

# FY 2018 Côte d'Ivoire Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



March 2019



## Acknowledgements

The Côte d'Ivoire 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, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from Côte d'Ivoire country team and the independent fielding agency Services Ivoirien d'Etudes et de Sondages (SIVES). In particular, PORG is grateful for the support from Jean-Noel Amantchi Gogoua (Senior Operations Officer) and Ndri Marie Ange Francisca Memel (Consultant) who coordinated the survey related activities from Abidjan, Côte d'Ivoire.

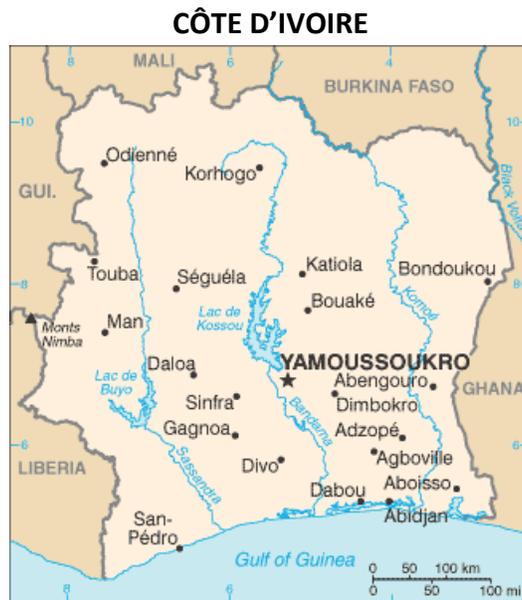


Country Opinion Surveys  
THE WORLD BANK GROUP



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## I. Objectives

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

- *General Issues Facing Côte d'Ivoire*
- *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 Côte d'Ivoire*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to June 2018, 500 stakeholders of the WBG in Côte d'Ivoire 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 government; 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 (63% response rate). Respondents completed the questionnaires with a representative from the local fielding agency.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'14 (response rate was 58%, N=288). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'14 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 68).

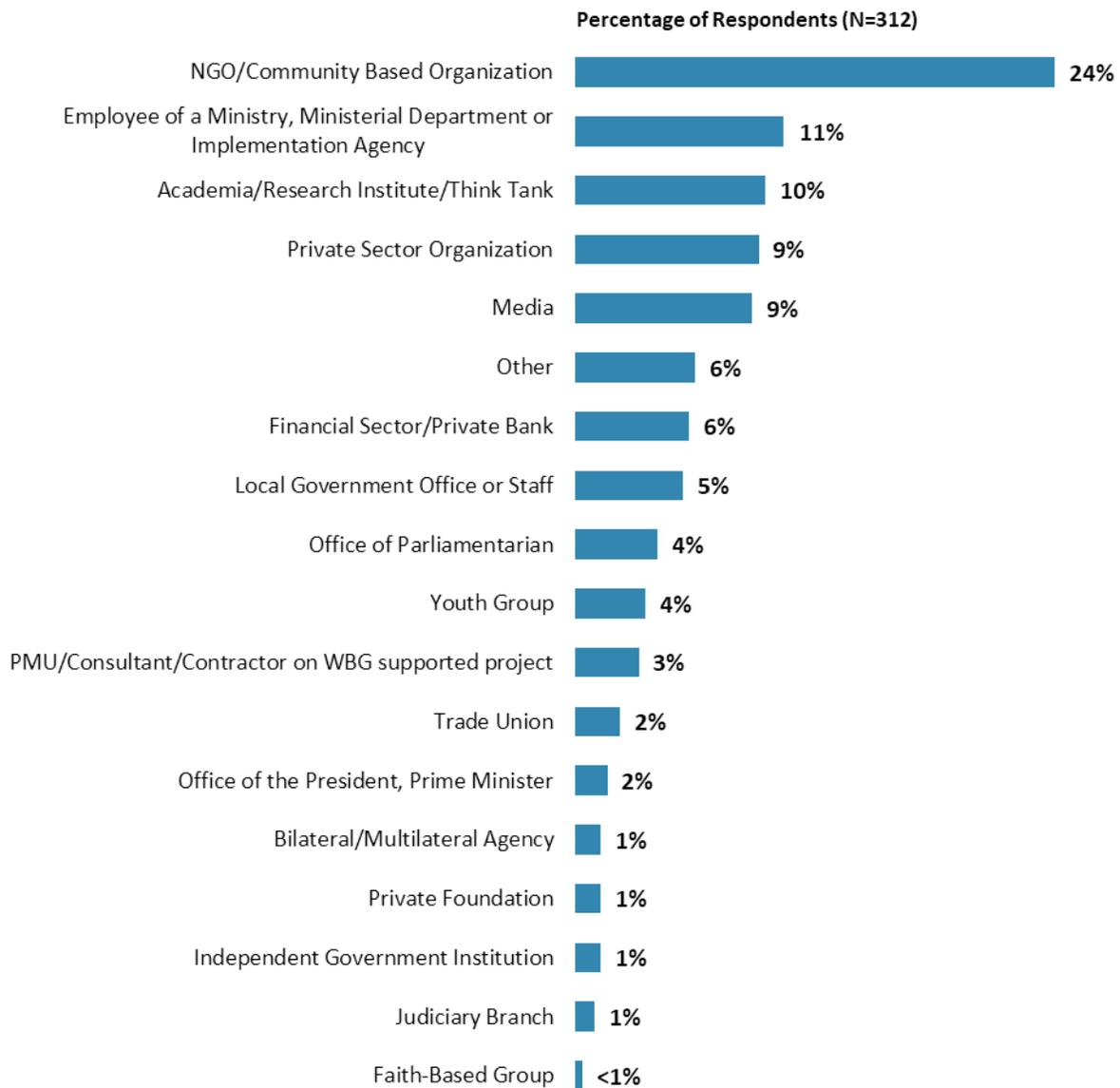
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- For further analyses, employees of ministries/ministerial departments/implementation agencies were combined with respondents from Project Management Units (PMUs) overseeing implementation of WBG projects and consultants/contractors working on WBG supported projects; 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, bilateral/multilateral agencies, independent government institutions and the judiciary branch were included in the “Other” category. There were no respondents from an office of a minister.

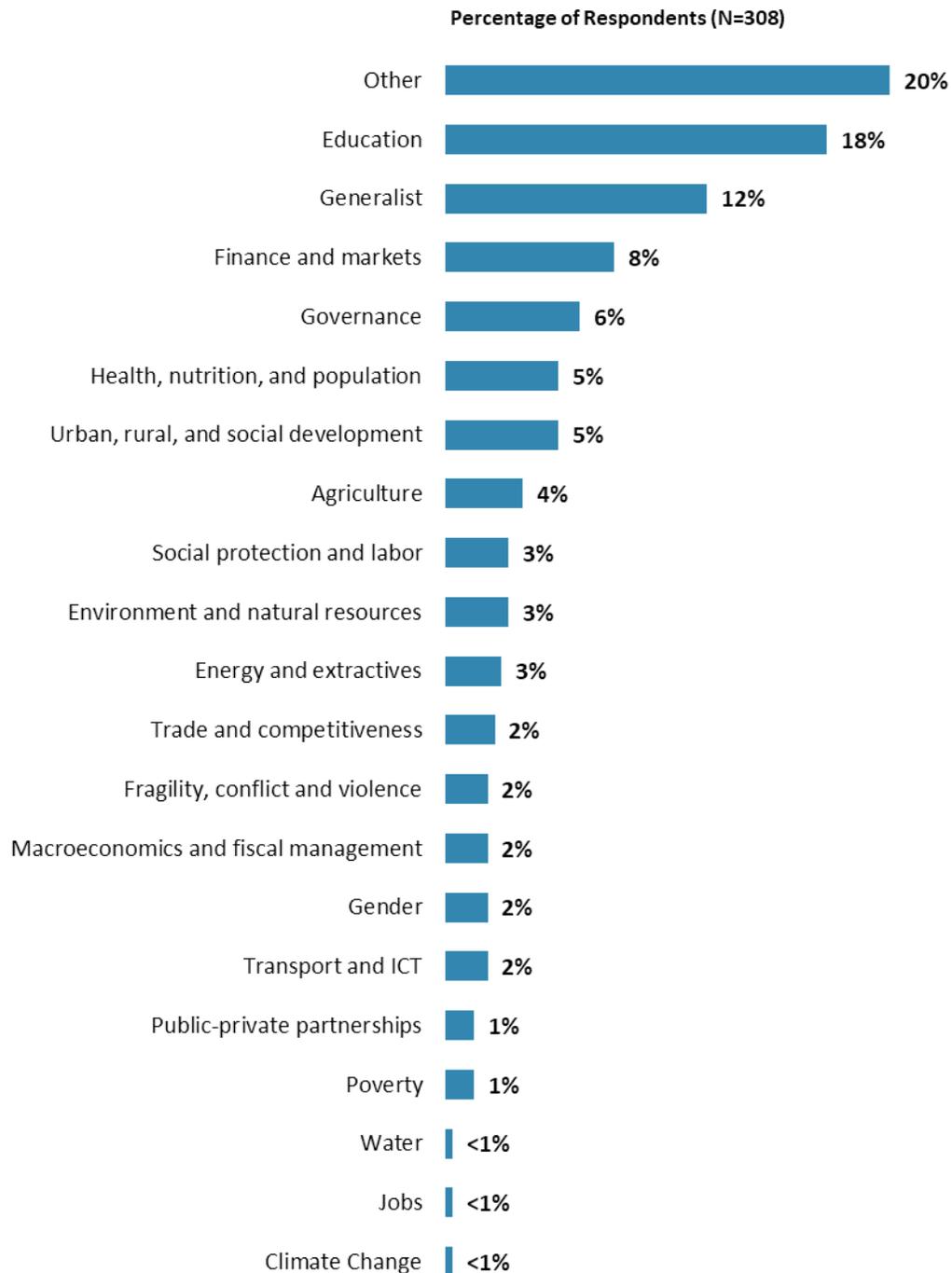


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



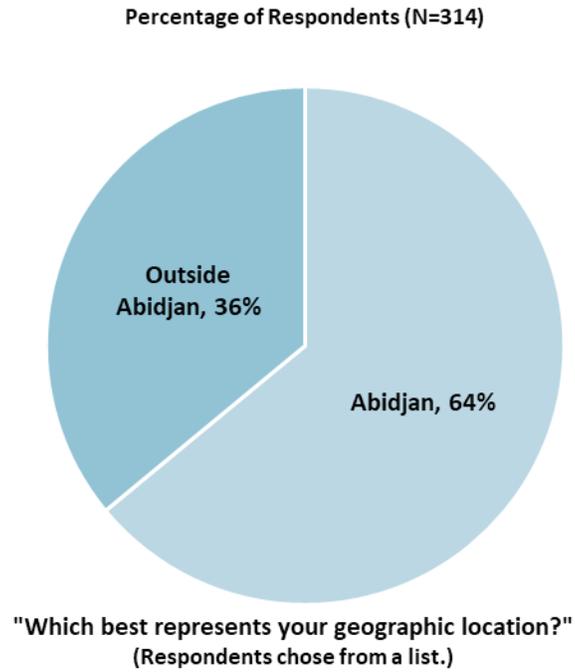
“Please identify the primary specialization of your work.” (Respondents chose from a list.)



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

#### Geographic Locations

- Geographic location comparisons can be found in Appendix C (page 60).

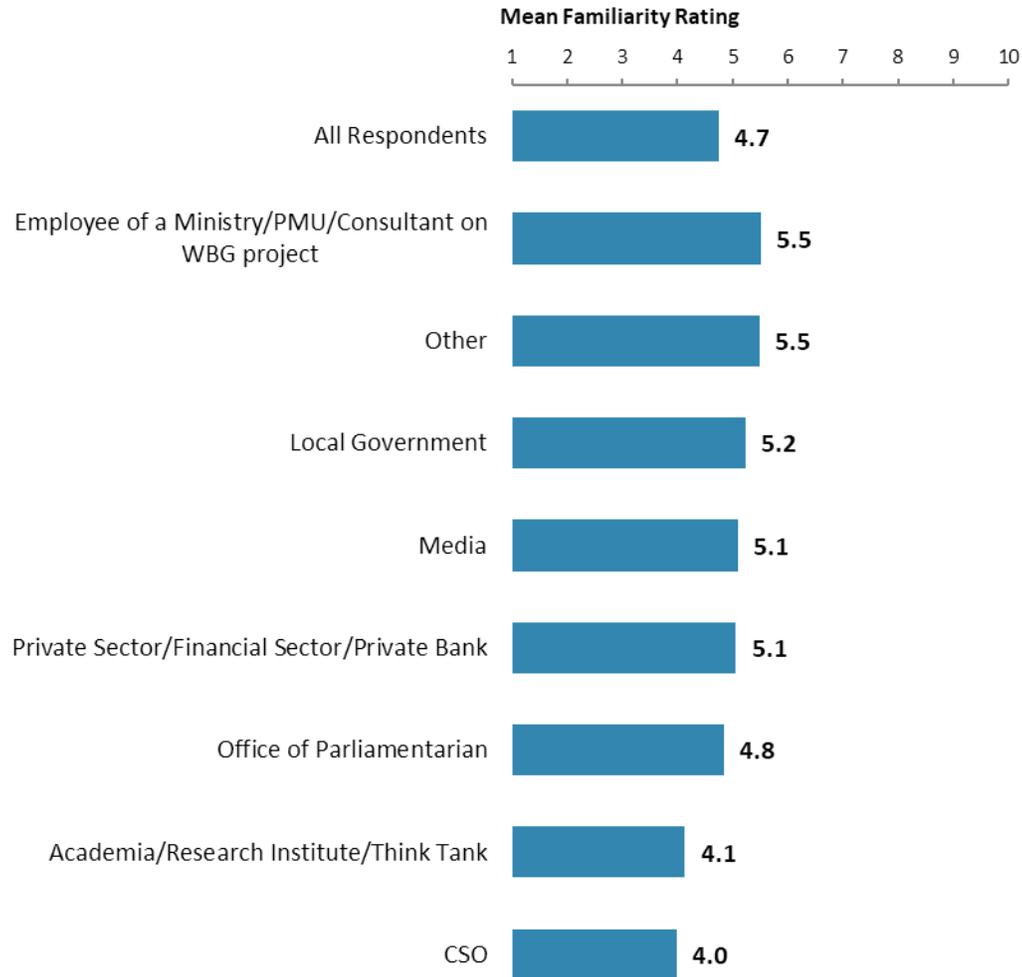




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly lower levels of familiarity with the WBG than respondents in the FY'14 Country Survey (weighted mean in FY'18 = 4.8; weighted mean in FY'14 = 5.5)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Côte d'Ivoire.



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

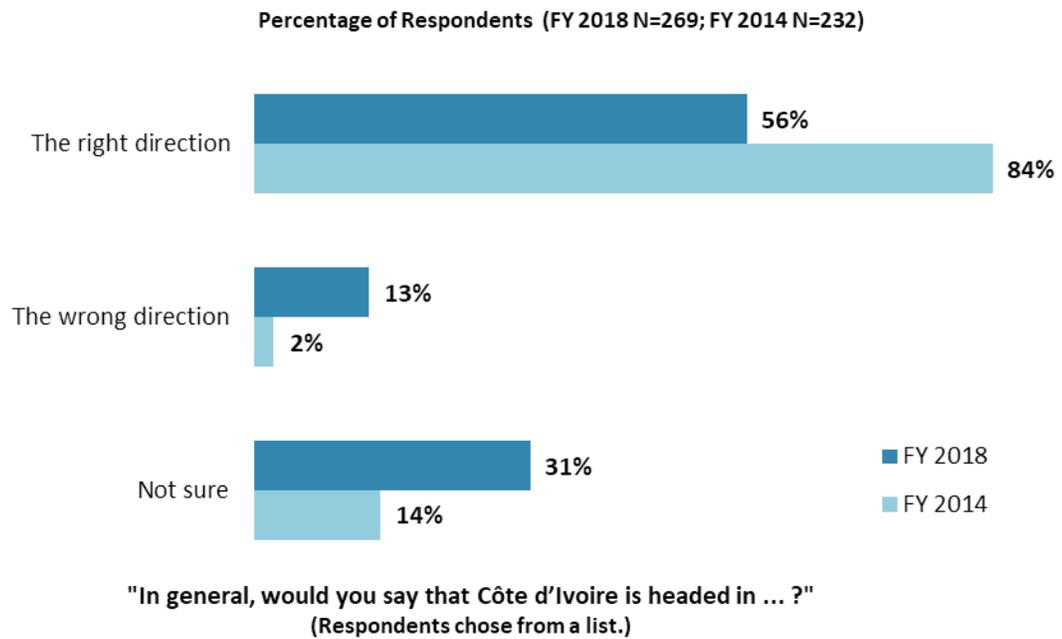
<sup>1</sup> Please refer to Appendix E (page 68) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing Côte d'Ivoire

### Headed in the Right Direction<sup>2</sup>

- **Year comparison:** Respondents in this year's Country Survey were significantly less positive about the prospects of Côte d'Ivoire compared to respondents in the FY'14 Country Survey.



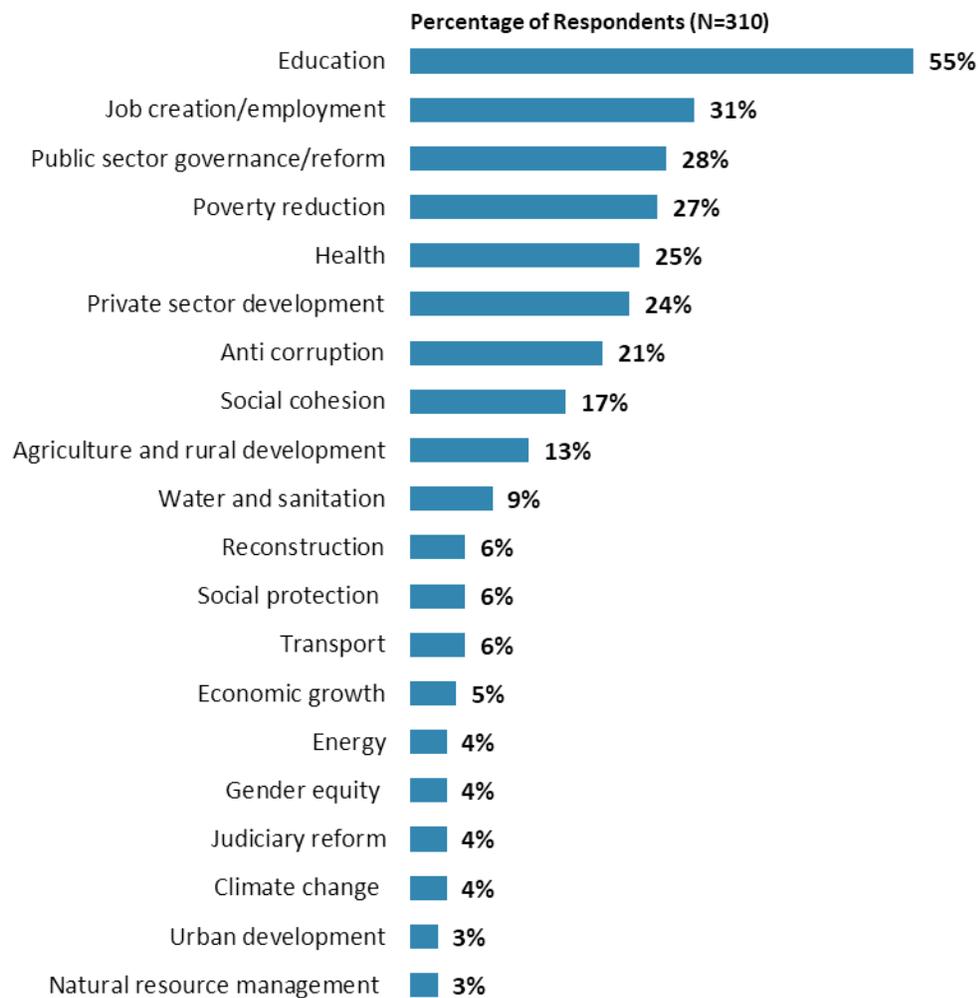
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data.



## IV. General Issues Facing Côte d'Ivoire (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the most important development priorities in Côte d'Ivoire were “*security/stabilization/reconstruction/reconciliation*” (50%), “*public sector governance/reform*” (36%), “*poverty reduction*” (31%), and “*job creation/employment*” (30%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (18% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Côte d'Ivoire, compared to the rest of respondents in other areas of work (education specialists = 77%; others = 52%).



"Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 23 response options shown.)

