

FY15 Benin Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



April 2016



Acknowledgements

The Benin Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Jessica Cameron, Svetlana Markova, and Jing Guo. 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 Benin country team and the local fielding agency CEFORP. In particular, PORG is grateful for the support from Sylvie Nenonene (Senior Communications Officer) who coordinated the survey related activities from Lome, Togo, and Kochikpa Abdou Raman Olodo (Consultant) in Cotonou, Benin.



Country Opinion Surveys
THE WORLD BANK GROUP



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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 Benin perceive the WBG. The survey explored:

- *General Issues Facing Benin*
- *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 Benin*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From April to June 2015, 545 stakeholders of the WBG in Benin were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the office of the President/Prime Minister, office of a Minister, office of a Parliamentarian, employees of ministries/ministerial departments/implementation agencies, Project Management Units (PMUs) overseeing implementation of WBG projects or consultants/contractors working on WBG-supported projects/programs, local governments, bilateral/multilateral agencies, private sector organizations, the financial sector/private banks, NGOs/community-based organizations, the media, independent government institutions, trade unions, faith-based groups, youth groups, academia/research institutes/think tanks, and the judiciary branch. A total of 442 stakeholders participated in the survey (81% response rate).

Respondents completed the questionnaires with a representative from the local fielding agency. Respondents were asked about: general issues facing Benin; 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 Benin; and the WBG's communication and information sharing in Benin.

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.

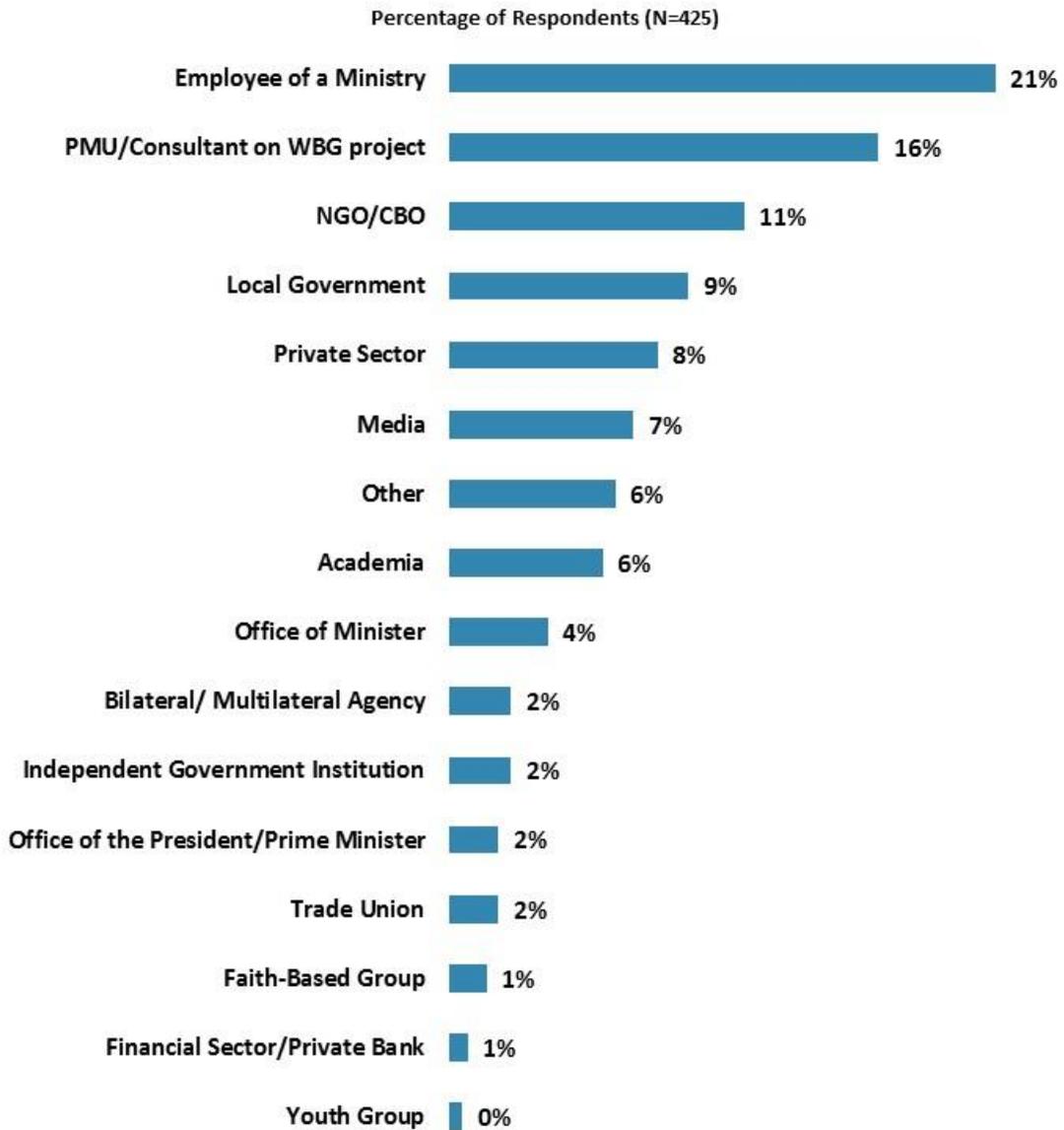
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 87%, N=600). The data were weighted to reach similar stakeholder compositions across the two survey years, allowing for more statistically reliable comparisons. Stakeholders who identified themselves as "Other" in the stakeholder category options were not included in these comparisons. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY '12 COS report and the non-weighted data presented in this report. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (see page 101).



III. Demographics of the Sample

Current Position

- For further analyses, the small number of respondents from the office of a Minister were combined with those from the Office of the President/Prime Minister, and respondents from the financial sector/private banks were combined with those from private sector organizations. The few respondents from youth groups, trade unions, and faith-based groups were combined with those from NGOs/CBOs to form a “Civil Society” category. There were no respondents from the National Assembly or the judiciary branch.

