

# FY 2021 Côte d'Ivoire Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



January 2022



## Acknowledgements

The Côte d'Ivoire Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the 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 Côte d'Ivoire country team and the local fielding agency Service Ivoirien d'Etudes et de Sondages (SIVES). In particular, SI is grateful for the support from Nguessan Enoh Ndri (External Affairs Officer) and Ndri Marie Ange Francisca Memel (Consultant), who coordinated the survey related activities from Abidjan, Côte d'Ivoire.



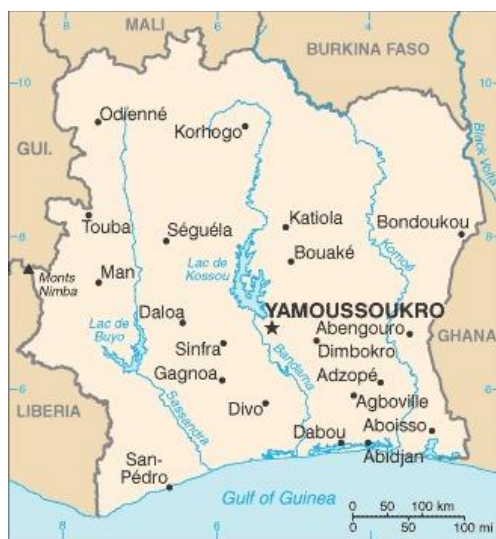
Country Opinion Surveys  
THE WORLD BANK GROUP



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## CÔTE D'IVOIRE





## I. Objectives

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

- *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 Côte d'Ivoire*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From August to September 2021, 500 stakeholders of the WBG in Côte d'Ivoire were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local 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 354 stakeholders participated in the survey (71% response rate). Respondents completed the questionnaire with a representative from the local fielding agency or received the questionnaire via mail and returned it accordingly.

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

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 63%, N=315). 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'18 COS report and the non-weighted data presented in appendices A, B, and C. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix D (page 73).

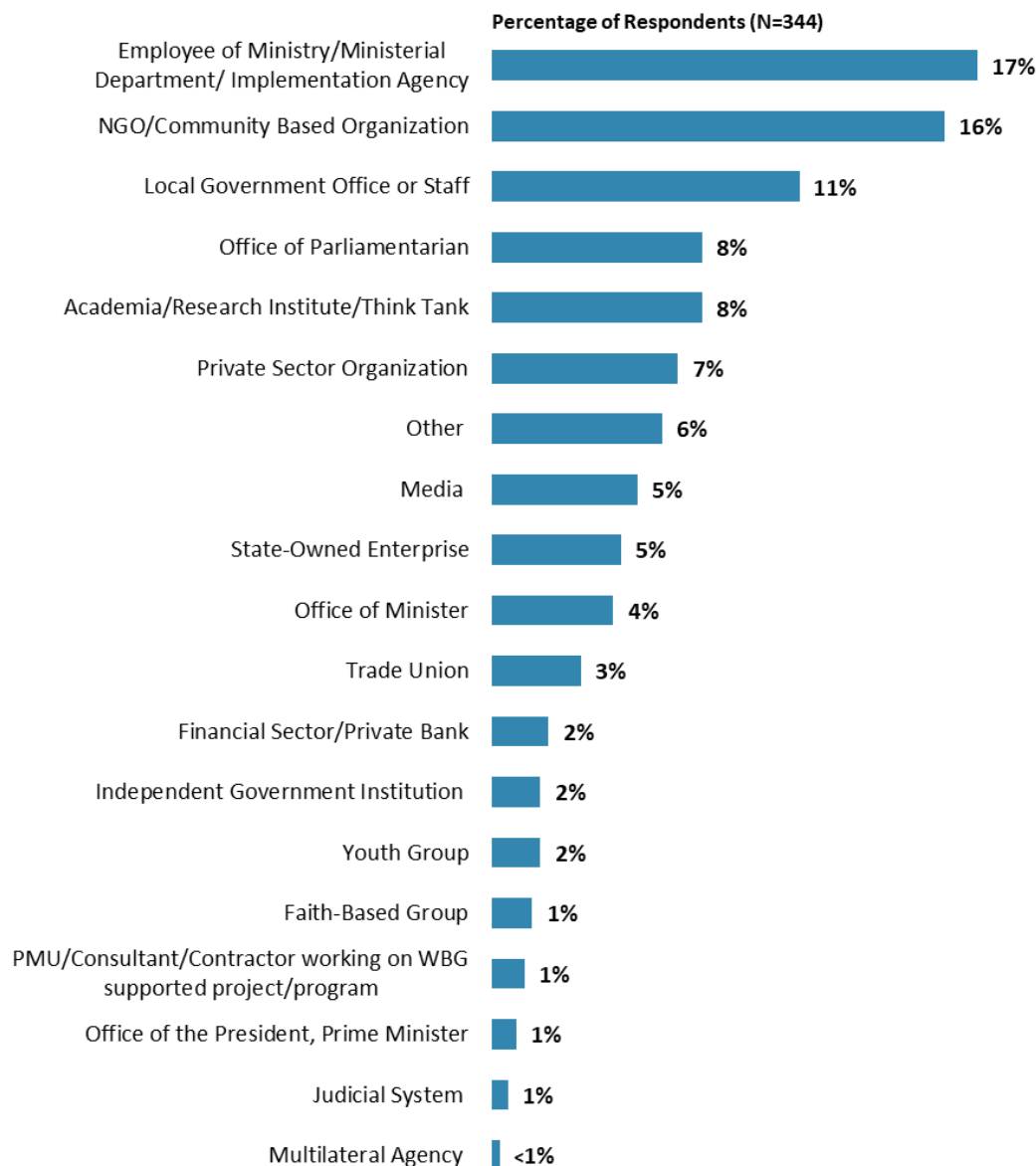
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendix A for data on all survey questions. Appendices B, C, and D present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Affiliation

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



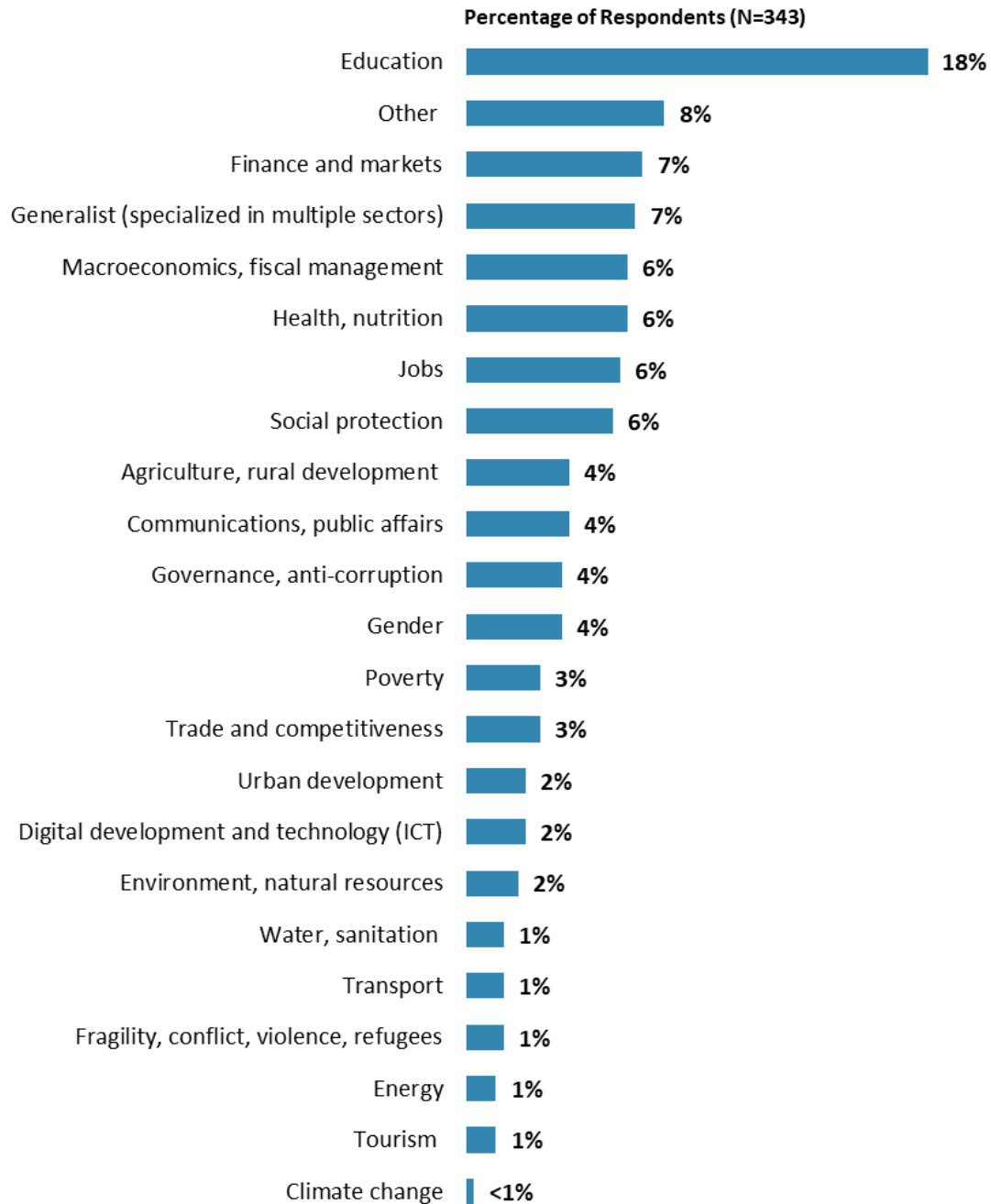
**“Which of the following best describes your current affiliation?”**  
(Respondents chose from a list.)

<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 ministries/ministerial departments/implementation agencies were combined with the respondents from PMUs/consultants/contractors working on WBG supported projects; respondents from independent government institutions, the judicial system, and state-owned enterprises were combined in the “Other Government Institutions/ Organizations” category; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGO/community-based organizations, trade unions, faith-based groups, and youth groups were included in the “CSO” category. The small number of the respondents from multilateral agencies were included in the “Other” category. There were no respondents from bilateral agencies and private foundations.



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

#### Area of Primary Specialization

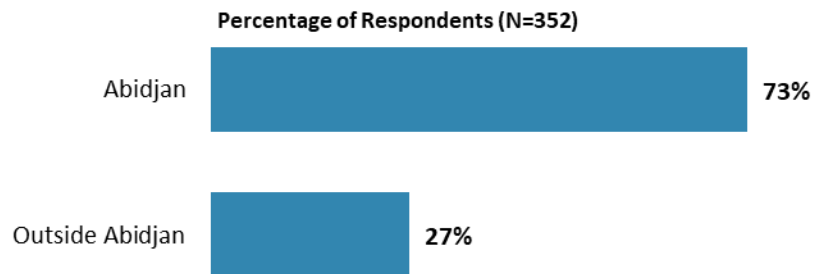


**"Please identify the primary specialization of your work."  
(Respondents chose from a list.)**



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

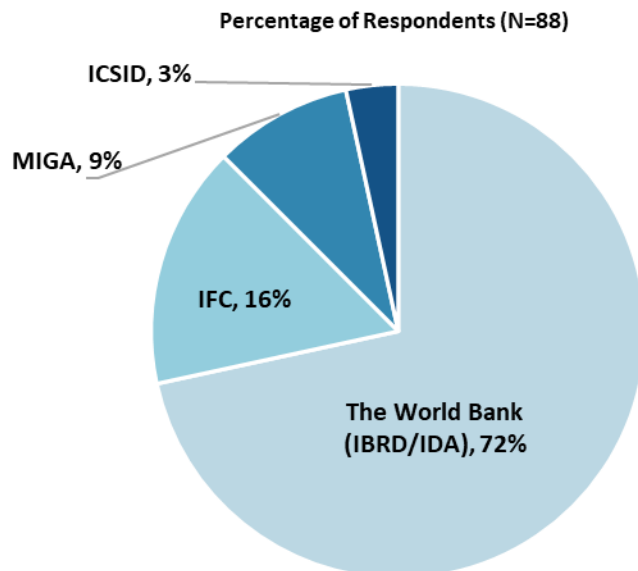
#### Geographic Locations



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

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#### Exposure to Agencies within the World Bank Group



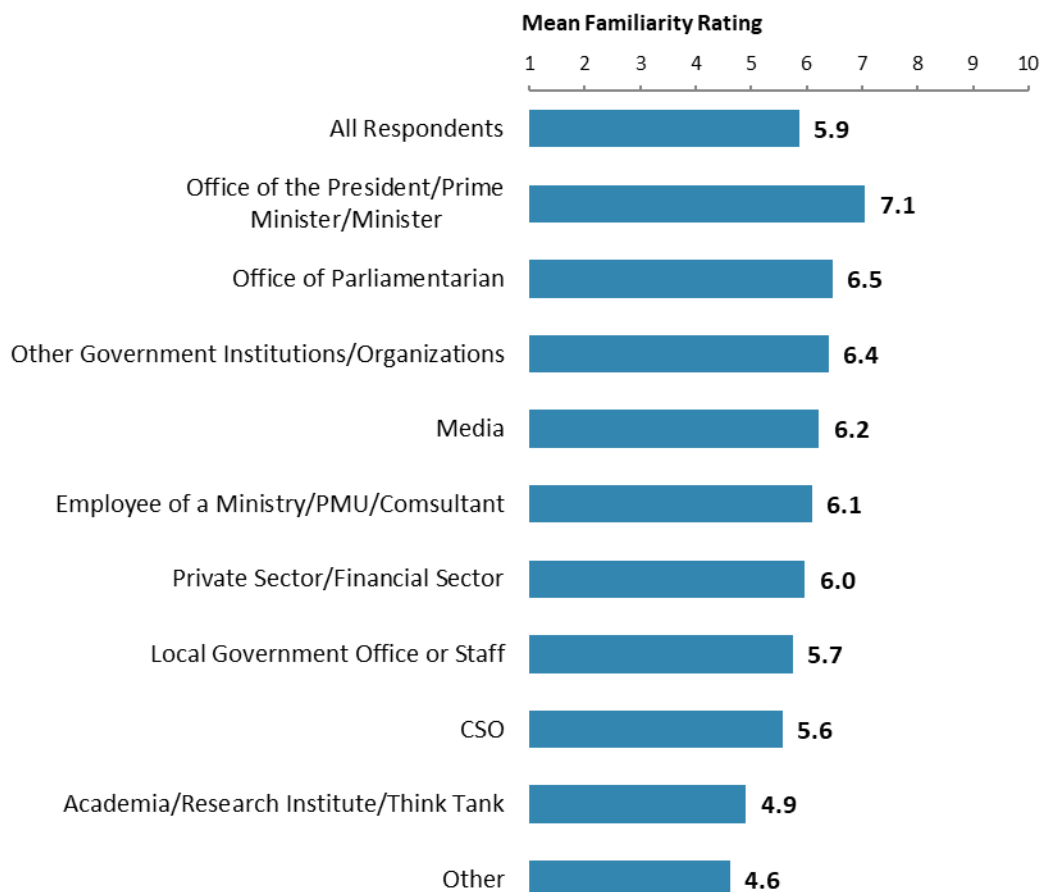
"Which of the following agencies of the World Bank Group do you primarily collaborate/work with in Côte d'Ivoire?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of familiarity with the WBG compared to respondents in the FY'18 Country Survey (weighted mean in FY'21 = 5.9; weighted mean in FY'18 = 4.8)<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 Côte d'Ivoire, with their ratings of the extent to which the WBG's work helps to achieve development results, and the extent to which the WBG plays a relevant role in development in Côte d'Ivoire.



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

<sup>2</sup> The means in the chart on this page were calculated based on un-weighted data. Please refer to Appendix D (page 73) for more details on weighting and to page 4 of the report for details on the stakeholder grouping.

<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.

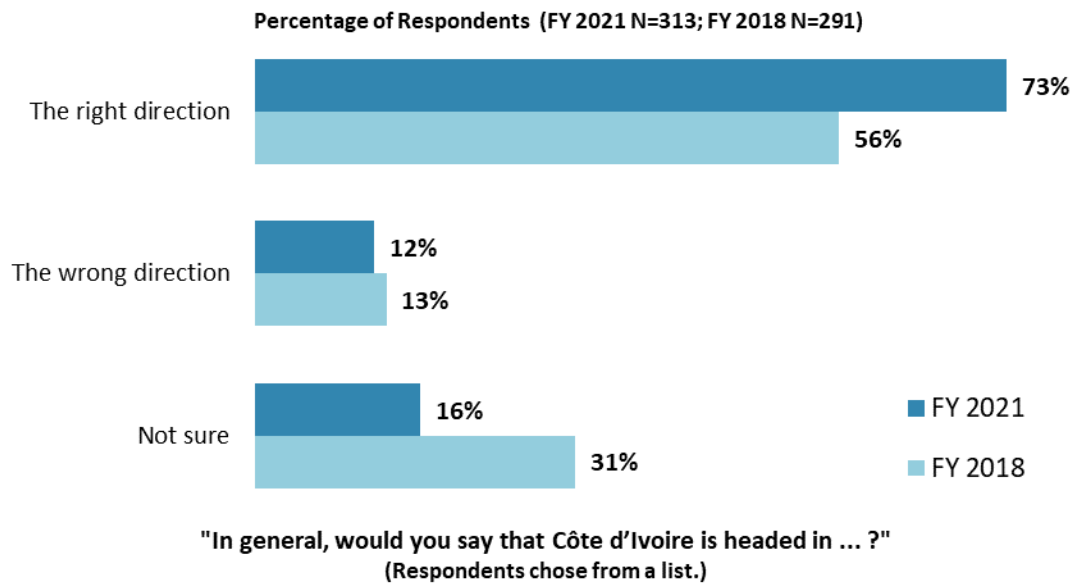
<sup>4</sup> In FY 2021, the question about effectiveness was asked separately about the World Bank and the IFC (B4\_1 and B4\_2). Only variable B4\_1 (World Bank) was used in this calculation.



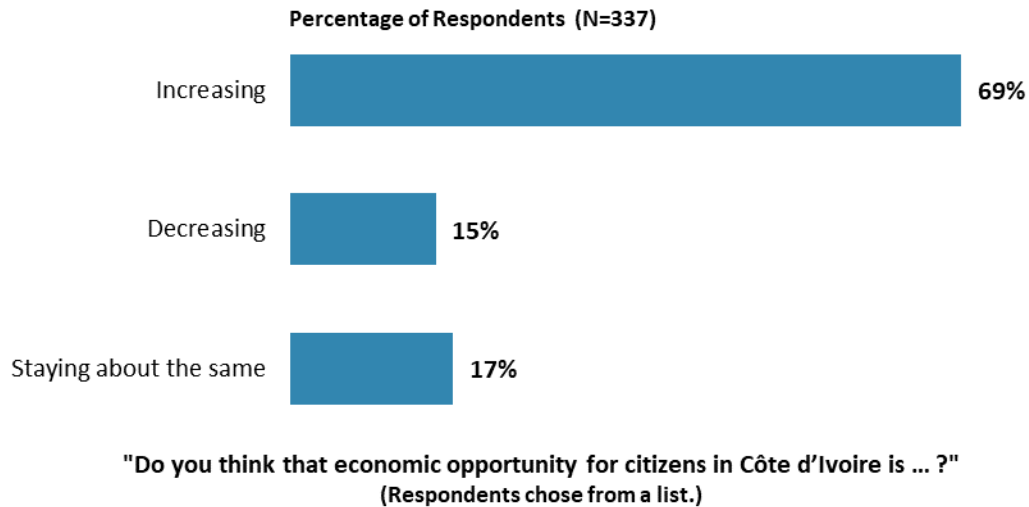


## IV. Overall Context

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



### Perceptions of Economic Opportunity



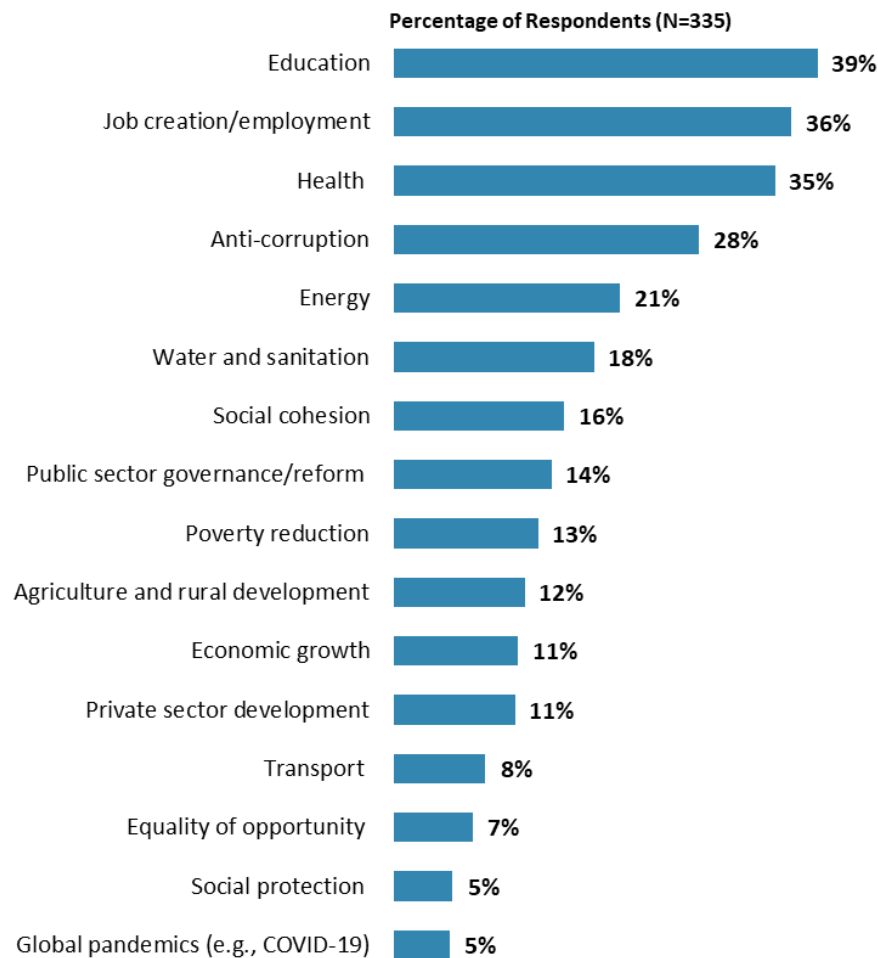
<sup>5</sup> Percentages presented in this chart were calculated based on weighted data.



