



Tunisia

The World Bank
Country Survey FY 2012

Report of Findings
November 2012

Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues facing Tunisia.....	10
V. Overall Attitudes toward the World Bank	14
VI. Sectoral Effectiveness.....	20
VII. World Bank Knowledge and Instruments	23
VIII. How the World Bank Operates.....	31
IX. The Future Role of the World Bank in Tunisia	34
X. Communication and Openness.....	37
XI. Appendices.....	44



I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Tunisia perceive the Bank;
- Obtain systematic feedback from stakeholders in Tunisia regarding:
 - Their views regarding the general environment in Tunisia;
 - Their overall attitudes toward the World Bank in Tunisia;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Tunisia; and
 - Perceptions of the World Bank's future role in Tunisia.
- Use data to help inform the Tunisia country team's strategy.

II. Methodology

In June thru August 2012, 133 stakeholders of the World Bank in Tunisia were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; employees of a ministry, ministerial departments, or implementation agency; consultants/contractors working on World Bank-supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs; community-based organizations (CBOs); the media; independent government institutions; trade unions; faith-based groups; academia/research institutes/think tanks; and the judiciary branch. A total of 58 stakeholders participated in the country survey (44%).

Respondents received questionnaires via courier and returned it similarly. Respondents were asked about: general issues facing Tunisia, their overall attitudes toward the Bank, the World Bank's effectiveness and results, the Bank's knowledge, working with the World Bank, the Bank's future role in Tunisia, and the Bank's communication and information sharing in Tunisia.

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

- A. General Issues facing Tunisia: Respondents were asked to indicate whether Tunisia was headed in the right or wrong direction, the three most important development priorities, and which areas would contribute most to reducing poverty and generate economic growth.

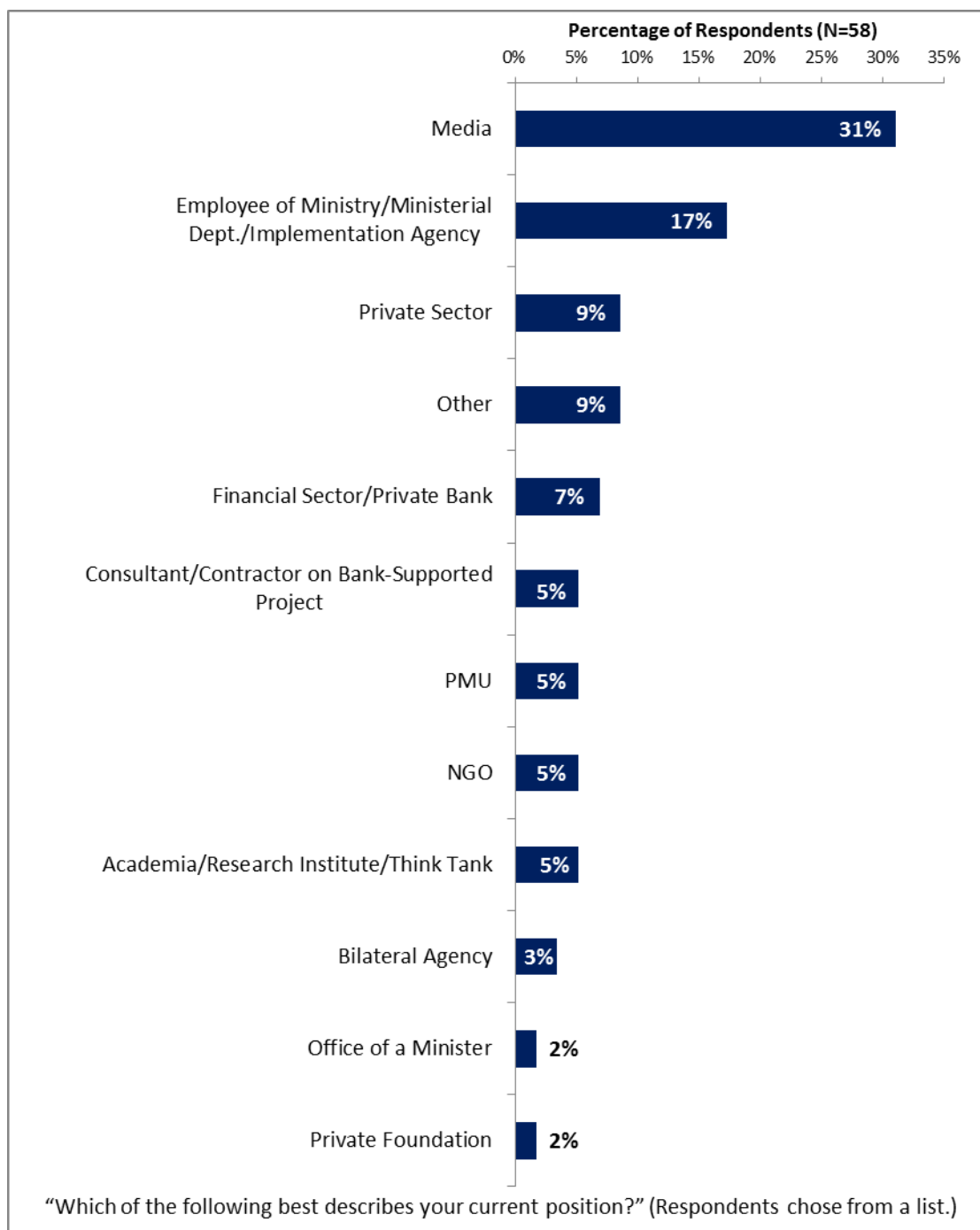
II. Methodology (continued)

- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's overall effectiveness in Tunisia, Bank staff preparedness, the extent to which the Bank should seek to influence the global development agenda, agreement with various statements regarding the Bank's work, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the most and least effective instruments in helping to reduce poverty in Tunisia, with which groups the Bank should work more in Tunisia, and how they attribute slow or failed reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Tunisia, the extent to which the Bank meets Tunisia's need for knowledge services and financial instruments, and the Bank's level of effectiveness across thirty-one development areas, such as economic growth. Respondents were also asked to indicate the greatest obstacles to more effective governance and greater job creation in Tunisia and the areas related to governance and job creation on which the Bank should spend greater attention.
- D. The World Bank's Knowledge: Respondents were asked to indicate how frequently they consult Bank knowledge/research, the areas on which the Bank should focus its research efforts, and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant a contribution it makes to development results and its technical quality.
- E. Working with the World Bank: Respondents were asked to rate their level of agreement with a series of statements regarding working with the Bank, such as the World Bank's "Safeguard Policy" requirements being reasonable and the Bank disbursing funds promptly.
- F. The Future Role of the World Bank in Tunisia: Respondents were asked to rate how significant a role the Bank should play in Tunisia in the near future and to indicate what the Bank should do to make itself of greater value in Tunisia.
- G. Communication and Information Sharing: Respondents were asked to indicate whether the government is doing enough to increase civil society participation in Tunisia, the greatest obstacles to greater civil society participation, where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website and PICs. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked to indicate their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Tunisia, and their geographic location.

III. Demographics of the Sample

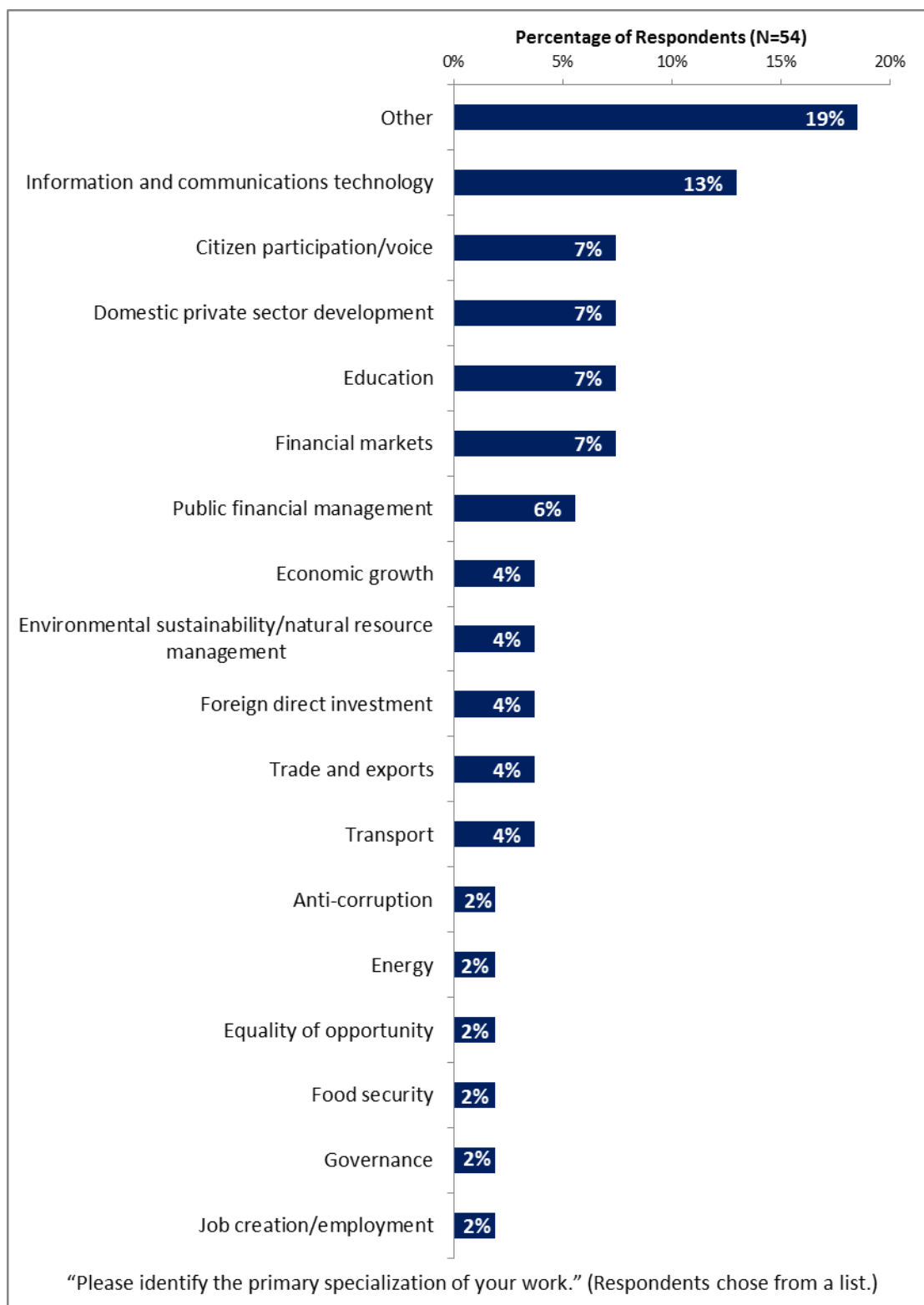
Current Position

- For further analyses, the small number of respondents from PMUs were combined with consultants on Bank-supported projects, the one respondent from a private foundation was combined with those from NGOs, respondents from the financial sector/private banks were combined with those from the private sector, and the two respondents from bilateral agencies and the one respondent from the office of a Minister was included in the “Other” category.



III. Demographics of the Sample (continued)

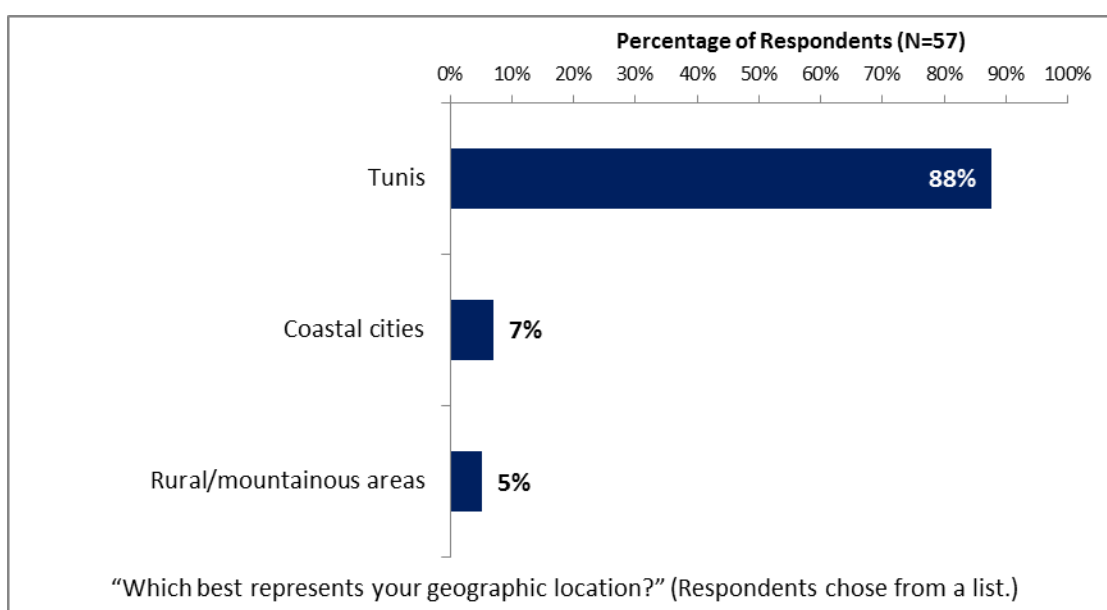
Area of Primary Specialization



III. Demographics of the Sample (continued)

Geographic Location

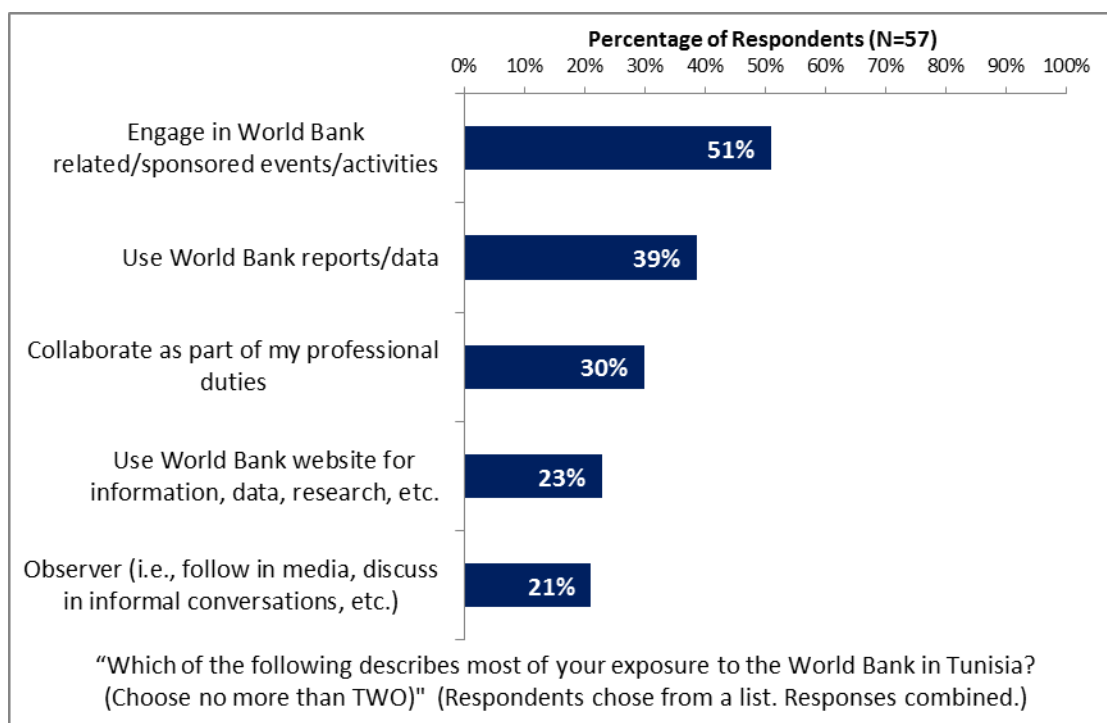
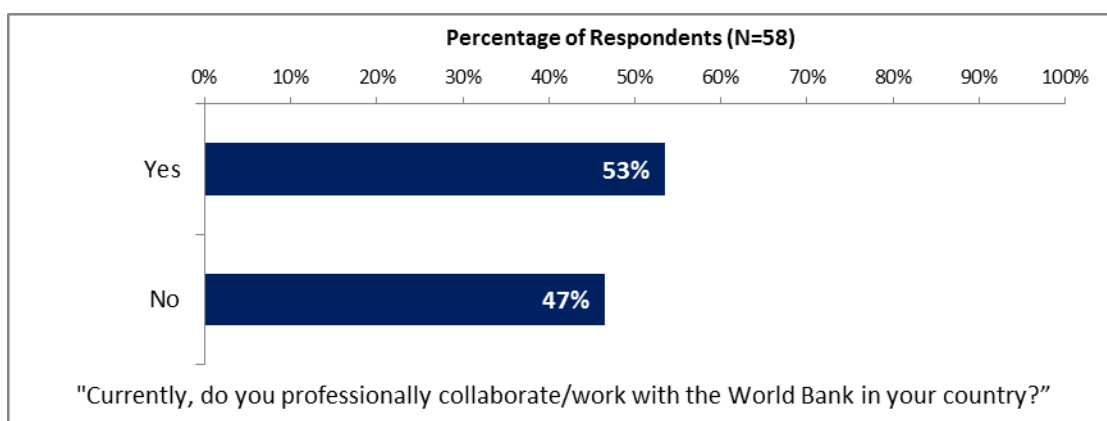
- For further analyses, respondents from coastal cities and rural/mountainous areas were combined into an “Other Areas” category.
- Responses across geographic locations for all country survey questions can be found in the Appendix (see page 84). Only significant differences between geographic locations in response to indicator questions will be discussed in the body of this report.



III. Demographics of the Sample (continued)

Collaboration with and Exposure to the World Bank

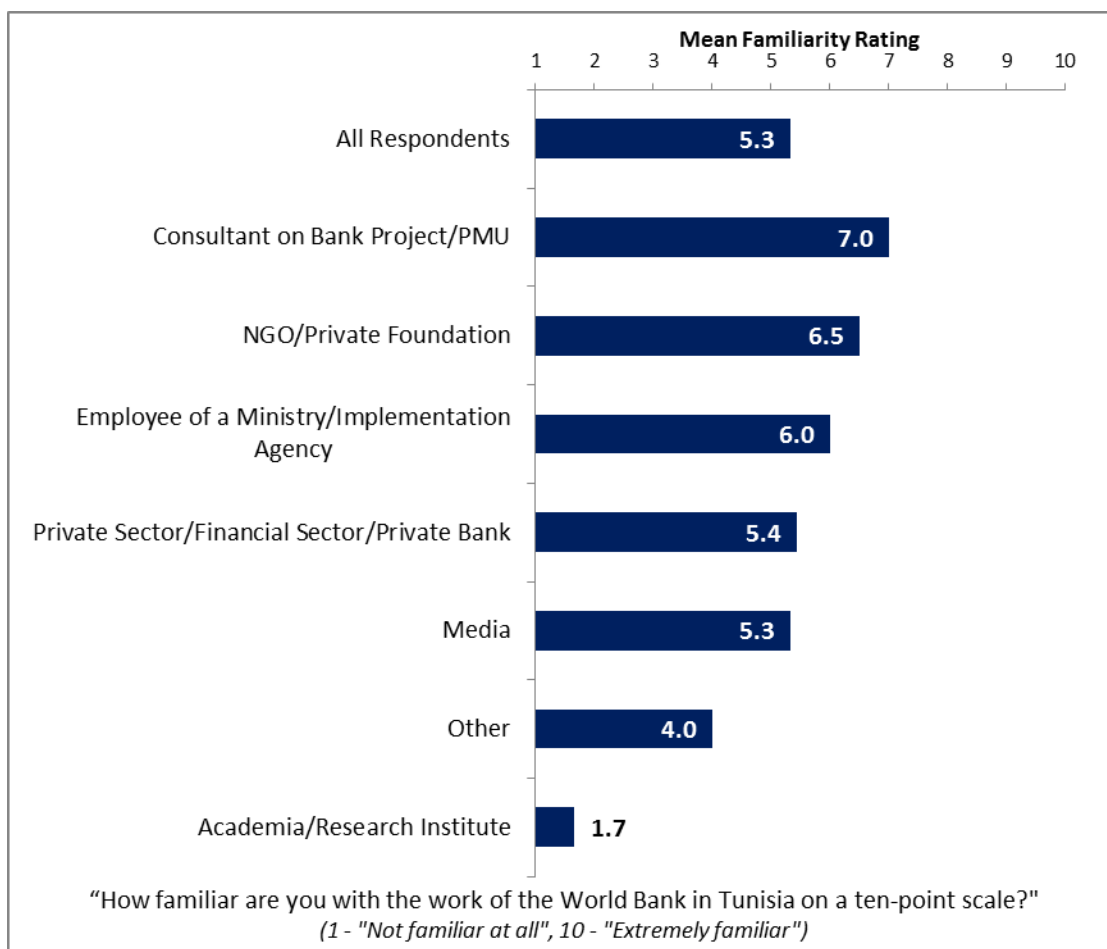
- Differences in responses to the indicator questions, based on levels of collaboration and exposure to the World Bank in Tunisia, can be found in the Appendix (page 97). Please note that where these two factors appear to have a significant relationship with overall views of the Bank, it is highlighted in yellow in that table.



III. Demographics of the Sample (continued)

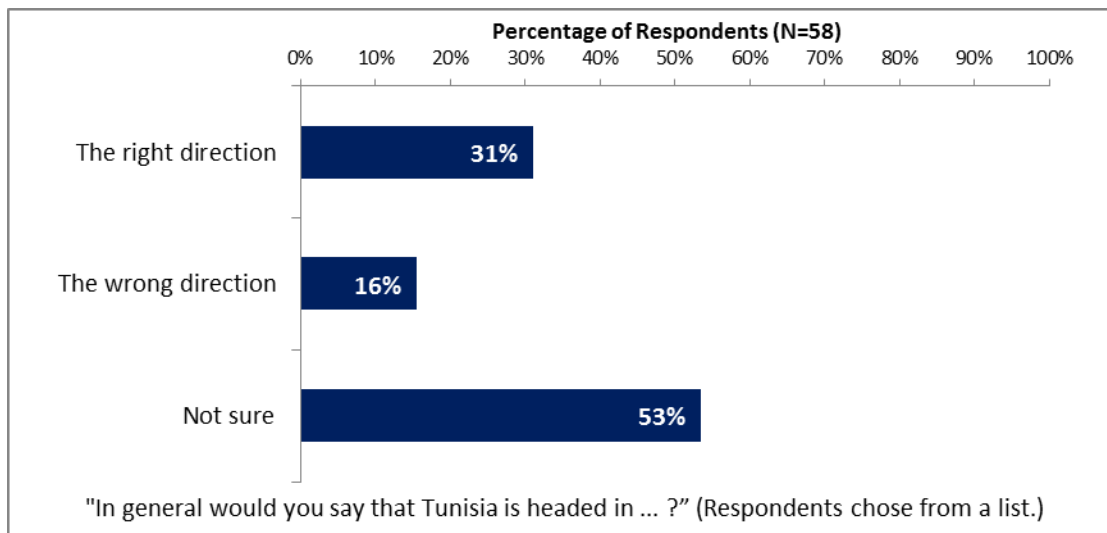
Familiarity with the World Bank

- Across all respondents, familiarity with the Bank received a mean rating of 5.3.
 - Consultants on Bank projects/PMUs, respondents from NGOs/private foundations, and employees of ministries had the highest levels of familiarity with the Bank whereas respondents from academia had significantly lower levels of familiarity.
 - Respondents across geographic locations had statistically similar levels of familiarity with the Bank.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly, strongly correlated with their perceptions of the Bank's overall effectiveness in Tunisia, the extent to which the Bank achieves developmental results in Tunisia, and the Bank's relevance to Tunisia's development.



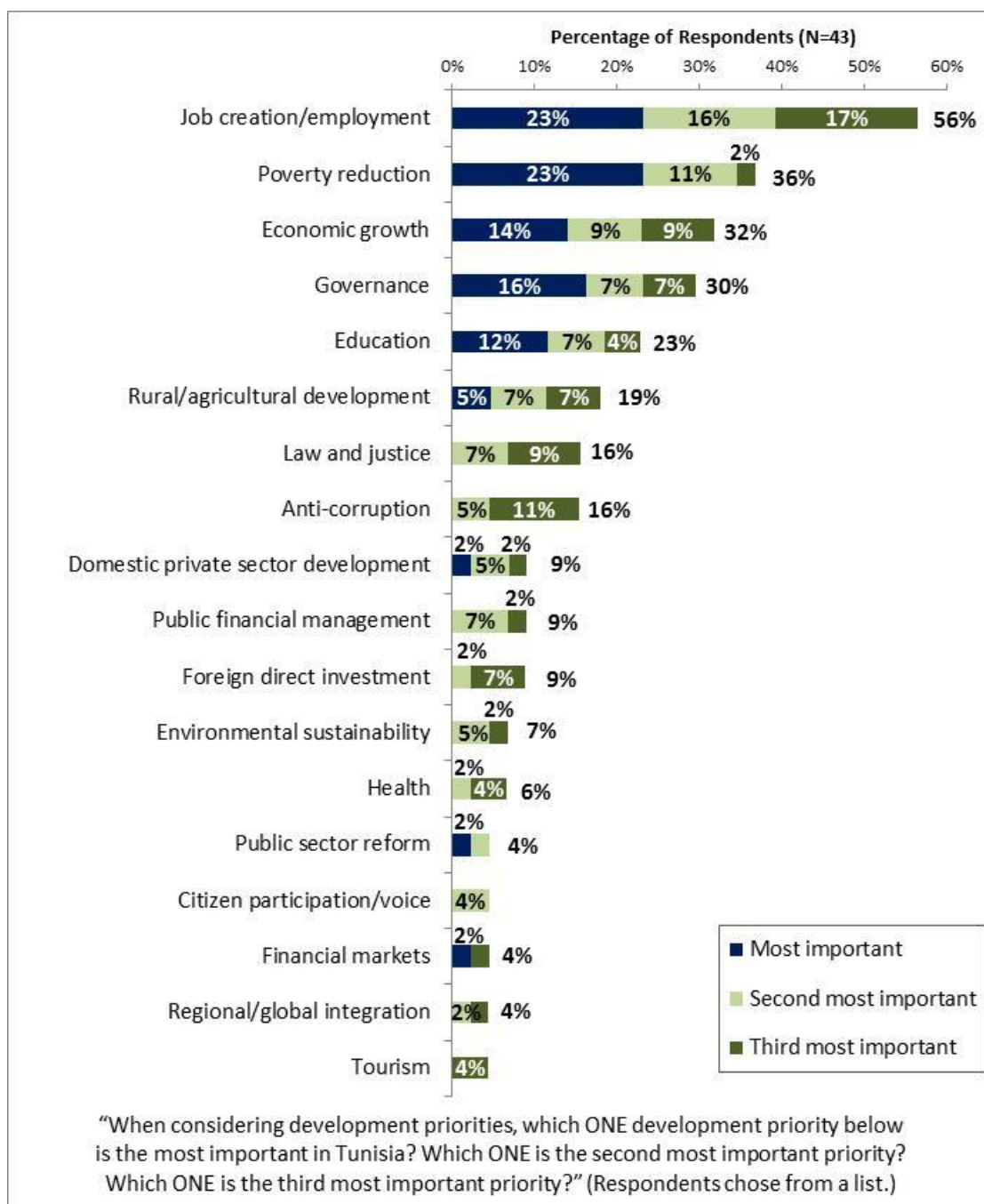
IV. General Issues facing Tunisia

Headed in the Right Direction



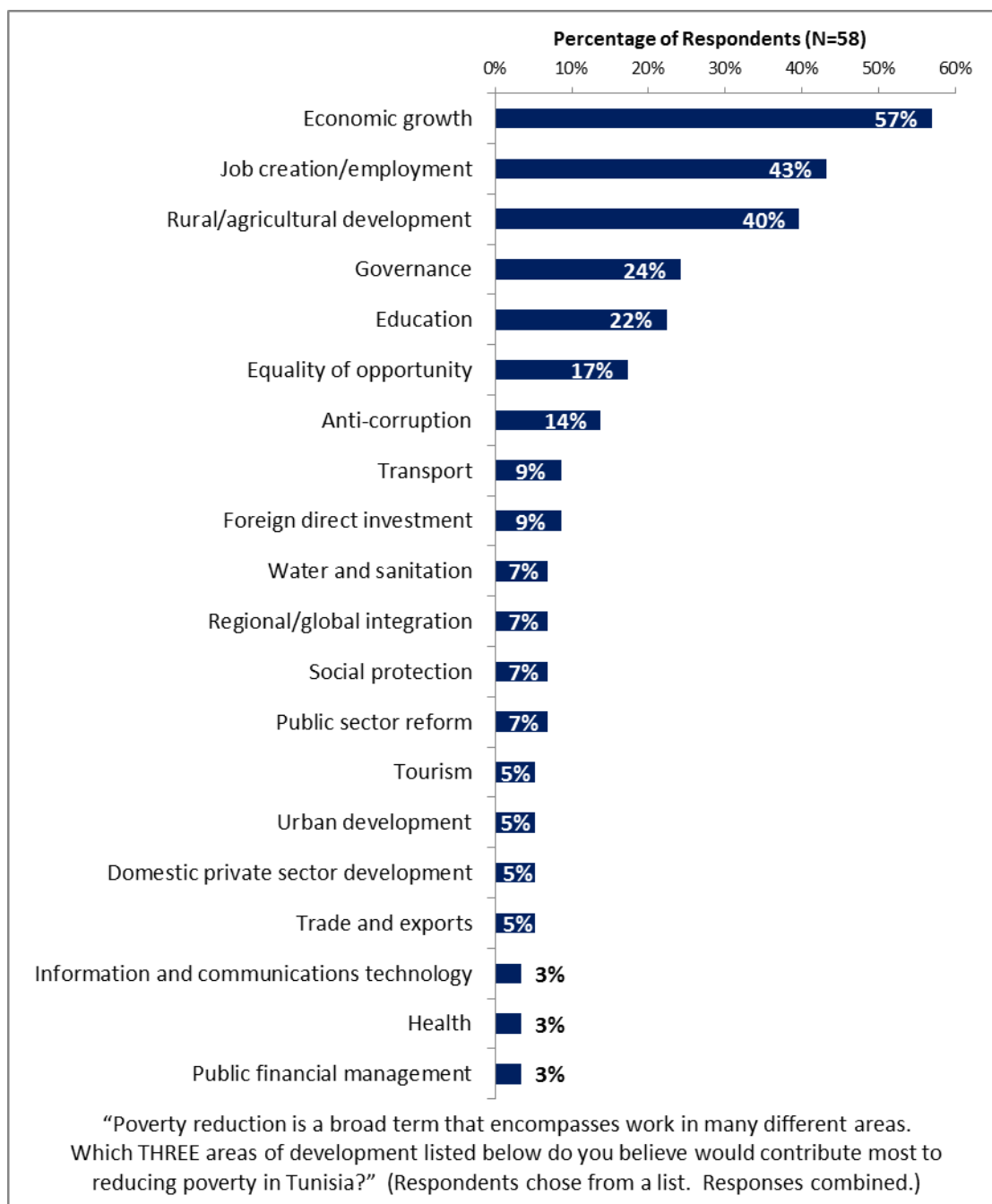
IV. General Issues facing Tunisia (continued)