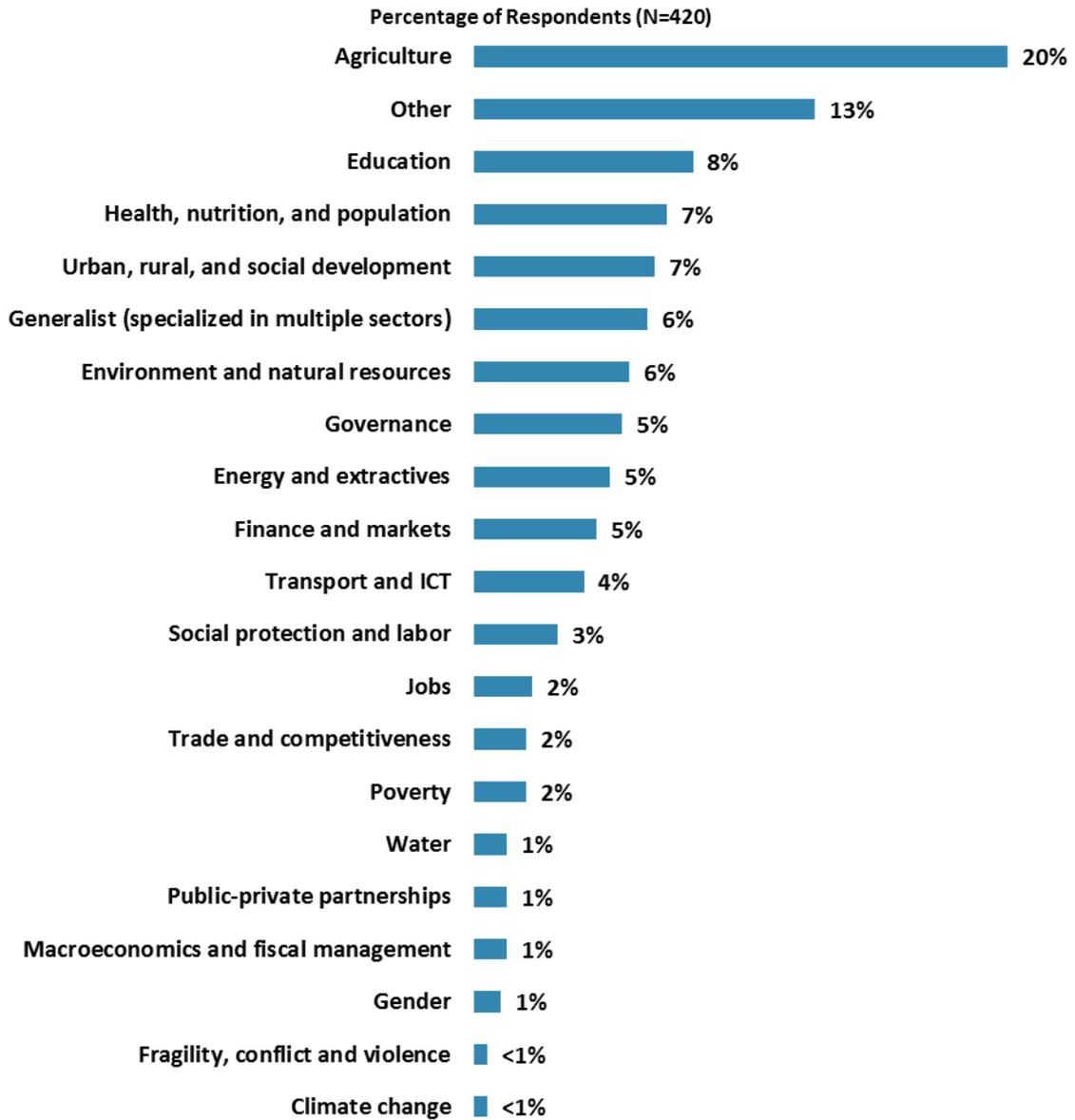


“Which of the following best describes your current position? (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



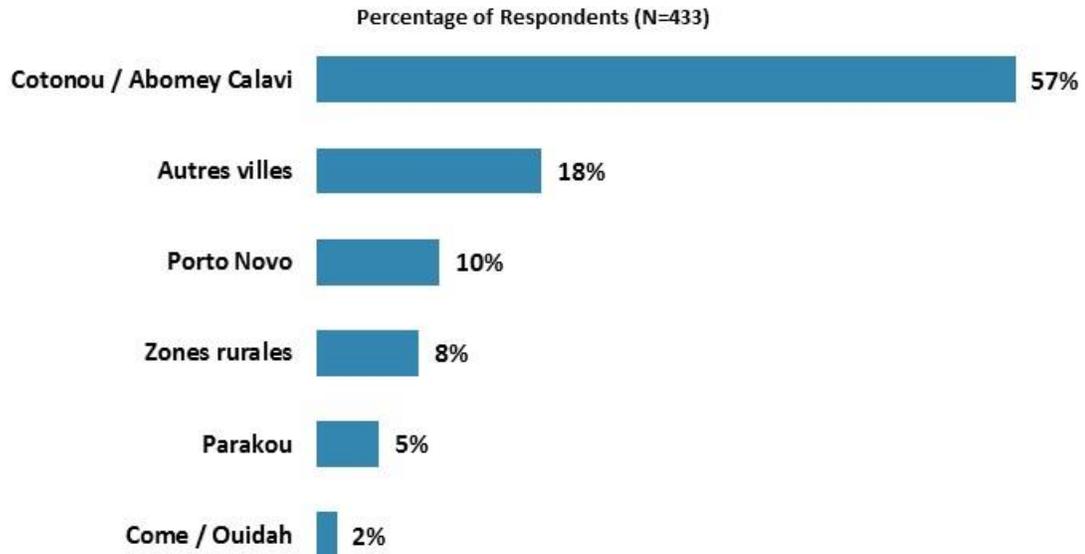
“Please identify the primary specialization of your work. (Select only ONE response)”
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

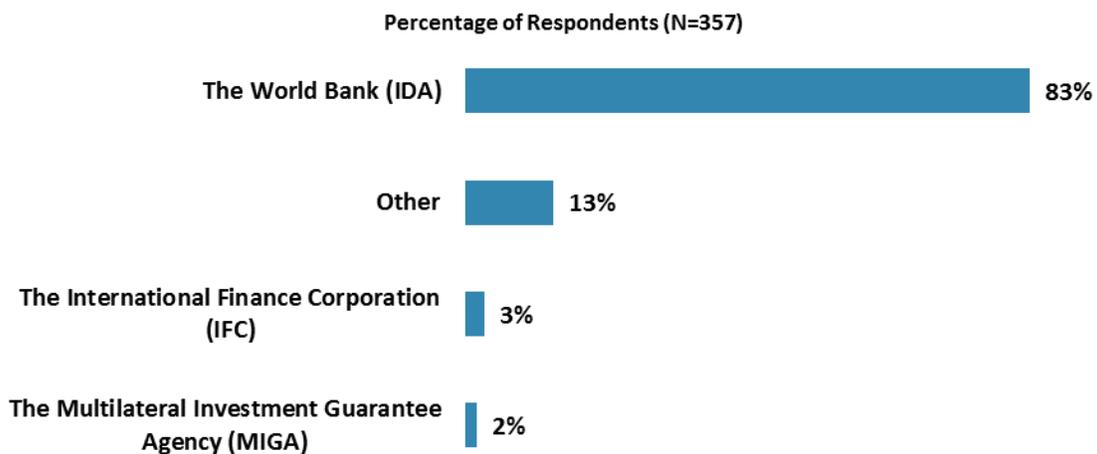
Geographic Locations

- For further analyses, the small number of respondents from Porto Novo, Parakou, and Come/Ouidah were combined with those from Autres villes. Analyses comparing geographic location responding to indicator questions are presented in Appendix C (see page 91).



