

FY 2020 Central African Republic Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



August 2020



Acknowledgements

The Central African Republic (CAR) Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the CAR country team and independent consultant François Batawaligba. In particular, PORG is grateful for the support from Oula Coulibaly (Operations Officer) and Franck Sidney Chrysanthème Bitemo (External Affairs Officer) who coordinated the survey related activities from Bangui, CAR, and Kinshasa, DRC.



Country Opinion Surveys
THE WORLD BANK GROUP



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CENTRAL AFRICAN REPUBLIC





I. Objectives

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

- *Overall Context*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Work and Engagement on the Ground*
- *World Bank Group's Support in Development Areas*
- *World Bank Group's Knowledge Work and Activities*
- *The Future Role of the World Bank Group in CAR*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From February to March 2020, 401 stakeholders of the WBG in CAR were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; independent government institutions; the judicial system; state-owned enterprises; bilateral and multilateral agencies; private sector organizations; the financial sector/private banks; private foundations; NGOs and community based organizations; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the media; and other organizations.

A total of 257 stakeholders participated in the survey (64% response rate). Respondents received the questionnaire via a courier and returned it accordingly.

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'17 (response rate was 57%, N=270). 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'17 COS report and the non-weighted data presented in appendices A, B, C and E. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 90).

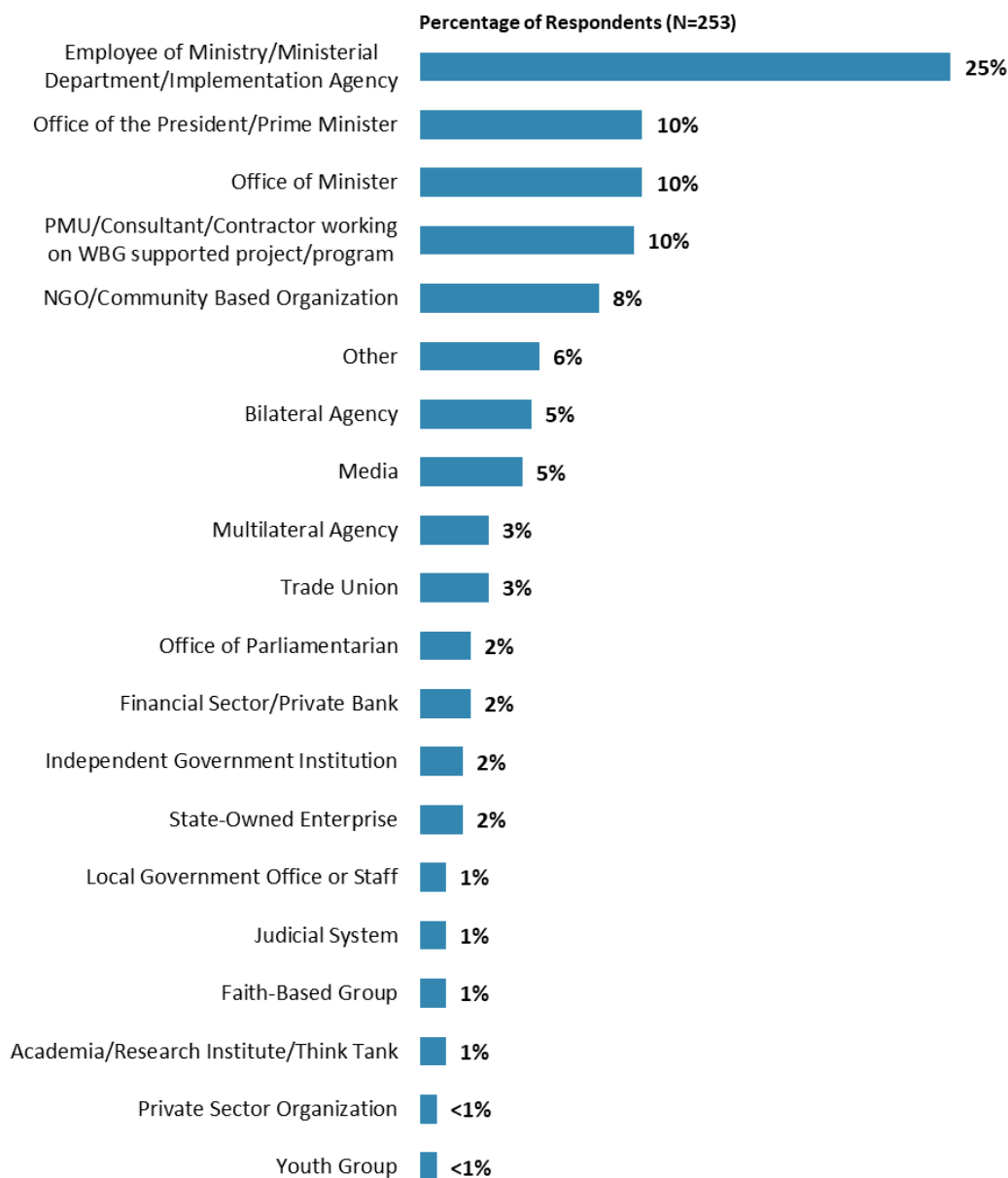
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



III. Demographics of the Sample

Current Position

- Note that for further analyses, some respondent groups were combined.¹



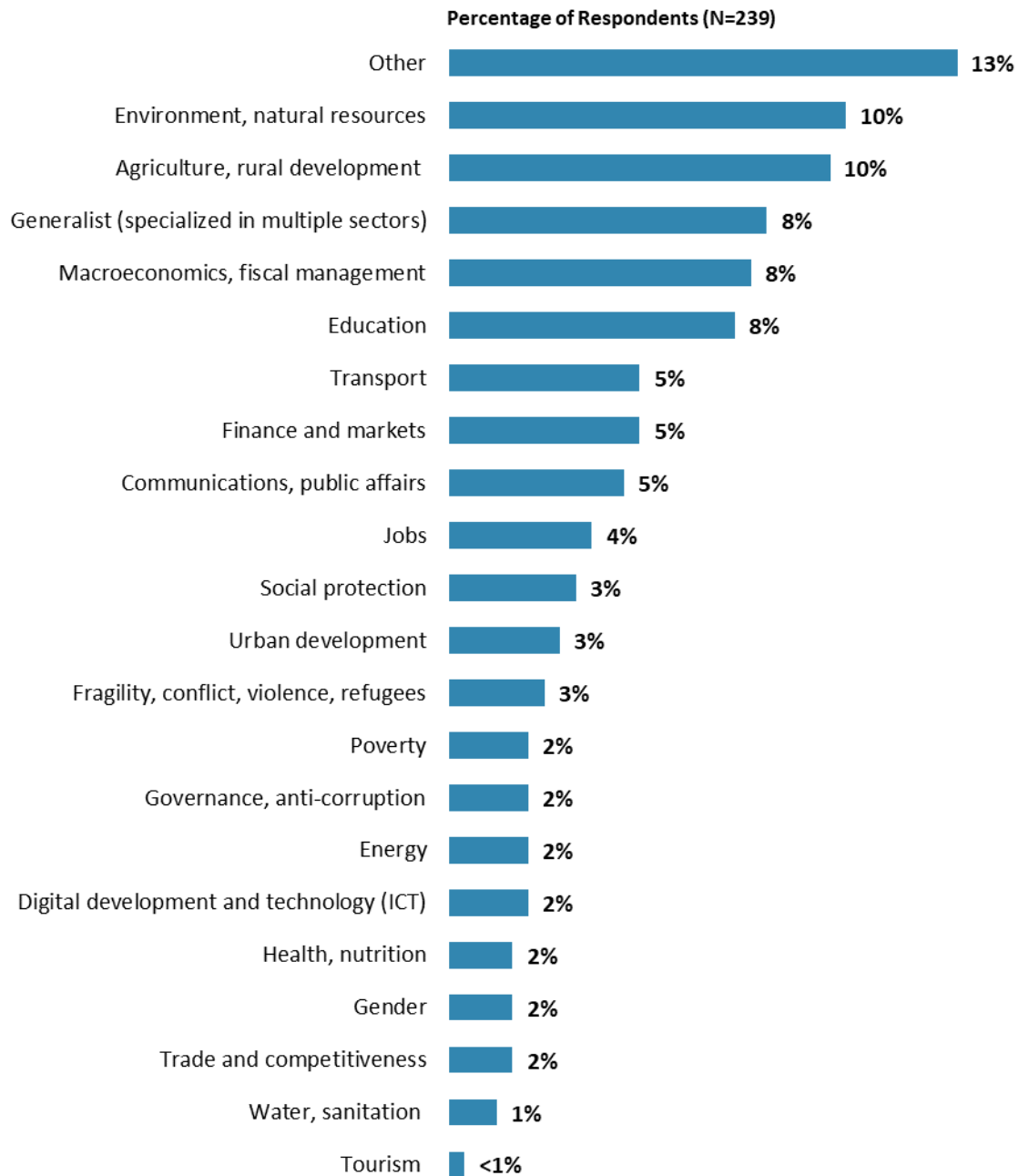
"Which of the following best describes your current position?"
(Respondents chose from a list.)

¹ Respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community-based organizations, trade unions, faith-based groups, and youth groups were combined in the "CSO" category. The small number of the respondents from office of parliamentarian, local government, independent government institution, the judicial system, state-owned enterprise, and academia/research institute/think tank were included in the "Other" category. There were no respondents from private foundations.



III. Demographics of the Sample (continued)

Area of Primary Specialization

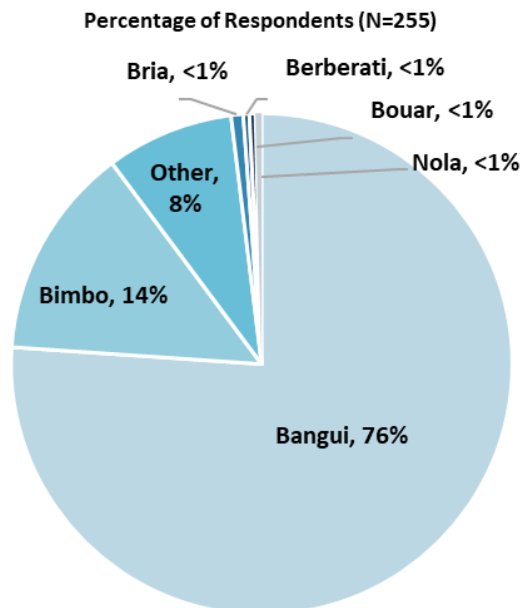


"Please identify the primary specialization of your work."
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

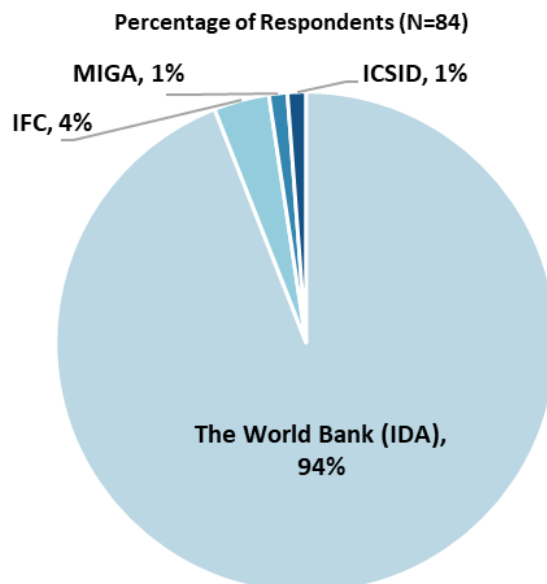
Geographic Locations



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

Note: there were no respondents from Carnot, Bambari, Bossangoa, and Bangassou

Exposure to Agencies within the World Bank Group



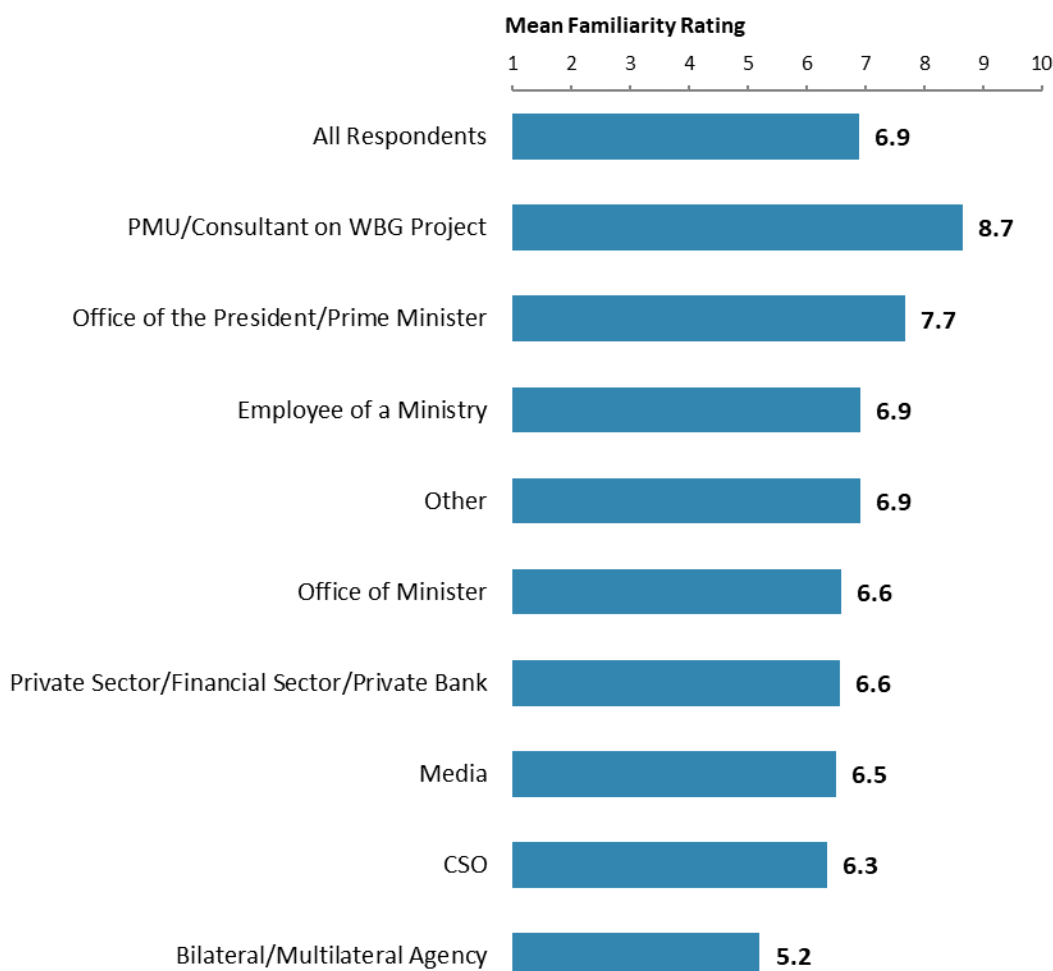
"Which of the following agencies of the World Bank Group
do you primarily collaborate/work with in CAR?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'20 = 6.9; weighted mean in FY'17 = 5.5)².
- **Impact of familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness in CAR, with their agreement that the WBG plays a relevant role in CAR's development, and with their ratings of the extent to which the WBG's work helps achieve development results in CAR.



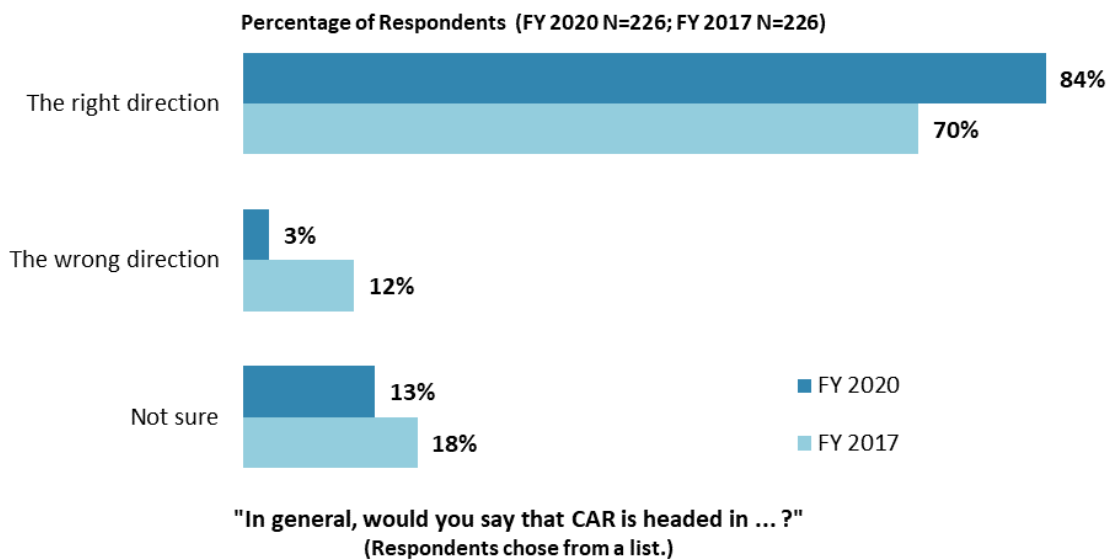
"How familiar are you with the work of the World Bank Group in CAR?"
(1-"Not familiar at all", 10-"Extremely familiar")

² The means in the chart were calculated based on un-weighted data. Please refer to Appendix D (page 90) for more details on weighting.

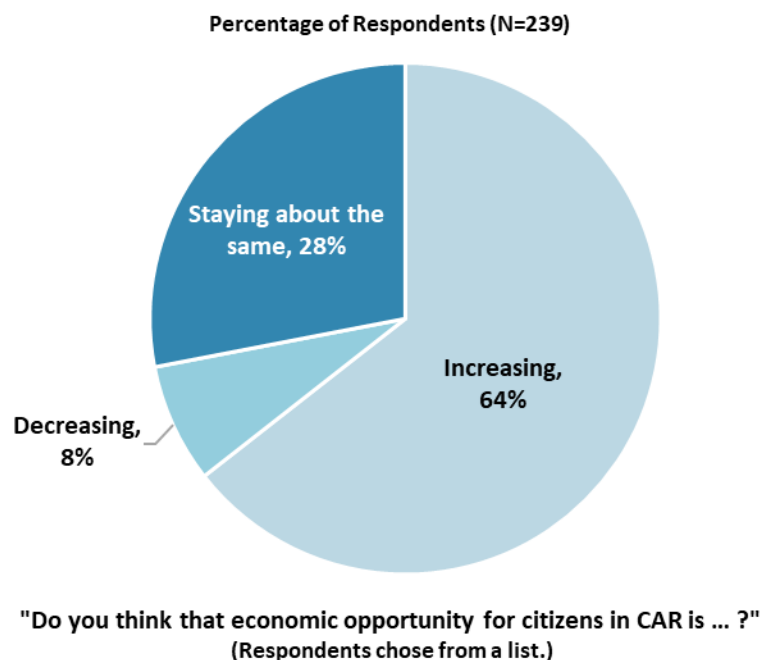


IV. Overall Context

Headed in the Right Direction³



Perceptions of Economic Opportunity

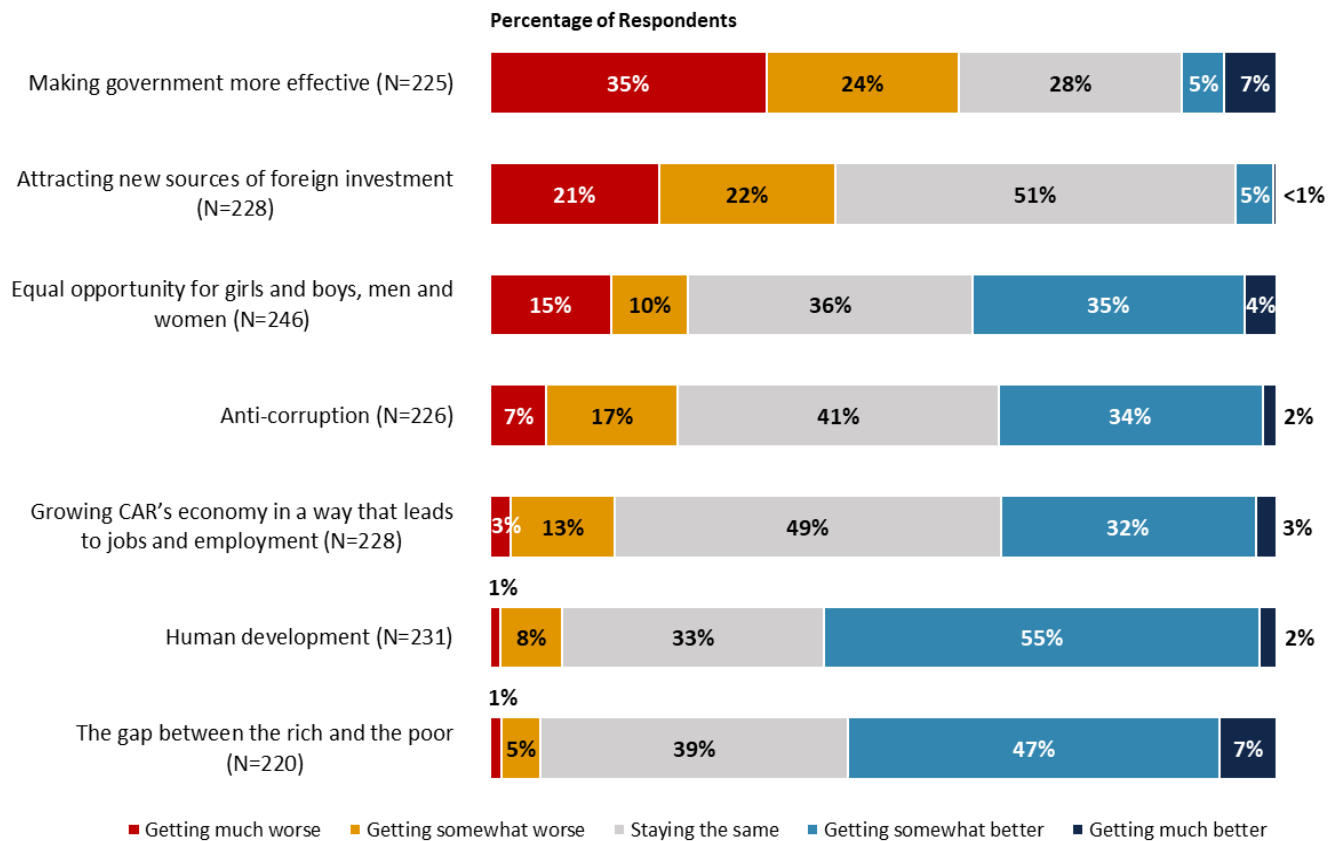


³ Percentages presented in this chart were calculated based on weighted data.



IV. Overall Context (continued)

Perceptions of Improvement and Decline in Specific Areas



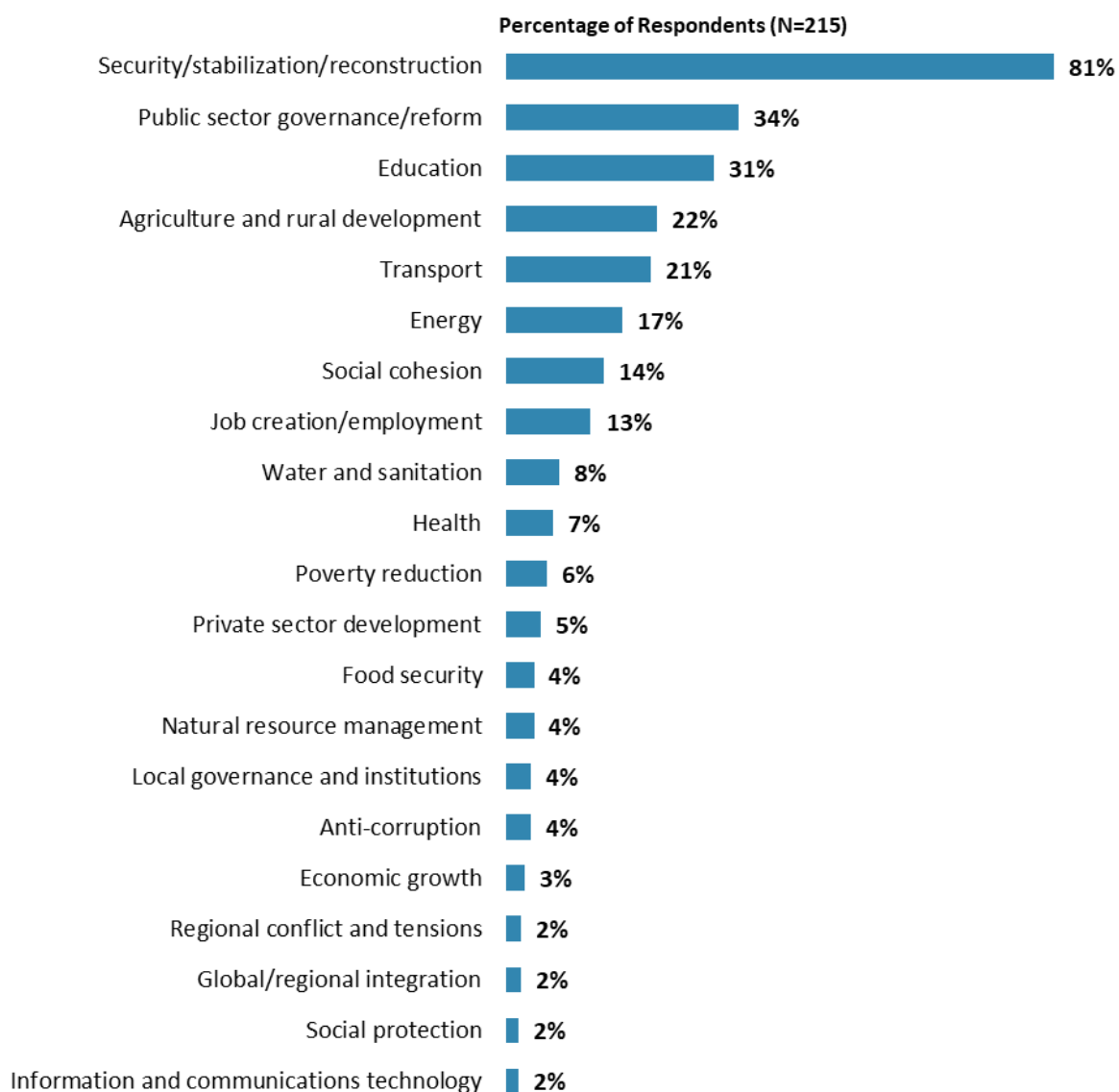
"Please describe the direction CAR is moving in, when considering ... ?"
(Respondents chose from a list.)



IV. Overall Context (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in CAR were “*security/stabilization/reconstruction*” (50%), “*education*” (47%), “*public sector governance/reform*” (32%), “*agriculture and rural development*” (28%), “*job creation/employment*” (19%), and “*transport*” (16%).



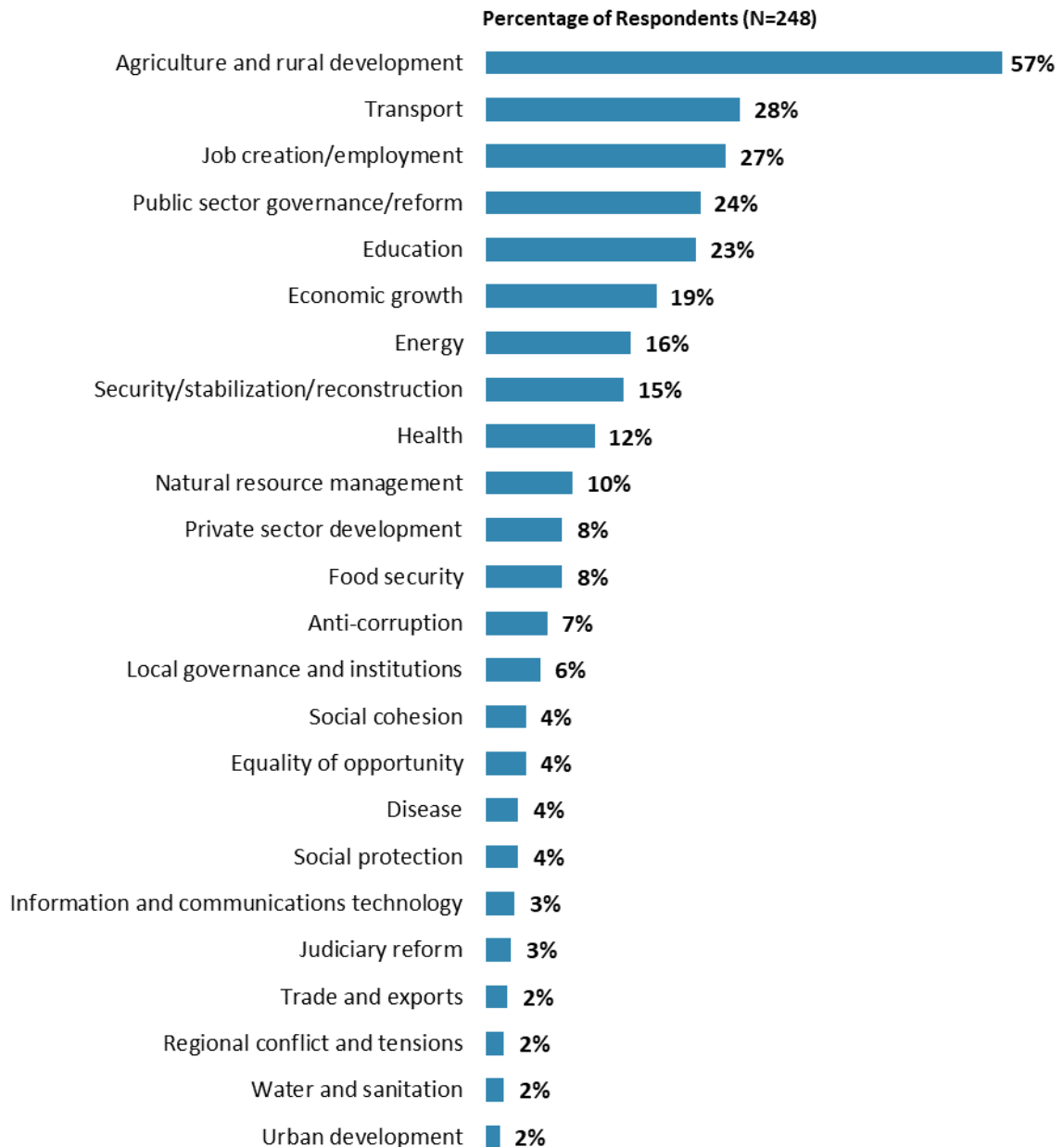
"Listed below are a number of development priorities in CAR. Please identify which of the following you consider the most important development priorities in CAR. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 21 of 33 response options shown)



IV. Overall Context (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the biggest contributors to poverty reduction in CAR were “*agriculture and rural development*” (63%), “*job creation/employment*” (37%), “*economic growth*” (32%), “*education*” (20%), and “*transport*” (16%).



