



World Bank Group Country Survey FY 2021 – Côte d’Ivoire

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

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

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

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

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

SECTION A: OVERALL CONTEXT

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

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

A3. Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)			
1	Energy	13	Anti-corruption
2	Water and sanitation	14	Economic growth
3	Job creation/employment	15	Local governance and institutions
4	Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	16	Equality of opportunity (i.e., social inclusion)
5	Global pandemics (e.g., COVID-19)	17	Information and communications technology
6	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
7	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
8	Private sector development	20	Trade and exports
9	Education	21	Social cohesion
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management (e.g., forest, water, mining, oil)
11	Food security	23	Climate change (e.g., mitigation, adaptation)
12	Urban development	24	Poverty reduction

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 Côte d'Ivoire? (Choose no more than THREE)			
1	Transport (e.g., roads, bridges, transportation)	13	Food security
2	Social cohesion	14	Urban development
3	Economic growth	15	Anti-corruption
4	Equality of opportunity (i.e., social inclusion)	16	Water and sanitation
5	Local governance and institutions	17	Job creation/employment
6	Information and communications technology	18	Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)
7	Social protection (e.g., pensions, targeted social assistance)	19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Agriculture and rural development	20	Gender equity (closing the gap between women and men, and boys and girls)
9	Trade and exports	21	Private sector development
10	Climate change (e.g., mitigation, adaptation)	22	Education
11	Energy	23	Natural resource management (e.g., forest, water, mining, oil)
12	Global pandemics (e.g., COVID-19)		

A5. The COVID-19 pandemic has stressed many aspects of Côte d'Ivoire's growth and development. In which areas would you like to see the Côte d'Ivoire 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	Insuring better revenues to farmers
2	Providing financial support to low-income households
3	Streamlining COVID-19 testing and results procedure for travelers and non-travelers
4	Education (i.e., ensuring better quality of education in schools and universities)
5	Healthcare
6	Fair and equal distribution of a COVID-19 vaccine
7	Economic growth
8	Poverty and inequality (e.g., strengthening the social safety net, social assistance)
9	Nutrition/food security
10	Public service delivery (e.g., strengthening policies, institutions)
11	Ensuring sustainable business growth and job creation
12	Ensuring that girls and women have equal access to job opportunities
13	Providing direct financial support to businesses (business support packages)
14	Ensuring that girls and women have equal access to health care/health services
15	Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens
16	Other (please specify): _____

SECTION A: OVERALL CONTEXT

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

1	Inadequate level of donor coordination
2	Reforms are not well thought out in light of country challenges
3	Political pressures and obstacles
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Inadequate level of government accountability
7	Inadequate level of capacity in the government
8	Corruption
9	Pressure from outside interest groups (e.g., private sector, unions)
10	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 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., AfDB, BOAD)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	The Central Bank of West African States (BCEAO)	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. Thinking more specifically about a coronavirus/COVID-19 vaccine that is made available in your country, please indicate whether you agree/disagree with each of the following statements.

		Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree	Don't know
1	The COVID-19 vaccine is safe	1	2	3	4	5	<input type="checkbox"/>
2	The COVID-19 vaccine is effective	1	2	3	4	5	<input type="checkbox"/>
3	I will get the COVID-19 vaccine if I can	1	2	3	4	5	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

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

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

B5. To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
		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 Côte d'Ivoire?												
		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 Côte d'Ivoire? (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 Côte d'Ivoire, which activity do you VALUE the most? (Choose no more than TWO)

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

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

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

1	Social protection (e.g., pensions, targeted social assistance)	13	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	14	Agriculture and rural development
3	Private sector development	15	Trade and exports
4	Education	16	Natural resource management (non-renewable: e.g., forest, water, mining, oil)
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Social cohesion
6	Food security	18	Climate change (e.g., mitigation, adaptation)
7	Urban development	19	Poverty reduction
8	Global pandemics (e.g., COVID-19)	20	Anti-corruption
9	Energy	21	Economic growth
10	Water and sanitation	22	Equality of opportunity (i.e., social inclusion)
11	Job creation/employment	23	Local governance and institutions
12	Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	24	Information and communications technology

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 the above
6	World Bank	14	Don't know
7	Financial advisory solutions	15	Other (please specify): _____
8	Thought leader		

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

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

To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C2	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C3	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C7	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C8	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C9	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C10	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C11	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C12	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C13	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C14	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C15	Treating clients and stakeholders in Côte d'Ivoire with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C16	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C17	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C18	Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C19	Measuring results effectively	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
C20	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C21	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"/>
C22	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"/>
C23	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"/>
C24	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C25	The World Bank Group takes decisions quickly in Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C26	Working with the World Bank Group increases Côte d'Ivoire'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 Côte d'Ivoire?												
		Strongly disagree								Strongly agree		Don't know
C27	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C28	The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C29. 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 Côte d'Ivoire government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
Not useful at all								Very useful		Don't know		

C30. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?												
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 Côte d'Ivoire's efforts ... ?													
		Not effectively at all										Very effectively	Don't know
		1	2	3	4	5	6	7	8	9	10		
C31	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C32	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C33	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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 Côte d'Ivoire? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	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	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Natural resource management (non-renewable: e.g., forest, water, mining, oil)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D2. The World Bank Group has provided fast track support to Côte d'Ivoire 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	2	3	4	5	6	7	8	9	10			
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 Côte d'Ivoire, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all					To a very significant degree					Don't know	
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 Côte d'Ivoire'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 CÔTE D'IVOIRE

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

1	Ensure greater selectivity in its work
2	Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy
3	Offer more innovative knowledge products and services
4	Collaborate more effectively with Government clients (e.g., national, state, local)
5	Work faster
6	Reduce the complexity of obtaining World Bank Group financing
7	Offer more real-time advice and guidance
8	Help to bring discipline/effective supervision to implementation of World Bank Group projects
9	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
10	Offer more innovative financial products and services
11	Engage more effectively with civil society (e.g., NGOs, CBOs)
12	Increase the level of capacity development in the country
13	Engage more directly with beneficiaries
14	Improve the quality of its experts as related to Côte d'Ivoire's specific challenges
15	Engage more effectively with private sector (including small and medium-sized enterprises - SMEs)
16	Other (please specify): _____

F2. 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	Youth/university groups	7	Parliament
2	Private sector	8	Foundations
3	Local government	9	Media
4	Beneficiaries	10	Academia/think tanks/research institutes
5	Donor community	11	Other (please specify): _____
6	NGOs/Community Based Organizations	12	Don't know

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Côte d'Ivoire?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)

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 Côte d'Ivoire's media

G3. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?

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

SECTION H: BACKGROUND INFORMATION

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

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

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

H4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Côte d'Ivoire? (Select only ONE response)	
1	The World Bank (IBRD/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 Côte d'Ivoire? (Choose no more than TWO)

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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	Abidjan
2	Outside Abidjan

Thank you for completing the survey!