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

Exposure to Agencies within the World Bank Group



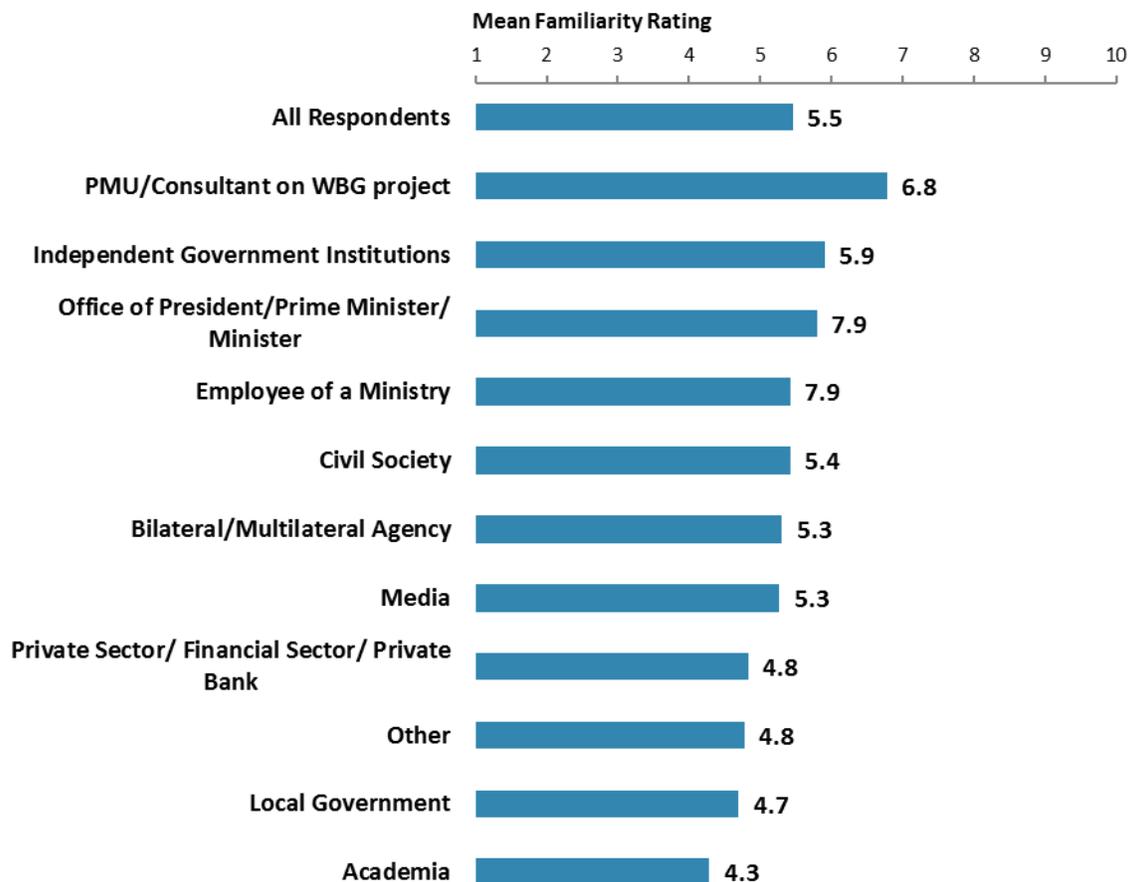
"Which of the following agencies of the World Bank Group do you primarily engage with in Benin? (Select only ONE response)" (Respondents choose from a list)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY '12 Country Survey (weighted mean in FY '15 = 5.4; weighted mean in FY '12 = 6.0)¹.
- **Stakeholders:** As shown in the chart below, respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings of familiarity with the WBG whereas respondents from the private sector/financial sector/private banks, other organizations, local government, and academia gave significantly lower familiarity ratings.
- **Impact of Familiarity:** Respondents' ratings of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Benin, and moderately, significantly correlated with the extent to which the WBG plays a relevant role in development in Benin and the extent to which the WBG's work helps to achieve development results in the country.



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

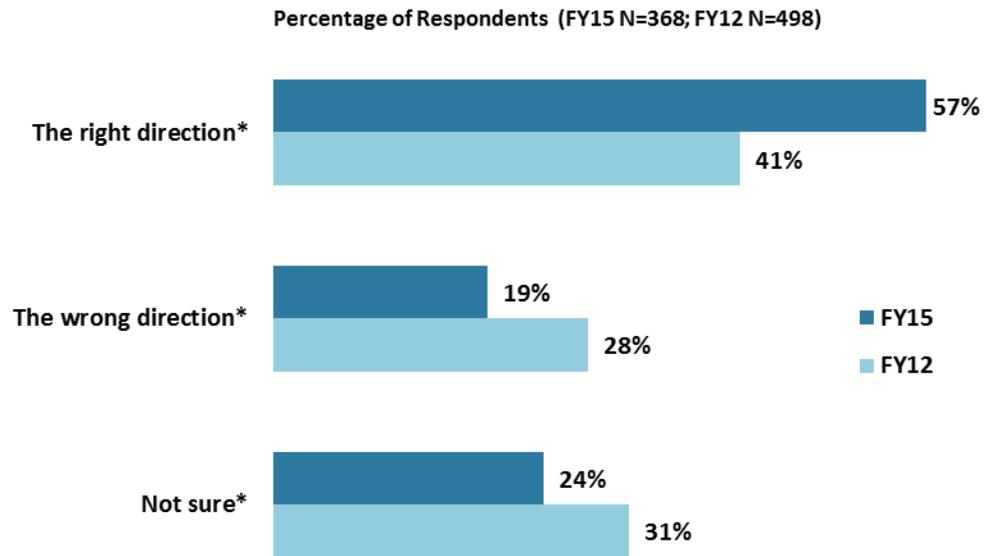
¹ Please refer to Appendix E (page 101) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Benin

Headed in the Right Direction

- **Year comparison:** As shown in the chart below, respondents in this year's Country Survey were significantly more likely to indicate that Benin is headed in the right direction and significantly less likely to indicate that Benin is headed in the wrong direction or that they are not sure compared to respondents from the FY'12 Country Survey².
- **Stakeholders:** Respondents from bilateral/multilateral agencies and independent government institutions were significantly more likely to indicate that Benin is headed in the wrong direction compared to respondents from other stakeholder groups.