Development Priorities



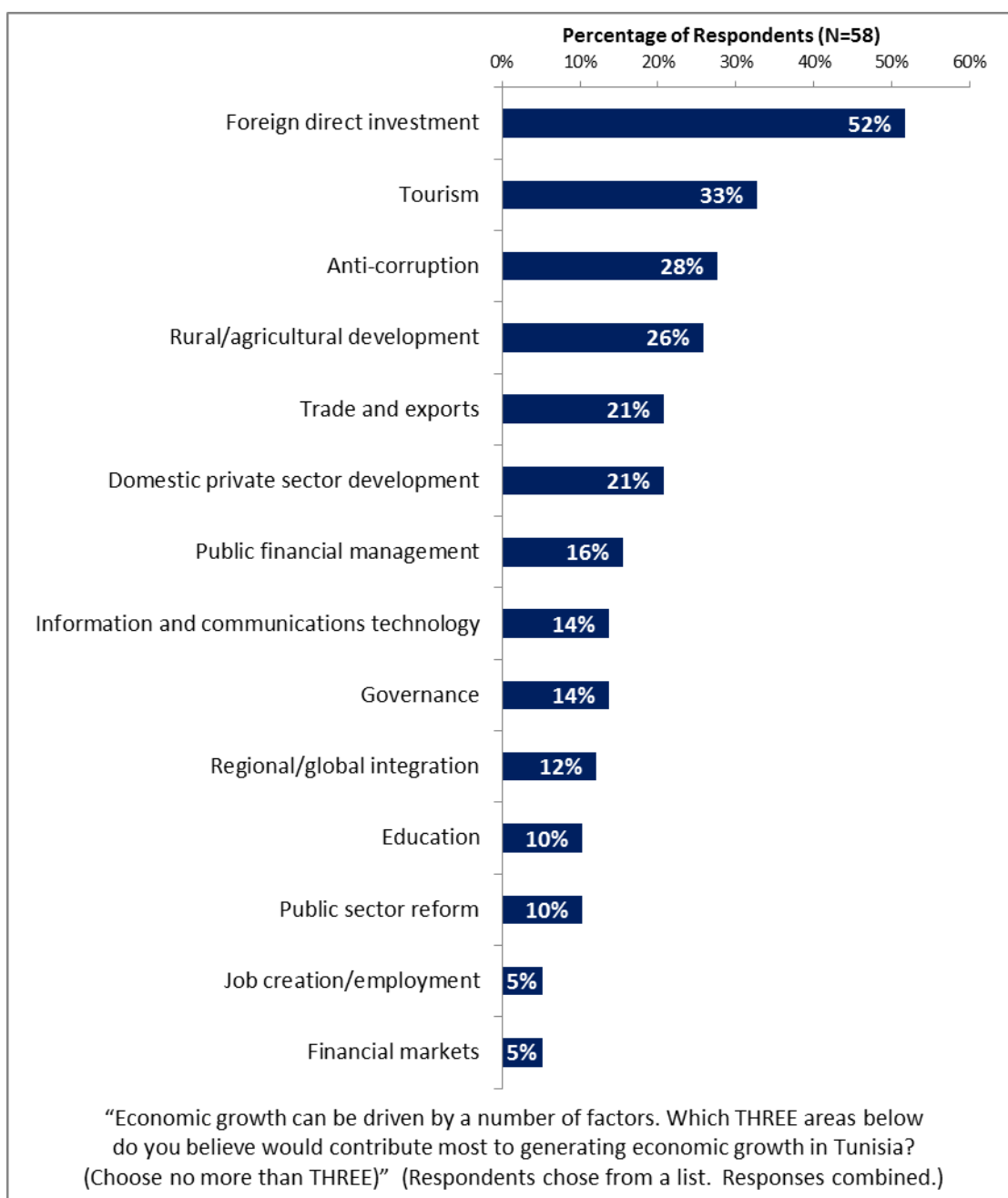
IV. General Issues facing Tunisia (continued)

Factors Contributing to Poverty Reduction



IV. General Issues facing Tunisia (continued)

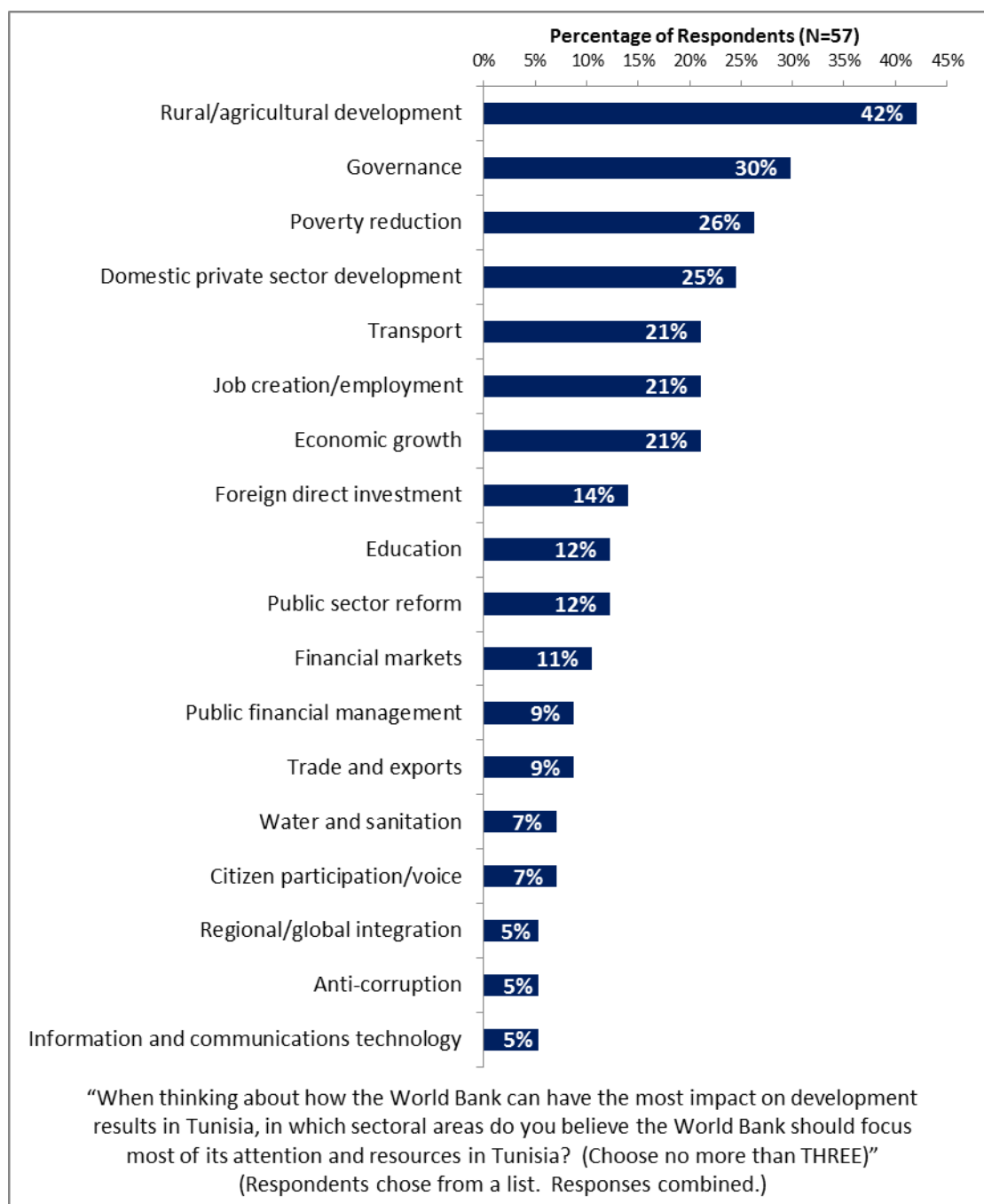
Factors Contributing to Economic Growth



V. Overall Attitudes toward the World Bank

As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Survey. These will be aggregated for the Bank’s annual Corporate Scorecard.

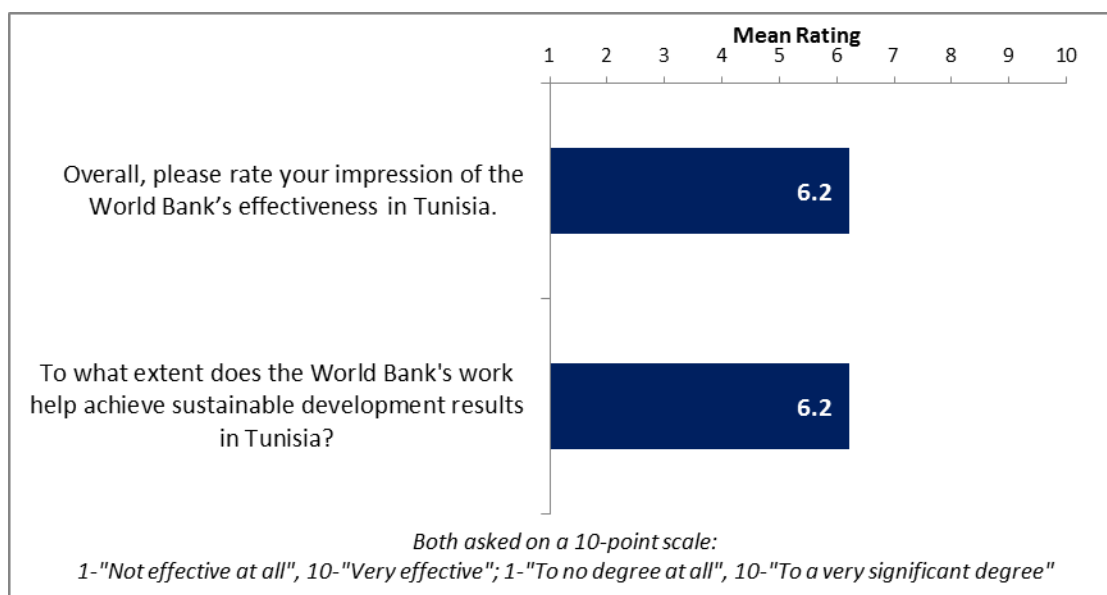
Focusing World Bank Resources



V. Overall Attitudes toward the World Bank (continued)

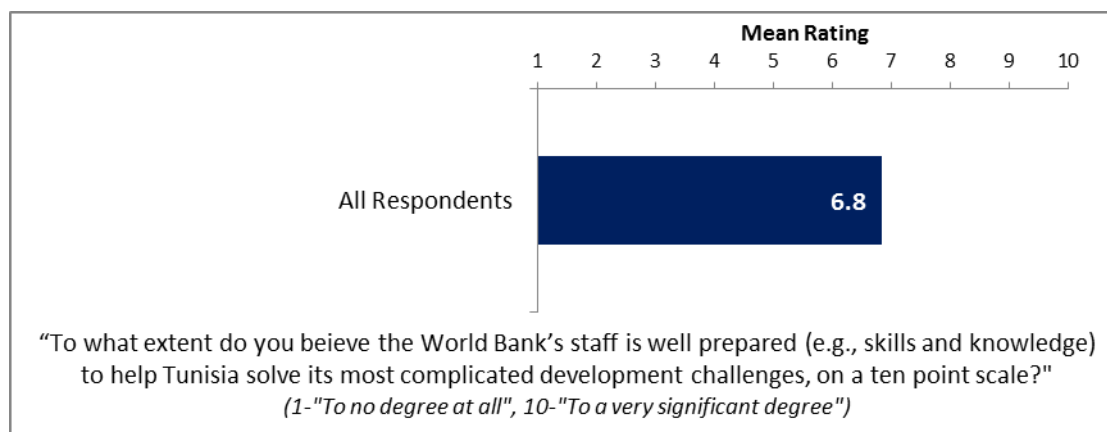
The World Bank's Overall Effectiveness in Tunisia (*Indicator Question*)

- Across all respondents, ratings of the World Bank's overall effectiveness in Tunisia received a mean rating of 6.2.
 - Consultants on Bank projects/PMUs, respondents from NGOs/private foundations, and employees of ministries gave significantly higher ratings for the Bank's overall effectiveness in Tunisia compared to respondents from the private sector/financial sector/private banks, the media, and other organizations.
 - Respondents across both geographic locations had statistically similar ratings for the Bank's overall effectiveness in Tunisia.
- Ratings of the World Bank's work achieving sustainable development results in Tunisia received a mean rating of 6.2 across all respondents.
 - Respondents across all stakeholder groups and both geographic locations had statistically similar ratings for the World Bank's work achieving sustainable development results in Tunisia.

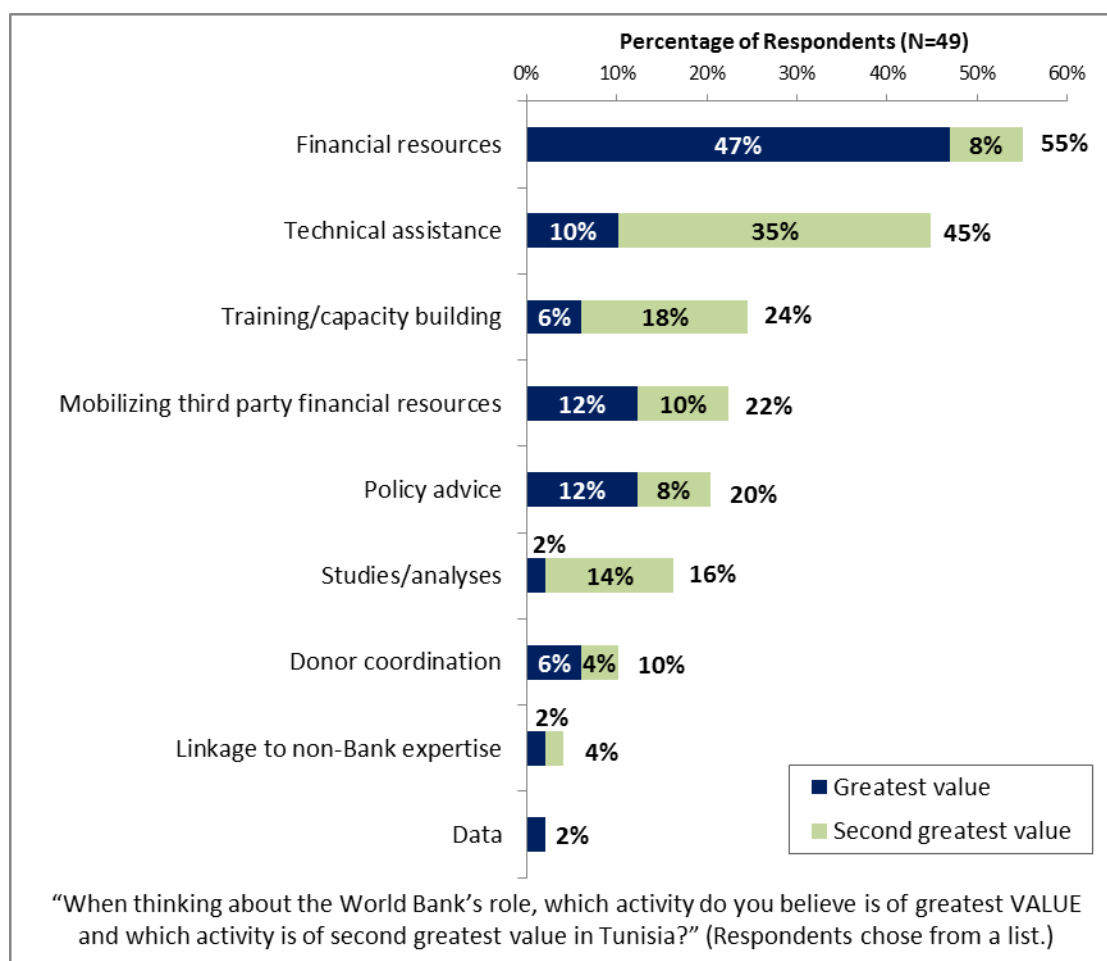


V. Overall Attitudes toward the World Bank (continued)

Bank Staff are Well Prepared to Help Tunisia

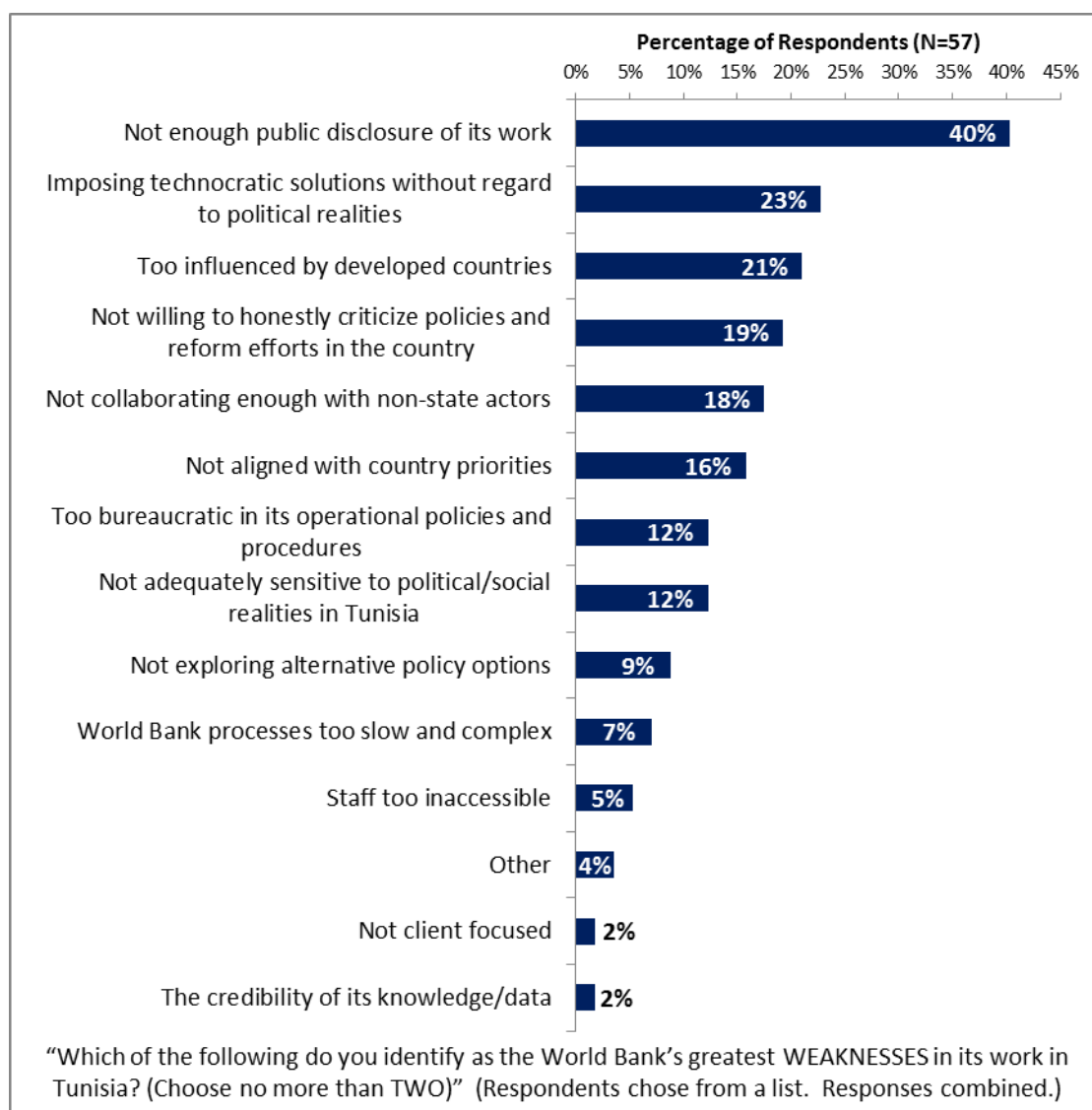


The World Bank's Greatest Value in Tunisia



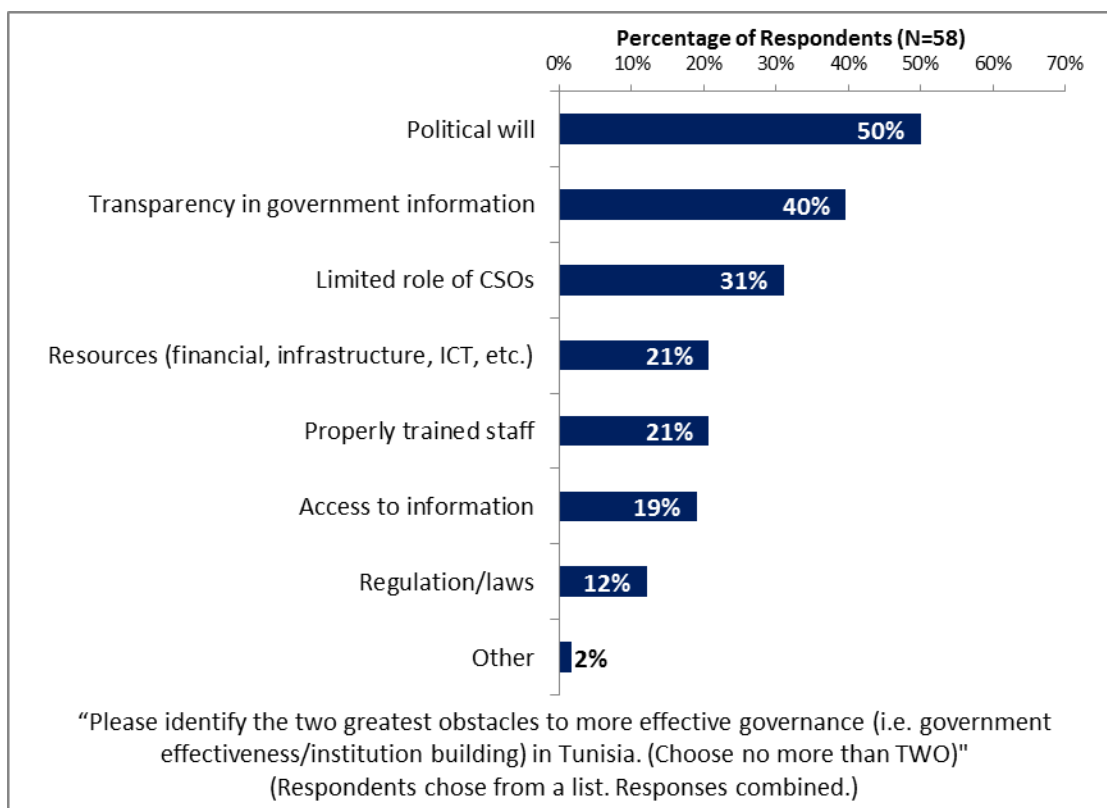
V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

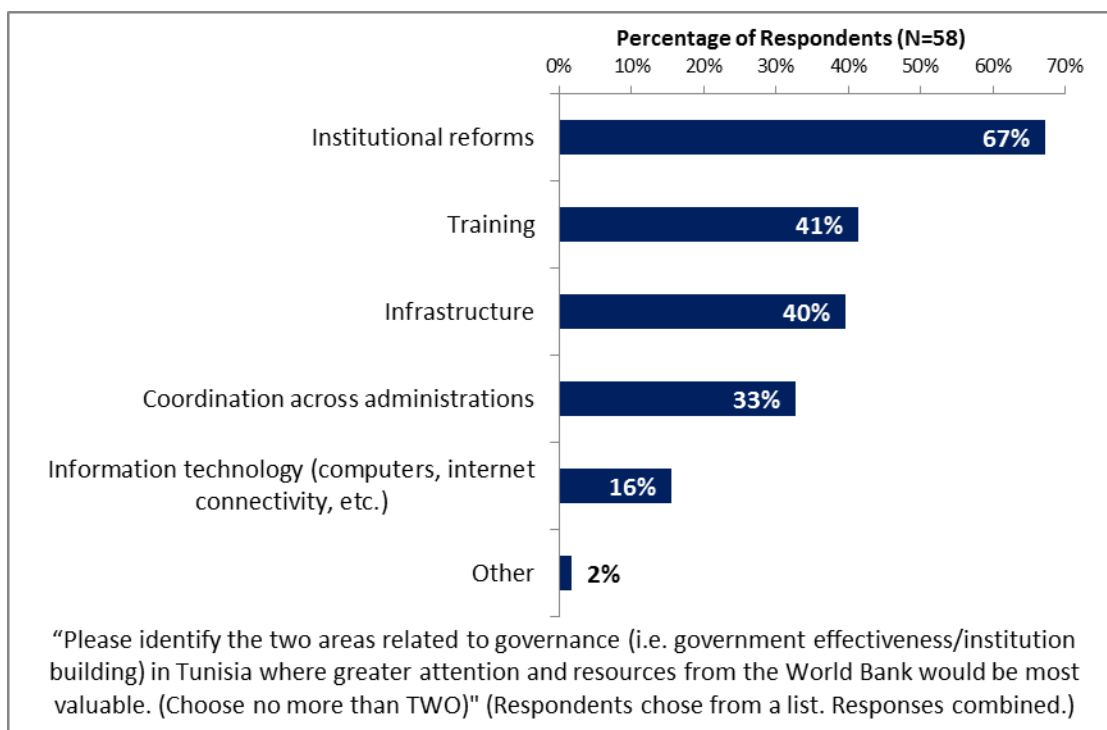


V. Overall Attitudes toward the World Bank (continued)

Obstacles to More Effective Governance in Tunisia

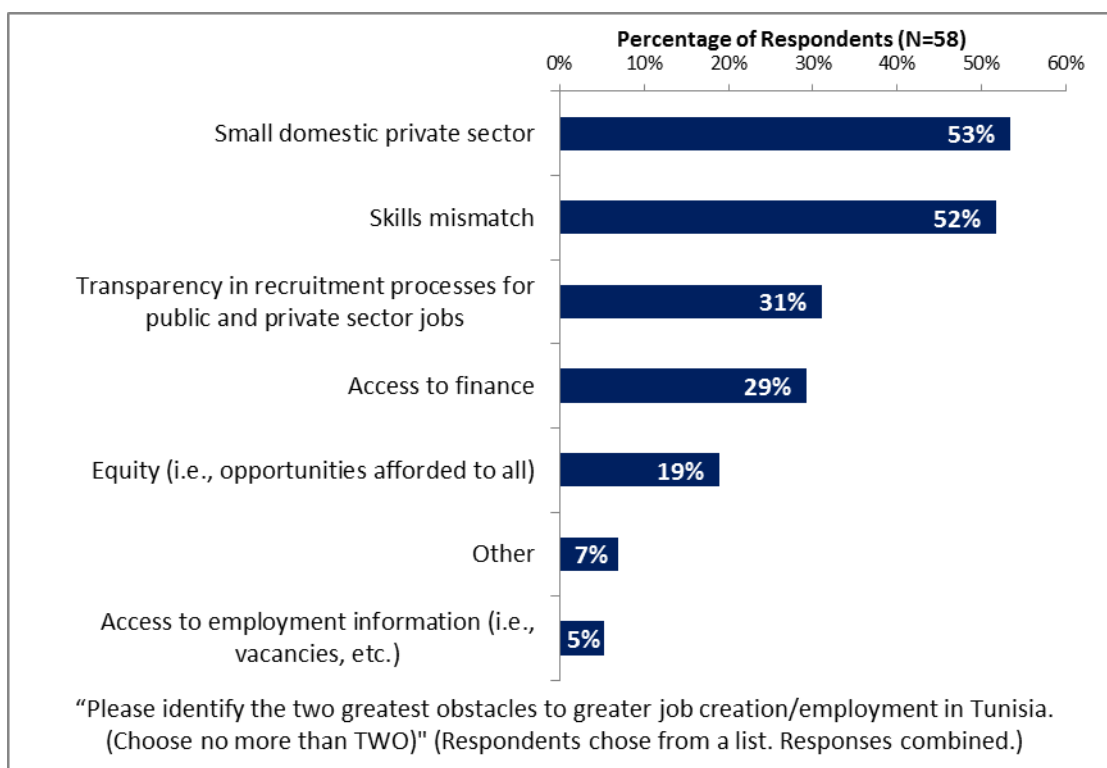


The World Bank's Value Related to Governance

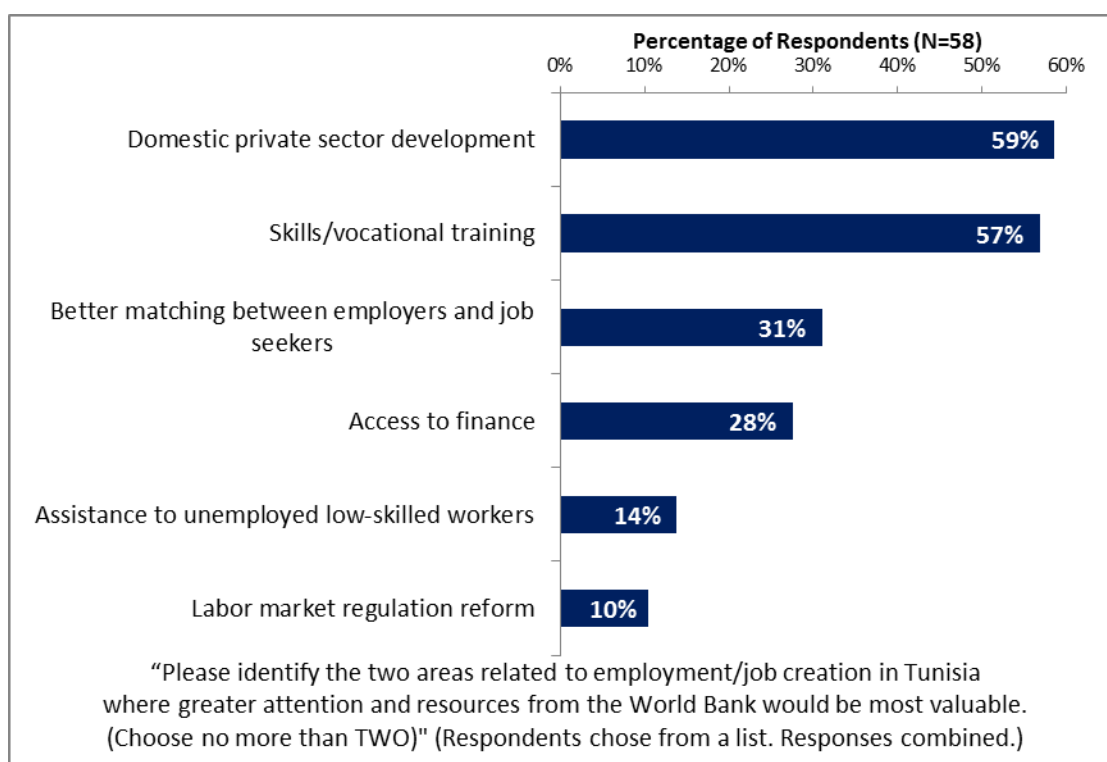


V. Overall Attitudes toward the World Bank (continued)

Obstacles to Job Creation in Tunisia

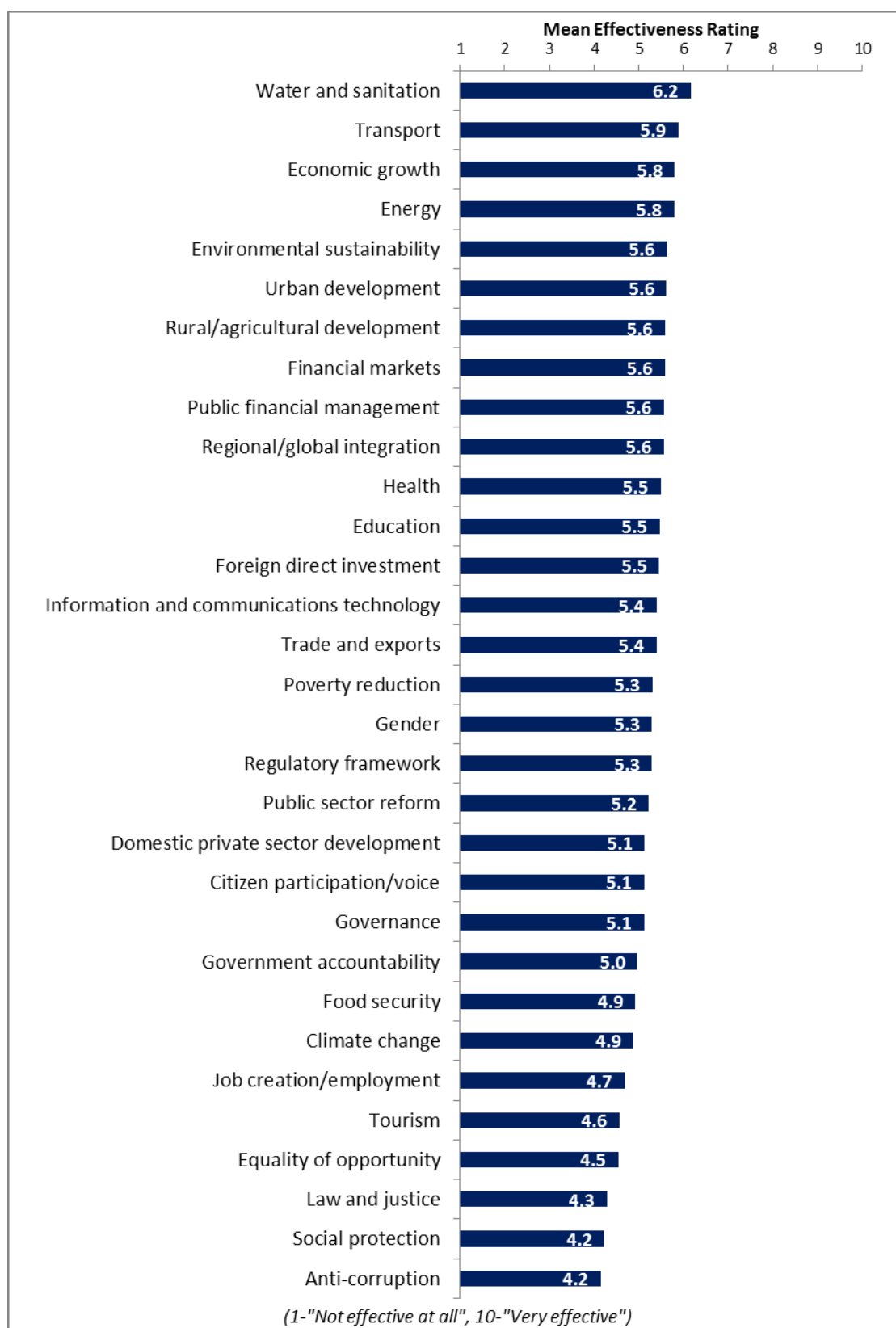


The World Bank's Value Related to Job Creation



VI. Sectoral Effectiveness

Specific Areas of Effectiveness



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were significant stakeholder group differences in their ratings of the Bank's effectiveness in four of these thirty-one development areas.
 - Employees of ministries and consultants on Bank projects/PMUs had the highest ratings for the Bank's effectiveness at economic growth whereas respondents from the media and other organizations had significantly lower ratings for the Bank's effectiveness.
 - Employees of ministries and consultants on Bank projects/PMUs had the highest ratings for the Bank's effectiveness at financial markets and climate change whereas respondents from the private sector/financial sector/private banks, the media, and other organizations had significantly lower ratings.
 - Employees of ministries had the highest ratings for the Bank's effectiveness at governance whereas respondents from the private sector/financial sector/private banks, the media, and other organizations had significantly lower ratings.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