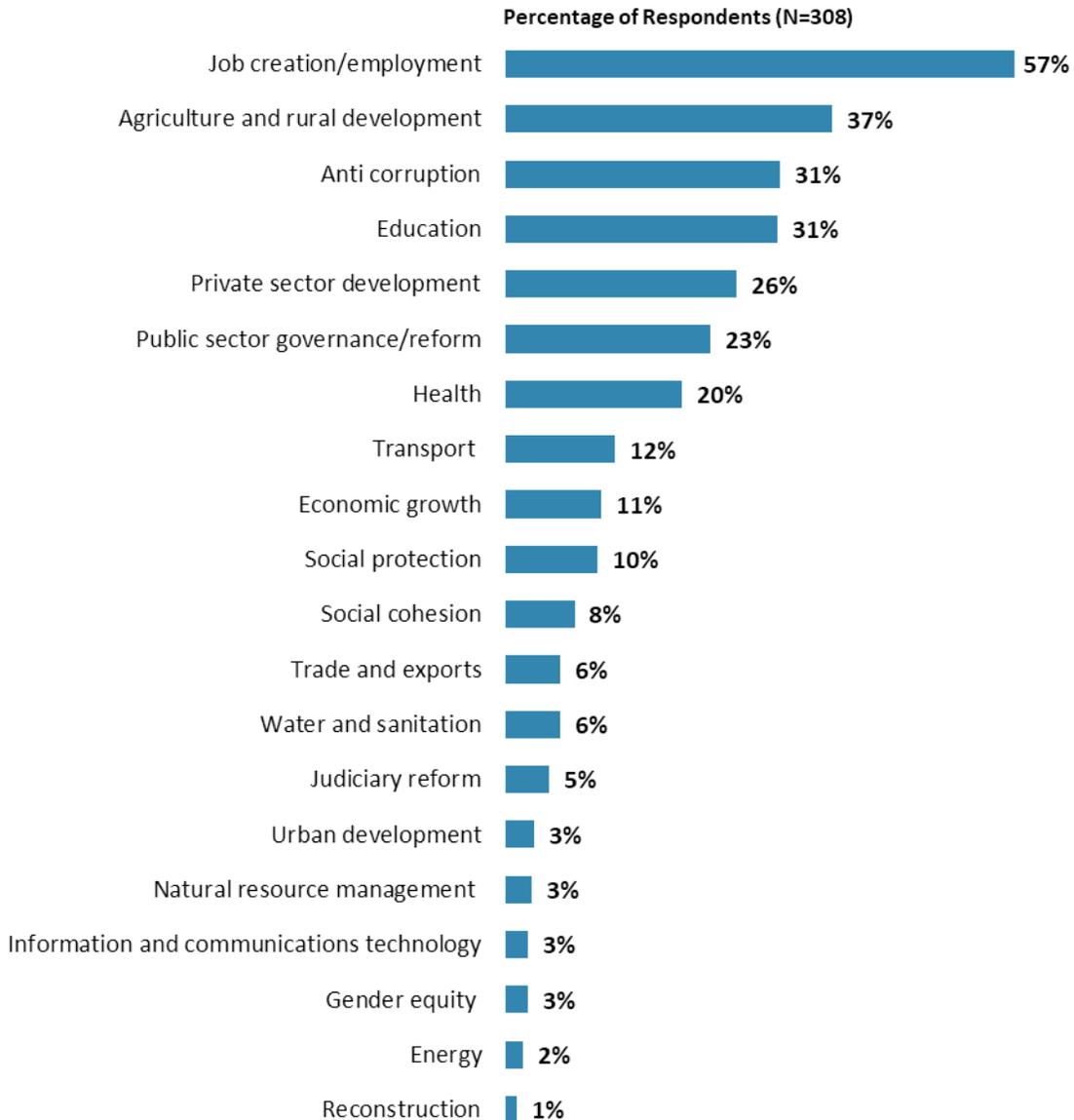
\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



## IV. General Issues Facing Côte d'Ivoire (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the biggest contributors to poverty reduction in Côte d'Ivoire were “*job creation/employment*” (54%), “*agricultural development*” (25%), and “*economic growth*” (25%).



"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 Côte d'Ivoire?"

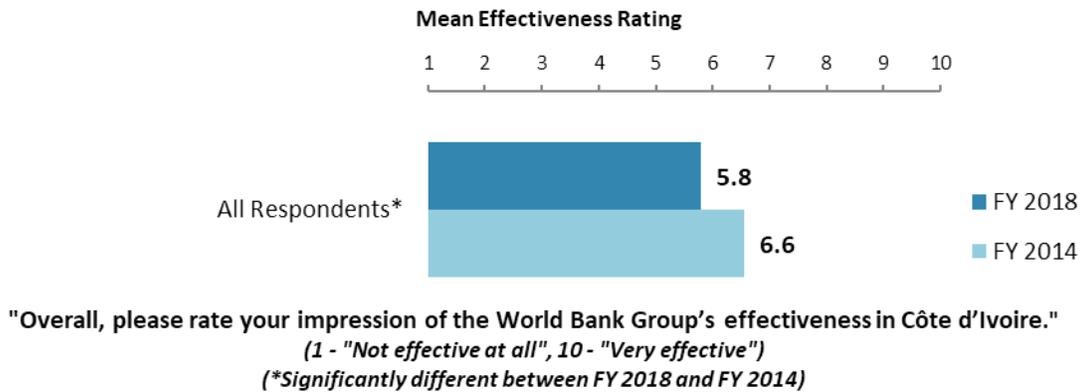
(Choose no more than THREE)"

(Respondents chose from a list. Responses combined. Top 20 of 22 response options shown.)

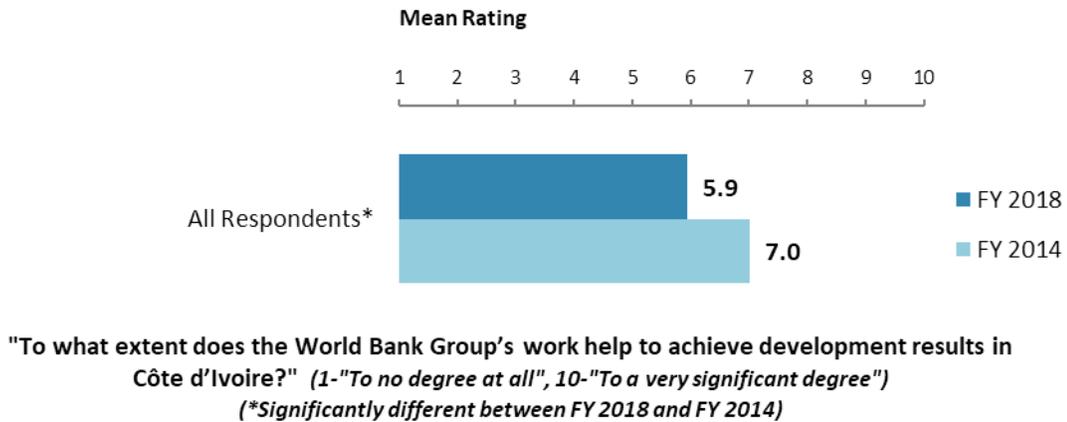


## V. Overall Attitudes toward the World Bank Group

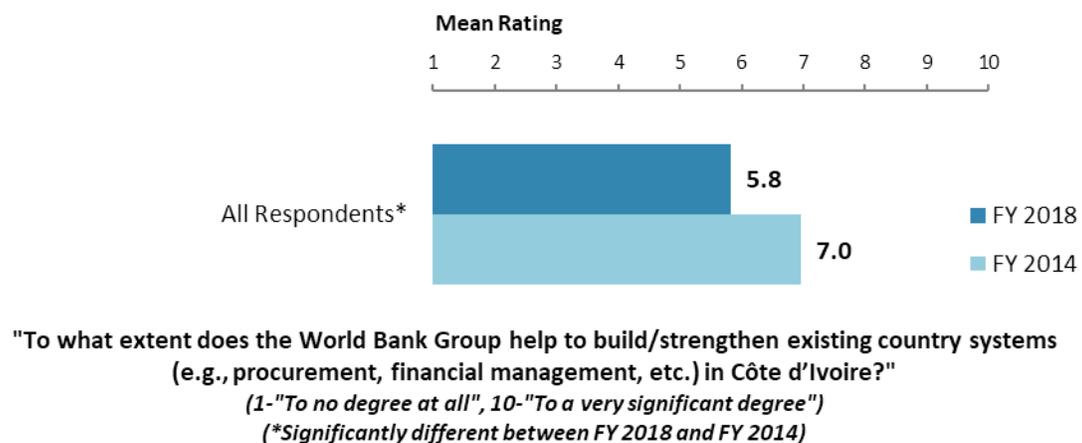
### The World Bank Group's Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)



### Building/Strengthening Existing Country Systems (Indicator Question)



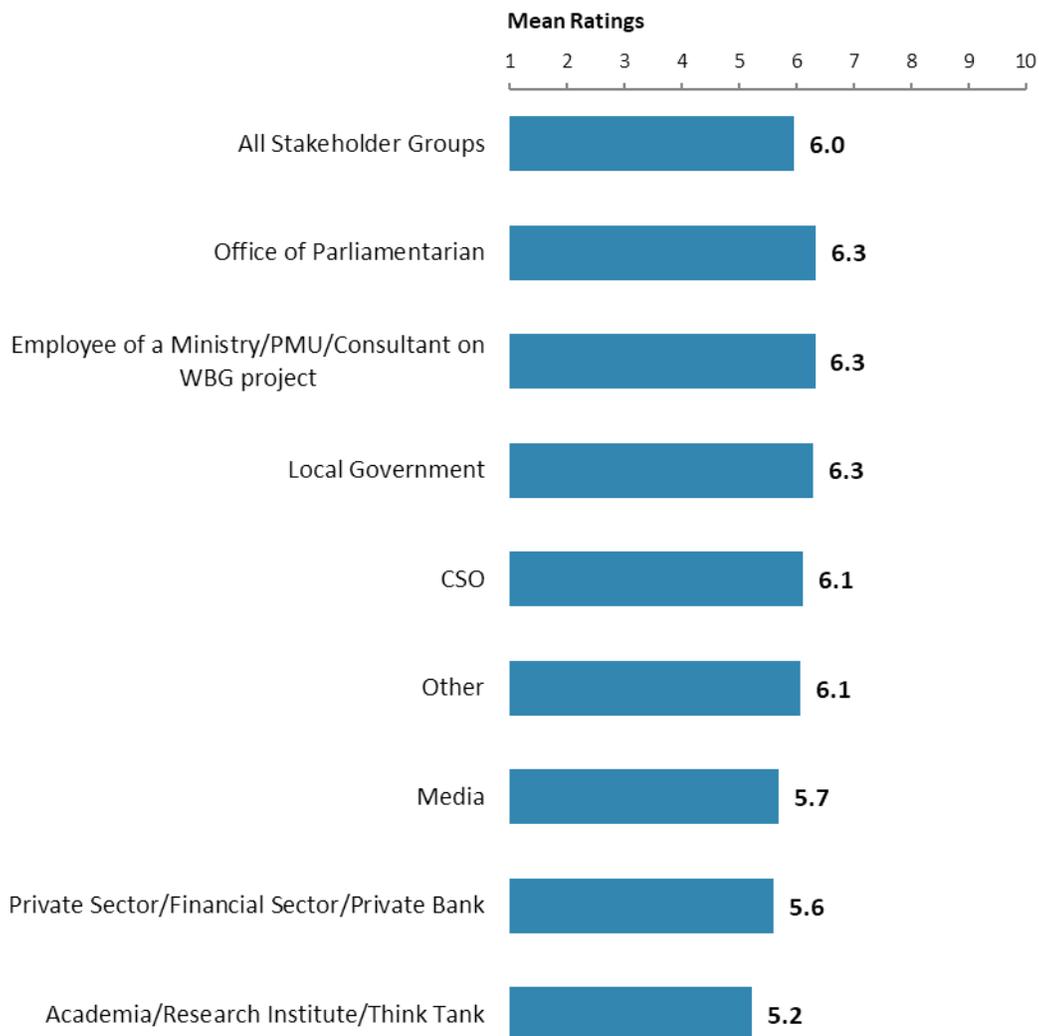
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from an office of a parliamentarian had the highest mean ratings for the aggregated responses to the twenty-eight COS indicator questions, whereas respondents from academia/research institutes/think tanks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 44).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 6.8) compared to respondents who do not collaborate with the WBG (mean rating = 5.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 72).



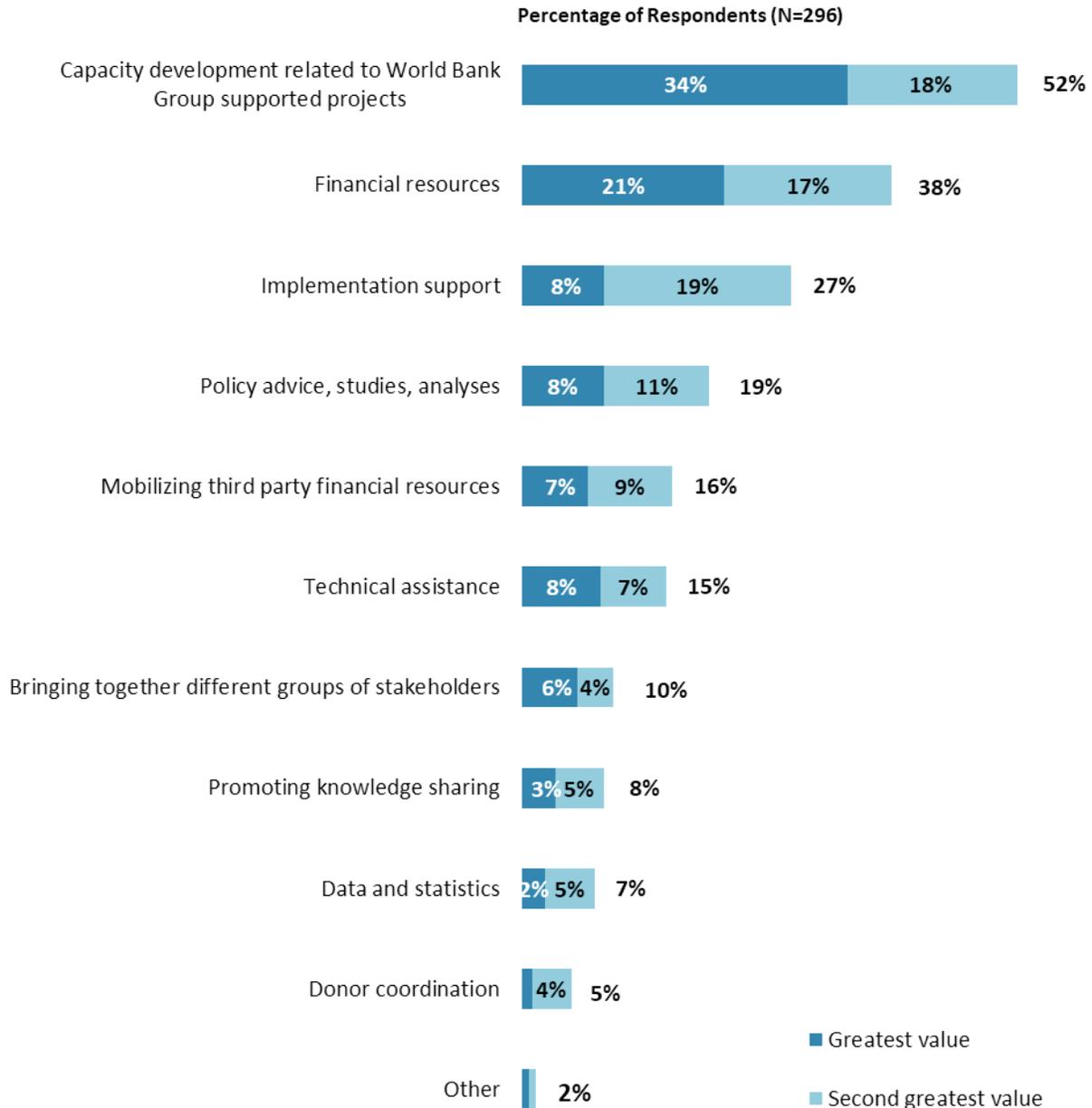
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG's greatest values to Côte d'Ivoire were "*financial resources*" (53%) and "*policy advice, studies, analyses*" (46%).

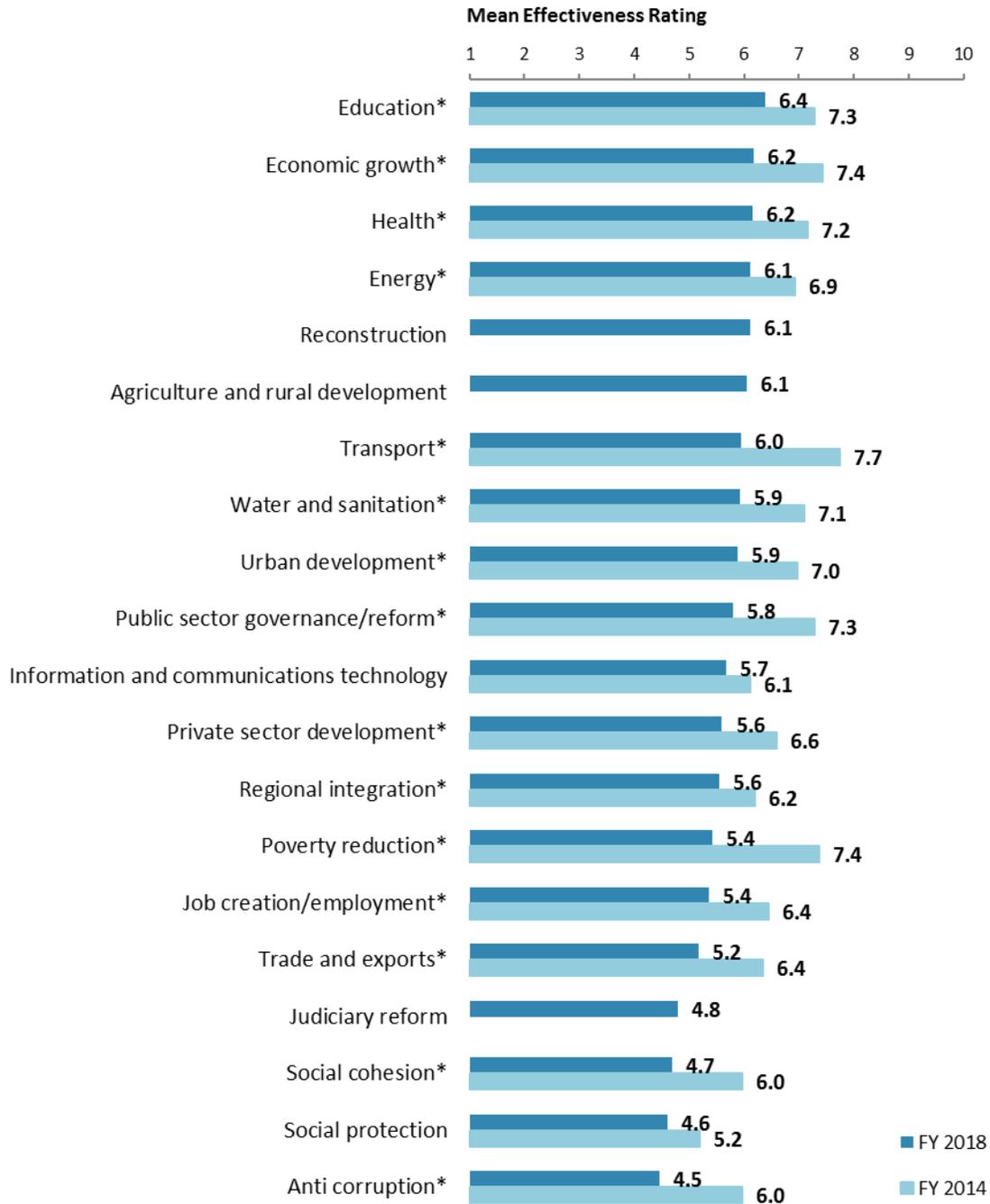


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Côte d'Ivoire?"  
(Respondents chose from a list.)