"In general, would you say that Benin is headed in ... ?" (Respondents chose from a list.)
(*Significantly different between FY15 and FY12)

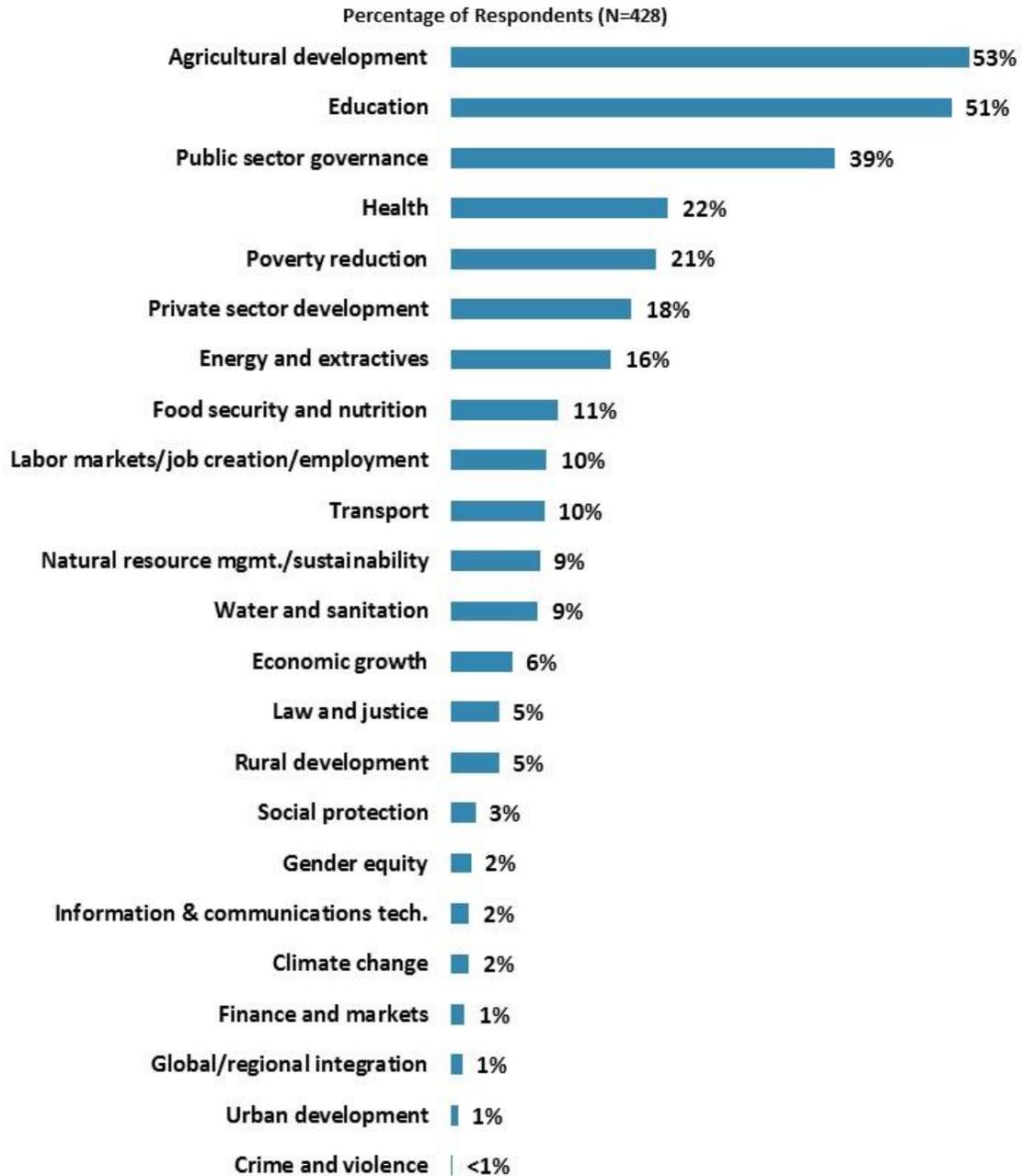
² The means in the chart were calculated based on weighted data. Please refer to Appendix E (page 101) for more details on weighting.



IV. General Issues Facing Benin (continued)

Development Priority

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the most important development priority in Benin was education (percentage of respondents = 61%), followed by health (33%) and rural development (29%).



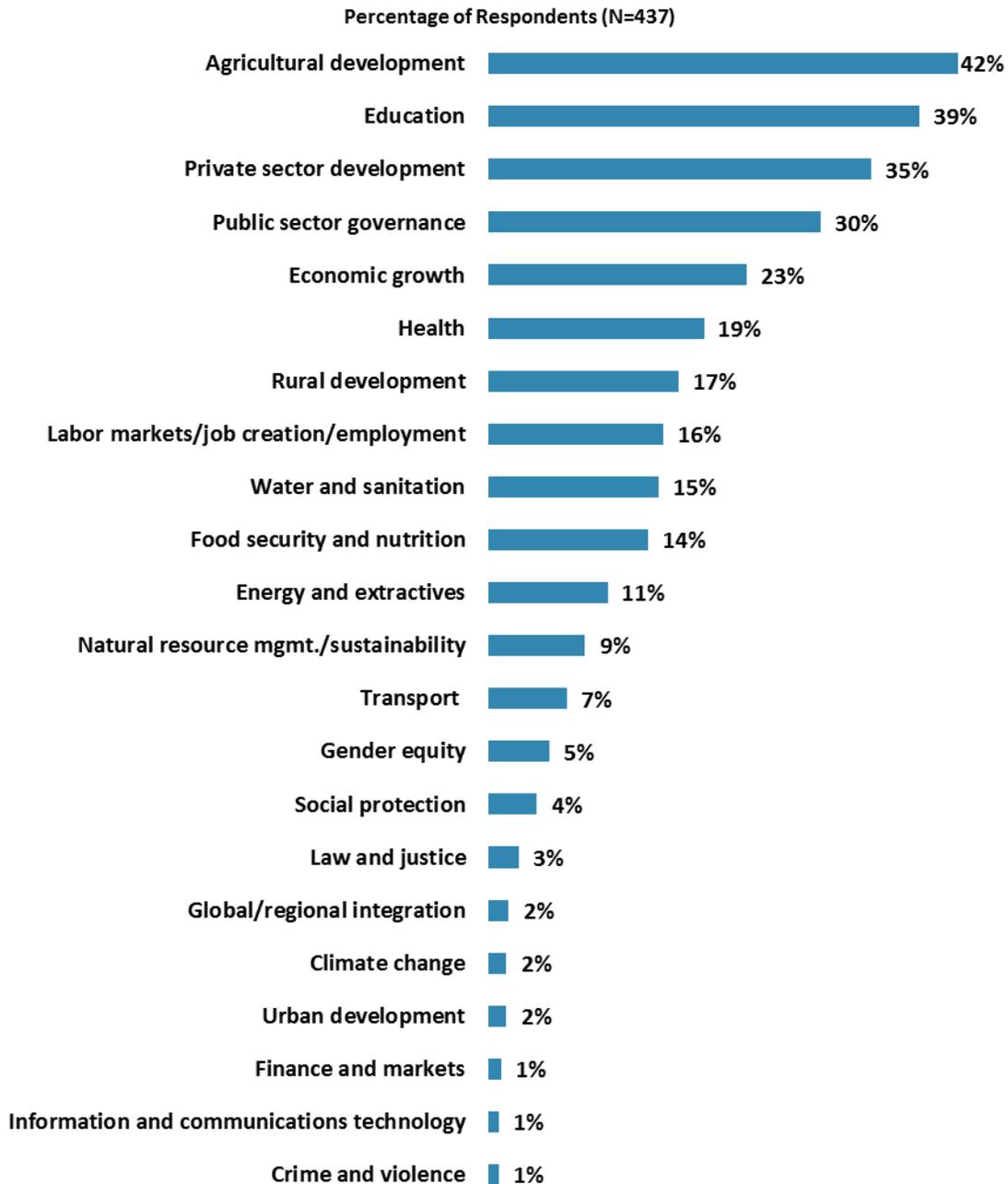
"Listed below are a number of development priorities in Benin. Please identify which of the following you consider the most important development priorities in Benin. (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Benin (continued)

