

# FY 2021 Benin Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



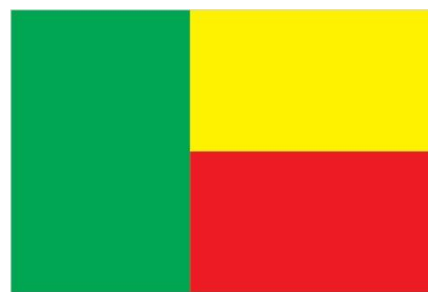
**WORLD BANK GROUP**

**March 2022**



## Acknowledgements

The Benin 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 Benin country team and independent fielding agency Centre de Formation et de Recherche en Matière de Population de l'Université d'Abomey-Calavi (CEFOP/UAC). In particular, Strategic Insights Group is grateful for the support from Yao Gnana Afangbedji (External Affairs Officer), who coordinated the survey related activities from Cotonou, Benin.



Country Opinion Surveys  
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## BENIN





## I. Objectives

This survey was designed to assist the World Bank Group (WBG) in gaining a better understanding of how stakeholders in Benin 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 Benin*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From April 2021 to May 2021, 651 stakeholders of the WBG in Benin 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 464 stakeholders participated in the survey (71% response rate). Respondents completed the questionnaire with a representative from the local fielding agency, received the questionnaire via a courier and returned it accordingly, or they completed the questionnaire online.

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

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 and C present data on selected questions. Additional data breakdowns are available upon request.



## II. Methodology (continued)

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'18 (response rate was 65%, N=452). 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. Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. To reduce the influence of the former, the samples from FY'18 and FY'21 were weighted to have equivalent stakeholder groupings, allowing for more statistically reliable comparisons. Due to this weighting, 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 this report.

Original Distribution		
Percentage of Respondents	FY18	FY21
Office of the President, Prime Minister, Minister	5.8%	6.3%
Government Institutions (includes offices of Parliamentarians, employees of ministries, PMUs/Consultants on WBG-supported projects, independent government institutions, the judiciary, and state-owned enterprises)	43.7%	35.5%
Local Government	22.1%	24.4%
Bilateral/Multilateral Agency	1.7%	4.9%
Civil Society (includes NGOs/CBOs, private foundations, youth groups, faith-based groups, and trade unions)	11.4%	15.3%
Private Sector	7.7%	6.9%
Academia	4.5%	3.2%
Media	3.2%	3.5%
<b>Total Number of Respondents (Un-Weighted)</b>	<b>407</b>	<b>431</b>

(Note, stakeholders who identified themselves as "Other" in the stakeholder category options and respondents who did not answer the stakeholder group question were not included in these comparisons.)

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

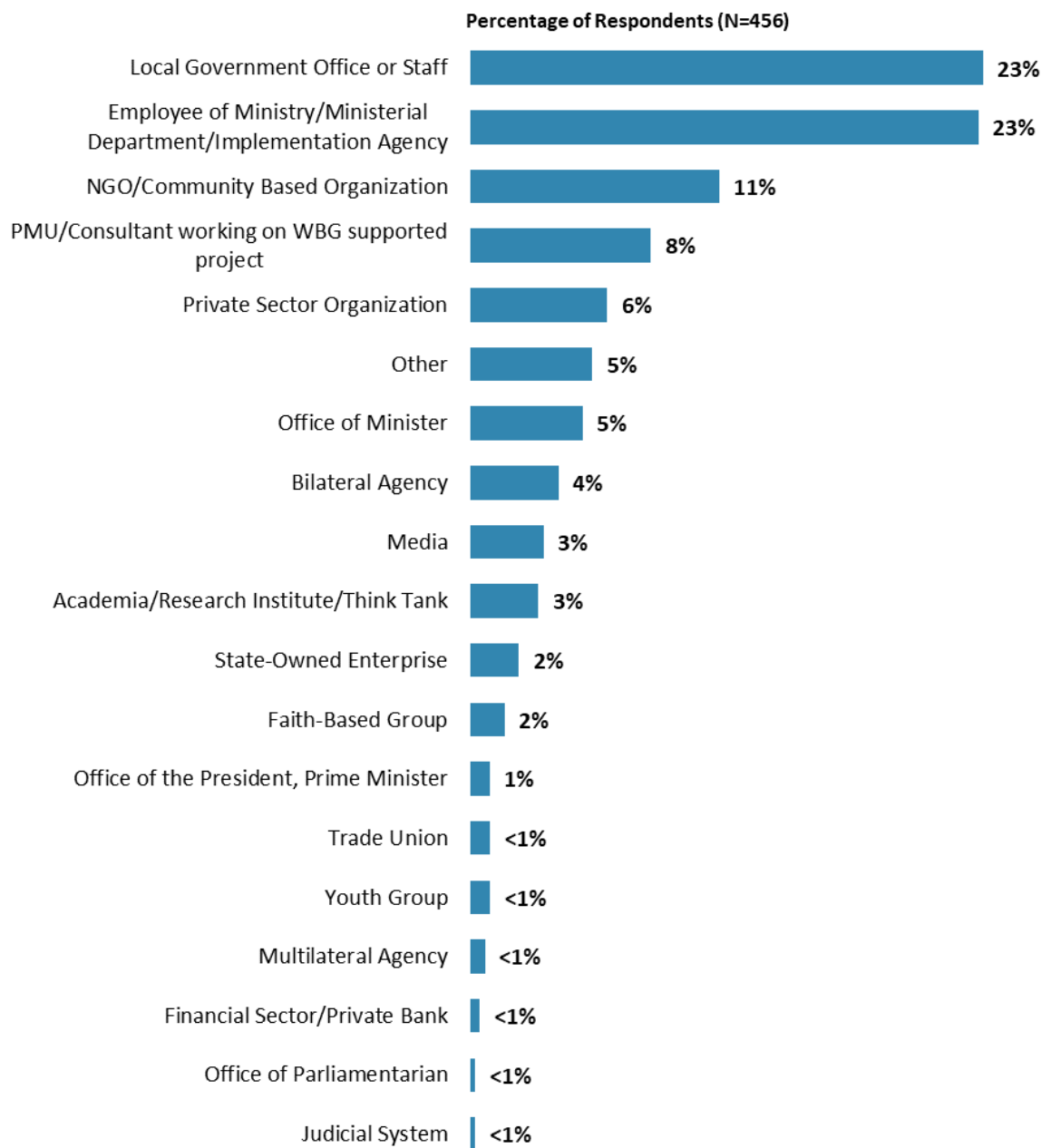
Weighted Distribution		
Percentage of Respondents	FY18	FY21
Office of the President, Prime Minister, Minister	6.1%	6.1%
Government Institutions	40.0%	40.0%
Local Government	23.1%	23.1%
Bilateral/Multilateral Agency	3.1%	3.1%
Civil Society	13.1%	13.1%
Private Sector	7.1%	7.1%
Academia	4.0%	4.0%
Media	3.5%	3.5%
<b>Total Number of Respondents (Weighted)</b>	<b>473</b>	<b>382</b>



### III. Demographics of the Sample

#### Current Position

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



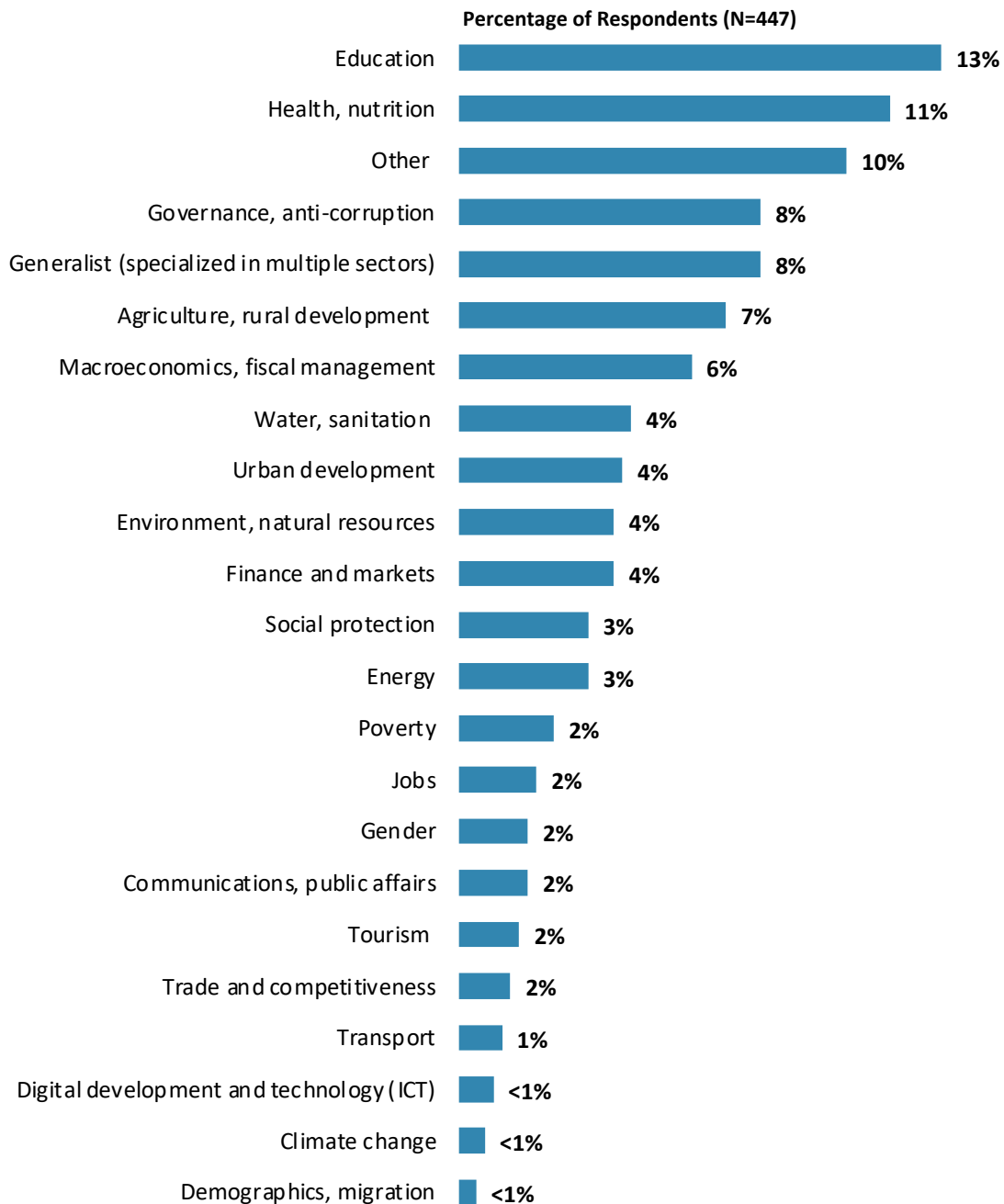
**“Which of the following best describes your current position?”**  
(Respondents chose from a list.)

<sup>1</sup> Respondents from the office of the President, Prime Minister were combined with the respondents from the office of a minister; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from the financial sector/private banks were combined with those from private sector organizations. The small number of the respondents from judicial system and the office of parliamentarian were included in the “Other” category. There were no respondents from private foundations and independent government institutions.



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

#### Area of Primary Specialization

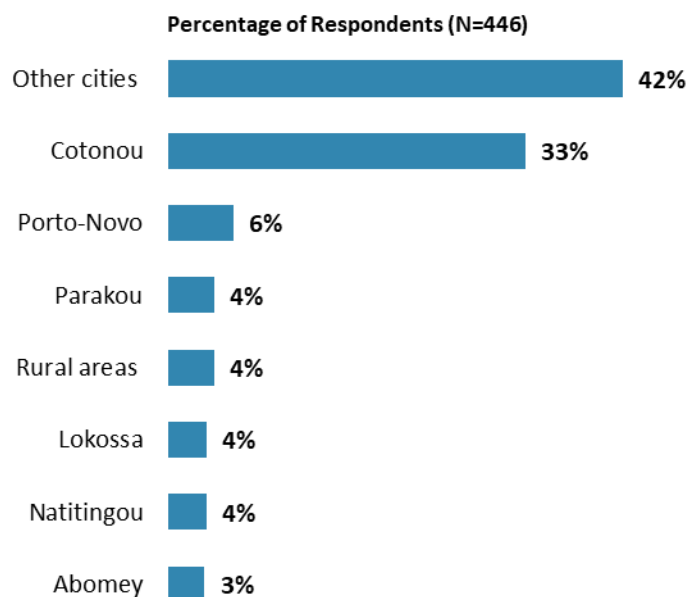


**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



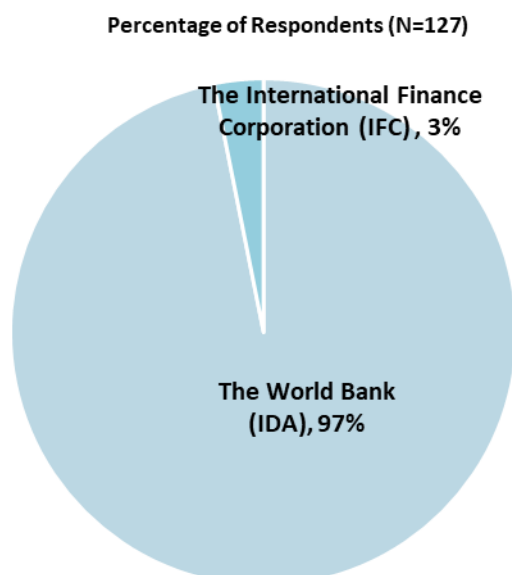
### III. Demographics of the Sample (continued)

#### Geographic Locations



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

#### 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 Benin?"**  
(Respondents chose from a list.)

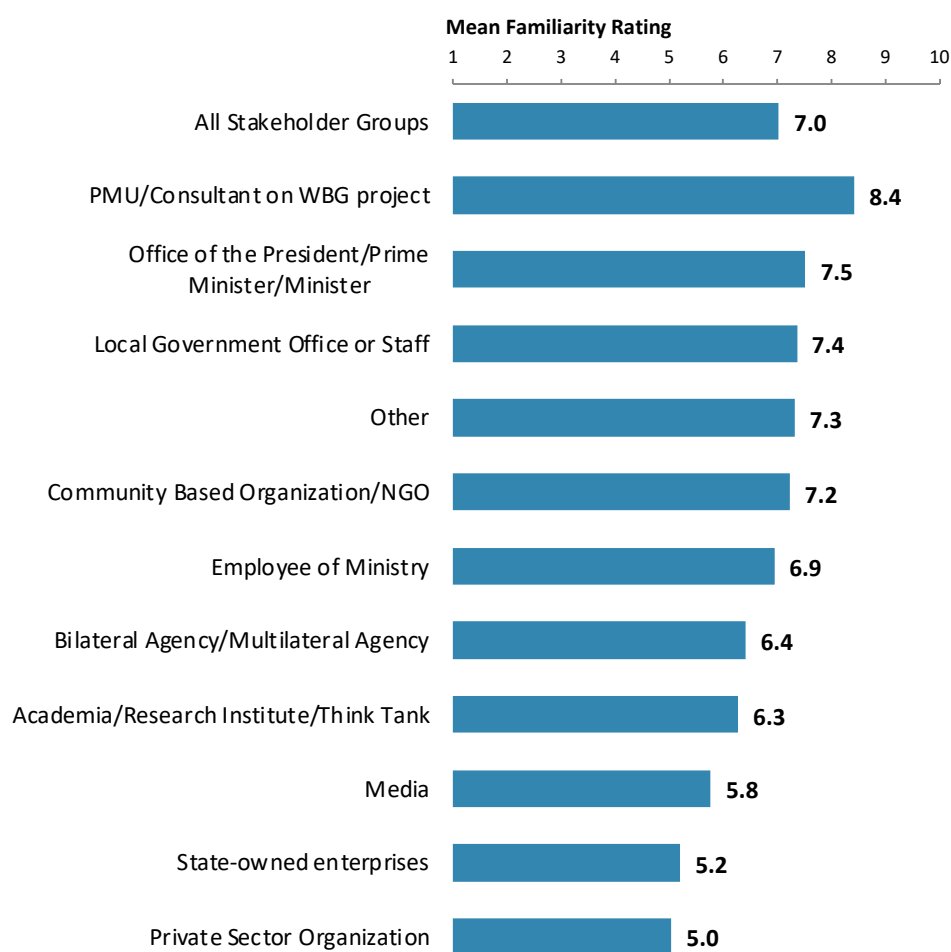




### III. Demographics of the Sample (continued)

#### 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 = 7.0; weighted mean in FY'18 = 5.5)<sup>2</sup>.
- **Impact of familiarity:** Respondents' ratings of familiarity<sup>3</sup> with the WBG were significantly, moderately correlated with their ratings for the WBG's overall effectiveness<sup>4</sup> in Benin, with their ratings that the WBG plays a relevant role in Benin's development, and significantly, strongly correlated with their agreement that the WBG's work helps to achieve development results.



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

<sup>2</sup> The means in the chart were calculated based on un-weighted data. Please refer to Methodology (page 4) for more details on weighting.

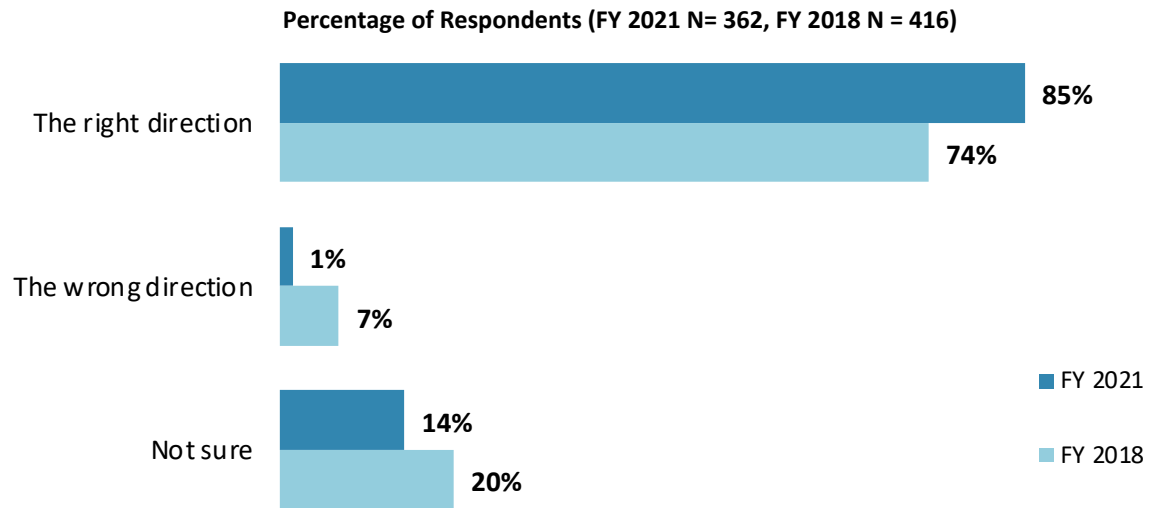
<sup>3</sup> In FY 2021, the question about familiarity was asked separately about the World Bank and the IFC (B1\_1 and B1\_2). Only variable B1\_1 (World Bank) was used in this calculation.

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



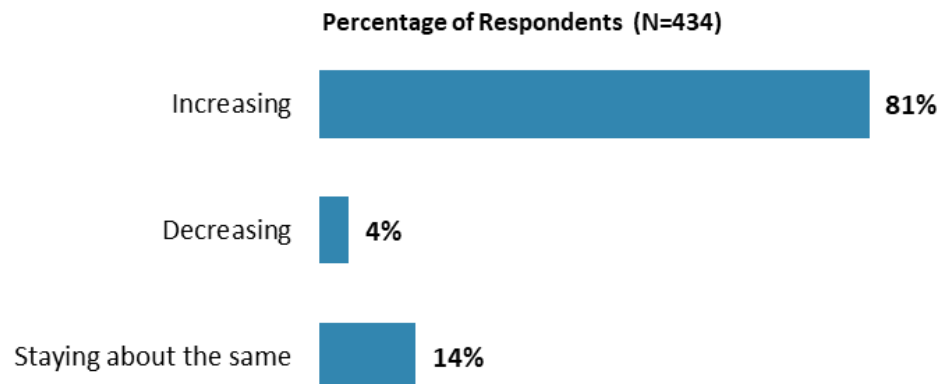
## IV. Overall Context

### Headed in the Right Direction



**"In general, would you say that Benin is headed in ... ?" (Respondents chose from a list.)**  
*Percentages based on weighted data. Significantly different between FY 2021 and FY 2018*

### Perceptions of Economic Opportunity



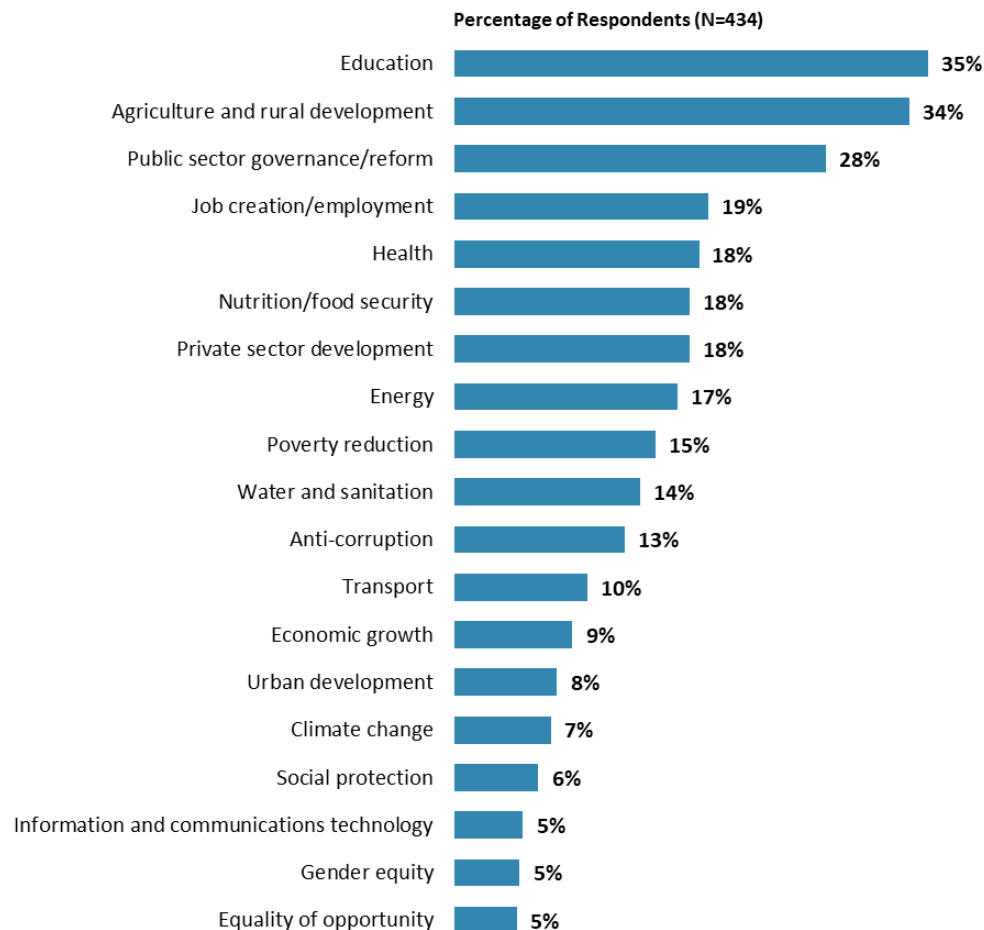
**"Do you think that economic opportunity for citizens in Benin is ...?"**  
(Respondents chose from a list.)