## VI. Sectoral Effectiveness

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



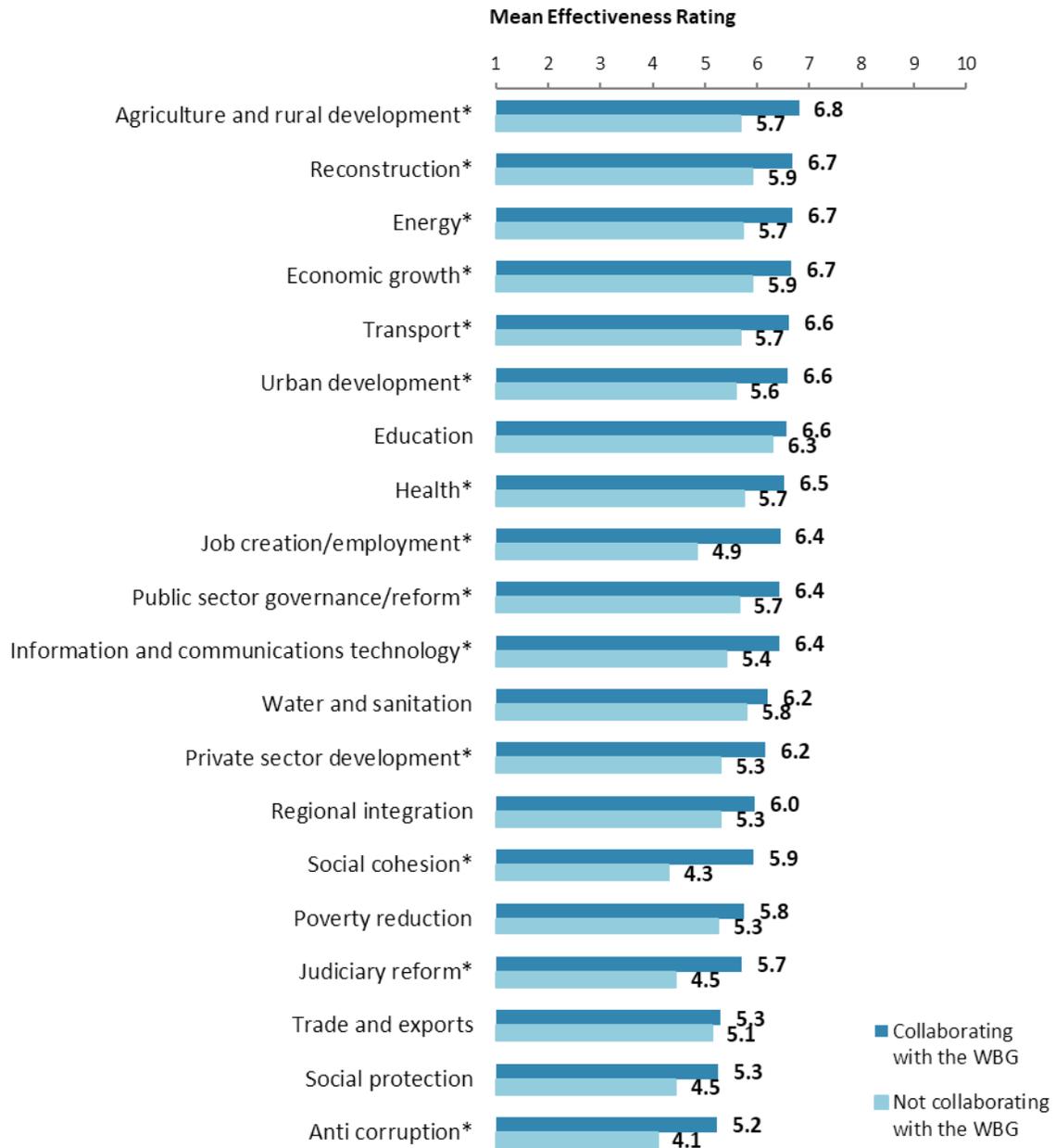
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between FY 2018 and FY 2014)

<sup>4</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>5</sup>



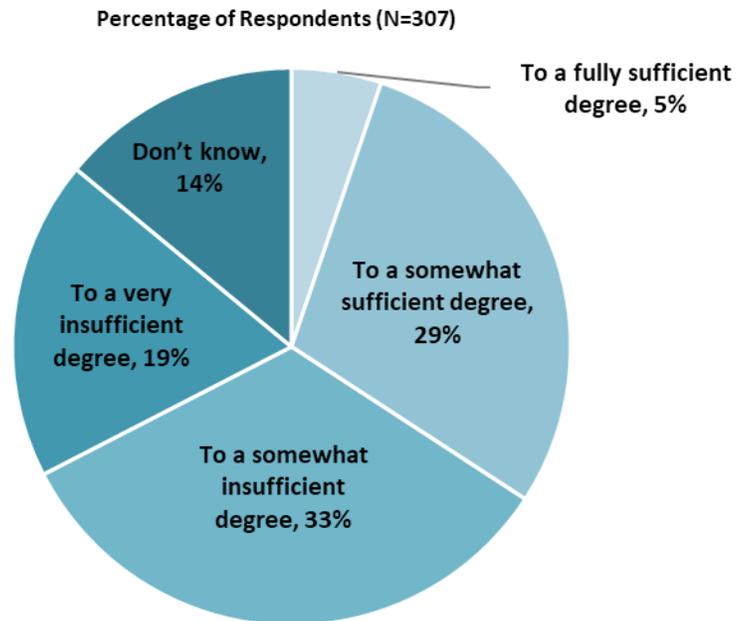
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire?" (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>5</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 33) 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)

### Helping the Poorest

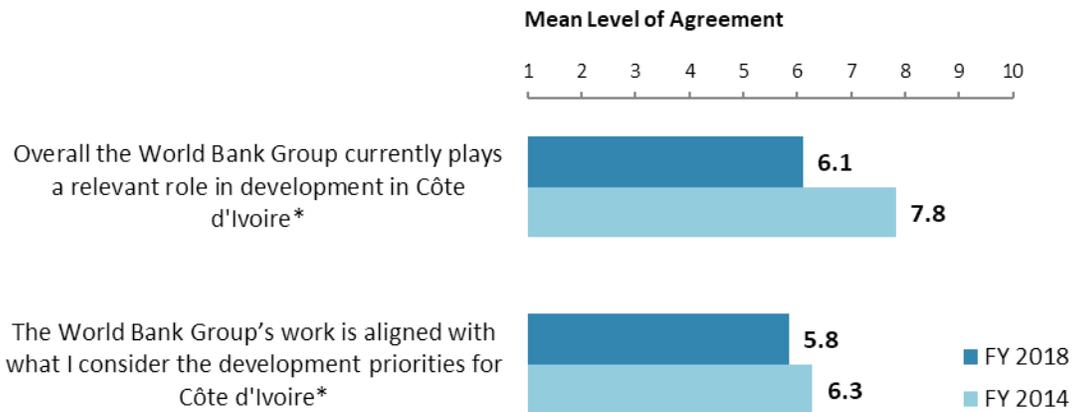


“To what extent do you believe that the World Bank Group’s work and support help the poorest in Côte d’Ivoire?” (Respondents chose from a list.)



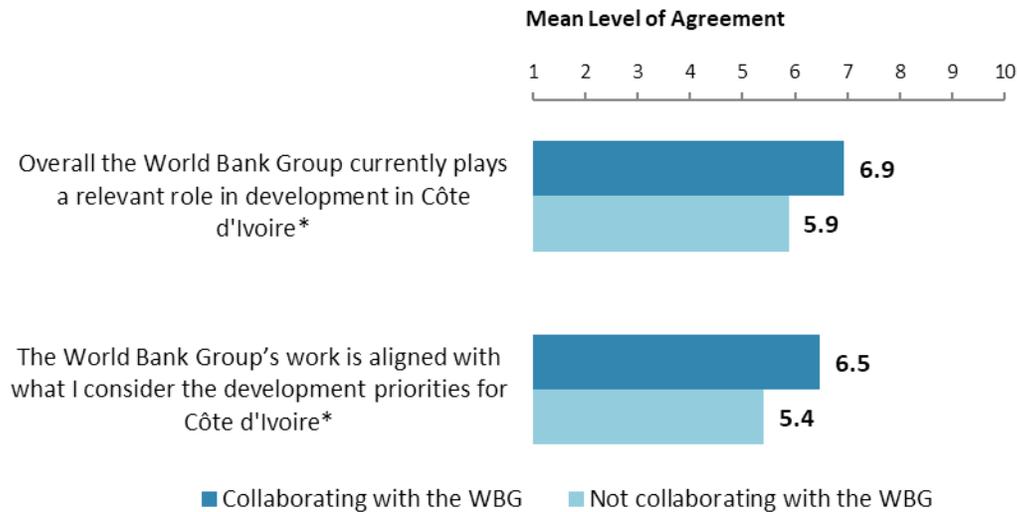
## VII. How the World Bank Group Operates

### The WBG's Work in Côte d'Ivoire: Year Comparison<sup>6</sup> (Indicator Questions)



**"To what extent do you agree with the following statements about the World Bank Group's work in Côte d'Ivoire?" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between FY 2018 and FY 2014)

### The WBG's Work in Côte d'Ivoire: Collaboration (Indicator Questions)



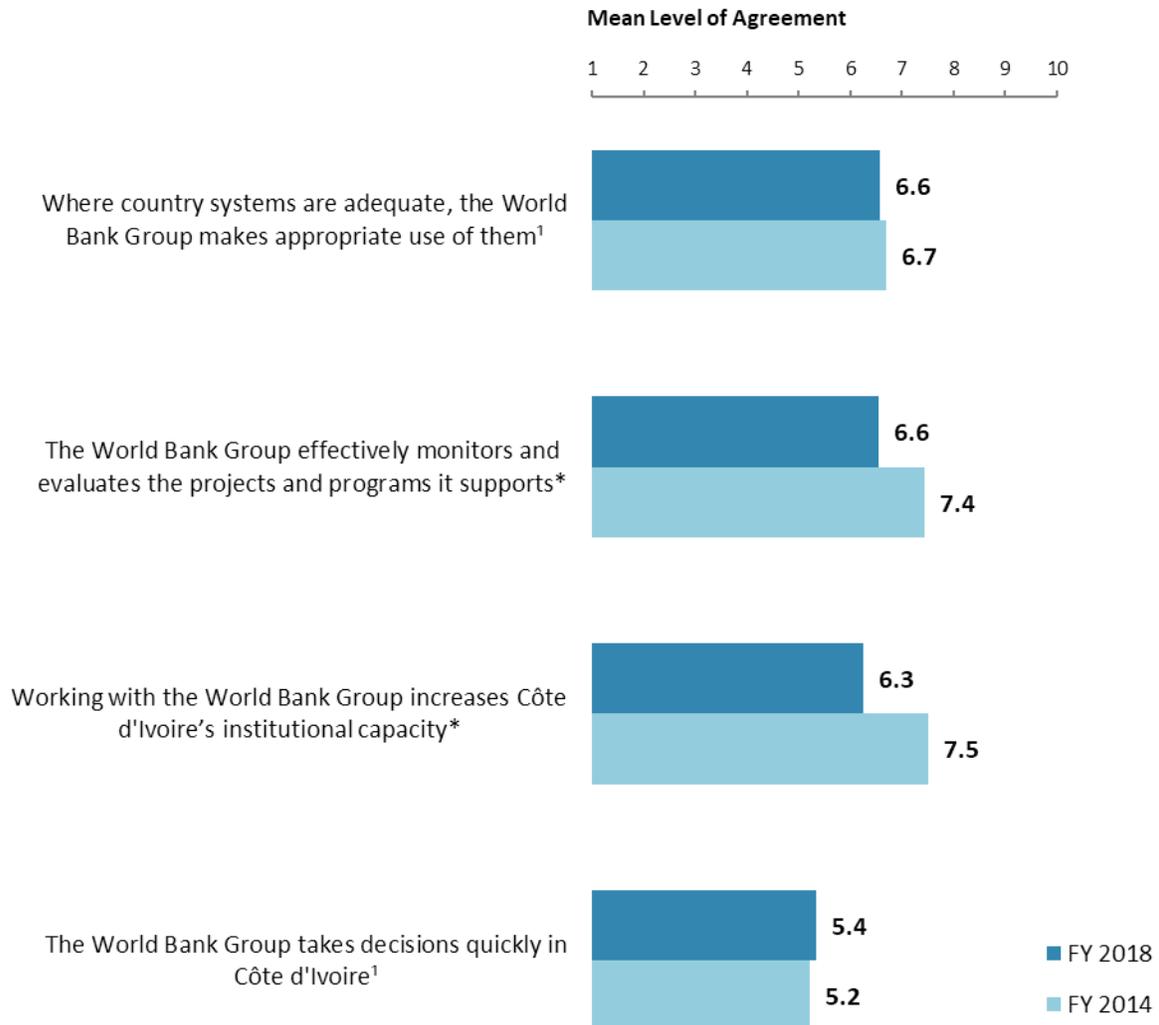
**"To what extent do you agree with the following statements about the World Bank Group's work in Côte d'Ivoire?" (1-"Strongly disagree", 10-"Strongly agree")**  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>6</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>7</sup>



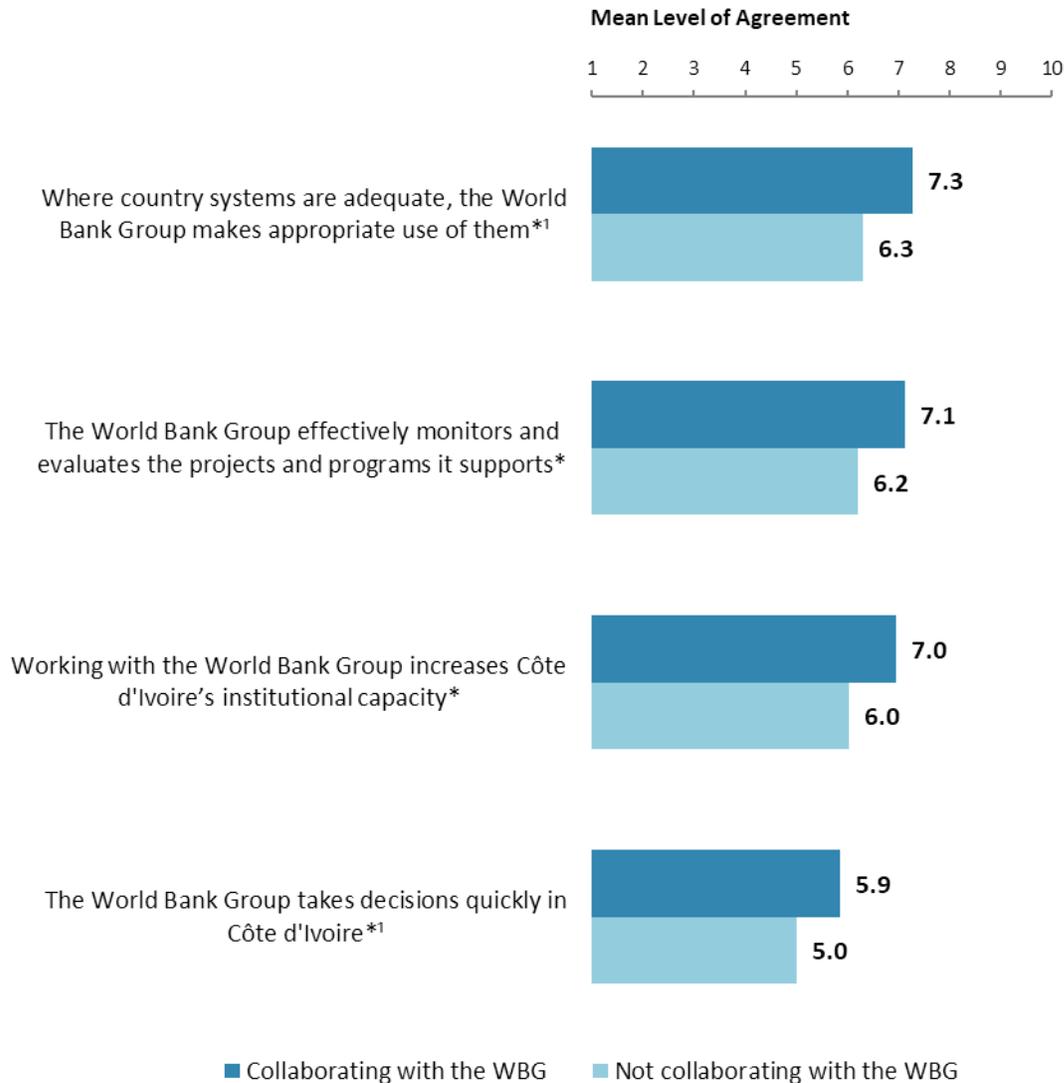
"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2018 and FY 2014)  
<sup>1</sup>Indicator Question

<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration

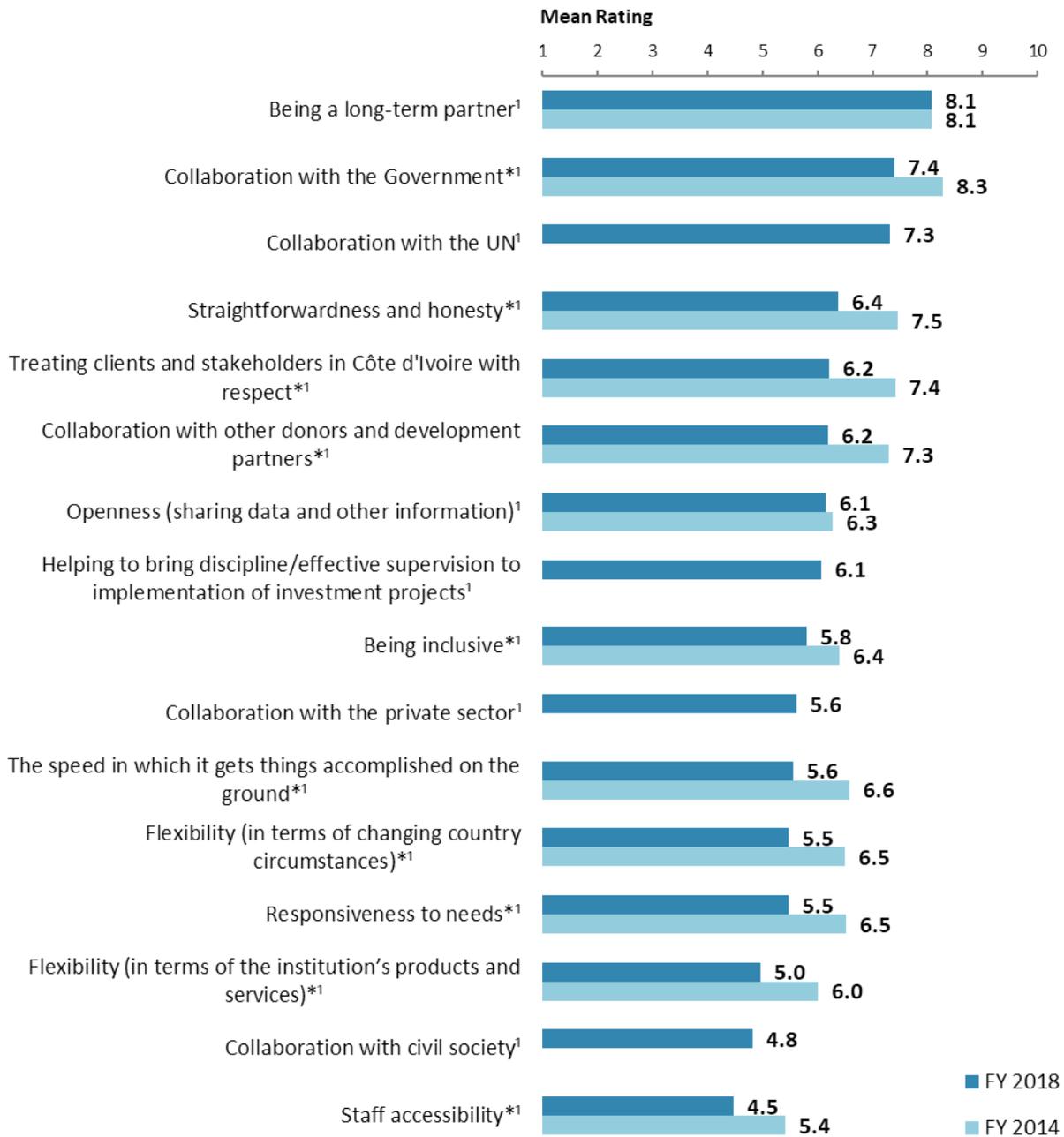


**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>8</sup>



**"To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, 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 2014)**

