

# FY 2021 Togo Country Opinion Survey Report

**THE WORLD BANK GROUP**

Strategic Insights Group



October 2021



## Acknowledgements

The Togo Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Strategic Insights Group (SI), led by Sharon Felzer (Senior Communications Officer, Head of SI). Yulia Danilina, Jessica Cameron, Nan Lin, and Aditi Routh oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. SI acknowledges the significant contribution from the Togo country team and independent fielding agency B. F. CONSEIL. In particular, Strategic Insights Group is grateful for the support from Ndeye Magatte Fatim Seck (Operations Officer), who coordinated the survey related activities from Lomé, Togo.



Country **Opinion** Surveys  
THE WORLD BANK GROUP



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## TOGO





## I. Objectives

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

- *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 Togo*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From February to April 2021, 649 stakeholders of the WBG in Togo were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; 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 355 stakeholders participated in the survey (55% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via post and returned it accordingly, or they completed the questionnaire online.

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 62%, N=548). 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 80).

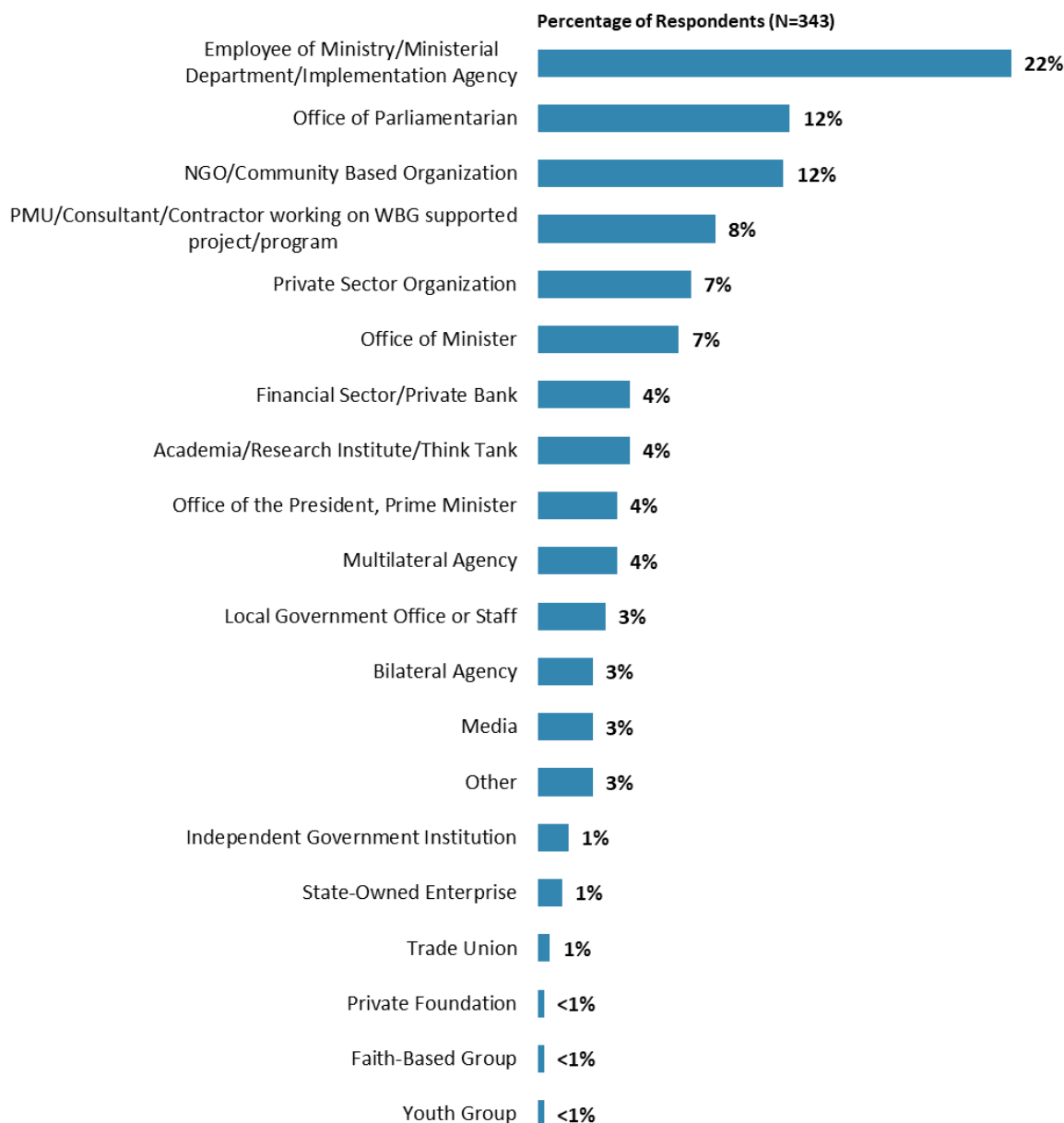
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, D, and E present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

- Note that for further analyses, some respondent groups were combined.<sup>1</sup>



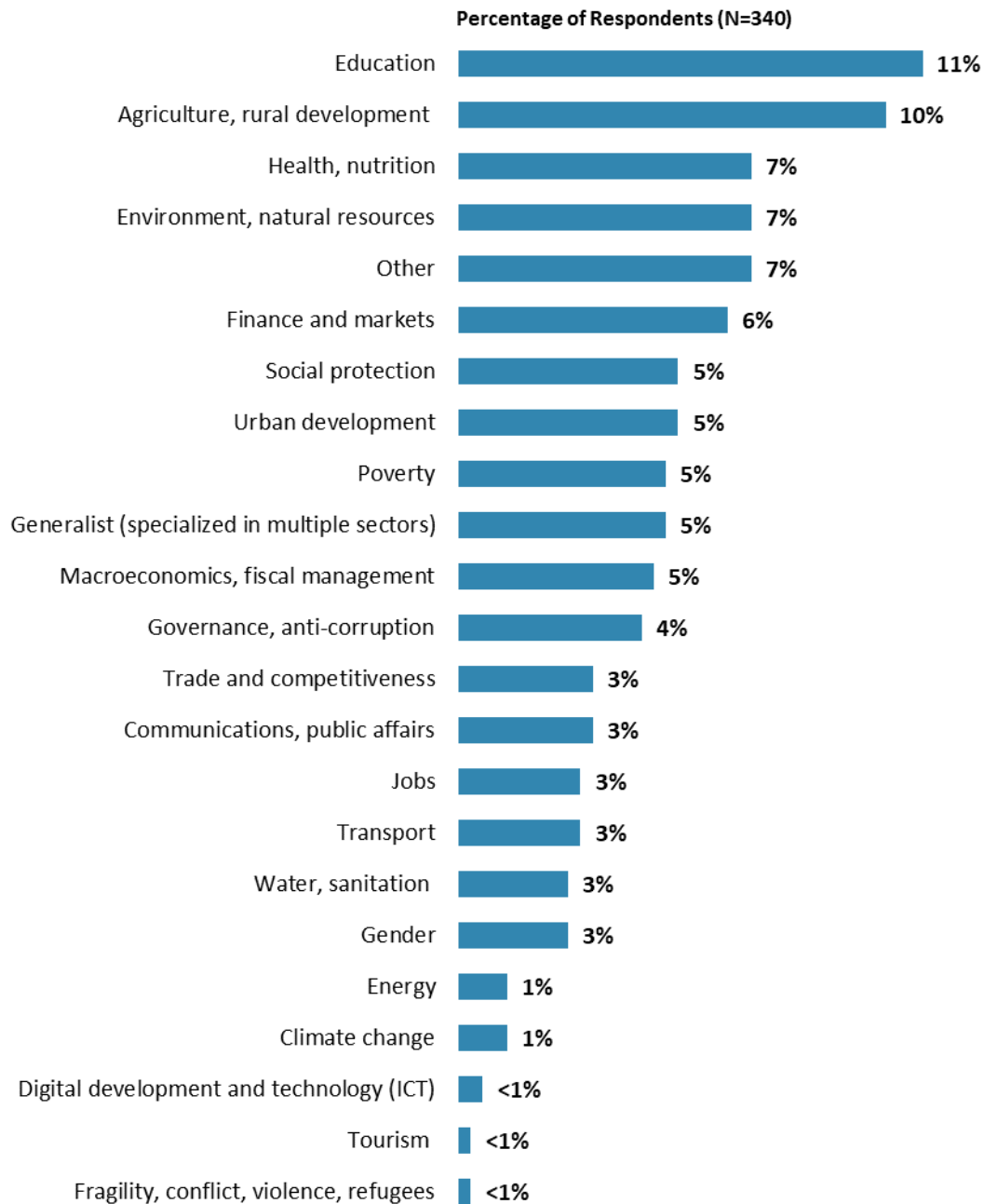
**"Which of the following best describes your current position?"**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President/Prime Minister were combined with the respondents from the office of a Minister; 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 private foundations, NGOs/community-based organizations, trade unions, faith-based groups, and youth groups were combined into a "CSO" category. The small number of the respondents from independent government institutions and state-owned enterprises were included in the "Other" category. There were no respondents from the judicial system.



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

#### Area of Primary Specialization

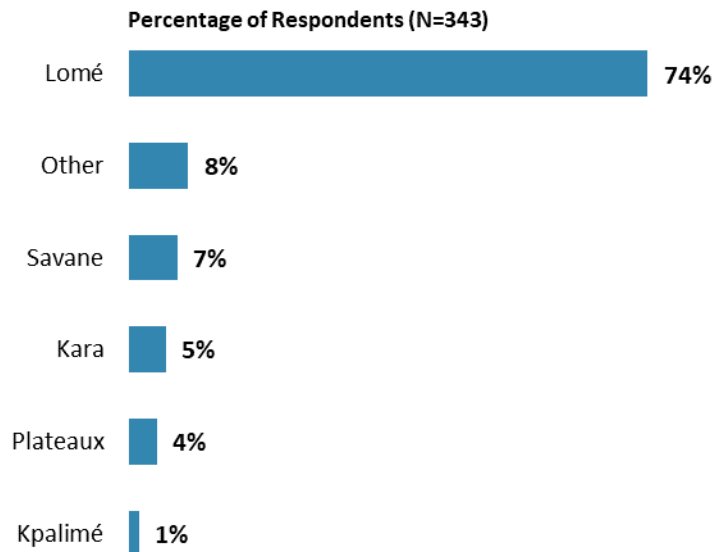


**"Please identify the primary specialization of your work."  
(Respondents chose from a list.)**



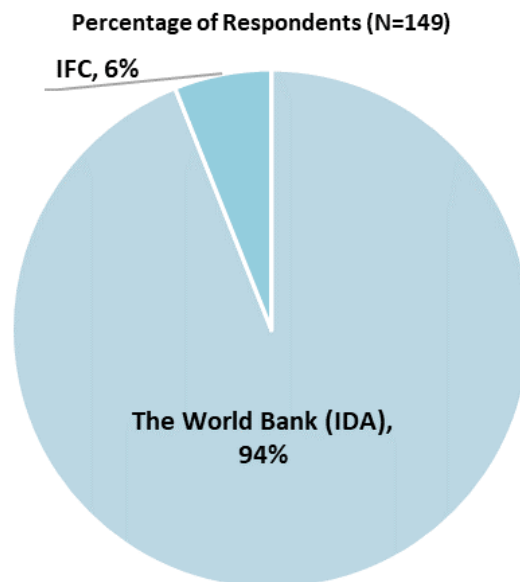
### III. Demographics of the Sample (continued)

#### Geographic Locations



"Which best represents your geographic location?"

#### 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 Togo?"

(Respondents chose from a list.)

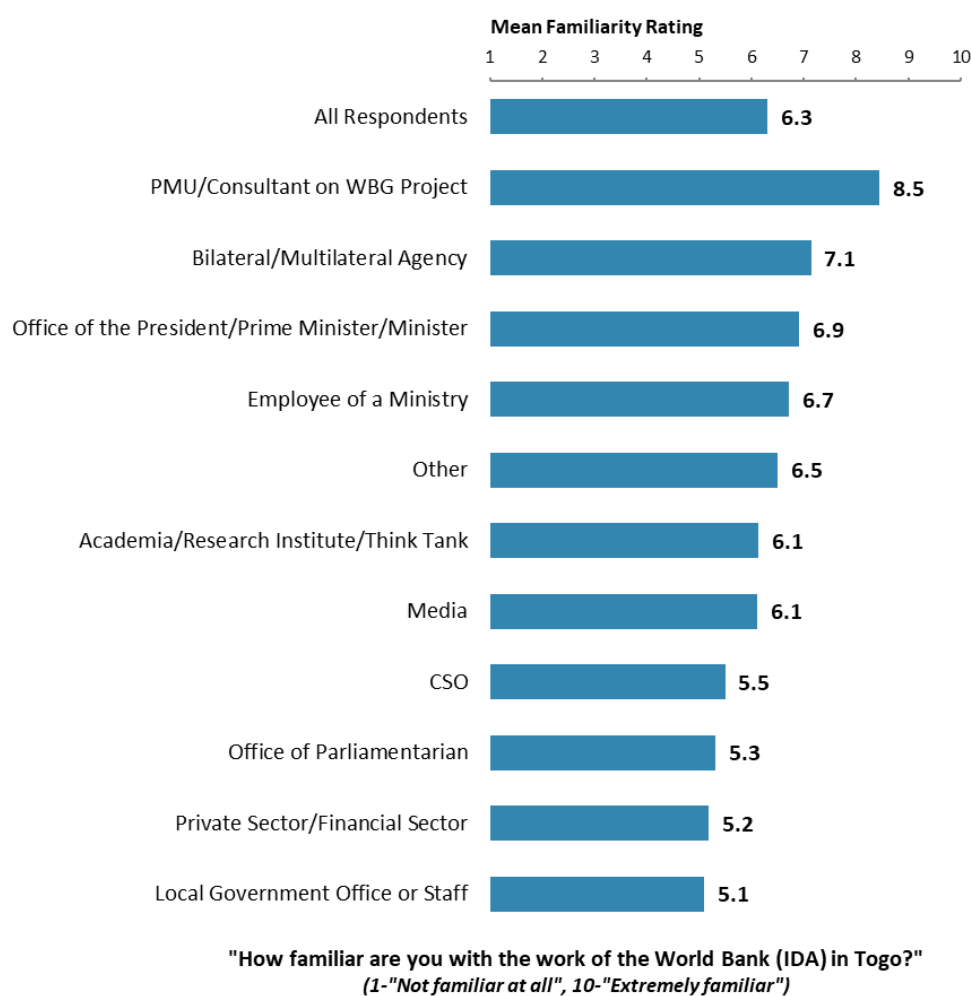
Note: no respondents selected MIGA or ICSID response options



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of familiarity with the WBG compared to respondents in the FY'17 Country Survey (weighted mean in FY'21 = 6.3; weighted mean in FY'17 = 6.2)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, strongly correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Togo, with their agreement that the WBG plays a relevant role in Togo's development, and with their ratings of the extent to which the WBG's work helps achieve development results in Togo.



<sup>2</sup> The means in the chart below were calculated based on un-weighted data. Please refer to Appendix D (page 80) for more details on weighting.

<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). Only variable B1\_1 (World Bank) was used in this calculation.

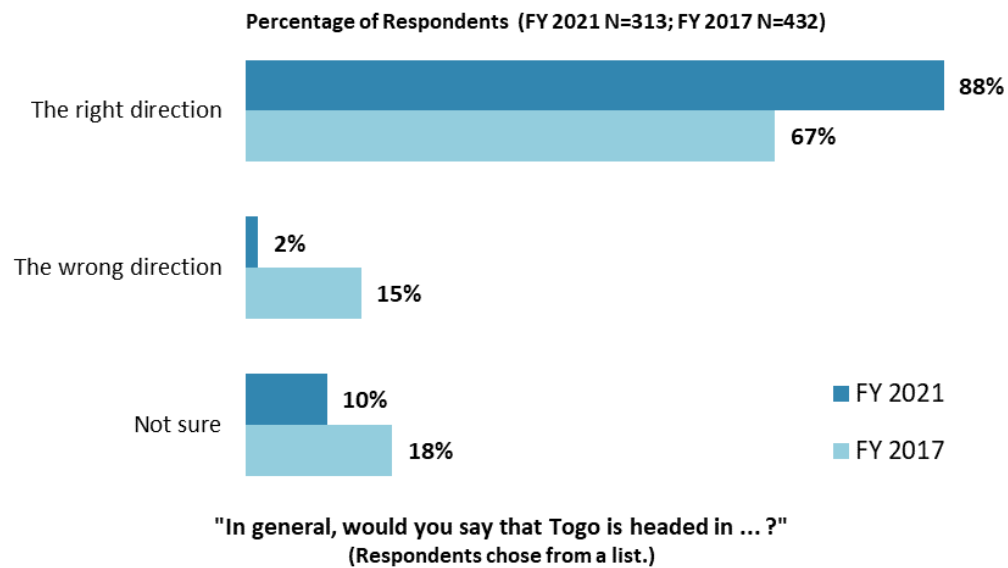
<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). Only variable B4\_1 (World Bank) was used in this calculation.



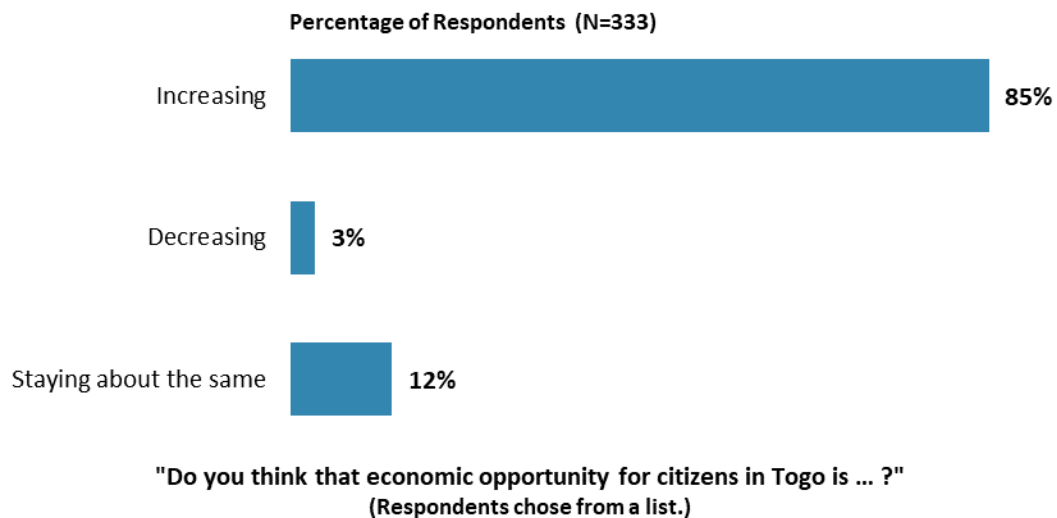


## IV. Overall Context

### Headed in the Right Direction<sup>5</sup>



### Perceptions of Economic Opportunity



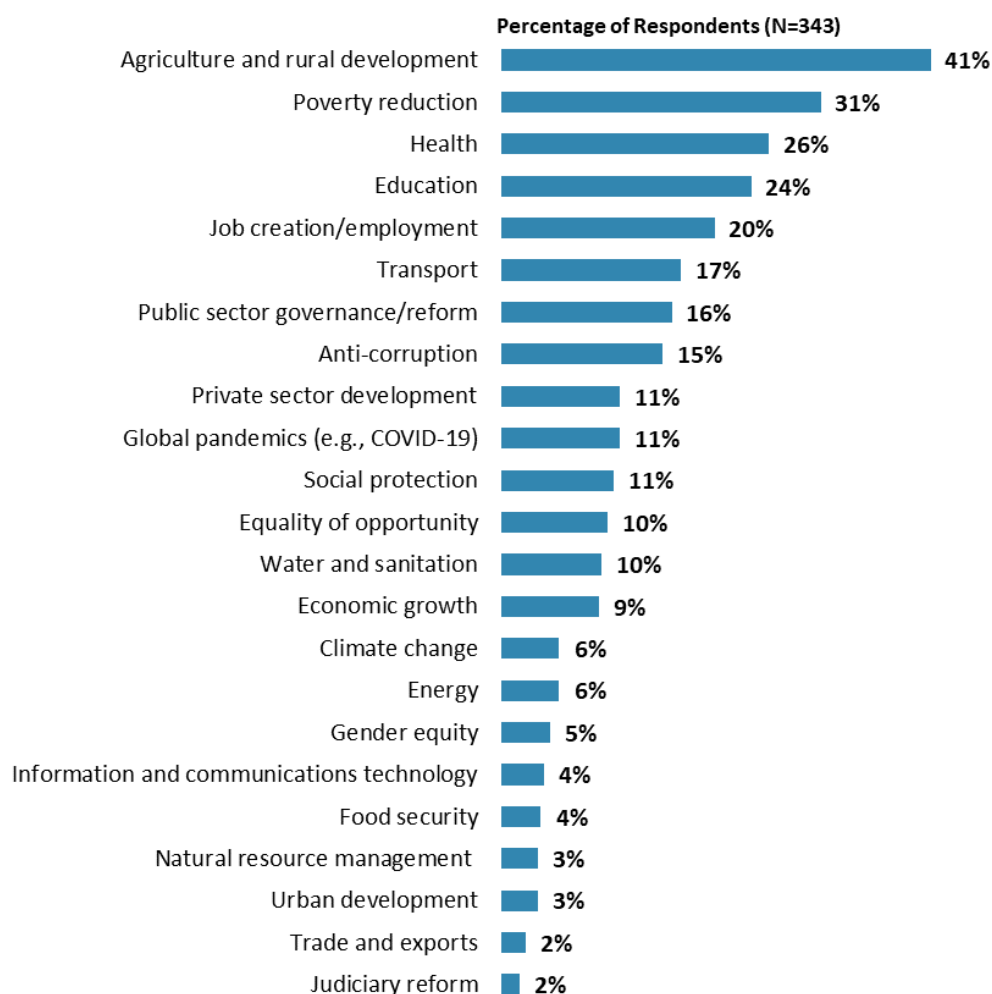
<sup>5</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the most important development priorities in Togo were “*education*” (33%), “*agriculture and rural development*” (29%), “*job creation/employment*” (29%), “*public sector governance/reform*” (25%), “*health*” (24%), “*decentralization*” (23%), and “*poverty reduction*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*Agriculture, rural development*” (10.3% of the sample) were significantly *more* likely to indicate that “*Agriculture and rural development*” was the most important development priority in Togo, compared to the rest of the respondents (agriculture specialists = 73%; others = 37%).<sup>6</sup>



"Listed below are a number of development priorities in Togo. Please identify which of the following you consider the most important development priorities in Togo. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 23 of 30 response options shown)

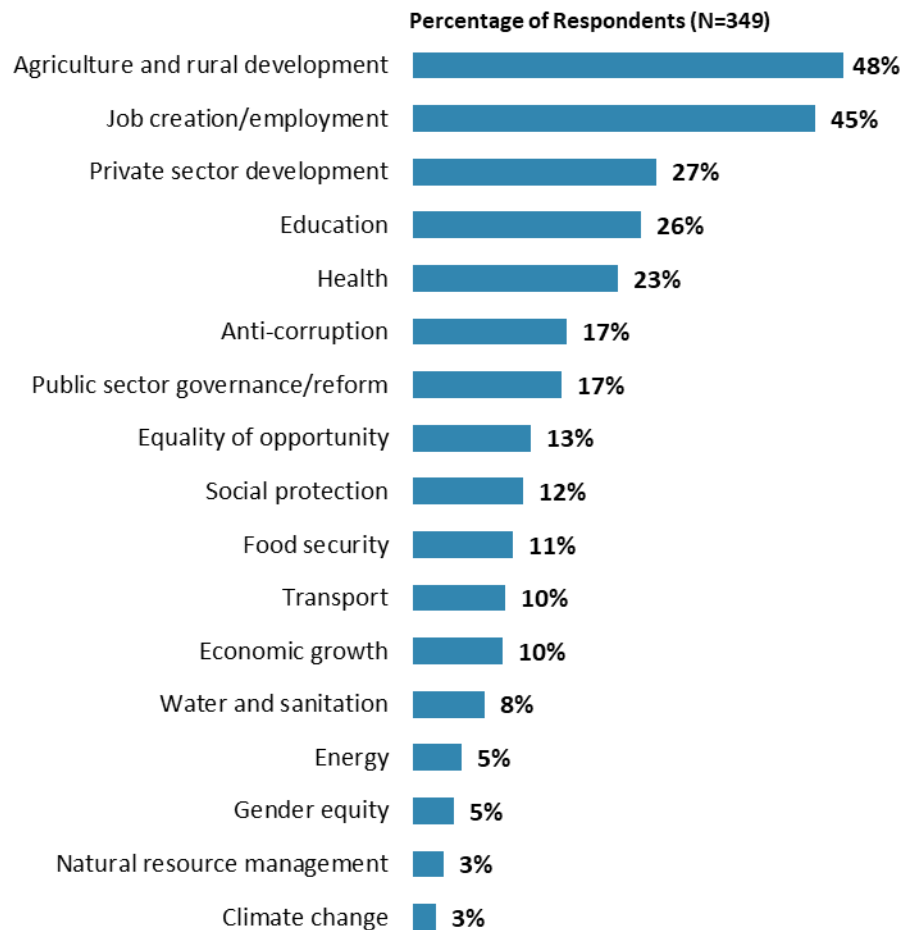
<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## 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 Togo were “*agriculture and rural development*” (55%), “*job creation/employment*” (46%), “*decentralization*” (26%), “*economic growth*” (21%), “*anti-corruption*” (21%), and “*public sector governance/ reform*” (20%). “*Education*” and “*Health*” emerged among the top factors that contribute to poverty reduction in Togo, with significant increase from 13% and 11% in FY'17 to 26% and 23% in FY'21.

