

# FY 2015 Chad Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



August 2015



## Acknowledgements

The Chad Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Chad country team and the local fielding agency ComDev Consulting. In particular, PORG is grateful for the support from Edmond Bagde Dingamhoudou (Communications Officer) in N'Djamena, Chad.



Country Opinion Surveys  
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## I. Objectives

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

- *General Issues Facing Chad*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in Chad*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From April to June 2015, 401 stakeholders of the WBG in Chad were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; PMUs; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBO); the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 277 stakeholders participated in the survey (69% response rate).

Some respondents filled out the questionnaire with a representative of the fielding agency in person, and others received and returned the questionnaires via courier or email. Respondents were asked about: general issues facing Chad; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Chad; and the WBG's communication and information sharing.

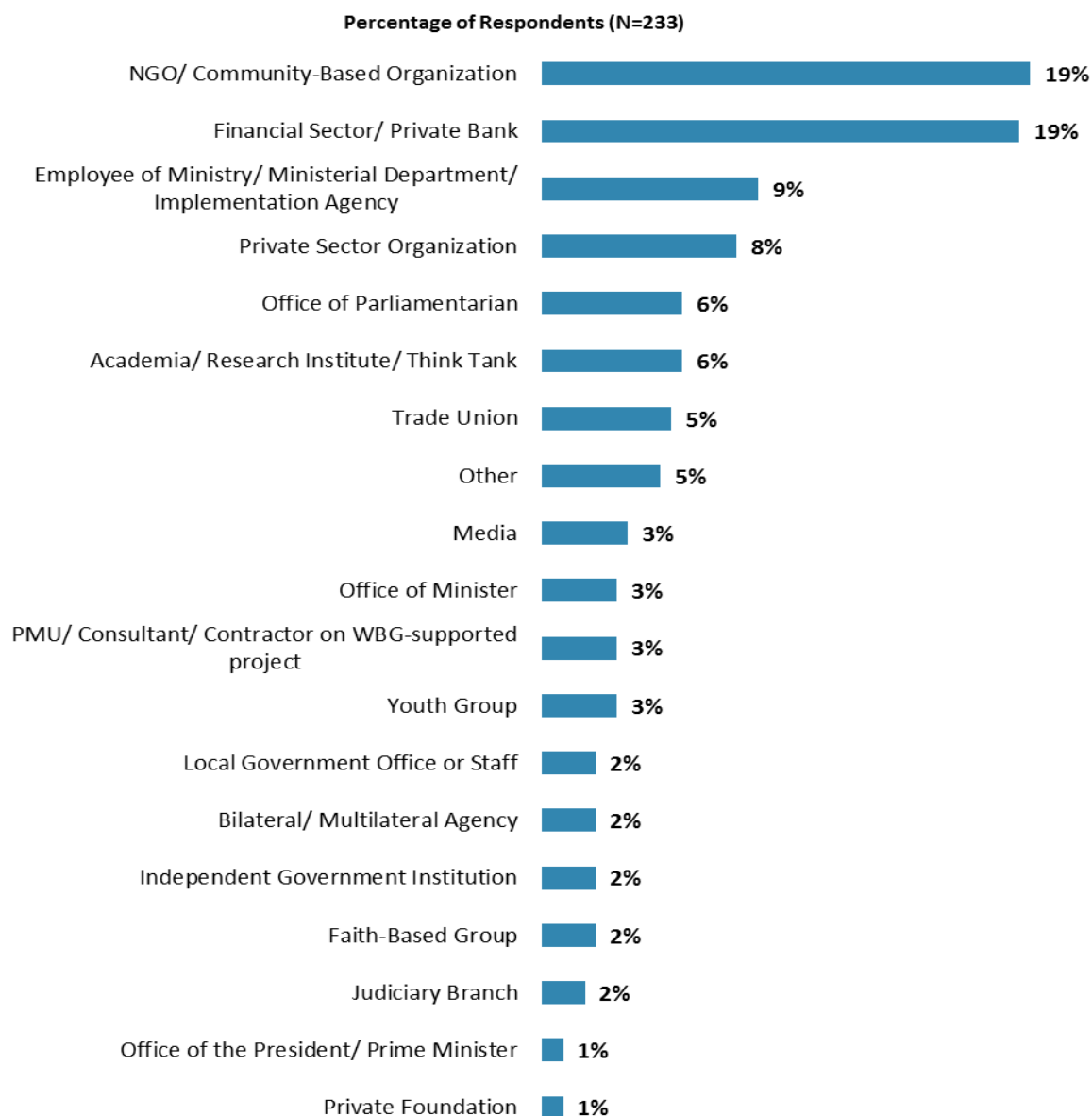
Every country that engages in the Country Opinion Survey must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.



### III. Demographics of the Sample

#### Current Position

- For further analyses, the small number of respondents from the office of the President, Prime Minister were combined with those from the office of Minister; respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG-supported projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/CBOs, trade unions, youth groups, faith-based groups, and private foundations were combined in the “CSO” category. Few respondents from local government, independent government institutions, bilateral/multilateral agencies, and the judiciary branch were included in the “Other” category.

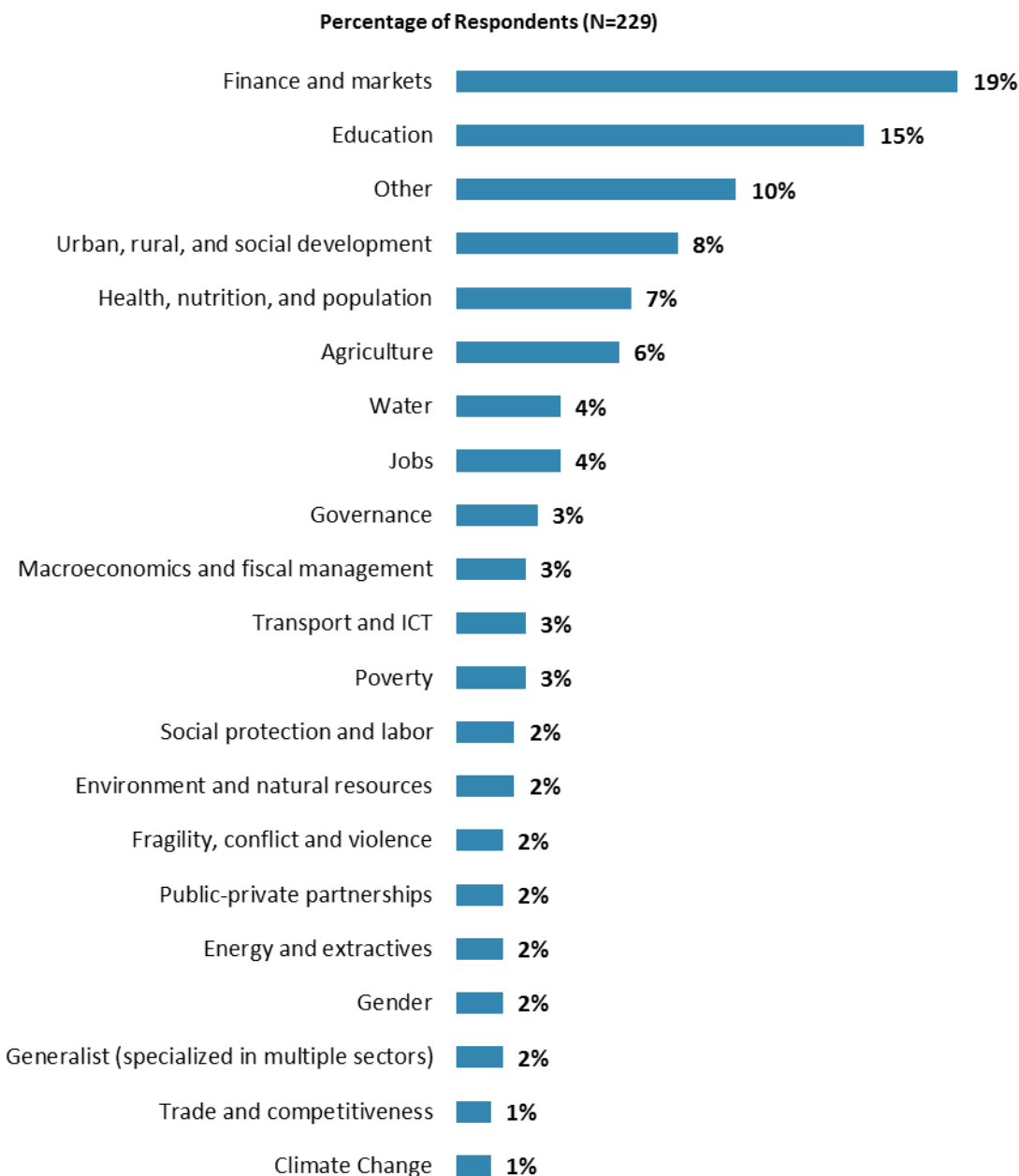


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization<sup>1</sup>



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

<sup>1</sup> Given the large number of respondents specializing in Finance & Markets (19%) and Education (15%) sectors, cross-sectoral analyses were conducted to examine if respondents from these sectors dominated the overall responses to the multiple choice questions about Chad's development priorities and sectoral areas that can contribute to poverty reduction in the country. For details, please see Appendix F.

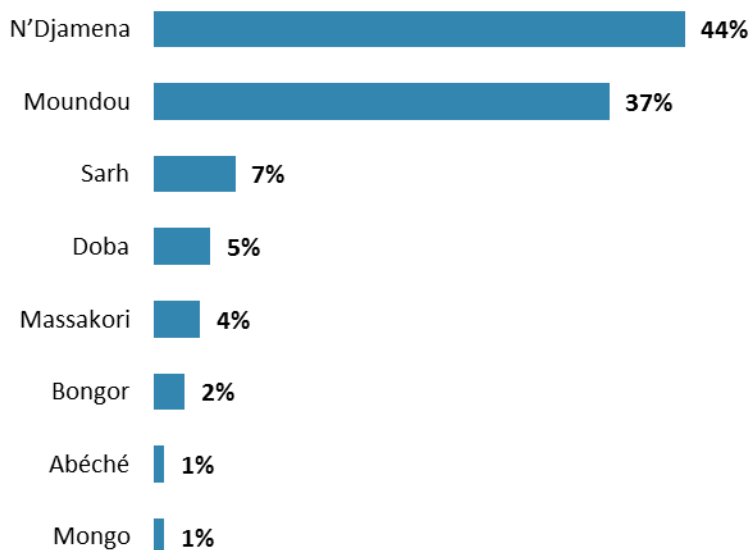


### III. Demographics of the Sample (continued)

#### Geographic Location

- Because of the small number of respondents from areas other than N'Djamena, these areas were combined into the "Other" category. Only significant geographic location differences in ratings on indicator questions will be discussed in the body of this report. All comparisons can be found in Appendix C (see page 93).

Percentage of Respondents (N=241)

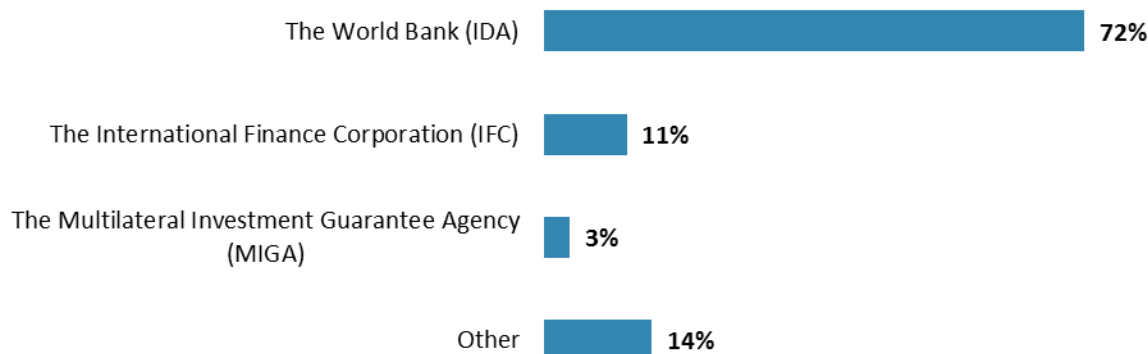


"Which best represents your geographic location?" (Respondents chose from a list.)

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

Percentage of Respondents (N=183)



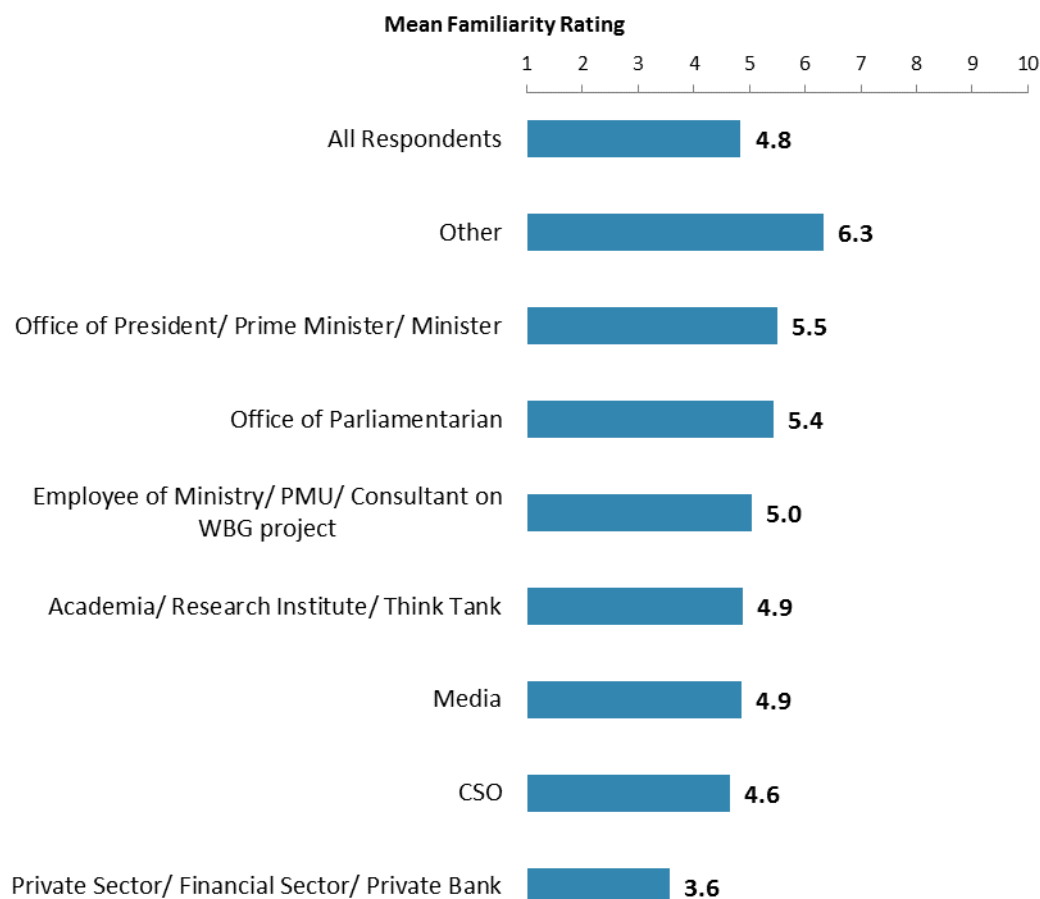
"Which of the following agencies of the World Bank Group do you primarily engage with in Chad?"  
(Respondents chose from a list.)



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

#### Familiarity with the World Bank Group

- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their perceptions of the WBG's overall effectiveness in Chad, the WBG's relevance to Chad's development, and the WBG's ability to help achieve development results in the country.



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





## IV. General Issues Facing Chad

### Headed in the Right Direction

- **Stakeholder groups:** Respondents from the office of the President/Prime Minister/Minister and employees of ministries/PMUs/consultants on WBG-supported projects were most positive about the prospect of Chad, whereas respondents from the private sector organizations/financial sector/private banks were least likely to indicate that the country is headed in the right direction.

Percentage of Respondents (N=259)



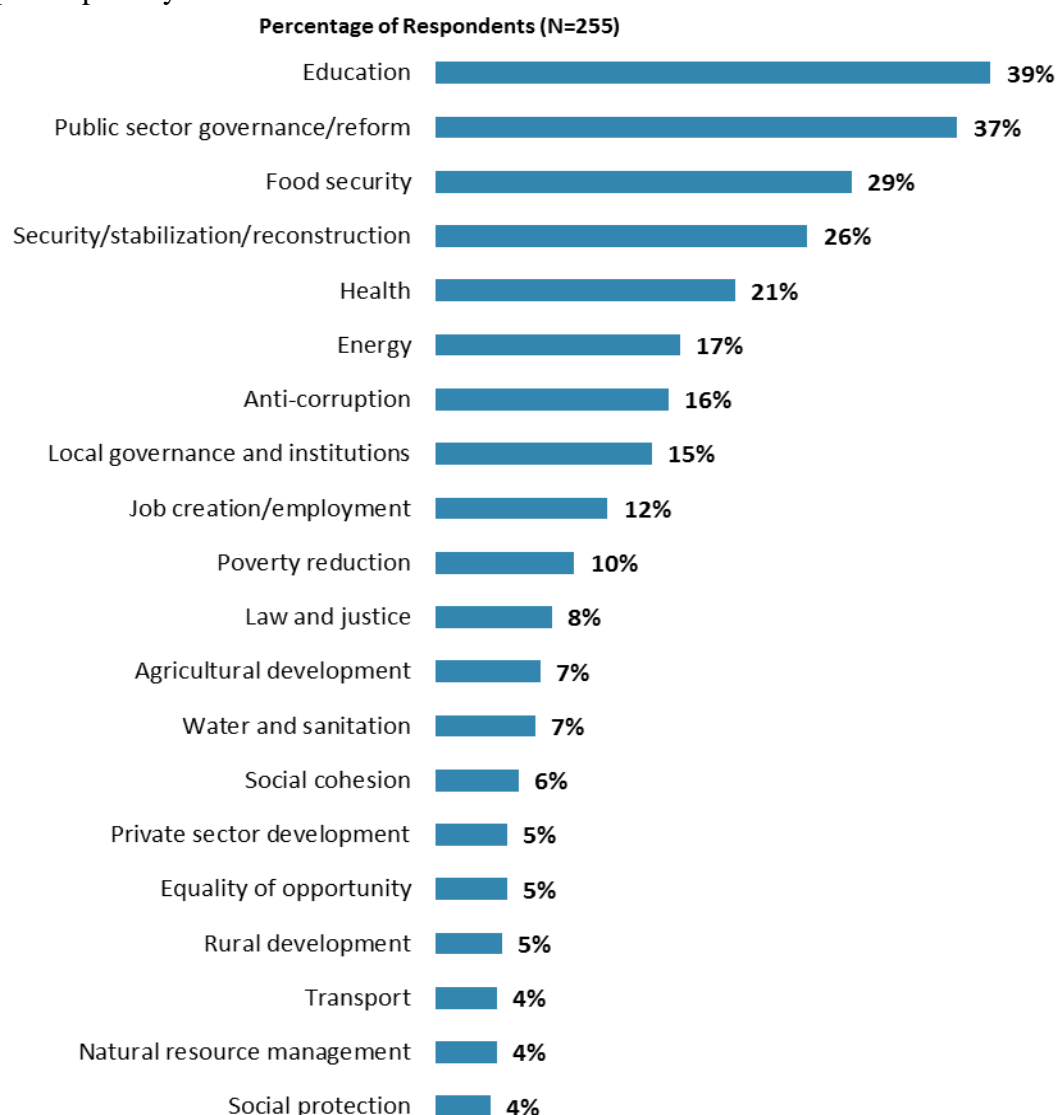
"In general, would you say that Chad headed in ...?"  
(Respondents chose from a list.)



## IV. General Issues Facing Chad (continued)

### Development Priority<sup>2</sup>

- **Areas of specialization:** Respondents who primarily specialized in “*education*” (15% of the sample) were significantly more likely than other respondents to indicate that “*education*” is Chad’s most important development priority. Respondents who primarily specialized in “*finance & markets*” (19% of the sample) were significantly more likely than others to indicate that “*public sector governance/reform*” is Chad’s most important development priority.



"Listed below are a number of development priorities in Chad. Please identify which of the following you consider the most important development priorities in Chad.  
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)

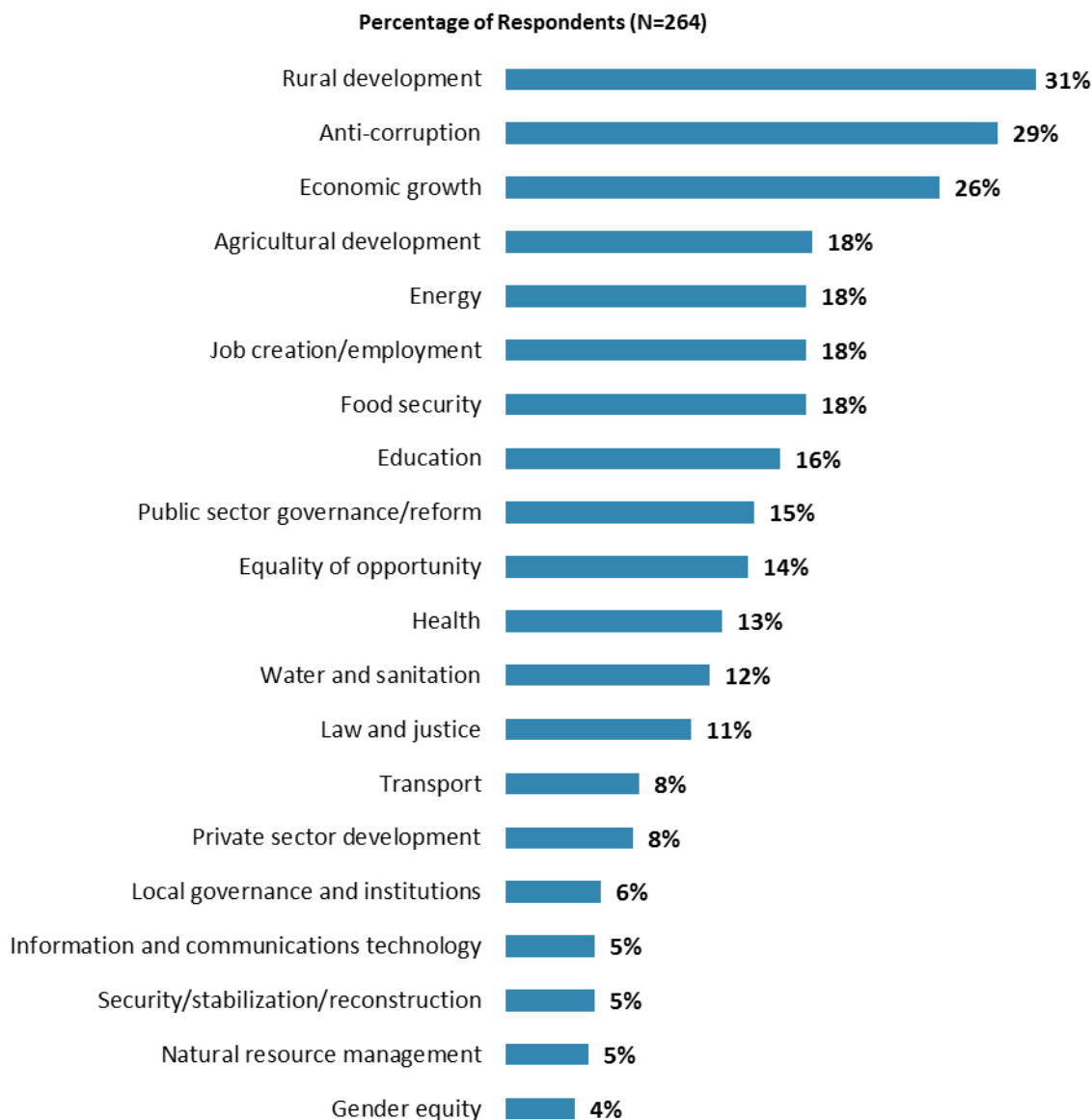
<sup>2</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of sectors in question H2 in Appendix I), analyses are done to examine these respondents’ views about the top development priorities in the country.



## IV. General Issues Facing Chad (continued)

### What Would Contribute Most to Reducing Poverty<sup>3</sup>

- **Areas of specialization:** Respondents who primarily specialized in “*finance & markets*” (19% of the sample) were significantly more likely than other respondents to indicate that “*rural development*”, “*anti-corruption*”, and “*economic growth*” would contribute most to reducing poverty in Chad.



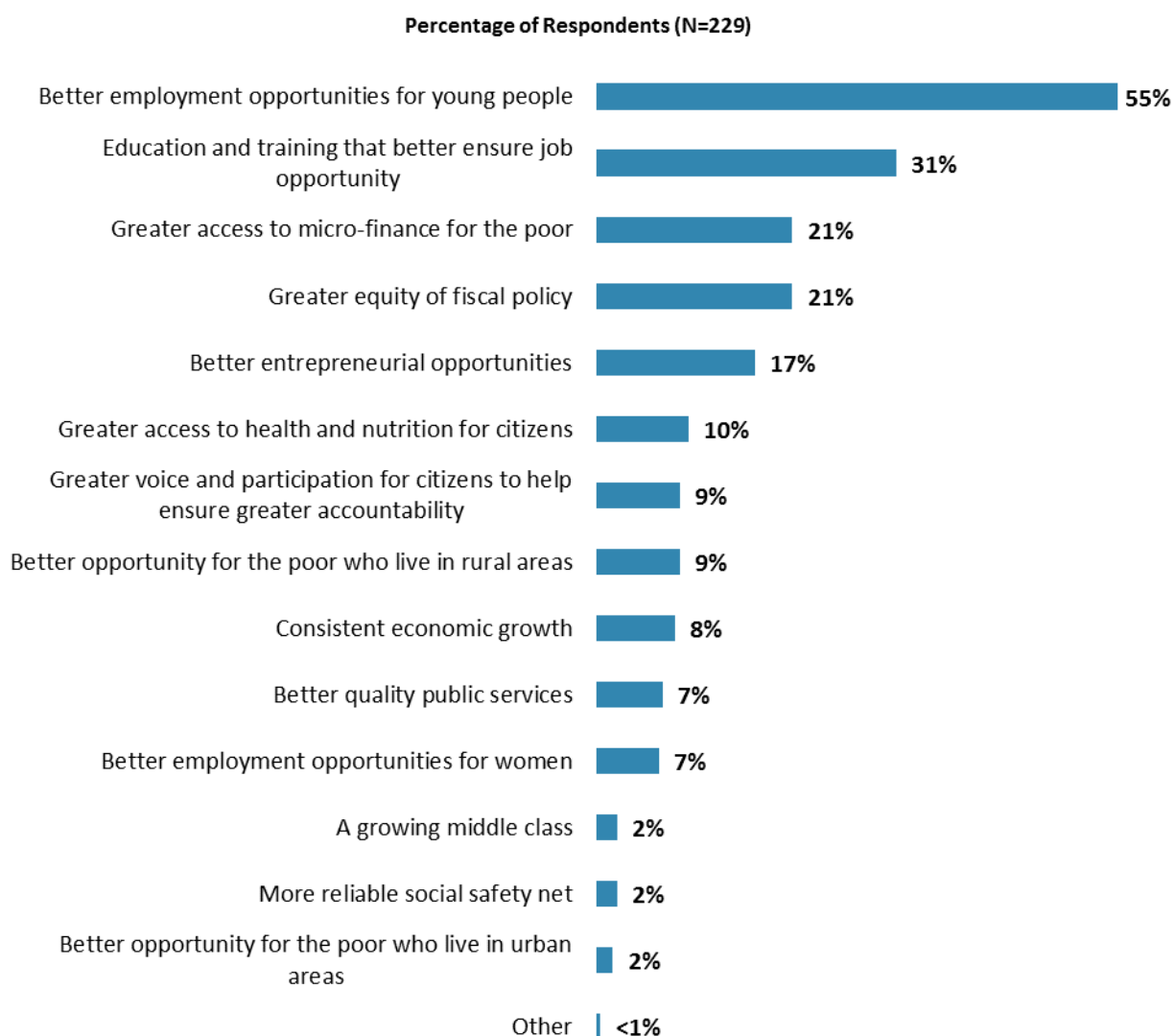
**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Chad?" (Respondents chose from a list. Responses combined.)**

<sup>3</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of sectors in question H2 in Appendix I), analyses are done to examine these respondents' views about the areas of development that would contribute most to reducing poverty in the country.



## IV. General Issues Facing Chad (continued)

### Factors Contributing to “Shared Prosperity”



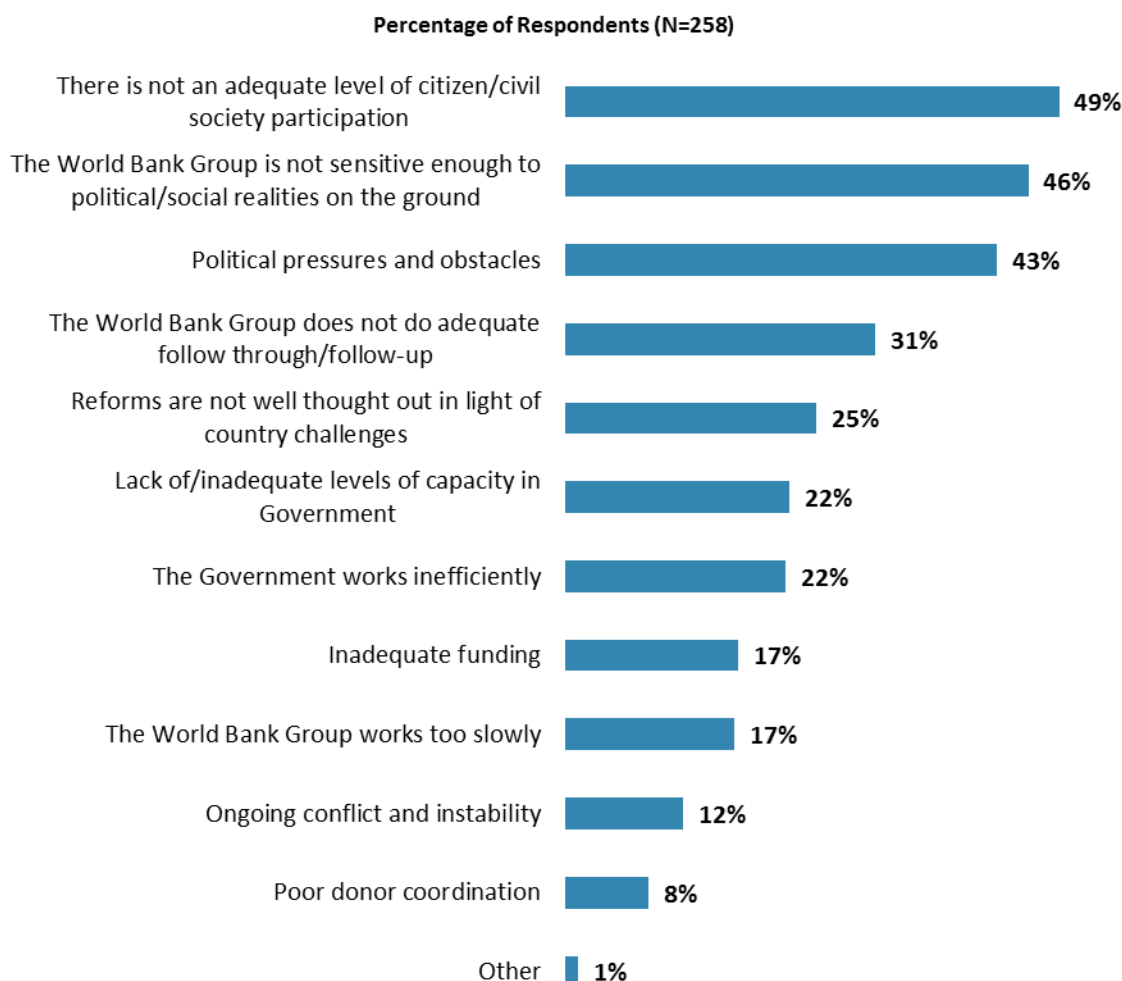
**"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks were significantly more likely to attribute failed or slow WBG assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” compared to respondents from other stakeholder groups.



**"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)



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

*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 Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.*

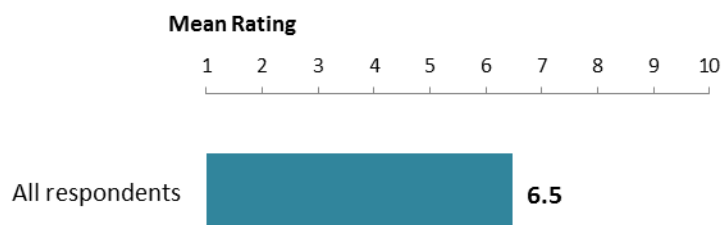
### The World Bank Group’s Overall Effectiveness (Indicator Question)

- **Stakeholder groups:** Respondents from the office of the President/Prime Minister/Minister gave the highest ratings for all three indicator questions below, whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.



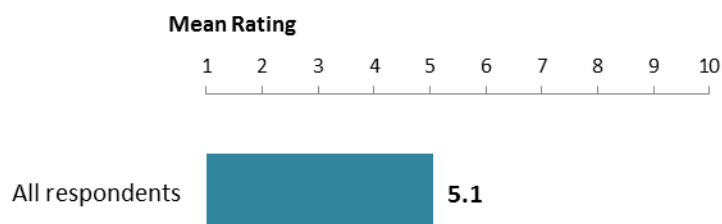
"Overall, please rate your impression of the World Bank Group's effectiveness in Chad."  
(1 - "Not effective at all", 10 - "Very effective")

### Achieving Development Results (Indicator Question)



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

### Building/Strengthening Existing Country Systems (Indicator Question)



"To what extent does the World Bank Group help to build/strengthen existing country systems in Chad?" (1-"To no degree at all", 10-"To a very significant degree")



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

### WBG Staff Preparedness



All Respondents

6.5

**"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chad solve its most complicated development challenges?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### WBG Staffing in Chad



All Respondents

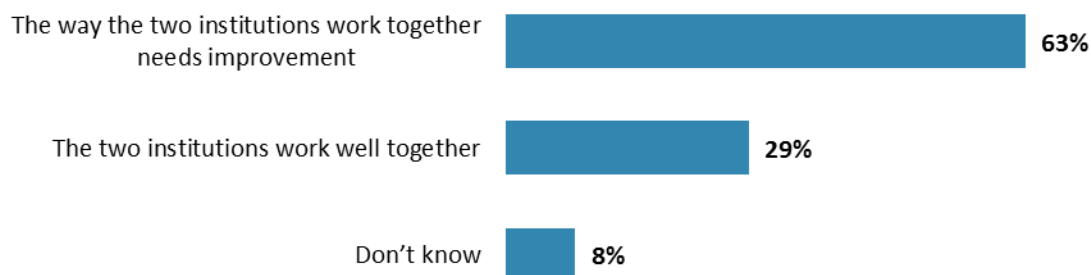
5.0

**"To what extent do you believe the World Bank Group is adequately staffed in Chad?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### The World Bank and the IFC Working Together

- Only those stakeholders who responded "Yes" to the question "*Do your projects involve both the World Bank and IFC?*" provided their views on the working relationship between the World Bank and the IFC.

Percentage of Respondents (N=24)



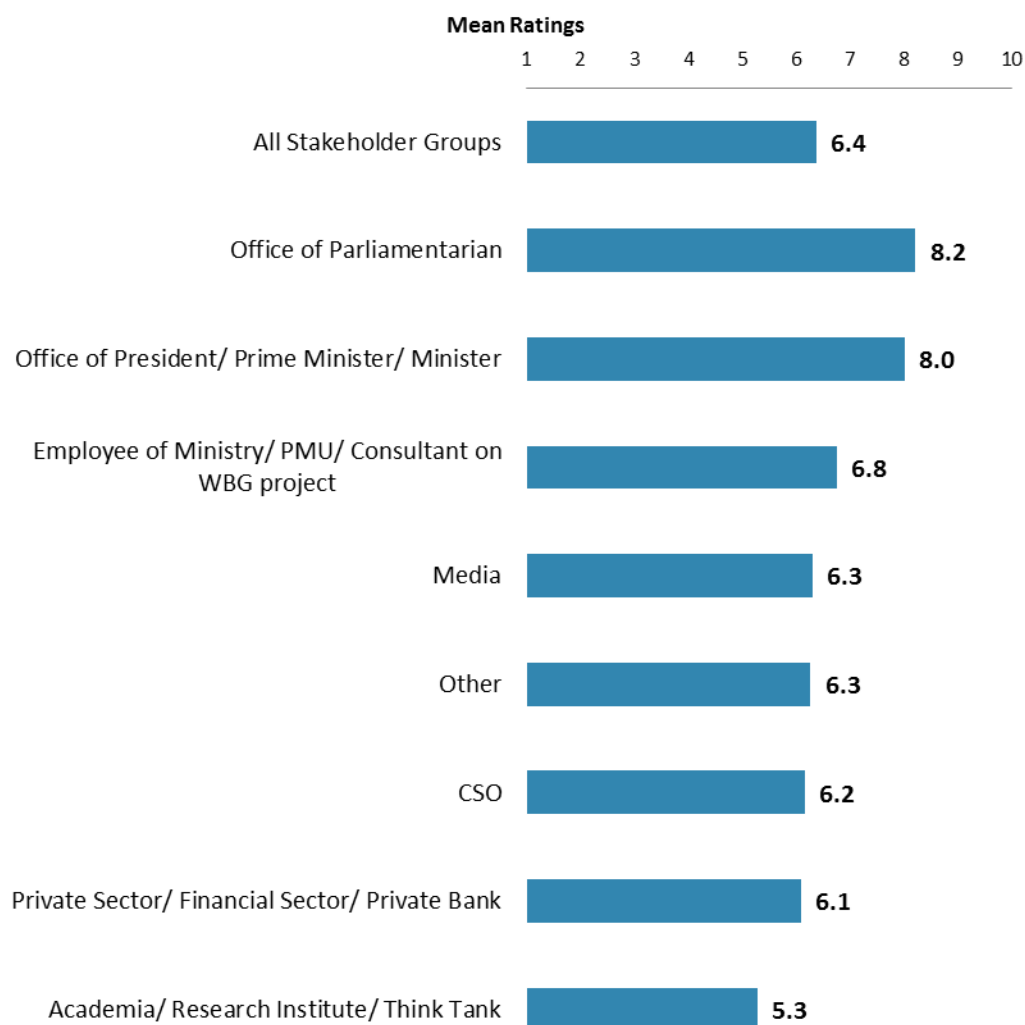
**"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Chad?"** (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups\*

- **Stakeholder groups:** Respondents from the office of Parliamentarian and the office of President/Prime Minister/Minister had the highest overall ratings for the twenty seven indicator questions, whereas respondents from academia/research institutes/think tanks had significantly lower ratings for these questions.
- Responses to individual indicator questions by stakeholder groups can be found in Appendix H (page 155).



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

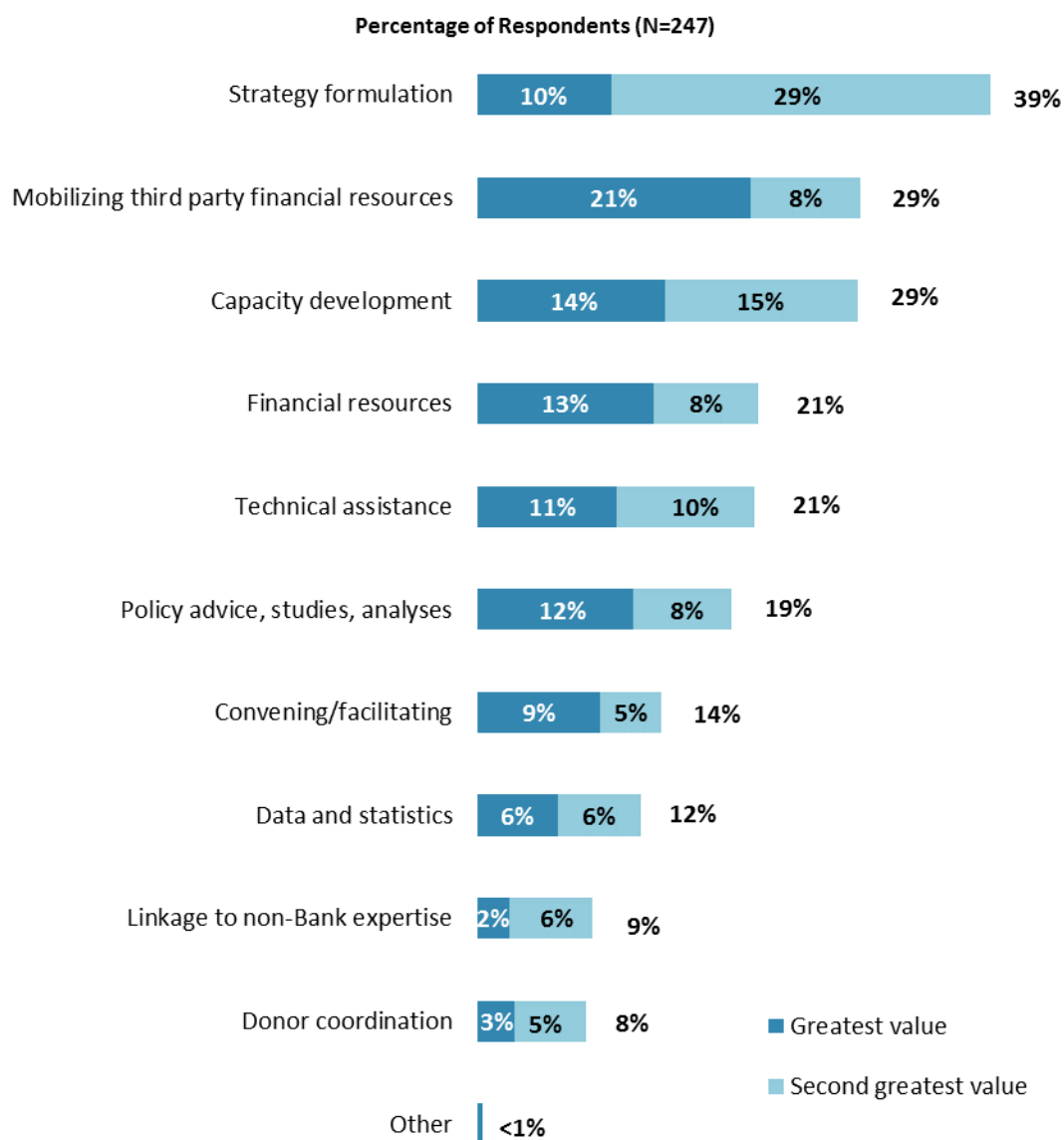
\* Responses to all twenty seven indicator questions can be found in Appendices G and H.