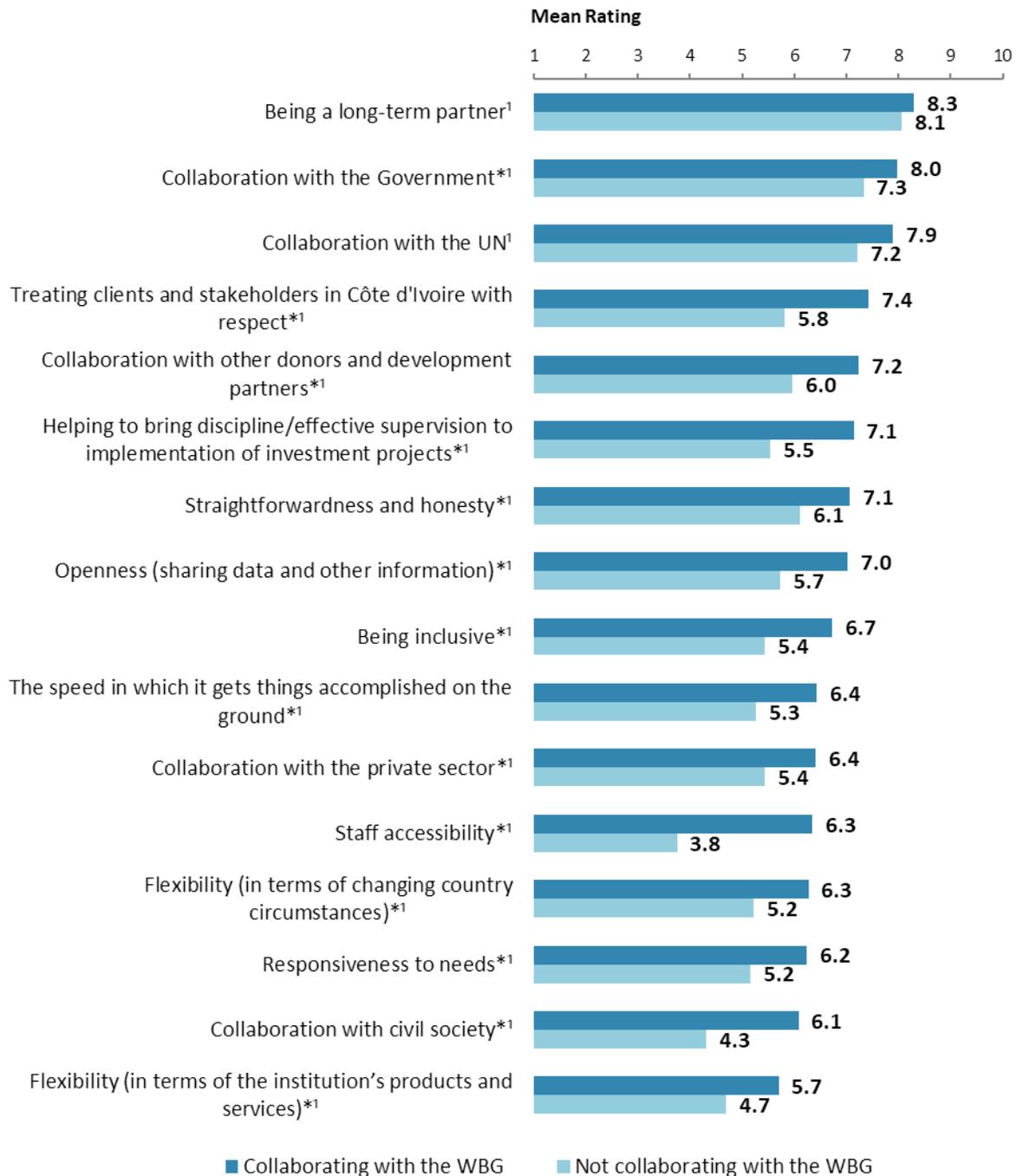
<sup>1</sup>Indicator Question

<sup>8</sup> 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 Côte d'Ivoire, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**  
 (\*Significantly different between collaborators and non-collaborators with the WBG)

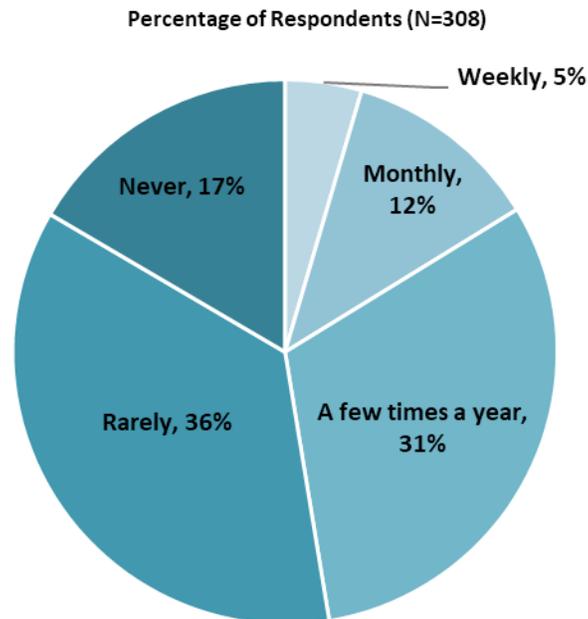
<sup>1</sup>Indicator Question



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from the media indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

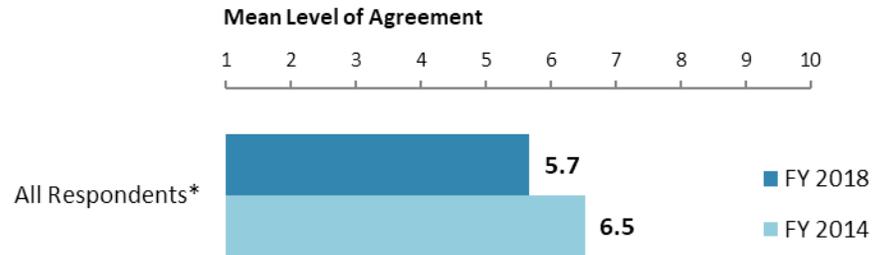


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)



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

### Meeting Côte d'Ivoire's Knowledge Needs<sup>9</sup> (Indicator Question)



"The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)." (1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2018 and FY 2014)

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"  
(1-"Not significant at all", 10-"Very significant")  
(\*Significantly different between FY 2018 and FY 2014)

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



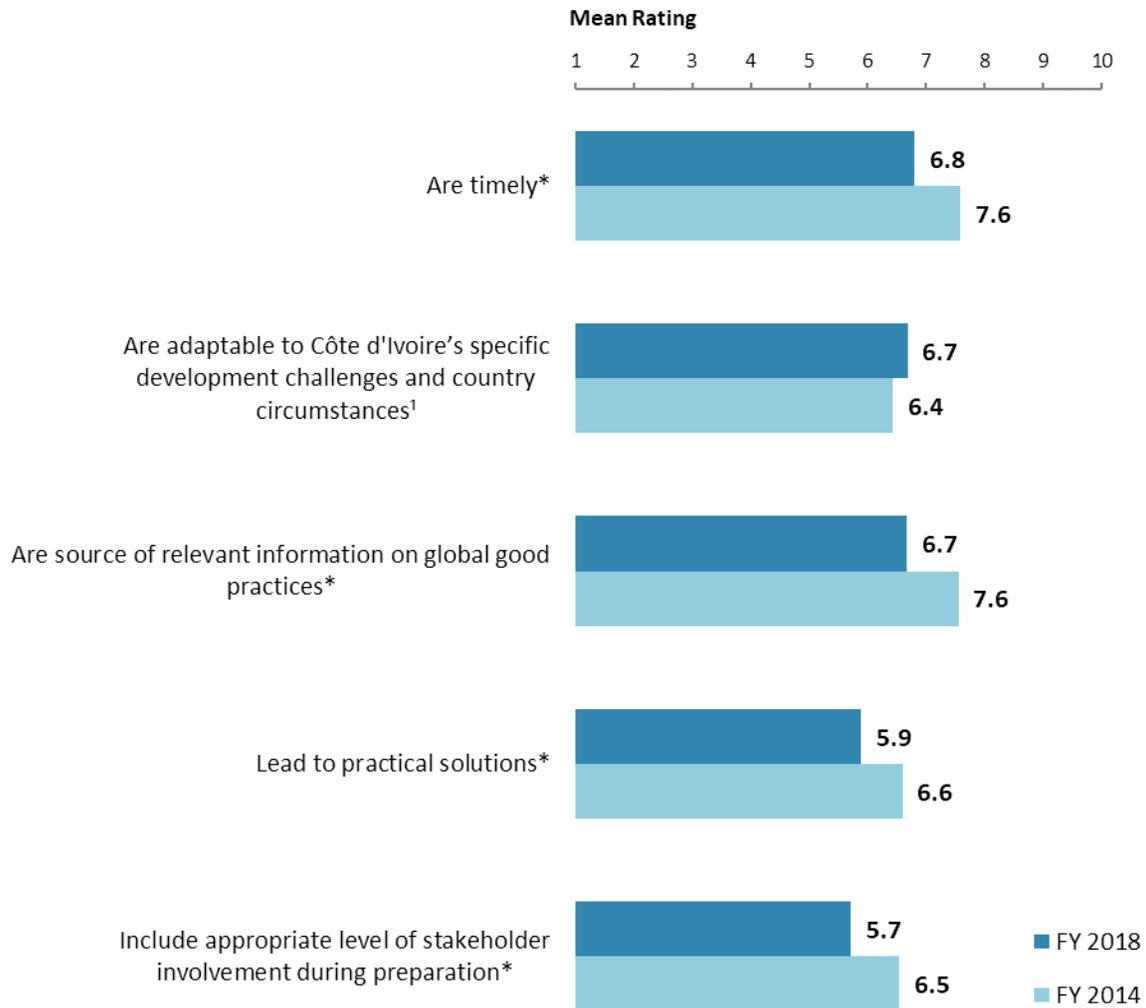
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")  
(\*Significantly different between FY 2018 and FY 2014)

<sup>9</sup> 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 Activities<sup>10</sup>



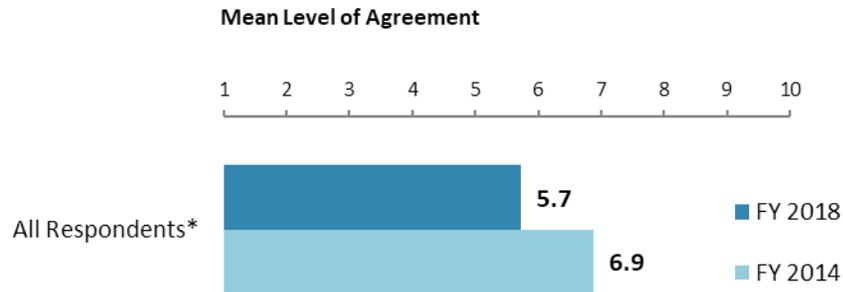
"In Côte d'Ivoire, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2018 and FY 2014)  
Indicator Question

<sup>10</sup> Means in the chart were calculated based on weighted data.



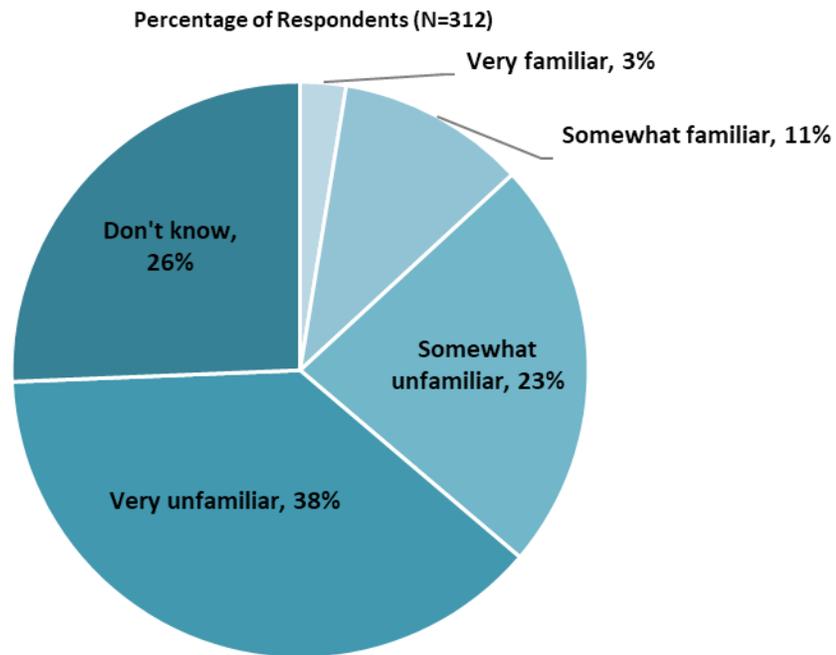
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Côte d'Ivoire's Needs for Financial Instruments<sup>11</sup> (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Côte d'Ivoire."  
 (1-"Strongly disagree", 10-"Strongly agree")  
 (\*Significantly different between FY 2018 and FY 2014)

### Familiarity with WBG's New/Expanded Financial Instruments



"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 Côte d'Ivoire?" (Respondents chose from a list.)

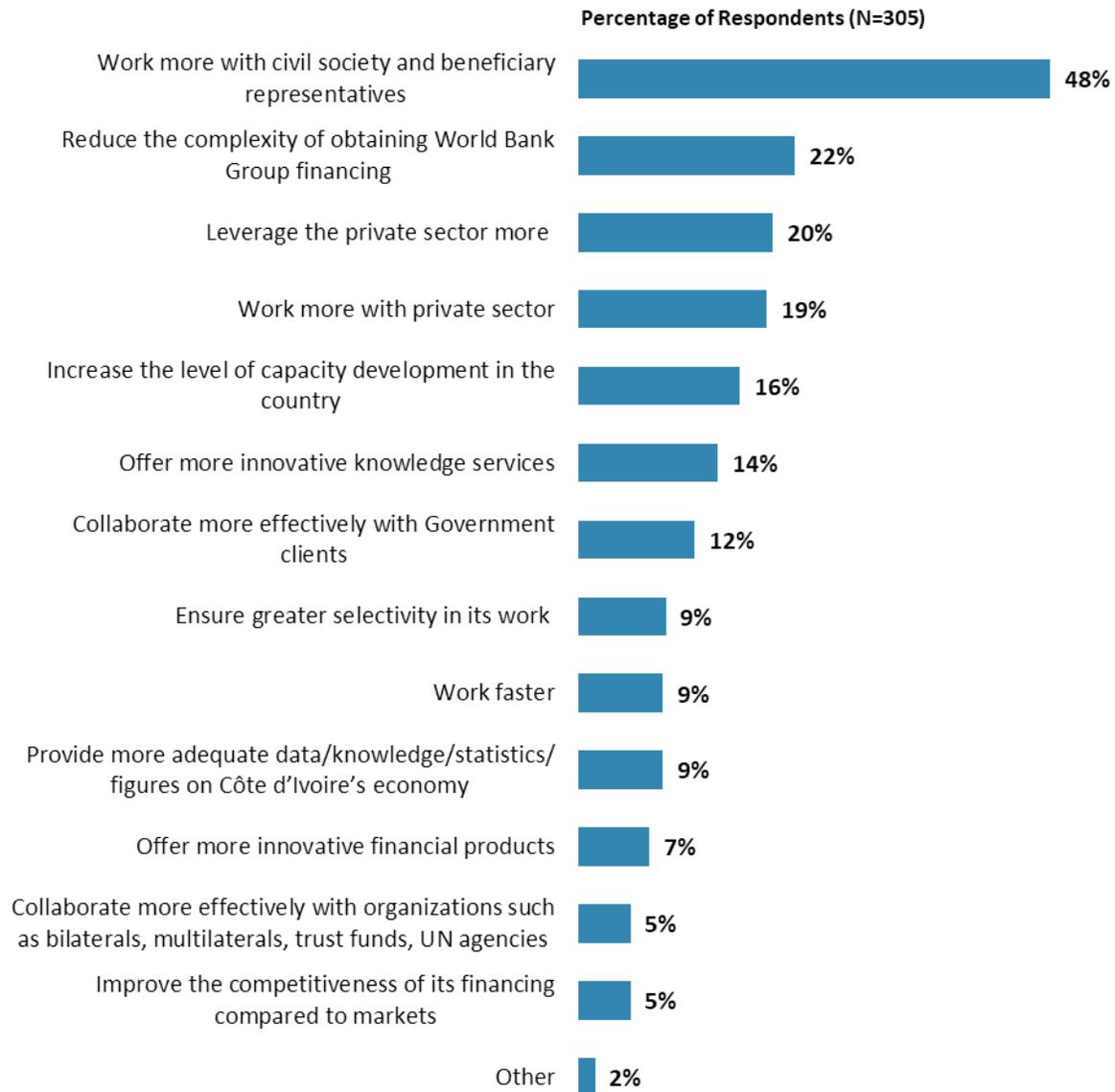
<sup>11</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the World Bank Group in Côte d'Ivoire

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (51%) and “*reduce the complexity of obtaining World Bank Group financing*” (30%) to make itself of greater value in Côte d'Ivoire.



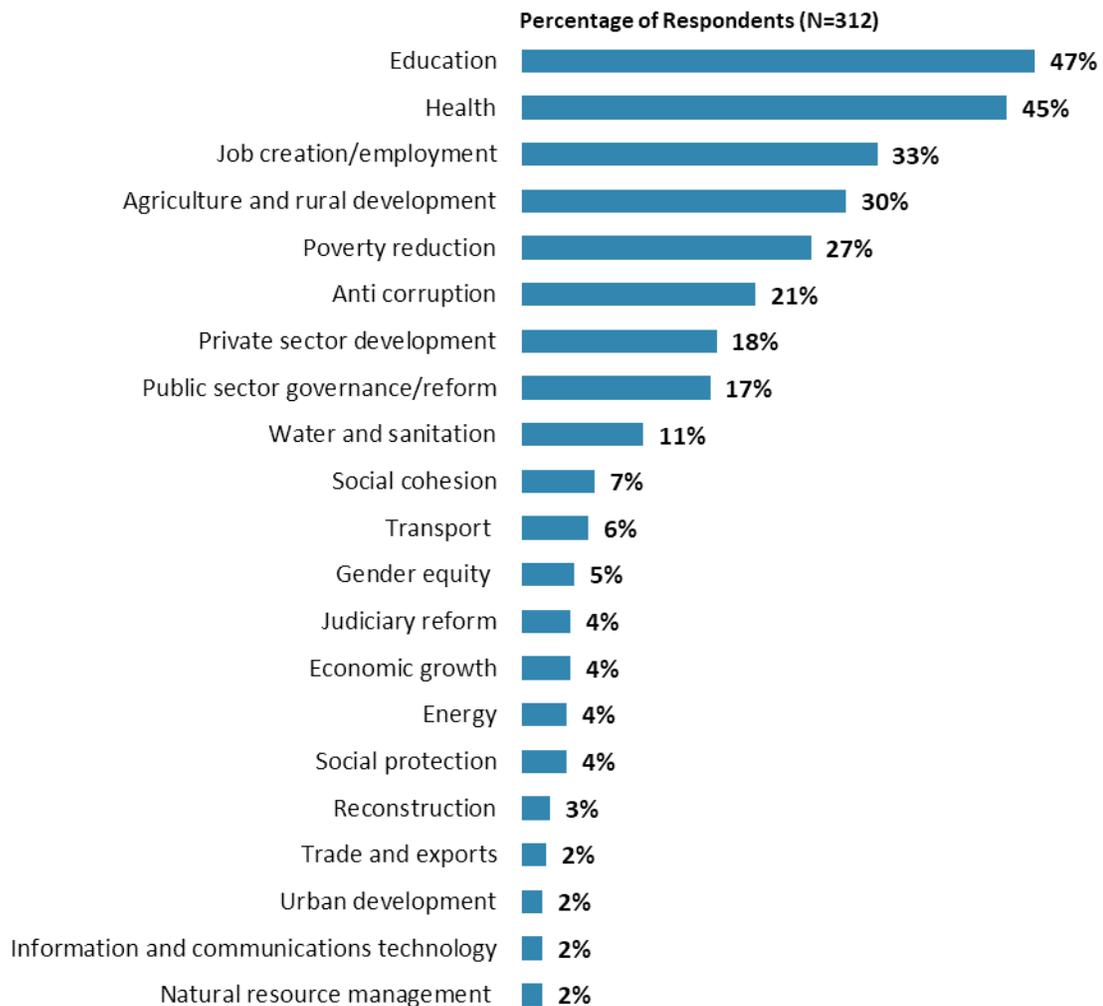
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Côte d'Ivoire (continued)

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

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that the WBG should focus its resources on “*poverty reduction*” (36%), “*public sector governance/reform*” (32%), “*job creation/employment*” (30%), “*education*” (28%), and “*health*” (27%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (18% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 70%; others = 43%).



