



Country Opinion Surveys

FY 2023 Central African Republic Country Opinion Survey Report

Acknowledgements

The Central African Republic (C.A.R) Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis. Noreen Wambui and Irina Popova provided data support.

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Objectives

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

- 1. Overall Context:** How familiar are they with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG when it comes to its effectiveness, relevance, alignment with the Central African Republic's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement and Work on the Ground:** How is the WBG perceived as a development partner? Are opinions improving or declining?
- 5. Communication and Outreach:** What are the preferred communication channels and which channels are reported to be used the most? Are there differences among stakeholder groups in terms of preferred channels?
- 6. Message Recall:** What key topics that the WBG communicates do stakeholders recall? Is there a relationship between message recall and views of the WBG's work?



Methodology Overview

■ Fielded May 2023 through June 2023

- 413 potential participants were invited to complete a mostly quantitative survey
- Respondents completed the questionnaires online or they received it by courier and returned it accordingly
- The list of names was provided by the WBG country team
- Process managed on the ground by an independent fielding consultant
- The online survey platform was monitored and managed by the COS team

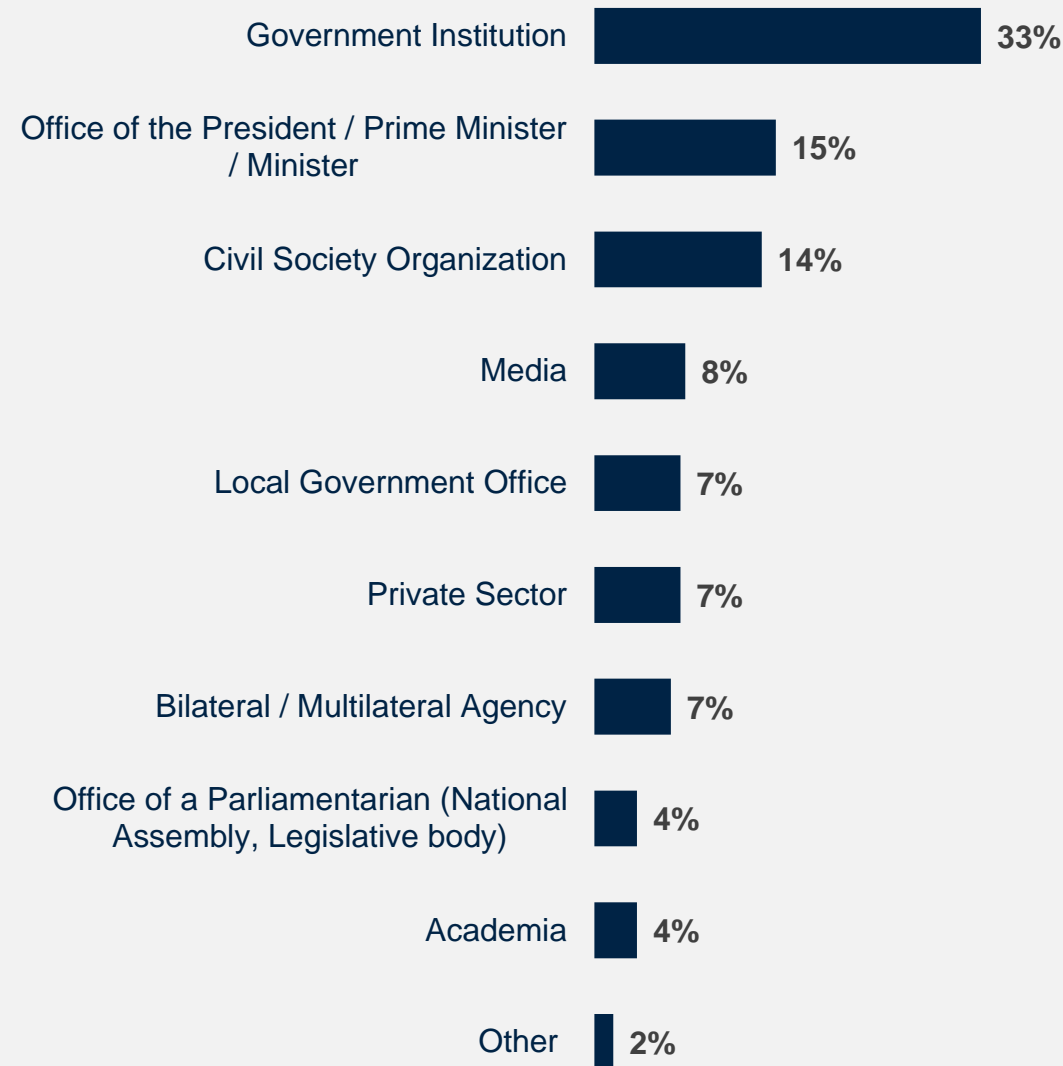
■ 258 participants (62% response rate)

- 70% currently collaborate with the WBG

■ Compared to FY20 Country Survey

- 257 participants (64% response rate)
- Respondents received the questionnaire via a courier and returned it accordingly.
- 37% collaborated with the WBG

Click [here](#) for details of the Sample Demographics and Methodology



Overall Context



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Familiarity with the World Bank has Improved

- **Year comparison:** Respondents in this year's Country Survey reported statistically similar levels of familiarity with the WBG as in FY20:

Mean familiarity: **FY23 = 6.5**

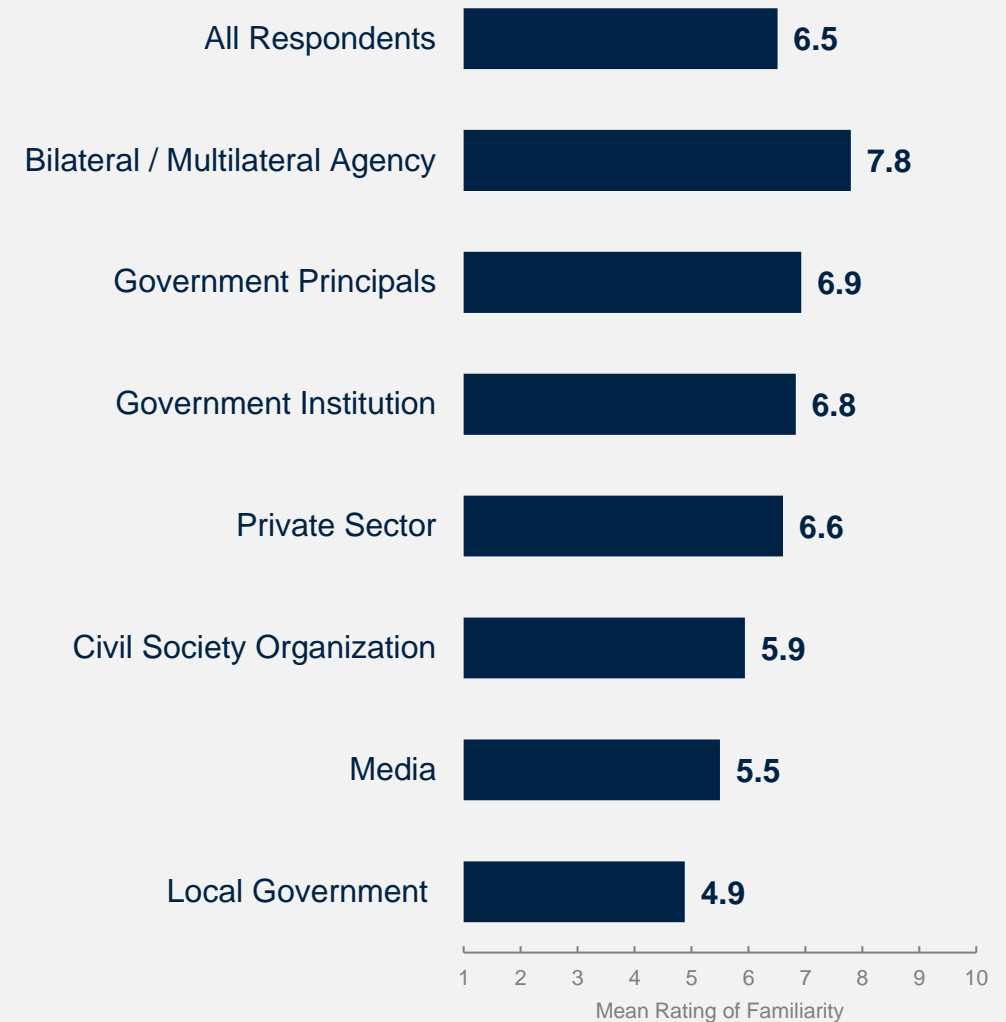
FY20 = 6.9

- **Collaboration with the WBG:** Respondents who collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity: **Collaborate with WBG = 7.2**

Do not collaborate = 5.2

- **Stakeholder Analysis:** Respondents from bilateral / multilateral agencies reported significantly higher levels of familiarity (mean = 7.8), whereas local government respondents indicated the lowest levels of familiarity (mean = 4.9)