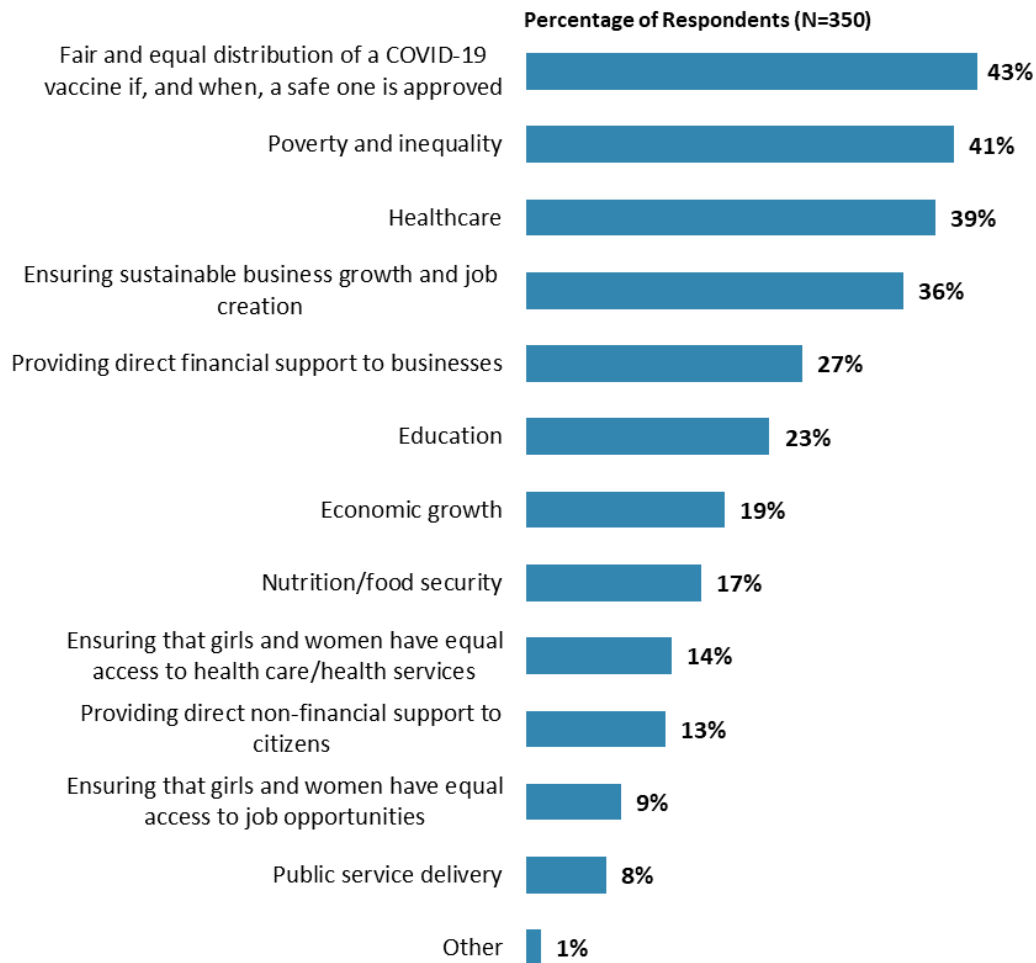


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Togo? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 17 of 28 response options shown)**



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Togo Should Focus Efforts

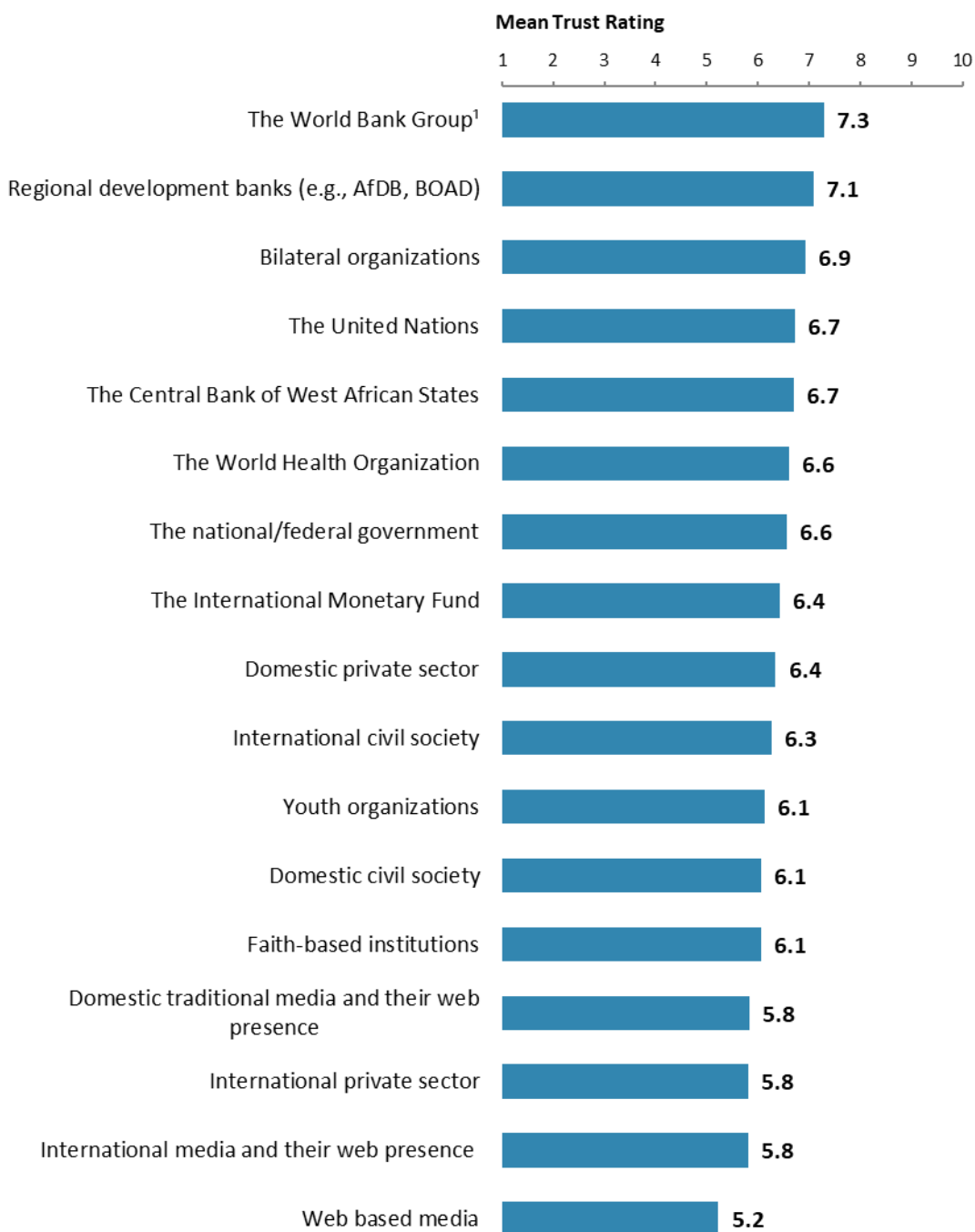


**"The COVID-19 pandemic has stressed many aspects of Togo's growth and development. In which areas would you like to see the Togo government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)**



## IV. Overall Context (continued)

### Trust in Institutions

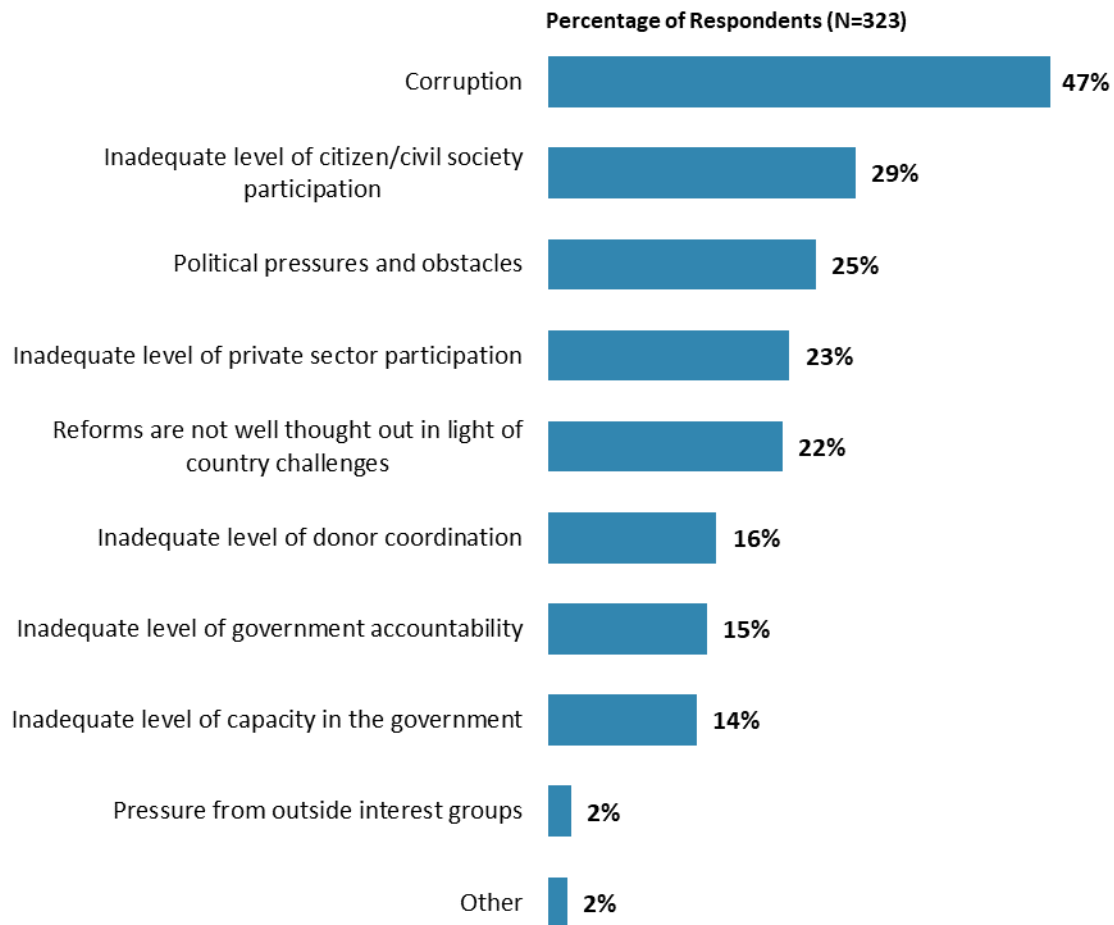


**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all ", 10-"To a very significant degree")  
*'Indicator Question*



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

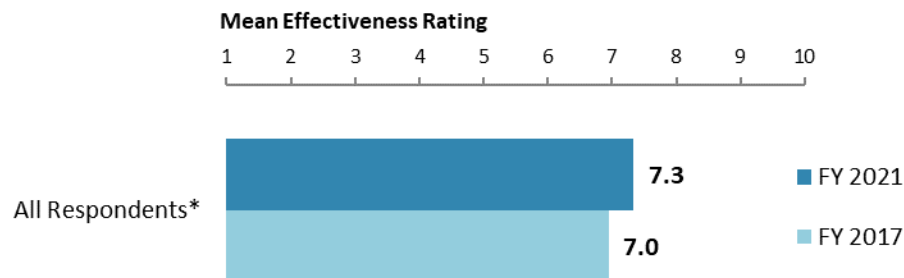


**"When economic and/or social reform efforts fail or are slow to take place in Togo, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



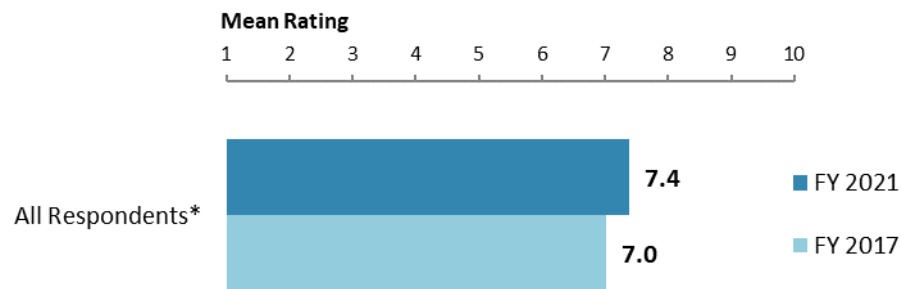
## V. Overall Attitudes toward the World Bank Group

### The World Bank Group's Overall Effectiveness<sup>7</sup> (Indicator Question)



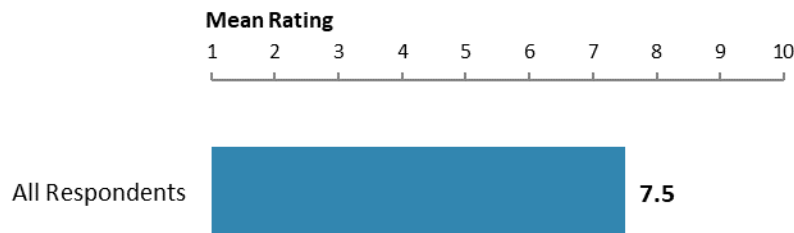
"Overall, please rate your impression of the World Bank Group's effectiveness in Togo." (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2017)

### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Togo?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2017)

### Influence on Togo's Development Agenda (Indicator Question)



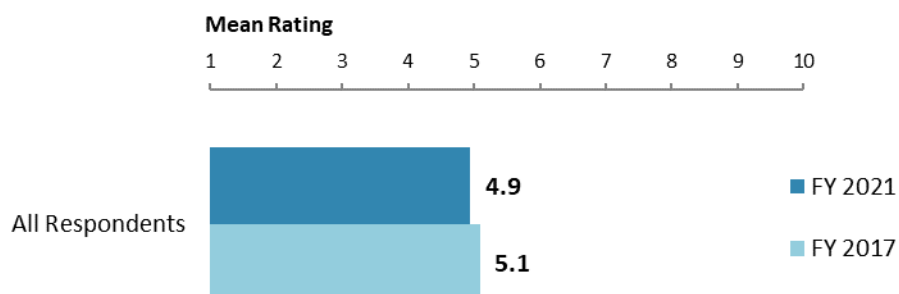
"To what extent does the World Bank Group influence the development agenda in Togo?"  
(1-"To no degree at all", 10-"To a very significant degree")

<sup>7</sup> Means in the first two charts on this page were calculated based on weighted data.



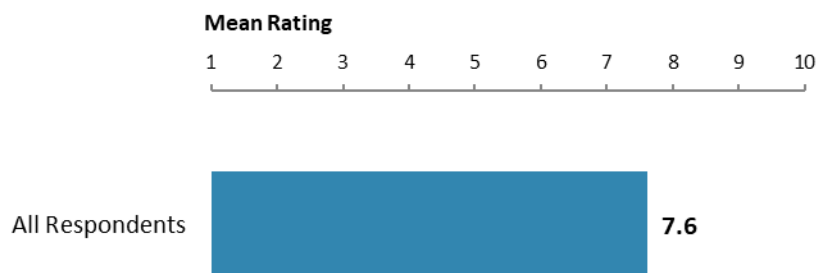
## V. Overall Attitudes toward the World Bank Group (continued)

### WBG Staffing in Togo<sup>8</sup>



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

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

<sup>8</sup> Means in this chart were calculated based on weighted data.

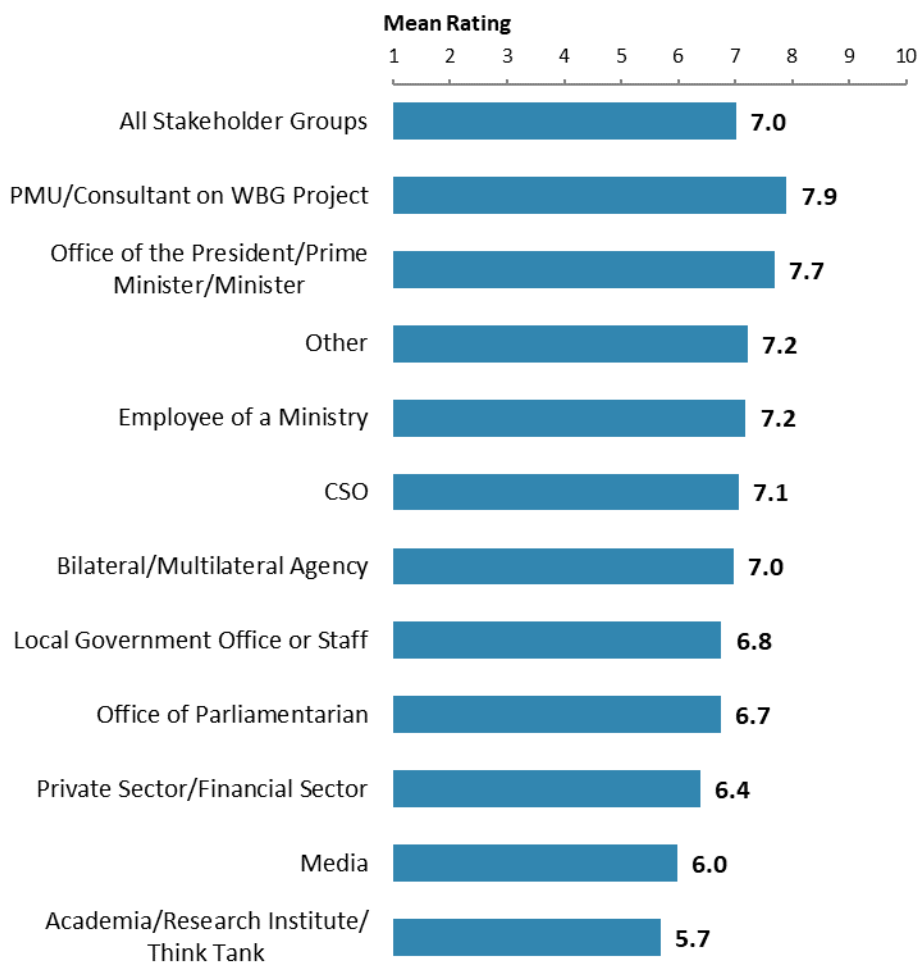




## V. Overall Attitudes toward the World Bank Group (continued)

### 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 twenty-nine COS indicator questions (mean rating = 7.3) compared to respondents who do not collaborate with the WBG (mean rating = 6.7).
- **Stakeholder groups:** Respondents from PMU/consultants on WBG projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from the academia had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 57).



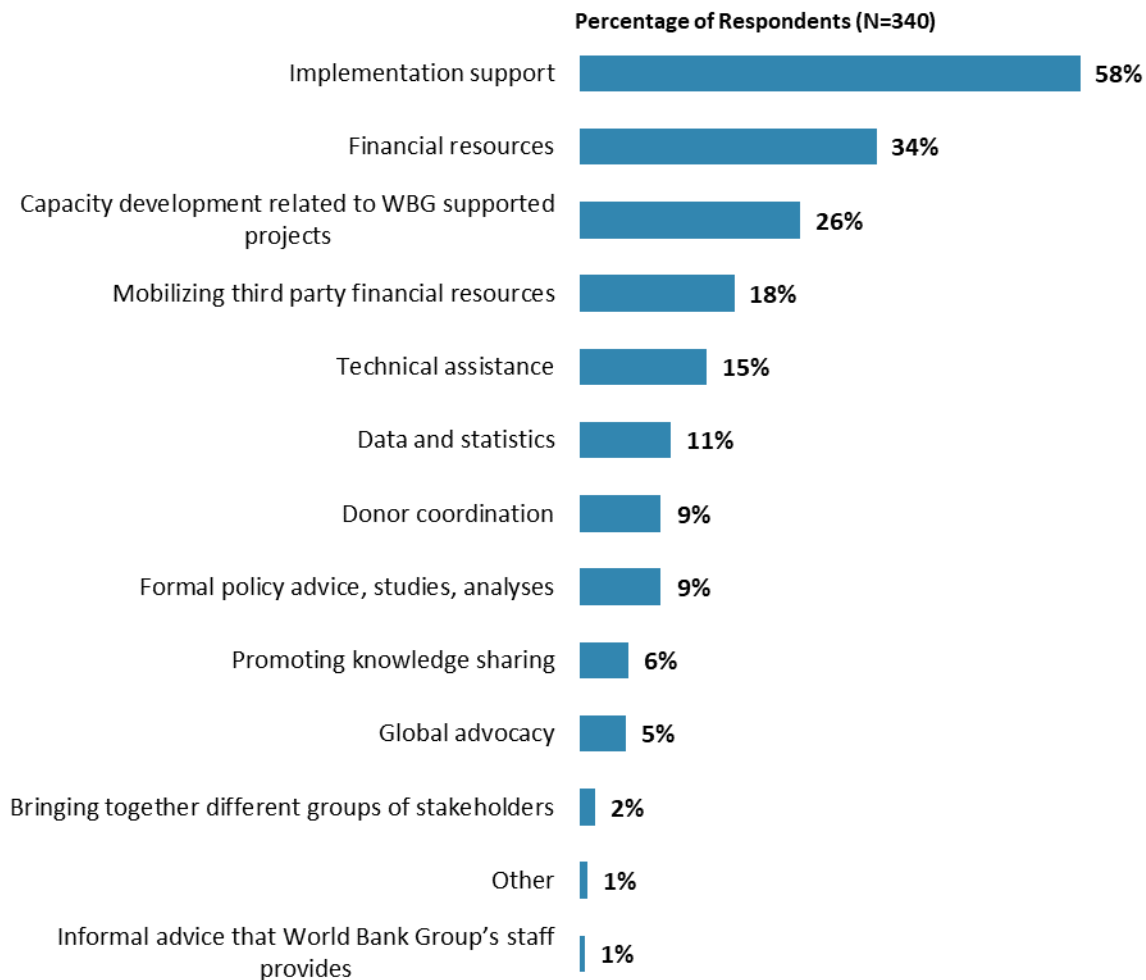
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



## 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 Togo were "*capacity development related to World Bank Group supported projects*" (48%), "*financial resources*" (38%), and "*strategy formulation*" (28%).