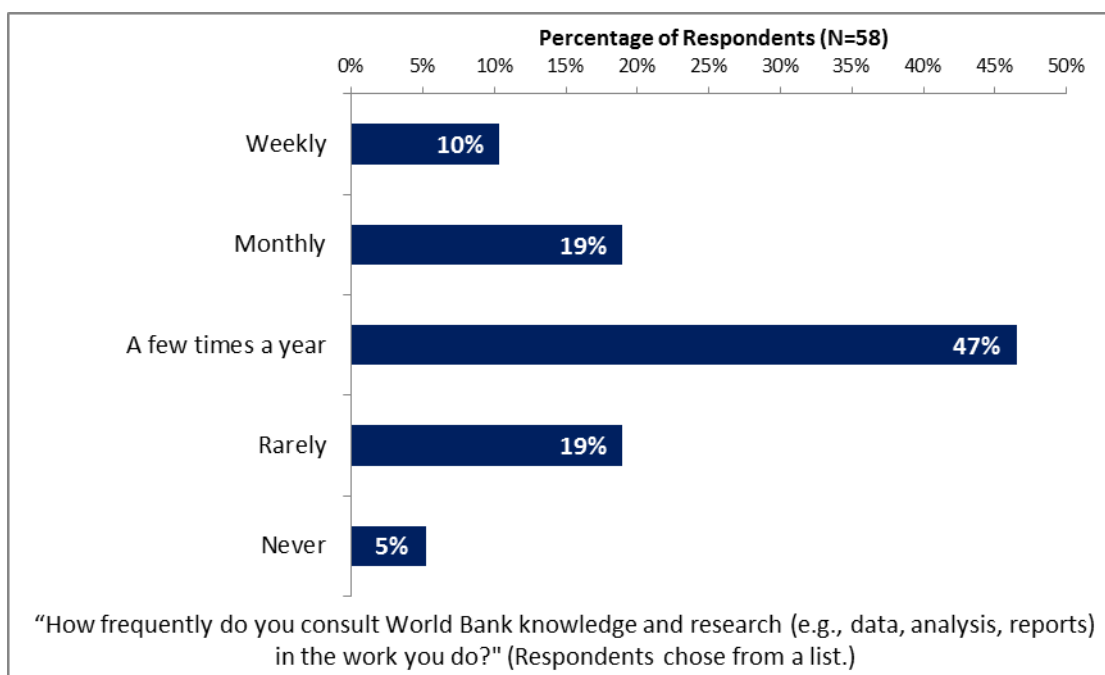
To determine the key drivers of respondents' ratings of the Bank's overall effectiveness and ratings of its ability to help achieve sustainable development results in Tunisia, bivariate correlational analyses were conducted using respondents' ratings of the thirty-one specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve sustainable development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the Bank's overall effectiveness or perceptions of the Bank's ability to help achieve sustainable development results.

- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Tunisia. The one area determined to be the key driver from these analyses was:
 - The Bank's effectiveness at economic growth.
- Achieving Sustainable Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in Tunisia, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at public financial management;
 - The Bank's effectiveness at economic growth; and
 - The Bank's effectiveness at regulatory framework.

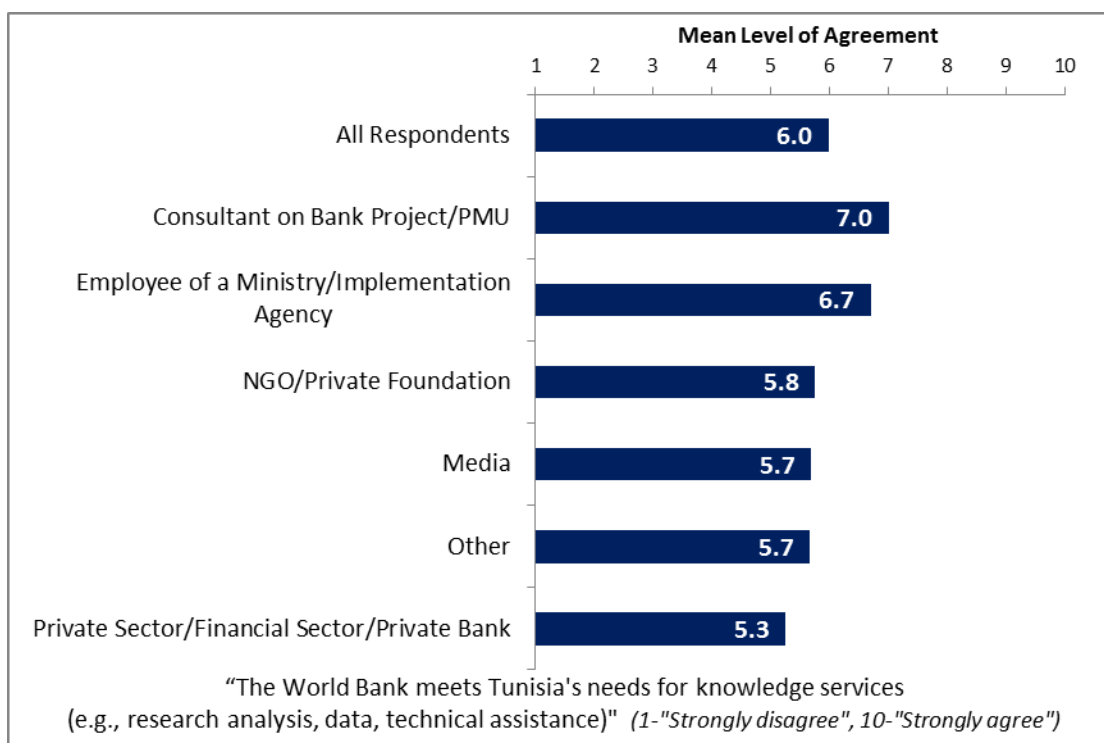
VII. World Bank Knowledge and Instruments

Knowledge: Frequency of Use



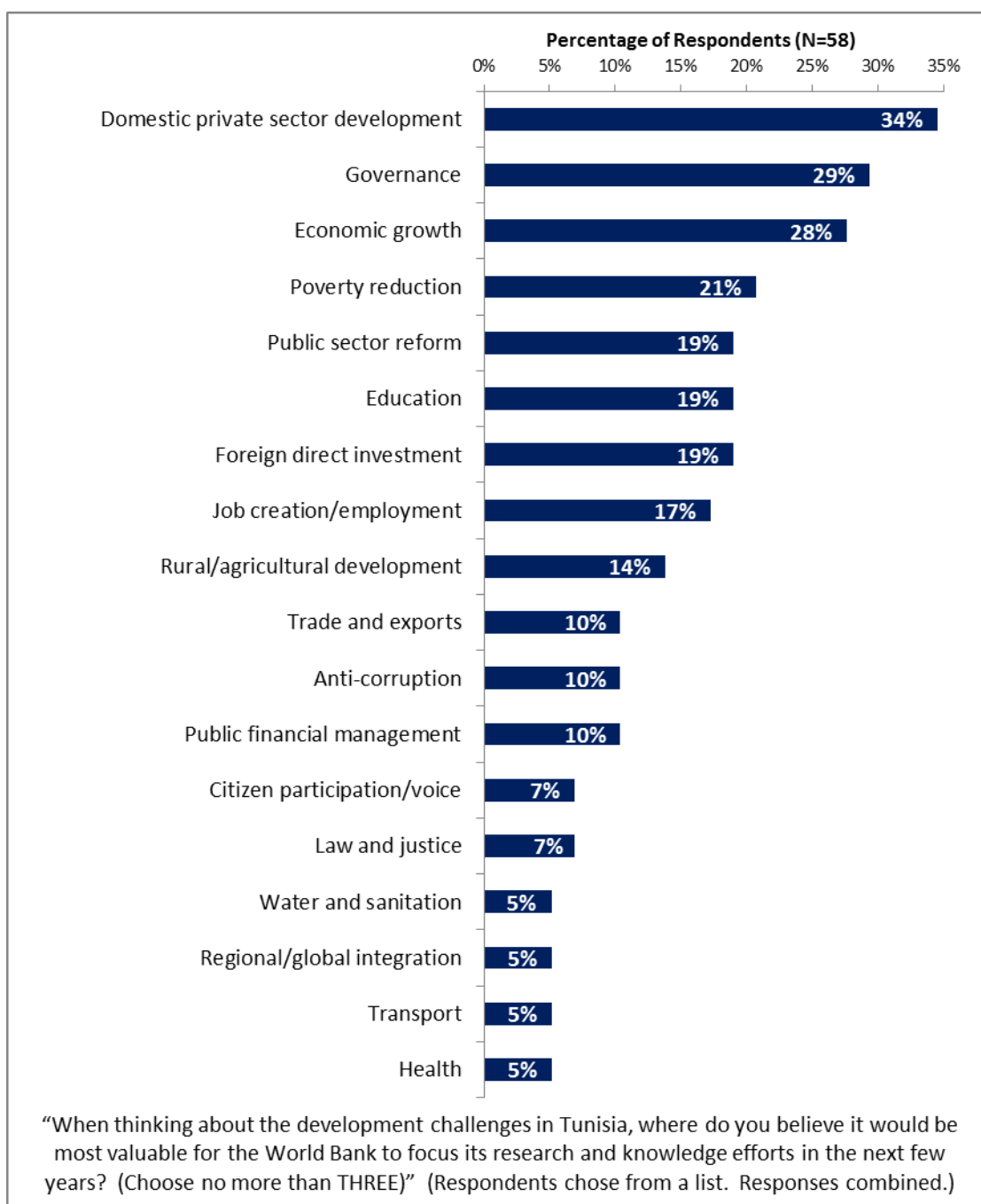
Knowledge: Meeting Tunisia's Knowledge Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the Bank meets Tunisia's needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research



VII. World Bank Knowledge and Instruments (continued)

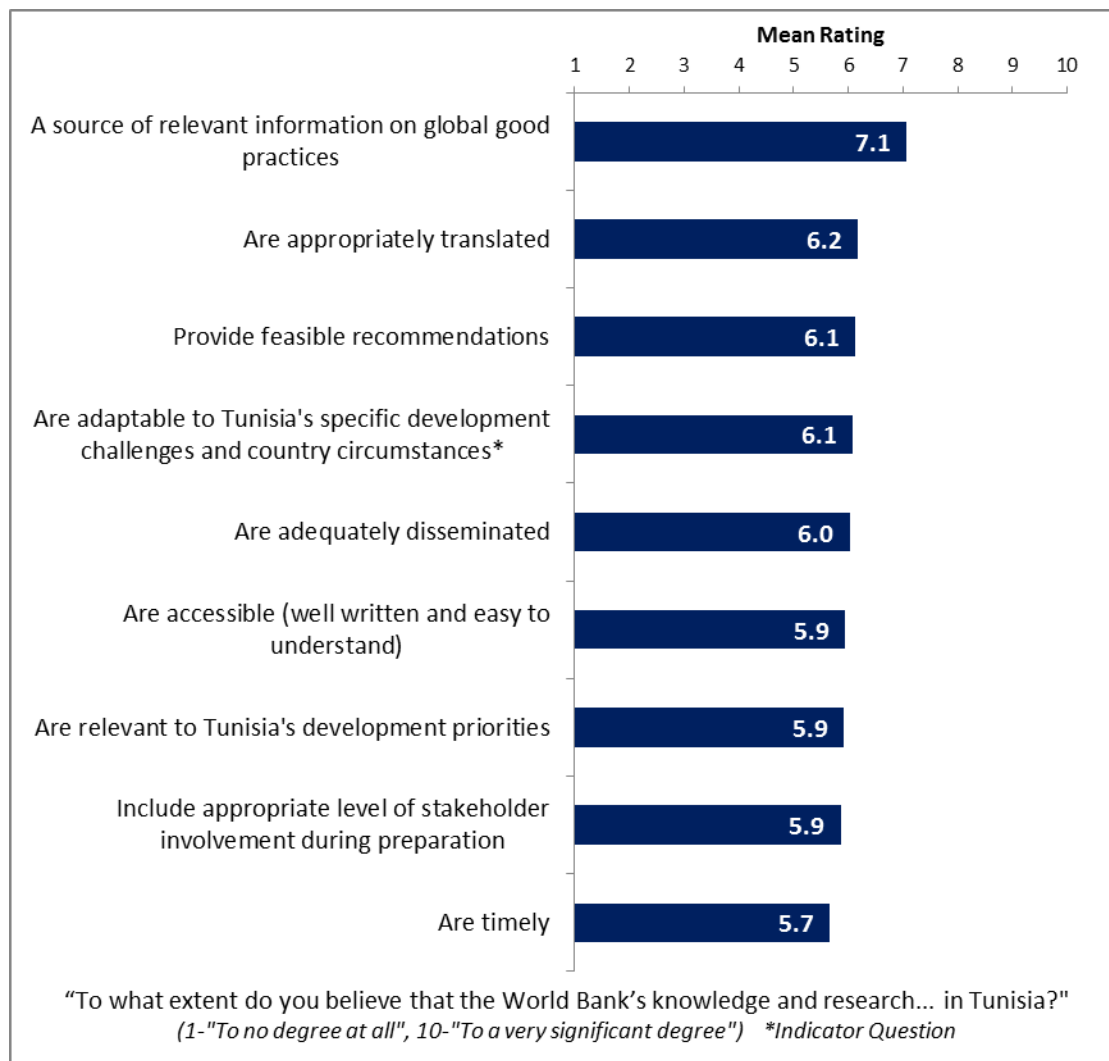
Knowledge: Effectiveness

- Respondents from NGOs/private foundations, consultants on Bank projects/PMUs, and employees of ministries had significantly higher ratings for the Bank's knowledge and research stimulating public debate/dialogue compared to respondents from the private sector/financial sector/private banks, the media, and other organizations.
- Respondents from NGOs/private foundations and other organizations, consultants on Bank projects/PMUs, and employees of ministries had significantly higher ratings for the Bank's knowledge and research contributing to good policy making compared to respondents from the private sector/financial sector/private banks and the media.



VII. World Bank Knowledge and Instruments (continued)

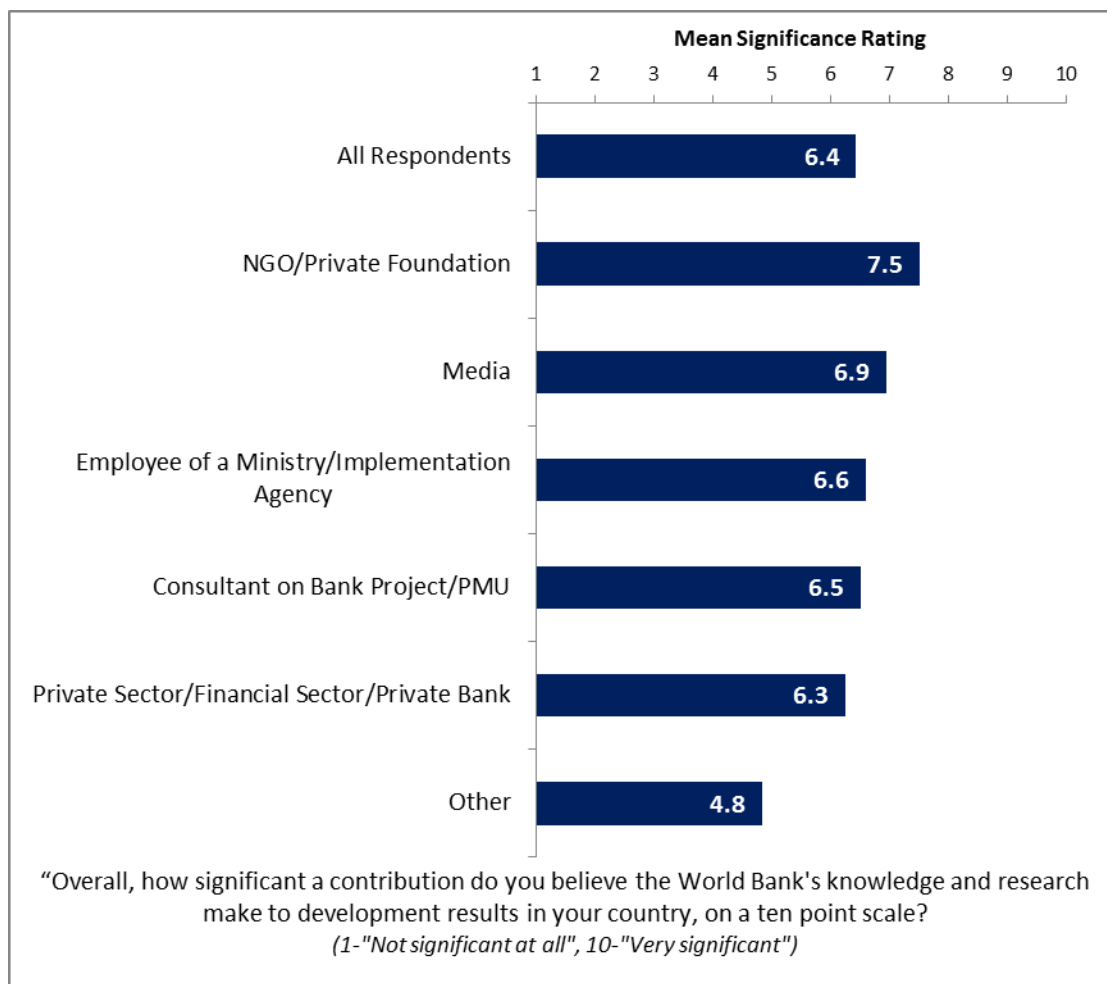
Knowledge: Qualities



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution *(Indicator Question)*

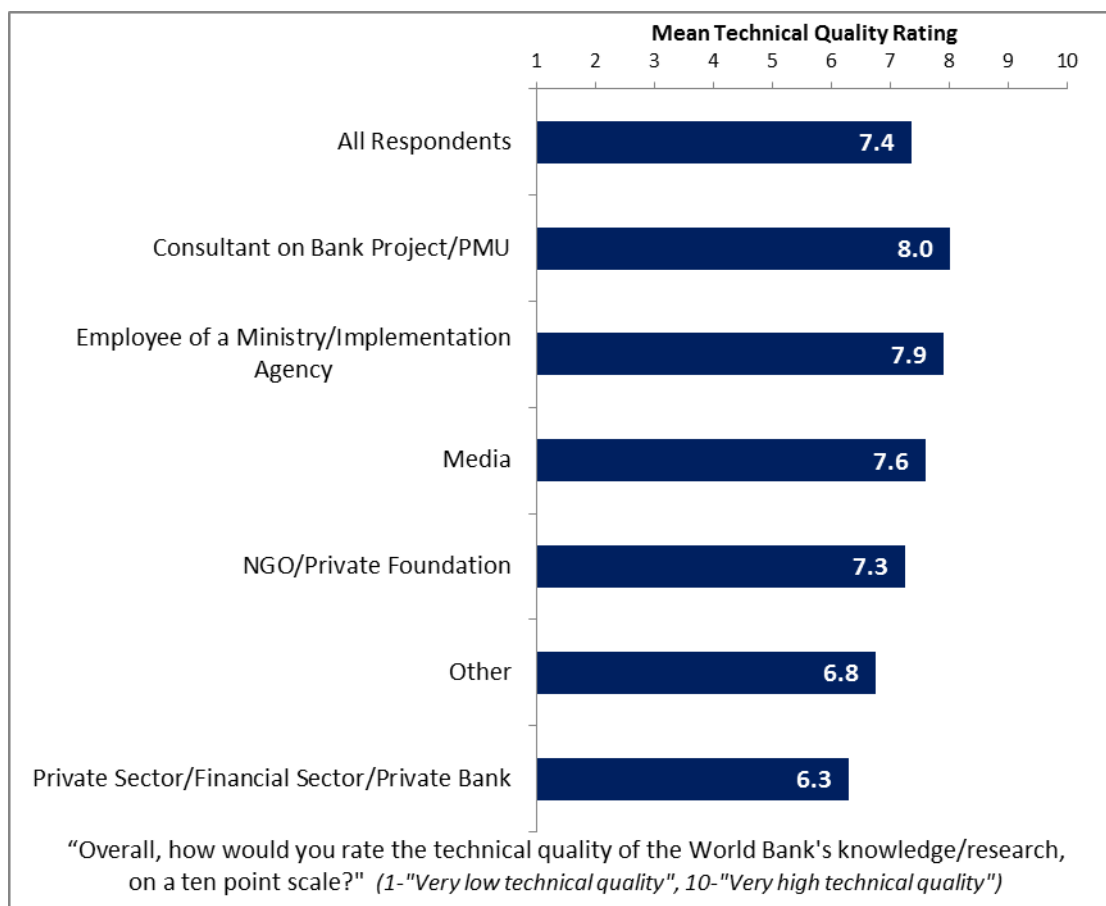
- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the significance of the contribution that the World Bank's knowledge and research make to development results in Tunisia.



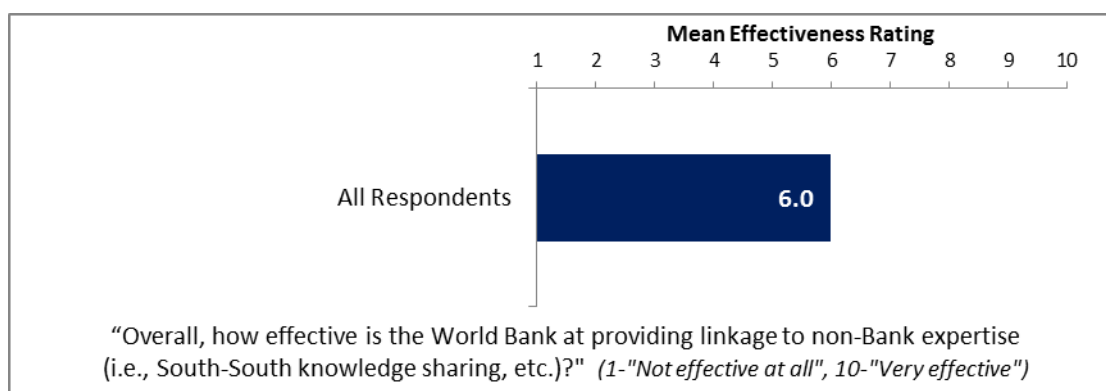
VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar ratings for the technical quality of the World Bank's knowledge and research.

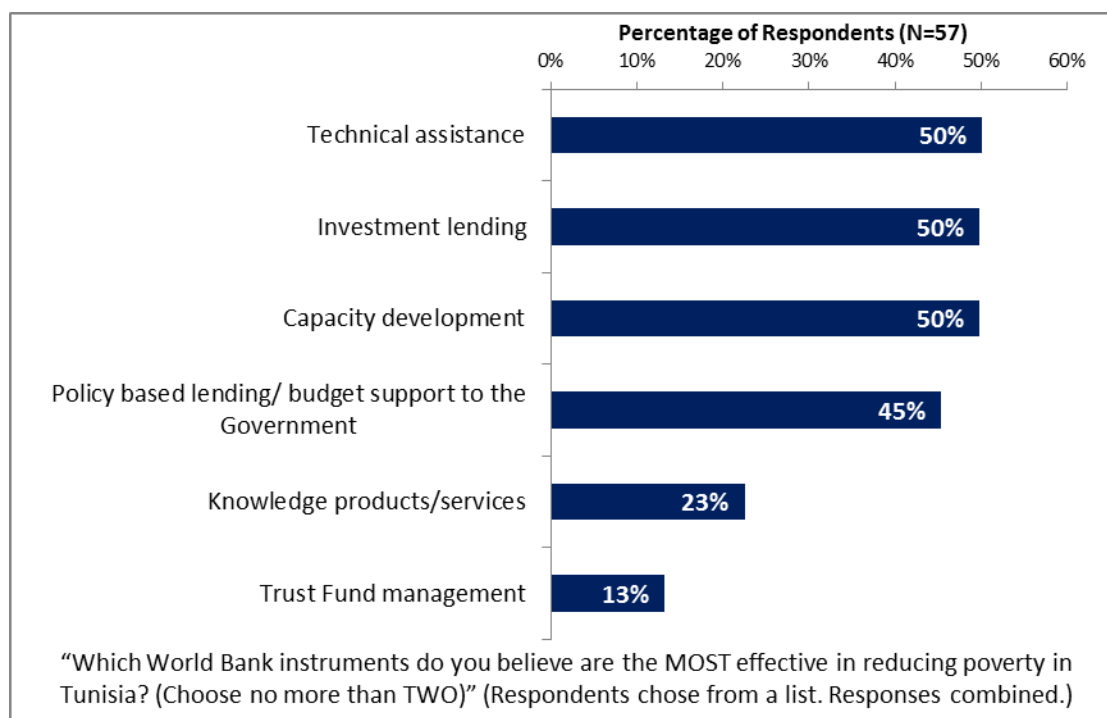


Knowledge: Providing Linkage to Non-Bank Expertise

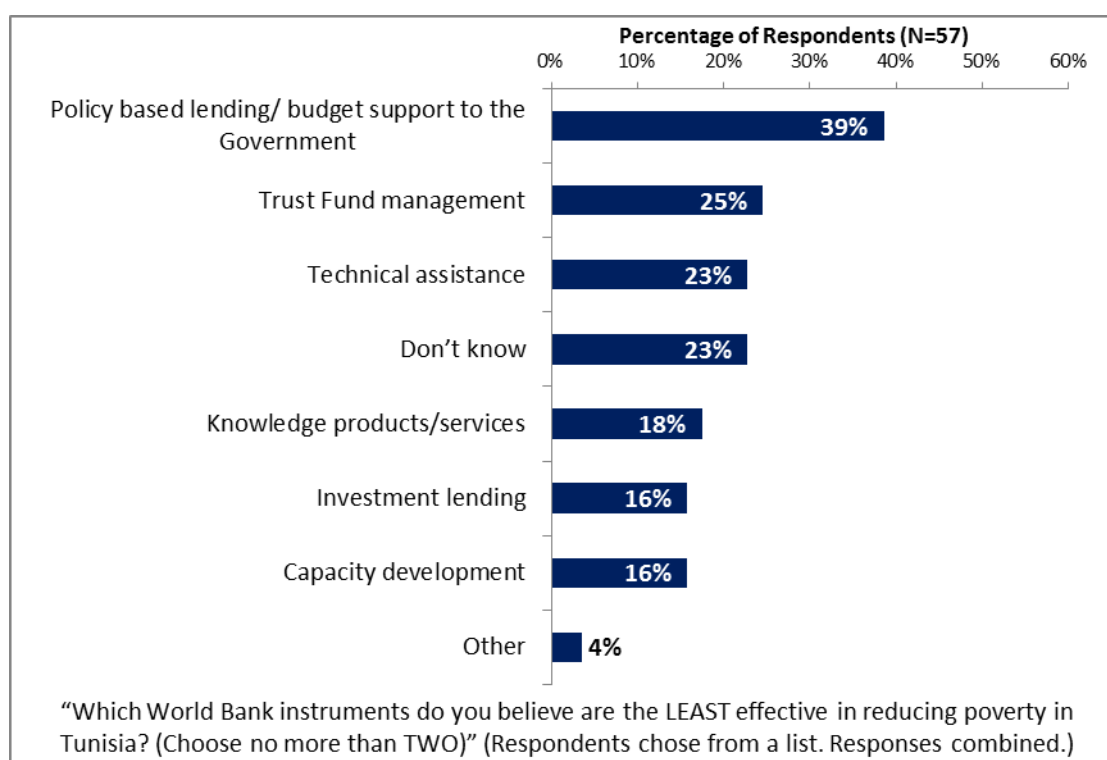


VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective



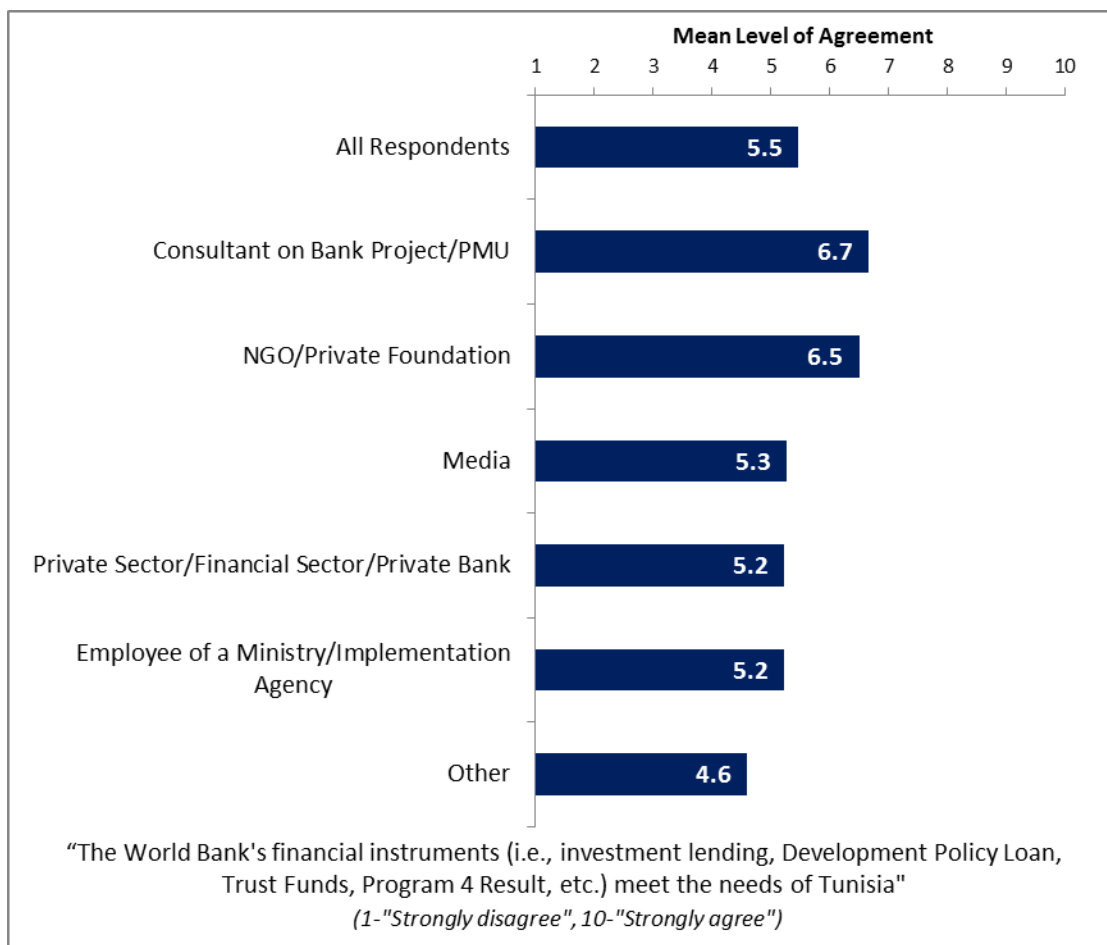
Instruments: Least Effective



VII. World Bank Knowledge and Instruments (continued)

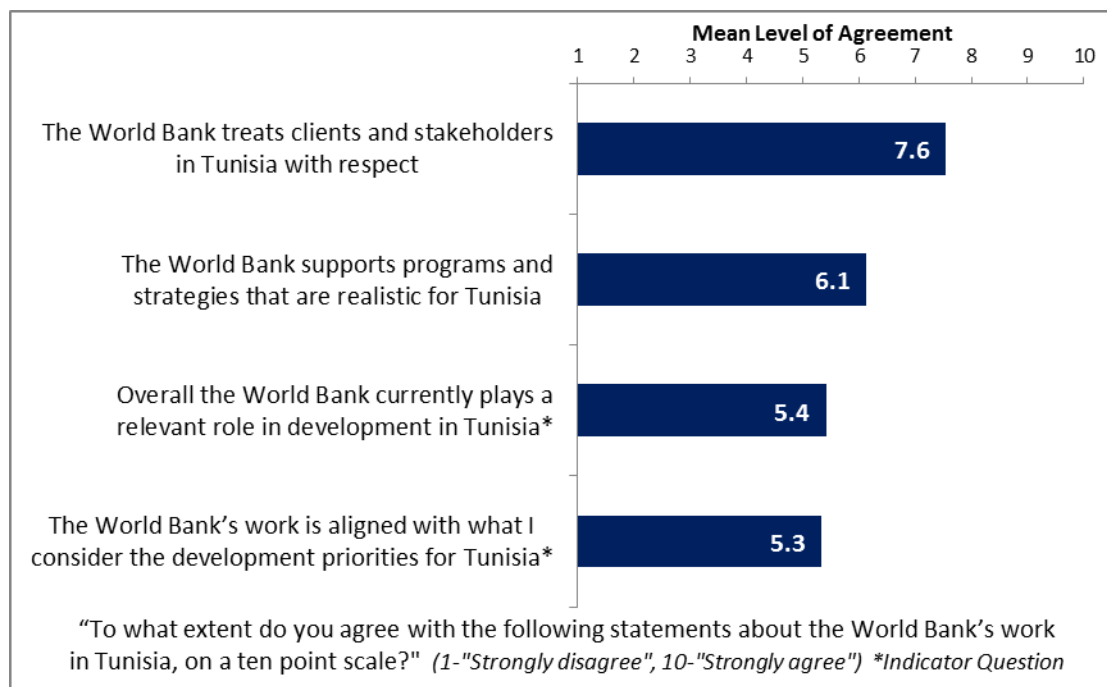
Instruments: Meeting Tunisia's Needs (*Indicator Question*)

- Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement that the World Bank's financial instruments meet the needs of Tunisia.