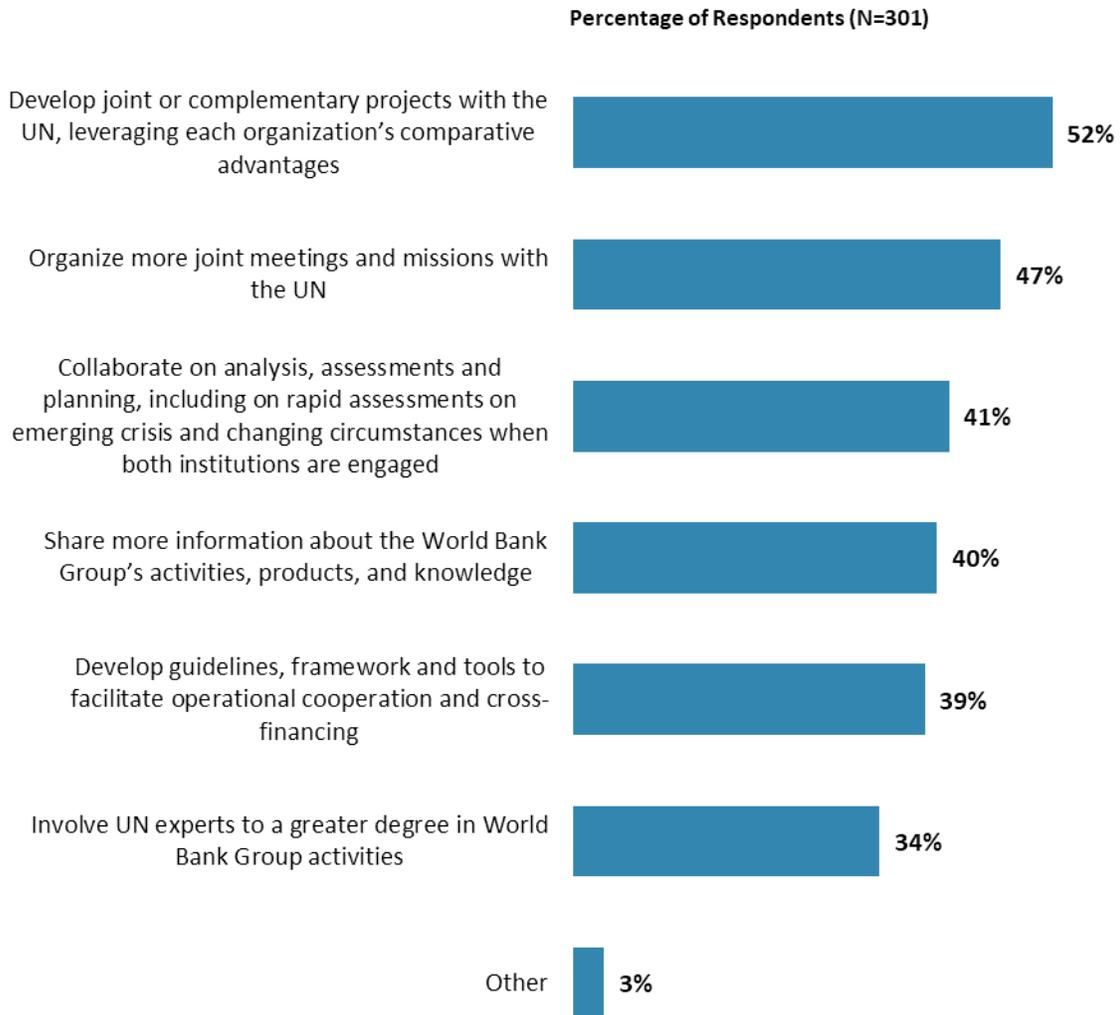
**“When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Côte d'Ivoire? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 21 of 23 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 most of its resources on.



## IX. The Future Role of the WBG in Côte d'Ivoire (continued)

### The WBG Collaboration with the UN

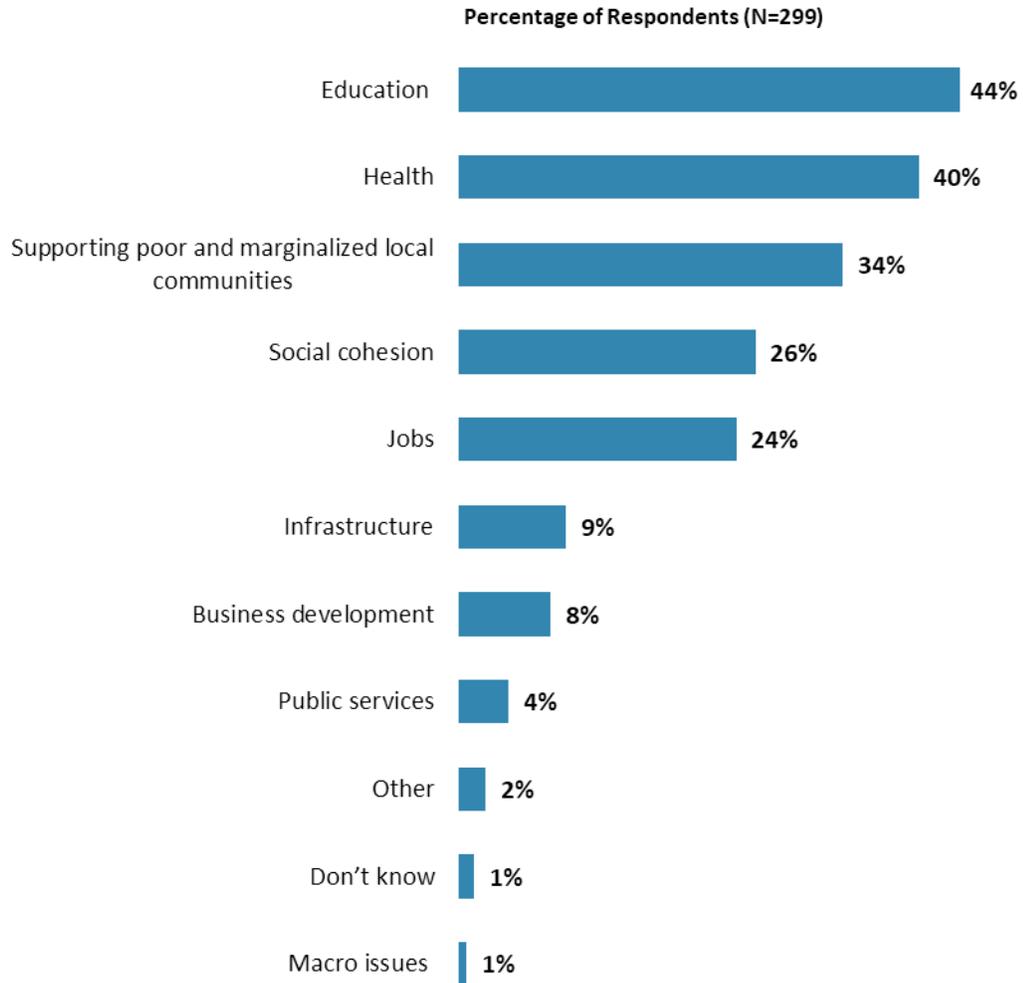


**"What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Côte d'Ivoire (continued)

### The Refugee Crisis: WBG's Support



"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 Côte d'Ivoire? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

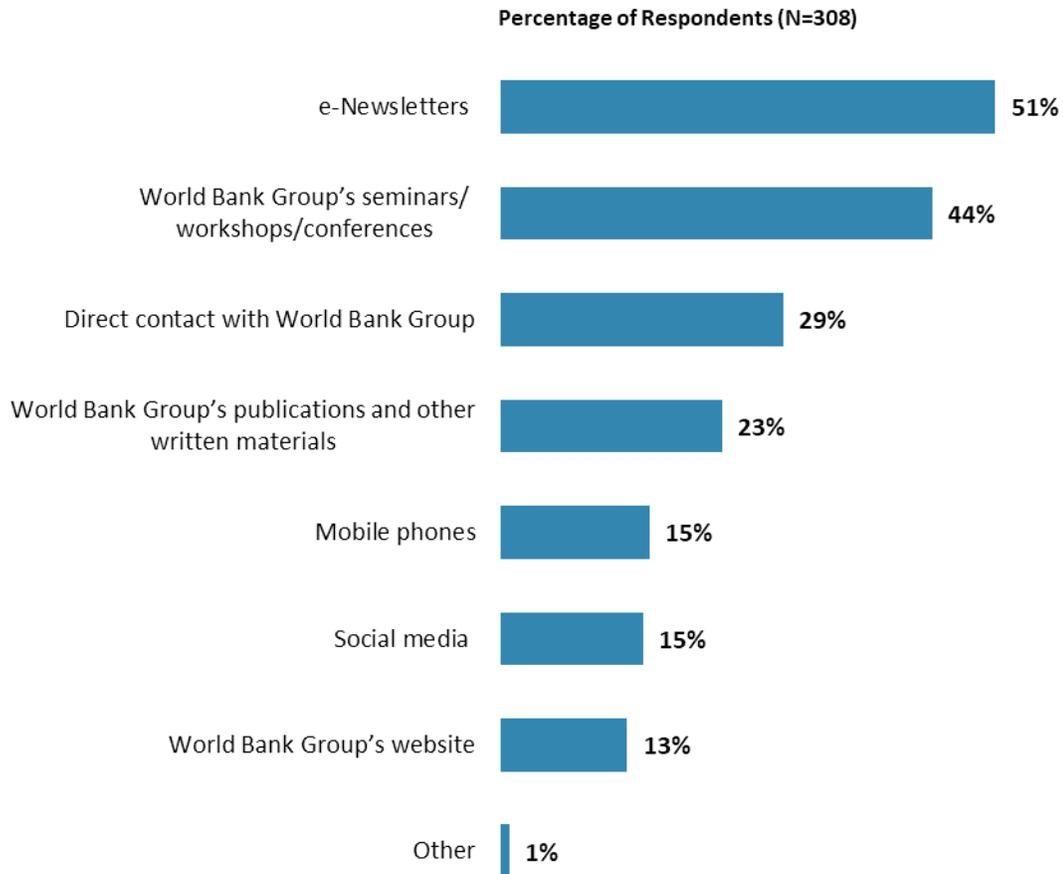


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 44) for all responses by stakeholder groups.*

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'14 Country Survey indicated that they would prefer to receive information from the WBG through “e-Newsletters” (44%) and “World Bank Group’s seminars/workshops/conferences” (43%).

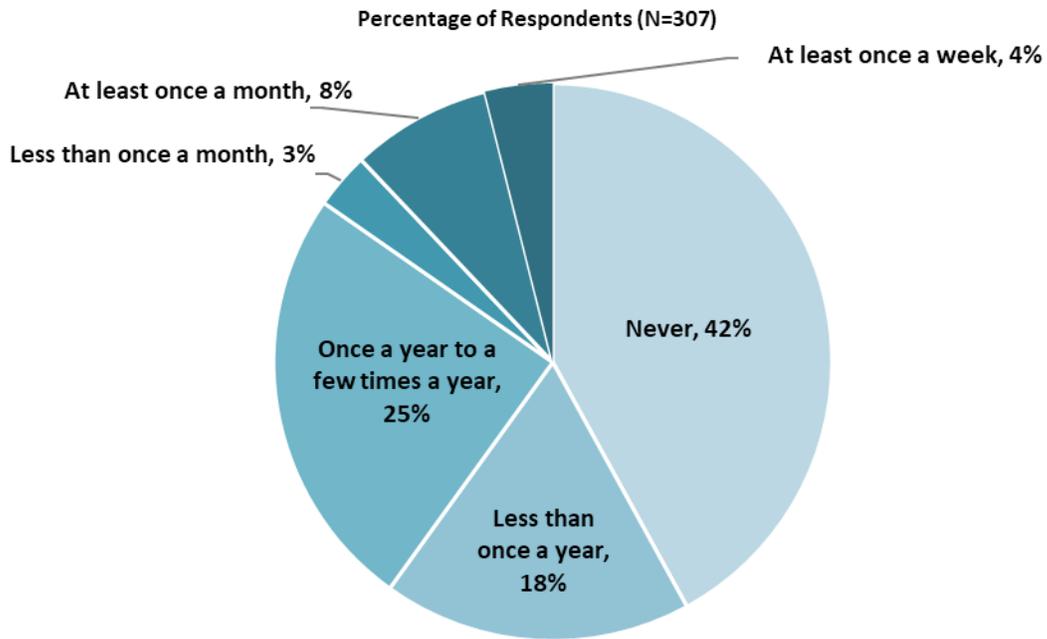


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Frequency of Interaction with the WBG



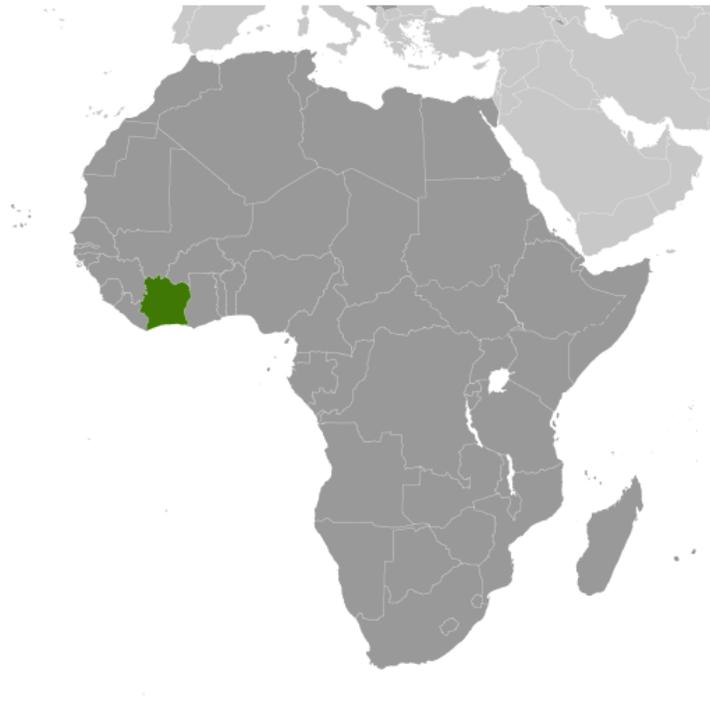
“How frequently do you interact with the World Bank Group now in Côte d'Ivoire?”  
(Respondents chose from a list.)



## XI. Appendices

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### CÔTE D'IVOIRE





## 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 Côte d'Ivoire

<b>1. In general, would you say that Côte d'Ivoire is headed in ... ?</b>	<b>Percentage of Respondents (N=312)</b>
The right direction	55.8%
The wrong direction	12.5%
Not sure	31.7%

<b>2. Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=310)</b>
Education	55.0%
Job creation/employment	31.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	28.0%
Poverty reduction	27.0%
Health	25.0%
Private sector development	24.0%
Anti corruption	21.0%
Social cohesion	17.0%
Agriculture and rural development	13.0%
Water and sanitation	9.0%
Reconstruction	6.0%
Social protection (e.g., pensions, targeted social assistance)	6.0%
Transport (e.g., roads, bridges, transportation)	6.0%
Economic growth	5.0%
Energy	4.0%
Gender equity (closing the gap between women and men, and boys and girls)	4.0%
Judiciary reform	4.0%
Climate change (e.g., mitigation, adaptation)	4.0%
Urban development	3.0%
Natural resource management (e.g., oil, mining)	3.0%
Regional integration	2.0%
Information and communications technology	1.0%
Trade and exports	0.0%

**A. General Issues Facing Côte d'Ivoire (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=308)</b>
Job creation/employment	57.1%
Agriculture and rural development	36.7%
Anti corruption	30.8%
Education	30.5%
Private sector development	26.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.1%
Health	19.8%
Transport (e.g., roads, bridges, transportation)	12.3%
Economic growth	10.7%
Social protection (e.g., pensions, targeted social assistance)	10.4%
Social cohesion	7.8%
Trade and exports	6.2%
Water and sanitation	6.2%
Judiciary reform	4.9%
Urban development	3.2%
Natural resource management (e.g., oil, mining)	2.9%
Information and communications technology	2.6%
Gender equity (closing the gap between women and men, and boys and girls)	2.6%
Energy	1.9%
Reconstruction	1.3%
Climate change (e.g., mitigation, adaptation)	0.3%
Regional integration	0.3%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Côte d'Ivoire? (1-Not familiar at all, 10-Extremely familiar)	313	0	4.74	2.33

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire. (1-Not effective at all, 10-Very effective)	268	45	5.78	2.21

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

<b>3. When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=312)</b>
Education	47.1%
Health	44.6%
Job creation/employment	32.7%
Agriculture and rural development	29.8%
Poverty reduction	26.6%
Anti corruption	21.5%
Private sector development	17.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17.3%
Water and sanitation	11.2%
Social cohesion	6.7%
Transport (e.g., roads, bridges, transportation)	6.1%
Gender equity (closing the gap between women and men, and boys and girls)	4.8%
Judiciary reform	4.5%
Economic growth	4.5%
Energy	4.2%
Social protection (e.g., pensions, targeted social assistance)	4.2%
Reconstruction	2.6%
Trade and exports	2.2%
Urban development	1.9%
Information and communications technology	1.9%
Natural resource management (e.g., oil, mining)	1.9%
Regional integration	1.3%
Climate change (e.g., mitigation, adaptation)	1.3%

<b>4. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Côte d'Ivoire?</b>	<b>Percentage of Respondents (N=296)</b>		
	<b>Greatest Value</b>	<b>Second Greatest Value</b>	<b>Combined</b>
Capacity development related to World Bank Group supported projects	33.8%	17.7%	51.5%
Financial resources	20.9%	17.4%	38.4%
Implementation support	8.4%	19.5%	27.9%
Policy advice, studies, analyses	8.4%	10.9%	19.4%
Mobilizing third party financial resources	6.8%	8.9%	15.6%
Technical assistance	8.1%	6.8%	14.9%
Bringing together different groups of stakeholders	5.7%	3.8%	9.5%
Promoting knowledge sharing	3.4%	5.1%	8.5%
Data and statistics	2.4%	5.1%	7.5%
Donor coordination	1.0%	4.1%	5.1%
Other	0.7%	0.7%	1.4%

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

5. To what extent do you believe that the World Bank Group's work and support help the poorest in Côte d'Ivoire? (Select only ONE response)	Percentage of Respondents (N=307)
To a fully sufficient degree	5.2%
To a somewhat sufficient degree	29.0%
To a somewhat insufficient degree	33.2%
To a very insufficient degree	18.6%
Don't know	14.0%

To what extent do you agree with the following statements about the World Bank Group's work in Côte d'Ivoire? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
6. Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	286	21	6.13	2.1
7. The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	270	37	5.68	2.3

To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
8. Responsiveness to needs*	239	60	5.42	1.95
9. Flexibility (in terms of the institution's products and services)*	197	99	4.95	1.99
10. Flexibility (in terms of changing country circumstances)*	215	82	5.50	1.92
11. Being inclusive*	186	107	5.75	2.30
12. Openness (sharing data and other information)*	230	59	6.08	2.22
13. Collaboration with the Government*	279	25	7.46	1.79
14. The speed in which it gets things accomplished on the ground*	242	55	5.52	2.01
15. Helping to bring discipline/effective supervision to implementation of investment projects*	251	51	5.92	2.23
16. Collaboration with civil society*	248	51	4.68	2.33
17. Staff accessibility*	226	70	4.37	2.32
18. Collaboration with other donors and development partners*	182	116	6.27	2.05
19. Collaboration with the private sector*	204	92	5.68	2.13
20. Collaboration with the UN*	170	125	7.32	1.96
21. Straightforwardness and honesty*	198	99	6.31	2.26
22. Treating clients and stakeholders in Côte d'Ivoire with respect*	191	109	6.24	2.14
23. Being a long-term partner*	232	67	8.12	1.68

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	148	149	4.63	2.12
2. Private sector development	217	80	5.52	2.12
3. Education	264	41	6.35	1.86
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	223	78	5.82	2.19
5. Regional integration	171	129	5.47	2.02
6. Urban development	234	65	5.81	2.07
7. Energy	207	89	5.95	2.02
8. Water and sanitation	241	59	5.88	1.92
9. Job creation/employment	226	69	5.23	2.30
10. Health	247	49	5.90	2.06
11. Transport (e.g., roads, bridges, transportation)	234	67	5.91	2.07
12. Agriculture and rural development	242	59	5.95	2.06
13. Trade and exports	168	129	5.21	1.90
14. Poverty reduction	257	45	5.35	2.21
15. Anti corruption	215	85	4.33	2.28
16. Judiciary reform	175	123	4.73	2.19
17. Economic growth	241	60	6.08	2.06
18. Information and communications technology	175	123	5.66	2.00
19. Reconstruction	217	85	6.09	2.09
20. Social cohesion	203	101	4.68	2.32

Achieving Development Results*	N	DK	Mean	SD
2. To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire? (1-To no degree at all, 10-To a very significant degree)	273	37	5.89	1.77

To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
3. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Côte d'Ivoire*	259	54	5.71	2.16
4. The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	248	60	5.64	2.13

Building and Strengthening Country Systems*	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Côte d'Ivoire? (1-To no degree at all, 10-To a very significant degree)	212	97	5.71	1.99

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

6. 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 Côte d'Ivoire? (Select only ONE response)	Percentage of Respondents (N=312)
Very familiar	2.6%
Somewhat familiar	10.6%
Somewhat unfamiliar	23.1%
Very unfamiliar	38.1%
Don't know	25.6%

**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=308)
Weekly	4.5%
Monthly	11.7%
A few times a year	31.2%
Rarely	36.0%
Never	16.6%

In Côte d'Ivoire, 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	240	54	6.75	1.88
3. Include appropriate level of stakeholder involvement during preparation	197	102	5.74	1.90
4. Lead to practical solutions	230	71	5.78	1.92
5. Are source of relevant information on global good practices	233	68	6.64	1.98
6. Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	254	51	6.54	2.04

Overall Evaluations*	N	DK	Mean	SD
7. 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)	266	45	6.57	2.00
8. 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)	255	56	6.53	2.03

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group effectively monitors and evaluates the projects and programs it supports	274	39	6.45	2.37
2. The World Bank Group takes decisions quickly in Côte d'Ivoire*	213	95	5.24	2.09
3. Working with the World Bank Group increases Côte d'Ivoire's institutional capacity	257	51	6.25	2.04
4. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	197	112	6.57	2.18

5. 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 Côte d'Ivoire? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=299)
Education	44.1%
Health	40.5%
Supporting poor and marginalized local communities	33.8%
Social cohesion	26.1%
Jobs	24.4%
Infrastructure	9.4%
Business development	8.0%
Public services	4.3%
Other	2.3%
Don't know	1.3%
Macro issues (fiscal accounts, balance of payments, etc.)	0.7%