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

### Greatest Value



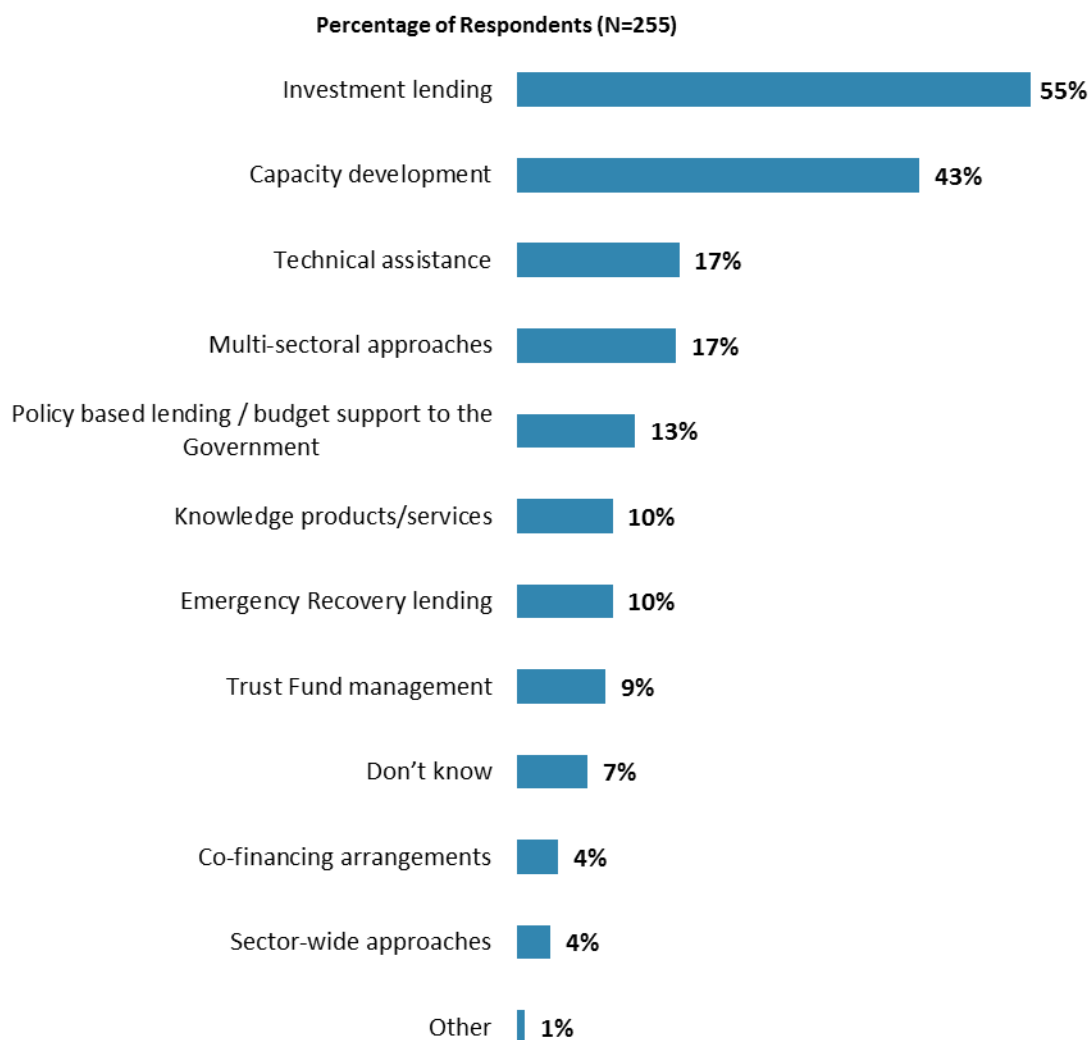
**"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chad?"**  
(Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty

- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks were significantly more likely to indicate “*investment lending*” as the WBG’s most effective instrument in reducing poverty in Chad compared to respondents from other stakeholder groups.

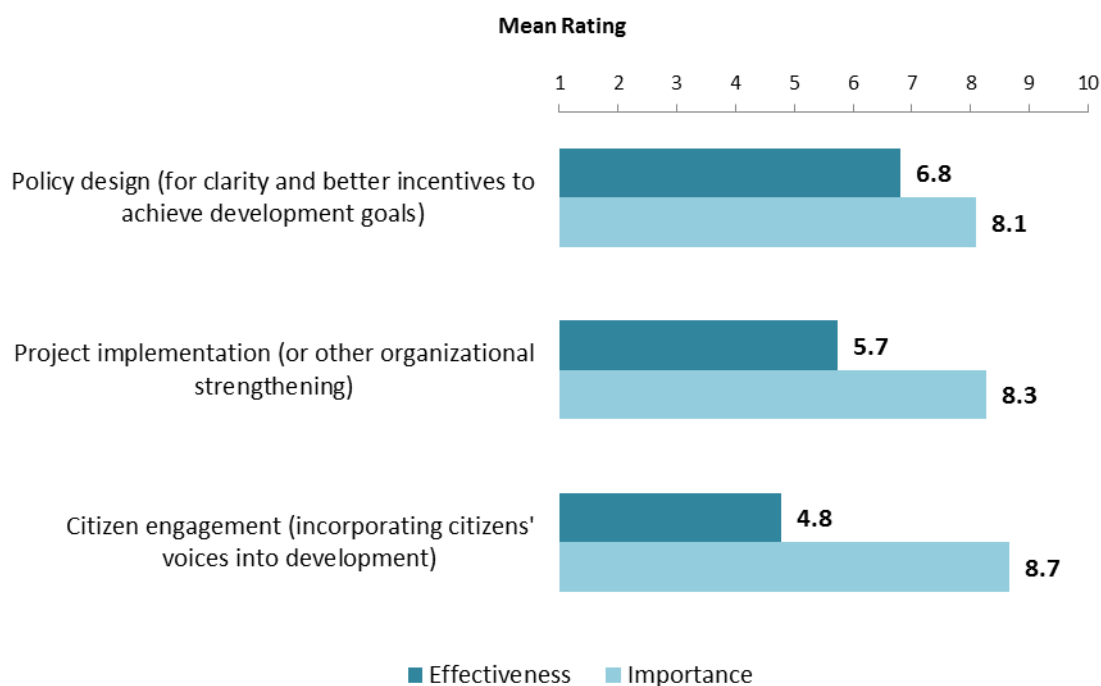


**“Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in Chad? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Importance and Effectiveness of WBG's Capacity Building Work



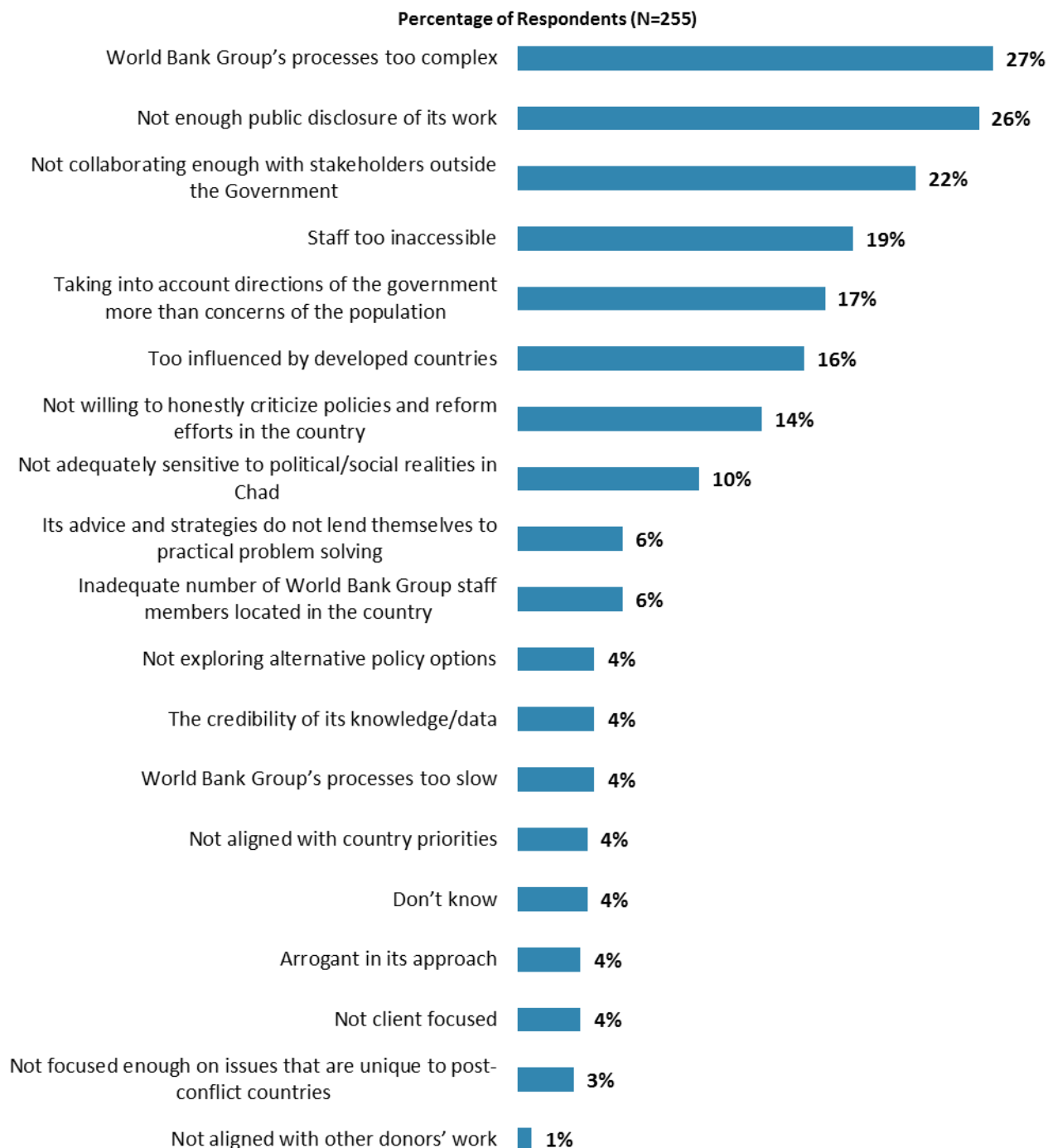
**"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad?"**  
(1 - "Not effective at all", 10 - "Very effective")

**"When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"**  
(1 - "Not important at all", 10 - "Very important")



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

### Greatest Weakness

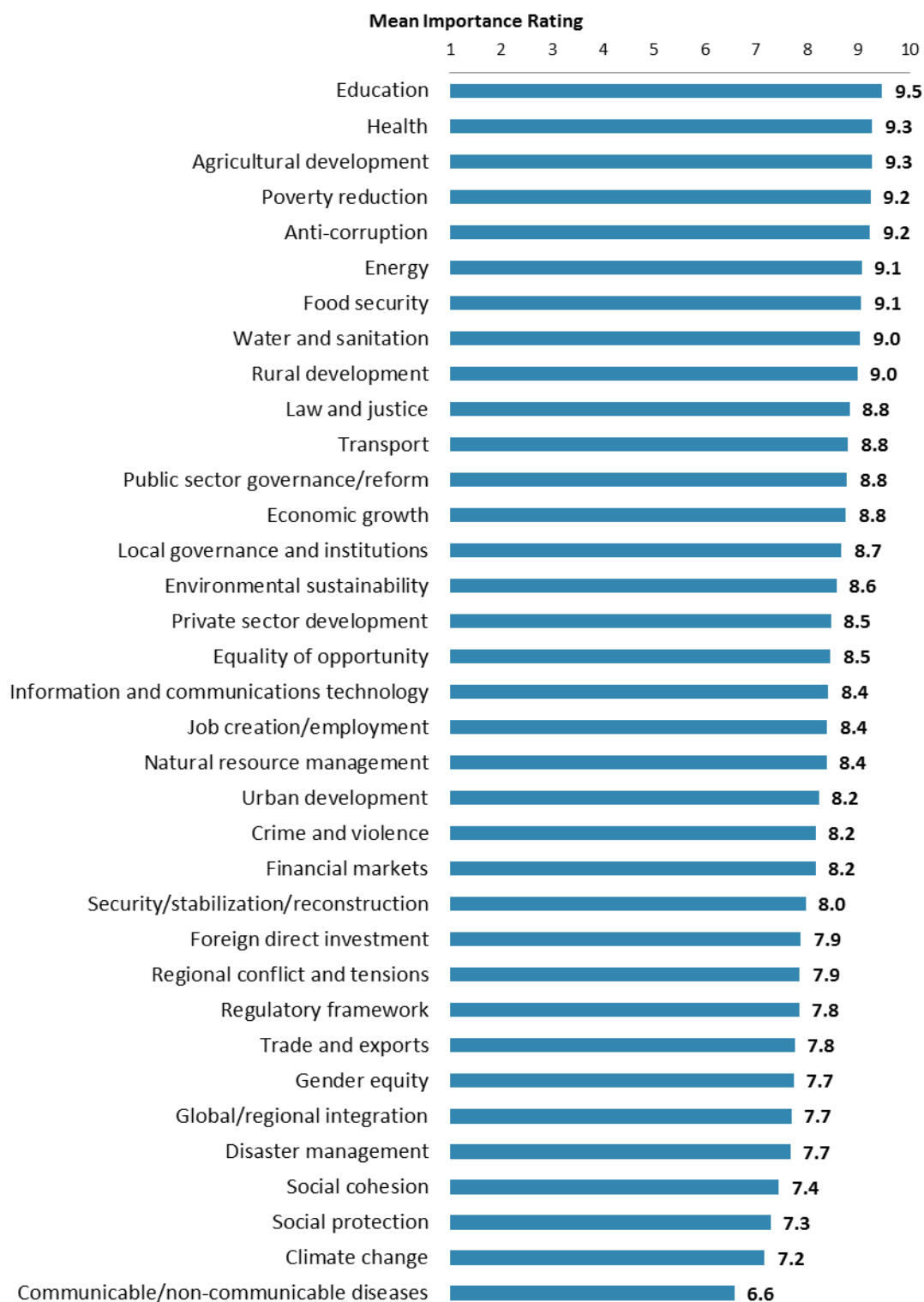


**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chad? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## VI. Sectoral Importance and Effectiveness

### Importance of WBG's Support in Sectoral Areas



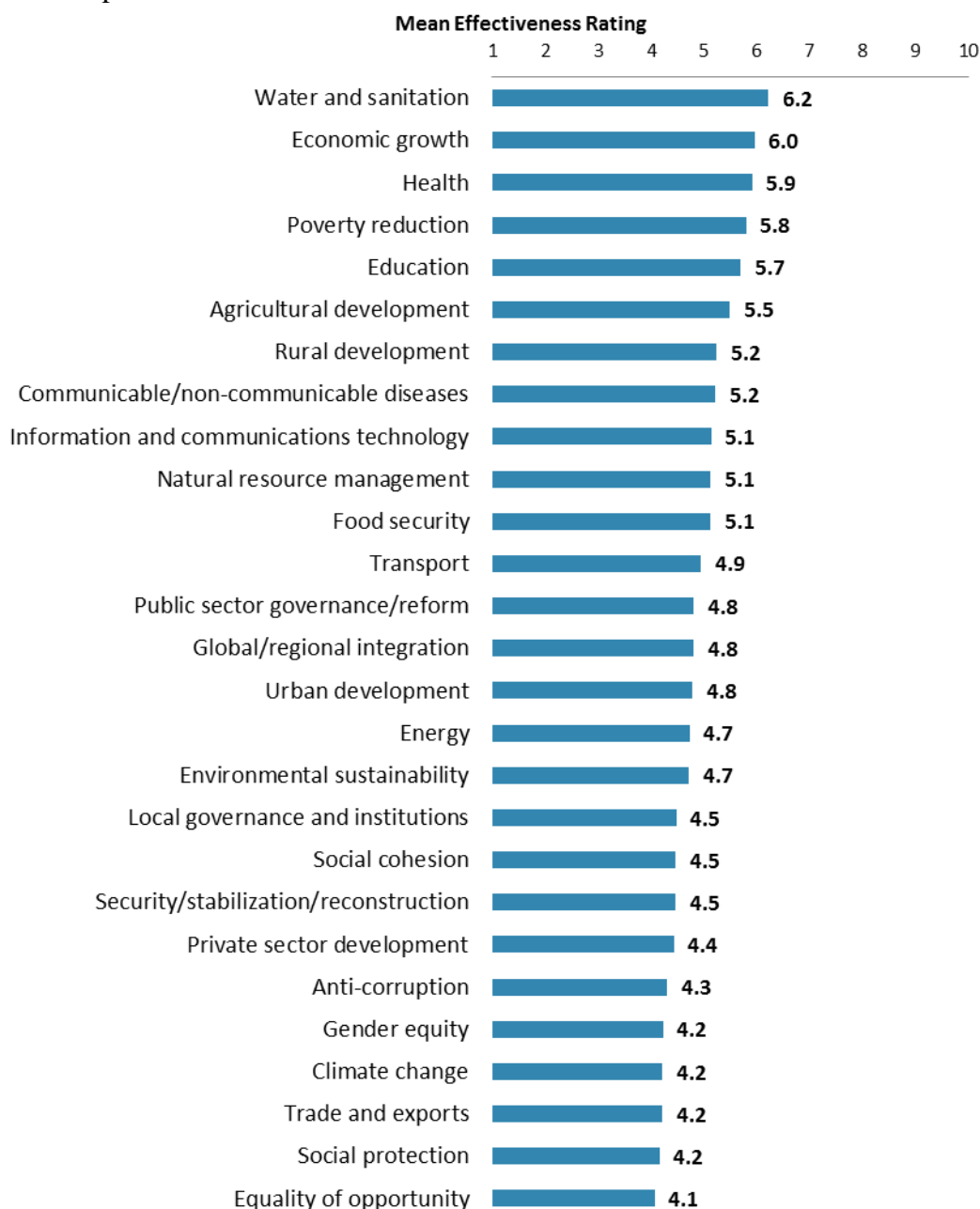
"In your opinion, how **IMPORTANT** is it for the World Bank Group to be involved in the following areas of development in Chad?" (1-"Not important at all", 10-"important")



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas<sup>4</sup>

- **Areas of specialization:** Respondents who specialize in “*education*” (15% of the sample) gave significantly higher ratings for the WBG’s effectiveness in the education sector than other respondents.



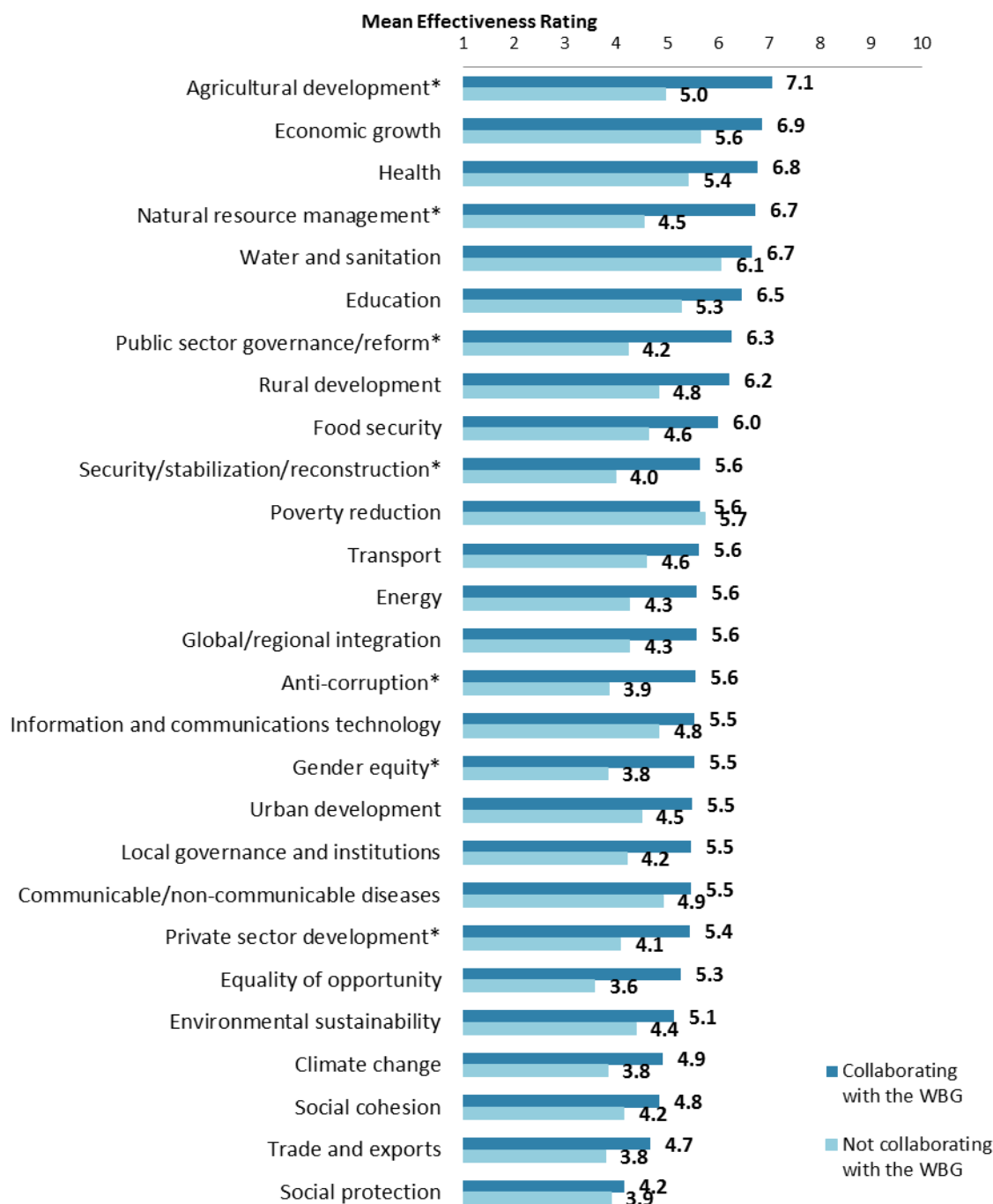
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?" (1-"Not effective at all", 10-"Very effective")**

<sup>4</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix I), analyses are done to examine these respondents' views about effectiveness of the WBG's work in specific sectoral areas.



## VI. Sectoral Importance and Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>5</sup>



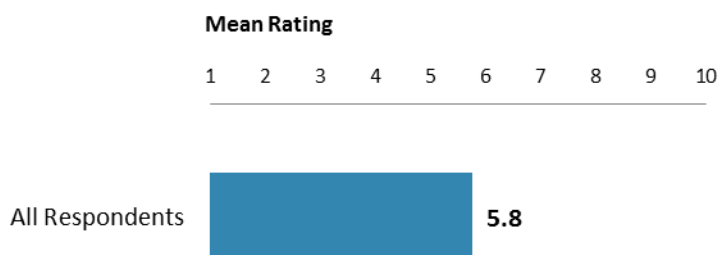
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>5</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 61) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



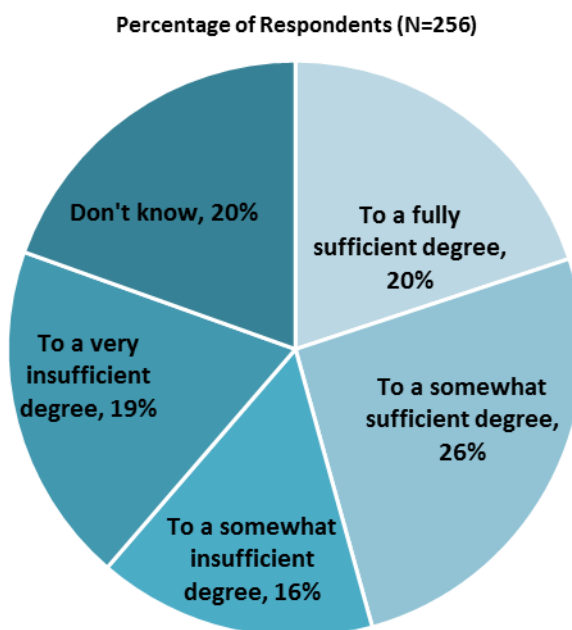
## VI. Sectoral Importance and Effectiveness (continued)

### WBG Promoting Private Public Partnerships



**"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Helping the Poorest in Chad



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





## VI. Sectoral Importance and Effectiveness (continued)

### Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Chad, bivariate correlational analyses were conducted using respondents' ratings of the nineteen specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve 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 Group's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

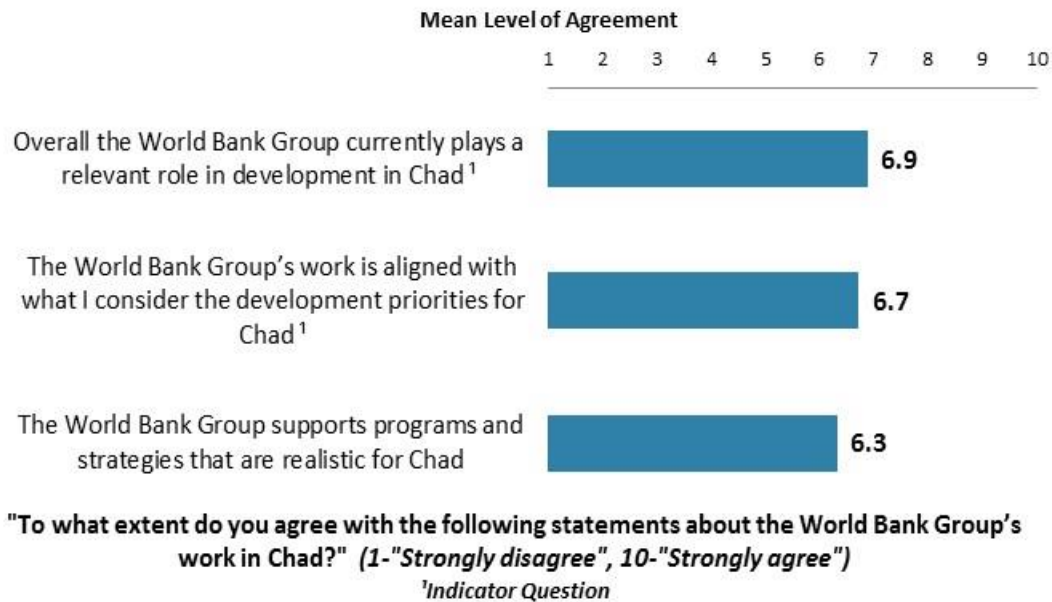
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank Group's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank Group's overall effectiveness in Chad. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at anti-corruption;
  - The WBG's effectiveness at water and sanitation; and
  - The WBG's effectiveness at economic growth.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Chad, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at education;
  - The WBG's effectiveness at information and communications technology; and
  - The WBG's effectiveness at agricultural development.



## VII. How the World Bank Group Operates

### The World Bank Group's Work in Chad

- **Stakeholder groups:** Respondents from the office of Parliamentarian and the private sector/financial sector/private banks had the highest levels of agreement that “*the WBG’s work is aligned with the development priorities for Chad*” (indicator question), whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement.

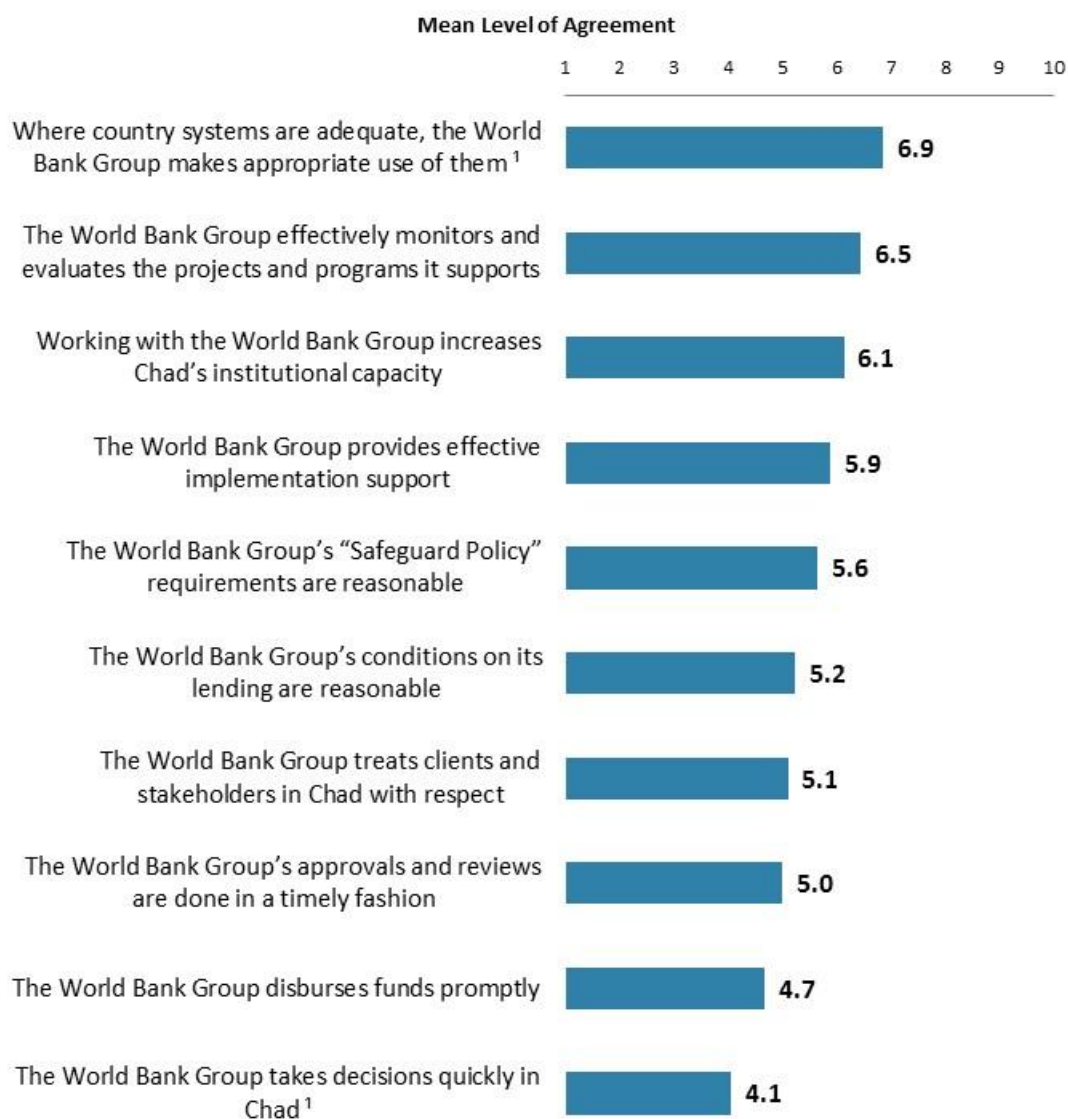




## VII. How the World Bank Group Operates (continued)

### Overall Perceptions

- **Stakeholder groups:** Respondents from the office of Parliamentarian had the highest levels of agreement that “*the WBG takes decisions quickly in Chad*” (indicator question), whereas respondents from the private sector/financial sector/private banks and academia/research institutes/think tanks had significantly lower levels of agreement.

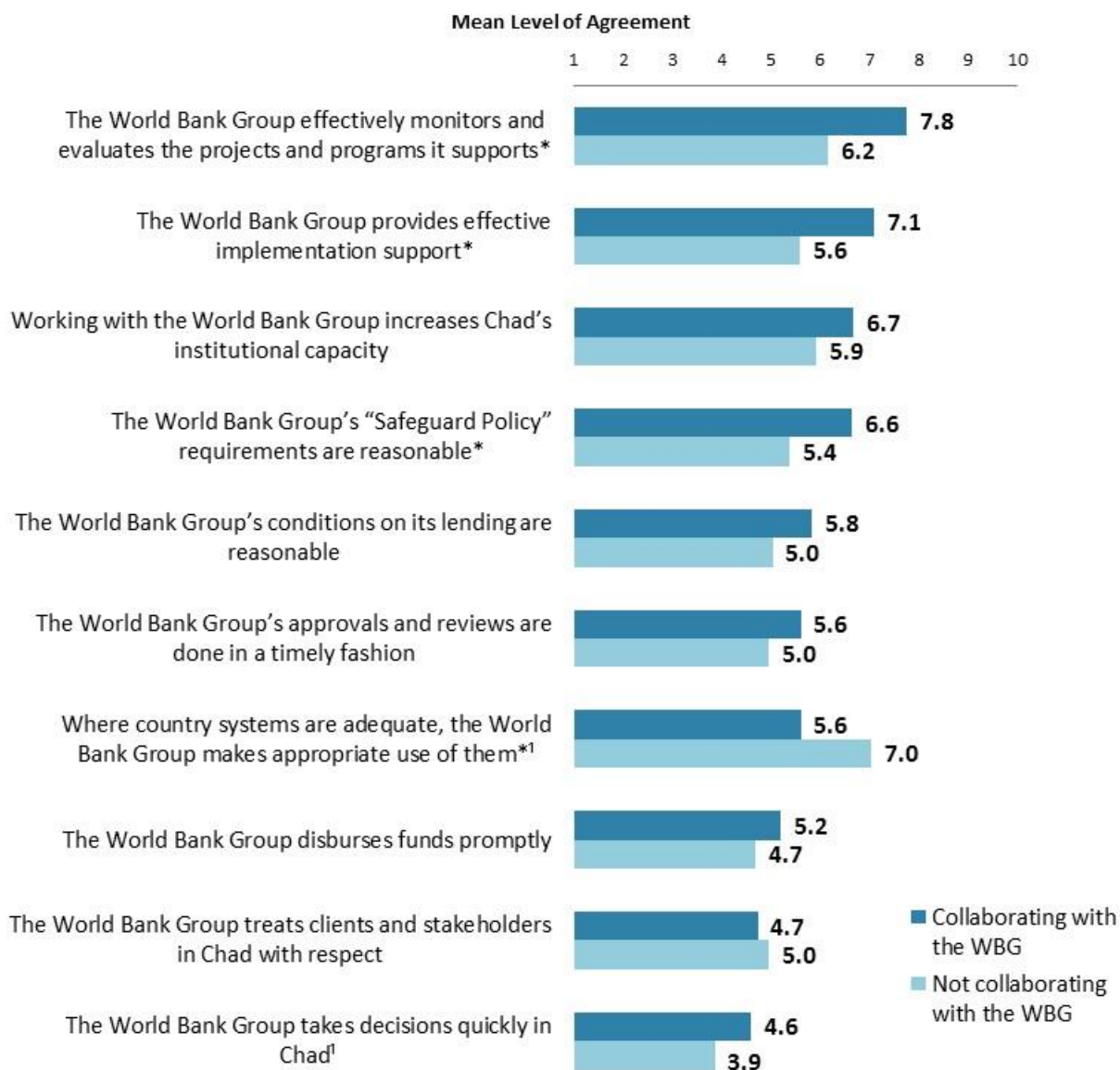


**"To what extent do you agree/disagree with the following statements?"**  
(1- "Strongly disagree", 10- "Strongly agree")  
Indicator Question



## VII. How the World Bank Group Operates (continued)

### Overall Perceptions: Collaboration



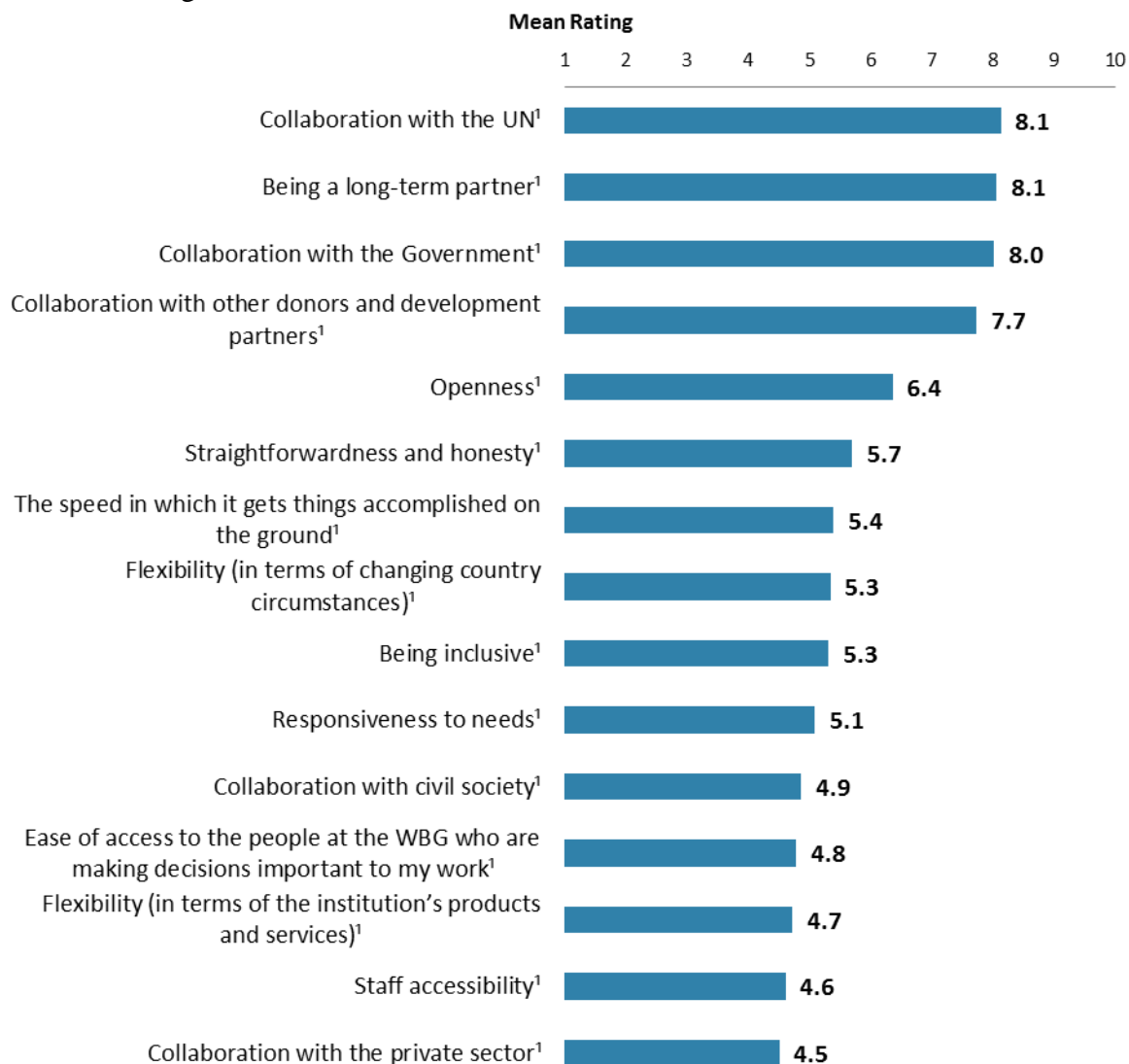
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

### The WBG as an Effective Development Partner

- **Stakeholder groups:** Respondents from the office of Parliamentarian gave the highest ratings for the WBG as an effective development partner in “*responsiveness to needs*” and “*flexibility in terms of the institution’s products and services*”, whereas respondents from the office of President/Prime Minister/Minister gave significantly lower ratings. Respondents from the office of Parliamentarian gave the highest ratings for the WBG’s “*collaboration with civil society*” and “*collaboration with the private sector*”, whereas respondents from the private sector/financial sector/private banks gave significantly lower ratings.



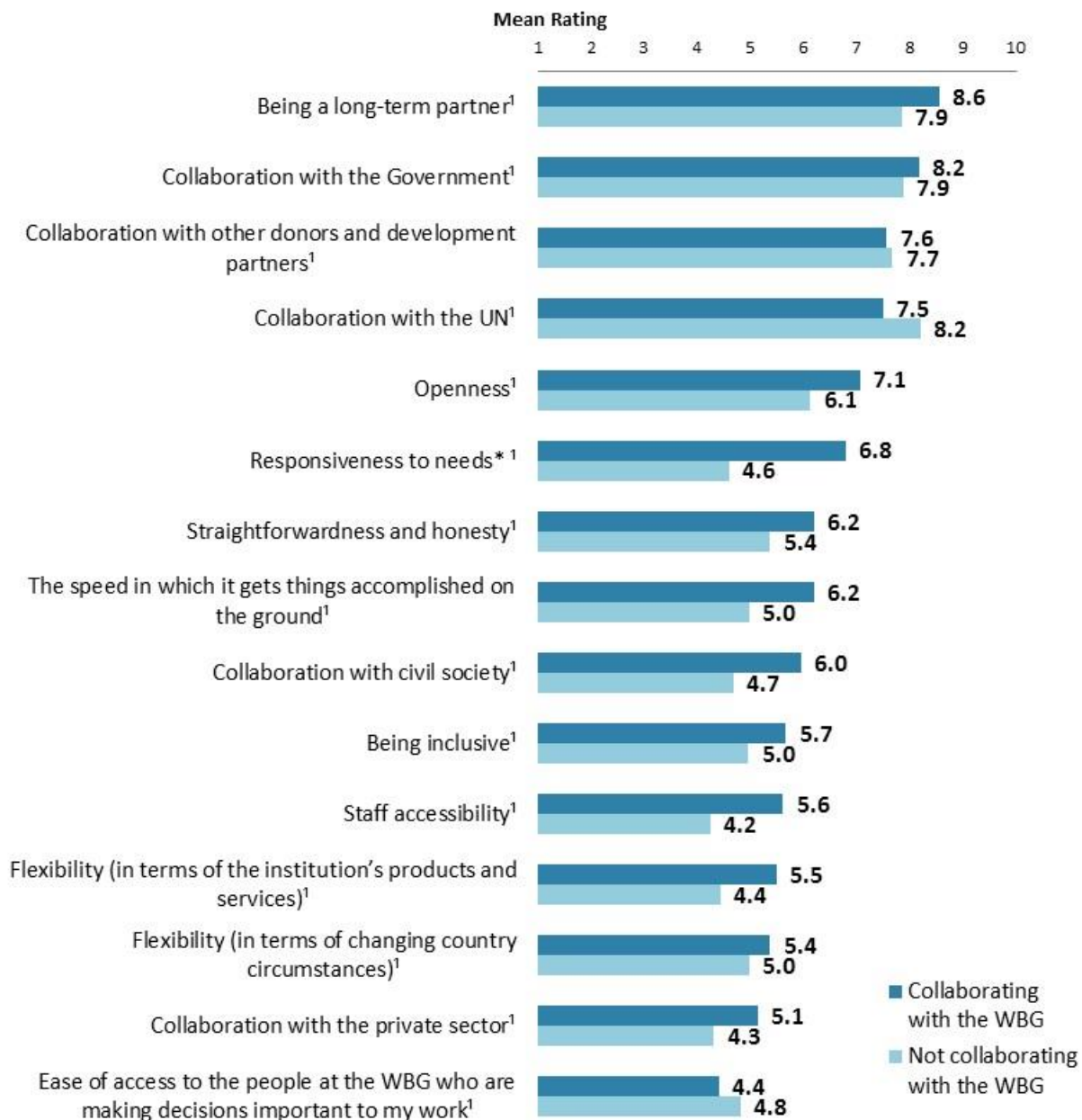
"To what extent is the World Bank Group an effective development partner in Chad, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

<sup>1</sup>Indicator Question



## VII. How the World Bank Group Operates (continued)

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



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

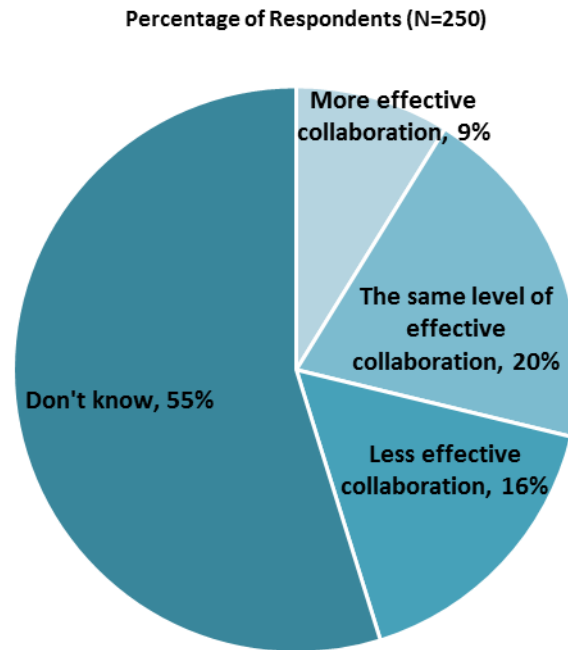
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



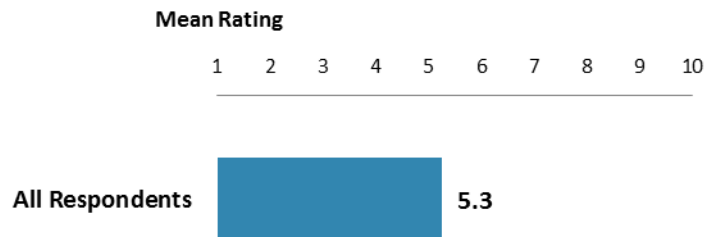
## VII. How the World Bank Group Operates (continued)

### Collaboration between the UN and the WBG



"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?"  
(Respondents chose from a list.)