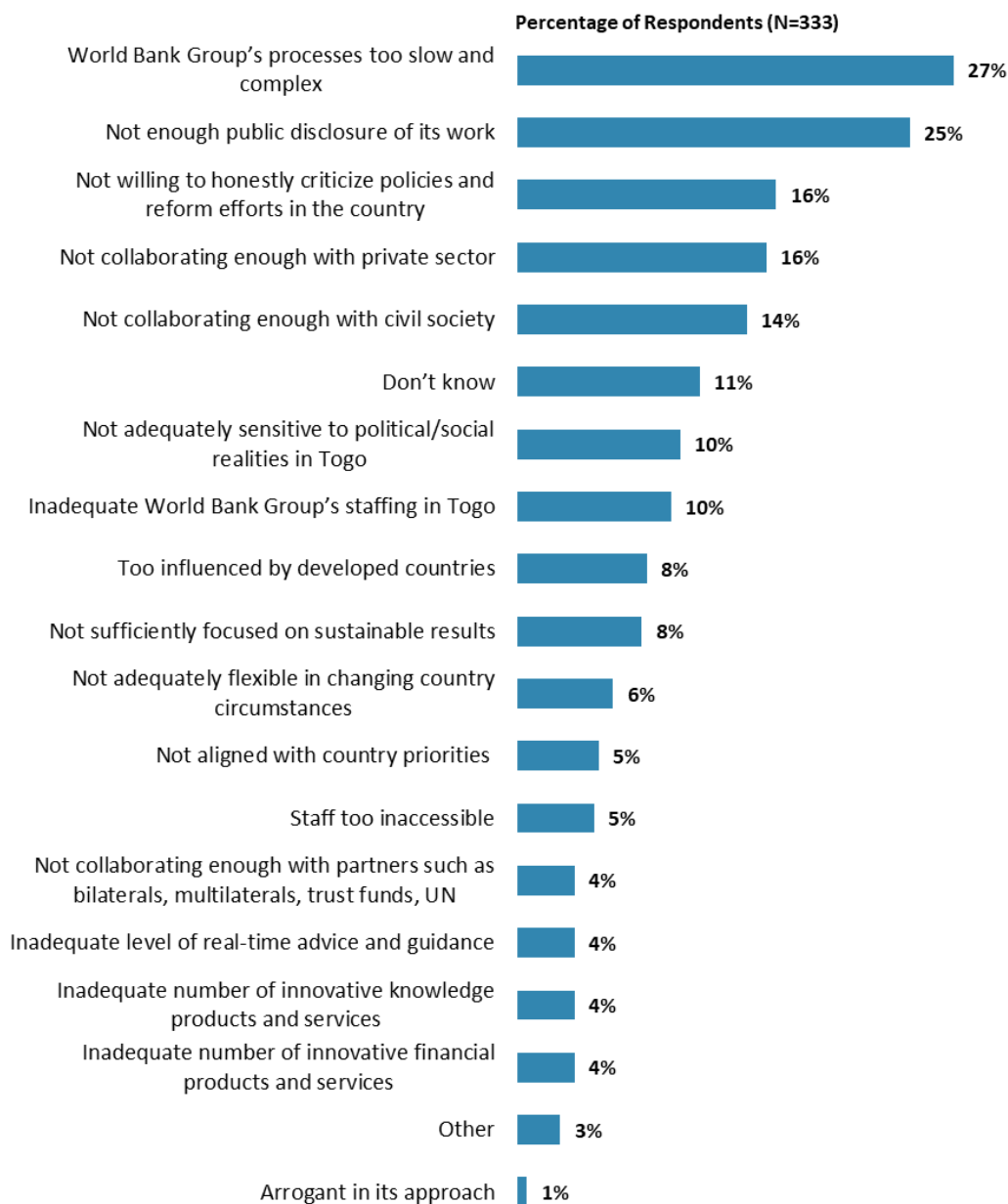
**"When thinking about the World Bank Group's role in Togo, which activity do you VALUE the most? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## 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 Togo were "*World Bank Group's processes too complex*" (30%), "*not willing to honestly criticize policies and reform efforts in the country*" (27%), and "*not collaborating enough with stakeholders outside the Government*" (20%).



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



## VI. World Bank Group's Support in Development Areas

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>9</sup>



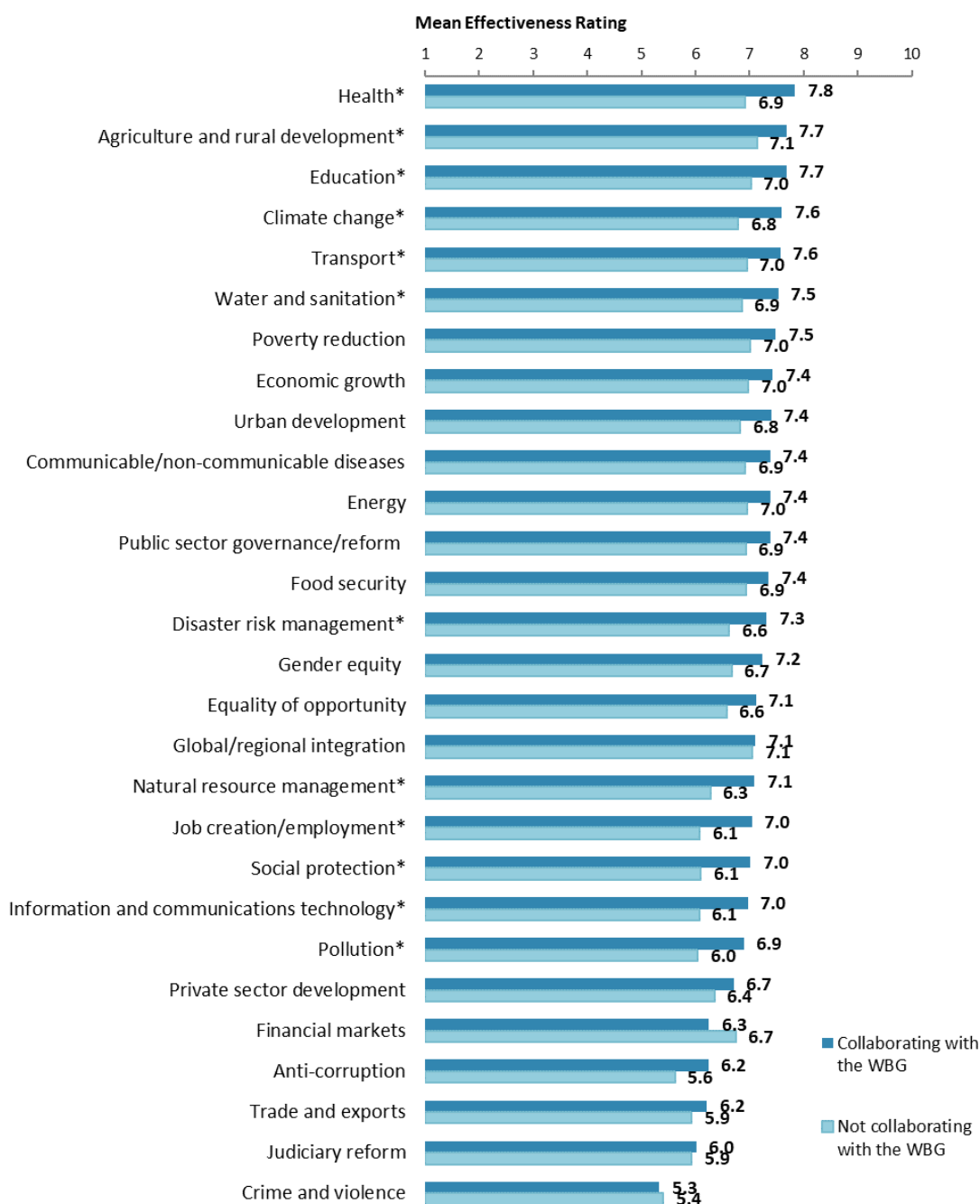
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Togo?"**  
(1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2017)

<sup>9</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details. Only options asked both in FY17 and FY21 were included in this chart.



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

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>10</sup>



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

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

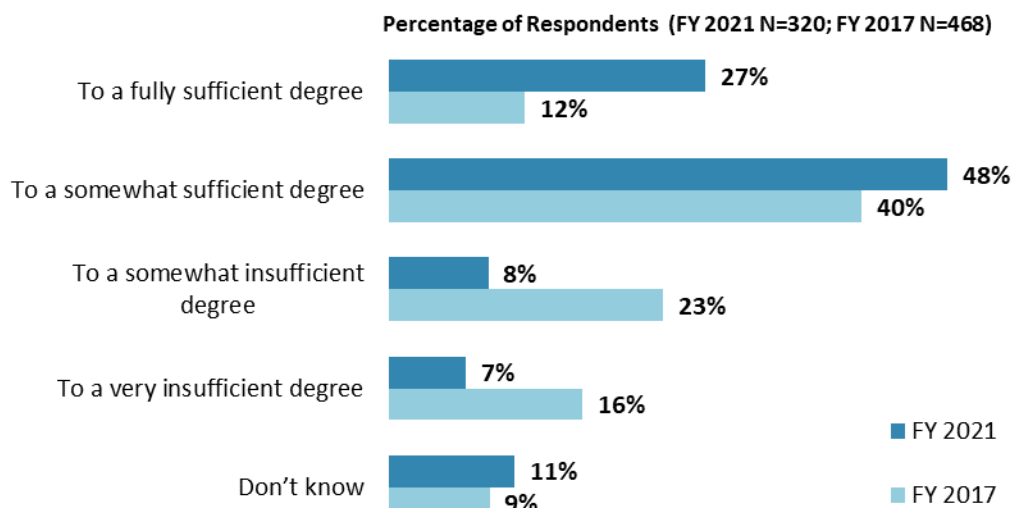
(\*Significantly different between collaborators and non-collaborators)

<sup>10</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 40) 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.



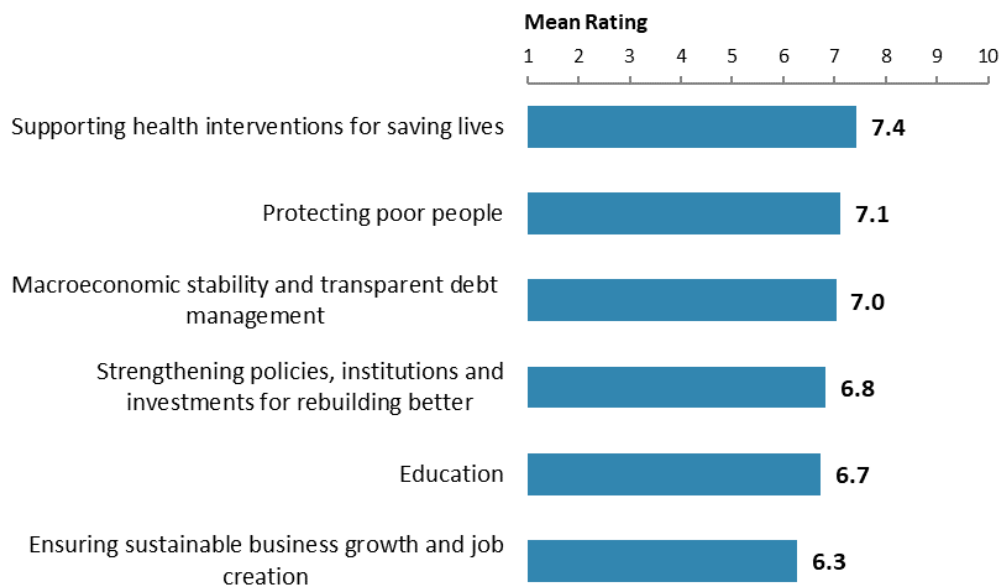
## VI. WBG's Support in Development Areas (continued)

### Helping the Poorest<sup>11</sup>



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

### Support related to COVID-19 outbreak



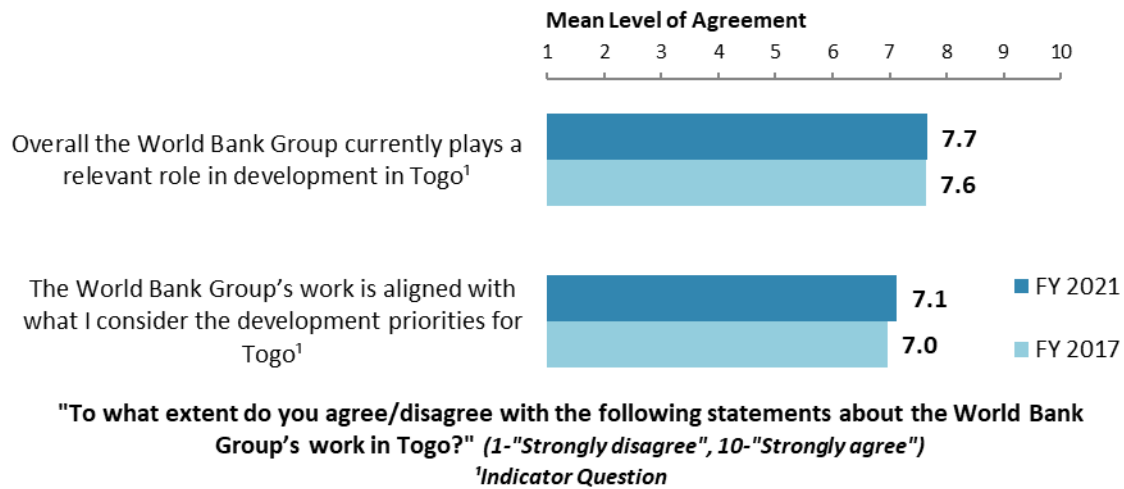
**"The World Bank Group has provided fast track support to Togo related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"**  
(1 - "Not effective at all", 10 - "Very effective")

<sup>11</sup> Percentages presented in this chart were calculated based on weighted data.

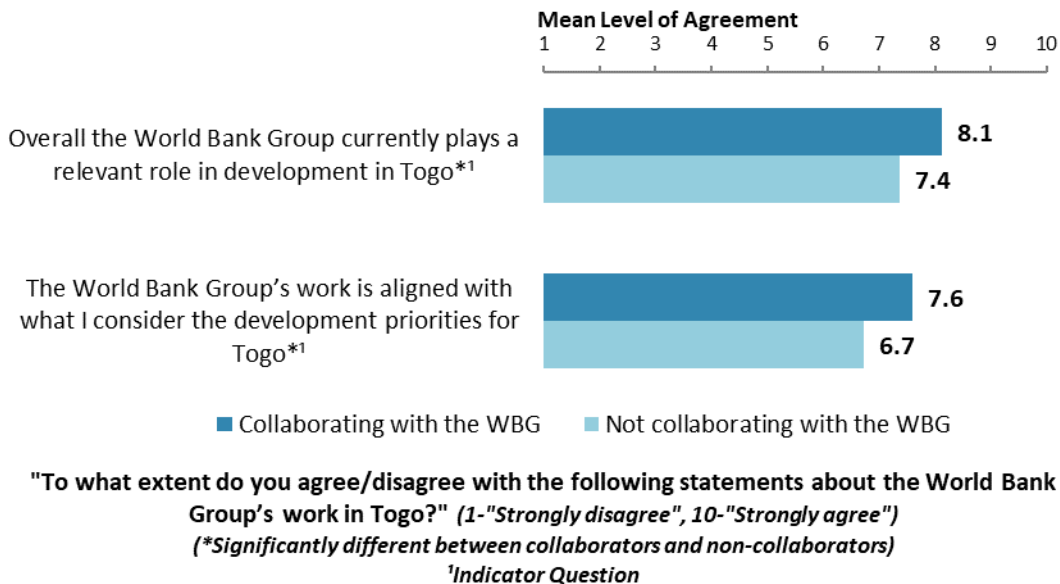


## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Togo: Year Comparison<sup>12</sup>



### The World Bank Group's Work in Togo: Collaboration

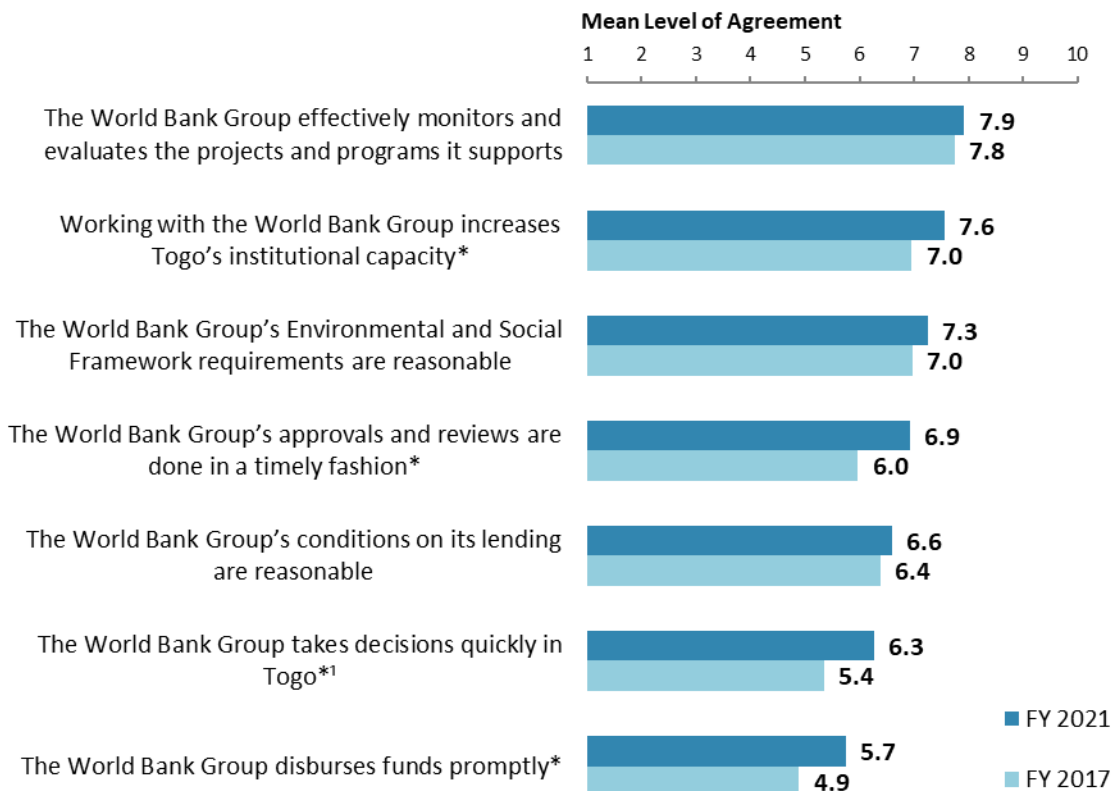


<sup>12</sup> Means in this chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>13</sup>



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

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

(\*Significantly different between FY 2021 and FY 2017)

<sup>1</sup>Indicator Question

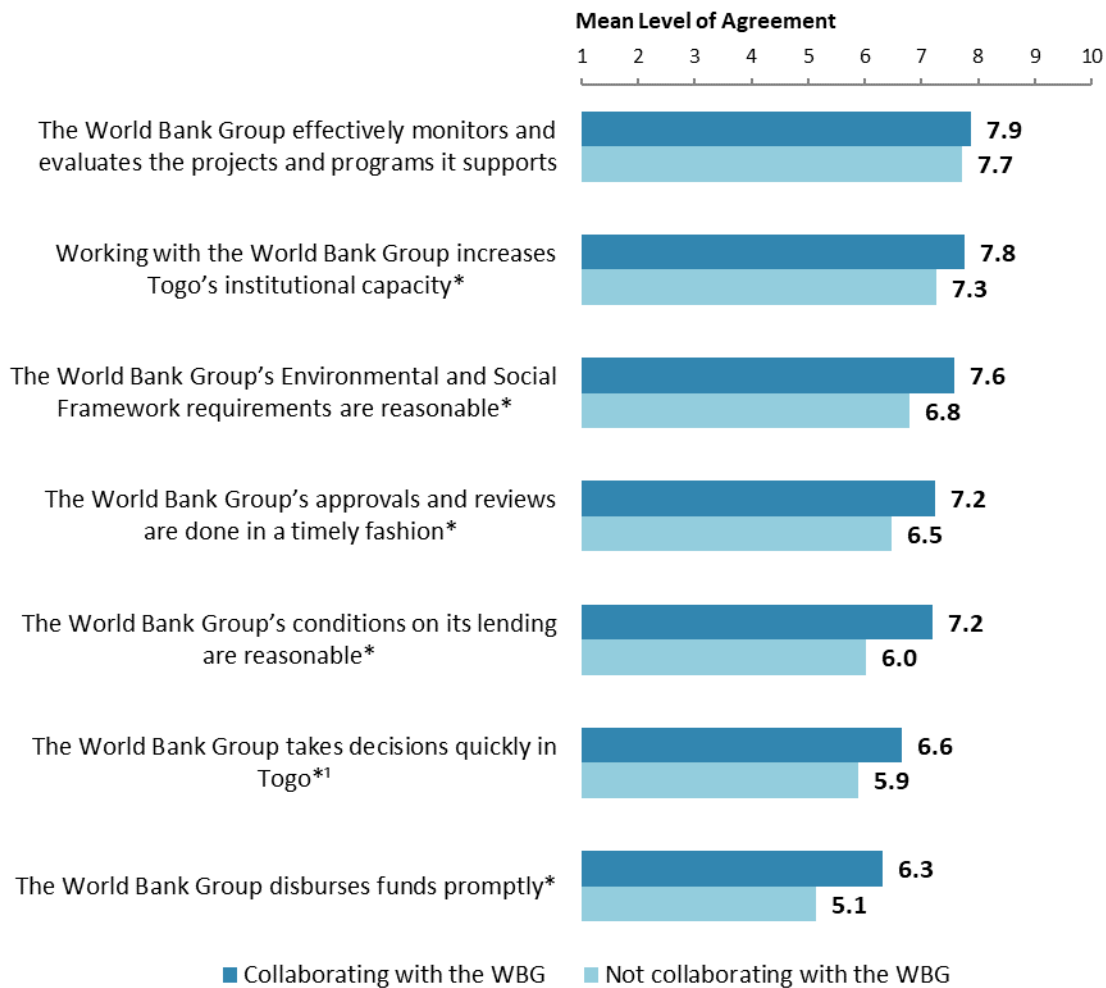
<sup>13</sup> Means in this chart were calculated based on weighted data.