**F. The Future Role of the World Bank Group in Côte d'Ivoire**

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=305)
Work more with civil society and beneficiary representatives	47.9%
Reduce the complexity of obtaining World Bank Group financing	22.0%
Leverage the private sector more (i.e., mobilize private sector development)	19.7%
Work more with private sector	19.0%
Increase the level of capacity development in the country	16.4%
Offer more innovative knowledge services	14.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	11.8%
Ensure greater selectivity in its work	8.9%
Work faster	8.5%
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy	8.5%
Offer more innovative financial products	7.2%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	5.2%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	5.2%
Other	1.6%

**F. The Future Role of the World Bank Group in Côte d'Ivoire (continued)**

<b>2. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=301)</b>
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	52.5%
Organize more joint meetings and missions with the UN	46.8%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	41.2%
Share more information about the World Bank Group's activities, products, and knowledge	39.9%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	38.5%
Involve UN experts to a greater degree in World Bank Group activities	33.6%
Other	3.3%

<b>3. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?</b> <i>(1-To no degree at all, 10-To a very significant degree)</i>	<b>Degree</b>				
	<b>N</b>	<b>DK</b>	<b>Prefer not to answer</b>	<b>Mean</b>	<b>SD</b>
Social cohesion	138	105	54	5.77	2.38
Public financial management	137	94	57	6.64	2.10
Crisis response	151	92	49	6.45	2.05
Access to justice systems	133	105	55	6.08	2.11
Support domestic resource mobilization	139	102	52	6.44	2.02
Access to basic services	150	94	48	6.52	2.17
Jobs	170	82	42	6.04	2.48
Improving livelihoods	150	95	49	6.27	2.40
Social safety nets	150	96	50	6.41	2.36

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Côte d'Ivoire?</b>	<b>Percentage of Respondents (N=307)</b>
Never	42.0%
Less than once a year	17.9%
Once a year to a few times a year	24.8%
Less than once a month	3.3%
At least once a month	8.1%
At least once a week	3.9%

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

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=308)</b>
e-Newsletters	50.6%
World Bank Group's seminars/workshops/conferences	44.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.9%
World Bank Group's publications and other written materials	22.7%
Mobile phones	15.3%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	14.6%
World Bank Group's website	13.0%
Other	1.0%

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=312)</b>
NGO/Community Based Organization	24.4%
Employee of a Ministry, Ministerial Department or Implementation Agency	10.6%
Academia/Research Institute/Think Tank	9.6%
Private Sector Organization	9.3%
Media (press, radio, TV, web, etc.)	9.0%
Other	6.1%
Financial Sector/Private Bank	5.8%
Local Government Office or Staff	5.4%
Office of Parliamentarian	4.2%
Youth Group	3.5%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	3.2%
Trade Union	2.2%
Office of the President, Prime Minister	1.6%
Bilateral/Multilateral Agency	1.3%
Private Foundation	1.3%
Independent Government Institution	1.3%
Judiciary Branch	1.0%
Faith-Based Group	0.3%
Office of Minister	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=308)</b>
Other	20.5%
Education	17.5%
Generalist (specialized in multiple sectors)	12.0%
Finance and markets	7.8%
Governance	6.2%
Health, nutrition, and population	5.2%
Urban, rural, and social development	5.2%
Agriculture	3.6%
Social protection and labor	2.9%
Environment and natural resources	2.9%
Energy and extractives	2.6%
Trade and competitiveness	2.3%
Fragility, conflict and violence	1.9%
Macroeconomics and fiscal management	1.9%
Gender	1.9%
Transport and ICT	1.9%
Public-private partnerships	1.3%
Poverty	1.3%
Water	0.3%
Jobs	0.3%
Climate Change	0.3%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?*</b>	<b>Percentage of Respondents (N=307)</b>
Yes	23.5%
No	76.5%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Côte d'Ivoire?*</b> (Select only ONE response)	<b>Percentage of Respondents (N=235)</b>
The World Bank (IDA)	40.0%
The International Finance Corporation (IFC)	17.4%
The Multilateral Investment Guarantee Agency (MIGA)	2.1%
Other	40.4%

<b>5. Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=288)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	45%
Use World Bank Group reports/data	33%
Use World Bank Group website for information, data, research, etc.	26%
Collaborate as part of my professional duties	25%
Engage in World Bank Group related/sponsored events/activities	22%

<b>6. What's your gender?</b>	<b>Percentage of Respondents (N=311)</b>
Female	19.9%
Male	80.1%

**H. Background Information (continued)**

<b>7. What's your age?</b>	<b>Percentage of Respondents (N=313)</b>
25 and under	2.6%
26-35	9.6%
36-45	32.9%
46-55	35.1%
56 and above	19.8%

<b>8. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=314)</b>
Abidjan	64.0%
Outside Abidjan	36.0%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>12</sup>

- Office of Parliamentarian N=13
- Private Sector/Financial Sector/Private Bank N=47
- Academia N=30
- Employee of a Ministry/PMU/Consultant on WBG project N=43
- CSO N=99
- Other N=35
- Local Government N=17
- Media N=28

### A. General Issues facing Côte d'Ivoire

In general, would you say that Côte d'Ivoire is headed in ... ?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The right direction	38.5%	71.4%	70.6%	59.6%	39.8%	50.0%	60.0%	73.5%
The wrong direction	23.1%	9.5%	0.0%	2.1%	14.3%	32.1%	23.3%	2.9%
Not sure	38.5%	19.0%	29.4%	38.3%	45.9%	17.9%	16.7%	23.5%

\*Significantly different between stakeholder groups

<sup>12</sup> Only 312 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 Côte d'Ivoire (continued)**

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Private sector development*	16.7%	31.0%	11.8%	45.7%	18.2%	17.9%	10.3%	20.6%
Education*	75.0%	59.5%	58.8%	54.3%	47.5%	28.6%	82.8%	70.6%
Urban development	0.0%	0.0%	11.8%	4.3%	2.0%	7.1%	3.4%	0.0%
Energy*	25.0%	9.5%	5.9%	0.0%	0.0%	0.0%	0.0%	5.9%
Reconstruction*	8.3%	2.4%	11.8%	6.5%	4.0%	28.6%	0.0%	2.9%
Public sector governance/reform	25.0%	31.0%	11.8%	34.8%	25.3%	14.3%	37.9%	32.4%
Regional integration	0.0%	0.0%	0.0%	2.2%	2.0%	3.6%	0.0%	2.9%
Social protection	16.7%	7.1%	0.0%	0.0%	7.1%	10.7%	6.9%	2.9%
Gender equity	0.0%	0.0%	0.0%	0.0%	7.1%	10.7%	0.0%	2.9%
Water and sanitation	0.0%	11.9%	11.8%	4.3%	13.1%	7.1%	3.4%	11.8%
Job creation/employment	16.7%	28.6%	29.4%	37.0%	32.3%	42.9%	31.0%	23.5%
Health	16.7%	23.8%	47.1%	26.1%	21.2%	10.7%	31.0%	32.4%
Trade and exports	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Social cohesion	25.0%	16.7%	23.5%	6.5%	24.2%	21.4%	13.8%	8.8%
Anti corruption	41.7%	19.0%	23.5%	26.1%	22.2%	7.1%	10.3%	23.5%
Judiciary reform	0.0%	0.0%	5.9%	2.2%	6.1%	10.7%	0.0%	0.0%
Natural resource management	0.0%	2.4%	0.0%	0.0%	7.1%	7.1%	0.0%	0.0%
Climate change	8.3%	0.0%	0.0%	0.0%	6.1%	10.7%	3.4%	0.0%
Poverty reduction	25.0%	21.4%	23.5%	23.9%	26.3%	32.1%	27.6%	35.3%
Transport	0.0%	14.3%	0.0%	6.5%	5.1%	3.6%	10.3%	2.9%
Agriculture and rural development	0.0%	16.7%	5.9%	10.9%	17.2%	3.6%	20.7%	11.8%
Economic growth	0.0%	4.8%	5.9%	4.3%	4.0%	14.3%	3.4%	8.8%
Information and communications technology	0.0%	0.0%	0.0%	2.2%	1.0%	3.6%	3.4%	0.0%

\*Significantly different between stakeholder groups



**A. General Issues facing Côte d'Ivoire (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 Côte d'Ivoire? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Judiciary reform	0.0%	7.0%	5.9%	2.3%	4.0%	17.9%	0.0%	3.0%
Transport	8.3%	9.3%	5.9%	11.4%	15.2%	10.7%	10.3%	12.1%
Agriculture and rural development	33.3%	39.5%	52.9%	31.8%	43.4%	17.9%	27.6%	39.4%
Economic growth	8.3%	14.0%	11.8%	13.6%	7.1%	7.1%	20.7%	9.1%
Information and communications technology	0.0%	0.0%	0.0%	6.8%	2.0%	7.1%	3.4%	0.0%
Social protection	8.3%	16.3%	17.6%	4.5%	7.1%	14.3%	13.8%	9.1%
Trade and exports*	0.0%	4.7%	5.9%	6.8%	6.1%	25.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
Social cohesion	16.7%	4.7%	5.9%	4.5%	11.1%	17.9%	3.4%	0.0%
Energy	8.3%	4.7%	0.0%	0.0%	0.0%	7.1%	0.0%	3.0%
Anti corruption	33.3%	20.9%	17.6%	34.1%	39.4%	32.1%	17.2%	30.3%
Natural resource management	0.0%	2.3%	0.0%	0.0%	6.1%	3.6%	3.4%	0.0%
Private sector development	8.3%	30.2%	35.3%	34.1%	19.2%	17.9%	34.5%	27.3%
Reconstruction	0.0%	0.0%	0.0%	0.0%	2.0%	7.1%	0.0%	0.0%
Water and sanitation*	25.0%	2.3%	5.9%	0.0%	4.0%	21.4%	3.4%	9.1%
Job creation/employment	58.3%	72.1%	58.8%	56.8%	58.6%	35.7%	62.1%	45.5%
Health	25.0%	11.6%	23.5%	15.9%	21.2%	21.4%	20.7%	27.3%
Public sector governance/reform	25.0%	23.3%	11.8%	29.5%	22.2%	7.1%	27.6%	30.3%
Gender equity	8.3%	0.0%	0.0%	0.0%	5.1%	0.0%	6.9%	0.0%
Education*	33.3%	30.2%	23.5%	43.2%	19.2%	21.4%	41.4%	51.5%
Regional integration	0.0%	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%
Urban development	0.0%	4.7%	5.9%	4.5%	2.0%	3.6%	3.4%	3.0%

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire?*	13	4.85	2.91	42	5.52	2.31	17	5.24	0.75	47	5.06	2.23	99	3.99	2.32	28	5.11	1.75	29	4.14	2.33	35	5.49	2.61

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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire. (1-Not effective at all, 10-Very effective)	11	5.36	2.01	39	6.23	2.58	16	6.38	1.26	38	5.79	1.83	73	5.86	2.38	27	5.81	1.96	29	4.86	1.73	33	5.73	2.68

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Health	46.2%	53.7%	58.8%	38.3%	41.4%	21.4%	53.3%	58.8%
Gender equity*	7.7%	0.0%	0.0%	0.0%	6.1%	25.0%	0.0%	0.0%
Reconstruction	0.0%	0.0%	0.0%	2.1%	4.0%	3.6%	0.0%	5.9%
Energy	0.0%	12.2%	5.9%	4.3%	0.0%	7.1%	3.3%	5.9%
Water and sanitation	30.8%	7.3%	11.8%	12.8%	10.1%	3.6%	16.7%	8.8%
Job creation/employment*	0.0%	39.0%	41.2%	42.6%	39.4%	25.0%	26.7%	14.7%
Social protection	7.7%	7.3%	11.8%	0.0%	5.1%	0.0%	6.7%	0.0%
Private sector development	23.1%	12.2%	23.5%	31.9%	16.2%	7.1%	16.7%	17.6%
Education*	53.8%	51.2%	47.1%	51.1%	36.4%	25.0%	70.0%	67.6%
Public sector governance/reform	30.8%	14.6%	5.9%	14.9%	21.2%	3.6%	10.0%	26.5%
Regional integration	0.0%	0.0%	0.0%	4.3%	1.0%	3.6%	0.0%	0.0%
Urban development*	0.0%	0.0%	11.8%	2.1%	1.0%	7.1%	0.0%	0.0%
Transport	7.7%	7.3%	11.8%	8.5%	3.0%	7.1%	3.3%	8.8%
Trade and exports	0.0%	2.4%	0.0%	0.0%	3.0%	10.7%	0.0%	0.0%
Poverty reduction	23.1%	26.8%	23.5%	27.7%	25.3%	39.3%	20.0%	23.5%
Judiciary reform	7.7%	4.9%	5.9%	2.1%	8.1%	0.0%	3.3%	0.0%
Economic growth*	0.0%	7.3%	0.0%	4.3%	1.0%	21.4%	0.0%	5.9%
Information and communications technology	0.0%	0.0%	0.0%	4.3%	1.0%	3.6%	0.0%	2.9%
Agriculture and rural development	15.4%	29.3%	11.8%	21.3%	35.4%	35.7%	40.0%	23.5%
Natural resource management	0.0%	2.4%	0.0%	0.0%	3.0%	7.1%	0.0%	0.0%
Social cohesion	0.0%	9.8%	0.0%	4.3%	10.1%	14.3%	0.0%	2.9%
Climate change	0.0%	0.0%	0.0%	2.1%	3.0%	0.0%	0.0%	0.0%
Anti corruption	38.5%	4.9%	23.5%	21.3%	22.2%	25.0%	23.3%	29.4%

\*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 Côte d'Ivoire?

Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG Project		Local Govt.	Private Sector/ Financial Sector/ Private Bank				
	Office of Parliamentarian			CSO	Media	Academia	Other	
Bringing together different groups of stakeholders*	0.0%	2.4%	0.0%	4.8%	8.7%	20.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects*	50.0%	48.8%	41.2%	14.3%	43.5%	24.0%	34.5%	14.3%
Technical assistance*	0.0%	7.3%	11.8%	23.8%	2.2%	8.0%	10.3%	5.7%
Policy advice, studies, analyses	16.7%	7.3%	5.9%	4.8%	5.4%	12.0%	6.9%	20.0%
Financial resources	8.3%	19.5%	29.4%	31.0%	16.3%	28.0%	13.8%	25.7%
Data and statistics	8.3%	2.4%	5.9%	2.4%	2.2%	0.0%	0.0%	2.9%
Promoting knowledge sharing	8.3%	0.0%	0.0%	2.4%	4.3%	4.0%	6.9%	2.9%
Implementation support	0.0%	7.3%	0.0%	11.9%	10.9%	4.0%	17.2%	2.9%
Mobilizing third party financial resources*	8.3%	4.9%	5.9%	2.4%	5.4%	0.0%	6.9%	22.9%
Donor coordination	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%
Other	0.0%	0.0%	0.0%	2.4%	1.1%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of a Ministry/PMU/Consultant on WBG Project		Local Govt.	Private Sector/ Financial Sector/ Private Bank				
	Office of Parliamentarian			CSO	Media	Academia	Other	
Bringing together different groups of stakeholders	0.0%	0.0%	0.0%	4.8%	4.5%	12.0%	0.0%	5.7%
Capacity development related to World Bank Group supported projects	7.7%	14.6%	23.5%	19.0%	17.0%	16.0%	24.1%	17.1%
Technical assistance	0.0%	9.8%	5.9%	7.1%	3.4%	12.0%	3.4%	14.3%
Policy advice, studies, analyses	15.4%	9.8%	5.9%	11.9%	10.2%	8.0%	17.2%	11.4%
Financial resources	15.4%	9.8%	29.4%	16.7%	20.5%	12.0%	10.3%	25.7%
Data and statistics	15.4%	9.8%	0.0%	0.0%	5.7%	8.0%	6.9%	0.0%
Promoting knowledge sharing	7.7%	9.8%	0.0%	0.0%	8.0%	4.0%	6.9%	0.0%
Implementation support	23.1%	19.5%	17.6%	21.4%	15.9%	16.0%	27.6%	17.1%
Mobilizing third party financial resources	7.7%	9.8%	17.6%	16.7%	9.1%	8.0%	0.0%	2.9%
Donor coordination	7.7%	4.9%	0.0%	0.0%	5.7%	4.0%	3.4%	5.7%
Other	0.0%	2.4%	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%



**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 Côte d'Ivoire? (Select only ONE response)

Percentage of Respondents	Office of	Employee of a	Local	Private Sector/	CSO	Media	Academia	Other
	Parliamentarian	Ministry/PMU/ Consultant on WBG Project	Govt.	Financial Sector/ Private Bank				
To a fully sufficient degree	0.0%	9.3%	0.0%	4.5%	5.1%	11.1%	0.0%	6.1%
To a somewhat sufficient degree	25.0%	39.5%	62.5%	22.7%	27.3%	25.9%	26.7%	21.2%
To a somewhat insufficient degree	41.7%	27.9%	31.3%	40.9%	27.3%	25.9%	33.3%	45.5%
To a very insufficient degree	16.7%	14.0%	0.0%	18.2%	21.2%	29.6%	30.0%	9.1%
Don't know	16.7%	9.3%	6.3%	13.6%	19.2%	7.4%	10.0%	18.2%

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
	Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	9	5.67	1.94	40	6.35	2.26	16	6.38	1.46	42	5.50	1.88	89	6.55	2.22	28	5.46	1.71	29	5.45	2.15	31	6.84
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	13	6.15	1.99	37	6.49	2.43	13	5.77	1.48	39	5.26	1.68	80	5.80	2.63	27	5.48	2.06	27	4.96	1.97	32	5.53	2.48

\*Significantly different between stakeholder groups

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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	9	5.67	2.06	34	5.53	2.23	14	5.43	1.65	32	4.81	1.91	78	5.81	2.15	22	5.64	1.73	23	4.61	1.31	25	5.36	1.63
Flexibility (in terms of the institution's products and services)	6	4.50	1.76	30	5.10	2.07	13	5.23	1.42	32	4.38	1.68	56	5.02	2.33	16	5.50	1.90	22	5.18	1.62	19	5.16	1.95
Flexibility (in terms of changing country circumstances)	7	5.00	1.63	31	5.65	2.04	14	5.57	1.79	34	4.91	1.94	62	5.81	2.16	19	6.05	1.43	26	5.27	1.54	20	5.45	1.73
Being inclusive	7	5.71	1.80	26	5.96	2.49	13	6.46	1.56	32	5.91	2.05	59	5.85	2.75	13	5.69	1.49	17	4.82	1.55	17	5.65	2.37
Openness (sharing data and other information)	8	7.00	1.31	33	6.48	2.43	13	6.23	1.88	38	5.66	2.35	71	6.11	2.39	20	5.60	2.04	18	5.33	1.65	27	6.67	2.06
Collaboration with the Government*	13	8.08	0.86	37	7.27	1.69	14	7.71	1.44	43	6.98	1.55	85	7.87	2.05	25	6.60	1.92	29	7.14	1.71	31	7.74	1.46
The speed in which it gets things accomplished on the ground	9	4.56	2.01	33	5.79	1.92	14	6.00	1.80	38	5.34	1.79	75	5.69	2.20	23	6.26	1.74	22	4.55	1.74	26	5.27	2.22
Helping to bring discipline/effective supervision to implementation of investment projects*	12	6.58	2.68	35	6.71	2.04	16	5.88	1.86	39	5.87	1.77	70	6.03	2.54	22	6.23	1.90	29	4.52	1.86	26	5.73	2.39
Collaboration with civil society*	8	5.00	2.33	34	5.68	2.56	15	5.07	1.87	38	5.11	1.98	87	4.21	2.59	20	5.40	1.98	22	3.82	1.71	21	4.52	1.69
Staff accessibility	8	4.25	1.67	35	5.20	2.98	11	3.82	1.17	38	4.45	2.30	70	3.93	2.22	20	4.85	1.81	18	4.22	1.48	24	4.54	2.81
Collaboration with other donors and development partners	8	7.13	1.73	27	6.19	2.00	11	6.27	1.19	33	6.30	1.98	49	5.90	2.45	15	6.67	1.76	14	5.79	1.63	23	6.61	2.11
Collaboration with the private sector	10	5.70	2.06	25	6.00	2.26	13	5.77	2.05	41	5.27	1.95	54	5.91	2.43	16	5.88	1.46	15	5.33	1.50	28	5.54	2.49
Collaboration with the UN	9	8.67	0.87	25	7.20	1.78	10	6.40	2.17	28	7.18	1.70	43	7.60	2.44	22	6.95	1.36	20	7.25	1.77	11	7.18	2.44
Straightforwardness and honesty	8	6.75	1.91	26	6.69	2.31	12	6.83	2.17	31	6.68	1.89	64	6.17	2.78	20	6.25	1.68	15	5.53	1.41	20	5.90	2.27
Treating clients and stakeholders in Côte d'Ivoire with respect	7	6.29	2.06	30	6.07	2.72	13	6.54	1.71	33	6.21	1.71	54	6.28	2.33	17	6.59	1.54	14	5.21	1.67	20	6.70	2.11
Being a long-term partner*	12	8.67	1.23	36	7.97	1.89	13	7.85	1.77	39	7.74	1.62	70	8.54	1.54	16	7.25	1.61	21	7.24	1.90	23	8.83	1.11