## IV. Overall Context (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the most important development priorities in Benin were “*education*” (47%), “*public sector governance/reform*” (45%), “*agriculture and rural development*” (32%), “*private sector development*” (23%), and “*energy*” (22%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Benin, compared to the rest of the respondents (education specialists = 59%; others = 32%). Similarly, respondents whose primary specialization was “*health, nutrition*” (11% of the sample) were significantly *more* likely to indicate that “*health, nutrition*” was the most important development priority in Benin (health specialists = 50%; others = 14%).<sup>5</sup>



**"Listed below are a number of development priorities in Benin. Please identify which of the following you consider the most important development priorities in Benin. (Choose no more than THREE)"**  
 (Respondents chose from a list. Responses combined. Top 19 of 29 response options shown)

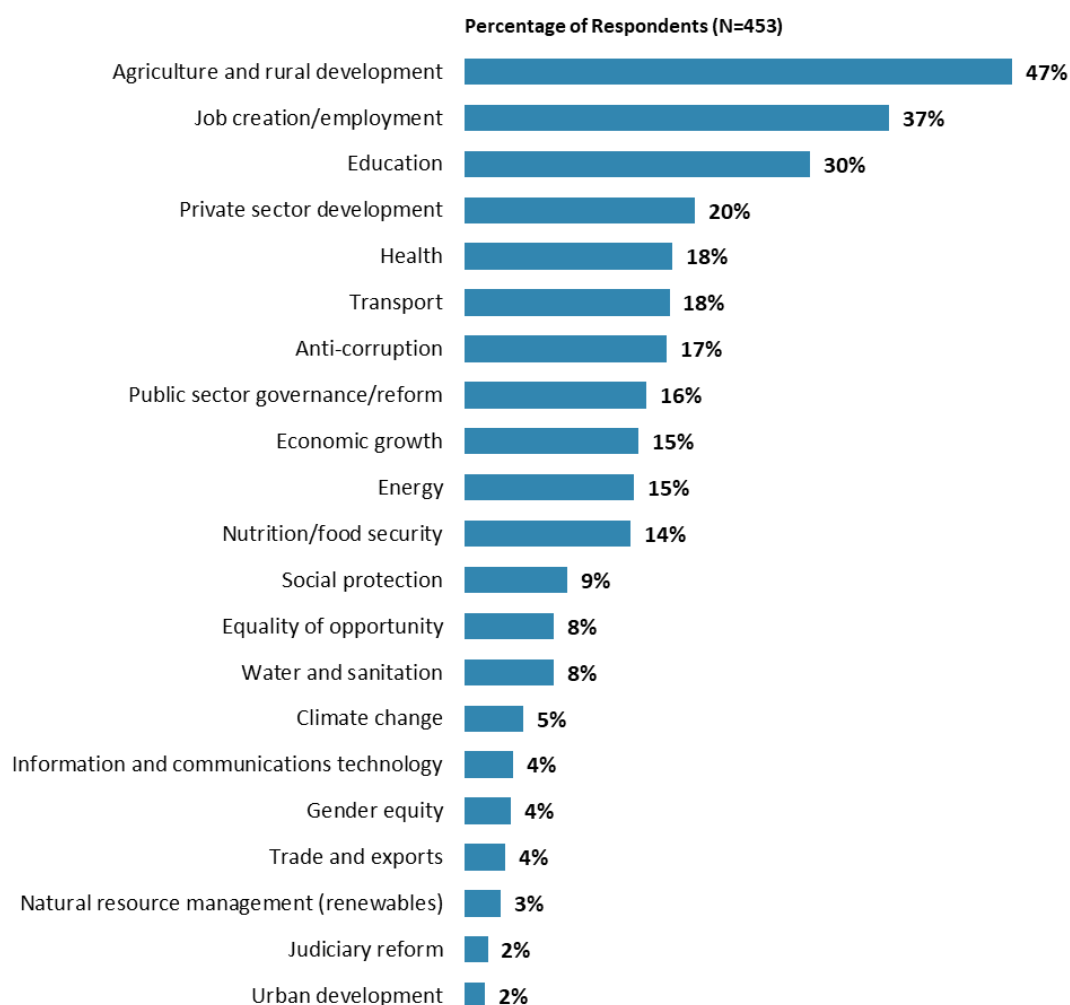
<sup>5</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix D), analyses are done to see these respondents' views about the development priorities in the country.



## 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 Benin were “*agriculture and rural development*” (61%), “*job creation/employment*” (34%), “*economic growth*” (27%), and “*education*” (27%). Of note, “*transport*” gained in priority in FY '21, with 18% of respondents selecting it compared to just 6% in FY '18.
- **Specialization:** Respondents whose primary specialization was “*health, nutrition*” (11% of the sample) were significantly *more* likely to indicate that “*health, nutrition*” would contribute the most to poverty reduction in Benin (health specialists = 41%; others = 15%).<sup>6</sup>



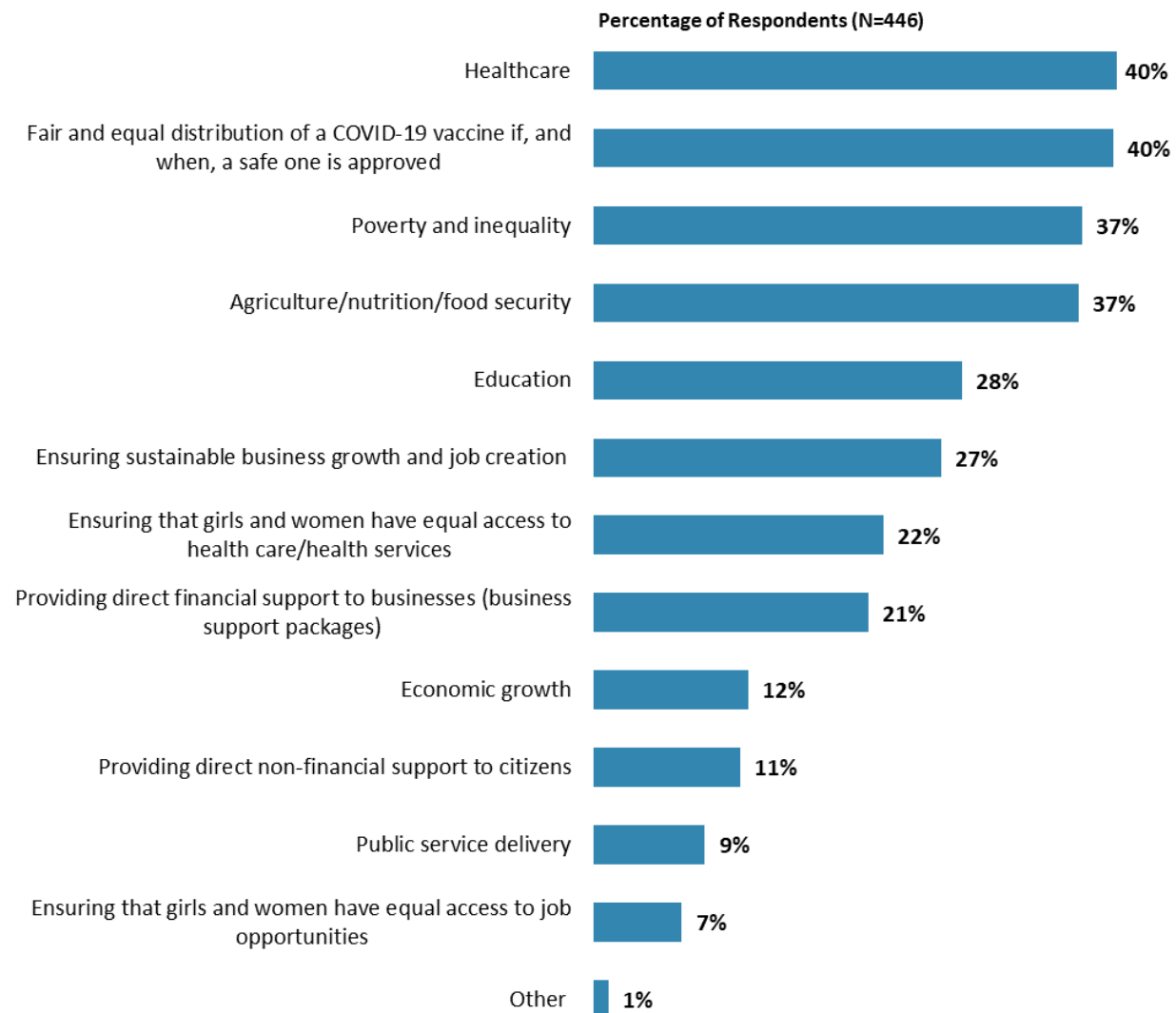
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Benin? (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 21 of 27 response options 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 D), analyses are done to see these respondents' views about which areas of development contribute most to poverty reduction in the country.



## IV. Overall Context (continued)

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



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



## IV. Overall Context (continued)

### Trust in Institutions



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

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

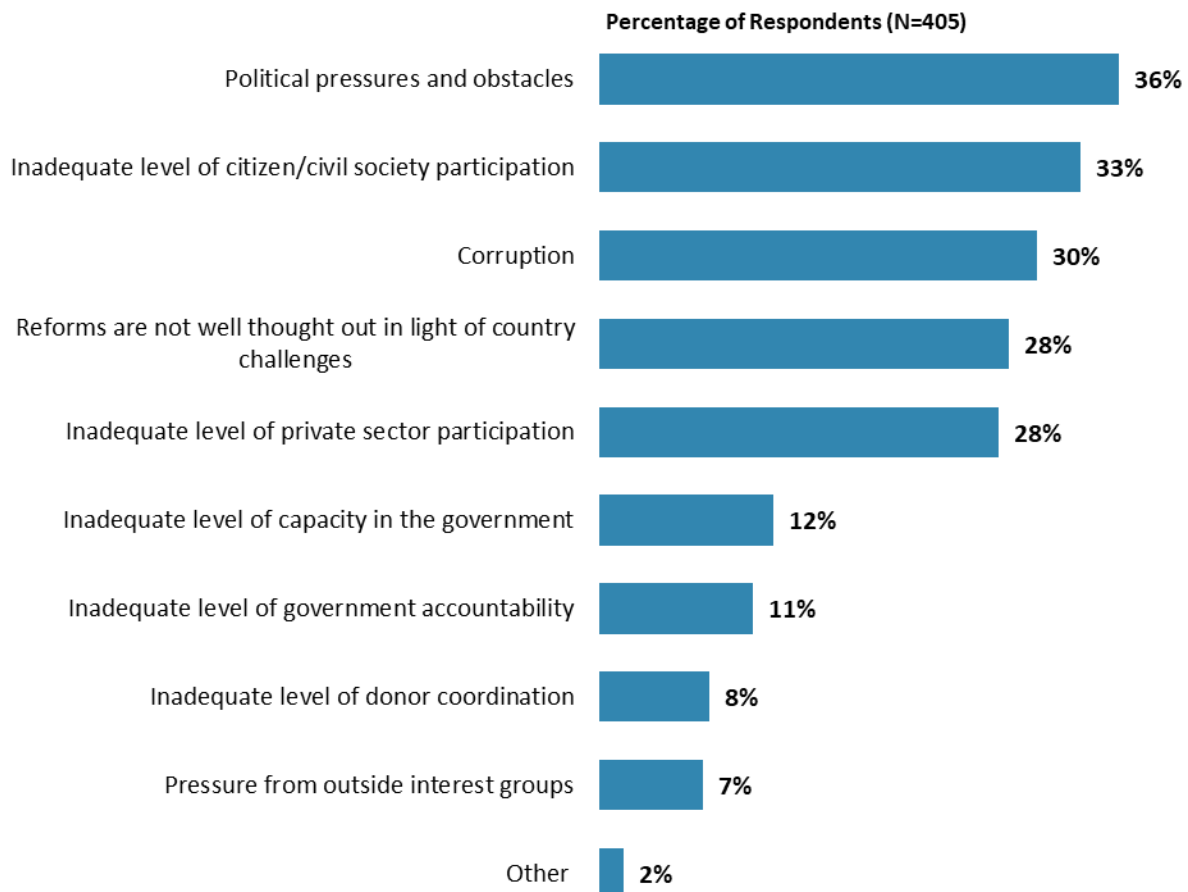
*'Indicator Question*



## IV. Overall Context (continued)

### Attributions for Slow/Failed Reform Efforts

- **Year comparison:** Respondents in the previous FY'18 Country Survey most often attributed failed or slow WBG assisted reform efforts to “*political pressures and obstacles*” (42%), “*reforms are not well thought out in light of country challenges*” (35%), and “*corruption*” (24%).

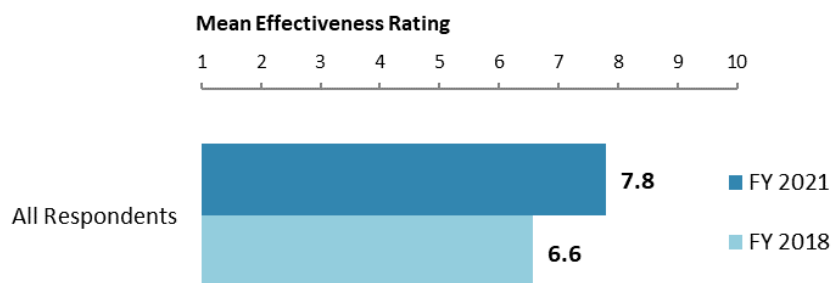


**"When economic and/or social reform efforts fail or are slow to take place in Benin, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

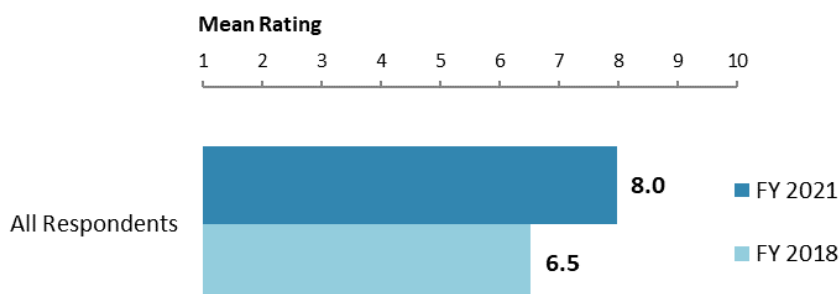
### The World Bank Group's Overall Effectiveness<sup>7</sup> (Indicator Question)



"Overall, please rate your impression of the World Bank Group's effectiveness in Benin." (1-"Not effective at all", 10-"Very effective")

Means based on weighted data. Significantly different between FY 2021 and FY 2018

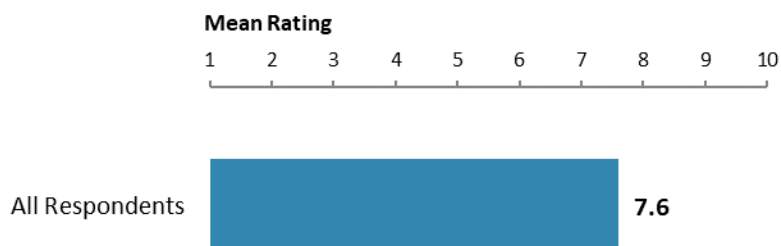
### Achieving Development Results (Indicator Question)



"To what extent does the World Bank Group's work help to achieve development results in Benin?" (1-"To no degree at all", 10-"To a very significant degree")

Means based on weighted data. Significantly different between FY 2021 and FY 2018

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



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

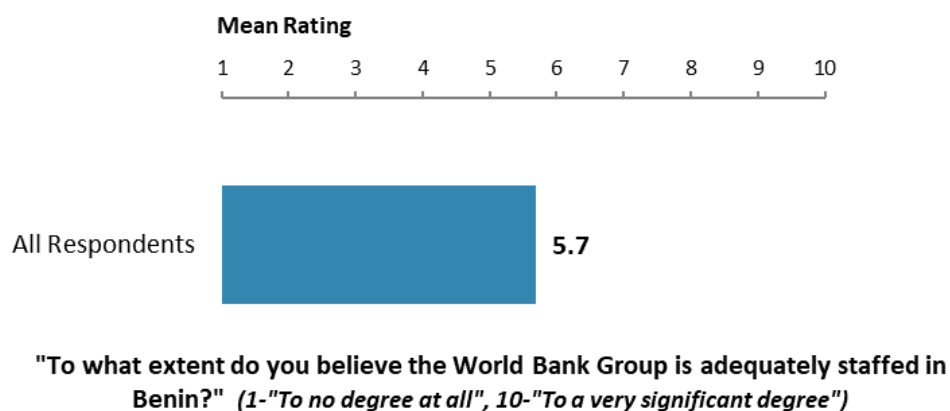
<sup>7</sup> In FY'21, the question about effectiveness was asked separately about the World Bank (IDA) and the IFC. Only ratings of effectiveness for the World Bank (IDA) were used in these analyses.



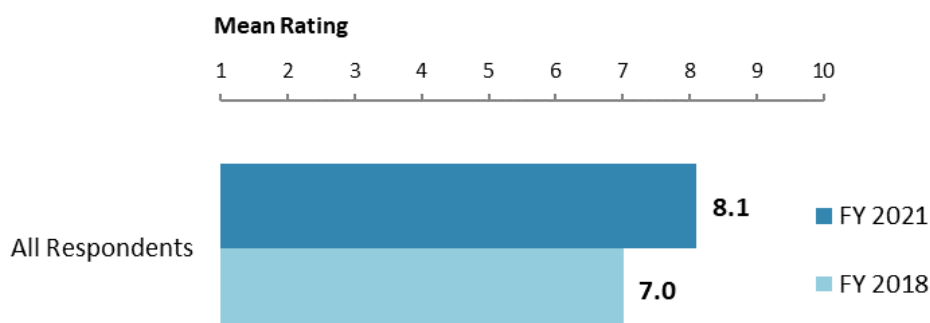


## V. Overall Attitudes toward the World Bank Group (continued)

### WBG Staffing in Benin



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

*Means based on weighted data. Significantly different between FY 2021 and FY 2018*



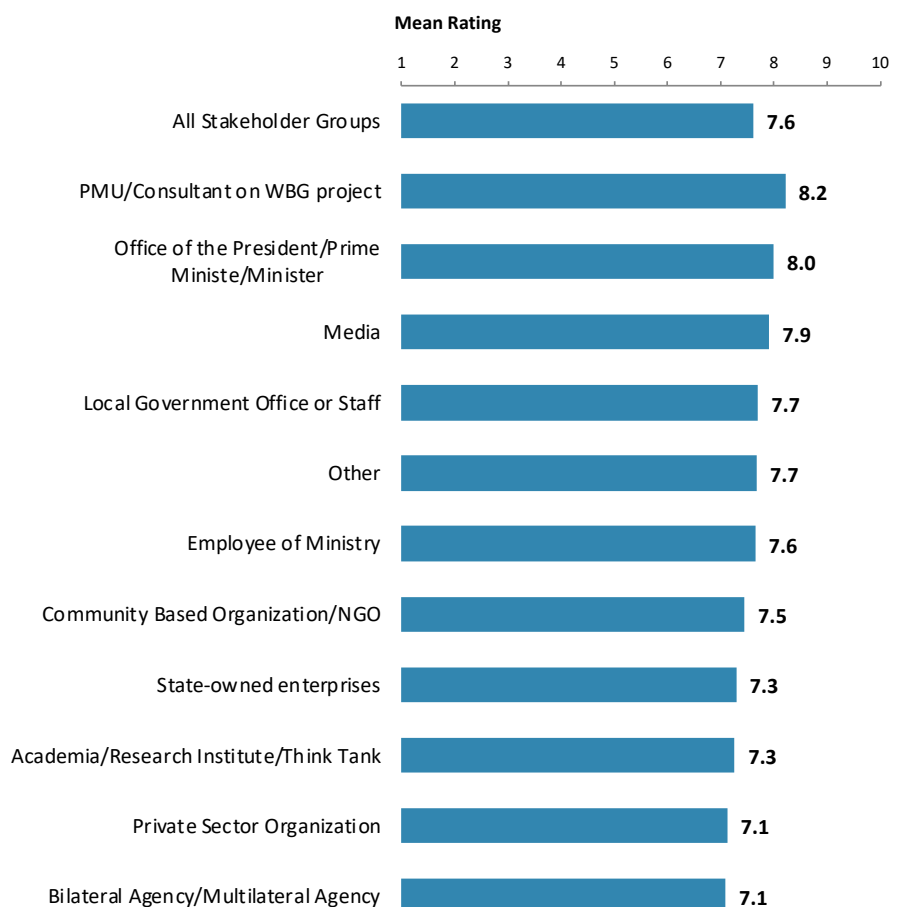
## V. Overall Attitudes toward the World Bank Group (continued)

### 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 = 7.9) compared to respondents who do not collaborate with the WBG (mean rating = 7.4).

This year's collaborators had significantly higher 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 = 6.6; mean rating in FY'21=7.6).

- **Stakeholder groups:** Respondents who are PMU/Consultant on the WBG's projects had the highest mean ratings for the aggregated responses to the twenty-nine COS indicator questions, whereas respondents from the bilateral agencies/multilateral agencies had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 59).