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Côte d'Ivoire were “*education*” (55%), “*job creation/employment*” (31%), “*public sector governance/reform*” (28%), “*poverty reduction*” (27%), “*health*” (25%), and “*private sector development*” (24%). “*Energy*” emerged among the top development priorities, with significant increase from 4% in FY18 to 21% in FY21.
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (18% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Côte d'Ivoire, compared to the rest of the respondents (education specialists = 54%; others = 35%).<sup>6</sup>



"Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 16 of 24 response options shown)

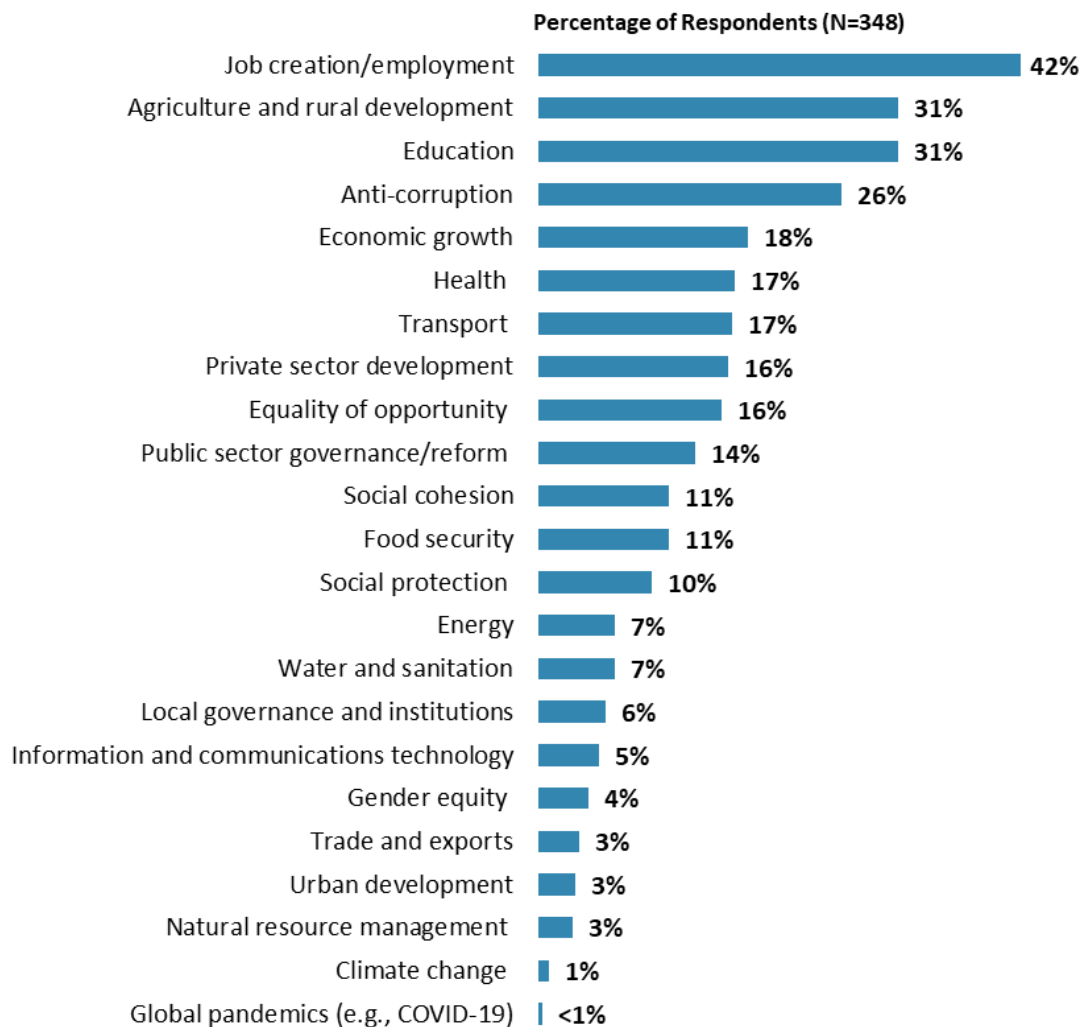
<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix F), analyses are done to see these respondents' views about the development priorities in the country.



## IV. Overall Context (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the biggest contributors to poverty reduction in Côte d'Ivoire were “*job creation/employment*” (57%), “*agriculture and rural development*” (37%), “*anti-corruption*” (31%), “*education*” (31%), “*private sector development*” (26%), and “*public sector governance/reform*” (23%). “*Transport*” emerged among the top factors that contribute to poverty reduction in Côte d'Ivoire, with significant increase from 6% in FY'18 to 23% in FY'21.

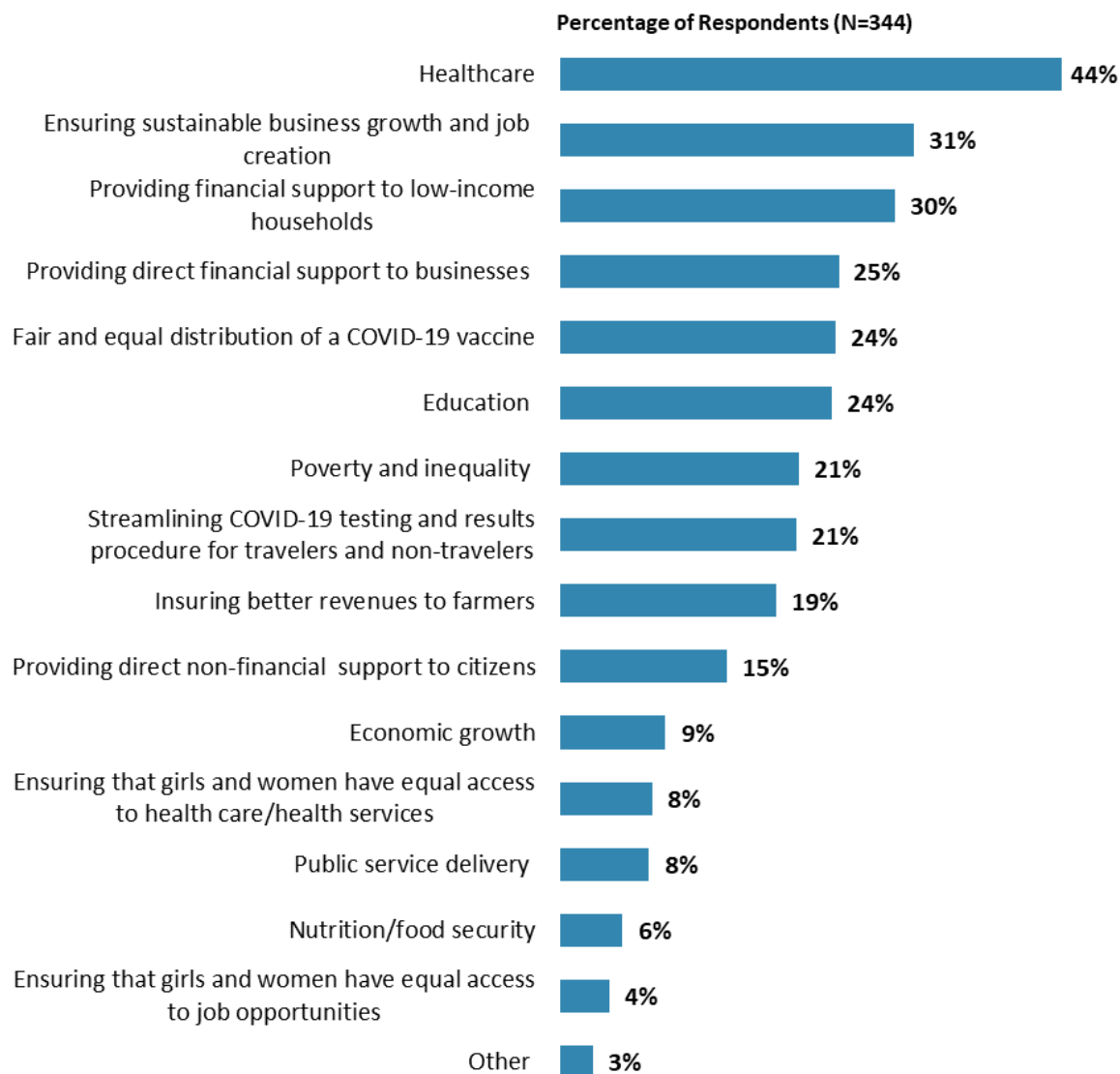


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Côte d'Ivoire? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



## IV. Overall Context (continued)

### COVID-19 Pandemic: Where the Government of Côte d'Ivoire Should Focus Efforts

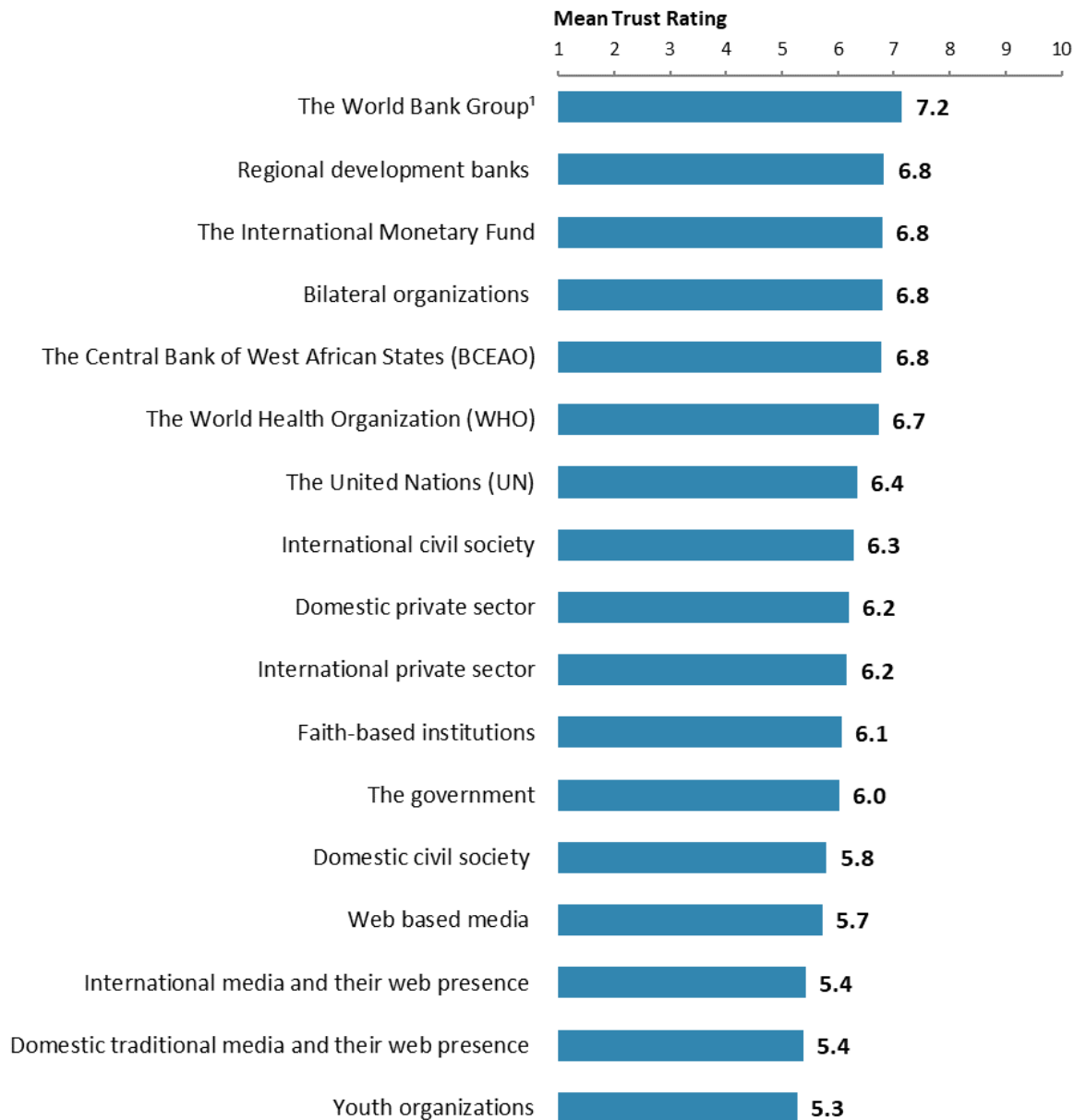


**"The COVID-19 pandemic has stressed many aspects of Côte d'Ivoire's growth and development. In which areas would you like to see the Côte d'Ivoire government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)" (Respondents chose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



## IV. Overall Context (continued)

### Trust in Institutions



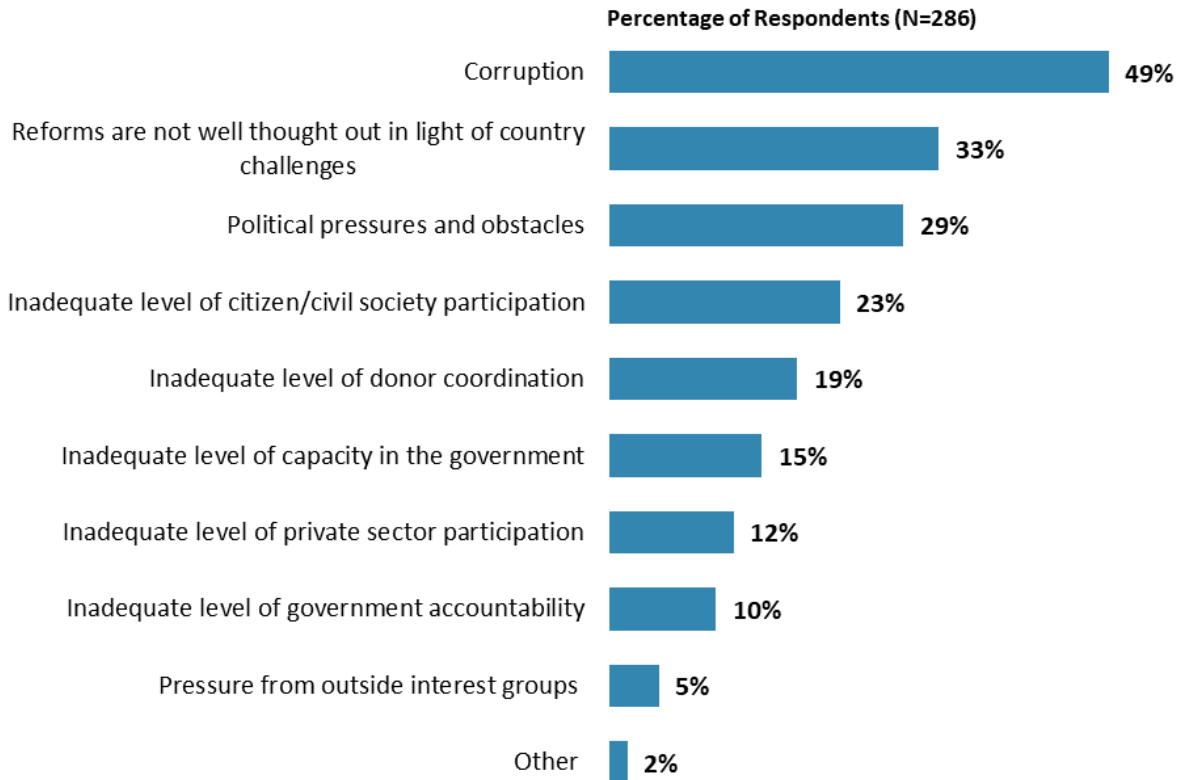
**"To what extent do you trust each of the following groups to do what is right?"**  
(1-"To no degree at all", 10-"To a very significant degree")

*<sup>1</sup>Indicator Question*



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

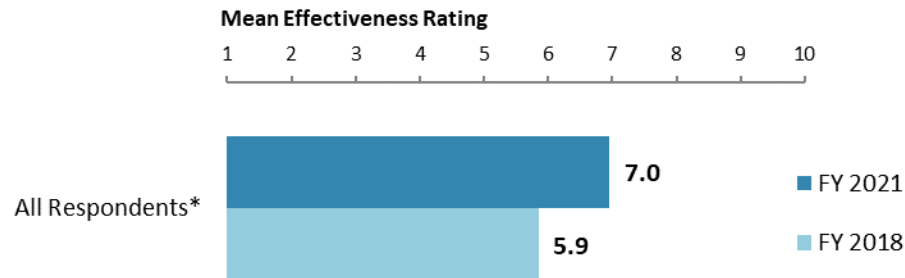


**"When economic and/or social reform efforts fail or are slow to take place in Côte d'Ivoire, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



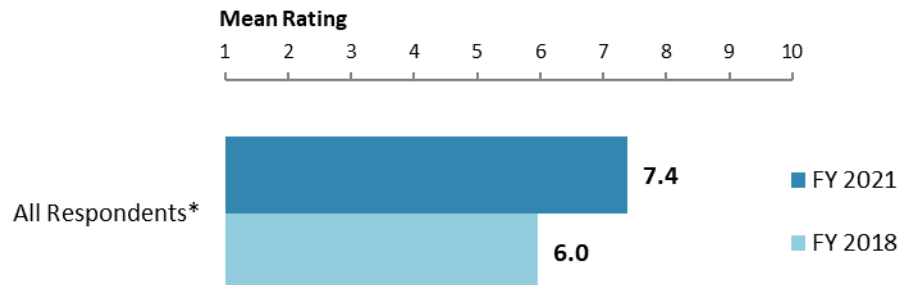
## V. Overall Attitudes toward the World Bank Group

### 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 Côte d'Ivoire." (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2021 and FY 2018)

### Achieving Development Results (Indicator Question)



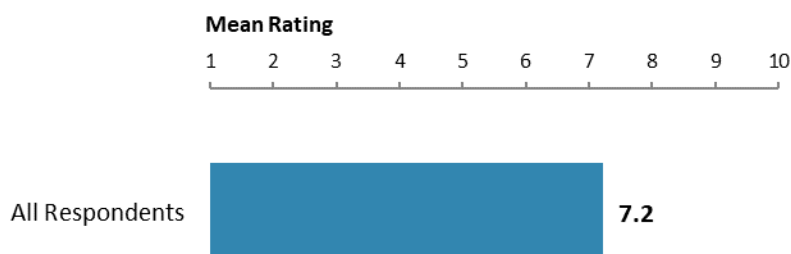
"To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?" (1-"To no degree at all", 10-"To a very significant degree")  
(\*Significantly different between FY 2021 and FY 2018)

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



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

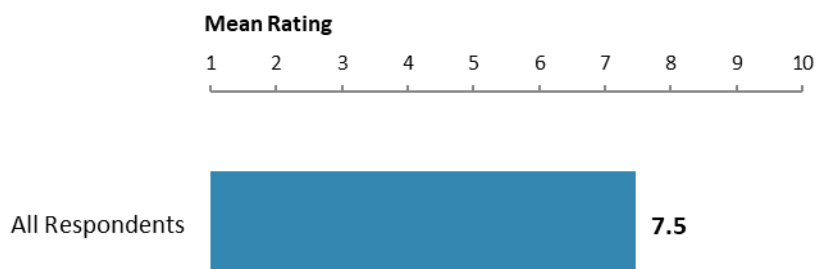
### Influence on Côte d'Ivoire's Development Agenda (Indicator Question)



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

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



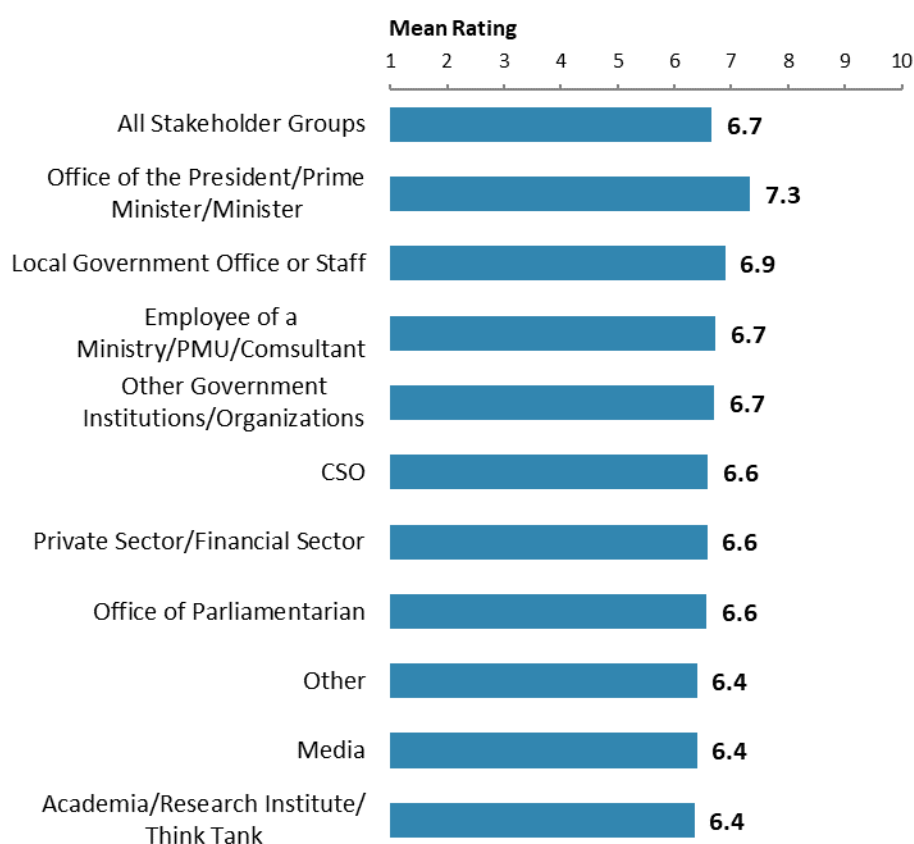


## V. Overall Attitudes toward the World Bank Group (continued)

### 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 = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.5).

This year's collaborators had statistically similar mean ratings for the aggregated responses to the indicator questions<sup>8</sup> compared to the collaborators in FY'18 Country Survey (mean rating in FY'18 = 6.7; mean rating in FY'21=7.0). This suggests that significantly more positive responses to the indicator questions in this year's survey can be attributed to the increased familiarity and more positive outlook among non-collaborators.