Factors Contributing to Poverty Reduction

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that education would contribute most to poverty reduction in Benin (percentage of respondents = 40%), followed by health (28%), agricultural development (27%), and rural development (26%).

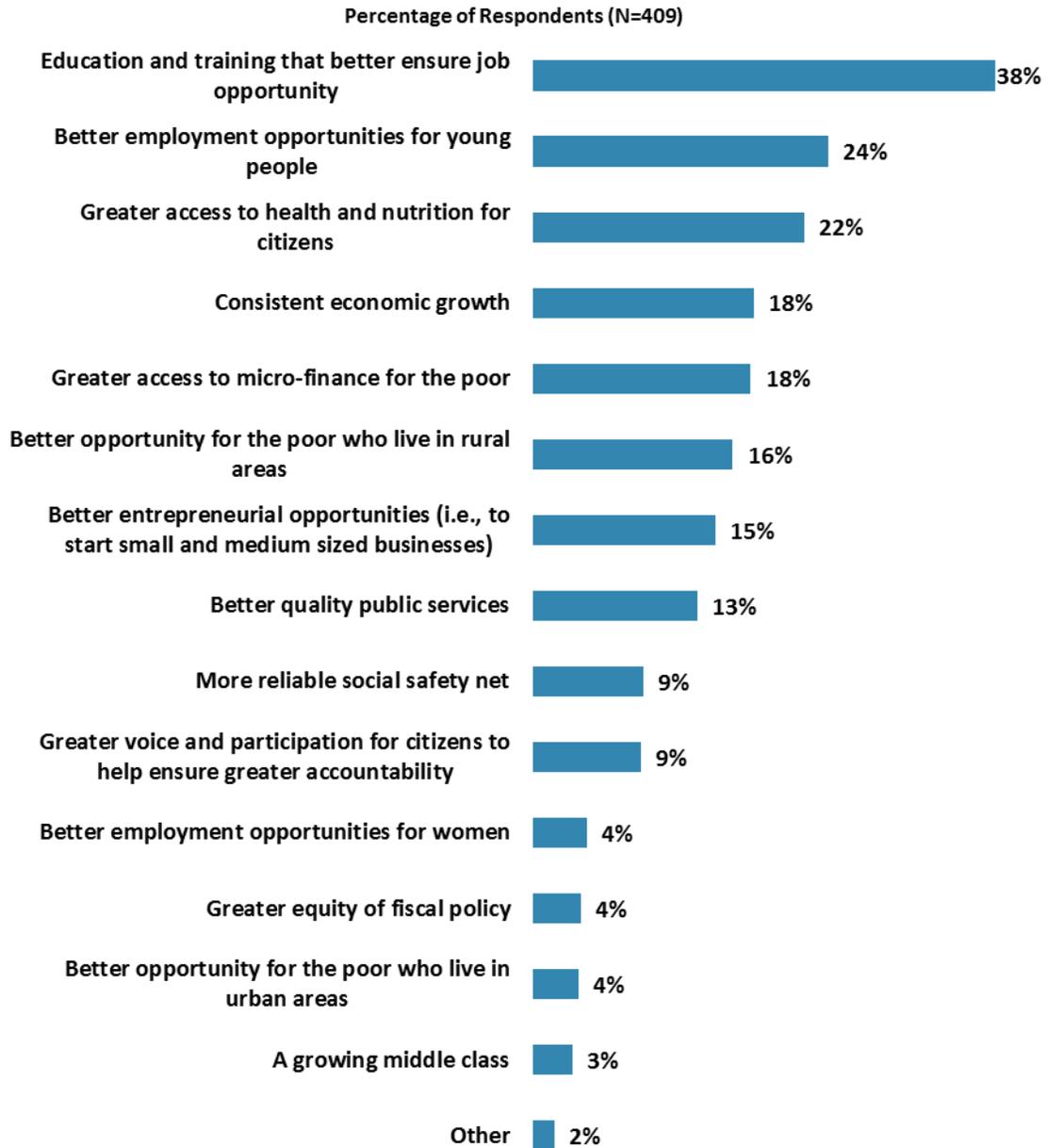


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Benin?" (Respondents chose from a list. Responses combined.)