"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 CAR?

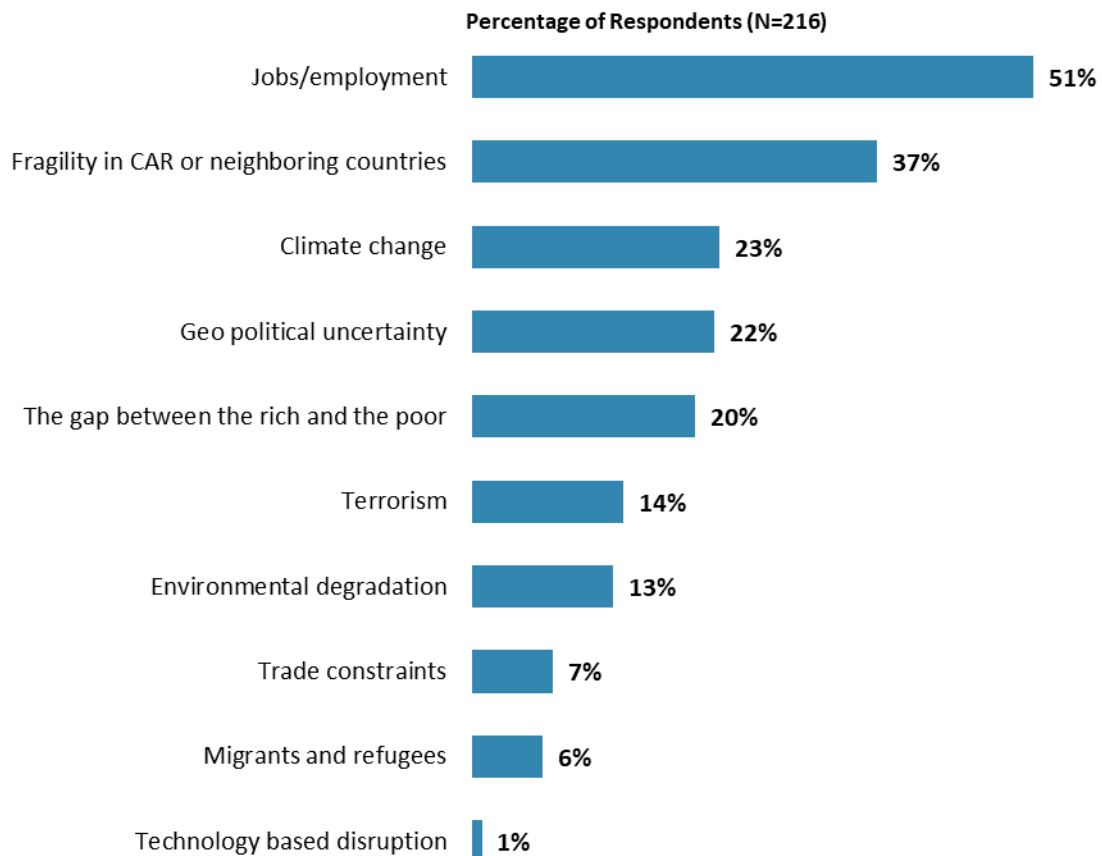
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.

Top 24 of 32 response options shown)



IV. Overall Context (continued)

The Impact of Global Challenges on CAR

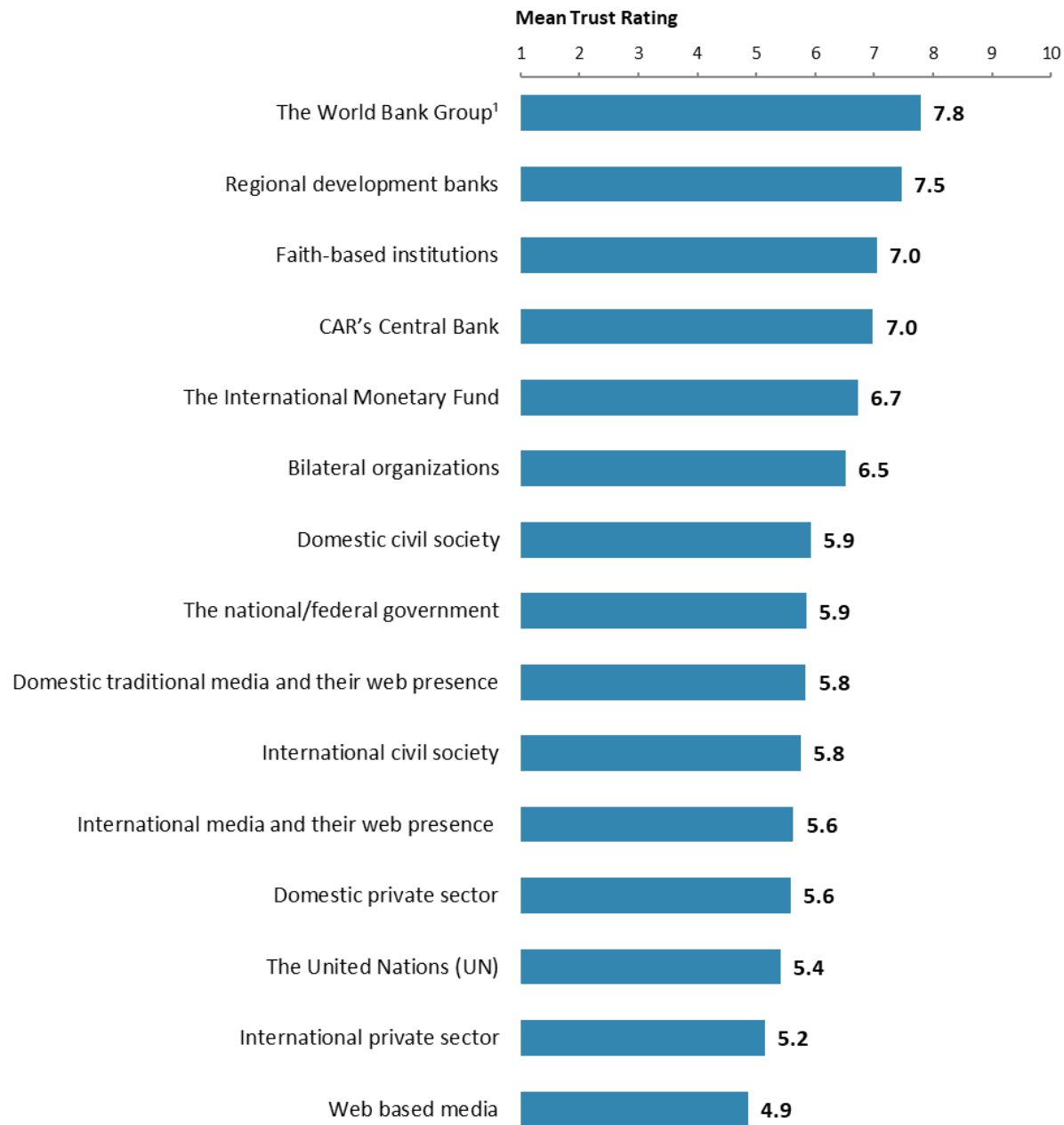


"Listed below are global challenges. Which do you think have the most serious impact on CAR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Trust in Institutions



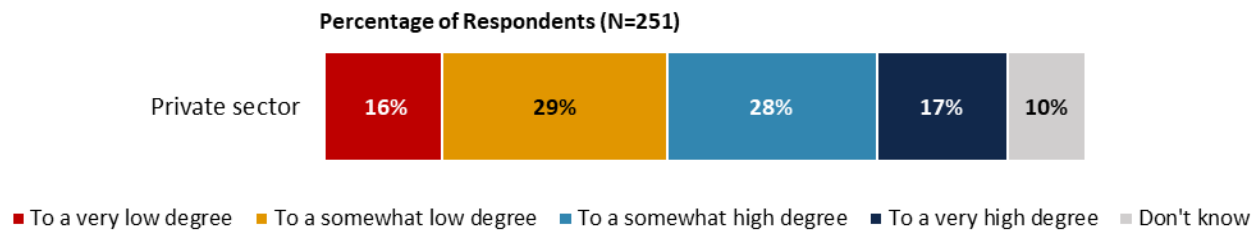
"To what extent do you trust each of the following groups to do what is right?"
(1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question



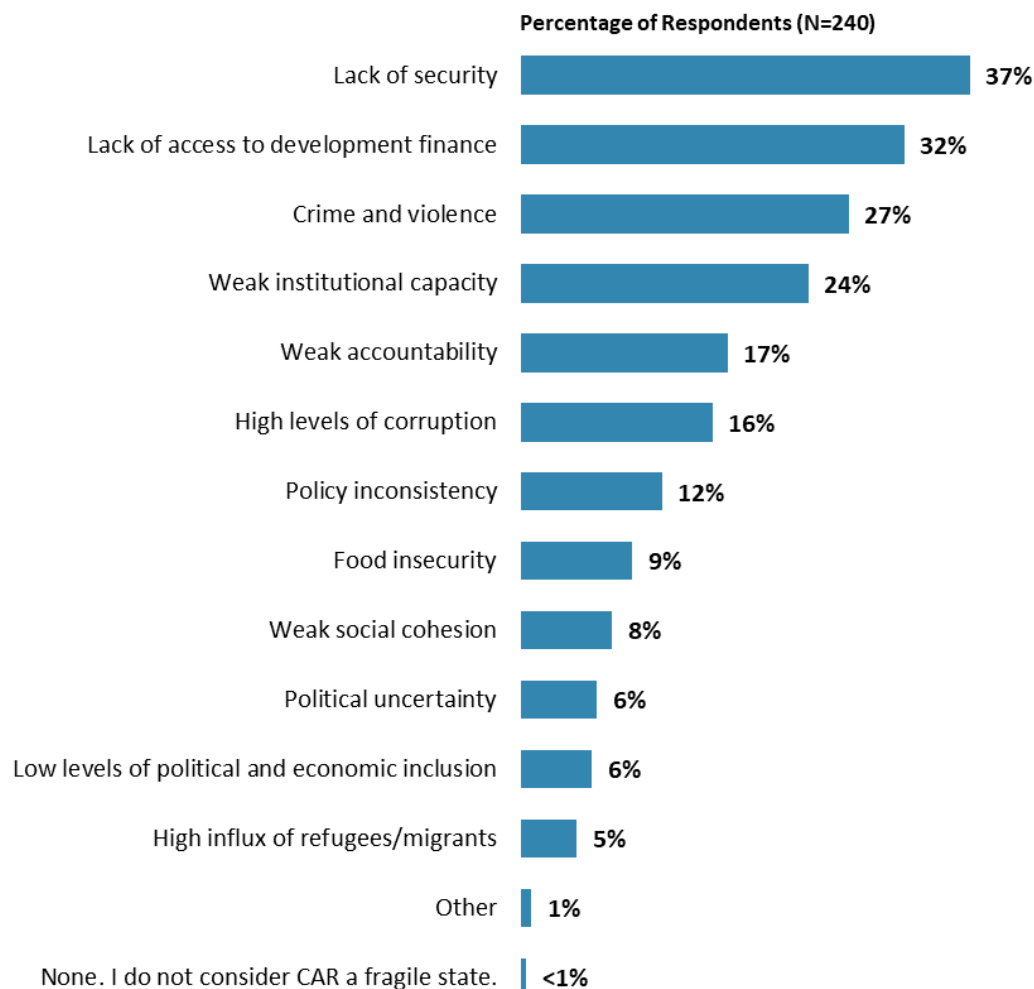
IV. Overall Context (continued)

Trust in the Private Sector



"To what extent do you trust private sector to engage in public service delivery in CAR?"
(Respondents chose from a list.)

CAR as a Fragile State

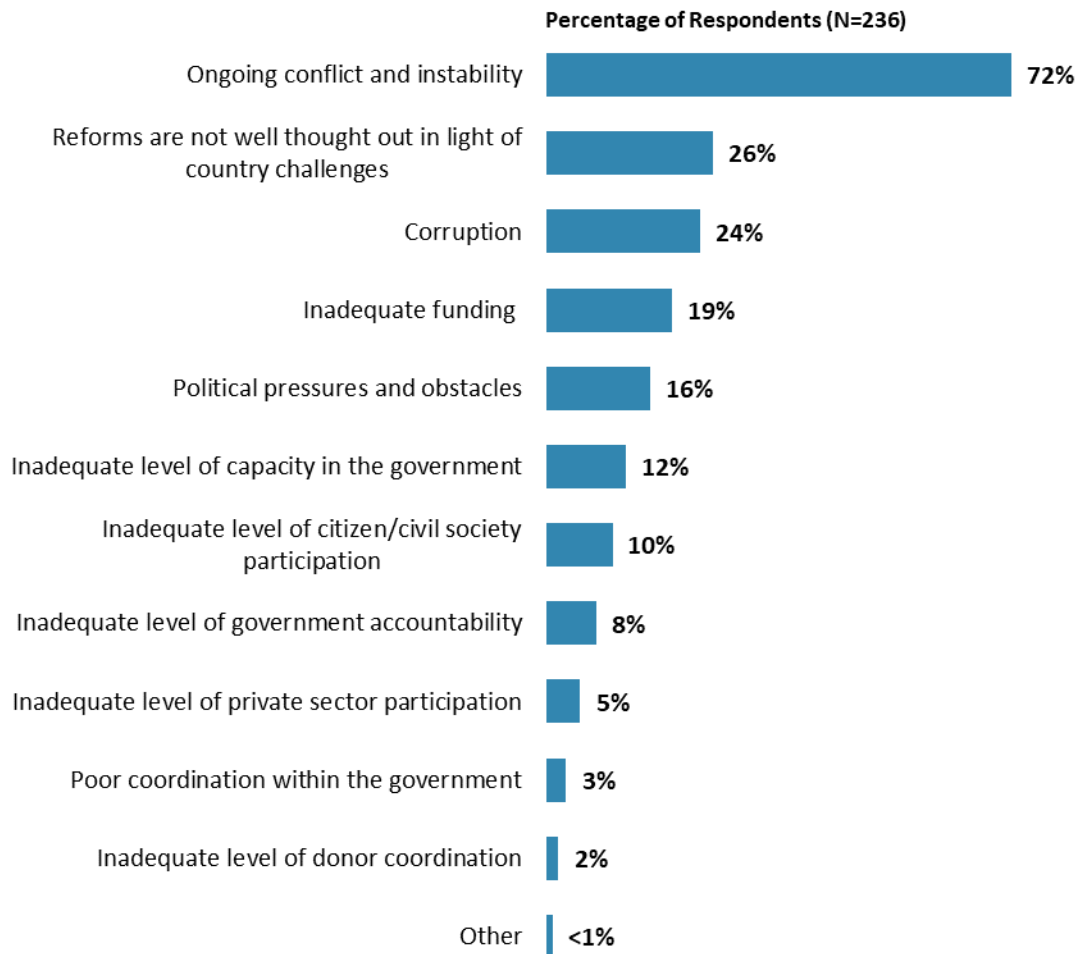


"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in CAR. (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



IV. Overall Context (continued)

Attributions for Slow/Failed Reform Efforts

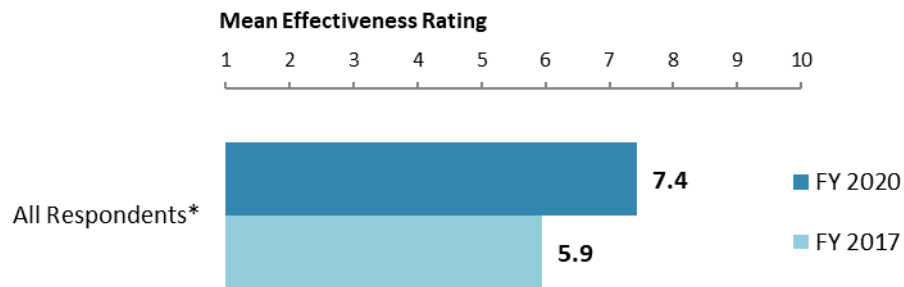


"When economic and/or social reform efforts fail or are slow to take place in CAR, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



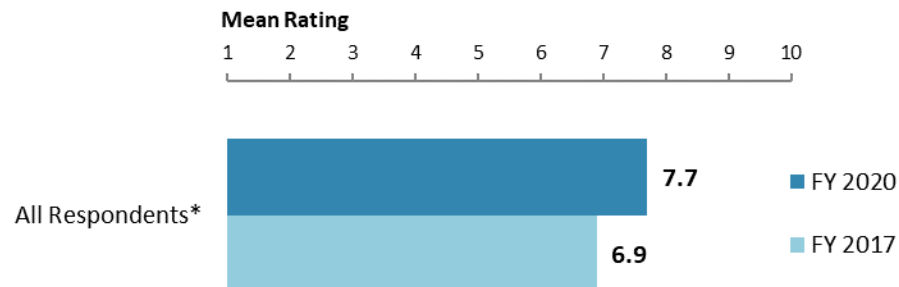
V. Overall Attitudes toward the World Bank Group

The World Bank Group's Overall Effectiveness⁴ (Indicator Question)



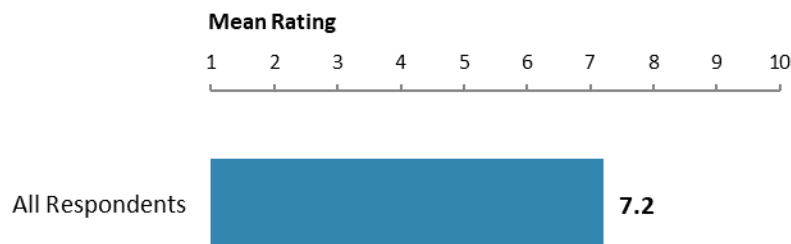
"Overall, please rate your impression of the World Bank Group's effectiveness in CAR." (1-"Not effective at all", 10-"Very effective")
(*Significantly different between FY 2020 and FY 2017)

Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in CAR?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2017)

Influence on CAR's Development Agenda (Indicator Question)



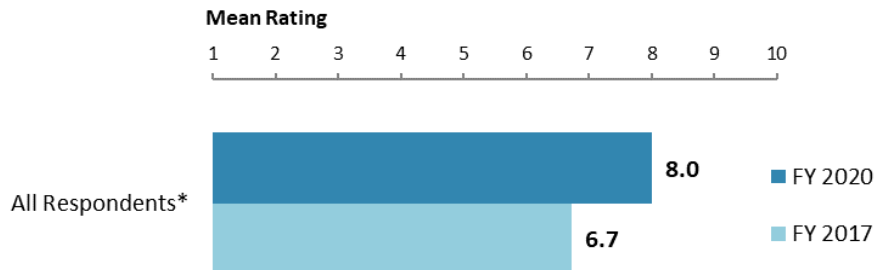
"To what extent does the World Bank Group influence the development agenda in CAR?"
(1-"To no degree at all", 10-"To a very significant degree")

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



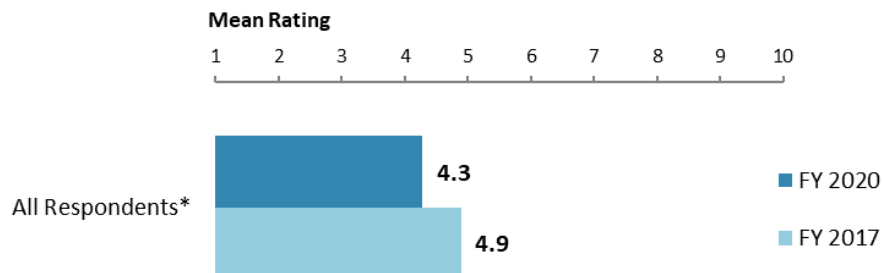
V. Overall Attitudes toward the World Bank Group (continued)

Building/Strengthening Existing Country Systems⁵ (Indicator Question)



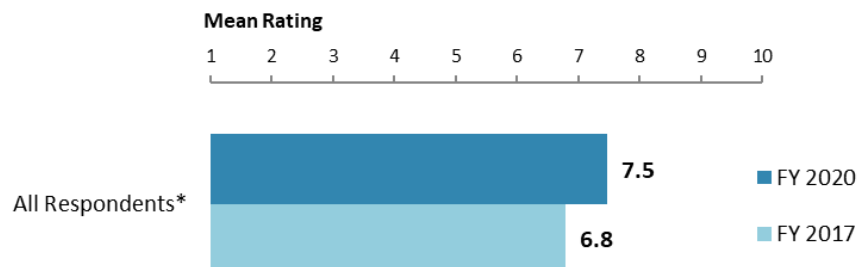
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in CAR?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2017)

WBG Staffing in CAR



"To what extent do you believe the World Bank Group is adequately staffed in CAR?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2017)

WBG Staff Preparedness



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help CAR solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2020 and FY 2017)

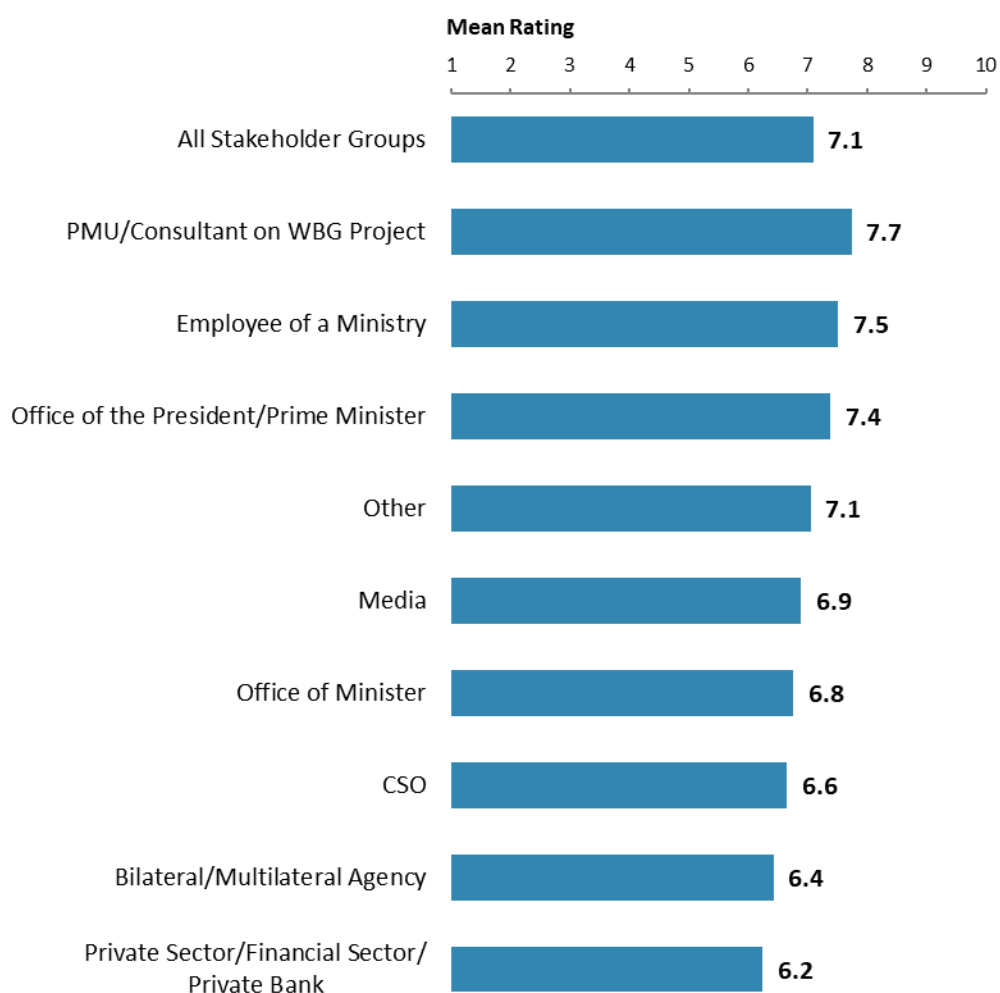
⁵ Means in the charts on this page were calculated based on weighted data



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the thirty COS indicator questions (mean rating = 7.7) compared to respondents who do not collaborate with the WBG (mean rating = 6.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix E (page 96).
- **Stakeholder groups:** Respondents from PMU/consultants on WBG projects had the highest mean ratings for the aggregated responses to the thirty COS indicator questions, whereas respondents from the private sector/financial sector/private banks had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 64).



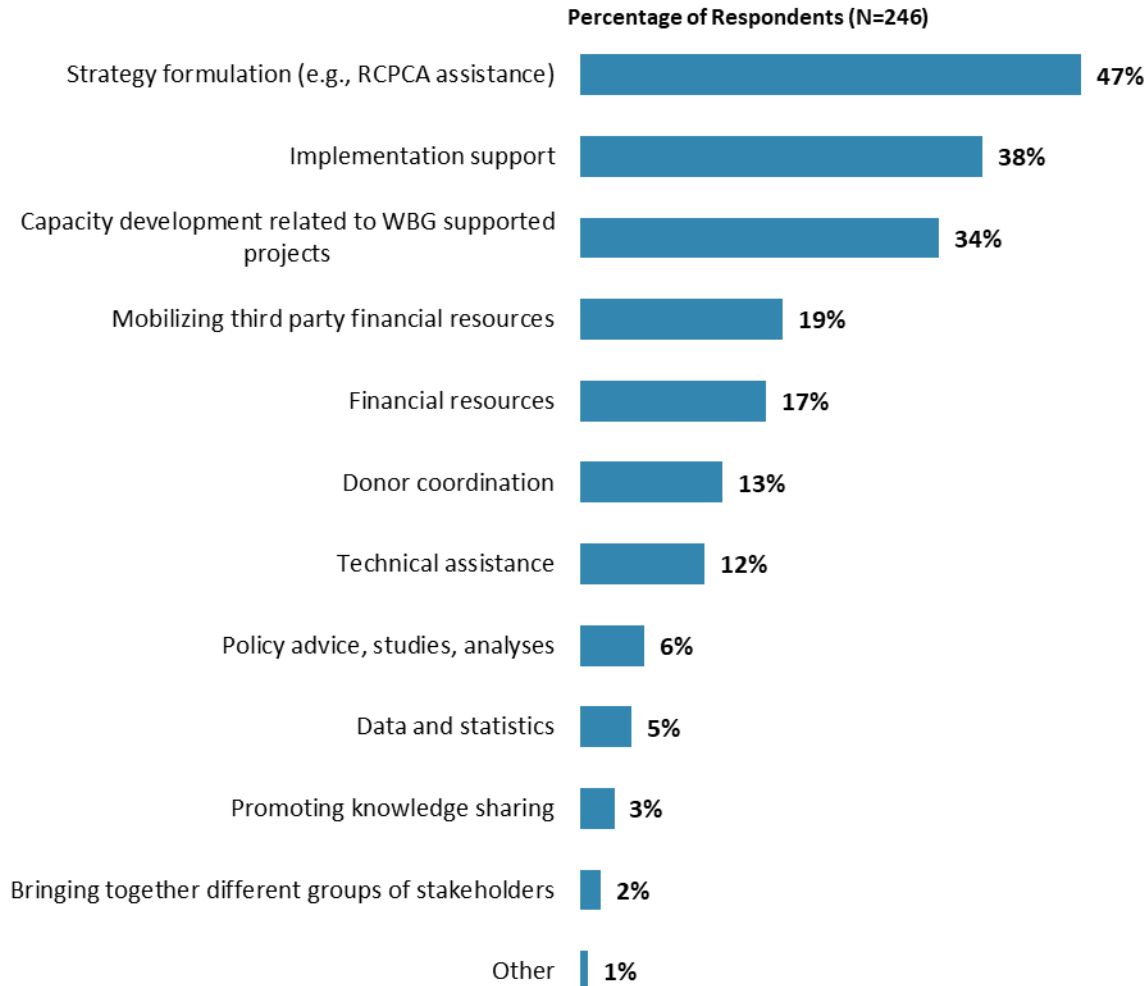
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest values to CAR were “*capacity development related to World Bank Group supported projects*” (38%), “*financial resources*” (32%), “*strategy formulation*” (27%), and “*mobilizing third party financial resources*” (24%).