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

<sup>8</sup> Only the means for 25 out of the 29 indicator questions were included in this calculation. These were the questions that were asked both in FY18 and FY21. They included: B2, B3, B4\_1, B5, C2, C3, C4, C5, C6, C7, C8, C9, C10, C11, C12, C13, C14, C15, C16, C25, C27, C28, E8, E9, and E10.



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest values to Côte d'Ivoire were "*capacity development related to World Bank Group supported projects*" (52%), "*financial resources*" (38%), and "*implementation support*" (27%).

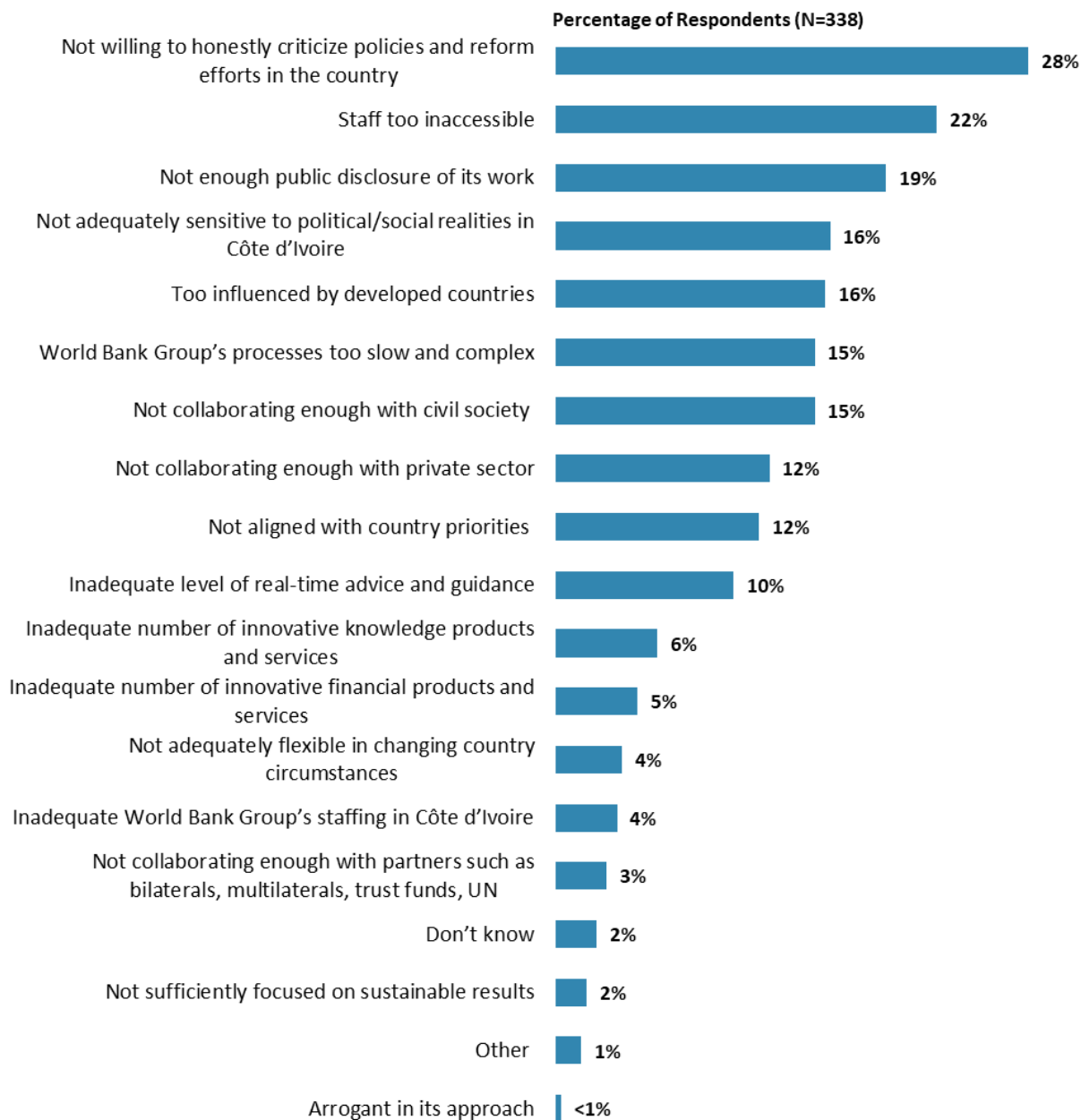


**"When thinking about the World Bank Group's role in Côte d'Ivoire, which activity do you VALUE the most? (Choose no more than TWO)"**



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

### Greatest Weakness

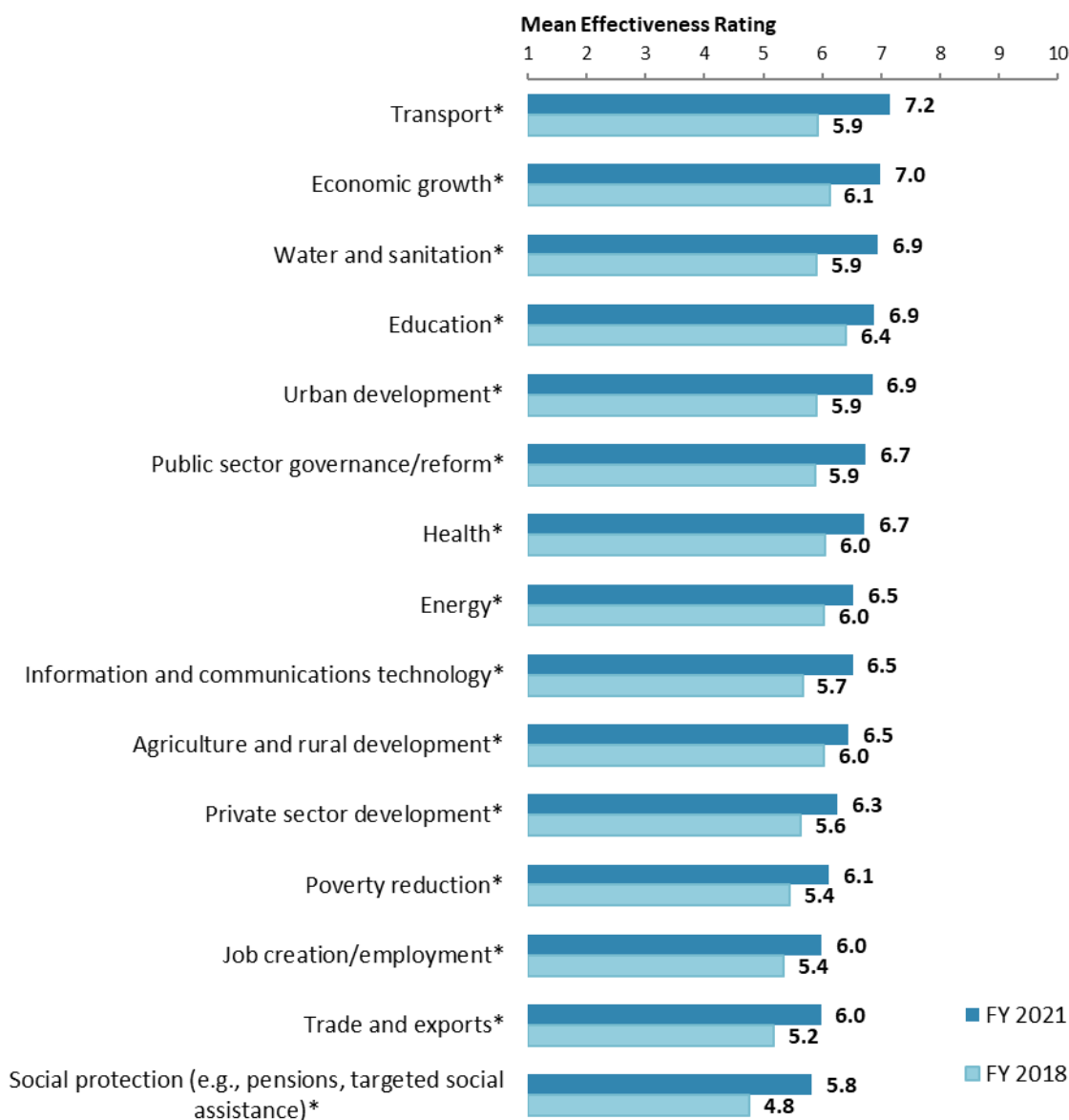


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Côte d'Ivoire? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## 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 Côte d'Ivoire?"**

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

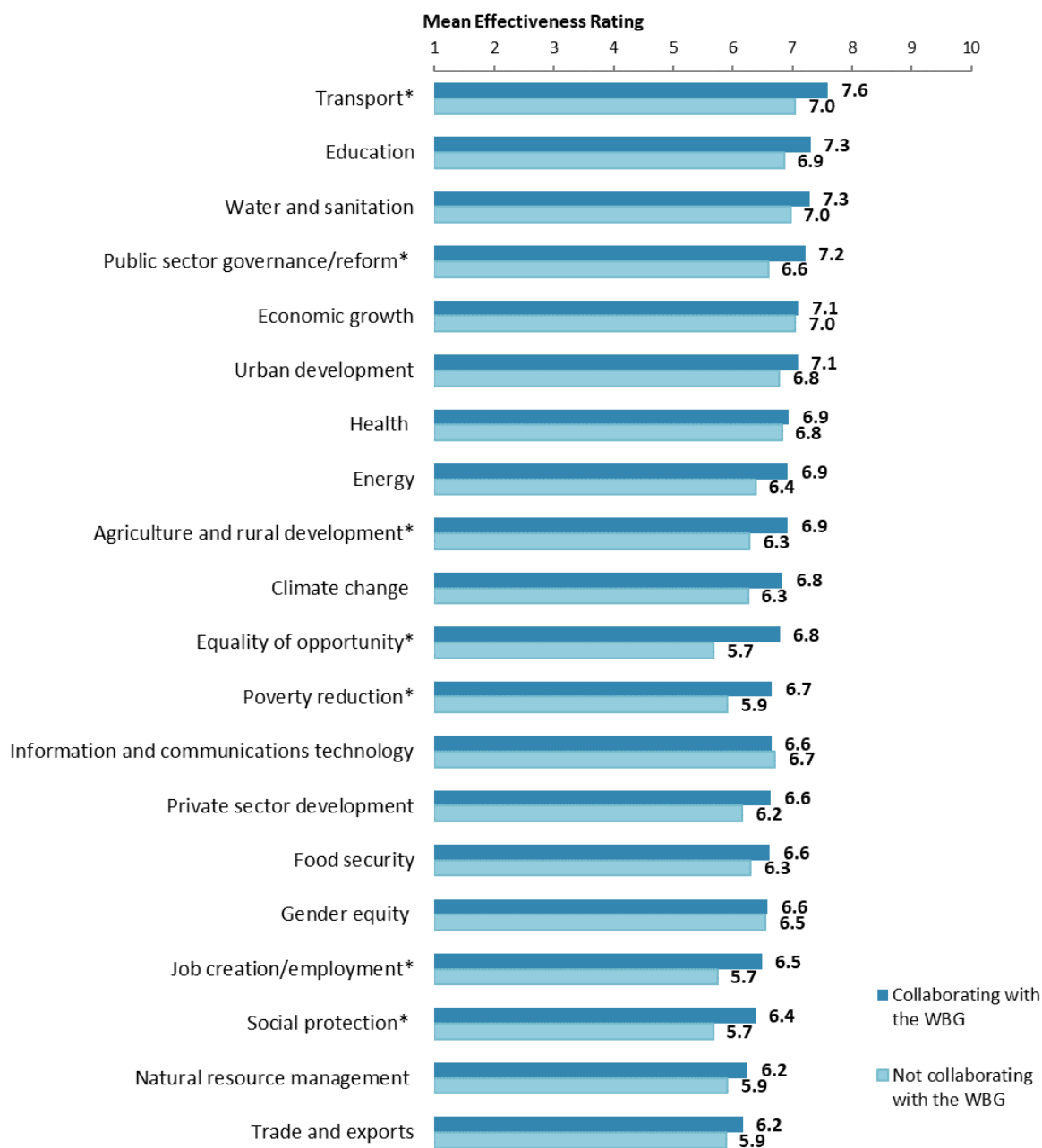
*(\*Significantly different between FY 2021 and FY 2018)*

<sup>9</sup> Means presented in this chart were calculated based on weighted data. See Appendix D for details. Only those questions asked both in FY18 and in FY21 are presented.



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

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



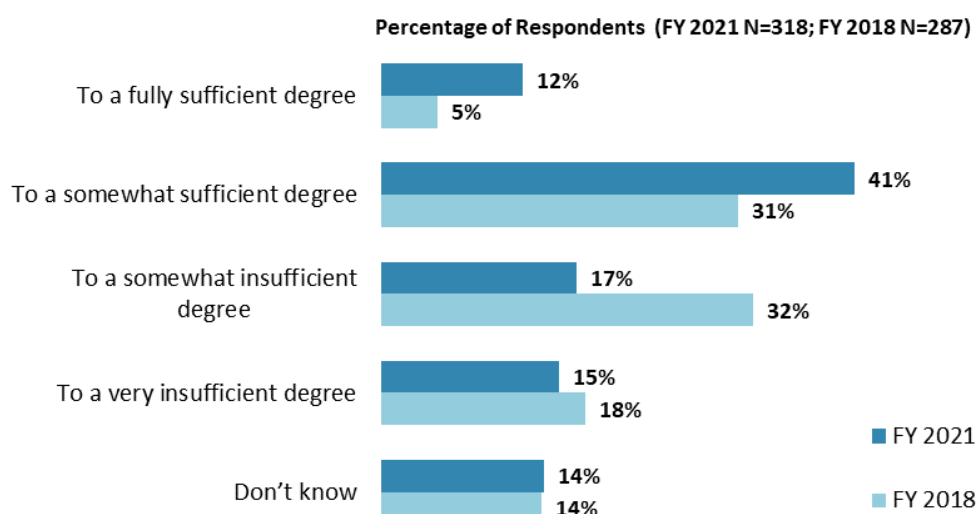
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Côte d'Ivoire?"**  
 (1-"Not effective at all", 10-"Very effective")  
 (\*Significantly different between collaborators and non-collaborators)

<sup>10</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 38) 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.



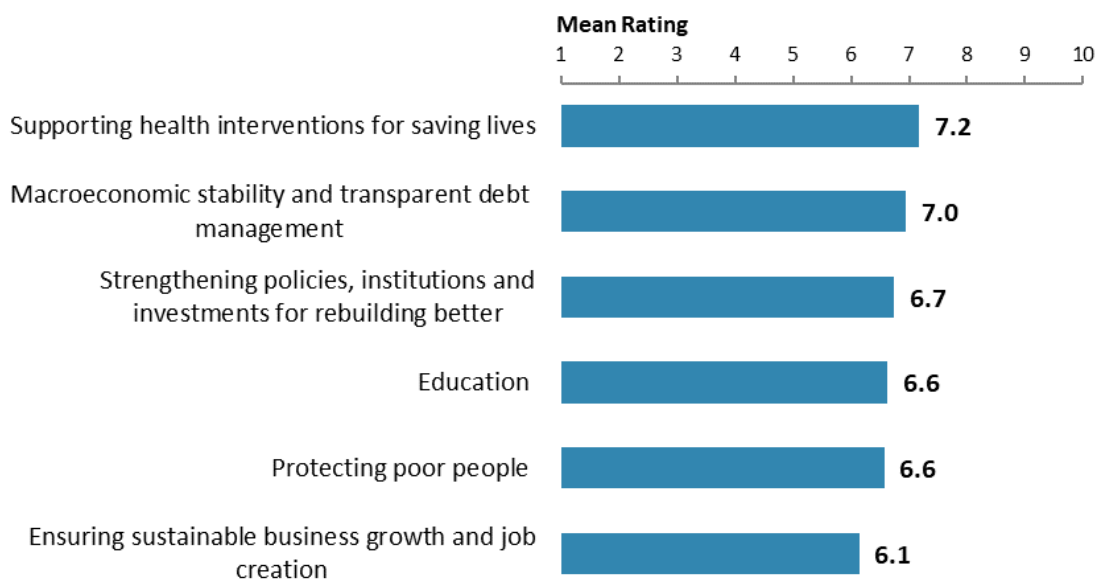
## VI. WBG's Support in Development Areas (continued)

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

### Support related to COVID-19 outbreak



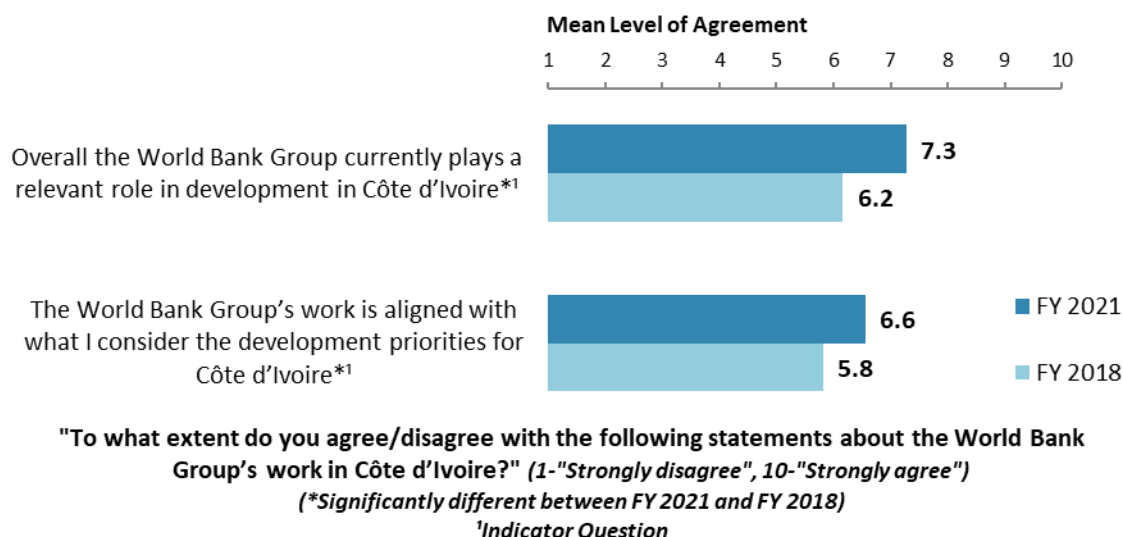
**"The World Bank Group has provided fast track support to Côte d'Ivoire related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:"**  
(1 - "Not effective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