### Internal Measuring and Monitoring



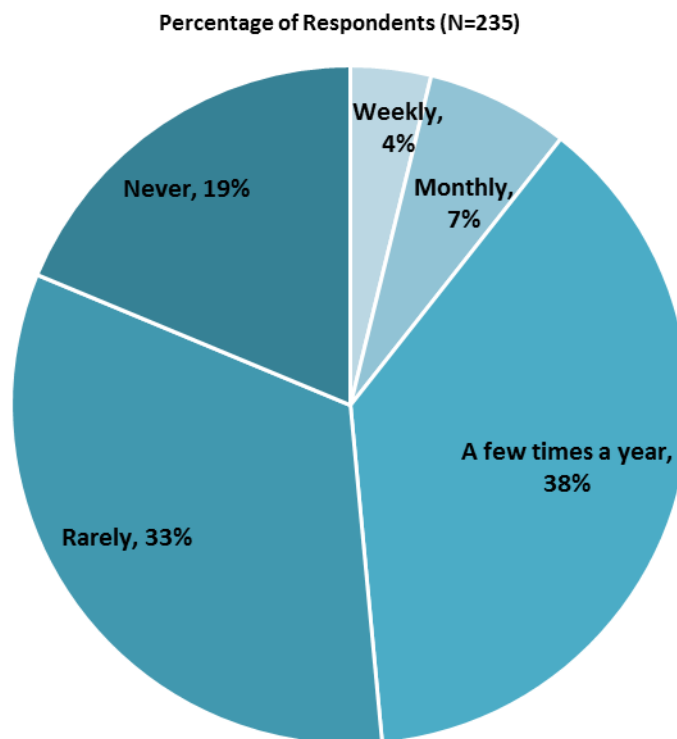
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Chad?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Employees of ministries/PMUs/consultants on WBG projects, respondents from academia/research institutes/think tanks, CSOs, and the media indicated the most frequent usage of the WBG's knowledge work and activities (weekly and monthly) compared to respondents from other stakeholder groups.
- **Collaboration:** Respondents who collaborate with the WBG indicated significantly more frequent usage of the WBG's knowledge work and activities (percentage of respondents = 31% weekly/monthly) compared to respondents who do not collaborate with the WBG (percentage of respondents = 8% weekly/monthly).



"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

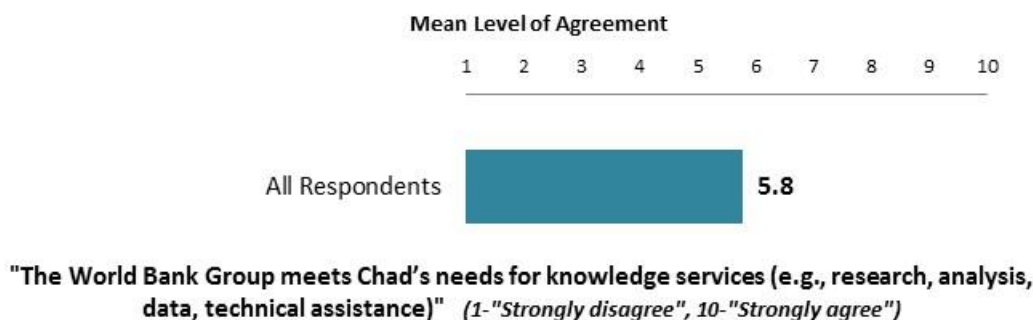




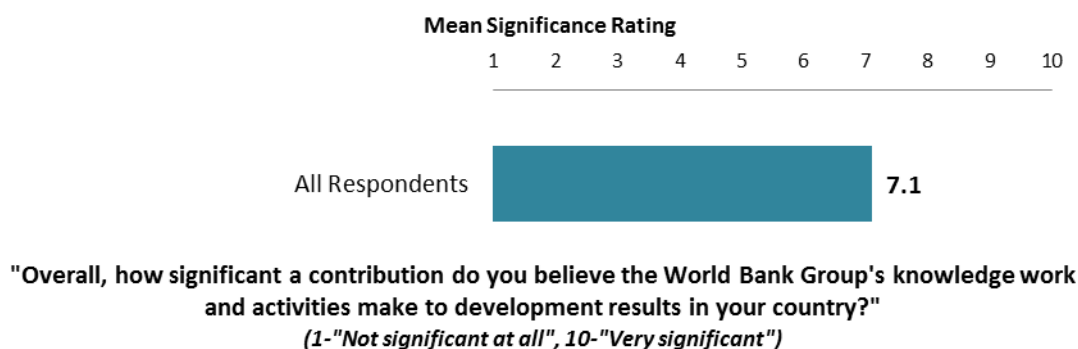
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting Chad's Knowledge Needs (*Indicator Question*)

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG meets Chad's needs for knowledge services compared to respondents who do not collaborate with the WBG.

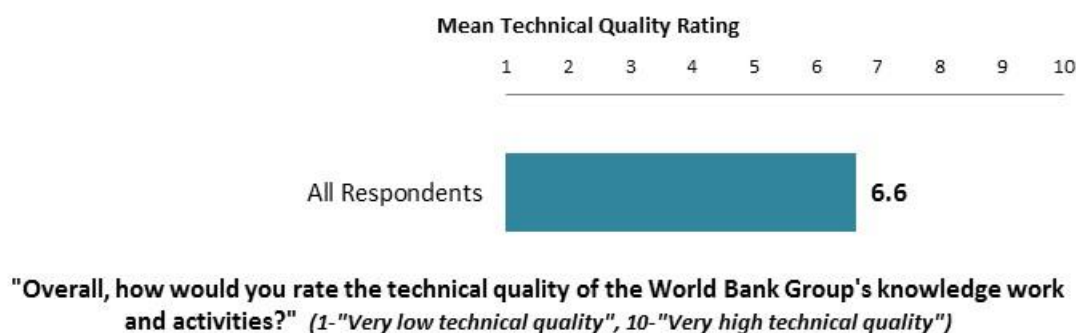


### Contribution of the WBG's Knowledge Work and Activities (*Indicator Question*)



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

- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge compared to respondents who do not collaborate with the WBG.

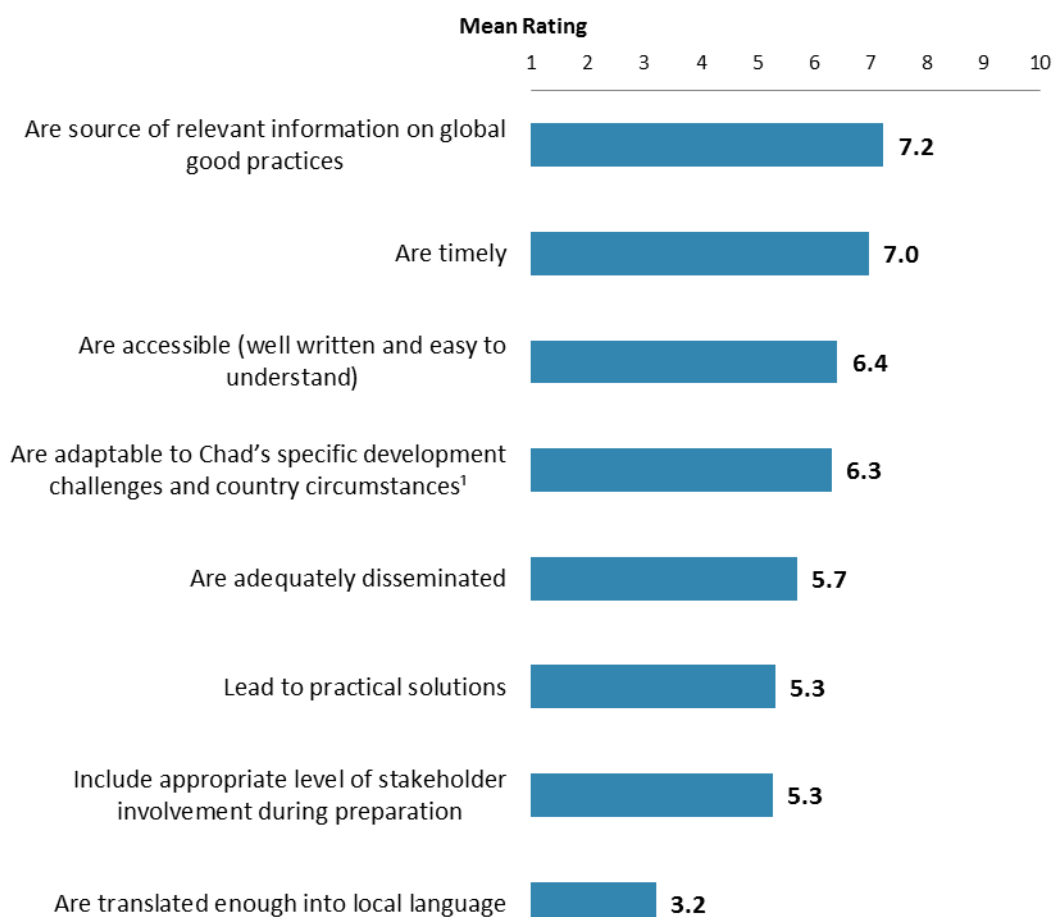




## VIII. World Bank Group's Knowledge and Instruments (continued)

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

- **Stakeholder groups:** Respondents from the office of Parliamentarian gave the highest ratings for the WBG's knowledge work and activities being "*adaptable to Chad's specific development challenges and country circumstances*" (indicator question), whereas employees of ministries/PMUs/consultants on WBG projects gave significantly lower ratings. Respondents from the private sector/financial sector/private banks gave the lowest ratings for the WBG's knowledge being "*translated enough into local language*" compared to respondents from other stakeholder groups.



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

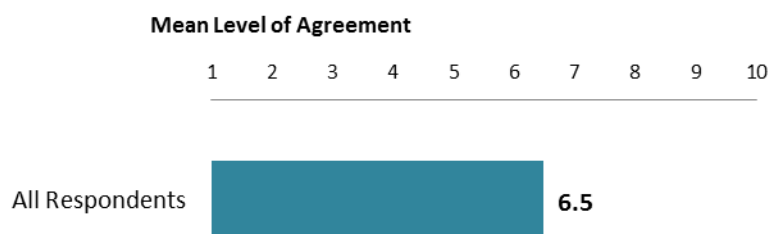
<sup>1</sup>Indicator Question



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

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

- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks had the highest levels of agreement that the WBG's financial instruments meet the needs of Chad, whereas respondents from academia/research institutes/think tanks had significantly lower levels of agreement.

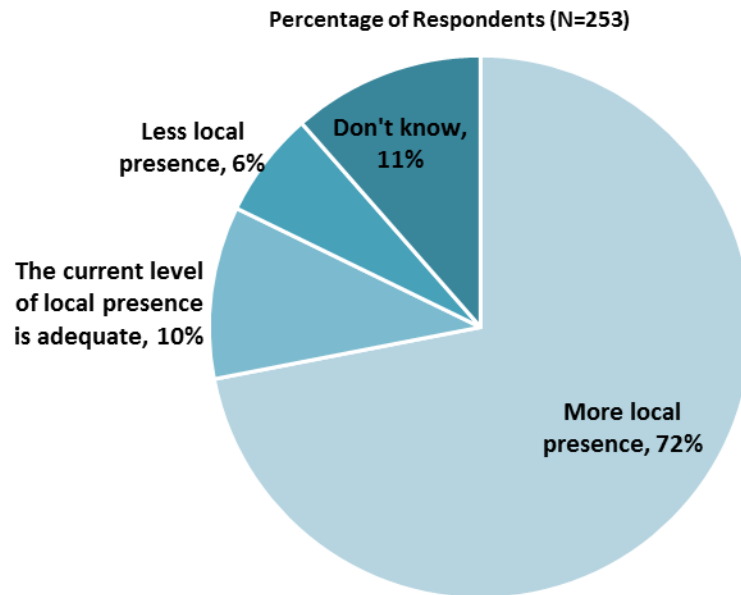


"The World Bank Group's financial instruments (i.e., Development Policy Loan, Trust Funds, etc.) meet the needs of Chad" (1-"Strongly disagree", 10-"Strongly agree")



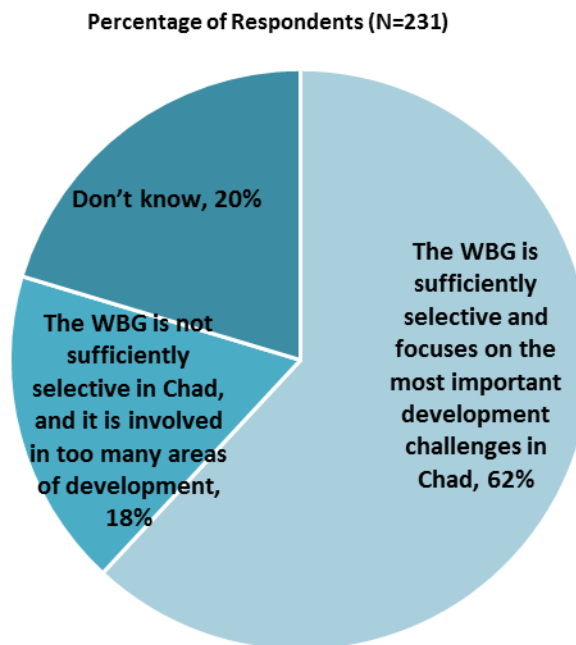
## IX. The Future Role of the World Bank Group in Chad

### The World Bank Group's Local Presence in Chad



"To be a more effective development partner in Chad, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

### Selectivity of the World Bank Group's Support



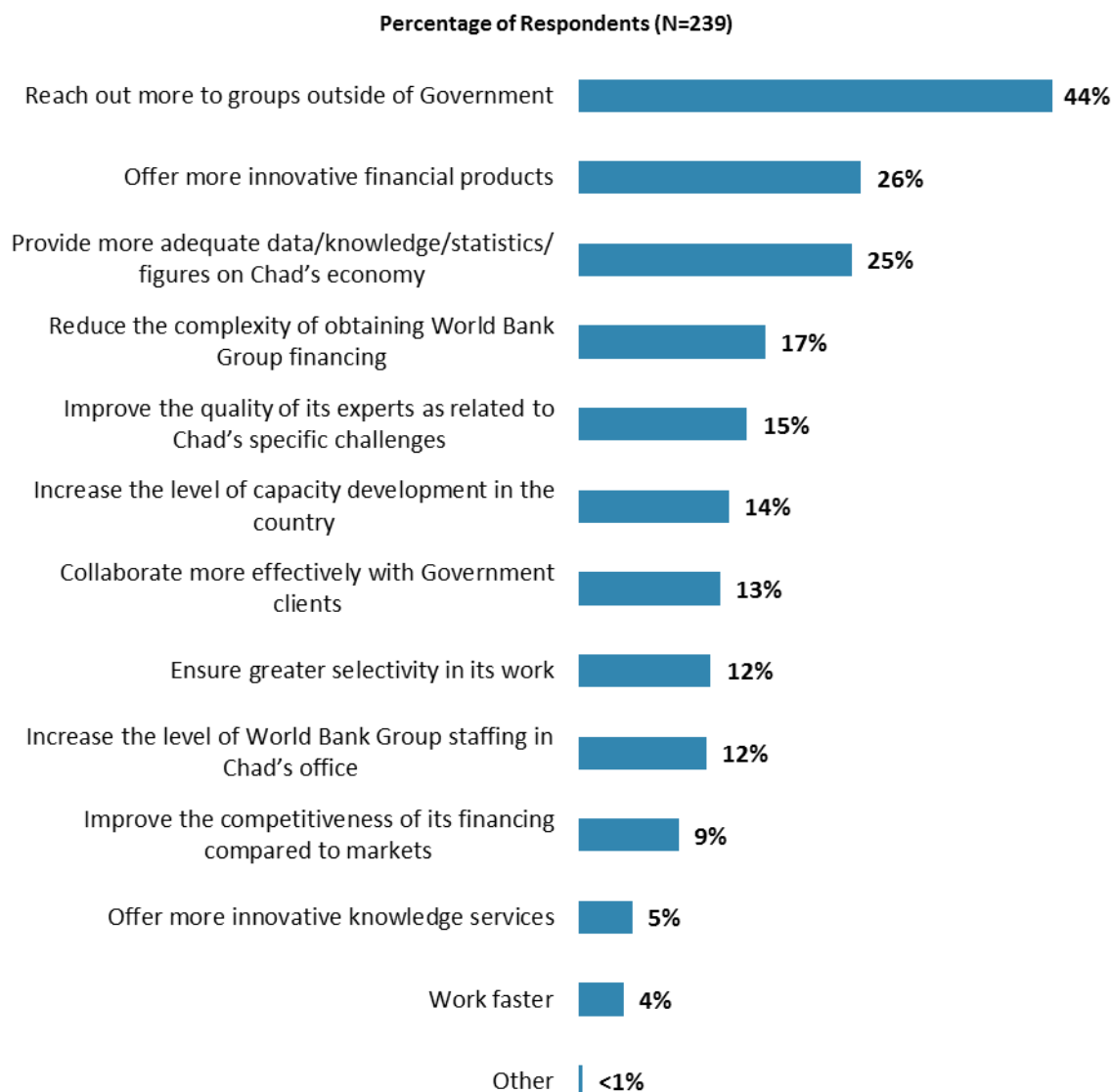
"Which of the following best describes the World Bank Group's support in Chad?" (Respondents chose from a list.)



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

### Making the World Bank Group of Greater Value

- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks were significantly more likely to indicate that the WBG should “*reach out more to groups outside of Government*” than respondents from other stakeholder groups.



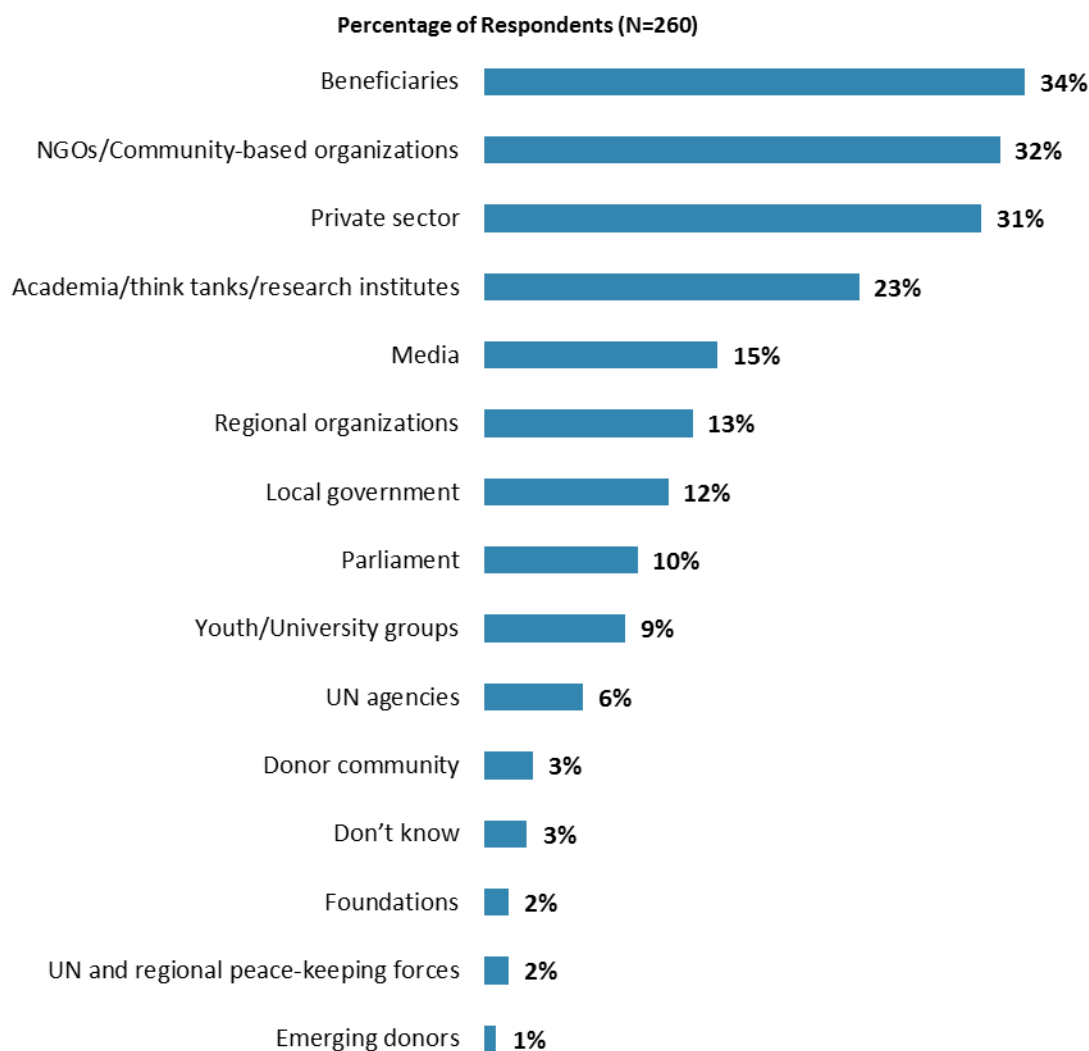
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Chad?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Stakeholder groups:** Respondents from the private sector/financial sector/private banks were significantly more likely to indicate that the WBG should collaborate more with “*beneficiaries*” and “*private sector*” in Chad than respondents from other stakeholder groups. Respondents from CSOs and employees of ministries/PMUs/consultants on WBG projects were significantly more likely to indicate that the WBG should collaborate more with “*NGOs/Community-based organizations*” than respondents from other stakeholder groups.



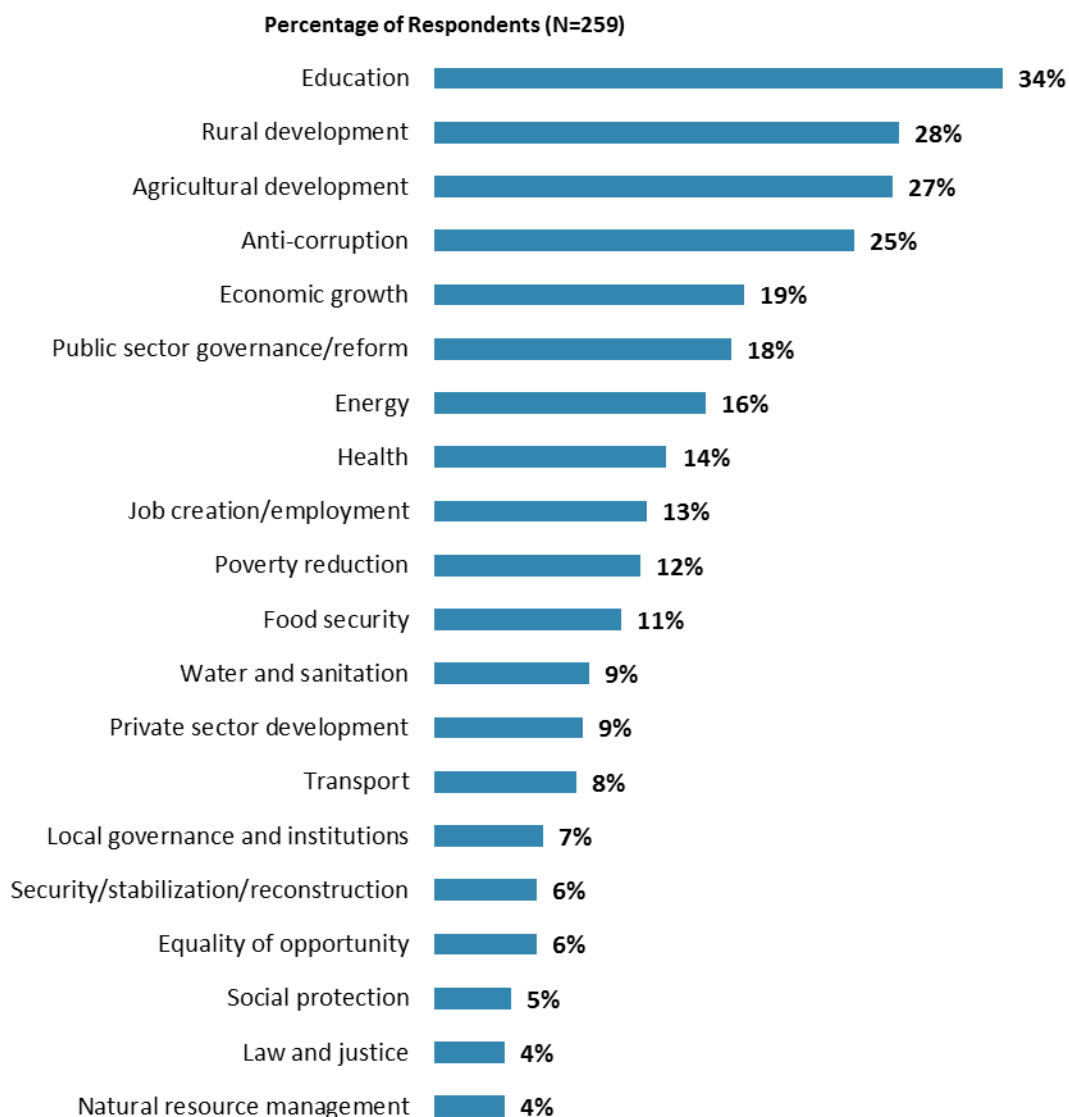
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country ?"**  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources<sup>6</sup>

- **Areas of specialization:** Respondents who primarily specialized in “*education*” (15% of the sample) were significantly more likely than other respondents to indicate that the WBG should focus its resources on “*education*” and “*agricultural development*” in Chad. Respondents who primarily specialized in “*finance & markets*” (19% of the sample) were significantly more likely than others to indicate “*rural development*” and “*anti-corruption*”.



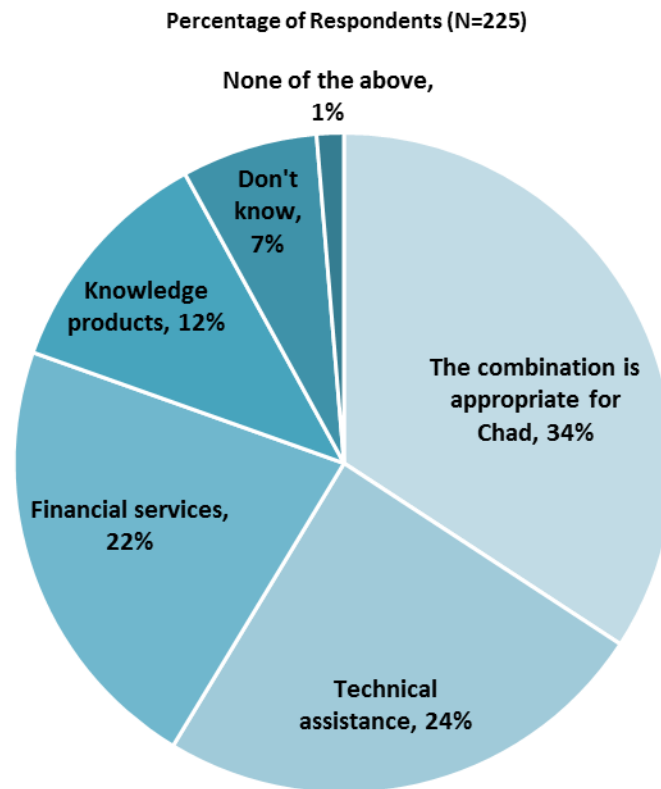
**“When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectoral areas do you believe the WBG should focus most of its resources in Chad? (Choose no more than THREE)” (Respondents chose from a list. Responses combined.)**

<sup>6</sup> When more than 10% of the sample are respondents from a particular sector (see the full list of sectors in question H2 in Appendix I), analyses are done to examine these respondents’ views about the top sectoral areas the WBG should focus its resources in the country.



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

### Future Combination of the WBG Services



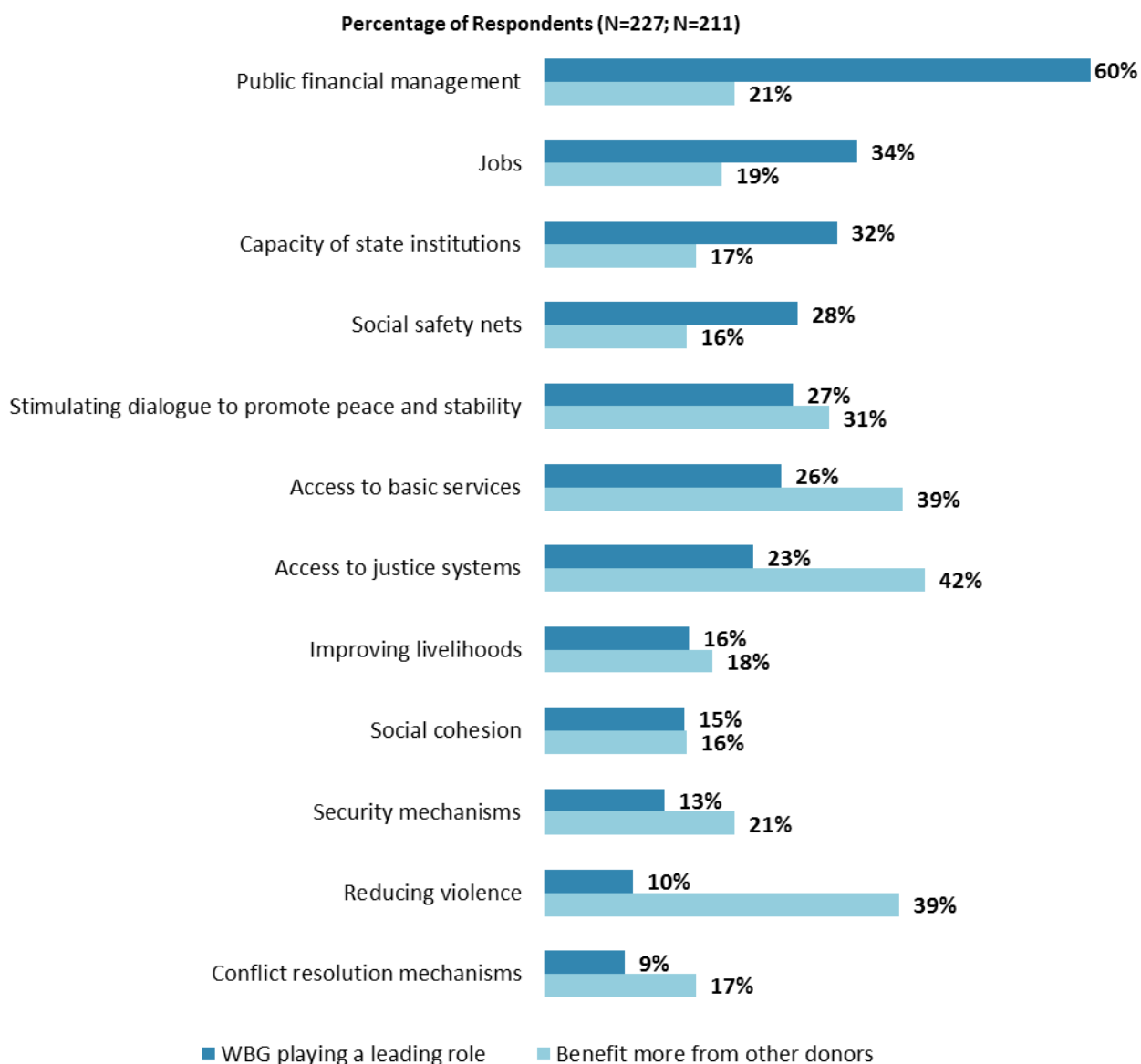
"When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Chad?" (Respondents chose from a list.)





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

### The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

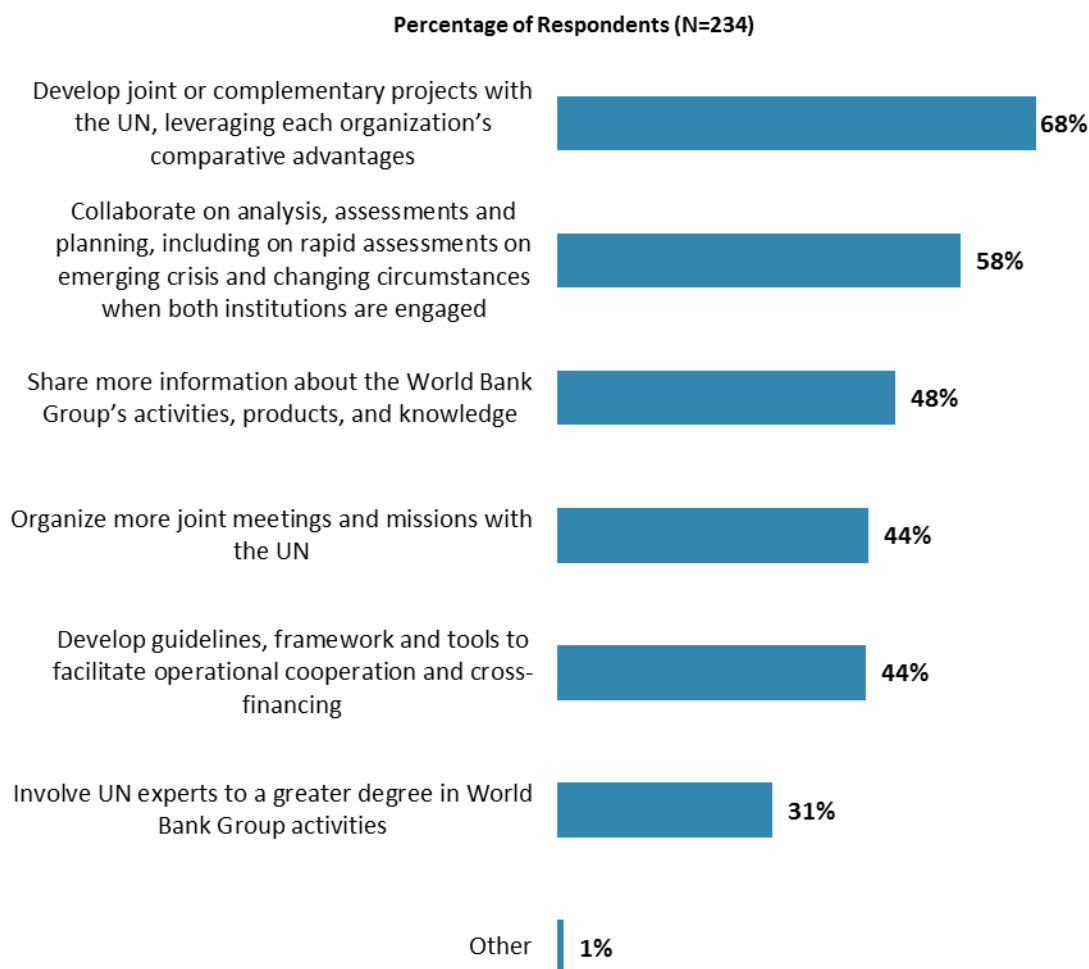
A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad?

B. Which THREE areas below would benefit most from other donors in Chad?"  
(Respondents chose from a list. Responses combined.)



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

### Future Collaboration between the UN and the WBG



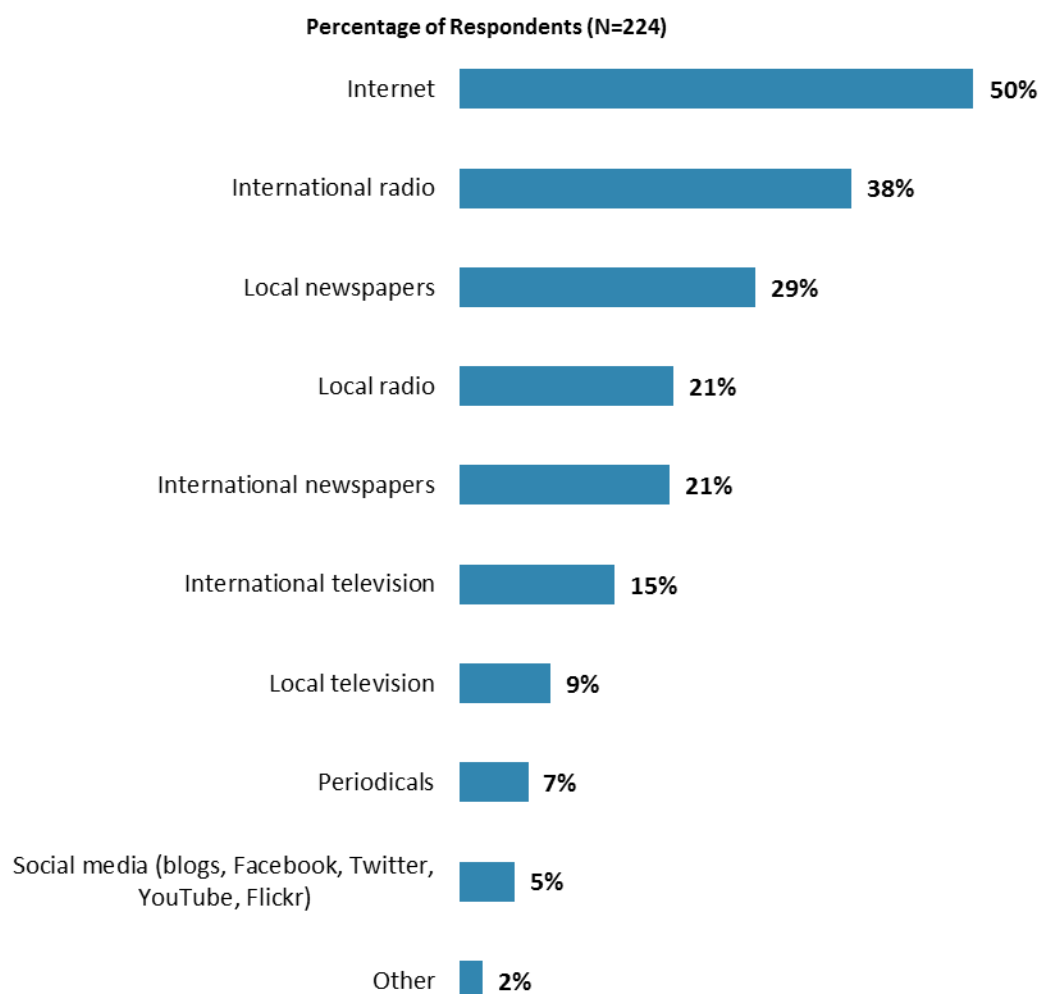
**"What should the World Bank Group do to improve collaboration with the UN in the field?"**  
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 69) for all responses by stakeholder groups.*

### General Information Sources

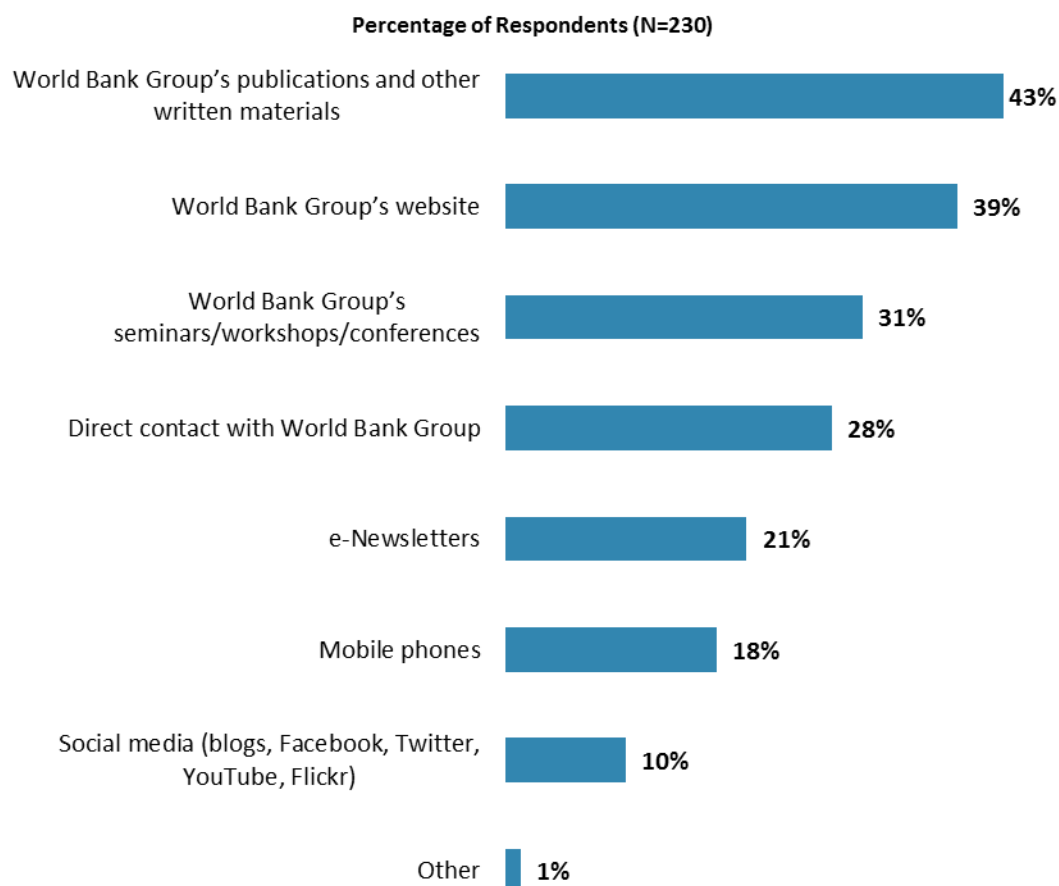


**"How do you get most of your information about economic and social development issues in Chad? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources



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



## X. Communication and Outreach (continued)

### Access to Information

- **Stakeholder groups:** Respondents from the office of Parliamentarian and the media were significantly more likely to be aware of the WBG's Access to Information Policy and request information from the WBG on its activities in the past year than respondents from other stakeholder groups.

Percentage of Respondents (N=207)



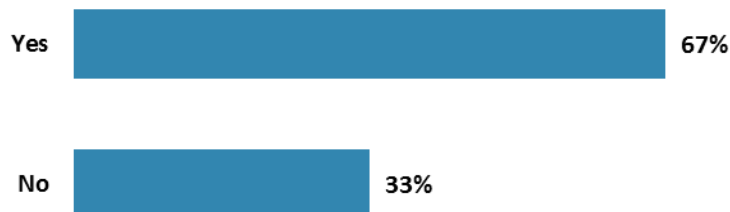
"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"

Percentage of Respondents (N=189)



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

Percentage of Respondents (N=21)



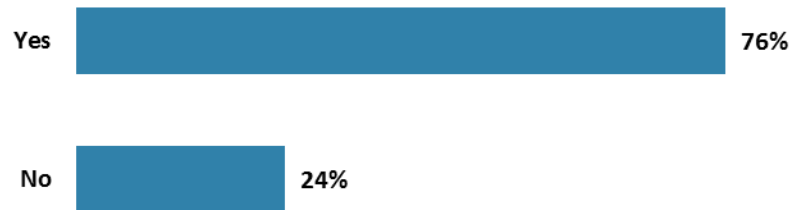
"Were you able to obtain this information?"