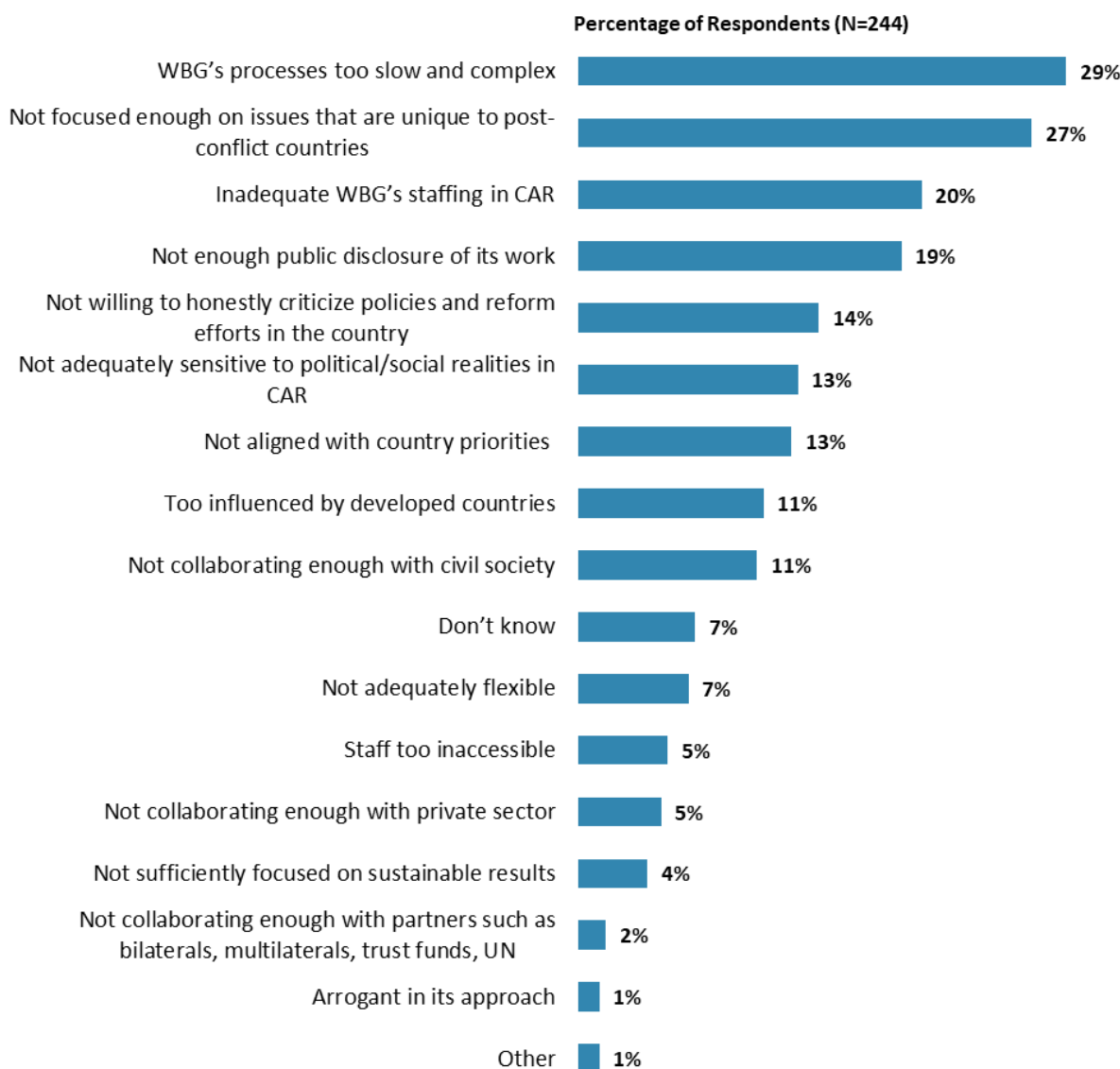
“When thinking about the World Bank Group’s role in CAR, which activity do you VALUE the most? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG's greatest weaknesses in its work in CAR were "*WBG's processes too complex*" (32%), "*WBG's processes too slow*" (28%), "*not adequately sensitive to political/social realities in CAR*" (26%), and "*not focused enough on issues that are unique to post-conflict countries*" (25%).

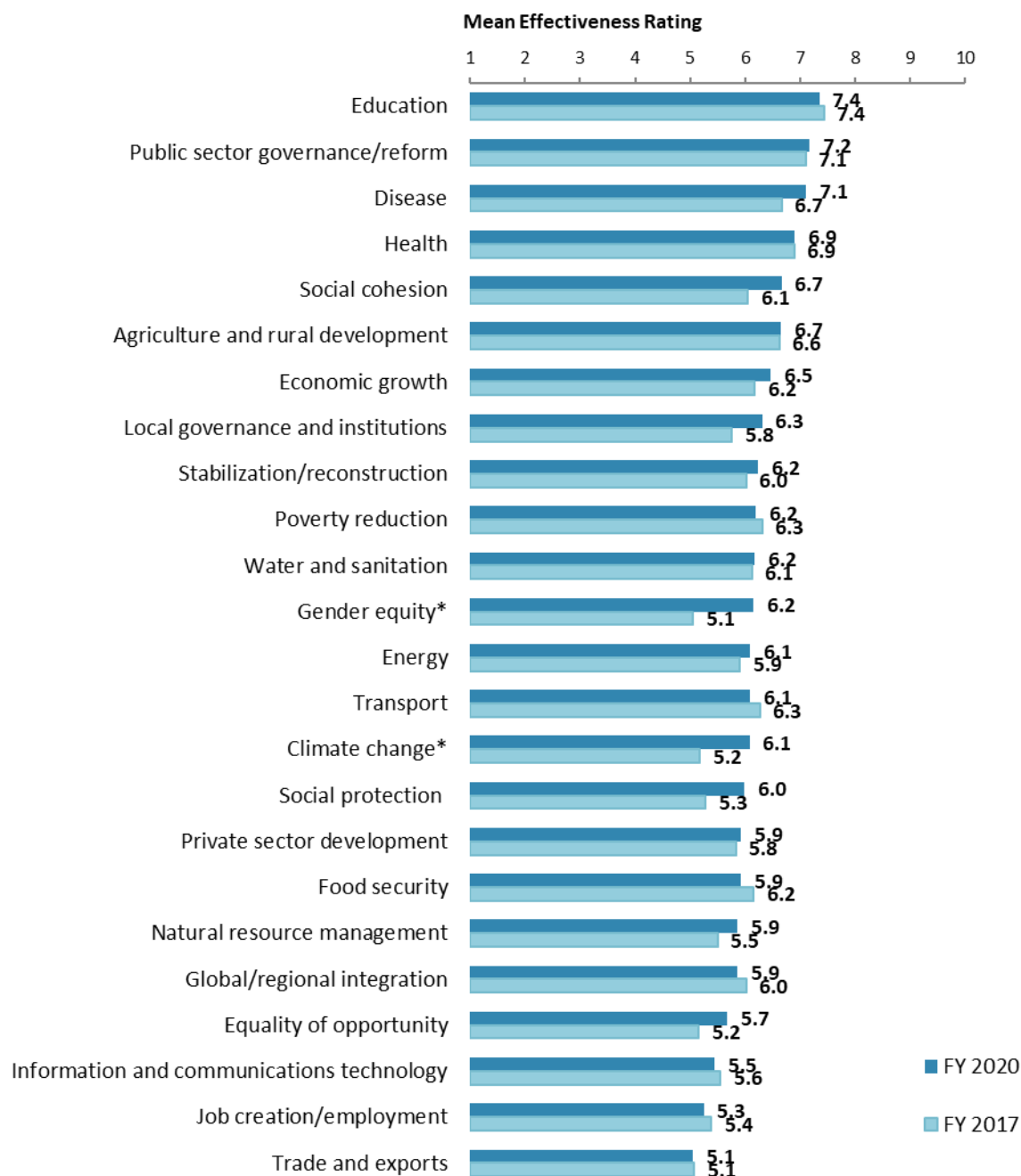


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in CAR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



VI. World Bank Group's Support in Development Areas

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



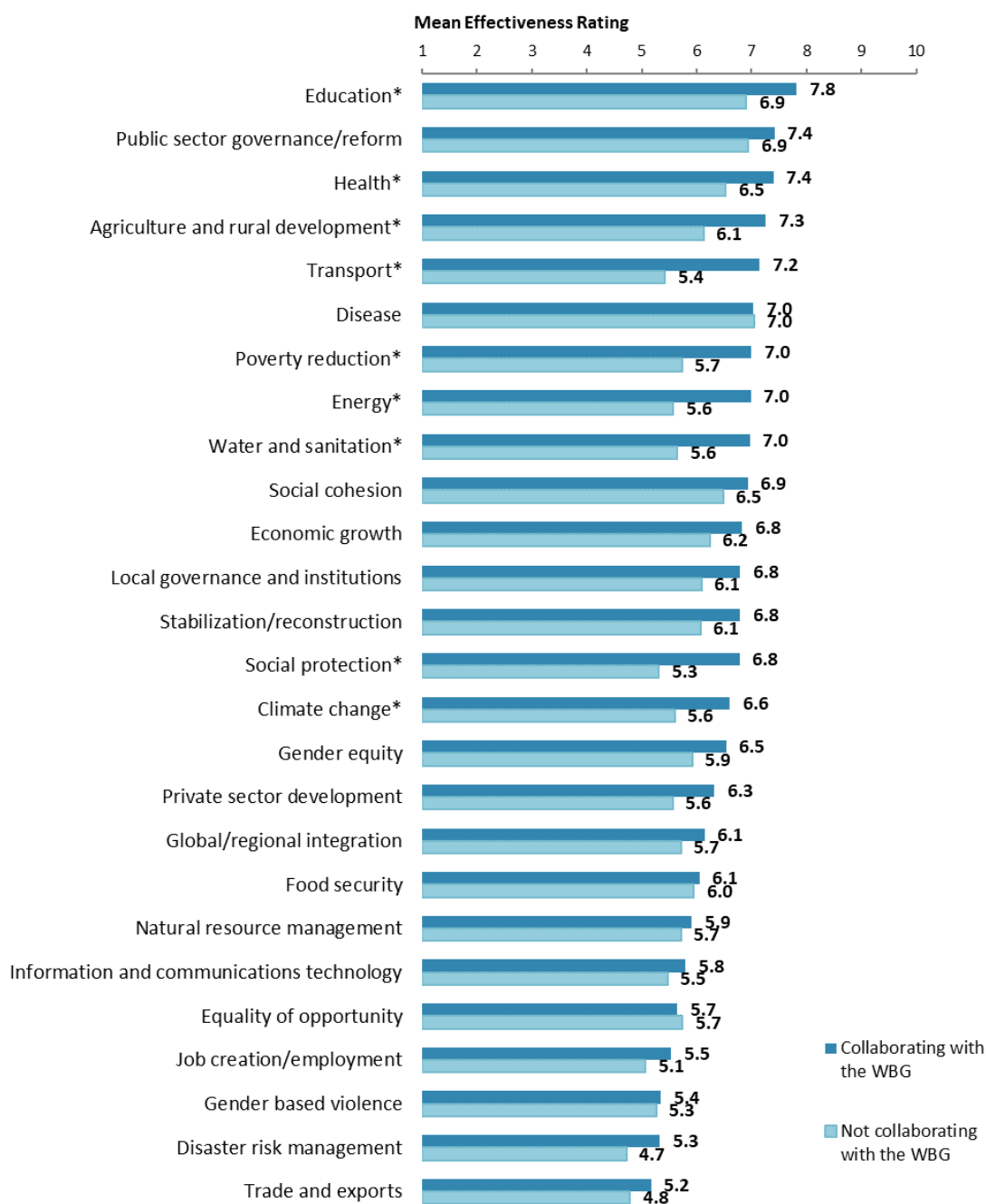
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in CAR?"
(1-"Not effective at all", 10-"Very effective")
*(*Significantly different between FY 2020 and FY 2017)*

⁶ Means presented in this chart were calculated based on weighted data. See Appendix D for details.



VI. WBG's Support in Development Areas (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁷



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in CAR?"

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

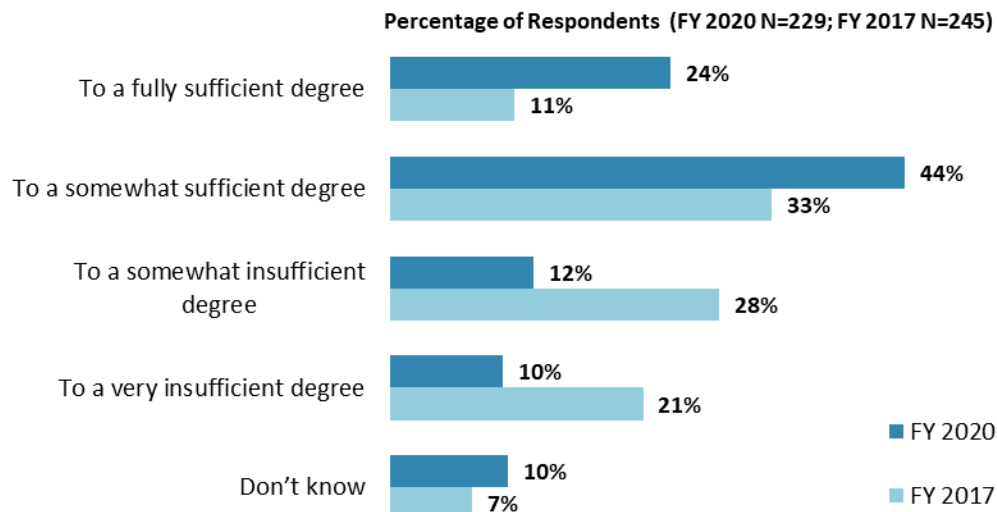
(*Significantly different between collaborators and non-collaborators)

⁷ Note in the Appendix on the sectoral effectiveness (Appendix A, page 46) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



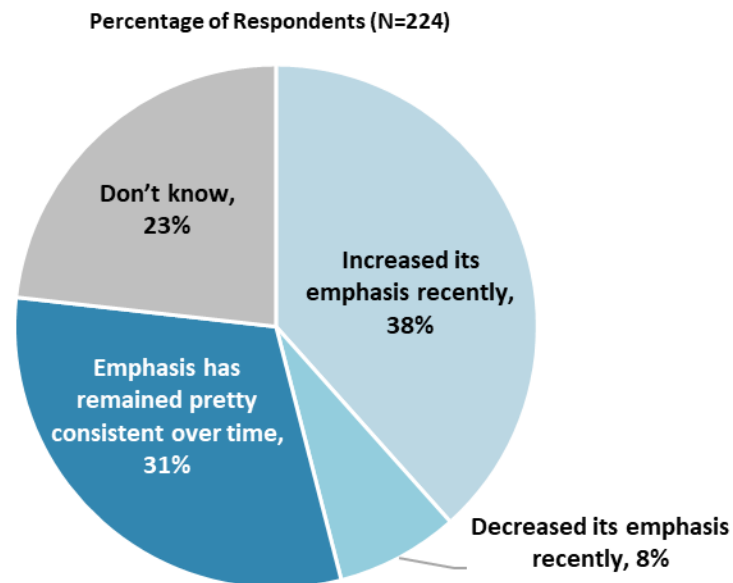
VI. WBG's Support in Development Areas (continued)

Helping the Poorest⁸



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

The WBG's Human Capital Investment



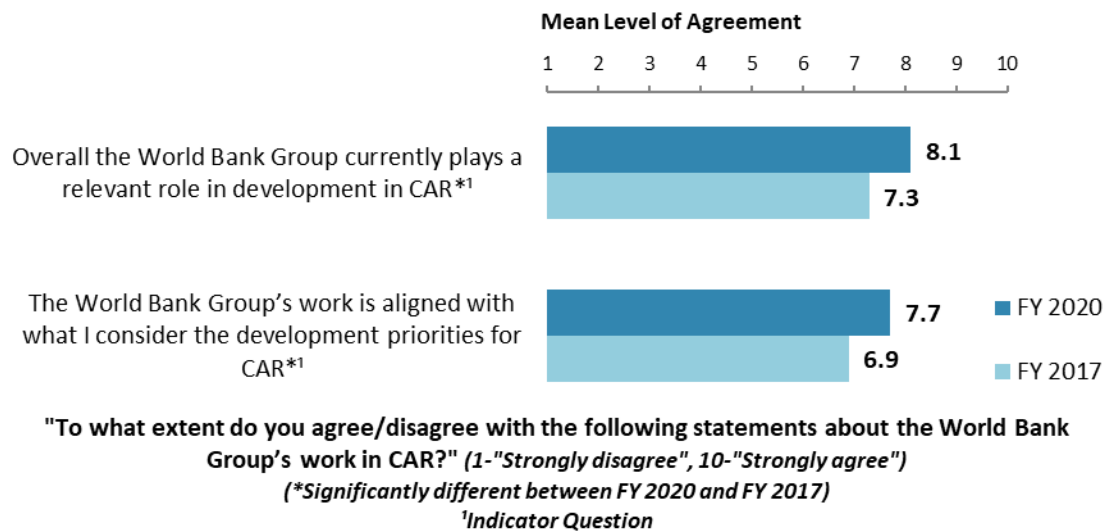
"From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?" (Respondents chose from a list.)

⁸ Percentages presented in this chart were calculated based on weighted data.

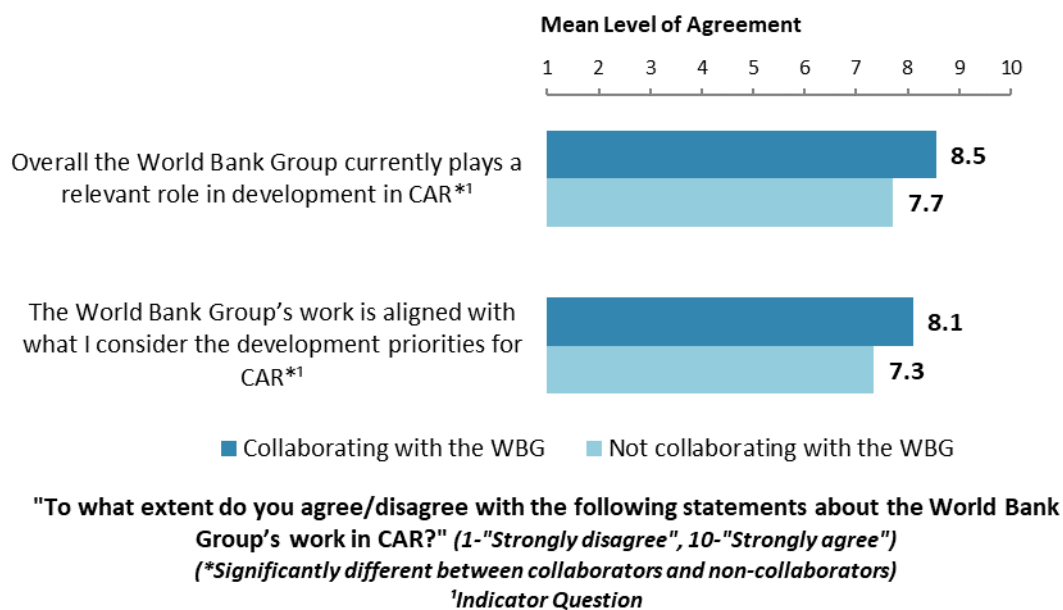


VII. World Bank Group's Work and Engagement on the Ground

The World Bank Group's Work in CAR: Year Comparison⁹



The World Bank Group's Work in CAR: Collaboration

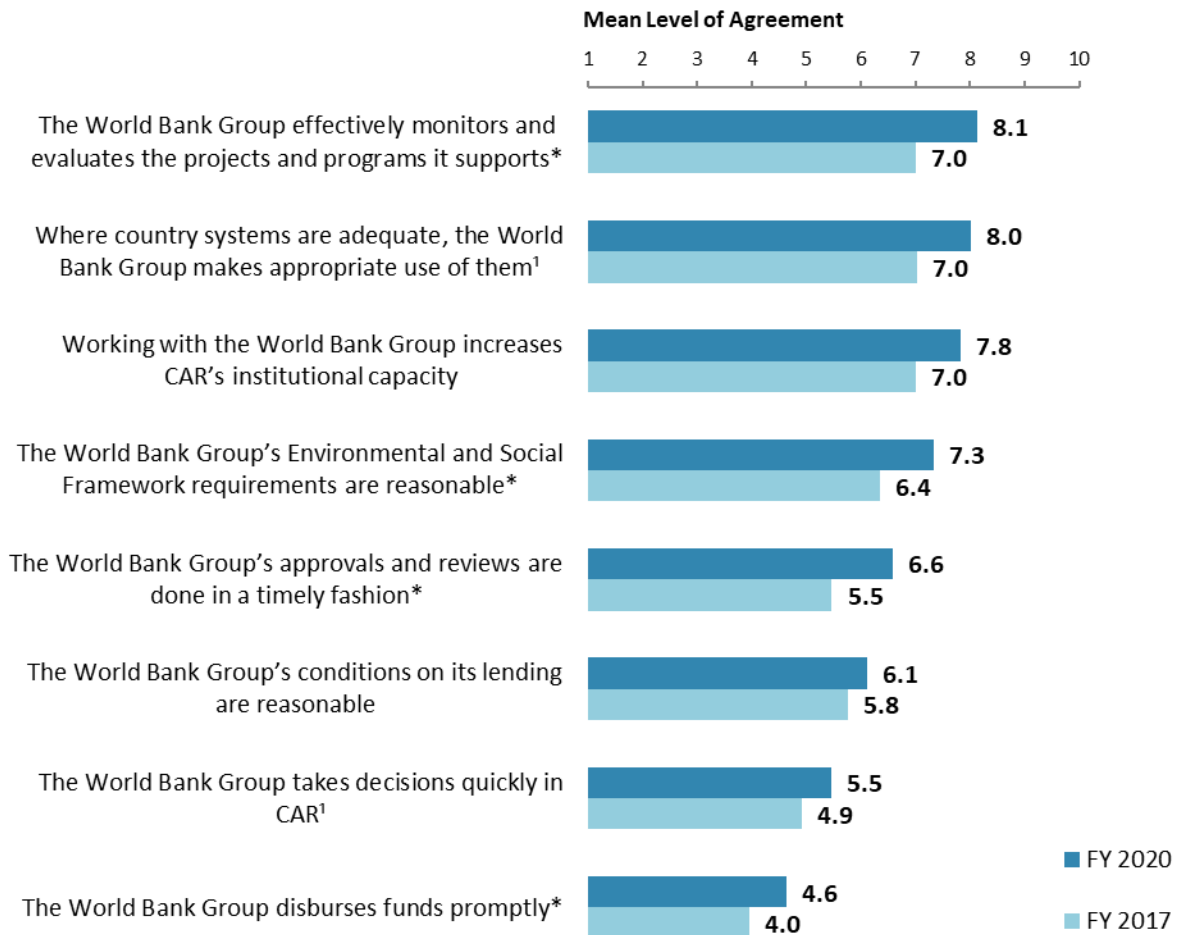


⁹ Means in this chart were calculated based on weighted data.



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Year Comparison¹⁰



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

(1-"Strongly disagree", 10-"Strongly agree")

(*Significantly different between FY 2020 and FY 2017)

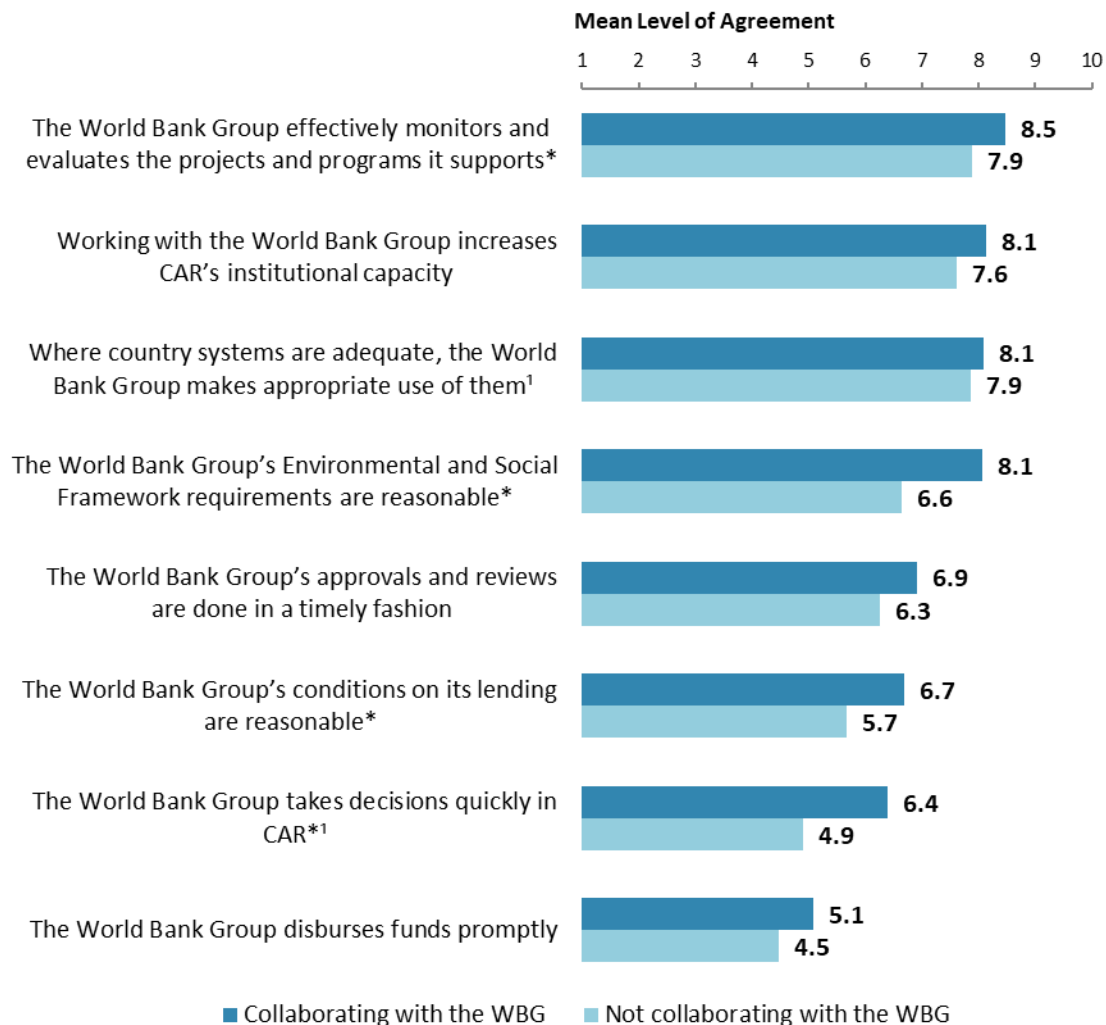
¹Indicator Question

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



VII. WBG's Work and Engagement on the Ground (continued)

Overall Perceptions: Collaboration



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

(1-"Strongly disagree", 10-"Strongly agree")