## 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")

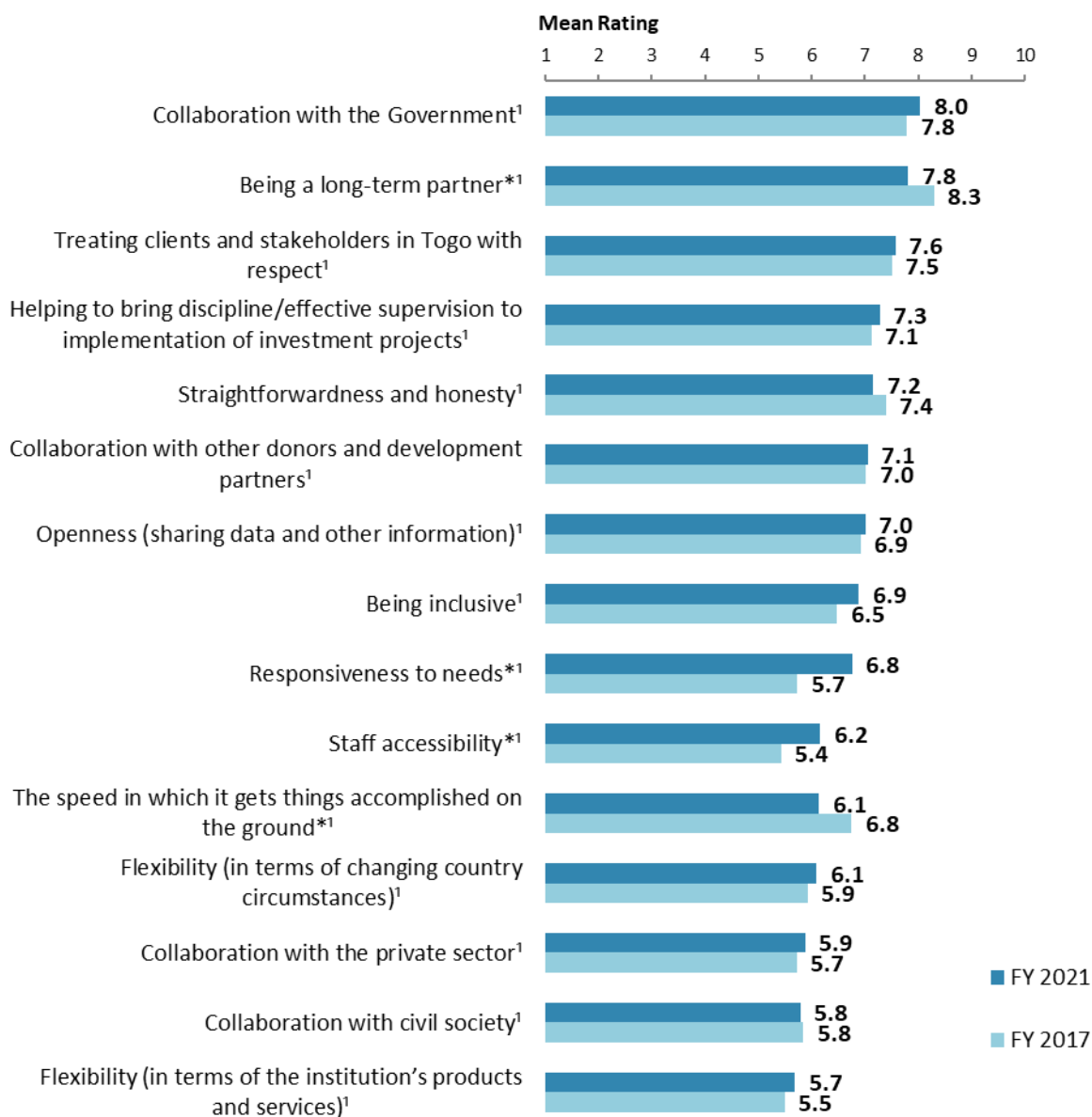
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>14</sup>



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

(\*Significantly different between FY 2021 and FY 2017)

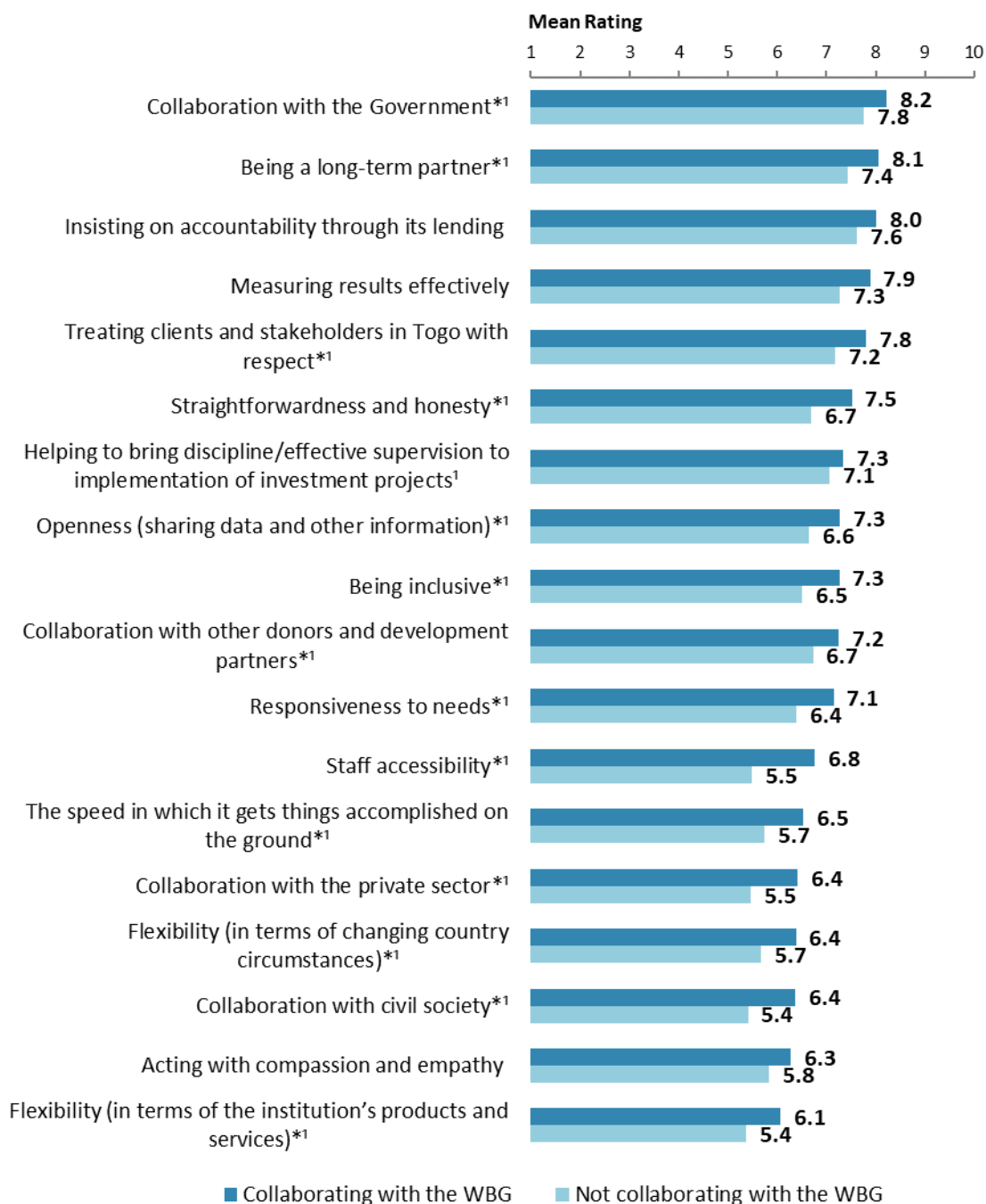
<sup>1</sup>Indicator Question

<sup>14</sup> Means in this chart were calculated based on weighted data. Only those questions asked both in FY17 and FY21 were included.



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

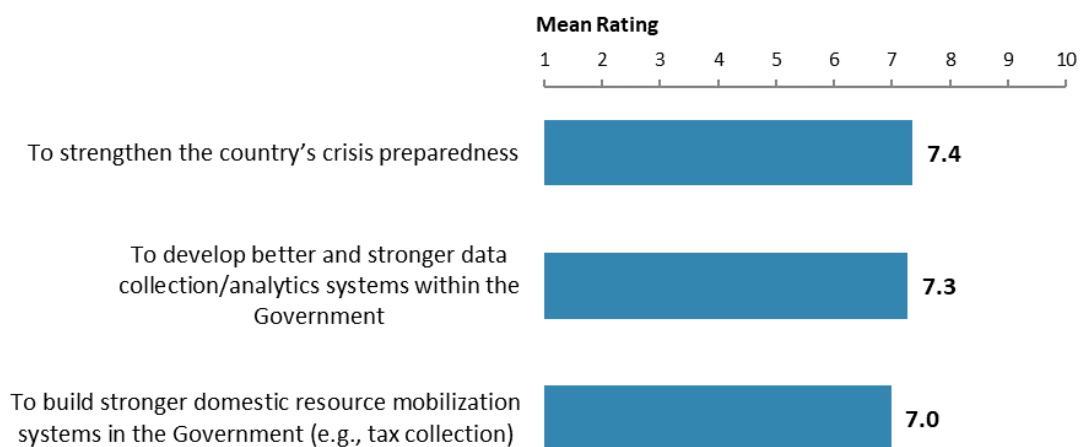
**(\*Significantly different between collaborators and non-collaborators)**

<sup>1</sup>Indicator Question



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

### Effectiveness of WBG's Support

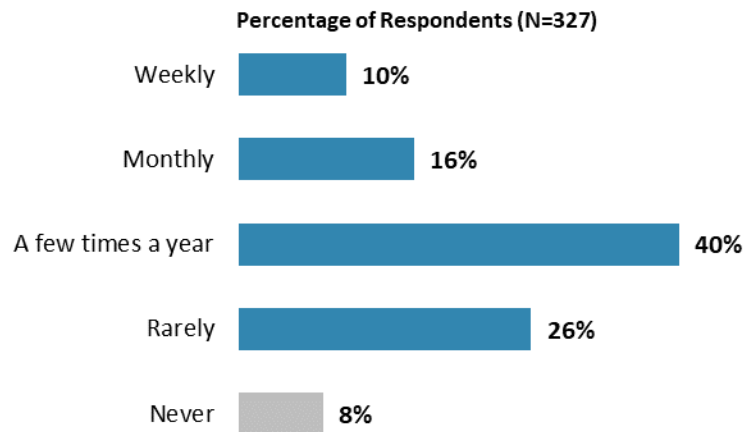


**"How effectively does the World Bank Group support Togo's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")



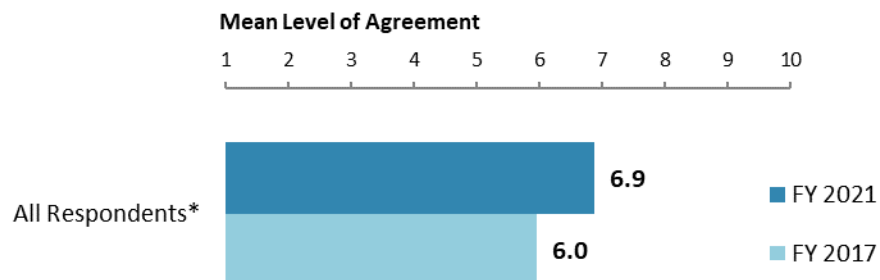
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



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

### Meeting Togo's Knowledge Needs<sup>15</sup> (Indicator Question)



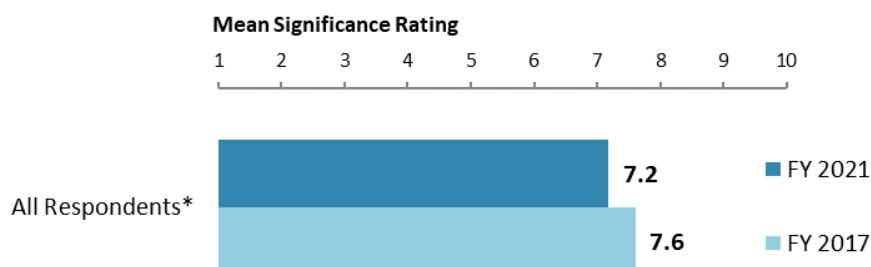
"The World Bank Group meets Togo's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2021 and FY 2017)

<sup>15</sup> Means in this chart were calculated based on weighted data.



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

### Contribution of the WBG's Knowledge Work and Activities<sup>16</sup> (Indicator Question)

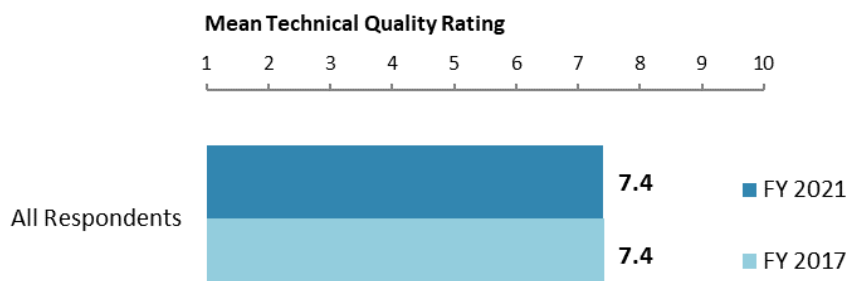


"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"

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

(\*Significantly different between FY 2021 and FY 2017)

### 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?"

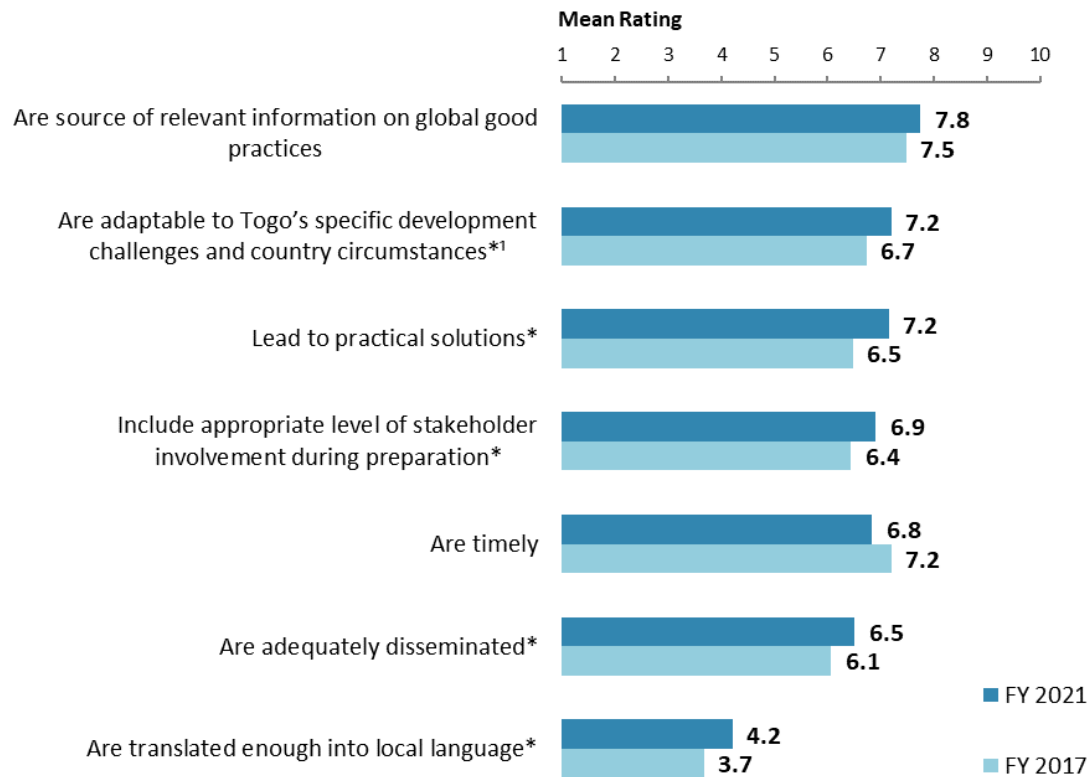
(1-"Very low technical quality", 10-"Very high technical quality")

<sup>16</sup> Means in the charts on this page were calculated based on weighted data.



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

### Qualities of the WBG's Knowledge Work and Activities<sup>17</sup>



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

(\*Significantly different between FY 2021 and FY 2017)

<sup>1</sup>Indicator Question

<sup>17</sup> Means in this chart were calculated based on weighted data.



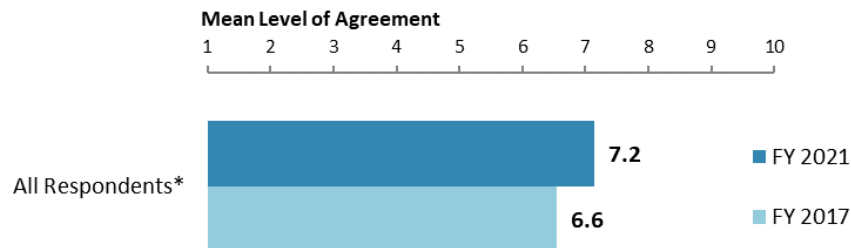
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Usefulness of the COVID-19 "Approach Paper"



"The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Togo government's efforts to support citizens throughout this crisis?"  
(1-"Not usefull at all", 10-"Very useful")

### Meeting Togo's Needs for Financial Instruments<sup>18</sup> (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Togo"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2021 and FY 2017)

### WBG's Global Advocacy Role (Indicator Question)



"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"  
(1-"Not important at all", 10-"Very important")

<sup>18</sup> Means in this chart were calculated based on weighted data.

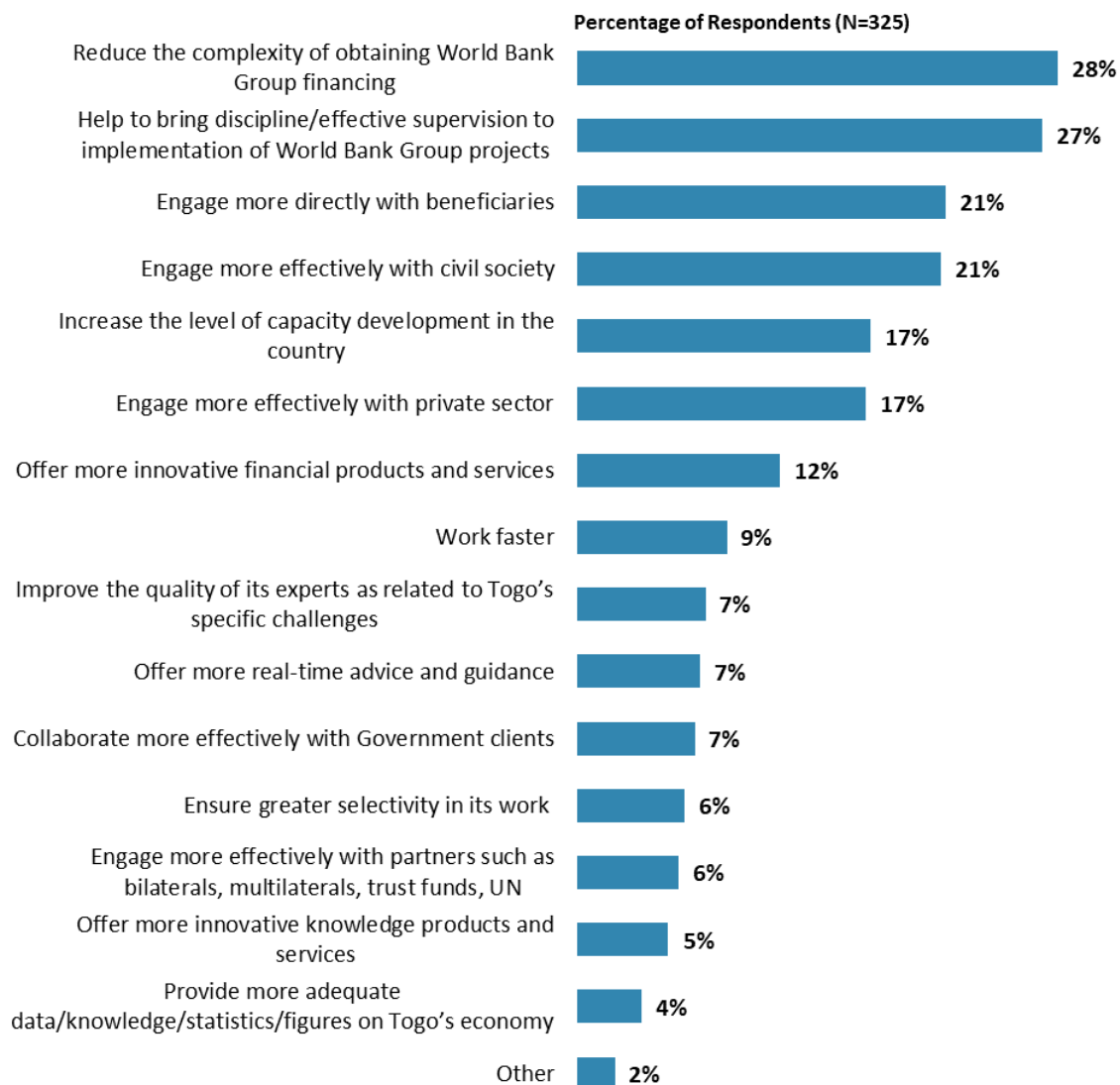




## IX. The Future Role of the World Bank Group in Togo

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'17 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (44%), “*reduce the complexity of obtaining World Bank Group financing*” (21%), “*help to bring discipline/effective supervision to implementation of investment projects*” (19%), and “*increase the level of capacity development in the country*” (19%) to make itself of greater value in Togo.



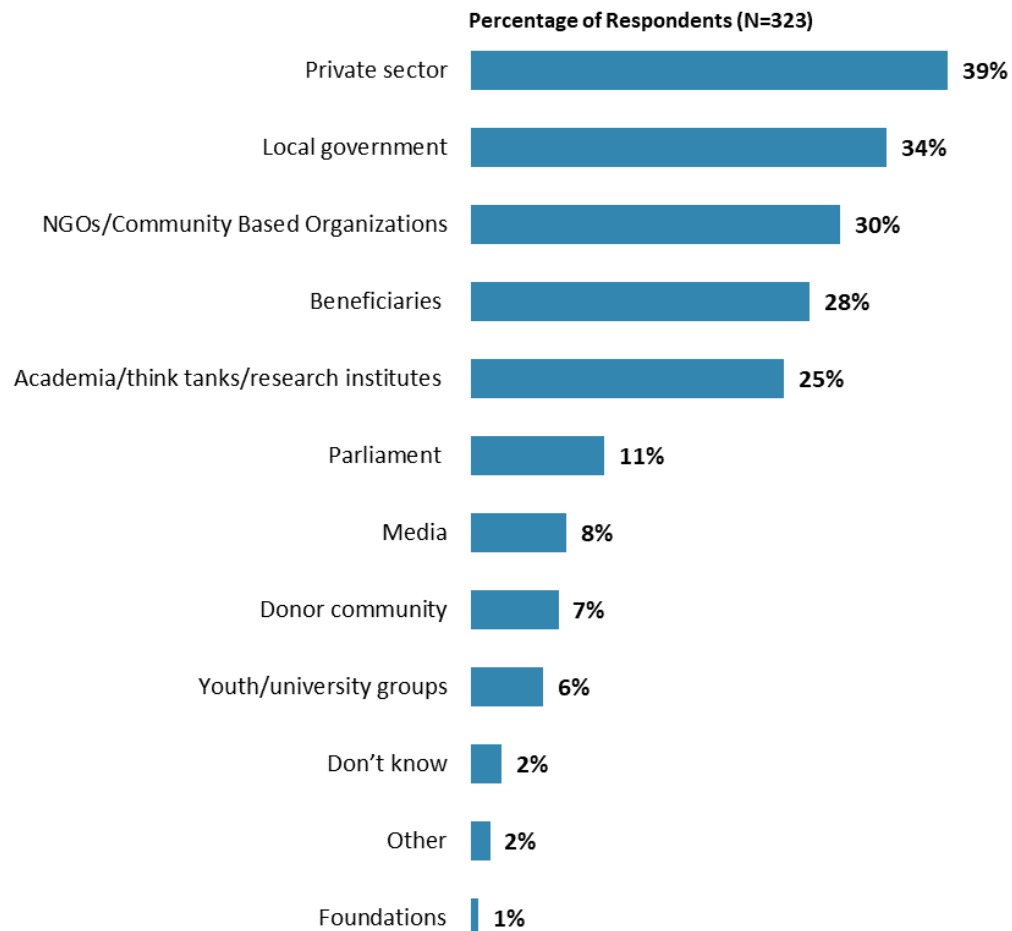
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Togo (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*” (50%) and “*NGOs/community-based organizations*” (40%), “*local government*” (31%), and “*private sector*” (25%) to ensure better development results in Togo.



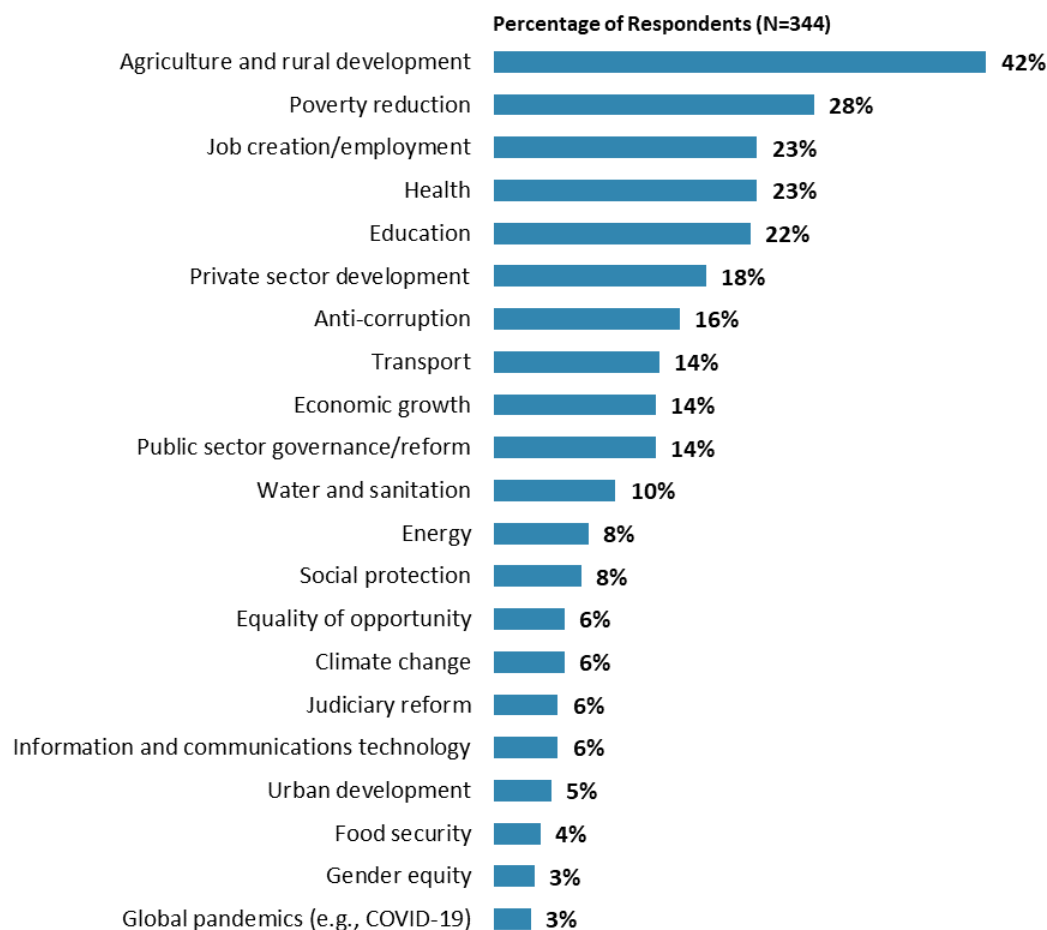
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## IX. The Future Role of the WBG in Togo (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 “*agriculture and rural development*” (39%), “*job creation/employment*” (34%), “*education*” (31%), and “*health*” (26%).
- **Specialization:** Respondents who identified their primary specialization as “*agriculture, rural development*” (10.3% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*agriculture and rural development*” (agriculture specialists = 82%; others = 38%).<sup>19</sup>



**“When thinking about how the World Bank Group can have the most impact on development results in Togo, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Togo? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 21 of 30 response options shown)

<sup>19</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents’ views about which areas the World Bank Group should focus most of its resources on.