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

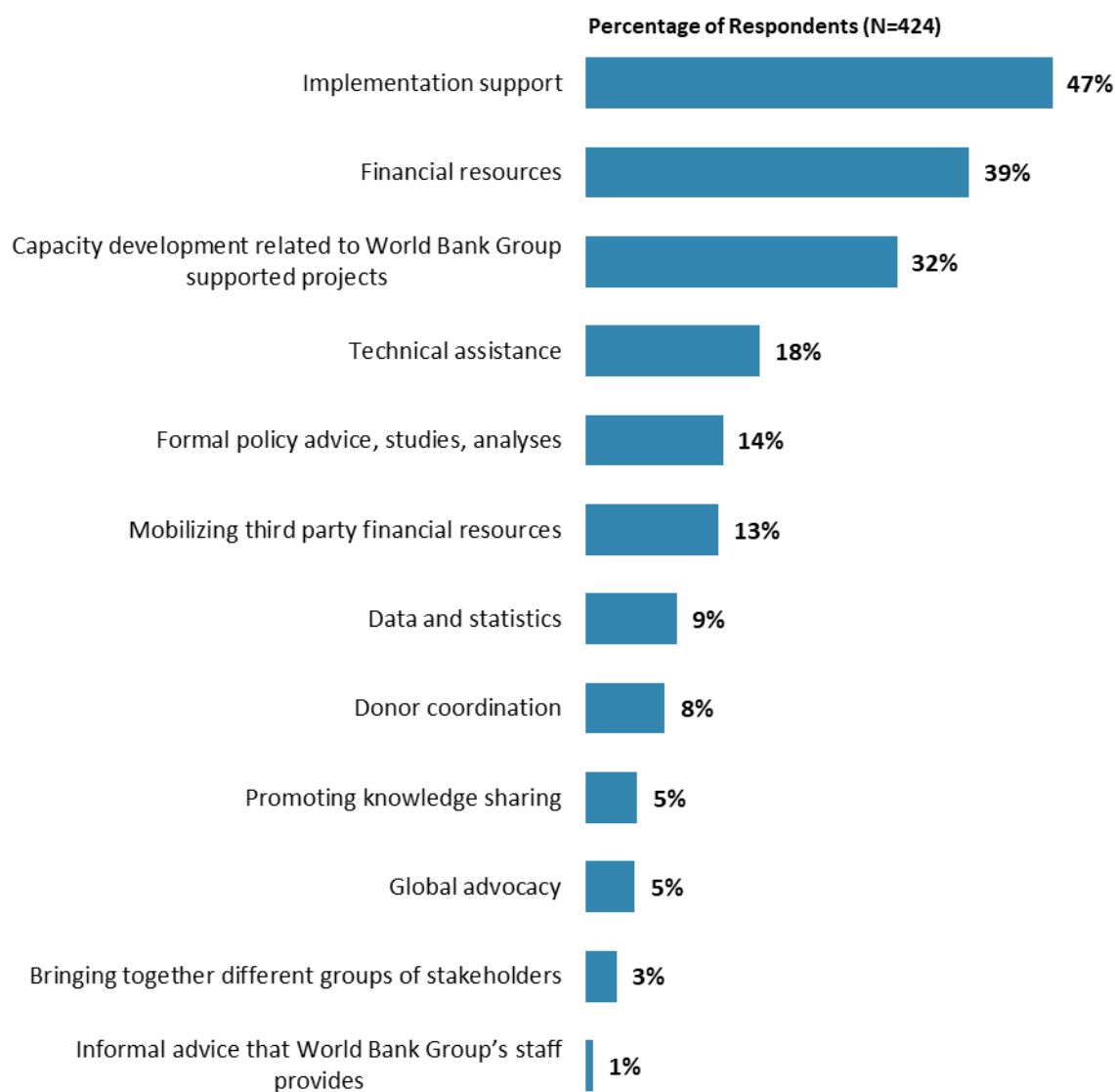
<sup>8</sup> Only the means for 26 out of the 29 indicator questions were included in this calculation. These were the questions that were asked both in FY18 and FY21. For FY21, score for B4\_1 was used in the calculation.



## 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 Benin were "*capacity development related to World Bank Group supported projects*" (56%), "*financial resources*" (36%), "*technical assistance*" (21%), "*mobilizing third party resources*" (19%), and "*implementation support*" (19%).



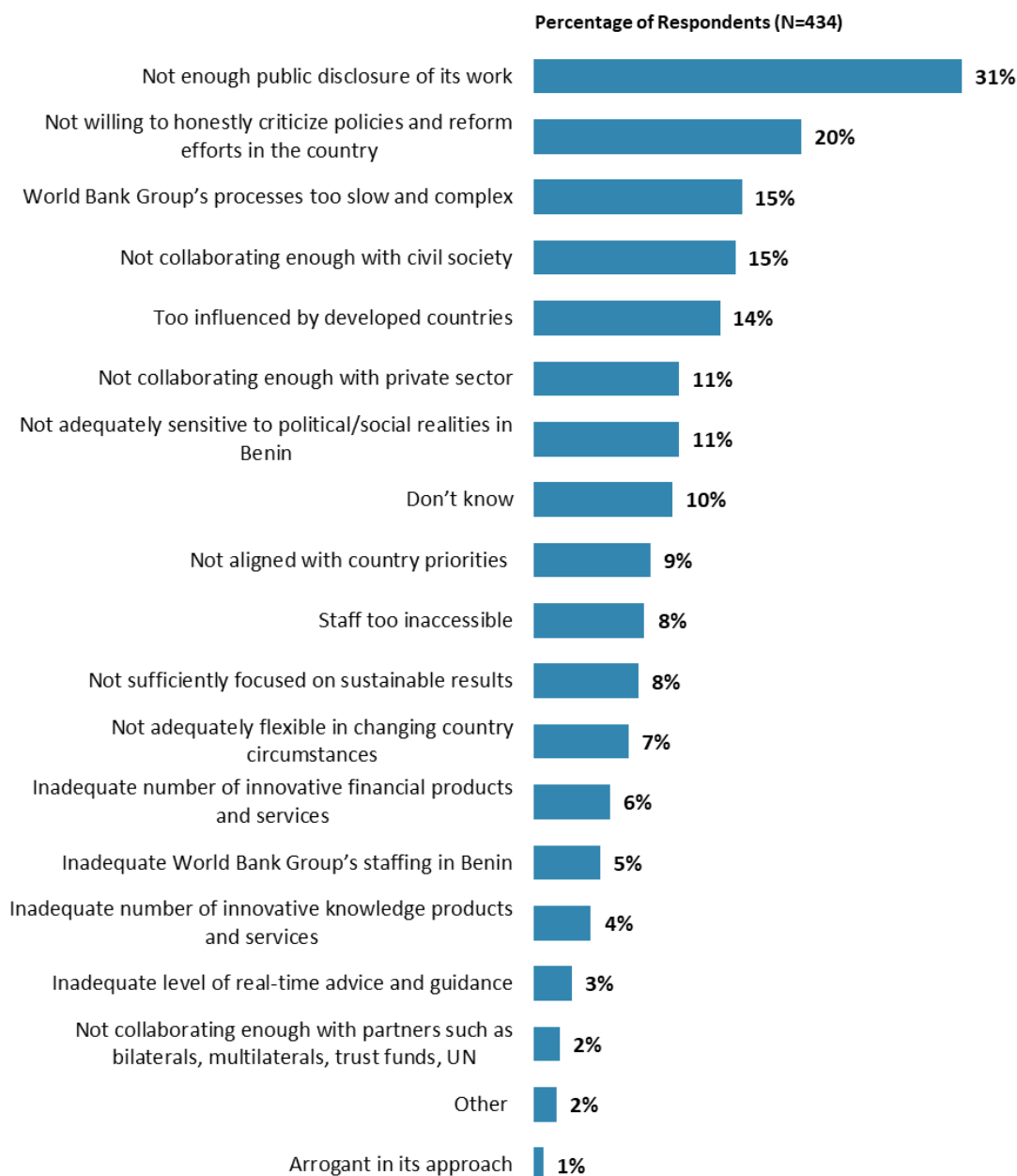
**"When thinking about the World Bank Group's role in Benin, which activity do you VALUE the most? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that the WBG's greatest weaknesses in its work in Benin were "*not willing to honestly criticize policies and reform efforts in the country*" (31%), "*too influenced by developed countries*" (24%), "*WBG's processes too complex*" (18%), and "*not enough public disclosure of its work*" (17%).

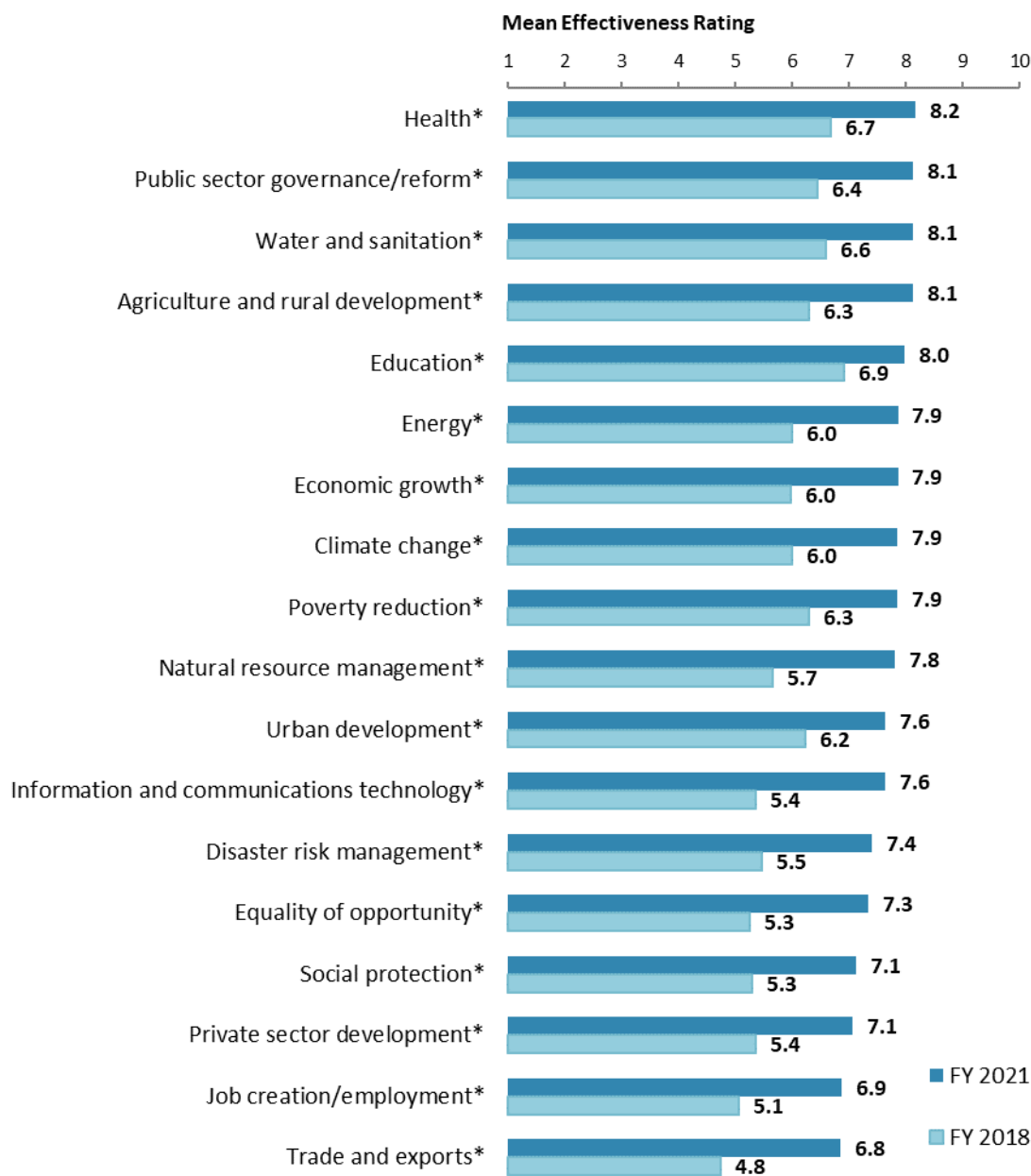


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Benin? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison

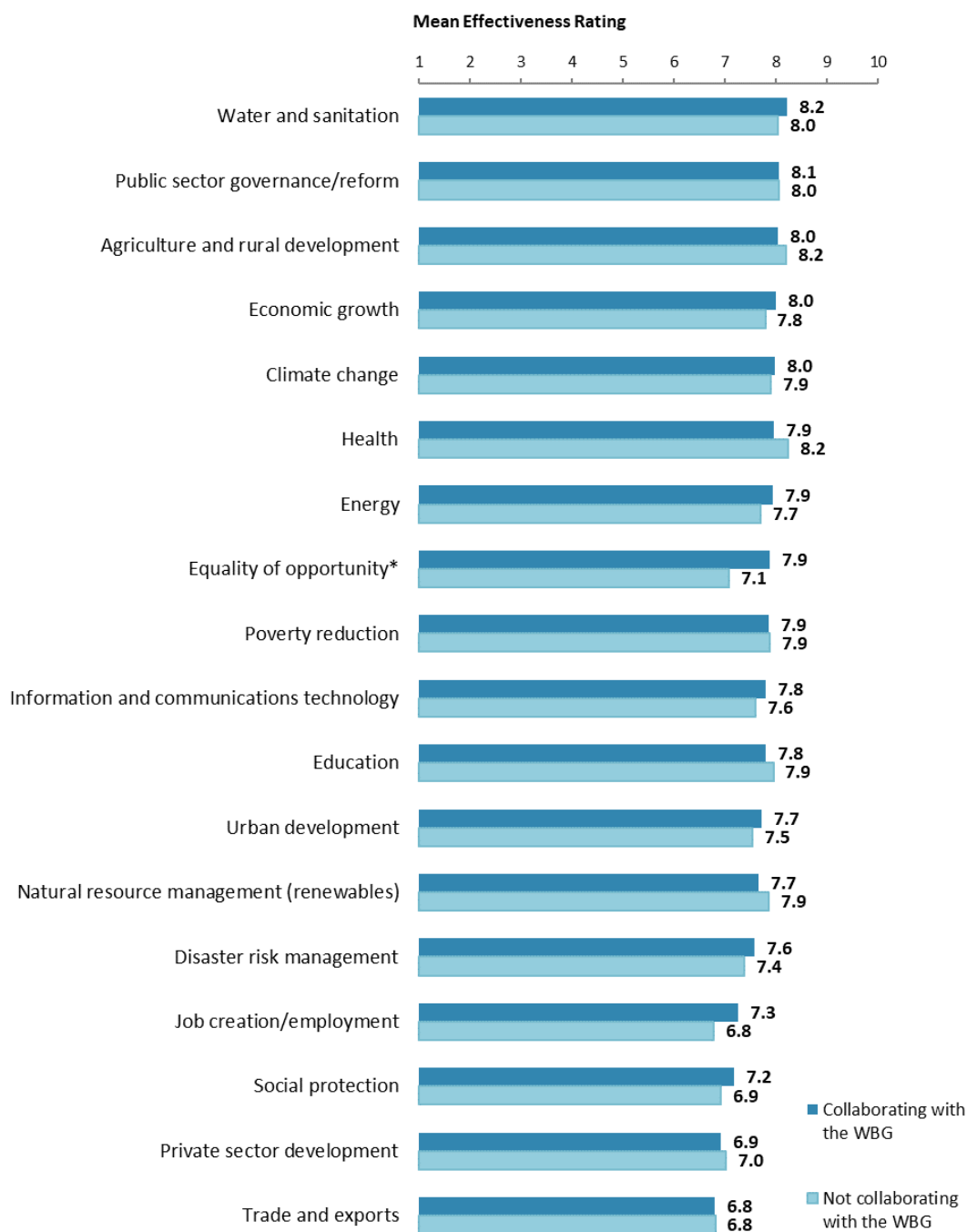


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Benin?" (1-"Not effective at all", 10-"Very effective")  
Means based on weighted data. \*Significantly different between FY 2021 and FY 2018



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

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



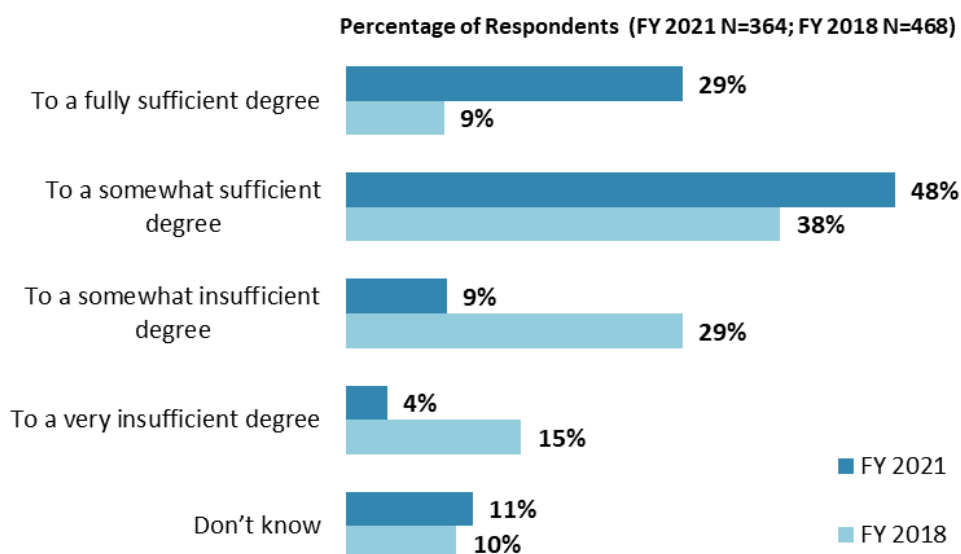
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Benin?" (1-"Not effective at all", 10-"Very effective")**  
*(\*Significantly different between collaborators and non-collaborators)*

<sup>9</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 40) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



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

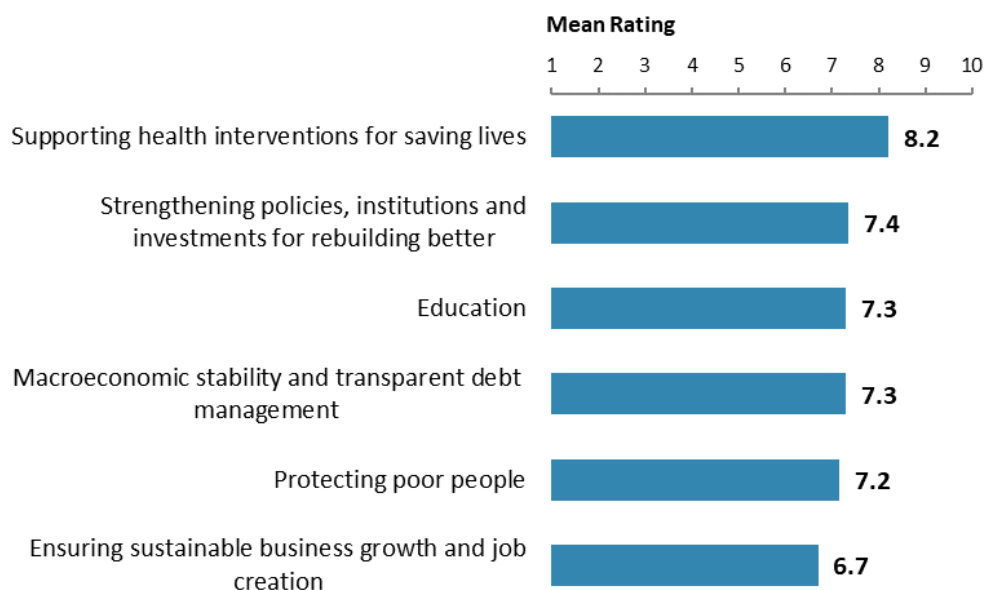
### Helping the Poorest



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

*Means based on weighted data. Significantly different between FY 2021 and FY 2018*

### Support related to COVID-19 outbreak

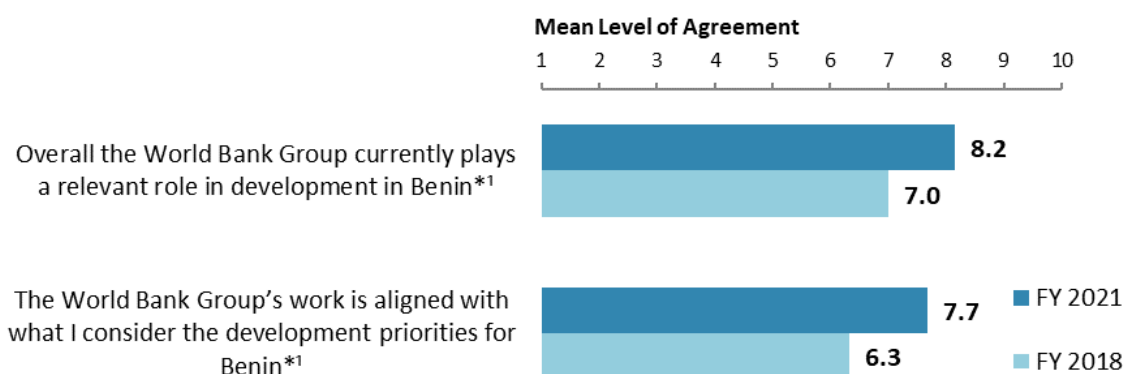


**"The World Bank Group has provided fast track support to Benin related to the outbreak of COVID-19 since early 2020. Please rate the World Bank Group's effectiveness when considering this fast track support, if and as it applies to your country, in the following areas:" (1 - "Not effective at all",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



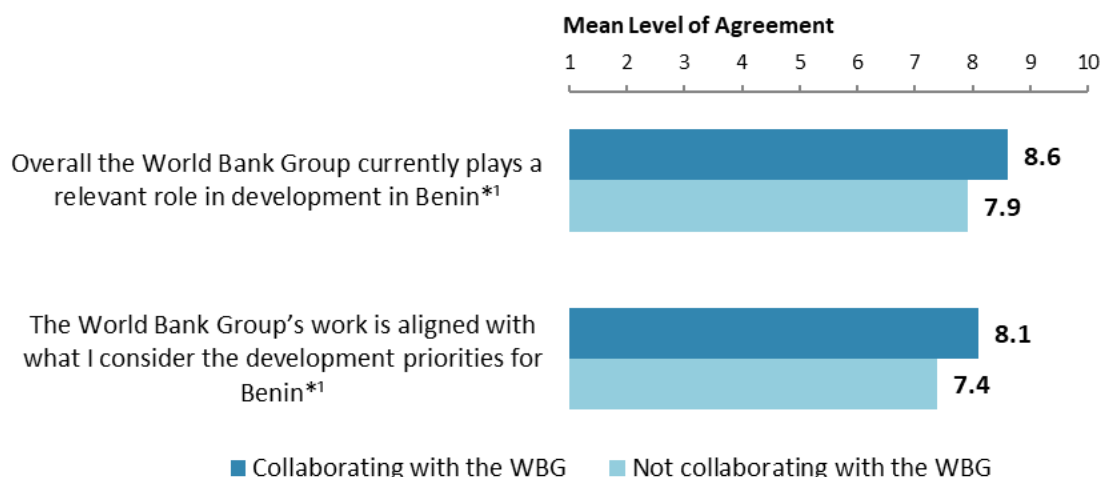
## VII. World Bank Group's Work and Engagement on the Ground