## X. Communication and Outreach (continued)

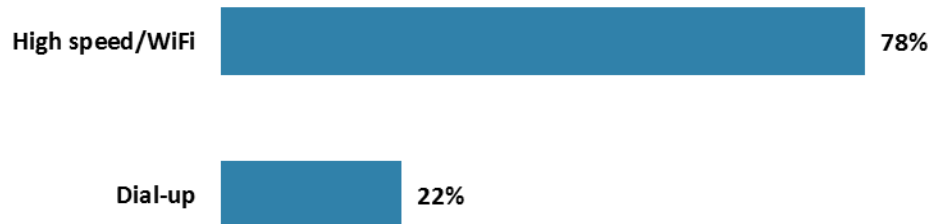
### Access to the Internet

Percentage of Respondents (N=214)



"Do you have access to the Internet?"

Percentage of Respondents (N=160)



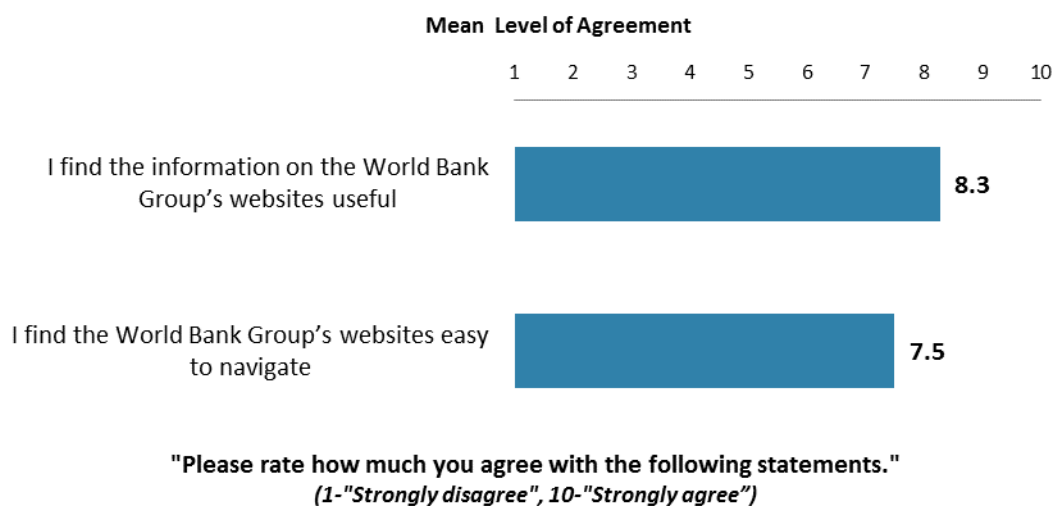
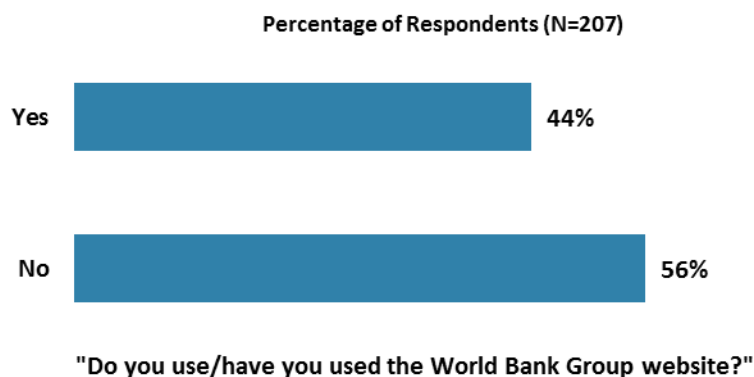
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)



## X. Communication and Outreach (continued)

### WBG Website Usage

- **Stakeholder groups:** Respondents from the office of the President/Prime Minister/Minister and the private sector/financial sector/private banks were significantly more likely to use the WBG website than respondents from other stakeholder groups.

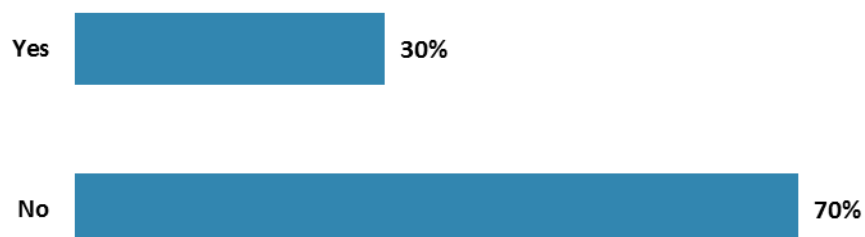




## X. Communication and Outreach (continued)

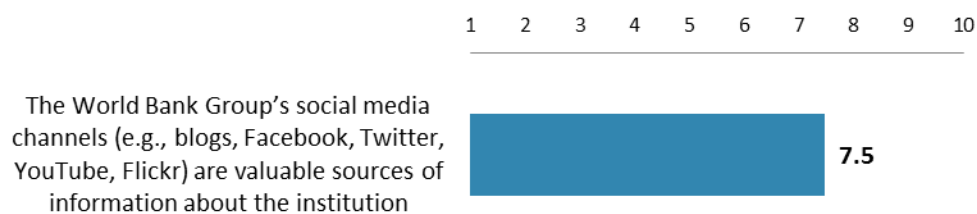
### Use of the WBG's Social Media Channels

Percentage of Respondents (N=213)



"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr) ?"

### Evaluation of the WBG's Social Media Channels



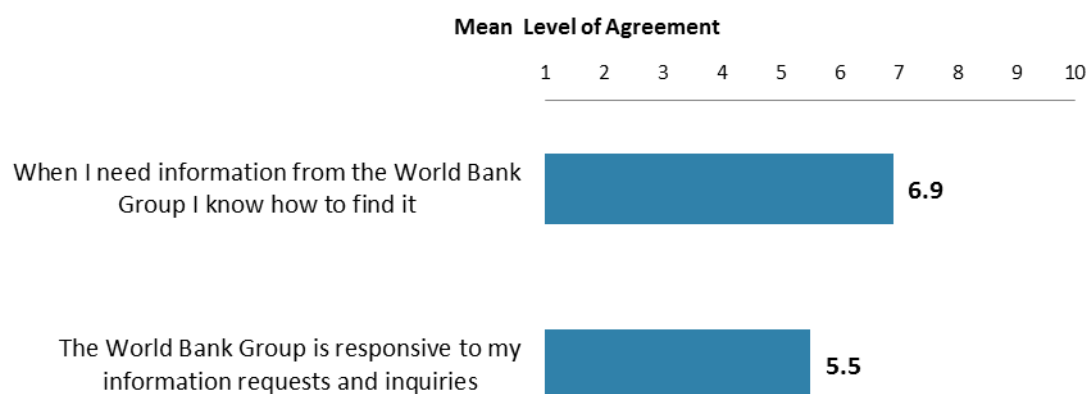
"Please rate how much you agree with the following statements"  
(1-"Strongly disagree", 10-"Strongly agree")





## X. Communication and Outreach (continued)

### Information Sharing



**"Please rate how much you agree with the following statements."  
(1-"Strongly disagree", 10-"Strongly agree")**



## XI. Appendices

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**Chad**





## Appendix A: Responses to All Questions across All Respondents (N=277)

All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).

### A. General Issues Facing Chad

1. In general would you say that Chad is headed in ... ?	Percentage of Respondents (N=259)
The right direction	29.3%
The wrong direction	38.6%
Not sure	32.0%

2. Listed below are a number of development priorities in Chad. Please identify which of the following you consider the most important development priorities in Chad? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=255)
Education	39.2%
Public sector governance/reform	36.9%
Food security	29.4%
Security/stabilization/reconstruction	26.3%
Health	21.2%
Energy	17.3%
Anti-corruption	16.5%
Local governance and institutions	15.3%
Job creation/employment	12.2%
Poverty reduction	9.8%
Law and justice	8.2%
Agricultural development	7.5%
Water and sanitation	7.1%
Social cohesion	5.9%
Private sector development	5.1%
Equality of opportunity	5.1%
Rural development	4.7%
Transport	4.3%
Natural resource management	4.3%
Social protection	3.9%
Regional conflict and tensions	2.7%
Global/regional integration	2.4%
Information and communications technology	2.4%
Gender equity	1.6%
Foreign direct investment	1.6%
Urban development	1.6%
Financial markets	1.2%
Climate change	1.2%
Crime and violence	1.2%
Economic growth	1.2%
Environmental sustainability	0.8%
Trade and exports	0.8%
Communicable/non-communicable diseases	0.8%
Regulatory framework	0.4%
Disaster management	0.0%

**A. General Issues Facing Chad (continued)**

<b>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 Chad? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=264)</b>
Rural development	31.4%
Anti-corruption	29.2%
Economic growth	25.8%
Agricultural development	18.2%
Energy	17.8%
Job creation/employment	17.8%
Food security	17.8%
Education	16.3%
Public sector governance/reform	14.8%
Equality of opportunity	14.4%
Health	12.9%
Water and sanitation	12.1%
Law and justice	11.0%
Transport	8.0%
Private sector development	7.6%
Local governance and institutions	5.7%
Information and communications technology	5.3%
Security/stabilization/reconstruction	5.3%
Natural resource management	4.9%
Gender equity	4.2%
Urban development	2.7%
Social protection	2.7%
Crime and violence	2.3%
Trade and exports	2.3%
Climate change	1.9%
Regional conflict and tensions	1.5%
Global/regional integration	1.5%
Regulatory framework	1.1%
Social cohesion	1.1%
Foreign direct investment	0.8%
Environmental sustainability	0.8%
Communicable/non-communicable diseases	0.4%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing Chad (continued)**

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=229)
Better employment opportunities for young people	54.6%
Education and training that better ensure job opportunity	31.4%
Greater access to micro-finance for the poor	20.5%
Greater equity of fiscal policy	20.5%
Better entrepreneurial opportunities	16.6%
Greater access to health and nutrition for citizens	9.6%
Greater voice and participation for citizens to help ensure greater accountability	8.7%
Better opportunity for the poor who live in rural areas	8.7%
Consistent economic growth	8.3%
Better quality public services	7.0%
Better employment opportunities for women	6.6%
A growing middle class	2.2%
More reliable social safety net	2.2%
Better opportunity for the poor who live in urban areas	1.7%
Other	0.4%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Chad? (1-Not familiar at all, 10-Extremely familiar)	218	0	4.84	3.00
<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Chad? (1-Not effective at all, 10-Very effective)	176	64	6.02	2.71
<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Chad solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	177	66	6.53	2.61

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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Chad, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Chad? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=259)</b>
Education	34.0%
Rural development	27.8%
Agricultural development	27.4%
Anti-corruption	25.1%
Economic growth	18.5%
Public sector governance/reform	17.8%
Energy	16.2%
Health	13.9%
Job creation/employment	12.7%
Poverty reduction	12.4%
Food security	11.2%
Water and sanitation	9.3%
Private sector development	8.9%
Transport	8.5%
Local governance and institutions	6.6%
Security/stabilization/reconstruction	6.2%
Equality of opportunity	6.2%
Social protection	4.6%
Law and justice	4.2%
Natural resource management	4.2%
Crime and violence	3.5%
Gender equity	3.1%
Information and communications technology	2.7%
Social cohesion	2.3%
Climate change	2.3%
Environmental sustainability	1.9%
Global/regional integration	1.5%
Regional conflict and tensions	1.5%
Trade and exports	1.5%
Urban development	1.2%
Foreign direct investment	0.8%
Disaster management	0.8%
Financial markets	0.4%
Communicable/non-communicable diseases	0.4%
Regulatory framework	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chad?	Percentage of Respondents (N=247)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Strategy formulation	10.1%	28.8%	38.9%
Mobilizing third party financial resources	20.6%	8.3%	29.0%
Capacity development	14.2%	14.6%	28.8%
Financial resources	13.4%	7.9%	21.3%
Technical assistance	10.5%	10.4%	20.9%
Policy advice, studies, analyses	11.7%	7.5%	19.2%
Convening/facilitating	9.3%	4.6%	13.9%
Data and statistics	6.1%	6.3%	12.3%
Linkage to non-Bank expertise	2.4%	6.3%	8.7%
Donor coordination	2.8%	5.4%	8.3%
Other	0.4%	0.0%	0.4%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	143	87	5.73	2.89
7. Citizen engagement (incorporating citizens' voices into development)	152	68	4.78	2.85
8. Policy design (for clarity and better incentives to achieve development goals)	145	78	6.81	2.54

When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	165	67	8.27	2.28
10. Citizen engagement (incorporating citizens' voices into development)	173	50	8.66	2.36
11. Policy design (for clarity and better incentives to achieve development goals)	163	58	8.09	2.51

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

<b>12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chad? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
World Bank Group's processes too complex	26.7%
Not enough public disclosure of its work	25.9%
Not collaborating enough with stakeholders outside the Government	22.4%
Staff too inaccessible	18.8%
Taking into account directions of the government more than concerns of the population	17.3%
Too influenced by developed countries	16.1%
Not willing to honestly criticize policies and reform efforts in the country	13.7%
Not adequately sensitive to political/social realities in Chad	10.2%
Its advice and strategies do not lend themselves to practical problem solving	5.9%
Inadequate number of World Bank Group staff members located in the country	5.9%
Not exploring alternative policy options	4.3%
The credibility of its knowledge/data	4.3%
World Bank Group's processes too slow	4.3%
Not aligned with country priorities	3.9%
Don't know	3.9%
Arrogant in its approach	3.5%
Not client focused	3.5%
Not focused enough on issues that are unique to post-conflict countries	3.1%
Not aligned with other donors' work	0.8%
Other	0.0%

<b>13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Chad? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=255)</b>
Investment lending	54.5%
Capacity development	42.7%
Technical assistance	17.3%
Multi-sectoral approaches	16.9%
Policy based lending / budget support to the Government	12.5%
Knowledge products/services	10.2%
Emergency Recovery lending	10.2%
Trust Fund management	9.4%
Don't know	7.5%
Co-financing arrangements	4.3%
Sector-wide approaches	3.5%
Other	0.8%

<b>14. To what extent do you believe that the World Bank Group's work and support help the poorest in Chad? (Choose only ONE response)</b>	<b>Percentage of Respondents (N=256)</b>
To a fully sufficient degree	19.9%
To a somewhat sufficient degree	25.8%
To a somewhat insufficient degree	15.6%
To a very insufficient degree	19.1%
Don't know	19.5%



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

<b>15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=260)</b>
Beneficiaries	33.8%
NGOs/Community-based organizations	32.3%
Private sector	31.2%
Academia/think tanks/research institutes	23.5%
Media	14.6%
Regional organizations	13.1%
Local government	11.5%
Parliament	9.6%
Youth/University groups	8.8%
UN agencies	6.2%
Donor community	3.1%
Don't know	2.7%
Foundations	1.5%
UN and regional peace-keeping forces	1.5%
Emerging donors	0.8%
Other	0.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Chad? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
16. Overall the World Bank Group currently plays a relevant role in development in Chad*	198	40	6.88	2.83
17. The World Bank Group's work is aligned with what I consider the development priorities for Chad*	173	43	6.71	2.76
18. The World Bank Group supports programs and strategies that are realistic for Chad	175	46	6.32	2.83
19. The World Bank Group treats clients and stakeholders in Chad with respect	120	100	5.10	3.28

<b>To what extent is the World Bank Group an effective development partner in Chad, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
20. Responsiveness to needs*	96	92	5.09	3.06
21. Flexibility (in terms of the institution's products and services)*	93	84	4.72	2.75
22. Flexibility (in terms of changing country circumstances)*	92	84	5.35	2.82
23. Being inclusive*	73	100	5.32	2.76
24. Openness*	98	79	6.37	3.11
25. Staff accessibility*	105	78	4.61	2.98
26. Straightforwardness and honesty*	98	82	5.70	3.17
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	96	82	4.78	3.19
28. Collaboration with civil society*	156	40	4.87	3.21
29. Collaboration with the UN*	94	96	8.14	2.21
30. Collaboration with the Government*	150	35	8.03	2.04
31. Collaboration with other donors and development partners*	103	81	7.74	2.35
32. Collaboration with the private sector*	134	46	4.51	3.12
33. The speed in which it gets things accomplished on the ground*	94	93	5.39	2.89
34. Being a long-term partner*	104	93	8.07	2.55

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

<b>35. To be a more effective development partner in Chad, do you believe that the World Bank Group should have...? (Select only ONE response)</b>	<b>Percentage of Respondents (N=253)</b>
More local presence	71.9%
The current level of local presence is adequate	10.3%
Less local presence	6.3%
Don't know	11.5%

<b>36. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=250)</b>
More effective collaboration	8.8%
The same level of effective collaboration	20.0%
Less effective collaboration	16.4%
Don't know	54.8%

<b>37. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute to? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=258)</b>
There is not an adequate level of citizen/civil society participation	48.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	45.7%
Political pressures and obstacles	42.6%
The World Bank Group does not do adequate follow through/follow-up	30.6%
Reforms are not well thought out in light of country challenges	24.8%
Lack of/inadequate levels of capacity in Government	22.1%
The Government works inefficiently	21.7%
Inadequate funding	17.1%
The World Bank Group works too slowly	16.7%
Ongoing conflict and instability	11.6%
Poor donor coordination	8.1%
Other	1.2%

**C. World Bank Group's Effectiveness and Results**

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence	166	31	8.17	2.99
2. Financial markets	154	28	8.16	2.57
3. Transport	176	11	8.80	2.10
4. Anti-corruption	195	12	9.23	1.72
5. Regional conflict and tensions	151	26	7.85	2.99
6. Law and justice	177	17	8.84	2.03
7. Urban development	164	21	8.23	2.37
8. Environmental sustainability	160	22	8.58	2.19
9. Regulatory framework	148	31	7.84	2.76
10. Information and communications technology	172	18	8.41	2.43
11. Poverty reduction	188	10	9.24	1.80
12. Gender equity	156	20	7.73	2.99
13. Private sector development	173	12	8.46	2.23
14. Foreign direct investment	148	30	7.88	2.78
15. Local governance and institutions	173	13	8.67	2.15
16. Water and sanitation	185	10	9.03	1.87
17. Trade and exports	159	25	7.75	2.87
18. Economic growth	169	15	8.75	2.02
19. Energy	175	12	9.07	1.98
20. Disaster management	155	27	7.67	3.09
21. Public sector governance/reform	177	14	8.78	2.26
22. Job creation/employment	179	12	8.39	2.09
23. Social cohesion	154	16	7.44	2.52
24. Communicable/non-communicable diseases	155	23	6.57	3.10
25. Equality of opportunity	166	17	8.45	2.67
26. Health	181	10	9.27	1.57
27. Rural development	180	12	8.98	1.94
28. Global/regional integration	162	21	7.69	2.61
29. Food security	188	10	9.05	1.83
30. Natural resource management	180	13	8.38	2.16
31. Security/stabilization/reconstruction	163	18	7.98	2.17
32. Social protection	160	21	7.29	2.58
33. Climate change	167	18	7.16	2.61
34. Agricultural development	187	10	9.27	1.60
35. Education	197	9	9.47	1.45

**C. World Bank Group's Effectiveness and Results (continued)**

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti-corruption	150	63	4.31	3.43
2. Information and communications technology	134	55	5.14	3.31
3. Transport	140	39	4.94	3.13
4. Urban development	132	44	4.79	2.90
5. Environmental sustainability	129	47	4.71	3.14
6. Communicable/non-communicable diseases	126	48	5.22	3.20
7. Poverty reduction	159	29	5.80	2.96
8. Gender equity	121	56	4.22	2.91
9. Private sector development	130	46	4.44	2.79
10. Local governance and institutions	132	43	4.48	2.91
11. Water and sanitation	141	39	6.22	2.54
12. Trade and exports	118	61	4.21	2.87
13. Economic growth	137	42	5.96	2.60
14. Energy	136	42	4.73	3.29
15. Public sector governance/reform	144	37	4.81	3.18
16. Social cohesion	117	56	4.47	3.08
17. Equality of opportunity	124	48	4.07	3.14
18. Health	152	31	5.91	3.18
19. Rural development	143	38	5.24	3.19
20. Global/regional integration	115	57	4.81	3.22
21. Food security	144	38	5.13	3.19
22. Education	153	34	5.70	3.20
23. Security/stabilization/reconstruction	118	52	4.47	2.98
24. Social protection	121	54	4.16	2.96
25. Climate change	124	52	4.22	3.09
26. Agricultural development	145	35	5.49	3.26
27. Natural resource management	151	37	5.13	3.36

3. Where are the World Bank Group's decisions made primarily that support the program in Chad? (Select only ONE response)	Percentage of Respondents (N=239)
At the Headquarters (in Washington D.C.)	61.5%
In the country	7.1%
Don't know	31.4%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Chad? (1-To no degree at all, 10-To a very significant degree)	179	68	6.47	2.49

Building/Strengthening Existing Country Systems*	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems in Chad? (1-To no degree at all, 10-To a very significant degree)	171	76	5.06	3.17

To what extent do you agree with the following statements about the World Bank Group in Chad? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments (i.e., Development Policy Loan, Trust Funds, etc.) meet the needs of Chad*	180	56	6.48	3.34
7. The World Bank Group meets Chad's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	171	60	5.78	2.80

**C. World Bank Group's Effectiveness and Results (continued)**

Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Chad? (1-To no degree at all, 10-To a very significant degree)	149	101	5.26	3.13

**D. The World Bank Group's Knowledge Work and Activities**

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=235)			
Weekly	3.8%			
Monthly	6.8%			
A few times a year	37.9%			
Rarely	32.8%			
Never	18.7%			

In Chad, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	152	71	6.97	2.49
3. Include appropriate level of stakeholder involvement during preparation	147	63	5.27	2.66
4. Lead to practical solutions	143	61	5.31	2.50
5. Are accessible (well written and easy to understand)	136	59	6.42	2.63
6. Are source of relevant information on global good practices	158	54	7.23	2.37
7. Are adequately disseminated	141	55	5.70	2.76
8. Are translated enough into local language	151	57	3.21	2.95
9. Are adaptable to Chad's specific development challenges and country circumstances*	157	56	6.31	2.77

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	203	49	7.10	2.56
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	198	54	6.65	2.64

**E. Working with the World Bank Group**

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	169	43	4.68	3.13
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	190	26	6.45	2.80
3. The World Bank Group's approvals and reviews are done in a timely fashion	158	47	4.99	2.67
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	142	61	5.65	2.43
5. The World Bank Group's conditions on its lending are reasonable	150	52	5.23	2.85
6. The World Bank Group takes decisions quickly in Chad*	155	45	4.05	2.62
7. Working with the World Bank Group increases Chad's institutional capacity	167	37	6.14	2.90
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	161	46	6.86	2.67
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	169	40	5.89	3.00

**E. Working with the World Bank Group (continued)**

WBG Promoting PPP in Chad	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad? (1-To no degree at all, 10-To a very significant degree)	169	59	5.76	2.86

11. Which of the following best describes the way the World Bank Group operates in Chad? (Select only ONE response)	Percentage of Respondents (N=231)
The World Bank Group takes too much risk in Chad	9.5%
The World Bank Group does not take enough risk in Chad	45.9%
The World Bank Group's approach to risk is appropriate	17.7%
Don't know	26.8%

12. Which of the following best describes the World Bank Group's support in Chad? (Select only ONE response)	Percentage of Respondents (N=231)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chad	61.9%
The World Bank Group is not sufficiently selective in Chad, and it is involved in too many areas of development	17.7%
Don't know	20.3%

WBG Staffing in Chad	N	DK	Mean	SD
13. To what extent do you believe the World Bank Group is adequately staffed in Chad? (1-To no degree at all, 10-To a very significant degree)	131	104	4.98	3.09

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Chad? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=239)
Reach out more to groups outside of Government	43.5%
Offer more innovative financial products	25.9%
Provide more adequate data/knowledge/statistics/figures on Chad's economy	25.1%
Reduce the complexity of obtaining World Bank Group financing	17.2%
Improve the quality of its experts as related to Chad's specific challenges	15.5%
Increase the level of capacity development in the country	13.8%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.0%
Ensure greater selectivity in its work	12.1%
Increase the level of World Bank Group staffing in Chad's office	11.7%
Improve the competitiveness of its financing compared to markets	9.2%
Offer more innovative knowledge services	5.0%
Work faster	4.2%
Other	0.4%

2. When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chad? (Select only ONE response)	Percentage of Respondents (N=225)
The combination is appropriate for Chad	34.2%
Technical assistance	24.4%
Financial services	21.8%
Knowledge products	11.6%
Don't know	6.7%
None of the above	1.3%

**F. The Future Role of the World Bank Group in Chad (continued)**

<b>3A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=227)</b>
Public financial management	59.9%
Jobs	34.4%
Capacity of state institutions	32.2%
Social safety nets	27.8%
Stimulating dialogue to promote peace and stability	27.3%
Access to basic services	26.0%
Access to justice systems	22.9%
Improving livelihoods	15.9%
Social cohesion	15.4%
Security mechanisms	13.2%
Reducing violence	9.7%
Conflict resolution mechanisms	8.8%

<b>3B. Which THREE areas below would benefit most from other donors in Chad? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=211)</b>
Access to justice systems	41.7%
Access to basic services	39.3%
Reducing violence	38.9%
Stimulating dialogue to promote peace and stability	31.3%
Public financial management	20.9%
Security mechanisms	20.9%
Jobs	19.4%
Improving livelihoods	18.5%
Conflict resolution mechanisms	16.6%
Capacity of state institutions	16.6%
Social safety nets	15.6%
Social cohesion	15.6%

<b>4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=234)</b>
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	68.4%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	57.7%
Share more information about the World Bank Group's activities, products, and knowledge.	48.3%
Organize more joint meetings and missions with the UN	44.4%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	44.0%
Involve UN experts to a greater degree in World Bank Group activities	30.8%
Other	0.9%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Chad? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=224)</b>
Internet	50.4%
International radio	38.4%
Local newspapers	29.0%
Local radio	21.0%
International newspapers	20.5%
International television	15.2%
Local television	8.9%
Periodicals	6.7%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	5.4%
Other	2.2%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=230)</b>
World Bank Group's publications and other written materials	43.0%
World Bank Group's website	39.1%
World Bank Group's seminars/workshops/conferences	30.9%
Direct contact with World Bank Group	28.3%
e-Newsletters	20.9%
Mobile phones	18.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	10.4%
Other	1.3%

<b>3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=207)</b>
Yes	15.9%
No	84.1%

<b>4. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=189)</b>
Yes	11.1%
No	88.9%

<b>5. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=21)</b>
Yes	66.7%
No	33.3%

<b>6. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=214)</b>
Yes	75.7%
No	24.3%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=207)</b>
Yes	44.4%
No	55.6%



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

8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Percentage of Respondents (N=213)
Yes	30.0%
No	70.0%

9. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=160)
High speed/WiFi	78.1%
Dial-up	21.9%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. I find the World Bank Group's websites easy to navigate	112	90	7.50	3.08
11. I find the information on the World Bank Group's websites useful	99	87	8.27	2.59
12. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	74	124	7.46	2.51
13. When I need information from the World Bank Group I know how to find it	121	79	6.91	3.37
14. The World Bank Group is responsive to my information requests and inquiries	67	135	5.51	3.28

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=233)
NGO/Community-Based Organization	19.3%
Financial Sector/Private Bank	18.9%
Employee of a Ministry, Ministerial Department or Implementation Agency	8.6%
Private Sector Organization	7.7%
Office of Parliamentarian	5.6%
Academia/Research Institute/Think Tank	5.6%
Trade Union	5.2%
Other	4.7%
Media	3.4%
Office of Minister	3.0%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	3.0%
Youth Group	3.0%
Local Government Office or Staff	2.1%
Bilateral/ Multilateral Agency	2.1%
Independent Government Institution	2.1%
Faith-Based Group	2.1%
Judiciary Branch	1.7%
Office of the President/Prime Minister	0.9%
Private Foundation	0.9%

**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Please mark only ONE response)</b>	<b>Percentage of Respondents (N=229)</b>
Finance and markets	18.8%
Education	15.3%
Other	10.5%
Urban, rural, and social development	8.3%
Health, nutrition, and population	6.6%
Agriculture	6.1%
Water	3.9%
Jobs	3.9%
Governance	3.1%
Macroeconomics and fiscal management	2.6%
Transport and ICT	2.6%
Poverty	2.6%
Social protection and labor	2.2%
Environment and natural resources	2.2%
Fragility, conflict and violence	1.7%
Public-private partnerships	1.7%
Energy and extractives	1.7%
Gender	1.7%
Generalist (specialized in multiple sectors)	1.7%
Trade and competitiveness	1.3%
Climate Change	1.3%

<b>3. Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=231)</b>
I have never collaborated with the World Bank Group	75.3%
I have previously collaborated with the World Bank Group	10.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	7.8%
I currently collaborate with the World Bank Group	6.1%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Chad? (Select only ONE response)</b>	<b>Percentage of Respondents (N=183)</b>
The World Bank (IDA)	71.6%
The International Finance Corporation (IFC)	10.9%
The Multilateral Investment Guarantee Agency (MIGA)	3.3%
Other	14.2%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=163)</b>
Yes	15.3%
No	84.7%

<b>6. If yes, what was your view of how the two institutions work together in Chad? (Select only ONE response)</b>	<b>Percentage of Respondents (N=24)</b>
The two institutions work well together	29.2%
The way the two institutions work together needs improvement	62.5%
The two institutions do not work well together	0.0%
Don't know	8.3%

**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Chad? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=187)</b>
Use World Bank Group website for information, data, research, etc.	40.1%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.4%
Use World Bank Group reports/data	34.8%
Collaborate as part of my professional duties	24.6%
Engage in World Bank Group related/sponsored events/activities	13.9%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=241)</b>
Female	15.8%
Male	84.2%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=241)</b>
N'Djamena	43.6%
Moundou	37.3%
Sarh	6.6%
Doba	4.6%
Massakori	3.7%
Bongor	2.5%
Abéché	0.8%
Mongo	0.8%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>7</sup>

Office of the President/ Prime Minister/ Minister N=9 ● Office of Parliamentarian N=13 ● Employee of a Ministry/ PMU/ Consultant on WBG-supported Project N=27 ● Private Sector/ Financial Sector/ Private Bank N=62 ● CSO N=71 ● Media N=8 ● Academia/ Research Institute/ Think Tank N=13 ● Other N=30

### A. General Issues facing Chad

In general, would you say that Chad is headed in...?\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The right direction	55.6%	30.8%	48.1%	8.5%	32.3%	28.6%	23.1%	41.4%
The wrong direction	22.2%	38.5%	14.8%	72.9%	38.5%	42.9%	23.1%	27.6%
Not sure	22.2%	30.8%	37.0%	18.6%	29.2%	28.6%	53.8%	31.0%

\*Significantly different between stakeholder groups

<sup>7</sup> Only 233 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Chad (continued)**

Listed below are a number of development priorities in Chad. Please identify which of the following you consider the most important development priorities in Chad?

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social protection	0.0%	7.7%	0.0%	3.3%	4.5%	0.0%	0.0%	13.8%
Food security*	50.0%	30.8%	45.8%	10.0%	27.3%	50.0%	50.0%	27.6%
Security/stabilization/reconstruction*	12.5%	0.0%	25.0%	63.3%	16.7%	25.0%	8.3%	13.8%
Public sector governance/reform*	25.0%	0.0%	29.2%	78.3%	28.8%	25.0%	8.3%	31.0%
Global/regional integration	0.0%	0.0%	0.0%	5.0%	3.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	7.7%	0.0%	0.0%	1.5%	0.0%	0.0%	6.9%
Private sector development	12.5%	0.0%	8.3%	8.3%	4.5%	0.0%	0.0%	3.4%
Foreign direct investment	0.0%	0.0%	8.3%	0.0%	3.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	15.4%	0.0%	5.0%	9.1%	0.0%	8.3%	6.9%
Energy*	37.5%	61.5%	8.3%	5.0%	16.7%	0.0%	33.3%	13.8%
Regional conflict and tensions	0.0%	7.7%	0.0%	0.0%	3.0%	12.5%	8.3%	0.0%
Job creation/employment*	0.0%	30.8%	20.8%	1.7%	13.6%	0.0%	25.0%	24.1%
Rural development	0.0%	0.0%	4.2%	0.0%	12.1%	0.0%	0.0%	6.9%
Financial markets	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	3.4%
Urban development	0.0%	0.0%	4.2%	0.0%	3.0%	0.0%	0.0%	3.4%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	7.7%	8.3%	3.3%	3.0%	12.5%	8.3%	10.3%
Health*	37.5%	15.4%	8.3%	5.0%	19.7%	12.5%	41.7%	27.6%
Education*	87.5%	61.5%	41.7%	18.3%	36.4%	25.0%	50.0%	31.0%
Poverty reduction*	12.5%	0.0%	16.7%	1.7%	6.1%	37.5%	16.7%	24.1%
Transport	0.0%	0.0%	8.3%	6.7%	3.0%	0.0%	0.0%	6.9%
Social cohesion	0.0%	23.1%	4.2%	6.7%	4.5%	0.0%	16.7%	6.9%
Climate change	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%
Agricultural development	0.0%	7.7%	12.5%	5.0%	15.2%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	4.2%	0.0%	1.5%	0.0%	0.0%	3.4%
Economic growth	0.0%	0.0%	4.2%	0.0%	1.5%	0.0%	0.0%	3.4%
Law and justice	12.5%	7.7%	8.3%	5.0%	15.2%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	3.4%
Local governance and institutions*	0.0%	0.0%	0.0%	60.0%	3.0%	12.5%	0.0%	0.0%
Natural resource management	0.0%	7.7%	0.0%	1.7%	3.0%	25.0%	8.3%	6.9%
Anti-corruption*	12.5%	0.0%	25.0%	6.7%	22.7%	50.0%	8.3%	20.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	7.7%	0.0%	0.0%	4.5%	12.5%	8.3%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Chad (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 Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Water and sanitation	33.3%	0.0%	7.7%	6.6%	14.7%	0.0%	7.7%	13.3%
Equality of opportunity*	0.0%	0.0%	15.4%	11.5%	10.3%	62.5%	7.7%	23.3%
Economic growth*	22.2%	0.0%	26.9%	62.3%	11.8%	0.0%	7.7%	26.7%
Climate change	0.0%	0.0%	3.8%	0.0%	2.9%	0.0%	0.0%	6.7%
Regional conflict and tensions	0.0%	7.7%	0.0%	0.0%	2.9%	0.0%	0.0%	3.3%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%
Gender equity	0.0%	7.7%	0.0%	3.3%	7.4%	12.5%	0.0%	6.7%
Rural development*	22.2%	15.4%	30.8%	65.6%	22.1%	37.5%	53.8%	16.7%
Urban development	11.1%	0.0%	3.8%	0.0%	4.4%	0.0%	0.0%	6.7%
Regulatory framework	11.1%	7.7%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	3.3%	8.8%	0.0%	0.0%	13.3%
Social protection	0.0%	0.0%	3.8%	0.0%	5.9%	0.0%	7.7%	3.3%
Law and justice	0.0%	7.7%	7.7%	8.2%	10.3%	25.0%	7.7%	13.3%
Transport	0.0%	0.0%	15.4%	4.9%	11.8%	0.0%	0.0%	3.3%
Crime and violence	0.0%	7.7%	3.8%	1.6%	0.0%	0.0%	7.7%	3.3%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Information and communications technology*	0.0%	23.1%	15.4%	1.6%	4.4%	12.5%	0.0%	3.3%
Security/stabilization/reconstruction	11.1%	7.7%	11.5%	4.9%	1.5%	0.0%	7.7%	3.3%
Anti-corruption*	22.2%	15.4%	3.8%	72.1%	17.6%	37.5%	15.4%	3.3%
Private sector development*	0.0%	0.0%	11.5%	3.3%	11.8%	0.0%	30.8%	10.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	3.3%
Energy*	33.3%	69.2%	3.8%	9.8%	14.7%	12.5%	7.7%	10.0%
Public sector governance/reform*	11.1%	7.7%	23.1%	3.3%	17.6%	37.5%	46.2%	13.3%
Social cohesion	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	7.7%	3.3%
Education	11.1%	23.1%	30.8%	8.2%	20.6%	12.5%	23.1%	13.3%
Natural resource management	11.1%	0.0%	3.8%	0.0%	8.8%	12.5%	7.7%	3.3%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	1.5%	0.0%	0.0%	3.3%
Health	33.3%	15.4%	7.7%	4.9%	16.2%	0.0%	7.7%	13.3%
Agricultural development*	0.0%	0.0%	19.2%	9.8%	32.4%	12.5%	7.7%	23.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	22.2%	0.0%	26.9%	13.1%	14.7%	12.5%	23.1%	36.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	11.5%	0.0%	2.9%	0.0%	0.0%	3.3%
Food security*	44.4%	76.9%	11.5%	1.6%	14.7%	12.5%	15.4%	10.0%

\*Significantly different between stakeholder groups

**A. General Issues facing Chad (continued)**

The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Better employment opportunities for young people*	50.0%	72.7%	52.0%	71.2%	39.7%	57.1%	50.0%	42.3%
Better employment opportunities for women	12.5%	9.1%	4.0%	5.1%	10.3%	0.0%	0.0%	11.5%
Greater access to micro-finance for the poor*	50.0%	9.1%	24.0%	6.8%	24.1%	28.6%	30.0%	30.8%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	18.2%	8.0%	1.7%	10.3%	42.9%	10.0%	15.4%
Greater access to health and nutrition for citizens	0.0%	9.1%	12.0%	3.4%	12.1%	0.0%	0.0%	19.2%
Better entrepreneurial opportunities	12.5%	0.0%	16.0%	16.9%	22.4%	0.0%	10.0%	15.4%
A growing middle class	0.0%	0.0%	4.0%	1.7%	1.7%	0.0%	0.0%	3.8%
Better opportunity for the poor who live in rural areas	12.5%	9.1%	8.0%	1.7%	12.1%	0.0%	0.0%	7.7%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	0.0%	0.0%	3.4%	0.0%	0.0%	3.8%
Consistent economic growth	0.0%	0.0%	16.0%	1.7%	12.1%	0.0%	10.0%	11.5%
More reliable social safety net	0.0%	0.0%	8.0%	3.4%	1.7%	0.0%	0.0%	0.0%
Greater equity of fiscal policy*	0.0%	18.2%	8.0%	64.4%	1.7%	14.3%	10.0%	7.7%
Education and training that better ensure job opportunity	37.5%	36.4%	36.0%	18.6%	41.4%	57.1%	50.0%	19.2%
Better quality public services*	25.0%	18.2%	4.0%	3.4%	6.9%	0.0%	30.0%	3.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 Group in Chad?*	8	5.50	4.81	7	5.43	3.69	24	5.04	3.03	55	3.56	2.11	57	4.65	2.71	7	4.86	2.54	8	4.88	3.23	28	6.32	2.98

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Chad.*	5	9.00	2.24	9	7.67	2.96	17	6.82	2.60	50	5.42	1.82	44	5.32	2.74	4	6.75	2.36	8	5.88	4.26	24	6.63	3.02

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 Group's staff is well prepared to help Chad solve its most complicated development challenges?*	6	7.33	3.67	8	8.25	3.24	20	6.80	2.80	49	7.14	1.06	39	6.10	2.64	4	6.00	3.37	7	4.43	2.82	25	6.32	2.93

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



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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social protection	11.1%	0.0%	8.0%	1.7%	4.4%	0.0%	0.0%	10.0%
Security/stabilization/reconstruction	11.1%	15.4%	12.0%	0.0%	5.9%	0.0%	7.7%	6.7%
Crime and violence	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	3.3%
Transport	0.0%	0.0%	8.0%	6.7%	11.8%	0.0%	0.0%	6.7%
Agricultural development*	11.1%	7.7%	32.0%	20.0%	33.8%	75.0%	46.2%	20.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	3.3%
Gender equity	0.0%	7.7%	0.0%	0.0%	4.4%	12.5%	0.0%	3.3%
Public sector governance/reform	11.1%	15.4%	12.0%	11.7%	22.1%	25.0%	46.2%	30.0%
Health*	44.4%	15.4%	12.0%	5.0%	22.1%	12.5%	23.1%	6.7%
Rural development*	11.1%	7.7%	24.0%	63.3%	25.0%	12.5%	15.4%	13.3%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Education*	44.4%	76.9%	28.0%	11.7%	38.2%	37.5%	46.2%	33.3%
Energy*	33.3%	69.2%	12.0%	10.0%	11.8%	0.0%	15.4%	3.3%
Social cohesion	11.1%	7.7%	4.0%	0.0%	2.9%	0.0%	0.0%	3.3%
Job creation/employment	11.1%	15.4%	20.0%	8.3%	11.8%	12.5%	23.1%	16.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Urban development	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	4.0%	1.7%	0.0%	25.0%	0.0%	3.3%
Equality of opportunity*	0.0%	0.0%	8.0%	0.0%	7.4%	0.0%	0.0%	16.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%
Private sector development	0.0%	0.0%	8.0%	8.3%	13.2%	25.0%	15.4%	3.3%
Water and sanitation	11.1%	7.7%	8.0%	5.0%	13.2%	0.0%	7.7%	10.0%
Food security*	33.3%	15.4%	4.0%	0.0%	10.3%	0.0%	7.7%	26.7%
Climate change	0.0%	7.7%	0.0%	0.0%	4.4%	0.0%	0.0%	0.0%
Poverty reduction*	11.1%	15.4%	24.0%	6.7%	5.9%	25.0%	7.7%	26.7%
Trade and exports	0.0%	0.0%	4.0%	1.7%	1.5%	0.0%	0.0%	0.0%
Economic growth*	11.1%	0.0%	16.0%	61.7%	1.5%	12.5%	0.0%	10.0%
Law and justice*	0.0%	0.0%	12.0%	0.0%	5.9%	0.0%	15.4%	0.0%
Local governance and institutions	11.1%	0.0%	20.0%	3.3%	7.4%	0.0%	0.0%	6.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	11.1%	0.0%	4.0%	1.7%	5.9%	0.0%	0.0%	10.0%
Information and communications technology	0.0%	7.7%	0.0%	0.0%	1.5%	12.5%	0.0%	0.0%
Anti-corruption*	11.1%	0.0%	16.0%	66.7%	11.8%	12.5%	23.1%	16.7%
Disaster management	0.0%	7.7%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Convening/facilitating	11.1%	0.0%	19.2%	6.9%	12.3%	0.0%	8.3%	14.3%
Data and statistics	11.1%	8.3%	7.7%	3.4%	7.7%	0.0%	8.3%	7.1%
Policy advice, studies, analyses	22.2%	0.0%	7.7%	3.4%	18.5%	14.3%	16.7%	21.4%
Financial resources	11.1%	8.3%	23.1%	3.4%	18.5%	14.3%	8.3%	21.4%
Capacity development	11.1%	33.3%	11.5%	5.2%	16.9%	28.6%	8.3%	14.3%
Technical assistance*	22.2%	25.0%	15.4%	5.2%	0.0%	14.3%	8.3%	3.6%
Mobilizing third party financial resources*	0.0%	0.0%	3.8%	63.8%	12.3%	28.6%	16.7%	3.6%
Donor coordination	0.0%	8.3%	3.8%	1.7%	3.1%	0.0%	0.0%	3.6%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	4.6%	0.0%	8.3%	7.1%
Strategy formulation	11.1%	16.7%	7.7%	6.9%	9.2%	0.0%	16.7%	10.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Convening/facilitating	11.1%	16.7%	0.0%	0.0%	6.5%	0.0%	8.3%	3.7%
Data and statistics	11.1%	8.3%	3.8%	1.7%	8.1%	0.0%	0.0%	11.1%
Policy advice, studies, analyses	0.0%	0.0%	11.5%	8.6%	4.8%	16.7%	8.3%	14.8%
Financial resources	11.1%	16.7%	0.0%	5.2%	9.7%	16.7%	0.0%	11.1%
Capacity development*	11.1%	0.0%	34.6%	6.9%	17.7%	0.0%	41.7%	3.7%
Technical assistance	11.1%	16.7%	15.4%	3.4%	12.9%	0.0%	16.7%	14.8%
Mobilizing third party financial resources	11.1%	8.3%	11.5%	1.7%	11.3%	0.0%	8.3%	7.4%
Donor coordination*	11.1%	8.3%	7.7%	0.0%	8.1%	33.3%	0.0%	3.7%
Linkage to non-Bank expertise	11.1%	8.3%	11.5%	1.7%	3.2%	0.0%	8.3%	7.4%
Strategy formulation*	11.1%	16.7%	3.8%	70.7%	21.0%	33.3%	8.3%	14.8%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad? (1-Not effective at all, 10-Very effective)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation*	3	8.33	2.89	3	9.33	1.15	14	7.50	2.24	50	3.74	1.96	33	6.06	2.85	4	5.75	3.40	4	8.50	1.29	16	6.00	2.48
Citizen engagement*	3	6.33	3.21	8	7.88	3.94	11	4.55	2.25	52	3.77	1.92	35	4.14	2.58	5	5.20	2.95	7	6.00	3.74	16	4.94	3.00
Policy design*	5	7.40	3.71	4	7.50	4.36	11	6.82	2.52	52	7.40	1.61	28	5.39	2.79	5	4.80	1.79	6	5.67	2.88	17	6.76	2.73