VIII. How the World Bank Operates

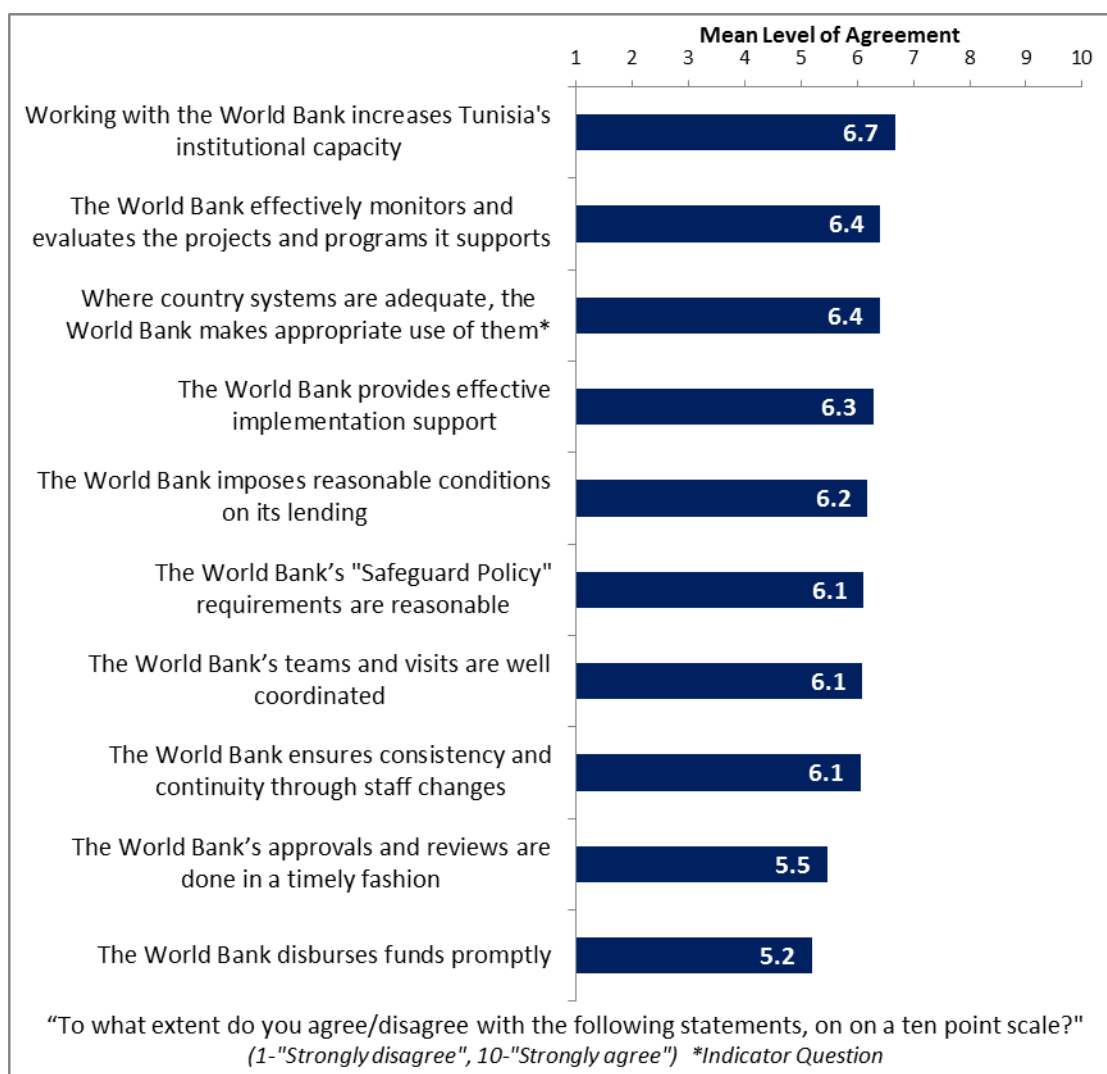
The World Bank's Work in Tunisia



VIII. How the World Bank Operates (continued)

Overall Perceptions

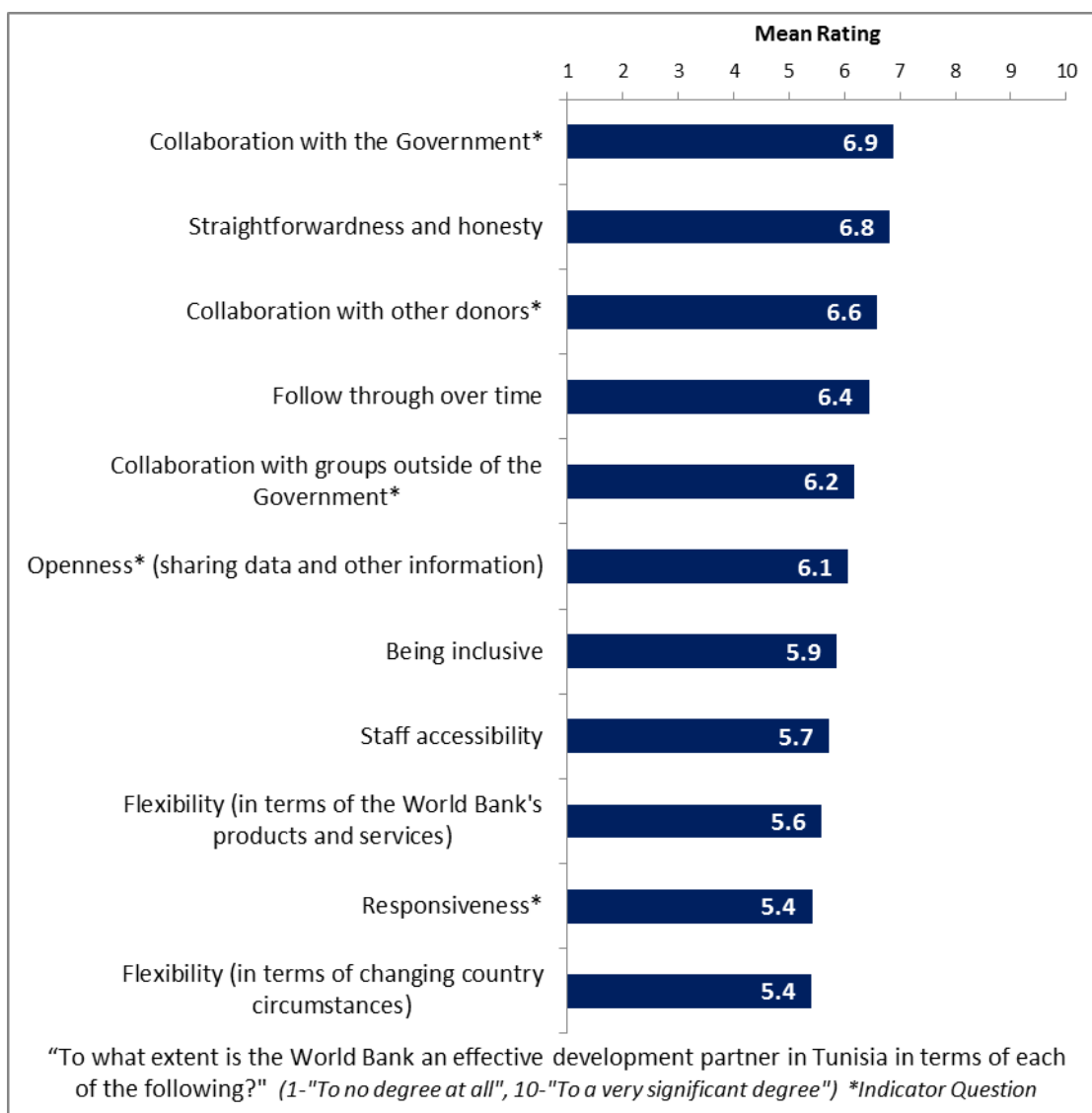
- Consultants on Bank projects/PMUs, employees of ministries, and respondents from NGOs/private foundations and other organizations had the highest levels of agreement that the Bank's "Safeguard Policy" requirements are reasonable whereas respondents from the private sector/financial sector/private banks and the media had significantly lower levels of agreement.



VIII. How the World Bank Operates (continued)

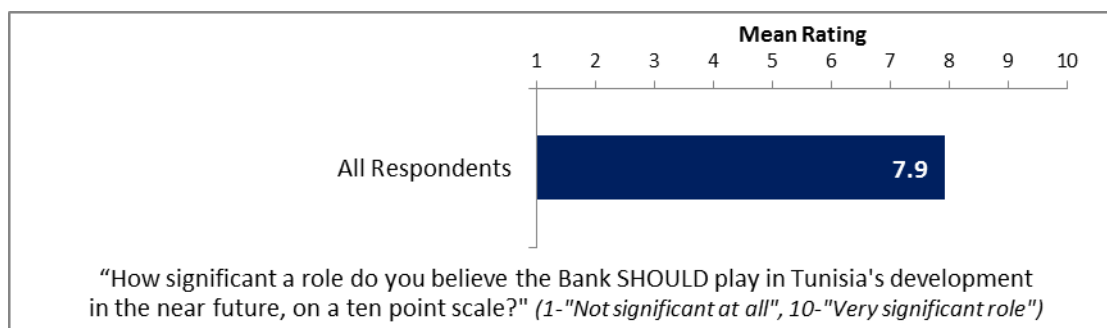
The World Bank as an Effective Development Partner

- Consultants on Bank projects/PMUs and employees of ministries had the highest ratings regarding the Bank's collaboration with the Government whereas respondents from other organizations had significantly lower ratings.

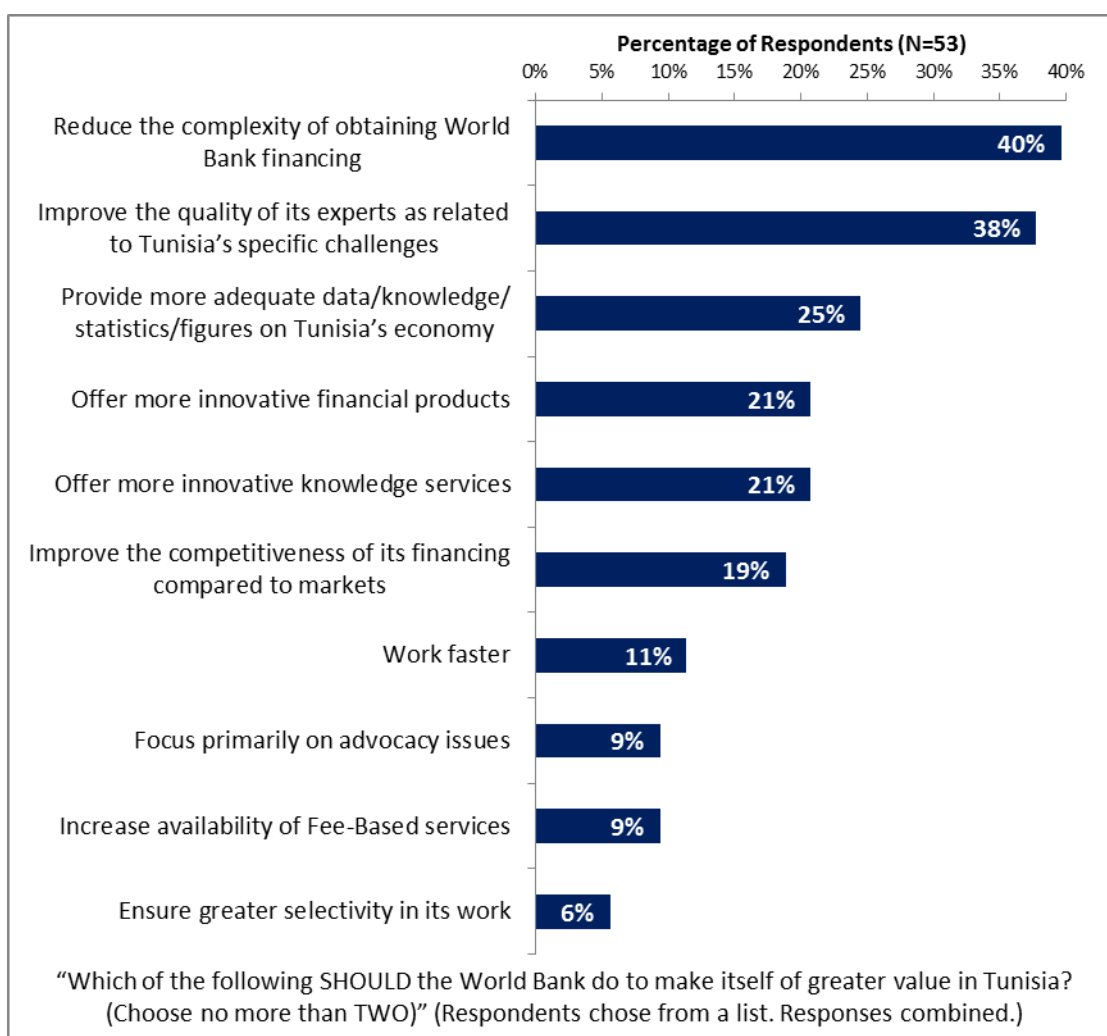


IX. The Future Role of the World Bank in Tunisia

Role Significance

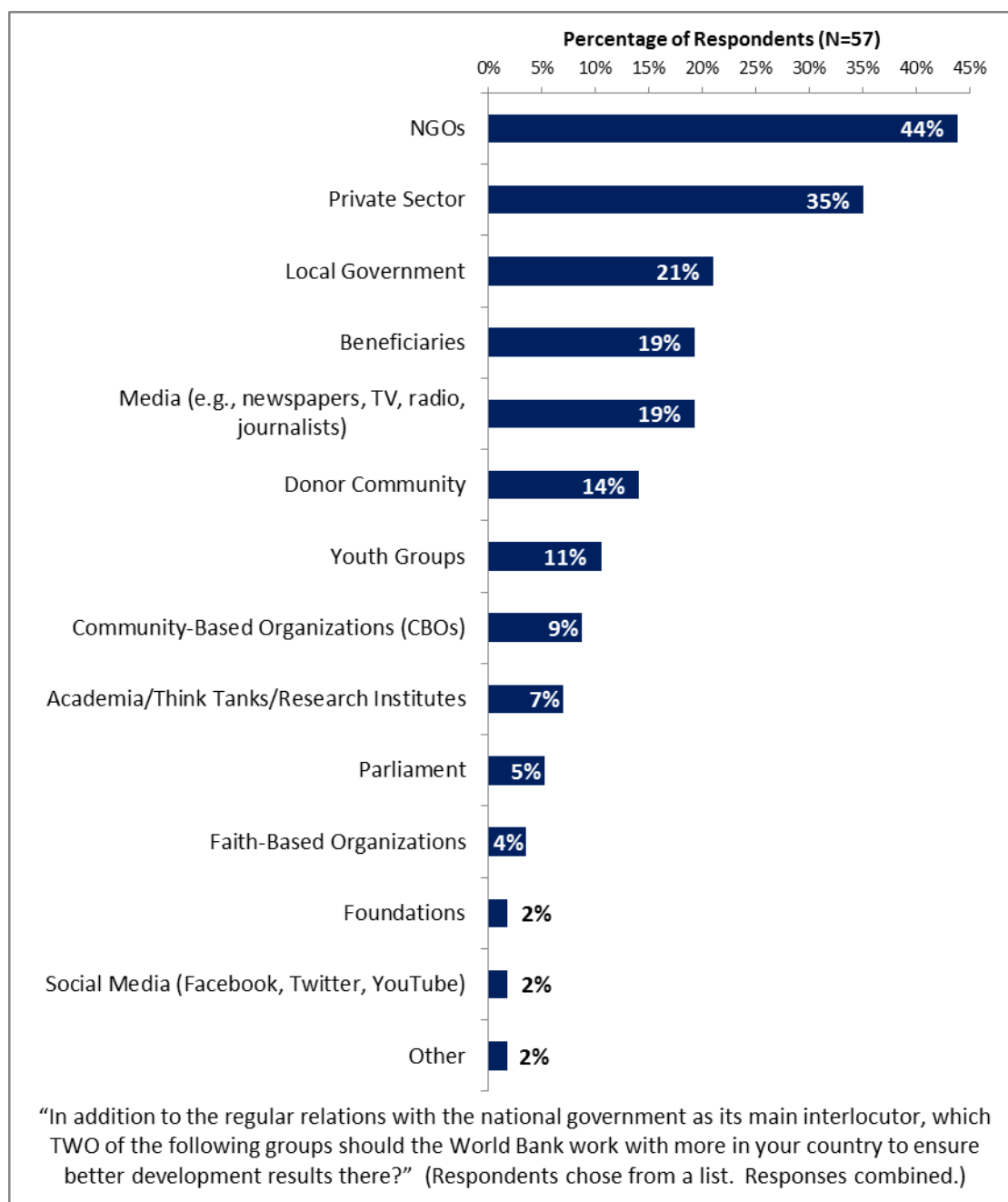


Making the Bank of Greater Value



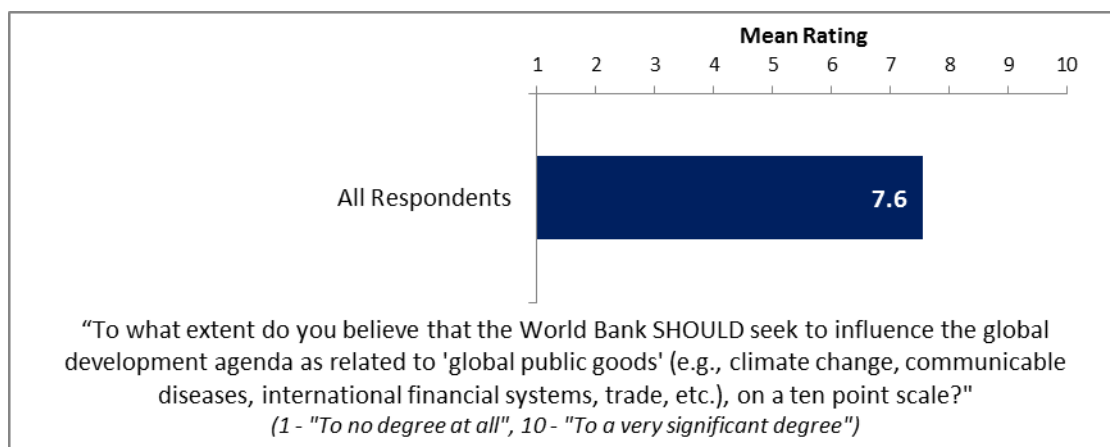
IX. The Future Role of the World Bank in Tunisia (continued)

Collaborating in Tunisia

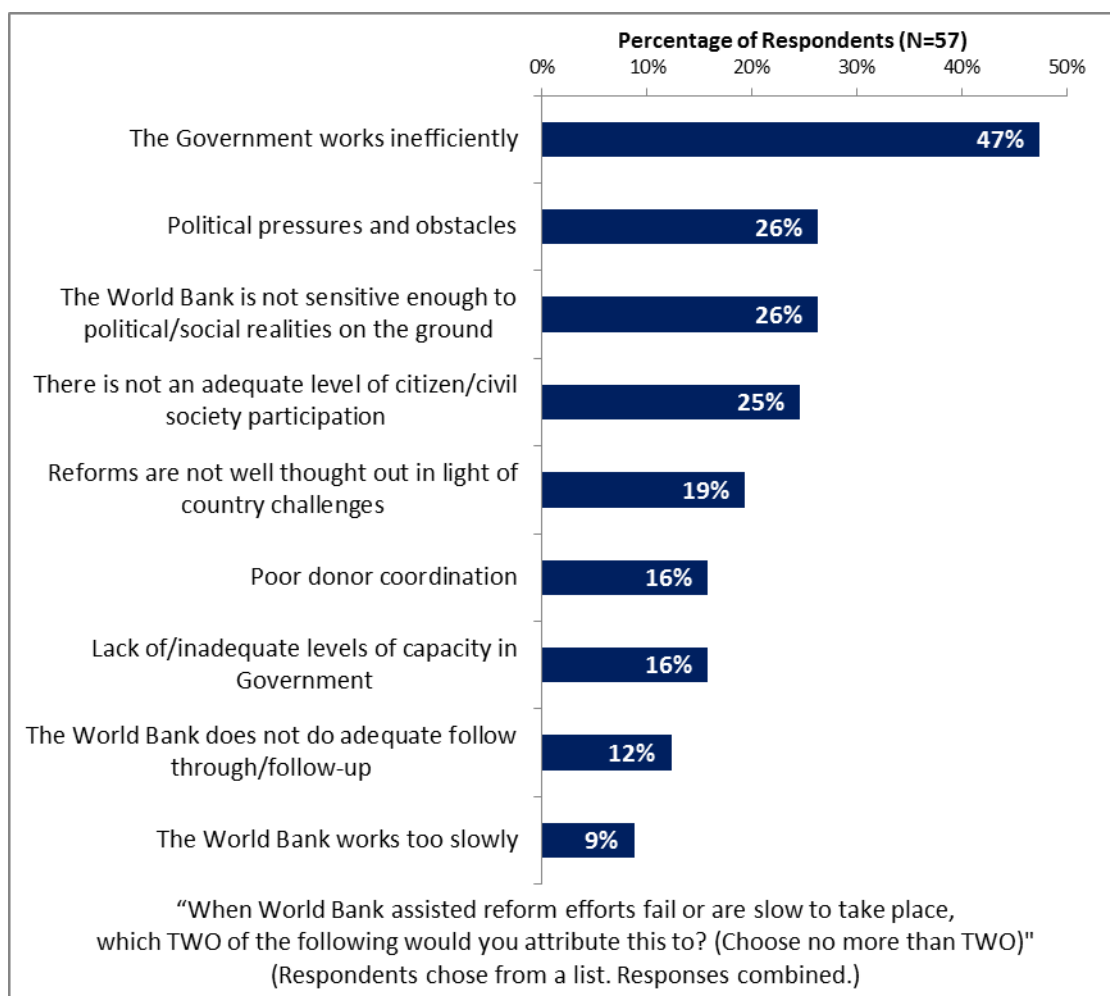


IX. The Future Role of the World Bank in Tunisia (continued)

Influencing the Global Development Agenda



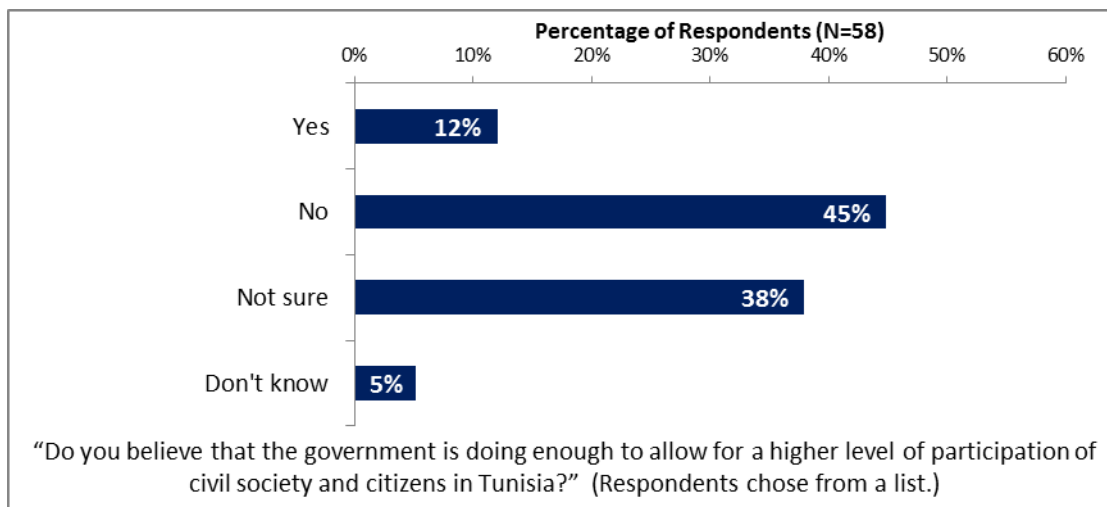
Attributing Slow or Failed Reform Efforts



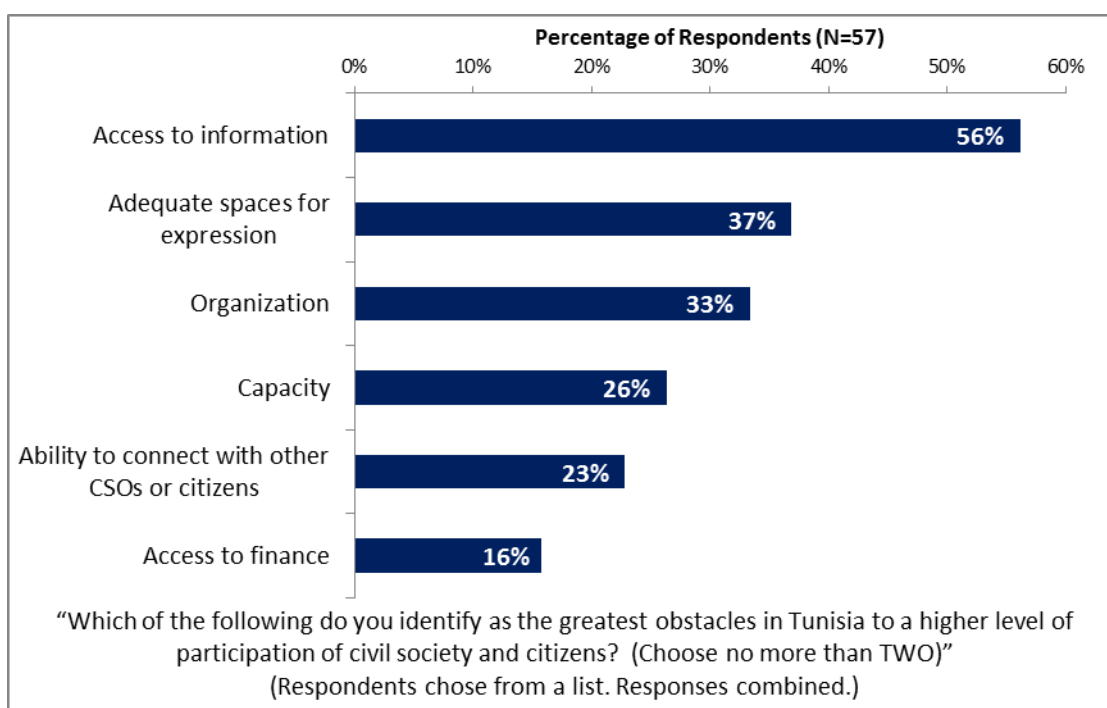
X. Communication and Openness

Government Encouragement of Civil Society Participation

- Pluralities of consultants on Bank projects/PMUs and respondents from the private sector/financial sector/private banks, NGOs/private foundations, and the media said no, that the government is not doing enough to allow for a higher level of civil society participation in Tunisia. Pluralities of employees of ministries and respondents from academia/research institutes and other organizations indicated that they were not sure.