IV. General Issues Facing Benin (continued)

Factors Contributing to “Shared Prosperity”

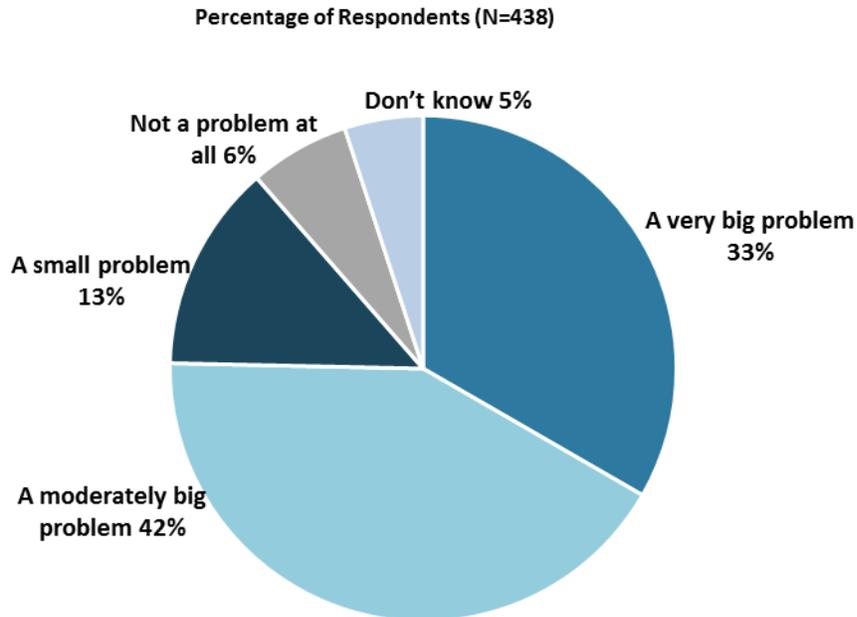


"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Benin? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



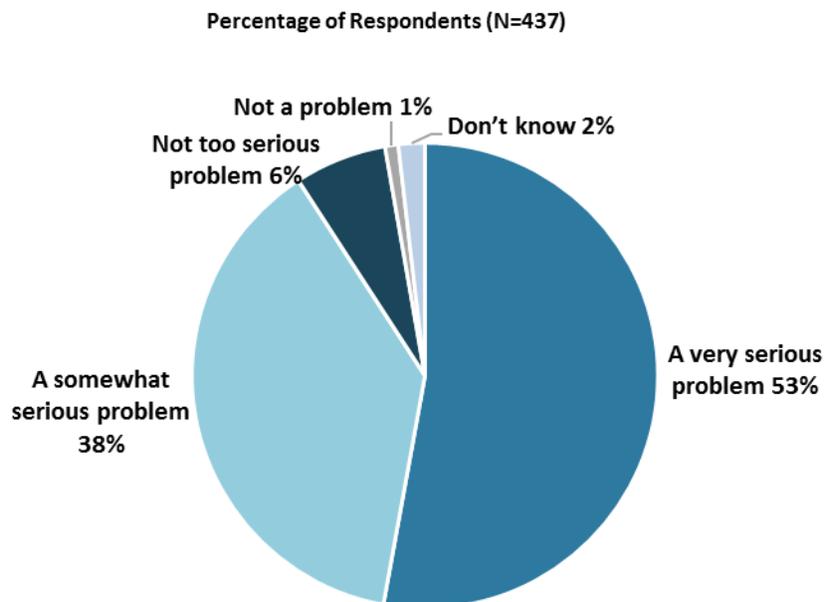
IV. General Issues Facing Benin (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Benin? (Select only ONE response)"
(Respondents chose from a list.)

Global Climate Change



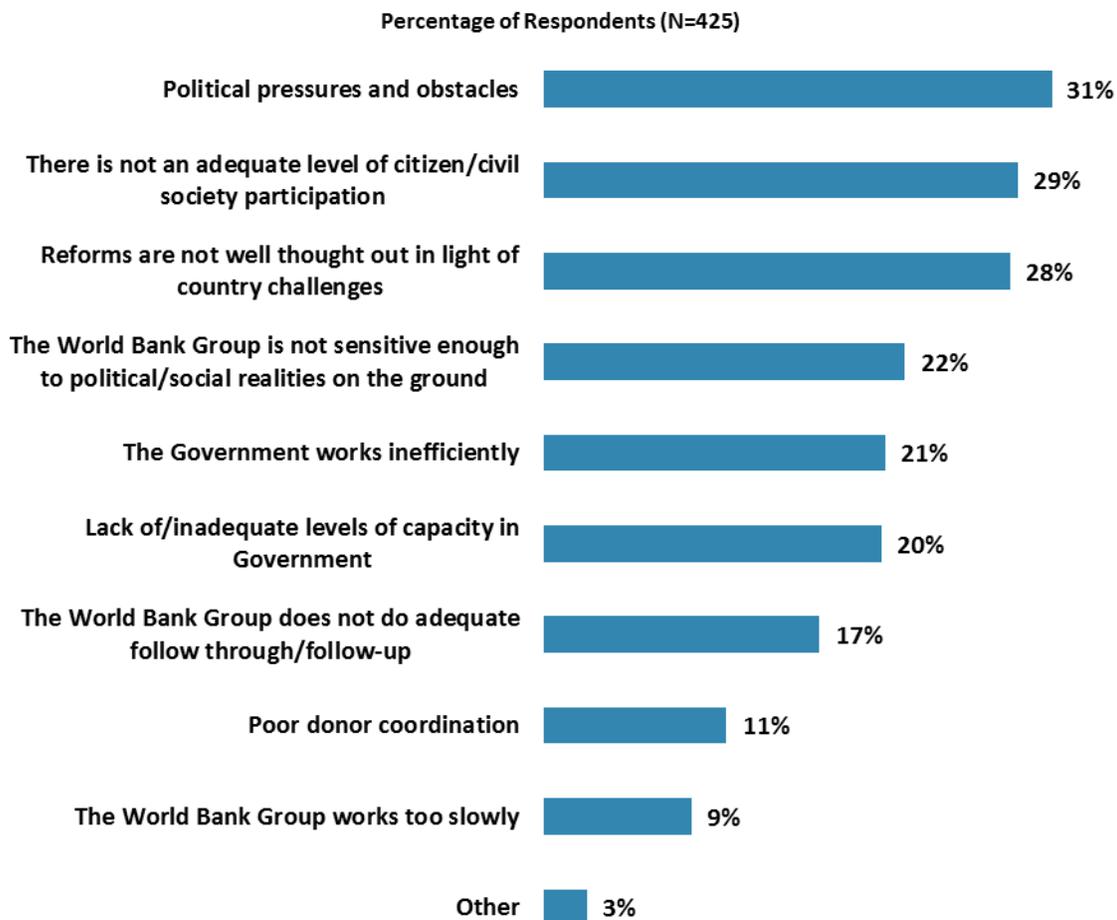
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)" (Respondents chose from a list.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they most often attributed failed or slow WBG assisted reform efforts to an inadequate level of citizen/civil society participation (percentage of respondents = 40%), political pressures and obstacles (39%), reforms not being well thought out in light of country challenges (38%), and the government working inefficiently/slowly (36%).
- **Stakeholders:** Respondents from bilateral/multilateral agencies were significantly more likely to indicate that they attributed slow/failed reform efforts to the government working inefficiently and lack of capacity in government, and significantly *less* likely to indicate political pressures/obstacles and reforms not being well thought out in light of country challenges compared to respondents from other stakeholder groups. Respondents from the media were significantly more likely to indicate that they attributed slow/failed reform efforts to an inadequate 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 of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)