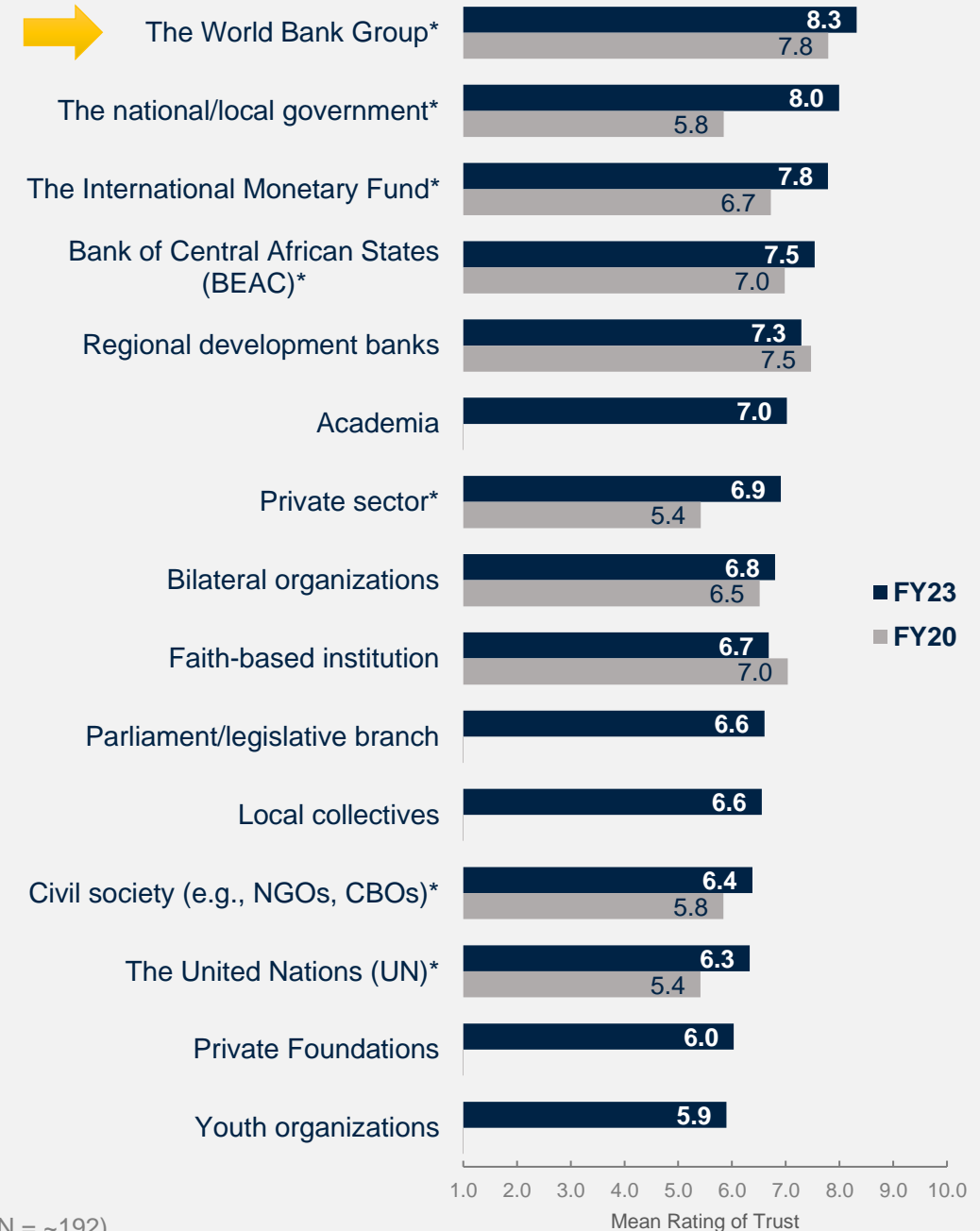
Note: Government Principals includes Office of the President, Prime Minister, Minister, and Office of a Parliamentarian (National Assembly, Legislative body)



The World Bank is the Most Trusted Institution in the Central African Republic

The WBG remained the most trusted institution in the C.A.R. The national/local government, the International Monetary Fund (IMF), and BEAC were among the top trusted institutions. In contrast, the United Nations (UN), private foundations, and youth organizations were the least trusted among the institutions studied.

- Of note, ratings of trust for the World Bank, the national/local government, the IMF, BEAC, the private sector, civil society, and the UN were significantly higher in FY23 than in the FY20 survey.
- In this year's survey, 70% of respondents indicated that they collaborated with the WBG as opposed to just 37% in FY20. When examining the ratings among those who collaborate with the WBG, respondents in FY23 rated their trust in these organizations significantly higher than in FY20, except for the WBG and the UN.



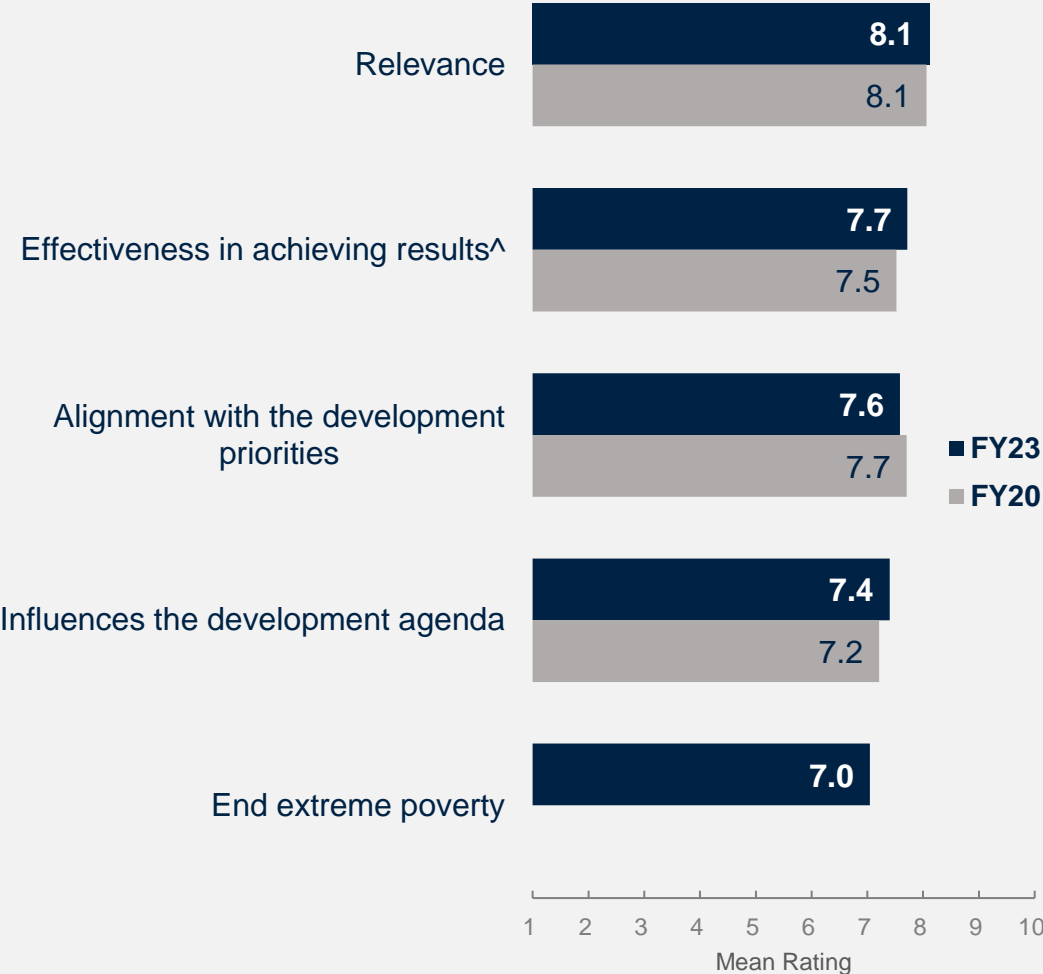
Overall Attitudes toward the World Bank Group



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Key Performance Indicators Remained Consistent with FY20

In FY23, respondents' perceptions of WBG's **relevance** to country needs, **alignment** with the development priorities, **effectiveness** in achieving results, and **influence** on the development agenda in the C.A.R. remained very positive and consistent with FY20.