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

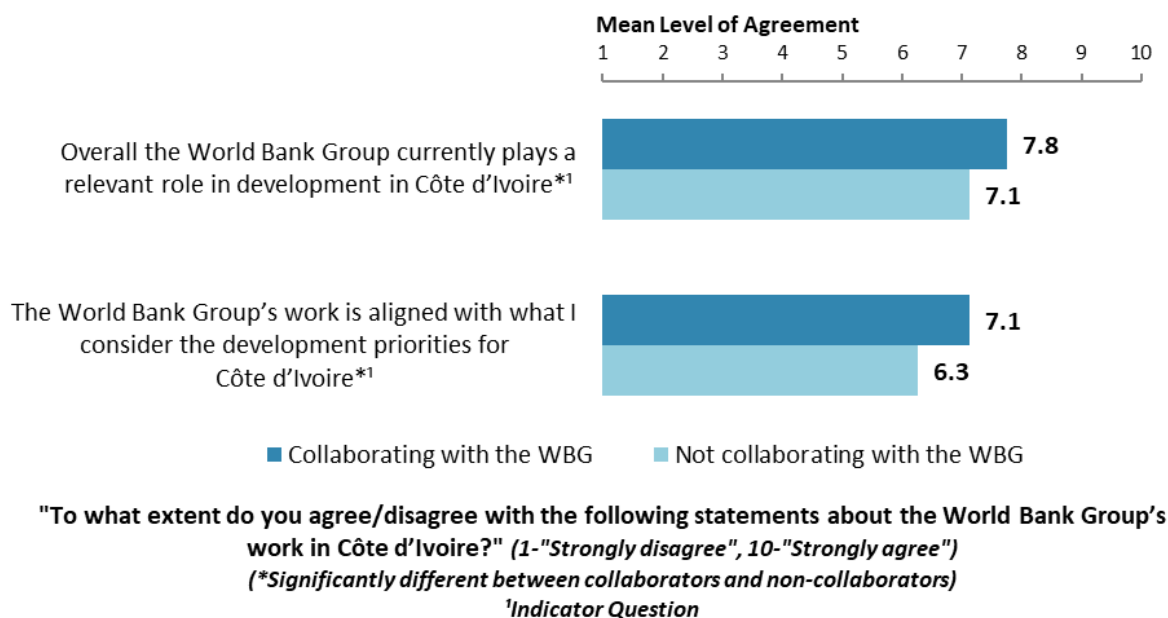


## VII. World Bank Group's Work and Engagement on the Ground

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



### The World Bank Group's Work in Côte d'Ivoire: Collaboration

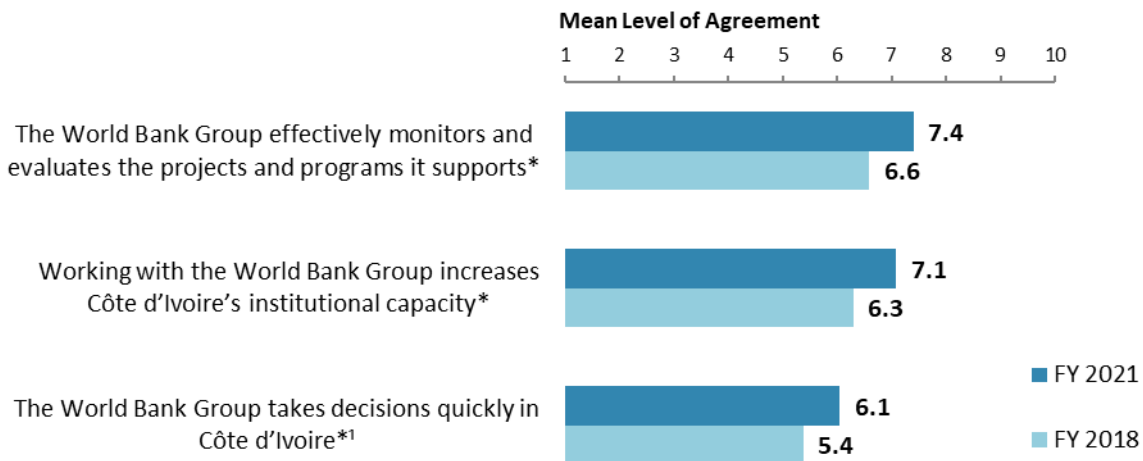


<sup>12</sup> Means in this chart were calculated based on weighted data.



## 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 2018)

<sup>1</sup>Indicator Question

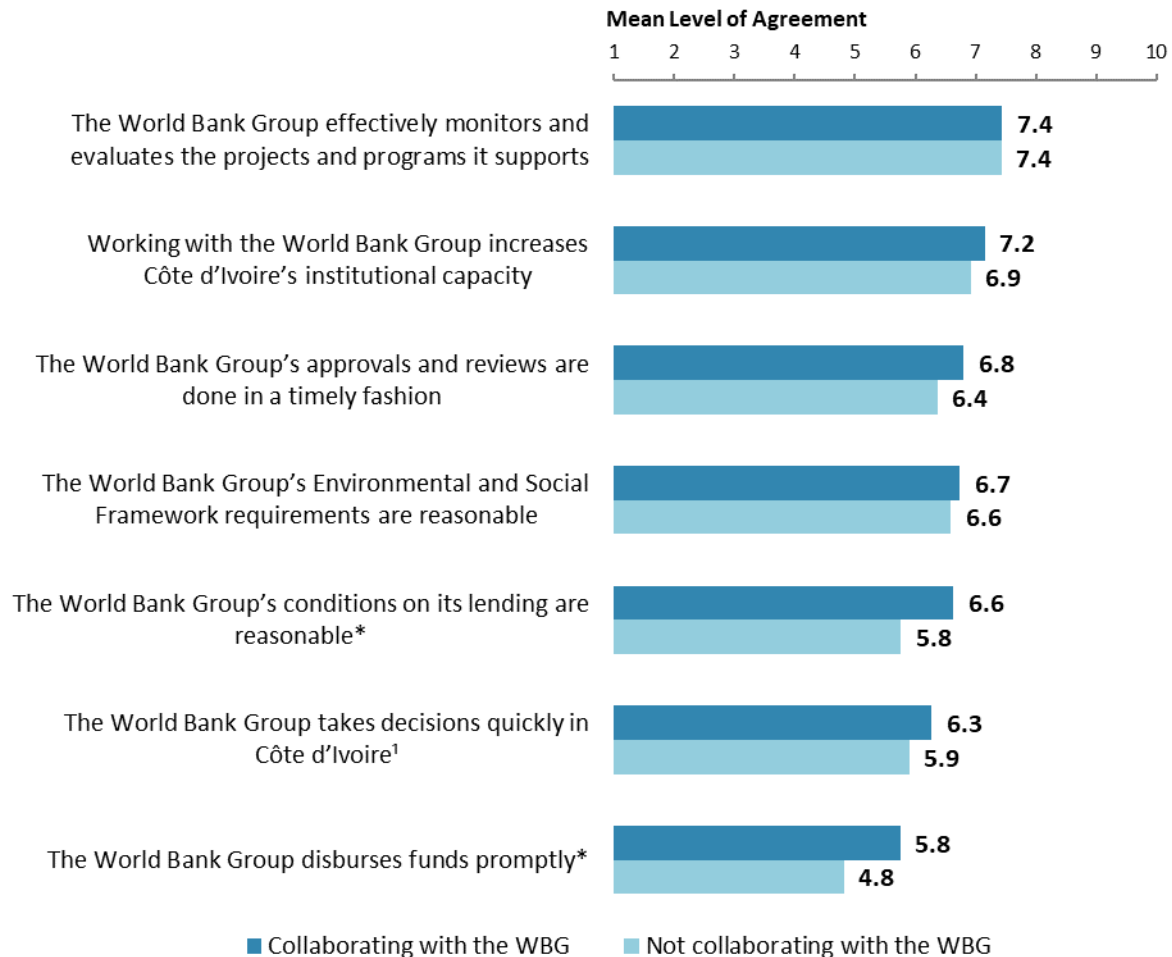
<sup>13</sup> Means in this chart were calculated based on weighted data. Only those questions asked both in FY18 and in FY21 are presented.





## 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")

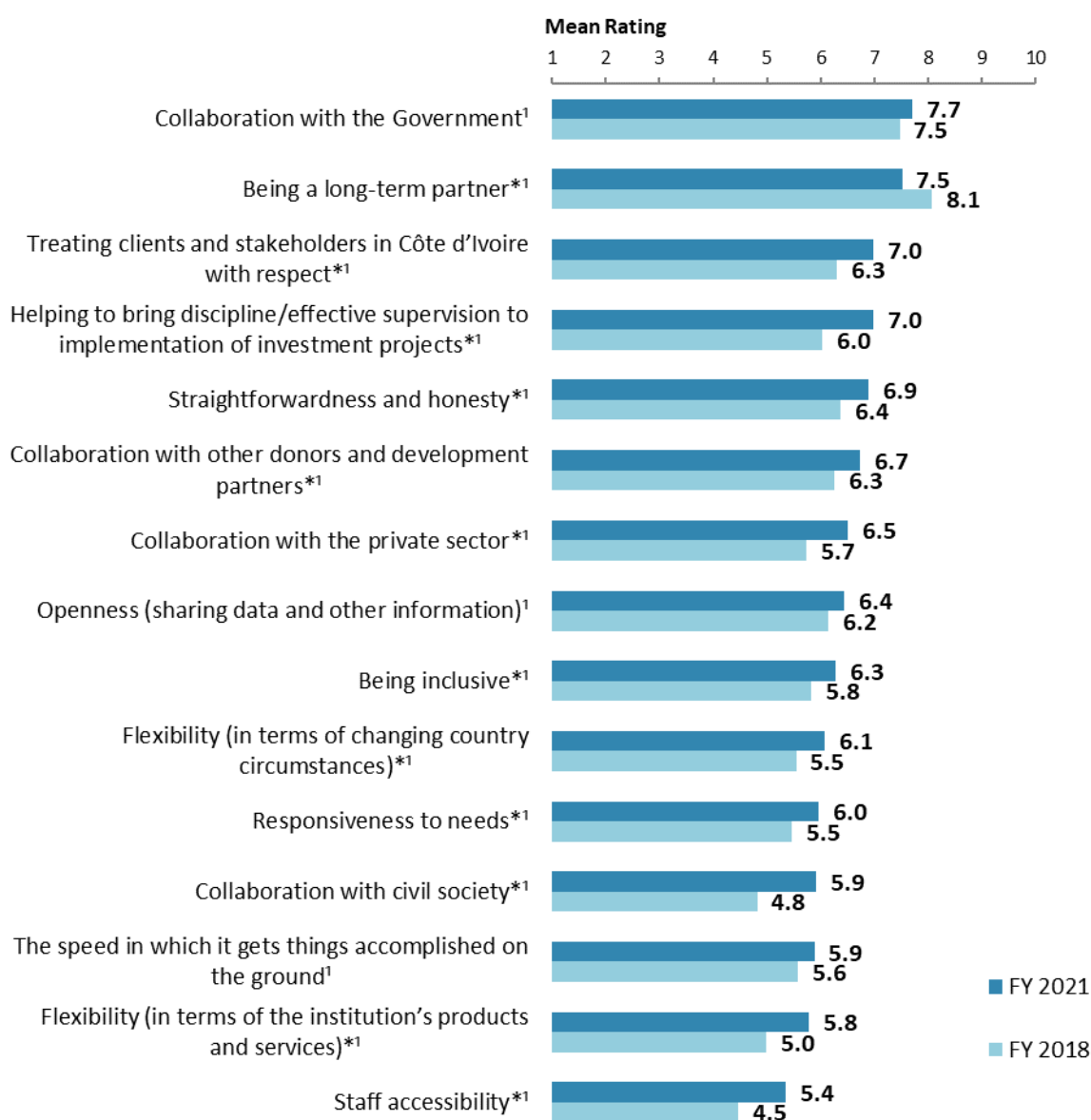
(\*Significantly different between collaborators and non-collaborators)

<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 Côte d'Ivoire, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

(\*Significantly different between FY 2021 and FY 2018)

<sup>1</sup>Indicator Question

<sup>14</sup> Means in this chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

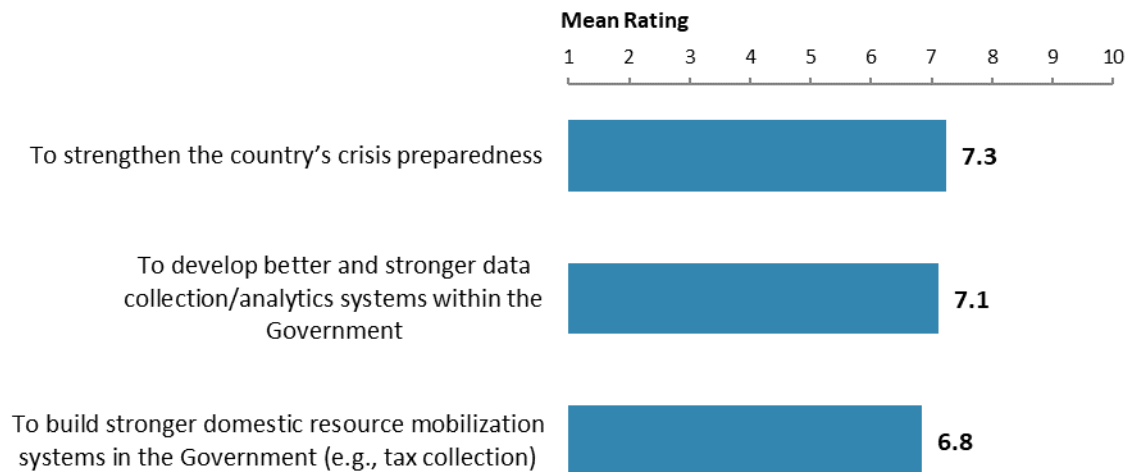
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### Effectiveness of WBG's Support

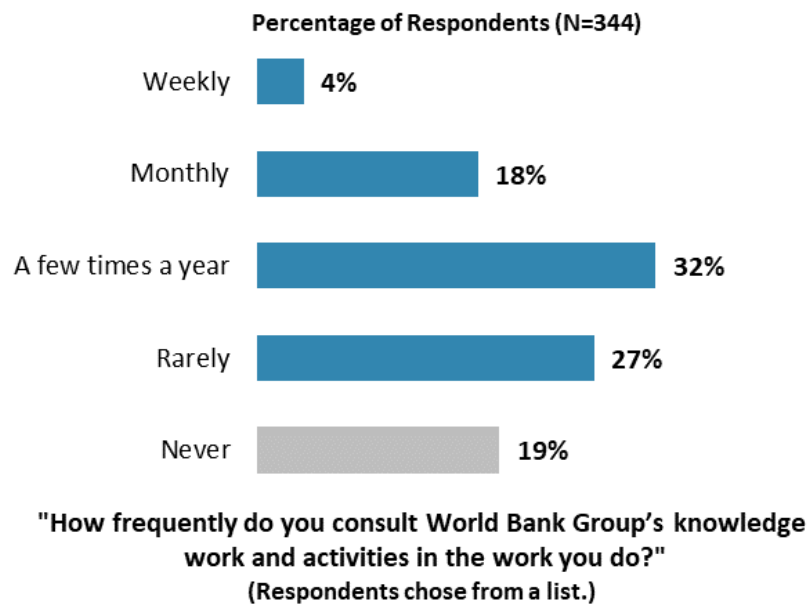


**"How effectively does the World Bank Group support Côte d'Ivoire's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")

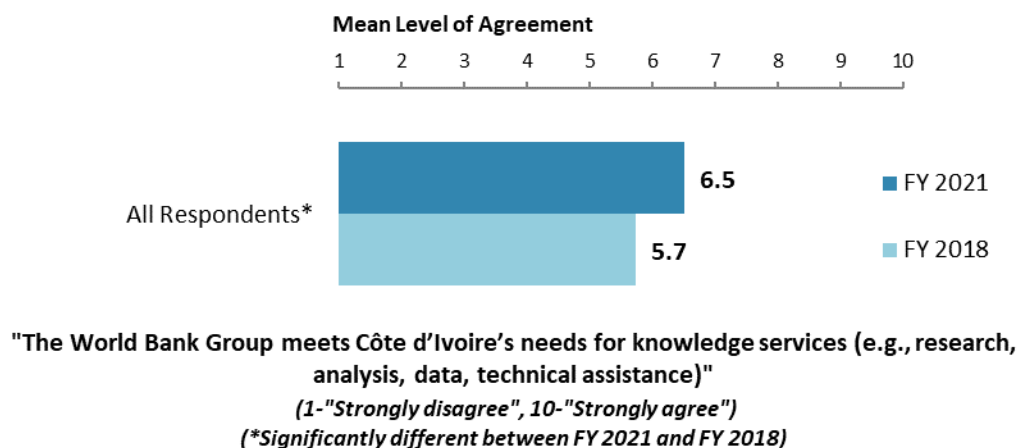


## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



### Meeting Côte d'Ivoire's Knowledge Needs<sup>15</sup> (Indicator Question)

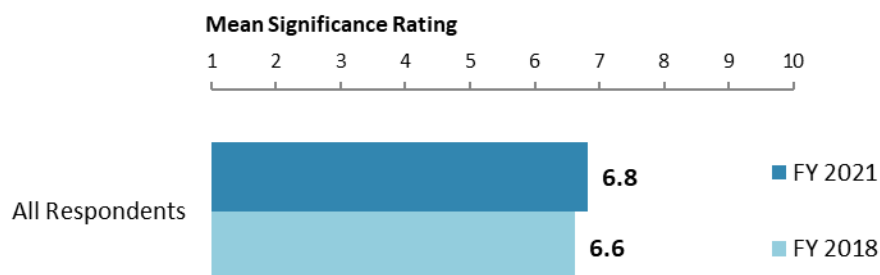


<sup>15</sup> Means in this chart were calculated based on weighted data.



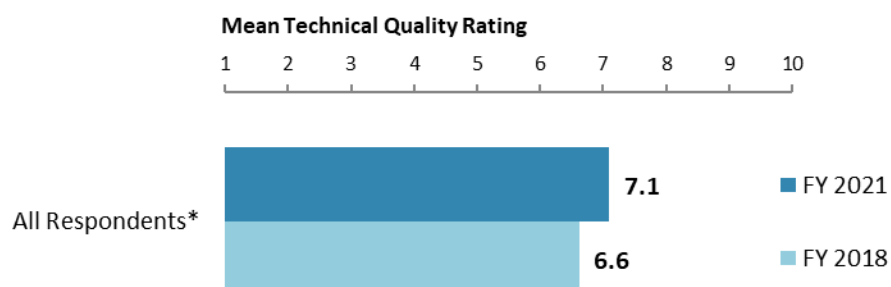
## VIII. World Bank Group's Knowledge and Instruments (continued)

### 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")

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



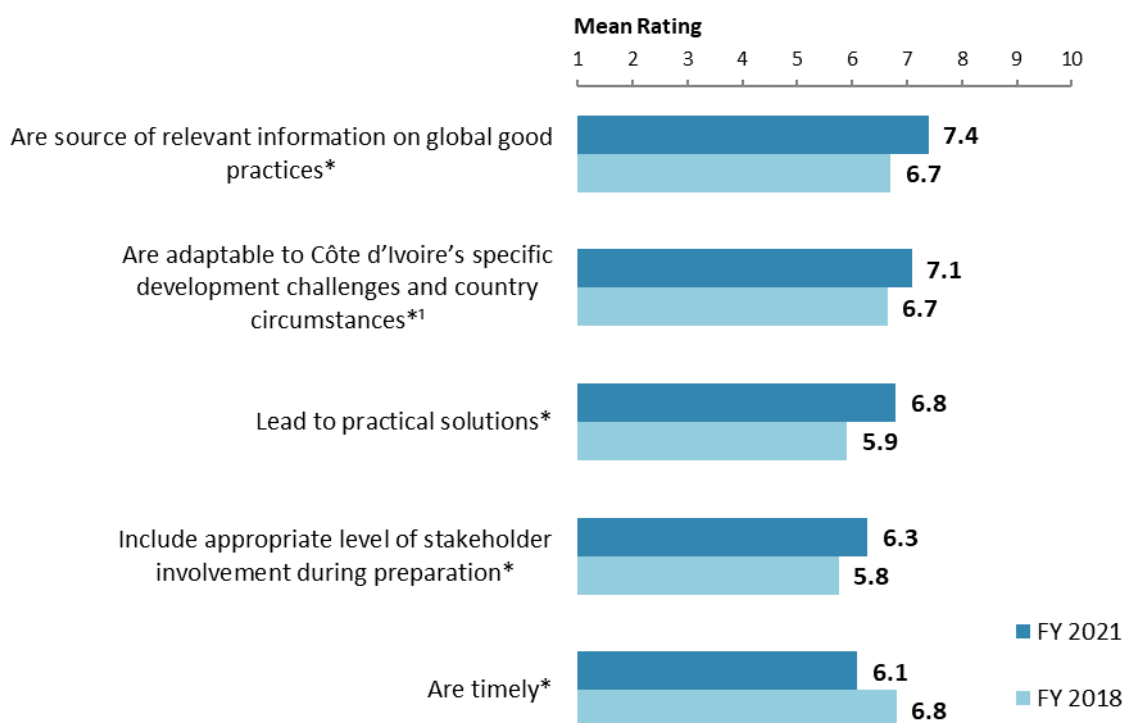
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")  
(\*Significantly different between FY 2021 and FY 2018)

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

**(\*Significantly different between FY 2021 and FY 2018)**

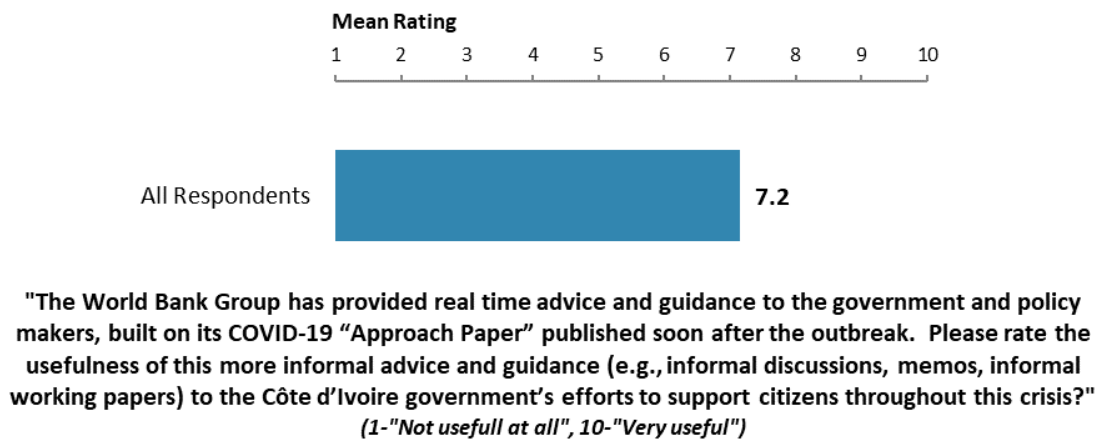
*'Indicator Question*

<sup>17</sup> Means in this chart were calculated based on weighted data. Only those questions asked both in FY18 and FY21 are presented.