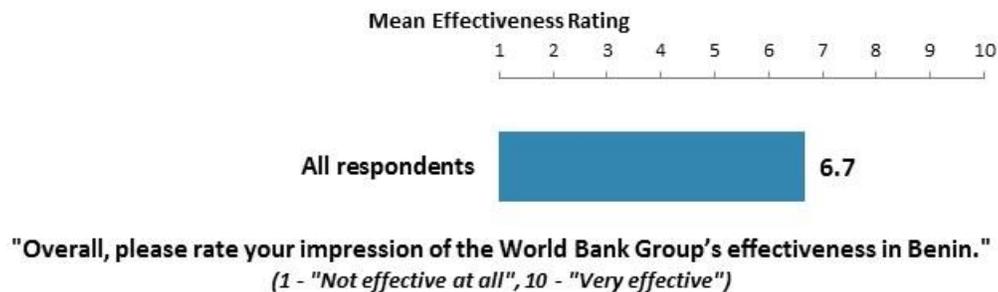


V. Overall Attitudes toward the World Bank Group (continued)

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)

- **Year comparison:** Respondents in this year’s Country Survey had significantly lower ratings for the WBG’s overall effectiveness in Benin (weighted mean = 6.6) compared to respondents from the FY ’12 Country Survey (weighted mean = 6.9)³.
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG’s overall effectiveness whereas respondents from private sector/financial sector/private banks, independent government institutions, and academia gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG’s overall effectiveness in Benin (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 5.9).



³ Please refer to Appendix E (page 101) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

Achieving Development Results (*Indicator Question*)

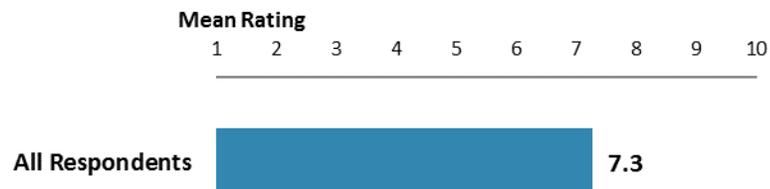
- **Year comparison:** Respondents in this year's Country Survey gave statistically similar ratings for the extent to which the WBG achieves development results (weighted mean = 7.1) compared to respondents from the FY '12 Country Survey (weighted mean = 7.0)⁴.



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

WBG Staff Preparedness

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the WBG's staff being well prepared whereas respondents from bilateral/multilateral agencies, the private sector/financial sector/private banks, and independent government institutions gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's staff being well prepared (mean rating = 7.6) compared to respondents who are not collaborating (mean rating = 6.7).



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

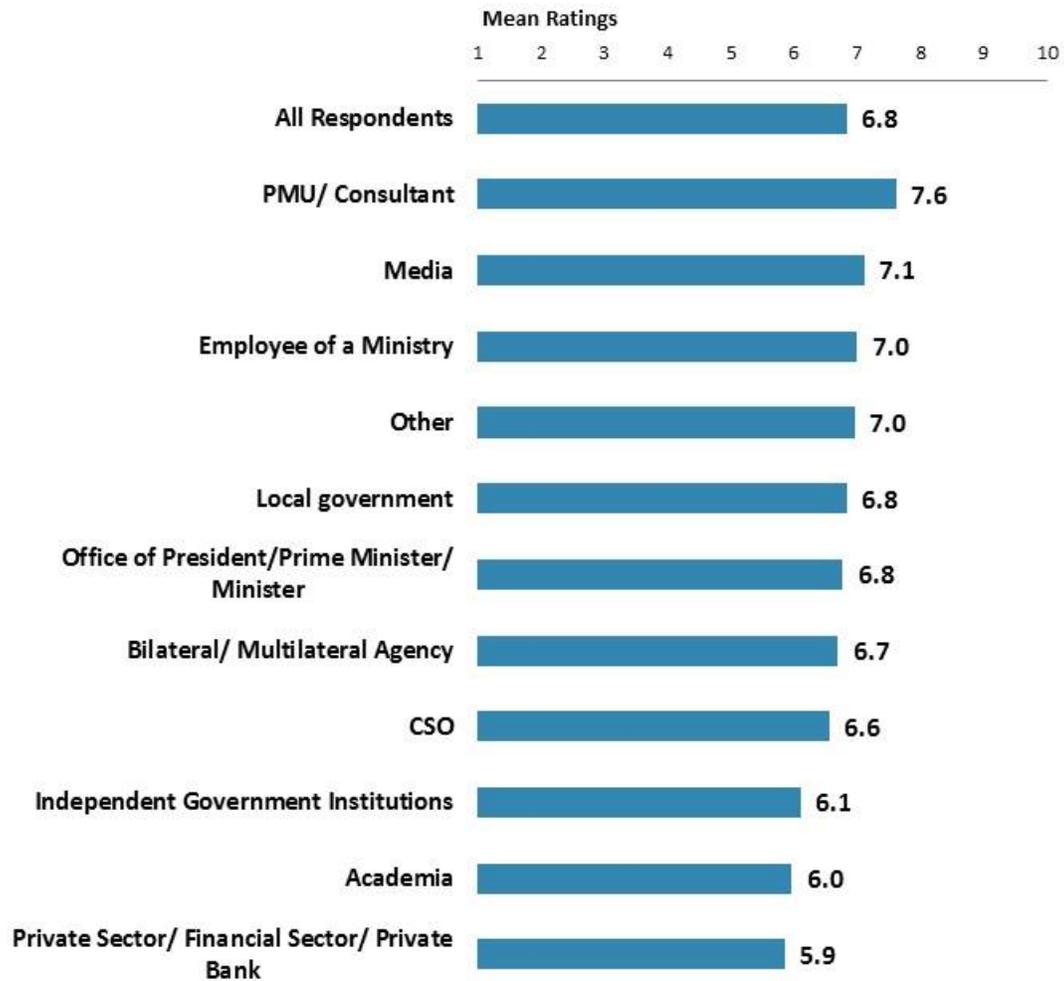
⁴ Please refer to Appendix E (page 101) for more details on weighting for year comparisons. The means in the charts were calculated based on un-weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest mean rating for the aggregated responses to the twenty-five COS indicator questions whereas respondents from the private sector/financial sector/private banks, academia, and independent government institutions had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 71).
- **Collaboration:** Respondents who collaborate with the WBG had a significantly higher mean rating for the aggregated responses to the twenty-five COS indicator questions (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.4). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (see page 107).