The WBG currently plays a relevant role in development in C.A.R.
 Scale: 1 Strongly disagree – 10 Strongly agree
 How effective has the WBG been in achieving development results in C.A.R?
 Scale: 1 Not effective at all – 10 Very effective
 The WBG's work is aligned with what I consider the development priorities for C.A.R.
 Scale: 1 Strongly disagree – 10 Strongly agree
 To what extent does the WBG influence the development agenda in C.A.R?
 Scale: 1 To no degree at all – 10 To a very significant degree
 The World Bank Group's work helps end extreme poverty in C.A.R.
 Scale: 1 Strongly disagree – 10 Strongly agree
 ^Compared to a mean score of the two questions asked in FY20: "Overall, please rate your impression of the WBG's effectiveness in CAR."
 Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in CAR?
 Scale: 1 To no degree at all – 10 To a very significant degree



Stakeholders' Views Varied on the Perceptions of WBG's Key Performance

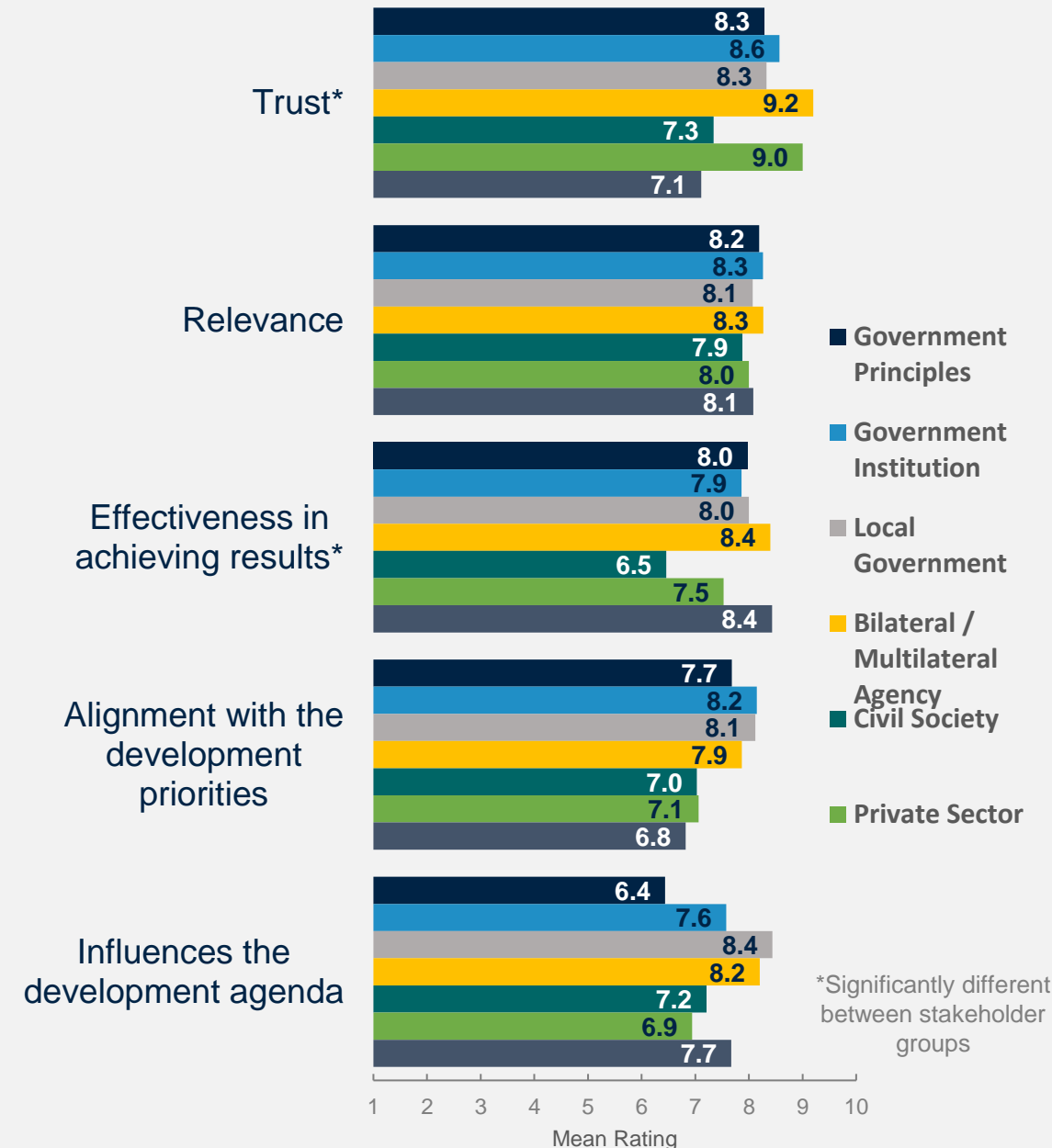
Respondents from bilateral / multilateral agencies and the private sector provided significantly higher ratings for the **trust** in the WBG. In contrast, respondents from the media gave significantly lower ratings (mean = 7.1) of trust (this stakeholder group also indicated significantly lower levels of familiarity with the WBG).

Meanwhile, respondents from civil society indicated significantly lower levels of the WBG's **effectiveness** in achieving results. In terms of the WBG's **influence** on the development agenda, government principals reported the lowest ratings among all stakeholder groups.

Note: Government Principals included respondents from Office of the President, Prime Minister, Minister, and Office of a Parliamentarian (National Assembly, Legislative body).



To what extent do you trust the WBG to do what is right?
Scale: 1 To no degree at all – 10 To a very significant degree
The WBG currently plays a relevant role in the development in C.A.R
Scale: 1 Strongly disagree – 10 Strongly agree
How effective has the WBG been in achieving development results in in C.A.R?
Scale: 1 Not effective at all – 10 Very effective
The WBG's work is aligned with what I consider the development priorities for C.A.R .
Scale: 1 Strongly disagree – 10 Strongly agree
To what extent does the WBG influence the development agenda in in C.A.R?
Scale: 1 To no degree at all – 10 To a very significant degree



Overall Ratings for Indicator Questions

Year comparison: Respondents in this year's Country Survey reported significantly higher aggregated mean ratings for the indicator questions compared to FY20:

Mean overall ratings: FY23 = 7.8

FY20 = 7.2

Collaboration with the WBG: Respondents who collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG.

Mean rating: Collaborate with WBG = 8.1

Do not collaborate = 7.2

Stakeholder analysis: Respondents from local government and bilateral / multilateral agencies (mean = 8.2 for both) had the highest mean ratings of the aggregated responses to the twelve COS indicator questions, whereas respondents from the private sector and civil society had relatively lower ratings (mean = 7.3 and 7.5, respectively).



*significantly different between years



World Bank's Support in Development Areas



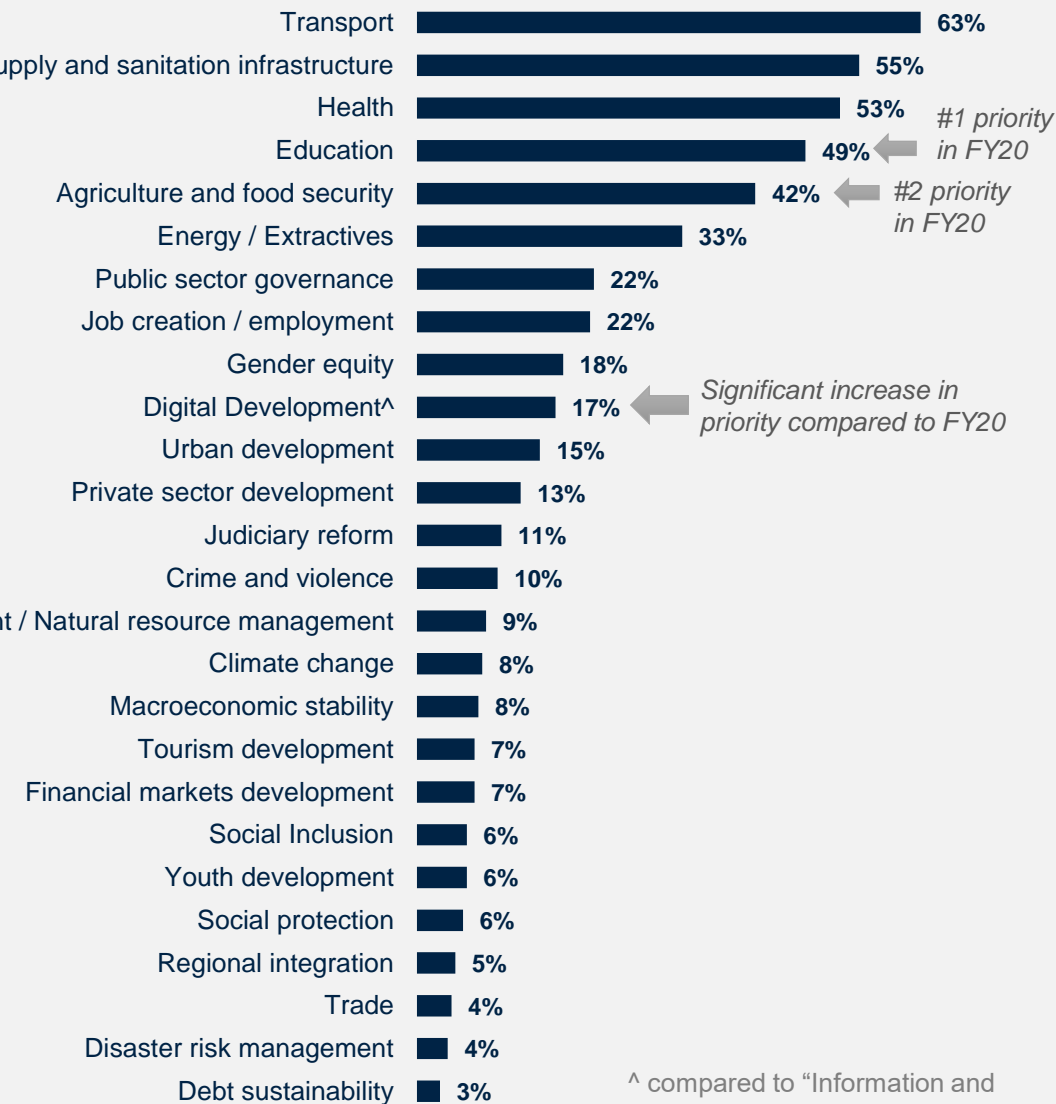
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Development Areas for WBG Focus

Transport, water supply and sanitation infrastructure, and health were identified as the top areas where stakeholders would like the WBG to focus its resources, followed by education and agriculture. The percentage of respondents emphasizing the importance of WBG support in the **transport** and **health** sectors has increased significantly compared to FY20 (FY20 = 31% and 17%, respectively).