\*Significantly different between stakeholder groups



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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection	7	4.29	1.89	20	5.45	2.56	10	5.40	2.12	22	3.91	1.82	41	4.68	2.32	12	5.58	1.44	17	4.24	1.68	19	3.95	1.96
Private sector development*	9	5.22	1.72	30	6.27	2.03	13	5.31	2.21	42	4.64	2.15	58	5.91	2.23	14	6.57	1.60	21	4.86	1.35	28	5.25	2.19
Education*	12	6.50	1.62	37	6.92	1.85	14	6.86	1.10	39	5.67	1.61	77	6.74	2.04	24	6.42	1.72	29	5.28	1.83	30	6.17	1.70
Public sector governance/reform	9	6.33	2.18	27	6.30	2.25	15	6.33	2.16	36	5.44	2.09	68	5.87	2.49	20	5.85	1.63	19	4.84	2.14	27	5.78	1.83
Regional integration	7	5.43	2.15	16	5.81	2.51	9	5.67	1.73	30	5.00	1.89	51	5.96	2.14	16	5.81	1.60	17	4.41	1.87	23	5.17	1.83
Urban development	8	4.63	2.00	37	6.32	2.25	13	6.38	1.39	35	5.71	1.95	65	5.95	2.29	22	5.86	1.70	25	5.12	2.05	27	5.59	1.95
Energy	9	5.22	1.56	31	6.84	2.24	12	5.58	2.19	35	6.09	1.34	51	6.06	2.45	16	5.81	1.38	27	5.07	1.94	26	5.92	1.81
Water and sanitation	10	5.70	1.83	32	6.56	1.92	13	5.62	1.76	35	5.51	1.69	69	6.03	2.29	24	5.96	1.52	28	5.39	1.60	28	5.68	1.85
Job creation/employment*	9	5.00	2.06	32	6.34	2.16	11	5.91	2.07	37	4.54	1.71	69	5.43	2.65	17	5.82	2.16	24	4.04	1.83	25	4.92	2.20
Health*	12	6.50	1.62	34	7.50	1.69	13	5.69	1.32	37	5.24	1.74	72	5.90	2.36	21	6.00	1.84	27	4.93	1.69	29	5.45	2.01
Transport	9	5.56	2.35	30	6.40	2.04	12	5.92	1.56	38	5.95	1.93	74	6.03	2.32	22	5.68	1.67	22	4.95	2.04	25	6.04	2.03
Agriculture and rural development*	12	5.83	1.99	34	6.65	2.15	12	6.17	1.40	36	5.67	2.07	74	6.05	2.16	21	6.71	1.23	24	4.83	2.04	27	5.70	2.13
Trade and exports	8	4.13	1.73	22	5.09	1.93	9	5.22	1.48	29	4.93	1.46	48	5.56	2.27	18	6.00	1.46	15	4.20	2.21	17	5.29	1.40
Poverty reduction*	9	4.89	2.47	36	6.11	2.15	13	6.23	2.35	38	4.71	2.03	80	5.68	2.32	26	5.77	1.82	27	4.44	1.91	26	4.62	2.19
Anti corruption*	8	4.25	2.66	27	5.15	2.40	10	4.20	2.10	37	4.16	1.99	64	4.37	2.57	20	5.55	2.11	22	3.32	1.64	25	3.64	1.82
Judiciary reform	7	4.43	2.37	22	4.73	2.16	11	4.82	2.27	31	4.94	2.07	53	4.57	2.49	14	5.50	1.70	14	3.36	1.50	21	5.14	2.15
Economic growth	9	6.33	1.73	34	6.76	2.10	13	5.85	1.91	39	5.74	2.15	69	6.22	2.26	25	5.96	1.49	26	5.08	2.02	24	6.46	1.67
Information and communications technology	7	4.86	1.22	26	6.08	2.02	9	6.00	1.80	28	5.00	1.93	52	5.88	2.29	15	6.53	1.73	18	4.89	1.97	18	5.67	1.50
Reconstruction	9	5.67	1.80	32	6.44	1.93	13	6.38	1.56	33	5.48	2.18	66	6.42	2.29	19	6.53	1.47	20	5.00	2.15	23	6.35	1.85
Social cohesion	8	4.63	1.51	24	4.96	2.27	10	5.40	2.37	32	4.25	2.19	66	4.50	2.74	20	5.90	1.86	20	4.05	1.76	21	5.00	1.92

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	12	6.00	1.54	37	6.27	1.64	16	6.56	1.41	41	5.41	1.64	80	6.10	1.99	26	5.81	1.63	28	5.00	1.39	31	6.06	1.95

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



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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire	11	5.36	1.80	38	5.92	2.38	14	6.21	2.08	33	5.70	2.08	75	5.97	2.40	25	5.68	1.87	29	4.69	1.63	32	5.91	2.04
The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	12	5.58	2.28	32	5.97	2.50	12	6.25	1.60	34	5.12	1.84	72	6.24	2.32	27	5.30	1.66	28	4.43	1.57	29	5.86	1.90

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?	11	5.00	1.79	30	6.23	1.94	11	6.36	1.80	37	5.54	2.02	57	5.98	2.22	22	5.59	1.47	19	5.16	1.57	25	5.24	2.20

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

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 Côte d'Ivoire?\* (Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Very familiar	0.0%	9.3%	0.0%	2.2%	1.0%	3.6%	0.0%	2.9%
Somewhat familiar	30.8%	7.0%	29.4%	4.3%	6.1%	10.7%	3.3%	25.7%
Somewhat unfamiliar	15.4%	27.9%	23.5%	28.3%	20.4%	32.1%	16.7%	20.0%
Very unfamiliar	30.8%	25.6%	17.6%	32.6%	49.0%	39.3%	40.0%	37.1%
Don't know	23.1%	30.2%	29.4%	32.6%	23.5%	14.3%	40.0%	14.3%

\*Significantly different between stakeholder groups



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

**How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\***

Percentage of Respondents	Office of Parliamentarian			Employee of a Ministry/PMU/ Consultant on WBG Project			Local Govt.			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other			
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	
Weekly																									
Monthly																									
A few times a year																									
Rarely																									
Never																									

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	8	6.50	1.69	33	6.67	1.96	15	6.87	1.60	32	6.56	1.56	76	7.32	2.05	19	5.89	1.29	27	6.19	1.52	28	6.57	2.24
Include appropriate level of stakeholder involvement during preparation	9	5.89	1.27	26	6.00	2.00	12	5.83	1.59	29	5.72	1.60	61	5.79	2.19	18	5.67	1.41	18	4.89	1.84	22	5.95	2.15
Lead to practical solutions	10	6.70	1.77	30	6.23	1.70	15	6.20	1.47	30	5.47	1.93	69	5.90	2.15	20	5.85	1.50	28	4.79	1.64	26	5.85	2.09
Are source of relevant information on global good practices	10	7.20	1.55	32	7.00	1.80	13	6.77	1.59	31	5.94	1.90	75	6.88	2.32	19	6.05	1.39	23	5.96	1.75	28	7.07	1.96
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	10	7.40	1.58	34	6.71	2.07	15	6.33	1.23	34	6.00	1.76	81	7.10	2.18	24	6.25	1.26	23	5.30	1.87	31	6.68	2.32

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	10	6.60	1.65	36	6.75	2.08	16	6.88	1.86	40	5.57	1.84	75	7.24	2.03	26	5.88	1.45	28	6.21	1.93	33	6.79	2.18

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	9	6.78	1.48	34	6.79	2.23	15	6.80	1.42	38	6.37	1.98	73	6.77	2.05	26	6.04	1.73	30	5.87	1.89	28	6.71	2.58

(1-Very low technical quality, 10-Very high technical quality)

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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	12	6.83	2.08	37	7.35	2.03	15	7.93	1.44	42	6.21	2.30	85	6.66	2.57	23	6.30	1.61	28	4.46	2.19	32	6.19	2.28
The World Bank Group takes decisions quickly in Côte d'Ivoire	10	5.90	2.13	32	5.37	2.31	10	5.60	2.17	28	5.25	1.84	64	5.14	2.28	20	5.20	1.47	24	5.42	2.08	25	4.80	2.04
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity*	13	6.92	1.50	36	6.42	2.10	15	6.93	1.39	35	5.57	2.12	85	6.45	2.09	20	6.00	1.59	24	5.29	2.03	27	6.52	2.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	10	6.50	1.51	29	6.76	2.61	12	7.25	1.91	31	6.61	1.61	60	6.87	2.31	17	5.94	1.71	17	5.41	1.94	21	6.52	2.66

\*Significantly different between stakeholder groups

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 Côte d'Ivoire? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Education	61.5%	39.5%	47.1%	53.3%	37.9%	29.6%	58.6%	50.0%
Health	53.8%	39.5%	41.2%	37.8%	36.8%	33.3%	48.3%	53.1%
Supporting poor and marginalized local communities	30.8%	23.7%	23.5%	33.3%	37.9%	22.2%	37.9%	40.6%
Jobs	15.4%	26.3%	23.5%	24.4%	30.5%	29.6%	13.8%	9.4%
Business development	0.0%	7.9%	11.8%	8.9%	8.4%	3.7%	13.8%	3.1%
Infrastructure*	15.4%	2.6%	17.6%	13.3%	5.3%	25.9%	3.4%	9.4%
Social cohesion	15.4%	34.2%	29.4%	17.8%	29.5%	33.3%	20.7%	21.9%
Public services*	0.0%	0.0%	0.0%	4.4%	5.3%	18.5%	0.0%	3.1%
Macro issues	0.0%	2.6%	0.0%	0.0%	1.1%	0.0%	0.0%	0.0%
Don't know	0.0%	5.3%	0.0%	0.0%	1.1%	0.0%	0.0%	3.1%
Other	0.0%	5.3%	0.0%	0.0%	4.2%	0.0%	3.4%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Côte d'Ivoire**

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Offer more innovative knowledge services	15.4%	21.4%	17.6%	13.6%	16.5%	14.3%	6.9%	3.0%
Collaborate more effectively with Government clients*	15.4%	16.7%	35.3%	9.1%	7.2%	14.3%	3.4%	15.2%
Work faster*	0.0%	9.5%	5.9%	4.5%	3.1%	32.1%	17.2%	6.1%
Reduce the complexity of obtaining World Bank Group financing	30.8%	35.7%	35.3%	11.4%	23.7%	17.9%	10.3%	18.2%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	7.7%	7.1%	5.9%	0.0%	4.1%	10.7%	0.0%	12.1%
Offer more innovative financial products*	7.7%	4.8%	5.9%	11.4%	3.1%	28.6%	0.0%	6.1%
Ensure greater selectivity in its work	0.0%	4.8%	11.8%	6.8%	6.2%	17.9%	17.2%	12.1%
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy	0.0%	4.8%	5.9%	4.5%	10.3%	3.6%	24.1%	9.1%
Improve the competitiveness of its financing compared to markets	0.0%	7.1%	5.9%	11.4%	4.1%	3.6%	3.4%	3.0%
Work more with civil society and beneficiary representatives*	38.5%	33.3%	29.4%	20.5%	76.3%	25.0%	65.5%	33.3%
Increase the level of capacity development in the country	30.8%	26.2%	5.9%	6.8%	16.5%	14.3%	13.8%	21.2%
Leverage the private sector more*	15.4%	16.7%	11.8%	36.4%	13.4%	3.6%	24.1%	30.3%
Work more with private sector*	38.5%	7.1%	17.6%	50.0%	11.3%	7.1%	10.3%	27.3%
Other	0.0%	2.4%	0.0%	2.3%	1.0%	0.0%	3.4%	3.0%

\*Significantly different between stakeholder groups



**F. The Future Role of the World Bank Group in Côte d'Ivoire (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)	Office of Parliamentarian	Employee of a Ministry/PMU/ Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Organize more joint meetings and missions with the UN	53.8%	50.0%	70.6%	37.5%	50.0%	46.4%	33.3%	44.1%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	30.8%	35.0%	29.4%	50.0%	40.6%	53.6%	40.0%	44.1%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	69.2%	40.0%	52.9%	50.0%	52.1%	39.3%	76.7%	58.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	61.5%	45.0%	29.4%	40.0%	35.4%	50.0%	33.3%	32.4%
Share more information about the World Bank Group's activities, products, and knowledge*	30.8%	32.5%	17.6%	35.0%	49.0%	57.1%	36.7%	26.5%
Involve UN experts to a greater degree in World Bank Group activities	15.4%	45.0%	52.9%	25.0%	34.4%	32.1%	36.7%	26.5%
Other	0.0%	5.0%	0.0%	5.0%	2.1%	0.0%	0.0%	11.8%

\*Significantly different between stakeholder groups

**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)**

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG project			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social cohesion	7	6.71	1.80	19	5.79	2.62	7	4.86	3.02	19	6.26	1.88	46	5.57	2.60	16	6.25	1.65	12	5.58	1.62	11	5.64	3.04
Public financial management	6	7.17	1.94	22	6.55	2.48	8	7.13	1.13	23	6.91	1.65	42	7.05	2.25	12	6.08	1.73	12	5.33	1.78	12	6.08	2.43
Crisis response	5	6.20	2.39	24	6.21	2.32	9	7.00	1.32	19	6.37	1.86	49	6.71	2.27	20	6.10	1.62	13	5.92	1.89	12	6.83	2.17
Access to justice systems	6	5.17	1.60	18	6.00	2.28	7	5.57	1.72	21	6.19	2.04	49	6.37	2.26	13	6.08	1.50	10	5.40	2.59	9	6.11	2.21
Support domestic resource mobilization	7	7.00	1.73	20	6.75	2.05	9	6.56	1.74	22	6.18	2.22	45	6.78	2.24	10	6.20	1.14	13	5.46	1.33	13	6.00	2.20
Access to basic services*	6	5.67	2.07	23	7.04	1.99	10	6.00	1.83	20	6.50	2.28	48	7.17	2.29	17	6.18	1.33	16	5.00	2.10	10	6.30	2.31
Jobs*	6	4.67	3.01	23	6.13	2.34	12	5.92	2.02	23	5.39	2.25	57	7.02	2.48	18	6.00	1.88	18	4.50	1.86	12	6.08	3.15
Improving livelihoods	6	4.83	2.71	22	6.18	2.86	10	6.00	1.05	22	5.95	2.19	49	6.94	2.56	16	6.75	1.81	13	5.08	1.44	11	6.27	2.57
Social safety nets	8	6.00	3.12	23	6.39	2.23	10	5.90	1.85	22	6.59	2.04	51	6.67	2.54	14	7.07	1.94	12	5.17	1.95	9	6.78	2.73

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in Côte d'Ivoire?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Never	41.7%	48.8%	50.0%	31.1%	45.3%	28.6%	53.3%	31.4%
Less than once a year	33.3%	9.3%	25.0%	15.6%	13.7%	28.6%	30.0%	17.1%
Once a year to a few times a year	16.7%	16.3%	18.8%	35.6%	34.7%	10.7%	10.0%	25.7%
Less than once a month	8.3%	4.7%	0.0%	6.7%	1.1%	7.1%	0.0%	2.9%
At least once a month	0.0%	11.6%	6.3%	8.9%	4.2%	10.7%	3.3%	20.0%
At least once a week	0.0%	9.3%	0.0%	2.2%	1.1%	14.3%	3.3%	2.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
World Bank Group's publications and other written materials*	9.1%	19.0%	5.9%	28.9%	17.2%	40.7%	23.3%	34.3%
e-Newsletters*	45.5%	59.5%	58.8%	71.1%	40.4%	29.6%	43.3%	65.7%
World Bank Group's seminars/workshops/conferences*	63.6%	45.2%	35.3%	28.9%	59.6%	18.5%	46.7%	31.4%
Mobile phones*	9.1%	19.0%	17.6%	2.2%	14.1%	37.0%	16.7%	14.3%
Direct contact with World Bank Group*	36.4%	26.2%	23.5%	20.0%	43.4%	25.9%	13.3%	20.0%
World Bank Group's website*	0.0%	19.0%	35.3%	17.8%	3.0%	14.8%	23.3%	5.7%
Social media*	36.4%	4.8%	11.8%	8.9%	10.1%	29.6%	30.0%	17.1%
Other	0.0%	2.4%	0.0%	0.0%	1.0%	0.0%	0.0%	2.9%

\*Significantly different between stakeholder groups

## H. Background Information

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	23.1%	38.1%	26.7%	26.1%	11.1%	26.9%	16.7%	42.4%
No	76.9%	61.9%	73.3%	73.9%	88.9%	73.1%	83.3%	57.6%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The World Bank (IDA)	28.6%	57.1%	61.5%	26.5%	31.9%	53.8%	42.9%	37.0%
The International Finance Corporation (IFC)	28.6%	14.3%	0.0%	38.2%	2.9%	46.2%	0.0%	25.9%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	5.7%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Other	42.9%	22.9%	38.5%	35.3%	62.3%	0.0%	57.1%	37.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Observer*	33.3%	51.2%	50.0%	23.3%	51.7%	32.1%	71.4%	37.5%
Use World Bank Group reports/data	16.7%	29.3%	21.4%	34.9%	34.5%	53.6%	14.3%	37.5%
Engage in World Bank Group related/sponsored events/activities	0.0%	26.8%	42.9%	25.6%	21.8%	17.9%	17.9%	18.8%
Collaborate as part of my professional duties*	25.0%	41.5%	21.4%	39.5%	17.2%	3.6%	10.7%	37.5%
Use World Bank Group website for information, data, research, etc.*	33.3%	17.1%	14.3%	25.6%	25.3%	53.6%	32.1%	12.5%

\*Significantly different between stakeholder groups

What's your gender?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Female	15.4%	14.0%	17.6%	13.3%	35.7%	3.7%	16.7%	8.6%
Male	84.6%	86.0%	82.4%	86.7%	64.3%	96.3%	83.3%	91.4%

\*Significantly different between stakeholder groups

What's your age?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
25 and under	0.0%	0.0%	5.9%	0.0%	6.1%	0.0%	3.3%	0.0%
26-35	0.0%	7.0%	5.9%	0.0%	18.2%	17.9%	6.7%	2.9%
36-45	23.1%	27.9%	29.4%	48.9%	31.3%	46.4%	30.0%	20.0%
46-55	23.1%	41.9%	23.5%	33.3%	34.3%	35.7%	20.0%	54.3%
56 and above	53.8%	23.3%	35.3%	17.8%	10.1%	0.0%	40.0%	22.9%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

Which best represents your geographic location?\*

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant on WBG Project	Local Govt.	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Abidjan	61.5%	48.8%	35.3%	91.3%	50.5%	96.4%	66.7%	68.6%
Outside Abidjan	38.5%	51.2%	64.7%	8.7%	49.5%	3.6%	33.3%	31.4%

*\*Significantly different between stakeholder groups*



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>13</sup>

- Abidjan N=201    ● Outside Abidjan N=113

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

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.	174	5.78	2.05	93	5.76	2.50

(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 Côte d'Ivoire?

(1-Strongly disagree, 10-Strongly agree)

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire	181	6.08	1.93	105	6.22	2.43
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	175	5.71	1.99	95	5.62	2.74

### To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following?

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

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	154	5.57	1.95	84	5.17	1.95
Flexibility (in terms of the institution's products and services)	132	5.05	1.89	64	4.75	2.18
Flexibility (in terms of changing country circumstances)	144	5.51	1.82	70	5.46	2.12
Being inclusive*	125	6.04	2.03	61	5.15	2.70
Openness (sharing data and other information)	156	6.18	2.14	73	5.84	2.38
Collaboration with the Government	176	7.37	1.69	102	7.60	1.94
The speed in which it gets things accomplished on the ground	155	5.63	1.96	86	5.35	2.11
Helping to bring discipline/effective supervision to implementation of investment projects	160	5.94	2.10	90	5.88	2.46
Collaboration with civil society	165	4.73	2.17	82	4.60	2.64
Staff accessibility*	154	4.62	2.30	71	3.83	2.29
Collaboration with other donors and development partners	120	6.43	1.89	61	5.93	2.34
Collaboration with the private sector	132	5.53	1.94	71	5.96	2.45
Collaboration with the UN	114	7.39	1.75	55	7.18	2.37
Straightforwardness and honesty	133	6.33	2.08	64	6.28	2.64
Treating clients and stakeholders in Côte d'Ivoire with respect*	122	6.50	2.00	68	5.76	2.34
Being a long-term partner	151	8.01	1.71	80	8.32	1.63

\*Significantly different between geographic locations

<sup>13</sup> 314 respondents provided information about their geographic location (question H8 in the questionnaire).