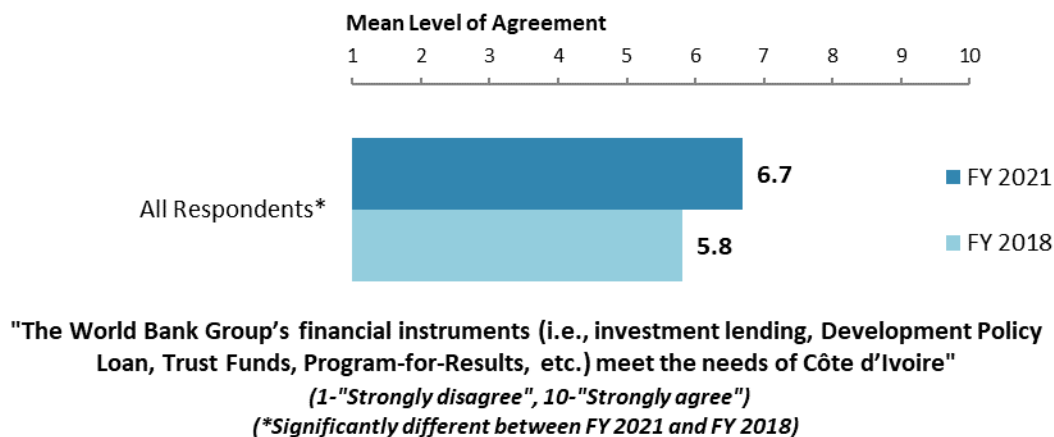


## VIII. World Bank Group's Knowledge and Instruments (continued)

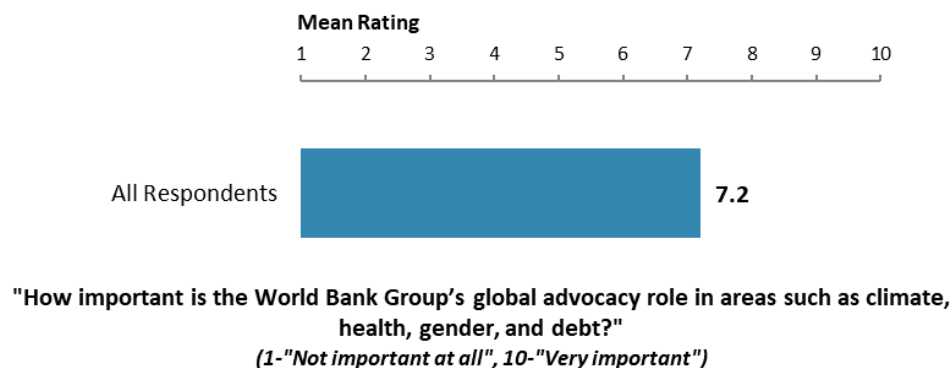
### Usefulness of the COVID-19 "Approach Paper"



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



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



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

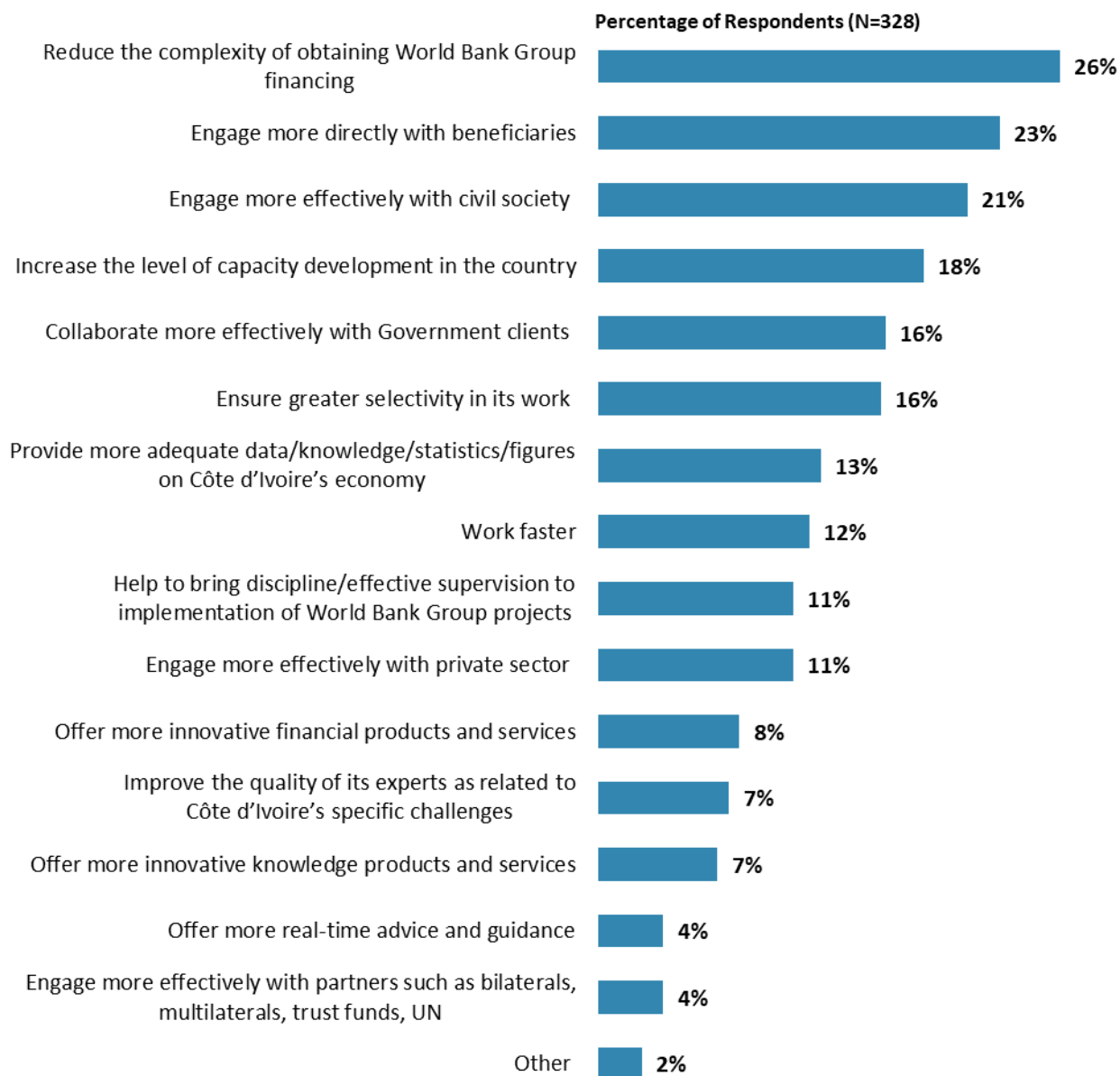




## IX. The Future Role of the World Bank Group in Côte d'Ivoire

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should “*work more with civil society and beneficiary representatives*” (48%) to make itself of greater value in Côte d'Ivoire.

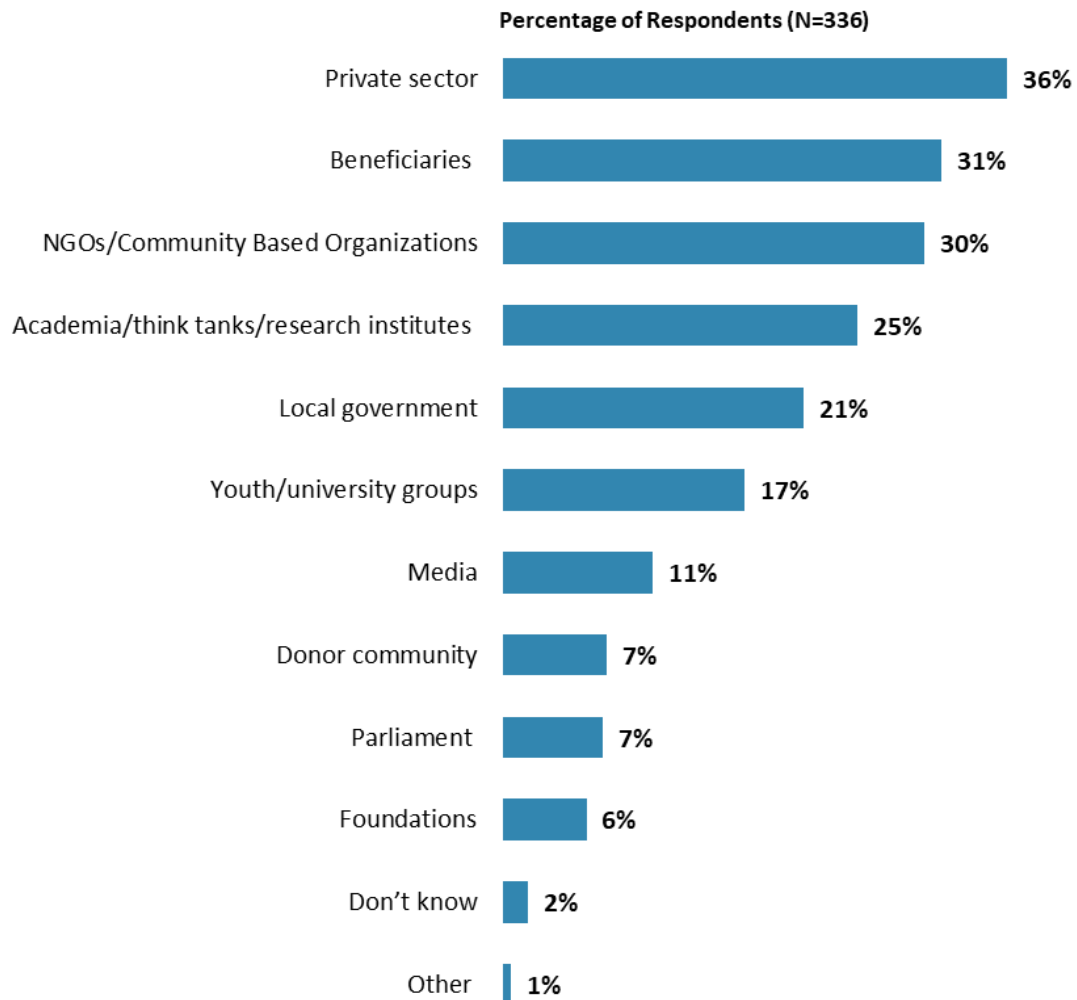


**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### The World Bank Group Should Collaborate More with ...



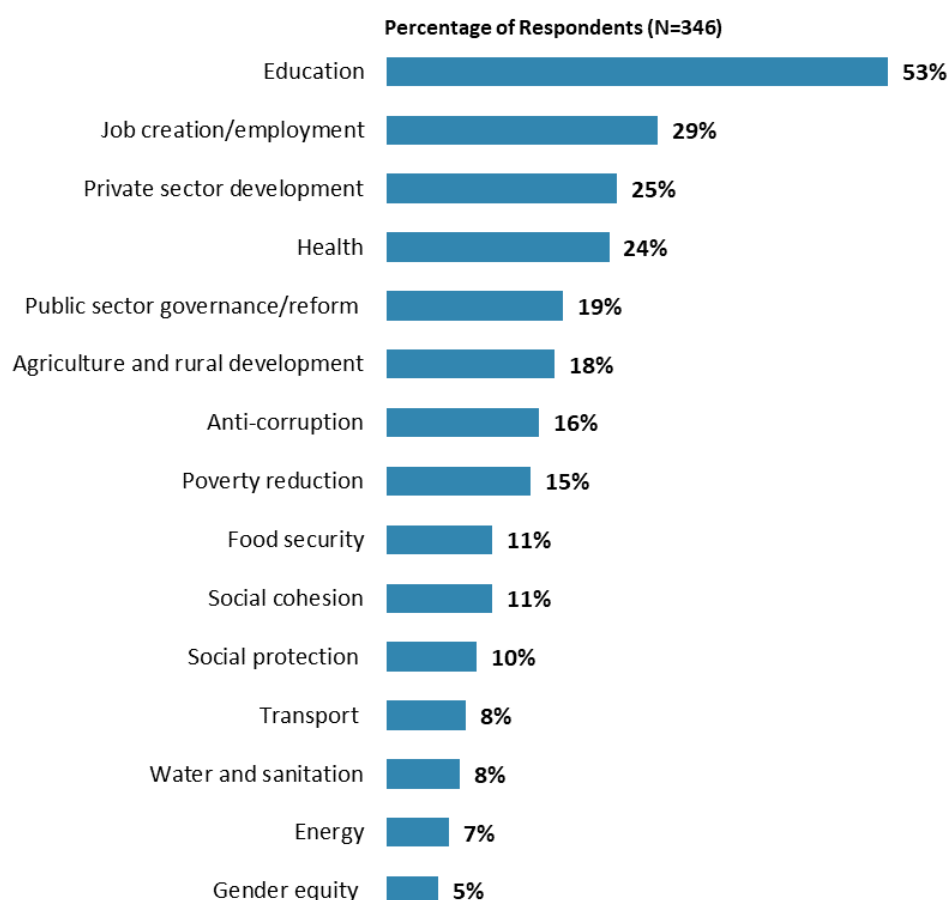
**"In addition to the regular relations with the national government, which TWO of the follow Côte d'Ivoire d'Ivoire groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG should focus its resources on “*education*” (47%), “*health*” (45%), “*job creation/employment*” (33%), “*agriculture and rural development*” (30%), “*poverty reduction*” (27%), and “*anti-corruption*” (21%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (18% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*”, compared to the rest of respondents (education specialists = 76%; others = 49%).<sup>19</sup>



**“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)”**  
(Respondents chose from a list. Responses combined. Top 15 of 24 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.

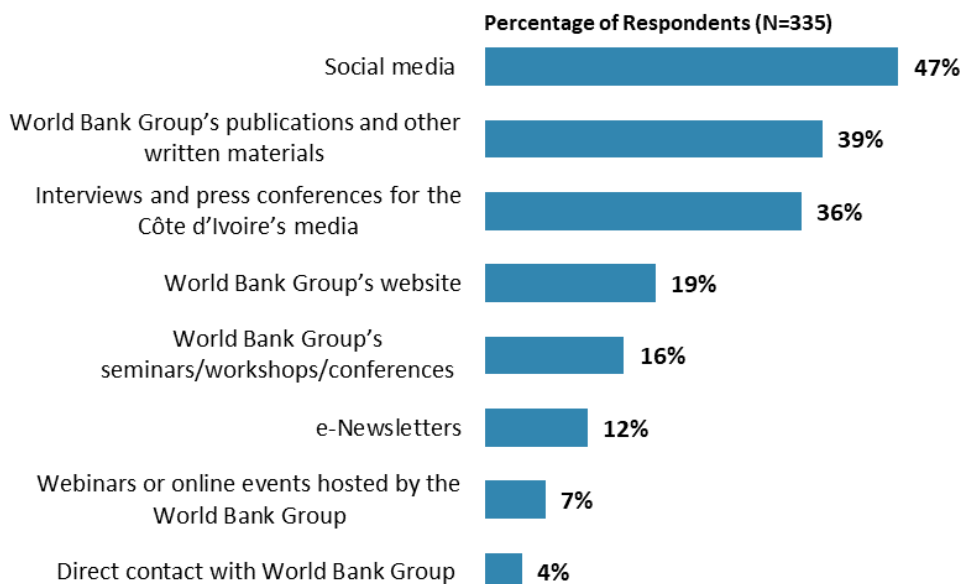


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 55) for selected responses by stakeholder groups.*

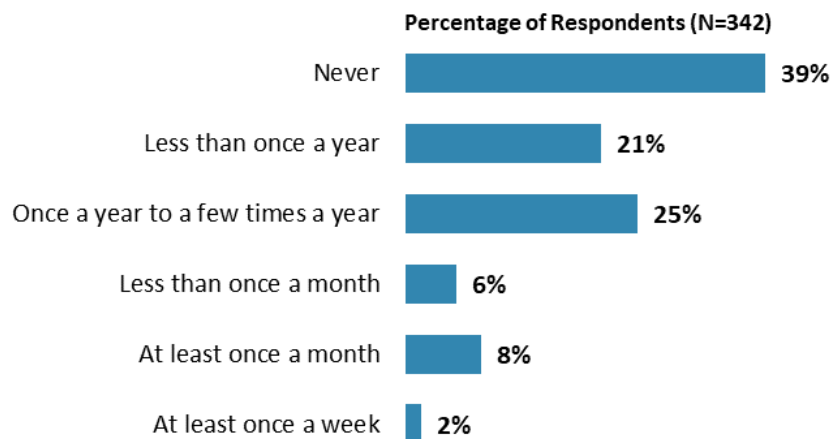
### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they would prefer to receive information from the WBG through “e-Newsletters” (51%) and through “WBG’s seminars/workshops/conferences” (44%).