### The World Bank Group's Work in Benin: Year Comparison<sup>10</sup>



**"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Benin?" (1-"Strongly disagree", 10-"Strongly agree")**  
**Means based on weighted data. \*Significantly different between FY 2021 and FY 2018**  
**<sup>1</sup>Indicator Question**

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



**"To what extent do you agree/disagree with the following statements about the World Bank Group's work in Benin?" (1-"Strongly disagree", 10-"Strongly agree")**  
**(\*Significantly different between collaborators and non-collaborators)**  
**<sup>1</sup>Indicator Question**

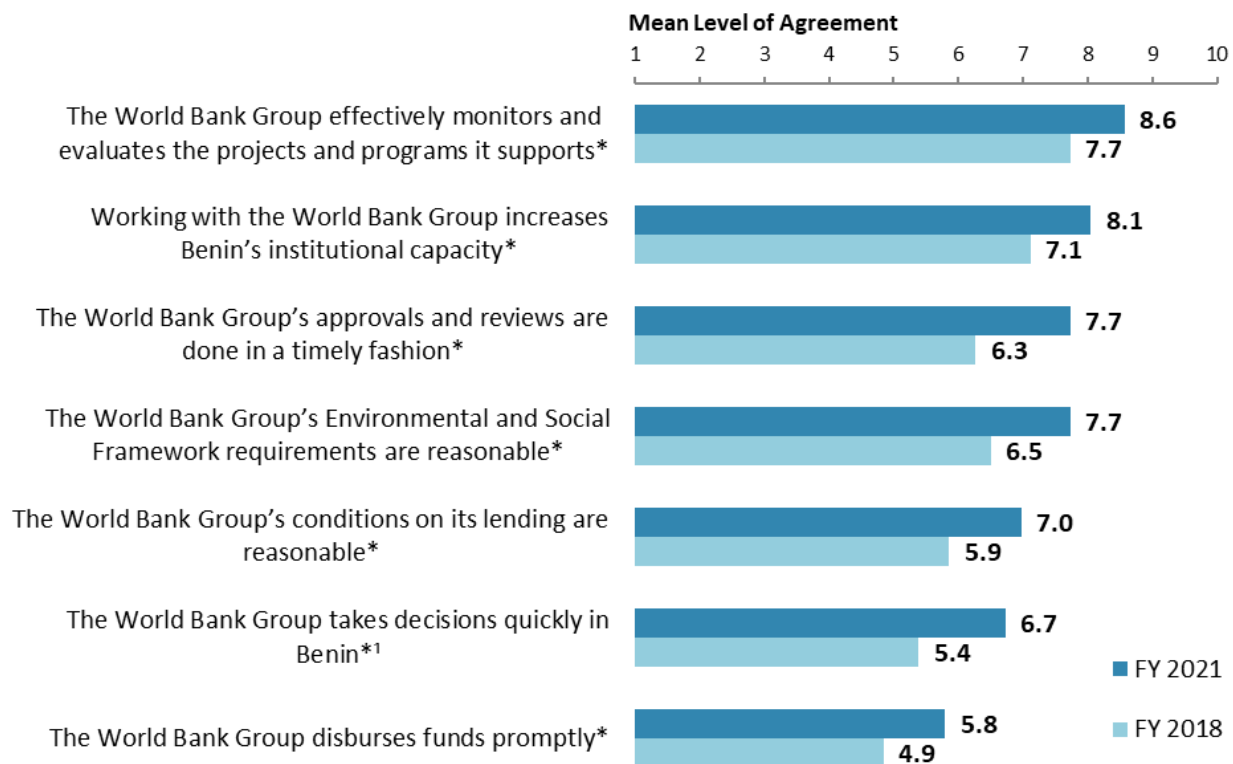
<sup>10</sup> Means in this chart were calculated based on weighted data.





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

### Overall Perceptions: Year Comparison



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

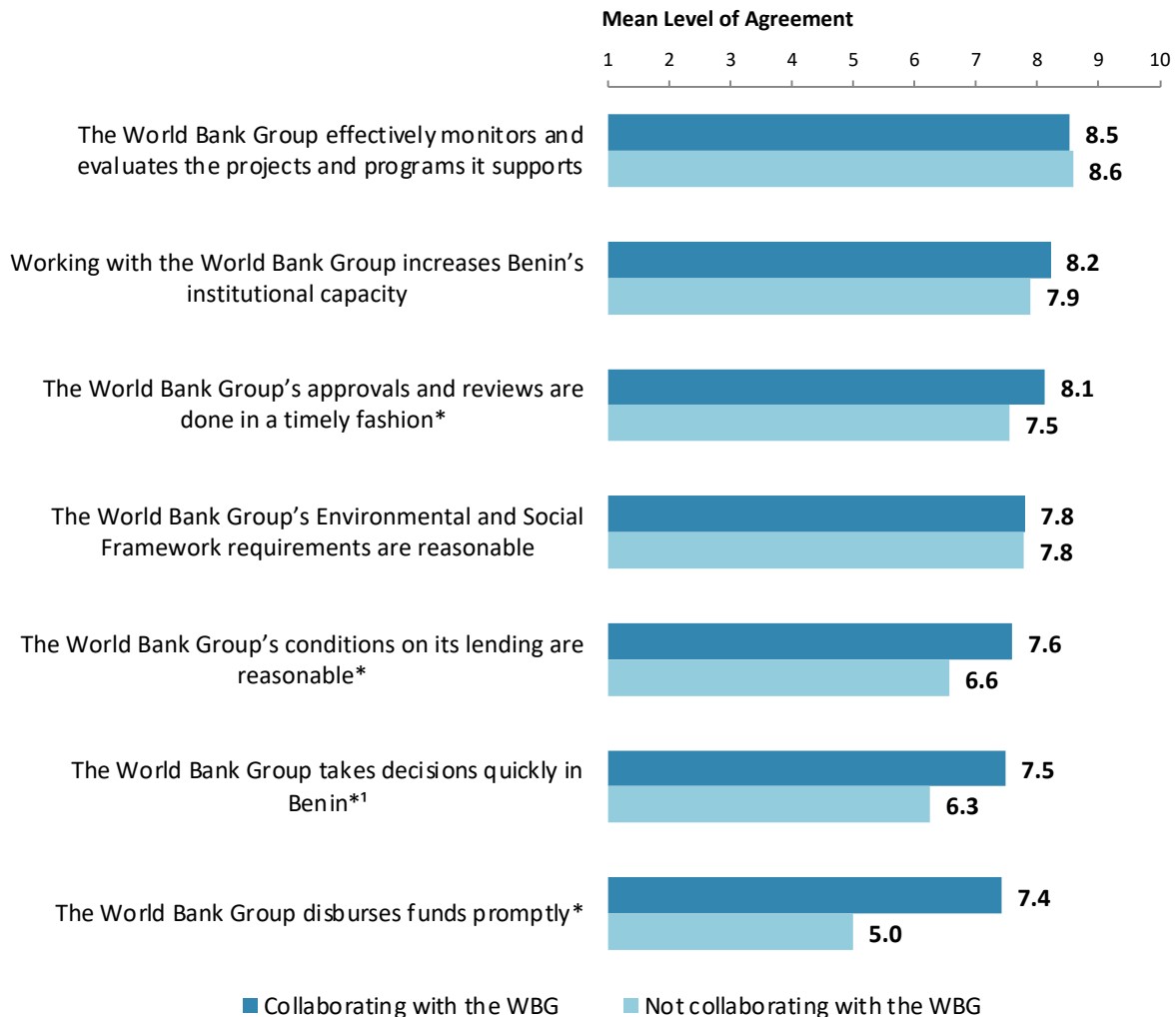
*Means based on weighted data. \*Significantly different between FY 2021 and FY 2018*

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



## 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")

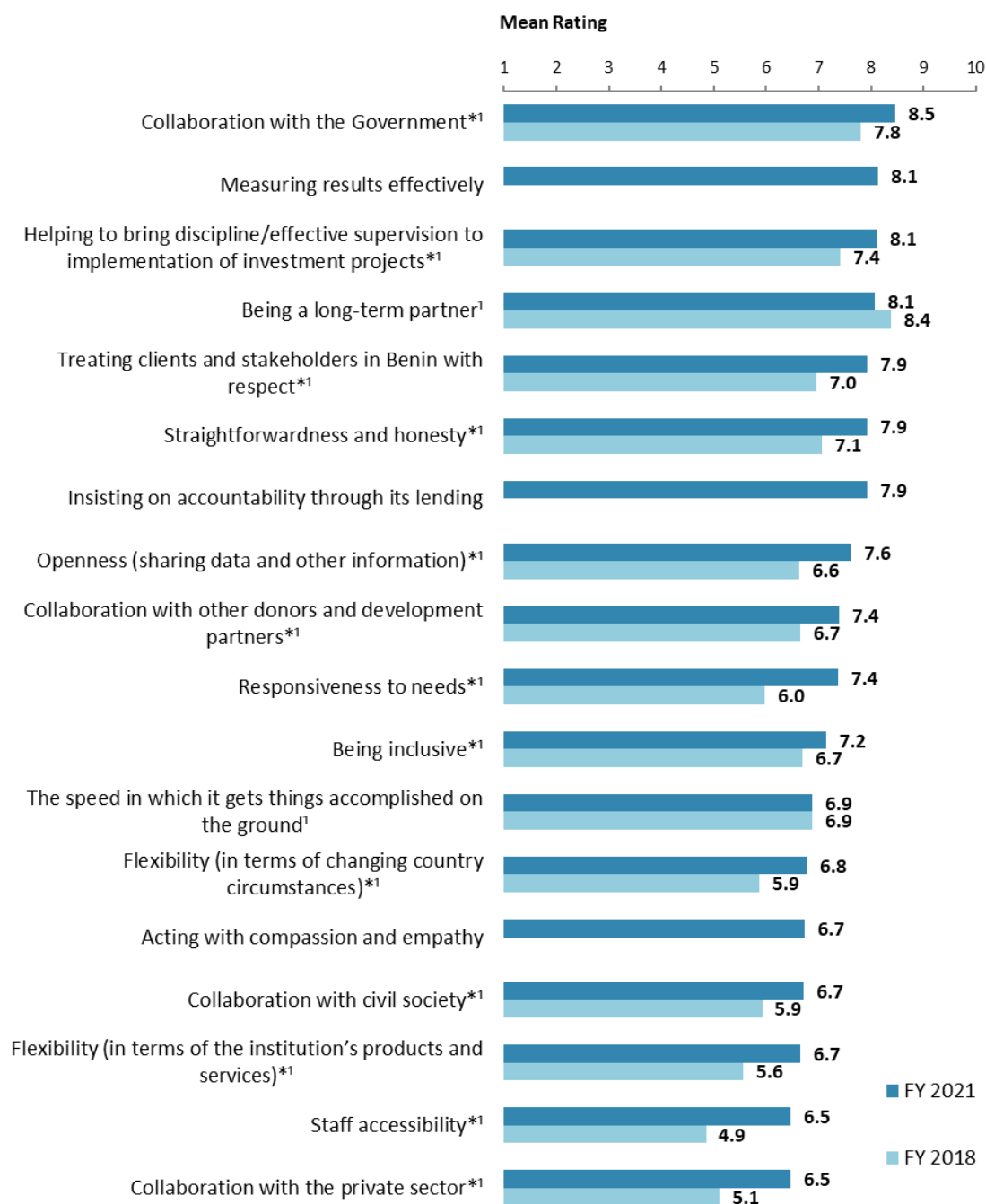
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison



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

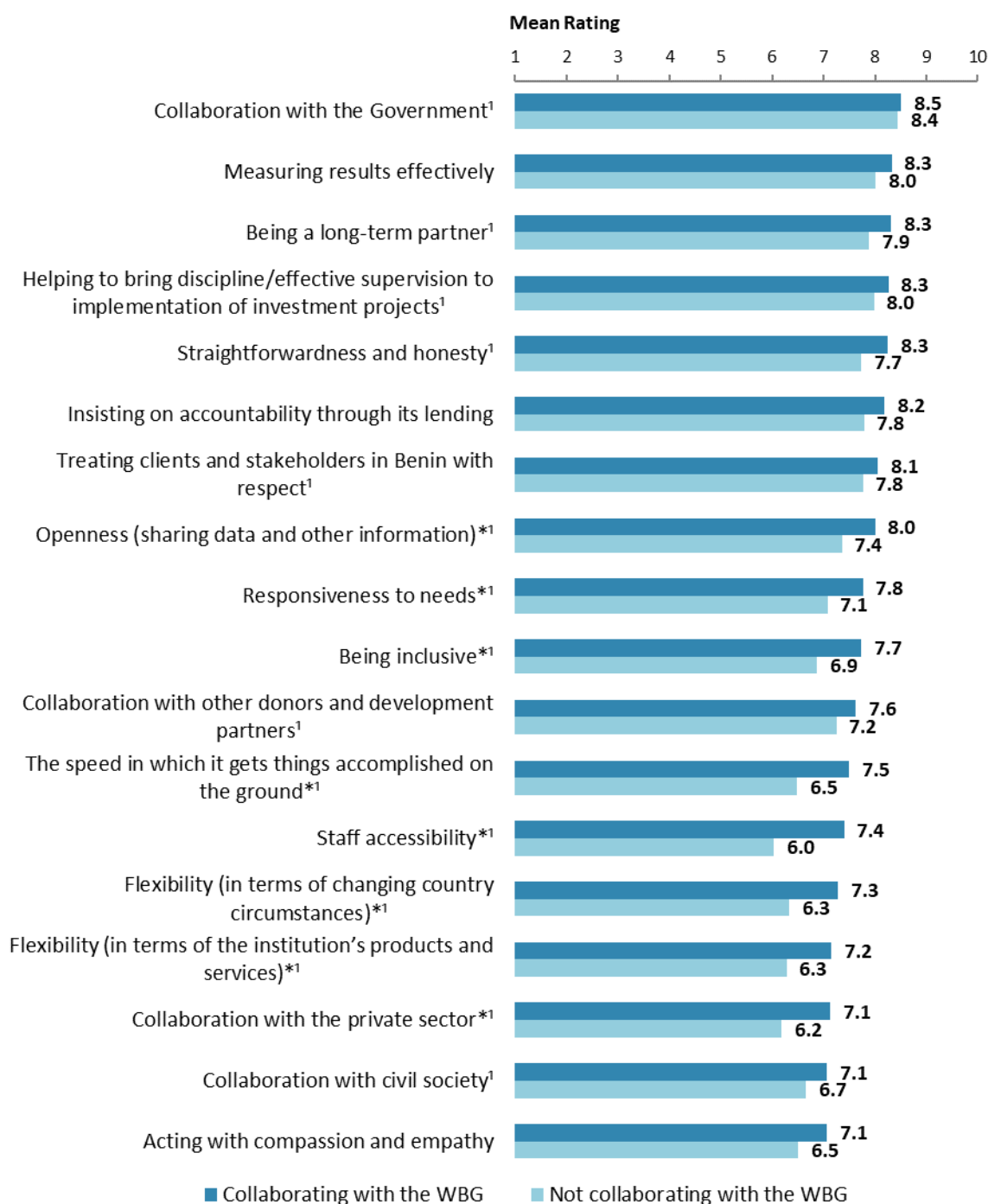
**Means based on weighted data. \*Significantly different between FY 2021 and FY 2018**

<sup>1</sup>Indicator Question



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

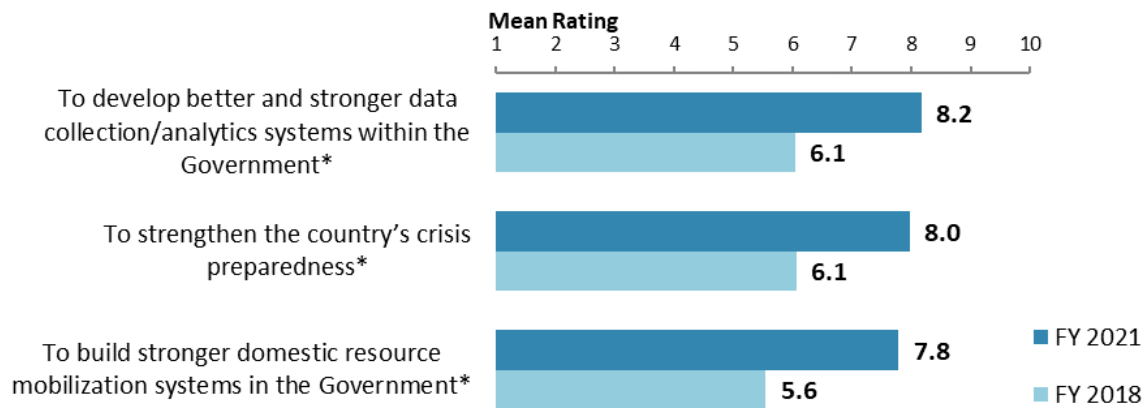
**(\*Significantly different between collaborators and non-collaborators)**

<sup>1</sup>Indicator Question



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

### Effectiveness of WBG's Support

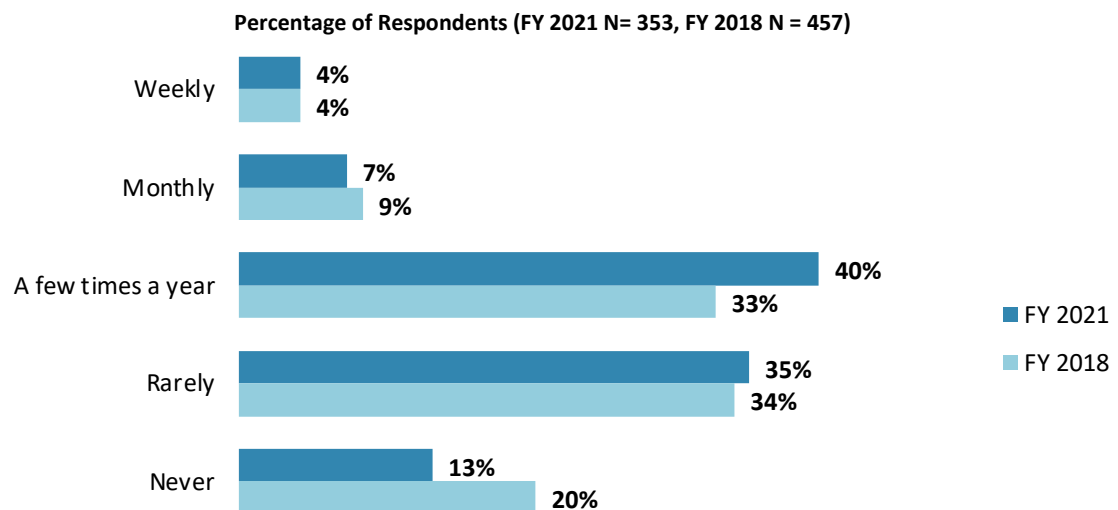


**"How effectively does the World Bank Group support Benin's efforts ... ?"**  
(1 - "Not effectively at all", 10 - "Very effectively")  
*Means based on weighted data. \*Significantly different between FY 2021 and FY 2018*



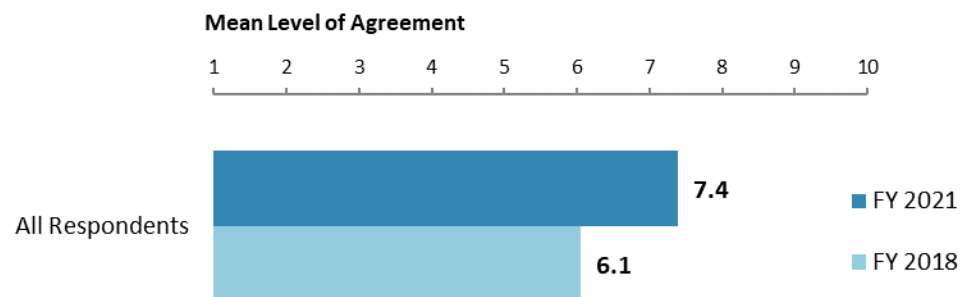
## VIII. World Bank Group's Knowledge and Instruments

### Frequency of Consulting WBG Knowledge Work and Activities



**"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"** (1-"Not significant at all", 10-"Very significant")  
*Percentages based on weighted data. Statistically similar between FY 2021 and FY 2018*

### Meeting Benin's Knowledge Needs (Indicator Question)

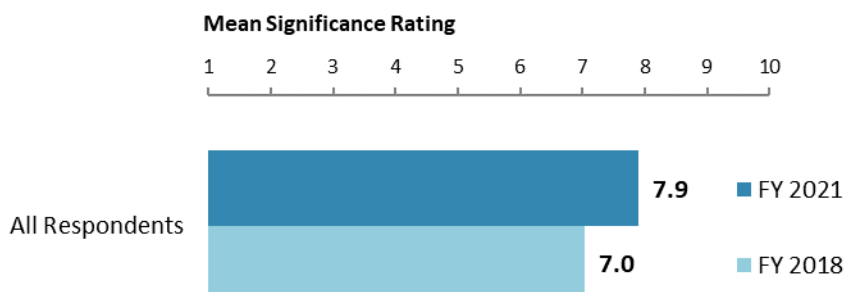


**"The World Bank Group meets Benin's needs for knowledge services (e.g., research, analysis, data, technical assistance)"** (1-"Strongly disagree", 10-"Strongly agree")  
*Means based on weighted data. Significantly different between FY 2021 and FY 2018*