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

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	177	5.73	1.57	96	6.18	2.07

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

**To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?**

(1-Strongly disagree, 10-Strongly agree)

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire	167	5.59	1.98	91	5.93	2.46
The World Bank Group meets Côte d'Ivoire's needs for knowledge services	161	5.50	1.96	86	5.91	2.41

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?	136	5.71	1.88	75	5.72	2.20

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

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

In Côte d'Ivoire, 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)

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	161	6.47	1.87	93	6.67	2.31

	Abidjan			Outside Abidjan		
	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	6.29	1.87	95	7.08	2.14
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	168	6.54	1.88	87	6.52	2.30

(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)

	Abidjan			Outside Abidjan		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Côte d'Ivoire	137	5.41	1.90	75	4.93	2.37
Where country systems are adequate, the World Bank Group makes appropriate use of them	124	6.44	1.92	72	6.78	2.58



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>14</sup>

*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 Côte d'Ivoire COS questionnaire: All 10-point scale questions and question B3 "When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Côte d'Ivoire?"*

- Collaborating with the WBG N=72
- Not collaborating with the WBG N=235

### 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 Côte d'Ivoire?*	72	6.21	2.26	233	4.24	2.18

*(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 Côte d'Ivoire.*	67	6.76	2.02	194	5.43	2.20

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

<sup>14</sup> Only 307 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 Côte d'Ivoire, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Côte d'Ivoire? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	40.8%	46.8%
Gender equity	7.0%	3.9%
Reconstruction	4.2%	2.1%
Energy*	9.9%	1.7%
Water and sanitation	9.9%	12.0%
Job creation/employment	26.8%	34.3%
Social protection	7.0%	3.0%
Private sector development	15.5%	18.9%
Education	49.3%	47.2%
Public sector governance/reform	21.1%	15.5%
Regional integration	0.0%	1.7%
Urban development	2.8%	1.3%
Transport	8.5%	5.6%
Trade and exports	1.4%	2.6%
Poverty reduction	25.4%	27.0%
Judiciary reform	1.4%	5.6%
Economic growth	7.0%	3.9%
Information and communications technology	0.0%	2.6%
Agriculture and rural development	31.0%	29.2%
Natural resource management	4.2%	1.3%
Social cohesion	1.4%	7.7%
Climate change	2.8%	0.9%
Anti corruption	19.7%	21.9%

\*Significantly different between collaborators and non-collaborators

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

(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 Côte d'Ivoire*	69	6.93	2.19	209	5.88	2.07
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	66	6.47	2.08	196	5.41	2.31

\*Significantly different between collaborators and non-collaborators

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

To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, 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*	55	6.24	1.78	178	5.16	1.94
Flexibility (in terms of the institution's products and services)*	44	5.70	1.77	148	4.70	2.00
Flexibility (in terms of changing country circumstances)*	49	6.27	1.73	159	5.23	1.94
Being inclusive*	43	6.72	2.04	138	5.43	2.33
Openness (sharing data and other information)*	55	7.02	1.86	169	5.73	2.25
Collaboration with the Government*	57	7.98	1.33	215	7.33	1.88
The speed in which it gets things accomplished on the ground*	53	6.43	2.05	183	5.26	1.92
Helping to bring discipline/effective supervision to implementation of investment projects*	59	7.14	1.89	185	5.54	2.21
Collaboration with civil society*	50	6.08	1.85	192	4.31	2.30
Staff accessibility*	53	6.34	2.22	169	3.75	1.97
Collaboration with other donors and development partners*	43	7.23	1.84	135	5.96	2.05
Collaboration with the private sector*	51	6.41	1.95	147	5.44	2.16
Collaboration with the UN	35	7.89	1.61	130	7.22	2.04
Straightforwardness and honesty*	47	7.06	2.11	145	6.11	2.29
Treating clients and stakeholders in Côte d'Ivoire with respect*	49	7.43	1.68	136	5.82	2.18
Being a long-term partner	54	8.30	1.42	171	8.06	1.78

\*Significantly different between collaborators and non-collaborators



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

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire?** (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	36	5.25	1.99	106	4.45	2.16
Private sector development*	54	6.15	2.03	156	5.30	2.11
Education	58	6.57	1.82	199	6.29	1.89
Public sector governance/reform*	54	6.43	2.07	162	5.65	2.21
Regional integration	42	5.95	1.83	123	5.29	2.06
Urban development*	53	6.58	2.00	173	5.58	2.05
Energy*	51	6.67	1.85	149	5.72	2.03
Water and sanitation	54	6.20	1.80	179	5.79	1.96
Job creation/employment*	52	6.44	2.06	167	4.85	2.26
Health*	52	6.52	1.89	187	5.74	2.08
Transport*	53	6.60	1.87	174	5.67	2.09
Agriculture and rural development*	56	6.80	1.88	180	5.68	2.05
Trade and exports	37	5.30	1.76	125	5.13	1.90
Poverty reduction	57	5.75	2.31	193	5.25	2.18
Anti corruption*	45	5.24	2.34	163	4.09	2.20
Judiciary reform*	37	5.70	2.08	131	4.45	2.16
Economic growth*	53	6.66	1.92	181	5.91	2.07
Information and communications technology*	37	6.43	2.04	132	5.42	1.96
Reconstruction*	50	6.68	2.05	160	5.90	2.08
Social cohesion*	43	5.93	2.13	153	4.31	2.25

\*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 does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	64	6.31	1.73	201	5.77	1.79

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

**To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?**

	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 Côte d'Ivoire*	60	6.47	2.07	191	5.46	2.16
The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	60	6.40	2.07	180	5.37	2.10

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?*	54	6.57	1.99	150	5.40	1.93

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



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

In Côte d'Ivoire, 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	54	7.06	1.83	181	6.67	1.91
Include appropriate level of stakeholder involvement during preparation*	51	6.41	1.73	141	5.49	1.92
Lead to practical solutions*	56	6.32	1.85	167	5.57	1.92
Are source of relevant information on global good practices	54	6.91	1.89	173	6.56	2.02
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	56	6.88	1.94	191	6.43	2.08

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	63	6.81	1.90	195	6.50	2.05

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	59	7.44	1.77	188	6.24	2.03

(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 effectively monitors and evaluates the projects and programs it supports*	67	7.12	2.06	199	6.20	2.45
The World Bank Group takes decisions quickly in Côte d'Ivoire*	51	5.86	1.97	156	5.01	2.10
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity*	58	6.95	1.80	192	6.02	2.08
Where country systems are adequate, the World Bank Group makes appropriate use of them*	48	7.27	1.81	142	6.30	2.26

\*Significantly different between collaborators and non-collaborators

**F. The Future Role of the World Bank Group in Côte d'Ivoire**

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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social cohesion	27	6.19	2.56	107	5.72	2.31
Public financial management	32	6.75	2.26	101	6.62	2.07
Crisis response	29	7.03	1.92	116	6.33	2.08
Access to justice systems	22	6.82	1.97	107	5.96	2.14
Support domestic resource mobilization	31	6.94	2.07	104	6.30	2.00
Access to basic services	33	6.79	1.82	113	6.46	2.26
Jobs*	36	7.00	2.31	129	5.83	2.47
Improving livelihoods	32	6.94	2.50	113	6.11	2.37
Social safety nets*	27	7.37	1.98	118	6.26	2.38

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>15</sup>

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

- FY 2014 Number of comparable respondents = 244
- FY 2018 Number of comparable respondents = 271

By weighting, the FY 2014 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 2014	FY 2018
Office of Parliamentarian	5%	5%
Government Institutions	28%	28%
Bilateral/Multilateral Agencies	3%	3%
Civil Society	31%	31%
Private Sector	16%	16%
Academia	8%	8%
Media	9%	9%

### A. General Issues facing Côte d'Ivoire

In general, would you say that Côte d'Ivoire is headed in... ?\*

Percentage of Respondents	FY 2014	FY 2018
The right direction	83.6%	55.8%
The wrong direction	2.2%	13.0%
Not sure	14.2%	31.2%

\*Significantly different between FY2014 and FY2018

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire?*	238	5.54	2.31	269	4.77	2.32

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2014 and FY2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire.*	189	6.55	1.96	231	5.80	2.28

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2014 and FY2018

<sup>15</sup> Only those questions that were asked in the FY 2014 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 agree with the following statements about the World Bank Group's work in Côte d'Ivoire?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	221	7.83	1.79	247	6.11	2.13
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	207	6.28	2.29	235	5.84	2.27

\*Significantly different between FY2014 and FY2018

To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following?

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs**	129	6.51	1.89	207	5.47	2.00
Flexibility (in terms of the institution's products and services)*	115	6.00	1.78	172	4.96	1.99
Flexibility (in terms of changing country circumstances)*	124	6.50	1.79	185	5.48	1.93
Being inclusive*	110	6.40	2.14	159	5.80	2.31
Openness (sharing data and other information)	151	6.27	2.34	199	6.14	2.25
Collaboration with the Government*	185	8.28	1.37	243	7.39	1.77
The speed in which it gets things accomplished on the ground*	141	6.57	2.04	211	5.56	1.96
Helping to bring discipline/effective supervision to implementation of investment projects"				214	6.06	2.20
Collaboration with civil society"				214	4.81	2.38
Staff accessibility*	172	5.42	2.49	200	4.47	2.44
Collaboration with other donors and development partners***	82	7.30	1.71	160	6.18	2.07
Collaboration with the private sector"				169	5.61	2.16
Collaboration with the UN"				151	7.31	1.89
Straightforwardness and honesty*	133	7.45	1.74	173	6.38	2.29
Treating clients and stakeholders in Côte d'Ivoire with respect*	139	7.42	2.29	166	6.21	2.23
Being a long-term partner	174	8.07	1.68	206	8.08	1.69

\*Significantly different between FY2014 and FY2018

<sup>1</sup> In FY 2014, the category was "Responsiveness."

<sup>2</sup> Only FY 2018 questionnaire had this response option.

<sup>3</sup> In FY 2014, the category was "Collaboration with other donors."



### 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 Côte d'Ivoire? (1-Not effective at all, 10-Very effective)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	62	5.20	1.66	125	4.61	2.21
Private sector development**	103	6.59	1.80	181	5.60	2.08
Education*	146	7.28	1.55	227	6.38	1.89
Public sector governance/reform*	150	7.29	1.70	186	5.80	2.22
Regional integration**	76	6.20	1.60	140	5.55	2.06
Urban development*	127	6.98	1.58	202	5.89	2.14
Energy*	90	6.93	1.74	178	6.11	2.02
Water and sanitation*	144	7.09	1.50	204	5.93	1.98
Job creation/employment*	129	6.44	1.72	196	5.35	2.32
Health*	145	7.16	1.55	210	6.15	2.14
Transport*	154	7.74	1.63	201	5.95	2.10
Agriculture and rural development***				208	6.05	2.08
Trade and exports*	60	6.35	1.99	144	5.17	1.94
Poverty reduction*	160	7.37	1.61	222	5.43	2.22
Anti corruption***	94	5.97	2.56	181	4.45	2.36
Judiciary reform***				147	4.80	2.20
Economic growth*	146	7.43	1.55	209	6.17	2.07
Information and communications technology	64	6.12	2.03	151	5.68	2.03
Reconstruction***				188	6.11	2.07
Social cohesion*	105	5.97	2.05	173	4.69	2.30

\*Significantly different between FY2014 and FY2018

' In FY 2014, the category was "Domestic private sector development."

" In FY 2014, the category was "Global/regional integration."

\*\*\* In FY 2014, the category was "Anti-corruption and anti-racketeering."

\*\*\*\* Only FY 2018 questionnaire had this response option.

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	197	7.01	1.64	236	5.93	1.76

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2014 and FY2018

To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?

(1-Strongly disagree, 10-Strongly agree)

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	183	6.88	1.99	223	5.73	2.15
The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	171	6.53	1.94	215	5.67	2.15

\*Significantly different between FY2014 and FY2018

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?*	127	6.96	1.61	188	5.83	1.97

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2014 and FY2018



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

How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

Percentage of Respondents	FY 2014	FY 2018
Weekly	4.1%	4.5%
Monthly	9.5%	12.1%
A few times a year	37.3%	32.8%
Rarely	34.4%	34.3%
Never	14.5%	16.2%

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely*	194	7.58	1.88	205	6.80	1.85
Include appropriate level of stakeholder involvement during preparation*	136	6.53	1.72	173	5.71	1.92
Lead to practical solutions*	159	6.59	1.94	195	5.89	1.89
Are source of relevant information on global good practices*	171	7.55	1.78	201	6.67	1.97
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	171	6.43	2.23	218	6.68	1.99

\*Significantly different between FY2014 and FY2018

	FY 2014			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?*	193	7.44	1.73	227	6.57	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	183	7.45	1.62	219	6.61	2.02

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

\*Significantly different between FY2014 and FY2018

### E. Working with the World Bank Group

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

	FY 2014			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	185	7.43	2.12	235	6.56	2.31
The World Bank Group takes decisions quickly in Côte d'Ivoire	114	5.22	2.10	186	5.35	2.07
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity*	167	7.52	1.90	222	6.25	2.04
Where country systems are adequate, the World Bank Group makes appropriate use of them	80	6.70	2.10	173	6.57	2.15

\*Significantly different between FY2014 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 Côte d'Ivoire? (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 Côte d'Ivoire.	5.43	6.76	5.99	5.53	5.71	5.95	5.55	6.66	5.68	6.11	5.97	5.30
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire	5.88	6.93	6.15	6.11	5.95	6.48	6.05	6.43	6.12	6.16	6.28	5.71
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire	5.41	6.47	5.63	5.58	5.62	5.60	5.42	6.34	5.53	5.85	5.74	5.23
Responsiveness to needs	5.16	6.24	5.58	5.32	5.32	5.74	5.46	5.50	5.46	5.49	5.51	5.36
Flexibility (in terms of the institution's products and services)	4.70	5.70	4.97	4.89	4.91	4.97	4.87	5.11	4.85	5.14	4.97	4.81
Flexibility (in terms of changing country circumstances)	5.23	6.27	5.65	5.34	5.34	5.85	5.43	5.80	5.52	5.49	5.49	5.58
Being inclusive	5.43	6.72	6.07	5.40	5.62	6.09	5.66	6.19	5.63	6.15	5.98	5.23
Openness (sharing data and other information)	5.73	7.02	6.38	5.86	6.06	6.34	6.04	6.51	6.08	6.40	6.33	5.67
Collaboration with the Government	7.33	7.98	7.58	7.37	7.42	7.63	7.43	7.71	7.45	7.60	7.57	7.25
The speed in which it gets things accomplished on the ground	5.26	6.43	5.60	5.39	5.38	5.75	5.37	5.96	5.45	5.67	5.65	5.10
Helping to bring discipline/effective supervision to implementation of investment projects	5.54	7.14	6.41	5.33	5.82	6.11	5.70	6.74	5.64	6.75	6.02	5.62
Collaboration with civil society	4.31	6.08	4.89	4.47	4.65	4.77	4.51	5.28	4.54	5.14	4.93	3.96
Staff accessibility	3.75	6.34	4.90	3.73	4.31	4.56	4.18	5.04	4.03	5.48	4.65	3.70
Collaboration with other donors and development partners	5.96	7.23	6.72	5.81	6.30	6.44	6.36	6.31	6.21	6.71	6.43	6.15
Collaboration with the private sector	5.44	6.41	5.75	5.64	5.77	5.55	5.73	5.57	5.57	6.06	5.72	5.63
Collaboration with the UN	7.22	7.89	7.43	7.31	7.51	7.16	7.50	6.91	7.29	7.67	7.33	7.50
Straightforwardness and honesty	6.11	7.06	6.49	5.96	6.26	6.25	6.11	6.80	6.10	6.69	6.38	5.94
Treating clients and stakeholders in Côte d'Ivoire with respect	5.82	7.43	6.66	5.70	6.23	6.26	5.91	7.38	6.09	6.65	6.32	6.04
Being a long-term partner	8.06	8.30	8.16	8.10	8.10	8.19	8.13	8.12	8.09	8.24	8.03	8.39
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?	5.77	6.31	5.99	5.68	5.80	5.95	5.76	6.21	5.78	6.06	6.02	5.38
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire	5.46	6.47	5.76	5.60	5.68	5.69	5.53	6.29	5.62	5.88	5.79	5.39
The World Bank Group meets Côte d'Ivoire's needs for knowledge services	5.37	6.40	5.92	5.29	5.55	5.76	5.44	6.33	5.56	5.85	5.84	5.05
To what extent does the World Bank Group help to build/strengthen existing country systems in Côte d'Ivoire?	5.40	6.57	6.09	5.14	5.48	6.12	5.59	6.04	5.61	5.94	5.77	5.52
In Côte d'Ivoire, the World Bank Group's knowledge work and activities are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	6.43	6.88	6.63	6.33	6.40	6.67	6.36	6.96	6.48	6.53	6.55	6.35
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	6.50	6.81	6.37	6.64	6.57	6.33	6.40	6.80	6.50	6.45	6.57	6.25
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.24	7.44	6.77	6.19	6.30	6.89	6.46	6.72	6.43	6.75	6.46	6.67
The World Bank Group takes decisions quickly in Côte d'Ivoire	5.01	5.86	5.71	4.85	5.29	5.34	5.10	5.92	5.14	5.80	5.38	5.08
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.30	7.27	6.38	6.88	6.61	6.58	6.61	6.55	6.62	6.51	6.61	6.54

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Côte d'Ivoire FY18 COS Questionnaire



### **World Bank Group Country Survey FY 2018 – Côte d'Ivoire**

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

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 CÔTE D'IVOIRE**

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

**SECTION A: GENERAL ISSUES**

**A2. Listed below are a number of development priorities in Côte d'Ivoire.**

**Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)**

1	Private sector development	13	Trade and exports
2	Education	14	Social cohesion
3	Urban development	15	Anti corruption
4	Energy	16	Judiciary reform
5	Reconstruction	17	Natural resource management (e.g., oil, mining)
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Climate change (e.g., mitigation, adaptation)
7	Regional integration	19	Poverty reduction
8	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
10	Water and sanitation	22	Economic growth
11	Job creation/employment	23	Information and communications technology
12	Health		

**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 Côte d'Ivoire? (Choose no more than THREE)**

1	Judiciary reform	12	Natural resource management (e.g., oil, mining)
2	Transport (e.g., roads, bridges, transportation)	13	Private sector development
3	Agriculture and rural development	14	Reconstruction
4	Economic growth	15	Water and sanitation
5	Information and communications technology	16	Job creation/employment
6	Social protection (e.g., pensions, targeted social assistance)	17	Health
7	Trade and exports	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Climate change (e.g., mitigation, adaptation)	19	Gender equity (closing the gap between women and men, and boys and girls)
9	Social cohesion	20	Education
10	Energy	21	Regional integration
11	Anti corruption	22	Urban development

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

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

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

<b>B3. When thinking about how the World Bank Group can have the most impact on development results in Côte d'Ivoire, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Côte d'Ivoire? (Choose no more than THREE)</b>			
1	Health	13	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	14	Trade and exports
3	Reconstruction	15	Poverty reduction
4	Energy	16	Judiciary reform
5	Water and sanitation	17	Economic growth
6	Job creation/employment	18	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	19	Agriculture and rural development
8	Private sector development	20	Natural resource management (e.g., oil, mining)
9	Education	21	Social cohesion
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Climate change (e.g., mitigation, adaptation)
11	Regional integration	23	Anti corruption
12	Urban development		



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

<b>To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following?</b>												
		<b>To no degree at all</b>					<b>To a very significant degree</b>					<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B8</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B9</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B10</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B11</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B12</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B13</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B14</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B15</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B16</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B17</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B18</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B19</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B20</b>	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B21</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B22</b>	Treating clients and stakeholders in Côte d'Ivoire with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>B23</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>



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

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

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**C2. To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>To no degree at all</b>										<b>To a very significant degree</b>	Don't know

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

To what extent do you agree with the following statements about the World Bank Group in Côte d'Ivoire?												
		Strongly disagree								Strongly agree		Don't know
<b>C3</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Côte d'Ivoire?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree			Don't know

<b>C6. 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 Côte d'Ivoire? (Select only ONE response)</b>	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	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 Côte d'Ivoire, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D7. 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

**D8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?**

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>E1</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
<b>E2</b>	The World Bank Group takes decisions quickly in Côte d'Ivoire											<input type="checkbox"/>
<b>E3</b>	Working with the World Bank Group increases Côte d'Ivoire's institutional capacity											<input type="checkbox"/>
<b>E4</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

**E5. 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 Côte d'Ivoire? (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): _____

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

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

**F2. 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): _____

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CÔTE D'IVOIRE**

<b>F3. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?</b>													
		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	Crisis response	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Support domestic resource mobilization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Social safety nets	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 Côte d'Ivoire?**

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 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 H: BACKGROUND INFORMATION**

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

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

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

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Côte d'Ivoire? (Select only ONE response)</b>	
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. Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire?  
(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.

**H6. What's your gender?**

1	Female
2	Male

**H7. What's your age?**

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

**H8. Which best represents your geographic location?**

1	Abidjan
2	Outside Abidjan

**Thank you for completing the survey!**