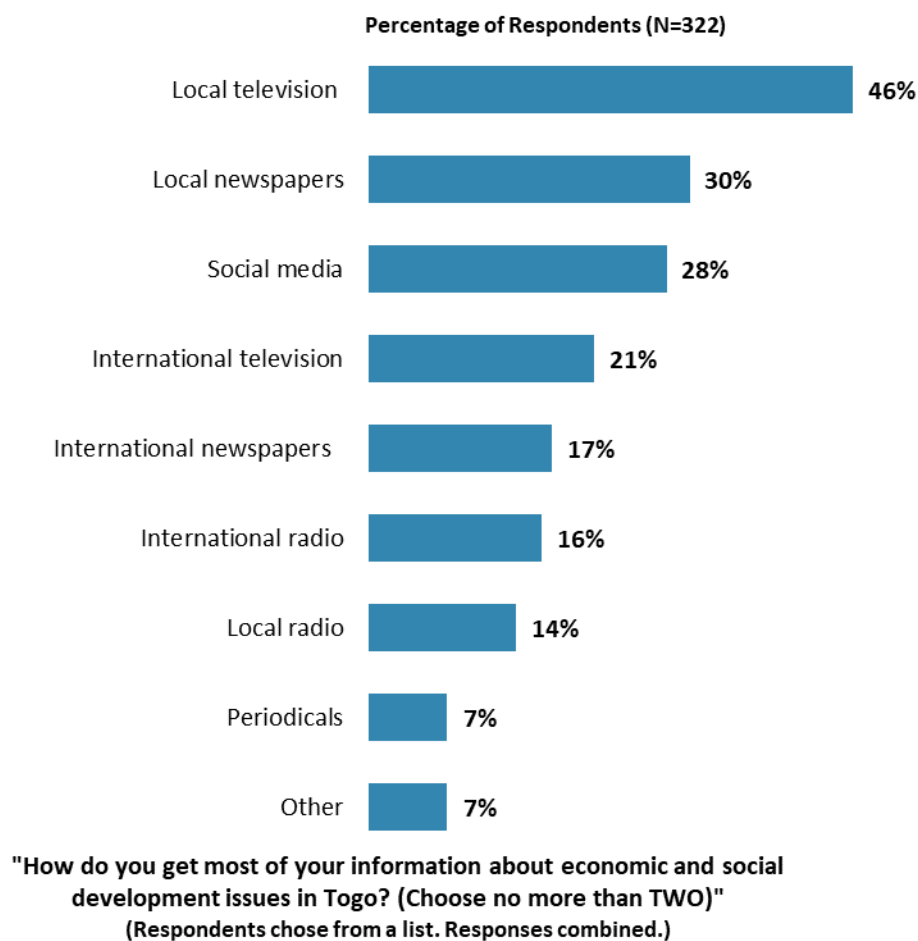


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) 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 Togo from the “Internet” (49%) and from “local television” (42%).

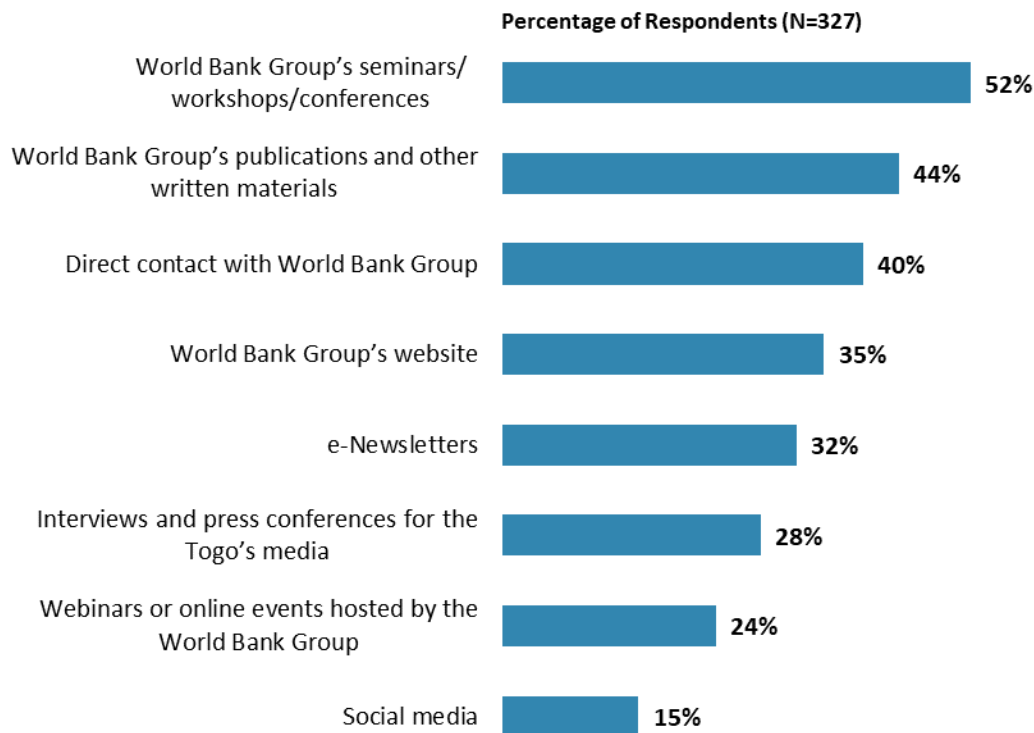




## X. Communication and Outreach (continued)

### 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 “*WBG’s publications and other written materials*” (39%), “*WBG’s seminars/workshops/conferences*” (35%), “*Emails*” (34%), and through “*e-Newsletters*” (32%).

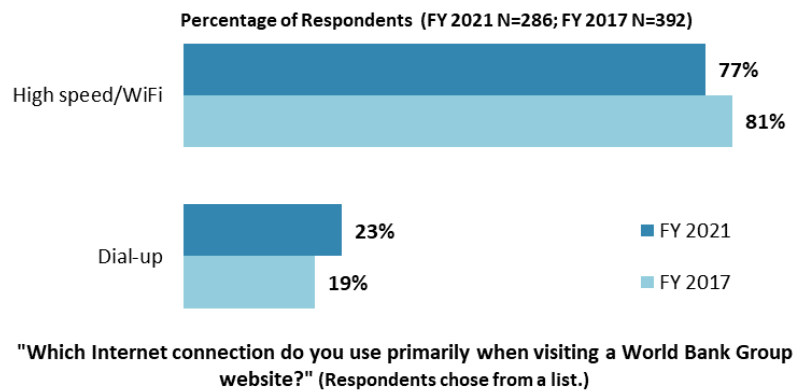


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

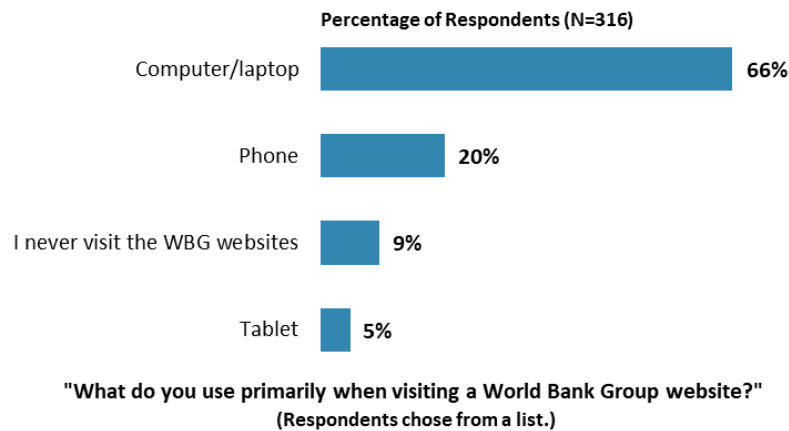


## X. Communication and Outreach (continued)

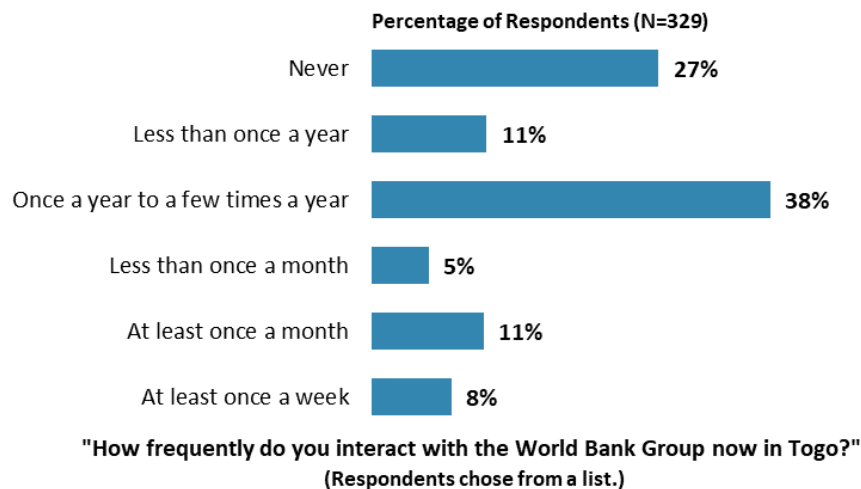
### Internet connection<sup>20</sup>



### Devices used to access WBG website



### WBG Interaction Frequency

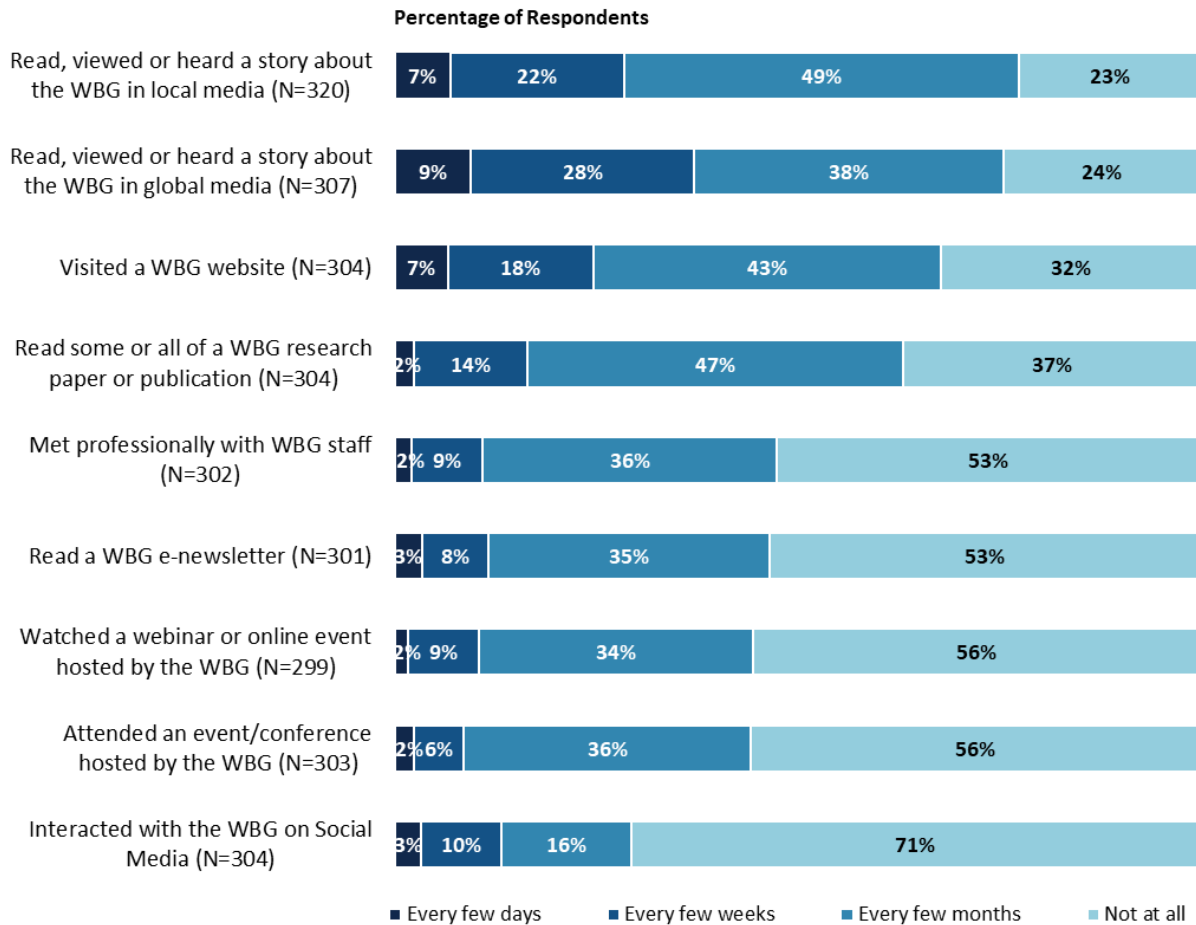


<sup>20</sup> Percentages in this chart were calculated based on weighted data.



## 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

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### TOGO







## Appendix A: Responses to All Questions across All Respondents (N=355)

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 Togo is headed in ... ?	Percentage of Respondents (N=328)
The right direction	89.3%
The wrong direction	1.5%
Not sure	9.1%

2. Do you think that economic opportunity for citizens in Togo is ... ?	Percentage of Respondents (N=333)
Increasing	84.7%
Decreasing	3.0%
Staying about the same	12.3%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Togo. Please identify which of the following you consider the most important development priorities in Togo. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=343)</b>
Agriculture and rural development	41.1%
Poverty reduction	30.6%
Health	25.7%
Education	23.9%
Job creation/employment	20.4%
Transport (e.g., roads, bridges, transportation)	17.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.3%
Anti-corruption	15.5%
Private sector development	11.4%
Global pandemics (e.g., COVID-19)	11.4%
Social protection (e.g., pensions, targeted social assistance)	10.8%
Equality of opportunity (i.e., social inclusion)	10.2%
Water and sanitation	9.6%
Economic growth	9.3%
Climate change (e.g., mitigation, adaptation)	5.5%
Energy	5.5%
Gender equity (closing the gap between women and men, and boys and girls)	4.7%
Information and communications technology	4.1%
Food security	3.8%
Natural resource management (non-renewables)	3.5%
Urban development	3.5%
Trade and exports	2.3%
Judiciary reform	1.7%
Communicable/non-communicable diseases (e.g., HIV/AIDS, Tuberculosis, Malaria, Diabetes, heart diseases, respiratory infections, neonatal disorders)	1.5%
Crime and violence	1.2%
Disaster risk management	0.9%
National debt	0.9%
Global/regional integration	0.9%
Pollution	0.6%
Financial markets	0.0%

**A. Overall Context (continued)**

<b>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 Togo? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=349)</b>
Agriculture and rural development	48.1%
Job creation/employment	45.0%
Private sector development	27.2%
Education	25.5%
Health	22.9%
Anti-corruption	17.2%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16.6%
Equality of opportunity (i.e., social inclusion)	13.2%
Social protection (e.g., pensions, targeted social assistance)	12.3%
Food security	11.2%
Transport (e.g., roads, bridges, transportation)	10.3%
Economic growth	10.0%
Water and sanitation	8.0%
Energy	5.4%
Gender equity (closing the gap between women and men, and boys and girls)	4.6%
Natural resource management (non-renewables)	3.4%
Climate change (e.g., mitigation, adaptation)	2.6%
Information and communications technology	2.3%
Urban development	2.0%
Communicable/non-communicable diseases (e.g., HIV/AIDS, Tuberculosis, Malaria, Diabetes, heart diseases, respiratory infections, neonatal disorders)	2.0%
Trade and exports	2.0%
Disaster risk management	1.7%
Financial markets	1.1%
National debt	1.1%
Judiciary reform	1.1%
Global/regional integration	0.9%
Pollution	0.3%
Crime and violence	0.0%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of Togo's growth and development. In which areas would you like to see the Togo's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=350)</b>
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	43.4%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	41.1%
Healthcare	39.4%
Ensuring sustainable business growth and job creation	36.3%
Providing direct financial support to businesses (business support packages)	26.6%
Education	23.4%
Economic growth	19.1%
Nutrition/food security	16.9%
Ensuring that girls and women have equal access to health care/health services	14.0%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	13.4%
Ensuring that girls and women have equal access to job opportunities	9.1%
Public service delivery (e.g., strengthening policies, institutions)	7.7%
Other	1.4%

<b>6. When economic and/or social reform efforts fail or are slow to take place in Togo, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=323)</b>
Corruption	47.1%
Inadequate level of citizen/civil society participation	28.8%
Political pressures and obstacles	25.1%
Inadequate level of private sector participation	22.6%
Reforms are not well thought out in light of country challenges	22.0%
Inadequate level of donor coordination	15.8%
Inadequate level of government accountability	14.9%
Inadequate level of capacity in the government	13.9%
Pressure from outside interest groups (e.g., private sector, unions)	2.2%
Other	1.9%

**A. Overall Context (continued)**

7. 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	315	21	6.57	2.35
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID, KFW, EU, AFD)	297	34	6.93	1.88
3. The World Bank Group*	322	16	7.29	1.93
4. The International Monetary Fund	285	38	6.43	2.06
5. The United Nations (UN)	299	30	6.72	2.06
6. The World Health Organization (WHO)	301	25	6.61	1.97
7. Regional development banks (e.g., AfDB, BOAD)	305	26	7.09	1.81
8. The Central Bank of West African States (BCEAO)	291	38	6.70	2.04
9. International private sector	270	49	5.82	1.85
10. Domestic private sector	299	26	6.35	1.91
11. International civil society (e.g., NGOs, CBOs)	291	35	6.26	1.92
12. Domestic civil society (e.g., NGOs, CBOs)	301	22	6.07	1.93
13. Youth organizations (e.g., ANPE, AIDE, ANVT, CNJ, JVE, CRL/YALI)	301	26	6.13	1.93
14. Faith-based institutions	289	37	6.06	1.98
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	300	26	5.83	1.89
16. International media and their web presence	288	38	5.81	1.86
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	292	33	5.23	2.12

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

1. How familiar are you with the work of these organizations in Togo? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	341	n/a	6.25	2.61
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	327	n/a	4.20	2.59

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Togo? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Togo*	328	16	7.74	2.13
3. The World Bank Group's work is aligned with what I consider the development priorities for Togo*	311	23	7.15	2.23

4. Overall, please rate your impression of the effectiveness of these organizations in Togo. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
3. The World Bank (IDA)*	304	36	7.29	2.05
4. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	215	110	6.04	2.14

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Togo?* (1-To no degree at all, 10-To a very significant degree)	321	18	7.38	2.06

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

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Togo?* (1-To no degree at all, 10-To a very significant degree)	304	29	7.51	2.06

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Togo? (Select only ONE response)	Percentage of Respondents (N=338)
To a fully sufficient degree	26.3%
To a somewhat sufficient degree	47.6%
To a somewhat insufficient degree	8.9%
To a very insufficient degree	5.9%
Don't know	11.2%

8. When thinking about the World Bank Group's role in Togo, which activity do you VALUE the most? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=340)
Implementation support	57.9%
Financial resources	34.4%
Capacity development related to World Bank Group supported projects	25.6%
Mobilizing third party financial resources	17.9%
Technical assistance	14.7%
Data and statistics	10.6%
Donor coordination	9.4%
Formal policy advice, studies, analyses	9.4%
Promoting knowledge sharing	5.6%
Global advocacy	5.3%
Bringing together different groups of stakeholders	1.8%
Other	0.9%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	0.6%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Togo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=333)</b>
World Bank Group's processes too slow and complex	27.3%
Not enough public disclosure of its work	24.6%
Not willing to honestly criticize policies and reform efforts in the country	16.2%
Not collaborating enough with private sector	15.6%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	14.4%
Don't know	11.4%
Not adequately sensitive to political/social realities in Togo	10.2%
Inadequate World Bank Group's staffing in Togo	9.6%
Too influenced by developed countries	8.1%
Not sufficiently focused on sustainable results	7.8%
Not adequately flexible in changing country circumstances	6.0%
Not aligned with country priorities	5.1%
Staff too inaccessible	4.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.6%
Inadequate level of real-time advice and guidance	3.6%
Inadequate number of innovative knowledge products and services	3.6%
Inadequate number of innovative financial products and services	3.6%
Other	2.7%
Arrogant in its approach	0.6%

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

<b>10. When thinking about how the World Bank Group can have the most impact on development results in Togo, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Togo? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=344)</b>
Agriculture and rural development	42.4%
Poverty reduction	27.6%
Job creation/employment	22.7%
Health	22.7%
Education	22.1%
Private sector development	18.3%
Anti-corruption	16.0%
Transport (e.g., roads, bridges, transportation)	14.2%
Economic growth	14.0%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.0%
Water and sanitation	10.5%
Energy	8.1%
Social protection (e.g., pensions, targeted social assistance)	7.6%
Equality of opportunity (i.e., social inclusion)	6.1%
Climate change (e.g., mitigation, adaptation)	6.1%
Judiciary reform	5.5%
Information and communications technology	5.5%
Urban development	4.9%
Food security	4.1%
Gender equity (closing the gap between women and men, and boys and girls)	3.5%
Global pandemics (e.g., COVID-19)	3.2%
Natural resource management (non-renewables)	2.3%
Disaster risk management	2.0%
Communicable/non-communicable diseases (e.g., HIV/AIDS, Tuberculosis, Malaria, Diabetes, heart diseases, respiratory infections, neonatal disorders)	1.7%
Trade and exports	1.5%
Global/regional integration	1.5%
National debt	1.2%
Financial markets	1.2%
Pollution	0.9%
Crime and violence	0.3%



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

<b>11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=333)</b>
Multi-lateral financial institution	42.9%
World Bank	33.0%
Investment Bank	27.9%
Private Sector Solutions	25.8%
Do not have enough information to say	23.7%
Development institution	23.1%
Public-private partnerships	16.5%
Financial Advisory Solutions	11.1%
Innovation and Entrepreneurship	6.6%
Impact Investor	4.5%
Asset Manager	2.1%
Venture Capital	2.1%
None of these	0.9%
Other	0.6%
Thought leader	0.0%

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Togo solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	274	64	7.61	2.12

<b>Staffing adequacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. To what extent do you believe the World Bank Group is adequately staffed in Togo? (1-To no degree at all, 10-To a very significant degree)	202	130	5.06	2.33

**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 Togo, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
3. Responsiveness to needs*	265	57	6.77	2.26
4. Flexibility (in terms of the institution's products and services)*	230	78	5.74	2.19
5. Flexibility (in terms of changing country circumstances)*	237	71	6.09	2.24
6. Being inclusive*	249	58	6.88	2.09
7. Openness (sharing data and other information)*	260	48	6.93	2.05
8. Collaboration with the Government*	294	28	7.99	1.76
9. The speed in which it gets things accomplished on the ground*	257	57	6.16	2.25
10. Helping to bring discipline/effective supervision to implementation of investment projects*	264	51	7.24	2.06
11. Collaboration with civil society*	228	82	5.89	2.15
12. Staff accessibility*	227	84	6.17	2.44
13. Collaboration with other donors and development partners*	213	98	7.02	1.91
14. Collaboration with the private sector*	214	96	5.95	2.17
15. Straightforwardness and honesty*	222	89	7.14	2.27
16. Treating clients and stakeholders in Togo with respect*	251	62	7.52	1.98
17. Being a long-term partner*	250	61	7.77	1.94
18. Acting with compassion and empathy	180	121	6.09	2.30
19. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	250	62	7.81	2.02
20. Measuring results effectively	255	56	7.59	2.05