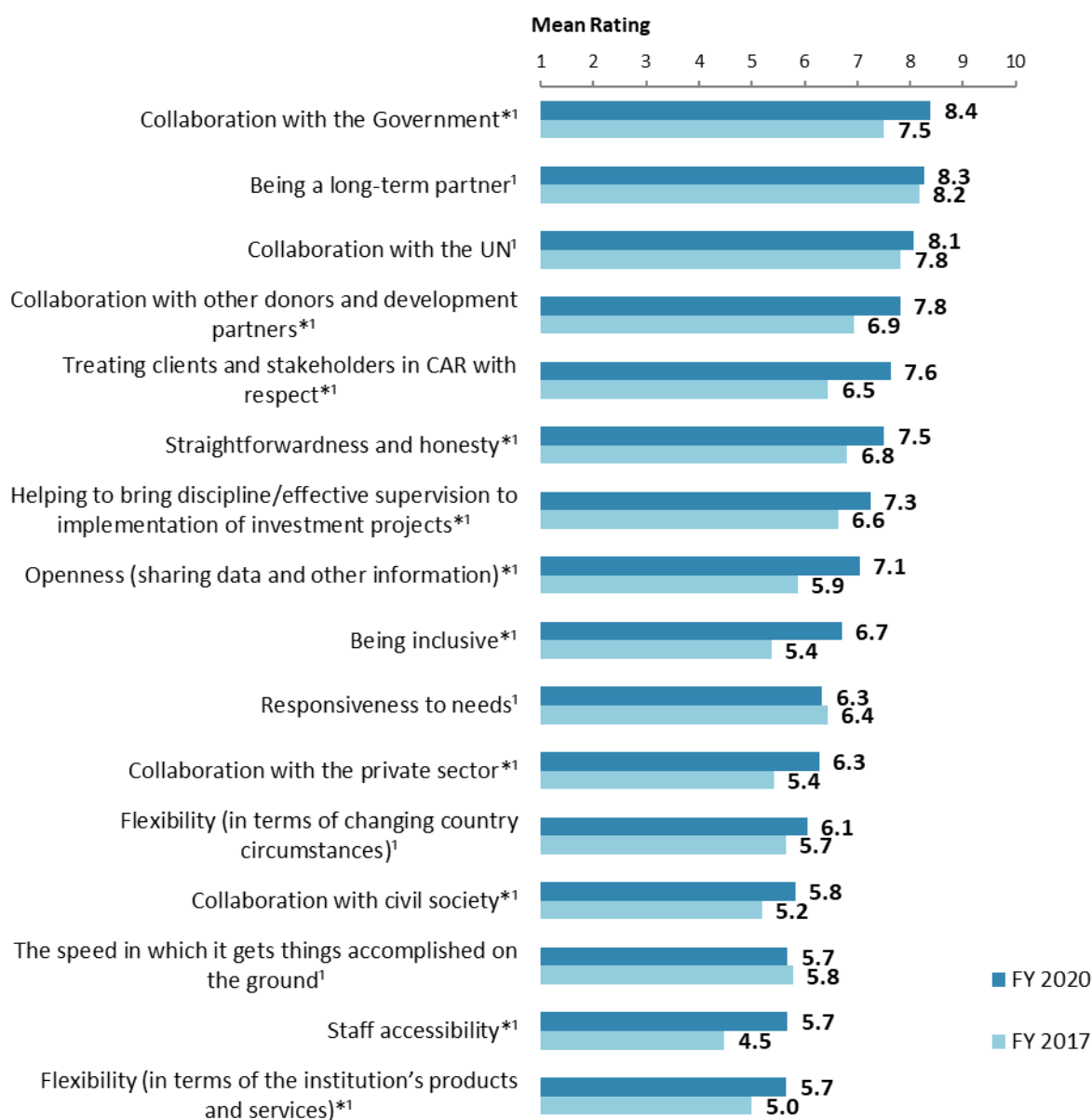
(*Significantly different between collaborators and non-collaborators)

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Year Comparison¹¹



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

(*Significantly different between FY 2020 and FY 2017)

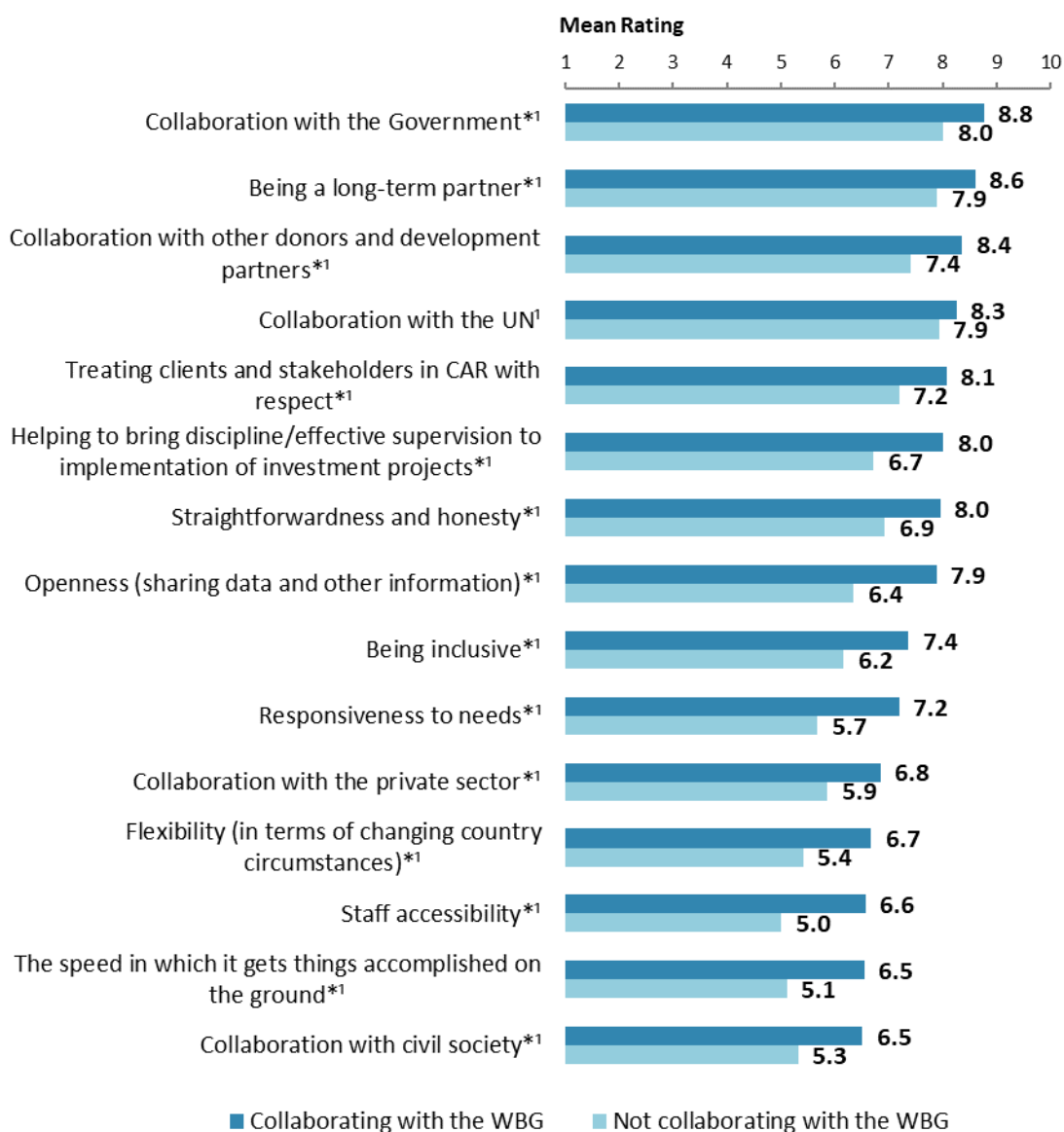
¹Indicator Question

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



VII. WBG's Work and Engagement on the Ground (continued)

The WBG as an Effective Development Partner: Collaboration



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

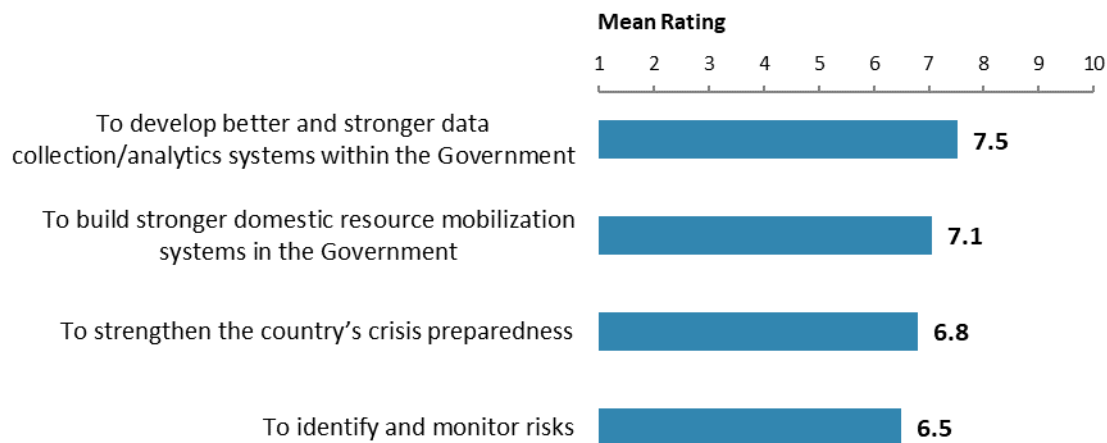
*(*Significantly different between collaborators and non-collaborators)*

¹Indicator Question



VII. WBG's Work and Engagement on the Ground (continued)

Effectiveness of WBG's Support



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

Effectiveness of WBG's Support for Management of Crisis Related Risks



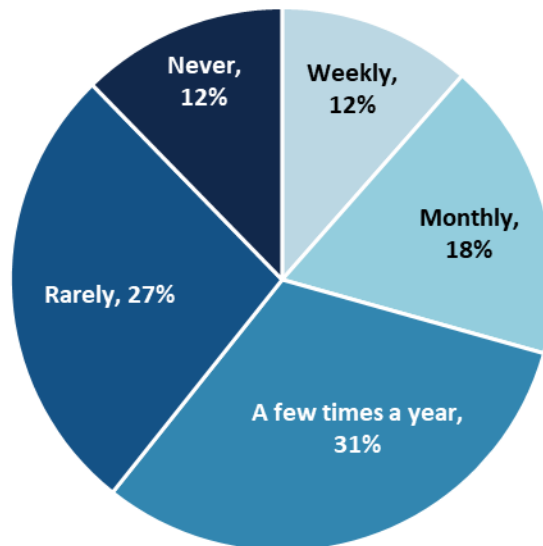
"How effectively does the World Bank Group's SCD and CPF activities support CAR's efforts to manage crisis related risks?"
(1 - "Not effectively at all", 10 - "Very effectively")



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

Percentage of Respondents (N=252)

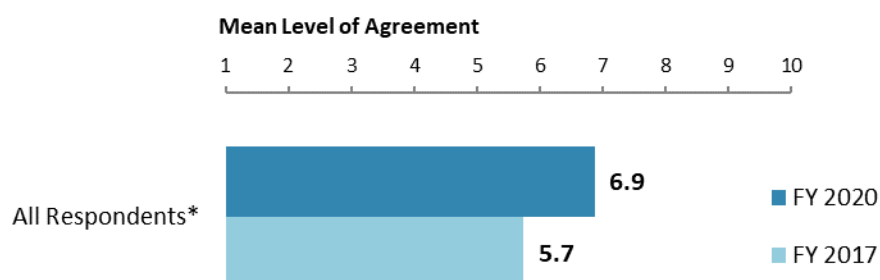


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



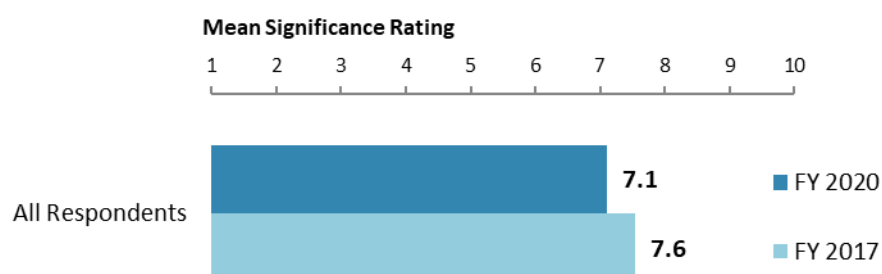
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting CAR's Knowledge Needs¹² (Indicator Question)



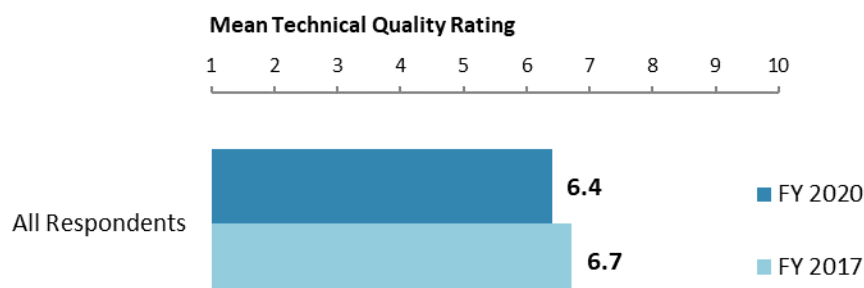
"The World Bank Group meets CAR's needs for knowledge services (e.g., research, analysis, data, technical assistance)"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2020 and FY 2017)

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



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

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



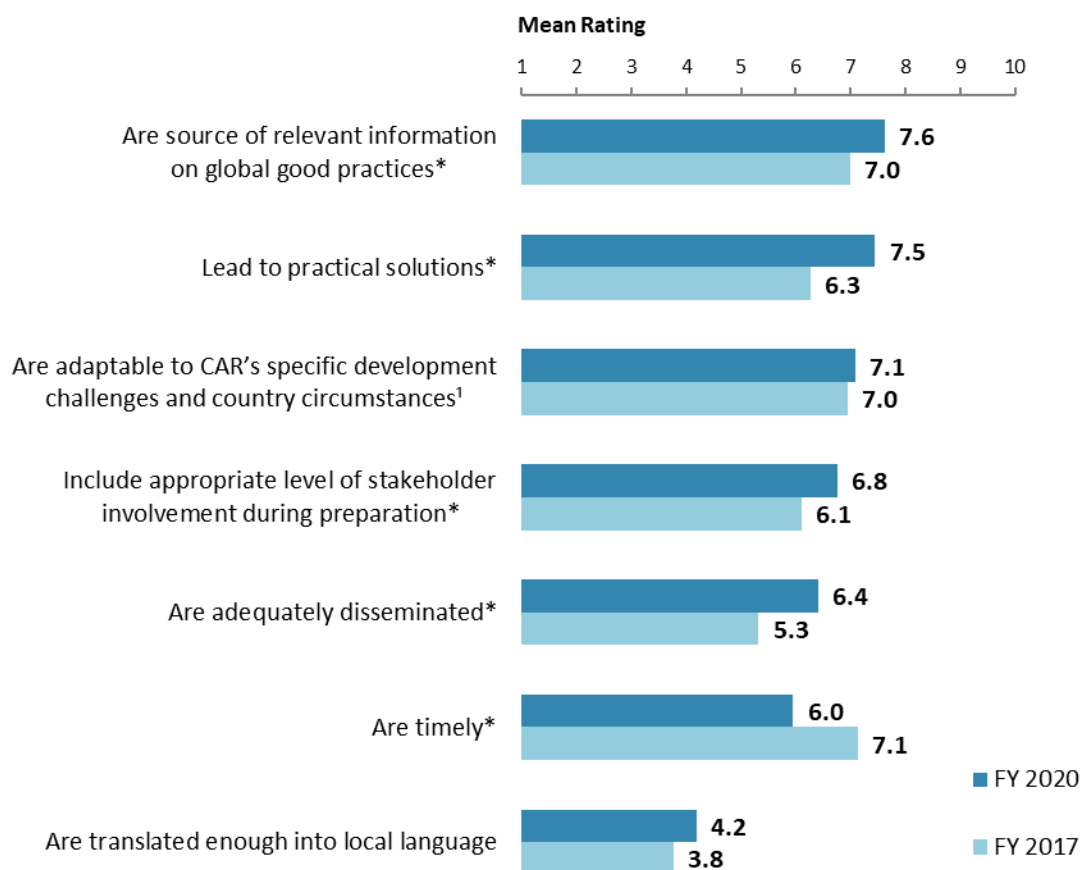
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"
(1-"Very low technical quality", 10-"Very high technical quality")

¹² 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 Activities¹³



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

(*Significantly different between FY 2020 and FY 2017)

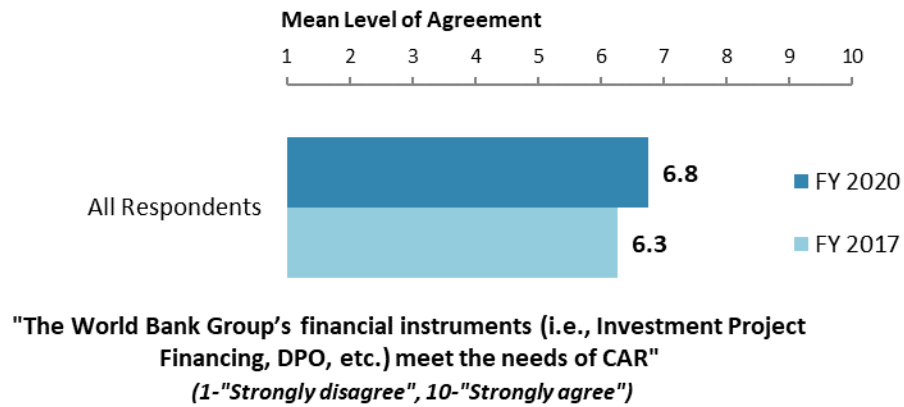
¹Indicator Question

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



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

Meeting CAR's Needs for Financial Instruments¹⁴ (*Indicator Question*)



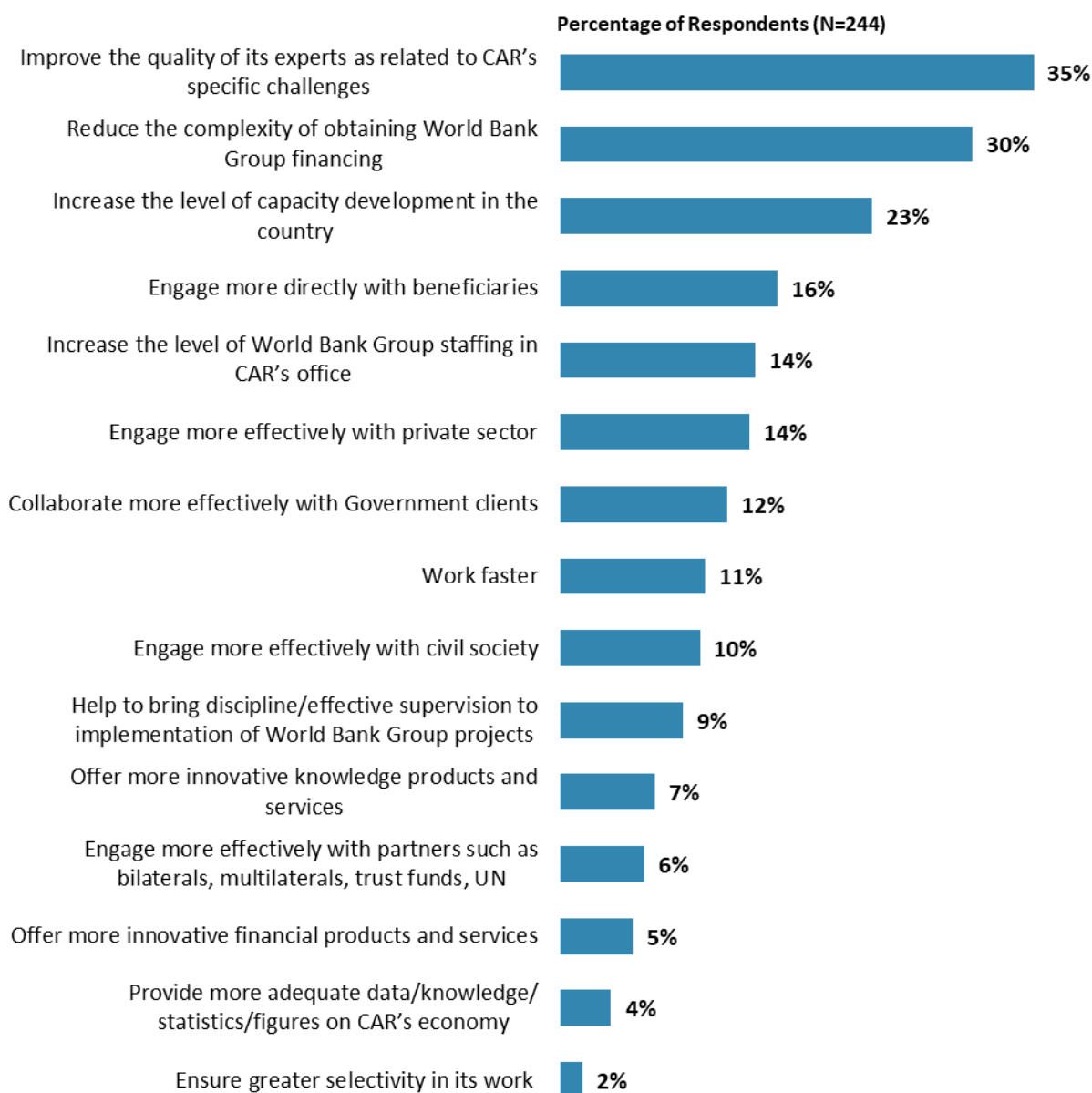
¹⁴ Means in this chart were calculated based on weighted data.



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*reduce the complexity of obtaining WBG financing*” (33%), “*reach out more to groups outside of Government*” (25%), and “*increase the level of capacity development in the country*” (25%) to make itself of greater value in CAR.



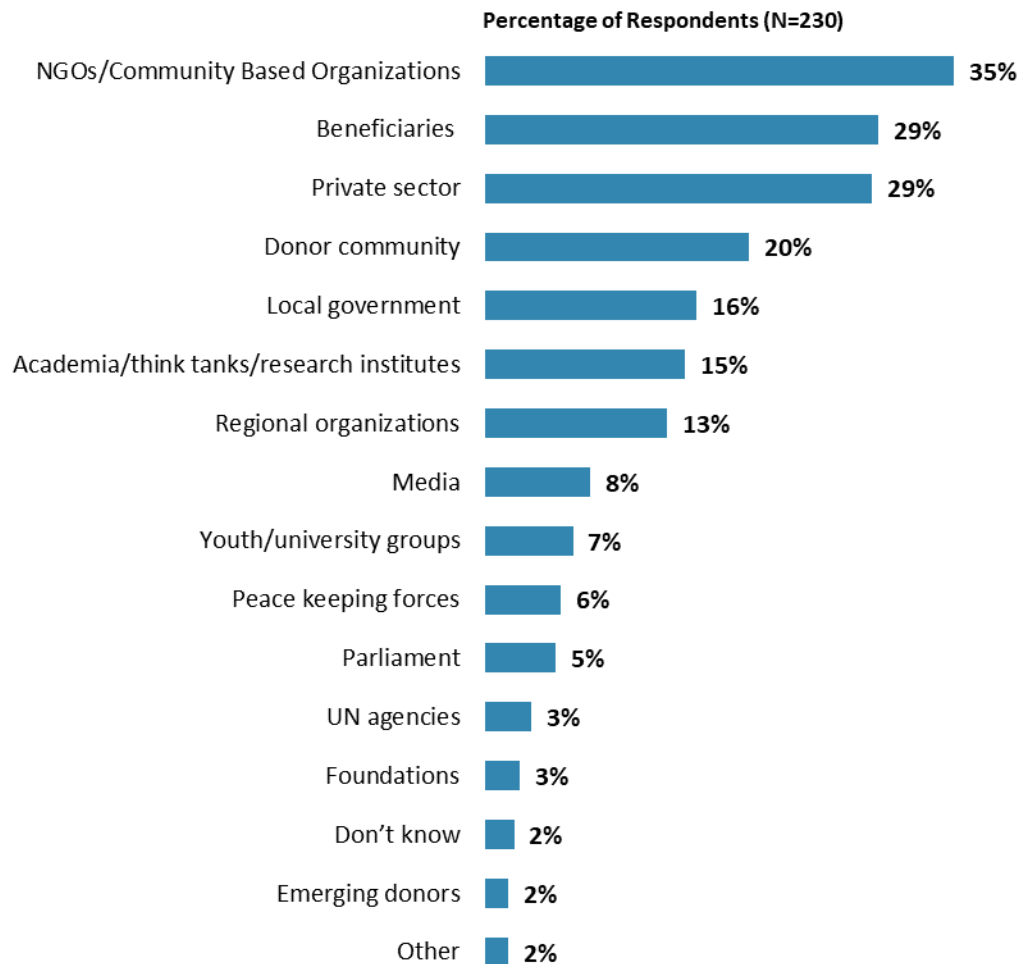
"Which of the following SHOULD the World Bank Group do to make itself of greater value in CAR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'17 Country Survey indicated that the WBG should collaborate more with “*beneficiaries*” (47%), “*local government*” (31%), “*private sector*” (28%), and “*NGOs/community-based organizations*” (27%) to ensure better development results in CAR.



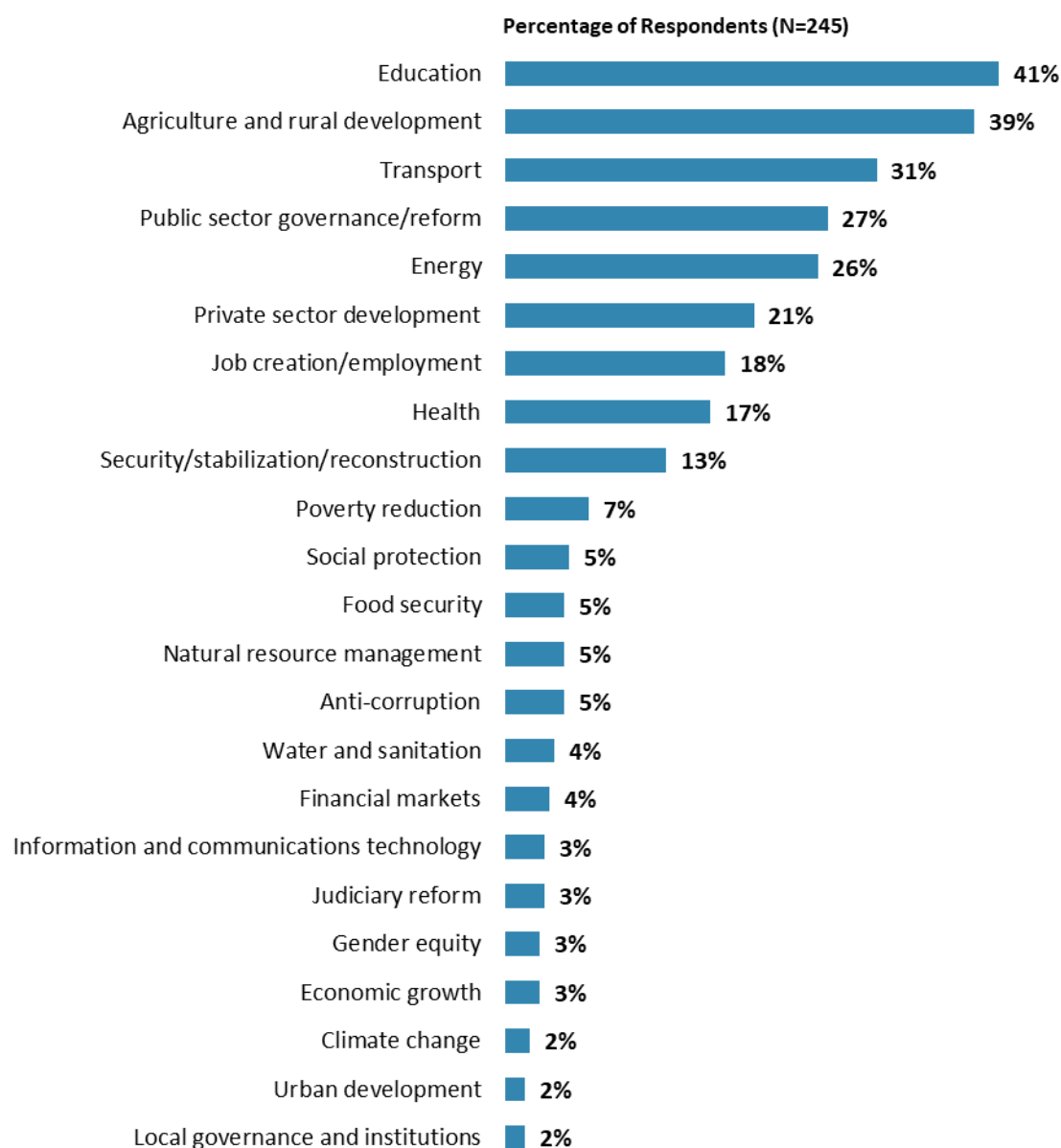
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should focus its resources on “*education*” (41%), “*energy*” (37%), “*agriculture and rural development*” (30%), “*job creation/employment*” (29%), and “*transport*” (25%).