\*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	5	8.00	3.08	4	7.00	4.08	18	8.61	2.17	54	8.56	1.87	37	7.97	2.50	5	6.60	2.51	7	7.57	3.10	20	8.40	2.37
Citizen engagement*	4	10.00	0.00	10	8.30	3.33	21	8.05	2.33	49	9.57	1.15	42	8.55	2.29	5	5.20	3.19	6	7.83	3.49	20	8.40	2.60
Policy design*	4	7.75	4.50	3	6.67	4.93	16	8.25	2.32	53	8.92	0.94	39	7.44	2.71	4	6.00	2.16	7	6.86	3.29	21	8.29	2.65

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Staff too inaccessible*	57.1%	38.5%	15.4%	6.6%	18.2%	14.3%	15.4%	13.3%
Not exploring alternative policy options	0.0%	7.7%	3.8%	0.0%	3.0%	0.0%	7.7%	13.3%
Not collaborating enough with stakeholders outside the Government*	14.3%	0.0%	26.9%	8.2%	34.8%	14.3%	7.7%	33.3%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	15.4%	3.8%	3.3%	3.0%	14.3%	15.4%	13.3%
Not enough public disclosure of its work*	0.0%	0.0%	11.5%	65.6%	19.7%	42.9%	23.1%	6.7%
Arrogant in its approach*	14.3%	0.0%	3.8%	1.6%	0.0%	0.0%	0.0%	13.3%
Not client focused	14.3%	7.7%	0.0%	1.6%	1.5%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	7.7%	3.3%	7.6%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	28.6%	15.4%	7.7%	70.5%	18.2%	0.0%	7.7%	6.7%
Not willing to honestly criticize policies and reform efforts in the country*	0.0%	0.0%	23.1%	8.2%	18.2%	42.9%	15.4%	6.7%
Too influenced by developed countries	28.6%	15.4%	15.4%	8.2%	16.7%	42.9%	38.5%	13.3%
Taking into account directions of the government more than concerns of the population*	14.3%	0.0%	30.8%	4.9%	30.3%	14.3%	0.0%	16.7%
World Bank Group's processes too slow	0.0%	7.7%	3.8%	1.6%	6.1%	0.0%	0.0%	13.3%
Not aligned with other donors' work	0.0%	7.7%	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%
Not aligned with country priorities*	0.0%	30.8%	3.8%	0.0%	1.5%	0.0%	0.0%	13.3%
Not adequately sensitive to political/social realities in Chad	0.0%	7.7%	26.9%	3.3%	10.6%	14.3%	15.4%	10.0%
Not focused enough on issues that are unique to post-conflict countries*	0.0%	30.8%	0.0%	1.6%	4.5%	0.0%	0.0%	0.0%
Inadequate number of World Bank Group staff members located in the country*	0.0%	7.7%	19.2%	0.0%	1.5%	0.0%	23.1%	13.3%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	14.3%	0.0%	0.0%	4.9%	1.5%	0.0%	15.4%	3.3%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Trust Fund management*	0.0%	15.4%	28.0%	1.6%	14.1%	0.0%	0.0%	10.3%
Knowledge products/services*	22.2%	0.0%	0.0%	6.5%	10.9%	0.0%	15.4%	27.6%
Investment lending*	33.3%	30.8%	64.0%	80.6%	46.9%	66.7%	53.8%	48.3%
Technical assistance*	33.3%	30.8%	4.0%	6.5%	17.2%	33.3%	23.1%	24.1%
Capacity development*	22.2%	23.1%	32.0%	75.8%	45.3%	33.3%	53.8%	20.7%
Policy based lending / budget support to the Government	11.1%	15.4%	12.0%	4.8%	9.4%	16.7%	7.7%	20.7%
Multi-sectoral approaches	22.2%	15.4%	16.0%	11.3%	18.8%	16.7%	7.7%	17.2%
Co-financing arrangements	11.1%	7.7%	8.0%	1.6%	3.1%	16.7%	0.0%	10.3%
Sector-wide approaches*	11.1%	23.1%	0.0%	3.2%	4.7%	0.0%	0.0%	0.0%
Emergency Recovery lending	0.0%	23.1%	20.0%	3.2%	10.9%	16.7%	15.4%	6.9%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	3.4%
Don't know	11.1%	7.7%	8.0%	1.6%	9.4%	0.0%	0.0%	3.4%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
To a fully sufficient degree	37.5%	27.3%	25.9%	4.9%	34.8%	12.5%	15.4%	20.7%
To a somewhat sufficient degree	0.0%	0.0%	7.4%	67.2%	13.0%	12.5%	15.4%	20.7%
To a somewhat insufficient degree	12.5%	9.1%	18.5%	11.5%	17.4%	37.5%	23.1%	17.2%
To a very insufficient degree	25.0%	18.2%	14.8%	4.9%	20.3%	25.0%	30.8%	31.0%
Don't know	25.0%	45.5%	33.3%	11.5%	14.5%	12.5%	15.4%	10.3%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Academia/think tanks/research institutes*	22.2%	16.7%	22.2%	12.9%	29.9%	62.5%	76.9%	13.3%
Donor community	0.0%	8.3%	0.0%	1.6%	1.5%	12.5%	7.7%	6.7%
Media*	33.3%	41.7%	18.5%	0.0%	16.4%	50.0%	7.7%	10.0%
Local government	22.2%	0.0%	25.9%	6.5%	13.4%	12.5%	7.7%	6.7%
Private sector*	11.1%	8.3%	18.5%	77.4%	20.9%	0.0%	30.8%	16.7%
Parliament*	33.3%	58.3%	3.7%	1.6%	1.5%	0.0%	0.0%	13.3%
NGOs/Community-based organizations*	33.3%	8.3%	48.1%	16.1%	53.7%	0.0%	7.7%	43.3%
Youth/University groups*	11.1%	16.7%	0.0%	4.8%	13.4%	0.0%	38.5%	6.7%
Beneficiaries*	33.3%	8.3%	25.9%	66.1%	26.9%	37.5%	23.1%	13.3%
Foundations*	0.0%	16.7%	0.0%	1.6%	0.0%	0.0%	0.0%	3.3%
UN and regional peace-keeping forces	0.0%	0.0%	3.7%	0.0%	1.5%	0.0%	0.0%	3.3%
Emerging donors	0.0%	0.0%	3.7%	0.0%	1.5%	0.0%	0.0%	0.0%
UN agencies*	0.0%	8.3%	3.7%	1.6%	4.5%	0.0%	0.0%	20.0%
Regional organizations	0.0%	8.3%	18.5%	6.5%	10.4%	25.0%	0.0%	26.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%	0.0%	3.3%

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 Group currently plays a relevant role in development in Chad	5	9.20	1.79	5	6.20	3.90	22	7.23	2.65	57	7.51	1.79	50	6.50	3.12	5	5.60	2.70	9	6.11	3.72	24	6.25	3.19
The World Bank Group's work is aligned with what I consider the development priorities for Chad*	3	5.67	4.51	7	9.00	1.91	16	5.56	3.03	51	7.25	1.90	44	6.48	2.86	4	5.50	3.11	6	4.83	3.25	22	6.86	2.73
The World Bank Group supports programs and strategies that are realistic for Chad*	4	5.00	3.74	7	6.57	3.05	18	5.11	3.01	51	7.35	1.80	42	5.55	3.07	5	7.60	2.30	7	4.14	3.39	23	6.57	2.90
The World Bank Group treats clients and stakeholders in Chad with respect	4	3.75	4.27	5	3.00	2.35	15	6.00	3.32	14	4.14	2.44	34	5.12	3.34	2	4.00	1.41	7	5.29	3.35	22	5.73	3.37

\*Significantly different between stakeholder groups

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

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	3	2.00	1.73	2	10.00	0.00	12	6.92	2.57	15	4.80	3.14	32	4.97	2.89	3	3.33	2.52	3	5.33	0.58	19	4.11	2.60
Flexibility (in terms of the institution's products and services)*	3	3.00	1.73	2	10.00	0.00	14	5.14	2.60	13	4.31	2.50	31	4.19	2.40	2	6.00	1.41	2	6.00	1.41	16	4.44	2.45
Flexibility (in terms of changing country circumstances)	2	3.50	0.71	2	6.50	4.95	16	4.88	3.18	12	5.25	2.60	30	5.40	2.55	4	3.75	1.71	3	6.00	3.61	16	5.19	2.95
Being inclusive	2	3.50	3.54	2	7.00	4.24	12	5.17	3.27	9	3.78	2.11	25	5.40	1.85	3	6.00	1.00	6	3.83	3.43	9	6.00	3.16
Openness	2	3.00	2.83	3	7.67	4.04	17	5.94	3.44	10	5.20	2.20	36	6.19	3.03	2	4.00	2.83	4	6.00	3.83	15	7.40	2.69
Staff accessibility	2	2.00	1.41	2	8.00	2.83	17	4.82	2.60	14	4.71	2.95	36	4.78	3.02	4	3.75	2.75	7	2.14	1.68	17	4.00	2.78
Straightforwardness and honesty	3	4.00	4.36	3	9.33	1.15	11	6.27	2.61	15	5.73	3.06	34	4.65	2.81	3	4.00	3.00	4	5.00	1.63	15	6.80	3.17
Ease of access to the people at the WBG who are making decisions important to my work	2	5.50	0.71	3	9.33	1.15	13	5.08	2.96	12	5.50	2.71	37	4.62	3.32	3	2.67	2.89	2	3.00	2.83	14	4.50	2.85
Collaboration with civil society*	3	6.67	2.08	4	10.00	0.00	15	6.13	2.85	49	2.84	2.07	44	5.25	3.07	4	6.25	3.77	6	5.17	3.82	19	6.05	3.31
Collaboration with the UN	2	6.50	2.12	3	9.00	1.00	10	8.50	1.72	11	6.91	2.74	34	8.41	2.26	5	7.00	1.41	4	8.50	2.38	18	8.50	2.15
Collaboration with the Government	2	9.00	1.41	2	8.50	2.12	16	7.75	2.84	47	7.64	1.41	42	8.36	2.18	4	8.25	1.26	4	8.25	1.71	23	7.87	2.46
Collaboration with other donors and development partners				4	9.00	2.00	14	7.43	2.85	13	6.54	2.63	39	7.67	2.29	5	7.00	1.87	3	8.00	2.65	16	8.19	1.83
Collaboration with the private sector*				4	8.50	1.91	12	6.42	2.61	49	2.73	1.98	36	5.28	3.33	4	4.50	1.91	5	6.60	3.65	16	4.88	3.24
The speed in which it gets things accomplished on the ground	1	1.00		4	7.75	2.63	13	5.23	2.09	13	6.00	3.14	34	5.00	2.67	2	4.50	2.12	3	7.00	2.65	15	5.07	3.13
Being a long-term partner	2	10.00	0.00	3	10.00	0.00	12	8.92	1.62	13	7.85	2.64	38	7.39	2.69	4	8.50	1.29	4	7.25	2.63	18	7.94	3.13

\*Significantly different between stakeholder groups

To be more effective development partner in Chad, do you believe that the World Bank Group should have? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
More local presence	50.0%	18.2%	70.8%	90.2%	72.5%	62.5%	92.3%	75.9%
The current level of local presence is adequate	25.0%	9.1%	12.5%	3.3%	14.5%	0.0%	0.0%	3.4%
Less local presence	0.0%	9.1%	12.5%	4.9%	7.2%	0.0%	0.0%	6.9%
Don't know	25.0%	63.6%	4.2%	1.6%	5.8%	37.5%	7.7%	13.8%

\*Significantly different between stakeholder groups

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
More effective collaboration	12.5%	10.0%	7.7%	5.0%	11.6%	12.5%	8.3%	10.3%
The same level of effective collaboration	25.0%	10.0%	26.9%	6.7%	21.7%	12.5%	25.0%	37.9%
Less effective collaboration	25.0%	20.0%	23.1%	6.7%	11.6%	37.5%	16.7%	27.6%
Don't know	37.5%	60.0%	42.3%	81.7%	55.1%	37.5%	50.0%	24.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up*	37.5%	18.2%	33.3%	14.8%	40.0%	37.5%	58.3%	30.0%
Poor donor coordination	0.0%	9.1%	0.0%	1.6%	10.0%	0.0%	0.0%	16.7%
The World Bank Group is not sensitive enough to political/social realities on the ground*	37.5%	18.2%	44.4%	72.1%	38.6%	50.0%	50.0%	30.0%
Lack of/inadequate levels of capacity in Government	50.0%	36.4%	18.5%	14.8%	24.3%	12.5%	16.7%	33.3%
There is not an adequate level of citizen/civil society participation*	0.0%	45.5%	55.6%	73.8%	47.1%	37.5%	50.0%	33.3%
The World Bank Group works too slowly*	37.5%	0.0%	11.1%	6.6%	18.6%	12.5%	16.7%	33.3%
The Government works inefficiently	12.5%	9.1%	29.6%	13.1%	30.0%	37.5%	16.7%	20.0%
Political pressures and obstacles*	12.5%	45.5%	48.1%	67.2%	32.9%	37.5%	8.3%	33.3%
Reforms are not well thought out in light of country challenges	50.0%	9.1%	22.2%	13.1%	28.6%	25.0%	41.7%	33.3%
Ongoing conflict and instability	12.5%	36.4%	7.4%	8.2%	7.1%	25.0%	16.7%	13.3%
Inadequate funding*	50.0%	45.5%	29.6%	3.3%	15.7%	25.0%	25.0%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence*	4	10.00	0.00	8	10.00	0.00	14	7.36	2.79	55	9.02	2.33	45	7.00	3.62	3	6.67	3.06	4	9.50	1.00	16	7.19	3.37
Financial markets*	3	9.00	1.73	6	9.17	1.60	11	7.45	2.73	52	9.23	2.07	45	7.62	2.36	3	5.00	1.73	5	6.80	3.83	16	7.00	3.18
Transport*	5	9.80	0.45	6	9.17	2.04	17	7.94	2.82	56	9.38	1.68	48	8.21	2.36	3	7.00	1.00	6	9.50	0.84	17	8.06	2.41
Anti-corruption*	5	10.00	0.00	7	9.71	0.76	19	9.26	1.48	56	9.66	1.15	53	8.91	2.01	5	7.40	2.07	8	8.75	1.83	22	8.95	2.06
Regional conflict and tensions*	2	7.50	3.54	7	10.00	0.00	11	6.82	2.75	50	8.84	2.35	41	7.34	3.34	4	5.75	3.10	7	7.43	3.55	17	5.94	3.31
Law and justice*	4	10.00	0.00	7	9.14	1.46	15	8.27	1.83	57	9.44	1.54	51	8.55	2.19	3	5.33	0.58	7	9.00	2.24	16	7.94	2.69
Urban development*	3	8.67	2.31	7	9.29	1.25	14	7.07	2.30	51	9.29	1.68	41	7.22	2.81	5	5.80	1.30	7	8.14	2.61	19	7.68	2.54
Environmental sustainability	4	9.75	0.50	5	8.60	1.95	14	7.79	2.15	53	9.21	1.92	45	7.93	2.51	3	7.33	1.53	5	7.80	3.90	18	8.50	1.86
Regulatory framework*	3	10.00	0.00	6	9.17	2.04	13	6.00	2.89	53	9.13	1.90	40	7.23	2.92	3	4.00	2.00	5	5.40	3.29	14	6.36	2.95
Information and communications technology*	3	10.00	0.00	6	7.67	2.73	17	7.47	3.08	54	9.33	1.82	49	8.27	2.25	4	7.25	2.22	6	7.67	3.83	19	7.16	2.75
Poverty reduction	6	9.33	1.63	6	10.00	0.00	17	8.65	2.23	52	9.71	0.91	55	8.82	2.33	6	8.33	1.86	9	10.00	0.00	20	8.75	2.31
Gender equity*	3	10.00	0.00	6	9.17	2.04	17	6.71	3.22	52	8.87	2.42	40	7.20	2.85	4	5.75	0.96	6	6.50	4.42	15	6.47	3.72
Private sector development*	3	7.67	2.52	5	9.20	1.79	18	7.61	2.87	56	9.63	0.93	48	7.94	2.18	4	6.75	1.71	9	7.78	3.42	17	7.29	3.04
Foreign direct investment*	2	8.00	2.83	6	9.67	0.82	15	8.13	1.68	51	9.25	1.66	41	6.51	3.38	3	8.00	2.65	5	6.00	3.67	16	6.50	3.06
Local governance and institutions*	4	8.25	2.06	4	9.50	1.00	17	8.47	1.91	55	9.33	1.53	51	8.33	2.31	3	6.33	1.53	8	8.00	3.51	17	7.76	2.91
Water and sanitation	4	10.00	0.00	5	10.00	0.00	18	8.22	2.46	57	9.47	1.54	52	8.54	2.17	5	8.40	1.67	9	9.56	1.33	20	8.70	1.95
Trade and exports*	3	9.67	0.58	6	9.67	0.52	16	6.00	3.43	51	9.24	1.92	44	7.05	2.79	4	6.25	2.63	6	4.83	4.26	16	7.00	2.97
Economic growth*	5	10.00	0.00	5	8.80	1.79	18	7.72	2.49	55	9.56	1.33	45	8.09	2.31	4	7.00	1.83	4	8.75	1.89	19	8.53	2.09
Energy*	2	10.00	0.00	6	9.00	1.55	15	8.40	2.20	57	9.72	1.15	51	8.53	2.50	4	6.25	3.86	8	10.00	0.00	18	8.89	1.68
Disaster management*	3	10.00	0.00	4	10.00	0.00	15	7.40	3.07	51	8.71	2.70	47	6.47	3.37	3	6.67	3.06	3	10.00	0.00	17	6.82	2.94
Public sector governance/reform*	2	9.00	1.41	7	10.00	0.00	19	8.32	2.45	54	9.46	1.56	52	8.40	2.50	4	4.75	2.87	7	7.29	3.45	18	8.72	2.35
Job creation/employment*	3	9.67	0.58	7	9.86	0.38	17	8.29	2.87	55	7.62	1.41	53	8.58	2.33	4	6.25	2.99	6	9.50	1.22	18	8.39	2.50
Social cohesion	2	10.00	0.00	4	9.50	1.00	16	7.38	2.73	53	7.06	1.79	44	7.41	2.86	3	6.67	1.15	5	7.60	3.91	16	7.13	3.18
Communicable/non-communicable diseases*	3	10.00	0.00	5	9.40	1.34	16	7.94	2.38	53	4.68	2.76	44	6.86	2.91	4	5.00	2.16	4	7.50	4.36	14	6.79	2.97
Equality of opportunity*	3	10.00	0.00	7	9.29	1.50	16	8.56	2.39	52	9.31	1.80	48	7.46	3.12	3	8.67	2.31	7	9.57	0.79	18	7.44	3.57
Health*	5	10.00	0.00	8	9.63	1.06	18	8.78	2.05	54	9.65	1.20	50	8.92	1.90	5	7.40	1.95	8	9.75	0.71	19	9.05	1.51
Rural development*	4	10.00	0.00	7	9.86	0.38	18	8.56	2.36	55	9.65	0.97	49	8.65	2.23	5	5.60	2.41	10	9.00	1.76	18	7.94	2.48
Global/regional integration*	3	10.00	0.00	6	10.00	0.00	16	7.56	2.97	53	7.91	1.81	43	7.47	2.73	4	6.50	1.73	6	6.00	4.15	19	6.74	3.28
Food security*	4	9.75	0.50	7	9.71	0.76	20	9.35	1.09	56	9.54	1.21	56	8.36	2.38	4	4.75	2.87	8	10.00	0.00	18	9.00	1.33
Natural resource management	4	9.00	2.00	6	9.67	0.82	17	9.06	1.71	53	7.98	1.47	54	8.37	2.64	5	6.60	1.52	7	8.71	1.89	20	7.95	2.86
Security/stabilization/reconstruction*	2	10.00	0.00	7	9.43	1.51	16	8.25	1.98	50	8.06	0.89	48	7.46	2.92	4	5.25	1.50	5	8.60	1.95	18	7.50	2.62
Social protection*	3	9.33	1.15	7	10.00	0.00	15	8.20	1.86	52	6.50	1.67	46	6.93	3.19	3	6.00	3.61	6	8.17	3.54	17	7.35	2.60
Climate change*	3	10.00	0.00	7	10.00	0.00	16	7.81	2.43	54	6.56	1.73	48	6.77	3.07	3	5.33	3.06	5	8.00	2.12	18	6.67	3.22
Agricultural development*	4	10.00	0.00	7	10.00	0.00	17	9.12	1.69	54	9.69	0.99	55	8.85	1.89	4	7.50	2.38	10	9.50	1.58	21	8.76	2.19
Education*	5	9.80	0.45	7	10.00	0.00	20	9.25	1.59	56	9.73	1.00	54	9.31	1.71	5	7.40	2.61	10	9.90	0.32	22	9.09	2.00

\*Significantly different between stakeholder groups



**C. World Bank Group's Effectiveness and Results (continued)**

How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (1-Not effective at all, 10-Very effective)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption*	5	8.20	4.02	5	7.60	3.91	9	4.89	3.48	47	2.74	2.07	35	4.14	2.94	3	6.00	3.46	5	1.00	0.00	21	5.05	3.69
Information and communications technology*	3	9.33	1.15	4	7.50	4.36	8	5.75	2.55	46	2.74	1.72	36	5.75	3.17	5	7.60	1.52	4	4.25	3.59	13	6.38	3.33
Transport*	2	8.00	2.83	5	6.40	3.78	9	5.89	3.18	47	3.02	2.11	34	5.85	2.57	4	4.50	2.65	5	2.60	2.30	19	5.63	3.22
Urban development*	2	7.50	3.54	3	4.33	4.93	12	6.33	2.02	48	2.71	1.49	27	5.52	2.36	3	6.00	1.00	4	5.25	3.77	17	6.00	2.92
Environmental sustainability*	1	10.00		6	5.67	4.23	10	6.80	2.25	47	2.85	2.07	30	5.27	2.75	4	4.75	2.22	2	3.00	2.83	14	5.50	3.28
Communicable/non-communicable diseases*	2	10.00	0.00	4	6.75	4.03	10	6.50	2.55	45	2.82	1.83	32	6.25	2.93	3	6.33	2.52	3	6.00	2.00	14	5.57	3.32
Poverty reduction	4	7.75	4.50	5	6.40	3.78	14	6.00	2.99	51	5.45	1.77	39	5.28	3.03	3	9.67	0.58	6	5.00	3.85	20	5.60	3.45
Gender equity*	1	10.00		3	5.33	4.51	11	4.91	2.88	47	2.45	1.30	26	5.58	2.58	3	6.00	1.73	3	2.33	1.53	13	4.38	3.12
Private sector development*	2	10.00	0.00	4	4.25	4.03	10	5.20	1.99	48	2.75	1.63	27	5.19	2.56	4	6.50	2.38	4	3.75	1.89	16	5.38	2.80
Local governance and institutions*	1	10.00		2	6.50	4.95	9	6.00	2.00	47	2.87	1.84	34	5.35	2.87	3	7.33	3.06	4	2.25	1.50	17	4.82	2.65
Water and sanitation*	3	10.00	0.00	5	8.00	3.46	12	5.75	2.05	47	5.89	1.34	35	5.97	2.65	4	6.00	1.83	5	4.40	3.05	16	6.50	3.27
Trade and exports*	2	10.00	0.00	3	5.33	4.51	10	5.60	2.46	46	2.54	1.38	24	4.17	2.39	4	6.00	3.56	1	4.00		14	4.14	2.66
Economic growth*	3	10.00	0.00	2	9.00	1.41	8	7.13	2.30	50	5.38	1.38	32	5.38	2.66	4	6.75	1.50	4	5.75	3.86	19	5.68	3.25
Energy*	3	9.67	0.58	4	9.75	0.50	10	5.70	3.27	50	3.06	2.16	31	5.23	3.10	4	5.75	4.03	3	1.00	0.00	16	5.19	3.33
Public sector governance/reform*	2	10.00	0.00	2	9.00	1.41	10	5.40	3.31	52	3.12	2.17	40	5.03	3.03	4	6.50	3.11	4	3.50	3.00	15	5.73	3.28
Social cohesion*	2	9.50	0.71	4	7.00	3.83	6	5.50	3.89	45	2.53	1.29	26	4.92	2.48	3	6.33	2.52	3	2.00	1.73	12	5.50	3.50
Equality of opportunity*	1	10.00		2	8.50	2.12	8	4.75	3.45	45	2.60	1.71	28	4.43	2.73	3	7.33	2.52	5	1.00	0.00	14	3.93	3.69
Health*	4	10.00	0.00	5	8.80	2.17	11	7.73	2.05	51	3.29	2.43	39	6.69	2.24	4	6.25	2.63	4	5.75	0.50	18	6.50	3.31
Rural development*	4	10.00	0.00	3	8.33	2.89	12	5.92	2.71	50	3.22	2.40	33	5.94	2.52	4	7.25	2.06	5	4.40	3.21	18	5.89	3.46
Global/regional integration*	2	9.50	0.71	2	10.00	0.00	7	4.71	3.95	47	3.00	2.09	27	5.41	2.82	2	7.50	2.12	2	6.00	5.66	14	5.64	3.41
Food security*	3	9.67	0.58	4	8.25	3.50	14	7.00	2.63	47	3.13	2.40	35	5.37	2.66	5	4.00	2.74	3	3.33	2.08	19	5.89	3.16
Education*	4	9.00	2.00	3	8.00	2.65	13	7.62	1.80	51	3.31	2.62	38	6.58	2.72	4	7.00	2.16	6	5.00	1.67	17	5.94	3.17
Security/stabilization/reconstruction*	2	10.00	0.00	3	6.33	4.73	7	5.29	3.15	48	3.10	2.24	25	4.96	2.67	4	6.75	1.26	3	3.33	1.53	13	4.31	3.15
Social protection*	2	10.00	0.00	2	8.00	2.83	10	4.80	2.82	47	2.49	1.44	25	4.44	2.66	3	5.00	1.00	3	4.67	3.51	13	4.54	3.50
Climate change*	2	10.00	0.00	4	6.50	4.36	9	4.89	2.71	49	2.82	1.95	28	4.11	2.71	3	4.67	2.31	2	2.00	0.00	12	5.33	3.39
Agricultural development*	4	9.50	1.00	3	5.00	4.58	14	6.79	2.15	48	3.06	2.44	35	5.94	2.84	4	6.75	2.50	6	5.83	2.23	16	6.56	3.22
Natural resource management*	4	9.25	1.50	4	7.75	4.50	11	5.36	2.69	52	3.44	2.60	37	5.51	3.01	4	4.75	3.30	5	3.20	3.83	17	5.65	3.41

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)**

Where are the World Bank Group's decisions made primarily that support the program in Chad? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
At the Headquarters (in Washington D.C.)	14.3%	18.2%	76.9%	83.1%	54.5%	62.5%	50.0%	67.9%
In the country	28.6%	9.1%	3.8%	0.0%	12.1%	12.5%	0.0%	7.1%
Don't know	57.1%	72.7%	19.2%	16.9%	33.3%	25.0%	50.0%	25.0%

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	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 Group's work help to achieve development results in Chad?*	6	7.83	2.86				19	7.68	2.19	53	5.47	1.61	48	6.40	2.56	5	6.00	2.65	8	6.13	3.04	25	7.12	3.02
To what extent does the World Bank Group help to build/strengthen existing country systems in Chad?*	6	8.17	2.14	2	4.50	4.95	20	7.55	2.50	49	3.04	2.31	42	5.19	2.99	4	4.00	1.83	8	3.38	1.60	25	5.44	3.20

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

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Chad*	4	4.50	4.36	3	5.00	4.58	21	5.19	3.17	49	8.80	2.64	48	5.23	2.96	4	4.25	0.96	10	3.70	2.63	22	6.68	2.78
The World Bank Group meets Chad's needs for knowledge services	5	7.40	3.71	4	6.00	4.69	16	5.00	2.03	49	5.27	1.60	43	6.07	2.96	5	7.20	1.79	11	4.55	3.50	23	6.09	3.34

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 Group measures and corrects its work in real time in Chad?*	6	5.33	3.72	2	9.00	1.41	15	6.33	2.89	48	2.96	2.00	32	6.28	2.67	4	5.50	1.29	6	3.33	1.97	23	7.13	3.20

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

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do? (Select only ONE response)\***

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Weekly	11.1%	0.0%	3.8%	0.0%	4.6%	14.3%	7.7%	7.1%
Monthly	0.0%	11.1%	11.5%	3.7%	9.2%	0.0%	15.4%	7.1%
A few times a year	44.4%	22.2%	19.2%	68.5%	30.8%	28.6%	7.7%	42.9%
Rarely	44.4%	55.6%	38.5%	22.2%	29.2%	42.9%	23.1%	39.3%
Never	0.0%	11.1%	26.9%	5.6%	26.2%	14.3%	46.2%	3.6%

\*Significantly different between stakeholder groups

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	4	8.75	2.50	4	6.75	3.95	17	5.76	2.93	48	7.75	1.39	32	6.09	2.59	5	5.80	2.77	8	8.13	2.53	25	6.92	2.53
Include appropriate level of stakeholder involvement during preparation	3	6.33	2.52	4	6.00	2.94	13	5.15	2.38	48	4.60	1.66	41	6.12	2.94	4	5.00	3.56	5	5.80	3.70	19	5.16	3.11
Lead to practical solutions*	3	7.33	2.52	4	7.00	3.16	14	5.64	2.65	48	4.17	1.37	36	5.39	2.80	3	6.00	2.65	6	5.00	3.52	19	6.00	2.45
Are accessible (well written and easy to understand)*	2	9.00	0.00	3	6.00	3.61	14	5.07	2.20	46	7.59	1.50	36	5.67	2.83	5	6.60	1.14	6	4.50	3.83	17	5.88	3.12
Are source of relevant information on global good practices	4	9.00	2.00	4	7.50	3.00	17	6.12	2.76	52	7.88	1.17	36	6.64	2.75	5	7.00	2.12	8	7.75	3.24	21	7.05	2.71
Are adequately disseminated	2	5.50	6.36	3	7.00	3.61	17	5.24	2.33	45	6.49	1.59	34	5.18	3.00	5	5.80	3.27	5	2.80	2.17	20	5.70	3.50
Are translated enough into local language*	3	7.00	5.20	4	9.25	0.96	16	4.44	2.94	47	1.51	1.56	36	3.19	2.67	3	3.67	0.58	8	3.75	3.01	22	3.23	2.76
Are adaptable to Chad's specific development challenges and country circumstances*	5	7.80	3.83	3	9.33	1.15	15	4.87	2.83	50	7.40	1.58	41	5.59	2.78	4	5.75	2.22	7	6.57	2.88	22	6.09	3.13

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 Group's knowledge work and activities make to development results in your country?*	8	9.25	1.75	5	9.00	2.24	20	7.20	2.57	54	6.39	1.39	55	6.73	2.89	6	7.83	2.56	10	8.40	2.27	26	7.08	3.02
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	7.86	3.18	6	8.67	2.16	22	6.59	2.67	53	6.72	1.61	54	6.28	2.84	5	7.00	1.22	9	7.33	2.45	26	5.69	3.32

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

**E. Working with the World Bank Group**

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

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	5	4.20	4.09	2	8.00	2.83	20	3.50	2.76	47	7.11	2.27	47	3.83	2.83	4	4.50	2.65	8	2.63	2.62	24	3.92	2.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports	6	7.17	3.54	6	7.50	2.74	22	6.55	3.32	54	5.57	2.04	51	6.25	3.01	6	8.00	2.76	10	6.50	3.31	25	7.12	2.77
The World Bank Group's approvals and reviews are done in a timely fashion	4	3.25	4.50	3	8.00	3.46	17	4.82	2.27	48	5.10	1.61	42	5.00	3.09	4	5.00	0.00	7	2.43	1.90	22	5.36	3.03
The World Bank Group's "Safeguard Policy" requirements are reasonable	5	7.60	3.78	6	7.50	2.95	12	5.92	1.73	46	5.46	1.36	36	5.17	2.56	4	4.50	3.42	4	5.00	0.82	18	5.89	2.99
The World Bank Group's conditions on its lending are reasonable*	2	1.50	0.71	6	7.50	3.21	16	6.00	2.66	47	4.28	1.62	40	5.30	3.07	4	3.50	1.29	7	5.29	2.87	18	6.39	3.40
The World Bank Group takes decisions quickly in Chad*	4	5.75	4.92	5	7.20	2.95	16	4.38	2.63	46	3.17	1.22	44	3.93	2.77	5	4.80	1.79	6	3.17	1.83	19	4.79	3.05
Working with the World Bank Group increases Chad's institutional capacity*	4	7.25	2.22	5	6.00	3.74	17	7.59	2.09	50	4.06	2.16	48	6.92	2.99	5	5.20	2.49	7	6.57	1.81	22	7.05	2.80
Where country systems are adequate, the World Bank Group makes appropriate use of them	4	8.00	2.16	8	8.25	1.83	16	7.44	2.56	50	7.24	1.33	43	6.21	3.40	4	6.00	2.94	6	7.33	2.80	21	6.33	3.12
The World Bank Group provides effective implementation support*	5	7.40	3.71	7	8.71	1.89	19	5.84	3.20	48	3.96	2.09	46	6.50	2.72	6	7.83	1.94	7	4.14	2.85	24	7.21	2.87

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad?*	7	6.86	3.39	3	7.67	1.53	19	6.68	2.52	51	3.65	1.91	45	6.71	2.49	4	4.75	0.50	9	5.33	3.20	21	7.05	3.22

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

Which of the following best describes the way the World Bank Group operates in Chad? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group takes too much risk in Chad	22.2%	0.0%	7.7%	0.0%	10.9%	14.3%	7.7%	13.8%
The World Bank Group does not take enough risk in Chad	33.3%	27.3%	34.6%	73.7%	42.2%	42.9%	46.2%	34.5%
The World Bank Group's approach to risk is appropriate	33.3%	18.2%	11.5%	10.5%	18.8%	14.3%	15.4%	37.9%
Don't know	11.1%	54.5%	46.2%	15.8%	28.1%	28.6%	30.8%	13.8%

\*Significantly different between stakeholder groups

**E. Working with the World Bank Group (continued)**

Which of the following best describes the World Bank Group's support in Chad? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chad	55.6%	20.0%	57.7%	81.7%	57.4%	12.5%	76.9%	65.5%
The World Bank Group is not sufficiently selective in Chad, and it is involved in too many areas of development	22.2%	20.0%	34.6%	6.7%	21.3%	25.0%	7.7%	24.1%
Don't know	22.2%	60.0%	7.7%	11.7%	21.3%	62.5%	15.4%	10.3%

\*Significantly different between stakeholder groups

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	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 Group is adequately staffed in Chad?	7	5.86	3.80	5	6.80	3.35	19	4.68	2.50	15	6.07	3.10	40	4.65	2.91	4	4.25	1.71	9	3.33	2.83	20	4.50	3.28

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

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Chad's economy*	44.4%	8.3%	29.6%	8.3%	29.9%	37.5%	30.8%	27.6%
Ensure greater selectivity in its work*	0.0%	41.7%	11.1%	6.7%	13.4%	0.0%	7.7%	13.8%
Offer more innovative financial products*	0.0%	8.3%	7.4%	65.0%	13.4%	12.5%	7.7%	24.1%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	22.2%	25.0%	3.7%	3.3%	10.4%	12.5%	0.0%	17.2%
Reach out more to groups outside of Government*	11.1%	8.3%	37.0%	75.0%	40.3%	37.5%	30.8%	24.1%
Work faster	0.0%	0.0%	0.0%	3.3%	9.0%	0.0%	7.7%	3.4%
Improve the quality of its experts as related to Chad's specific challenges*	55.6%	8.3%	29.6%	5.0%	10.4%	25.0%	15.4%	27.6%
Offer more innovative knowledge services	0.0%	8.3%	7.4%	1.7%	6.0%	0.0%	7.7%	6.9%
Collaborate more effectively with Government clients (e.g., national, state, local)	22.2%	33.3%	11.1%	5.0%	14.9%	25.0%	7.7%	17.2%
Increase the level of capacity development in the country	0.0%	0.0%	25.9%	10.0%	19.4%	12.5%	7.7%	13.8%
Reduce the complexity of obtaining World Bank Group financing	11.1%	25.0%	18.5%	10.0%	20.9%	25.0%	30.8%	10.3%
Increase the level of World Bank Group staffing in Chad's office	22.2%	16.7%	18.5%	1.7%	11.9%	12.5%	30.8%	13.8%
Other	0.0%	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Chad (continued)**

When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chad? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Financial services	22.2%	0.0%	40.7%	7.1%	34.9%	25.0%	8.3%	20.7%
Knowledge products	33.3%	20.0%	7.4%	0.0%	9.5%	25.0%	33.3%	13.8%
Technical assistance	33.3%	70.0%	18.5%	14.3%	17.5%	25.0%	41.7%	31.0%
None of the above	0.0%	0.0%	3.7%	0.0%	3.2%	0.0%	0.0%	0.0%
The combination is appropriate for Chad	11.1%	10.0%	29.6%	76.8%	23.8%	12.5%	16.7%	20.7%
Don't know	0.0%	0.0%	0.0%	1.8%	11.1%	12.5%	0.0%	13.8%

\*Significantly different between stakeholder groups

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social safety nets*	12.5%	33.3%	11.5%	65.5%	14.9%	37.5%	0.0%	14.8%
Public financial management*	62.5%	66.7%	69.2%	81.0%	47.8%	50.0%	38.5%	59.3%
Reducing violence*	12.5%	11.1%	7.7%	0.0%	10.4%	25.0%	15.4%	25.9%
Access to justice systems	37.5%	11.1%	19.2%	17.2%	25.4%	12.5%	53.8%	25.9%
Security mechanisms	25.0%	22.2%	19.2%	5.2%	10.4%	12.5%	7.7%	18.5%
Conflict resolution mechanisms	0.0%	33.3%	0.0%	6.9%	10.4%	0.0%	7.7%	7.4%
Access to basic services	25.0%	33.3%	34.6%	10.3%	34.3%	25.0%	23.1%	33.3%
Capacity of state institutions*	0.0%	0.0%	30.8%	69.0%	23.9%	12.5%	23.1%	14.8%
Jobs*	50.0%	11.1%	42.3%	10.3%	44.8%	50.0%	69.2%	29.6%
Improving livelihoods	25.0%	0.0%	23.1%	6.9%	20.9%	0.0%	23.1%	14.8%
Social cohesion	12.5%	44.4%	15.4%	6.9%	17.9%	0.0%	15.4%	18.5%
Stimulating dialogue to promote peace and stability*	37.5%	33.3%	19.2%	12.1%	34.3%	75.0%	23.1%	25.9%

\*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Chad (continued)**

Which THREE areas below would benefit most from other donors in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social safety nets*	28.6%	12.5%	52.0%	5.5%	11.5%	0.0%	16.7%	12.0%
Public financial management	14.3%	0.0%	24.0%	9.1%	19.7%	50.0%	25.0%	28.0%
Reducing violence*	42.9%	75.0%	12.0%	69.1%	27.9%	16.7%	41.7%	16.0%
Access to justice systems*	14.3%	0.0%	28.0%	69.1%	39.3%	50.0%	41.7%	24.0%
Security mechanisms	14.3%	37.5%	16.0%	10.9%	23.0%	16.7%	25.0%	32.0%
Conflict resolution mechanisms	14.3%	0.0%	20.0%	10.9%	19.7%	33.3%	16.7%	20.0%
Access to basic services*	14.3%	0.0%	28.0%	74.5%	32.8%	50.0%	41.7%	16.0%
Capacity of state institutions*	14.3%	62.5%	16.0%	10.9%	11.5%	33.3%	0.0%	36.0%
Jobs*	57.1%	0.0%	24.0%	5.5%	27.9%	33.3%	16.7%	24.0%
Improving livelihoods	28.6%	37.5%	24.0%	16.4%	11.5%	0.0%	8.3%	36.0%
Social cohesion*	14.3%	37.5%	16.0%	1.8%	24.6%	0.0%	33.3%	16.0%
Stimulating dialogue to promote peace and stability*	28.6%	37.5%	40.0%	9.1%	47.5%	16.7%	33.3%	36.0%