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

### WBG Interaction Frequency

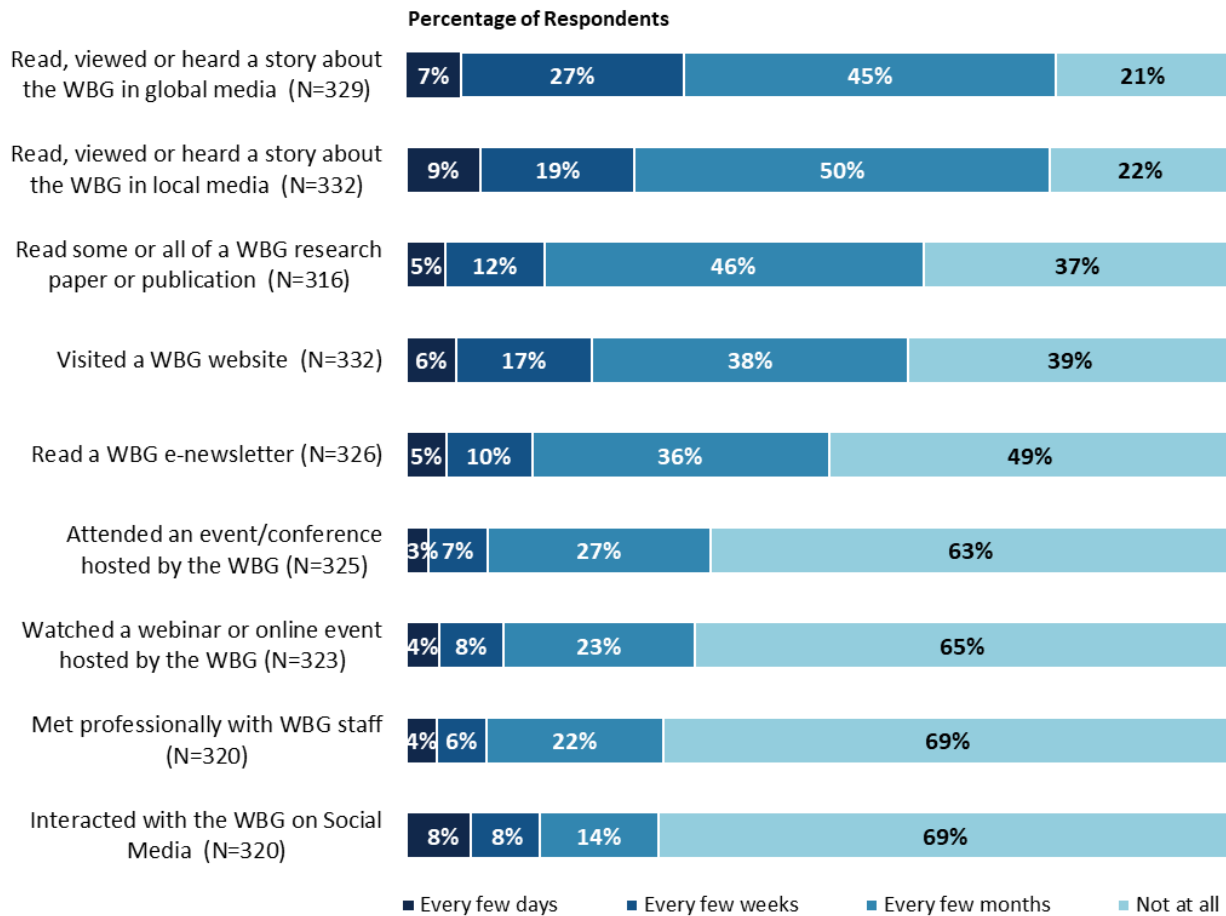


"How frequently do you interact with the World Bank Group now in Côte d'Ivoire?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### Frequency of Specific WBG Interactions



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



## XI. Appendices

A. Responses to All Questions Across All Respondents .....	38
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### CÔTE D'IVOIRE





## Appendix A: Responses to All Questions across All Respondents (N=354)

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 Côte d'Ivoire is headed in ... ?	Percentage of Respondents (N=339)
The right direction	72.6%
The wrong direction	10.9%
Not sure	16.5%

2. Do you think that economic opportunity for citizens in Côte d'Ivoire is ... ?	Percentage of Respondents (N=337)
Increasing	68.5%
Decreasing	14.8%
Staying about the same	16.6%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Côte d'Ivoire. Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=335)</b>
Education	38.5%
Job creation/employment	36.1%
Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	34.6%
Anti-corruption	27.8%
Energy	20.6%
Water and sanitation	18.2%
Social cohesion	15.5%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.3%
Poverty reduction	13.1%
Agriculture and rural development	11.9%
Economic growth	11.3%
Private sector development	11.0%
Transport (e.g., roads, bridges, transportation)	8.4%
Equality of opportunity (i.e., social inclusion)	7.2%
Social protection (e.g., pensions, targeted social assistance)	5.4%
Global pandemics (e.g., COVID-19)	5.1%
Food security	3.6%
Urban development	3.6%
Natural resource management (e.g., forest, water, mining, oil)	3.0%
Trade and exports	2.1%
Local governance and institutions	1.8%
Information and communications technology	1.8%
Gender equity (closing the gap between women and men, and boys and girls)	1.5%
Climate change (e.g., mitigation, adaptation)	1.2%



**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 Côte d'Ivoire? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=348)</b>
Job creation/employment	41.7%
Agriculture and rural development	31.0%
Education	31.0%
Anti-corruption	26.1%
Economic growth	18.1%
Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	17.0%
Transport (e.g., roads, bridges, transportation)	16.7%
Private sector development	16.4%
Equality of opportunity (i.e., social inclusion)	15.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	13.5%
Social cohesion	11.2%
Food security	11.2%
Social protection (e.g., pensions, targeted social assistance)	9.8%
Energy	6.6%
Water and sanitation	6.6%
Local governance and institutions	5.7%
Information and communications technology	5.2%
Gender equity (closing the gap between women and men, and boys and girls)	4.3%
Trade and exports	3.4%
Urban development	3.2%
Natural resource management (e.g., forest, water, mining, oil)	2.9%
Climate change (e.g., mitigation, adaptation)	0.9%
Global pandemics (e.g., COVID-19)	0.3%

**A. Overall Context (continued)**

<b>5. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=344)</b>
Healthcare	44.5%
Ensuring sustainable business growth and job creation	31.4%
Providing financial support to low-income households	29.7%
Providing direct financial support to businesses (business support packages)	24.7%
Fair and equal distribution of a COVID-19 vaccine	24.4%
Education (i.e., ensuring better quality of education in schools and universities)	24.1%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	21.2%
Streamlining COVID-19 testing and results procedure for travelers and non-travelers	20.9%
Insuring better revenues to farmers	19.2%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	14.8%
Economic growth	9.3%
Ensuring that girls and women have equal access to health care/health services	8.1%
Public service delivery (e.g., strengthening policies, institutions)	7.8%
Nutrition/food security	5.5%
Ensuring that girls and women have equal access to job opportunities	4.4%
Other	2.9%

<b>6. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=286)</b>
Corruption	49.3%
Reforms are not well thought out in light of country challenges	32.5%
Political pressures and obstacles	29.0%
Inadequate level of citizen/civil society participation	22.7%
Inadequate level of donor coordination	18.5%
Inadequate level of capacity in the government	15.0%
Inadequate level of private sector participation	12.2%
Inadequate level of government accountability	10.5%
Pressure from outside interest groups (e.g., private sector, unions)	4.9%
Other	1.7%

**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 government	313	17	6.03	2.55
2. Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	266	58	6.79	2.07
3. The World Bank Group*	308	25	7.15	2.19
4. The International Monetary Fund	291	33	6.80	2.18
5. The United Nations (UN)	296	33	6.35	2.28
6. The World Health Organization (WHO)	313	15	6.73	2.08
7. Regional development banks (e.g., AfDB, BOAD)	307	27	6.83	2.04
8. The Central Bank of West African States (BCEAO)	298	26	6.78	2.11
9. International private sector	277	47	6.16	1.94
10. Domestic private sector	292	27	6.20	2.01
11. International civil society (e.g., NGOs, CBOs)	298	30	6.28	2.01
12. Domestic civil society (e.g., NGOs, CBOs)	305	22	5.80	2.02
13. Youth organizations	300	23	5.27	2.07
14. Faith-based institutions	300	22	6.07	2.29
15. Domestic traditional media and their web presence (e.g., newspapers, TV stations, radio)	309	15	5.38	2.21
16. International media and their web presence	306	18	5.42	2.11
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	306	20	5.72	2.23

8. 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.	N	DK	Level of Agreement				
			Strongly disagree	Somewhat disagree	Neither agree nor disagree	Somewhat agree	Strongly agree
1. The COVID-19 vaccine is safe	292	49	13.4%	14.7%	33.9%	23.3%	14.7%
2. The COVID-19 vaccine is effective	276	67	8.7%	11.2%	36.2%	32.2%	11.6%
3. I will get the COVID-19 vaccine if I can	286	53	19.6%	5.6%	17.8%	29.4%	27.6%

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

1. How familiar are you with the work of these organizations in Côte d'Ivoire? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)	332	n/a	5.87	2.83
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	325	n/a	5.07	2.80

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Côte d'Ivoire? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
2. Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	320	23	7.35	2.31
3. The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	298	38	6.55	2.41

4. Overall, please rate your impression of the effectiveness of these organizations in Côte d'Ivoire. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IBRD/IDA)*	290	49	6.98	2.17
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	253	81	6.40	2.21

Achieving Development Results	N	DK	Mean	SD
5. To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?* (1-To no degree at all, 10-To a very significant degree)	314	33	7.41	2.05

Influencing the Development Agenda	N	DK	Mean	SD
6. To what extent does the World Bank Group influence the development agenda in Côte d'Ivoire?* (1-To no degree at all, 10-To a very significant degree)	312	37	7.22	2.18

7. To what extent do you believe that the World Bank Group's work and support help the poorest in Côte d'Ivoire? (Select only ONE response)	Percentage of Respondents (N=348)			
To a fully sufficient degree	13.8%			
To a somewhat sufficient degree	38.5%			
To a somewhat insufficient degree	18.1%			
To a very insufficient degree	14.7%			
Don't know	14.9%			

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

<b>8. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=331)</b>
Implementation support	44.1%
Financial resources	28.7%
Capacity development related to World Bank Group supported projects	25.7%
Mobilizing third party financial resources	23.0%
Donor coordination	16.9%
Technical assistance	16.9%
Formal policy advice, studies, analyses	12.7%
Data and statistics	9.1%
Global advocacy	8.8%
Promoting knowledge sharing	4.5%
Bringing together different groups of stakeholders	3.6%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	2.1%
Other	0.9%

<b>9. 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)</b>	<b>Percentage of Respondents (Responses Combined; N=338)</b>
Not willing to honestly criticize policies and reform efforts in the country	27.5%
Staff too inaccessible	22.2%
Not enough public disclosure of its work	19.2%
Not adequately sensitive to political/social realities in Côte d'Ivoire	16.0%
Too influenced by developed countries	15.7%
World Bank Group's processes too slow and complex	15.1%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	15.1%
Not collaborating enough with private sector	12.4%
Not aligned with country priorities	11.8%
Inadequate level of real-time advice and guidance	10.4%
Inadequate number of innovative knowledge products and services	5.9%
Inadequate number of innovative financial products and services	4.7%
Not adequately flexible in changing country circumstances	3.8%
Inadequate World Bank Group's staffing in Côte d'Ivoire	3.6%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	3.0%
Don't know	2.4%
Not sufficiently focused on sustainable results	1.8%
Other	1.5%
Arrogant in its approach	0.3%

**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 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)</b>	<b>Percentage of Respondents (Responses Combined; N=346)</b>
Education	53.5%
Job creation/employment	28.9%
Private sector development	24.6%
Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	23.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18.8%
Agriculture and rural development	17.9%
Anti-corruption	16.2%
Poverty reduction	15.3%
Food security	11.3%
Social cohesion	11.3%
Social protection (e.g., pensions, targeted social assistance)	9.5%
Transport (e.g., roads, bridges, transportation)	8.4%
Water and sanitation	7.8%
Energy	6.6%
Gender equity (closing the gap between women and men, and boys and girls)	5.5%
Urban development	5.2%
Local governance and institutions	4.9%
Equality of opportunity (i.e., social inclusion)	4.0%
Information and communications technology	4.0%
Natural resource management (non-renewable: e.g., forest, water, mining, oil)	3.2%
Economic growth	2.9%
Trade and exports	2.6%
Climate change (e.g., mitigation, adaptation)	2.3%
Global pandemics (e.g., COVID-19)	1.7%

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

11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=346)
Development institution	42.2%
Multi-lateral financial institution	38.4%
World Bank	38.4%
Investment bank	23.1%
Private sector solutions	21.7%
Financial advisory solutions	16.8%
Public-private partnerships	13.9%
Don't know	13.6%
Impact investor	11.3%
Innovation and entrepreneurship	9.2%
Asset manager	4.6%
Venture capital	3.5%
None of the above	2.9%
Other	2.9%
Thought leader	0.9%

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

Staff Preparedness	N	DK	Mean	SD
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Côte d'Ivoire solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	287	54	7.47	2.01

To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Responsiveness to needs*	261	61	6.02	2.25
3. Flexibility (in terms of the institution's products and services)*	233	87	5.77	2.05
4. Flexibility (in terms of changing country circumstances)*	250	69	6.05	2.03
5. Being inclusive*	257	58	6.29	2.09
6. Openness (sharing data and other information)*	267	48	6.51	2.02
7. Collaboration with the Government*	302	25	7.75	1.78
8. The speed in which it gets things accomplished on the ground*	272	42	5.88	2.14
9. Helping to bring discipline/effective supervision to implementation of investment projects*	287	39	7.09	2.05
10. Collaboration with civil society*	270	51	5.87	2.32
11. Staff accessibility*	266	56	5.34	2.42
12. Collaboration with other donors and development partners*	254	72	6.72	2.04
13. Collaboration with the private sector*	261	58	6.49	2.04
14. Straightforwardness and honesty*	260	63	6.91	2.18
15. Treating clients and stakeholders in Côte d'Ivoire with respect*	257	66	7.00	1.87
16. Being a long-term partner*	266	48	7.54	1.89
17. Acting with compassion and empathy	231	84	6.35	2.03
18. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	252	75	6.96	1.99
19. Measuring results effectively	256	70	7.12	2.08

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
20. The World Bank Group disburses funds promptly	241	96	5.10	2.49
21. The World Bank Group effectively monitors and evaluates the projects and programs it supports	300	41	7.46	2.11
22. The World Bank Group's approvals and reviews are done in a timely fashion	270	67	6.59	2.30
23. The World Bank Group's Environmental and Social Framework requirements are reasonable	245	85	6.67	1.94
24. The World Bank Group's conditions on its lending are reasonable	227	106	6.15	2.26
25. The World Bank Group takes decisions quickly in Côte d'Ivoire*	234	99	5.99	2.33
26. Working with the World Bank Group increases Côte d'Ivoire's institutional capacity	281	56	7.04	2.14

To what extent do you agree/disagree with the following statements about the World Bank Group in Côte d'Ivoire? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
27. 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*	277	69	6.69	2.13
28. The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	266	72	6.50	2.23

COVID-19 "Approach Paper"	N	DK	Mean	SD
29. 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-Not useful at all, 10-Very useful)	248	91	7.16	2.07

Global role of advocacy	N	DK	Mean	SD
30. 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)	289	52	7.21	1.94

How effectively does the World Bank Group support Côte d'Ivoire's efforts ... ? (1-Not effectively at all, 10-Very effectively)	Effectiveness			
	N	DK	Mean	SD
31. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	296	44	6.84	2.26
32. To develop better and stronger data collection/analytics systems within the Government	299	36	7.11	2.01
33. To strengthen the country's crisis preparedness	297	39	7.25	2.16



**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 Côte d'Ivoire? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	186	148	5.96	2.30
2. Gender equity (closing the gap between women and men, and boys and girls)	218	115	6.55	2.04
3. Private sector development	244	80	6.30	2.09
4. Education	282	50	6.99	2.16
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	254	83	6.81	2.09
6. Food security	234	95	6.35	1.99
7. Urban development	237	94	6.92	2.16
8. Energy	235	94	6.56	2.19
9. Water and sanitation	250	77	7.08	2.01
10. Job creation/employment	238	85	5.99	2.33
11. Health (e.g., child mortality, maternal mortality, malaria, access to quality care, health facilities, qualified medical staff)	276	56	6.82	2.15
12. Transport (e.g., roads, bridges, transportation)	265	66	7.18	2.00
13. Agriculture and rural development	250	78	6.41	2.21
14. Trade and exports	211	113	6.00	1.98
15. Natural resource management (non-renewable: e.g., forest, water, mining, oil)	210	126	6.04	2.28
16. Climate change (e.g., mitigation, adaptation)	222	107	6.41	2.31
17. Poverty reduction	281	55	6.15	2.45
18. Economic growth	269	64	7.05	2.06
19. Equality of opportunity (i.e., social inclusion)	229	104	6.01	2.51
20. Information and communications technology	218	118	6.65	2.11

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

2. 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: (1-Not effective at all, 10-Very effective)	Effectiveness				
	N	NA	DK	Mean	SD
1. Supporting health interventions for saving lives	264	9	70	7.17	2.06
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	252	9	79	6.63	2.15
3. Protecting poor people (social assistance/ social safety nets)	267	9	60	6.57	2.29
4. Ensuring sustainable business growth and job creation	245	7	82	6.14	2.30
5. Strengthening policies, institutions and investments for rebuilding better	235	10	90	6.74	2.17
6. Macroeconomic stability and transparent debt management	216	10	110	6.95	2.17

**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=344)
Weekly	3.8%
Monthly	17.7%
A few times a year	32.0%
Rarely	27.0%
Never	19.5%

In Côte d'Ivoire, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	216	125	6.03	2.27
3. Include appropriate level of stakeholder involvement during preparation	238	99	6.30	2.41
4. Lead to practical solutions	254	81	6.79	2.26
5. Are source of relevant information on global good practices	251	82	7.37	1.95
6. Are adequately disseminated	260	76	5.96	2.58
7. Are translated enough into local language	246	91	4.93	2.81
8. Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances*	267	75	7.04	2.07

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)	297	49	6.89	2.24
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)	277	68	7.13	2.02

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Côte d'Ivoire? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=328)</b>
Reduce the complexity of obtaining World Bank Group financing	25.9%
Engage more directly with beneficiaries	22.6%
Engage more effectively with civil society (e.g., NGOs, CBOs)	20.7%
Increase the level of capacity development in the country	18.3%
Collaborate more effectively with Government clients (e.g., national, state, local)	16.2%
Ensure greater selectivity in its work	15.9%
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy	12.5%
Work faster	11.9%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	11.0%
Engage more effectively with private sector (including small and medium-sized enterprises - SMEs)	11.0%
Offer more innovative financial products and services	7.9%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges	7.3%
Offer more innovative knowledge products and services	6.7%
Offer more real-time advice and guidance	3.7%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	3.7%
Other	2.4%

<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=336)</b>
Private sector	36.0%
Beneficiaries	31.3%
NGOs/Community Based Organizations	30.1%
Academia/think tanks/research institutes	25.3%
Local government	21.4%
Youth/university groups	17.3%
Media	10.7%
Donor community	7.4%
Parliament	7.1%
Foundations	6.0%
Don't know	1.8%
Other	0.6%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Côte d'Ivoire?</b>	<b>Percentage of Respondents (N=342)</b>
Never	38.6%
Less than once a year	21.1%
Once a year to a few times a year	24.9%
Less than once a month	5.6%
At least once a month	8.2%
At least once a week	1.8%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=335)</b>
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	47.2%
World Bank Group's publications and other written materials	38.5%
Interviews and press conferences for the Côte d'Ivoire's media	36.1%
World Bank Group's website	19.4%
World Bank Group's seminars/workshops/conferences	15.8%
e-Newsletters	11.6%
Webinars or online events hosted by the World Bank Group	6.9%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	4.2%

<b>3. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?</b>	<b>N</b>	<b>Percentage of Respondents</b>			
		<b>Every few days</b>	<b>Every few weeks</b>	<b>Every few months</b>	<b>Not at all</b>
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	332	9.0%	18.7%	50.3%	22.0%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	329	6.7%	27.1%	45.0%	21.3%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	320	7.8%	8.4%	14.4%	69.4%
Visited a WBG website (e.g., read a blog, used data)	332	6.0%	16.6%	38.3%	39.2%
Attended an event/conference hosted by the WBG	325	2.8%	7.1%	27.1%	63.1%
Watched a webinar or online event hosted by the WBG	323	4.0%	7.7%	23.2%	65.0%
Read some or all of a WBG research paper or publication	316	4.7%	12.0%	45.9%	37.3%
Met professionally with WBG staff	320	3.8%	5.9%	21.6%	68.8%
Read a WBG e-newsletter	326	4.9%	10.4%	35.9%	48.8%



## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=344)
Employee of Ministry, Ministerial Department, Implementation Agency	17.4%
NGO/Community Based Organization	16.3%
Local Government Office or Staff	11.0%
Office of Parliamentarian	7.6%
Academia/Research Institute/Think Tank	7.6%
Private Sector Organization	6.7%
Other	6.1%
Media (press, radio, TV, web, etc.)	5.2%
State-Owned Enterprise	4.7%
Office of Minister	4.4%
Trade Union	3.2%
Financial Sector/Private Bank	2.0%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	1.7%
Youth Group	1.7%
Faith-Based Group	1.5%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	1.2%
Office of the President, Prime Minister	0.9%
Judicial System (e.g., courts)	0.6%
Multilateral Agency (UN, regional development bank)	0.3%
Bilateral Agency (e.g., embassy, diplomatic, military)	0.0%
Private Foundation (e.g., Bill & Melinda Gates Foundation, Rockefeller Foundation)	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=343)</b>
Education	18.4%
Other	7.9%
Finance and markets	7.0%
Generalist (specialized in multiple sectors)	6.7%
Macroeconomics, fiscal management	6.4%
Health, nutrition	6.4%
Jobs	6.1%
Social protection	5.8%
Agriculture, rural development	4.1%
Communications, public affairs	4.1%
Governance, anti-corruption	3.8%
Gender	3.8%
Poverty	2.9%
Trade and competitiveness	2.9%
Urban development	2.3%
Digital development and technology (ICT)	2.3%
Environment, natural resources	2.0%
Water, sanitation	1.5%
Transport	1.5%
Fragility, conflict, violence, refugees	1.5%
Energy	1.2%
Tourism	1.2%
Climate change	0.3%
Demographics, migration	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in Côte d'Ivoire?</b>	<b>Percentage of Respondents (N=324)</b>
Yes	27.8%
No	72.2%

<b>4. 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)</b>	<b>Percentage of Respondents (N=88)</b>
The World Bank (IBRD/IDA)	71.6%
The International Finance Corporation (IFC)	15.9%
The Multilateral Investment Guarantee Agency (MIGA)	9.1%
International Centre for Settlement of Investment Disputes (ICSID)	3.4%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=216)</b>
Yes	36.6%
No	63.4%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=270)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	54.1%
Use World Bank Group website for information, data, research, etc.	32.6%
Use World Bank Group reports/data	25.2%
Collaborate as part of my professional duties	23.0%
Engage in World Bank Group related/sponsored events/activities	18.1%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=350)</b>
Female	29.1%
Male	70.9%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=352)</b>
25 and under	4.8%
26-35	13.6%
36-45	33.2%
46-55	27.6%
56 and above	20.7%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=352)</b>
Abidjan	73.0%
Outside Abidjan	27.0%



## Appendix B: Responses to Selected Questions by Stakeholder Groups<sup>20</sup>

- Office of the President/Prime Minister/Minister N=18
- Office of Parliamentarian N=26
- Employee of a Ministry/PMU/Consultant on WBG Project N=64
- Local Government Office or Staff N=38
- Other Government Institutions/Organizations<sup>21</sup> N=24
- Private Sector/Financial Sector N=30 (Private Sector)
- CSO N=78
- Academia/Research Institute/Think Tank (Academia) N=26
- Media N=18
- Other<sup>22</sup> N=22

*Note that this appendix usually also includes all 10-point scale indicator questions. In case of Côte d'Ivoire, none of the scales had significantly different values and therefor were not included in this appendix.*

### A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/Organizations	Private Sector	CSO	Academia	Media	Other
The right direction*	100.0%	76.0%	83.6%	75.7%	70.8%	82.1%	61.0%	60.0%	77.8%	50.0%
The wrong direction	0.0%	12.0%	4.9%	10.8%	16.7%	7.1%	18.2%	12.0%	5.6%	15.0%
Not sure	0.0%	12.0%	11.5%	13.5%	12.5%	10.7%	20.8%	28.0%	16.7%	35.0%

\*Significantly different between stakeholder groups

<sup>20</sup> Only 344 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>21</sup> Includes the following categories: Independent Government Institution (N=6), the Judicial System (N=2); State-Owned Enterprise (N=16)

<sup>22</sup> Includes the following categories: Multilateral Agency (N=1) and Other (N=21). There were no respondents from bilateral agencies and private foundations.