In addition, the percentages of stakeholders emphasizing **water supply and sanitation** and **digital development** as key priorities have also increased substantially, rising from 4% and 3%, respectively, in FY20.

→ Significant increase in priority compared to FY20; and it is the top priority for the private sector respondents (88%) in FY23.



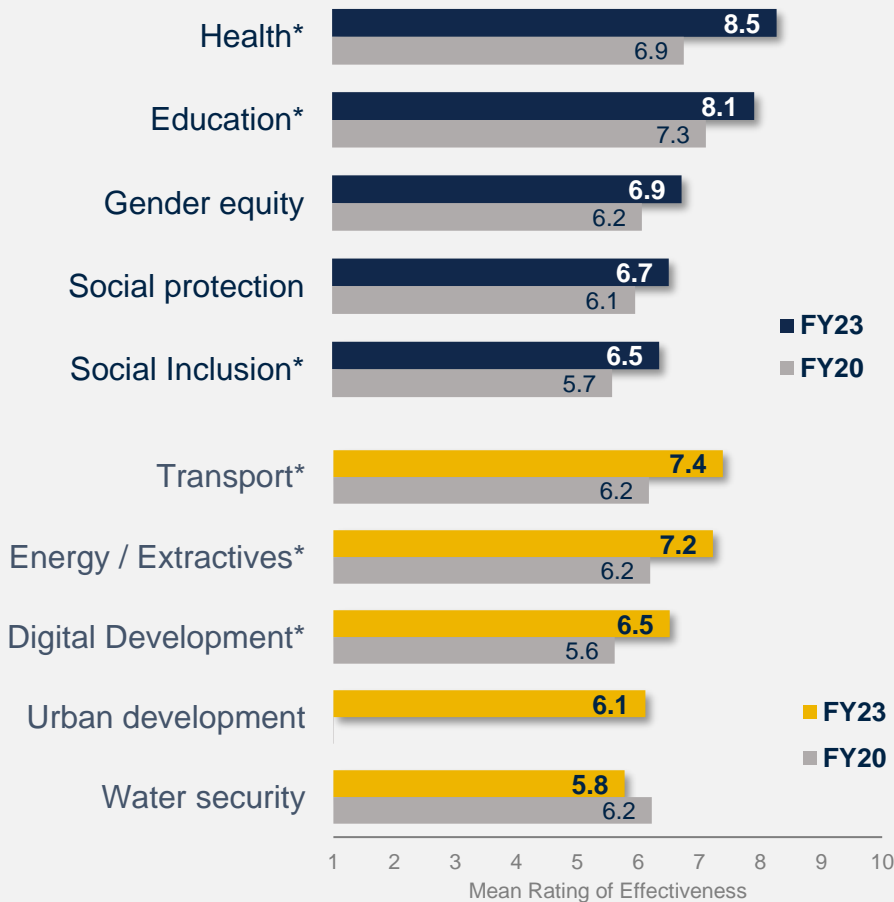
^ compared to "Information and communications technology" in FY20



Effectiveness of WBG's Support in Sectoral Areas

The WBG's work in **human capital** (health, education) and **debt sustainability** received the highest ratings of effectiveness in the C.A.R. Ratings of the WBG's work in several sectors significantly increased this year compared to FY20, including top priority sectors such as health, education, transport, agriculture, energy, and digital development.

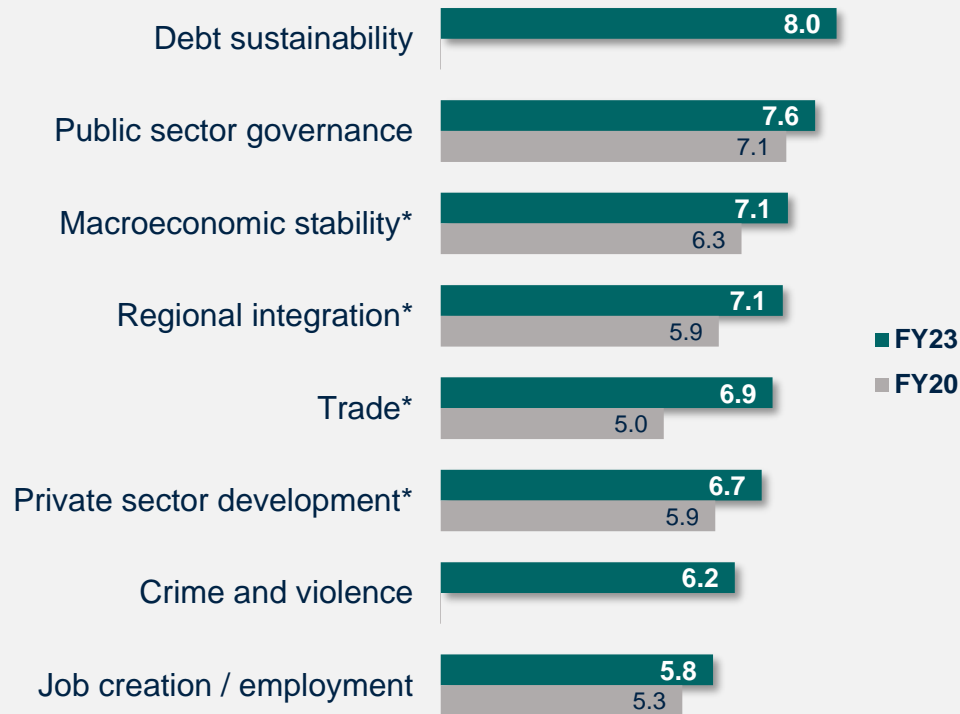
Human Development



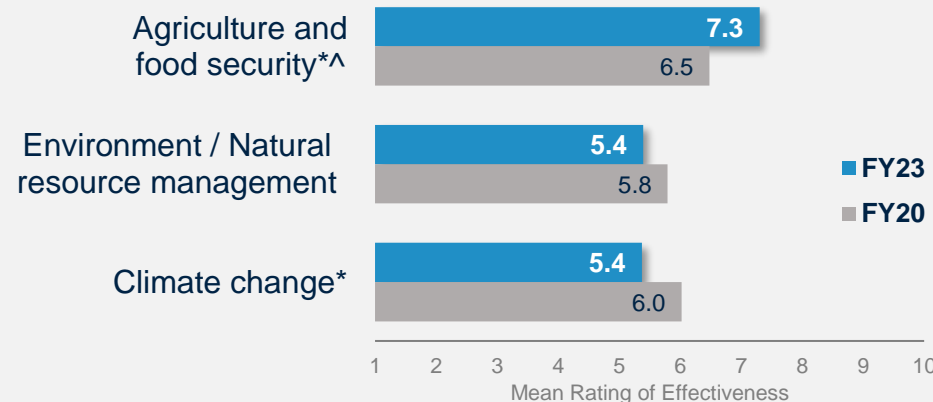
*Significantly different between years

Infrastructure

Finance / Institutions / Economic Growth



Environmental Sustainability



How **effective** do you believe the WBG is in terms of the work it does in the following areas of development in C.A.R? Scale: 1 Not effective at all – 10 Very effective (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”) ^The mean of effectiveness of agriculture development and food security asked in FY20 was taken for this comparison analysis.