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

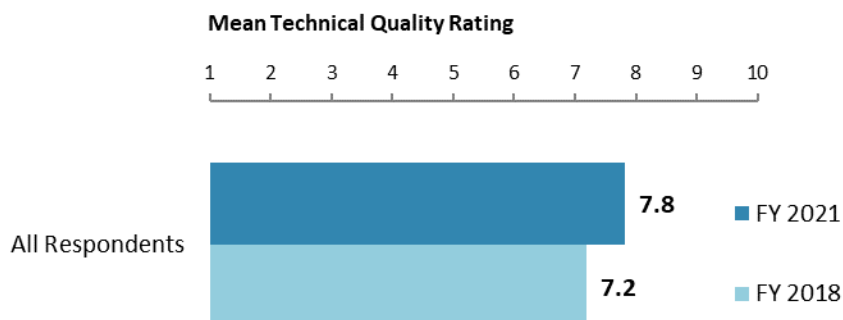
### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)



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

*Means based on weighted data. Significantly different between FY 2021 and FY 2018*

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



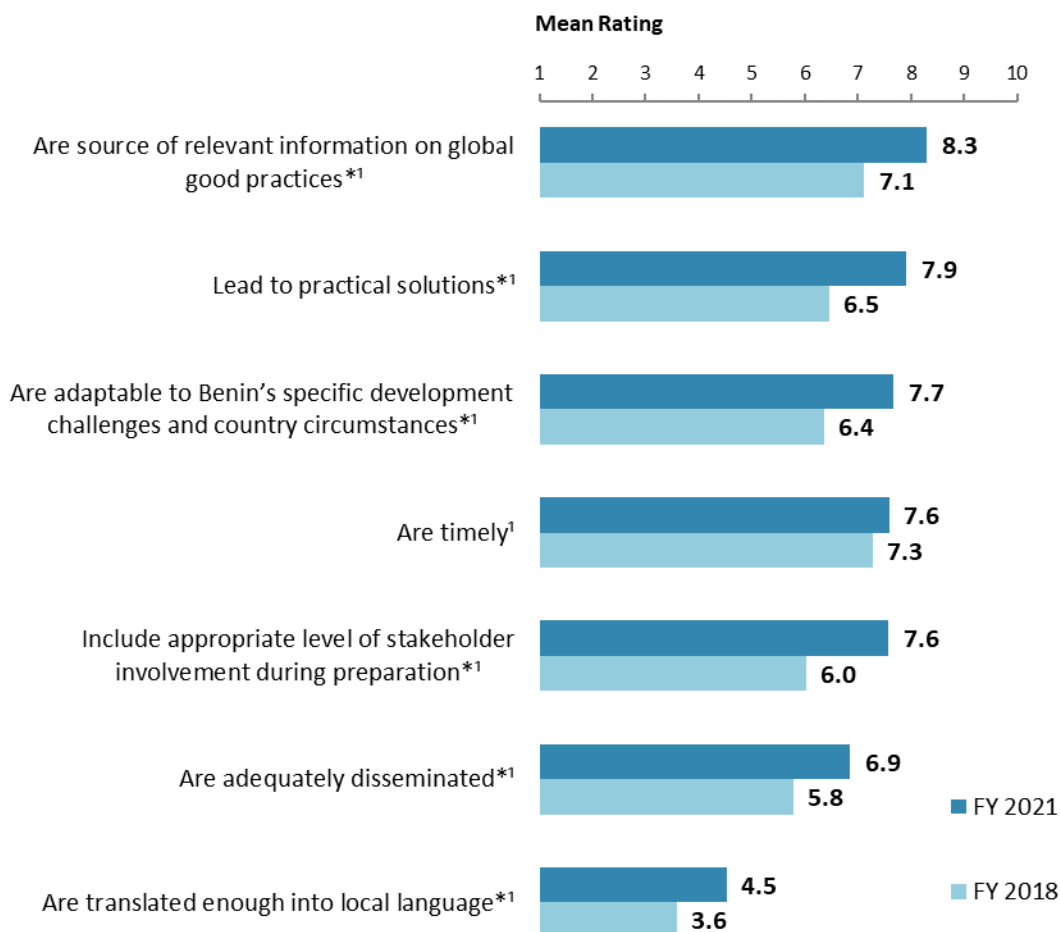
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Not significant at all", 10-"Very significant")

*Means based on weighted data. Significantly different between FY 2021 and FY 2018*



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

### Qualities of the WBG's Knowledge Work and Activities



**"In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities: " (1-"Not significant at all", 10-"Very significant")**

**Means based on weighted data. \*Significantly different between FY 2021 and FY 2018**

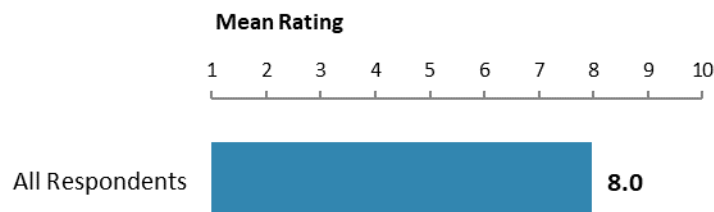
**<sup>1</sup> Indicator Question**





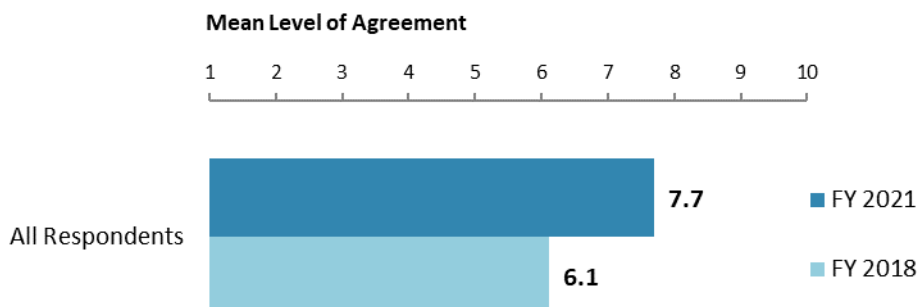
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



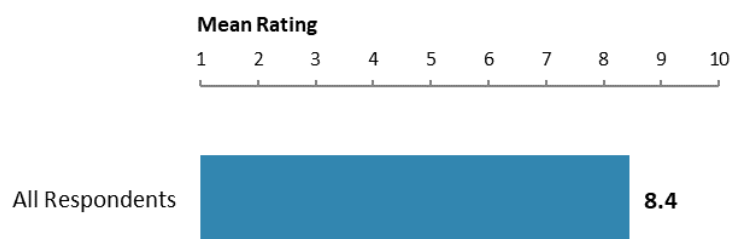
"The World Bank Group has provided real time advice, guidance, and financial support to the Government of Benin for the COVID-19 response. To what extent do you believe that the World Bank Group's support throughout this crisis was ... "  
(1-"To no degree at all", 10-"To a very significant degree")

### Meeting Benin's Needs for Financial Instruments (Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Benin" (1-"Strongly disagree", 10-"Strongly agree")  
Means based on weighted data. Significantly different between FY 2021 and FY 2018

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



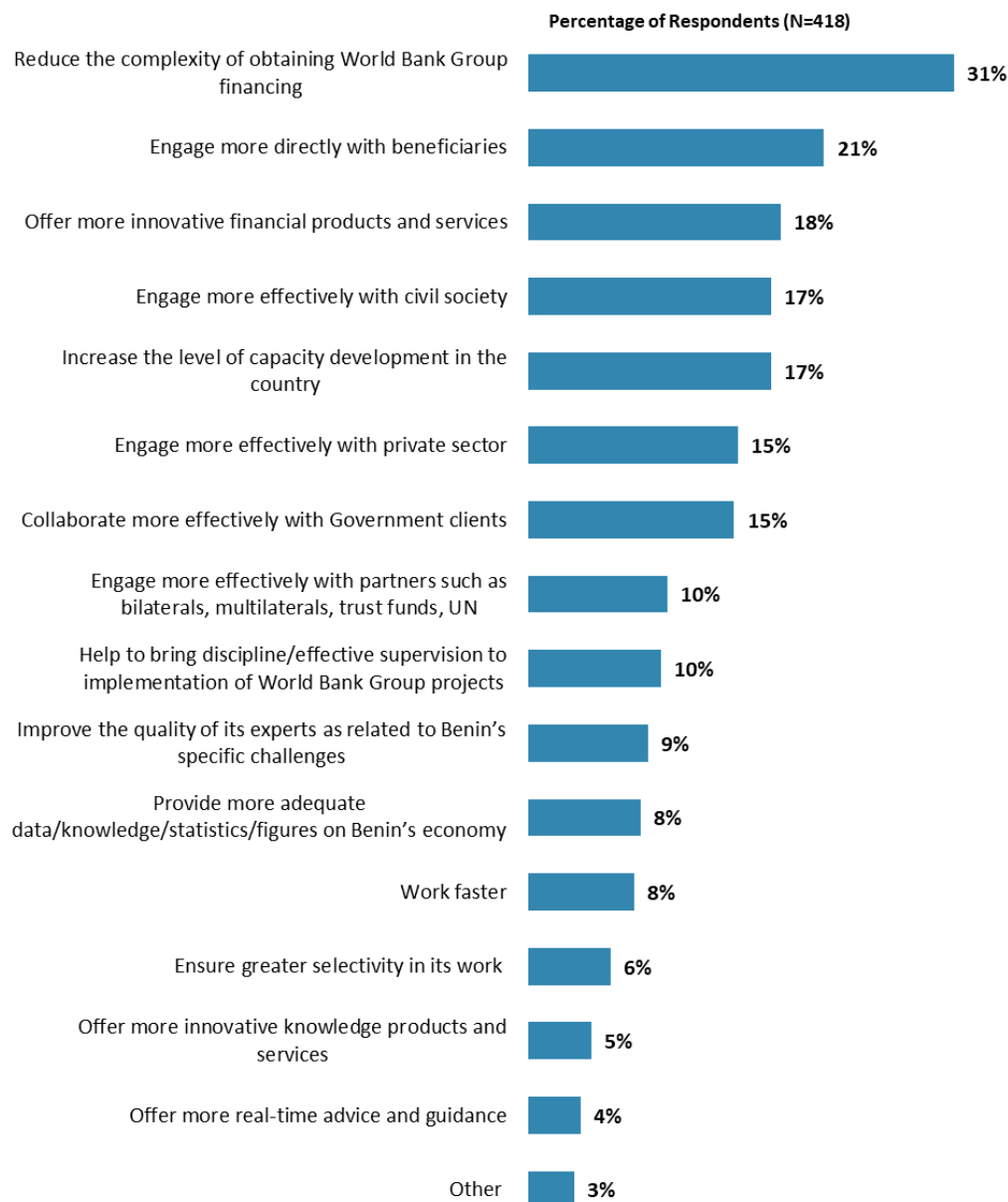
"How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?"  
(1-"Not important at all", 10-"Very important")



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

### 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*” (26%), “*reduce the complexity of obtaining World Bank Group financing*” (26%), “*collaborate more effectively with Government clients*” (23%), and “*leverage the private sector more*” (21%) to make itself of greater value in Benin.



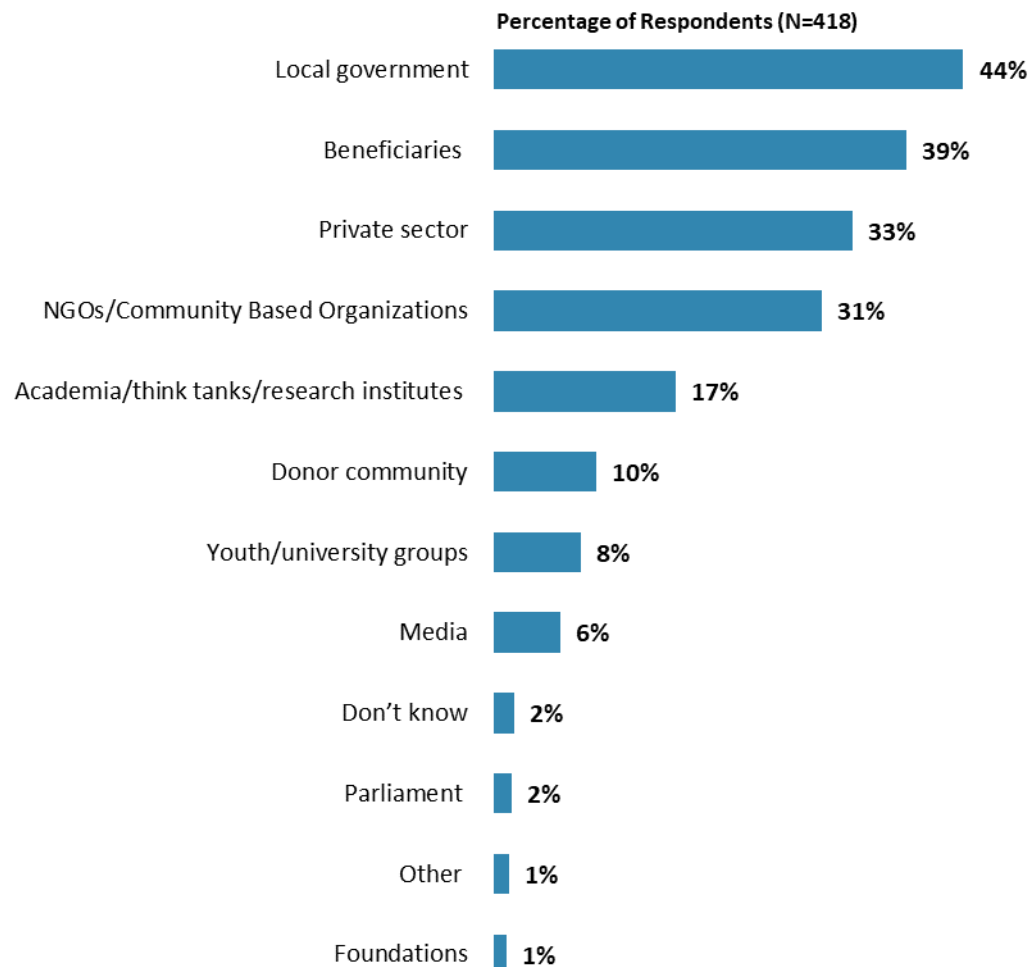
**"Which of the following SHOULD the World Bank Group do to make itself of greater value in Benin? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the FY'18 Country Survey indicated that the WBG should collaborate more with “local government” (45%), “*beneficiaries*” (45%), and “*private sector*” (33%) to ensure better development results in Benin.



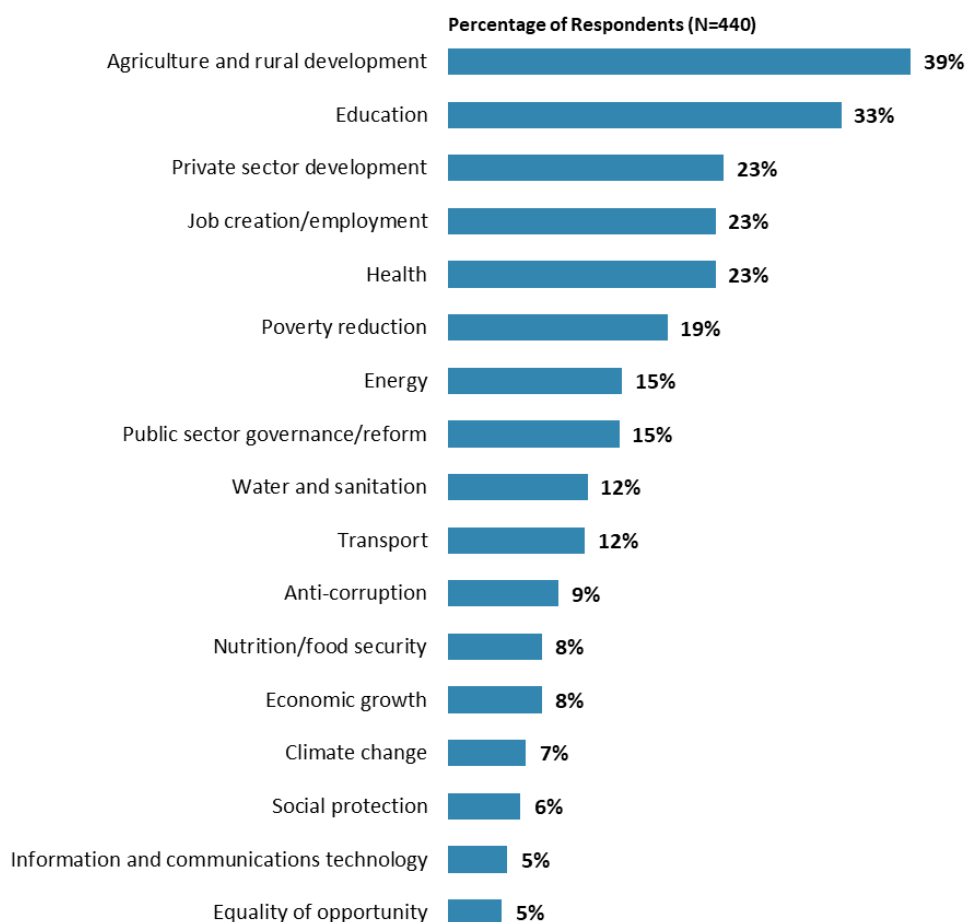
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## IX. The Future Role of the WBG in Benin (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 “*agriculture and rural development*” (47%), “*education*” (43%), “*energy*” (30%), “*health*” (29%), and “*public sector governance/reform*” (24%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% 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 = 67%; others = 29%). Similarly, respondents who identified their primary specialization as “*health, nutrition*” (11% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*health, nutrition*” (health specialists = 59%; others = 19%).<sup>11</sup>



“When thinking about how the World Bank Group can have the most impact on development results in Benin, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Benin? (Choose no more than THREE)”  
(Respondents chose from a list. Responses combined. Top 17 of 29 response options shown)

<sup>11</sup> When more than 10% of the sample are respondents from a particular sector, analyses are done to see these respondents' views about which areas the World Bank Group should focus most of its resources on.

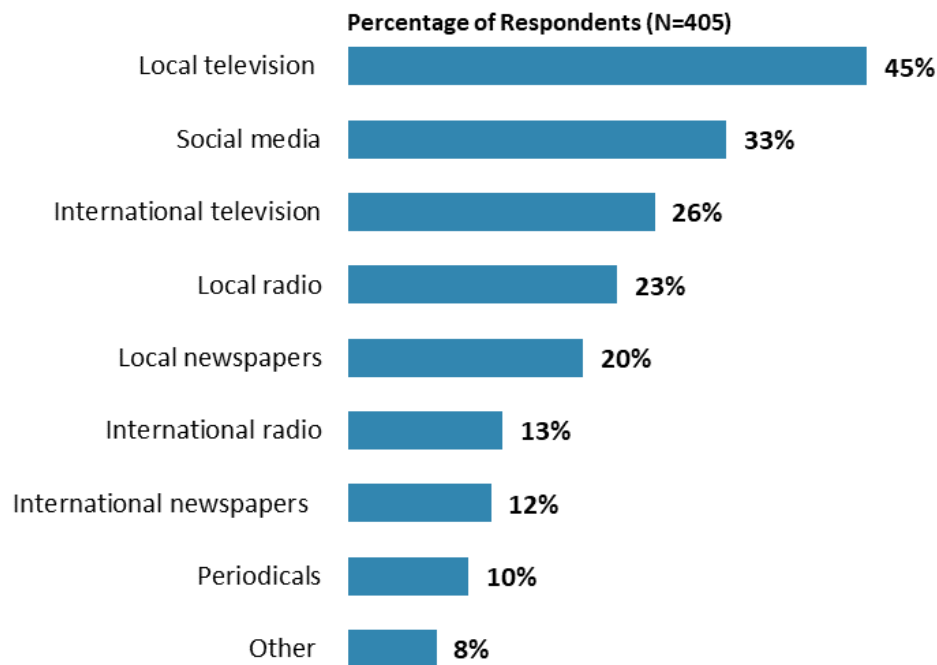


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for selected responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'18 Country Survey indicated that they got most of their information about economic and social development issues in Benin from “local television” (51%), “internet” (42%), “local radio” (31%), and from “social media” (18%).



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

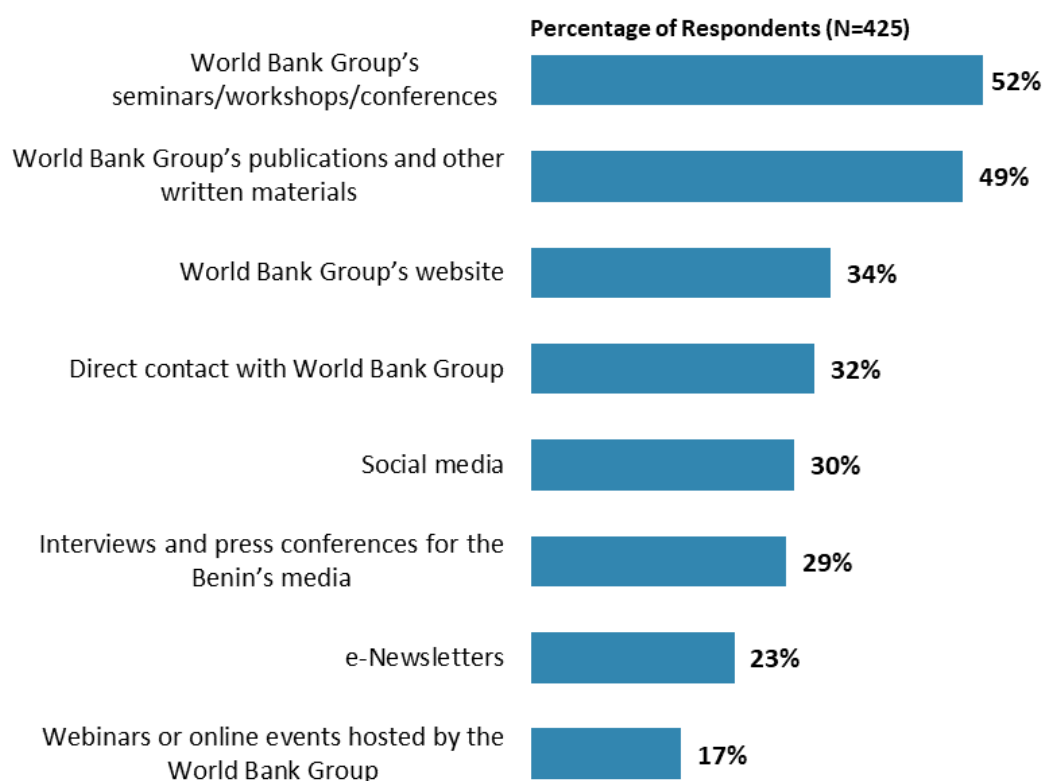


## X. Communication and Outreach (continued)

*Note: When considering communication methods for the World Bank Group's future outreach, please see Appendix A (page 40) for reported frequency of interactions with key forms of World Bank Group communications.*

### 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” (39%), through “WBG’s publications and other written materials” (38%), and “WBG’s seminars/workshops/conferences” (36%).