**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Energy*	41.2%	32.0%	16.9%	17.1%	25.0%	37.9%	14.3%	8.3%	22.2%	15.0%
Water and sanitation	23.5%	16.0%	22.0%	22.9%	37.5%	20.7%	9.1%	8.3%	22.2%	20.0%
Job creation/employment*	5.9%	20.0%	35.6%	65.7%	33.3%	37.9%	29.9%	50.0%	38.9%	20.0%
Health*	52.9%	44.0%	42.4%	17.1%	20.8%	17.2%	42.9%	41.7%	22.2%	35.0%
Global pandemics	0.0%	4.0%	3.4%	2.9%	4.2%	13.8%	7.8%	4.2%	0.0%	5.0%
Social protection	0.0%	0.0%	6.8%	5.7%	4.2%	0.0%	10.4%	0.0%	5.6%	10.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	8.3%	0.0%	5.0%
Private sector development	11.8%	12.0%	10.2%	11.4%	16.7%	17.2%	7.8%	4.2%	0.0%	20.0%
Education	35.3%	24.0%	47.5%	34.3%	25.0%	34.5%	35.1%	58.3%	50.0%	45.0%
Public sector governance/ reform	23.5%	16.0%	11.9%	14.3%	12.5%	20.7%	18.2%	4.2%	22.2%	0.0%
Food security	0.0%	0.0%	5.1%	8.6%	8.3%	0.0%	3.9%	4.2%	0.0%	0.0%
Urban development	11.8%	0.0%	5.1%	0.0%	4.2%	3.4%	2.6%	4.2%	0.0%	10.0%
Anti-corruption*	17.6%	28.0%	18.6%	28.6%	12.5%	31.0%	26.0%	45.8%	55.6%	30.0%
Economic growth	17.6%	20.0%	10.2%	5.7%	20.8%	13.8%	9.1%	4.2%	11.1%	15.0%
Local governance and institutions	0.0%	4.0%	0.0%	2.9%	0.0%	0.0%	3.9%	0.0%	0.0%	0.0%
Equality of opportunity	11.8%	0.0%	5.1%	2.9%	12.5%	6.9%	10.4%	0.0%	0.0%	20.0%
Information and communications technology	5.9%	4.0%	0.0%	0.0%	4.2%	0.0%	3.9%	0.0%	0.0%	0.0%
Transport	17.6%	20.0%	6.8%	5.7%	4.2%	13.8%	7.8%	8.3%	0.0%	5.0%
Agriculture and rural development	11.8%	16.0%	15.3%	11.4%	20.8%	0.0%	13.0%	4.2%	22.2%	5.0%
Trade and exports	0.0%	0.0%	1.7%	0.0%	8.3%	3.4%	3.9%	0.0%	0.0%	0.0%
Social cohesion	0.0%	28.0%	13.6%	22.9%	12.5%	6.9%	18.2%	16.7%	11.1%	15.0%
Natural resource management	0.0%	4.0%	1.7%	2.9%	0.0%	3.4%	5.2%	8.3%	0.0%	0.0%
Climate change*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.3%	0.0%	5.6%	10.0%
Poverty reduction	5.9%	8.0%	18.6%	17.1%	8.3%	17.2%	9.1%	16.7%	11.1%	15.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Insuring better revenues to farmers	12.5%	34.6%	18.0%	18.9%	21.7%	16.7%	17.9%	16.0%	16.7%	18.2%
Providing financial support to low-income households	25.0%	19.2%	24.6%	37.8%	39.1%	20.0%	34.6%	24.0%	33.3%	31.8%
Streamlining COVID-19 testing and results procedure for travelers and non-travelers	12.5%	15.4%	16.4%	18.9%	26.1%	33.3%	24.4%	20.0%	5.6%	22.7%
Education	25.0%	34.6%	29.5%	16.2%	26.1%	10.0%	17.9%	36.0%	33.3%	31.8%
Healthcare	43.8%	38.5%	59.0%	43.2%	39.1%	26.7%	41.0%	56.0%	50.0%	36.4%
Fair and equal distribution of a COVID-19 vaccine	31.3%	15.4%	16.4%	29.7%	26.1%	36.7%	20.5%	20.0%	27.8%	40.9%
Economic growth	18.8%	15.4%	9.8%	13.5%	8.7%	10.0%	7.7%	8.0%	0.0%	4.5%
Poverty and inequality*	50.0%	7.7%	19.7%	16.2%	4.3%	33.3%	25.6%	16.0%	22.2%	18.2%
Nutrition/food security	6.3%	0.0%	6.6%	0.0%	4.3%	3.3%	9.0%	16.0%	5.6%	0.0%
Public service delivery	0.0%	11.5%	9.8%	2.7%	8.7%	10.0%	11.5%	0.0%	0.0%	9.1%
Ensuring sustainable business growth and job creation	43.8%	34.6%	31.1%	35.1%	21.7%	40.0%	28.2%	24.0%	22.2%	45.5%
Ensuring that girls and women have equal access to job opportunities	0.0%	7.7%	8.2%	5.4%	0.0%	0.0%	6.4%	0.0%	5.6%	0.0%
Providing direct financial support to businesses (business support packages)*	18.8%	34.6%	26.2%	29.7%	30.4%	43.3%	14.1%	16.0%	44.4%	9.1%
Ensuring that girls and women have equal access to health care/health services	0.0%	3.8%	4.9%	5.4%	4.3%	6.7%	14.1%	12.0%	11.1%	9.1%
Providing direct non-financial support to citizens	6.3%	15.4%	13.1%	21.6%	17.4%	3.3%	17.9%	20.0%	11.1%	18.2%
Other	6.3%	3.8%	1.6%	0.0%	0.0%	0.0%	6.4%	0.0%	0.0%	4.5%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Inadequate level of donor coordination*	42.9%	22.7%	24.5%	9.1%	22.7%	37.5%	9.2%	11.1%	6.7%	11.8%
Reforms are not well thought out in light of country challenges	21.4%	40.9%	32.7%	39.4%	27.3%	37.5%	35.4%	33.3%	26.7%	23.5%
Political pressures and obstacles	35.7%	27.3%	32.7%	27.3%	22.7%	25.0%	27.7%	27.8%	26.7%	41.2%
Inadequate level of private sector participation*	14.3%	13.6%	6.1%	0.0%	18.2%	29.2%	16.9%	0.0%	13.3%	17.6%
Inadequate level of citizen/civil society participation*	42.9%	9.1%	8.2%	45.5%	18.2%	8.3%	27.7%	22.2%	20.0%	17.6%
Inadequate level of government accountability	7.1%	9.1%	10.2%	12.1%	13.6%	8.3%	9.2%	5.6%	20.0%	11.8%
Inadequate level of capacity in the government	7.1%	9.1%	18.4%	9.1%	22.7%	12.5%	20.0%	5.6%	6.7%	17.6%
Corruption	28.6%	50.0%	53.1%	48.5%	45.5%	41.7%	44.6%	83.3%	73.3%	41.2%
Pressure from outside interest groups	0.0%	9.1%	6.1%	6.1%	9.1%	0.0%	3.1%	5.6%	6.7%	0.0%
Other	0.0%	0.0%	2.0%	3.0%	0.0%	0.0%	3.1%	0.0%	0.0%	5.9%

\*Significantly different between stakeholder groups

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

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)

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Social protection	11.1%	0.0%	9.8%	10.8%	17.4%	6.7%	9.0%	16.0%	5.6%	4.8%
Gender equity	0.0%	0.0%	6.6%	0.0%	4.3%	0.0%	9.0%	8.0%	5.6%	14.3%
Private sector development*	16.7%	46.2%	29.5%	16.2%	26.1%	43.3%	20.5%	20.0%	0.0%	9.5%
Education*	55.6%	30.8%	45.9%	32.4%	39.1%	60.0%	57.7%	72.0%	94.4%	71.4%
Public sector governance/ reform	27.8%	34.6%	21.3%	24.3%	8.7%	30.0%	15.4%	8.0%	11.1%	9.5%
Food security	16.7%	3.8%	4.9%	13.5%	8.7%	10.0%	15.4%	20.0%	11.1%	4.8%
Urban development	0.0%	0.0%	6.6%	8.1%	0.0%	10.0%	2.6%	12.0%	5.6%	9.5%
Global pandemics	0.0%	3.8%	1.6%	2.7%	0.0%	0.0%	1.3%	8.0%	0.0%	0.0%
Energy	16.7%	11.5%	8.2%	5.4%	8.7%	3.3%	6.4%	0.0%	11.1%	0.0%
Water and sanitation*	11.1%	3.8%	3.3%	10.8%	30.4%	0.0%	7.7%	8.0%	5.6%	4.8%
Job creation/employment	27.8%	30.8%	27.9%	35.1%	39.1%	16.7%	26.9%	36.0%	16.7%	33.3%
Health	38.9%	11.5%	27.9%	16.2%	8.7%	16.7%	29.5%	24.0%	33.3%	23.8%
Transport	16.7%	15.4%	8.2%	13.5%	8.7%	6.7%	3.8%	0.0%	5.6%	9.5%
Agriculture and rural development	16.7%	11.5%	23.0%	13.5%	17.4%	13.3%	17.9%	8.0%	27.8%	33.3%
Trade and exports	0.0%	3.8%	1.6%	2.7%	4.3%	10.0%	0.0%	8.0%	0.0%	0.0%
Natural resource management	5.6%	0.0%	8.2%	5.4%	0.0%	3.3%	2.6%	0.0%	0.0%	0.0%
Social cohesion	0.0%	7.7%	9.8%	16.2%	4.3%	6.7%	20.5%	12.0%	11.1%	4.8%
Climate change	0.0%	0.0%	4.9%	0.0%	8.7%	0.0%	3.8%	0.0%	0.0%	0.0%
Poverty reduction	5.6%	23.1%	8.2%	27.0%	8.7%	20.0%	14.1%	20.0%	11.1%	14.3%
Anti-corruption*	5.6%	11.5%	18.0%	16.2%	4.3%	20.0%	11.5%	12.0%	38.9%	42.9%
Economic growth	5.6%	11.5%	3.3%	0.0%	4.3%	0.0%	2.6%	0.0%	0.0%	4.8%
Equality of opportunity	5.6%	3.8%	4.9%	2.7%	4.3%	10.0%	3.8%	0.0%	0.0%	4.8%
Local governance and institutions*	0.0%	15.4%	1.6%	10.8%	13.0%	3.3%	5.1%	0.0%	0.0%	0.0%
Information and communications technology	5.6%	3.8%	1.6%	5.4%	13.0%	6.7%	3.8%	0.0%	0.0%	0.0%

\*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	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Weekly	11.1%	0.0%	4.8%	0.0%	8.7%	6.7%	2.6%	0.0%	5.6%	0.0%
Monthly	27.8%	8.0%	14.5%	16.7%	13.0%	23.3%	20.8%	28.0%	27.8%	4.8%
A few times a year	33.3%	48.0%	37.1%	30.6%	34.8%	43.3%	27.3%	28.0%	11.1%	23.8%
Rarely	22.2%	28.0%	25.8%	38.9%	26.1%	16.7%	27.3%	16.0%	27.8%	23.8%
Never*	5.6%	16.0%	17.7%	13.9%	17.4%	10.0%	22.1%	28.0%	27.8%	47.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Ensure greater selectivity in its work	27.8%	4.3%	20.0%	18.9%	23.8%	14.8%	9.3%	21.7%	12.5%	19.0%
Provide more adequate data/ knowledge/statistics/figures on Côte d'Ivoire's economy	5.6%	13.0%	6.7%	18.9%	14.3%	7.4%	9.3%	21.7%	18.8%	19.0%
Offer more innovative knowledge products and services	16.7%	4.3%	5.0%	2.7%	9.5%	3.7%	8.0%	17.4%	0.0%	4.8%
Collaborate more effectively with Government clients*	22.2%	43.5%	20.0%	13.5%	14.3%	3.7%	13.3%	4.3%	12.5%	19.0%
Work faster	16.7%	13.0%	10.0%	10.8%	9.5%	14.8%	17.3%	0.0%	6.3%	4.8%
Reduce the complexity of obtaining World Bank Group financing	27.8%	17.4%	33.3%	35.1%	23.8%	25.9%	18.7%	13.0%	18.8%	38.1%
Offer more real-time advice and guidance*	0.0%	4.3%	1.7%	2.7%	0.0%	7.4%	4.0%	17.4%	0.0%	0.0%
Help to bring discipline/ effective supervision to implementation of World Bank Group projects	0.0%	8.7%	13.3%	5.4%	9.5%	18.5%	12.0%	13.0%	6.3%	19.0%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN*	0.0%	0.0%	1.7%	0.0%	0.0%	3.7%	12.0%	0.0%	0.0%	4.8%
Offer more innovative financial products and services	5.6%	4.3%	3.3%	8.1%	19.0%	14.8%	6.7%	4.3%	12.5%	9.5%
Engage more effectively with civil society*	0.0%	8.7%	16.7%	24.3%	19.0%	7.4%	46.7%	13.0%	0.0%	4.8%
Increase the level of capacity development in the country	33.3%	17.4%	16.7%	16.2%	19.0%	14.8%	17.3%	13.0%	31.3%	19.0%
Engage more directly with beneficiaries	22.2%	39.1%	23.3%	27.0%	23.8%	14.8%	17.3%	26.1%	43.8%	4.8%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges*	5.6%	0.0%	10.0%	5.4%	9.5%	0.0%	2.7%	8.7%	31.3%	14.3%
Engage more effectively with private sector*	5.6%	17.4%	13.3%	5.4%	4.8%	44.4%	4.0%	8.7%	6.3%	9.5%
Other	11.1%	0.0%	1.7%	2.7%	0.0%	0.0%	1.3%	4.3%	0.0%	9.5%

\*Significantly different between stakeholder groups



## F. The Future Role of The World Bank Group in Côte d'Ivoire (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	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Youth/university groups	11.1%	11.5%	15.5%	25.7%	17.4%	3.4%	17.1%	32.0%	17.6%	22.7%
Private sector*	50.0%	50.0%	29.3%	25.7%	34.8%	75.9%	21.1%	32.0%	41.2%	31.8%
Local government*	16.7%	50.0%	20.7%	40.0%	8.7%	17.2%	14.5%	0.0%	17.6%	36.4%
Beneficiaries	38.9%	19.2%	43.1%	40.0%	30.4%	41.4%	25.0%	24.0%	17.6%	22.7%
Donor community	0.0%	0.0%	10.3%	2.9%	4.3%	6.9%	15.8%	0.0%	5.9%	4.5%
NGOs/Community Based Organizations*	27.8%	11.5%	19.0%	42.9%	43.5%	20.7%	51.3%	12.0%	11.8%	27.3%
Parliament*	5.6%	34.6%	6.9%	2.9%	8.7%	0.0%	5.3%	8.0%	0.0%	4.5%
Foundations*	5.6%	0.0%	10.3%	0.0%	8.7%	3.4%	13.2%	0.0%	0.0%	0.0%
Media*	22.2%	0.0%	8.6%	8.6%	4.3%	6.9%	13.2%	8.0%	41.2%	4.5%
Academia/think tanks/research institutes*	16.7%	19.2%	22.4%	11.4%	26.1%	20.7%	19.7%	76.0%	35.3%	31.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	3.4%	1.3%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	5.2%	0.0%	4.3%	0.0%	0.0%	0.0%	5.9%	0.0%

\*Significantly different between stakeholder groups

## G. Communication and Information Sharing

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

Percentage of Respondents	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Never*	11.1%	25.0%	31.7%	62.9%	36.4%	20.7%	39.0%	68.0%	33.3%	54.5%
Less than once a year	11.1%	20.8%	23.8%	8.6%	27.3%	31.0%	20.8%	20.0%	22.2%	18.2%
Once a year to a few times a year*	33.3%	50.0%	28.6%	20.0%	22.7%	41.4%	20.8%	4.0%	16.7%	18.2%
Less than once a month	11.1%	4.2%	7.9%	0.0%	0.0%	0.0%	9.1%	0.0%	11.1%	4.5%
At least once a month	27.8%	0.0%	6.3%	5.7%	13.6%	6.9%	9.1%	8.0%	11.1%	4.5%
At least once a week	5.6%	0.0%	1.6%	2.9%	0.0%	0.0%	1.3%	0.0%	5.6%	0.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials	38.9%	37.5%	44.8%	47.1%	42.9%	56.7%	27.3%	36.0%	22.2%	28.6%
e-Newsletters*	22.2%	0.0%	1.7%	8.8%	14.3%	13.3%	24.7%	4.0%	5.6%	9.5%
World Bank Group's seminars/workshops/Conferences*	11.1%	4.2%	12.1%	5.9%	14.3%	6.7%	27.3%	16.0%	33.3%	19.0%
Social media*	38.9%	62.5%	50.0%	73.5%	38.1%	40.0%	44.2%	52.0%	27.8%	38.1%
Direct contact with World Bank Group*	22.2%	0.0%	5.2%	2.9%	0.0%	10.0%	2.6%	0.0%	5.6%	0.0%
World Bank Group's website	27.8%	12.5%	22.4%	8.8%	14.3%	26.7%	20.8%	24.0%	5.6%	19.0%
Webinars or online events hosted by the World Bank Group*	5.6%	4.2%	6.9%	0.0%	0.0%	20.0%	13.0%	4.0%	0.0%	0.0%
Interviews and press conferences for the Côte d'Ivoire's media*	27.8%	62.5%	32.8%	32.4%	42.9%	23.3%	18.2%	44.0%	72.2%	57.1%

\*Significantly different between stakeholder groups



**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, MIGA, ICSID) in Côte d'Ivoire?\*

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
Yes	68.8%	11.5%	36.2%	17.1%	30.4%	37.0%	26.4%	4.0%	52.9%	4.8%
No	31.3%	88.5%	63.8%	82.9%	69.6%	63.0%	73.6%	96.0%	47.1%	95.2%

\*Significantly different between stakeholder groups

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)

Percentage of Respondents	Office of the President/PM/Minister	Office of Parliamentarian	Employee of a Ministry/PMU/Consultant	Local Government Office or Staff	Other Government Institutions/ Organizations	Private Sector	CSO	Academia	Media	Other
The World Bank (IBRD/IDA)	90.9%	100.0%	85.7%	100.0%	100.0%	50.0%	52.6%	0.0%	33.3%	100.0%
The International Finance Corporation (IFC)	9.1%	0.0%	9.5%	0.0%	0.0%	40.0%	15.8%	0.0%	44.4%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	4.8%	0.0%	0.0%	10.0%	26.3%	0.0%	11.1%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	100.0%	11.1%	0.0%

\*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 Côte d'Ivoire COS questionnaire: All 10-point scale questions and questions B7, B9, B10, and F1.*

● Collaborating with the WBG, FY21 N=90

● Not collaborating with the WBG, FY21 N=234

### 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 government	83	6.20	2.58	211	5.88	2.56
Bilateral organizations (e.g., DFID, JICA, GIZ, USAID)	75	7.16	2.07	173	6.62	2.03
The World Bank Group	83	7.27	2.12	203	7.07	2.24
The International Monetary Fund	80	7.19	1.97	191	6.64	2.28
The United Nations (UN)	75	6.72	2.27	202	6.23	2.32
The World Health Organization (WHO)	81	6.95	2.05	211	6.67	2.06
Regional development banks (e.g., AfDB, BOAD)	81	6.84	1.95	204	6.82	2.06
The Central Bank of West African States (BCEAO)	76	6.79	1.94	200	6.76	2.14
International private sector	79	6.35	1.67	180	6.05	2.01
Domestic private sector	80	6.41	1.79	193	6.14	2.06
International civil society (e.g., NGOs, CBOs)	79	6.20	1.95	199	6.25	2.02
Domestic civil society (e.g., NGOs, CBOs)	85	5.99	2.26	219	6.17	2.38
Youth organizations	78	5.51	1.90	203	5.14	2.09
Faith-based institutions	79	5.97	2.06	202	6.10	2.38
Domestic traditional media and their web presence	80	5.55	2.12	208	5.28	2.21
International media and their web presence	81	5.67	2.05	205	5.33	2.13
Web based media	81	5.96	2.11	205	5.61	2.26

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

**How familiar are you with the work of these organizations in Côte d'Ivoire?** *(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 (IBRD/IDA)*	86	6.58	2.61	221	5.62	2.86
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	85	6.02	2.48	216	4.74	2.85