World Bank Group's Work and Engagement on the Ground

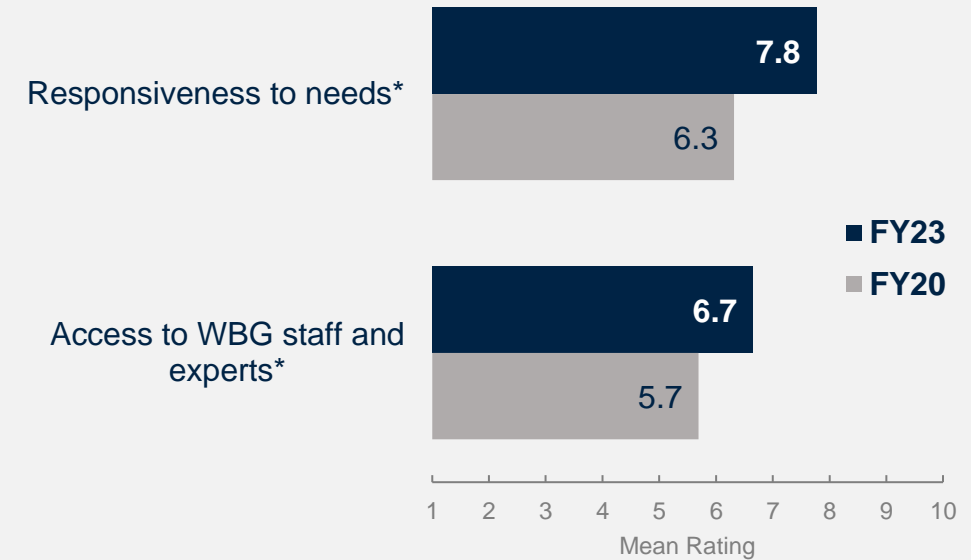


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Perceptions of WBG Responsiveness and Accessibility Improved

In FY23, respondents reported significantly more positive perceptions of the WBG's **responsiveness to country needs** and **accessibility of WBG staff** than in FY20.

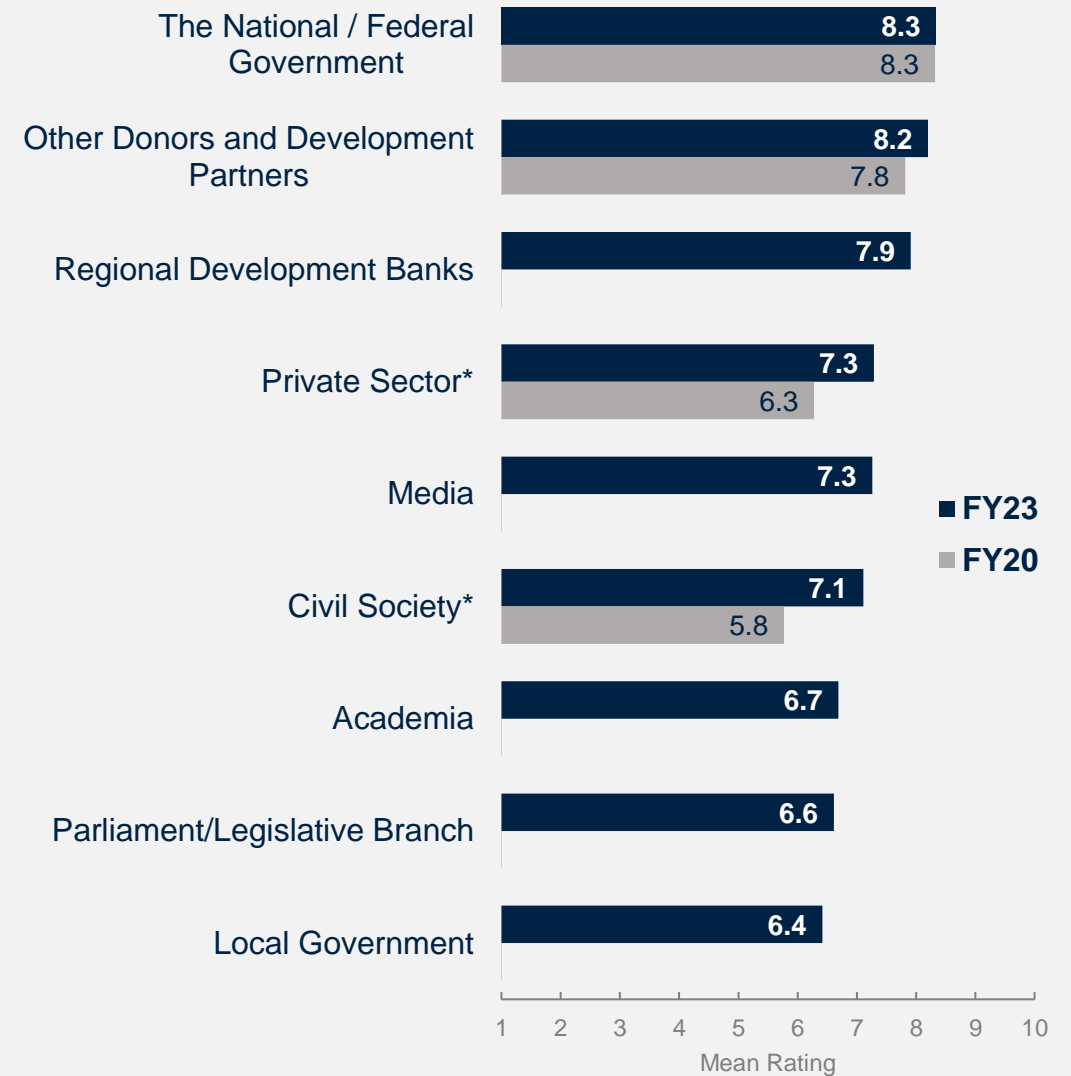
- Government principals gave the highest ratings for the WBG's responsiveness to needs (mean = 8.3), while respondents from the media indicated significantly lower ratings (mean = 6.8).



The WBG Increasingly Seen as Effectively Collaborating with the Private Sector and Civil Society

The WBG's collaboration with the national / federal government and other donors and development partners received the highest rating from respondents.

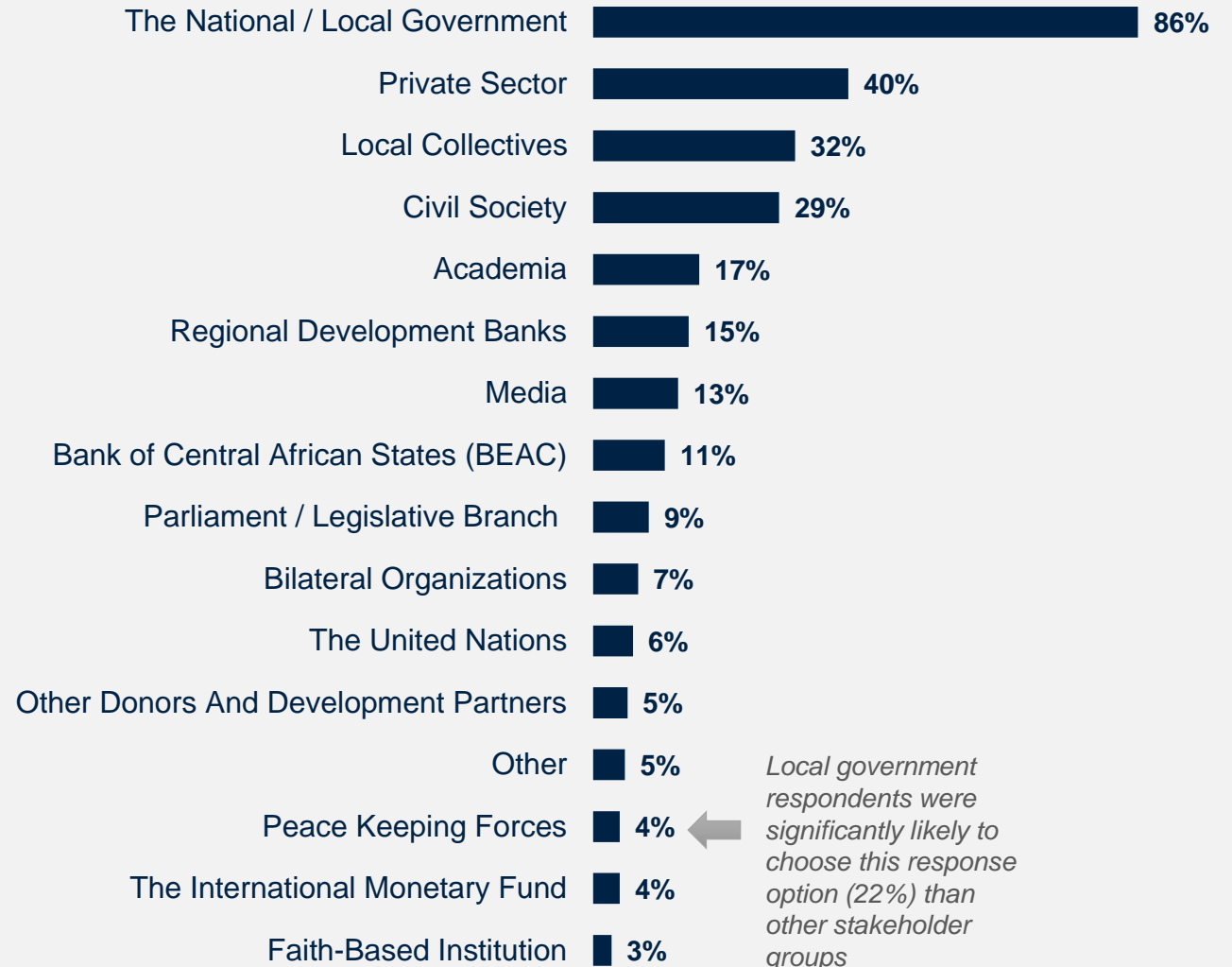
In FY23, respondents perceived the WBG as collaborating significantly more effectively with the **private sector** and **civil society** than in FY20.