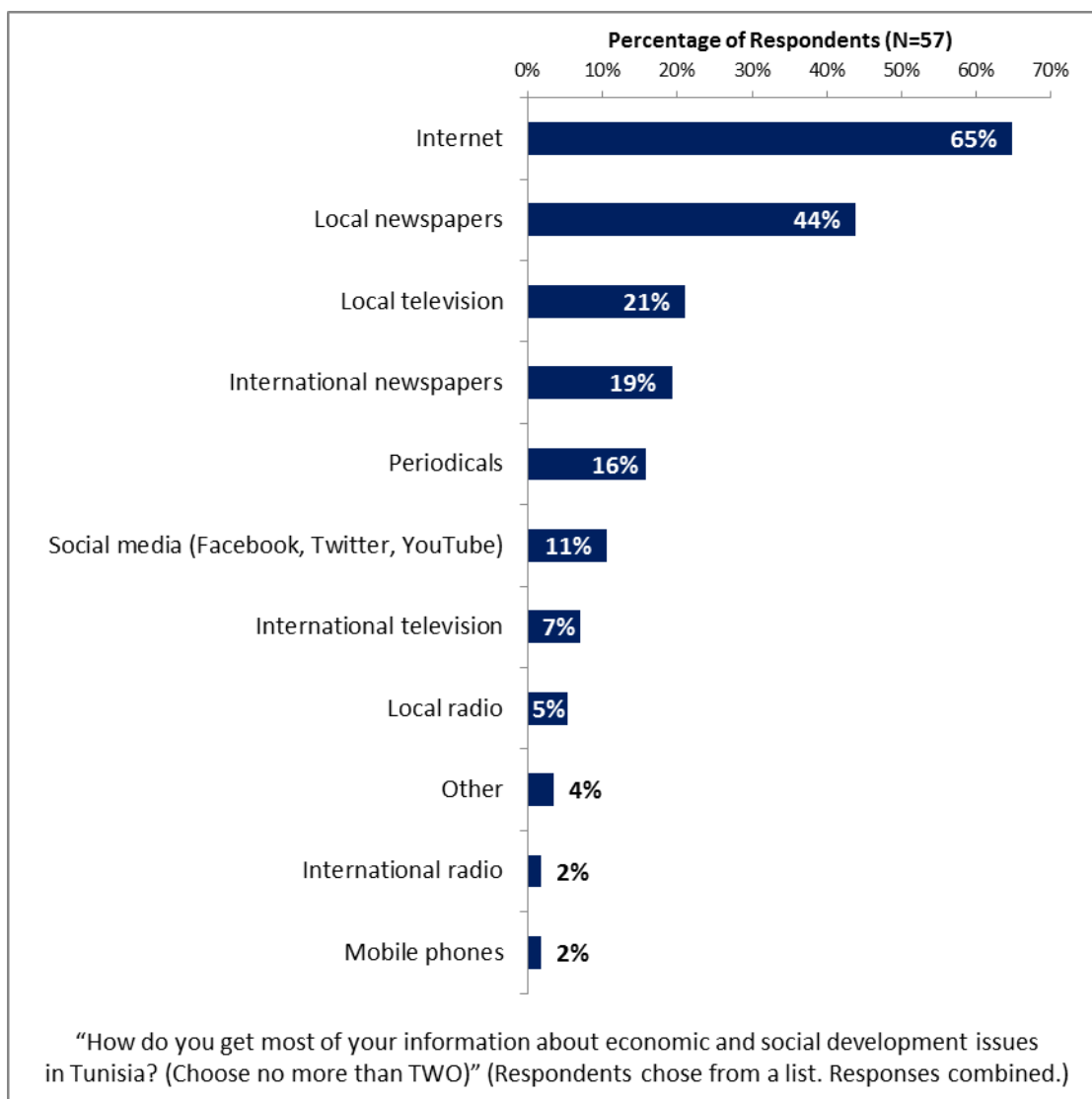


Obstacles to Civil Society Participation



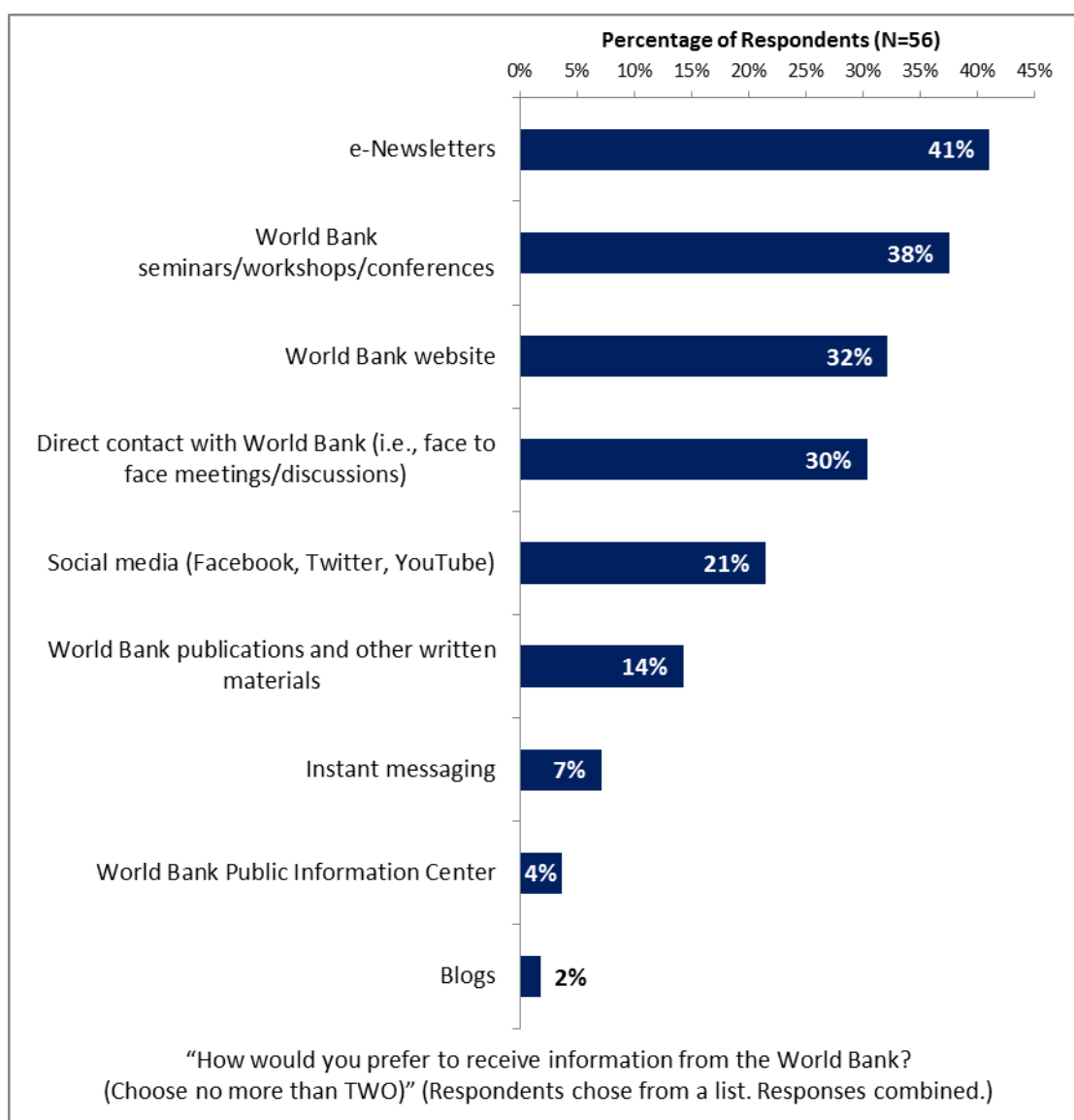
X. Communication and Openness (continued)

Information Sources



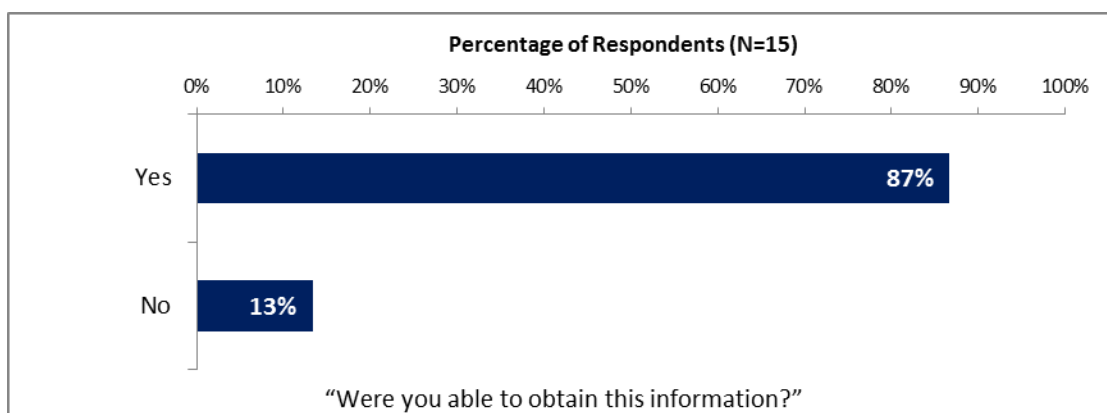
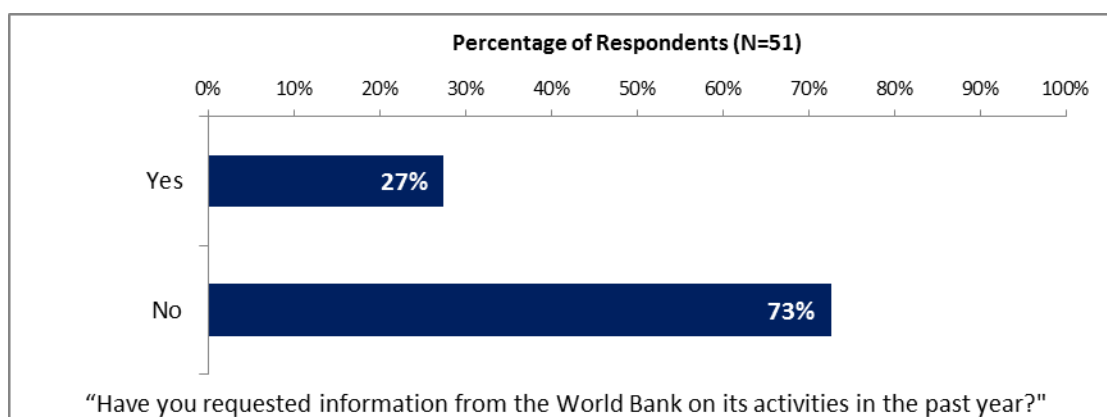
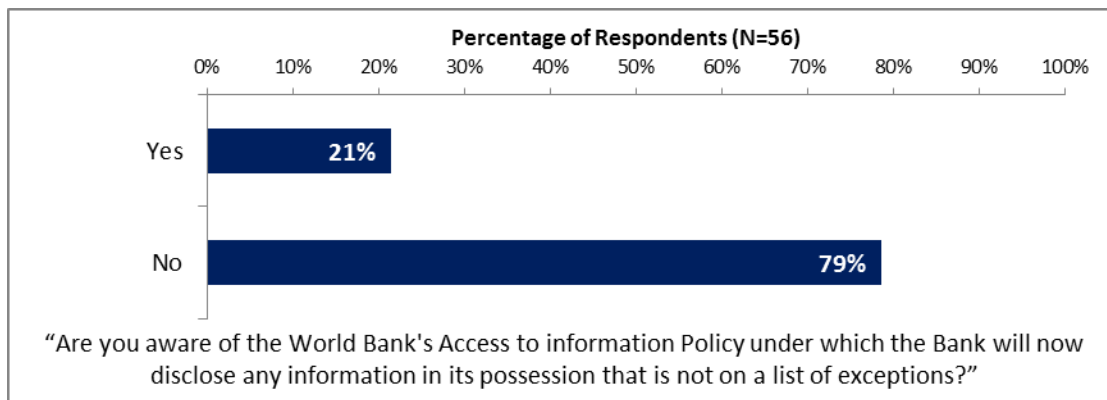
X. Communication and Openness (continued)

Preferred Information Sources



X. Communication and Openness (continued)

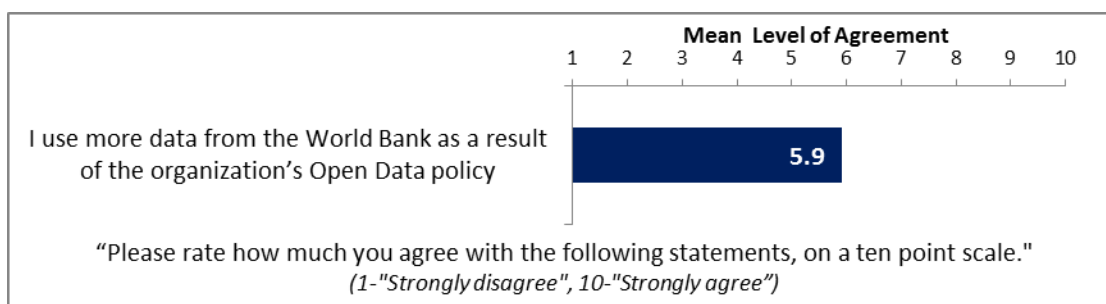
Access to Information



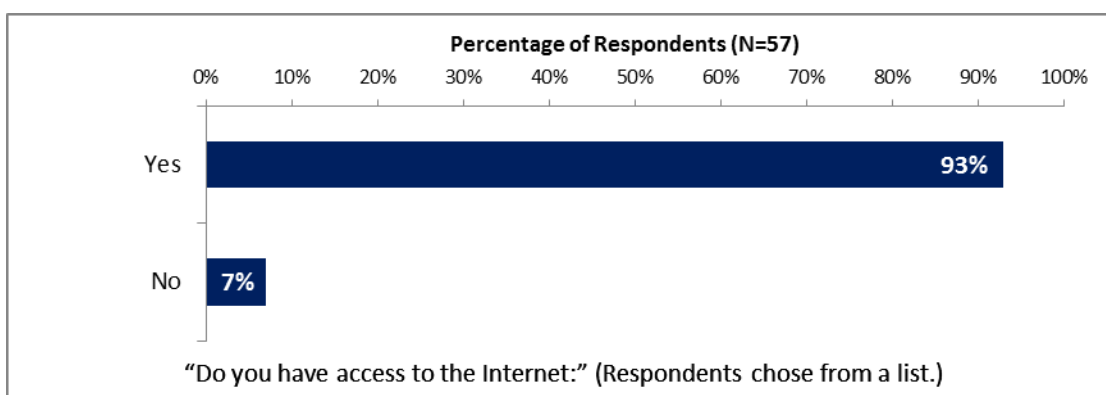
X. Communication and Openness (continued)

Access to Information (continued)

- Respondents from NGOs/private foundations and the media, consultants on Bank projects/PMUs, and employees of ministries had significantly higher levels of agreement that they use more data as a result of the Open Data policy compared to respondents from the private sector/financial sector/private banks and other organizations.

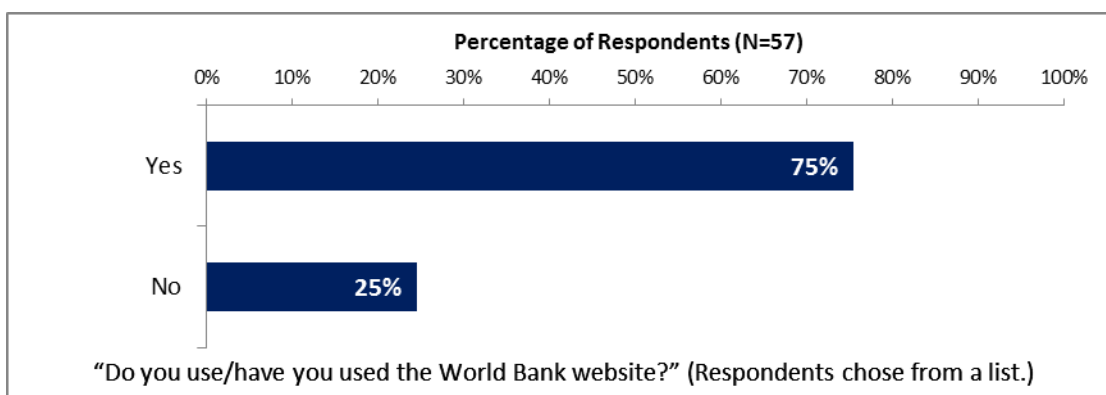


Internet Access



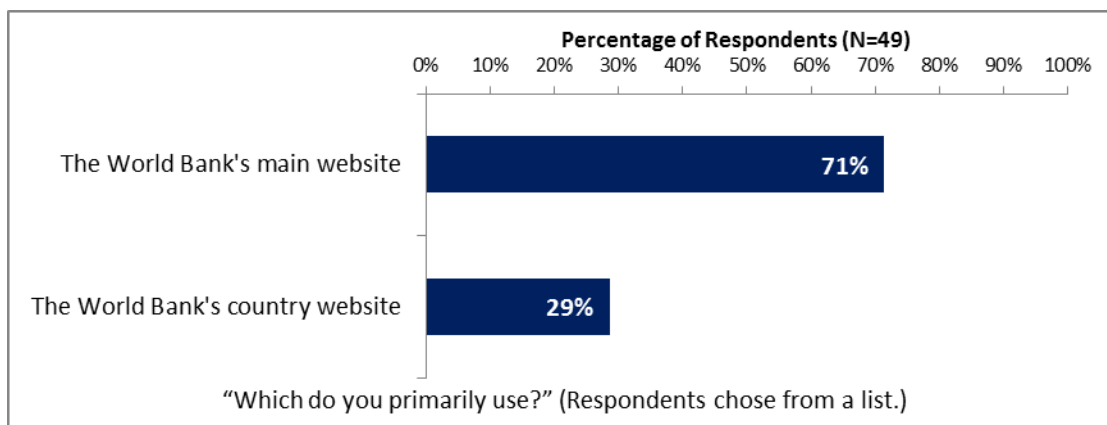
Website Usage

- Respondents from other organizations were significantly *less* likely to have used the World Bank's website compared to respondents from other stakeholder groups.



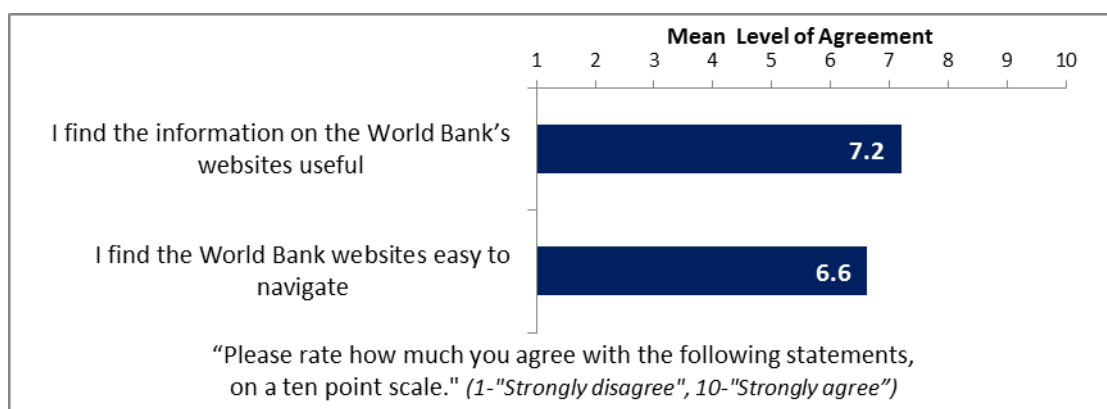
X. Communication and Openness (continued)

Website Usage (continued)



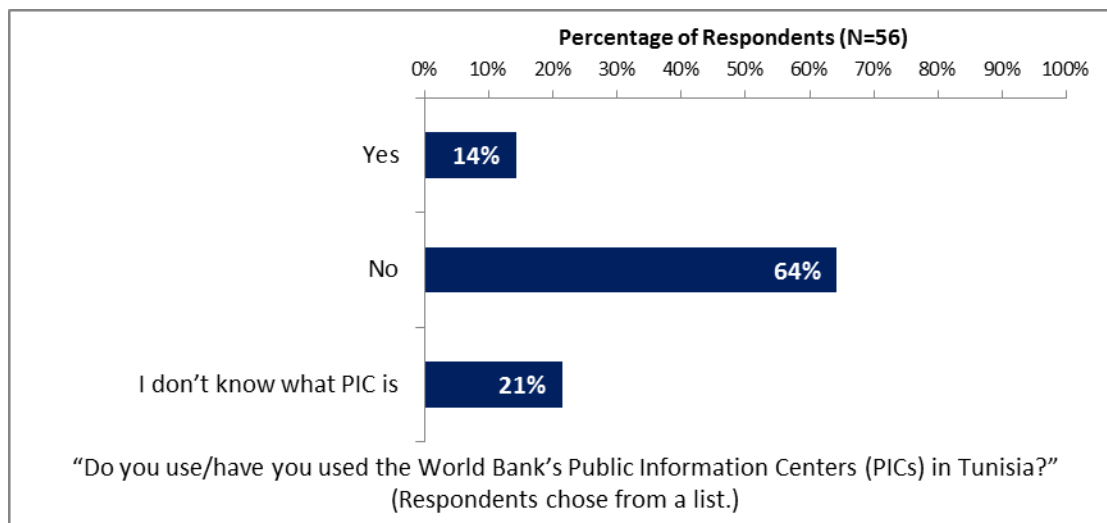
Website Evaluation

- Employees of ministries and respondents from NGOs/private foundations, the media, and other organizations had significantly higher levels of agreement that they find the Bank websites easy to navigate compared to consultants on Bank projects/PMUs and respondents from the private sector/financial sector/private banks.



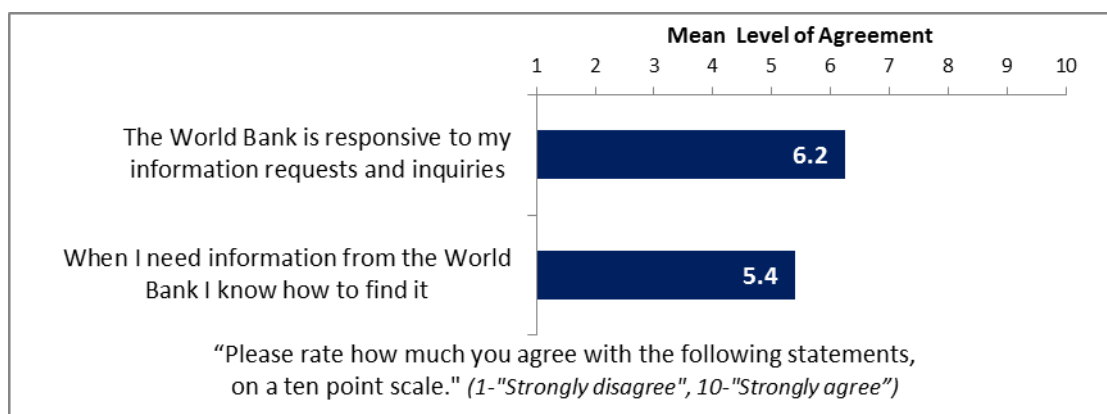
X. Communication and Openness (continued)

PIC Usage



Information Sharing

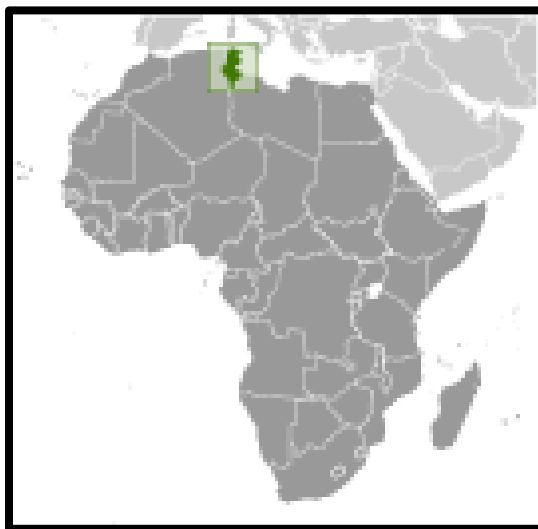
- Employees of ministries and respondents from NGOs/private foundations had the highest levels of agreement that the World Bank is responsive to information requests whereas respondents from other organizations had significantly lower levels of agreement.
- Employees of ministries had the highest levels of agreement that when they need information from the World Bank they know how to find it whereas respondents from the private sector/financial sector/private banks and academia/research institutes had significantly lower levels of agreement.



XI. Appendices

A. Responses to All Questions across All Respondents	45
B. Responses to All Questions by Stakeholder Groups	61
C. Responses to All Questions by Geographic Locations.....	82
D. Indicator Questions as a Function of Exposure to the Bank.....	95
E. World Bank Client Survey 2012 – Tunisia Questionnaire	96

TUNISIA



Appendix A: Responses to All Questions across All Respondents (N=58)

A. General Issues facing Tunisia

1. In general, would you say that Tunisia is headed in...?	Percentage of Respondents (N=58)
The right direction	31.0%
The wrong direction	15.5%
Not sure	53.4%

2. When considering development priorities, which ONE development priority below is the most important in Tunisia? Which ONE is the second most important priority? Which ONE is the third most important priority?	Percentage of Respondents (N=43)			
	Most Important	2 nd Most Important	3 rd Most Important	Combined
Job creation/employment	23.3%	15.9%	17.4%	56.6%
Poverty reduction	23.3%	11.4%	2.2%	36.8%
Economic growth	14.0%	9.1%	8.7%	31.7%
Governance	16.3%	6.8%	6.5%	29.6%
Education	11.6%	6.8%	4.3%	22.8%
Rural/agricultural development	4.7%	6.8%	6.5%	18.0%
Law and justice	0.0%	6.8%	8.7%	15.5%
Anti-corruption	0.0%	4.5%	10.9%	15.4%
Domestic private sector development	2.3%	4.5%	2.2%	9.0%
Public financial management	0.0%	6.8%	2.2%	9.0%
Foreign direct investment	0.0%	2.3%	6.5%	8.8%
Environmental sustainability/natural resource management	0.0%	4.5%	2.2%	6.7%
Health	0.0%	2.3%	4.3%	6.6%
Public sector reform	2.3%	2.3%	0.0%	4.6%
Citizen participation/voice	0.0%	4.5%	0.0%	4.5%
Financial markets	2.3%	0.0%	2.2%	4.5%
Regional/global integration	0.0%	2.3%	2.2%	4.4%
Tourism	0.0%	0.0%	4.3%	4.3%
Social protection	0.0%	2.3%	0.0%	2.3%
Urban development	0.0%	0.0%	2.2%	2.2%
Food security	0.0%	0.0%	2.2%	2.2%
Government accountability	0.0%	0.0%	2.2%	2.2%
Information and communications technology	0.0%	0.0%	2.2%	2.2%
Transport	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Tunisia (continued)

3. 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 Tunisia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=58)
Economic growth	56.9%
Job creation/employment	43.1%
Rural/agricultural development	39.7%
Governance	24.1%
Education	22.4%
Equality of opportunity	17.2%
Anti-corruption	13.8%
Transport	8.6%
Foreign direct investment	8.6%
Water and sanitation	6.9%
Regional/global integration	6.9%
Social protection	6.9%
Public sector reform	6.9%
Tourism	5.2%
Urban development	5.2%
Domestic private sector development	5.2%
Trade and exports	5.2%
Information and communications technology	3.4%
Health	3.4%
Public financial management	3.4%
Law and justice	1.7%
Citizen participation/voice	1.7%
Environmental sustainability/natural resource management	1.7%
Government accountability	1.7%
Climate change	0.0%
Gender	0.0%
Regulatory framework	0.0%
Energy	0.0%
Financial markets	0.0%
Food security	0.0%

A. General Issues facing Tunisia (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Tunisia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=58)
Foreign direct investment	51.7%
Tourism	32.8%
Anti-corruption	27.6%
Rural/agricultural development	25.9%
Trade and exports	20.7%
Domestic private sector development	20.7%
Public financial management	15.5%
Information and communications technology	13.8%
Governance	13.8%
Regional/global integration	12.1%
Education	10.3%
Public sector reform	10.3%
Job creation/employment	5.2%
Financial markets	5.2%
Energy	3.4%
Equality of opportunity	3.4%
Social protection	3.4%
Regulatory framework	3.4%
Food security	3.4%
Transport	3.4%
Environmental sustainability/natural resource management	3.4%
Law and justice	3.4%
Citizen participation/voice	1.7%
Urban development	1.7%
Water and sanitation	1.7%
Health	1.7%
Climate change	0.0%
Government accountability	0.0%
Gender	0.0%

B. Overall Attitudes toward the World Bank

Familiarity	N	Mean	SD
1. How familiar are you with the work of the World Bank in Tunisia, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	58	5.34	2.52

Overall Effectiveness	N	Mean	SD
2. Overall, please rate your impression of the World Bank's effectiveness in Tunisia, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i>	49	6.22	1.96

Staff Preparedness	N	Mean	SD
3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help Tunisia solve its most complicated development challenges, on a ten point scale? <i>(1-To no degree at all, 10-To a very significant degree)</i>	50	6.84	1.82

B. Overall Attitudes toward the World Bank (continued)

4. When thinking about how the World Bank can have the most impact on development results in Tunisia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Tunisia? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=57)
Rural/agricultural development	42.1%
Governance	29.8%
Poverty reduction	26.3%
Domestic private sector development	24.6%
Transport	21.1%
Job creation/employment	21.1%
Economic growth	21.1%
Foreign direct investment	14.0%
Education	12.3%
Public sector reform	12.3%
Financial markets	10.5%
Public financial management	8.8%
Trade and exports	8.8%
Water and sanitation	7.0%
Citizen participation/voice	7.0%
Regional/global integration	5.3%
Anti-corruption	5.3%
Information and communications technology	5.3%
Social protection	3.5%
Gender	3.5%
Food security	3.5%
Tourism	1.8%
Health	1.8%
Law and justice	1.8%
Energy	0.0%
Urban development	0.0%
Environmental sustainability/natural resource management	0.0%
Equality of opportunity	0.0%
Government accountability	0.0%
Climate change	0.0%
Regulatory framework	0.0%

5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?	Percentage of Respondents (N=49)		
	Greatest Value	2nd Greatest Value	Combined
Financial resources	46.9%	8.2%	55.1%
Technical assistance	10.2%	34.7%	44.9%
Training/capacity building	6.1%	18.4%	24.5%
Mobilizing third party financial resources	12.2%	10.2%	22.4%
Policy advice	12.2%	8.2%	20.4%
Studies/analyses	2.0%	14.3%	16.3%
Donor coordination	6.1%	4.1%	10.2%
Linkage to non-Bank expertise	2.0%	2.0%	4.1%
Data	2.0%	0.0%	2.0%
Convening/facilitating	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
Not enough public disclosure of its work	40.4%
Imposing technocratic solutions without regard to political realities	22.8%
Too influenced by developed countries	21.1%
Not willing to honestly criticize policies and reform efforts in the country	19.3%
Not collaborating enough with non-state actors	17.5%
Not aligned with country priorities	15.8%
Too bureaucratic in its operational policies and procedures	12.3%
Not adequately sensitive to political/social realities in Tunisia	12.3%
Not exploring alternative policy options	8.8%
World Bank processes too slow and complex	7.0%
Staff too inaccessible	5.3%
Other	3.5%
Not client focused	1.8%
The credibility of its knowledge/data	1.8%
Arrogant in its approach	0.0%
Not aligned with other donors' work	0.0%

7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Tunisia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
Technical assistance	50.1%
Investment lending	49.8%
Capacity development	49.8%
Policy based lending/ budget support to the Government	45.3%
Knowledge products/services	22.5%
Trust Fund management	13.2%
Other	0.0%
Don't know	0.0%

8. Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Tunisia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
Policy based lending/ budget support to the Government	38.6%
Trust Fund management	24.6%
Technical assistance	22.8%
Don't know	22.8%
Knowledge products/services	17.5%
Investment lending	15.8%
Capacity development	15.8%
Other	3.5%

Global Development Agenda	N	Mean	SD
9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	53	7.55	1.85

B. Overall Attitudes toward the World Bank (continued)

10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
NGOs	43.9%
Private sector	35.1%
Local Government	21.1%
Beneficiaries	19.3%
Media (e.g. newspapers, TV, radio, journalists)	19.3%
Donor community	14.0%
Youth groups	10.5%
Community Based Organizations (CBOs)	8.8%
Academia/think tanks/research institutes	7.0%
Parliament	5.3%
Faith based organizations	3.5%
Foundations	1.8%
Social media (Facebook, Twitter, YouTube)	1.8%
Other	1.8%

To what extent do you agree with the following statements about the World Bank's work in Tunisia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
11. Overall the World Bank currently plays a relevant role in development in Tunisia	51	5.41	2.08
12. The World Bank's work is aligned with what I consider the development priorities for this country	50	5.34	2.22
13. The World Bank supports programs and strategies that are realistic for Tunisia	51	6.14	1.97
14. The World Bank treats clients and stakeholders in Tunisia with respect	47	7.55	1.73

To what extent is the World Bank an effective development partner in Tunisia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
15. Responsiveness	41	5.41	1.79
16. Flexibility (in terms of the World Bank's products and services)	43	5.58	1.83
17. Flexibility (in terms of changing country circumstances)	43	5.40	1.55
18. Being inclusive	35	5.86	1.78
19. Openness (sharing data and other information)	44	6.07	1.77
20. Staff accessibility	42	5.71	2.20
21. Straightforwardness and honesty	42	6.81	1.78
22. Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)	41	6.17	1.95
23. Collaboration with the Government	46	6.89	1.69
24. Collaboration with other donors	38	6.58	1.59
25. Follow through over time	41	6.44	2.05