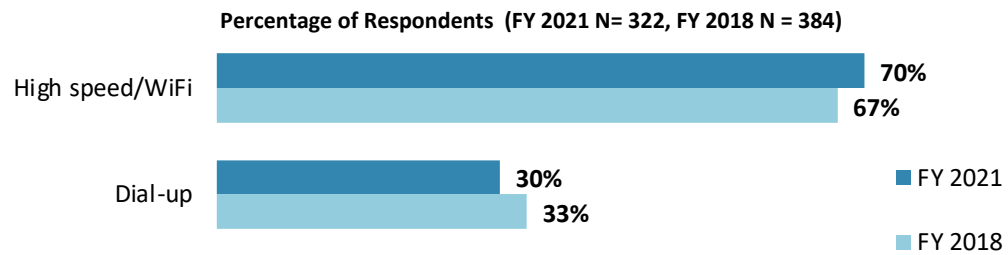


**"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

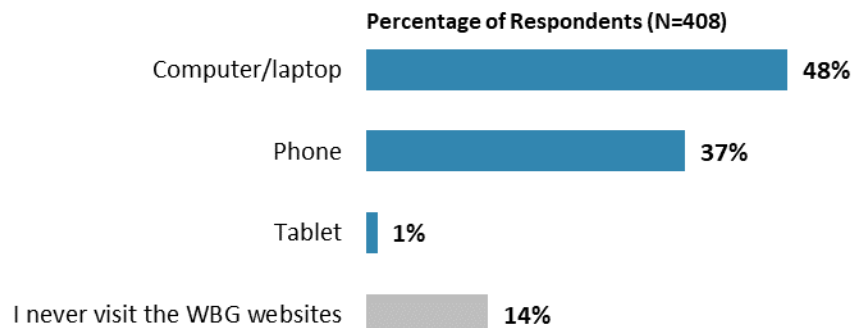
### Internet connection



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

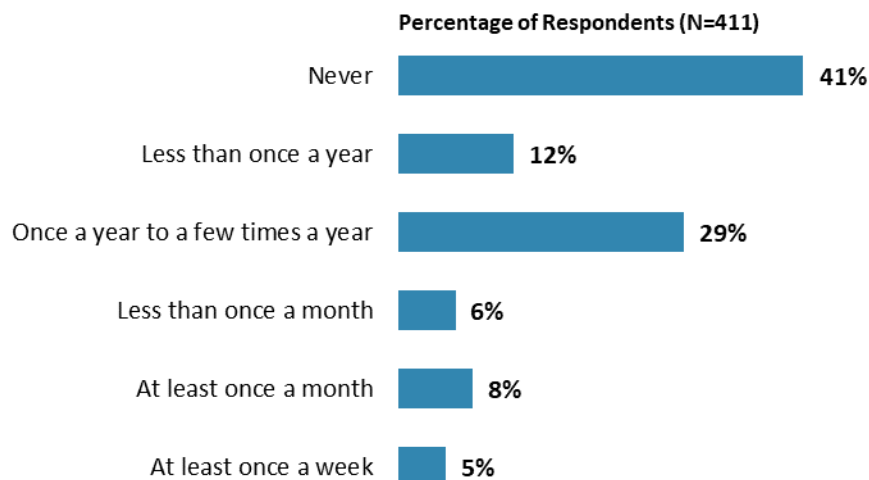
*Percentages based on weighted data. Statistically similar between FY 2018 and FY 2021*

### Devices used to access WBG website



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

### WBG Interaction Frequency



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



## XI. Appendices

A. Responses to All Questions Across All Respondents .....	40
B. Responses to Selected Questions by Stakeholder Groups .....	59
C. Responses to Indicator Questions by Collaboration with the WBG .....	72
D. Benin FY 2021 COS Questionnaire .....	73

### BENIN







## Appendix A: Responses to All Questions across All Respondents (N=464)

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 Benin is headed in ... ?	Percentage of Respondents (N=442)
The right direction	84.4%
The wrong direction	1.6%
Not sure	14.0%

2. Do you think that economic opportunity for citizens in Benin is ... ?	Percentage of Respondents (N=434)
Increasing	81.3%
Decreasing	4.4%
Staying about the same	14.3%

**A. Overall Context (continued)**

<b>3. Listed below are a number of development priorities in Benin. Please identify which of the following you consider the most important development priorities in Benin. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=434)</b>
Education	35.3%
Agriculture and rural development	33.9%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	27.6%
Job creation/employment	18.9%
Health	18.2%
Nutrition/food security	17.5%
Private sector development	17.5%
Energy	16.6%
Poverty reduction	15.0%
Water and sanitation	13.8%
Anti-corruption	12.7%
Transport (e.g., roads, bridges, transportation)	9.9%
Economic growth	8.8%
Urban development	7.6%
Climate change (e.g., mitigation, adaptation)	7.1%
Social protection (e.g., pensions, targeted social assistance)	6.2%
Information and communications technology	5.1%
Gender equity (closing the gap between women and men, and boys and girls)	4.8%
Equality of opportunity (i.e., social inclusion)	4.6%
Global pandemics (e.g., COVID-19)	3.7%
Natural resource management (renewables)	3.0%
Crime and violence	1.6%
Judiciary reform	1.6%
Disaster risk management	1.6%
Trade and exports	1.2%
Global/regional integration	0.9%
Financial markets	0.7%
National debt	0.5%
Pollution	0.0%

**A. Overall Context (continued)**

<b>4. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Benin? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=453)</b>
Agriculture and rural development	47.2%
Job creation/employment	36.6%
Education	29.8%
Private sector development	19.9%
Health	17.9%
Transport (e.g., roads, bridges, transportation)	17.7%
Anti-corruption	17.4%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	15.7%
Economic growth	15.0%
Energy	14.6%
Nutrition/food security	14.3%
Social protection (e.g., pensions, targeted social assistance)	8.8%
Equality of opportunity (i.e., social inclusion)	7.7%
Water and sanitation	7.7%
Climate change (e.g., mitigation, adaptation)	5.1%
Information and communications technology	4.2%
Gender equity (closing the gap between women and men, and boys and girls)	4.0%
Trade and exports	3.5%
Natural resource management (renewables)	3.1%
Judiciary reform	2.0%
Urban development	1.8%
Financial markets	1.1%
Disaster risk management	0.7%
Crime and violence	0.7%
Global/regional integration	0.7%
National debt	0.2%
Pollution	0.0%

**A. Overall Context (continued)**

<b>5. The COVID-19 pandemic has stressed many aspects of Benin's growth and development. In which areas would you like to see the Benin's government focus most of its efforts related to the impact of COVID-19 over the next six months to a year? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=446)</b>
Healthcare	40.1%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved	39.9%
Poverty and inequality (e.g., strengthening the social safety net, social assistance)	37.4%
Agriculture/nutrition/food security	37.2%
Education	28.3%
Ensuring sustainable business growth and job creation	26.7%
Ensuring that girls and women have equal access to health care/health services	22.2%
Providing direct financial support to businesses (business support packages)	21.1%
Economic growth	11.9%
Providing direct non-financial (e.g., food, healthcare supplies, etc.) support to citizens	11.2%
Public service delivery (e.g., strengthening policies, institutions)	8.5%
Ensuring that girls and women have equal access to job opportunities	6.7%
Other	1.1%

<b>6. When economic and/or social reform efforts fail or are slow to take place in Benin, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=405)</b>
Political pressures and obstacles	36.0%
Inadequate level of citizen/civil society participation	33.3%
Corruption	30.4%
Reforms are not well thought out in light of country challenges	28.4%
Inadequate level of private sector participation	27.7%
Inadequate level of capacity in the government	12.1%
Inadequate level of government accountability	10.6%
Inadequate level of donor coordination	7.7%
Pressure from outside interest groups (e.g., private sector, unions)	7.2%
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 national/federal government	359	50	7.46	2.74
2. Bilateral organizations (e.g., AFD, ENABEL, SNV, JICA, GIZ, USAID)	368	46	7.93	2.20
3. The World Bank Group*	400	19	8.12	2.10
4. The International Monetary Fund	341	56	7.06	2.60
5. The United Nations (UN)	354	45	7.43	2.34
6. The World Health Organization (WHO)	355	43	7.14	2.62
7. Regional development banks (e.g., the West African Development Bank (BOAD))	357	43	7.93	2.03
8. The Central Bank of West African States (BCEAO)	351	47	7.75	2.16
9. International private sector	297	88	6.41	2.44
10. Local private sector	343	46	7.06	2.30
11. International civil society (e.g., NGOs, CBOs)	346	47	6.99	2.37
12. Local civil society (e.g., NGOs, CBOs)	362	33	6.85	2.42
13. Youth organizations	343	48	6.16	2.55
14. Faith-based institutions	338	55	6.68	2.51
15. Local traditional media and their web presence (e.g., newspapers, TV stations, radio)	357	36	5.80	2.66
16. International media and their web presence	333	60	6.00	2.47
17. Web based media (i.e., blogs, social media, other web-based news and information sources)	338	53	5.32	2.46

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

1. How familiar are you with the work of these organizations in Benin? (1-Not familiar at all, 10-Extremely familiar)	Familiarity			
	N	DK	Mean	SD
1. The World Bank (IDA)	420	n/a	7.03	2.74
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm	399	n/a	5.11	3.04

To what extent do you agree/disagree with the following statements about the World Bank Group's work in Benin? (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 Benin*	421	20	8.18	2.14
3. The World Bank Group's work is aligned with what I consider the development priorities for Benin*	381	52	7.66	2.34

4. Overall, please rate your impression of the effectiveness of these organizations in Benin. (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. The World Bank (IDA)*	376	58	7.81	2.08
2. The International Finance Corporation (IFC), the World Bank Group's private sector arm*	265	152	6.76	2.47

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

<b>Achieving Development Results</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. To what extent does the World Bank Group's work help to achieve development results in Benin?* (1-To no degree at all, 10-To a very significant degree)	394	42	7.98	2.13

<b>Influencing the Development Agenda</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
6. To what extent does the World Bank Group influence the development agenda in Benin?* (1-To no degree at all, 10-To a very significant degree)	385	50	7.60	2.55

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Benin? (Select only ONE response)</b>	<b>Percentage of Respondents (N=437)</b>
To a fully sufficient degree	29.3%
To a somewhat sufficient degree	48.1%
To a somewhat insufficient degree	8.2%
To a very insufficient degree	3.7%
Don't know	10.8%

<b>8. When thinking about the World Bank Group's role in Benin, which activity do you VALUE the most? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=424)</b>
Implementation support	47.4%
Financial resources	38.9%
Capacity development related to World Bank Group supported projects	31.6%
Technical assistance	17.7%
Formal policy advice, studies, analyses	13.9%
Mobilizing third party financial resources	13.4%
Data and statistics	9.2%
Donor coordination	8.0%
Promoting knowledge sharing	5.2%
Global advocacy	5.0%
Bringing together different groups of stakeholders	3.1%
Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)	0.7%
Other	0.2%

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

<b>9. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Benin? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=434)</b>
Not enough public disclosure of its work	31.3%
Not willing to honestly criticize policies and reform efforts in the country	19.6%
World Bank Group's processes too slow and complex	15.2%
Not collaborating enough with civil society (e.g., NGOs, CBOs)	14.7%
Too influenced by developed countries	13.6%
Not collaborating enough with private sector	10.6%
Not adequately sensitive to political/social realities in Benin	10.6%
Don't know	10.1%
Not aligned with country priorities	8.5%
Staff too inaccessible	8.1%
Not sufficiently focused on sustainable results	7.6%
Not adequately flexible in changing country circumstances	6.9%
Inadequate number of innovative financial products and services	5.5%
Inadequate World Bank Group's staffing in Benin	4.8%
Inadequate number of innovative knowledge products and services	4.1%
Inadequate level of real-time advice and guidance	2.8%
Not collaborating enough with partners such as bilaterals, multilaterals, trust funds, UN	1.8%
Other	1.6%
Arrogant in its approach	0.7%

**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 Benin, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Benin? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=440)</b>
Agriculture and rural development	39.3%
Education	33.4%
Private sector development	23.4%
Job creation/employment	22.7%
Health	22.7%
Poverty reduction	18.6%
Energy	14.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	14.5%
Water and sanitation	11.8%
Transport (e.g., roads, bridges, transportation)	11.6%
Anti-corruption	9.3%
Nutrition/food security	8.0%
Economic growth	8.0%
Climate change (e.g., mitigation, adaptation)	6.6%
Social protection (e.g., pensions, targeted social assistance)	6.1%
Information and communications technology	5.0%
Equality of opportunity (i.e., social inclusion)	4.5%
Gender equity (closing the gap between women and men, and boys and girls)	4.3%
Urban development	3.9%
Trade and exports	3.4%
Financial markets	3.2%
Global pandemics (e.g., COVID-19)	3.0%
Natural resource management (renewables)	2.5%
Judiciary reform	2.5%
Disaster risk management	1.8%
Global/regional integration	1.6%
Crime and violence	1.4%
National debt	1.1%
Pollution	0.2%





11. What do you immediately think of when you hear about the IFC? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=429)
Multi-lateral financial institution	37.5%
Do not have enough information to say	31.7%
World Bank	29.4%
Development institution	28.2%
Investment Bank	21.0%
Private Sector Solutions	16.3%
Public-private partnerships	12.8%
Innovation and Entrepreneurship	7.7%
Impact Investor	6.3%
Financial Advisory Solutions	5.1%
None of these	2.6%
Venture Capital	2.3%
Asset Manager	2.1%
Thought leader	0.9%
Other	0.2%

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills mix and knowledge) to help Benin solve its most complicated development challenges? <i>(1-To no degree at all, 10-To a very significant degree)</i>	324	115	8.05	2.16

<b>Staffing adequacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. To what extent do you believe the World Bank Group is adequately staffed in Benin? <i>(1-To no degree at all, 10-To a very significant degree)</i>	218	216	5.69	2.92

<b>To what extent is the World Bank Group an effective development partner in Benin, in terms of each of the following? <i>(1-To no degree at all, 10-To a very significant degree)</i></b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. Responsiveness to needs*	308	97	7.32	2.37
4. Flexibility (in terms of the institution's products and services)*	261	117	6.58	2.52
5. Flexibility (in terms of changing country circumstances)*	260	111	6.68	2.41
6. Being inclusive*	264	112	7.14	2.45
7. Openness (sharing data and other information)*	266	106	7.56	2.26
8. Collaboration with the Government*	338	58	8.47	1.84
9. The speed in which it gets things accomplished on the ground*	284	88	6.86	2.37
10. Helping to bring discipline/effective supervision to implementation of investment projects*	309	69	8.08	1.92
11. Collaboration with civil society*	268	116	6.76	2.48
12. Staff accessibility*	253	126	6.52	2.72
13. Collaboration with other donors and development partners*	235	142	7.40	2.21
14. Collaboration with the private sector*	232	142	6.48	2.48
15. Straightforwardness and honesty*	252	129	7.93	2.22
16. Treating clients and stakeholders in Benin with respect*	266	111	7.89	2.06
17. Being a long-term partner*	280	101	8.06	1.99
18. Acting with compassion and empathy	210	163	6.72	2.60
19. Insisting on accountability through its lending (e.g., performance-based financing/resources tied to results)	242	134	7.94	2.06
20. Measuring results effectively	278	101	8.14	1.97

<b>To what extent do you agree/disagree with the following statements? <i>(1-Strongly disagree, 10-Strongly agree)</i></b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
21. The World Bank Group disburses funds promptly	279	142	5.87	3.09
22. The World Bank Group effectively monitors and evaluates the projects and programs it supports	368	44	8.59	1.80
23. The World Bank Group's approvals and reviews are done in a timely fashion	321	87	7.79	2.20
24. The World Bank Group's Environmental and Social Framework requirements are reasonable	274	128	7.79	2.16
25. The World Bank Group's conditions on its lending are reasonable	209	193	6.99	2.47
26. The World Bank Group takes decisions quickly in Benin*	227	177	6.69	2.64
27. Working with the World Bank Group increases Benin's institutional capacity	318	87	8.03	2.13

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

<b>To what extent do you agree/disagree with the following statements about the World Bank Group in Benin? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
28. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Benin*	337	88	7.69	2.18
29. The World Bank Group meets Benin's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	306	111	7.36	2.26

<b>COVID-19 "Approach Paper"</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
30. The World Bank Group has provided real time advice and guidance to the government and policy makers, built on its COVID-19 "Approach Paper" published soon after the outbreak. Please rate the usefulness of this more informal advice and guidance (e.g., informal discussions, memos, informal working papers) to the Benin government's efforts to support citizens throughout this crisis? (1-Not useful at all, 10-Very useful)	257	164	7.98	2.14

<b>Global role of advocacy</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
31. How important is it for the World Bank Group to focus resources on its global advocacy role, to help promote policies related to its work in areas including climate, health, gender, and debt?*(1-Not important at all, 10-Very important)	331	97	8.44	1.96

<b>How effectively does the World Bank Group support Benin's efforts ... ?</b> (1-Not effectively at all, 10-Very effectively)	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
32. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	318	99	7.75	2.42
33. To develop better and stronger data collection/analytics systems within the Government	338	68	8.12	2.04
34. To strengthen the country's crisis preparedness	311	91	7.98	2.12

**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 Benin? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	162	239	7.06	2.51
2. Private sector development	195	197	7.02	2.44
3. Education	269	123	7.91	2.04
4. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	244	154	8.04	1.91
5. Urban development	204	187	7.61	2.37
6. Energy	231	161	7.78	2.27
7. Water and sanitation	269	125	8.08	2.03
8. Job creation/employment	186	202	6.88	2.69
9. Health	268	129	8.13	1.97
10. Agriculture and rural development	258	139	8.09	2.06
11. Trade and exports	127	261	6.77	2.67
12. Natural resource management (renewables)	183	202	7.72	2.17
13. Climate change (e.g., mitigation, adaptation)	219	170	7.85	2.15
14. Poverty reduction	281	111	7.80	2.26
15. Economic growth	251	141	7.84	2.11
16. Disaster risk management	195	193	7.36	2.35
17. Equality of opportunity (i.e., social inclusion)	186	206	7.33	2.44
18. Information and communications technology	174	218	7.63	2.29

2. The World Bank Group has provided fast track support to Benin 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 Benin, 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	258	5	150	8.22	2.02
2. Education (e.g., transitioning to remote learning, ensuring access, etc.)	220	9	174	7.30	2.46
3. Protecting poor people (social assistance/ social safety nets)	206	11	180	7.15	2.50
4. Ensuring sustainable business growth and job creation	178	8	209	6.70	2.72
5. Strengthening policies, institutions and investments for rebuilding better	179	12	205	7.36	2.46
6. Macroeconomic stability and transparent debt management	156	10	230	7.29	2.44

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

<b>1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	<b>Percentage of Respondents (N=423)</b>
Weekly	5.2%
Monthly	8.0%
A few times a year	37.6%
Rarely	35.5%
Never	13.7%

<b>In Benin, 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)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Are timely	210	203	7.59	2.21
3. Include appropriate level of stakeholder involvement during preparation	224	172	7.61	2.18
4. Lead to practical solutions	258	139	7.91	2.08
5. Are source of relevant information on global good practices	260	138	8.31	1.79
6. Are adequately disseminated	259	139	6.82	2.67
7. Are translated enough into local language	226	168	4.42	3.05
8. Are adaptable to Benin's specific development challenges and country circumstances*	272	125	7.62	2.28

<b>Overall Evaluations</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
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)	350	73	7.91	2.12
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)	311	108	7.85	2.07

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Benin? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=418)</b>
Reduce the complexity of obtaining World Bank Group financing	30.6%
Engage more directly with beneficiaries	21.3%
Offer more innovative financial products and services	18.2%
Engage more effectively with civil society (e.g., NGOs, CBOs)	17.5%
Increase the level of capacity development in the country	17.5%
Engage more effectively with private sector	15.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	14.8%
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	10.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	9.6%
Improve the quality of its experts as related to Benin's specific challenges	8.6%
Provide more adequate data/knowledge/statistics/figures on Benin's economy	8.1%
Work faster	7.7%
Ensure greater selectivity in its work	6.0%
Offer more innovative knowledge products and services	4.5%
Offer more real-time advice and guidance	3.8%
Other	3.3%

<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 Benin? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=418)</b>
Local government	43.8%
Beneficiaries	38.5%
Private sector	33.5%
NGOs/Community Based Organizations	30.6%
Academia/think tanks/research institutes	17.0%
Donor community	9.6%
Youth/university groups	8.1%
Media	6.2%
Don't know	1.9%
Parliament	1.7%
Other	1.4%
Foundations	1.2%

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in Benin?</b>	<b>Percentage of Respondents (N=411)</b>
Never	41.1%
Less than once a year	11.7%
Once a year to a few times a year	29.0%
Less than once a month	5.8%
At least once a month	7.5%
At least once a week	4.9%

<b>2. How do you get most of your information about economic and social development issues in Benin? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=405)</b>
Local television	44.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	32.6%
International television	26.4%
Local radio	23.2%
Local newspapers	20.2%
International radio	13.3%
International newspapers	12.3%
Periodicals	10.4%
Other	7.7%

<b>3. 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=425)</b>
World Bank Group's seminars/workshops/conferences	51.8%
World Bank Group's publications and other written materials	49.4%
World Bank Group's website	34.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	32.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	30.1%
Interviews and press conferences for the Benin's media	29.2%
e-Newsletters	23.3%
Webinars or online events hosted by the World Bank Group	17.2%

<b>4. Which Internet connection do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=387)</b>
High speed/WiFi	66.9%
Dial-up	33.1%

<b>5. What do you use primarily when visiting a World Bank Group website? (Select only ONE response)</b>	<b>Percentage of Respondents (N=408)</b>
Computer/laptop	48.3%
Phone	36.5%
I never visit the WBG websites	14.0%
Tablet	1.2%