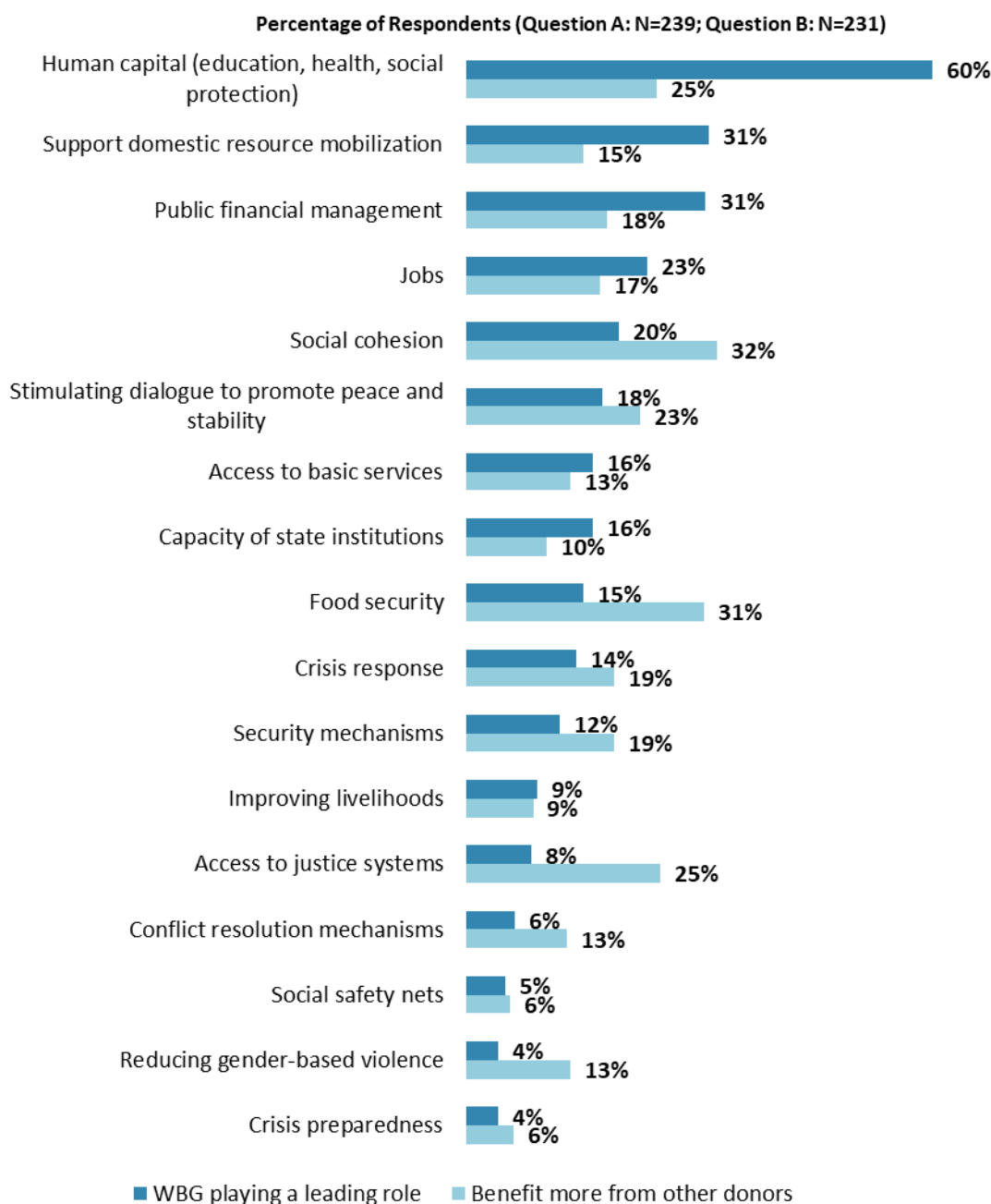


“When thinking about how the World Bank Group can have the most impact on development results in CAR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in CAR? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined. Top 23 of 33 response options shown)



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

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

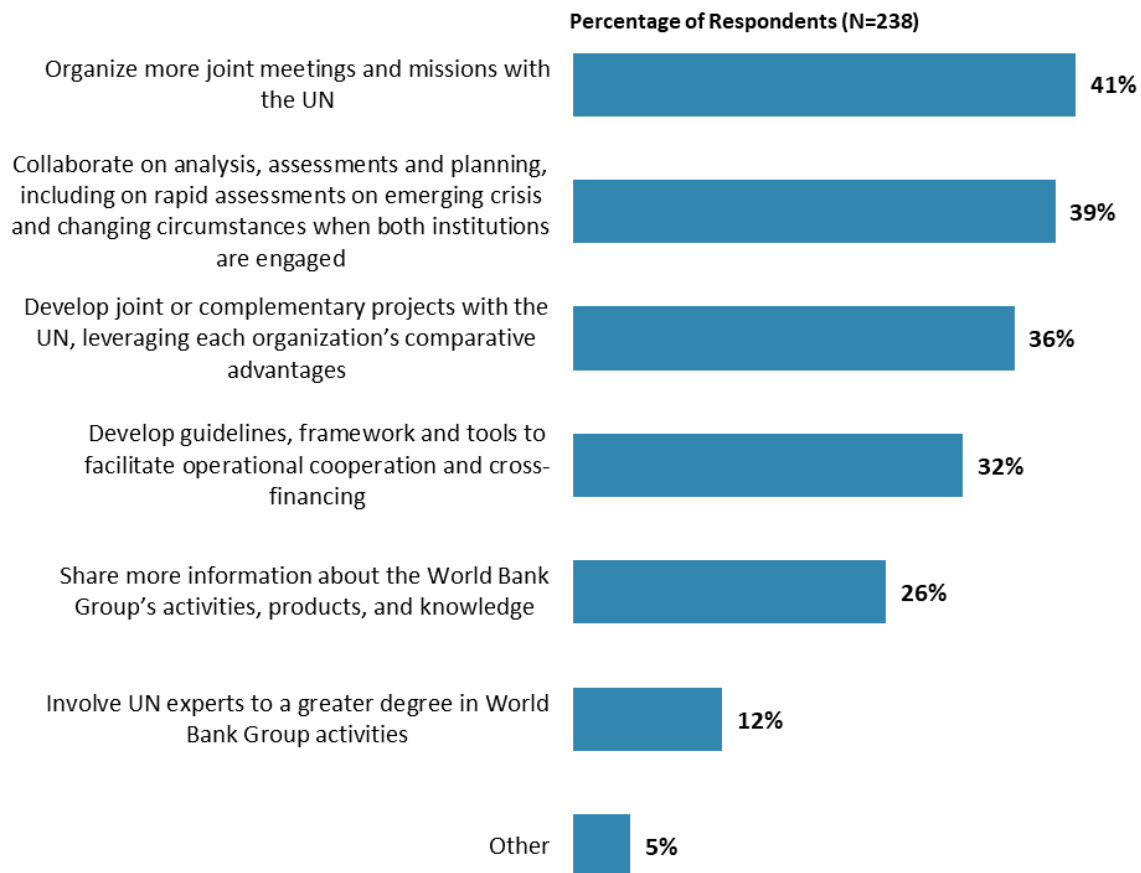
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR?

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



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

WBG Collaboration with the UN

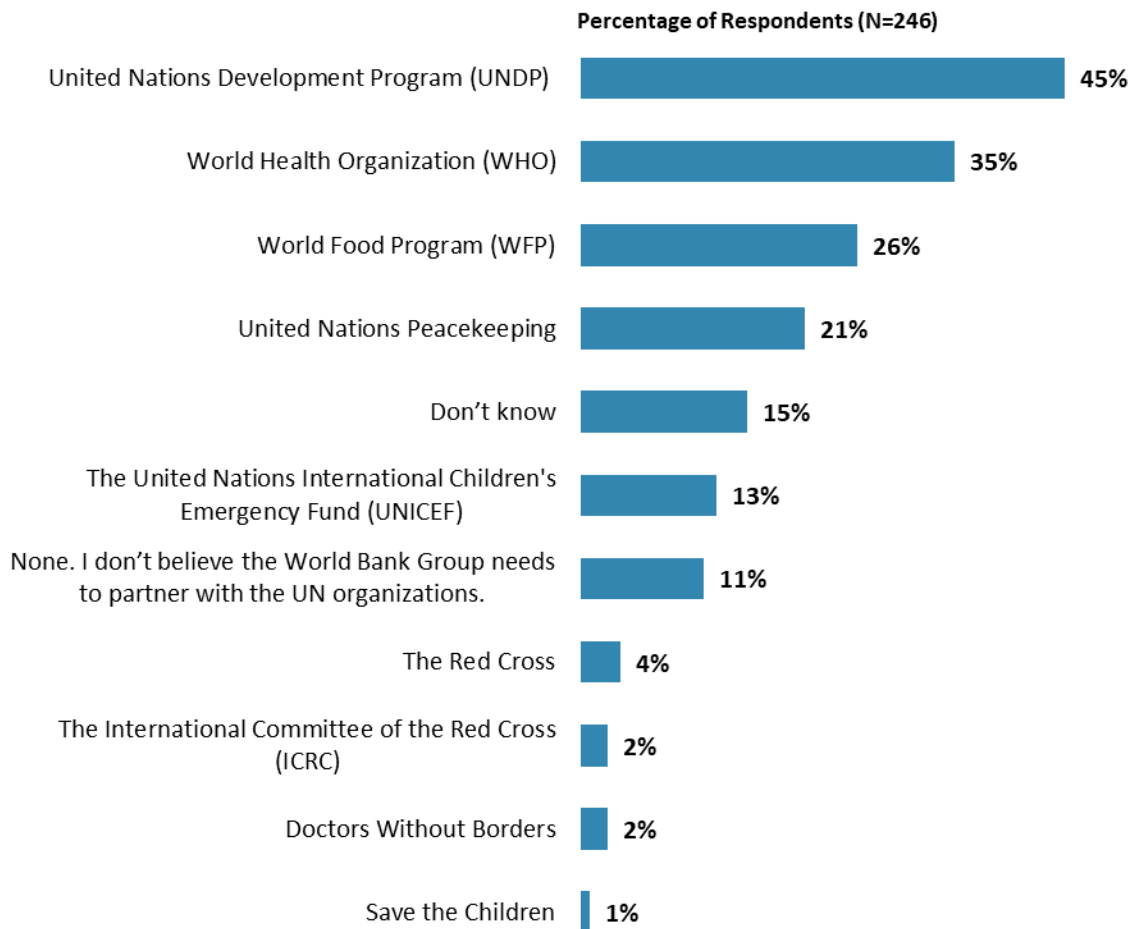


"What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Partnering with Other Organizations

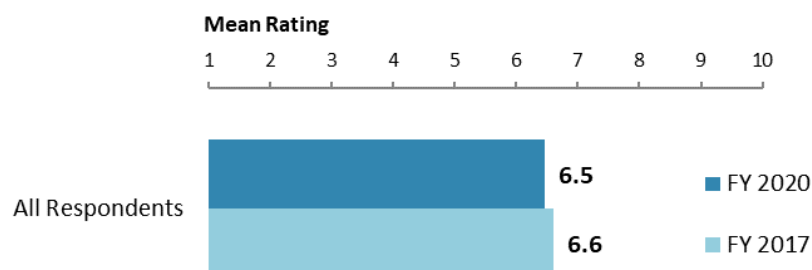


"Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in CAR? (Select no more than TWO)"
(Respondents chose from a list. Responses combined.)



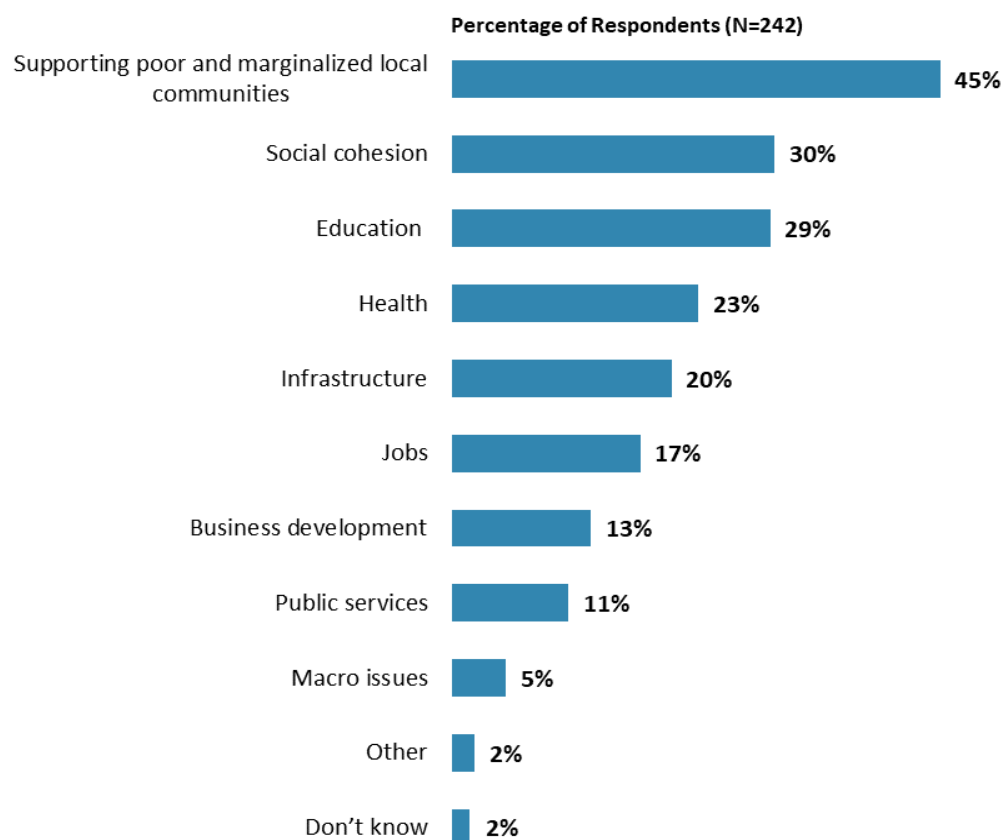
IX. The Future Role of the WBG in CAR (continued)

Refugees: Donor Community's Support¹⁵



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

Refugees: 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 CAR?"
(Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

¹⁵ Means in this chart were calculated based on weighted data.

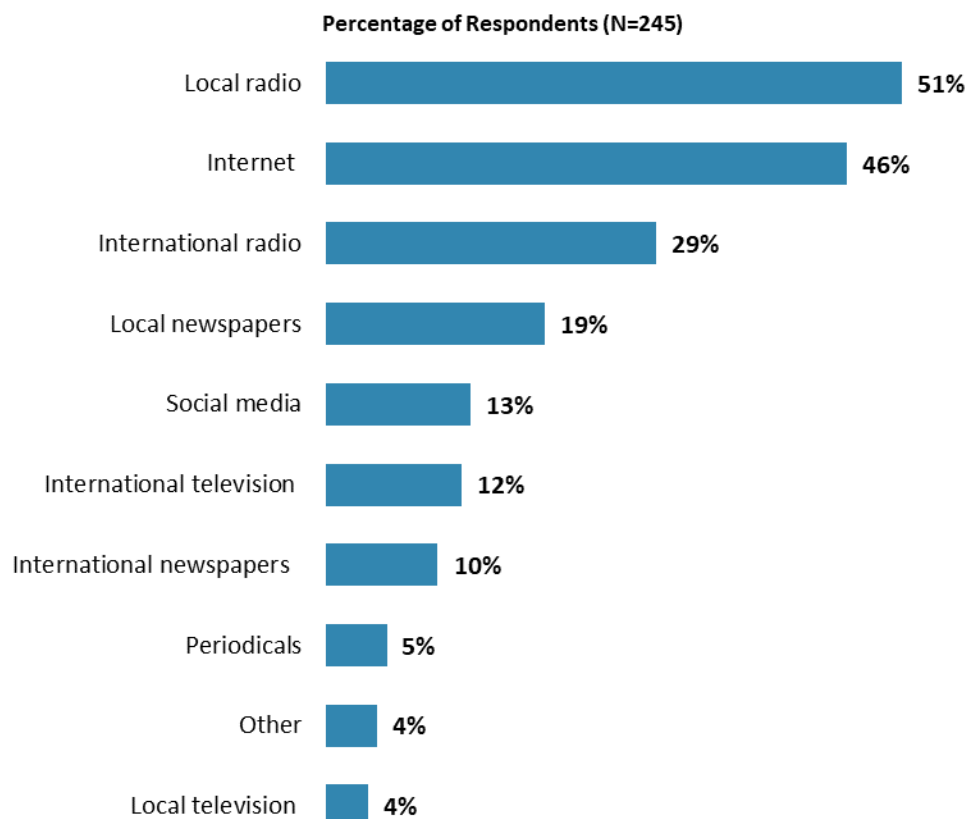


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 64) for selected responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they got most of their information about economic and social development issues in CAR from “local radio” (51%), the “Internet” (47%), and from “international radio” (41%).



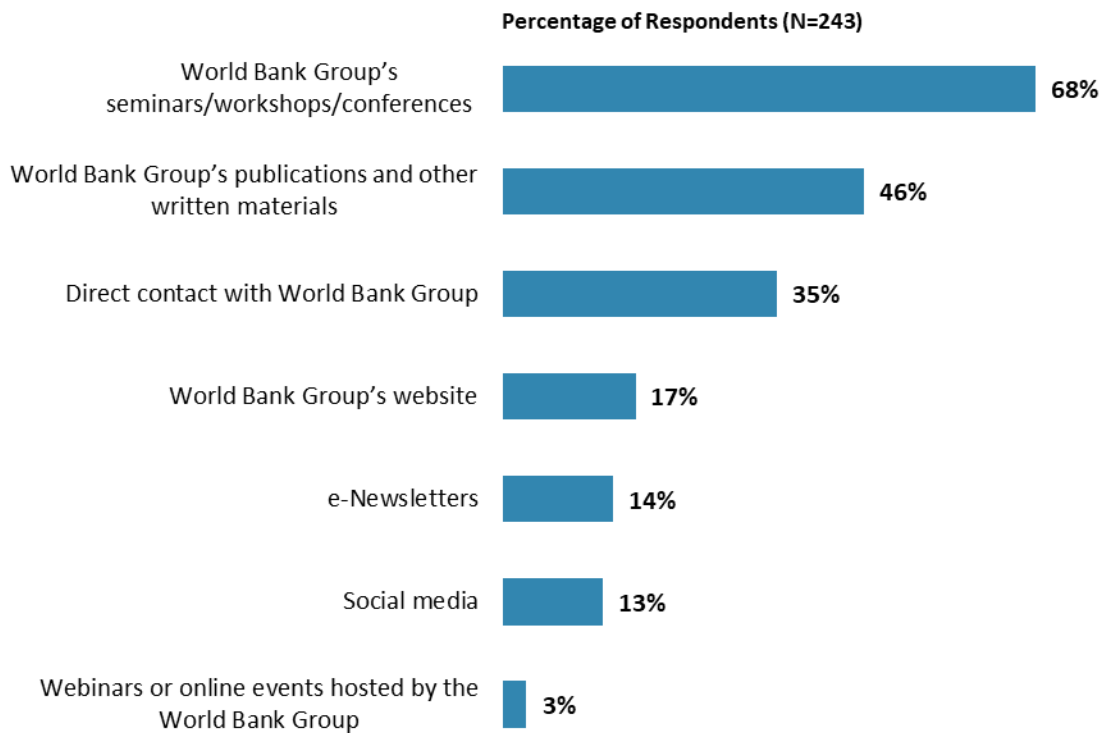
"How do you get most of your information about economic and social development issues in CAR? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that they would prefer to receive information from the WBG through the “*World Bank Group’s publications and other written materials*” (53%) and through “*WBG’s seminars/workshops/conferences*” (47%).

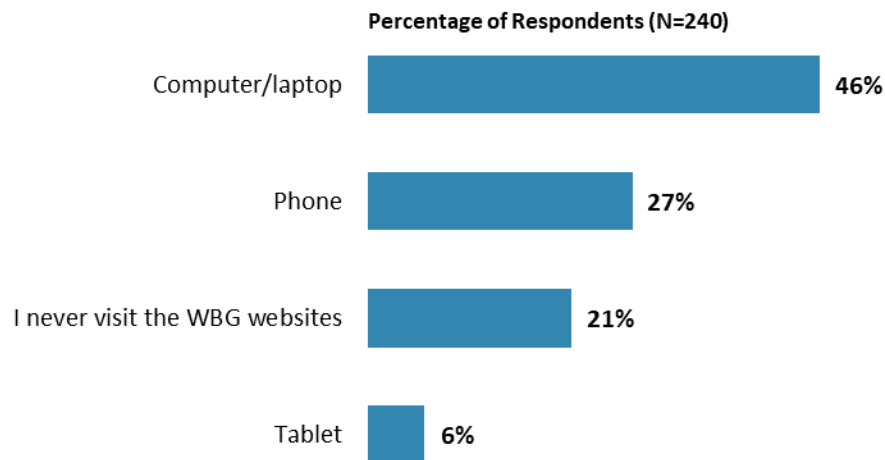


**"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)"**
(Respondents chose from a list. Responses combined.)



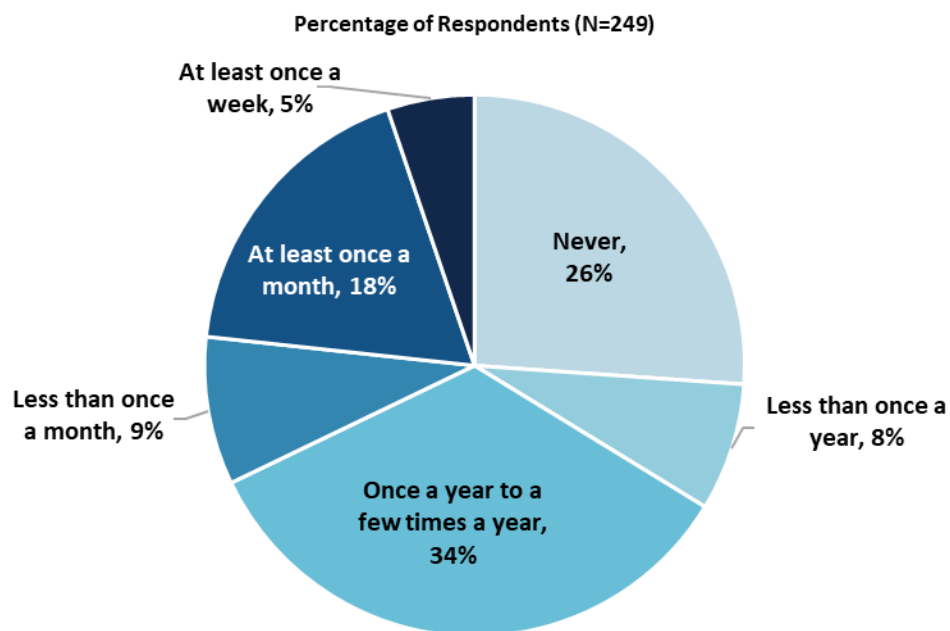
X. Communication and Outreach (continued)

Devices used to access WBG website



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

WBG Interaction Frequency

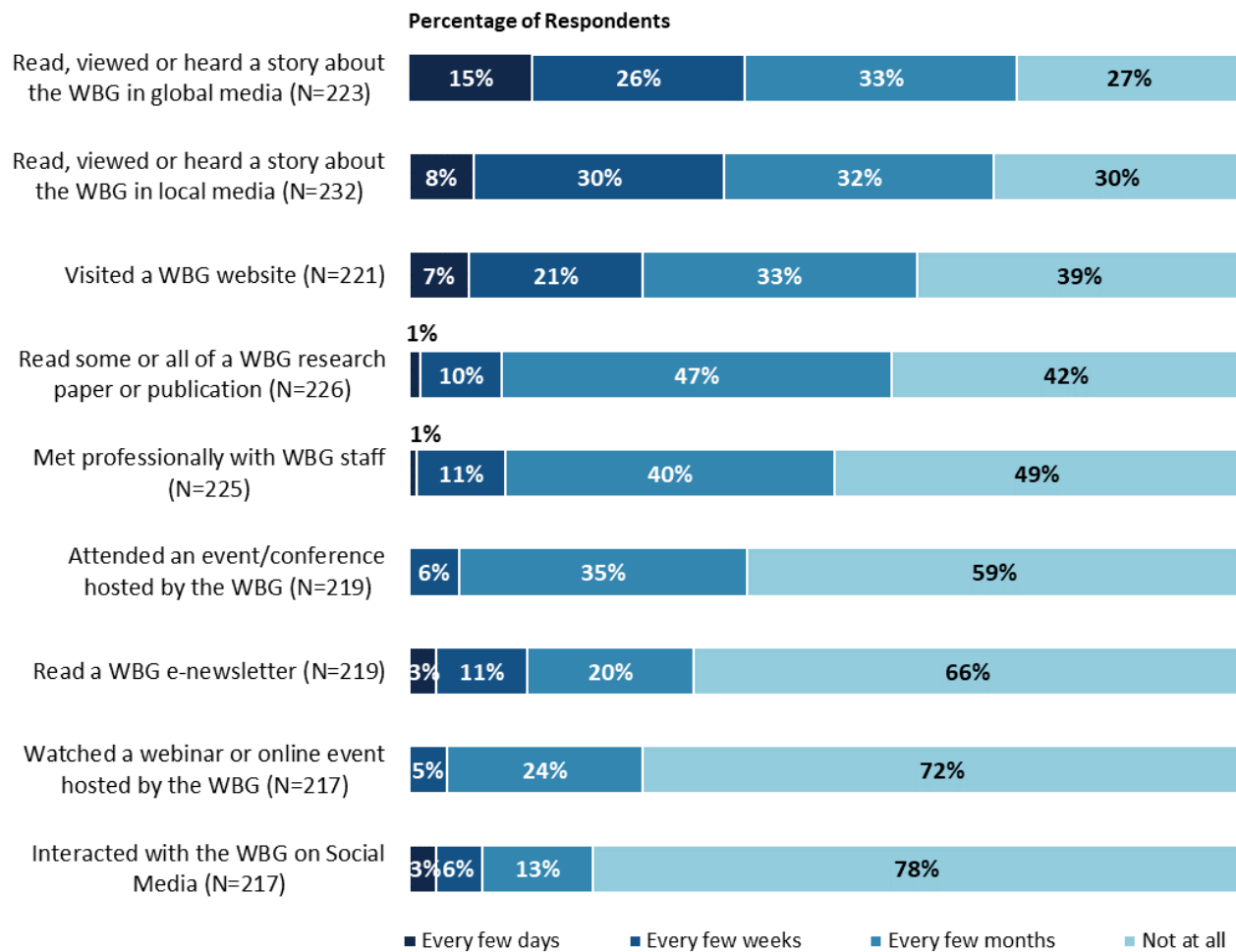


"How frequently do you interact with the World Bank Group now in CAR?"
(Respondents chose from a list.)



X. Communication and Outreach (continued)

Frequency of Specific WBG Interactions



"Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?" (Respondents chose from a list.)