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
21. The World Bank Group disburses funds promptly	245	87	5.78	2.81
22. The World Bank Group effectively monitors and evaluates the projects and programs it supports	296	32	7.82	1.97
23. The World Bank Group's approvals and reviews are done in a timely fashion	266	59	6.90	2.28
24. The World Bank Group's Environmental and Social Framework requirements are reasonable	236	87	7.20	2.14
25. The World Bank Group's conditions on its lending are reasonable	189	134	6.59	2.34
26. The World Bank Group takes decisions quickly in Togo*	207	115	6.32	2.22
27. Working with the World Bank Group increases Togo's institutional capacity	284	40	7.51	2.16

To what extent do you agree/disagree with the following statements about the World Bank Group in Togo? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
28. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Togo*	257	71	7.13	2.23
29. The World Bank Group meets Togo's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	254	69	6.89	2.19

COVID-19 "Approach Paper"	N	DK	Mean	SD
30. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Togo government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	207	119	7.50	2.14

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

Global role of advocacy	N	DK	Mean	SD
31. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?* (1-Not important at all, 10-Very important)	262	66	7.87	2.06

How effectively does the World Bank Group support Togo's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
32. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	224	102	6.98	2.24
33. To develop better and stronger data collection/analytics systems within the Government	240	83	7.27	2.03
34. To strengthen the country's crisis preparedness	243	80	7.36	2.05

**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 Togo? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	122	199	6.57	2.44
2. Gender equity (closing the gap between women and men, and boys and girls)	184	133	6.95	2.11
3. Private sector development	183	129	6.56	2.12
4. Education	236	80	7.37	2.10
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	209	102	7.17	2.15
6. Global/regional integration	144	164	7.09	2.14
7. Food security	193	114	7.13	1.98
8. Urban development	178	127	7.12	2.09
9. Energy	194	116	7.18	2.10
10. Water and sanitation	197	110	7.18	2.08
11. Pollution	140	163	6.44	2.25
12. Job creation/employment	190	120	6.54	2.31
13. Health	206	103	7.39	2.08
14. Financial markets	116	190	6.54	1.98
15. Transport (e.g., roads, bridges, transportation)	198	116	7.25	2.08
16. Agriculture and rural development	234	83	7.39	2.00
17. Trade and exports	119	191	6.08	1.95
18. Crime and violence	96	213	5.43	2.19
19. Natural resource management (non-renewables)	144	164	6.67	2.27
20. Climate change (e.g., mitigation, adaptation)	177	130	7.19	2.23
21. Poverty reduction	239	76	7.25	2.13
22. Anti-corruption	160	149	5.92	2.57
23. Judiciary reform	146	164	5.97	2.40
24. Economic growth	193	112	7.20	2.05
25. Disaster risk management	174	136	6.95	2.19
26. Equality of opportunity (i.e., social inclusion)	172	135	6.85	2.12
27. Communicable/non-communicable diseases (e.g., HIV/AIDS, Tuberculosis, Malaria, Diabetes, heart diseases, respiratory infections, neonatal disorders)	181	133	7.16	2.16
28. Information and communications technology	156	152	6.47	2.14

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

2. The World Bank Group has provided fast track support to Togo related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	187	7	123	7.42	2.14
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	178	7	126	6.72	2.21
3. Protecting poor people (social assistance/ social safety nets)	206	7	102	7.11	2.28
4. Ensuring sustainable business growth and job creation	145	6	157	6.26	2.36
5. Strengthening policies, institutions and investments for rebuilding better	161	10	139	6.83	2.28
6. Macroeconomic stability and transparent debt management	139	11	160	7.03	2.11

**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=327)
Weekly	9.8%
Monthly	15.9%
A few times a year	40.1%
Rarely	26.6%
Never	7.6%

In Togo, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	195	117	6.82	2.16
3. Include appropriate level of stakeholder involvement during preparation	212	98	6.89	2.20
4. Lead to practical solutions	229	82	7.16	2.26
5. Are source of relevant information on global good practices	233	76	7.76	1.90
6. Are adequately disseminated	232	77	6.56	2.45
7. Are translated enough into local language	193	112	4.22	2.72
8. Are adaptable to Togo's specific development challenges and country circumstances*	236	74	7.16	2.18

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)	264	60	7.18	2.25
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)	253	66	7.41	2.00

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=325)</b>
Reduce the complexity of obtaining World Bank Group financing	27.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	26.8%
Engage more directly with beneficiaries	21.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	20.9%
Increase the level of capacity development in the country	16.9%
Engage more effectively with private sector	16.6%
Offer more innovative financial products and services	11.7%
Work faster	8.6%
Improve the quality of its experts as related to Togo's specific challenges	7.4%
Offer more real-time advice and guidance	7.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	6.8%
Ensure greater selectivity in its work	6.2%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.8%
Offer more innovative knowledge products and services	5.2%
Provide more adequate data/knowledge/statistics/figures on Togo's economy	3.7%
Other	2.2%

<b>2. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=323)</b>
Private sector	38.7%
Local government	33.7%
NGOs/Community Based Organizations	30.0%
Beneficiaries	27.6%
Academia/think tanks/research institutes	25.4%
Parliament	10.8%
Media	7.7%
Donor community	7.1%
Youth/university groups	5.9%
Don't know	2.5%
Other	1.5%
Foundations	0.6%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Togo?</b>	<b>Percentage of Respondents (N=329)</b>
Never	27.4%
Less than once a year	10.9%
Once a year to a few times a year	38.0%
Less than once a month	5.5%
At least once a month	10.6%
At least once a week	7.6%

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

<b>2. How do you get most of your information about economic and social development issues in Togo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=322)</b>
Local television	46.0%
Local newspapers	30.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	28.3%
International television	21.4%
International newspapers	17.4%
International radio	16.5%
Local radio	14.0%
Periodicals	7.5%
Other	7.5%

<b>3. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=327)</b>
World Bank Group's seminars/workshops/conferences	51.7%
World Bank Group's publications and other written materials	43.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	39.8%
World Bank Group's website	35.5%
e-Newsletters	32.4%
Interviews and press conferences for the Togo's media	28.4%
Webinars or online events hosted by the World Bank Group	23.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.0%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=298)</b>
High speed/WiFi	80.9%
Dial-up	19.1%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=316)</b>
Computer/laptop	65.8%
Phone	19.9%
I never visit the WBG websites	9.5%
Tablet	4.7%

**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)	320	6.9%	21.6%	49.1%	22.5%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	307	9.4%	27.7%	38.4%	24.4%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	304	3.3%	9.9%	16.1%	70.7%
Visited a WBG website (e.g., read a blog, used data)	304	6.6%	18.1%	43.1%	32.2%
Attended an event/conference hosted by the WBG	303	2.3%	6.3%	35.6%	55.8%
Watched a webinar or online event hosted by the WBG	299	1.7%	8.7%	34.1%	55.5%
Read some or all of a WBG research paper or publication	304	2.3%	14.1%	46.7%	36.8%
Met professionally with WBG staff	302	2.0%	8.9%	36.4%	52.6%
Read a WBG e-newsletter	301	3.3%	8.3%	34.9%	53.5%

**H. Background Information**

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=343)
Employee of Ministry, Ministerial Department, Implementation Agency	22.4%
Office of Parliamentarian	12.0%
NGO/Community Based Organization	11.7%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	8.5%
Private Sector Organization	7.3%
Office of Minister	6.7%
Financial Sector/Private Bank	4.4%
Academia/Research Institute/Think Tank	4.4%
Office of the President, Prime Minister	3.8%
Multilateral Agency (UN, regional development bank)	3.8%
Local Government Office or Staff	3.2%
Bilateral Agency (e.g., embassy, diplomatic, military)	2.6%
Media (press, radio, TV, web, etc.)	2.6%
Other	2.6%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	1.5%
State-Owned Enterprise	1.2%
Trade Union	0.6%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	0.3%
Faith-Based Group	0.3%
Youth Group	0.3%
Judicial System (e.g., courts)	0.0%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=340)</b>
Education	11.2%
Agriculture, rural development	10.3%
Health, nutrition	7.1%
Environment, natural resources	7.1%
Other	7.1%
Finance and markets	6.5%
Social protection	5.3%
Urban development	5.3%
Poverty	5.0%
Generalist (specialized in multiple sectors)	5.0%
Macroeconomics, fiscal management	4.7%
Governance, anti-corruption	4.4%
Trade and competitiveness	3.2%
Communications, public affairs	3.2%
Jobs	2.9%
Transport	2.9%
Water, sanitation	2.6%
Gender	2.6%
Energy	1.2%
Climate change	1.2%
Digital development and technology (ICT)	0.6%
Tourism	0.3%
Fragility, conflict, violence, refugees	0.3%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Togo?</b>	<b>Percentage of Respondents (N=338)</b>
Yes	44.7%
No	55.3%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Togo? (Select only ONE response)</b>	<b>Percentage of Respondents (N=149)</b>
The World Bank (IDA)	94.0%
The International Finance Corporation (IFC)	6.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=149)</b>
Yes	30.2%
No	69.8%



**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Togo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=320)</b>
Collaborate as part of my professional duties	51.6%
Engage in World Bank Group related/sponsored events/activities	30.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	26.9%
Use World Bank Group reports/data	23.8%
Use World Bank Group website for information, data, research, etc.	19.4%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=338)</b>
Female	16.3%
Male	83.7%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=342)</b>
25 and under	0.3%
26-35	7.6%
36-45	31.6%
46-55	29.2%
56 and above	31.3%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=343)</b>
Lomé	73.8%
Other	8.5%
Savane	7.0%
Kara	5.2%
Plateaux	4.1%
Kpalimé	1.5%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>21</sup>

- Office of the President/Prime Minister/Minister N=36 ● Office of Parliamentarian N=41 ● Employee of a Ministry N=77 ● PMU/Consultant on WBG Project N=29
- Local Government Office or Staff N=11 ● Bilateral/Multilateral Agency N=22 ● Private Sector/Financial Sector N=40 (Private Sector) ● CSO N=45
- Academia/Research Institute/Think Tank (Academia) N=15 ● Media N=9 ● Other<sup>22</sup> N=18

### A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction	100.0%	94.9%	98.6%	88.5%	90.9%	90.0%	83.8%	78.0%	53.3%	77.8%	88.9%
The wrong direction	0.0%	0.0%	0.0%	0.0%	9.1%	5.0%	2.7%	4.9%	0.0%	0.0%	0.0%
Not sure	0.0%	5.1%	1.4%	11.5%	0.0%	5.0%	13.5%	17.1%	46.7%	22.2%	11.1%

\*Significantly different between stakeholder groups

<sup>21</sup> Only 289 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>22</sup> Includes the following categories: Independent Government Institution (N=5), State-Owned Enterprise (N=4), and Other (N=9). There were no respondents from the judicial system.



## A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Transport*	25.7%	35.9%	20.3%	20.7%	36.4%	13.6%	5.0%	9.5%	0.0%	11.1%	5.6%
Agriculture and rural development*	37.1%	74.4%	36.5%	24.1%	27.3%	22.7%	47.5%	42.9%	26.7%	22.2%	61.1%
Trade and exports	2.9%	0.0%	6.8%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%
Crime and violence	0.0%	2.6%	1.4%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
Natural	11.4%	0.0%	4.1%	3.4%	0.0%	4.5%	0.0%	4.8%	0.0%	11.1%	0.0%
Climate change	5.7%	0.0%	8.1%	3.4%	0.0%	13.6%	2.5%	7.1%	6.7%	0.0%	5.6%
Poverty reduction	37.1%	30.8%	29.7%	34.5%	9.1%	18.2%	32.5%	40.5%	6.7%	66.7%	22.2%
Anti-corruption	5.7%	17.9%	16.2%	13.8%	0.0%	13.6%	22.5%	19.0%	13.3%	22.2%	11.1%
Judiciary reform	0.0%	0.0%	0.0%	3.4%	9.1%	0.0%	2.5%	4.8%	0.0%	0.0%	5.6%
Economic growth	11.4%	7.7%	8.1%	17.2%	9.1%	13.6%	7.5%	9.5%	6.7%	0.0%	11.1%
Disaster risk management	0.0%	0.0%	4.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	14.3%	15.4%	8.1%	10.3%	0.0%	13.6%	5.0%	9.5%	20.0%	22.2%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%	0.0%	2.4%	0.0%	0.0%	0.0%
National debt	0.0%	0.0%	1.4%	0.0%	0.0%	4.5%	2.5%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	5.7%	7.7%	2.7%	6.9%	0.0%	0.0%	5.0%	2.4%	6.7%	0.0%	5.6%
Social protection	5.7%	5.1%	12.2%	3.4%	18.2%	22.7%	17.5%	4.8%	6.7%	22.2%	5.6%
Gender equity*	2.9%	5.1%	0.0%	6.9%	18.2%	13.6%	0.0%	9.5%	6.7%	11.1%	0.0%
Private sector development*	14.3%	2.6%	10.8%	10.3%	9.1%	22.7%	27.5%	2.4%	6.7%	0.0%	16.7%
Education*	25.7%	15.4%	17.6%	24.1%	27.3%	9.1%	22.5%	28.6%	66.7%	11.1%	27.8%
Public sector governance/reform	31.4%	10.3%	10.8%	27.6%	27.3%	18.2%	12.5%	11.9%	26.7%	22.2%	5.6%
Global/regional integration	2.9%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Food security	2.9%	0.0%	4.1%	3.4%	0.0%	9.1%	2.5%	7.1%	13.3%	0.0%	0.0%
Urban development	5.7%	2.6%	4.1%	6.9%	9.1%	0.0%	2.5%	2.4%	6.7%	0.0%	0.0%
Energy	14.3%	7.7%	2.7%	3.4%	9.1%	4.5%	2.5%	4.8%	13.3%	0.0%	5.6%
Water and sanitation	5.7%	10.3%	12.2%	3.4%	0.0%	4.5%	2.5%	16.7%	13.3%	11.1%	22.2%
Pollution	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Job creation/employment	8.6%	23.1%	21.6%	20.7%	36.4%	31.8%	32.5%	16.7%	0.0%	11.1%	22.2%
Health	11.4%	17.9%	29.7%	27.6%	36.4%	22.7%	25.0%	23.8%	40.0%	22.2%	33.3%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global pandemics (e.g., COVID-19)	5.7%	2.6%	14.9%	20.7%	18.2%	9.1%	17.5%	7.1%	6.7%	11.1%	11.1%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

The COVID-19 pandemic has stressed many aspects of Togo's growth and development. In which areas would you like to see the Togo government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Ensuring that girls and women have equal access to job opportunities	5.6%	12.5%	6.5%	10.3%	10.0%	9.1%	10.3%	11.4%	13.3%	0.0%	16.7%
Ensuring that girls and women have equal access to health care/health services	13.9%	22.5%	10.4%	10.3%	0.0%	0.0%	15.4%	22.7%	13.3%	22.2%	11.1%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	44.4%	65.0%	41.6%	41.4%	40.0%	45.5%	33.3%	40.9%	33.3%	22.2%	50.0%
Economic growth	30.6%	30.0%	15.6%	27.6%	10.0%	9.1%	15.4%	11.4%	13.3%	33.3%	16.7%
Poverty and inequality	38.9%	30.0%	45.5%	51.7%	40.0%	50.0%	35.9%	50.0%	13.3%	33.3%	50.0%
Healthcare	36.1%	30.0%	41.6%	44.8%	40.0%	31.8%	48.7%	34.1%	53.3%	33.3%	38.9%
Nutrition/food security	13.9%	10.0%	23.4%	17.2%	20.0%	18.2%	12.8%	13.6%	40.0%	22.2%	5.6%
Public service delivery	5.6%	12.5%	7.8%	17.2%	0.0%	13.6%	2.6%	6.8%	6.7%	11.1%	0.0%
Education*	19.4%	17.5%	29.9%	17.2%	10.0%	18.2%	23.1%	31.8%	53.3%	11.1%	5.6%
Ensuring sustainable business growth and job creation	33.3%	30.0%	36.4%	34.5%	40.0%	54.5%	38.5%	31.8%	26.7%	33.3%	61.1%
Providing direct financial support to businesses*	36.1%	17.5%	22.1%	13.8%	30.0%	36.4%	53.8%	15.9%	0.0%	44.4%	27.8%
Providing direct non-financial	13.9%	10.0%	13.0%	10.3%	30.0%	13.6%	7.7%	18.2%	13.3%	0.0%	11.1%
Other	2.8%	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



## A. Overall Context (continued)

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Pressure from outside interest groups	3.2%	6.5%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Inadequate level of government accountability	12.9%	25.8%	16.9%	6.9%	12.5%	18.2%	15.8%	9.3%	6.7%	12.5%	18.8%
Inadequate level of capacity in the government*	25.8%	19.4%	12.7%	10.3%	12.5%	27.3%	13.2%	0.0%	0.0%	0.0%	25.0%
Corruption	22.6%	48.4%	42.3%	48.3%	37.5%	40.9%	63.2%	48.8%	60.0%	50.0%	68.8%
Political pressures and obstacles*	6.5%	9.7%	31.0%	37.9%	25.0%	22.7%	18.4%	32.6%	53.3%	37.5%	12.5%
Inadequate level of private sector participation	35.5%	22.6%	18.3%	20.7%	25.0%	18.2%	28.9%	20.9%	13.3%	25.0%	18.8%
Inadequate level of citizen/civil society participation	32.3%	19.4%	25.4%	34.5%	25.0%	31.8%	18.4%	48.8%	26.7%	25.0%	25.0%
Inadequate level of donor coordination*	35.5%	22.6%	21.1%	0.0%	25.0%	9.1%	15.8%	9.3%	0.0%	12.5%	6.3%
Reforms are not well thought out in light of country challenges	22.6%	19.4%	18.3%	34.5%	25.0%	18.2%	18.4%	23.3%	33.3%	25.0%	18.8%
Other	0.0%	0.0%	1.4%	3.4%	0.0%	4.5%	0.0%	4.7%	6.7%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/PM/ Minister		Office of Parliamentaria n		Employee of a Ministry		PMU/ Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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?*	29	8.03	40	6.98	71	7.23	29	8.17	8	6.50	22	7.45	36	6.75	43	7.21	14	6.36	7	6.86	14	7.93

(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****How familiar are you with the work of these organizations in Togo?** (1-Not familiar at all, 10-Extremely familiar)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	34	6.91	40	5.33	74	6.72	29	8.45	10	5.10	22	7.14	39	5.18	42	5.50	14	6.14	9	6.11	18	6.50
The International Finance Corporation (IFC), the World Bank Group's private sector arm	31	5.42	40	4.35	71	3.94	27	4.22	8	2.50	22	5.00	37	4.65	41	3.80	14	3.86	8	3.50	18	4.17

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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 Togo*	34	8.41	38	7.50	73	7.77	29	8.62	10	6.50	22	8.09	34	7.41	38	7.61	14	6.29	9	6.78	18	7.89
The World Bank Group's work is aligned with what I consider the development priorities for Togo	31	7.81	36	6.78	70	7.13	29	8.17	7	6.00	22	7.09	32	6.72	39	7.26	13	6.38	8	6.00	17	7.47

\*Significantly different between stakeholder groups

**Overall, please rate your impression of the effectiveness of these organizations in Togo.** (1-Not effective at all, 10-Very effective)

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	31	7.58	32	6.97	70	7.64	29	8.28	9	7.11	19	6.89	34	6.21	36	7.44	14	6.21	9	7.00	16	7.31
The International Finance Corporation (IFC), the World Bank Group's private sector arm	25	6.52	30	6.00	41	6.00	15	6.20	6	6.33	9	6.22	27	6.07	27	6.07	13	5.69	5	5.20	12	5.33

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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 Togo?*	32	7.91	37	7.32	73	7.64	29	8.17	9	7.33	21	7.33	34	6.50	38	7.29	13	6.23	9	6.11	18	7.50

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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 Togo?	31	7.77	34	7.65	69	7.61	24	8.13	10	7.00	19	7.63	35	7.03	36	7.78	13	6.31	8	7.25	17	7.71

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

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

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Judiciary reform*	2.9%	2.6%	6.6%	3.6%	20.0%	0.0%	2.6%	2.3%	21.4%	22.2%	11.1%
Economic growth	17.1%	28.2%	15.8%	3.6%	0.0%	13.6%	10.3%	16.3%	0.0%	22.2%	11.1%
Disaster risk management	5.7%	0.0%	1.3%	0.0%	0.0%	0.0%	0.0%	7.0%	7.1%	0.0%	0.0%
Equality of opportunity*	2.9%	10.3%	3.9%	7.1%	20.0%	13.6%	2.6%	2.3%	0.0%	33.3%	5.6%
Communicable/non-communicable diseases	2.9%	2.6%	1.3%	0.0%	0.0%	0.0%	0.0%	4.7%	0.0%	11.1%	0.0%
Information and communications technology*	5.7%	12.8%	2.6%	3.6%	10.0%	0.0%	2.6%	4.7%	0.0%	33.3%	5.6%
Transport	20.0%	20.5%	25.0%	10.7%	10.0%	9.1%	7.7%	9.3%	0.0%	0.0%	11.1%
Agriculture and rural development*	45.7%	64.1%	43.4%	28.6%	50.0%	18.2%	41.0%	39.5%	50.0%	22.2%	55.6%
Trade and exports	2.9%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%
Natural resource management	5.7%	0.0%	3.9%	0.0%	0.0%	0.0%	2.6%	4.7%	0.0%	0.0%	0.0%
Climate change	5.7%	0.0%	9.2%	3.6%	0.0%	0.0%	10.3%	14.0%	0.0%	0.0%	0.0%
Poverty reduction	34.3%	20.5%	19.7%	39.3%	40.0%	27.3%	28.2%	39.5%	0.0%	33.3%	27.8%
National debt	0.0%	0.0%	2.6%	0.0%	0.0%	4.5%	2.6%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	8.6%	15.4%	15.8%	25.0%	0.0%	13.6%	25.6%	14.0%	0.0%	22.2%	11.1%
Energy	14.3%	10.3%	10.5%	14.3%	0.0%	13.6%	0.0%	0.0%	14.3%	0.0%	11.1%
Water and sanitation	11.4%	15.4%	13.2%	10.7%	10.0%	0.0%	2.6%	11.6%	14.3%	0.0%	11.1%
Global pandemics (e.g., COVID-19)	5.7%	2.6%	1.3%	3.6%	0.0%	0.0%	5.1%	4.7%	0.0%	0.0%	5.6%
Job creation/employment	17.1%	17.9%	28.9%	17.9%	40.0%	36.4%	25.6%	16.3%	7.1%	22.2%	22.2%
Health	20.0%	15.4%	22.4%	25.0%	30.0%	18.2%	20.5%	20.9%	42.9%	11.1%	27.8%
Financial markets*	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	5.6%
Social protection	2.9%	2.6%	7.9%	10.7%	10.0%	22.7%	5.1%	9.3%	0.0%	0.0%	5.6%
Gender equity*	2.9%	0.0%	0.0%	0.0%	0.0%	4.5%	5.1%	16.3%	7.1%	0.0%	0.0%
Private sector development*	14.3%	15.4%	14.5%	17.9%	10.0%	18.2%	48.7%	9.3%	14.3%	0.0%	22.2%
Education*	17.1%	15.4%	17.1%	25.0%	10.0%	13.6%	23.1%	23.3%	64.3%	11.1%	27.8%
Public sector governance/reform*	20.0%	7.7%	10.5%	28.6%	0.0%	45.5%	2.6%	11.6%	14.3%	11.1%	11.1%
Global/regional integration	0.0%	2.6%	0.0%	0.0%	0.0%	9.1%	2.6%	2.3%	0.0%	0.0%	0.0%
Food security	0.0%	2.6%	3.9%	3.6%	0.0%	13.6%	7.7%	4.7%	7.1%	0.0%	0.0%
Urban development	5.7%	2.6%	3.9%	7.1%	20.0%	4.5%	5.1%	0.0%	14.3%	11.1%	5.6%
Pollution	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs*	25	7.80	25	6.12	61	7.21	24	7.67	7	6.14	16	6.31	22	5.77	26	6.62	13	5.15	7	6.29	14	6.21
Flexibility (in terms of the institution's products and services)*	25	6.76	22	5.32	54	5.67	24	6.96	6	5.33	16	5.38	25	5.04	24	5.67	13	4.15	6	5.33	11	5.91
Flexibility (in terms of changing country circumstances)*	24	7.00	22	5.73	58	6.03	24	7.13	5	6.20	16	5.88	27	5.15	28	6.68	11	4.09	6	4.50	11	6.00
Being inclusive*	27	7.59	28	6.25	55	7.18	25	8.08	7	8.86	18	6.39	26	6.08	27	6.41	14	5.43	6	6.83	11	7.00
Openness (sharing data and other information)*	27	7.59	26	6.15	58	7.05	27	8.11	7	7.43	19	6.26	27	6.78	29	7.52	14	5.07	8	5.88	12	6.50
Collaboration with the Government	31	8.45	33	7.73	68	8.04	27	8.48	7	8.71	19	7.58	30	7.60	36	8.42	12	7.17	9	7.22	16	7.81
The speed in which it gets things accomplished on the ground*	28	7.25	27	5.96	66	6.39	26	7.35	7	6.57	14	5.93	26	5.00	25	5.44	13	4.54	9	5.78	12	6.25
Helping to bring discipline/ effective supervision to implementation of investment projects*	28	7.89	30	6.70	63	7.57	28	8.21	7	8.29	13	6.23	25	6.40	28	7.36	14	5.71	8	6.25	15	7.20
Collaboration with civil society*	23	7.35	22	5.18	49	6.39	20	7.00	7	6.57	14	5.86	26	5.15	34	4.91	11	4.91	7	4.57	10	6.20
Staff accessibility*	23	7.57	21	5.43	56	6.61	25	7.72	6	5.67	15	6.13	19	5.16	27	5.41	12	5.00	6	3.67	12	5.83
Collaboration with other donors and development partners	18	7.39	28	6.86	51	7.33	18	7.72	5	6.20	19	6.21	24	6.71	21	7.10	9	6.11	6	6.83	10	7.20
Collaboration with the private sector*	23	6.78	26	5.38	47	6.62	18	6.56	6	5.33	12	6.17	24	5.67	25	5.32	11	4.91	7	4.14	11	6.00
Straightforwardness and honesty*	22	8.14	25	6.00	49	7.53	23	8.09	6	8.17	13	6.15	24	6.50	27	7.37	13	5.62	5	4.80	10	7.80
Treating clients and stakeholders in Togo with respect*	26	8.12	27	7.33	59	7.66	27	8.37	7	8.00	13	6.77	29	6.90	27	7.93	14	6.71	6	4.17	9	7.78
Being a long-term partner*	28	8.46	27	7.41	58	8.12	23	8.78	6	7.17	15	6.80	28	7.18	29	7.72	12	6.83	6	6.83	11	7.82
Acting with compassion and empathy*	16	7.38	24	5.17	43	6.23	17	6.88	6	6.17	11	5.45	16	5.63	19	6.74	11	4.73	5	5.80	8	6.38
Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)*	27	8.04	26	7.23	61	7.84	27	8.78	6	10.00	13	7.00	24	7.25	28	8.46	14	7.07	7	6.43	12	7.42
Measuring results effectively*	27	8.04	29	6.59	60	7.93	25	8.88	7	8.71	14	6.64	25	7.04	30	7.70	14	6.36	6	7.50	12	7.25