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

6. Over the past SIX MONTHS, on average how often did you do any of the following related to the World Bank Group (WBG)?	N	Percentage of Respondents			
		Every few days	Every few weeks	Every few months	Not at all
Read, viewed or heard a story about the WBG in local media (newspaper, magazine, TV, radio)	411	3.2%	15.8%	46.7%	34.3%
Read, viewed or heard a story about the WBG in global media (newspaper, magazine, TV, radio)	396	6.8%	17.4%	45.5%	30.3%
Interacted with the WBG on Social Media (e.g., read a post or tweet, liked, commented, shared, retweeted)	396	1.8%	7.8%	13.4%	77.0%
Visited a WBG website (e.g., read a blog, used data)	396	3.8%	12.9%	44.2%	39.1%
Attended an event/conference hosted by the WBG	390	1.0%	5.9%	26.2%	66.9%
Watched a webinar or online event hosted by the WBG	388	0.8%	5.9%	24.0%	69.3%
Read some or all of a WBG research paper or publication	384	1.6%	10.4%	44.0%	44.0%
Met professionally with WBG staff	388	1.0%	6.7%	27.6%	64.7%
Read a WBG e-newsletter	380	2.4%	7.6%	26.1%	63.9%





## H. Background Information

1. Which of the following best describes your current affiliation? (Select only ONE response)	Percentage of Respondents (N=456)
Local Government Office or Staff	23.0%
Employee of Ministry, Ministerial Department, Implementation Agency	22.8%
NGO/Community Based Organization	11.2%
Project Management Unit (PMU) overseeing implementation of WBG project/Consultant/Contractor working on WBG supported project/program	8.1%
Private Sector Organization	6.1%
Other	5.5%
Office of Minister	5.0%
Bilateral Agency (e.g., embassy, diplomatic, military)	3.9%
Media (press, radio, TV, web, etc.)	3.3%
Academia/Research Institute/Think Tank	3.1%
State-Owned Enterprise	2.2%
Faith-Based Group	1.5%
Office of the President, Prime Minister	0.9%
Trade Union	0.9%
Youth Group	0.9%
Multilateral Agency (UN, regional development bank)	0.7%
Financial Sector/Private Bank	0.4%
Office of Parliamentarian	0.2%
Judicial System (e.g., courts)	0.2%
Independent Government Institution (i.e., regulatory agency, central bank/oversight institution)	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=447)</b>
Education	12.5%
Health, nutrition	11.2%
Other	10.1%
Governance, anti-corruption	7.8%
Generalist (specialized in multiple sectors)	7.8%
Agriculture, rural development	6.9%
Macroeconomics, fiscal management	6.0%
Water, sanitation	4.5%
Urban development	4.3%
Environment, natural resources	4.0%
Finance and markets	4.0%
Social protection	3.4%
Energy	3.4%
Poverty	2.5%
Jobs	2.0%
Gender	1.8%
Communications, public affairs	1.8%
Tourism	1.6%
Trade and competitiveness	1.3%
Transport	1.1%
Digital development and technology (ICT)	0.9%
Climate change	0.7%
Demographics, migration	0.4%
Fragility, conflict, violence, refugees	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Benin?</b>	<b>Percentage of Respondents (N=439)</b>
Yes	29.8%
No	70.2%

<b>4. If yes, which of the following agencies of the World Bank Group do you primarily collaborate/work with in Benin? (Select only ONE response)</b>	<b>Percentage of Respondents (N=127)</b>
The World Bank (IDA)	96.9%
The International Finance Corporation (IFC)	3.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=206)</b>
Yes	18.9%
No	81.1%

**H. Background Information (continued)**

<b>6. Which of the following describes most of your exposure to the World Bank Group in Benin? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=391)</b>
Collaborate as part of my professional duties	41.2%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	38.1%
Use World Bank Group website for information, data, research, etc.	24.3%
Use World Bank Group reports/data	22.3%
Engage in World Bank Group related/sponsored events/activities	21.2%

<b>7. What's your gender?</b>	<b>Percentage of Respondents (N=451)</b>
Female	13.7%
Male	86.3%

<b>8. What's your age?</b>	<b>Percentage of Respondents (N=452)</b>
25 and under	0.7%
26-35	12.4%
36-45	33.4%
46-55	32.7%
56 and above	20.8%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=446)</b>
Other cities	41.9%
Cotonou	33.0%
Porto-Novo	6.1%
Parakou	4.3%
Rural areas	4.3%
Lokossa	3.6%
Natitingou	3.6%
Abomey	3.4%



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

- Office of President/Prime Minister/Minister N=27   ● Employee of a Ministry N=104   ● PMU/Consultant on WBG Project N=37   ● Local Government N=105
- State-Owned Enterprise N=10   ● Bilateral/Multilateral Agency N=21   ● Private Sector/Financial Sector/Private Bank (Private Sector) N=30
- NGO/Community Based Organization/Trade Union/Faith-Based Group/Youth Group (CSO) N=66   ● Academia/Research Institute/Think Tank (Academia) N=11
- Media N=11   ● Other<sup>13</sup> N=27

### A. Overall Context

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The right direction	100.0%	90.1%	86.5%	84.2%	100.0%	68.4%	79.3%	75.0%	83.3%	80.0%	92.6%
The wrong direction	0.0%	2.0%	0.0%	1.0%	0.0%	5.3%	0.0%	1.7%	0.0%	6.7%	0.0%
Not sure	0.0%	7.9%	13.5%	14.9%	0.0%	26.3%	20.7%	23.3%	16.7%	13.3%	7.4%

<sup>12</sup> Only 456 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

<sup>13</sup> Includes the following categories: Office of Parliamentarian (N=1), Judicial System (N=1), and Other (N=25). There were no respondents from independent government institution and private foundations.

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Nutrition/food security	8.0%	17.4%	8.6%	25.3%	30.0%	4.8%	16.7%	14.5%	15.4%	14.3%	25.9%
Urban development	12.0%	3.3%	2.9%	13.1%	10.0%	0.0%	10.0%	8.1%	7.7%	14.3%	0.0%
Social protection	8.0%	7.6%	5.7%	3.0%	20.0%	0.0%	3.3%	11.3%	0.0%	0.0%	11.1%
Gender equity*	0.0%	3.3%	2.9%	0.0%	0.0%	14.3%	3.3%	12.9%	0.0%	7.1%	14.8%
Private sector development*	8.0%	20.7%	20.0%	11.1%	0.0%	23.8%	43.3%	16.1%	15.4%	28.6%	7.4%
Education	28.0%	38.0%	28.6%	28.3%	50.0%	47.6%	40.0%	38.7%	38.5%	28.6%	48.1%
Public sector governance/reform	44.0%	31.5%	25.7%	29.3%	20.0%	19.0%	20.0%	25.8%	38.5%	14.3%	25.9%
Global/regional integration	0.0%	1.1%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%
Energy*	4.0%	25.0%	17.1%	17.2%	40.0%	19.0%	13.3%	8.1%	30.8%	0.0%	11.1%
Water and sanitation	8.0%	12.0%	20.0%	13.1%	20.0%	4.8%	20.0%	9.7%	30.8%	7.1%	14.8%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	24.0%	17.4%	8.6%	17.2%	10.0%	19.0%	20.0%	30.6%	38.5%	7.1%	7.4%
Health	20.0%	21.7%	17.1%	16.2%	0.0%	28.6%	6.7%	22.6%	15.4%	7.1%	22.2%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	3.7%
Global pandemics (e.g., COVID-19)	4.0%	3.3%	2.9%	4.0%	0.0%	9.5%	3.3%	3.2%	7.7%	0.0%	3.7%
Poverty reduction	16.0%	13.0%	17.1%	13.1%	10.0%	23.8%	13.3%	16.1%	0.0%	21.4%	18.5%
Anti-corruption	20.0%	10.9%	17.1%	11.1%	10.0%	0.0%	23.3%	14.5%	0.0%	14.3%	14.8%
Transport	8.0%	12.0%	20.0%	10.1%	10.0%	9.5%	0.0%	8.1%	23.1%	7.1%	3.7%
Agriculture and rural development	16.0%	31.5%	48.6%	37.4%	30.0%	47.6%	26.7%	27.4%	38.5%	64.3%	29.6%
Trade and exports	4.0%	2.2%	0.0%	0.0%	0.0%	0.0%	3.3%	1.6%	0.0%	0.0%	0.0%
Crime and violence	0.0%	1.1%	0.0%	1.0%	10.0%	0.0%	0.0%	1.6%	0.0%	7.1%	3.7%
Natural resource management	0.0%	1.1%	8.6%	3.0%	0.0%	9.5%	6.7%	3.2%	0.0%	0.0%	0.0%
Climate change*	8.0%	2.2%	2.9%	16.2%	0.0%	0.0%	6.7%	8.1%	0.0%	7.1%	3.7%
Judiciary reform	0.0%	3.3%	0.0%	1.0%	0.0%	9.5%	0.0%	0.0%	0.0%	7.1%	0.0%
Economic growth	12.0%	10.9%	8.6%	11.1%	20.0%	0.0%	6.7%	8.1%	0.0%	0.0%	7.4%
Disaster risk management	4.0%	1.1%	0.0%	3.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Equality of opportunity	8.0%	3.3%	2.9%	3.0%	0.0%	9.5%	3.3%	4.8%	0.0%	7.1%	11.1%
National debt	0.0%	0.0%	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	20.0%	4.3%	8.6%	4.0%	0.0%	0.0%	0.0%	1.6%	0.0%	28.6%	3.7%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Poverty and inequality	42.3%	35.6%	28.6%	36.6%	20.0%	25.0%	37.9%	44.4%	30.8%	73.3%	29.6%
Agriculture/nutrition/food security	34.6%	43.6%	37.1%	37.6%	30.0%	35.0%	41.4%	33.3%	46.2%	33.3%	29.6%
Public service delivery	7.7%	5.9%	11.4%	11.9%	0.0%	20.0%	6.9%	6.3%	15.4%	0.0%	7.4%
Ensuring sustainable business growth and job creation	30.8%	23.8%	28.6%	27.7%	60.0%	35.0%	34.5%	20.6%	38.5%	20.0%	11.1%
Ensuring that girls and women have equal access to job opportunities*	7.7%	5.9%	2.9%	3.0%	0.0%	0.0%	10.3%	15.9%	0.0%	0.0%	18.5%
Providing direct financial support to businesses	19.2%	17.8%	17.1%	14.9%	40.0%	20.0%	31.0%	23.8%	7.7%	46.7%	29.6%
Ensuring that girls and women have equal access to health care/health services*	11.5%	13.9%	22.9%	26.7%	30.0%	10.0%	34.5%	36.5%	7.7%	13.3%	22.2%
Providing direct non-financial support to citizens	3.8%	12.9%	14.3%	10.9%	0.0%	0.0%	24.1%	14.3%	0.0%	6.7%	11.1%
Fair and equal distribution of a COVID-19 vaccine if, and when, a safe one is approved*	57.7%	50.5%	31.4%	38.6%	20.0%	40.0%	13.8%	30.2%	46.2%	60.0%	48.1%
Education	23.1%	25.7%	42.9%	23.8%	40.0%	35.0%	20.7%	30.2%	46.2%	20.0%	29.6%
Healthcare	46.2%	41.6%	42.9%	42.6%	40.0%	40.0%	34.5%	31.7%	30.8%	26.7%	44.4%
Economic growth	3.8%	11.9%	11.4%	15.8%	20.0%	15.0%	6.9%	6.3%	15.4%	0.0%	18.5%
Other	0.0%	2.0%	0.0%	1.0%	0.0%	0.0%	0.0%	1.6%	7.7%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. Overall Context (continued)**

When economic and/or social reform efforts fail or are slow to take place in Benin, 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	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Inadequate level of government accountability	12.5%	5.7%	5.7%	14.9%	12.5%	10.5%	8.3%	12.3%	14.3%	15.4%	8.0%
Inadequate level of capacity in the government	12.5%	9.1%	28.6%	9.6%	0.0%	21.1%	12.5%	14.0%	7.1%	7.7%	4.0%
Political pressures and obstacles	25.0%	38.6%	25.7%	48.9%	37.5%	21.1%	25.0%	35.1%	28.6%	15.4%	44.0%
Inadequate level of private sector participation	20.8%	30.7%	34.3%	23.4%	25.0%	42.1%	41.7%	22.8%	35.7%	7.7%	24.0%
Inadequate level of citizen/civil society participation	33.3%	36.4%	28.6%	27.7%	37.5%	21.1%	29.2%	40.4%	35.7%	46.2%	36.0%
Inadequate level of donor coordination*	25.0%	12.5%	2.9%	6.4%	0.0%	5.3%	0.0%	1.8%	0.0%	0.0%	16.0%
Reforms are not well thought out in light of country challenges	29.2%	28.4%	31.4%	36.2%	12.5%	42.1%	25.0%	22.8%	28.6%	23.1%	12.0%
Corruption*	20.8%	20.5%	25.7%	27.7%	62.5%	21.1%	45.8%	38.6%	28.6%	61.5%	40.0%
Pressure from outside interest groups	12.5%	10.2%	8.6%	2.1%	12.5%	0.0%	12.5%	5.3%	0.0%	15.4%	12.0%
Other	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	7.1%	7.7%	0.0%

\*Significantly different between stakeholder groups

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent do you trust the World Bank Group to do what is right?	24	8.21	93	7.83	36	8.64	89	8.39	8	8.00	17	7.82	24	8.00	58	8.24	11	7.82	12	8.08	24	8.04

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

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

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)*	25	7.52	99	6.94	36	8.42	94	7.36	10	5.20	17	6.41	26	5.04	60	7.23	11	6.27	13	5.77	25	7.32
The International Finance Corporation (IFC), the World Bank Group's private sector arm	24	6.17	96	5.48	34	5.09	88	5.22	9	4.56	18	5.06	26	3.88	55	4.82	10	3.90	12	4.67	24	5.13

\*Significantly different between stakeholder groups

**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 Benin? (1-Strongly disagree, 10-Strongly agree)

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall the World Bank Group currently plays a relevant role in development in Benin	25	8.56	99	8.01	37	8.81	96	8.43	10	7.80	15	7.20	27	7.78	57	8.05	12	7.92	13	7.46	26	8.42
The World Bank Group's work is aligned with what I consider the development priorities for Benin	24	8.00	87	7.89	33	8.39	91	7.70	8	7.00	15	6.60	25	6.96	48	7.54	11	7.55	11	6.82	25	7.68

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank (IDA)	24	8.08	88	7.78	35	8.31	89	8.04	7	7.57	12	6.75	23	6.61	53	7.83	10	7.60	11	7.64	21	8.14
The International Finance Corporation (IFC), the World Bank Group's private sector arm	16	7.00	67	6.97	17	7.18	63	6.62	5	7.40	7	5.86	20	5.30	35	7.09	3	5.33	10	6.80	19	7.53

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group's work help to achieve development results in Benin?	26	8.31	92	8.04	35	8.34	91	8.15	9	6.78	13	7.69	24	7.33	55	7.93	12	7.67	11	8.09	22	7.82

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
To what extent does the World Bank Group influence the development agenda in Benin?*	24	7.92	90	7.33	36	8.19	89	8.00	9	6.78	9	7.56	22	5.77	55	7.71	11	7.55	12	8.17	24	7.46

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



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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Financial markets	7.7%	4.1%	2.8%	2.0%	0.0%	0.0%	3.6%	3.2%	0.0%	0.0%	7.4%
Social protection	7.7%	5.1%	5.6%	3.0%	10.0%	0.0%	3.6%	14.3%	0.0%	6.7%	11.1%
Gender equity	0.0%	2.0%	0.0%	4.0%	0.0%	5.6%	7.1%	12.7%	7.1%	0.0%	3.7%
Private sector development	23.1%	28.6%	19.4%	27.0%	10.0%	11.1%	25.0%	19.0%	14.3%	33.3%	11.1%
Education	30.8%	37.8%	25.0%	32.0%	40.0%	44.4%	32.1%	28.6%	50.0%	26.7%	40.7%
Public sector governance/reform	15.4%	14.3%	16.7%	16.0%	10.0%	16.7%	17.9%	12.7%	0.0%	20.0%	14.8%
Energy	15.4%	18.4%	16.7%	11.0%	20.0%	16.7%	21.4%	4.8%	21.4%	13.3%	22.2%
Water and sanitation	15.4%	7.1%	13.9%	15.0%	30.0%	0.0%	14.3%	7.9%	7.1%	6.7%	18.5%
Pollution	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	23.1%	19.4%	16.7%	28.0%	30.0%	27.8%	17.9%	23.8%	35.7%	26.7%	11.1%
Health	19.2%	28.6%	19.4%	21.0%	10.0%	38.9%	17.9%	23.8%	14.3%	6.7%	25.9%
Global/regional integration	0.0%	2.0%	0.0%	1.0%	0.0%	5.6%	0.0%	0.0%	0.0%	6.7%	3.7%
Nutrition/food security	0.0%	7.1%	5.6%	11.0%	10.0%	0.0%	14.3%	12.7%	7.1%	0.0%	3.7%
Urban development	7.7%	0.0%	2.8%	8.0%	0.0%	0.0%	0.0%	4.8%	7.1%	0.0%	3.7%
Global pandemics (e.g., COVID-19)	7.7%	1.0%	0.0%	3.0%	0.0%	11.1%	3.6%	3.2%	0.0%	6.7%	3.7%
Information and communications technology*	15.4%	4.1%	8.3%	4.0%	0.0%	0.0%	3.6%	1.6%	14.3%	20.0%	0.0%
Transport	11.5%	12.2%	16.7%	11.0%	10.0%	16.7%	7.1%	3.2%	21.4%	20.0%	18.5%
Agriculture and rural development	38.5%	41.8%	55.6%	38.0%	30.0%	27.8%	50.0%	31.7%	42.9%	40.0%	33.3%
Trade and exports*	0.0%	4.1%	0.0%	0.0%	0.0%	5.6%	10.7%	9.5%	0.0%	0.0%	3.7%
Crime and violence	0.0%	1.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%	0.0%	6.7%	7.4%
Natural resource management	0.0%	1.0%	11.1%	3.0%	0.0%	0.0%	3.6%	1.6%	7.1%	0.0%	0.0%
Judiciary reform	3.8%	2.0%	0.0%	1.0%	20.0%	5.6%	3.6%	1.6%	0.0%	6.7%	3.7%
Economic growth	11.5%	9.2%	8.3%	9.0%	10.0%	11.1%	3.6%	6.3%	7.1%	0.0%	7.4%
Disaster risk management	0.0%	4.1%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	13.3%	0.0%
Equality of opportunity	3.8%	4.1%	2.8%	2.0%	10.0%	5.6%	0.0%	9.5%	7.1%	0.0%	7.4%
Anti-corruption	7.7%	7.1%	13.9%	9.0%	20.0%	5.6%	7.1%	9.5%	14.3%	13.3%	7.4%
Climate change	0.0%	5.1%	2.8%	11.0%	0.0%	5.6%	0.0%	11.1%	7.1%	13.3%	3.7%
Poverty reduction	19.2%	19.4%	13.9%	17.0%	30.0%	22.2%	17.9%	27.0%	7.1%	13.3%	14.8%
National debt	0.0%	0.0%	0.0%	2.0%	0.0%	0.0%	3.6%	1.6%	0.0%	0.0%	3.7%

\*Significantly different between stakeholder groups



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

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Responsiveness to needs	19	7.79	66	7.32	30	7.87	62	7.06	8	6.63	7	6.86	16	6.69	44	7.57	6	6.67	9	7.00	15	6.80
Flexibility (in terms of the institution's products and services)	21	7.57	59	6.90	28	7.46	53	6.09	8	6.25	9	6.11	18	6.28	36	6.42	4	4.25	10	6.10	13	6.08
Flexibility (in terms of changing country circumstances)	21	7.57	64	7.03	28	7.11	50	6.36	8	6.63	9	6.00	18	6.56	33	6.58	5	5.60	10	6.30	13	5.85
Being inclusive	21	7.76	60	7.28	27	8.04	56	7.13	7	6.71	9	6.33	13	6.38	36	6.78	3	4.67	11	6.82	19	7.47
Openness	19	8.16	63	7.81	26	8.42	55	7.45	7	6.29	10	6.00	16	7.31	38	7.26	5	8.80	10	7.00	15	7.53
Collaboration with the Government	24	8.50	79	8.42	29	8.66	76	8.32	8	7.63	7	7.86	21	8.24	50	8.62	10	9.40	12	8.67	20	8.95
The speed in which it gets things accomplished on the ground	21	7.48	64	7.06	30	7.77	64	6.80	6	6.67	8	7.00	19	6.42	39	6.26	6	6.33	10	6.80	15	6.33
Helping to bring discipline/effective supervision to implementation of investment projects	24	7.88	71	8.48	35	8.43	70	8.01	7	7.00	7	7.29	19	8.47	39	7.79	7	7.86	12	7.50	16	8.25
Collaboration with civil society*	17	7.41	63	7.27	23	7.39	62	6.98	6	6.50	6	5.50	17	6.71	41	5.80	4	3.75	11	7.36	16	5.88
Staff accessibility*	17	7.71	57	6.91	32	7.75	53	6.34	6	6.33	8	5.75	14	5.21	35	5.54	4	4.50	10	7.30	15	6.27
Collaboration with other donors and development partners	14	7.36	56	7.88	22	8.14	55	7.27	5	7.40	9	6.33	10	7.10	35	6.80	1	5.00	9	8.11	17	7.24
Collaboration with the private sector*	16	7.44	58	7.00	24	7.63	49	6.27	5	5.20	6	6.17	15	4.53	32	5.69	2	8.00	11	6.45	12	6.75
Straightforwardness and honesty	16	8.19	63	8.16	29	8.17	57	7.67	4	6.25	6	8.00	14	7.93	28	7.61	5	8.20	12	8.08	15	8.07
Treating clients and stakeholders in Benin with respect	18	8.33	66	8.06	31	8.23	55	7.47	6	7.83	5	8.20	14	6.71	39	8.00	6	9.00	9	7.89	15	7.80
Being a long-term partner	15	8.27	66	8.12	27	8.52	66	7.92	7	7.43	9	8.22	15	7.73	39	7.82	7	9.14	10	7.80	17	8.65
Acting with compassion and empathy	13	8.23	53	6.55	22	7.68	48	6.63	5	6.60	3	7.33	9	6.33	31	6.16	1	7.00	10	6.70	13	6.23
Insisting on accountability through its lending*	16	8.25	61	8.49	26	8.58	55	7.84	4	5.50	3	7.67	13	7.23	33	7.09	3	8.67	10	7.50	16	8.38
Measuring results effectively	22	8.82	68	8.43	31	8.74	64	7.83	4	6.75	5	8.00	16	7.44	32	7.56	7	8.29	10	8.10	17	8.53