B. Overall Attitudes toward the World Bank (continued)

26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
The Government works inefficiently	47.4%
Political pressures and obstacles	26.3%
The World Bank is not sensitive enough to political/social realities on the ground	26.3%
There is not an adequate level of citizen/civil society participation	24.6%
Reforms are not well thought out in light of country challenges	19.3%
Poor donor coordination	15.8%
Lack of/inadequate levels of capacity in Government	15.8%
The World Bank does not do adequate follow through/follow-up	12.3%
The World Bank works too slowly	8.8%
Other	0.0%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Tunisia, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
Anti-corruption	40	4.15	2.43
Information and communications technology	43	5.40	2.32
Transport	43	5.88	2.27
Tourism	39	4.56	1.82
Law and justice	39	4.28	2.08
Urban development	42	5.62	1.89
Environmental sustainability/natural resource management	44	5.64	2.01
Regulatory framework	41	5.29	2.14
Poverty reduction	42	5.31	2.05
Gender	30	5.30	2.28
Domestic private sector development	37	5.14	2.06
Foreign direct investment	33	5.45	1.72
Water and sanitation	41	6.17	2.04
Trade and exports	38	5.39	2.01
Economic growth	42	5.81	1.99
Energy	38	5.79	1.63
Public financial management	37	5.57	2.03
Job creation/employment	42	4.69	2.15
Financial markets	38	5.58	1.76
Equality of opportunity	37	4.54	2.33
Health	41	5.49	2.08
Rural/agricultural development	43	5.58	2.21
Governance	42	5.12	2.65
Food security	40	4.93	1.97
Education	44	5.48	2.03
Social protection	34	4.24	1.83
Climate change	33	4.88	2.10
Public sector reform	40	5.23	2.15
Regional/global integration	41	5.56	2.18
Citizen participation/voice	39	5.13	2.43
Government accountability	32	4.97	2.42

32. Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in Tunisia. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=58)
Political will	50.0%
Transparency in government information	39.7%
Limited role of CSOs	31.0%
Resources (financial, infrastructure, ICT, etc.)	20.7%
Properly trained staff	20.7%
Access to information	19.0%
Regulation/laws	12.1%
Other	1.7%

C. World Bank Effectiveness and Results (continued)

33. Please identify the two areas related to governance (i.e., government effectiveness/institution building) in Tunisia where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=58)
Institutional reforms	67.2%
Training	41.4%
Infrastructure	39.7%
Coordination across administrations	32.8%
Information technology (computers, internet connectivity, etc.)	15.5%
Other	1.7%

34. Please identify the two greatest obstacles to greater job creation/employment in Tunisia. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=58)
Small domestic private sector	53.4%
Skills mismatch	51.7%
Transparency in recruitment processes for public and private sector jobs	31.0%
Access to finance	29.3%
Equity (i.e. opportunities afforded to all)	19.0%
Other	6.9%
Access to employment information (i.e. vacancies, etc.)	5.2%

35. Please identify the two areas related to employment/job creation in Tunisia where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=58)
Domestic private sector development	58.6%
Skills/vocational training	56.9%
Better matching between employers and job seekers	31.0%
Access to finance	27.6%
Assistance to unemployed low-skilled workers	13.8%
Labor market regulation reform	10.3%
Other	0.0%

Achieving Sustainable Results	N	Mean	SD
36. To what extent does the World Bank's work help achieve sustainable development results in Tunisia, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	50	6.22	1.82

C. World Bank Effectiveness and Results (continued)

To what extent do you agree with the following statements about the World Bank in Tunisia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	N	Mean	SD
37. The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Tunisia	48	5.46	1.87
38. The World Bank meets Tunisia's needs for knowledge services (e.g., research analysis, data, technical assistance)	50	5.98	2.03

D. The World Bank's Knowledge

1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?	Percentage of Respondents (N=58)
Weekly	10.3%
Monthly	19.0%
A few times a year	46.6%
Rarely	19.0%
Never	5.2%

D. The World Bank's Knowledge (continued)

2. When thinking about the development challenges in Tunisia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=58)
Domestic private sector development	34.5%
Governance	29.3%
Economic growth	27.6%
Poverty reduction	20.7%
Public sector reform	19.0%
Education	19.0%
Foreign direct investment	19.0%
Job creation/employment	17.2%
Rural/agricultural development	13.8%
Trade and exports	10.3%
Anti-corruption	10.3%
Public financial management	10.3%
Citizen participation/voice	6.9%
Law and justice	6.9%
Water and sanitation	5.2%
Regional/global integration	5.2%
Transport	5.2%
Health	5.2%
Tourism	3.4%
Financial markets	3.4%
Equality of opportunity	3.4%
Information and communications technology	3.4%
Environmental sustainability/natural resource management	3.4%
Gender	1.7%
Energy	1.7%
Social protection	1.7%
Climate change	1.7%
Urban development	1.7%
Government accountability	0.0%
Food security	0.0%
Regulatory framework	0.0%

How effective do you believe the World Bank's knowledge and research are at... in Tunisia? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
3. Raising your awareness of the particular topic	44	5.73	2.29
4. Stimulating public debate/dialogue	45	5.24	2.24
5. Enhancing your knowledge and/or skills	45	5.76	2.06
6. Contributing to good policy making	47	6.13	1.96
7. Providing support for program implementation	49	6.31	1.86

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in Tunisia? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
8. Are timely	41	5.66	2.24
9. Include appropriate level of stakeholder involvement during preparation	43	5.86	1.78
10. Are relevant to Tunisia's development priorities	49	5.92	1.86
11. Provide feasible recommendations	44	6.14	1.76
12. Are accessible (well written and easy to understand)	46	5.93	1.91
13. A source of relevant information on global good practices	45	7.07	1.70
14. Are adequately disseminated	40	6.03	1.95
15. Are appropriately translated	40	6.18	2.21
16. Are adaptable to Tunisia's specific development challenges and country circumstances	45	6.09	1.81

Overall Evaluations	N	Mean	SD
17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	51	6.43	1.85
18. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	52	7.37	1.62
19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)? (1-Not effective at all, 10-Very effective)	42	5.98	1.60

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	38	5.18	1.80
2. The World Bank effectively monitors and evaluates the projects and programs it supports	51	6.41	1.58
3. The World Bank's approvals and reviews are done in a timely fashion	43	5.47	1.78
4. The World Bank's "Safeguard Policy" requirements are reasonable	36	6.11	1.53
5. The World Bank imposes reasonable conditions on its lending	43	6.19	1.71
6. Working with the World Bank increases Tunisia's institutional capacity	50	6.68	1.82
7. The World Bank ensures consistency and continuity through staff changes	36	6.06	1.97
8. The World Bank's teams and visits are well coordinated	44	6.09	1.81
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them	38	6.39	2.01
10. The World Bank provides effective implementation support (i.e., supervision of projects)	45	6.29	1.60

F. The Future Role of the World Bank in Tunisia

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Tunisia's development in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	55	7.93	1.46

2. Which of the following SHOULD the World Bank do to make itself of greater value in Tunisia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=53)
Reduce the complexity of obtaining World Bank financing	39.6%
Improve the quality of its experts as related to Tunisia's specific challenges	37.7%
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	24.5%
Offer more innovative financial products	20.8%
Offer more innovative knowledge services	20.8%
Improve the competitiveness of its financing compared to markets	18.9%
Work faster	11.3%
Focus primarily on advocacy issues	9.4%
Increase availability of Fee-Based services	9.4%
Ensure greater selectivity in its work	5.7%
Other	0.0%

G. Communication and Information Sharing

1. Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in Tunisia?	Percentage of Respondents (N=58)
Yes	12.1%
No	44.8%
Not sure	37.9%
Don't know	5.2%

2. Which of the following do you identify as the greatest obstacles in Tunisia to a higher level of participation of civil society and citizens? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
Access to information	56.1%
Adequate spaces for expression	36.8%
Organization	33.3%
Capacity	26.3%
Ability to connect with other CSOs or citizens	22.8%
Access to finance	15.8%
Other	0.0%

G. Communication and Information Sharing (continued)

3. Where do you get most of your information about economic and social development issues in Tunisia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=57)
Internet	64.9%
Local newspapers	43.9%
Local television	21.1%
International newspapers	19.3%
Periodicals	15.8%
Social media (Facebook, Twitter, YouTube)	10.5%
International television	7.0%
Local radio	5.3%
Other	3.5%
International radio	1.8%
Mobile phones	1.8%
Blogs	0.0%
Instant messaging	0.0%

4. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=56)
e-Newsletters	41.1%
World Bank seminars/workshops/conferences	37.5%
World Bank website	32.1%
Direct contact with World Bank (i.e., face to face meetings/discussions)	30.4%
Social media (Facebook, Twitter, YouTube)	21.4%
World Bank publications and other written materials	14.3%
Instant messaging	7.1%
World Bank Public Information Center	3.6%
Blogs	1.8%
Mobile phones	0.0%
Other	0.0%

5. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=56)
Yes	21.4%
No	78.6%

6. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=51)
Yes	27.5%
No	72.5%

7. Were you able to obtain this information?	Percentage of Respondents (N=15)
Yes	86.7%
No	13.3%

G. Communication and Information Sharing (continued)

8. Do you have access to the Internet?	Percentage of Respondents (N=57)
Yes	93.0%
No	7.0%

9. Do you use/have used the World Bank website?	Percentage of Respondents (N=57)
Yes	75.4%
No	24.6%

10. Which do you primarily use?	Percentage of Respondents (N=49)
The World Bank's country website	28.6%
The World Bank's main website	71.4%

11. Do you use/have you used the World Bank's Public Information Centers (PICs) in Tunisia?	Percentage of Respondents (N=56)
Yes	14.3%
No	64.3%
I don't know what PIC is	21.4%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	36	5.92	2.41
11. I find the World Bank websites easy to navigate	40	6.63	1.69
12. I find the information on the World Bank's websites useful	39	7.21	1.30
13. When I need information from the World Bank I know how to find it	43	5.40	2.66
14. The World Bank is responsive to my information requests and inquiries	25	6.24	2.50

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=58)
Media	31.0%
Employee of Ministry/Ministerial Dept./Implementation Agency	17.2%
Private Sector	8.6%
Other	8.6%
Financial Sector/Private Bank	6.9%
Consultant/Contractor on Bank-Supported Project	5.2%
PMU	5.2%
NGO	5.2%
Academia/Research Institute/Think Tank	5.2%
Bilateral Agency	3.4%
Office of a Minister	1.7%
Private Foundation	1.7%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=54)
Other	18.5%
Information and communications technology	13.0%
Citizen participation/voice	7.4%
Domestic private sector development	7.4%
Education	7.4%
Financial markets	7.4%
Public financial management	5.6%
Economic growth	3.7%
Environmental sustainability/natural resource management	3.7%
Foreign direct investment	3.7%
Trade and exports	3.7%
Transport	3.7%
Anti-corruption	1.9%
Energy	1.9%
Equality of opportunity	1.9%
Food security	1.9%
Governance	1.9%
Job creation/employment	1.9%
Poverty reduction	1.9%
Social protection	1.9%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=58)
Yes	53.4%
No	46.6%

4. Which of the following describes most of your exposure to the World Bank in Tunisia? (Choose no more than TWO)	Percentage of Respondents (N=57)
Engage in World Bank related/sponsored events/activities	50.9%
Use World Bank reports/data	38.6%
Collaborate as part of my professional duties	29.8%
Use World Bank website for information, data, research, etc.	22.8%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	21.1%

5. Which best represents your geographic location?	Percentage of Respondents (N=57)
Tunis	87.7%
Coastal cities	7.0%
Rural/mountainous areas	5.3%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Tunisia

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

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
The right direction	60.0%	16.7%	22.2%	50.0%	22.2%	0.0%	37.5%
The wrong direction	10.0%	33.3%	33.3%	0.0%	11.1%	0.0%	12.5%
Not sure	30.0%	50.0%	44.4%	50.0%	66.7%	100.0%	50.0%

When considering development priorities, which ONE development priority below is the most important in Tunisia? Which ONE is the second most important priority? Which ONE is the third most important priority?

1 st Most Important	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Percentage of Respondents							
Rural/agricultural development	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	16.7%
Education	0.0%	20.0%	16.7%	0.0%	7.7%	0.0%	33.3%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	28.6%	0.0%	16.7%	33.3%	23.1%	66.7%	16.7%
Public sector reform	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	42.9%	20.0%	16.7%	0.0%	38.5%	0.0%	0.0%
Governance	0.0%	20.0%	0.0%	66.7%	23.1%	0.0%	16.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	14.3%	20.0%	50.0%	0.0%	7.7%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Tunisia (continued)

When considering development priorities, which ONE development priority below is the most important in Tunisia? Which ONE is the second most important priority? Which ONE is the third most important priority?

2nd Most Important	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Rural/agricultural development	14.3%	0.0%	0.0%	33.3%	7.1%	0.0%	0.0%
Education	0.0%	0.0%	16.7%	0.0%	7.1%	0.0%	16.7%
Social protection	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	28.6%	0.0%	0.0%	0.0%	14.3%	0.0%	16.7%
Public sector reform	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Foreign direct investment	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%
Public financial management	0.0%	20.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Job creation/employment	14.3%	0.0%	33.3%	0.0%	7.1%	33.3%	33.3%
Governance	14.3%	20.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	20.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	14.3%	0.0%	0.0%	0.0%	14.3%	0.0%	16.7%
Law and justice	0.0%	0.0%	33.3%	0.0%	7.1%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Tunisia (continued)

When considering development priorities, which ONE development priority below is the most important in Tunisia? Which ONE is the second most important priority? Which ONE is the third most important priority?

3rd Most Important	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Percentage of Respondents							
Rural/agricultural development	0.0%	20.0%	0.0%	0.0%	6.7%	0.0%	16.7%
Education	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	16.7%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	20.0%	28.6%	0.0%	13.3%	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	28.6%	0.0%	14.3%	66.7%	6.7%	33.3%	16.7%
Governance	14.3%	0.0%	14.3%	0.0%	0.0%	33.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	28.6%	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%
Law and justice	0.0%	0.0%	28.6%	0.0%	6.7%	0.0%	16.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	14.3%	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Tunisia (continued)

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 Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Water and sanitation	10.0%	0.0%	11.1%	0.0%	0.0%	33.3%	12.5%
Equality of opportunity	30.0%	0.0%	11.1%	25.0%	22.2%	0.0%	12.5%
Economic growth	70.0%	33.3%	77.8%	50.0%	66.7%	0.0%	37.5%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Tourism	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	37.5%
Regional/global integration	10.0%	0.0%	22.2%	0.0%	5.6%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural/agricultural development	30.0%	33.3%	11.1%	75.0%	55.6%	33.3%	37.5%
Urban development	0.0%	16.7%	11.1%	0.0%	5.6%	0.0%	0.0%
Education	10.0%	33.3%	55.6%	0.0%	5.6%	0.0%	50.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	16.7%	0.0%	0.0%	0.0%	66.7%	12.5%
Law and justice	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	16.7%	0.0%	0.0%	22.2%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	0.0%	25.0%	5.6%	0.0%	0.0%
Anti-corruption	0.0%	33.3%	0.0%	75.0%	16.7%	0.0%	0.0%
Domestic private sector development	10.0%	0.0%	0.0%	25.0%	0.0%	0.0%	12.5%
Foreign direct investment	10.0%	0.0%	11.1%	25.0%	11.1%	0.0%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector reform	0.0%	16.7%	11.1%	0.0%	5.6%	33.3%	0.0%
Citizen participation/voice	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	50.0%	33.3%	11.1%	0.0%	22.2%	0.0%	25.0%
Environmental sustainability/natural resource management	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	66.7%	0.0%
Public financial management	10.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Government accountability	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	50.0%	33.3%	44.4%	0.0%	44.4%	66.7%	50.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	16.7%	0.0%	0.0%	5.6%	0.0%	12.5%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Tunisia (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Energy	10.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Social protection	10.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Tourism	40.0%	33.3%	33.3%	0.0%	22.2%	66.7%	50.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	10.0%	33.3%	22.2%	75.0%	27.8%	33.3%	25.0%
Citizen participation/voice	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Rural/agricultural development	20.0%	0.0%	22.2%	75.0%	16.7%	33.3%	50.0%
Foreign direct investment	80.0%	66.7%	44.4%	25.0%	50.0%	66.7%	25.0%
Urban development	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Education	20.0%	16.7%	22.2%	0.0%	0.0%	0.0%	12.5%
Information and communications technology	0.0%	50.0%	22.2%	25.0%	11.1%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	11.1%	25.0%	0.0%	0.0%	0.0%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	30.0%	33.3%	0.0%	0.0%	22.2%	66.7%	12.5%
Public sector reform	10.0%	16.7%	11.1%	0.0%	11.1%	0.0%	12.5%
Regional/global integration	0.0%	0.0%	22.2%	25.0%	11.1%	33.3%	12.5%
Domestic private sector development	20.0%	33.3%	33.3%	50.0%	5.6%	0.0%	25.0%
Job creation/employment	10.0%	0.0%	11.1%	0.0%	5.6%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Governance	20.0%	0.0%	11.1%	0.0%	27.8%	0.0%	0.0%
Transport	10.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	12.5%
Health	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	0.0%
Public financial management	10.0%	16.7%	11.1%	0.0%	22.2%	0.0%	25.0%
Financial markets	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	25.0%

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

	Which of the following best describes your current position?																				
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Tunisia?*	10	6.00	2.21	6	7.00	1.67	9	5.44	2.83	4	6.50	2.65	18	5.33	2.40	3	1.67	.58	8	4.00	2.39
Overall, please rate your impression of the World Bank's effectiveness in Tunisia.*	10	7.10	1.97	5	7.60	.55	8	6.00	1.85	4	7.50	1.73	14	5.21	2.08				8	5.63	1.60
To what extent do you believe the World Bank's staff is well prepared to help Tunisia solve its most complicated development challenges?	10	7.40	1.43	6	7.17	.41	8	5.88	1.89	4	8.75	.96	15	6.27	2.09				7	7.00	2.00

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree) *Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When thinking about how the World Bank can have the most impact on development results in Tunisia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Tunisia?
(Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Rural/agricultural development	70.0%	16.7%	33.3%	50.0%	33.3%	0.0%	71.4%
Education	0.0%	0.0%	11.1%	25.0%	16.7%	0.0%	28.6%
Social protection	0.0%	0.0%	11.1%	0.0%	0.0%	33.3%	0.0%
Governance	40.0%	33.3%	33.3%	50.0%	33.3%	0.0%	0.0%
Transport	30.0%	0.0%	11.1%	0.0%	33.3%	66.7%	0.0%
Poverty reduction	20.0%	0.0%	22.2%	25.0%	27.8%	66.7%	42.9%
Public sector reform	0.0%	50.0%	33.3%	0.0%	5.6%	0.0%	0.0%
Regional/global integration	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	14.3%
Gender	0.0%	0.0%	11.1%	25.0%	0.0%	0.0%	0.0%
Tourism	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	50.0%	33.3%	22.2%	25.0%	16.7%	0.0%	14.3%
Foreign direct investment	10.0%	0.0%	22.2%	0.0%	27.8%	0.0%	0.0%
Water and sanitation	0.0%	16.7%	11.1%	0.0%	0.0%	66.7%	0.0%
Energy	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Citizen participation/voice	0.0%	16.7%	0.0%	75.0%	0.0%	0.0%	0.0%
Public financial management	10.0%	16.7%	22.2%	0.0%	5.6%	0.0%	0.0%
Job creation/employment	0.0%	16.7%	11.1%	25.0%	27.8%	66.7%	28.6%
Financial markets	20.0%	0.0%	0.0%	0.0%	11.1%	0.0%	28.6%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	20.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	16.7%	11.1%	0.0%	11.1%	0.0%	14.3%
Economic growth	20.0%	50.0%	11.1%	0.0%	22.2%	0.0%	28.6%
Law and justice	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	16.7%	0.0%	0.0%	11.1%	0.0%	0.0%
Information and communications technology	0.0%	16.7%	0.0%	0.0%	5.6%	0.0%	14.3%

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?

Greatest Value	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Percentage of Respondents							
Financial resources	10.0%	50.0%	62.5%	33.3%	57.1%	100.0%	50.0%
Mobilizing third party financial resources	40.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Technical assistance	20.0%	16.7%	0.0%	0.0%	7.1%	0.0%	16.7%
Policy advice	10.0%	16.7%	12.5%	33.3%	7.1%	0.0%	16.7%
Donor coordination	10.0%	0.0%	0.0%	0.0%	7.1%	0.0%	16.7%
Data	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	0.0%	25.0%	33.3%	0.0%	0.0%	0.0%
Studies/analyses	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?

2 nd Greatest Value	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Percentage of Respondents							
Financial resources	20.0%	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%
Mobilizing third party financial resources	0.0%	0.0%	25.0%	0.0%	7.1%	100.0%	0.0%
Technical assistance	40.0%	33.3%	25.0%	0.0%	57.1%	0.0%	16.7%
Policy advice	10.0%	16.7%	12.5%	33.3%	0.0%	0.0%	0.0%
Donor coordination	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%
Data	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	10.0%	16.7%	0.0%	66.7%	21.4%	0.0%	33.3%
Studies/analyses	20.0%	33.3%	12.5%	0.0%	0.0%	0.0%	33.3%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Imposing technocratic solutions without regard to political realities	30.0%	0.0%	11.1%	0.0%	27.8%	100.0%	14.3%
Not exploring alternative policy options	10.0%	16.7%	11.1%	25.0%	0.0%	0.0%	14.3%
Too bureaucratic in its operational policies and procedures	10.0%	0.0%	22.2%	0.0%	16.7%	0.0%	14.3%
Staff too inaccessible	10.0%	16.7%	0.0%	25.0%	0.0%	0.0%	0.0%
Arrogant in its approach	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	20.0%	16.7%	0.0%	25.0%	11.1%	100.0%	28.6%
Too influenced by developed countries	20.0%	16.7%	22.2%	0.0%	38.9%	0.0%	0.0%
Not enough public disclosure of its work	30.0%	33.3%	55.6%	50.0%	38.9%	0.0%	57.1%
World Bank processes too slow and complex	20.0%	16.7%	0.0%	0.0%	0.0%	0.0%	14.3%
Not aligned with country priorities	30.0%	16.7%	22.2%	0.0%	11.1%	0.0%	14.3%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not collaborating enough with non-state actors	0.0%	33.3%	22.2%	50.0%	16.7%	0.0%	14.3%
Not adequately sensitive to political/social realities in Tunisia	20.0%	16.7%	11.1%	0.0%	16.7%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	14.3%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Investment lending	70.0%	50.0%	55.6%	25.0%	64.7%	66.7%	50.0%
Capacity development	30.0%	33.3%	44.4%	75.0%	41.2%	33.3%	50.0%
Policy based lending/ budget support to the Government	20.0%	33.3%	55.6%	25.0%	29.4%	0.0%	12.5%
Knowledge products/services	0.0%	16.7%	0.0%	0.0%	11.8%	0.0%	0.0%
Technical assistance	70.0%	66.7%	11.1%	75.0%	52.9%	33.3%	87.5%
Trust Fund management	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Investment lending	20.0%	16.7%	11.1%	25.0%	17.6%	33.3%	0.0%
Capacity development	30.0%	33.3%	0.0%	25.0%	11.8%	0.0%	12.5%
Policy based lending/ budget support to the Government	40.0%	50.0%	11.1%	25.0%	41.2%	100.0%	37.5%
Knowledge products/services	30.0%	0.0%	11.1%	25.0%	17.6%	0.0%	25.0%
Technical assistance	10.0%	16.7%	11.1%	50.0%	47.1%	0.0%	0.0%
Trust Fund management	30.0%	33.3%	33.3%	50.0%	11.8%	0.0%	25.0%
Other	0.0%	16.7%	0.0%	0.0%	5.9%	0.0%	0.0%
Don't know	10.0%	16.7%	44.4%	0.0%	17.6%	0.0%	50.0%

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																				
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	9	7.22	1.92	6	8.00	1.67	8	8.13	1.64	4	7.75	2.06	16	7.19	1.87	3	7.67	2.08	7	7.57	2.37

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
NGOs	20.0%	100.0%	33.3%	75.0%	41.2%	33.3%	37.5%
Local Government	50.0%	16.7%	0.0%	25.0%	23.5%	33.3%	0.0%
Beneficiaries	0.0%	16.7%	33.3%	25.0%	11.8%	66.7%	25.0%
Private sector	60.0%	33.3%	33.3%	25.0%	29.4%	0.0%	37.5%
Community Based Organizations (CBOs)	10.0%	0.0%	0.0%	25.0%	11.8%	0.0%	12.5%
Donor community	30.0%	0.0%	33.3%	0.0%	11.8%	0.0%	0.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Academia/think tanks/research institutes	10.0%	0.0%	0.0%	0.0%	11.8%	0.0%	12.5%
Parliament	0.0%	0.0%	22.2%	0.0%	5.9%	0.0%	0.0%
Media (e.g. newspapers, TV, radio, journalists)	10.0%	0.0%	0.0%	25.0%	47.1%	0.0%	12.5%
Youth groups	10.0%	0.0%	11.1%	0.0%	5.9%	0.0%	37.5%
Social media (Facebook, Twitter, YouTube)	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Faith based organizations	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	12.5%
Other	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

To what extent do you agree with the following statements about the World Bank's work in Tunisia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																				
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Tunisia	10	6.20	2.78	6	6.50	1.64	8	5.13	1.64	4	6.25	2.36	15	4.93	1.71	1	2.00		7	4.71	1.89
The World Bank's work is aligned with what I consider the development priorities for Tunisia	10	6.00	2.83	6	6.67	1.86	8	4.63	1.69	4	6.50	1.91	14	4.71	2.05	1	1.00		7	5.29	1.70
The World Bank supports programs and strategies that are realistic for Tunisia	10	6.90	2.08	6	7.17	1.72	7	5.29	1.38	4	6.50	1.91	16	5.94	1.98	1	2.00		7	5.86	1.95
The World Bank treats clients and stakeholders in Tunisia with respect	10	7.80	1.93	6	8.33	1.63	6	7.67	1.21	4	8.00	.00	13	6.85	1.82	1	10.00		7	7.14	2.04

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

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	8	6.00	1.69	5	5.80	2.17	7	4.57	.98	4	6.25	2.22	11	5.27	2.15	6	5.00	1.41
Flexibility (in terms of the World Bank's products and services)	9	6.11	1.45	6	6.17	1.72	6	3.83	.98	4	6.00	3.16	13	5.54	1.81	5	5.80	1.64
Flexibility (in terms of changing country circumstances)	10	6.10	1.29	6	6.17	1.60	6	4.50	.84	4	5.25	1.71	11	5.55	1.69	6	4.17	1.33
Being inclusive	7	6.29	1.25	5	7.20	1.48	4	4.25	1.50	4	6.00	1.83	12	5.50	1.73	3	6.00	3.00
Openness (sharing data and other information)	8	6.88	1.36	6	7.00	1.67	6	5.67	1.86	4	5.50	2.52	13	5.46	1.45	7	6.14	2.19
Staff accessibility	8	6.62	1.60	5	6.80	2.59	6	4.50	1.05	4	6.25	3.50	13	5.00	1.87	6	6.00	2.83
Straightforwardness and honesty	8	7.00	1.51	5	7.80	.84	7	6.29	1.70	4	8.25	1.26	11	6.91	1.76	7	5.43	2.23
Collaboration with groups outside of the Government	8	5.50	1.69	5	6.80	1.92	7	5.29	1.60	4	7.50	3.70	11	6.55	1.29	6	6.00	2.19
Collaboration with the Government*	10	7.60	1.65	5	8.40	.89	8	6.50	1.20	3	7.00	1.73	14	6.64	1.28	6	5.50	2.59
Collaboration with other donors	6	7.33	1.21	5	6.60	1.95	7	6.86	1.07	4	6.25	1.26	12	6.17	1.75	4	6.50	2.52
Follow through over time	9	7.67	1.73	4	7.25	1.50	6	6.17	2.04	4	5.50	3.42	12	6.17	1.40	6	5.50	2.59

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
The World Bank works too slowly	10.0%	0.0%	12.5%	0.0%	11.1%	0.0%	12.5%
The Government works inefficiently	50.0%	33.3%	50.0%	75.0%	50.0%	100.0%	12.5%
There is not an adequate level of citizen/civil society participation	20.0%	16.7%	37.5%	50.0%	16.7%	0.0%	37.5%
Poor donor coordination	20.0%	0.0%	0.0%	0.0%	16.7%	0.0%	50.0%
The World Bank does not do adequate follow through/follow-up	10.0%	16.7%	0.0%	25.0%	16.7%	0.0%	12.5%
Lack of/inadequate levels of capacity in Government	10.0%	50.0%	12.5%	25.0%	16.7%	0.0%	0.0%
Political pressures and obstacles	40.0%	50.0%	25.0%	25.0%	16.7%	0.0%	25.0%
Reforms are not well thought out in light of country challenges	10.0%	0.0%	25.0%	0.0%	27.8%	66.7%	12.5%
The World Bank is not sensitive enough to political/social realities on the ground	20.0%	33.3%	37.5%	0.0%	27.8%	33.3%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Tunisia, on a ten point scale? (1-Not effective at all, 10-Very effective)

World Bank Effectiveness and Results

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	6	5.00	1.90	4	6.00	1.83	7	3.00	2.00	3	5.67	3.21	15	4.20	2.68	5	2.20	1.10
Information and communications technology	8	6.50	2.73	4	4.00	1.41	7	4.14	2.27	4	7.50	.58	15	5.33	2.26	5	5.00	2.12
Transport	8	6.88	1.81	5	4.60	2.61	7	5.86	1.46	4	5.50	1.91	14	5.86	2.41	5	6.00	3.54
Tourism	7	5.14	2.41	5	3.40	1.52	7	4.86	1.46	4	4.25	2.22	12	4.92	1.83	4	3.75	.96
Law and justice	7	4.57	1.99	5	5.00	2.92	7	3.71	1.98	3	6.00	2.65	12	3.92	1.93	5	3.80	1.64
Urban development	8	6.63	1.85	5	4.60	2.30	7	5.71	.76	4	4.75	1.89	14	5.79	2.04	4	5.00	2.16
Environmental sustainability/natural resource management	7	6.86	1.95	5	5.00	1.87	9	5.44	1.94	4	5.00	2.16	14	5.43	1.99	5	6.00	2.55
Regulatory framework	8	6.50	1.85	5	5.80	2.49	6	5.33	.82	4	5.50	2.89	13	5.15	2.08	5	3.00	1.87
Poverty reduction	6	6.33	2.07	5	5.60	2.30	7	4.29	2.06	4	5.75	2.87	15	5.13	2.10	5	5.40	.89
Gender	2	5.00	2.83	5	6.00	2.45	3	4.67	3.21	4	5.75	2.22	13	5.08	2.33	3	5.33	2.52
Domestic private sector development	6	6.17	2.23	4	5.25	2.36	5	3.40	2.61	4	4.75	1.71	13	5.31	1.84	5	5.40	1.67
Foreign direct investment	6	5.83	2.23	3	6.00	1.00	3	5.33	.58	4	4.75	2.06	13	5.46	1.98	4	5.25	.96
Water and sanitation	7	6.00	2.16	4	7.75	1.26	7	6.29	.49	4	5.00	2.83	15	5.93	2.22	4	6.75	2.63
Trade and exports	8	5.75	2.71	4	7.50	.58	5	5.80	1.92	4	5.00	2.16	12	4.92	1.68	5	4.20	1.30
Economic growth*	8	7.25	1.83	4	7.75	.50	8	6.25	.89	4	6.00	2.00	13	5.00	1.68	5	3.20	1.64
Energy	5	5.40	1.14	5	7.20	.84	6	6.67	1.03	4	5.50	1.91	14	5.50	1.74	4	4.50	1.91
Public financial management	8	6.25	2.12	4	7.25	1.26	4	6.25	.50	3	6.00	3.46	13	5.00	1.78	5	3.80	1.79
Job creation/employment	7	5.71	2.36	6	5.83	1.94	6	3.83	1.83	4	5.25	3.40	14	4.43	1.87	5	3.20	1.30
Financial markets*	8	6.38	1.51	5	7.00	1.00	5	5.00	1.41	4	5.75	2.22	12	5.33	1.83	4	3.50	.58
Equality of opportunity	6	5.17	1.83	5	6.00	2.12	4	3.25	2.87	4	5.75	2.63	13	4.46	2.26	5	2.60	1.52
Health	8	6.38	1.77	5	6.00	1.58	6	5.17	.98	4	5.50	1.73	13	4.62	2.26	5	6.20	3.35
Rural/agricultural development	8	6.50	2.33	5	6.00	1.00	7	5.29	.49	4	4.75	2.63	14	5.14	2.28	5	6.00	3.81
Governance*	8	7.38	1.85	5	6.20	2.77	6	3.83	1.83	4	6.00	3.56	14	4.29	1.98	5	3.60	3.44
Food security	5	6.00	1.58	5	5.20	1.64	7	4.00	2.31	4	5.50	2.65	14	4.93	1.59	5	4.40	2.70
Education	8	6.75	1.49	5	5.00	2.00	8	5.00	1.60	4	6.75	1.26	14	5.00	2.04	5	5.00	3.24
Social protection	3	4.67	.58	3	5.00	1.00	7	3.43	1.62	4	4.75	2.63	12	4.83	1.85	5	2.80	1.64
Climate change*	4	6.75	1.71	3	6.00	2.00	4	2.25	1.50	4	5.25	.96	13	4.85	1.86	5	4.60	2.61
Public sector reform	7	6.71	1.38	4	6.00	1.41	6	5.33	.52	4	5.25	4.43	14	4.79	2.15	5	3.60	1.52
Regional/global integration	7	6.86	1.86	4	6.50	1.29	7	4.43	1.81	4	6.00	2.45	14	5.14	2.41	5	5.40	2.41
Citizen participation/voice	7	6.29	2.14	5	6.60	1.34	5	4.00	2.65	4	6.00	4.08	13	4.92	2.10	5	3.00	1.22
Government accountability	4	6.25	1.50	4	6.50	1.29	3	4.00	2.65	4	5.50	4.12	12	4.50	2.24	5	4.00	2.35

