 | Public-private partnerships | 16 | Poverty |
| 6 | Education | 17 | Jobs |
| 7 | Health, nutrition, and population | 18 | Agriculture |
| 8 | Energy and extractives | 19 | Climate change |
| 9 | Macroeconomics and fiscal management | 20 | Generalist (specialized in multiple sectors) |
| 10 | Trade and competitiveness | 21 | Other (please specify): _____ |
| 11 | Finance and markets | | |

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

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

**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 Chad?**(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 Chad?**(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. What's your age?

| | |
|---|--------------|
| 1 | 25 and under |
| 2 | 26-35 |
| 3 | 36-45 |
| 4 | 46-55 |
| 5 | 56 and above |

**SECTION H: BACKGROUND INFORMATION**

| H10. Which best represents your geographic location? | |
|---|----------------|
| 1 | N'Djamena |
| 2 | Pala |
| 3 | Moundou |
| 4 | Haraz-Manguaye |
| 5 | Léré |
| 6 | Bongor |
| 7 | Goré |
| 8 | Biltine |
| 9 | Iriba |
| 10 | Massakori |
| 11 | Doba |
| 12 | Sarh |
| 13 | Kelo |
| 14 | Koumra |
| 15 | Benoye |

Thank you for completing the survey!