\*Significantly different between stakeholder groups

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Share more information about the World Bank Group's activities, products, and knowledge*	66.7%	36.4%	77.8%	26.3%	58.8%	87.5%	53.8%	28.6%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged*	33.3%	54.5%	59.3%	84.2%	48.5%	37.5%	69.2%	50.0%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	77.8%	72.7%	51.9%	80.7%	64.7%	62.5%	61.5%	75.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing*	33.3%	63.6%	25.9%	77.2%	27.9%	25.0%	15.4%	42.9%
Organize more joint meetings and missions with the UN*	55.6%	45.5%	51.9%	17.5%	52.9%	37.5%	46.2%	57.1%
Involve UN experts to a greater degree in World Bank Group activities*	33.3%	18.2%	33.3%	14.0%	30.9%	50.0%	53.8%	39.3%
Other	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Periodicals*	0.0%	0.0%	23.1%	0.0%	6.6%	14.3%	0.0%	10.7%
International newspapers	20.0%	0.0%	23.1%	16.7%	21.3%	57.1%	15.4%	28.6%
Local radio	40.0%	50.0%	23.1%	8.3%	26.2%	14.3%	23.1%	21.4%
International radio*	20.0%	0.0%	30.8%	68.3%	24.6%	28.6%	38.5%	21.4%
Local television*	20.0%	0.0%	30.8%	3.3%	8.2%	14.3%	15.4%	0.0%
International television	0.0%	10.0%	11.5%	8.3%	23.0%	0.0%	23.1%	25.0%
Local newspapers*	40.0%	80.0%	23.1%	11.7%	39.3%	0.0%	30.8%	32.1%
Internet*	40.0%	50.0%	34.6%	80.0%	34.4%	42.9%	46.2%	42.9%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	0.0%	0.0%	0.0%	0.0%	13.1%	28.6%	7.7%	3.6%
Other	20.0%	0.0%	0.0%	0.0%	3.3%	0.0%	0.0%	7.1%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Direct contact with World Bank Group*	12.5%	11.1%	57.7%	9.8%	33.3%	50.0%	50.0%	27.6%
e-Newsletters	12.5%	11.1%	19.2%	18.0%	19.0%	25.0%	8.3%	37.9%
World Bank Group's seminars/workshops/conferences*	37.5%	11.1%	46.2%	9.8%	44.4%	37.5%	83.3%	20.7%
World Bank Group's publications and other written materials*	37.5%	11.1%	42.3%	78.7%	27.0%	0.0%	25.0%	41.4%
World Bank Group's website*	37.5%	33.3%	26.9%	63.9%	33.3%	37.5%	16.7%	27.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)*	12.5%	44.4%	7.7%	1.6%	15.9%	0.0%	8.3%	13.8%
Mobile phones*	37.5%	55.6%	0.0%	4.9%	20.6%	25.0%	0.0%	31.0%
Other	0.0%	0.0%	0.0%	0.0%	3.2%	12.5%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	33.3%	44.4%	11.5%	5.4%	10.3%	33.3%	8.3%	30.4%
No	66.7%	55.6%	88.5%	94.6%	89.7%	66.7%	91.7%	69.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	0.0%	37.5%	5.3%	1.9%	10.3%	40.0%	25.0%	15.0%
No	100.0%	62.5%	94.7%	98.1%	89.7%	60.0%	75.0%	85.0%

\*Significantly different between stakeholder groups



**G. Communication and Information Sharing (continued)****Were you able to obtain this information?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	0.0%	66.7%	100.0%	100.0%	33.3%	50.0%	100.0%	66.7%
No	0.0%	33.3%	0.0%	0.0%	66.7%	50.0%	0.0%	33.3%

**Do you have access to the Internet?\***

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	80.0%	55.6%	77.3%	89.8%	66.7%	33.3%	83.3%	73.9%
No	20.0%	44.4%	22.7%	10.2%	33.3%	66.7%	16.7%	26.1%

*\*Significantly different between stakeholder groups***Do you use/have used the World Bank Group website?\***

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	83.3%	50.0%	25.0%	74.5%	22.2%	0.0%	46.2%	43.5%
No	16.7%	50.0%	75.0%	25.5%	77.8%	100.0%	53.8%	56.5%

*\*Significantly different between stakeholder groups***Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	57.1%	33.3%	21.7%	14.0%	37.1%	20.0%	38.5%	38.5%
No	42.9%	66.7%	78.3%	86.0%	62.9%	80.0%	61.5%	61.5%

**Which Internet connection do you use primarily when visiting a World Bank Group website?\***

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
High speed/WiFi	66.7%	100.0%	64.7%	92.3%	79.1%	83.3%	71.4%	57.9%
Dial-up	33.3%	0.0%	35.3%	7.7%	20.9%	16.7%	28.6%	42.1%

*\*Significantly different between stakeholder groups*

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	3	5.33	3.79	3	7.33	2.52	13	5.69	3.15	42	9.62	1.59	18	5.83	2.92	3	3.33	3.21	7	6.00	3.70	17	6.65	2.96
I find the information on the World Bank Group's websites useful*	1	10.00		3	8.00	2.00	11	4.82	2.56	41	9.68	0.99	16	6.88	3.28	2	8.50	2.12	6	8.17	2.56	13	7.62	2.47
The World Bank Group's social media channels are valuable sources of information about the institution	2	9.00	1.41	3	7.33	3.06	11	6.00	2.37	6	7.17	1.60	25	8.08	1.73	4	7.00	4.24	7	8.29	2.98	13	6.69	3.22
When I need information from the World Bank Group I know how to find it*	3	6.33	4.73	3	7.33	2.52	15	5.20	2.83	41	9.39	1.74	25	4.68	3.39	3	6.00	4.00	7	5.14	3.13	20	7.05	3.09
The World Bank Group is responsive to my information requests and inquiries				2	8.00	2.83	13	5.00	3.11	5	4.60	2.51	19	4.63	3.20	3	5.67	4.51	7	4.29	3.86	14	6.71	3.05

\*Significantly different between stakeholder groups

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
I currently collaborate with the World Bank Group	0.0%	10.0%	3.7%	0.0%	7.1%	12.5%	0.0%	10.7%
I have previously collaborated with the World Bank Group	33.3%	0.0%	18.5%	3.4%	11.4%	0.0%	16.7%	10.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	11.1%	20.0%	7.4%	5.1%	5.7%	12.5%	0.0%	17.9%
I have never collaborated with the World Bank Group	55.6%	70.0%	70.4%	91.5%	75.7%	75.0%	83.3%	60.7%

Which of the following agencies of the World Bank Group do you primarily engage with in Chad? (Select only ONE response)\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank (IDA)	100.0%	28.6%	90.0%	80.8%	59.3%	60.0%	75.0%	68.0%
The International Finance Corporation (IFC)	0.0%	57.1%	0.0%	7.7%	13.0%	40.0%	0.0%	12.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	14.3%	0.0%	0.0%	1.9%	0.0%	0.0%	12.0%
Other	0.0%	0.0%	10.0%	11.5%	25.9%	0.0%	25.0%	8.0%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	25.0%	0.0%	40.0%	8.9%	4.8%	66.7%	22.2%	18.2%
No	75.0%	100.0%	60.0%	91.1%	95.2%	33.3%	77.8%	81.8%

\*Significantly different between stakeholder groups

If yes, what was your view of how the two institutions work together in Chad? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The two institutions work well together	100.0%	0.0%	16.7%	50.0%	50.0%	0.0%	0.0%	25.0%
The way the two institutions work together needs improvement	0.0%	0.0%	83.3%	50.0%	50.0%	50.0%	50.0%	75.0%
The two institutions do not work well together	0.0%	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%	50.0%	50.0%	0.0%

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)*	16.7%	60.0%	52.4%	7.5%	54.7%	85.7%	66.7%	22.2%
Use World Bank Group reports/data*	33.3%	20.0%	47.6%	18.9%	41.5%	14.3%	33.3%	51.9%
Engage in World Bank Group related/sponsored events/activities*	33.3%	0.0%	23.8%	3.8%	11.3%	42.9%	11.1%	22.2%
Collaborate as part of my professional duties*	50.0%	60.0%	14.3%	15.1%	26.4%	14.3%	0.0%	40.7%
Use World Bank Group website for information, data, research, etc.*	16.7%	20.0%	23.8%	75.5%	24.5%	14.3%	33.3%	33.3%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of Ministry/ PMU/ Consultant	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Female	37.5%	25.0%	23.1%	4.9%	16.2%	12.5%	7.7%	25.0%
Male	62.5%	75.0%	76.9%	95.1%	83.8%	87.5%	92.3%	75.0%



## Appendix C: Responses to All Questions by Geographical Locations<sup>8</sup>

N'Djamena N=105 ● Other N=136

### A. General Issues facing Chad

In general, would you say that Chad is headed in...?\*

Percentage of Respondents	N'Djamena	Other
The right direction	34.0%	23.7%
The wrong direction	25.0%	51.9%
Not sure	41.0%	24.4%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Social protection	7.1%	2.3%
Food security	29.3%	30.2%
Security/stabilization/reconstruction*	15.2%	37.2%
Public sector governance/reform*	26.3%	48.1%
Global/regional integration	1.0%	1.6%
Gender equity*	3.0%	0.0%
Private sector development	5.1%	6.2%
Foreign direct investment	0.0%	2.3%
Water and sanitation	8.1%	5.4%
Energy*	23.2%	12.4%
Regional conflict and tensions	2.0%	2.3%
Job creation/employment	17.2%	10.1%
Rural development*	8.1%	2.3%
Financial markets	1.0%	1.6%
Urban development	1.0%	1.6%
Environmental sustainability	0.0%	0.8%
Equality of opportunity	7.1%	3.1%
Health	21.2%	18.6%
Education*	53.5%	26.4%
Poverty reduction	13.1%	7.0%
Transport	4.0%	3.9%
Social cohesion*	11.1%	2.3%
Climate change	0.0%	2.3%
Agricultural development	6.1%	8.5%
Trade and exports	1.0%	0.8%
Crime and violence	2.0%	0.8%
Economic growth	0.0%	2.3%
Law and justice	9.1%	5.4%
Regulatory framework	1.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.8%
Local governance and institutions*	0.0%	30.2%
Natural resource management	3.0%	5.4%
Anti-corruption	16.2%	15.5%
Disaster management	0.0%	0.0%
Information and communications technology	3.0%	2.3%

\*Significantly different between geographic locations

<sup>8</sup> Only 241 respondents provided the information about their current locations. Thus only these respondents were included in the geographical comparisons presented in this appendix. Please note that due to a small number of respondents from Moundou, Abéché, Sarh, Bongor, Massakori, Mongo, and Doba, these geographic locations were included in the "Other" category for further analyses. There were no respondents from Mongo.

**A. General Issues facing Chad (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 Chad? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	N'Djamena	Other
Water and sanitation	11.8%	10.4%
Equality of opportunity	15.7%	13.4%
Economic growth*	13.7%	37.3%
Climate change	2.0%	1.5%
Regional conflict and tensions	1.0%	2.2%
Global/regional integration	0.0%	2.2%
Gender equity	5.9%	3.0%
Rural development*	20.6%	44.8%
Urban development	2.9%	3.0%
Regulatory framework	1.0%	0.7%
Local governance and institutions*	10.8%	2.2%
Social protection	1.0%	3.0%
Law and justice	9.8%	9.0%
Transport	4.9%	9.7%
Crime and violence	3.9%	1.5%
Communicable/non-communicable diseases	0.0%	0.7%
Information and communications technology	4.9%	5.2%
Security/stabilization/reconstruction	6.9%	3.7%
Anti-corruption*	18.6%	39.6%
Private sector development*	13.7%	4.5%
Foreign direct investment	2.0%	0.0%
Energy*	24.5%	9.7%
Public sector governance/reform	15.7%	13.4%
Social cohesion	2.0%	0.7%
Education*	24.5%	12.7%
Natural resource management	2.9%	6.0%
Environmental sustainability	1.0%	0.7%
Health*	19.6%	8.2%
Agricultural development	12.7%	21.6%
Disaster management	0.0%	0.0%
Job creation/employment	15.7%	17.2%
Financial markets	0.0%	0.0%
Trade and exports	2.0%	2.2%
Food security*	28.4%	9.7%

\*Significantly different between geographic locations

**A. General Issues facing Chad (continued)**

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	N'Djamena	Other
Better employment opportunities for young people	50.6%	59.3%
Better employment opportunities for women	4.6%	6.5%
Greater access to micro-finance for the poor	23.0%	18.7%
Greater voice and participation for citizens to help ensure greater accountability*	14.9%	5.7%
Greater access to health and nutrition for citizens	10.3%	8.1%
Better entrepreneurial opportunities	16.1%	16.3%
A growing middle class	4.6%	0.8%
Better opportunity for the poor who live in rural areas*	13.8%	4.1%
Better opportunity for the poor who live in urban areas*	4.6%	0.0%
Consistent economic growth	8.0%	8.9%
More reliable social safety net	1.1%	1.6%
Greater equity of fiscal policy*	5.7%	33.3%
Education and training that better ensure job opportunity	36.8%	27.6%
Better quality public services	5.7%	7.3%
Other	0.0%	0.8%

\*Significantly different between geographic locations

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

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Chad?*	82	5.46	2.98	117	4.38	2.88

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between geographic locations

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Chad.	73	6.00	2.84	90	5.97	2.52

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

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Chad solve its most complicated development challenges?	70	6.34	2.71	91	6.87	2.22

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

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

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Social protection	5.9%	3.0%
Security/stabilization/reconstruction	9.9%	3.8%
Crime and violence	3.0%	3.0%
Transport	4.0%	9.0%
Agricultural development	27.7%	26.3%
Global/regional integration	1.0%	1.5%
Gender equity	2.0%	2.3%
Public sector governance/reform*	24.8%	14.3%
Health	19.8%	11.3%
Rural development*	16.8%	38.3%
Foreign direct investment	1.0%	0.0%
Education*	50.5%	23.3%
Energy*	21.8%	11.3%
Social cohesion	2.0%	3.0%
Job creation/employment	10.9%	13.5%
Financial markets	1.0%	0.0%
Urban development	1.0%	0.0%
Environmental sustainability	4.0%	0.8%
Equality of opportunity*	10.9%	3.0%
Regional conflict and tensions	0.0%	3.0%
Private sector development*	14.9%	4.5%
Water and sanitation	9.9%	6.8%
Food security	12.9%	10.5%
Climate change	0.0%	3.0%
Poverty reduction*	7.9%	16.5%
Trade and exports	1.0%	1.5%
Economic growth*	3.0%	32.3%
Law and justice*	6.9%	1.5%
Local governance and institutions	8.9%	6.0%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	3.0%	4.5%
Information and communications technology	2.0%	3.0%
Anti-corruption*	9.9%	39.1%
Disaster management	1.0%	0.0%

\*Significantly different between geographic locations

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

Greatest Value Percentage of Respondents	N'Djamena	Other
Convening/facilitating	9.4%	10.0%
Data and statistics*	11.5%	3.1%
Policy advice, studies, analyses	11.5%	10.8%
Financial resources	14.6%	13.8%
Capacity development	17.7%	11.5%
Technical assistance*	15.6%	3.8%
Mobilizing third party financial resources*	6.3%	34.6%
Donor coordination	0.0%	3.1%
Linkage to non-Bank expertise	2.1%	3.1%
Strategy formulation	12.5%	7.7%
Other	0.0%	0.8%

\*Significantly different between geographic locations

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

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

2 <sup>nd</sup> Greatest Value	N'Djamena		Other
Percentage of Respondents			
Convening/facilitating	3.2%		4.0%
Data and statistics	8.6%		4.8%
Policy advice, studies, analyses	7.5%		7.1%
Financial resources	7.5%		8.7%
Capacity development	15.1%		13.5%
Technical assistance	16.1%		7.9%
Mobilizing third party financial resources	10.8%		5.6%
Donor coordination	7.5%		4.8%
Linkage to non-Bank expertise	6.5%		3.2%
Strategy formulation*	16.1%		41.3%
Other	0.0%		0.0%

\*Significantly different between geographic locations

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad? (1-Not effective at all, 10-Very effective)

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Project implementation*	51	6.39	2.44	80	5.01	2.86
Citizen engagement*	60	5.48	2.95	79	4.01	2.27
Policy design*	53	6.19	2.47	78	7.12	2.38

\*Significantly different between geographic locations

When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Project implementation*	58	7.62	2.48	94	8.62	2.00
Citizen engagement	66	8.32	2.44	94	8.95	2.17
Policy design*	61	7.36	2.75	88	8.58	1.99

\*Significantly different between geographic locations



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

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Staff too inaccessible*	26.7%	10.9%
Not exploring alternative policy options	2.0%	4.7%
Not collaborating enough with stakeholders outside the Government	24.8%	20.3%
Its advice and strategies do not lend themselves to practical problem solving	5.9%	5.5%
Not enough public disclosure of its work*	14.9%	38.3%
Arrogant in its approach	5.0%	2.3%
Not client focused	4.0%	1.6%
The credibility of its knowledge/data	5.9%	2.3%
World Bank Group's processes too complex*	18.8%	35.2%
Not willing to honestly criticize policies and reform efforts in the country	12.9%	12.5%
Too influenced by developed countries*	22.8%	11.7%
Taking into account directions of the government more than concerns of the population	14.9%	18.8%
World Bank Group's processes too slow	4.0%	3.9%
Not aligned with other donors' work	1.0%	0.8%
Not aligned with country priorities	5.0%	3.1%
Not adequately sensitive to political/social realities in Chad	11.9%	10.2%
Not focused enough on issues that are unique to post-conflict countries	5.0%	2.3%
Inadequate number of World Bank Group staff members located in the country*	2.0%	9.4%
Other	0.0%	0.0%
Don't know	5.0%	3.1%

\*Significantly different between geographic locations

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Trust Fund management	5.9%	11.8%
Knowledge products/services	11.9%	7.1%
Investment lending*	43.6%	66.9%
Technical assistance*	26.7%	10.2%
Capacity development*	35.6%	52.8%
Policy based lending / budget support to the Government	13.9%	11.0%
Multi-sectoral approaches*	24.8%	10.2%
Co-financing arrangements	4.0%	4.7%
Sector-wide approaches*	6.9%	0.8%
Emergency Recovery lending	9.9%	8.7%
Other	0.0%	1.6%
Don't know	5.0%	7.1%

\*Significantly different between geographic locations

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

(Select only ONE response)

Percentage of Respondents	N'Djamena	Other
To a fully sufficient degree	16.3%	24.1%
To a somewhat sufficient degree	13.3%	36.8%
To a somewhat insufficient degree	23.5%	10.5%
To a very insufficient degree	23.5%	14.3%
Don't know	23.5%	14.3%

\*Significantly different between geographic locations

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

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Academia/think tanks/research institutes	27.7%	21.8%
Donor community	3.0%	2.3%
Media	17.8%	10.5%
Local government	11.9%	13.5%
Private sector*	23.8%	40.6%
Parliament*	13.9%	5.3%
NGOs/Community-based organizations	30.7%	32.3%
Youth/University groups*	13.9%	5.3%
Beneficiaries	28.7%	39.8%
Foundations	2.0%	0.8%
UN and regional peace-keeping forces	1.0%	2.3%
Emerging donors	1.0%	0.8%
UN agencies	4.0%	6.8%
Regional organizations	14.9%	10.5%
Other	0.0%	0.0%
Don't know	1.0%	2.3%

\*Significantly different between geographic locations

To what extent do you agree with the following statements about the World Bank Group's work in Chad?

(1-Strongly disagree, 10-Strongly agree)

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chad*	77	6.23	2.77	104	7.43	2.54
The World Bank Group's work is aligned with what I consider the development priorities for Chad*	68	5.94	2.89	90	7.37	2.30
The World Bank Group supports programs and strategies that are realistic for Chad*	70	5.84	2.74	92	6.86	2.66
The World Bank Group treats clients and stakeholders in Chad with respect	53	5.19	3.00	54	5.09	3.44

\*Significantly different between geographic locations

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

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

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	51	5.00	2.88	38	5.08	3.19
Flexibility (in terms of the institution's products and services)	48	4.94	2.66	37	4.32	2.61
Flexibility (in terms of changing country circumstances)	48	5.69	2.56	36	4.61	3.04
Being inclusive	40	5.20	2.54	29	5.17	2.99
Openness	52	6.44	2.55	37	6.11	3.63
Staff accessibility	53	5.08	2.91	45	4.13	3.00
Straightforwardness and honesty	51	5.92	2.82	40	5.35	3.37
Ease of access to the people at the World Bank Group who are making decisions important to my work	49	5.39	2.94	39	4.21	3.25
Collaboration with civil society	56	5.21	2.63	89	4.72	3.45
Collaboration with the UN	45	7.69	2.14	45	8.58	2.23
Collaboration with the Government	53	7.74	2.10	87	8.18	1.82
Collaboration with other donors and development partners	46	7.54	2.15	50	7.80	2.51
Collaboration with the private sector*	47	5.55	2.93	78	3.90	3.02
The speed in which it gets things accomplished on the ground	49	5.73	2.82	39	5.03	2.85
Being a long-term partner	53	8.32	2.11	45	7.87	2.87

\*Significantly different between geographic locations

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

To be more effective development partner in Chad, do you believe that the World Bank Group should have ... ?\*  
(Select only ONE response)

Percentage of Respondents	N'Djamena	Other
More local presence	65.0%	83.6%
The current level of local presence is adequate	9.0%	8.6%
Less local presence	8.0%	3.9%
Don't know	18.0%	3.9%

\*Significantly different between geographic locations

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	N'Djamena	Other
More effective collaboration	8.2%	9.3%
The same level of effective collaboration	26.5%	14.0%
Less effective collaboration	18.4%	15.5%
Don't know	46.9%	61.2%

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
The World Bank Group does not do adequate follow through/follow-up	28.7%	30.3%
Poor donor coordination*	10.9%	3.8%
The World Bank Group is not sensitive enough to political/social realities on the ground*	34.7%	56.8%
Lack of/inadequate levels of capacity in Government*	28.7%	16.7%
There is not an adequate level of citizen/civil society participation*	39.6%	58.3%
The World Bank Group works too slowly*	25.7%	10.6%
The Government works inefficiently	18.8%	22.7%
Political pressures and obstacles*	25.7%	56.1%
Reforms are not well thought out in light of country challenges*	33.7%	18.2%
Ongoing conflict and instability*	15.8%	7.6%
Inadequate funding	22.8%	13.6%
Other	1.0%	0.8%

\*Significantly different between geographic locations

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Crime and violence*	64	7.39	3.22	87	8.60	2.81
Financial markets*	54	7.44	2.57	86	8.45	2.61
Transport*	72	8.08	2.35	89	9.22	1.84
Anti-corruption*	77	8.74	1.91	102	9.59	1.37
Regional conflict and tensions*	55	7.00	2.90	84	8.36	2.99
Law and justice*	67	8.40	2.05	95	9.05	2.06
Urban development*	66	7.76	2.30	84	8.60	2.33
Environmental sustainability*	57	7.61	2.61	91	9.13	1.73
Regulatory framework*	57	7.14	2.61	78	8.18	2.92
Information and communications technology*	64	7.70	2.51	95	8.77	2.42
Poverty reduction*	70	8.83	2.04	101	9.50	1.49
Gender equity*	59	7.14	2.97	84	8.26	2.84
Private sector development*	64	7.84	2.38	95	8.95	1.96
Foreign direct investment*	52	7.25	2.58	86	8.24	2.92
Local governance and institutions*	68	8.24	2.17	92	9.04	1.99
Water and sanitation	68	8.74	1.64	103	9.17	2.04
Trade and exports	58	7.29	2.73	88	8.06	2.96
Economic growth	64	8.48	1.85	93	8.87	2.15
Energy*	67	8.54	2.12	95	9.33	1.93
Disaster management*	57	7.09	2.97	87	8.10	3.14
Public sector governance/reform	65	8.54	2.14	99	8.94	2.30
Job creation/employment	67	8.40	2.20	96	8.23	1.97
Social cohesion	56	7.55	2.70	87	7.15	2.42
Communicable/non-communicable diseases*	53	7.15	2.66	89	5.89	3.22
Equality of opportunity	64	8.11	2.39	89	8.78	2.71
Health*	68	8.84	1.90	101	9.49	1.33
Rural development	70	8.66	1.91	96	9.17	1.88
Global/regional integration	62	7.44	2.73	86	7.85	2.42
Food security*	67	8.57	1.91	107	9.30	1.79
Natural resource management	62	8.27	2.31	102	8.39	1.97
Security/stabilization/reconstruction	62	7.81	2.22	90	8.00	2.18
Social protection	57	7.42	2.82	91	6.93	2.44
Climate change	63	7.21	2.69	92	7.00	2.58
Agricultural development*	70	8.84	1.84	101	9.54	1.21
Education*	75	9.20	1.59	106	9.67	1.15

\*Significantly different between geographic locations

**C. World Bank Group's Effectiveness and Results (continued)**

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?** (1-Not effective at all, 10-Very effective)

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	53	5.21	3.59	81	3.48	2.89
Information and communications technology*	42	6.90	2.73	79	4.13	3.06
Transport*	45	5.80	2.69	84	4.24	3.02
Urban development*	44	6.30	2.33	75	3.84	2.73
Environmental sustainability*	41	6.20	2.83	75	3.77	2.82
Communicable/non-communicable diseases*	41	6.46	2.60	72	4.47	3.18
Poverty reduction	58	6.31	2.84	86	5.56	2.76
Gender equity*	40	6.08	2.61	69	3.23	2.41
Private sector development*	46	5.87	2.50	71	3.39	2.35
Local governance and institutions*	48	5.85	2.53	73	3.58	2.66
Water and sanitation	50	6.62	2.71	80	5.86	2.25
Trade and exports*	38	5.87	2.74	70	2.90	1.94
Economic growth*	46	6.63	2.72	78	5.38	2.13
Energy*	44	6.55	2.82	77	3.48	2.80
Public sector governance/reform*	53	6.51	2.76	77	3.40	2.65
Social cohesion*	40	5.93	2.76	66	3.23	2.53
Equality of opportunity*	44	5.43	3.27	68	2.88	2.34
Health*	55	7.24	2.24	81	4.79	3.21
Rural development*	51	6.49	2.89	79	4.25	2.97
Global/regional integration*	37	6.30	2.84	66	3.68	2.87
Food security*	47	6.45	2.72	84	4.19	3.02
Education*	51	6.67	2.45	86	4.86	3.24
Security/stabilization/reconstruction*	40	5.58	2.73	66	3.55	2.69
Social protection*	42	5.67	3.08	66	3.09	2.20
Climate change*	44	5.68	3.14	68	3.13	2.41
Agricultural development*	49	6.92	2.62	81	4.37	3.07
Natural resource management*	52	6.94	3.08	83	3.73	2.75

\*Significantly different between geographic locations

**Where are the World Bank Group's decisions made primarily that support the program in Chad? (Select only ONE response)**

Percentage of Respondents	N'Djamena	Other
At the Headquarters (in Washington D.C.)	53.8%	68.3%
In the country	7.5%	5.6%
Don't know	38.7%	26.2%

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chad?	70	6.47	2.52	95	6.25	2.44
To what extent does the World Bank Group help to build/strengthen existing country systems in Chad?*	63	5.97	2.69	93	4.00	3.09

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

**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Chad?

(1-Strongly disagree, 10-Strongly agree)

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Chad*	69	5.22	2.91	96	7.23	3.38
The World Bank Group meets Chad's needs for knowledge services	68	5.87	2.98	91	5.54	2.59

\*Significantly different between geographic locations

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Chad?*	61	6.36	2.74	76	4.11	2.92

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

**D. The World Bank Group's Knowledge Work and Activities**

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

(Select only ONE response)

Percentage of Respondents	N'Djamena	Other
Weekly	3.3%	4.1%
Monthly	8.7%	5.7%
A few times a year	32.6%	43.4%
Rarely	37.0%	28.7%
Never	18.5%	18.0%

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

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

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Are timely	59	6.59	2.62	84	7.20	2.19
Include appropriate level of stakeholder involvement during preparation	56	5.30	2.75	83	5.17	2.53
Lead to practical solutions	53	5.36	2.59	83	5.23	2.40
Are accessible (well written and easy to understand)	50	5.92	2.71	80	6.75	2.42
Are source of relevant information on global good practices*	68	6.66	2.40	81	7.67	2.14
Are adequately disseminated	52	5.29	2.89	80	6.05	2.47
Are translated enough into local language*	57	3.75	3.00	84	2.69	2.68
Are adaptable to Chad's specific development challenges and country circumstances	62	6.23	2.83	85	6.49	2.61

\*Significantly different between geographic locations

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	82	7.02	2.69	108	7.10	2.32
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	79	7.16	2.61	108	6.21	2.49

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

\*Significantly different between geographic locations

**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	62	3.79	2.81	98	5.30	3.08
The World Bank Group effectively monitors and evaluates the projects and programs it supports	76	6.28	2.80	105	6.41	2.78
The World Bank Group's approvals and reviews are done in a timely fashion*	62	4.32	2.79	89	5.55	2.43
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	5.63	2.67	81	5.56	2.19
The World Bank Group's conditions on its lending are reasonable	59	5.32	2.94	85	5.11	2.73
The World Bank Group takes decisions quickly in Chad	59	4.10	2.58	89	3.99	2.55
Working with the World Bank Group increases Chad's institutional capacity	65	6.52	2.60	95	5.67	2.98
Where country systems are adequate, the World Bank Group makes appropriate use of them*	59	6.27	2.75	94	7.35	2.34
The World Bank Group provides effective implementation support	65	6.18	2.90	97	5.46	2.98

\*Significantly different between geographic locations

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad?*	67	6.19	2.71	93	5.26	2.83

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

**Which of the following best describes the way the World Bank Group operates in Chad? (Select only ONE response)\***

Percentage of Respondents	N'Djamena	Other
The World Bank Group takes too much risk in Chad	9.9%	8.0%
The World Bank Group does not take enough risk in Chad	35.2%	56.0%
The World Bank Group's approach to risk is appropriate	25.3%	12.0%
Don't know	29.7%	24.0%

\*Significantly different between geographic locations

**Which of the following best describes the World Bank Group's support in Chad? (Select only ONE response)**

Percentage of Respondents	N'Djamena	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chad	55.7%	65.1%
The World Bank Group is not sufficiently selective in Chad, and it is involved in too many areas of development	13.6%	21.7%
Don't know	30.7%	13.2%

\*Significantly different between geographic locations

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Chad?	69	4.93	2.90	53	4.62	3.14

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



### F. The Future Role of the World Bank Group in Chad

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Provide more adequate data/knowledge/statistics/figures on Chad's economy	29.8%	20.6%
Ensure greater selectivity in its work	11.7%	13.0%
Offer more innovative financial products*	12.8%	37.4%
Improve the competitiveness of its financing compared to markets	9.6%	8.4%
Reach out more to groups outside of Government*	34.0%	51.1%
Work faster	3.2%	3.8%
Improve the quality of its experts as related to Chad's specific challenges	12.8%	18.3%
Offer more innovative knowledge services	7.4%	3.8%
Collaborate more effectively with Government clients*	17.0%	8.4%
Increase the level of capacity development in the country	14.9%	13.0%
Reduce the complexity of obtaining World Bank Group financing*	23.4%	11.5%
Increase the level of World Bank Group staffing in Chad's office	16.0%	9.2%
Other	1.1%	0.0%

\*Significantly different between geographic locations

When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in Chad? (Select only ONE response)\*

Percentage of Respondents	N'Djamena	Other
Financial services	16.5%	26.0%
Knowledge products	16.5%	7.3%
Technical assistance	34.1%	16.3%
None of the above	1.1%	1.6%
The combination is appropriate for Chad	22.0%	43.9%
Don't know	9.9%	4.9%

\*Significantly different between geographic locations

Which **THREE** areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	N'Djamena	Other
Social safety nets*	9.4%	41.8%
Public financial management	59.4%	61.5%
Reducing violence	7.3%	9.8%
Access to justice systems	28.1%	19.7%
Security mechanisms	13.5%	10.7%
Conflict resolution mechanisms	10.4%	6.6%
Access to basic services*	33.3%	21.3%
Capacity of state institutions*	21.9%	41.8%
Jobs	40.6%	28.7%
Improving livelihoods	14.6%	16.4%
Social cohesion	20.8%	11.5%
Stimulating dialogue to promote peace and stability	30.2%	26.2%

\*Significantly different between geographic locations



**F. The Future Role of the World Bank Group in Chad (continued)****Which THREE areas below would benefit most from other donors in Chad? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	N'Djamena	Other
Social safety nets	15.4%	14.2%
Public financial management	16.5%	23.9%
Reducing violence	35.2%	43.4%
Access to justice systems*	29.7%	52.2%
Security mechanisms	24.2%	18.6%
Conflict resolution mechanisms	18.7%	15.9%
Access to basic services*	24.2%	52.2%
Capacity of state institutions*	27.5%	8.0%
Jobs	19.8%	19.5%
Improving livelihoods	23.1%	15.0%
Social cohesion	17.6%	14.2%
Stimulating dialogue to promote peace and stability*	37.4%	23.0%

\*Significantly different between geographic locations

**What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	N'Djamena	Other
Share more information about the World Bank Group's activities, products, and knowledge	51.1%	44.5%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	51.1%	63.3%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	67.0%	71.1%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	40.4%	49.2%
Organize more joint meetings and missions with the UN	45.7%	40.6%
Involve UN experts to a greater degree in World Bank Group activities	34.0%	28.1%
Other	2.1%	0.0%

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

Percentage of Respondents (Responses combined)	N'Djamena	Other
Periodicals	5.6%	6.5%
International newspapers*	27.0%	15.3%
Local radio	27.0%	16.9%
International radio*	18.0%	52.4%
Local television	5.6%	12.1%
International television	13.5%	16.1%
Local newspapers*	42.7%	17.7%
Internet	46.1%	55.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	5.6%	5.6%
Other*	5.6%	0.0%

\*Significantly different between geographic locations

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	N'Djamena	Other
Direct contact with World Bank Group*	35.2%	22.0%
e-Newsletters*	27.5%	15.0%
World Bank Group's seminars/workshops/conferences	34.1%	29.9%
World Bank Group's publications and other written materials*	29.7%	53.5%
World Bank Group's website*	27.5%	49.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	12.1%	8.7%
Mobile phones*	24.2%	12.6%
Other	0.0%	2.4%

*\*Significantly different between geographic locations***Are you aware of the World Bank Group'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'Djamena	Other
Yes	23.8%	7.9%
No	76.2%	92.1%

*\*Significantly different between geographic locations***Have you requested information from the World Bank Group on its activities in the past year?\***

Percentage of Respondents	N'Djamena	Other
Yes	21.6%	4.8%
No	78.4%	95.2%

*\*Significantly different between geographic locations***Were you able to obtain this information?**

Percentage of Respondents	N'Djamena	Other
Yes	56.3%	100.0%
No	43.8%	0.0%

**Do you have access to the Internet?**

Percentage of Respondents	N'Djamena	Other
Yes	80.7%	72.7%
No	19.3%	27.3%

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

Percentage of Respondents	N'Djamena	Other
Yes	43.9%	45.2%
No	56.1%	54.8%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	N'Djamena	Other
Yes	35.7%	24.2%
No	64.3%	75.8%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	N'Djamena	Other
High speed/WiFi	75.4%	80.4%
Dial-up	24.6%	19.6%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	N'Djamena			Other		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	44	6.61	2.91	65	8.05	3.11
I find the information on the World Bank Group's websites useful*	38	7.50	2.45	59	8.81	2.54
The World Bank Group's social media channels are valuable sources of information about the institution	34	7.53	1.93	38	7.32	2.98
When I need information from the World Bank Group I know how to find it*	42	5.31	3.10	74	7.97	3.00
The World Bank Group is responsive to my information requests and inquiries	36	6.11	3.15	30	4.73	3.37

\*Significantly different between geographic locations

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?\*(Select only ONE response)

Percentage of Respondents	N'Djamena	Other
I currently collaborate with the World Bank Group	6.7%	5.3%
I have previously collaborated with the World Bank Group	16.9%	6.8%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	13.5%	1.5%
I have never collaborated with the World Bank Group	62.9%	86.4%

\*Significantly different between geographic locations

Which of the following agencies of the World Bank Group do you primarily engage with in Chad?(Select only ONE response)

Percentage of Respondents	N'Djamena	Other
The World Bank (IBRD)	63.8%	77.3%
The International Finance Corporation (IFC)	14.5%	8.2%
The Multilateral Investment Guarantee Agency (MIGA)	5.8%	1.8%
Other	15.9%	12.7%

Do your projects involve both the World Bank and the IFC?

Percentage of Respondents	N'Djamena	Other
Yes	18.3%	13.0%
No	81.7%	87.0%

If yes, what was your view of how the two institutions work together in Chad? (Select only ONE response)

Percentage of Respondents	N'Djamena	Other
The two institutions work well together	30.0%	30.8%
The way the two institutions work together needs improvement	70.0%	53.8%
The two institutions do not work well together	0.0%	0.0%
Don't know	0.0%	15.4%

**H. Background Information (continued)****Which of the following describes most of your exposure to the World Bank Group in Chad? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	N'Djamena	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	35.2%	37.5%
Use World Bank Group reports/data*	43.7%	28.6%
Engage in World Bank Group related/sponsored events/activities*	21.1%	8.9%
Collaborate as part of my professional duties	31.0%	18.8%
Use World Bank Group website for information, data, research, etc.*	25.4%	50.0%

*\*Significantly different between geographic locations***What's your gender?\***

Percentage of Respondents	N'Djamena	Other
Female	22.1%	9.7%
Male	77.9%	90.3%

*\*Significantly different between geographic locations*



## Appendix D: Responses to All Questions by Level of Collaboration with the WBG<sup>9</sup>

Collaborating with the WBG N=32 ● Not collaborating with the WBG N=199

### A. General Issues facing Chad

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The right direction	42.9%	27.5%
The wrong direction	28.6%	43.5%
Not sure	28.6%	29.0%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	10.0%	3.2%
Food security	30.0%	29.8%
Security/stabilization/reconstruction*	13.3%	31.4%
Public sector governance/reform*	23.3%	43.6%
Global/regional integration	3.3%	2.1%
Gender equity*	10.0%	0.5%
Private sector development*	16.7%	3.7%
Foreign direct investment	3.3%	1.6%
Water and sanitation	3.3%	6.4%
Energy	6.7%	16.0%
Regional conflict and tensions	3.3%	2.7%
Job creation/employment	13.3%	12.8%
Rural development	6.7%	4.8%
Financial markets	0.0%	1.1%
Urban development*	13.3%	0.0%
Environmental sustainability	0.0%	0.5%
Equality of opportunity*	13.3%	4.3%
Health	16.7%	16.5%
Education	26.7%	35.6%
Poverty reduction	16.7%	8.5%
Transport	3.3%	4.8%
Social cohesion	10.0%	6.4%
Climate change	0.0%	1.6%
Agricultural development	10.0%	6.9%
Trade and exports	3.3%	0.5%
Crime and violence*	6.7%	0.5%
Economic growth	0.0%	1.6%
Law and justice	6.7%	8.0%
Regulatory framework	0.0%	0.5%
Communicable/non-communicable diseases	3.3%	0.5%
Local governance and institutions*	0.0%	20.7%
Natural resource management	6.7%	4.8%
Anti-corruption	20.0%	15.4%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	2.1%

\*Significantly different between collaborators and non-collaborators

<sup>9</sup> Only 231 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options "I currently collaborate with the WBG" and "both of the above" were combined as "Collaborating with the WBG" for the comparisons in this appendix. "I have previously collaborated with the WBG," and "I have never collaborated with the WBG" were combined as "Not collaborating with the WBG".

**A. General Issues facing Chad (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 Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Water and sanitation	9.4%	10.8%
Equality of opportunity	25.0%	12.3%
Economic growth	15.6%	29.7%
Climate change	0.0%	2.6%
Regional conflict and tensions	3.1%	1.5%
Global/regional integration	3.1%	1.0%
Gender equity*	12.5%	3.6%
Rural development*	18.8%	37.4%
Urban development	6.3%	2.6%
Regulatory framework	3.1%	1.0%
Local governance and institutions	3.1%	5.6%
Social protection	3.1%	2.6%
Law and justice	12.5%	8.7%
Transport	12.5%	6.2%
Crime and violence	0.0%	3.1%
Communicable/non-communicable diseases	0.0%	0.5%
Information and communications technology	3.1%	5.6%
Security/stabilization/reconstruction	0.0%	6.7%
Anti-corruption*	15.6%	32.8%
Private sector development	15.6%	7.2%
Foreign direct investment	0.0%	0.5%
Energy	18.8%	12.8%
Public sector governance/reform	9.4%	17.4%
Social cohesion	3.1%	1.0%
Education	18.8%	16.4%
Natural resource management	3.1%	5.1%
Environmental sustainability	0.0%	1.0%
Health	18.8%	10.8%
Agricultural development	18.8%	18.5%
Disaster management	0.0%	0.0%
Job creation/employment	25.0%	17.9%
Financial markets	0.0%	0.0%
Trade and exports	3.1%	2.6%
Food security	18.8%	14.4%

\*Significantly different between collaborators and non-collaborators

**A. General Issues facing Chad (continued)**

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Better employment opportunities for young people*	29.0%	58.7%
Better employment opportunities for women	9.7%	7.0%
Greater access to micro-finance for the poor*	35.5%	18.6%
Greater voice and participation for citizens to help ensure greater accountability	16.1%	8.7%
Greater access to health and nutrition for citizens	3.2%	8.7%
Better entrepreneurial opportunities	16.1%	16.3%
A growing middle class	0.0%	2.3%
Better opportunity for the poor who live in rural areas	3.2%	8.1%
Better opportunity for the poor who live in urban areas	3.2%	1.2%
Consistent economic growth	12.9%	7.6%
More reliable social safety net	6.5%	1.7%
Greater equity of fiscal policy*	6.5%	25.6%
Education and training that better ensure job opportunity	35.5%	29.1%
Better quality public services	16.1%	6.4%
Other*	3.2%	0.0%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Chad?*	25	6.44	2.50	170	4.53	2.96

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

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Chad.	23	6.78	2.61	135	5.84	2.65

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Chad solve its most complicated development challenges?	22	6.86	2.42	136	6.55	2.51

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

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	0.0%	5.2%
Security/stabilization/reconstruction	6.3%	6.7%
Crime and violence	3.1%	2.6%
Transport*	15.6%	5.7%
Agricultural development	40.6%	26.9%
Global/regional integration*	6.3%	0.5%
Gender equity	6.3%	2.1%
Public sector governance/reform	15.6%	19.7%
Health	9.4%	15.5%
Rural development	31.3%	31.1%
Foreign direct investment	0.0%	0.5%
Education	28.1%	32.1%
Energy	3.1%	14.0%
Social cohesion	6.3%	2.1%
Job creation/employment	18.8%	10.9%
Financial markets*	3.1%	0.0%
Urban development	0.0%	1.0%
Environmental sustainability	0.0%	2.6%
Equality of opportunity	6.3%	4.7%
Regional conflict and tensions	0.0%	2.1%
Private sector development*	21.9%	7.8%
Water and sanitation	15.6%	7.8%
Food security	9.4%	10.9%
Climate change	6.3%	1.6%
Poverty reduction	6.3%	11.9%
Trade and exports*	6.3%	0.5%
Economic growth*	6.3%	23.3%
Law and justice	3.1%	4.7%
Local governance and institutions	0.0%	8.3%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	6.3%	4.7%
Information and communications technology	3.1%	1.0%
Anti-corruption*	9.4%	31.1%
Disaster management	3.1%	0.5%

\*Significantly different between collaborators and non-collaborators

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

Greatest Value Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	10.0%	10.2%
Data and statistics	10.0%	5.9%
Policy advice, studies, analyses*	30.0%	9.6%
Financial resources	6.7%	15.5%
Capacity development	16.7%	13.4%
Technical assistance	3.3%	7.0%
Mobilizing third party financial resources	10.0%	25.7%
Donor coordination*	13.3%	1.1%
Linkage to non-Bank expertise	0.0%	3.2%
Strategy formulation	6.7%	9.6%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators



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

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

2 <sup>nd</sup> Greatest Value Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Convening/facilitating	3.4%	3.8%
Data and statistics	3.4%	6.0%
Policy advice, studies, analyses	10.3%	7.1%
Financial resources*	24.1%	5.5%
Capacity development	17.2%	14.8%
Technical assistance	6.9%	10.4%
Mobilizing third party financial resources*	24.1%	6.0%
Donor coordination	0.0%	6.6%
Linkage to non-Bank expertise	0.0%	6.0%
Strategy formulation	17.2%	32.8%
Other	0.0%	0.0%

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation*	16	6.75	2.93	111	5.25	2.75
Citizen engagement	17	3.65	2.55	118	4.55	2.65
Policy design	16	6.50	2.56	112	6.66	2.52

\*Significantly different between collaborators and non-collaborators

When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	20	8.30	2.34	127	8.19	2.33
Citizen engagement	20	8.70	2.23	133	8.71	2.34
Policy design	18	8.39	2.33	128	7.97	2.54

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Staff too inaccessible	12.9%	15.8%
Not exploring alternative policy options	3.2%	4.2%
Not collaborating enough with stakeholders outside the Government	19.4%	22.1%
Its advice and strategies do not lend themselves to practical problem solving*	19.4%	4.7%
Not enough public disclosure of its work*	12.9%	31.1%
Arrogant in its approach	6.5%	2.6%
Not client focused	0.0%	2.6%
The credibility of its knowledge/data	3.2%	4.2%
World Bank Group's processes too complex	19.4%	28.9%
Not willing to honestly criticize policies and reform efforts in the country	12.9%	14.7%
Too influenced by developed countries*	29.0%	14.2%
Taking into account directions of the government more than concerns of the population	16.1%	17.9%
World Bank Group's processes too slow	9.7%	3.2%
Not aligned with other donors' work	0.0%	1.1%
Not aligned with country priorities*	12.9%	3.2%
Not adequately sensitive to political/social realities in Chad	3.2%	11.6%
Not focused enough on issues that are unique to post-conflict countries	3.2%	3.2%
Inadequate number of World Bank Group staff members located in the country	9.7%	5.3%
Other	0.0%	0.0%
Don't know	3.2%	4.2%

\*Significantly different between collaborators and non-collaborators

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Trust Fund management	12.5%	9.0%
Knowledge products/services	18.8%	10.1%
Investment lending	62.5%	58.2%
Technical assistance	18.8%	13.2%
Capacity development*	28.1%	49.2%
Policy based lending / budget support to the Government	15.6%	11.6%
Multi-sectoral approaches	25.0%	13.2%
Co-financing arrangements	6.3%	4.8%
Sector-wide approaches	0.0%	4.2%
Emergency Recovery lending	12.5%	9.0%
Other	0.0%	1.1%
Don't know	0.0%	6.3%

\*Significantly different between collaborators and non-collaborators

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

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
To a fully sufficient degree	25.8%	20.2%
To a somewhat sufficient degree	9.7%	29.0%
To a somewhat insufficient degree	29.0%	14.5%
To a very insufficient degree	29.0%	17.6%
Don't know	6.5%	18.7%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Academia/think tanks/research institutes	28.1%	23.7%
Donor community	6.3%	2.6%
Media	15.6%	13.9%
Local government	3.1%	13.4%
Private sector	28.1%	35.6%
Parliament*	18.8%	5.2%
NGOs/Community-based organizations	37.5%	32.0%
Youth/University groups	9.4%	8.8%
Beneficiaries*	18.8%	39.7%
Foundations	3.1%	1.5%
UN and regional peace-keeping forces	3.1%	1.5%
Emerging donors	0.0%	1.0%
UN agencies	9.4%	4.6%
Regional organizations	15.6%	11.3%
Other	0.0%	0.0%
Don't know	0.0%	1.0%

\*Significantly different between collaborators and non-collaborators

**To what extent do you agree with the following statements about the World Bank Group's work in Chad?**

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chad	22	6.77	3.19	155	6.97	2.69
The World Bank Group's work is aligned with what I consider the development priorities for Chad	19	6.32	3.02	134	6.69	2.71
The World Bank Group supports programs and strategies that are realistic for Chad	21	6.29	3.41	137	6.30	2.76
The World Bank Group treats clients and stakeholders in Chad with respect	15	4.73	2.99	87	4.97	3.32

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	15	6.80	2.86	73	4.60	2.98
Flexibility (in terms of the institution's products and services)	12	5.50	2.54	72	4.43	2.60
Flexibility (in terms of changing country circumstances)	16	5.38	2.33	67	4.99	2.85
Being inclusive	9	5.67	2.60	56	4.96	2.58
Openness	17	7.06	3.05	70	6.13	3.07
Staff accessibility	18	5.61	2.77	79	4.24	2.93
Straightforwardness and honesty	15	6.20	2.62	72	5.38	3.17
Ease of access to the people at the World Bank Group who are making decisions important to my work	17	4.41	3.02	70	4.81	3.17
Collaboration with civil society	20	5.95	3.25	124	4.69	3.17
Collaboration with the UN	12	7.50	2.47	75	8.20	2.22
Collaboration with the Government	17	8.18	1.94	122	7.89	2.09
Collaboration with other donors and development partners	16	7.56	2.13	76	7.67	2.40
Collaboration with the private sector	14	5.14	2.98	110	4.31	3.13
The speed in which it gets things accomplished on the ground	15	6.20	3.03	68	4.99	2.82
Being a long-term partner	16	8.56	1.55	75	7.85	2.77

\*Significantly different between collaborators and non-collaborators

To be more effective development partner in Chad, do you believe that the World Bank Group should have ... ?