*Significantly different between stakeholder groups

C. World Bank Effectiveness and Results (continued)

Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in Tunisia. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Resources (financial, infrastructure, ICT, etc.)	40.0%	16.7%	33.3%	0.0%	16.7%	0.0%	12.5%
Political will	50.0%	16.7%	66.7%	25.0%	61.1%	66.7%	37.5%
Properly trained staff	20.0%	50.0%	0.0%	0.0%	22.2%	0.0%	37.5%
Regulation/laws	10.0%	16.7%	22.2%	0.0%	16.7%	0.0%	0.0%
Access to information	0.0%	33.3%	22.2%	50.0%	27.8%	0.0%	0.0%
Transparency in government information	50.0%	0.0%	33.3%	50.0%	27.8%	33.3%	87.5%
Limited role of CSOs	30.0%	50.0%	11.1%	75.0%	16.7%	100.0%	25.0%
Other	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%

Please identify the two areas related to governance (i.e. government effectiveness/institution building) in Tunisia where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Training	50.0%	33.3%	55.6%	25.0%	33.3%	33.3%	50.0%
Infrastructure	20.0%	16.7%	44.4%	25.0%	44.4%	66.7%	62.5%
Information technology (computers, internet connectivity, etc.)	10.0%	16.7%	0.0%	0.0%	27.8%	33.3%	12.5%
Institutional reforms	90.0%	83.3%	44.4%	100.0%	66.7%	66.7%	37.5%
Coordination across administrations	30.0%	33.3%	55.6%	50.0%	27.8%	0.0%	25.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%

Please identify the two greatest obstacles to greater job creation/employment in Tunisia. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Small domestic private sector	40.0%	66.7%	55.6%	75.0%	50.0%	66.7%	50.0%
Skills mismatch	40.0%	50.0%	88.9%	25.0%	38.9%	66.7%	62.5%
Access to employment information (i.e. vacancies, etc.)	0.0%	0.0%	11.1%	0.0%	5.6%	33.3%	0.0%
Transparency in recruitment processes for public and private sector jobs	20.0%	16.7%	11.1%	50.0%	55.6%	33.3%	12.5%
Equity (i.e. opportunities afforded to all)	40.0%	0.0%	11.1%	25.0%	16.7%	0.0%	25.0%
Access to finance	50.0%	66.7%	0.0%	25.0%	27.8%	0.0%	25.0%
Other	10.0%	0.0%	11.1%	0.0%	0.0%	0.0%	25.0%

Please identify the two areas related to employment/job creation in Tunisia where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Domestic private sector development	60.0%	50.0%	77.8%	75.0%	55.6%	66.7%	37.5%
Better matching between employers and job seekers	30.0%	33.3%	33.3%	25.0%	38.9%	0.0%	25.0%
Skills/vocational training	50.0%	50.0%	77.8%	50.0%	44.4%	100.0%	62.5%
Labor market regulation reform	20.0%	0.0%	11.1%	0.0%	11.1%	33.3%	0.0%
Access to finance	30.0%	33.3%	0.0%	50.0%	38.9%	0.0%	25.0%
Assistance to unemployed low-skilled workers	10.0%	33.3%	0.0%	0.0%	5.6%	0.0%	50.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

C. World Bank Effectiveness and Results (continued)**World Bank Effectiveness and Results**

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Tunisia?	9	6.78	1.20	5	7.40	.55	9	5.44	1.88	4	6.75	1.50	16	6.31	1.82	7	5.14	2.61

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

To what extent do you agree with the following statements about the World Bank in Tunisia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

World Bank Effectiveness and Results

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Tunisia	9	5.22	1.48	6	6.67	1.75	9	5.22	1.72	4	6.50	2.89	15	5.27	1.83	5	4.60	2.07
The World Bank meets Tunisia's needs for knowledge services	10	6.70	1.77	6	7.00	2.53	8	5.25	1.49	4	5.75	3.50	16	5.69	1.96	6	5.67	1.63

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Employee of a Ministry/Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Weekly	0.0%	0.0%	0.0%	0.0%	27.8%	0.0%	12.5%
Monthly	10.0%	50.0%	11.1%	25.0%	27.8%	0.0%	0.0%
A few times a year	60.0%	33.3%	66.7%	75.0%	27.8%	33.3%	50.0%
Rarely	30.0%	16.7%	11.1%	0.0%	16.7%	66.7%	12.5%
Never	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	25.0%

D. The World Bank's Knowledge (continued)

When thinking about the development challenges in Tunisia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Public sector reform	20.0%	16.7%	11.1%	25.0%	27.8%	33.3%	0.0%
Gender	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Education	20.0%	33.3%	33.3%	0.0%	5.6%	0.0%	37.5%
Domestic private sector development	30.0%	33.3%	11.1%	50.0%	50.0%	0.0%	37.5%
Foreign direct investment	30.0%	16.7%	22.2%	0.0%	27.8%	0.0%	0.0%
Water and sanitation	0.0%	16.7%	11.1%	0.0%	0.0%	33.3%	0.0%
Trade and exports	10.0%	16.7%	11.1%	0.0%	5.6%	33.3%	12.5%
Economic growth	30.0%	16.7%	33.3%	0.0%	38.9%	0.0%	25.0%
Energy	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Citizen participation/voice	10.0%	0.0%	0.0%	50.0%	5.6%	0.0%	0.0%
Tourism	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Governance	40.0%	50.0%	22.2%	25.0%	38.9%	0.0%	0.0%
Social protection	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Poverty reduction	30.0%	16.7%	22.2%	0.0%	16.7%	33.3%	25.0%
Law and justice	0.0%	16.7%	22.2%	0.0%	5.6%	0.0%	0.0%
Anti-corruption	0.0%	0.0%	11.1%	25.0%	16.7%	33.3%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	25.0%
Equality of opportunity	0.0%	0.0%	11.1%	25.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Government accountability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional/global integration	0.0%	16.7%	11.1%	0.0%	0.0%	0.0%	12.5%
Information and communications technology	0.0%	0.0%	11.1%	0.0%	5.6%	0.0%	0.0%
Transport	20.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Public financial management	10.0%	16.7%	11.1%	0.0%	16.7%	0.0%	0.0%
Job creation/employment	20.0%	0.0%	11.1%	25.0%	11.1%	100.0%	12.5%
Health	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	25.0%
Rural/agricultural development	0.0%	0.0%	11.1%	50.0%	16.7%	0.0%	25.0%
Food security	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	16.7%	0.0%	25.0%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

How effective do you believe the World Bank's knowledge and research are at... in Tunisia? (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic	9	7.00	1.87	6	5.83	1.83	7	6.71	2.36	4	6.00	3.16	13	4.46	1.94	5	5.00	2.55
Stimulating public debate/dialogue*	10	6.10	2.33	6	6.67	1.51	7	4.71	2.29	4	7.25	2.22	13	4.15	1.72	5	3.80	1.92
Enhancing your knowledge and/or skills	9	6.56	2.07	6	7.00	1.79	7	5.43	1.99	4	7.25	1.50	13	4.77	1.74	6	4.83	2.32
Contributing to good policy making*	10	6.90	1.66	6	7.67	.52	8	5.63	2.26	4	7.25	1.50	13	4.62	1.33	6	6.50	2.43
Providing support for program implementation	10	6.60	1.78	6	6.83	1.47	8	5.75	1.91	4	7.75	.50	15	6.47	1.64	6	4.67	2.58

*Significantly different between stakeholder groups

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in Tunisia? (1-To no degree at all, 10-To a very significant degree)

The World Bank's Knowledge

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	8	6.50	1.60	5	7.00	2.12	6	5.00	.89	4	7.50	2.65	11	5.09	2.30	7	4.14	2.48
Include appropriate level of stakeholder involvement during preparation	9	6.67	1.87	6	6.67	1.21	7	5.14	1.86	4	6.75	2.75	10	4.80	1.03	7	5.86	1.68
Are relevant to Tunisia's development priorities	10	6.70	1.25	6	6.67	1.37	7	5.43	1.27	4	6.00	2.45	15	5.53	2.26	7	5.43	2.15
Provide feasible recommendations	10	6.60	1.51	6	7.00	.89	8	5.38	1.51	4	7.25	2.22	10	6.10	1.20	6	4.83	2.79
Are accessible (well written and easy to understand)	9	6.44	1.74	6	5.83	1.17	8	5.50	1.41	4	7.25	2.22	13	5.77	2.17	6	5.33	2.66
A source of relevant information on global good practices	10	7.40	1.71	5	7.60	.89	8	5.75	1.75	4	7.75	1.71	13	7.00	1.78	5	7.60	1.52
Are adequately disseminated	9	7.11	1.05	5	5.80	2.39	4	4.50	3.11	4	6.75	1.50	12	5.25	1.54	6	6.67	2.16
Are appropriately translated	9	6.89	1.76	5	5.40	2.30	6	5.50	2.81	4	7.00	1.83	11	6.27	2.05	5	5.60	3.05
Are adaptable to Tunisia's specific development challenges and country circumstances	10	6.70	1.42	5	6.00	2.24	7	5.29	1.80	4	7.00	1.15	13	6.08	2.14	6	5.50	1.64

*Significantly different between stakeholder groups

The World Bank's Knowledge

	Which of the following best describes your current position?																				
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	10	6.60	1.71	6	6.50	1.05	8	6.25	1.83	4	7.50	1.00	16	6.94	2.05	1	3.00		6	4.83	1.60
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	10	7.90	1.10	6	8.00	.89	7	6.29	1.11	4	7.25	.96	17	7.59	1.94				8	6.75	2.12
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	8	6.63	1.19	6	6.00	1.26	7	4.86	1.46	4	5.75	1.71	12	6.33	2.02				5	5.80	1.30

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

E. Working with the World Bank

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

Working with the World Bank

	Which of the following best describes your current position?																	
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	8	6.00	2.07	4	5.50	3.00	6	5.33	1.37	4	5.50	2.65	12	4.50	1.00	4	4.75	1.71
The World Bank effectively monitors and evaluates the projects and programs it supports	10	7.20	1.55	6	7.00	.89	8	6.00	1.31	4	6.00	2.45	17	6.12	1.76	6	6.17	1.17
The World Bank's approvals and reviews are done in a timely fashion	9	6.67	1.32	6	5.67	2.50	7	5.29	1.38	4	6.00	2.58	12	5.08	1.31	5	3.80	1.30
The World Bank's "Safeguard Policy" requirements are reasonable*	8	7.00	.93	5	7.20	.84	5	5.60	1.67	4	6.75	1.26	11	4.91	1.30	3	6.33	2.08
The World Bank imposes reasonable conditions on its lending	10	6.10	1.60	4	7.25	.50	7	6.14	1.86	4	6.50	2.38	14	5.71	1.49	4	6.75	2.75
Working with the World Bank increases Tunisia's institutional capacity	10	6.70	1.64	6	7.50	1.05	7	5.57	1.81	4	8.25	1.26	16	6.50	1.93	7	6.57	2.23
The World Bank ensures consistency and continuity through staff changes	7	7.29	1.80	5	6.20	1.79	5	5.60	1.67	4	5.50	3.32	10	6.10	1.60	5	5.00	2.12
The World Bank's teams and visits are well coordinated	8	7.00	1.51	5	6.20	1.64	8	6.00	1.60	4	5.50	2.38	14	5.21	1.76	5	7.60	1.52
Where country systems are adequate, the World Bank makes appropriate use of them	8	7.13	1.96	3	6.67	1.53	6	6.50	2.17	4	7.00	2.00	12	5.75	1.48	5	6.00	3.39
The World Bank provides effective implementation support	10	7.00	1.05	5	6.80	.84	7	5.57	1.40	4	6.75	2.06	14	5.86	2.11	5	6.20	1.10

*Significantly different between stakeholder groups

F. The Future Role of the World Bank in Tunisia

The Future Role of the World Bank in Tunisia

	Which of the following best describes your current position?																				
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Tunisia's development in the near future?	10	8.10	1.20	6	8.50	1.22	9	7.56	1.42	4	8.50	1.29	17	8.00	1.50	2	8.00	1.41	7	7.14	2.12

(1-Not a significant role at all, 10-Very significant role)

F. The Future Role of the World Bank in Tunisia (continued)

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Improve the quality of its experts as related to Tunisia's specific challenges	20.0%	40.0%	11.1%	0.0%	62.5%	100.0%	37.5%
Reduce the complexity of obtaining World Bank financing	50.0%	40.0%	44.4%	33.3%	31.3%	0.0%	50.0%
Focus primarily on advocacy issues	0.0%	0.0%	33.3%	66.7%	0.0%	0.0%	0.0%
Improve the competitiveness of its financing compared to markets	30.0%	20.0%	33.3%	0.0%	12.5%	0.0%	12.5%
Ensure greater selectivity in its work	0.0%	0.0%	0.0%	0.0%	18.8%	0.0%	0.0%
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	20.0%	40.0%	22.2%	66.7%	12.5%	50.0%	25.0%
Offer more innovative financial products	40.0%	20.0%	11.1%	0.0%	31.3%	0.0%	0.0%
Offer more innovative knowledge services	20.0%	20.0%	33.3%	33.3%	6.3%	0.0%	37.5%
Increase availability of Fee-Based services	20.0%	0.0%	11.1%	0.0%	0.0%	0.0%	25.0%
Work faster	0.0%	0.0%	0.0%	0.0%	31.3%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing

Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in Tunisia?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	30.0%	33.3%	0.0%	0.0%	0.0%	0.0%	25.0%
No	30.0%	66.7%	55.6%	75.0%	50.0%	33.3%	12.5%
Not sure	40.0%	0.0%	44.4%	25.0%	44.4%	66.7%	37.5%
Don't know	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	25.0%

Which of the following do you identify as the greatest obstacles in Tunisia to a higher level of participation of civil society and citizens? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Capacity	40.0%	33.3%	11.1%	25.0%	11.8%	100.0%	25.0%
Organization	20.0%	50.0%	33.3%	25.0%	35.3%	0.0%	50.0%
Adequate spaces for expression	40.0%	33.3%	55.6%	25.0%	35.3%	33.3%	25.0%
Ability to connect with other CSOs or citizens	20.0%	16.7%	33.3%	0.0%	35.3%	0.0%	12.5%
Access to finance	20.0%	0.0%	0.0%	50.0%	17.6%	0.0%	25.0%
Access to information	50.0%	50.0%	55.6%	75.0%	52.9%	66.7%	62.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

How do you get most of your information about economic and social development issues in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Local newspapers	40.0%	16.7%	66.7%	0.0%	64.7%	0.0%	37.5%
International newspapers	20.0%	16.7%	33.3%	0.0%	11.8%	66.7%	12.5%
Local radio	0.0%	0.0%	11.1%	25.0%	0.0%	0.0%	12.5%
International radio	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Local television	40.0%	0.0%	11.1%	25.0%	23.5%	0.0%	25.0%
International television	10.0%	16.7%	0.0%	25.0%	5.9%	0.0%	0.0%
Periodicals	10.0%	16.7%	22.2%	25.0%	5.9%	33.3%	25.0%
Internet	50.0%	66.7%	55.6%	75.0%	76.5%	100.0%	50.0%
Social media (Facebook, Twitter, YouTube)	10.0%	50.0%	0.0%	25.0%	0.0%	0.0%	12.5%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Mobile phones	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%
Instant messaging	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	10.0%	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
World Bank website	20.0%	16.7%	55.6%	25.0%	37.5%	33.3%	25.0%
Direct contact with World Bank (i.e., face to face meetings/discussions)	30.0%	50.0%	11.1%	50.0%	31.3%	33.3%	25.0%
e-Newsletters	30.0%	50.0%	66.7%	0.0%	56.3%	0.0%	25.0%
Instant messaging	0.0%	16.7%	0.0%	0.0%	18.8%	0.0%	0.0%
World Bank seminars/workshops/conferences	70.0%	16.7%	33.3%	75.0%	18.8%	66.7%	25.0%
World Bank Public Information Center	0.0%	0.0%	11.1%	0.0%	0.0%	0.0%	12.5%
World Bank publications and other written materials	10.0%	0.0%	0.0%	25.0%	12.5%	33.3%	37.5%
Mobile phones	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	20.0%	50.0%	22.2%	25.0%	12.5%	0.0%	25.0%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	10.0%	33.3%	11.1%	50.0%	31.3%	0.0%	12.5%
No	90.0%	66.7%	88.9%	50.0%	68.8%	100.0%	87.5%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	30.0%	33.3%	0.0%	50.0%	35.7%	0.0%	25.0%
No	70.0%	66.7%	100.0%	50.0%	64.3%	100.0%	75.0%

Were you able to obtain this information?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	66.7%	50.0%	0.0%	100.0%	100.0%	0.0%	100.0%
No	33.3%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%

G. Communication and Information Sharing (continued)

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	100.0%	83.3%	100.0%	100.0%	82.4%	100.0%	100.0%
No	0.0%	16.7%	0.0%	0.0%	17.6%	0.0%	0.0%

Do you use/have used the World Bank website?*

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	90.0%	100.0%	55.6%	100.0%	82.4%	66.7%	37.5%
No	10.0%	0.0%	44.4%	0.0%	17.6%	33.3%	62.5%

*Significantly different between stakeholder groups

Which do you primarily use?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
The World Bank's country website	30.0%	20.0%	25.0%	25.0%	35.3%	100.0%	0.0%
The World Bank's main website	70.0%	80.0%	75.0%	75.0%	64.7%	0.0%	100.0%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Tunisia?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	10.0%	0.0%	0.0%	25.0%	29.4%	0.0%	14.3%
No	80.0%	66.7%	55.6%	75.0%	58.8%	66.7%	57.1%
I don't know what PIC is	10.0%	33.3%	44.4%	0.0%	11.8%	33.3%	28.6%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which of the following best describes your current position?																				
	Employee of a Ministry/Implementation Agency			Consultant on Bank Project/PMU			Private Sector/Financial Sector/Private Bank			NGO/Private Foundation			Media			Academia/Research Institute			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy*	6	5.50	1.64	6	6.33	1.97	3	2.33	1.15	4	8.00	2.45	13	6.31	2.50	1	8.00		3	4.33	1.15
I find the World Bank websites easy to navigate*	8	7.13	.83	6	5.67	1.51	3	4.00	3.00	3	7.00	1.00	14	6.93	1.49	1	10.00		5	6.80	1.10
I find the information on the World Bank's websites useful	7	8.00	1.29	6	7.33	1.03	4	7.25	1.50	3	7.33	.58	13	6.77	1.42	1	7.00		5	7.00	1.58
When I need information from the World Bank I know how to find it*	7	7.14	2.34	6	5.67	.82	5	2.40	2.19	3	6.67	3.51	13	5.77	1.96	2	1.00	.00	7	5.57	3.10
The World Bank is responsive to my information requests and inquiries*	4	8.25	2.06	4	7.25	1.26	1	1.00		2	8.50	2.12	11	6.09	1.81				3	3.00	1.73

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Yes	50.0%	100.0%	44.4%	75.0%	55.6%	0.0%	37.5%
No	50.0%	0.0%	55.6%	25.0%	44.4%	100.0%	62.5%

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

Percentage of Respondents	Employee of a Ministry/ Implementation Agency	Consultant on Bank Project/PMU	Private Sector/ Financial Sector/ Private Bank	NGO/Private Foundation	Media	Academia/ Research Institute	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	0.0%	16.7%	11.1%	25.0%	29.4%	0.0%	50.0%
Use World Bank reports/data	50.0%	50.0%	11.1%	0.0%	58.8%	0.0%	37.5%
Engage in World Bank related/sponsored events/activities	70.0%	33.3%	44.4%	100.0%	35.3%	100.0%	37.5%
Collaborate as part of my professional duties	30.0%	66.7%	55.6%	0.0%	23.5%	0.0%	12.5%
Use World Bank website for information, data, research, etc.	20.0%	0.0%	11.1%	0.0%	29.4%	33.3%	50.0%

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Tunisia

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

Percentage of Respondents	Tunis	Other Areas
The right direction	32.0%	28.6%
The wrong direction	16.0%	14.3%
Not sure	52.0%	57.1%

When considering development priorities, which ONE development priority below is the most important in Tunisia?

Which ONE is the second most important priority? Which ONE is the third most important priority?

1st Most Important		
Percentage of Respondents	Tunis	Other Areas
Rural/agricultural development	5.3%	0.0%
Education	10.5%	20.0%
Social protection	0.0%	0.0%
Transport	0.0%	0.0%
Poverty reduction	21.1%	40.0%
Public sector reform	2.6%	0.0%
Regional/global integration	0.0%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	0.0%	20.0%
Foreign direct investment	0.0%	0.0%
Water and sanitation	0.0%	0.0%
Anti-corruption	0.0%	0.0%
Citizen participation/voice	0.0%	0.0%
Public financial management	0.0%	0.0%
Job creation/employment	23.7%	20.0%
Governance	18.4%	0.0%
Financial markets	2.6%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%
Health	0.0%	0.0%
Energy	0.0%	0.0%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Government accountability	0.0%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	15.8%	0.0%
Law and justice	0.0%	0.0%
Regulatory framework	0.0%	0.0%
Information and communications technology	0.0%	0.0%
Tourism	0.0%	0.0%
Equality of opportunity	0.0%	0.0%

A. General Issues facing Tunisia (continued)

When considering development priorities, which ONE development priority below is the most important in Tunisia?
Which ONE is the second most important priority? Which ONE is the third most important priority?

2 nd Most Important		
Percentage of Respondents	Tunis	Other Areas
Rural/agricultural development	2.6%	40.0%
Education	7.7%	0.0%
Social protection	2.6%	0.0%
Transport	0.0%	0.0%
Poverty reduction	10.3%	20.0%
Public sector reform	2.6%	0.0%
Regional/global integration	2.6%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	2.6%	20.0%
Foreign direct investment	2.6%	0.0%
Water and sanitation	0.0%	0.0%
Anti-corruption	2.6%	20.0%
Citizen participation/voice	5.1%	0.0%
Public financial management	7.7%	0.0%
Job creation/employment	17.9%	0.0%
Governance	7.7%	0.0%
Financial markets	0.0%	0.0%
Urban development	0.0%	0.0%
Environmental sustainability/natural resource management	5.1%	0.0%
Health	2.6%	0.0%
Energy	0.0%	0.0%
Food security	0.0%	0.0%
Climate change	0.0%	0.0%
Government accountability	0.0%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	10.3%	0.0%
Law and justice	7.7%	0.0%
Regulatory framework	0.0%	0.0%
Information and communications technology	0.0%	0.0%
Tourism	0.0%	0.0%
Equality of opportunity	0.0%	0.0%

3 rd Most Important		
Percentage of Respondents	Tunis	Other Areas
Rural/agricultural development	7.5%	0.0%
Education	5.0%	0.0%
Social protection	0.0%	0.0%
Transport	0.0%	0.0%
Poverty reduction	2.5%	0.0%
Public sector reform	0.0%	0.0%
Regional/global integration	2.5%	0.0%
Gender	0.0%	0.0%
Domestic private sector development	2.5%	0.0%
Foreign direct investment	7.5%	0.0%
Water and sanitation	0.0%	0.0%
Anti-corruption	12.5%	0.0%
Citizen participation/voice	0.0%	0.0%
Public financial management	0.0%	16.7%
Job creation/employment	15.0%	33.3%
Governance	7.5%	0.0%
Financial markets	0.0%	16.7%
Urban development	2.5%	0.0%
Environmental sustainability/natural resource management	0.0%	16.7%
Health	5.0%	0.0%
Energy	0.0%	0.0%
Food security	2.5%	0.0%
Climate change	0.0%	0.0%
Government accountability	2.5%	0.0%
Trade and exports	0.0%	0.0%
Economic growth	7.5%	16.7%
Law and justice	10.0%	0.0%
Regulatory framework	0.0%	0.0%
Information and communications technology	2.5%	0.0%
Tourism	5.0%	0.0%
Equality of opportunity	0.0%	0.0%

A. General Issues facing Tunisia (continued)

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 Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Water and sanitation	8.0%	0.0%
Equality of opportunity	12.0%	42.9%
Economic growth	62.0%	28.6%
Climate change	0.0%	0.0%
Tourism	4.0%	14.3%
Regional/global integration	8.0%	0.0%
Gender	0.0%	0.0%
Rural/agricultural development	40.0%	28.6%
Urban development	6.0%	0.0%
Education	20.0%	28.6%
Regulatory framework	0.0%	0.0%
Social protection	8.0%	0.0%
Law and justice	2.0%	0.0%
Transport	10.0%	0.0%
Information and communications technology	4.0%	0.0%
Anti-corruption	10.0%	42.9%
Domestic private sector development	4.0%	14.3%
Foreign direct investment	8.0%	14.3%
Energy	0.0%	0.0%
Public sector reform	6.0%	14.3%
Citizen participation/voice	2.0%	0.0%
Governance	26.0%	14.3%
Environmental sustainability/natural resource management	2.0%	0.0%
Health	4.0%	0.0%
Public financial management	4.0%	0.0%
Government accountability	2.0%	0.0%
Job creation/employment	44.0%	42.9%
Financial markets	0.0%	0.0%
Trade and exports	4.0%	14.3%
Food security	0.0%	0.0%

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Energy	4.0%	0.0%
Equality of opportunity	2.0%	14.3%
Social protection	2.0%	14.3%
Tourism	30.0%	57.1%
Climate change	0.0%	0.0%
Anti-corruption	24.0%	42.9%
Citizen participation/voice	2.0%	0.0%
Rural/agricultural development	22.0%	42.9%
Foreign direct investment	52.0%	57.1%
Urban development	2.0%	0.0%
Water and sanitation	2.0%	0.0%
Education	10.0%	14.3%
Information and communications technology	16.0%	0.0%
Regulatory framework	4.0%	0.0%
Government accountability	0.0%	0.0%
Trade and exports	24.0%	0.0%
Public sector reform	10.0%	14.3%
Regional/global integration	12.0%	0.0%
Domestic private sector development	22.0%	14.3%
Job creation/employment	6.0%	0.0%
Food security	4.0%	0.0%
Governance	14.0%	14.3%
Transport	4.0%	0.0%
Gender	0.0%	0.0%
Environmental sustainability/natural resource management	4.0%	0.0%
Health	2.0%	0.0%
Law and justice	4.0%	0.0%
Public financial management	16.0%	14.3%
Financial markets	6.0%	0.0%

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Tunisia?	50	5.46	2.62	7	4.57	1.90
Overall, please rate your impression of the World Bank's effectiveness in Tunisia.	42	6.43	1.98	6	5.17	1.47
To what extent do you believe the World Bank's staff is well prepared to help Tunisia solve its most complicated development challenges?	43	6.74	1.90	7	7.43	1.13

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective; 1-To no degree at all, 10-To a very significant degree)

When thinking about how the World Bank can have the most impact on development results in Tunisia, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Rural/agricultural development	36.7%	85.7%
Education	10.2%	14.3%
Social protection	4.1%	0.0%
Governance	32.7%	14.3%
Transport	20.4%	28.6%
Poverty reduction	22.4%	57.1%
Public sector reform	14.3%	0.0%
Regional/global integration	6.1%	0.0%
Gender	4.1%	0.0%
Tourism	2.0%	0.0%
Domestic private sector development	28.6%	0.0%
Foreign direct investment	14.3%	14.3%
Water and sanitation	8.2%	0.0%
Energy	0.0%	0.0%
Citizen participation/voice	6.1%	14.3%
Public financial management	8.2%	14.3%
Job creation/employment	24.5%	0.0%
Financial markets	10.2%	14.3%
Urban development	0.0%	0.0%
Environmental sustainability/natural resource management	0.0%	0.0%
Equality of opportunity	0.0%	0.0%
Health	2.0%	0.0%
Government accountability	0.0%	0.0%
Food security	2.0%	14.3%
Climate change	0.0%	0.0%
Trade and exports	6.1%	28.6%
Economic growth	22.4%	0.0%
Law and justice	2.0%	0.0%
Regulatory framework	0.0%	0.0%
Anti-corruption	4.1%	0.0%
Information and communications technology	6.1%	0.0%

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?

Greatest Value		
Percentage of Respondents	Tunis	Other Areas
Financial resources	41.9%	80.0%
Mobilizing third party financial resources	14.0%	0.0%
Technical assistance	11.6%	0.0%
Policy advice	14.0%	0.0%
Donor coordination	7.0%	0.0%
Data	0.0%	20.0%
Training/capacity building	7.0%	0.0%
Studies/analyses	2.3%	0.0%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise	2.3%	0.0%
Other	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?

2nd Greatest Value		
Percentage of Respondents	Tunis	Other Areas
Financial resources	7.0%	20.0%
Mobilizing third party financial resources	11.6%	0.0%
Technical assistance	32.6%	60.0%
Policy advice	9.3%	0.0%
Donor coordination	4.7%	0.0%
Data	0.0%	0.0%
Training/capacity building	16.3%	20.0%
Studies/analyses	16.3%	0.0%
Convening/facilitating	0.0%	0.0%
Linkage to non-Bank expertise	2.3%	0.0%
Other	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Imposing technocratic solutions without regard to political realities	26.0%	0.0%
Not exploring alternative policy options	8.0%	16.7%
Too bureaucratic in its operational policies and procedures	10.0%	16.7%
Staff too inaccessible	6.0%	0.0%
Arrogant in its approach	0.0%	0.0%
Not client focused	2.0%	0.0%
The credibility of its knowledge/data	2.0%	0.0%
Not willing to honestly criticize policies and reform efforts in the country	18.0%	33.3%
Too influenced by developed countries	22.0%	16.7%
Not enough public disclosure of its work	40.0%	33.3%
World Bank processes too slow and complex	6.0%	16.7%
Not aligned with country priorities	14.0%	33.3%
Not aligned with other donors' work	0.0%	0.0%
Not collaborating enough with non-state actors	18.0%	16.7%
Not adequately sensitive to political/social realities in Tunisia	12.0%	16.7%
Other	4.0%	0.0%

Which World Bank instruments do you believe are the MOST effective in reducing poverty in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Investment lending	57.1%	57.1%
Capacity development	38.8%	57.1%
Policy based lending/ budget support to the Government	32.7%	0.0%
Knowledge products/services	6.1%	0.0%
Technical assistance	53.1%	85.7%
Trust Fund management	2.0%	0.0%
Other	0.0%	0.0%
Don't know	0.0%	0.0%

Which World Bank instruments do you believe are the LEAST effective in reducing poverty in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Investment lending	14.3%	28.6%
Capacity development	16.3%	14.3%
Policy based lending/ budget support to the Government	38.8%	42.9%
Knowledge products/services	18.4%	14.3%
Technical assistance	22.4%	14.3%
Trust Fund management	20.4%	57.1%
Other	4.1%	0.0%
Don't know	24.5%	14.3%

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

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods"?	45	7.60	1.78	7	6.86	2.19

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

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
NGOs	46.9%	28.6%
Local Government	20.4%	14.3%
Beneficiaries	20.4%	14.3%
Private sector	32.7%	57.1%
Community Based Organizations (CBOs)	8.2%	14.3%
Donor community	12.2%	14.3%
Foundations	2.0%	0.0%
Academia/think tanks/research institutes	6.1%	14.3%
Parliament	4.1%	14.3%
Media (e.g. newspapers, TV, radio, journalists)	20.4%	14.3%
Youth groups	10.2%	14.3%
Social media (Facebook, Twitter, YouTube)	2.0%	0.0%
Faith based organizations	4.1%	0.0%
Other	2.0%	0.0%

To what extent do you agree with the following statements about the World Bank's work in Tunisia, on a ten point scale?