Stakeholders want the Bank to Collaborate More with the Governments and the Private Sector

Respondents in this year's survey indicated that the WBG should collaborate more with **the national / local government**.

Stakeholders also prioritize increased collaboration with the **private sector** (40% in FY23 compared to 29% in FY20).



Local government respondents were significantly likely to choose this response option (22%) than other stakeholder groups



Communication and Outreach

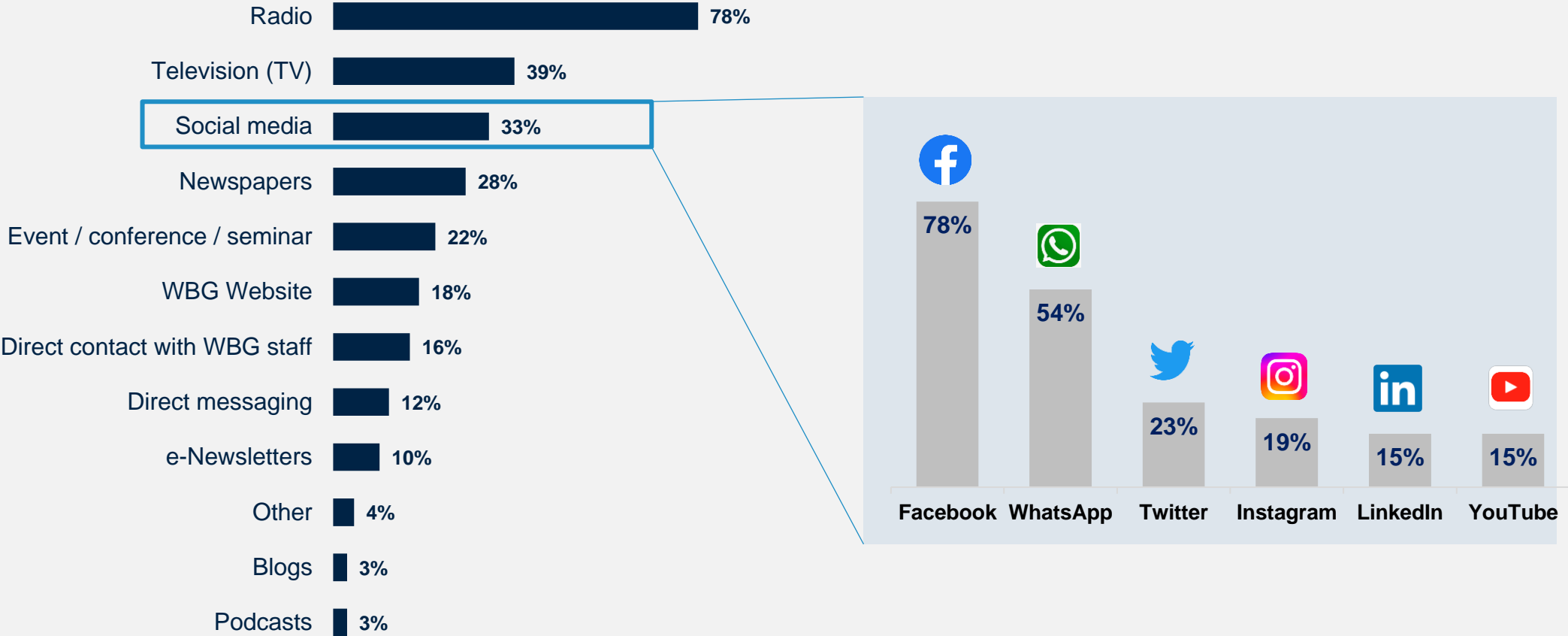


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More than 8 in 10 Respondents Engaged with the WBG in the Last 30 Days

82% of respondents recalled hearing or seeing something about the WBG in the last 30 days. Respondents who collaborated with the WBG were more likely to recall something (89%) than those who did not collaborate with the WBG (67%).

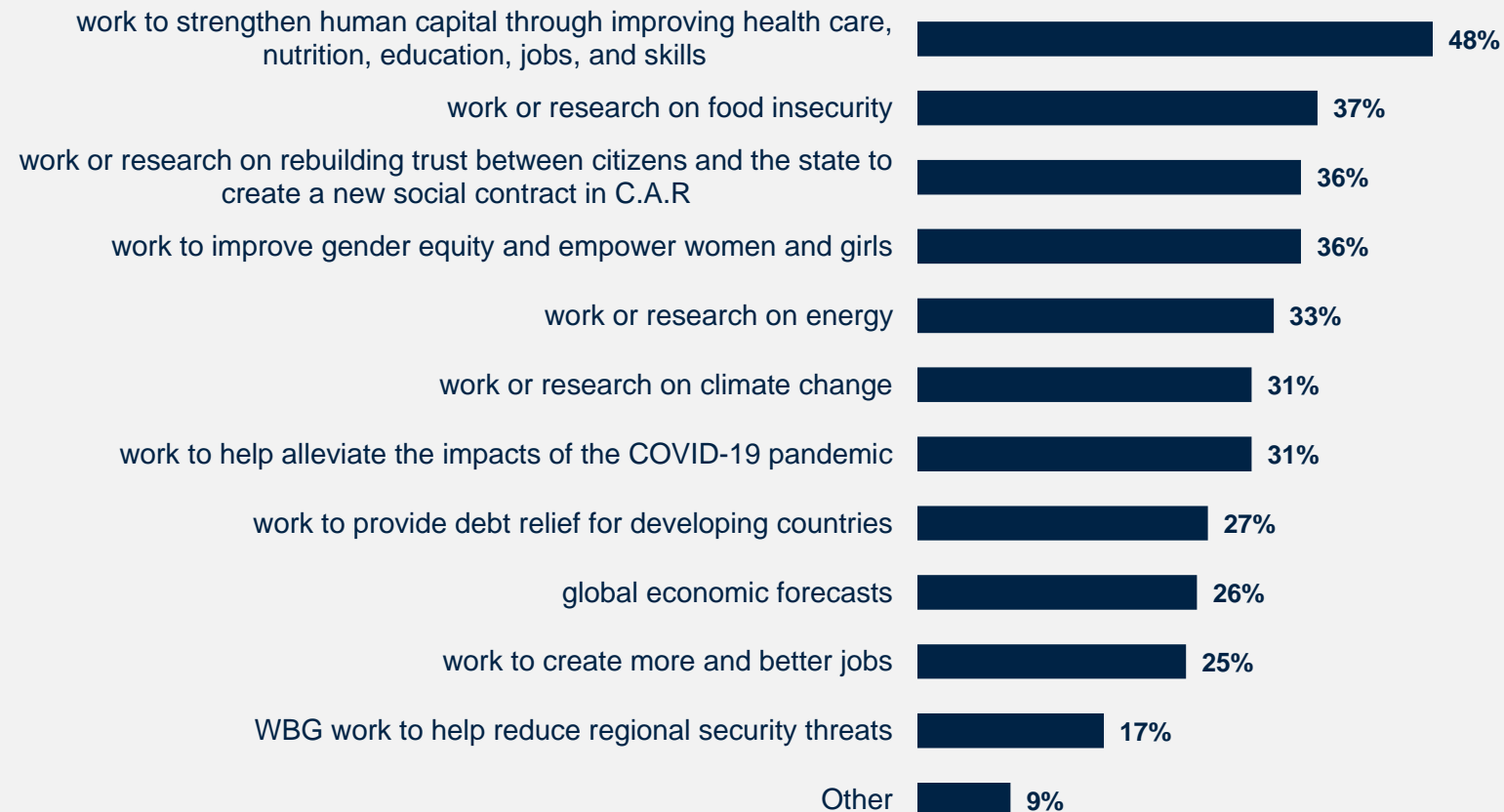
Over three-quarters of respondents reported obtaining this information through **radio**. Additionally, respondents frequently recall messages about the WBG via **television** and **social media**. Among respondents who selected “Social media”, the most used platform was **Facebook**.