\*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 statement? (1- Strongly disagree, 10- Strongly agree)**

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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 Togo	24	7.46	26	5.96	51	6.39	19	6.89	5	6.20	8	6.13	22	5.41	21	6.38	11	5.00	4	5.00	12	6.58

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

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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 Togo*	30	7.73	29	6.93	57	7.19	27	7.93	6	8.50	13	6.46	23	6.26	31	7.23	11	5.45	8	6.13	16	7.38
The World Bank Group meets Togo's needs for knowledge services	30	7.37	30	6.53	58	7.10	23	7.65	5	8.00	14	6.64	27	6.07	24	6.83	13	6.08	9	5.67	15	6.93

\*Significantly different between stakeholder groups

	Office of the President/PM/ Minister		Office of Parliamentarian		Employee of a Ministry		PMU/ Consultant on WBG Project		Local Government Office or Staff		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?*	28	8.64	34	8.03	55	7.84	26	8.31	7	8.00	14	7.71	24	7.50	38	7.92	10	5.80	7	6.86	15	7.80

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



## 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/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	12.5%	5.1%	12.0%	29.6%	10.0%	0.0%	7.9%	7.5%	7.1%	11.1%	0.0%
Monthly	21.9%	7.7%	13.3%	18.5%	0.0%	38.9%	13.2%	12.5%	7.1%	33.3%	25.0%
A few times a year	50.0%	33.3%	41.3%	25.9%	30.0%	44.4%	50.0%	42.5%	57.1%	11.1%	31.3%
Rarely	12.5%	41.0%	26.7%	25.9%	40.0%	16.7%	23.7%	27.5%	28.6%	33.3%	25.0%
Never	3.1%	12.8%	6.7%	0.0%	20.0%	0.0%	5.3%	10.0%	0.0%	11.1%	18.8%

\*Significantly different between stakeholder groups

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Togo's specific development challenges and country circumstances*	24	7.88	27	6.89	58	7.29	24	7.83	5	6.60	11	6.64	24	6.42	30	7.60	10	6.50	6	5.00	11	6.45

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

	Office of the President/PM/Minister		Office of Parliamentarian		Employee of a Ministry		PMU/Consultant on WBG Project		Local Government Office or Staff		Bilateral/Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	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?*	30	7.73	29	6.83	60	7.53	24	7.46	6	7.00	14	6.43	27	6.52	35	7.51	11	5.36	6	5.83	17	7.65
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	27	8.15	25	7.44	58	7.55	24	7.88	6	7.00	15	7.13	24	7.54	35	7.54	12	5.83	7	5.14	14	6.57

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Offer more real-time advice and guidance	12.5%	18.4%	2.8%	3.6%	0.0%	5.6%	5.6%	4.8%	14.3%	0.0%	11.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	12.5%	28.9%	22.5%	32.1%	10.0%	33.3%	27.8%	28.6%	35.7%	22.2%	38.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	6.3%	0.0%	5.6%	0.0%	10.0%	44.4%	2.8%	2.4%	0.0%	0.0%	11.1%
Offer more innovative financial products and services	15.6%	2.6%	21.1%	7.1%	20.0%	5.6%	16.7%	7.1%	0.0%	22.2%	5.6%
Ensure greater selectivity in its work*	6.3%	5.3%	4.2%	10.7%	0.0%	27.8%	5.6%	2.4%	7.1%	0.0%	5.6%
Provide more adequate data/knowledge/statistics/figures on Togo's economy	3.1%	2.6%	1.4%	7.1%	0.0%	5.6%	11.1%	2.4%	0.0%	0.0%	0.0%
Engage more effectively with civil society*	9.4%	18.4%	14.1%	7.1%	40.0%	5.6%	16.7%	69.0%	7.1%	11.1%	11.1%
Increase the level of capacity development in the country	21.9%	13.2%	25.4%	21.4%	10.0%	22.2%	16.7%	7.1%	0.0%	0.0%	22.2%
Engage more directly with beneficiaries	15.6%	18.4%	16.9%	32.1%	10.0%	11.1%	25.0%	19.0%	35.7%	33.3%	27.8%
Improve the quality of its experts as related to Togo's specific challenges*	6.3%	5.3%	4.2%	7.1%	0.0%	5.6%	5.6%	9.5%	42.9%	11.1%	0.0%
Engage more effectively with private sector*	12.5%	18.4%	11.3%	21.4%	0.0%	11.1%	36.1%	7.1%	21.4%	44.4%	22.2%
Offer more innovative knowledge products and services	6.3%	2.6%	7.0%	3.6%	0.0%	5.6%	5.6%	4.8%	7.1%	0.0%	5.6%
Collaborate more effectively with Government clients	12.5%	10.5%	9.9%	7.1%	10.0%	0.0%	2.8%	0.0%	0.0%	11.1%	11.1%
Work faster	21.9%	13.2%	9.9%	10.7%	10.0%	11.1%	5.6%	0.0%	7.1%	0.0%	0.0%
Reduce the complexity of obtaining World Bank Group financing*	31.3%	31.6%	35.2%	28.6%	60.0%	5.6%	8.3%	33.3%	14.3%	33.3%	22.2%
Other	0.0%	5.3%	0.0%	0.0%	10.0%	0.0%	2.8%	0.0%	7.1%	11.1%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Togo (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/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Academia/think tanks/research institutes*	25.0%	23.7%	30.6%	10.7%	30.0%	17.6%	23.7%	15.4%	78.6%	0.0%	23.5%
Parliament*	15.6%	63.2%	1.4%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	17.6%
Foundations	0.0%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Media*	6.3%	5.3%	6.9%	7.1%	20.0%	0.0%	2.6%	5.1%	7.1%	88.9%	0.0%
Donor community*	3.1%	0.0%	8.3%	7.1%	0.0%	47.1%	10.5%	2.6%	0.0%	0.0%	0.0%
NGOs/Community Based Organizations*	12.5%	15.8%	27.8%	17.9%	50.0%	5.9%	23.7%	84.6%	28.6%	22.2%	23.5%
Beneficiaries*	28.1%	21.1%	36.1%	46.4%	0.0%	11.8%	26.3%	20.5%	14.3%	44.4%	35.3%
Youth/university groups	3.1%	0.0%	4.2%	7.1%	10.0%	11.8%	5.3%	12.8%	0.0%	11.1%	11.8%
Private sector*	40.6%	28.9%	30.6%	50.0%	40.0%	47.1%	73.7%	30.8%	35.7%	0.0%	47.1%
Local government	50.0%	31.6%	37.5%	32.1%	50.0%	35.3%	13.2%	25.6%	28.6%	22.2%	41.2%
Other	3.1%	2.6%	2.8%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%
Don't know	3.1%	0.0%	2.8%	3.6%	0.0%	5.9%	7.9%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never	21.2%	40.0%	15.5%	0.0%	40.0%	5.6%	31.6%	48.8%	0.0%	55.6%	50.0%
Less than once a year	3.0%	20.0%	15.5%	0.0%	20.0%	0.0%	10.5%	12.2%	21.4%	11.1%	5.6%
Once a year to a few times a year	45.5%	32.5%	40.8%	25.0%	40.0%	50.0%	50.0%	31.7%	50.0%	22.2%	22.2%
Less than once a month	6.1%	2.5%	5.6%	7.1%	0.0%	11.1%	5.3%	4.9%	14.3%	0.0%	5.6%
At least once a month	6.1%	2.5%	14.1%	35.7%	0.0%	33.3%	2.6%	0.0%	7.1%	11.1%	11.1%
At least once a week	18.2%	2.5%	8.5%	32.1%	0.0%	0.0%	0.0%	2.4%	7.1%	0.0%	5.6%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing (continued)****How do you get most of your information about economic and social development issues in Togo? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio*	12.9%	30.0%	14.7%	3.6%	40.0%	0.0%	5.3%	4.8%	14.3%	22.2%	33.3%
International radio*	3.2%	27.5%	13.2%	39.3%	10.0%	0.0%	23.7%	16.7%	21.4%	0.0%	5.6%
Local newspapers	35.5%	25.0%	33.8%	32.1%	40.0%	33.3%	23.7%	28.6%	42.9%	55.6%	11.1%
International newspapers*	19.4%	12.5%	8.8%	14.3%	0.0%	33.3%	34.2%	23.8%	14.3%	11.1%	11.1%
Local television*	61.3%	42.5%	63.2%	25.0%	70.0%	16.7%	42.1%	38.1%	35.7%	33.3%	50.0%
International television	22.6%	22.5%	22.1%	21.4%	0.0%	11.1%	21.1%	26.2%	35.7%	11.1%	11.1%
Periodicals	9.7%	2.5%	10.3%	17.9%	0.0%	5.6%	2.6%	2.4%	7.1%	0.0%	16.7%
Social media	29.0%	20.0%	22.1%	25.0%	20.0%	27.8%	34.2%	42.9%	21.4%	44.4%	27.8%
Other*	3.2%	10.0%	2.9%	3.6%	10.0%	33.3%	5.3%	4.8%	7.1%	11.1%	16.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	45.5%	48.7%	52.1%	37.0%	30.0%	50.0%	40.5%	37.2%	42.9%	22.2%	44.4%
e-Newsletters*	45.5%	10.3%	35.2%	44.4%	20.0%	44.4%	43.2%	20.9%	57.1%	11.1%	22.2%
World Bank Group's seminars/workshops/conferences*	39.4%	76.9%	40.8%	63.0%	70.0%	16.7%	43.2%	60.5%	50.0%	55.6%	50.0%
Social media*	9.1%	7.7%	19.7%	3.7%	20.0%	5.6%	21.6%	18.6%	0.0%	44.4%	27.8%
Direct contact with World Bank Group*	45.5%	59.0%	33.8%	55.6%	80.0%	38.9%	16.2%	37.2%	28.6%	33.3%	33.3%
World Bank Group's website	36.4%	15.4%	33.8%	40.7%	20.0%	44.4%	43.2%	44.2%	50.0%	11.1%	38.9%
Webinars or online events hosted by the World Bank Group	36.4%	15.4%	22.5%	18.5%	0.0%	27.8%	32.4%	27.9%	35.7%	0.0%	16.7%
Interviews and press conferences for the Togo's media	24.2%	35.9%	33.8%	18.5%	40.0%	11.1%	18.9%	30.2%	14.3%	66.7%	33.3%

\*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/PM/ Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Government Office or Staff	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
High speed/WiFi	81.5%	71.4%	82.1%	96.4%	60.0%	100.0%	85.3%	74.3%	92.9%	77.8%	71.4%
Dial-up	18.5%	28.6%	17.9%	3.6%	40.0%	0.0%	14.7%	25.7%	7.1%	22.2%	28.6%

\*Significantly different between stakeholder groups



## H. Background Information

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	52.8%	11.4%	56.0%	93.1%	36.4%	57.1%	35.0%	22.7%	46.7%	22.2%	35.3%
No	47.2%	88.6%	44.0%	6.9%	63.6%	42.9%	65.0%	77.3%	53.3%	77.8%	64.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IDA)	94.7%	100.0%	97.6%	100.0%	100.0%	92.3%	61.5%	100.0%	100.0%	50.0%	100.0%
The International Finance Corporation (IFC)	5.3%	0.0%	2.4%	0.0%	0.0%	7.7%	38.5%	0.0%	0.0%	50.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government Office or Staff	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer*	9.4%	63.6%	19.4%	0.0%	45.5%	4.5%	35.1%	36.6%	23.1%	50.0%	41.2%
Use World Bank Group reports/data	31.3%	24.2%	19.4%	21.4%	9.1%	31.8%	32.4%	29.3%	0.0%	37.5%	5.9%
Engage in World Bank Group related/sponsored events/activities*	31.3%	15.2%	33.3%	21.4%	36.4%	22.7%	32.4%	41.5%	76.9%	12.5%	23.5%
Collaborate as part of my professional duties*	78.1%	27.3%	70.8%	89.3%	27.3%	81.8%	35.1%	4.9%	53.8%	12.5%	47.1%
Use World Bank Group website for information, data, research, etc.	28.1%	15.2%	13.9%	17.9%	9.1%	22.7%	24.3%	24.4%	0.0%	50.0%	11.8%

\*Significantly different between stakeholder groups



## Appendix C: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>23</sup>

*Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY21 Togo COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

● Collaborating with the WBG, FY21 N=151

● Not collaborating with the WBG, FY21 N=187

### 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	SD	N	Mean	SD
The national/federal government	137	6.55	2.42	164	6.55	2.34
Bilateral organizations	137	7.15	1.79	147	6.73	1.92
The World Bank Group*	144	7.64	1.80	164	6.95	1.99
The International Monetary Fund	122	6.52	2.18	149	6.31	1.98
The United Nations (UN)	132	6.82	2.16	154	6.60	1.98
The World Health Organization (WHO)	132	6.72	2.01	156	6.50	1.92
Regional development banks (e.g., AfDB, BOAD)*	132	7.32	1.74	159	6.90	1.84
The Central Bank of West African States (BCEAO)	121	6.83	2.05	156	6.52	1.99
International private sector	114	5.88	1.94	146	5.73	1.79
Domestic private sector	125	6.24	1.89	161	6.36	1.91
International civil society (e.g., NGOs, CBOs)	124	6.26	1.95	154	6.20	1.89
Domestic civil society (e.g., NGOs, CBOs)	140	6.46	2.40	170	6.35	2.11
Youth organizations	127	6.18	1.90	161	6.06	1.91
Faith-based institutions	122	6.25	2.04	154	5.90	1.91
Domestic traditional media and their web presence	127	5.98	1.90	161	5.76	1.92
International media and their web presence	123	5.81	1.87	154	5.84	1.86
Web based media	124	5.40	2.23	156	5.17	2.06

\*Significantly different between collaborators and non-collaborators

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

How familiar are you with the work of these organizations in Togo?

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)*	149	7.38	1.97	177	5.40	2.66
The International Finance Corporation (IFC), the World Bank Group's private sector arm	142	4.49	2.76	170	4.05	2.41

\*Significantly different between collaborators and non-collaborators

<sup>23</sup> Only 338 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 Togo?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, the World Bank Group currently plays a relevant role in development in Togo*	148	8.11	1.96	168	7.36	2.25
The World Bank Group's work is aligned with what I consider the development priorities for Togo*	142	7.60	2.10	158	6.73	2.26

*\*Significantly different between collaborators and non-collaborators***Overall, please rate your impression of the effectiveness of these organizations in Togo.***(1-Not effective at all, 10-Very effective)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IDA)*	148	7.76	1.83	147	6.77	2.17
The International Finance Corporation (IFC), the World Bank Group's private sector arm	91	6.21	1.97	117	5.91	2.23

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Togo?*	146	7.79	1.90	163	6.98	2.14

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Togo?*	138	7.82	1.75	156	7.29	2.25

*(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 Togo?\*****(Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	31.5%	23.6%
To a somewhat sufficient degree	51.4%	44.4%
To a somewhat insufficient degree	8.9%	9.0%
To a very insufficient degree	4.1%	7.9%
Don't know	4.1%	15.2%

*\*Significantly different between collaborators and non-collaborators*

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Arrogant in its approach	0.7%	0.6%
Not enough public disclosure of its work*	17.9%	29.9%
Inadequate World Bank Group's staffing in Togo	12.4%	8.0%
Not willing to honestly criticize policies and reform efforts in the country	18.6%	14.4%
Staff too inaccessible	3.4%	4.6%
Not collaborating enough with private sector	15.9%	15.5%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.8%	2.3%
Not collaborating enough with civil society	12.4%	16.1%
Not aligned with country priorities	3.4%	6.3%
Not adequately sensitive to political/social realities in Togo	10.3%	9.8%
Too influenced by developed countries	5.5%	10.3%
World Bank Group's processes too slow and complex*	35.9%	21.8%
Not adequately flexible in changing country circumstances	6.2%	5.7%
Not sufficiently focused on sustainable results	9.0%	6.9%
Inadequate level of real-time advice and guidance	2.8%	4.6%
Inadequate number of innovative knowledge products and services	3.4%	4.0%
Inadequate number of innovative financial products and services	5.5%	2.3%
Other	2.8%	2.9%
Don't know	8.3%	13.2%

\*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 Togo, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Togo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Judiciary reform	3.4%	7.7%
Economic growth	12.1%	16.0%
Disaster risk management	3.4%	1.1%
Equality of opportunity (i.e., social inclusion)	6.0%	6.1%
Communicable/non-communicable diseases	0.7%	2.8%
Information and communications technology	4.0%	6.1%
Transport (e.g., roads, bridges, transportation)	14.1%	14.9%
Agriculture and rural development*	32.2%	51.4%
Trade and exports	2.7%	0.6%
Crime and violence	0.0%	0.6%
Natural resource management (non-renewables)	4.0%	1.1%
Climate change (e.g., mitigation, adaptation)	7.4%	4.4%
Poverty reduction	27.5%	27.6%
National debt	2.0%	0.6%
Anti-corruption	15.4%	15.5%
Energy*	11.4%	5.5%
Water and sanitation	10.7%	10.5%
Global pandemics (e.g., COVID-19)	4.7%	2.2%
Job creation/employment	24.2%	21.0%
Health	24.2%	21.0%
Financial markets	1.3%	1.1%
Social protection	8.1%	7.2%
Gender equity	2.7%	4.4%
Private sector development	17.4%	19.3%
Education	22.8%	22.1%
Public sector governance/reform	17.4%	10.5%
Global/regional integration	0.7%	2.2%
Food security	2.7%	5.5%
Urban development*	10.1%	1.1%
Pollution	1.3%	0.6%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Togo solve its most complicated development challenges?	129	7.65	1.89	136	7.50	2.34

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Togo?	104	5.04	2.26	93	4.98	2.42

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	126	7.14	2.13	134	6.40	2.34
Flexibility (in terms of the institution's products and services)*	119	6.08	2.26	106	5.37	2.06
Flexibility (in terms of changing country circumstances)*	119	6.38	2.23	111	5.68	2.20
Being inclusive*	124	7.26	1.99	118	6.50	2.12
Openness (sharing data and other information)*	128	7.27	2.02	127	6.64	2.01
Collaboration with the Government*	136	8.23	1.54	149	7.76	1.87
The speed in which it gets things accomplished on the ground*	131	6.53	2.16	121	5.74	2.31
Helping to bring discipline/effective supervision to implementation of investment projects	126	7.35	2.00	131	7.07	2.12
Collaboration with civil society*	108	6.37	2.13	113	5.41	2.08
Staff accessibility*	115	6.76	2.25	104	5.49	2.41
Collaboration with other donors and development partners*	98	7.24	1.94	107	6.73	1.85
Collaboration with the private sector*	97	6.41	2.14	109	5.47	2.12
Straightforwardness and honesty*	105	7.51	2.21	110	6.70	2.28
Treating clients and stakeholders in Togo with respect*	124	7.81	1.92	119	7.18	1.98
Being a long-term partner*	123	8.06	1.82	118	7.43	2.01
Acting with compassion and empathy	87	6.28	2.33	88	5.84	2.27
Insisting on accountability through its lending	122	8.02	1.77	121	7.61	2.23
Measuring results effectively	124	7.89	1.84	123	7.27	2.21

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	126	6.32	2.71	114	5.13	2.79
The World Bank Group effectively monitors and evaluates the projects and programs it supports	137	7.88	1.84	149	7.71	2.10
The World Bank Group's approvals and reviews are done in a timely fashion*	130	7.25	2.19	130	6.48	2.31
The World Bank Group's Environmental and Social Framework requirements are reasonable*	120	7.58	2.03	110	6.79	2.13
The World Bank Group's conditions on its lending are reasonable*	93	7.20	2.09	91	6.02	2.39
The World Bank Group takes decisions quickly in Togo*	102	6.65	2.23	99	5.88	2.15
Working with the World Bank Group increases Togo's institutional capacity*	133	7.77	2.05	144	7.26	2.22

*\*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 about the World Bank Group in Togo?***(1- Strongly disagree, 10- Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Togo	126	7.30	2.17	126	6.90	2.30
The World Bank Group meets Togo's needs for knowledge services*	123	7.15	2.05	125	6.54	2.30

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance to the Togo government's efforts to support citizens throughout this crisis?	91	7.67	1.92	109	7.26	2.31

*(1- Not useful at all, 10-Very useful)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	115	7.95	1.87	138	7.75	2.21

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	94	7.16	2.09	122	6.81	2.32
To develop better and stronger data collection/analytics systems within the Government*	104	7.56	1.77	127	7.00	2.20
To strengthen the country's crisis preparedness	107	7.56	1.93	126	7.12	2.15

*\*Significantly different between collaborators and non-collaborators*

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	59	7.02	2.35	61	6.10	2.47
Gender equity	84	7.24	2.16	98	6.67	2.04
Private sector development	82	6.71	2.03	97	6.35	2.18
Education*	110	7.68	1.88	121	7.02	2.25
Public sector governance/reform	98	7.38	2.13	108	6.94	2.15
Global/regional integration	64	7.11	2.22	78	7.05	2.11
Food security	84	7.36	1.95	106	6.94	2.02
Urban development	87	7.40	2.09	88	6.83	2.09
Energy	92	7.38	2.00	99	6.96	2.19
Water and sanitation*	89	7.53	1.93	105	6.86	2.17
Pollution*	67	6.90	2.28	71	6.04	2.19
Job creation/employment*	89	7.04	2.34	98	6.08	2.19
Health*	96	7.84	1.87	104	6.92	2.20
Financial markets	48	6.25	1.88	66	6.74	2.06
Transport (e.g., roads, bridges, transportation)*	93	7.57	1.91	100	6.95	2.19
Agriculture and rural development*	108	7.69	1.94	120	7.14	2.05
Trade and exports	58	6.21	2.03	59	5.93	1.89
Crime and violence	42	5.33	2.23	52	5.40	2.17
Natural resource management (non-renewables)*	66	7.09	2.19	76	6.28	2.32
Climate change (e.g., mitigation, adaptation)*	82	7.60	2.09	91	6.79	2.29
Poverty reduction	113	7.49	1.95	120	7.02	2.28
Anti-corruption	74	6.24	2.45	84	5.62	2.65
Judiciary reform	59	6.02	2.32	84	5.93	2.49
Economic growth	86	7.43	1.92	103	6.98	2.16
Disaster risk management*	78	7.32	2.06	93	6.62	2.26
Equality of opportunity (i.e., social inclusion)	78	7.12	1.96	91	6.57	2.23
Communicable/non-communicable diseases	76	7.38	2.10	101	6.92	2.20
Information and communications technology*	68	6.97	1.92	85	6.07	2.27