(1-Strongly disagree, 10-Strongly agree)

Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Tunisia	43	5.58	2.17	7	4.43	1.27
The World Bank's work is aligned with what I consider the development priorities for Tunisia	42	5.43	2.33	7	4.71	1.60
The World Bank supports programs and strategies that are realistic for Tunisia	43	6.26	2.05	7	5.71	1.38
The World Bank treats clients and stakeholders in Tunisia with respect	40	7.68	1.64	7	6.86	2.19

To what extent is the World Bank an effective development partner in Tunisia in terms of each of the following?

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

Overall Attitudes toward the World Bank

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness	33	5.45	1.94	7	5.29	1.11
Flexibility (in terms of the World Bank's products and services)	37	5.57	1.83	6	5.67	1.97
Flexibility (in terms of changing country circumstances)*	36	5.67	1.49	7	4.00	1.00
Being inclusive	28	5.86	1.84	7	5.86	1.68
Openness (sharing data and other information)	36	6.17	1.87	7	5.71	1.25
Staff accessibility	35	5.77	2.18	6	5.67	2.58
Straightforwardness and honesty	36	7.00	1.80	5	5.80	1.30
Collaboration with groups outside of the Government*	34	6.44	1.89	7	4.86	1.77
Collaboration with the Government	38	7.00	1.59	7	6.43	2.30
Collaboration with other donors	31	6.58	1.57	6	6.67	1.97
Follow through over time	33	6.58	1.98	7	6.14	2.41

*Significantly different between geographic locations

B. Overall Attitudes toward the World Bank (continued)

When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
The World Bank works too slowly	6.1%	14.3%
The Government works inefficiently	51.0%	14.3%
There is not an adequate level of citizen/civil society participation	22.4%	42.9%
Poor donor coordination	14.3%	28.6%
The World Bank does not do adequate follow through/follow-up	12.2%	14.3%
Lack of/inadequate levels of capacity in Government	14.3%	28.6%
Political pressures and obstacles	28.6%	14.3%
Reforms are not well thought out in light of country challenges	20.4%	14.3%
The World Bank is not sensitive enough to political/social realities on the ground	26.5%	28.6%
Other	0.0%	0.0%

C. World Bank Effectiveness and Results

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Tunisia, on a ten point scale?

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

World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
Anti-corruption	33	4.45	2.55	6	3.00	1.63
Information and communications technology	37	5.32	2.42	6	5.83	1.72
Transport	35	5.71	2.28	7	6.71	2.36
Tourism	33	4.70	1.91	6	3.83	1.98
Law and justice	31	4.29	2.18	7	4.57	1.62
Urban development	36	5.58	1.93	5	5.80	1.92
Environmental sustainability/natural resource management	36	5.53	2.06	7	6.14	1.95
Regulatory framework	34	5.50	2.14	7	4.29	1.98
Poverty reduction	34	5.26	2.21	7	5.29	1.25
Gender	25	5.28	2.35	5	5.40	2.07
Domestic private sector development	29	5.21	2.18	7	4.86	1.77
Foreign direct investment	26	5.46	1.82	7	5.43	1.40
Water and sanitation	33	6.24	2.06	7	5.71	2.14
Trade and exports	31	5.45	2.16	7	5.14	1.21
Economic growth	35	5.89	2.04	7	5.43	1.81
Energy	31	5.87	1.61	6	5.17	1.83
Public financial management	30	5.77	2.13	7	4.71	1.38
Job creation/employment	34	4.79	2.33	7	4.29	1.11
Financial markets	30	5.60	1.83	7	5.14	1.35
Equality of opportunity	30	4.60	2.46	7	4.29	1.80
Health	34	5.29	1.99	7	6.43	2.37
Rural/agricultural development	35	5.31	2.03	7	6.43	2.76
Governance	34	5.18	2.76	7	5.43	1.81
Food security	32	4.78	2.07	7	5.71	1.38
Education	36	5.42	1.98	7	6.29	1.98
Social protection	27	4.30	1.98	7	4.00	1.15
Climate change	26	4.69	2.28	6	5.33	1.03
Public sector reform	32	5.41	2.27	7	4.57	1.62
Regional/global integration	33	5.61	2.25	7	5.86	1.57
Citizen participation/voice	32	5.38	2.59	7	4.00	1.00
Government accountability	25	5.20	2.42	6	4.67	2.16

C. World Bank Effectiveness and Results (continued)

Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in Tunisia. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Resources (financial, infrastructure, ICT, etc.)	22.0%	14.3%
Political will	48.0%	71.4%
Properly trained staff	20.0%	14.3%
Regulation/laws	12.0%	14.3%
Access to information	16.0%	28.6%
Transparency in government information	40.0%	42.9%
Limited role of CSOs	34.0%	14.3%
Other	2.0%	0.0%

Please identify the two areas related to governance (i.e. government effectiveness/institution building) in Tunisia where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Training	42.0%	28.6%
Infrastructure	40.0%	42.9%
Information technology (computers, internet connectivity, etc.)	16.0%	14.3%
Institutional reforms	66.0%	85.7%
Coordination across administrations	34.0%	14.3%
Other	0.0%	14.3%

Please identify the two greatest obstacles to greater job creation/employment in Tunisia. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Small domestic private sector	54.0%	57.1%
Skills mismatch	50.0%	57.1%
Access to employment information (i.e. vacancies, etc.)	4.0%	0.0%
Transparency in recruitment processes for public and private sector jobs	30.0%	42.9%
Equity (i.e. opportunities afforded to all)	20.0%	14.3%
Access to finance	30.0%	28.6%
Other	8.0%	0.0%

Please identify the two areas related to employment/job creation in Tunisia where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Domestic private sector development	58.0%	71.4%
Better matching between employers and job seekers	32.0%	28.6%
Skills/vocational training	58.0%	42.9%
Labor market regulation reform	10.0%	14.3%
Access to finance	26.0%	28.6%
Assistance to unemployed low-skilled workers	14.0%	14.3%
Other	0.0%	0.0%

World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank's work help to achieve development results in Tunisia?	42	6.21	1.77	7	6.00	2.24

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

To what extent do you agree with the following statements about the World Bank in Tunisia, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)

World Bank Effectiveness and Results

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank's financial instruments meet the needs of Tunisia	41	5.44	1.86	6	5.17	1.94
The World Bank meets Tunisia's needs for knowledge services	42	5.93	1.97	7	5.86	2.34

D. The World Bank's Knowledge

How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

Percentage of Respondents	Tunis	Other Areas
Weekly	12.0%	0.0%
Monthly	20.0%	14.3%
A few times a year	42.0%	71.4%
Rarely	22.0%	0.0%
Never	4.0%	14.3%

When thinking about the development challenges in Tunisia, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Public sector reform	22.0%	0.0%
Gender	2.0%	0.0%
Education	16.0%	28.6%
Domestic private sector development	38.0%	14.3%
Foreign direct investment	16.0%	42.9%
Water and sanitation	6.0%	0.0%
Trade and exports	8.0%	28.6%
Economic growth	26.0%	42.9%
Energy	2.0%	0.0%
Citizen participation/voice	6.0%	14.3%
Tourism	4.0%	0.0%
Governance	30.0%	14.3%
Social protection	2.0%	0.0%
Climate change	2.0%	0.0%
Poverty reduction	22.0%	14.3%
Law and justice	8.0%	0.0%
Anti-corruption	12.0%	0.0%
Financial markets	2.0%	14.3%
Equality of opportunity	4.0%	0.0%
Urban development	2.0%	0.0%
Government accountability	0.0%	0.0%
Regional/global integration	6.0%	0.0%
Information and communications technology	4.0%	0.0%
Transport	6.0%	0.0%
Public financial management	8.0%	28.6%
Job creation/employment	20.0%	0.0%
Health	4.0%	14.3%
Rural/agricultural development	12.0%	14.3%
Food security	0.0%	0.0%
Environmental sustainability/natural resource management	2.0%	14.3%
Regulatory framework	0.0%	0.0%

How effective do you believe the World Bank's knowledge and research are at... in Tunisia? (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic*	36	6.11	2.26	7	4.29	1.38
Stimulating public debate/dialogue	37	5.43	2.29	7	4.71	1.70
Enhancing your knowledge and/or skills	38	6.00	2.07	6	4.50	1.64
Contributing to good policy making	40	6.08	1.99	7	6.43	1.90
Providing support for program implementation*	41	6.49	1.78	7	5.00	2.00

*Significantly different between geographic locations

D. The World Bank's Knowledge (continued)

To what extent do you believe that the World Bank's knowledge and research... in Tunisia? (1-To no degree at all, 10-To a very significant degree)

The World Bank's Knowledge

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
Are timely	35	5.80	2.14	6	4.83	2.86
Include appropriate level of stakeholder involvement during preparation	37	6.05	1.84	6	4.67	.52
Are relevant to Tunisia's development priorities*	41	6.17	1.82	7	4.57	1.72
Provide feasible recommendations*	37	6.38	1.75	7	4.86	1.21
Are accessible (well written and easy to understand)	38	6.05	2.01	7	5.00	.82
A source of relevant information on global good practices	37	7.11	1.74	7	6.71	1.60
Are adequately disseminated	32	6.03	1.91	7	6.43	2.07
Are appropriately translated*	32	6.50	2.06	7	4.43	2.23
Are adaptable to Tunisia's specific development challenges and country circumstances	38	6.26	1.90	7	5.14	.69

*Significantly different between geographic locations

The World Bank's Knowledge

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	43	6.51	1.83	7	5.43	1.27
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	44	7.45	1.53	7	6.43	1.81
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	36	5.97	1.66	6	6.00	1.26

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

E. Working with the World Bank

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

Working with the World Bank

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly	30	5.43	1.85	7	4.29	1.38
The World Bank effectively monitors and evaluates the projects and programs it supports	43	6.40	1.53	7	6.71	1.98
The World Bank's approvals and reviews are done in a timely fashion	35	5.66	1.85	7	4.57	1.27
The World Bank's "Safeguard Policy" requirements are reasonable	31	6.13	1.54	5	6.00	1.58
The World Bank imposes reasonable conditions on its lending	35	6.26	1.60	7	6.14	2.27
Working with the World Bank increases Tunisia's institutional capacity	42	6.83	1.79	7	6.00	2.00
The World Bank ensures consistency and continuity through staff changes	29	6.17	1.91	7	5.57	2.30
The World Bank's teams and visits are well coordinated	36	6.06	1.80	7	6.43	2.07
Where country systems are adequate, the World Bank makes appropriate use of them	31	6.39	1.76	7	6.43	3.05
The World Bank provides effective implementation support	37	6.32	1.62	7	5.86	1.57

F. The Future Role of the World Bank in Tunisia

The Future Role of the World Bank in Tunisia

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Tunisia's development in the near future?*	47	8.06	1.22	7	6.71	2.29

(1-Not a significant role at all, 10-Very significant role) *Significantly different between geographic locations

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

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Improve the quality of its experts as related to Tunisia's specific challenges	39.1%	33.3%
Reduce the complexity of obtaining World Bank financing	37.0%	66.7%
Focus primarily on advocacy issues	10.9%	0.0%
Improve the competitiveness of its financing compared to markets	15.2%	50.0%
Ensure greater selectivity in its work	4.3%	0.0%
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	26.1%	0.0%
Offer more innovative financial products	21.7%	16.7%
Offer more innovative knowledge services	19.6%	33.3%
Increase availability of Fee-Based services	10.9%	0.0%
Work faster	10.9%	0.0%
Other	0.0%	0.0%

G. Communication and Information Sharing

Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in Tunisia?

Percentage of Respondents	Tunis	Other Areas
Yes	14.0%	0.0%
No	46.0%	28.6%
Not sure	36.0%	57.1%
Don't know	4.0%	14.3%

Which of the following do you identify as the greatest obstacles in Tunisia to a higher level of participation of civil society and citizens?
(Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Capacity	28.6%	14.3%
Organization	34.7%	14.3%
Adequate spaces for expression	34.7%	57.1%
Ability to connect with other CSOs or citizens	24.5%	14.3%
Access to finance	14.3%	28.6%
Access to information	53.1%	71.4%
Other	0.0%	0.0%

How do you get most of your information about economic and social development issues in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
Local newspapers	49.0%	14.3%
International newspapers	18.4%	28.6%
Local radio	6.1%	0.0%
International radio	0.0%	14.3%
Local television	22.4%	14.3%
International television	6.1%	14.3%
Periodicals	14.3%	28.6%
Internet	63.3%	71.4%
Social media (Facebook, Twitter, YouTube)	10.2%	14.3%
Blogs	0.0%	0.0%
Mobile phones	0.0%	0.0%
Instant messaging	0.0%	0.0%
Other	4.1%	0.0%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents (Responses Combined)	Tunis	Other Areas
World Bank website	26.5%	71.4%
Direct contact with World Bank (i.e., face to face meetings/discussions)	34.7%	0.0%
e-Newsletters	46.9%	0.0%
Instant messaging	6.1%	14.3%
World Bank seminars/workshops/conferences	36.7%	42.9%
World Bank Public Information Center	2.0%	14.3%
World Bank publications and other written materials	12.2%	28.6%
Mobile phones	0.0%	0.0%
Social media (Facebook, Twitter, YouTube)	24.5%	0.0%
Blogs	0.0%	14.3%
Other	0.0%	0.0%

Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Tunis	Other Areas
Yes	20.8%	14.3%
No	79.2%	85.7%

Have you requested information from the World Bank on its activities in the past year?

Percentage of Respondents	Tunis	Other Areas
Yes	29.5%	14.3%
No	70.5%	85.7%

Were you able to obtain this information?

Percentage of Respondents	Tunis	Other Areas
Yes	85.7%	100.0%
No	14.3%	0.0%

Do you have access to the Internet?

Percentage of Respondents	Tunis	Other Areas
Yes	93.9%	85.7%
No	6.1%	14.3%

Do you use/have used the World Bank website?

Percentage of Respondents	Tunis	Other Areas
Yes	74.0%	83.3%
No	26.0%	16.7%

Which do you primarily use?

Percentage of Respondents	Tunis	Other Areas
The World Bank's country website	26.8%	28.6%
The World Bank's main website	73.2%	71.4%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Tunisia?

Percentage of Respondents	Tunis	Other Areas
Yes	16.3%	0.0%
No	61.2%	83.3%
I don't know what PIC is	22.4%	16.7%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which best represents your geographic location?					
	Tunis			Other Areas		
	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy	31	6.23	2.43	5	4.00	1.00
I find the World Bank websites easy to navigate	35	6.57	1.77	5	7.00	1.00
I find the information on the World Bank's websites useful	34	7.12	1.20	5	7.80	1.92
When I need information from the World Bank I know how to find it	36	5.42	2.63	6	4.83	2.99
The World Bank is responsive to my information requests and inquiries	20	6.45	2.44	4	5.50	3.32

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Tunis	Other Areas
Yes	60.0%	14.3%
No	40.0%	85.7%

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

Percentage of Respondents	Tunis	Other Areas
Observer (i.e., follow in media, discuss in informal conversations, etc.)	20.4%	28.6%
Use World Bank reports/data	40.8%	14.3%
Engage in World Bank related/sponsored events/activities	53.1%	42.9%
Collaborate as part of my professional duties	30.6%	14.3%
Use World Bank website for information, data, research, etc.	18.4%	57.1%

Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Tunisia? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Tunisia.	5.57	6.27	6.19	5.44	6.18	5.83	6.00	6.08	5.67	6.37	5.89	6.53
The World Bank's financial instruments meet the needs of Tunisia	5.93	6.39	6.19	6.35	6.13	6.36	6.47	5.68	5.85	6.60	6.25	6.16
The World Bank meets Tunisia's needs for knowledge services	5.14	6.09	5.79	5.65	5.70	5.83	5.92	5.35	5.18	6.28	5.78	5.68
Overall the World Bank currently plays a relevant role in development in Tunisia	5.40	6.24	5.92	6.00	6.02	5.84	6.05	5.68	5.66	6.20	5.88	6.15
The World Bank's work is aligned with what I consider the development priorities for Tunisia	5.34	6.26	5.97	5.89	6.15	5.72	5.95	5.96	5.76	6.13	5.83	6.35
Responsiveness	5.85	6.25	6.21	5.86	6.13	6.16	6.31	5.78	5.68	6.50	6.03	6.62
Openness (sharing data and other information)	5.83	6.77	6.52	6.33	6.60	6.33	6.57	6.31	5.79	7.05	6.51	6.36
Collaboration with groups outside of the Government	5.59	6.15	5.94	6.00	6.08	5.78	6.13	5.65	5.57	6.30	6.04	5.64
Collaboration with the Government	7.48	7.92	7.71	8.07	7.84	7.72	8.02	7.24	7.56	7.97	7.78	7.80
Collaboration with other donors	5.90	6.90	6.88	5.57	6.84	6.56	6.97	6.13	6.21	7.00	6.46	7.38
To what extent does the World Bank's work help to achieve development results in Tunisia?	5.62	6.22	5.97	6.11	5.93	6.08	6.09	5.81	5.97	6.03	5.83	6.73
Are adaptable to Tunisia's specific development challenges and country circumstances	5.85	6.02	5.97	6.00	6.28	5.64	5.77	6.41	6.00	5.95	5.74	6.80
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country?	5.69	6.00	5.91	5.78	6.07	5.63	5.77	6.13	5.82	5.95	5.70	6.42
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	7.00	6.91	6.83	7.32	7.20	6.64	6.93	6.96	6.78	7.09	6.89	7.10
Where country systems are adequate, the World Bank makes appropriate use of them	6.63	6.97	6.88	6.80	7.11	6.60	6.77	7.15	6.83	6.90	6.63	7.50

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Tunisia FY 2012 Questionnaire



World Bank Country Survey FY12 – TUNISIA

The World Bank is interested in gauging the views of clients and partners who are either involved in development in TUNISIA or who observe activities related to social and economic development. The following survey is meant to give the World Bank's team that works in TUNISIA, greater insight into how the Bank's work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in TUNISIA. The World Bank commissioned an independent firm to oversee the logistics of this effort in TUNISIA. This ensures anonymity and confidentiality. We hope you'll be candid. 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.**

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: GENERAL ISSUES FACING TUNISIA

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

SECTION A: GENERAL ISSUES

A2. When considering development priorities, which ONE development priority below is the most important in TUNISIA? Which ONE is the second most important priority? Which ONE is the third most important priority?

Choose only ONE for each column		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural/Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, bridges, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Regional/Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Domestic private sector development (i.e. access to finance, access to land)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Citizen participation/Voice	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Governance (i.e., building strong institutions/government effectiveness)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Environmental sustainability/Natural resource management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Government accountability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Tourism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES

A3. 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 TUNISIA? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Tourism
6	Regional/Global integration
7	Gender
8	Rural/Agricultural development
9	Urban development
10	Education
11	Regulatory framework
12	Social protection (e.g., pensions, targeted social assistance)
13	Law and justice (e.g., judicial system)
14	Transport (e.g., roads, bridges, transportation)
15	Information and communications technology
16	Anti corruption
17	Domestic private sector development (i.e. access to finance, access to land)
18	Foreign direct investment
19	Energy
20	Public sector reform
21	Citizen participation/Voice
22	Governance (i.e., building strong institutions/government effectiveness)
23	Environmental sustainability/Natural resource management
24	Health
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Government accountability
27	Job creation/employment
28	Financial markets
29	Trade and exports
30	Food security

SECTION A: GENERAL ISSUES

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in TUNISIA? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection (e.g., pensions, targeted social assistance)
4	Tourism
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Citizen participation/Voice
8	Rural/Agricultural development
9	Foreign direct investment
10	Urban development
11	Water and sanitation
12	Education
13	Information and communications technology
14	Regulatory framework
15	Government accountability
16	Trade and exports
17	Public sector reform
18	Regional/Global integration
19	Domestic private sector development (i.e. access to finance, access to land)
20	Job creation/employment
21	Food security
22	Governance (i.e., building strong institutions/government effectiveness)
23	Transport (e.g., roads, bridges, transportation)
24	Gender
25	Environmental sustainability/Natural resource management
26	Health
27	Law and justice (e.g., judicial system)
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in TUNISIA, on a ten point scale?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all					Extremely familiar				

B2. Overall, please rate your impression of the World Bank's effectiveness in TUNISIA, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all								Very effective		Don't know

B3. To what extent do you believe the World Bank's staff is well prepared (e.g., skills and knowledge) to help TUNISIA solve its most complicated development challenges, on a ten point scale?										
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

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B4. When thinking about how the World Bank can have the most impact on development results in TUNISIA, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in TUNISIA? (Choose no more than THREE)

1	Rural/Agricultural development
2	Education
3	Social protection (e.g., pensions, targeted social assistance)
4	Governance (i.e., building strong institutions/government effectiveness)
5	Transport (e.g., roads, bridges, transportation)
6	Poverty reduction
7	Public sector reform
8	Regional/Global integration
9	Gender
10	Tourism
11	Domestic private sector development (i.e. access to finance, access to land)
12	Foreign direct investment
13	Water and sanitation
14	Energy
15	Citizen participation/Voice
16	Public financial management (e.g., public expenditure, fiscal system reform)
17	Job creation/employment
18	Financial markets
19	Urban development
20	Environmental sustainability/Natural resource management
21	Equality of opportunity (i.e., equity)
22	Health
23	Government accountability
24	Food security
25	Climate change (e.g., mitigation, adaptation)
26	Trade and exports
27	Economic growth
28	Law and justice (e.g., judicial system)
29	Regulatory framework
30	Anti corruption
31	Information and communications technology

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B5. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in TUNISIA?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in TUNISIA? (Choose no more than TWO)

1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not willing to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Not adequately sensitive to political/social realities in TUNISIA
16	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B7. Which World Bank instruments do you believe are the MOST effective in reducing poverty in TUNISIA? (Choose no more than TWO)

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B8. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in TUNISIA? (Choose no more than TWO)

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Knowledge products/services (analytical work, studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience, etc.)
6	Trust Fund management
7	Other (please specify): _____
8	Don't know

B9. To what extent do you believe the World Bank SHOULD seek to influence the global development agenda as related to "global public goods" (e.g., climate change, communicable diseases, international financial systems, trade, etc.), on a ten point scale?

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B10. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)

1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media (e.g. newspapers, TV, radio, journalists)
11	Youth groups
12	Social media (Facebook, Twitter, Youtube)
13	Faith based organizations
14	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in TUNISIA, on a ten point scale?

		Strongly disagree										Strongly agree	Don't know
B11	Overall the World Bank currently plays a relevant role in development in TUNISIA	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B12	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B13	The World Bank supports programs and strategies that are realistic for TUNISIA	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B14	The World Bank treats clients and stakeholders in TUNISIA with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK

To what extent is the World Bank an effective development partner in TUNISIA, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B15	Responsiveness											<input type="checkbox"/>	
B16	Flexibility (in terms of the World Bank's products and services)											<input type="checkbox"/>	
B17	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
B18	Being inclusive											<input type="checkbox"/>	
B19	Openness (sharing data and other information)											<input type="checkbox"/>	
B20	Staff accessibility											<input type="checkbox"/>	
B21	Straightforwardness and honesty											<input type="checkbox"/>	
B22	Collaboration with groups outside of the Government (e.g., NGOs, academia, private sector)											<input type="checkbox"/>	
B23	Collaboration with the Government											<input type="checkbox"/>	
B24	Collaboration with other donors											<input type="checkbox"/>	
B25	Follow through over time											<input type="checkbox"/>	

B26. When World Bank assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	The World Bank is not sensitive enough to political/social realities on the ground
10	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in TUNISIA, on a ten point scale?													
		Not effective at all										Very effective	Don't know
C1	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C2	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C4	Tourism	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C5	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C6	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	Environmental sustainability/Natural resource management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C8	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C9	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C10	Gender	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C11	Domestic private sector development (i.e. access to finance, access to land)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C13	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C14	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C15	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C16	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C17	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C18	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C19	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C20	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C21	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C22	Rural/Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C23	Governance (i.e., building strong institutions/government effectiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C24	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C25	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C26	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C27	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C28	Public sector reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C29	Regional/Global integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C30	Citizen participation/Voice	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C31	Government accountability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C32. Please identify the two greatest obstacles to more effective governance (i.e. government effectiveness/institution building) in TUNISIA. (Choose no more than TWO)

1	Resources (financial, infrastructure, ICT, etc.)
2	Political will
3	Properly trained staff
4	Regulation/laws
5	Access to information
6	Transparency in government information
7	Limited role of CSOs
8	Other (please specify): _____

C33. Please identify the two areas related to governance (i.e. government effectiveness/institution building) in TUNISIA where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

1	Training
2	Infrastructure
3	Information technology (computers, internet connectivity, etc.)
4	Institutional reforms
5	Coordination across administrations
6	Other (please specify): _____

C34. Please identify the two greatest obstacles to greater job creation/employment in TUNISIA. (Choose no more than TWO)

1	Small domestic private sector
2	Skills mismatch
3	Access to employment information (i.e. vacancies, etc.)
4	Transparency in recruitment processes for public and private sector jobs
5	Equity (i.e. opportunities afforded to all)
6	Access to finance
7	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C35. Please identify the two areas related to employment/job creation in TUNISIA where greater attention and resources from the World Bank would be most valuable. (Choose no more than TWO)

1	Domestic private sector development
2	Better matching between employers and job seekers
3	Skills/vocational training
4	Labor market regulation reform
5	Access to finance
6	Assistance to unemployed low-skilled workers
7	Other (please specify): _____

C36. To what extent does the World Bank's work help to achieve development results in TUNISIA, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all					To a very significant degree					Don't know

To what extent do you agree with the following statements about the World Bank in TUNISIA, on a ten point scale?

		Strongly disagree								Strongly agree		Don't know
C37	The World Bank's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of TUNISIA	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C38	The World Bank meets TUNISIA'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"/>

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. How frequently do you consult World Bank knowledge and research (e.g., data, analysis, reports) in the work you do?

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

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 D: THE WORLD BANK'S KNOWLEDGE

D2. When thinking about the development challenges in TUNISIA, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

1	Public sector reform
2	Gender
3	Education
4	Domestic private sector development (i.e. access to finance, access to land)
5	Foreign direct investment
6	Water and sanitation
7	Trade and exports
8	Economic growth
9	Energy
10	Citizen participation/Voice
11	Tourism
12	Governance (i.e., building strong institutions/government effectiveness)
13	Social protection (e.g., pensions, targeted social assistance)
14	Climate change (e.g., mitigation, adaptation)
15	Poverty reduction
16	Law and justice (e.g., judicial system)
17	Anti corruption
18	Financial markets
19	Equality of opportunity (i.e., equity)
20	Urban development
21	Government accountability
22	Regional/Global integration
23	Information and communications technology
24	Transport (e.g., roads, bridges, transportation)
25	Public financial management (e.g., public expenditure, fiscal system reform)
26	Job creation/employment
27	Health
28	Rural/Agricultural development
29	Food security
30	Environmental sustainability/Natural resource management
31	Regulatory framework

SECTION D: THE WORLD BANK'S KNOWLEDGE

How effective do you believe the World Bank's knowledge and research are at ... in TUNISIA?													
		Not effective at all										Very effective	Don't know
D3	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

To what extent do you believe that the World Bank's knowledge and research ... in TUNISIA?													
		To no degree at all										To a very significant degree	Don't know
D8	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Are relevant to TUNISIA's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D16	Are adaptable to TUNISIA's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D17. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?

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

SECTION D: THE WORLD BANK'S KNOWLEDGE

D18. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D19. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.)?

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

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
E1	The World Bank disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending											<input type="checkbox"/>	
E6	Working with the World Bank increases TUNISIA's institutional capacity											<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

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 F: THE FUTURE ROLE OF THE WORLD BANK IN TUNISIA

F1. How significant a role do you believe the World Bank SHOULD play in TUNISIA's development in the near future, on a ten point scale?

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

F2. Which of the following SHOULD the World Bank do to make itself of greater value in TUNISIA? (Choose no more than TWO)

1	Improve the quality of its experts as related to TUNISIA's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on TUNISIA's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Increase availability of Fee-Based services
10	Work faster
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Do you believe that the government is doing enough to allow for a higher level of participation of civil society and citizens in TUNISIA?

1	Yes
2	No
3	Not sure
4	Don't know

G2. Which of the following do you identify as the greatest obstacles in TUNISIA to a higher level of participation of civil society and citizens? (Choose no more than TWO)

1	Capacity
2	Organization
3	Adequate spaces for expression
4	Ability to connect with other CSOs or citizens
5	Access to finance
6	Access to information
7	Other (please specify): _____

G3. How do you get most of your information about economic and social development issues in TUNISIA? (Choose no more than TWO)

1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Mobile phones
12	Instant messaging
13	Other (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G4. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

G5	Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G6	Have you requested information from the World Bank on its activities in the past year? (If YES please go to Question G7; if NO please go to G8)	Yes	No
G7	Were you able to obtain this information?	Yes	No
G8	Do you have access to the Internet?	Yes	No
G9	Do you use/have you used the World Bank website?	Yes	No

SECTION G: COMMUNICATION AND INFORMATION SHARING

G10. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/en/country/tunisia , www.albankaldawli.org/ar/country/tunisia , www.banquemoniale.org/fr/country/tunisia)
2	The World Bank's main website (www.worldbank.org)

G11. Do you use/have you used the World Bank's Public Information Centers (PICs) in TUNISIA?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree								Strongly agree		Don't know	
		1	2	3	4	5	6	7	8	9	10		
G12	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G14	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G15	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G16	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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 H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Tourism
2	Anti corruption
3	Citizen participation/Voice
4	Climate change (e.g., mitigation, adaptation)
5	Government accountability
6	Domestic private sector development (i.e. access to finance, access to land)
7	Economic growth
8	Education
9	Energy
10	Environmental sustainability/Natural resource management
11	Equality of opportunity (i.e., equity)
12	Financial markets
13	Food security
14	Foreign direct investment
15	Gender
16	Governance (i.e., building strong institutions/government effectiveness)
17	Health
18	Information and communications technology
19	Job creation/employment
20	Law and justice (e.g., judicial system)
21	Poverty reduction
22	Public financial management (e.g., public expenditure, fiscal system reform)
23	Public sector reform
24	Regional/Global integration
25	Regulatory framework
26	Rural/Agricultural development
27	Social protection (e.g., pensions, targeted social assistance)
28	Trade and exports
29	Transport (e.g., roads, bridges, transportation)
30	Urban development
31	Water and sanitation
32	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION**H3. Currently, do you professionally collaborate/work with the World Bank in your country?**

1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in TUNISIA? (Choose no more than TWO)

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

H5. Which best represents your geographic location?

1	Tunis
2	Coastal cities
3	Rural/mountainous areas
4	Other urban centers
5	Other: _____

Thank you for completing the survey!