The WBG's Work on Strengthening Human Capital was the Most Commonly Recalled Topic

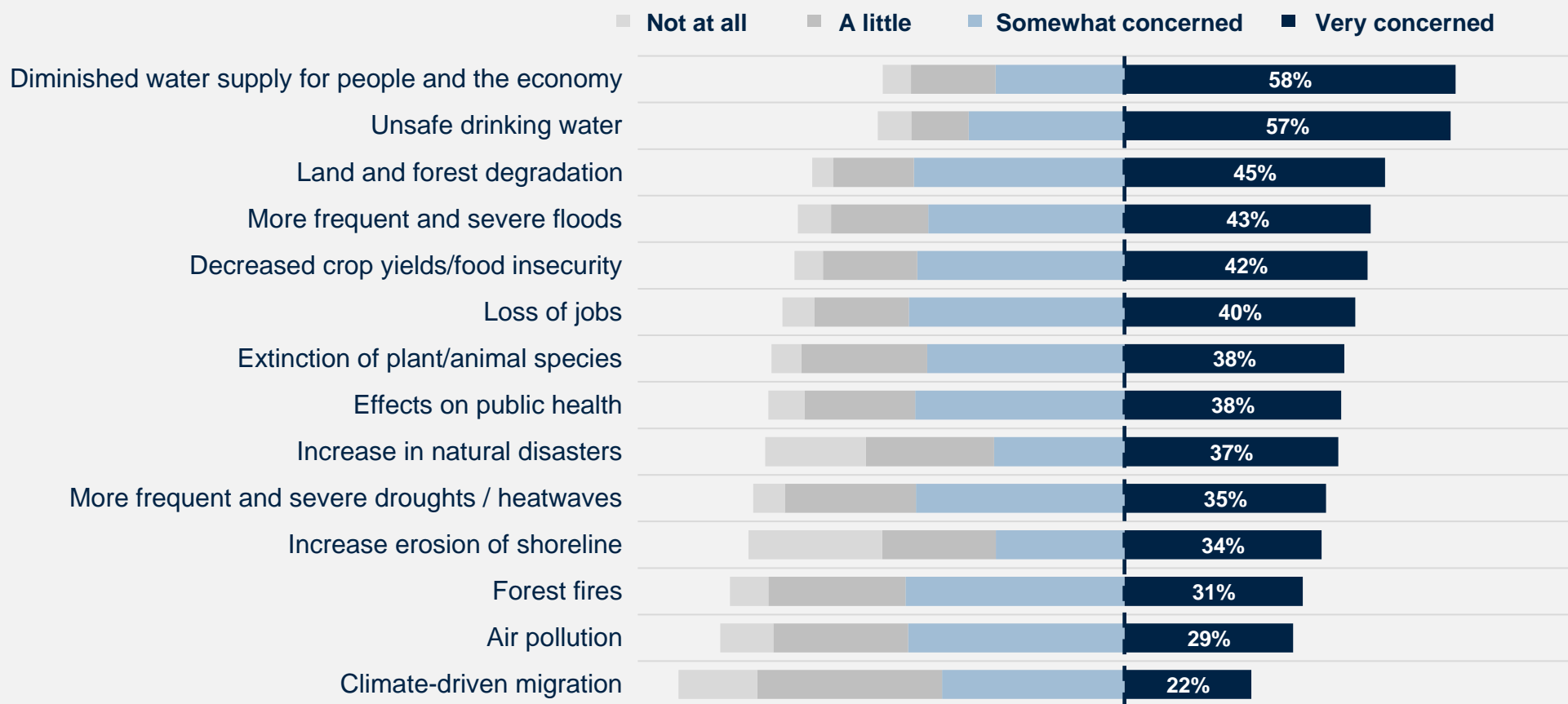
Respondents most frequently recalled that WBG works to strengthen **human capital** through improving health care, nutrition, education, jobs, and skills. Following that was its work and research on **food insecurity**, **rebuilding trust between citizens and the state**, and **improving gender equity**.

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Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns

Approximately 6 in 10 respondents were very concerned about the **diminished water supply for people and the economy** and **unsafe drinking water** when it comes to the potential impacts of climate change in the Central African Republic. These key areas of concern should be taken into consideration to make communications about climate change more impactful in C.A.R.

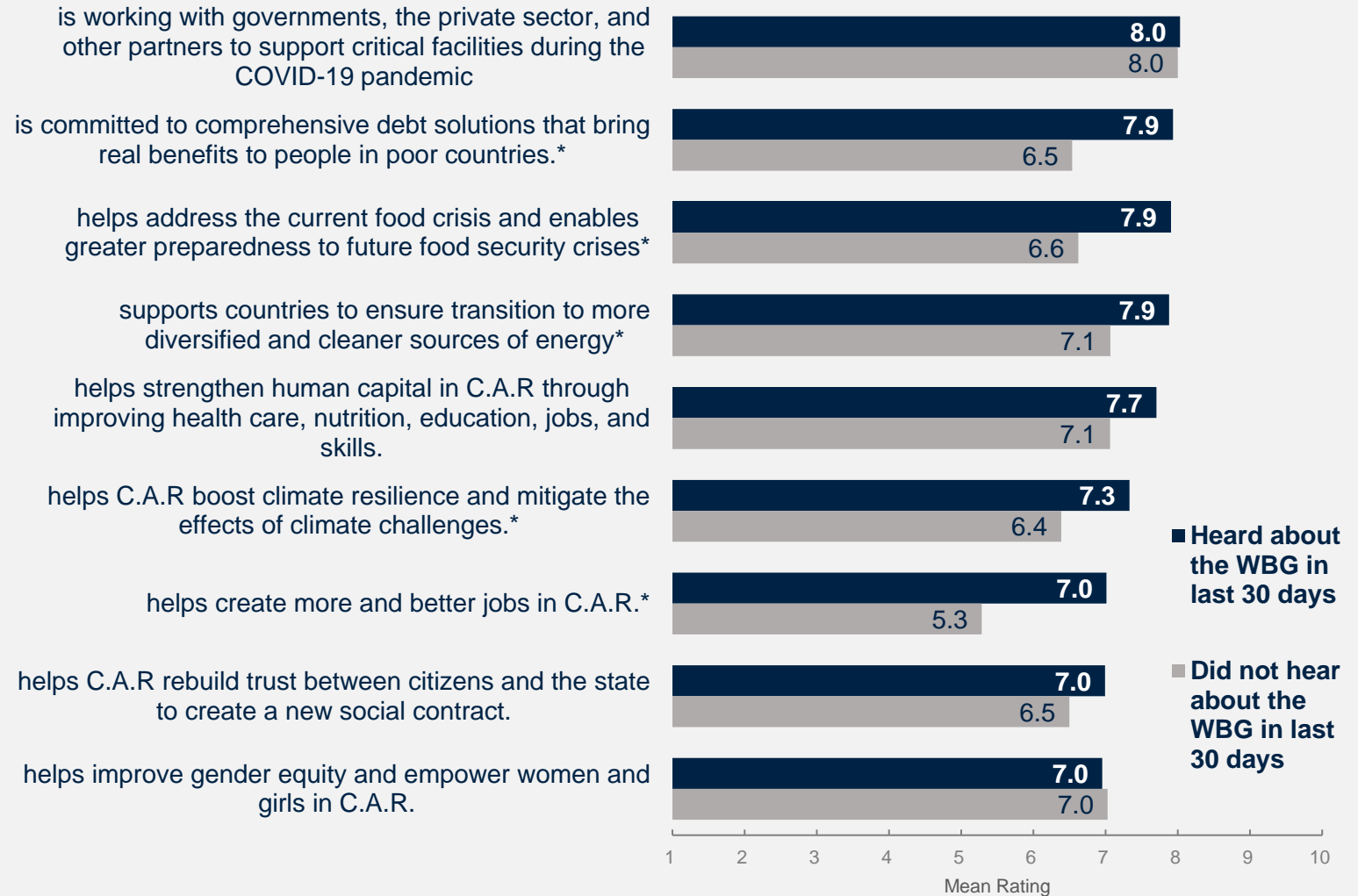


Message Recall Leads to Message Agreement and More Positive Perceptions of the WBG

Respondents who recalled seeing or hearing something about the WBG in the last 30 days reported significantly higher levels of agreement with messages regarding the WBG's commitment to comprehensive **debt solutions**, addressing **food crisis**, ensuring transition to **diversified and cleaner sources of energy**, mitigating **climate challenges**, and creating **more and better jobs** in the C.A.R compared to those who did not recall seeing or hearing anything.

These findings suggest that respondents who have greater exposure to information about the WBG, or who actively engage with WBG staff and knowledge work are also more likely to hold more positive views about the WBG's work.

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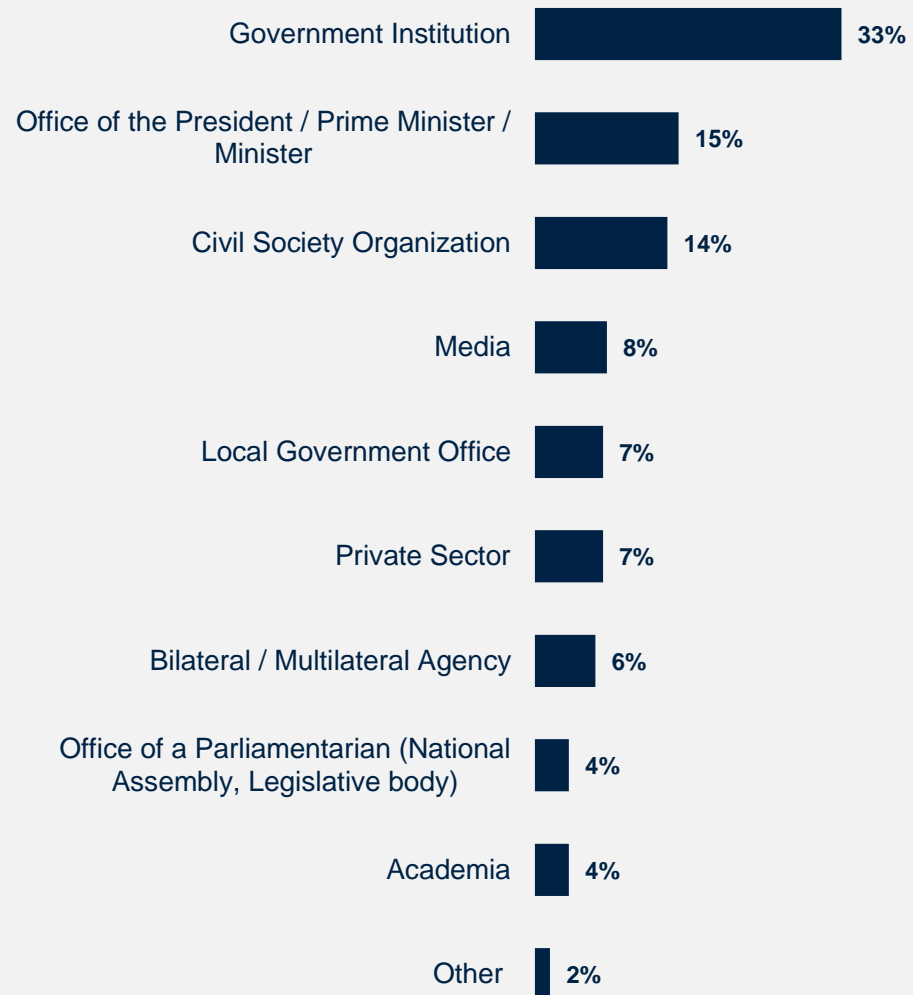