\*Significantly different between stakeholder groups

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group takes decisions quickly in Benin*	19	7.84	51	7.00	27	8.44	45	5.80	4	4.75	5	7.60	14	3.93	33	6.61	6	6.67	10	6.40	12	6.83

\*Significantly different between stakeholder groups

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

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
The World Bank Group's financial instruments meet the needs of Benin	21	7.76	79	7.91	30	8.60	86	7.64	10	7.40	10	6.80	17	7.29	44	7.30	8	7.50	11	7.64	19	7.63
The World Bank Group meets Benin's needs for knowledge services	22	7.68	74	7.31	27	7.93	69	7.23	8	7.25	9	7.11	16	7.56	43	7.49	9	6.11	11	7.36	16	7.19

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	18	8.00	80	8.16	30	8.30	80	8.73	8	9.75	10	8.30	18	7.94	43	8.63	6	9.00	12	8.42	23	8.52

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

**E. World Bank Group's Knowledge Work and Activities****E1 How frequently do you consult World Bank Group's knowledge work and activities in the work you do?\***

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Weekly	8.0%	3.0%	20.6%	1.0%	0.0%	6.3%	0.0%	3.3%	0.0%	38.5%	4.3%
Monthly	16.0%	7.1%	8.8%	6.0%	20.0%	6.3%	3.7%	5.0%	7.7%	15.4%	13.0%
A few times a year	48.0%	42.4%	50.0%	31.0%	30.0%	37.5%	40.7%	38.3%	46.2%	7.7%	26.1%
Rarely	24.0%	34.3%	14.7%	42.0%	50.0%	50.0%	40.7%	36.7%	23.1%	30.8%	39.1%
Never	4.0%	13.1%	5.9%	20.0%	0.0%	0.0%	14.8%	16.7%	23.1%	7.7%	17.4%

\*Significantly different between stakeholder groups

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Are adaptable to Benin's specific development challenges and country circumstances	18	8.28	72	7.88	21	8.19	64	7.61	6	6.50	7	6.71	15	6.87	39	7.38	6	9.17	9	7.11	14	6.71

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

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

	Office of the President/ PM/ Minister		Employee of Ministry		PMU/ Consultant		Local Government		State-Owned Enterprise		Bilateral/ Multilateral Agency		Private Sector		CSO		Academia		Media		Other	
	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean	N	Mean
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	23	8.13	89	7.96	28	8.04	78	7.90	9	7.44	9	7.22	22	7.27	48	7.90	7	8.57	13	8.15	21	8.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	23	8.09	80	7.94	29	8.28	63	7.73	8	6.75	7	7.00	19	7.11	44	7.80	6	8.33	12	7.75	17	8.65

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

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN	12.5%	12.2%	8.6%	7.4%	30.0%	23.5%	3.8%	4.9%	15.4%	15.4%	8.3%
Offer more innovative financial products and services	29.2%	18.4%	17.1%	20.0%	10.0%	11.8%	15.4%	13.1%	15.4%	15.4%	29.2%
Ensure greater selectivity in its work	8.3%	5.1%	8.6%	6.3%	0.0%	11.8%	7.7%	3.3%	7.7%	7.7%	4.2%
Offer more innovative knowledge products and services	12.5%	5.1%	2.9%	2.1%	20.0%	5.9%	0.0%	6.6%	0.0%	7.7%	0.0%
Collaborate more effectively with Government clients*	8.3%	14.3%	2.9%	26.3%	0.0%	11.8%	11.5%	11.5%	7.7%	0.0%	29.2%
Work faster	12.5%	12.2%	5.7%	6.3%	10.0%	5.9%	0.0%	4.9%	15.4%	0.0%	8.3%
Reduce the complexity of obtaining World Bank Group financing*	20.8%	36.7%	25.7%	42.1%	30.0%	0.0%	19.2%	27.9%	7.7%	15.4%	41.7%
Offer more real-time advice and guidance	8.3%	5.1%	2.9%	3.2%	10.0%	0.0%	3.8%	1.6%	0.0%	7.7%	4.2%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	16.7%	6.1%	22.9%	8.4%	0.0%	5.9%	3.8%	11.5%	15.4%	0.0%	12.5%
Provide more adequate data/knowledge/statistics/figures on Benin's economy*	4.2%	17.3%	5.7%	3.2%	0.0%	11.8%	7.7%	9.8%	0.0%	7.7%	0.0%
Engage more effectively with civil society*	0.0%	6.1%	0.0%	9.5%	30.0%	5.9%	26.9%	54.1%	30.8%	30.8%	20.8%
Increase the level of capacity development in the country*	29.2%	23.5%	37.1%	12.6%	20.0%	11.8%	7.7%	13.1%	7.7%	0.0%	8.3%
Engage more directly with beneficiaries	16.7%	17.3%	17.1%	24.2%	40.0%	23.5%	42.3%	13.1%	15.4%	30.8%	20.8%
Improve the quality of its experts as related to Benin's specific challenges*	4.2%	9.2%	20.0%	5.3%	0.0%	23.5%	7.7%	4.9%	7.7%	30.8%	0.0%
Engage more effectively with private sector*	12.5%	5.1%	14.3%	15.8%	0.0%	17.6%	38.5%	16.4%	46.2%	30.8%	4.2%
Other	0.0%	4.1%	2.9%	4.2%	0.0%	5.9%	3.8%	1.6%	7.7%	0.0%	4.2%

\*Significantly different between stakeholder groups

**F. The Future Role of The World Bank Group in Benin (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	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Donor community*	26.1%	13.1%	6.1%	5.3%	0.0%	23.5%	10.7%	5.1%	7.1%	0.0%	12.5%
Local government*	43.5%	45.5%	15.2%	78.9%	30.0%	11.8%	14.3%	30.5%	28.6%	21.4%	58.3%
Beneficiaries	47.8%	46.5%	48.5%	36.8%	70.0%	29.4%	28.6%	30.5%	14.3%	35.7%	29.2%
Youth/university groups*	0.0%	6.1%	6.1%	5.3%	0.0%	17.6%	10.7%	11.9%	14.3%	0.0%	25.0%
Private sector*	26.1%	32.3%	57.6%	28.4%	40.0%	29.4%	67.9%	18.6%	35.7%	42.9%	20.8%
NGOs/Community Based Organizations*	8.7%	17.2%	18.2%	26.3%	30.0%	0.0%	42.9%	83.1%	7.1%	21.4%	37.5%
Foundations*	0.0%	0.0%	0.0%	0.0%	0.0%	11.8%	3.6%	1.7%	0.0%	0.0%	0.0%
Media*	17.4%	3.0%	6.1%	2.1%	0.0%	0.0%	0.0%	5.1%	7.1%	78.6%	0.0%
Academia/think tanks/research institutes*	21.7%	20.2%	24.2%	9.5%	30.0%	23.5%	17.9%	8.5%	71.4%	0.0%	8.3%
Parliament	8.7%	2.0%	3.0%	1.1%	0.0%	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	3.0%	6.1%	0.0%	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%
Don't know*	0.0%	2.0%	0.0%	0.0%	0.0%	23.5%	0.0%	0.0%	7.1%	0.0%	4.2%

\*Significantly different between stakeholder groups

**G. Communication and Information Sharing**

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Never	16.0%	47.4%	5.9%	44.2%	50.0%	43.8%	50.0%	44.1%	53.8%	21.4%	65.0%
Less than once a year	20.0%	10.3%	0.0%	12.6%	20.0%	18.8%	19.2%	11.9%	7.7%	7.1%	10.0%
Once a year to a few times a year	36.0%	28.9%	14.7%	34.7%	20.0%	12.5%	23.1%	37.3%	15.4%	50.0%	15.0%
Less than once a month	4.0%	6.2%	5.9%	4.2%	0.0%	12.5%	3.8%	5.1%	23.1%	0.0%	10.0%
At least once a month	16.0%	6.2%	38.2%	2.1%	10.0%	6.3%	3.8%	1.7%	0.0%	7.1%	0.0%
At least once a week	8.0%	1.0%	35.3%	2.1%	0.0%	6.3%	0.0%	0.0%	0.0%	14.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Local radio	17.4%	22.9%	6.1%	33.0%	11.1%	14.3%	26.9%	20.0%	0.0%	30.8%	30.8%
International radio	4.3%	13.5%	15.2%	14.9%	11.1%	21.4%	19.2%	16.4%	16.7%	0.0%	3.8%
Local newspapers*	39.1%	21.9%	27.3%	14.9%	22.2%	57.1%	3.8%	16.4%	16.7%	23.1%	15.4%
International newspapers	26.1%	13.5%	18.2%	6.4%	11.1%	7.1%	15.4%	12.7%	25.0%	7.7%	3.8%
Local television*	39.1%	46.9%	24.2%	53.2%	77.8%	14.3%	30.8%	41.8%	50.0%	30.8%	65.4%
International television	34.8%	29.2%	33.3%	22.3%	11.1%	7.1%	38.5%	27.3%	16.7%	30.8%	15.4%
Periodicals	8.7%	13.5%	15.2%	6.4%	22.2%	14.3%	15.4%	5.5%	8.3%	7.7%	11.5%
Social media	17.4%	30.2%	33.3%	35.1%	33.3%	42.9%	38.5%	43.6%	33.3%	30.8%	15.4%
Other	4.3%	7.3%	12.1%	6.4%	0.0%	7.1%	3.8%	5.5%	8.3%	15.4%	19.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
World Bank Group's publications and other written materials*	37.5%	66.7%	34.3%	47.4%	50.0%	23.5%	64.3%	32.8%	46.2%	38.5%	68.0%
e-Newsletters	37.5%	25.3%	25.7%	16.5%	10.0%	23.5%	21.4%	29.5%	30.8%	38.5%	8.0%
World Bank Group's seminars/workshops/conferences	54.2%	52.5%	45.7%	61.9%	50.0%	29.4%	53.6%	47.5%	46.2%	38.5%	52.0%
Social media	12.5%	26.3%	20.0%	35.1%	30.0%	23.5%	42.9%	37.7%	30.8%	15.4%	36.0%
Direct contact with World Bank Group	37.5%	29.3%	31.4%	29.9%	20.0%	35.3%	39.3%	37.7%	23.1%	46.2%	32.0%
World Bank Group's website	41.7%	35.4%	45.7%	38.1%	20.0%	23.5%	14.3%	36.1%	38.5%	30.8%	24.0%
Webinars or online events hosted by the World Bank Group*	37.5%	11.1%	28.6%	9.3%	20.0%	35.3%	17.9%	23.0%	30.8%	7.7%	8.0%
Interviews and press conferences for the Benin's media	8.3%	27.3%	28.6%	35.1%	30.0%	11.8%	25.0%	29.5%	30.8%	53.8%	40.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/ PM/Minister	Employee of Ministry	PMU/ Consultant	Local Government	State-Owned Enterprise	Bilateral/ Multilateral Agency	Private Sector	CSO	Academia	Media	Other
High speed/WiFi	88.0%	71.1%	94.1%	48.3%	50.0%	88.2%	63.0%	66.0%	83.3%	57.1%	52.4%
Dial-up	12.0%	28.9%	5.9%	51.7%	50.0%	11.8%	37.0%	34.0%	16.7%	42.9%	47.6%

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Yes	42.3%	29.0%	86.1%	31.3%	33.3%	28.6%	14.3%	12.3%	15.4%	14.3%	12.5%
No	57.7%	71.0%	13.9%	68.7%	66.7%	71.4%	85.7%	87.7%	84.6%	85.7%	87.5%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
The World Bank (IDA)	100.0%	96.6%	100.0%	93.5%	66.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
The International Finance Corporation (IFC)	0.0%	3.4%	0.0%	6.5%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
International Centre for Settlement of Investment Disputes (ICSID)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of the President/PM/Minister	Employee of Ministry	PMU/Consultant	Local Government	State-Owned Enterprise	Bilateral/Multilateral Agency	Private Sector	CSO	Academia	Media	Other
Observer*	23.1%	35.3%	2.9%	40.4%	28.6%	35.0%	53.8%	44.4%	72.7%	57.1%	57.1%
Use World Bank Group reports/data	34.6%	24.7%	8.6%	16.9%	14.3%	25.0%	15.4%	31.5%	36.4%	21.4%	19.0%
Engage in World Bank Group related/sponsored events/activities	15.4%	24.7%	14.3%	27.0%	14.3%	20.0%	15.4%	29.6%	0.0%	7.1%	14.3%
Collaborate as part of my professional duties*	57.7%	42.4%	91.4%	37.1%	57.1%	35.0%	19.2%	24.1%	27.3%	28.6%	38.1%
Use World Bank Group website for information, data, research, etc.	11.5%	21.2%	25.7%	28.1%	0.0%	30.0%	30.8%	29.6%	18.2%	28.6%	19.0%

\*Significantly different between stakeholder groups



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?	
	Not collaborating with the WBG	Collaborating with the WBG
To what extent do you trust the World Bank Group to do what is right?	7.95	8.42
Overall the World Bank Group currently plays a relevant role in development in Benin	7.91	8.62
The World Bank Group's work is aligned with what I consider the development priorities for Benin	7.38	8.10
Overall, please rate your impression of the World Bank's effectiveness in Benin.	7.58	8.18
Overall, please rate your impression of the IFC's effectiveness in Benin.	6.58	7.14
To what extent does the World Bank Group's work help to achieve development results in Benin?	7.83	8.30
To what extent does the World Bank Group influence the development agenda in Benin?	7.44	7.94
Responsiveness to needs	7.08	7.76
Flexibility (in terms of the institution's products and services)	6.28	7.15
Flexibility (in terms of changing country circumstances)	6.34	7.29
Being inclusive	6.87	7.73
Openness (sharing data and other information)	7.35	8.00
Collaboration with the Government	8.45	8.50
The speed in which it gets things accomplished on the ground	6.48	7.49
Helping to bring discipline/effective supervision to implementation of investment projects	7.98	8.26
Collaboration with civil society	6.66	7.07
Staff accessibility	6.03	7.40
Collaboration with other donors and development partners	7.25	7.63
Collaboration with the private sector	6.18	7.13
Straightforwardness and honesty	7.74	8.25
Treating clients and stakeholders in Benin with respect	7.77	8.05
Being a long-term partner	7.89	8.31
The World Bank Group takes decisions quickly in Benin	6.25	7.48
The World Bank Group's financial instruments meet the needs of Benin	7.52	8.01
The World Bank Group meets Benin's needs for knowledge services	7.34	7.39
How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?	8.41	8.43
In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities are adaptable to Benin's specific development challenges and country circumstances	7.53	7.76
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.81	8.05
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.74	8.08

Yellow highlight indicates significant difference between Yes and No means.

## Appendix D: Benin FY21 COS Questionnaire



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

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

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

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

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

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

## SECTION A: OVERALL CONTEXT

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

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

A3. Listed below are a number of development priorities in Benin.			
Please identify which of the following you consider the most important development priorities in Benin. (Choose no more than THREE)			
1	Nutrition/food security	16	Poverty reduction
2	Urban development	17	Anti-corruption
3	Social protection (e.g., pensions, targeted social assistance)	18	Transport (e.g., roads, bridges, transportation)
4	Gender equity (closing the gap between women and men, and boys and girls)	19	Agriculture and rural development
5	Private sector development	20	Trade and exports
6	Education	21	Crime and violence
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Natural resource management (renewables)
8	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
9	Energy	24	Judiciary reform
10	Water and sanitation	25	Economic growth
11	Pollution	26	Disaster risk management
12	Job creation/employment	27	Equality of opportunity (i.e., social inclusion)
13	Health	28	National debt
14	Financial markets	29	Information and communications technology
15	Global pandemics (e.g., COVID-19)		

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

1	Transport (e.g., roads, bridges, transportation)	15	Nutrition/food security
2	Energy	16	Urban development
3	Economic growth	17	Water and sanitation
4	Disaster risk management	18	Pollution
5	Equality of opportunity (i.e., social inclusion)	19	Job creation/employment
6	National debt	20	Health
7	Information and communications technology	21	Financial markets
8	Social protection (e.g., pensions, targeted social assistance)	22	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Agriculture and rural development	23	Natural resource management (renewables)
10	Trade and exports	24	Private sector development
11	Crime and violence	25	Education
12	Climate change (e.g., mitigation, adaptation)	26	Global/regional integration
13	Anti-corruption	27	Gender equity (closing the gap between women and men, and boys and girls)
14	Judiciary reform		

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

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

## SECTION A: OVERALL CONTEXT

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

1	Inadequate level of government accountability
2	Inadequate level of capacity in the government
3	Political pressures and obstacles
4	Inadequate level of private sector participation
5	Inadequate level of citizen/civil society participation
6	Inadequate level of donor coordination
7	Reforms are not well thought out in light of country challenges
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 national/federal government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
2	Bilateral organizations (e.g., AFD, ENABEL, SNV, JICA, GIZ, USAID)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
3	The World Bank Group	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
4	The International Monetary Fund	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
5	The United Nations (UN)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
6	The World Health Organization (WHO)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
7	Regional development banks (e.g., the West African Development Bank (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	Local 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	Local 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	Local 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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

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

To what extent do you agree/disagree with the following statements about the World Bank Group’s work in Benin?													
		Strongly disagree								Strongly agree		Don't know	
B2	Overall the World Bank Group currently plays a relevant role in development in Benin	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 Benin	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 Benin.													
		Not effective										Very effective	Don't know
		at all											
1	The World Bank (IDA)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	The International Finance Corporation (IFC), the World Bank Group's private sector arm	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B5. To what extent does the World Bank Group's work help to achieve development results in Benin?											
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 Benin?											
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 Benin? (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 Benin, which activity do you VALUE the most? (Choose no more than TWO)</b>	
1	Formal policy advice, studies, analyses
2	Informal advice that World Bank Group's staff provides (e.g., memos, short evidence notes, informal discussions and emails)
3	Global advocacy
4	Financial resources
5	Bringing together different groups of stakeholders
6	Capacity development related to World Bank Group supported projects
7	Technical assistance
8	Data and statistics
9	Promoting knowledge sharing
10	Implementation support
11	Mobilizing third party financial resources
12	Donor coordination
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 Benin? (Choose no more than TWO)</b>	
1	Not sufficiently focused on sustainable results
2	Not collaborating enough with civil society (e.g., NGOs, CBOs)
3	Not enough public disclosure of its work
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 Benin
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	Arrogant in its approach
14	Inadequate World Bank Group's staffing in Benin
15	Inadequate level of real-time advice and guidance
16	Inadequate number of innovative knowledge products and services
17	Inadequate number of innovative financial products and services
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 Benin, which sectors do you believe the World Bank Group should prioritize with its resources (financial and knowledge services) in Benin? (Choose no more than THREE)**

1	Financial markets	16	Information and communications technology
2	Social protection (e.g., pensions, targeted social assistance)	17	Transport (e.g., roads, bridges, transportation)
3	Gender equity (closing the gap between women and men, and boys and girls)	18	Agriculture and rural development
4	Private sector development	19	Trade and exports
5	Education	20	Crime and violence
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Natural resource management (renewables)
7	Energy	22	Judiciary reform
8	Water and sanitation	23	Economic growth
9	Pollution	24	Disaster risk management
10	Job creation/employment	25	Equality of opportunity (i.e., social inclusion)
11	Health	26	Anti-corruption
12	Global/regional integration	27	Climate change (e.g., mitigation, adaptation)
13	Nutrition/food security	28	Poverty reduction
14	Urban development	29	National debt
15	Global pandemics (e.g., COVID-19)		

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

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



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

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

<b>C2. To what extent do you believe the World Bank Group is adequately staffed in Benin?</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 Benin, in terms of each of the following?</b>												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>C3</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C4</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C5</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C6</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C8</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C9</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C10</b>	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C11</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C12</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C13</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C14</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C15</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C16</b>	Treating clients and stakeholders in Benin with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C17</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C18</b>	Acting with compassion and empathy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C19</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>C20</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
<b>C21</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C22</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>C23</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>C24</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>C25</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>C26</b>	The World Bank Group takes decisions quickly in Benin	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C27</b>	Working with the World Bank Group increases Benin'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 Benin?													
		Strongly disagree										Strongly agree	Don't know
<b>C28</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 Benin	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>C29</b>	The World Bank Group meets Benin'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"/>	

C30. 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 Benin government's efforts to support citizens throughout this crisis?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not useful at all									Very useful	Don't know		

C31. How important is the World Bank Group's global advocacy role in areas such as climate, health, gender, and debt?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not important at all									Very important	Don't know		

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

How effectively does the World Bank Group support Benin's efforts ... ?													
		Not effectively at all								Very effectively		Don't know	
		1	2	3	4	5	6	7	8	9	10		
<b>C32</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)											<input type="checkbox"/>	
<b>C33</b>	To develop better and stronger data collection/analytics systems within the Government											<input type="checkbox"/>	
<b>C34</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 Benin?** (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"/>	<input type="checkbox"/>
2	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Natural resource management (renewables)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
14	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
16	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
17	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
18	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

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

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

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

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

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

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

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

1	Engage more effectively with partners such as bilaterals, multilaterals, trust funds, UN
2	Offer more innovative financial products and services
3	Ensure greater selectivity in its work
4	Offer more innovative knowledge products and services
5	Collaborate more effectively with Government clients (e.g., national, state, local)
6	Work faster
7	Reduce the complexity of obtaining World Bank Group financing
8	Offer more real-time advice and guidance
9	Help to bring discipline/effective supervision to implementation of World Bank Group projects
10	Provide more adequate data/knowledge/statistics/figures on Benin's economy
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 Benin's specific challenges
15	Engage more effectively with private sector
16	Other (please specify): _____

**F2. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in Benin?</b>	
1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

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

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

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

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

## SECTION G: COMMUNICATION AND INFORMATION SHARING

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



**SECTION H: BACKGROUND INFORMATION**

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

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

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, MIGA, ICSID) in Benin?</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 Benin? (Select only ONE response)</b>	
1	The World Bank (IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	International Centre for Settlement of Investment Disputes (ICSID)

## SECTION H: BACKGROUND INFORMATION

<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 Benin? (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	Cotonou
2	Porto-Novo
3	Lokossa
4	Abomey
5	Parakou
6	Natitingou
7	Other cities (please specify): _____
8	Rural areas (please specify): _____

**Thank you for completing the survey!**