XI. Appendices

A. Responses to All Questions Across All Respondents	46
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Central African Republic





Appendix A: Responses to All Questions across All Respondents (N=257)

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. Overall Context

1. In general, would you say that CAR is headed in ... ?	Percentage of Respondents (N=243)
The right direction	83.1%
The wrong direction	3.3%
Not sure	13.6%

2. Do you think that economic opportunity for citizens in CAR is ... ?	Percentage of Respondents (N=239)
Increasing	64.4%
Decreasing	7.5%
Staying about the same	28.0%

**A. Overall Context (continued)**

3. Listed below are a number of development priorities in CAR. Please identify which of the following you consider the most important development priorities in CAR. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=215)
Security/stabilization/reconstruction	80.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.4%
Education	30.7%
Agriculture and rural development	22.3%
Transport (e.g., roads, bridges, transportation)	21.4%
Energy	17.2%
Social cohesion	14.4%
Job creation/employment	12.6%
Water and sanitation	7.9%
Health	7.0%
Poverty reduction	6.0%
Private sector development	5.1%
Food security	4.2%
Natural resource management (e.g., mining, forestry)	4.2%
Local governance and institutions	3.7%
Anti-corruption	3.7%
Economic growth	2.8%
Regional conflict and tensions	2.3%
Global/regional integration	2.3%
Social protection (e.g., targeted social assistance, cash transfers)	1.9%
Information and communications technology	1.9%
Urban development	1.4%
Equality of opportunity (i.e., social inclusion)	1.4%
Gender equity (closing the gap between women and men, and boys and girls)	0.9%
Judiciary reform	0.9%
Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)	0.9%
Trade and exports	0.5%
Crime and violence	0.5%
Climate change (e.g., mitigation, adaptation)	0.5%
Pollution	0.0%
Financial markets	0.0%
Gender based violence	0.0%
Disaster risk management	0.0%

**A. Overall Context (continued)**

4. 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 CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=248)
Agriculture and rural development	57.3%
Transport (e.g., roads, bridges, transportation)	28.2%
Job creation/employment	26.6%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.8%
Education	23.4%
Economic growth	19.0%
Energy	16.1%
Security/stabilization/reconstruction	15.3%
Health	12.1%
Natural resource management (e.g., mining, forestry)	9.7%
Private sector development	8.5%
Food security	8.5%
Anti-corruption	6.9%
Local governance and institutions	6.0%
Social cohesion	4.4%
Equality of opportunity (i.e., social inclusion)	4.4%
Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)	3.6%
Social protection (e.g., targeted social assistance, cash transfers)	3.6%
Information and communications technology	3.2%
Judiciary reform	2.8%
Trade and exports	2.4%
Regional conflict and tensions	2.0%
Water and sanitation	2.0%
Urban development	1.6%
Gender equity (closing the gap between women and men, and boys and girls)	1.2%
Gender based violence	0.8%
Crime and violence	0.4%
Climate change (e.g., mitigation, adaptation)	0.4%
Financial markets	0.4%
Global/regional integration	0.4%
Disaster risk management	0.0%
Pollution	0.0%

**A. Overall Context (continued)**

5. Please describe the direction CAR is moving in, when considering ... ?	N	Direction				
		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1. Human development (e.g., health, education, and social protection)	246	15.4%	9.8%	36.2%	34.6%	4.1%
2. Equal opportunity for girls and boys, men and women	231	1.3%	7.8%	33.3%	55.4%	2.2%
3. Growing CAR's economy in a way that leads to jobs and employment	228	2.6%	13.2%	49.1%	32.5%	2.6%
4. The gap between the rich and the poor	225	35.1%	24.4%	28.4%	5.3%	6.7%
5. Making government more effective	226	7.1%	16.8%	40.7%	33.6%	1.8%
6. Anti-corruption	228	21.5%	22.4%	50.9%	4.8%	0.4%
7. Attracting new sources of foreign investment	220	1.4%	5.0%	39.1%	47.3%	7.3%

6. Listed below are global challenges. Which do you think have the most serious impact on CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=216)
Jobs/employment	51.4%
Fragility in CAR or neighboring countries	37.0%
Climate change	22.7%
Geopolitical uncertainty	22.2%
The gap between the rich and the poor	20.4%
Terrorism	13.9%
Environmental degradation	13.0%
Trade constraints	7.4%
Migrants and refugees	6.5%
Technology based disruption	0.9%

7. When economic and/or social reform efforts fail or are slow to take place in CAR, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=236)
Ongoing conflict and instability	72.0%
Reforms are not well thought out in light of country challenges	25.8%
Corruption	23.7%
Inadequate funding	19.5%
Political pressures and obstacles	16.1%
Inadequate level of capacity in the government	12.3%
Inadequate level of citizen/civil society participation	10.2%
Inadequate level of government accountability	7.6%
Inadequate level of private sector participation	5.1%
Poor coordination within the government	3.0%
Inadequate level of donor coordination	1.7%
Other	0.8%
Private sector involvement and/or influence	0.0%

**A. Overall Context (continued)**

8. To what extent do you trust each of the following groups to do what is right? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
1. The national/federal government	189	31	5.85	2.77
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	154	56	6.51	2.33
3. The World Bank Group*	214	16	7.79	2.13
4. The International Monetary Fund	196	20	6.72	2.61
5. The United Nations (UN)	210	13	5.41	2.91
6. Regional development banks (e.g., AfDB, BDEAC)	208	15	7.47	2.18
7. CAR's Central Bank	177	36	6.98	2.24
8. International private sector	166	42	5.15	2.45
9. Domestic private sector	190	26	5.59	2.48
10. International civil society (e.g., NGOs, CBOs)	202	19	5.75	2.74
11. Domestic civil society (e.g., NGOs, CBOs)	202	21	5.93	2.62
12. Faith-based institutions	193	27	7.04	2.44
13. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	198	22	5.84	2.63
14. International media and their web presence	188	27	5.63	2.42
15. Web based media (i.e., blogs, social media, other web-based news and information sources)	196	28	4.86	2.75

9. To what extent do you trust private sector to engage in public service delivery in CAR?	Percentage of Respondents (N=251)
To a very low degree	15.5%
To a somewhat low degree	29.5%
To a somewhat high degree	27.5%
To a very high degree	17.1%
Don't know	10.4%

10. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in CAR. (Choose no more than TWO)	Percentage of Respondents (N=240)
Lack of security (i.e., conflict and violence)	37.1%
Lack of access to development finance	31.7%
Crime and violence	27.1%
Weak institutional capacity	23.8%
Weak accountability	17.1%
High levels of corruption	15.8%
Policy inconsistency	11.7%
Food insecurity	9.2%
Weak social cohesion	7.5%
Political uncertainty	6.3%
Low levels of political and economic inclusion	5.8%
High influx of refugees/migrants	4.6%
Other	0.8%
None. I do not consider CAR a fragile state.	0.4%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in CAR? (1-Not familiar at all, 10-Extremely familiar)	246	n/a	6.87	2.85

To what extent do you agree/disagree with the following statements about the World Bank Group's work in CAR? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in CAR*	221	23	8.06	2.10
3. The World Bank Group's work is aligned with what I consider the development priorities for CAR*	206	34	7.70	2.25

Effectiveness	N	DK	Mean	SD
4. Overall, please rate your impression of the World Bank Group's effectiveness in CAR.* (1-Not effective at all, 10-Very effective)	221	28	7.39	2.29

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in CAR?* (1-To no degree at all, 10-To a very significant degree)	219	27	7.68	2.20

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in CAR?* (1-To no degree at all, 10-To a very significant degree)	216	31	7.21	2.80

7. To what extent do you believe that the World Bank Group's work and support help the poorest in CAR? (Select only ONE response)	Percentage of Respondents (N=246)
To a fully sufficient degree	23.6%
To a somewhat sufficient degree	43.5%
To a somewhat insufficient degree	13.0%
To a very insufficient degree	8.5%
Don't know	11.4%

8. When thinking about the World Bank Group's role in CAR, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
Strategy formulation (e.g., RCPCA assistance)	47.2%
Implementation support	37.8%
Capacity development related to World Bank Group supported projects	33.7%
Mobilizing third party financial resources	19.1%
Financial resources	17.5%
Donor coordination	13.4%
Technical assistance	11.8%
Policy advice, studies, analyses	6.1%
Data and statistics	4.9%
Promoting knowledge sharing	3.3%
Bringing together different groups of stakeholders	2.0%
Other	0.8%

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

9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=244)
World Bank Group's processes too slow and complex	29.1%
Not focused enough on issues that are unique to post-conflict countries	27.0%
Inadequate World Bank Group's staffing in CAR	20.5%
Not enough public disclosure of its work	19.3%
Not willing to honestly criticize policies and reform efforts in the country	14.3%
Not adequately sensitive to political/social realities in CAR	13.1%
Not aligned with country priorities	12.7%
Too influenced by developed countries	11.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	10.7%
Don't know	7.0%
Not adequately flexible	6.6%
Staff too inaccessible	5.3%
Not collaborating enough with private sector	4.9%
Not sufficiently focused on sustainable results	4.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	1.6%
Arrogant in its approach	1.2%
Other	1.2%

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

10. When thinking about how the World Bank Group can have the most impact on development results in CAR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=245)
Education	41.2%
Agriculture and rural development	39.2%
Transport (e.g., roads, bridges, transportation)	31.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26.9%
Energy	26.1%
Private sector development	20.8%
Job creation/employment	18.4%
Health	17.1%
Security/stabilization/reconstruction	13.5%
Poverty reduction	6.9%
Social protection (e.g., targeted social assistance, cash transfers)	5.3%
Food security	4.9%
Natural resource management (e.g., mining, forestry)	4.9%
Anti-corruption	4.9%
Water and sanitation	4.1%
Financial markets	3.7%
Information and communications technology	3.3%
Judiciary reform	3.3%
Gender equity (closing the gap between women and men, and boys and girls)	2.9%
Economic growth	2.9%
Climate change (e.g., mitigation, adaptation)	2.0%
Urban development	1.6%
Local governance and institutions	1.6%
Regional conflict and tensions	0.8%
Crime and violence	0.8%
Pollution	0.4%
Global/regional integration	0.4%
Trade and exports	0.4%
Disaster risk management	0.4%
Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)	0.4%
Social cohesion	0.4%
Gender based violence	0.0%
Equality of opportunity (i.e., social inclusion)	0.0%

C. World Bank Group's Work and Engagement on the Ground

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help CAR solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	191	61	7.56	2.55

Staffing adequacy	N	DK	Mean	SD
2. To what extent do you believe the World Bank Group is adequately staffed in CAR? (1-To no degree at all, 10-To a very significant degree)	177	71	4.36	2.77

**C. World Bank Group's Work and Engagement on the Ground (continued)**

To what extent is the World Bank Group an effective development partner in CAR, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	186	36	6.32	2.54
4. Flexibility (in terms of the institution's products and services)*	158	53	5.52	2.38
5. Flexibility (in terms of changing country circumstances)*	168	43	5.96	2.43
6. Being inclusive*	157	53	6.68	2.34
7. Openness (sharing data and other information)*	173	40	7.02	2.57
8. Collaboration with the Government*	202	25	8.32	1.94
9. The speed in which it gets things accomplished on the ground*	186	33	5.71	2.61
10. Helping to bring discipline/effective supervision to implementation of investment projects*	184	35	7.24	2.39
11. Collaboration with civil society*	156	59	5.77	2.49
12. Staff accessibility*	166	47	5.69	2.74
13. Collaboration with other donors and development partners*	152	71	7.82	2.23
14. Collaboration with the private sector*	143	73	6.28	2.57
15. Collaboration with the UN*	139	78	8.07	2.23
16. Straightforwardness and honesty*	150	72	7.44	2.35
17. Treating clients and stakeholders in CAR with respect*	147	70	7.61	2.14
18. Being a long-term partner*	166	64	8.22	2.14

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
19. The World Bank Group disburses funds promptly	195	40	4.79	2.85
20. The World Bank Group effectively monitors and evaluates the projects and programs it supports	213	25	8.13	2.11
21. The World Bank Group's approvals and reviews are done in a timely fashion	190	37	6.57	2.73
22. The World Bank Group's Environmental and Social Framework requirements are reasonable	166	58	7.37	2.33
23. The World Bank Group's conditions on its lending are reasonable	153	72	6.11	2.75
24. The World Bank Group takes decisions quickly in CAR*	166	59	5.64	2.90
25. Working with the World Bank Group increases CAR's institutional capacity	206	22	7.81	2.20
26. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	180	49	7.98	2.35

Building and Strengthening Country Systems	N	DK	Mean	SD
27. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in CAR? (1-To no degree at all, 10-To a very significant degree)	198	45	7.88	2.47

To what extent do you agree with the following statements about the World Bank Group in CAR? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
28. The World Bank Group's financial instruments (i.e., Investment Project Financing, DPO, etc.) meet the needs of CAR*	220	29	6.85	2.78
29. The World Bank Group meets CAR's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	201	37	6.88	2.49

**C. World Bank Group's Work and Engagement on the Ground (continued)**

How effectively does the World Bank Group support CAR's efforts ... ? (1- Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
30. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	199	39	7.06	2.63
31. To develop better and stronger data collection/analytics systems within the Government	210	27	7.53	2.44
32. To strengthen the country's crisis preparedness	188	49	6.80	2.64
33. To identify and monitor risks	174	61	6.50	2.71

Systematic Country Diagnosis and Country Partnership Framework Activities	N	DK	Mean	SD
34. How effectively does the World Bank Group's SCD and CPF activities support CAR's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	91	109	7.12	2.25

Donor Support to Refugees	N	DK	Mean	SD
35. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in CAR? (1-To no degree at all, 10-To a very significant degree)	175	71	6.45	2.64

36. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
Supporting poor and marginalized local communities	45.0%
Social cohesion	29.8%
Education	29.3%
Health	22.7%
Infrastructure	20.2%
Jobs	17.4%
Business development	12.8%
Public services	10.7%
Macro issues (fiscal accounts, balance of payments, etc.)	5.0%
Other	2.1%
Don't know	1.7%

**D. World Bank Group's Support in Development Areas**

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 CAR? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., targeted social assistance, cash transfers)	103	124	6.09	2.61
2. Gender equity (closing the gap between women and men, and boys and girls)	111	102	6.20	2.46
3. Private sector development	132	87	5.86	2.58
4. Education	188	35	7.27	2.24
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	164	58	7.12	2.46
6. Global/regional integration	93	115	5.92	2.45
7. Food security	141	75	5.97	2.54
8. Energy	170	50	6.19	2.88
9. Water and sanitation	176	45	6.22	2.67
10. Job creation/employment	140	77	5.28	2.62
11. Health	165	48	6.90	2.51
12. Transport (e.g., roads, bridges, transportation)	176	46	6.18	2.98
13. Agriculture and rural development	177	41	6.60	2.72
14. Trade and exports	101	116	4.95	2.51
15. Natural resource management (e.g., mining, forestry)	117	96	5.79	2.81
16. Climate change (e.g., mitigation, adaptation)	133	83	6.02	2.80
17. Poverty reduction	164	55	6.23	2.74
18. Economic growth	155	65	6.46	2.58
19. Disaster risk management	103	115	4.93	2.71
20. Equality of opportunity (i.e., social inclusion)	112	101	5.70	2.49
21. Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)	156	62	7.04	2.42
22. Information and communications technology	119	99	5.61	2.56
23. Gender based violence	94	121	5.35	2.63
24. Stabilization/reconstruction	151	66	6.33	2.62
25. Local governance and institutions	131	84	6.35	2.76
26. Social cohesion	154	71	6.68	2.62

2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	Percentage of Respondents (N=224)
Increased its emphasis recently	38.4%
Decreased its emphasis recently	7.6%
Emphasis has remained pretty consistent over time	30.8%
Don't know	23.2%

E. 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=252)
Weekly	11.5%
Monthly	17.9%
A few times a year	31.3%
Rarely	27.0%
Never	12.3%

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

In CAR, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	147	85	5.99	2.77
3. Include appropriate level of stakeholder involvement during preparation	156	70	6.74	2.62
4. Lead to practical solutions	181	54	7.41	2.49
5. Are source of relevant information on global good practices	164	62	7.70	2.32
6. Are adequately disseminated	163	65	6.36	2.97
7. Are translated enough into local language	158	68	4.07	2.91
8. Are adaptable to CAR's specific development challenges and country circumstances*	172	60	7.11	2.49

Overall Evaluations	N	DK	Mean	SD
9. 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)	216	33	7.17	2.63
10. 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)	199	52	6.52	2.72

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=244)
Improve the quality of its experts as related to CAR's specific challenges	34.8%
Reduce the complexity of obtaining World Bank Group financing	30.3%
Increase the level of capacity development in the country	23.0%
Engage more directly with beneficiaries	16.0%
Increase the level of World Bank Group staffing in CAR's office	14.3%
Engage more effectively with private sector	13.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	12.3%
Work faster	10.7%
Engage more effectively with civil society (e.g., NGOs, CBOs)	10.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.0%
Offer more innovative knowledge products and services	7.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	6.1%
Offer more innovative financial products and services	5.3%
Provide more adequate data/knowledge/statistics/figures on CAR's economy	3.7%
Ensure greater selectivity in its work	1.6%
Other	0.0%

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

2A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=239)
Human capital (education, health, social protection)	60.3%
Support domestic resource mobilization	31.4%
Public financial management	31.0%
Jobs	23.4%
Social cohesion	19.7%
Stimulating dialogue to promote peace and stability	17.6%
Access to basic services	16.3%
Capacity of state institutions	16.3%
Food security	15.1%
Crisis response	14.2%
Security mechanisms	12.1%
Improving livelihoods	9.2%
Access to justice systems	8.4%
Conflict resolution mechanisms	6.3%
Social safety nets	5.0%
Reducing gender-based violence	4.2%
Crisis preparedness	4.2%

2B. Which THREE areas below would benefit most from other donors in CAR? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=231)
Social cohesion	32.5%
Food security	30.7%
Access to justice systems	25.1%
Human capital (education, health, social protection)	24.7%
Stimulating dialogue to promote peace and stability	22.5%
Crisis response	19.0%
Security mechanisms	19.0%
Public financial management	18.2%
Jobs	17.3%
Support domestic resource mobilization	15.2%
Reducing gender-based violence	13.4%
Access to basic services	13.4%
Conflict resolution mechanisms	13.0%
Capacity of state institutions	10.4%
Improving livelihoods	8.7%
Crisis preparedness	6.1%
Social safety nets	5.6%

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

3. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=230)
NGOs/Community Based Organizations	34.8%
Beneficiaries	29.1%
Private sector	28.7%
Donor community	19.6%
Local government	15.7%
Academia/think tanks/research institutes	14.8%
Regional organizations (e.g., the Economic Community of Central African States, the Central African Economic and Monetary Community)	13.5%
Media	7.8%
Youth/university groups	6.5%
Peace keeping forces	5.7%
Parliament	5.2%
UN agencies	3.5%
Foundations	2.6%
Don't know	2.2%
Emerging donors	1.7%
Other	1.7%

4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in CAR? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=246)
United Nations Development Program (UNDP)	44.7%
World Health Organization (WHO)	34.6%
World Food Program (WFP)	25.6%
United Nations Peacekeeping	20.7%
Don't know	15.4%
The United Nations International Children's Emergency Fund (UNICEF)	12.6%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	11.4%
The Red Cross	3.7%
The International Committee of the Red Cross (ICRC)	2.4%
Doctors Without Borders	2.4%
Save the Children	0.8%

5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=238)
Organize more joint meetings and missions with the UN	41.2%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	39.5%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	36.1%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	31.9%
Share more information about the World Bank Group's activities, products, and knowledge	25.6%
Involve UN experts to a greater degree in World Bank Group activities	12.2%
Other	4.6%

**G. Communication and Information Sharing**

1. How frequently do you interact with the World Bank Group now in CAR?	Percentage of Respondents (N=249)
Never	26.1%
Less than once a year	7.6%
Once a year to a few times a year	34.1%
Less than once a month	8.8%
At least once a month	18.1%
At least once a week	5.2%

2. How do you get most of your information about economic and social development issues in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=245)
Local radio	50.6%
Internet	45.7%
International radio	29.0%
Local newspapers	19.2%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	12.7%
International television	11.8%
International newspapers	9.8%
Periodicals	5.3%
Other	4.5%
Local television	3.7%

3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=243)
World Bank Group's seminars/workshops/conferences	67.9%
World Bank Group's publications and other written materials	46.1%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	35.0%
World Bank Group's website	16.9%
e-Newsletters	14.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	12.8%
Webinars or online events hosted by the World Bank Group	2.9%

4. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=215)
High speed/WiFi	62.3%
Dial-up	37.7%

5. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=240)
Phone	27.1%
Tablet	5.8%
Computer/laptop	46.3%
I never visit the WBG websites	20.8%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	232	7.8%	30.2%	32.3%	29.7%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	223	14.8%	25.6%	32.7%	26.9%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	217	3.2%	5.5%	13.4%	77.9%
Visited a WBG website (e.g., read a blog, used data)	221	7.2%	20.8%	33.0%	38.9%
Attended an event/conference hosted by the WBG	219	0.0%	5.9%	34.7%	59.4%
Watched a webinar or online event hosted by the WBG	217	0.0%	4.6%	23.5%	71.9%
Read some or all of a WBG research paper or publication	226	1.3%	9.7%	46.9%	42.0%
Met professionally with WBG staff	225	0.9%	10.7%	39.6%	48.9%
Read a WBG e-newsletter	219	3.2%	11.0%	20.1%	65.8%

H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=253)
Employee of Ministry, Ministerial Department, Implementation Agency	24.5%
Office of the President, Prime Minister	10.3%
Office of Minister	10.3%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	9.9%
NGO/Community Based Organization	8.3%
Other	5.5%
Bilateral Agency (e.g., embassy, diplomatic, military)	5.1%
Media (press, radio, TV, web, etc.)	4.7%
Multilateral Agency (UN, regional development bank)	3.2%
Trade Union	3.2%
Office of Parliamentarian	2.4%
Financial Sector/Private Bank	2.4%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	2.0%
State-Owned Enterprise	2.0%
Local Government Office or Staff	1.2%
Judicial System (e.g., courts)	1.2%
Faith-Based Group	1.2%
Academia/Research Institute/Think Tank	1.2%
Private Sector Organization	0.8%
Youth Group	0.8%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.0%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=239)
Other	13.4%
Environment, natural resources	10.5%
Agriculture, rural development	10.0%
Generalist (specialized in multiple sectors)	8.4%
Macroeconomics, fiscal management	7.9%
Education	7.5%
Transport	5.0%
Finance and markets	5.0%
Communications, public affairs	4.6%
Jobs	3.8%
Social protection	3.3%
Urban development	2.9%
Fragility, conflict, violence, refugees	2.5%
Poverty	2.1%
Governance, anti-corruption	2.1%
Energy	2.1%
Digital development and technology (ICT)	2.1%
Health, nutrition	1.7%
Gender	1.7%
Trade and competitiveness	1.7%
Water, sanitation	1.3%
Tourism	0.4%
Climate change	0.0%
Demographics, migration	0.0%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in your country?	Percentage of Respondents (N=247)
Yes	37.2%
No	62.8%

4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in CAR? (Select only ONE response)	Percentage of Respondents (N=84)
The World Bank (IDA)	94.0%
The International Finance Corporation (IFC)	3.6%
The Multilateral Investment Guarantee Agency (MIGA)	1.2%
International Centre for Settlement of Investment Disputes (ICSID)	1.2%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=204)
Yes	30.9%
No	69.1%

**H. Background Information (continued)**

6. Which of the following describes most of your exposure to the World Bank Group in CAR? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=226)
Collaborate as part of my professional duties	46.9%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	39.8%
Use World Bank Group reports/data	29.6%
Use World Bank Group website for information, data, research, etc.	22.6%
Engage in World Bank Group related/sponsored events/activities	19.5%

7. What's your gender?	Percentage of Respondents (N=254)
Female	19.3%
Male	80.7%

8. What's your age?	Percentage of Respondents (N=253)
25 and under	0.8%
26-35	13.4%
36-45	29.6%
46-55	32.4%
56 and above	23.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=255)
Bangui	76.1%
Bimbo	13.7%
Other	8.2%
Bria	0.8%
Berberati	0.4%
Bouar	0.4%
Nola	0.4%
Carnot	0.0%
Bambari	0.0%
Bossangoa	0.0%
Bangassou	0.0%



Appendix B: Responses to Selected Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=26 ● Office of Minister N=26 ● Employee of a Ministry N=62 ● PMU/Consultant on WBG Project N=25
 ● Bilateral/Multilateral Agency N=21 ● Private Sector/Financial Sector/Private Bank N=8 ● CSO N=34 ● Media N=12 ● Other¹⁷ N=39

A. Overall Context

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

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Other
The right direction	84.6%	95.8%	84.7%	87.5%	80.0%	100.0%	74.2%	81.8%	75.0%
The wrong direction	3.8%	0.0%	5.1%	0.0%	5.0%	0.0%	0.0%	0.0%	5.6%
Not sure	11.5%	4.2%	10.2%	12.5%	15.0%	0.0%	25.8%	18.2%	19.4%

¹⁶ Only 253 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

¹⁷ Includes the following categories: Office of Parliamentarian (N=6), Local Government Office or Staff (N=3), Independent Government Institution (N=5), Judicial System (N=3), State-Owned Enterprise (N=5), Academia/Research Institute/Think Tank (N=3), and Other (N=14).

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Security/stabilization/ reconstruction	73.9%	94.7%	86.5%	87.5%	83.3%	66.7%	75.9%	81.8%	68.8%
Water and sanitation	8.7%	5.3%	5.8%	0.0%	11.1%	0.0%	3.4%	18.2%	15.6%
Regional conflict and tensions	4.3%	0.0%	1.9%	0.0%	11.1%	0.0%	3.4%	0.0%	0.0%
Public sector governance/reform	47.8%	31.6%	25.0%	37.5%	33.3%	66.7%	27.6%	18.2%	50.0%
Social protection	0.0%	0.0%	1.9%	8.3%	0.0%	0.0%	3.4%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	3.4%	0.0%	0.0%
Private sector development	4.3%	5.3%	5.8%	4.2%	0.0%	0.0%	0.0%	9.1%	12.5%
Education	17.4%	31.6%	30.8%	25.0%	27.8%	66.7%	41.4%	27.3%	34.4%
Global/regional integration	0.0%	0.0%	1.9%	4.2%	0.0%	0.0%	6.9%	0.0%	3.1%
Food security	4.3%	5.3%	5.8%	0.0%	5.6%	0.0%	6.9%	9.1%	0.0%
Urban development	4.3%	5.3%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy*	13.0%	5.3%	21.2%	33.3%	33.3%	33.3%	10.3%	0.0%	6.3%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	4.3%	15.8%	13.5%	8.3%	5.6%	33.3%	17.2%	36.4%	9.4%
Health	4.3%	15.8%	7.7%	8.3%	11.1%	0.0%	0.0%	9.1%	6.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	30.4%	5.3%	11.5%	12.5%	5.6%	0.0%	13.8%	36.4%	15.6%
Economic growth	4.3%	0.0%	3.8%	0.0%	5.6%	0.0%	3.4%	0.0%	3.1%
Local governance and institutions	4.3%	0.0%	5.8%	4.2%	5.6%	0.0%	0.0%	9.1%	3.1%
Natural resource management	0.0%	5.3%	5.8%	0.0%	0.0%	0.0%	13.8%	0.0%	3.1%
Transport	21.7%	26.3%	15.4%	29.2%	27.8%	33.3%	10.3%	9.1%	31.3%
Agriculture and rural development	21.7%	26.3%	30.8%	16.7%	0.0%	0.0%	34.5%	9.1%	18.8%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Crime and violence	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%
Poverty reduction	13.0%	10.5%	5.8%	8.3%	5.6%	0.0%	3.4%	9.1%	0.0%
Anti-corruption	4.3%	0.0%	1.9%	8.3%	5.6%	0.0%	3.4%	0.0%	6.3%
Judiciary reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	1.9%	0.0%	5.6%	0.0%	3.4%	0.0%	0.0%
Disease	0.0%	0.0%	1.9%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	5.8%	0.0%	0.0%	0.0%	0.0%	0.0%	3.1%

*Significantly different between stakeholder groups

**A. Overall Context (continued)**

When economic and/or social reform efforts fail or are slow to take place in CAR, which of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Private sector involvement and/or influence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ongoing conflict and instability	79.2%	87.5%	65.5%	76.0%	73.7%	28.6%	74.2%	54.5%	75.8%
Inadequate funding	12.5%	29.2%	20.7%	12.0%	5.3%	57.1%	29.0%	9.1%	15.2%
Political pressures and obstacles	12.5%	4.2%	27.6%	12.0%	21.1%	0.0%	16.1%	27.3%	9.1%
Inadequate level of private sector participation	8.3%	4.2%	5.2%	4.0%	0.0%	14.3%	0.0%	9.1%	9.1%
Inadequate level of citizen/civil society participation	4.2%	20.8%	3.4%	16.0%	15.8%	0.0%	12.9%	9.1%	12.1%
Inadequate level of donor coordination	8.3%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%
Reforms are not well thought out in light of country challenges	20.8%	29.2%	32.8%	20.0%	21.1%	71.4%	12.9%	36.4%	21.2%
Poor coordination within the government	0.0%	4.2%	5.2%	0.0%	5.3%	0.0%	6.5%	0.0%	0.0%
Inadequate level of government accountability	8.3%	0.0%	6.9%	16.0%	10.5%	14.3%	6.5%	9.1%	6.1%
Inadequate level of capacity in the government	16.7%	4.2%	12.1%	20.0%	10.5%	14.3%	16.1%	0.0%	12.1%
Corruption	25.0%	4.2%	19.0%	24.0%	36.8%	0.0%	22.6%	36.4%	36.4%
Other*	0.0%	8.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
None. I do not consider CAR a fragile state.	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Crime and violence	17.4%	20.8%	31.6%	30.4%	15.0%	12.5%	42.4%	33.3%	25.0%
High influx of refugees/migrants	4.3%	8.3%	5.3%	4.3%	0.0%	0.0%	9.1%	0.0%	2.8%
Lack of access to development finance	39.1%	41.7%	36.8%	21.7%	15.0%	12.5%	33.3%	33.3%	27.8%
Policy inconsistency	8.7%	8.3%	10.5%	13.0%	25.0%	0.0%	12.1%	25.0%	8.3%
Weak social cohesion	13.0%	0.0%	7.0%	4.3%	20.0%	0.0%	0.0%	16.7%	11.1%
Weak institutional capacity	30.4%	37.5%	19.3%	21.7%	30.0%	62.5%	21.2%	25.0%	11.1%
Food insecurity	8.7%	12.5%	8.8%	4.3%	0.0%	12.5%	9.1%	8.3%	11.1%
High levels of corruption	13.0%	8.3%	17.5%	17.4%	20.0%	0.0%	18.2%	0.0%	22.2%
Weak accountability	17.4%	20.8%	10.5%	26.1%	20.0%	25.0%	3.0%	16.7%	30.6%
Lack of security (i.e., conflict and violence)	34.8%	29.2%	40.4%	39.1%	35.0%	12.5%	39.4%	25.0%	44.4%
Political uncertainty*	0.0%	0.0%	5.3%	13.0%	5.0%	50.0%	9.1%	0.0%	2.8%
Low levels of political and economic inclusion	8.7%	8.3%	7.0%	4.3%	15.0%	12.5%	0.0%	0.0%	2.8%
Other	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%

*Significantly different between stakeholder groups

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/ Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	22	8.23	19	7.53	53	8.09	24	8.54	18	6.78	8	6.75	24	7.75	9	8.00	34	7.47

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

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in CAR?*	25	7.68	24	6.58	56	6.91	24	8.67	19	5.21	7	6.57	32	6.34	12	6.50	33	6.91

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

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in CAR	23	8.57	23	8.04	53	8.38	25	8.56	18	6.78	8	6.75	29	8.17	9	7.89	30	7.87
The World Bank Group's work is aligned with what I consider the development priorities for CAR	22	8.18	20	7.80	48	7.85	25	8.12	17	7.06	4	7.75	26	7.96	10	7.10	31	7.16