\*Significantly different between collaborators and non-collaborators

**The World Bank Group has provided fast track support to Togo related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Supporting health interventions for saving lives*	86	7.77	1.83	98	7.11	2.35
Education*	81	7.22	2.00	94	6.28	2.33
Protecting poor people*	93	7.58	1.96	109	6.68	2.46
Ensuring sustainable business growth and job creation*	63	6.76	1.91	78	5.78	2.58
Strengthening policies, institutions and investments for rebuilding better	64	7.06	2.02	92	6.54	2.42
Macroeconomic stability and transparent debt management	57	7.39	1.97	78	6.73	2.17

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	101	7.06	2.13	91	6.52	2.19
Include appropriate level of stakeholder involvement during preparation*	104	7.40	1.89	105	6.35	2.39
Lead to practical solutions*	113	7.44	2.12	109	6.76	2.37
Are source of relevant information on global good practices*	111	8.04	1.79	115	7.43	1.95
Are adequately disseminated*	112	7.12	2.20	113	5.94	2.52
Are translated enough into local language	82	4.40	2.69	104	4.05	2.71
Are adaptable to Togo's specific development challenges and country circumstances	109	7.41	2.04	119	6.88	2.29

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	115	7.30	2.04	139	7.01	2.44

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	118	7.59	1.92	126	7.19	2.06

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

**F. The future role of the World Bank Group in Togo**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Offer more real-time advice and guidance	6.4%	8.1%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	24.1%	27.9%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	5.0%	5.8%
Offer more innovative financial products and services	12.8%	11.6%
Ensure greater selectivity in its work	7.8%	4.7%
Provide more adequate data/knowledge/statistics/figures on Togo's economy	3.5%	4.1%
Engage more effectively with civil society (e.g., NGOs, CBOs)	18.4%	22.1%
Increase the level of capacity development in the country	19.1%	16.3%
Engage more directly with beneficiaries	23.4%	19.2%
Improve the quality of its experts as related to Togo's specific challenges	7.8%	7.0%
Engage more effectively with private sector	17.7%	16.9%
Offer more innovative knowledge products and services	6.4%	4.1%
Collaborate more effectively with Government clients	9.2%	4.1%
Work faster	10.6%	7.0%
Reduce the complexity of obtaining World Bank Group financing*	22.0%	32.0%
Other*	0.0%	4.1%

\*Significantly different between collaborators and non-collaborators





## Appendix D: Responses to Selected Questions by Year<sup>24</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2021 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 = 475
- FY 2021 Number of comparable respondents = 334

*By weighting, the FY 2017 and FY 2021 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 2021
Office of the President/Prime Minister/Minister	6.5%	6.5%
Government Institutions	51.5%	51.5%
Local Government	4.0%	4.0%
Bilateral/Multilateral Agency	2.5%	2.5%
Civil Society	20.5%	20.5%
Private Sector	8.0%	8.0%
Academia/Research Institute/Think Tank	4.5%	4.5%
Media	2.5%	2.5%

### A. Overall Context

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

Percentage of Respondents	FY 2017	FY 2021
The right direction	66.9%	88.2%
The wrong direction	14.6%	1.6%
Not sure	18.5%	10.2%

\*Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Togo? <sup>i</sup>	431	6.23	2.63	321	6.26	2.55

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

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). For this calculation, question B1\_1 that refers to the World Bank was compared to question B1 from FY 2017 – “How familiar are you with the work of the World Bank Group in Togo”.

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, the World Bank Group currently plays a relevant role in development in Togo	416	7.64	2.41	308	7.66	2.18
The World Bank Group's work is aligned with what I consider the development priorities for Togo	385	6.96	2.57	294	7.13	2.23

<sup>24</sup> Only those questions that were asked both in FY 2017 and FY 2021 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 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Togo.* <sup>i</sup>	394	6.95	2.40	290	7.33	2.02

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

\*Significantly different between FY2017 and FY2021

<sup>i</sup> In FY 2021, this question was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). For this calculation, question B4\_1 that refers to the World Bank was compared to question B2 from FY 2017 – “Overall, please rate your impression of the World Bank Group's effectiveness in Togo.”

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Togo?*	395	7.02	2.08	303	7.38	2.07

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2017 and FY2021

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

Percentage of Respondents	FY 2017	FY 2021
To a fully sufficient degree	11.5%	26.9%
To a somewhat sufficient degree	40.2%	47.5%
To a somewhat insufficient degree	23.3%	8.4%
To a very insufficient degree	16.5%	6.6%
Don't know	8.5%	10.6%

\*Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Togo?	229	4.94	2.41	199	5.09	2.33

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

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	268	5.73	2.49	256	6.76	2.30
Flexibility (in terms of the institution's products and services)	248	5.49	2.29	217	5.69	2.18
Flexibility (in terms of changing country circumstances)	252	5.93	2.19	225	6.09	2.29
Being inclusive	229	6.48	2.56	235	6.88	2.16
Openness (sharing data and other information)	272	6.92	2.17	245	7.01	2.04
Collaboration with the Government	359	7.79	2.09	279	8.04	1.73
The speed in which it gets things accomplished on the ground*	313	6.75	2.29	246	6.14	2.26
Helping to bring discipline/effective supervision to implementation of investment projects	328	7.12	2.26	252	7.28	2.05
Collaboration with civil society	287	5.84	2.56	220	5.79	2.21
Staff accessibility*	283	5.43	2.49	216	6.16	2.45
Collaboration with other donors and development partners	260	7.02	2.12	199	7.06	1.90
Collaboration with the private sector	255	5.72	2.44	204	5.88	2.18
Straightforwardness and honesty	256	7.39	2.27	214	7.16	2.29
Treating clients and stakeholders in Togo with respect	298	7.51	2.20	238	7.58	1.96
Being a long-term partner*	334	8.30	1.80	235	7.81	1.91

\* Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	316	4.89	2.81	236	5.74	2.81
The World Bank Group effectively monitors and evaluates the projects and programs it supports	381	7.75	2.20	282	7.92	1.94
The World Bank Group's approvals and reviews are done in a timely fashion*	323	5.97	2.37	258	6.92	2.26
The World Bank Group's Environmental and Social Framework requirements are reasonable	239	6.98	2.16	228	7.26	2.12
The World Bank Group's conditions on its lending are reasonable	244	6.38	2.54	178	6.60	2.34
The World Bank Group takes decisions quickly in Togo*	263	5.35	2.56	197	6.27	2.24
Working with the World Bank Group increases Togo's institutional capacity*	358	6.96	2.41	267	7.56	2.16

\* Significantly different between FY2017 and FY2021

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Togo*	375	6.55	2.40	246	7.15	2.27
The World Bank Group meets Togo's needs for knowledge services*	330	5.96	2.33	238	6.88	2.21

\* Significantly different between FY2017 and FY2021



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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection*	204	5.22	2.59	115	6.67	2.43
Gender equity*	192	5.44	2.51	181	7.03	2.15
Private sector development*	246	5.42	2.34	175	6.63	2.12
Education*	334	6.95	2.31	230	7.38	2.14
Public sector governance/reform*	280	5.71	2.43	202	7.24	2.15
Global/regional integration*	191	6.06	2.32	143	7.24	2.07
Food security <sup>i</sup>				189	7.25	1.97
Urban development*	232	5.83	2.20	177	7.20	2.08
Energy*	228	5.80	2.27	187	7.19	2.09
Water and sanitation*	274	6.39	2.22	195	7.19	2.11
Pollution <sup>i</sup>				140	6.50	2.18
Job creation/employment*	258	5.34	2.44	184	6.67	2.30
Health*	291	6.49	2.28	198	7.42	2.01
Financial markets <sup>i</sup>				115	6.63	2.02
Transport <sup>i</sup>				193	7.26	2.12
Agriculture and rural development*	318	6.73	2.25	226	7.42	2.01
Trade and exports*	172	4.90	2.12	116	6.14	1.96
Crime and violence <sup>i</sup>				93	5.45	2.15
Natural resource management*	220	5.88	2.43	145	6.75	2.24
Climate change*	259	6.50	2.34	174	7.30	2.18
Poverty reduction*	323	6.54	2.45	230	7.28	2.15
Anti-corruption*	231	4.75	2.62	152	5.98	2.58
Judiciary reform <sup>i</sup>				143	5.92	2.42
Economic growth*	270	6.29	2.20	187	7.23	2.11
Disaster risk management*	276	6.57	2.34	175	7.01	2.19
Equality of opportunity*	205	5.40	2.37	167	6.87	2.16
Communicable/non-communicable diseases <sup>i</sup>				173	7.15	2.14
Information and communications technology*	198	5.37	2.35	149	6.52	2.18

\*Significantly different between FY2017 and FY2021

<sup>i</sup> Only FY21 questionnaire had this response option

### 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 2021
Weekly	9.8%	10.6%
Monthly	17.2%	14.7%
A few times a year	29.6%	39.4%
Rarely	29.1%	28.2%
Never	14.3%	7.1%

\*Significantly different between FY2017 and FY2021

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

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

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

	FY 2017			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely	308	7.20	2.05	189	6.84	2.17
Include appropriate level of stakeholder involvement during preparation*	276	6.44	2.25	205	6.91	2.23
Lead to practical solutions*	273	6.48	2.03	218	7.16	2.30
Are source of relevant information on global good practices	301	7.48	1.80	220	7.75	1.91
Are adequately disseminated*	304	6.07	2.39	217	6.51	2.41
Are translated enough into local language*	272	3.67	2.45	188	4.22	2.74
Are adaptable to Togo's specific development challenges and country circumstances*	312	6.74	2.12	229	7.21	2.21

\*Significantly different between FY2017 and FY2021

	FY 2017			FY 2021		
	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?*	370	7.61	2.09	252	7.18	2.23
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	363	7.42	2.00	244	7.41	2.04

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

\*Significantly different between FY2017 and FY2021

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2017	FY 2021
Never	27.6%	27.2%
Less than once a year	12.5%	12.5%
Once a year to a few times a year	35.0%	36.9%
Less than once a month	5.5%	5.4%
At least once a month	15.1%	9.9%
At least once a week	4.4%	8.0%

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

(Select only ONE response)

Percentage of Respondents	FY 2017	FY 2021
High speed/WiFi	76.8%	80.8%
Dial-up	23.2%	19.2%



## 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?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	6.95	7.64
Overall the World Bank Group currently plays a relevant role in development in Togo	7.36	8.11
The World Bank Group's work is aligned with what I consider the development priorities for Togo	6.73	7.60
Overall, please rate your impression of the World Bank's effectiveness in Togo.	6.77	7.76
Overall, please rate your impression of the IFC's effectiveness in Togo.	5.91	6.21
To what extent does the World Bank Group's work help to achieve development results in Togo?	6.98	7.79
To what extent does the World Bank Group influence the development agenda in Togo?	7.29	7.82
Responsiveness to needs	6.40	7.14
Flexibility (in terms of the institution's products and services)	5.37	6.08
Flexibility (in terms of changing country circumstances)	5.68	6.38
Being inclusive	6.50	7.26
Openness (sharing data and other information)	6.64	7.27
Collaboration with the Government	7.76	8.23
The speed in which it gets things accomplished on the ground	5.74	6.53
Helping to bring discipline/effective supervision to implementation of investment projects	7.07	7.35
Collaboration with civil society	5.41	6.37
Staff accessibility	5.49	6.76
Collaboration with other donors and development partners	6.73	7.24
Collaboration with the private sector	5.47	6.41
Straightforwardness and honesty	6.70	7.51
Treating clients and stakeholders in Togo with respect	7.18	7.81
Being a long-term partner	7.43	8.06
The World Bank Group takes decisions quickly in Togo	5.88	6.65
The World Bank Group's financial instruments meet the needs of Togo	6.90	7.30
The World Bank Group meets Togo's needs for knowledge services	6.54	7.15
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	7.75	7.95
In Togo, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Togo's specific development challenges and country circumstances	6.88	7.41
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.01	7.30
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.19	7.59

Yellow highlight indicates significant difference between Yes and No means.

## Appendix F: Togo FY21 COS Questionnaire



### **World Bank Group Country Survey FY 2021 – Togo**

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

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

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

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

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

## SECTION A: OVERALL CONTEXT

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

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

A3. Listed below are a number of development priorities in Togo. Please identify which of the following you consider the most important development priorities in Togo. (Choose no more than THREE)			
1	Natural resource management (e.g., oil, gas, gold, mining)	19	Communicable/non-communicable diseases)
2	Global/regional integration	20	Support to refugees and host communities
3	Global pandemics (e.g., COVID-19)	21	National debt
4	Education	22	Agriculture and rural development
5	Security/stabilization/reconstruction	23	Social cohesion
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Social protection (e.g., pensions, targeted social assistance)
7	Gender equity (closing the gap between women and men, and boys and girls)	25	Climate change (e.g., mitigation, adaptation)
8	Private sector development	26	Poverty reduction
9	Urban development	27	Anti-corruption
10	Energy	28	Crime and violence
11	Water and sanitation	29	Economic growth
12	Regional conflict and tensions	30	Local governance and institutions
13	Pollution	31	Disaster risk management
14	Job creation/employment	32	Equality of opportunity (i.e., social inclusion)
15	Health	33	Transport (e.g., roads, bridges, transportation)
16	Financial markets	34	Trade and exports
17	Gender based violence	35	Information and communications technology
18	Food security		



## 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 Togo? (Choose no more than THREE)**

1	Information and communications technology	18	Water and sanitation
2	Disaster risk management	19	Gender based violence
3	Equality of opportunity (i.e., social inclusion)	20	Job creation/employment
4	Support to refugees and host communities	21	Health
5	Local governance and institutions	22	Security/stabilization/reconstruction
6	Economic growth	23	Food security
7	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	25	Gender equity (closing the gap between women and men, and boys and girls)
9	Trade and exports	26	Private sector development
10	Crime and violence	27	Education
11	Climate change (e.g., mitigation, adaptation)	28	Global/regional integration
12	Transport (e.g., roads, bridges, transportation)	29	Financial markets
13	Social cohesion	30	Regional conflict and tensions
14	Energy	31	Urban development
15	Anti-corruption	32	Natural resource management (e.g., oil, gas, gold, mining)
16	Communicable/non-communicable diseases	33	Pollution
17	National debt		

**A5. The COVID-19 pandemic has stressed many aspects of Togo's growth and development. In which areas would you like to see the Togo's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)**

1	Nutrition/food security
2	Public service delivery (e.g., strengthening policies, institutions)
3	Ensuring sustainable business growth and job creation
4	Ensuring that girls and women have equal access to job opportunities
5	Providing direct financial support to businesses (business support packages)
6	Ensuring that girls and women have equal access to health care/health services
7	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
8	Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved
9	Education
10	Healthcare
11	Economic growth
12	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
13	Other (please specify): _____

## SECTION A: OVERALL CONTEXT

**A6. When economic and/or social reform efforts fail or are slow to take place in Togo, which of the following would you attribute this to? (Choose no more than TWO)**

1	Inadequate funding
2	Ongoing conflict and instability
3	Inadequate level of private sector participation
4	Inadequate level of citizen/civil society participation
5	Inadequate level of donor coordination
6	Political pressures and obstacles
7	Reforms are not well thought out in light of country challenges
8	Inadequate level of government accountability
9	Inadequate level of capacity in the government
10	Corruption
11	Pressure from outside interest groups (e.g., private sector, unions)
12	Other (please specify): _____

**A7. 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 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	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Regional development banks (e.g., the Development Bank of Central African States (BDEAC), the African Development Bank)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The Bank of Central African States (BEAC)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	International private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Domestic private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	International civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Domestic civil society (e.g., NGOs, CBOs)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Youth organizations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Faith-based institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	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"/>
16	International media and their web presence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	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

**A8. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in Togo. (Choose no more than TWO)**

1	None. I do not consider Togo a fragile state.
2	Low levels of political and economic inclusion
3	Crime and violence
4	High influx of refugees/migrants
5	Lack of access to development finance
6	Policy inconsistency
7	Weak social cohesion
8	Weak institutional capacity
9	Food insecurity
10	High levels of corruption
11	Weak accountability
12	Lack of security (i.e., conflict and violence)
13	Political uncertainty
14	Other (please specify): _____

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

B1. How familiar are you with the work of these organizations in Togo?											
		Not familiar at all								Extremely familiar	
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10

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

B4. Overall, please rate your impression of the effectiveness of these organizations in Togo.													
		Not effective at all										Very effective	Don't know
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

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

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

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

### B8. When thinking about the World Bank Group's role in Togo, which activity do you VALUE the most? (Choose no more than TWO)

1	Strategy formulation (e.g., Country Partnership Framework, Prevention and Resilience Allocation, etc.)
2	Promoting knowledge sharing
3	Implementation support
4	Bringing together different groups of stakeholders
5	Capacity development related to World Bank Group supported projects
6	Technical assistance
7	Formal policy advice, studies, analyses
8	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
9	Global advocacy
10	Financial resources
11	Data and statistics
12	Mobilizing third party financial resources
13	Donor coordination
14	Reimbursable Advisory Services (RAS)
15	Other (please specify): _____

### B9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Togo? (Choose no more than TWO)

1	Inadequate number of innovative knowledge products and services
2	Inadequate number of innovative financial products and services
3	Not focused enough on issues that are unique to post-conflict countries
4	Not collaborating enough with private sector
5	Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN
6	Not aligned with country priorities
7	Not adequately sensitive to political/social realities in Togo
8	Too influenced by developed countries
9	World Bank Group's processes too slow and complex
10	Not adequately flexible in changing country circumstances
11	Not sufficiently focused on sustainable results
12	Not collaborating enough with civil society (e.g., NGOs, CBOs)
13	Not enough public disclosure of its work
14	Arrogant in its approach
15	Inadequate World Bank Group's staffing in Togo
16	Inadequate level of real-time advice and guidance
17	Not willing to honestly criticize policies and reform efforts in the country
18	Staff too inaccessible
19	Other (please specify): _____
20	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 Togo, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Togo? (Choose no more than THREE)**

1	Gender based violence	19	Pollution
2	Regional conflict and tensions	20	Disaster risk management
3	Support to refugees and host communities	21	Economic growth
4	Job creation/employment	22	Equality of opportunity (i.e., social inclusion)
5	Health	23	Communicable/non-communicable diseases
6	Water and sanitation	24	Local governance and institutions
7	Global pandemics (e.g., COVID-19)	25	Information and communications technology
8	Social protection (e.g., pensions, targeted social assistance)	26	Transport (e.g., roads, bridges, transportation)
9	Natural resource management (e.g., oil, gas, gold, mining)	27	Agriculture and rural development
10	Private sector development	28	Trade and exports
11	Education	29	Crime and violence
12	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30	Gender equity (closing the gap between women and men, and boys and girls)
13	Security/stabilization/reconstruction	31	Social cohesion
14	Global/regional integration	32	Climate change (e.g., mitigation, adaptation)
15	Food security	33	Poverty reduction
16	Urban development	34	National debt
17	Energy	35	Anti-corruption
18	Financial markets		

**B11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)**

1	Development institution	9	Impact Investor
2	Investment Bank	10	Venture Capital
3	Asset Manager	11	Innovation and Entrepreneurship
4	Multi-lateral financial institution	12	Public-private partnerships
5	Private Sector Solutions	13	None of these
6	World Bank	14	Other (please specify): _____
7	Financial Advisory Solutions	15	Do not have enough information to say
8	Thought leader		

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

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

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

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

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

To what extent do you agree/disagree with the following statements?												
		Strongly disagree								Strongly agree		Don't know
<b>C19</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C20</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C22</b>	The World Bank Group's Environmental and Social Framework requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C23</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C24</b>	The World Bank Group takes decisions quickly in Togo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C25</b>	Working with the World Bank Group increases Togo's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

To what extent do you agree/disagree with the following statements about the World Bank Group in Togo?												
		Strongly disagree								Strongly agree		Don't know
<b>C26</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Togo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C27</b>	The World Bank Group meets Togo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>C28. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Togo government's efforts to support citizens throughout this crisis?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not useful at all								Very useful		Don't know		

<b>C29. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all								Very important		Don't know		



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

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

C33. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in Togo?											
1	2	3	4	5	6	7	8	9	10		
To no degree at all									To a very significant degree	Don't know	
											<input type="checkbox"/>

C34. 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 Togo? (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 Togo?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	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	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Natural resource management (e.g., oil, gas, gold, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Anti-corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Support to refugees and host communities	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Gender based violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

**D2. The World Bank Group has provided fast track support to Togo related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:**

		Not effective at all										Very effective	N/A	Don't know
1	Supporting health interventions for saving lives	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
3	Protecting poor people (social assistance/ social safety nets)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
4	Ensuring sustainable business growth and job creation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
5	Strengthening policies, institutions and investments for rebuilding better	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>
6	Macroeconomic stability and transparent debt management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	<input type="checkbox"/>

## 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 Togo, to what extent do you believe that the World Bank Group's knowledge work and activities:												
		To no degree at all					To a very significant degree					Don't know
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 Togo'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 TOGO

### F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Togo? (Choose no more than TWO)

1	Increase the level of World Bank Group staffing in Togo's office
2	Offer more real-time advice and guidance
3	Increase availability of Reimbursable Advisory Services (RAS)
4	Help to bring discipline/effective supervision to implementation of World Bank Group projects
5	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
6	Offer more innovative financial products and services
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Togo's economy
9	Engage more effectively with civil society (e.g., NGOs, CBOs)
10	Increase the level of capacity development in the country
11	Engage more directly with beneficiaries
12	Improve the quality of its experts as related to Togo's specific challenges
13	Engage more effectively with private sector
14	Offer more innovative knowledge products and services
15	Collaborate more effectively with Government clients (e.g., national, state, local)
16	Work faster
17	Reduce the complexity of obtaining World Bank Group financing
18	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 Togo?	B. Which THREE areas below would benefit most from other donors in Togo?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender-based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	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	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
8	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
9	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
10	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
12	Food security	<input type="checkbox"/>	<input type="checkbox"/>
13	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
14	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

**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	Academia/think tanks/research institutes	9	Regional organizations (e.g., Communauté Economique et Monétaire de l'Afrique Centrale (CEMAC), Commission du Bassin du Lac Togo (CBLT), Communauté Economique des Etats de l'Afrique Centrale (CEEAC), Union Africaine (UA))
2	Media	10	Youth/university groups
3	Peace keeping forces	11	Private sector
4	UN agencies	12	NGOs/Community Based Organizations
5	Donor community	13	Local government
6	Emerging donors	14	Foundations
7	Beneficiaries	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 Togo? (Select no more than TWO)**

1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations High Commissioner for Refugees (UNHCR)
5	International Organization for Migration (IOM)
6	The Red Cross
7	The United Nations International Children's Emergency Fund (UNICEF)
8	The International Committee of the Red Cross (ICRC)
9	French Cooperation Agency (AFD)
10	European Union (EU)
11	None. I don't believe the World Bank Group needs to partner with other development organizations.
12	Don't know

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in Togo?</b>	
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

<b>G2. How do you get most of your information about economic and social development issues in Togo? (Choose no more than TWO)</b>			
1	Local radio	6	International television
2	International radio	7	Periodicals
3	Local newspapers	8	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	International newspapers		
5	Local television	9	Other (please specify): _____

<b>G3. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>			
1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Webinars or online events hosted by the World Bank Group
4	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	Interviews and press conferences for the Togo's media

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

<b>G5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	
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

<b>H1. Which of the following best describes your current affiliation? (Select only ONE response)</b>			
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)		

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
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): _____

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

<b>H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Togo? (Select only ONE response)</b>	
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 Togo? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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	Chari Baguirmi
2	Mayo-Kebbi Est ou Ouest
3	Mandoul
4	Hadjar Lamis
5	Logone Oriental
6	Logone Occidental
7	Ouaddai
8	Tandjilé
9	Moyen Chari
10	Salamat
11	N'Djamena

**Thank you for completing the survey!**