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
More local presence	68.8%	76.1%
The current level of local presence is adequate	9.4%	9.0%
Less local presence	12.5%	5.3%
Don't know	9.4%	9.6%

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response) \*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
More effective collaboration	6.7%	8.4%
The same level of effective collaboration	30.0%	17.9%
Less effective collaboration	36.7%	14.7%
Don't know	26.7%	58.9%

\*Significantly different between collaborators and non-collaborators

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group does not do adequate follow through/follow-up	18.8%	31.8%
Poor donor coordination	9.4%	4.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.4%	51.0%
Lack of/inadequate levels of capacity in Government*	40.6%	20.3%
There is not an adequate level of citizen/civil society participation	37.5%	52.6%
The World Bank Group works too slowly	25.0%	16.1%
The Government works inefficiently	18.8%	23.4%
Political pressures and obstacles	37.5%	44.8%
Reforms are not well thought out in light of country challenges	28.1%	24.0%
Ongoing conflict and instability	12.5%	9.9%
Inadequate funding*	31.3%	14.6%
Other	3.1%	0.5%

\*Significantly different between collaborators and non-collaborators



### C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	22	7.77	3.07	123	8.12	3.06
Financial markets	20	7.55	2.87	119	8.20	2.60
Transport	21	7.90	2.36	136	8.83	2.13
Anti-corruption	25	9.08	1.58	150	9.27	1.69
Regional conflict and tensions	17	6.53	3.14	119	7.97	3.03
Law and justice	20	8.35	1.95	138	8.91	2.06
Urban development	19	8.05	1.90	127	8.19	2.51
Environmental sustainability	18	8.50	1.38	126	8.51	2.35
Regulatory framework	19	8.00	1.97	115	7.77	2.94
Information and communications technology	21	8.19	2.16	134	8.42	2.56
Poverty reduction	23	9.30	1.11	146	9.14	1.98
Gender equity	19	8.47	2.29	121	7.64	3.08
Private sector development	19	8.53	1.47	140	8.42	2.37
Foreign direct investment	19	7.68	1.83	117	7.91	2.92
Local governance and institutions	19	8.47	1.58	139	8.69	2.20
Water and sanitation	24	8.88	1.36	143	9.01	2.00
Trade and exports	16	7.56	2.19	126	7.80	2.97
Economic growth	20	8.80	1.61	132	8.70	2.13
Energy	20	8.30	2.39	136	9.13	1.99
Disaster management*	18	6.28	3.27	123	7.85	3.11
Public sector governance/reform	22	8.64	2.54	138	8.79	2.30
Job creation/employment	20	8.75	1.89	139	8.20	2.19
Social cohesion	17	7.35	3.10	123	7.37	2.43
Communicable/non-communicable diseases	16	6.75	2.62	124	6.27	3.18
Equality of opportunity	20	8.75	2.10	130	8.43	2.74
Health	22	8.73	2.10	141	9.33	1.53
Rural development	22	8.73	1.67	140	8.97	2.05
Global/regional integration	19	7.63	2.45	126	7.57	2.64
Food security	22	8.41	1.99	148	9.09	1.85
Natural resource management	23	9.00	1.51	139	8.21	2.23
Security/stabilization/reconstruction	20	7.95	2.01	126	7.82	2.25
Social protection	18	7.50	2.68	127	7.07	2.59
Climate change*	21	8.43	1.66	129	6.81	2.66
Agricultural development	23	9.26	1.05	146	9.24	1.71
Education	24	9.29	1.49	151	9.46	1.54

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?** (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	18	5.56	3.43	113	3.86	3.22
Information and communications technology	15	5.53	2.90	104	4.85	3.28
Transport	16	5.63	2.85	109	4.60	3.02
Urban development	16	5.50	2.61	101	4.50	2.79
Environmental sustainability	14	5.14	3.11	100	4.39	3.03
Communicable/non-communicable diseases	15	5.47	3.02	97	4.93	3.17
Poverty reduction	22	5.64	3.47	119	5.74	2.77
Gender equity*	15	5.53	2.80	90	3.83	2.74
Private sector development*	18	5.44	2.66	97	4.09	2.66
Local governance and institutions	15	5.47	2.50	101	4.21	2.81
Water and sanitation	15	6.67	1.95	111	6.06	2.45
Trade and exports	12	4.67	2.53	92	3.79	2.67
Economic growth	15	6.87	2.45	105	5.65	2.43
Energy	17	5.59	3.22	103	4.27	3.10
Public sector governance/reform*	19	6.26	2.86	108	4.24	3.07
Social cohesion	13	4.85	2.94	90	4.16	3.03
Equality of opportunity	11	5.27	2.90	97	3.59	2.96
Health	18	6.78	2.24	116	5.42	3.18
Rural development	18	6.22	2.41	111	4.84	3.18
Global/regional integration	12	5.58	2.81	88	4.27	3.09
Food security	17	6.00	1.87	111	4.65	3.16
Education	19	6.47	2.34	116	5.28	3.23
Security/stabilization/reconstruction*	14	5.64	2.73	90	3.99	2.89
Social protection	13	4.15	2.54	92	3.90	2.89
Climate change	13	4.92	3.04	96	3.83	2.89
Agricultural development*	19	7.05	2.27	112	4.96	3.22
Natural resource management*	18	6.72	2.47	115	4.55	3.24

\*Significantly different between collaborators and non-collaborators

**Where are the World Bank Group's decisions made primarily that support the program in Chad? (Select only ONE response)\***

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
At the Headquarters (in Washington D.C.)	65.6%	63.4%
In the country	25.0%	3.8%
Don't know	9.4%	32.8%

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chad?	20	6.90	2.55	146	6.25	2.46
To what extent does the World Bank Group help to build/strengthen existing country systems in Chad?*	23	6.43	2.76	134	4.56	3.10

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

\*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Chad?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Chad	19	6.11	2.56	142	6.37	3.49
The World Bank Group meets Chad's needs for knowledge services*	20	6.70	2.66	137	5.38	2.72

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Chad?*	19	7.63	2.48	116	4.69	3.00

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

\*Significantly different between collaborators and non-collaborators

**D. The World Bank Group's Knowledge Work and Activities**

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

(Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Weekly	10.3%	2.8%
Monthly	20.7%	5.5%
A few times a year	37.9%	39.8%
Rarely	24.1%	32.6%
Never	6.9%	19.3%

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	23	7.52	2.39	120	6.94	2.43
Include appropriate level of stakeholder involvement during preparation	20	5.90	2.57	117	5.14	2.66
Lead to practical solutions*	18	6.61	3.01	115	5.03	2.34
Are accessible (well written and easy to understand)	19	6.53	3.04	108	6.42	2.55
Are source of relevant information on global good practices	20	7.60	2.23	125	7.17	2.39
Are adequately disseminated	17	5.47	3.02	113	5.62	2.74
Are translated enough into local language	14	3.50	3.28	123	2.96	2.84
Are adaptable to Chad's specific development challenges and country circumstances	20	7.00	2.25	125	6.16	2.80

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	26	7.23	2.66	157	6.95	2.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	27	7.48	2.39	156	6.33	2.60

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

\*Significantly different between collaborators and non-collaborators



**E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	20	5.20	3.38	141	4.68	3.10
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	21	7.76	2.49	159	6.17	2.82
The World Bank Group's approvals and reviews are done in a timely fashion	18	5.61	2.66	132	4.95	2.68
The World Bank Group's "Safeguard Policy" requirements are reasonable*	17	6.65	2.98	118	5.39	2.27
The World Bank Group's conditions on its lending are reasonable	18	5.83	3.42	125	5.03	2.72
The World Bank Group takes decisions quickly in Chad	20	4.60	2.66	127	3.86	2.54
Working with the World Bank Group increases Chad's institutional capacity	21	6.67	2.78	139	5.93	2.91
Where country systems are adequate, the World Bank Group makes appropriate use of them*	18	5.61	3.05	135	7.04	2.56
The World Bank Group provides effective implementation support*	22	7.09	2.52	140	5.59	3.05

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad?	18	6.61	2.23	140	5.57	2.88

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

**Which of the following best describes the way the World Bank Group operates in Chad? (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group takes too much risk in Chad	11.1%	9.6%
The World Bank Group does not take enough risk in Chad	44.4%	48.7%
The World Bank Group's approach to risk is appropriate	25.9%	16.0%
Don't know	18.5%	25.7%

**Which of the following best describes the World Bank Group's support in Chad? (Select only ONE response)**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chad	78.6%	60.6%
The World Bank Group is not sufficiently selective in Chad, and it is involved in too many areas of development	10.7%	19.7%
Don't know	10.7%	19.7%

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Chad?	17	5.35	2.67	104	4.76	3.11

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

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

Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Chad?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Provide more adequate data/knowledge/statistics/figures on Chad's economy	29.0%	23.8%
Ensure greater selectivity in its work*	22.6%	8.8%
Offer more innovative financial products	12.9%	28.0%
Improve the competitiveness of its financing compared to markets	9.7%	9.3%
Reach out more to groups outside of Government*	19.4%	48.2%
Work faster	6.5%	4.1%
Improve the quality of its experts as related to Chad's specific challenges	6.5%	17.1%
Offer more innovative knowledge services*	12.9%	4.1%
Collaborate more effectively with Government clients	19.4%	11.9%
Increase the level of capacity development in the country	9.7%	15.5%
Reduce the complexity of obtaining World Bank Group financing*	32.3%	14.0%
Increase the level of World Bank Group staffing in Chad's office	12.9%	12.4%
Other	0.0%	0.5%

\*Significantly different between collaborators and non-collaborators

When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in Chad? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Financial services	24.1%	22.8%
Knowledge products	10.3%	11.4%
Technical assistance	31.0%	20.1%
None of the above	0.0%	1.6%
The combination is appropriate for Chad	34.5%	36.4%
Don't know	0.0%	7.6%

Which **THREE** areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social safety nets	28.6%	28.1%
Public financial management	75.0%	58.4%
Reducing violence	10.7%	10.3%
Access to justice systems	32.1%	22.7%
Security mechanisms	7.1%	13.0%
Conflict resolution mechanisms	10.7%	7.6%
Access to basic services*	42.9%	23.2%
Capacity of state institutions*	14.3%	35.7%
Jobs	32.1%	35.1%
Improving livelihoods	10.7%	16.2%
Social cohesion	17.9%	14.6%
Stimulating dialogue to promote peace and stability	14.3%	28.6%

\*Significantly different between collaborators and non-collaborators

**F. The Future Role of the World Bank Group in Chad (continued)**

Which THREE areas below would benefit most from other donors in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social safety nets	8.7%	16.8%
Public financial management	17.4%	20.8%
Reducing violence	30.4%	39.3%
Access to justice systems	39.1%	43.9%
Security mechanisms*	4.3%	22.5%
Conflict resolution mechanisms	17.4%	17.3%
Access to basic services	30.4%	41.6%
Capacity of state institutions*	34.8%	12.1%
Jobs	26.1%	19.7%
Improving livelihoods	13.0%	18.5%
Social cohesion	21.7%	14.5%
Stimulating dialogue to promote peace and stability	47.8%	29.5%

\*Significantly different between collaborators and non-collaborators

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Share more information about the World Bank Group's activities, products, and knowledge	61.3%	45.7%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	54.8%	60.1%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages*	48.4%	71.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	41.9%	44.7%
Organize more joint meetings and missions with the UN	51.6%	41.5%
Involve UN experts to a greater degree in World Bank Group activities	32.3%	30.3%
Other	3.2%	0.5%

\*Significantly different between collaborators and non-collaborators

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Chad?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Periodicals	3.2%	7.4%
International newspapers*	45.2%	16.5%
Local radio	16.1%	22.2%
International radio*	16.1%	42.6%
Local television	12.9%	9.1%
International television	16.1%	15.3%
Local newspapers	35.5%	25.6%
Internet	38.7%	51.7%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	6.5%	5.7%
Other	6.5%	1.7%

\*Significantly different between collaborators and non-collaborators

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Direct contact with World Bank Group	28.1%	27.7%
e-Newsletters*	37.5%	17.9%
World Bank Group's seminars/workshops/conferences	25.0%	32.6%
World Bank Group's publications and other written materials	40.6%	44.6%
World Bank Group's website	37.5%	40.8%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	6.3%	10.9%
Mobile phones	25.0%	14.7%
Other	0.0%	1.6%

*\*Significantly different between collaborators and non-collaborators***Are you aware of the World Bank Group'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	Collaborating with the WBG	Not collaborating with the WBG
Yes	34.8%	12.8%
No	65.2%	87.2%

*\*Significantly different between collaborators and non-collaborators***Have you requested information from the World Bank Group on its activities in the past year?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	20.8%	8.4%
No	79.2%	91.6%

**Were you able to obtain this information?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	60.0%	61.5%
No	40.0%	38.5%

**Do you have access to the Internet?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	70.4%	76.0%
No	29.6%	24.0%

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

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	40.9%	44.3%
No	59.1%	55.7%

**Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	44.0%	26.6%
No	56.0%	73.4%

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
High speed/WiFi	78.9%	78.9%
Dial-up	21.1%	21.1%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	15	8.13	2.42	91	7.42	3.22
I find the information on the World Bank Group's websites useful	11	8.36	1.57	81	8.31	2.76
The World Bank Group's social media channels are valuable sources of information about the institution	9	7.67	1.94	59	7.46	2.62
When I need information from the World Bank Group I know how to find it	15	6.53	3.04	101	6.95	3.50
The World Bank Group is responsive to my information requests and inquiries	9	7.00	2.87	53	5.11	3.37

**H. Background Information**

Which of the following agencies of the World Bank Group do you primarily engage with in Chad? (Select only ONE response)\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The World Bank (IDA)	57.1%	74.7%
The International Finance Corporation (IFC)	28.6%	7.5%
The Multilateral Investment Guarantee Agency (MIGA)	10.7%	0.7%
Other	3.6%	17.1%

\*Significantly different between collaborators and non-collaborators

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Yes	44.4%	9.5%
No	55.6%	90.5%

\*Significantly different between collaborators and non-collaborators

If yes, what was your view of how the two institutions work together in Chad? (Select only ONE response)

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
The two institutions work well together	37.5%	33.3%
The way the two institutions work together needs improvement	62.5%	50.0%
The two institutions do not work well together	0.0%	0.0%
Don't know	0.0%	16.7%

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Observer (i.e., follow in media, discuss in informal conversations, etc.)	30.8%	37.9%
Use World Bank Group reports/data	34.6%	35.3%
Engage in World Bank Group related/sponsored events/activities	19.2%	11.8%
Collaborate as part of my professional duties*	69.2%	15.7%
Use World Bank Group website for information, data, research, etc.*	19.2%	44.4%

\*Significantly different between collaborators and non-collaborators

What's your gender?\*

Percentage of Respondents	Collaborating with the WBG	Not collaborating with the WBG
Female	30.8%	12.2%
Male	69.2%	87.8%

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to All Questions by Gender<sup>10</sup>

Female N=38 ● Male N=203

### A. General Issues facing Chad

In general, would you say that Chad is headed in...?\*

Percentage of Respondents	Female	Male
The right direction	50.0%	24.0%
The wrong direction	11.8%	45.4%
Not sure	38.2%	30.6%

\*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Social protection*	11.1%	3.1%
Food security*	44.4%	27.2%
Security/stabilization/reconstruction*	8.3%	30.9%
Public sector governance/reform*	16.7%	42.9%
Global/regional integration	2.8%	1.6%
Gender equity	2.8%	1.0%
Private sector development	2.8%	5.8%
Foreign direct investment	0.0%	1.6%
Water and sanitation	5.6%	6.8%
Energy	16.7%	16.8%
Regional conflict and tensions	2.8%	2.1%
Job creation/employment	16.7%	12.6%
Rural development	8.3%	4.2%
Financial markets	2.8%	1.0%
Urban development*	2.8%	0.0%
Environmental sustainability	0.0%	0.5%
Equality of opportunity	2.8%	5.2%
Health	30.6%	17.8%
Education	44.4%	36.6%
Poverty reduction*	19.4%	7.9%
Transport	2.8%	4.7%
Social cohesion	5.6%	5.8%
Climate change	0.0%	1.6%
Agricultural development	8.3%	7.9%
Trade and exports	0.0%	1.0%
Crime and violence	2.8%	1.0%
Economic growth	2.8%	1.0%
Law and justice	2.8%	7.9%
Regulatory framework	0.0%	0.5%
Communicable/non-communicable diseases	0.0%	0.5%
Local governance and institutions*	0.0%	20.4%
Natural resource management	5.6%	4.2%
Anti-corruption	19.4%	15.7%
Disaster management	0.0%	0.0%
Information and communications technology	5.6%	2.1%

\*Significantly different between women and men

<sup>10</sup> Only 241 respondents provided their demographic information about gender. Thus only these respondents were included in the gender comparisons presented in this appendix.

**A. General Issues facing Chad (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 Chad? (Choose no more than **THREE**)

Percentage of Respondents (Responses combined)	Female	Male
Water and sanitation	18.9%	10.1%
Equality of opportunity*	24.3%	12.1%
Economic growth	18.9%	29.1%
Climate change	2.7%	1.5%
Regional conflict and tensions	2.7%	1.5%
Global/regional integration	0.0%	1.0%
Gender equity	8.1%	3.5%
Rural development	24.3%	35.7%
Urban development*	8.1%	1.5%
Regulatory framework	0.0%	1.0%
Local governance and institutions	5.4%	6.0%
Social protection	2.7%	2.0%
Law and justice	8.1%	9.5%
Transport	8.1%	7.5%
Crime and violence	2.7%	2.5%
Communicable/non-communicable diseases	0.0%	0.5%
Information and communications technology	10.8%	4.0%
Security/stabilization/reconstruction	5.4%	5.5%
Anti-corruption*	13.5%	33.7%
Private sector development	10.8%	7.5%
Foreign direct investment	0.0%	1.0%
Energy	21.6%	15.6%
Public sector governance/reform	5.4%	16.1%
Social cohesion	0.0%	1.5%
Education	13.5%	18.6%
Natural resource management	2.7%	5.0%
Environmental sustainability	2.7%	0.5%
Health	16.2%	12.6%
Agricultural development	18.9%	17.1%
Disaster management	0.0%	0.0%
Job creation/employment	21.6%	16.1%
Financial markets	0.0%	0.0%
Trade and exports	5.4%	1.5%
Food security	16.2%	18.6%

\*Significantly different between women and men

**A. General Issues facing Chad (continued)**

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Better employment opportunities for young people	54.5%	56.5%
Better employment opportunities for women	12.1%	5.1%
Greater access to micro-finance for the poor	24.2%	19.2%
Greater voice and participation for citizens to help ensure greater accountability	12.1%	9.0%
Greater access to health and nutrition for citizens	6.1%	9.6%
Better entrepreneurial opportunities	21.2%	15.3%
A growing middle class	6.1%	1.7%
Better opportunity for the poor who live in rural areas	6.1%	7.9%
Better opportunity for the poor who live in urban areas	0.0%	2.3%
Consistent economic growth	6.1%	8.5%
More reliable social safety net	3.0%	1.7%
Greater equity of fiscal policy*	3.0%	25.4%
Education and training that better ensure job opportunity	39.4%	30.5%
Better quality public services	6.1%	6.2%
Other	0.0%	0.6%

\*Significantly different between women and men

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

	Female			Male		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Chad?*	27	6.11	2.99	174	4.60	2.93

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

\*Significantly different between women and men

	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Chad.*	22	7.00	3.09	141	5.81	2.58

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

\*Significantly different between women and men

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Chad solve its most complicated development challenges?	28	6.82	2.87	135	6.56	2.41

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



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

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

Percentage of Respondents (Responses combined)	Female	Male
Social protection	5.6%	4.0%
Security/stabilization/reconstruction	11.1%	5.6%
Crime and violence	0.0%	3.5%
Transport	11.1%	6.6%
Agricultural development	25.0%	26.8%
Global/regional integration	2.8%	1.0%
Gender equity	2.8%	2.0%
Public sector governance/reform	11.1%	19.7%
Health	16.7%	14.6%
Rural development	30.6%	28.8%
Foreign direct investment	0.0%	0.5%
Education	44.4%	33.3%
Energy	19.4%	15.2%
Social cohesion	0.0%	2.5%
Job creation/employment	19.4%	11.1%
Financial markets*	2.8%	0.0%
Urban development	2.8%	0.5%
Environmental sustainability	0.0%	2.5%
Equality of opportunity	11.1%	5.6%
Regional conflict and tensions	0.0%	2.0%
Private sector development	8.3%	9.1%
Water and sanitation	11.1%	7.1%
Food security	11.1%	11.1%
Climate change	0.0%	2.0%
Poverty reduction	13.9%	12.6%
Trade and exports	0.0%	1.5%
Economic growth*	0.0%	23.2%
Law and justice	0.0%	5.1%
Local governance and institutions	5.6%	7.6%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	8.3%	3.0%
Information and communications technology	5.6%	2.0%
Anti-corruption	19.4%	28.8%
Disaster management	0.0%	0.5%

\*Significantly different between women and men

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

Greatest Value Percentage of Respondents	Female	Male
Convening/facilitating	12.5%	9.3%
Data and statistics	12.5%	5.2%
Policy advice, studies, analyses	18.8%	9.8%
Financial resources*	3.1%	16.6%
Capacity development	12.5%	14.5%
Technical assistance*	18.8%	6.7%
Mobilizing third party financial resources*	6.3%	24.9%
Donor coordination	3.1%	1.0%
Linkage to non-Bank expertise	0.0%	3.1%
Strategy formulation	9.4%	9.8%
Other*	3.1%	0.0%

\*Significantly different between women and men

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

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

2 <sup>nd</sup> Greatest Value		
Percentage of Respondents	Female	Male
Convening/facilitating	3.3%	3.2%
Data and statistics*	16.7%	4.8%
Policy advice, studies, analyses	6.7%	8.0%
Financial resources	6.7%	8.0%
Capacity development	6.7%	15.4%
Technical assistance	13.3%	11.2%
Mobilizing third party financial resources*	16.7%	6.4%
Donor coordination	13.3%	4.8%
Linkage to non-Bank expertise	10.0%	3.7%
Strategy formulation*	6.7%	33.5%
Other	0.0%	0.0%

\*Significantly different between women and men

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad? (1-Not effective at all, 10-Very effective)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation*	13	7.23	2.55	118	5.38	2.77
Citizen engagement*	17	6.47	3.08	124	4.42	2.56
Policy design	19	7.05	2.48	114	6.63	2.44

\*Significantly different between women and men

When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Female			Male		
	N	Mean	SD	N	Mean	SD
Project implementation	23	8.30	2.77	131	8.19	2.23
Citizen engagement	22	8.64	2.11	139	8.68	2.35
Policy design	18	8.78	1.86	133	7.97	2.49

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

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

Percentage of Respondents (Responses combined)	Female	Male
Staff too inaccessible	25.7%	16.9%
Not exploring alternative policy options	0.0%	4.1%
Not collaborating enough with stakeholders outside the Government	20.0%	22.1%
Its advice and strategies do not lend themselves to practical problem solving	5.7%	6.2%
Not enough public disclosure of its work*	8.6%	31.8%
Arrogant in its approach*	8.6%	2.1%
Not client focused	2.9%	2.6%
The credibility of its knowledge/data	5.7%	4.1%
World Bank Group's processes too complex	17.1%	29.7%
Not willing to honestly criticize policies and reform efforts in the country	17.1%	12.3%
Too influenced by developed countries	20.0%	15.9%
Taking into account directions of the government more than concerns of the population	14.3%	17.4%
World Bank Group's processes too slow	8.6%	3.6%
Not aligned with other donors' work	0.0%	1.0%
Not aligned with country priorities	5.7%	3.1%
Not adequately sensitive to political/social realities in Chad	14.3%	10.3%
Not focused enough on issues that are unique to post-conflict countries	2.9%	3.1%
Inadequate number of World Bank Group staff members located in the country	8.6%	5.6%
Other	0.0%	0.0%
Don't know	5.7%	3.6%

\*Significantly different between women and men

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

Percentage of Respondents (Responses combined)	Female	Male
Trust Fund management	14.3%	8.3%
Knowledge products/services	11.4%	9.8%
Investment lending	51.4%	57.0%
Technical assistance*	28.6%	14.5%
Capacity development*	22.9%	48.7%
Policy based lending / budget support to the Government*	22.9%	10.9%
Multi-sectoral approaches	20.0%	16.6%
Co-financing arrangements	8.6%	3.6%
Sector-wide approaches	5.7%	3.1%
Emergency Recovery lending	14.3%	8.3%
Other	0.0%	1.0%
Don't know	0.0%	7.3%

\*Significantly different between women and men

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

(Select only ONE response)

Percentage of Respondents	Female	Male
To a fully sufficient degree	17.6%	20.8%
To a somewhat sufficient degree	14.7%	28.9%
To a somewhat insufficient degree	20.6%	14.7%
To a very insufficient degree	11.8%	19.8%
Don't know	35.3%	15.7%

\*Significantly different between women and men

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

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

Percentage of Respondents (Responses combined)	Female	Male
Academia/think tanks/research institutes	25.7%	24.6%
Donor community	2.9%	2.5%
Media	17.1%	13.1%
Local government	11.4%	12.6%
Private sector*	14.3%	35.7%
Parliament	14.3%	8.0%
NGOs/Community-based organizations	42.9%	29.6%
Youth/University groups	11.4%	8.5%
Beneficiaries	25.7%	37.7%
Foundations	2.9%	1.0%
UN and regional peace-keeping forces	2.9%	1.5%
Emerging donors	0.0%	1.0%
UN agencies	8.6%	5.0%
Regional organizations	8.6%	13.1%
Other	0.0%	0.0%
Don't know*	5.7%	1.0%

\*Significantly different between women and men

**To what extent do you agree with the following statements about the World Bank Group's work in Chad?**

(1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Chad	28	6.89	3.10	154	6.89	2.67
The World Bank Group's work is aligned with what I consider the development priorities for Chad	22	6.23	3.31	136	6.82	2.57
The World Bank Group supports programs and strategies that are realistic for Chad	25	6.16	3.16	138	6.39	2.73
The World Bank Group treats clients and stakeholders in Chad with respect	23	6.22	3.37	85	4.78	3.15

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

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

	Female			Male		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	16	5.94	2.74	73	4.82	3.04
Flexibility (in terms of the institution's products and services)	13	4.54	3.07	73	4.75	2.65
Flexibility (in terms of changing country circumstances)	19	4.89	2.87	66	5.26	2.79
Being inclusive	11	5.27	2.61	58	5.16	2.76
Openness	17	6.00	3.84	73	6.37	2.92
Staff accessibility	18	4.94	2.75	81	4.57	3.03
Straightforwardness and honesty	14	5.21	2.91	77	5.70	3.14
Ease of access to the people at the World Bank Group who are making decisions important to my work	11	4.82	3.57	78	4.91	3.13
Collaboration with civil society	18	5.61	3.35	127	4.80	3.14
Collaboration with the UN	17	7.94	2.41	74	8.18	2.21
Collaboration with the Government	19	8.11	2.42	121	7.96	1.91
Collaboration with other donors and development partners	20	7.45	2.46	77	7.75	2.33
Collaboration with the private sector*	14	6.29	3.10	112	4.34	3.06
The speed in which it gets things accomplished on the ground	17	5.29	2.44	71	5.39	2.99
Being a long-term partner	18	8.06	2.58	80	8.10	2.50

\*Significantly different between women and men

To be more effective development partner in Chad, do you believe that the World Bank Group should have ... ?\*  
(Select only ONE response)

Percentage of Respondents	Female	Male
More local presence	55.6%	78.6%
The current level of local presence is adequate	16.7%	7.3%
Less local presence	11.1%	4.7%
Don't know	16.7%	9.4%

\*Significantly different between women and men

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Female	Male
More effective collaboration	5.9%	9.3%
The same level of effective collaboration	23.5%	17.6%
Less effective collaboration	20.6%	16.1%
Don't know	50.0%	57.0%

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

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

Percentage of Respondents (Responses combined)	Female	Male
The World Bank Group does not do adequate follow through/follow-up	37.8%	28.6%
Poor donor coordination	10.8%	6.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	37.8%	49.0%
Lack of/inadequate levels of capacity in Government	18.9%	21.9%
There is not an adequate level of citizen/civil society participation	54.1%	50.0%
The World Bank Group works too slowly	21.6%	16.3%
The Government works inefficiently	16.2%	21.9%
Political pressures and obstacles*	24.3%	45.9%
Reforms are not well thought out in light of country challenges	29.7%	24.0%
Ongoing conflict and instability	8.1%	11.7%
Inadequate funding*	29.7%	15.3%
Other	0.0%	1.0%

\*Significantly different between women and men

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Crime and violence	25	8.16	2.69	126	8.10	3.10
Financial markets	21	8.52	1.66	118	7.98	2.78
Transport	22	8.50	1.87	139	8.78	2.20
Anti-corruption	27	9.19	1.30	151	9.23	1.74
Regional conflict and tensions	20	7.85	2.74	119	7.84	3.06
Law and justice	25	8.92	1.47	138	8.77	2.17
Urban development	20	7.60	2.48	131	8.31	2.33
Environmental sustainability*	21	7.38	2.85	127	8.71	2.07
Regulatory framework	21	7.71	2.70	115	7.77	2.87
Information and communications technology	25	8.20	2.00	134	8.37	2.59
Poverty reduction	27	9.15	1.43	145	9.25	1.82
Gender equity	25	8.56	2.26	118	7.58	3.10
Private sector development	24	8.25	1.78	136	8.51	2.28
Foreign direct investment	20	7.45	2.93	118	7.92	2.81
Local governance and institutions	26	8.62	1.70	135	8.70	2.18
Water and sanitation	24	9.29	1.12	146	8.94	2.01
Trade and exports	23	8.09	2.21	124	7.66	3.03
Economic growth	24	8.67	1.93	132	8.73	2.07
Energy	21	8.48	2.18	141	9.09	2.01
Disaster management	21	7.33	2.89	123	7.77	3.14
Public sector governance/reform	21	8.71	2.12	143	8.74	2.35
Job creation/employment*	26	9.15	1.12	138	8.17	2.16
Social cohesion*	22	8.50	2.20	121	7.07	2.54
Communicable/non-communicable diseases*	20	8.00	2.20	123	6.12	3.11
Equality of opportunity	22	9.23	1.34	131	8.38	2.74
Health	29	9.59	0.78	139	9.21	1.65
Rural development	27	9.19	1.30	139	8.93	2.00
Global/regional integration*	23	8.83	1.75	125	7.45	2.61
Food security	27	9.07	1.77	147	9.01	1.89
Natural resource management*	24	9.21	1.32	139	8.19	2.17
Security/stabilization/reconstruction*	22	8.82	1.74	129	7.72	2.23
Social protection*	26	8.38	2.04	122	6.88	2.62
Climate change	22	7.64	2.85	132	6.95	2.56
Agricultural development	26	9.73	0.60	144	9.18	1.64
Education	29	9.59	0.91	152	9.46	1.44

\*Significantly different between women and men

**C. World Bank Group's Effectiveness and Results (continued)**

**How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?** (1-Not effective at all, 10-Very effective)

	Female			Male		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	19	6.32	3.37	115	3.80	3.17
Information and communications technology*	17	7.00	2.89	106	4.89	3.23
Transport*	19	6.63	2.89	110	4.46	2.91
Urban development*	14	6.93	2.56	106	4.47	2.74
Environmental sustainability*	16	6.00	2.76	101	4.43	3.06
Communicable/non-communicable diseases	18	6.44	2.62	96	5.00	3.16
Poverty reduction	23	6.22	3.15	122	5.80	2.78
Gender equity*	15	6.07	2.89	95	3.93	2.75
Private sector development*	17	6.18	2.46	101	4.06	2.60
Local governance and institutions*	14	6.43	2.38	106	4.22	2.80
Water and sanitation	19	6.58	2.81	112	6.10	2.37
Trade and exports*	14	6.14	2.66	94	3.67	2.55
Economic growth*	16	7.75	2.02	109	5.64	2.43
Energy*	18	6.83	2.81	105	4.26	3.13
Public sector governance/reform*	20	6.60	2.95	111	4.33	3.04
Social cohesion*	14	6.50	2.74	93	3.94	2.86
Equality of opportunity*	15	5.73	3.01	97	3.65	2.98
Health*	22	7.14	2.36	116	5.53	3.17
Rural development*	17	7.24	2.56	115	4.87	3.12
Global/regional integration*	16	7.44	2.73	89	4.22	3.00
Food security*	20	7.10	2.43	113	4.73	3.12
Education*	23	7.22	2.47	116	5.24	3.16
Security/stabilization/reconstruction*	14	6.71	2.73	94	4.01	2.80
Social protection*	15	5.93	2.69	94	3.84	2.83
Climate change	18	4.94	3.10	96	3.98	2.97
Agricultural development*	20	7.30	2.62	112	5.00	3.16
Natural resource management*	20	6.75	2.65	117	4.73	3.32

\*Significantly different between women and men

**Where are the World Bank Group's decisions made primarily that support the program in Chad? (Select only ONE response)**

Percentage of Respondents	Female	Male
At the Headquarters (in Washington D.C.)	47.1%	65.4%
In the country	8.8%	5.4%
Don't know	44.1%	29.2%

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Chad?*	27	7.59	2.36	140	6.11	2.42
To what extent does the World Bank Group help to build/strengthen existing country systems in Chad?*	23	7.09	2.41	133	4.42	3.05

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

\*Significantly different between women and men



**C. World Bank Group's Effectiveness and Results (continued)**

To what extent do you agree with the following statements about the World Bank Group in Chad?

(1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Chad	25	5.68	2.81	140	6.46	3.44
The World Bank Group meets Chad's needs for knowledge services	21	6.33	2.65	138	5.51	2.78

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Chad?*	20	7.70	2.54	119	4.74	2.97

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

\*Significantly different between women and men

**D. The World Bank Group's Knowledge Work and Activities**

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

(Select only ONE response)

Percentage of Respondents	Female	Male
Weekly	5.9%	3.3%
Monthly	8.8%	6.1%
A few times a year	29.4%	40.3%
Rarely	35.3%	32.0%
Never	20.6%	18.2%

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

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

	Female			Male		
	N	Mean	SD	N	Mean	SD
Are timely	23	6.17	3.08	123	7.02	2.33
Include appropriate level of stakeholder involvement during preparation	19	5.37	2.81	120	5.19	2.61
Lead to practical solutions*	17	6.59	2.85	118	5.03	2.35
Are accessible (well written and easy to understand)	18	5.83	2.57	112	6.47	2.61
Are source of relevant information on global good practices	21	7.38	2.25	129	7.17	2.35
Are adequately disseminated	18	5.89	2.97	115	5.66	2.64
Are translated enough into local language*	18	4.44	3.52	124	2.96	2.77
Are adaptable to Chad's specific development challenges and country circumstances	20	6.75	2.90	128	6.33	2.68

\*Significantly different between women and men

	Female			Male		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	28	7.57	2.60	162	7.00	2.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	30	7.17	2.63	158	6.49	2.56

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

**E. Working with the World Bank Group**

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

	Female			Male		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	23	4.39	3.12	138	4.78	3.10
The World Bank Group effectively monitors and evaluates the projects and programs it supports	25	7.28	2.61	158	6.23	2.80
The World Bank Group's approvals and reviews are done in a timely fashion	17	4.29	2.44	137	5.13	2.69
The World Bank Group's "Safeguard Policy" requirements are reasonable	16	5.88	2.47	121	5.53	2.37
The World Bank Group's conditions on its lending are reasonable	20	5.65	2.81	126	5.13	2.84
The World Bank Group takes decisions quickly in Chad	23	4.30	2.79	125	3.96	2.53
Working with the World Bank Group increases Chad's institutional capacity	23	7.04	2.48	138	5.86	2.91
Where country systems are adequate, the World Bank Group makes appropriate use of them	18	6.44	2.48	136	6.98	2.60
The World Bank Group provides effective implementation support*	27	6.78	2.68	136	5.57	3.00

\*Significantly different between women and men

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad?*	26	6.88	2.50	136	5.49	2.85

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

\*Significantly different between women and men

Which of the following best describes the way the World Bank Group operates in Chad? (Select only ONE response)\*

Percentage of Respondents	Female	Male
The World Bank Group takes too much risk in Chad	8.6%	8.8%
The World Bank Group does not take enough risk in Chad	25.7%	51.6%
The World Bank Group's approach to risk is appropriate	34.3%	14.8%
Don't know	31.4%	24.7%

\*Significantly different between women and men

Which of the following best describes the World Bank Group's support in Chad? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chad	55.9%	63.0%
The World Bank Group is not sufficiently selective in Chad, and it is involved in too many areas of development	20.6%	17.9%
Don't know	23.5%	19.0%

	Female			Male		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Chad?	24	5.88	2.80	100	4.65	3.06

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



### F. The Future Role of the World Bank Group in Chad

Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Chad?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Provide more adequate data/knowledge/statistics/figures on Chad's economy	22.9%	24.7%
Ensure greater selectivity in its work	17.1%	11.6%
Offer more innovative financial products	14.3%	28.9%
Improve the competitiveness of its financing compared to markets	8.6%	8.4%
Reach out more to groups outside of Government*	20.0%	48.4%
Work faster	5.7%	3.2%
Improve the quality of its experts as related to Chad's specific challenges	17.1%	15.8%
Offer more innovative knowledge services	5.7%	5.3%
Collaborate more effectively with Government clients	20.0%	11.1%
Increase the level of capacity development in the country	11.4%	13.7%
Reduce the complexity of obtaining World Bank Group financing*	28.6%	14.7%
Increase the level of World Bank Group staffing in Chad's office	14.3%	12.1%
Other	0.0%	0.5%

\*Significantly different between women and men

When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which **ONE** of the following do you believe the World Bank Group should offer more of in Chad? (Select only ONE response)

Percentage of Respondents	Female	Male
Financial services	32.4%	20.6%
Knowledge products	8.8%	11.7%
Technical assistance	29.4%	21.7%
None of the above	0.0%	1.7%
The combination is appropriate for Chad	17.6%	38.3%
Don't know	11.8%	6.1%

Which **THREE** areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Social safety nets	20.0%	28.4%
Public financial management	51.4%	61.2%
Reducing violence	5.7%	9.8%
Access to justice systems	22.9%	23.0%
Security mechanisms*	22.9%	10.4%
Conflict resolution mechanisms	5.7%	9.3%
Access to basic services	31.4%	25.7%
Capacity of state institutions*	17.1%	36.1%
Jobs	34.3%	33.9%
Improving livelihoods	17.1%	15.3%
Social cohesion*	28.6%	13.7%
Stimulating dialogue to promote peace and stability	28.6%	27.9%

\*Significantly different between women and men

**F. The Future Role of the World Bank Group in Chad (continued)**

Which THREE areas below would benefit most from other donors in Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Social safety nets	12.1%	15.8%
Public financial management	9.1%	23.4%
Reducing violence	36.4%	40.4%
Access to justice systems	27.3%	44.4%
Security mechanisms	21.2%	21.1%
Conflict resolution mechanisms*	33.3%	13.5%
Access to basic services*	15.2%	43.9%
Capacity of state institutions*	30.3%	14.0%
Jobs	12.1%	21.1%
Improving livelihoods	24.2%	17.5%
Social cohesion	24.2%	14.0%
Stimulating dialogue to promote peace and stability*	45.5%	26.9%

\*Significantly different between women and men

What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Female	Male
Share more information about the World Bank Group's activities, products, and knowledge	58.8%	45.7%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	44.1%	60.6%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	64.7%	70.2%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	35.3%	46.8%
Organize more joint meetings and missions with the UN	52.9%	41.5%
Involve UN experts to a greater degree in World Bank Group activities	35.3%	29.3%
Other	0.0%	1.1%

**G. Communication and Information Sharing**

How do you get most of your information about economic and social development issues in Chad?