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in CAR.	23	7.74	22	7.86	53	7.34	25	7.80	15	6.87	8	6.38	29	7.28	10	6.00	33	7.70

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

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in CAR?	22	8.05	22	7.77	52	8.00	25	7.92	15	7.20	8	6.25	30	7.53	9	6.00	33	7.91

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in CAR?*	23	7.26	22	7.77	51	7.84	25	7.84	16	7.31	8	7.88	25	7.16	10	4.00	34	6.35

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial markets	12.0%	0.0%	1.7%	0.0%	0.0%	14.3%	3.0%	8.3%	5.4%
Social protection	4.0%	3.8%	5.2%	16.7%	0.0%	0.0%	9.1%	8.3%	0.0%
Gender equity	8.0%	3.8%	0.0%	4.2%	5.3%	0.0%	3.0%	8.3%	0.0%
Private sector development	24.0%	15.4%	20.7%	12.5%	21.1%	71.4%	18.2%	25.0%	21.6%
Education*	24.0%	26.9%	32.8%	37.5%	57.9%	28.6%	66.7%	41.7%	51.4%
Public sector governance/reform	32.0%	26.9%	31.0%	37.5%	42.1%	14.3%	9.1%	16.7%	21.6%
Energy	16.0%	19.2%	22.4%	33.3%	36.8%	57.1%	27.3%	16.7%	27.0%
Water and sanitation	4.0%	7.7%	1.7%	4.2%	5.3%	0.0%	0.0%	8.3%	8.1%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Job creation/employment	20.0%	26.9%	25.9%	20.8%	5.3%	0.0%	9.1%	33.3%	13.5%
Health	8.0%	23.1%	19.0%	8.3%	21.1%	0.0%	21.2%	25.0%	16.2%
Regional conflict and tensions	4.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/ reconstruction	16.0%	19.2%	15.5%	12.5%	21.1%	0.0%	9.1%	8.3%	8.1%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Food security*	8.0%	0.0%	10.3%	0.0%	0.0%	57.1%	0.0%	0.0%	0.0%
Urban development	4.0%	0.0%	0.0%	8.3%	0.0%	0.0%	3.0%	0.0%	0.0%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	8.0%	3.8%	1.7%	4.2%	0.0%	14.3%	0.0%	0.0%	5.4%
Transport	20.0%	34.6%	27.6%	33.3%	36.8%	14.3%	30.3%	41.7%	35.1%
Agriculture and rural development	52.0%	46.2%	43.1%	29.2%	10.5%	14.3%	36.4%	41.7%	48.6%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%
Natural resource management	4.0%	11.5%	6.9%	0.0%	5.3%	0.0%	6.1%	0.0%	2.7%
Judiciary reform	0.0%	3.8%	3.4%	4.2%	0.0%	0.0%	9.1%	0.0%	2.7%
Economic growth	8.0%	0.0%	3.4%	4.2%	5.3%	0.0%	0.0%	0.0%	2.7%
Disaster risk management	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Disease	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	6.1%	0.0%	2.7%
Social cohesion	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	3.8%	3.4%	0.0%	0.0%	0.0%	6.1%	0.0%	0.0%
Poverty reduction	8.0%	11.5%	8.6%	8.3%	5.3%	0.0%	9.1%	0.0%	2.7%
Anti-corruption	4.0%	3.8%	1.7%	8.3%	10.5%	0.0%	6.1%	0.0%	8.1%

*Significantly different between stakeholder groups



C. World Bank Group's Work and Engagement on the Ground

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	12	6.58	18	6.83	32	6.13	15	6.67	10	6.30	6	5.83	19	5.47	3	5.33	24	6.13
Flexibility (in terms of the institution's products and services)	17	5.41	20	5.55	36	5.33	17	6.29	16	5.88	4	5.50	21	4.90	4	5.75	21	5.67
Flexibility (in terms of changing country circumstances)	16	6.25	19	5.79	39	6.15	18	6.94	17	6.12	7	5.29	22	5.14	5	5.60	23	5.91
Being inclusive	15	5.80	18	7.11	41	6.78	15	7.27	15	6.80	4	7.50	22	6.50	3	6.33	22	6.64
Openness (sharing data and other information)	18	6.72	21	7.38	42	7.60	16	7.88	15	6.40	4	8.25	19	5.42	6	7.00	29	7.00
Collaboration with the Government	24	8.75	20	8.25	51	8.53	19	8.74	17	7.53	4	8.00	24	7.83	8	9.38	32	8.22
The speed in which it gets things accomplished on the ground	20	6.50	22	4.82	41	5.49	22	6.68	16	6.06	8	5.00	22	5.23	5	4.80	27	5.96
Helping to bring discipline/effective supervision to implementation of investment projects*	18	7.56	20	7.35	41	7.71	21	8.48	16	7.00	8	5.63	22	6.59	5	6.00	30	6.80
Collaboration with civil society	14	5.50	17	5.88	38	6.13	12	6.50	20	5.75	3	4.67	21	5.00	6	6.00	23	5.91
Staff accessibility	16	5.38	19	5.37	36	6.03	17	7.00	18	6.11	3	5.67	22	4.86	6	4.67	26	5.54
Collaboration with other donors and development partners	18	8.22	15	8.47	35	8.03	13	8.31	16	7.31	5	7.00	16	7.06	4	8.00	27	7.59
Collaboration with the private sector	15	6.20	15	6.60	32	6.63	13	7.00	17	6.47	7	3.86	16	5.88	4	4.75	22	6.64
Collaboration with the UN	15	8.87	13	7.92	33	8.30	15	8.60	16	8.19	4	8.00	14	6.36	4	9.00	22	7.77
Straightforwardness and honesty	16	7.44	16	7.19	32	7.81	20	7.90	16	6.81	3	7.00	13	7.31	4	6.50	27	7.56
Treating clients and stakeholders in CAR with respect	16	8.06	15	7.80	34	7.56	17	8.35	16	7.38	3	8.33	14	7.14	5	6.80	24	7.33
Being a long-term partner	15	8.20	18	7.56	41	8.66	21	8.76	15	7.60	4	8.25	17	8.12	5	8.20	27	8.19

*Significantly different between stakeholder groups

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in CAR	20	5.80	21	5.95	32	5.72	18	7.28	16	5.63	3	3.67	21	4.24	7	4.57	25	5.72
Where country systems are adequate, the World Bank Group makes appropriate use of them*	19	9.00	20	8.70	45	8.47	19	8.05	17	7.24	4	7.50	21	6.71	8	8.25	25	7.40

*Significantly different between stakeholder groups

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in CAR? *	24	8.50	21	7.38	44	8.75	23	8.26	17	7.00	8	8.88	22	7.45	8	6.50	28	7.57

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/Financial Sector/Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of CAR	25	7.52	23	6.48	51	6.98	22	8.23	19	6.37	8	6.63	23	5.57	9	7.22	37	6.65
The World Bank Group meets CAR's needs for knowledge services	18	6.67	22	5.91	47	7.43	19	7.53	15	6.73	8	6.50	27	6.11	10	6.90	32	7.31

**C. World Bank Group's Work and Engagement on the Ground (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social cohesion	53.8%	24.0%	27.1%	39.1%	16.7%	16.7%	28.1%	25.0%	27.0%
Public services	7.7%	8.0%	10.2%	13.0%	16.7%	0.0%	12.5%	8.3%	10.8%
Macro issues	7.7%	4.0%	8.5%	4.3%	0.0%	0.0%	9.4%	0.0%	0.0%
Supporting poor and marginalized local communities	50.0%	32.0%	57.6%	43.5%	38.9%	16.7%	46.9%	50.0%	37.8%
Jobs*	7.7%	24.0%	11.9%	8.7%	16.7%	66.7%	21.9%	33.3%	18.9%
Education	30.8%	36.0%	20.3%	26.1%	44.4%	16.7%	37.5%	25.0%	29.7%
Business development	15.4%	8.0%	16.9%	13.0%	5.6%	16.7%	3.1%	8.3%	16.2%
Infrastructure	15.4%	12.0%	23.7%	21.7%	22.2%	66.7%	12.5%	25.0%	18.9%
Health	11.5%	36.0%	20.3%	21.7%	38.9%	0.0%	15.6%	16.7%	32.4%
Other	0.0%	4.0%	3.4%	0.0%	0.0%	0.0%	3.1%	0.0%	2.7%
Don't know	0.0%	4.0%	0.0%	4.3%	0.0%	0.0%	3.1%	0.0%	2.7%

*Significantly different between stakeholder groups

D. World Bank Group's Support in Development Areas

From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Increased its emphasis recently	60.0%	22.7%	33.3%	43.5%	35.3%	33.3%	40.6%	60.0%	36.1%
Decreased its emphasis recently	5.0%	13.6%	7.4%	4.3%	5.9%	0.0%	6.3%	0.0%	13.9%
Emphasis has remained pretty consistent over time	30.0%	40.9%	35.2%	39.1%	23.5%	16.7%	28.1%	20.0%	19.4%
Don't know	5.0%	22.7%	24.1%	13.0%	35.3%	50.0%	25.0%	20.0%	30.6%



E. World Bank Group's Knowledge Work and Activities

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

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	3.8%	0.0%	8.2%	25.0%	20.0%	12.5%	15.2%	0.0%	15.4%
Monthly	26.9%	23.1%	14.8%	25.0%	20.0%	12.5%	15.2%	27.3%	5.1%
A few times a year	26.9%	38.5%	45.9%	29.2%	30.0%	0.0%	21.2%	36.4%	25.6%
Rarely	26.9%	23.1%	24.6%	16.7%	25.0%	62.5%	36.4%	27.3%	25.6%
Never	15.4%	15.4%	6.6%	4.2%	5.0%	12.5%	12.1%	9.1%	28.2%

*Significantly different between stakeholder groups

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
are adaptable to CAR's specific development challenges and country circumstances	20	7.80	15	6.93	43	7.28	17	7.59	14	6.86	7	6.29	20	6.60	6	9.33	28	6.50

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

	Office of the President/Prime Minister		Office of Minister		Employee of a Ministry		PMU/Consultant on WBG Project		Bilateral/Multilateral Agency		Private Sector/ Financial Sector/ Private Bank		CSO		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	24	7.25	20	7.20	54	7.20	21	7.71	16	6.56	6	6.67	27	7.37	9	7.00	35	6.94
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	22	5.64	19	6.00	53	6.98	19	7.58	16	7.00	5	6.80	22	6.14	9	5.44	31	6.23

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Improve the quality of its experts as related to CAR's specific challenges*	42.3%	46.2%	39.0%	12.0%	15.0%	62.5%	31.0%	66.7%	27.8%
Engage more effectively with private sector	19.2%	15.4%	10.2%	12.0%	15.0%	12.5%	13.8%	16.7%	16.7%
Increase the level of World Bank Group staffing in CAR's office	11.5%	7.7%	6.8%	32.0%	25.0%	0.0%	13.8%	16.7%	16.7%
Offer more innovative knowledge products and services*	7.7%	0.0%	5.1%	0.0%	0.0%	50.0%	6.9%	16.7%	8.3%
Collaborate more effectively with Government clients	19.2%	11.5%	13.6%	8.0%	15.0%	0.0%	3.4%	8.3%	19.4%
Work faster	7.7%	11.5%	16.9%	12.0%	15.0%	0.0%	10.3%	0.0%	5.6%
Reduce the complexity of obtaining World Bank Group financing	26.9%	42.3%	30.5%	20.0%	50.0%	0.0%	31.0%	8.3%	30.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	3.8%	0.0%	8.5%	28.0%	5.0%	25.0%	3.4%	0.0%	13.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	3.8%	5.1%	4.0%	25.0%	0.0%	6.9%	0.0%	8.3%
Offer more innovative financial products and services	3.8%	7.7%	11.9%	4.0%	10.0%	0.0%	0.0%	0.0%	0.0%
Ensure greater selectivity in its work	0.0%	3.8%	1.7%	0.0%	0.0%	0.0%	3.4%	8.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on CAR's economy	0.0%	3.8%	3.4%	4.0%	0.0%	0.0%	6.9%	8.3%	5.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)*	11.5%	0.0%	5.1%	8.0%	0.0%	0.0%	41.4%	8.3%	11.1%
Increase the level of capacity development in the country	23.1%	23.1%	32.2%	32.0%	15.0%	25.0%	10.3%	16.7%	19.4%
Engage more directly with beneficiaries	19.2%	23.1%	10.2%	24.0%	10.0%	12.5%	13.8%	25.0%	16.7%
Other	42.3%	46.2%	39.0%	12.0%	15.0%	62.5%	31.0%	66.7%	27.8%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Donor community	19.0%	28.6%	17.5%	12.5%	15.0%	57.1%	23.3%	8.3%	14.3%
NGOs/Community Based Organizations*	23.8%	23.8%	36.8%	45.8%	15.0%	14.3%	73.3%	16.7%	25.7%
Beneficiaries	23.8%	47.6%	26.3%	41.7%	15.0%	14.3%	36.7%	16.7%	28.6%
Youth/university groups*	4.8%	4.8%	3.5%	0.0%	25.0%	0.0%	0.0%	25.0%	8.6%
Private sector	38.1%	28.6%	28.1%	33.3%	25.0%	85.7%	16.7%	25.0%	22.9%
Local government	14.3%	14.3%	17.5%	20.8%	25.0%	0.0%	13.3%	16.7%	11.4%
Academia/think tanks/research institutes	19.0%	19.0%	10.5%	4.2%	20.0%	14.3%	10.0%	8.3%	28.6%
Parliament	4.8%	0.0%	5.3%	4.2%	5.0%	0.0%	3.3%	8.3%	11.4%
UN agencies	4.8%	0.0%	1.8%	8.3%	10.0%	0.0%	0.0%	0.0%	5.7%
Regional organizations	23.8%	19.0%	15.8%	8.3%	15.0%	14.3%	6.7%	8.3%	8.6%
Foundations	0.0%	0.0%	1.8%	4.2%	10.0%	0.0%	0.0%	0.0%	5.7%
Media*	0.0%	4.8%	8.8%	4.2%	0.0%	0.0%	0.0%	66.7%	8.6%
Peace keeping forces	0.0%	0.0%	10.5%	8.3%	15.0%	0.0%	0.0%	0.0%	5.7%
Emerging donors	9.5%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%	0.0%	2.9%
Other	0.0%	4.8%	1.8%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Don't know	4.8%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%

*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in CAR (continued)****Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in CAR? (Select no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
World Food Program (WFP)	33.3%	28.0%	25.0%	24.0%	20.0%	12.5%	18.8%	16.7%	32.4%
World Health Organization (WHO)	29.2%	36.0%	28.3%	32.0%	50.0%	37.5%	34.4%	58.3%	29.7%
United Nations Development Program (UNDP)	58.3%	44.0%	31.7%	52.0%	50.0%	25.0%	53.1%	41.7%	48.6%
United Nations Peacekeeping	41.7%	32.0%	21.7%	24.0%	15.0%	12.5%	6.3%	8.3%	18.9%
Save the Children	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%
The Red Cross	4.2%	4.0%	3.3%	8.0%	5.0%	0.0%	0.0%	8.3%	2.7%
The United Nations International Children's Emergency Fund (UNICEF)	0.0%	12.0%	15.0%	12.0%	10.0%	12.5%	18.8%	16.7%	13.5%
The International Committee of the Red Cross (ICRC)	0.0%	0.0%	1.7%	4.0%	0.0%	0.0%	3.1%	16.7%	2.7%
Doctors Without Borders	0.0%	0.0%	1.7%	8.0%	10.0%	0.0%	0.0%	0.0%	2.7%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	4.2%	8.0%	21.7%	4.0%	20.0%	0.0%	6.3%	16.7%	8.1%
Don't know	12.5%	12.0%	16.7%	12.0%	5.0%	50.0%	21.9%	0.0%	18.9%



G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Never	32.0%	23.1%	28.8%	4.0%	19.0%	0.0%	36.4%	16.7%	37.8%
Less than once a year	8.0%	7.7%	5.1%	4.0%	4.8%	57.1%	12.1%	0.0%	5.4%
Once a year to a few times a year	32.0%	50.0%	44.1%	16.0%	28.6%	14.3%	30.3%	50.0%	29.7%
Less than once a month	12.0%	3.8%	5.1%	8.0%	14.3%	14.3%	9.1%	8.3%	10.8%
At least once a month	8.0%	11.5%	15.3%	56.0%	23.8%	14.3%	6.1%	25.0%	13.5%
At least once a week	8.0%	3.8%	1.7%	12.0%	9.5%	0.0%	6.1%	0.0%	2.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Local radio	50.0%	44.0%	58.3%	48.0%	40.0%	16.7%	48.4%	58.3%	54.1%
International radio	30.8%	24.0%	30.0%	28.0%	20.0%	0.0%	32.3%	16.7%	40.5%
Social media	15.4%	8.0%	10.0%	16.0%	20.0%	16.7%	6.5%	25.0%	13.5%
International newspapers*	11.5%	16.0%	8.3%	4.0%	5.0%	66.7%	3.2%	8.3%	10.8%
Local television	3.8%	4.0%	6.7%	4.0%	0.0%	0.0%	3.2%	8.3%	0.0%
Internet	34.6%	52.0%	41.7%	56.0%	55.0%	83.3%	48.4%	25.0%	37.8%
Periodicals	0.0%	4.0%	6.7%	4.0%	5.0%	0.0%	6.5%	16.7%	5.4%
International television	23.1%	12.0%	8.3%	12.0%	20.0%	0.0%	12.9%	8.3%	8.1%
Local newspapers	11.5%	28.0%	20.0%	20.0%	20.0%	16.7%	16.1%	33.3%	16.2%
Other	3.8%	4.0%	8.3%	0.0%	5.0%	0.0%	6.5%	0.0%	2.7%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
World Bank Group's publications and other written materials	53.8%	54.2%	49.2%	44.0%	26.3%	28.6%	41.4%	41.7%	50.0%
e-Newsletters*	15.4%	8.3%	16.4%	8.0%	26.3%	71.4%	10.3%	0.0%	8.3%
World Bank Group's seminars/workshops/conferences*	65.4%	79.2%	82.0%	60.0%	57.9%	14.3%	75.9%	58.3%	61.1%
World Bank Group's website	23.1%	16.7%	9.8%	16.0%	26.3%	28.6%	6.9%	16.7%	22.2%
Direct contact with World Bank Group	23.1%	33.3%	29.5%	52.0%	36.8%	57.1%	44.8%	50.0%	27.8%
Social media	11.5%	4.2%	8.2%	16.0%	21.1%	0.0%	10.3%	25.0%	16.7%
Webinars or online events hosted by the World Bank Group	3.8%	4.2%	1.6%	0.0%	5.3%	0.0%	0.0%	8.3%	5.6%

*Significantly different between stakeholder groups

Which Internet connection do you use primarily when visiting a World Bank Group website?* (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed/WiFi	68.2%	50.0%	71.4%	64.0%	60.0%	28.6%	73.1%	18.2%	65.6%
Dial-up	31.8%	50.0%	28.6%	36.0%	40.0%	71.4%	26.9%	81.8%	34.4%

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilater al Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	24.0%	50.0%	35.0%	95.8%	35.0%	25.0%	12.9%	25.0%	31.6%
No	76.0%	50.0%	65.0%	4.2%	65.0%	75.0%	87.1%	75.0%	68.4%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

If yes, which of the following agencies of the World Bank Group do you primarily collaborate/ work with in CAR? (Select only ONE response)

Percentage of Respondents	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
IDA	100.0%	92.3%	84.2%	100.0%	100.0%	100.0%	100.0%	100.0%	90.9%
IFC	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	9.1%
MIGA	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
ICSID	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/Prime Minister	Office of Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Bilateral/Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer*	45.5%	33.3%	39.3%	0.0%	52.6%	12.5%	59.3%	55.6%	50.0%
Use World Bank Group reports/data	31.8%	29.2%	42.9%	21.7%	26.3%	12.5%	25.9%	33.3%	20.6%
Engage in World Bank Group related/sponsored events/activities*	22.7%	16.7%	10.7%	30.4%	5.3%	0.0%	25.9%	55.6%	23.5%
Collaborate as part of my professional duties*	31.8%	66.7%	51.8%	87.0%	47.4%	12.5%	25.9%	22.2%	41.2%
Use World Bank Group website for information, data, research, etc.*	22.7%	12.5%	25.0%	13.0%	31.6%	100.0%	14.8%	11.1%	17.6%

*Significantly different between stakeholder groups



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

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY20 CAR COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.

For 10-point scale questions that were asked both in FY17 and FY20 CAR COS, the analysis for collaborators is presented for both years. However, ONLY FY20 responses are tested for statistical significance (collaborators vs. non-collaborators).

- Collaborating with the WBG, FY17 N=72
- Collaborating with the WBG, FY20 N=92
- Not collaborating with the WBG, FY20 N=155

A. Overall Context

To what extent do you trust each of the following groups to do what is right?

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
The national/federal government	73	5.95	108	5.74
Bilateral organizations*	65	6.95	83	6.17
The World Bank Group*	83	8.54	125	7.28
The International Monetary Fund	74	6.95	115	6.58
The United Nations (UN)	79	5.56	124	5.31
Regional development banks	77	7.36	125	7.53
CAR's Central Bank	68	6.96	103	7.04
International private sector	63	5.37	98	5.01
Domestic private sector	73	5.68	111	5.54
International civil society	76	5.71	119	5.77
Domestic civil society	79	5.87	116	5.91
Faith-based institutions	81	7.35	132	7.66
Domestic traditional media and their web presence	81	6.37	132	6.34
International media and their web presence	78	6.14	130	6.41
Web based media	81	5.40	136	5.72

*Significantly different between collaborators and non-collaborators

B. Overall Attitudes Toward the World Bank Group

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
How familiar are you with the work of the World Bank Group in CAR?*	70	5.96	91	8.03	148	6.20

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

¹⁸ Only 247 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)****To what extent do you agree/disagree with the following statements about the World Bank Group's work in CAR?***(1-Strongly disagree, 10-Strongly agree)*

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in CAR*	66	7.68	88	8.55	127	7.71
The World Bank Group's work is aligned with what I consider the development priorities for CAR*	55	7.25	85	8.11	115	7.35

**Significantly different between collaborators and non-collaborators*

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in CAR.*	69	6.45	88	7.98	127	6.95

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

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in CAR?*	62	7.11	89	8.07	124	7.39

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in CAR?*	87	7.68	123	6.89

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between collaborators and non-collaborators***To what extent do you believe that the World Bank Group's work and support help the poorest in CAR?****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	28.9%	20.8%
To a somewhat sufficient degree	47.8%	40.3%
To a somewhat insufficient degree	10.0%	14.8%
To a very insufficient degree	6.7%	9.4%
Don't know	6.7%	14.8%

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	1.1%	1.4%
Inadequate World Bank Group's staffing in CAR	25.0%	19.0%
Not focused enough on issues that are unique to post-conflict countries*	18.2%	31.3%
Not willing to honestly criticize policies and reform efforts in the country	10.2%	17.0%
Staff too inaccessible	2.3%	7.5%
Not collaborating enough with private sector	4.5%	4.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	2.3%	0.7%
Not aligned with country priorities	8.0%	16.3%
Not adequately sensitive to political/social realities in CAR	13.6%	11.6%
Too influenced by developed countries	12.5%	10.9%
World Bank Group's processes too slow and complex*	39.8%	22.4%
Not adequately flexible*	12.5%	3.4%
Not sufficiently focused on sustainable results	2.3%	4.8%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	6.8%	12.2%
Not enough public disclosure of its work	18.2%	19.7%
Other	0.0%	2.0%
Don't know	10.2%	5.4%

*Significantly different between collaborators and non-collaborators



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Financial markets	3.4%	4.0%
Social protection	6.9%	4.0%
Gender equity	4.6%	2.0%
Private sector development	17.2%	23.3%
Education	33.3%	45.3%
Public sector governance/reform	24.1%	27.3%
Energy	27.6%	25.3%
Water and sanitation*	8.0%	2.0%
Pollution	0.0%	0.7%
Job creation/employment	18.4%	17.3%
Health	17.2%	17.3%
Regional conflict and tensions	1.1%	0.7%
Security/stabilization/reconstruction	14.9%	12.7%
Global/regional integration	0.0%	0.7%
Food security	3.4%	6.0%
Urban development	3.4%	0.7%
Gender based violence	0.0%	0.0%
Information and communications technology	3.4%	3.3%
Transport	33.3%	30.0%
Agriculture and rural development	41.4%	38.0%
Trade and exports	0.0%	0.7%
Crime and violence	0.0%	1.3%
Natural resource management	2.3%	6.0%
Judiciary reform	3.4%	2.7%
Economic growth	3.4%	2.7%
Disaster risk management	0.0%	0.7%
Equality of opportunity	0.0%	0.0%
Disease	1.1%	0.0%
Local governance and institutions	2.3%	1.3%
Social cohesion	1.1%	0.0%
Climate change	2.3%	2.0%
Poverty reduction	9.2%	6.0%
Anti-corruption*	1.1%	7.3%

*Significantly different between collaborators and non-collaborators

C. World Bank Group's Work and Engagement on the Ground

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help CAR solve its most complicated development challenges?*	61	7.13	81	8.12	102	7.04

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



C. World Bank Group's Work and Engagement on the Ground (continued)

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent do you believe the World Bank Group is adequately staffed in CAR?*	51	4.92	72	4.93	99	3.91

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

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

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

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	54	6.98	71	7.20	109	5.68
Flexibility (in terms of the institution's products and services)*	41	5.56	71	6.20	83	4.92
Flexibility (in terms of changing country circumstances)*	44	6.39	70	6.67	93	5.42
Being inclusive*	37	6.32	65	7.37	87	6.16
Openness (sharing data and other information)*	49	6.63	72	7.89	96	6.35
Collaboration with the Government*	57	7.82	79	8.76	116	8.01
The speed in which it gets things accomplished on the ground*	46	6.26	75	6.55	105	5.11
Helping to bring discipline/effective supervision to implementation of investment projects*	57	7.26	74	8.01	105	6.71
Collaboration with civil society*	51	5.71	60	6.52	92	5.33
Staff accessibility*	46	5.24	69	6.57	93	5.01
Collaboration with other donors and development partners*	49	7.10	62	8.35	84	7.42
Collaboration with the private sector*	48	5.94	59	6.85	80	5.86
Collaboration with the UN	43	8.14	59	8.25	74	7.93
Straightforwardness and honesty*	45	7.89	71	7.96	74	6.93
Treating clients and stakeholders in CAR with respect*	48	7.38	69	8.07	74	7.19
Being a long-term partner*	52	8.63	75	8.60	86	7.90

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group disburses funds promptly	54	4.72	80	5.08	110	4.48
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	63	7.41	86	8.47	121	7.88
The World Bank Group's approvals and reviews are done in a timely fashion	53	5.94	83	6.90	101	6.27
The World Bank Group's Environmental and Social Framework requirements are reasonable* ⁱ	46	6.87	75	8.07	85	6.65
The World Bank Group's conditions on its lending are reasonable*	51	6.27	67	6.69	81	5.68
The World Bank Group takes decisions quickly in CAR*	51	5.47	74	6.39	85	4.91
Working with the World Bank Group increases CAR's institutional capacity	56	7.07	81	8.12	119	7.61
Where country systems are adequate, the World Bank Group makes appropriate use of them	46	7.11	72	8.08	101	7.86

*Significantly different between collaborators and non-collaborators

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group help to build/strengthen existing country systems in CAR?	63	7.00	78	8.18	114	7.71

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

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

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of CAR*	56	6.82	81	7.81	132	6.29
The World Bank Group meets CAR's needs for knowledge services	56	5.84	76	7.22	117	6.64

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

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To build stronger domestic resource mobilization systems in the Government	70	7.03	122	7.07
To develop better and stronger data collection/analytics systems within the Government	79	7.80	124	7.36
To strengthen the country's crisis preparedness	68	7.09	112	6.59
To identify and monitor risks	63	6.03	104	6.72



C. World Bank Group's Work and Engagement on the Ground (continued)

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
How effectively does the World Bank Group's SCD and CPF activities support CAR's efforts to manage crisis related risks?	39	7.44	48	6.81

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

	Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in CAR?	68	6.72	100	6.13

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

D. World Bank Group's Support in Development Areas

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

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Social protection*	37	5.00	42	6.79	55	5.31
Gender equity	32	5.56	43	6.53	64	5.92
Private sector development	41	6.29	55	6.33	73	5.56
Education*	53	7.40	73	7.82	110	6.90
Public sector governance/reform	47	7.45	64	7.42	96	6.94
Global/regional integration	33	6.15	41	6.15	49	5.71
Food security	44	6.66	57	6.05	80	5.95
Energy*	44	6.41	69	6.99	96	5.57
Water and sanitation*	48	6.52	72	6.97	99	5.65
Job creation/employment	45	6.04	52	5.54	84	5.07
Health*	48	7.23	65	7.40	96	6.53
Transport*	47	6.79	73	7.15	98	5.43
Agriculture and rural development*	48	6.75	76	7.26	97	6.12
Trade and exports	33	5.55	41	5.17	57	4.79
Natural resource management	39	6.10	47	5.91	66	5.71
Climate change*	38	6.05	56	6.61	73	5.60
Poverty reduction*	52	6.69	65	7.00	95	5.74
Economic growth	41	6.66	64	6.83	88	6.24
Disaster risk management			39	5.33	61	4.72
Equality of opportunity	34	5.56	46	5.65	63	5.75
Disease ⁱ	38	7.18	62	7.03	90	7.04
Information and communications technology	38	6.21	44	5.80	72	5.47
Gender based violence			34	5.35	56	5.27
Stabilization/reconstruction ⁱⁱ	45	6.53	52	6.79	94	6.07
Local governance and institutions	44	6.23	49	6.80	78	6.09
Social cohesion	45	6.60	57	6.93	92	6.48

*Significantly different between collaborators and non-collaborators

ⁱ In FY 2017, the category was "Communicable/non-communicable diseases"

ⁱⁱ In FY 2017, the category was "Security/stabilization/reconstruction"

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

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Are timely*	43	7.12	58	6.64	86	5.56
Include appropriate level of stakeholder involvement during preparation	48	6.06	63	7.13	91	6.54
Lead to practical solutions*	49	6.51	73	7.97	104	7.02
Are source of relevant information on global good practices*	51	7.20	65	8.20	96	7.36
Are adequately disseminated*	50	5.94	68	7.46	93	5.54
Are translated enough into local language	46	3.98	61	4.48	93	3.76
Are adaptable to CAR's specific development challenges and country circumstances	57	7.12	71	7.51	99	6.82

**Significantly different between collaborators and non-collaborators*

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	65	7.65	84	7.64	127	6.91

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

	2017		2020			
	Collaborating with the WBG		Collaborating with the WBG		Not collaborating with the WBG	
	N	Mean	N	Mean	N	Mean
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	65	6.83	78	7.37	115	5.95

*(1- Very low technical quality, 10- Very high technical quality) *Significantly different between collaborators and non-collaborators*

**F. The future role of the World Bank Group in CAR**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in CAR?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Improve the quality of its experts as related to CAR's specific challenges*	21.3%	43.5%
Engage more effectively with private sector	18.0%	11.6%
Increase the level of World Bank Group staffing in CAR's office	20.2%	11.6%
Offer more innovative knowledge products and services	3.4%	8.2%
Collaborate more effectively with Government clients	11.2%	13.6%
Work faster	11.2%	10.9%
Reduce the complexity of obtaining World Bank Group financing	37.1%	26.5%
Help to bring discipline/effective supervision to implementation of World Bank Group projects*	15.7%	4.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.6%	5.4%
Offer more innovative financial products and services	6.7%	4.1%
Ensure greater selectivity in its work	1.1%	2.0%
Provide more adequate data/knowledge/statistics/figures on CAR's economy	1.1%	5.4%
Engage more effectively with civil society (e.g., NGOs, CBOs)	6.7%	12.2%
Increase the level of capacity development in the country	25.8%	20.4%
Engage more directly with beneficiaries	14.6%	17.0%
Other	21.3%	43.5%

*Significantly different between collaborators and non-collaborators



Appendix D: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2020 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2017 respondents and the total number of respondents indicated may differ from those reported in the FY 2017 COS report.