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

<sup>23</sup> Only 324 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 Côte d'Ivoire?**  
(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	89	7.75	2.12	209	7.13	2.39
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	82	7.13	1.92	196	6.27	2.51

\*Significantly different between collaborators and non-collaborators

**Overall, please rate your impression of the effectiveness of these organizations in Côte d'Ivoire.**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank (IBRD/IDA)*	79	7.63	1.66	189	6.64	2.29
The International Finance Corporation (IFC), the World Bank Group's private sector arm*	71	6.92	1.98	165	6.07	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 Côte d'Ivoire?	85	7.62	1.80	204	7.24	2.13

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group influence the development agenda in Côte d'Ivoire?	85	7.51	1.88	202	7.01	2.26

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

**To what extent do you believe that the World Bank Group's work and support help the poorest in Côte d'Ivoire?**

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	18.9%	11.7%
To a somewhat sufficient degree	41.1%	38.1%
To a somewhat insufficient degree	17.8%	18.6%
To a very insufficient degree	14.4%	14.3%
Don't know	7.8%	17.3%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Inadequate level of real-time advice and guidance	9.4%	11.1%
Inadequate number of innovative knowledge products and services	7.1%	6.2%
Inadequate number of innovative financial products and services	4.7%	4.9%
Not willing to honestly criticize policies and reform efforts in the country	34.1%	24.9%
Staff too inaccessible	22.4%	20.9%
Not collaborating enough with private sector	17.6%	11.1%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	4.7%	2.2%
Not aligned with country priorities	8.2%	12.9%
Not adequately sensitive to political/social realities in Côte d'Ivoire	14.1%	18.2%
Too influenced by developed countries	16.5%	15.6%
World Bank Group's processes too slow and complex	18.8%	14.2%
Not adequately flexible in changing country circumstances	7.1%	3.1%
Not sufficiently focused on sustainable results	0.0%	1.8%
Not collaborating enough with civil society	9.4%	17.8%
Not enough public disclosure of its work*	9.4%	23.1%
Arrogant in its approach	0.0%	0.4%
Inadequate World Bank Group's staffing in Côte d'Ivoire	4.7%	3.6%
Other	3.5%	0.9%
Don't know	1.2%	0.9%

\*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 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)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	11.1%	8.8%
Gender equity	5.6%	4.8%
Private sector development	25.6%	24.6%
Education*	64.4%	49.1%
Public sector governance/reform	18.9%	18.4%
Food security	12.2%	10.1%
Urban development	6.7%	4.4%
Global pandemics (e.g., COVID-19)	2.2%	1.8%
Energy	5.6%	7.5%
Water and sanitation	6.7%	7.0%
Job creation/employment*	20.0%	32.0%
Health	21.1%	25.0%
Transport (e.g., roads, bridges, transportation)	11.1%	7.0%
Agriculture and rural development	16.7%	18.9%
Trade and exports	3.3%	2.6%
Natural resource management	4.4%	3.1%
Social cohesion	7.8%	13.2%
Climate change (e.g., mitigation, adaptation)	2.2%	2.6%
Poverty reduction	10.0%	17.1%
Anti-corruption	20.0%	14.5%
Economic growth	0.0%	3.9%
Equality of opportunity (i.e., social inclusion)	1.1%	5.7%
Local governance and institutions	6.7%	4.8%
Information and communications technology*	7.8%	2.6%

\*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 Côte d'Ivoire solve its most complicated development challenges?	80	7.54	1.83	191	7.41	2.10

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	77	6.61	2.15	169	5.62	2.24
Flexibility (in terms of the institution's products and services)*	74	6.20	1.92	147	5.46	2.03
Flexibility (in terms of changing country circumstances)*	78	6.55	1.91	160	5.78	2.03
Being inclusive*	74	6.78	2.13	170	6.05	2.04
Openness (sharing data and other information)*	78	6.88	1.89	175	6.34	2.05
Collaboration with the Government	81	7.94	1.72	199	7.58	1.80
The speed in which it gets things accomplished on the ground*	76	6.26	1.84	178	5.66	2.22
Helping to bring discipline/effective supervision to implementation of investment projects	79	7.32	2.00	188	6.95	2.09
Collaboration with civil society*	78	6.63	2.03	174	5.44	2.31
Staff accessibility*	76	6.07	2.39	172	4.98	2.35
Collaboration with other donors and development partners	73	7.07	1.87	162	6.54	2.08
Collaboration with the private sector*	76	6.95	1.93	167	6.17	2.04
Straightforwardness and honesty	78	7.26	1.96	164	6.71	2.25
Treating clients and stakeholders in Côte d'Ivoire with respect*	83	7.40	1.70	161	6.78	1.92
Being a long-term partner	77	7.79	1.80	172	7.45	1.90
Acting with compassion and empathy	75	6.65	1.89	141	6.12	2.10
Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	75	6.93	1.76	161	6.88	2.12
Measuring results effectively*	79	7.46	1.84	159	6.89	2.18

\*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*	76	5.75	2.23	146	4.82	2.55
The World Bank Group effectively monitors and evaluates the projects and programs it supports	84	7.44	2.16	194	7.43	2.07
The World Bank Group's approvals and reviews are done in a timely fashion	81	6.80	2.24	169	6.37	2.29
The World Bank Group's Environmental and Social Framework requirements are reasonable	74	6.74	1.92	154	6.59	1.92
The World Bank Group's conditions on its lending are reasonable*	69	6.64	1.99	143	5.76	2.30
The World Bank Group takes decisions quickly in Côte d'Ivoire	74	6.27	2.21	143	5.90	2.30
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity	79	7.15	2.08	181	6.92	2.13

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire	80	7.08	1.72	179	6.53	2.26
The World Bank Group meets Côte d'Ivoire's needs for knowledge services	77	6.75	1.97	171	6.40	2.32

(1- Strongly disagree, 10- Strongly agree)

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

	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 Côte d'Ivoire government's efforts to support citizens throughout this crisis?	69	7.20	1.72	163	7.13	2.15

(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?	79	7.48	1.84	190	7.09	1.91

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

**How effectively does the World Bank Group support Côte d'Ivoire'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)	78	6.77	2.24	195	6.79	2.26
To develop better and stronger data collection/analytics systems within the Government	82	6.98	1.98	197	7.13	2.03
To strengthen the country's crisis preparedness	84	7.25	1.91	193	7.18	2.26

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection*	60	6.38	2.20	112	5.67	2.31
Gender equity	62	6.58	2.01	143	6.55	2.02
Private sector development	68	6.63	1.94	161	6.16	2.16
Education	79	7.30	1.90	185	6.86	2.28
Public sector governance/reform*	75	7.21	1.77	164	6.59	2.23
Food security	71	6.62	1.67	148	6.30	2.06
Urban development	76	7.09	1.81	146	6.78	2.33
Energy	74	6.92	1.89	148	6.38	2.34
Water and sanitation	74	7.28	1.83	161	6.96	2.09
Job creation/employment*	72	6.49	1.89	152	5.74	2.47
Health	78	6.94	1.72	180	6.82	2.28
Transport (e.g., roads, bridges, transportation)*	79	7.59	1.68	171	7.05	2.06
Agriculture and rural development*	73	6.92	1.75	162	6.28	2.32
Trade and exports	66	6.17	1.64	130	5.88	2.06
Natural resource management	66	6.24	2.21	133	5.91	2.28
Climate change (e.g., mitigation, adaptation)	71	6.83	2.01	134	6.25	2.39
Poverty reduction*	81	6.65	2.01	180	5.91	2.59
Economic growth	79	7.10	1.84	174	7.04	2.15
Equality of opportunity (i.e., social inclusion)*	70	6.79	1.99	144	5.68	2.67
Information and communications technology	74	6.65	2.10	128	6.71	2.11

\*Significantly different between collaborators and non-collaborators

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

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: (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	77	6.99	2.04	170	7.16	2.09
Education	71	6.68	1.97	164	6.53	2.25
Protecting poor people (social assistance/ social safety nets)	76	6.89	2.11	174	6.36	2.37
Ensuring sustainable business growth and job creation	73	6.37	2.27	155	5.97	2.34
Strengthening policies, institutions and investments for rebuilding better	65	7.08	2.20	154	6.54	2.16
Macroeconomic stability and transparent debt management	65	7.03	2.02	137	6.86	2.20

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely*	74	6.65	1.88	127	5.57	2.31
Include appropriate level of stakeholder involvement during preparation*	71	6.89	2.00	151	6.01	2.48
Lead to practical solutions	78	7.04	2.01	158	6.67	2.34
Are source of relevant information on global good practices	75	7.49	1.88	159	7.29	1.99
Are adequately disseminated*	76	6.54	2.34	168	5.78	2.59
Are translated enough into local language*	77	5.77	2.78	151	4.54	2.77
Are adaptable to Côte d'Ivoire's specific development challenges and country circumstances	75	7.32	1.99	176	6.90	2.09

\*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?	85	7.00	1.95	193	6.79	2.38

(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?	82	7.46	1.74	178	7.04	2.01

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



**F. The future role of the World Bank Group in Côte d'Ivoire**

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Ensure greater selectivity in its work	13.6%	15.2%
Provide more adequate data/knowledge/statistics/figures on Côte d'Ivoire's economy	6.8%	14.7%
Offer more innovative knowledge products and services	4.5%	7.4%
Collaborate more effectively with Government clients	19.3%	16.1%
Work faster	14.8%	9.7%
Reduce the complexity of obtaining World Bank Group financing	30.7%	24.9%
Offer more real-time advice and guidance	1.1%	4.6%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	17.0%	8.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	4.5%	3.7%
Offer more innovative financial products and services	10.2%	6.5%
Engage more effectively with civil society*	13.6%	23.5%
Increase the level of capacity development in the country	19.3%	17.5%
Engage more directly with beneficiaries	20.5%	24.4%
Improve the quality of its experts as related to Côte d'Ivoire's specific challenges	6.8%	6.9%
Engage more effectively with private sector	13.6%	10.6%
Other	2.3%	2.8%

\*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 to account for the differences in the sample composition in terms of respondents' professional affiliation. The original and weighted distributions are presented in the tables on this page.*

*As a result of weighting, 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 2018 respondents and the total number of respondents indicated may differ from those reported in the FY 2018 COS report.*

Original Distribution		
Percentage of Respondents	FY18	FY21
Office of the President, Prime Minister, Minister	1.7%	5.6%
Office of Parliamentarian	4.4%	8.0%
Government Institutions (includes employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	17.1%	27.2%
Local Government	5.8%	11.8%
Bilateral/Multilateral Agencies	1.4%	0.3%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, trade unions, and faith-based groups)	33.8%	24.1%
Private Sector (includes financial sector/private banks)	16.0%	9.3%
Academia/Research Institute/Think Tank	10.2%	8.0%
Media	9.6%	5.6%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>293</b>	<b>323</b>

*(Note, stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons.)*

**The weighted stakeholder breakdown is presented below:**

Weighted Distribution		
Percentage of Respondents	FY18	FY21
Office of the President/Prime Minister/Minister	2.5%	3.4%
Office of Parliamentarian	5.8%	5.8%
Government Institutions	22.2%	22.2%
Local Government	7.8%	8.4%
Bilateral/Multilateral Agency	0.9%	0.4%
Civil Society	31.4%	31.0%
Private Sector	12.4%	12.3%
Academia/Research Institute/Think Tank	9.2%	9.0%
Media	7.8%	7.5%
<b>Total Number of Respondents (Weighted)</b>	<b>293</b>	<b>323</b>

<sup>24</sup> Only those questions that were asked both in FY 2018 and FY 2021 country opinion surveys, with similar response scales/options, are presented in this appendix.

**A. Overall Context**

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

Percentage of Respondents	FY 2018	FY 2021
The right direction	56.4%	72.5%
The wrong direction	12.7%	11.5%
Not sure	30.9%	16.0%

\*Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Côte d'Ivoire? <sup>i</sup>	291	4.80	2.31	306	5.88	2.76

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

\*Significantly different between FY2018 and FY2021

<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 2018 – “How familiar are you with the work of the World Bank Group in Côte d'Ivoire?”.

**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 Côte d'Ivoire?**  
(1-Strongly disagree, 10-Strongly agree)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Côte d'Ivoire*	268	6.16	2.07	296	7.28	2.27
The World Bank Group's work is aligned with what I consider the development priorities for Côte d'Ivoire*	252	5.82	2.22	276	6.56	2.36

\*Significantly different between FY2018 and FY2021

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire. <sup>i</sup>	251	5.85	2.19	270	6.96	2.13

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

\*Significantly different between FY2018 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 2018 – "Overall, please rate your impression of the World Bank Group's effectiveness in Côte d'Ivoire."

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Côte d'Ivoire?*	255	5.96	1.72	292	7.39	2.27

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2018 and FY2021

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

Percentage of Respondents	FY 2018	FY 2021
To a fully sufficient degree	4.9%	12.3%
To a somewhat sufficient degree	31.0%	41.2%
To a somewhat insufficient degree	32.4%	17.0%
To a very insufficient degree	17.8%	15.4%
Don't know	13.9%	14.2%

\*Significantly different between FY2018 and FY2021



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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	228	5.47	1.95	241	5.97	2.30
Flexibility (in terms of the institution's products and services)*	188	4.99	1.92	216	5.78	2.06
Flexibility (in terms of changing country circumstances)*	205	5.54	1.88	230	6.07	2.07
Being inclusive*	174	5.83	2.24	241	6.27	2.05
Openness (sharing data and other information)	216	6.15	2.19	251	6.44	2.02
Collaboration with the Government	262	7.47	1.77	277	7.70	1.77
The speed in which it gets things accomplished on the ground	230	5.58	1.95	254	5.88	2.07
Helping to bring discipline/effective supervision to implementation of investment projects*	238	6.03	2.19	262	6.97	2.05
Collaboration with civil society*	236	4.82	2.34	252	5.91	2.29
Staff accessibility*	213	4.46	2.36	251	5.36	2.42
Collaboration with other donors and development partners*	173	6.26	2.00	233	6.72	2.01
Collaboration with the private sector*	189	5.74	2.14	243	6.51	2.05
Straightforwardness and honesty*	187	6.38	2.27	239	6.89	2.11
Treating clients and stakeholders in Côte d'Ivoire with respect*	183	6.30	2.17	238	6.98	1.81
Being a long-term partner*	225	8.08	1.68	248	7.51	1.89

\* Significantly different between FY2018 and FY2021

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly <sup>i</sup>						
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	257	6.59	2.29	278	7.41	2.13
The World Bank Group's approvals and reviews are done in a timely fashion <sup>i</sup>						
The World Bank Group's Environmental and Social Framework requirements are reasonable <sup>i</sup>						
The World Bank Group's conditions on its lending are reasonable <sup>i</sup>						
The World Bank Group takes decisions quickly in Côte d'Ivoire*	202	5.37	2.05	216	6.05	2.28
Working with the World Bank Group increases Côte d'Ivoire's institutional capacity*	246	6.30	1.99	260	7.09	2.13

\* Significantly different between FY2018 and FY2021

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Côte d'Ivoire*	243	5.81	2.16	257	6.69	2.11
The World Bank Group meets Côte d'Ivoire's needs for knowledge services*	232	5.74	2.14	249	6.51	2.24

\* Significantly different between FY2018 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 Côte d'Ivoire? (1-Not effective at all, 10-Very effective)

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Social protection*	116	4.85	3.31	148	6.40	3.25
Gender equity*	110	5.09	3.13	160	6.38	3.06
Private sector development	125	6.09	3.36	170	6.33	3.04
Education	184	7.28	3.01	203	7.57	2.56
Public sector governance/reform*	140	5.47	3.54	181	6.39	3.37
Global/regional integration*	104	5.44	3.22	145	6.46	3.06
Food security*	153	5.89	3.15	195	6.87	2.94
Urban development*	117	4.77	3.17	169	5.76	3.13
Energy*	107	3.84	3.13	177	5.11	3.35
Water and sanitation	143	6.01	3.36	189	6.34	3.11
Pollution <sup>i</sup>				138	5.26	3.49
Job creation/employment*	124	4.75	3.29	172	5.94	3.14
Health	157	7.29	2.79	199	7.53	2.62
Financial markets <sup>i</sup>				125	6.46	3.09
Transport (e.g., roads, bridges, transportation)	134	5.38	3.39	177	5.94	3.35
Agriculture and rural development	160	6.49	3.15	194	6.30	3.15
Trade and exports	95	5.17	3.21	131	5.25	3.26
Crime and violence <sup>i</sup>				122	5.48	3.39
Natural resource management (e.g., oil, gas, gold, mining)	124	5.43	3.41	167	6.01	3.19
Climate change (e.g., mitigation, adaptation)	108	4.92	3.33	156	5.35	3.28
Poverty reduction*	151	5.75	3.43	205	6.72	3.13
Anti-corruption	141	4.93	3.66	171	5.36	3.38
Support to refugees and host communities <sup>i</sup>				202	7.50	2.72
Economic growth*	135	5.24	3.31	168	6.51	2.92
Disaster risk management	108	5.24	3.38	142	5.76	3.12
Equality of opportunity (i.e., social inclusion)*	122	4.34	3.42	150	5.54	3.20
Communicable/non-communicable diseases	138	6.52	3.06	166	7.03	2.72
Information and communications technology*	121	5.24	3.29	152	6.20	2.91
Gender based violence*	99	4.61	3.00	146	5.99	3.15
Security/stabilization/reconstruction <sup>i</sup>				138	5.94	3.15
Regional conflict and tensions	113	4.97	3.18	150	5.38	3.36
Local governance and institutions	117	5.00	3.32	166	5.72	3.36
Social cohesion	125	5.28	3.24	176	5.62	3.37

\*Significantly different between FY2018 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 2018	FY 2021
Weekly	4.8%	8.5%
Monthly	5.9%	11.7%
A few times a year	20.7%	29.5%
Rarely	37.8%	26.3%
Never	30.7%	23.8%

\*Significantly different between FY2018 and FY2021

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

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

	FY 2018			FY 2021		
	N	Mean	SD	N	Mean	SD
Are timely*	141	6.50	2.93	161	5.63	3.47
Include appropriate level of stakeholder involvement during preparation	138	6.07	3.14	153	6.40	3.24
Lead to practical solutions	155	6.19	3.08	165	6.76	3.01
Are source of relevant information on global good practices*	157	6.71	3.13	173	7.45	2.90
Are adequately disseminated	138	5.68	3.29	181	5.99	3.42
Are translated enough into local language	149	4.59	3.57	176	4.25	3.39
Are adaptable to Chad's specific development challenges and country circumstances	157	6.39	3.09	188	6.77	3.21

\*Significantly different between FY2018 and FY2021

	FY 2018			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?*	197	6.94	3.25	233	7.52	2.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	195	6.39	3.41	217	5.96	3.42

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

\*Significantly different between FY2018 and FY2021

## Appendix E: Côte d'Ivoire FY21 COS Questionnaire



### **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

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

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

<b>A3. Listed below are a number of development priorities in Côte d'Ivoire.</b>			
<b>Please identify which of the following you consider the most important development priorities in Côte d'Ivoire. (Choose no more than THREE)</b>			
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	The World Bank (IBRD/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 Côte d'Ivoire?												
		Strongly disagree								Strongly agree		Don't know
B2	Overall, the World Bank Group currently plays a relevant role in development in Côte d'Ivoire	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 Côte d'Ivoire	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 Côte d'Ivoire.												
		Not effective at all								Very effective		Don't know
1	The World Bank (IBRD/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 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

<b>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)</b>	
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): _____

<b>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)</b>	
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**

<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 Côte d'Ivoire 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>To what extent is the World Bank Group an effective development partner in Côte d'Ivoire, 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>C2</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C3</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>C4</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</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>C9</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>C10</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Treating clients and stakeholders in Côte d'Ivoire with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	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"/>
<b>C19</b>	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
		1	2	3	4	5	6	7	8	9	10	
<b>C20</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C21</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>C22</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>C23</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>C24</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>C25</b>	The World Bank Group takes decisions quickly in Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C26</b>	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
		1	2	3	4	5	6	7	8	9	10	
<b>C27</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 Côte d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C28</b>	The World Bank Group meets Côte d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

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

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

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

**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											<input type="checkbox"/>	<input type="checkbox"/>		
2	Education (e.g., transitioning to remote learning, ensuring access, etc.)											<input type="checkbox"/>	<input type="checkbox"/>		
3	Protecting poor people (social assistance/ social safety nets)											<input type="checkbox"/>	<input type="checkbox"/>		
4	Ensuring sustainable business growth and job creation											<input type="checkbox"/>	<input type="checkbox"/>		
5	Strengthening policies, institutions and investments for rebuilding better											<input type="checkbox"/>	<input type="checkbox"/>		
6	Macroeconomic stability and transparent debt management											<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

<b>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)</b>	
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): _____

<b>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)</b>			
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**

<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 (IBRD/IDA, IFC, MIGA, ICSID) in your country?</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 Côte d'Ivoire? (Select only ONE response)</b>	
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**

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

<b>H6. Which of the following describes most of your exposure to the World Bank Group in Côte d'Ivoire? (Choose no more than TWO)</b>	
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.

<b>H7. What's your gender?</b>	
1	Female
2	Male

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

<b>H9. Which best represents your geographic location?</b>	
1	Abidjan
2	Outside Abidjan

**Thank you for completing the survey!**