Sample Demographics and Detailed Methodology

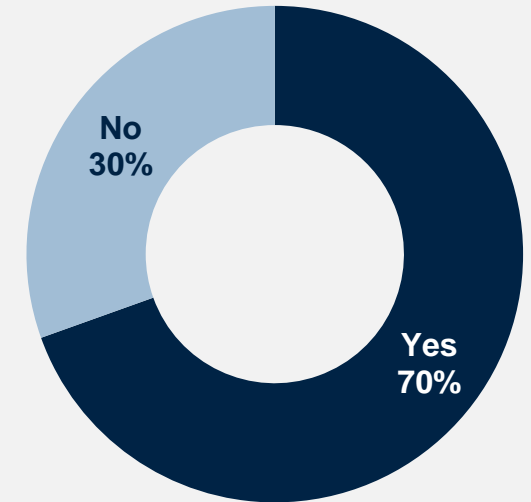


Sample Demographics

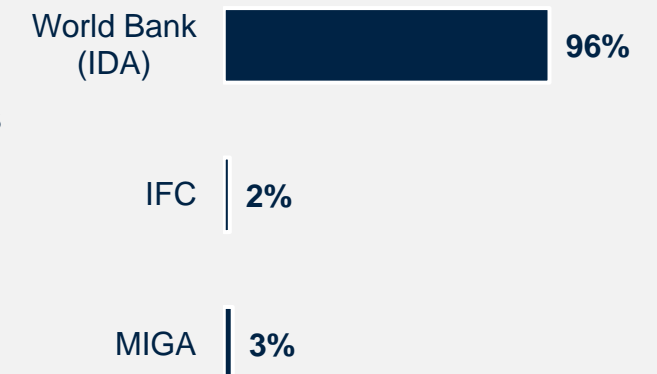
Which of the following best describes your current affiliation? (N=247)



Currently, do you professionally collaborate/ work with the WBG in your country? (N=233)

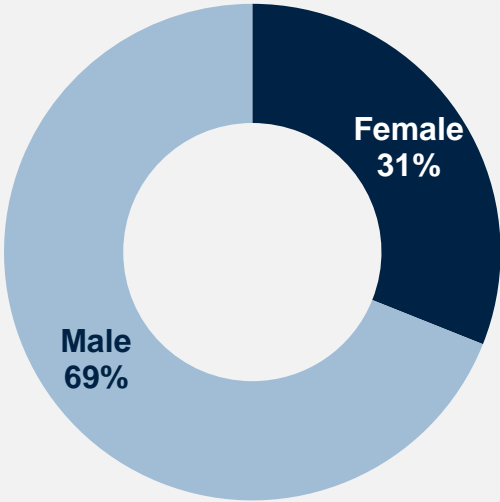


Which of the following agencies of the WBG do you primarily collaborate/work with in C.A.R? (N=116)

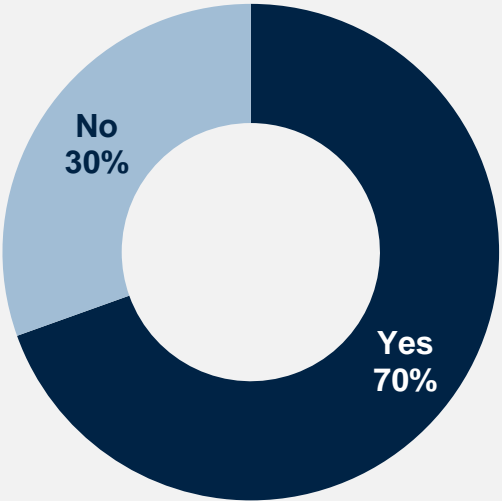


Sample Demographics

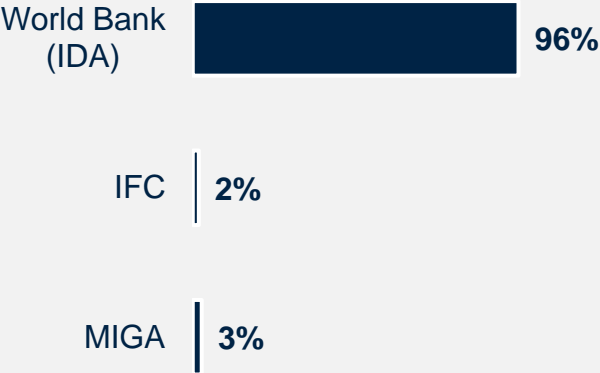
What's your gender?
(N=248)



Currently, do you professionally collaborate/ work with the WBG in your country?
(N=233)



Which of the following agencies of the WBG do you primarily collaborate/work with in C.A.R?
(N=116)



Detailed Methodology

From **May 2023** to **June 2023**, a total of 413 stakeholders of the WBG in C.A.R. were invited to provide their opinions about the WBG's work in the country by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team. Participants were drawn from the Office of the President, Prime Minister, Minister, Office of a Parliamentarian (National Assembly, Legislative body), Government Institutions, Local Governments, Bilateral/ Multilateral Agencies, Private Sector, Civil Society, Academia, and the Media.

Of these stakeholders, **258 participated in the survey (62% response rate)**. Respondents received the questionnaires via courier and returned them accordingly or they completed the questionnaires online.

The results of this year's survey were compared to the FY20 COS Survey with a response rate of 64% (N=257).

Comparing responses across Country Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, 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. Additionally, this year, the COS project utilized the Pulse Survey format, which is a shorter version conducted online by the COS team and distributed in hard copies by a local fielding consultant. The list of respondents was identified and provided solely by the country team, which indicates a shift in the stakeholder composition compared to FY20. In the previous survey, up to 20% of the respondents were provided by a local fielding agency. These differences in stakeholder composition between the two years should be taken into consideration when interpreting the results of the past-year comparison analyses.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the "CAR COS FY23 Appendices with data breakdowns.xlsx" file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2020	FY 2023
Government Principals: Office of the President, Prime Minister, Minister; Office of a Parliamentarian (National Assembly, Legislative body)	23%	19%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	40%	33%
Local Government	1%	7%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	8%	6%
Civil Society: NGOs, Community-Based Organization, Private Foundation, Professional / Trade Association, Faith-Based Group, Youth Group	14%	14%
Private Sector: Private Company, Financial Sector Organization, Private Bank	3%	7%
Academia/Research Institute/Think Tank	1%	4%
Media	5%	8%
Other	6%	2%
Total Number of Respondents	253	247

Indicator Questions

A1_3. To what extent do you trust the World Bank Group to do what is right? Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)

A2. How effective has the World Bank Group been in achieving development results in C.A.R?

A3. The World Bank Group currently plays a relevant role in development in C.A.R, Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)

A4. The World Bank Group's work is aligned with what I consider the development priorities for C.A.R, Scale: 1-10 (1: Strongly disagree – 10: Strongly agree)

A6. To what extent does the World Bank Group influence the development agenda in C.A.R? Scale: 1-10 (1: To no degree at all– 10: To a very significant degree)

A7. How significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?
Scale: 1-10 (1: Not significant at all – 10: Very significant)

To what extent is the World Bank Group an effective development partner in C.A.R., in terms of each of the following? – Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)

B1. Responsiveness to needs, **B2.** Access to WBG staff and experts,

To what extent is the WBG an effective development partner in C.A.R, in terms of collaborating with the following groups: – Scale: 1-10 (1: To no degree at all – 10: To a very significant degree)

B3. Collaboration with the national government

B4. Collaboration with the private sector

B5. Collaboration with civil society

B6. Collaboration with other donor and development partners

Note: Corporate Scorecard questions are highlighted in **RED**





Country Opinion Surveys

Thank you

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