- FY 2017 Number of comparable respondents = 251
- FY 2020 Number of comparable respondents = 239

By weighting, the FY 2017 and FY 2020 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2017	FY 2020
Office of the President/Prime Minister/Minister	20.0%	20.0%
Office of Parliamentarian	2.5%	2.5%
Government Institutions	40.0%	40.0%
Local Government Office or Staff	3.5%	3.5%
Bilateral/Multilateral Agency	5.5%	5.5%
Civil Society	15.0%	15.0%
Private Sector	4.0%	4.0%
Academia/Research Institute/Think Tank	4.0%	4.0%
Media	5.5%	5.5%

A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2020
The right direction	70.4%	83.6%
The wrong direction	11.5%	2.7%
Not sure	18.1%	13.7%

**Significantly different between FY2017 and FY2020*

B. Overall Attitudes toward the World Bank Group

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in CAR?*	235	5.49	2.81	230	6.92	2.94

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2017 and FY2020*

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in CAR*	206	7.29	2.53	202	8.11	2.05
The World Bank Group's work is aligned with what I consider the development priorities for CAR*	187	6.89	2.66	190	7.70	2.32

**Significantly different between FY2017 and FY2020*

¹⁹ Only those questions that were asked in the FY 2017 and FY 2020 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in CAR.*	213	5.94	2.75	206	7.43	2.30

(1-Not effective at all, 10-Very effective) *Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in CAR?*	211	6.90	2.41	204	7.70	2.20

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2020

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

Percentage of Respondents	FY 2017	FY 2020
To a fully sufficient degree	10.6%	24.0%
To a somewhat sufficient degree	32.7%	44.1%
To a somewhat insufficient degree	28.2%	12.2%
To a very insufficient degree	21.6%	9.6%
Don't know	6.9%	10.0%

*Significantly different between FY2017 and FY2020

C. World Bank Group's Work and Engagement on the Ground

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help CAR solve its most complicated development challenges?*	195	6.79	2.59	179	7.47	2.67

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in CAR?*	171	4.89	2.87	166	4.28	2.78

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2020

**C. World Bank Group's Work and Engagement on the Ground (continued)****To what extent is the World Bank Group an effective development partner in CAR, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	171	6.43	2.57	173	6.33	2.55
Flexibility (in terms of the institution's products and services)*	127	5.00	2.36	146	5.66	2.45
Flexibility (in terms of changing country circumstances)	146	5.65	2.64	156	6.05	2.48
Being inclusive*	117	5.37	2.53	146	6.70	2.35
Openness (sharing data and other information)*	145	5.87	2.56	159	7.05	2.55
Collaboration with the Government*	191	7.51	2.25	185	8.39	1.94
The speed in which it gets things accomplished on the ground	152	5.78	2.51	169	5.68	2.65
Helping to bring discipline/effective supervision to implementation of investment projects*	166	6.64	2.42	169	7.25	2.41
Collaboration with civil society*	159	5.19	2.60	143	5.82	2.53
Staff accessibility*	142	4.48	2.53	149	5.68	2.77
Collaboration with other donors and development partners*	148	6.93	2.44	139	7.81	2.26
Collaboration with the private sector*	150	5.42	2.49	133	6.27	2.59
Collaboration with the UN	138	7.82	2.24	128	8.07	2.30
Straightforwardness and honesty*	136	6.81	2.59	136	7.51	2.37
Treating clients and stakeholders in CAR with respect*	141	6.45	2.63	134	7.63	2.18
Being a long-term partner	165	8.17	2.10	151	8.27	2.14

* Significantly different between FY2017 and FY2020

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	176	3.95	2.60	179	4.63	2.86
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	190	7.01	2.54	195	8.14	2.13
The World Bank Group's approvals and reviews are done in a timely fashion*	163	5.47	2.40	175	6.58	2.73
The World Bank Group's Environmental and Social Framework requirements are reasonable ⁱ	129	6.35	2.35	150	7.34	2.39
The World Bank Group's conditions on its lending are reasonable	156	5.76	2.77	139	6.12	2.79
The World Bank Group takes decisions quickly in CAR	174	4.92	2.81	153	5.46	2.96
Working with the World Bank Group increases CAR's institutional capacity	186	7.00	2.41	187	7.82	2.22
Where country systems are adequate, the World Bank Group makes appropriate use of them	151	7.03	2.49	164	8.01	2.38

* Significantly different between FY2017 and FY2020

ⁱ In FY 2017, the category was "The World Bank Group's 'Safeguard Policy' requirements are reasonable".

**C. World Bank Group's Work and Engagement on the Ground (continued)**

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in CAR?*	197	6.72	2.61	182	8.00	2.42

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2017 and FY2020

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of CAR	198	6.27	2.73	205	6.76	2.89
The World Bank Group meets CAR's needs for knowledge services*	182	5.74	2.84	186	6.87	2.55

*Significantly different between FY2017 and FY2020

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in CAR?	207	6.60	2.54	166	6.46	2.71

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



D. World Bank Group's Support in Development Areas

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Social protection	126	5.28	2.89	95	5.99	2.63
Gender equity*	112	5.05	2.41	103	6.16	2.48
Private sector development	140	5.83	2.64	122	5.93	2.50
Education	179	7.43	2.40	172	7.35	2.19
Public sector governance/reform	157	7.10	2.27	148	7.17	2.43
Global/regional integration	116	6.02	2.44	83	5.86	2.53
Food security	137	6.16	2.74	126	5.93	2.57
Energy	150	5.91	2.84	152	6.09	2.95
Water and sanitation	155	6.12	2.80	159	6.17	2.70
Job creation/employment	140	5.39	2.92	126	5.25	2.59
Health	160	6.89	2.59	153	6.90	2.51
Transport	155	6.27	2.94	163	6.09	3.01
Agriculture and rural development	162	6.62	2.68	163	6.65	2.71
Trade and exports	117	5.08	2.73	93	5.05	2.50
Natural resource management	130	5.50	2.74	105	5.87	2.82
Climate change*	126	5.18	2.80	123	6.08	2.82
Poverty reduction	157	6.31	2.64	150	6.19	2.75
Economic growth	143	6.18	2.70	141	6.47	2.61
Disaster risk management ⁱ				94	4.90	2.73
Equality of opportunity	118	5.16	2.85	101	5.68	2.46
Disease ⁱⁱ	133	6.66	2.62	142	7.11	2.43
Information and communications technology	121	5.55	2.81	108	5.45	2.57
Gender based violence ⁱ				87	5.34	2.66
Stabilization/reconstruction ⁱⁱⁱ	140	6.02	2.76	140	6.23	2.66
Local governance and institutions	139	5.76	2.76	121	6.31	2.75
Social cohesion	143	6.05	2.85	140	6.66	2.62

*Significantly different between FY2017 and FY2020

ⁱ Only FY20 questionnaire had this response option

ⁱⁱ In FY 2017, the category was "Communicable/non-communicable diseases"

ⁱⁱⁱ In FY 2017, the category was "Security/stabilization/reconstruction"

E. 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 2017	FY 2020
Weekly	8.6%	10.7%
Monthly	11.1%	17.6%
A few times a year	31.1%	30.9%
Rarely	32.4%	27.0%
Never	16.8%	13.7%

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

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

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

	FY 2017			FY 2020		
	N	Mean	SD	N	Mean	SD
Are timely*	150	7.14	2.14	134	5.95	2.81
Include appropriate level of stakeholder involvement during preparation*	146	6.11	2.23	142	6.75	2.63
Lead to practical solutions*	154	6.27	2.43	167	7.45	2.46
Are source of relevant information on global good practices*	161	6.99	2.22	150	7.63	2.34
Are adequately disseminated*	153	5.32	2.63	148	6.41	2.97
Are translated enough into local language	154	3.77	2.94	148	4.19	2.93
Are adaptable to CAR's specific development challenges and country circumstances	181	6.95	2.58	160	7.09	2.52

**Significantly different between FY2017 and FY2020*

	FY 2017			FY 2020		
	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?	208	7.55	2.36	199	7.11	2.71
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	211	6.72	2.57	187	6.40	2.81

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



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in CAR? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
To what extent do you trust the WBG to do what is right?	7.28	8.54	7.98	7.49	7.69	8.07	7.67	8.32	7.62	7.99	7.97	7.24
Overall the WBG currently plays a relevant role in development in CAR	7.71	8.55	8.46	7.59	8.05	8.32	8.04	8.46	7.79	8.48	8.20	7.89
The WBG's work is aligned with what I consider the development priorities for CAR	7.35	8.11	8.17	7.22	7.75	7.93	7.72	8.10	7.51	8.09	7.84	7.67
Overall, please rate your impression of the WBG's effectiveness in CAR.	6.95	7.98	7.75	6.96	7.41	7.56	7.24	8.26	7.27	7.64	7.64	6.80
To what extent does the WBG's work help to achieve development results in CAR?	7.39	8.07	7.83	7.51	7.68	7.80	7.58	8.21	7.65	7.78	7.84	7.30
To what extent does the WBG influence the development agenda in CAR?	6.89	7.68	7.48	6.79	7.10	7.48	7.25	7.10	6.88	7.57	7.29	6.98
Responsiveness to needs	5.68	7.20	6.59	6.03	6.43	6.22	6.28	6.67	6.01	6.78	6.49	5.95
Flexibility (in terms of the institution's products and services)	4.92	6.20	5.76	5.17	5.65	5.28	5.44	5.84	5.30	5.79	5.55	5.47
Flexibility (in terms of changing country circumstances)	5.42	6.67	6.28	5.46	5.95	5.98	5.88	6.25	5.64	6.34	6.08	5.61
Being inclusive	6.16	7.37	6.88	6.40	6.71	6.59	6.79	6.23	6.27	7.17	6.72	6.51
Openness (sharing data and other information)	6.35	7.89	7.45	6.27	6.83	7.28	6.96	7.06	6.70	7.30	6.92	7.18
Collaboration with the Government	8.01	8.76	8.53	8.12	8.25	8.58	8.29	8.62	8.20	8.55	8.44	8.07
The speed in which it gets things accomplished on the ground	5.11	6.55	5.94	5.43	5.71	5.82	5.52	6.66	5.48	6.06	5.97	5.11
Helping to bring discipline/effective supervision to implementation of investment projects	6.71	8.01	7.58	6.82	7.25	7.35	7.13	7.86	6.94	7.71	7.39	6.98
Collaboration with civil society	5.33	6.52	6.05	5.69	5.91	5.82	5.79	6.29	5.42	6.45	6.14	5.03
Staff accessibility	5.01	6.57	6.20	4.98	5.79	5.54	5.56	6.24	5.10	6.36	5.78	5.44
Collaboration with other donors and development partners	7.42	8.35	8.12	7.44	7.57	8.37	7.71	8.31	7.72	8.00	7.89	7.68
Collaboration with the private sector	5.86	6.85	6.22	6.43	6.26	6.42	6.29	6.42	5.92	6.77	6.49	5.75
Collaboration with the UN	7.93	8.25	8.28	7.76	7.79	8.66	8.08	8.00	7.91	8.28	8.10	7.94
Straightforwardness and honesty	6.93	7.96	7.73	7.04	7.36	7.84	7.27	8.22	7.53	7.45	7.59	7.15
Treating clients and stakeholders in CAR with respect	7.19	8.07	7.92	7.15	7.63	7.71	7.56	7.92	7.38	7.95	7.71	7.45
Being a long-term partner	7.90	8.60	8.24	8.17	8.34	7.96	8.23	8.17	8.00	8.44	8.21	8.22
The WBG takes decisions quickly in CAR	4.91	6.39	6.07	5.13	5.71	5.80	5.43	6.82	5.64	5.83	5.92	5.12
Where country systems are adequate, the WBG makes appropriate use of them	7.86	8.08	8.07	8.00	7.94	8.26	7.98	8.26	7.91	8.19	8.14	7.71
To what extent does the WBG help to build/strengthen existing country systems in CAR?	7.71	8.18	7.91	7.67	7.78	7.93	7.92	7.43	7.75	7.91	7.79	7.95
The WBG's financial instruments meet the needs of CAR	6.29	7.81	7.28	6.26	6.57	7.59	6.66	7.74	6.69	7.09	7.08	6.16
The WBG meets CAR's needs for knowledge services	6.64	7.22	6.95	6.96	6.75	7.37	6.80	7.51	6.88	7.04	7.17	6.23
In CAR, to what extent do you believe that the WBG's knowledge work and activities are adaptable to CAR's specific development challenges and country circumstances	6.82	7.51	7.16	7.11	6.93	7.58	7.15	7.11	7.09	7.20	7.33	6.60
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.91	7.64	7.54	6.80	6.99	7.80	7.22	7.32	7.24	7.23	7.27	7.11
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	5.95	7.37	7.26	5.77	6.31	7.39	6.75	6.27	6.14	7.27	6.82	6.12

Yellow highlight indicates significant difference between Yes and No means.

Appendix F: CAR FY20 COS Questionnaire



World Bank Group Country Survey FY 2020 – Central African Republic (CAR)

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

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

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

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

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

SECTION A: OVERALL CONTEXT

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

A2. Do you think that economic opportunity for citizens in CAR is ... ?	
1	Increasing
2	Decreasing
3	Staying about the same

A3. Listed below are a number of development priorities in CAR. Please identify which of the following you consider the most important development priorities in CAR. (Choose no more than THREE)			
1	Security/stabilization/reconstruction	18	Social cohesion
2	Water and sanitation	19	Economic growth
3	Regional conflict and tensions	20	Local governance and institutions
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management (e.g., mining, forestry)
5	Social protection (e.g., targeted social assistance, cash transfers)	22	Transport (e.g., roads, bridges, transportation)
6	Gender equity (closing the gap between women and men, and boys and girls)	23	Agriculture and rural development
7	Private sector development	24	Trade and exports
8	Education	25	Crime and violence
9	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
10	Food security	27	Poverty reduction
11	Urban development	28	Anti-corruption
12	Energy	29	Judiciary reform
13	Pollution	30	Disaster risk management
14	Job creation/employment	31	Equality of opportunity (i.e., social inclusion)
15	Health	32	Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)
16	Financial markets	33	Information and communications technology
17	Gender based violence		

SECTION A: OVERALL CONTEXT

A4. 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 CAR? (Choose no more than THREE)

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

A5. Please describe the direction CAR is moving in, when considering ... ?

		Getting much worse	Getting somewhat worse	Staying the same	Getting somewhat better	Getting much better
1	Human development (e.g., health, education, and social protection)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Equal opportunity for girls and boys, men and women	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Growing CAR's economy in a way that leads to jobs and employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	The gap between the rich and the poor	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Making government more effective	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Anti-corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Attracting new sources of foreign investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

A6. Listed below are global challenges. Which do you think have the most serious impact on CAR? (Choose no more than TWO)

1	Climate change	6	The gap between the rich and the poor
2	Terrorism	7	Environmental degradation
3	Migrants and refugees	8	Fragility in CAR or neighboring countries
4	Jobs/employment	9	Technology based disruption
5	Trade constraints	10	Geo political uncertainty

SECTION A: OVERALL CONTEXT

A7. When economic and/or social reform efforts fail or are slow to take place in CAR, which of the following would you attribute this to? (Choose no more than TWO)

1	Private sector involvement and/or influence
2	Ongoing conflict and instability
3	Inadequate funding
4	Political pressures and obstacles
5	Inadequate level of private sector participation
6	Inadequate level of citizen/civil society participation
7	Inadequate level of donor coordination
8	Reforms are not well thought out in light of country challenges
9	Poor coordination within the government
10	Inadequate level of government accountability
11	Inadequate level of capacity in the government
12	Corruption
13	Other (please specify): _____

A8. To what extent do you trust each of the following groups to do what is right?

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
1	The national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Regional development banks (e.g., AfDB, BDEAC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	CAR's Central Bank	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Web based media (i.e., blogs, social media, other web-based news and information sources)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION A: OVERALL CONTEXT

A9. To what extent do you trust private sector to engage in public service delivery in CAR?	
1	To a very low degree
2	To a somewhat low degree
3	To a somewhat high degree
4	To a very high degree
5	Don't know

A10. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in CAR. (Choose no more than TWO)	
1	None. I do not consider CAR a fragile state.
2	Crime and violence
3	High influx of refugees/migrants
4	Lack of access to development finance
5	Policy inconsistency
6	Weak social cohesion
7	Weak institutional capacity
8	Food insecurity
9	High levels of corruption
10	Weak accountability
11	Lack of security (i.e., conflict and violence)
12	Political uncertainty
13	Low levels of political and economic inclusion
14	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements about the World Bank Group's work in CAR?																					
											Strongly disagree		Strongly agree		Don't know						
B2	Overall the World Bank Group currently plays a relevant role in development in CAR										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B3	The World Bank Group's work is aligned with what I consider the development priorities for CAR										1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

B4. Overall, please rate your impression of the World Bank Group's effectiveness in CAR.										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

B5. To what extent does the World Bank Group's work help to achieve development results in CAR?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

B6. To what extent does the World Bank Group influence the development agenda in CAR?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

B7. To what extent do you believe that the World Bank Group's work and support help the poorest in CAR? (Select only ONE response)	
1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B8. When thinking about the World Bank Group's role in CAR, which activity do you VALUE the most? (Choose no more than TWO)	
1	Strategy formulation (e.g., RCPCA assistance)
2	Mobilizing third party financial resources
3	Donor coordination
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Policy advice, studies, analyses
8	Financial resources
9	Data and statistics
10	Promoting knowledge sharing
11	Implementation support
12	Other (please specify): _____

B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in CAR? (Choose no more than TWO)	
1	Arrogant in its approach
2	Inadequate World Bank Group's staffing in CAR
3	Not focused enough on issues that are unique to post-conflict countries
4	Not willing to honestly criticize policies and reform efforts in the country
5	Staff too inaccessible
6	Not collaborating enough with private sector
7	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
8	Not aligned with country priorities
9	Not adequately sensitive to political/social realities in CAR
10	Too influenced by developed countries
11	World Bank Group's processes too slow and complex
12	Not adequately flexible
13	Not sufficiently focused on sustainable results
14	Not collaborating enough with civil society (e.g., NGOs, CBOs)
15	Not enough public disclosure of its work
16	Other (please specify): _____
17	Don't know

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B10. When thinking about how the World Bank Group can have the most impact on development results in CAR, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in CAR? (Choose no more than THREE)			
1	Financial markets	18	Information and communications technology
2	Social protection (e.g., targeted social assistance, cash transfers)	19	Transport (e.g., roads, bridges, transportation)
3	Gender equity (closing the gap between women and men, and boys and girls)	20	Agriculture and rural development
4	Private sector development	21	Trade and exports
5	Education	22	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23	Natural resource management (e.g., mining, forestry)
7	Energy	24	Judiciary reform
8	Water and sanitation	25	Economic growth
9	Pollution	26	Disaster risk management
10	Job creation/employment	27	Equality of opportunity (i.e., social inclusion)
11	Health	28	Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)
12	Regional conflict and tensions	29	Local governance and institutions
13	Security/stabilization/reconstruction	30	Social cohesion
14	Global/regional integration	31	Climate change (e.g., mitigation, adaptation)
15	Food security	32	Poverty reduction
16	Urban development	33	Anti-corruption
17	Gender based violence		

**SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND**

C1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help CAR solve its most complicated development challenges?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

C2. To what extent do you believe the World Bank Group is adequately staffed in CAR?											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

To what extent is the World Bank Group an effective development partner in CAR, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
C3	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Treating clients and stakeholders in CAR with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

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	
C19	The World Bank Group disburses funds promptly											<input type="checkbox"/>
C20	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>
C21	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>
C22	The World Bank Group's Environmental and Social Framework requirements are reasonable											<input type="checkbox"/>
C23	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>
C24	The World Bank Group takes decisions quickly in CAR											<input type="checkbox"/>
C25	Working with the World Bank Group increases CAR's institutional capacity											<input type="checkbox"/>
C26	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>

C27. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in CAR?												
1	2	3	4	5	6	7	8	9	10			
										<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

To what extent do you agree/disagree with the following statements about the World Bank Group in CAR?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
C28	The World Bank Group's financial instruments (i.e., Investment Project Financing, DPO, etc.) meet the needs of CAR											<input type="checkbox"/>
C29	The World Bank Group meets CAR's needs for knowledge services (e.g., research, analysis, data, technical assistance)											<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S WORK AND ENGAGEMENT ON THE GROUND

How effectively does the World Bank Group support CAR's efforts ... ?													
		Not effectively at all										Very effectively	Don't know
C30	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	To identify and monitor risks	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C34. How effectively does the World Bank Group's SCD and CPF activities support CAR's efforts to manage crisis related risks? <i>[Please only respond if you are familiar with the WBG's Systematic Country Diagnostic (SCD) and Country Partnership Framework (CPF)]</i>													
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>			
Not effectively at all									Very effectively	Don't know			

C35. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in CAR?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

C36. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in CAR? (Choose no more than TWO)	
1	Social cohesion
2	Public services
3	Macro issues (fiscal accounts, balance of payments, etc.)
4	Supporting poor and marginalized local communities
5	Jobs
6	Education
7	Business development
8	Infrastructure
9	Health
10	Other (please specify): _____
11	Don't know

SECTION D: WORLD BANK GROUP'S SUPPORT IN DEVELOPMENT AREAS

D1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in CAR? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., targeted social assistance, cash transfers)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Natural resource management (e.g., mining, forestry)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Disease (HIV/AIDS, Malaria, Tuberculosis, Cholera)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D2. From your perspective, which of the following best describes the World Bank Group's current emphasis on investing in human capital (e.g., education, health, social protection)?	
1	Increased its emphasis recently
2	Decreased its emphasis recently
3	Emphasis has remained pretty consistent over time
4	Don't know

SECTION E: WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., analysis, studies, research, data, reports, conferences)

E1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

In CAR, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
E2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E6	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E7	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
E8	Are adaptable to CAR's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

E9. 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

E10. 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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CAR

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in CAR? (Choose no more than TWO)	
1	Improve the quality of its experts as related to CAR's specific challenges
2	Engage more effectively with private sector
3	Increase the level of World Bank Group staffing in CAR's office
4	Offer more innovative knowledge products and services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Offer more innovative financial products and services
11	Ensure greater selectivity in its work
12	Provide more adequate data/knowledge/statistics/figures on CAR's economy
13	Engage more effectively with civil society (e.g., NGOs, CBOs)
14	Increase the level of capacity development in the country
15	Engage more directly with beneficiaries
16	Other (please specify): _____

F2. Please answer the following questions: (Choose no more than THREE for each column)		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in CAR?	B. Which THREE areas below would benefit most from other donors in CAR?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Human capital (education, health, social protection)	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
6	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
8	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
10	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
11	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
12	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
13	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
14	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
15	Food security	<input type="checkbox"/>	<input type="checkbox"/>
16	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
17	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

F3. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

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

F4. Which TWO organizations are the most valuable for the World Bank Group to collaborate with to tackle fragility in CAR? (Select no more than TWO)

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	Save the Children
6	The Red Cross
7	The United Nations International Children's Emergency Fund (UNICEF)
8	The International Committee of the Red Cross (ICRC)
9	Doctors Without Borders
10	None. I don't believe the World Bank Group needs to partner with the UN organizations.
11	Don't know

F5. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than TWO)

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 G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in CAR?	
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 do you get most of your information about economic and social development issues in CAR? (Choose no more than TWO)			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

G3. 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	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	World Bank Group's website		

G4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	High speed/WiFi
2	Dial-up

G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)	
1	Phone
2	Tablet
3	Computer/laptop
4	I never visit the WBG websites

SECTION G: COMMUNICATION AND INFORMATION SHARING

G6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?					
		Every few days	Every few weeks	Every few months	Not at all
1	Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Visited a WBG website (e.g., read a blog, used data)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Attended an event/conference hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Watched a webinar or online event hosted by the WBG	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Read some or all of a WBG research paper or publication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Met professionally with WBG staff	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Read a WBG e-newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current affiliation? (Select only ONE response)			
1	Office of the President, Prime Minister	12	Private Sector Organization
2	Office of Minister	13	Financial Sector/Private Bank
3	Office of Parliamentarian	14	Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)
4	Employee of Ministry, Ministerial Department, Implementation Agency	15	NGO/Community Based Organization
5	Project Management Unit (PMU) overseeing implementation of WBG project/ Consultant/Contractor working on WBG supported project/program	16	Trade Union
6	Local Government Office or Staff	17	Faith-Based Group
7	Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	18	Youth Group
8	Judicial System (e.g., courts)	19	Academia/Research Institute/Think Tank
9	State-Owned Enterprise	20	Media (press, radio, TV, web, etc.)
10	Bilateral Agency (e.g., embassy, diplomatic, military)	21	Other (please specify): _____
11	Multilateral Agency (UN, regional development bank)		

H2. Please identify the primary specialization of your work. (Select only ONE response)			
1	Poverty	13	Agriculture, rural development
2	Macroeconomics, fiscal management	14	Urban development
3	Governance, anti-corruption	15	Transport
4	Education	16	Digital development and technology (ICT)
5	Health, nutrition	17	Tourism
6	Social protection	18	Fragility, conflict, violence, refugees
7	Jobs	19	Demographics, migration
8	Energy	20	Trade and competitiveness
9	Environment, natural resources	21	Finance and markets
10	Climate change	22	Communications, public affairs
11	Water, sanitation	23	Generalist (specialized in multiple sectors)
12	Gender	24	Other (please specify): _____

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in CAR? (Select only ONE response)	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

SECTION H: BACKGROUND INFORMATION

H5. Do your projects involve both the World Bank and the IFC?	
1	Yes
2	No

H6. Which of the following describes most of your exposure to the World Bank Group in CAR? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H7. What's your gender?	
1	Female
2	Male

H8. What's your age?	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H9. Which best represents your geographic location?	
1	Bangui
2	Bimbo
3	Berberati
4	Carnot
5	Bambari
6	Bouar
7	Bossangoa
8	Bria
9	Bangassou
10	Nola
11	Other (please specify): _____

Thank you for completing the survey!