(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Female	Male
Periodicals	11.1%	5.1%
International newspapers	22.2%	19.2%
Local radio	27.8%	20.3%
International radio	27.8%	40.7%
Local television	13.9%	8.5%
International television	16.7%	14.1%
Local newspapers	27.8%	28.8%
Internet	47.2%	52.0%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	2.8%	6.2%
Other	2.8%	2.3%

**G. Communication and Information Sharing (continued)****How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)**

Percentage of Respondents (Responses combined)	Female	Male
Direct contact with World Bank Group	41.2%	25.5%
e-Newsletters	20.6%	19.6%
World Bank Group's seminars/workshops/conferences	32.4%	31.5%
World Bank Group's publications and other written materials	29.4%	46.2%
World Bank Group's website	29.4%	42.4%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	14.7%	10.3%
Mobile phones	26.5%	14.7%
Other	0.0%	1.6%

**Are you aware of the World Bank Group'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	Female	Male
Yes	18.5%	14.1%
No	81.5%	85.9%

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

Percentage of Respondents	Female	Male
Yes	21.4%	9.9%
No	78.6%	90.1%

**Were you able to obtain this information?**

Percentage of Respondents	Female	Male
Yes	50.0%	73.3%
No	50.0%	26.7%

**Do you have access to the Internet?**

Percentage of Respondents	Female	Male
Yes	62.1%	78.3%
No	37.9%	21.7%

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

Percentage of Respondents	Female	Male
Yes	31.0%	47.3%
No	69.0%	52.7%

**Do you currently consult the World Bank Group social media sites?\***

Percentage of Respondents	Female	Male
Yes	46.7%	25.4%
No	53.3%	74.6%

\*Significantly different between women and men

**Which Internet connection do you use primarily when visiting a World Bank Group website?**

Percentage of Respondents	Female	Male
High speed/WiFi	78.9%	79.9%
Dial-up	21.1%	20.1%

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

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)

	Female			Male		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	12	6.00	3.02	97	7.66	3.08
I find the information on the World Bank Group's websites useful*	7	5.29	3.20	89	8.55	2.39
The World Bank Group's social media channels are valuable sources of information about the institution	10	6.10	3.03	62	7.66	2.41
When I need information from the World Bank Group I know how to find it	13	6.54	2.40	103	7.00	3.44
The World Bank Group is responsive to my information requests and inquiries	9	5.22	3.15	57	5.53	3.35

\*Significantly different between women and men

**H. Background Information**

Which one of the following best describes your level of interaction with the World Bank Group in your country?\*

(Select only ONE response)

Percentage of Respondents	Female	Male
I currently collaborate with the World Bank Group	3.1%	5.8%
I have previously collaborated with the World Bank Group	15.6%	10.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	21.9%	3.7%
I have never collaborated with the World Bank Group	59.4%	80.5%

\*Significantly different between women and men

Which of the following agencies of the World Bank Group do you primarily engage with in Chad? (Select only ONE response)

Percentage of Respondents	Female	Male
The World Bank (IDA)	69.0%	73.5%
The International Finance Corporation (IFC)	6.9%	9.9%
The Multilateral Investment Guarantee Agency (MIGA)	3.4%	3.3%
Other	20.7%	13.2%

Do your projects involve both the World Bank and the IFC?\*

Percentage of Respondents	Female	Male
Yes	40.9%	11.3%
No	59.1%	88.7%

\*Significantly different between women and men

If yes, what was your view of how the two institutions work together in Chad? (Select only ONE response)

Percentage of Respondents	Female	Male
The two institutions work well together	22.2%	33.3%
The way the two institutions work together needs improvement	77.8%	53.3%
The two institutions do not work well together	0.0%	0.0%
Don't know	0.0%	13.3%

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

Percentage of Respondents (Responses combined)	Female	Male
Observer (i.e., follow in media, discuss in informal conversations, etc.)	32.0%	38.0%
Use World Bank Group reports/data	40.0%	32.9%
Engage in World Bank Group related/sponsored events/activities	24.0%	12.0%
Collaborate as part of my professional duties*	40.0%	20.3%
Use World Bank Group website for information, data, research, etc.	28.0%	43.0%

\*Significantly different between women and men



## Appendix F: Responses to Key Questions by Respondent Specializations/Sectors<sup>11</sup>

*In instances where more than 10% of respondents come from a specific sector, additional analyses are conducted to further examine their perceptions as opposed to those from other sectors. In the case of Chad, there were 19% of respondents from the Finance and Markets sector and 15% of respondents from the Education sector.*

### Finance and Markets Sector vs. Others

Finance and Markets Sector N=43 ● All Others N=186

#### A. General Issues Facing Chad

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

Percentage of Respondents (Responses combined)	Finance & Markets specialists	All Others
Social protection	0.0%	5.2%
Food security*	2.3%	34.1%
Security/stabilization/reconstruction*	86.0%	14.5%
Public sector governance/reform*	95.3%	27.2%
Global/regional integration	0.0%	2.3%
Gender equity	0.0%	2.3%
Private sector development	9.3%	5.2%
Foreign direct investment	0.0%	2.3%
Water and sanitation	0.0%	7.5%
Energy*	0.0%	19.7%
Regional conflict and tensions	0.0%	3.5%
Job creation/employment*	2.3%	15.6%
Rural development	0.0%	5.8%
Financial markets	0.0%	1.2%
Urban development	0.0%	1.7%
Environmental sustainability	0.0%	0.6%
Equality of opportunity	2.3%	6.4%
Health*	2.3%	19.7%
Education*	4.7%	41.6%
Poverty reduction	2.3%	12.1%
Transport	7.0%	4.0%
Social cohesion*	0.0%	8.7%
Climate change	0.0%	1.7%
Agricultural development*	0.0%	9.8%
Trade and exports	0.0%	1.2%
Crime and violence	0.0%	1.7%
Economic growth	0.0%	1.7%
Law and justice*	0.0%	9.2%
Regulatory framework	0.0%	0.6%
Communicable/non-communicable diseases	0.0%	1.2%
Local governance and institutions*	83.7%	1.2%
Natural resource management	2.3%	5.8%
Anti-corruption*	0.0%	20.8%
Disaster management	0.0%	0.0%
Information and communications technology	0.0%	3.5%

\*Significantly different between respondents who specialize in Finance and Markets and other sectoral areas

<sup>11</sup> Only 229 respondents provided the information about their primary work specialization. Thus only these respondents were included in the sectoral comparisons presented in this appendix.

**A. General Issues facing Chad (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 Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Finance & Markets	
	specialists	All Others
Water and sanitation*	0.0%	12.6%
Equality of opportunity	7.0%	16.5%
Economic growth*	86.0%	14.3%
Climate change	2.3%	2.2%
Regional conflict and tensions	0.0%	2.2%
Global/regional integration	0.0%	1.6%
Gender equity	0.0%	5.5%
Rural development*	88.4%	23.6%
Urban development	0.0%	3.8%
Regulatory framework	0.0%	1.1%
Local governance and institutions	0.0%	7.1%
Social protection	0.0%	3.8%
Law and justice	7.0%	9.9%
Transport	2.3%	7.7%
Crime and violence	0.0%	3.3%
Communicable/non-communicable diseases	0.0%	0.5%
Information and communications technology	0.0%	7.1%
Security/stabilization/reconstruction	0.0%	6.0%
Anti-corruption*	86.0%	17.0%
Private sector development*	0.0%	9.3%
Foreign direct investment	0.0%	1.1%
Energy*	4.7%	17.6%
Public sector governance/reform*	2.3%	18.1%
Social cohesion	0.0%	1.1%
Education*	4.7%	20.9%
Natural resource management	0.0%	6.0%
Environmental sustainability	0.0%	1.1%
Health*	2.3%	13.2%
Agricultural development*	0.0%	22.0%
Disaster management	0.0%	0.0%
Job creation/employment*	7.0%	20.9%
Financial markets	0.0%	0.0%
Trade and exports	0.0%	2.7%
Food security*	0.0%	19.8%

\*Significantly different between respondents who specialize in Finance and Markets and other sectoral areas



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

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

Percentage of Respondents (Responses combined)	Finance & Markets	
	specialists	All Others
Social protection	0.0%	5.1%
Security/stabilization/reconstruction	0.0%	7.3%
Crime and violence	0.0%	3.4%
Transport*	0.0%	9.0%
Agricultural development*	9.3%	32.0%
Global/regional integration	0.0%	1.1%
Gender equity	0.0%	3.4%
Public sector governance/reform	9.3%	21.9%
Health*	0.0%	19.1%
Rural development*	83.7%	17.4%
Foreign direct investment	0.0%	0.6%
Education*	0.0%	40.4%
Energy	7.0%	15.2%
Social cohesion	0.0%	3.4%
Job creation/employment*	2.3%	15.2%
Financial markets	0.0%	0.6%
Urban development	2.3%	0.6%
Environmental sustainability	2.3%	1.7%
Equality of opportunity	0.0%	7.3%
Regional conflict and tensions	0.0%	2.2%
Private sector development*	0.0%	10.7%
Water and sanitation	4.7%	9.0%
Food security*	0.0%	12.9%
Climate change	2.3%	2.2%
Poverty reduction	7.0%	14.6%
Trade and exports	0.0%	1.7%
Economic growth*	83.7%	6.2%
Law and justice	0.0%	4.5%
Local governance and institutions	0.0%	7.9%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	0.0%	5.6%
Information and communications technology	2.3%	1.7%
Anti-corruption*	83.7%	14.6%
Disaster management	0.0%	1.1%

\*Significantly different between respondents who specialize in Finance and Markets and other sectoral areas

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)

	Finance & Markets specialists			All Others		
	N	Mean	SD	N	Mean	SD
Crime and violence*	38	9.82	0.87	108	7.38	3.31
Financial markets*	39	9.85	0.71	100	7.42	2.80
Transport*	42	9.76	0.79	115	8.29	2.39
Anti-corruption*	40	9.90	0.50	135	9.01	1.86
Regional conflict and tensions*	39	9.64	1.27	99	7.01	3.26
Law and justice*	42	9.74	1.01	118	8.48	2.25
Urban development*	41	9.80	0.84	108	7.56	2.55
Environmental sustainability*	39	9.85	0.81	106	8.05	2.40
Regulatory framework*	40	9.75	0.93	94	6.97	2.91
Information and communications technology*	40	9.80	0.72	117	7.91	2.69
Poverty reduction*	40	9.85	0.66	128	9.01	2.05
Gender equity*	40	9.68	1.16	102	7.09	3.18
Private sector development*	42	9.86	0.65	117	8.01	2.44
Foreign direct investment*	39	9.77	0.90	97	7.07	3.00
Local governance and institutions*	40	9.83	0.64	117	8.26	2.38
Water and sanitation*	42	9.74	1.01	125	8.72	2.10
Trade and exports*	40	9.78	0.92	105	6.93	3.06
Economic growth*	42	9.83	0.82	111	8.30	2.21
Energy*	42	9.83	0.82	115	8.74	2.20
Disaster management*	38	9.71	1.25	102	6.90	3.29
Public sector governance/reform*	39	9.79	0.77	121	8.48	2.47
Job creation/employment*	40	7.15	0.83	122	8.62	2.32
Social cohesion	40	6.90	0.87	102	7.49	2.94
Communicable/non-communicable diseases*	41	3.83	2.05	100	7.32	2.86
Equality of opportunity*	39	9.69	1.13	111	7.96	2.92
Health*	39	9.82	0.64	125	9.02	1.79
Rural development*	41	9.80	0.64	123	8.66	2.16
Global/regional integration	39	8.03	0.67	108	7.47	3.00
Food security*	41	9.78	0.69	130	8.85	1.97
Natural resource management	41	8.05	0.80	123	8.38	2.48
Security/stabilization/reconstruction	39	8.05	0.72	109	7.81	2.51
Social protection*	41	6.20	0.75	105	7.48	2.96
Climate change*	41	6.07	1.08	111	7.47	2.86
Agricultural development*	39	9.77	0.84	130	9.07	1.81
Education	39	9.79	0.80	139	9.32	1.65

\*Significantly different between respondents who specialize in Finance and Markets and other sectoral areas

**C. World Bank Group's Effectiveness and Results (continued)**

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (1-Not effective at all, 10-Very effective)

	Finance & Markets specialists			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	39	2.13	0.70	92	4.95	3.52
Information and communications technology*	39	2.21	0.66	78	6.06	3.11
Transport*	39	2.18	0.60	85	5.82	2.90
Urban development*	41	2.37	1.04	75	5.76	2.61
Environmental sustainability*	40	2.45	1.54	74	5.62	3.02
Communicable/non-communicable diseases*	39	2.28	1.02	73	6.34	2.89
Poverty reduction	40	5.13	0.99	104	5.95	3.29
Gender equity*	39	2.18	0.72	68	5.12	2.98
Private sector development*	40	2.13	0.56	77	5.38	2.65
Local governance and institutions*	38	2.26	0.86	78	5.37	2.79
Water and sanitation	38	5.76	0.94	88	6.39	2.81
Trade and exports*	40	2.23	0.66	63	4.81	2.83
Economic growth*	42	5.19	0.89	79	6.25	2.97
Energy*	40	2.30	0.85	80	5.65	3.32
Public sector governance/reform*	42	2.62	1.62	85	5.47	3.16
Social cohesion*	39	2.18	0.82	64	5.33	3.04
Equality of opportunity*	39	2.18	0.68	69	4.59	3.32
Health*	39	2.31	1.06	95	6.96	2.59
Rural development*	39	2.28	1.02	90	6.26	2.91
Global/regional integration*	39	2.33	1.11	62	5.77	3.16
Food security*	39	2.28	0.94	90	6.18	3.00
Education*	39	2.31	1.03	97	6.75	2.80
Security/stabilization/reconstruction*	39	2.28	1.02	65	5.42	3.00
Social protection*	39	2.10	0.55	67	4.99	3.08
Climate change*	39	2.21	0.92	70	5.16	3.16
Agricultural development*	39	2.28	1.02	91	6.51	2.91
Natural resource management*	42	2.64	1.72	92	5.97	3.26

\*Significantly different between respondents who specialize in Finance and Markets and other sectoral areas



## Education Sector vs. Others

Education Sector N=35 ● All Others N=194

### A. General Issues Facing Chad

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

Percentage of Respondents (Responses combined)	Education specialists	All Others
Social protection	3.1%	4.3%
Food security	34.4%	26.6%
Security/stabilization/reconstruction*	12.5%	31.5%
Public sector governance/reform*	21.9%	44.0%
Global/regional integration	0.0%	2.2%
Gender equity	0.0%	2.2%
Private sector development	0.0%	7.1%
Foreign direct investment	3.1%	1.6%
Water and sanitation	9.4%	5.4%
Energy	9.4%	16.8%
Regional conflict and tensions*	9.4%	1.6%
Job creation/employment*	25.0%	10.9%
Rural development	0.0%	5.4%
Financial markets	0.0%	1.1%
Urban development	0.0%	1.6%
Environmental sustainability	0.0%	0.5%
Equality of opportunity	6.3%	5.4%
Health*	34.4%	13.0%
Education*	56.3%	30.4%
Poverty reduction	6.3%	10.9%
Transport	3.1%	4.9%
Social cohesion	6.3%	7.1%
Climate change	0.0%	1.6%
Agricultural development	6.3%	8.2%
Trade and exports	0.0%	1.1%
Crime and violence	3.1%	1.1%
Economic growth	0.0%	1.6%
Law and justice	9.4%	7.1%
Regulatory framework	0.0%	0.5%
Communicable/non-communicable diseases	3.1%	0.5%
Local governance and institutions*	3.1%	20.1%
Natural resource management*	12.5%	3.8%
Anti-corruption	18.8%	16.3%
Disaster management	0.0%	0.0%
Information and communications technology	3.1%	2.7%

\*Significantly different between respondents who specialize in Education and other sectoral areas

**A. General Issues facing Chad (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 Chad? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Education specialists	All Others
Water and sanitation	5.9%	11.0%
Equality of opportunity	20.6%	13.6%
Economic growth*	11.8%	30.9%
Climate change	2.9%	2.1%
Regional conflict and tensions	2.9%	1.6%
Global/regional integration	0.0%	1.6%
Gender equity	5.9%	4.2%
Rural development*	14.7%	39.8%
Urban development	5.9%	2.6%
Regulatory framework	0.0%	1.0%
Local governance and institutions	0.0%	6.8%
Social protection	5.9%	2.6%
Law and justice	17.6%	7.9%
Transport	8.8%	6.3%
Crime and violence*	8.8%	1.6%
Communicable/non-communicable diseases	0.0%	0.5%
Information and communications technology*	17.6%	3.7%
Security/stabilization/reconstruction	2.9%	5.2%
Anti-corruption	20.6%	31.9%
Private sector development	2.9%	8.4%
Foreign direct investment	0.0%	1.0%
Energy	5.9%	16.8%
Public sector governance/reform*	26.5%	13.1%
Social cohesion	2.9%	0.5%
Education	20.6%	17.3%
Natural resource management*	11.8%	3.7%
Environmental sustainability	2.9%	0.5%
Health	17.6%	9.9%
Agricultural development	8.8%	19.4%
Disaster management	0.0%	0.0%
Job creation/employment	26.5%	16.8%
Financial markets	0.0%	0.0%
Trade and exports	5.9%	1.6%
Food security	14.7%	16.2%

\*Significantly different between respondents who specialize in Education and other sectoral areas

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

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

Percentage of Respondents (Responses combined)	Education specialists	All Others
Social protection	0.0%	4.8%
Security/stabilization/reconstruction	3.0%	6.4%
Crime and violence	3.0%	2.7%
Transport	3.0%	8.0%
Agricultural development*	48.5%	23.9%
Global/regional integration	0.0%	1.1%
Gender equity	0.0%	3.2%
Public sector governance/reform	27.3%	18.1%
Health*	27.3%	13.3%
Rural development*	9.1%	34.0%
Foreign direct investment	0.0%	0.5%
Education*	54.5%	28.7%
Energy	6.1%	14.9%
Social cohesion	3.0%	2.7%
Job creation/employment	15.2%	12.2%
Financial markets	0.0%	0.5%
Urban development	0.0%	1.1%
Environmental sustainability	0.0%	2.1%
Equality of opportunity	3.0%	6.4%
Regional conflict and tensions	0.0%	2.1%
Private sector development	3.0%	9.6%
Water and sanitation	6.1%	8.5%
Food security	3.0%	11.7%
Climate change	0.0%	2.7%
Poverty reduction*	33.3%	9.6%
Trade and exports	0.0%	1.6%
Economic growth	9.1%	23.4%
Law and justice	9.1%	2.7%
Local governance and institutions	6.1%	6.4%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	6.1%	4.3%
Information and communications technology	0.0%	2.1%
Anti-corruption	21.2%	29.3%
Disaster management	0.0%	1.1%

\*Significantly different between respondents who specialize in Education and other sectoral areas

**C. World Bank Group's Effectiveness and Results**

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad? (1-Not important at all, 10-Very important)

	Education specialists			All Others		
	N	Mean	SD	N	Mean	SD
Crime and violence	18	7.39	3.53	128	8.10	3.01
Financial markets*	12	6.33	3.39	127	8.27	2.51
Transport	19	8.37	2.50	138	8.72	2.14
Anti-corruption	24	9.42	1.56	151	9.19	1.71
Regional conflict and tensions	15	7.73	3.01	123	7.76	3.10
Law and justice	17	8.47	2.65	143	8.85	2.00
Urban development	14	7.14	2.66	135	8.29	2.39
Environmental sustainability	15	7.67	2.29	130	8.63	2.22
Regulatory framework*	14	6.21	3.24	120	7.98	2.69
Information and communications technology	19	8.21	2.80	138	8.41	2.45
Poverty reduction	21	8.90	2.68	147	9.25	1.71
Gender equity	18	7.00	3.31	124	7.94	2.95
Private sector development	18	7.61	2.70	141	8.61	2.19
Foreign direct investment	15	7.13	2.95	121	7.93	2.84
Local governance and institutions	20	8.75	2.43	137	8.64	2.16
Water and sanitation	20	9.00	1.92	147	8.97	1.94
Trade and exports	14	7.00	2.80	131	7.79	2.95
Economic growth	17	8.24	2.17	136	8.78	2.04
Energy	16	8.56	2.63	141	9.09	1.91
Disaster management	15	7.73	3.17	125	7.66	3.14
Public sector governance/reform*	20	7.75	3.23	140	8.95	2.04
Job creation/employment	20	8.85	2.78	142	8.18	2.04
Social cohesion	16	7.69	2.91	126	7.28	2.50
Communicable/non-communicable diseases*	15	8.00	3.02	126	6.10	3.04
Equality of opportunity	14	8.43	2.56	136	8.41	2.70
Health	20	9.55	1.39	144	9.16	1.66
Rural development	19	8.63	2.71	145	8.99	1.84
Global/regional integration	17	7.29	3.22	130	7.66	2.52
Food security	22	9.27	1.32	149	9.04	1.86
Natural resource management	20	8.60	2.68	144	8.26	2.11
Security/stabilization/reconstruction	15	8.53	2.13	133	7.80	2.18
Social protection	14	7.79	3.36	132	7.05	2.52
Climate change	13	8.38	2.40	139	6.97	2.57
Agricultural development	20	8.80	2.53	149	9.29	1.51
Education	22	9.36	2.06	156	9.44	1.43

\*Significantly different between respondents who specialize in Education and other sectoral areas

**C. World Bank Group's Effectiveness and Results (continued)**

How **EFFECTIVE** do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad? (1-Not effective at all, 10-Very effective)

	Education specialists			All Others		
	N	Mean	SD	N	Mean	SD
Anti-corruption*	13	5.77	3.83	118	3.92	3.14
Information and communications technology	9	6.44	2.51	108	4.64	3.16
Transport	11	5.82	2.32	113	4.57	3.00
Urban development	10	5.50	2.27	106	4.47	2.75
Environmental sustainability	9	5.11	2.93	105	4.46	3.02
Communicable/non-communicable diseases	9	5.67	3.35	103	4.86	3.08
Poverty reduction	16	5.06	3.40	128	5.80	2.79
Gender equity	9	4.78	2.86	98	3.98	2.80
Private sector development*	10	6.30	2.11	107	4.07	2.64
Local governance and institutions	10	4.40	1.96	106	4.35	2.83
Water and sanitation	11	6.45	1.63	115	6.17	2.48
Trade and exports*	10	5.50	2.55	93	3.62	2.53
Economic growth	11	5.73	3.55	110	5.90	2.39
Energy	10	5.60	3.03	110	4.44	3.18
Public sector governance/reform	14	5.07	3.41	113	4.46	3.02
Social cohesion*	8	6.63	3.02	95	3.93	2.79
Equality of opportunity	10	4.40	3.27	98	3.65	2.89
Health	11	6.82	2.96	123	5.50	3.09
Rural development	9	5.11	3.30	120	5.05	3.09
Global/regional integration	9	4.67	3.64	92	4.42	3.03
Food security	12	6.25	3.02	117	4.87	3.11
Education*	16	7.19	3.08	120	5.25	3.10
Security/stabilization/reconstruction*	6	7.00	2.76	98	4.07	2.81
Social protection	10	5.00	3.27	96	3.81	2.78
Climate change	8	5.50	3.25	101	3.99	2.91
Agricultural development	12	6.83	3.30	118	5.08	3.11
Natural resource management	14	5.86	3.28	120	4.82	3.25

\*Significantly different between respondents who specialize in Education and other sectoral areas





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

Indicator Question	Which one of the following best describes your level of interaction with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Chad? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 WBG's effectiveness in Chad.	5.84	6.78	5.67	5.82	5.54	6.00	5.58	6.86	5.61	6.06	5.87	5.54
Overall the WBG currently plays a relevant role in development in Chad	6.97	6.77	6.81	6.51	6.79	6.59	6.73	6.65	6.66	6.97	6.87	6.54
The WBG's work is aligned with what I consider the development priorities for Chad	6.69	6.32	6.55	6.45	7.15	5.38	6.42	7.27	6.48	6.68	6.03	7.06
Responsiveness to needs	4.60	6.80	4.96	5.08	5.05	4.95	4.92	5.36	4.94	5.12	4.82	5.45
Flexibility (in terms of the institution's products and services)	4.43	5.50	4.56	4.22	4.67	4.23	4.13	6.08	4.46	4.39	4.47	4.35
Flexibility (in terms of changing country circumstances)	4.99	5.38	5.11	4.97	5.23	4.85	4.81	6.00	5.06	5.05	5.05	5.06
Being inclusive	4.96	5.67	5.09	5.18	5.50	4.75	5.17	4.89	5.02	5.40	4.95	5.60
Openness	6.13	7.06	6.40	6.06	6.41	6.08	6.10	6.88	6.19	6.45	6.00	6.91
Staff accessibility	4.24	5.61	4.43	4.48	4.50	4.40	4.31	5.23	4.28	4.88	4.37	4.64
Straightforwardness and honesty	5.38	6.20	5.76	5.19	5.35	5.70	5.38	6.36	5.09	6.84	5.46	5.64
Ease of access to the people at the WBG who are making decisions important to my work	4.81	4.41	4.96	3.64	4.00	4.95	4.37	5.00	4.05	5.65	4.63	4.05
Collaboration with civil society	4.69	5.95	4.29	5.58	4.27	5.50	4.44	6.31	4.30	6.00	5.84	3.31
Collaboration with the UN	8.20	7.50	7.67	8.27	7.76	8.13	7.93	7.87	7.82	8.22	8.17	7.29
Collaboration with the Government	7.89	8.18	7.58	8.53	7.98	7.63	7.92	7.50	7.84	7.96	7.95	7.75
Collaboration with other donors and development partners	7.67	7.56	7.15	7.97	7.78	7.18	7.56	7.27	7.53	7.43	7.69	7.00
Collaboration with the private sector	4.31	5.14	4.05	4.56	3.73	5.08	3.87	6.21	3.95	5.10	4.98	3.38
The speed in which it gets things accomplished on the ground	4.99	6.20	5.12	5.23	5.59	4.77	4.92	6.45	4.89	5.89	5.23	4.95
Being a long-term partner	7.85	8.56	7.60	8.03	7.82	7.72	7.73	7.94	7.81	7.68	8.03	6.94
To what extent does the WBG's work help to achieve development results in Chad?	6.25	6.90	5.88	6.64	5.98	6.35	5.94	7.26	6.07	6.27	6.47	5.71
To what extent does the WBG help to build/ strengthen existing country systems in Chad?	4.56	6.43	4.31	5.56	4.05	5.71	4.44	6.17	4.23	6.44	5.88	3.32
The WBG's financial instruments meet the needs of Chad	6.37	6.11	7.15	5.36	7.41	4.91	6.63	6.28	6.66	6.23	5.59	7.63
The WBG meets Chad's needs for knowledge services	5.38	6.70	5.31	5.42	5.10	5.82	5.28	5.70	5.18	6.04	5.58	5.06
The WBG's knowledge work and activities are adaptable to Chad's specific development challenges and country circumstances	6.16	7.00	6.64	5.75	7.06	5.30	6.22	7.76	6.36	6.63	5.96	6.97
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.95	7.23	6.77	6.80	6.74	6.86	6.58	8.05	6.58	7.39	7.02	6.46
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.33	7.48	6.41	6.40	6.51	6.21	6.23	7.57	6.24	6.97	6.34	6.49
The WBG takes decisions quickly in Chad	3.86	4.60	3.59	4.03	3.51	4.15	3.75	3.53	3.21	5.50	4.39	2.97
Where country systems are adequate, the WBG makes appropriate use of them	7.04	5.61	6.70	7.26	6.95	6.71	7.02	5.73	6.67	7.48	6.72	7.07

Yellow highlight indicates significant difference between Yes and No means.



## Appendix H: Indicator Questions by Stakeholder Groups

Indicator Question	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of Ministry/ PMU/ Consultant			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the WBG's effectiveness in Chad.*	5	9.00	2.24	9	7.67	2.96	17	6.82	2.60	50	5.42	1.82	44	5.32	2.74	4	6.75	2.36	8	5.88	4.26	24	6.63	3.02
Overall the WBG currently plays a relevant role in development in Chad	5	9.20	1.79	5	6.20	3.90	22	7.23	2.65	57	7.51	1.79	50	6.50	3.12	5	5.60	2.70	9	6.11	3.72	24	6.25	3.19
The WBG's work is aligned with what I consider the development priorities for Chad*	3	5.67	4.51	7	9.00	1.91	16	5.56	3.03	51	7.25	1.90	44	6.48	2.86	4	5.50	3.11	6	4.83	3.25	22	6.86	2.73
Responsiveness to needs*	3	2.00	1.73	2	10.00	0.00	12	6.92	2.57	15	4.80	3.14	32	4.97	2.89	3	3.33	2.52	3	5.33	0.58	19	4.11	2.60
Flexibility (in terms of the institution's products and services)*	3	3.00	1.73	2	10.00	0.00	14	5.14	2.60	13	4.31	2.50	31	4.19	2.40	2	6.00	1.41	2	6.00	1.41	16	4.44	2.45
Flexibility (in terms of changing country circumstances)	2	3.50	0.71	2	6.50	4.95	16	4.88	3.18	12	5.25	2.60	30	5.40	2.55	4	3.75	1.71	3	6.00	3.61	16	5.19	2.95
Being inclusive	2	3.50	3.54	2	7.00	4.24	12	5.17	3.27	9	3.78	2.11	25	5.40	1.85	3	6.00	1.00	6	3.83	3.43	9	6.00	3.16
Openness	2	3.00	2.83	3	7.67	4.04	17	5.94	3.44	10	5.20	2.20	36	6.19	3.03	2	4.00	2.83	4	6.00	3.83	15	7.40	2.69
Staff accessibility	2	2.00	1.41	2	8.00	2.83	17	4.82	2.60	14	4.71	2.95	36	4.78	3.02	4	3.75	2.75	7	2.14	1.68	17	4.00	2.78
Straightforwardness and honesty	3	4.00	4.36	3	9.33	1.15	11	6.27	2.61	15	5.73	3.06	34	4.65	2.81	3	4.00	3.00	4	5.00	1.63	15	6.80	3.17
Ease of access to the people at the WBG who are making decisions important to my work	2	5.50	0.71	3	9.33	1.15	13	5.08	2.96	12	5.50	2.71	37	4.62	3.32	3	2.67	2.89	2	3.00	2.83	14	4.50	2.85
Collaboration with civil society*	3	6.67	2.08	4	10.00	0.00	15	6.13	2.85	49	2.84	2.07	44	5.25	3.07	4	6.25	3.77	6	5.17	3.82	19	6.05	3.31
Collaboration with the UN	2	6.50	2.12	3	9.00	1.00	10	8.50	1.72	11	6.91	2.74	34	8.41	2.26	5	7.00	1.41	4	8.50	2.38	18	8.50	2.15
Collaboration with the Government	2	9.00	1.41	2	8.50	2.12	16	7.75	2.84	47	7.64	1.41	42	8.36	2.18	4	8.25	1.26	4	8.25	1.71	23	7.87	2.46
Collaboration with other donors and development partners				4	9.00	2.00	14	7.43	2.85	13	6.54	2.63	39	7.67	2.29	5	7.00	1.87	3	8.00	2.65	16	8.19	1.83
Collaboration with the private sector*				4	8.50	1.91	12	6.42	2.61	49	2.73	1.98	36	5.28	3.33	4	4.50	1.91	5	6.60	3.65	16	4.88	3.24
The speed in which it gets things accomplished on the ground	1	1.00		4	7.75	2.63	13	5.23	2.09	13	6.00	3.14	34	5.00	2.67	2	4.50	2.12	3	7.00	2.65	15	5.07	3.13
Being a long-term partner	2	10.00	0.00	3	10.00	0.00	12	8.92	1.62	13	7.85	2.64	38	7.39	2.69	4	8.50	1.29	4	7.25	2.63	18	7.94	3.13
To what extent does the WBG's work help to achieve development results in Chad?*	6	7.83	2.86				19	7.68	2.19	53	5.47	1.61	48	6.40	2.56	5	6.00	2.65	8	6.13	3.04	25	7.12	3.02
To what extent does the WBG help to build/strengthen existing country systems in Chad?*	6	8.17	2.14	2	4.50	4.95	20	7.55	2.50	49	3.04	2.31	42	5.19	2.99	4	4.00	1.83	8	3.38	1.60	25	5.44	3.20
The WBG's financial instruments meet the needs of Chad*	4	4.50	4.36	3	5.00	4.58	21	5.19	3.17	49	8.80	2.64	48	5.23	2.96	4	4.25	0.96	10	3.70	2.63	22	6.68	2.78
The WBG meets Chad's needs for knowledge services	5	7.40	3.71	4	6.00	4.69	16	5.00	2.03	49	5.27	1.60	43	6.07	2.96	5	7.20	1.79	11	4.55	3.50	23	6.09	3.34
The WBG's knowledge work and activities are adaptable to Chad's specific development challenges and country circumstances*	5	7.80	3.83	3	9.33	1.15	15	4.87	2.83	50	7.40	1.58	41	5.59	2.78	4	5.75	2.22	7	6.57	2.88	22	6.09	3.13
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?*	8	9.25	1.75	5	9.00	2.24	20	7.20	2.57	54	6.39	1.39	55	6.73	2.89	6	7.83	2.56	10	8.40	2.27	26	7.08	3.02
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7	7.86	3.18	6	8.67	2.16	22	6.59	2.67	53	6.72	1.61	54	6.28	2.84	5	7.00	1.22	9	7.33	2.45	26	5.69	3.32
The WBG takes decisions quickly in Chad*	4	5.75	4.92	5	7.20	2.95	16	4.38	2.63	46	3.17	1.22	44	3.93	2.77	5	4.80	1.79	6	3.17	1.83	19	4.79	3.05
Where country systems are adequate, the WBG makes appropriate use of them	4	8.00	2.16	8	8.25	1.83	16	7.44	2.56	50	7.24	1.33	43	6.21	3.40	4	6.00	2.94	6	7.33	2.80	21	6.33	3.12

\*Significantly different between stakeholder groups



## Appendix I: Chad FY 2015 Questionnaire



### **World Bank Group Country Survey FY15 – Chad**

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

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

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

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

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

#### **SECTION A: GENERAL ISSUES FACING CHAD**

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

**SECTION A: GENERAL ISSUES**

<b>A2. Listed below are a number of development priorities in Chad.</b>			
<b>Please identify which of the following you consider the most important development priorities in Chad? (Choose no more than THREE)</b>			
1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Food security	20	Poverty reduction
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Water and sanitation	27	Economic growth
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Urban development	33	Anti corruption
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

**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 Chad? (Choose no more than THREE)**

1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Economic growth	20	Private sector development
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Rural development	25	Education
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Chad? (Choose no more than TWO)**

1	Better employment opportunities for young people
2	Better employment opportunities for women
3	Greater access to micro-finance for the poor
4	Greater voice and participation for citizens to help ensure greater accountability
5	Greater access to health and nutrition for citizens
6	Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)
7	A growing middle class
8	Better opportunity for the poor who live in rural areas
9	Better opportunity for the poor who live in urban areas
10	Consistent economic growth
11	More reliable social safety net
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Other (please specify): _____

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B1. How familiar are you with the work of the World Bank Group in Chad?**

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 Group's effectiveness in Chad.**

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 Group's staff is well prepared (e.g., skills and knowledge) to help Chad solve its most complicated development challenges?**

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

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

1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Gender equity	25	Poverty reduction
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Health	27	Economic growth
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	33	Information and communications technology
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Chad?</b>		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Chad? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>		<b>Not effective at all</b>										<b>Very effective</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B6</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B7</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B8</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>When thinking about how to improve capacity building in Chad to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")</b>		<b>Not important at all</b>										<b>Very important</b>	<b>Don't know</b>
		1	2	3	4	5	6	7	8	9	10		
<b>B9</b>	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B10</b>	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B11</b>	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Chad? (Choose no more than TWO)</b>	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Taking into account directions of the government more than concerns of the population
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Chad
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

<b>B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Chad? (Choose no more than TWO)</b>	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Co-financing arrangements (i.e., with other donors)
9	Sector-wide approaches
10	Emergency Recovery lending
11	Other (please specify): _____
12	Don't know



**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Chad? (Select only ONE response)**

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Academia/think tanks/research institutes	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Parliament	14	Regional organizations (e.g., Communauté Economique et Monétaire de l'Afrique Centrale (CEMAC), Commission du Bassin du Lac Tchad (CBLT), Communauté Economique des Etats de l'Afrique Centrale (CEEAC))
7	NGOs/Community Based Organizations	15	Other (please specify): _____
8	Youth/university groups	16	Don't know

**To what extent do you agree with the following statements about the World Bank Group's work in Chad?**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B16</b>	Overall the World Bank Group currently plays a relevant role in development in Chad	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B17</b>	The World Bank Group's work is aligned with what I consider the development priorities for Chad	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B18</b>	The World Bank Group supports programs and strategies that are realistic for Chad	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B19</b>	The World Bank Group treats clients and stakeholders in Chad with respect	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

To what extent is the World Bank Group an effective development partner in Chad, 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		
<b>B20</b>	Responsiveness to needs											<input type="checkbox"/>	
<b>B21</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>	
<b>B22</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>	
<b>B23</b>	Being inclusive											<input type="checkbox"/>	
<b>B24</b>	Openness (sharing data and other information)											<input type="checkbox"/>	
<b>B25</b>	Staff accessibility											<input type="checkbox"/>	
<b>B26</b>	Straightforwardness and honesty											<input type="checkbox"/>	
<b>B27</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work											<input type="checkbox"/>	
<b>B28</b>	Collaboration with civil society											<input type="checkbox"/>	
<b>B29</b>	Collaboration with the UN											<input type="checkbox"/>	
<b>B30</b>	Collaboration with the Government											<input type="checkbox"/>	
<b>B31</b>	Collaboration with other donors and development partners											<input type="checkbox"/>	
<b>B32</b>	Collaboration with the private sector											<input type="checkbox"/>	
<b>B33</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>	
<b>B34</b>	Being a long-term partner											<input type="checkbox"/>	

<b>B35. To be a more effective development partner in Chad, do you believe that the World Bank Group should have... ? (Select only ONE response)</b>			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

<b>B36. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)</b>			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

<b>B37. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)</b>	
1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Chad?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Chad?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

**C3. Where are the World Bank Group's decisions made primarily that support the program in Chad? (Select only ONE response)**

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

**C4. To what extent does the World Bank Group's work help to achieve development results in Chad?**

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

**C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Chad?**

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 Group in Chad?**

		Strongly disagree								Strongly agree		Don't know
<b>C6</b>	The World Bank Group's financial instruments (i.e., Development Policy Loan, Trust Funds, etc.) meet the needs of Chad	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>C7</b>	The World Bank Group meets Chad'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"/>

**C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Chad?**

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 D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

<b>D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

<b>In Chad, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>												
		To no degree at all										To a very significant degree
		1	2	3	4	5	6	7	8	9	10	Don't know
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are adaptable to Chad's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant		Don't know	

<b>D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Very low technical quality									Very high technical quality		Don't know	

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

<b>E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Chad?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know	

<b>E11. Which of the following best describes the way the World Bank Group operates in Chad? (Select only one response)</b>												
1	The World Bank Group takes too much risk in Chad											
2	The World Bank Group does not take enough risk in Chad											
3	The World Bank Group's approach to risk is appropriate											
4	Don't know											

<b>E12. Which of the following best describes the WBG's support in Chad? (Select only one response)</b>												
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Chad											
2	The World Bank Group is not sufficiently selective in Chad, and it is involved in too many areas of development											
3	Don't know											

<b>E13. To what extent do you believe the World Bank Group is adequately staffed in Chad?</b>												
1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
To no degree at all									To a very significant degree		Don't know	



**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CHAD**

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Chad? (Choose no more than TWO)</b>	
1	Provide more adequate data/knowledge/statistics/figures on Chad's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Chad's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase the level of World Bank Group staffing in Chad's office
13	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Chad, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Chad? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Technical assistance
4	None of the above
5	The combination is appropriate for Chad
6	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CHAD**

<b>F3. Please answer the following questions:</b>		<b>(Choose no more than THREE for each column)</b>	
		<b>A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Chad?</b>	<b>B. Which THREE areas below would benefit most from other donors in Chad?</b>
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

<b>F4. What should the World Bank Group do to improve collaboration with the UN in the field?</b>	
<b>(Choose no more than THREE)</b>	
1	Share more information about the World Bank Group's activities, products, and knowledge.
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in Chad?  
(Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

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

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group'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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Have you requested information from the World Bank Group on its activities in the past year? <b>(If YES please go to Question G5; if NO please go to G6)</b>	<b>Yes</b>	<b>No</b>
<b>G5</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	<b>Yes</b>	<b>No</b>

**G9. Which Internet connection do you use primarily when visiting a World Bank Group website?**

1	High speed/WiFi
2	Dial-up

**Please rate how much you agree with the following statements.**

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G10</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G11</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>												<input type="checkbox"/>
<b>G12</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution												<input type="checkbox"/>
<b>G13</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)												<input type="checkbox"/>
<b>G14</b>	The World Bank Group is responsive to my information requests and inquiries												<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

**H4. Which of the following agencies of the World Bank Group do you primarily engage with in Chad? (Select only ONE response)**

- |   |   |
|---|---|
| 1 | The World Bank (IDA)                                |
| 2 | The International Finance Corporation (IFC)         |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____                       |

**H5. Do your projects involve both the World Bank and the IFC?**  
*(If YES please go to Question H6; If NO please go to H7)*

- |   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**H6. If yes, what was your view of how the two institutions work together in Chad?**  
**(Select only ONE response)**

- |   |  |
|---|--|
| 1 | The two institutions work well together                      |
| 2 | The way the two institutions work together needs improvement |
| 3 | The two institutions do not work well together               |
| 4 | Don't know   |

**H7. Which of the following describes most of your exposure to the World Bank Group in Chad?**  
**(Choose no more than TWO)**

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

**H8. What's your gender?**

- |   |        |
|---|--------|
| 1 | Female |
| 2 | Male   |

**H9. Which best represents your geographic location?**

- |   |           |
|---|-----------|
| 1 | N'Djamena |
| 2 | Moundou   |
| 3 | Abéché    |
| 4 | Sarh      |
| 5 | Bongor    |
| 6 | Massakori |
| 7 | Mongo     |
| 8 | Doba      |

**Thank you for completing the survey!**