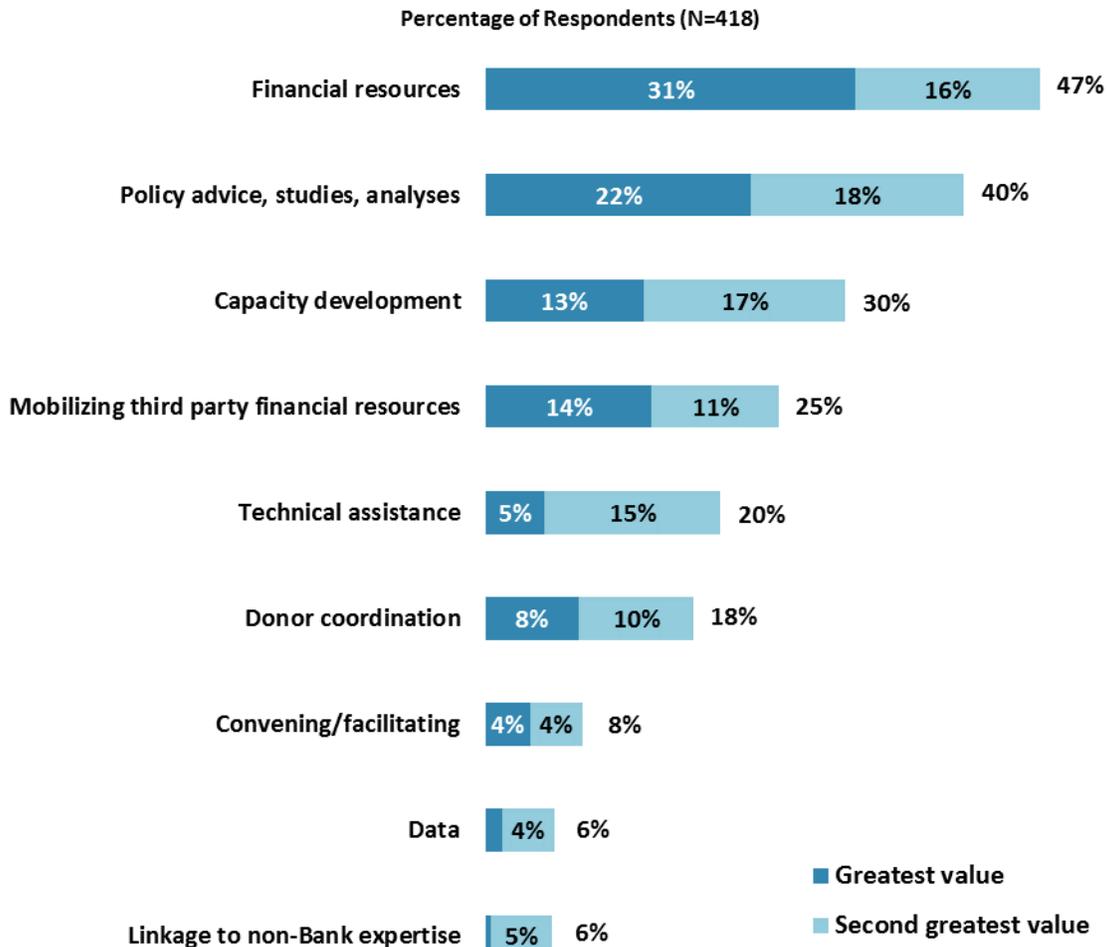
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG's greatest value to Benin was its financial resources (percentage of respondents = 57%), followed by its technical assistance (29%), policy advice (27%), training/capacity building (26%), and mobilizing third party financial resources (24%).



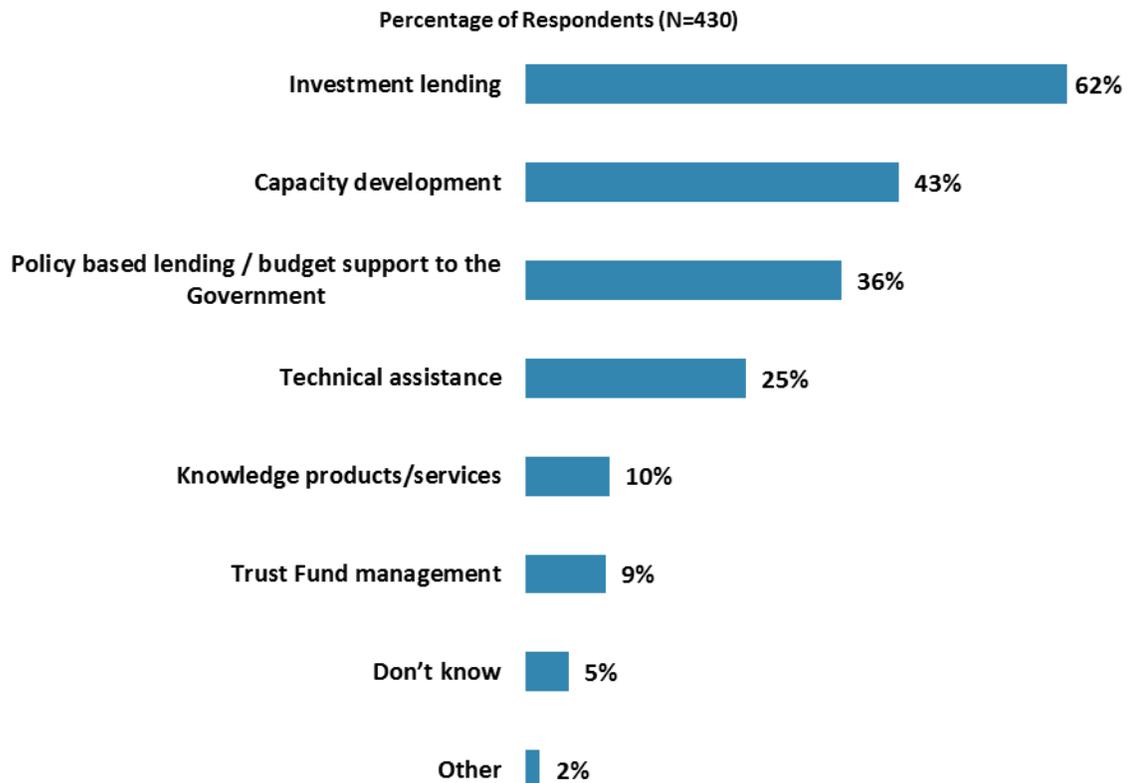
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Benin?" (Respondents chose from a list.)



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

Effectiveness of WBG's Instruments in Reducing Poverty

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the World Bank's most effective instrument at reduce poverty in Benin was its investment lending (percentage of respondents = 67%), followed by its capacity development (31%) and policy based lending/budget support to the Government (30%).



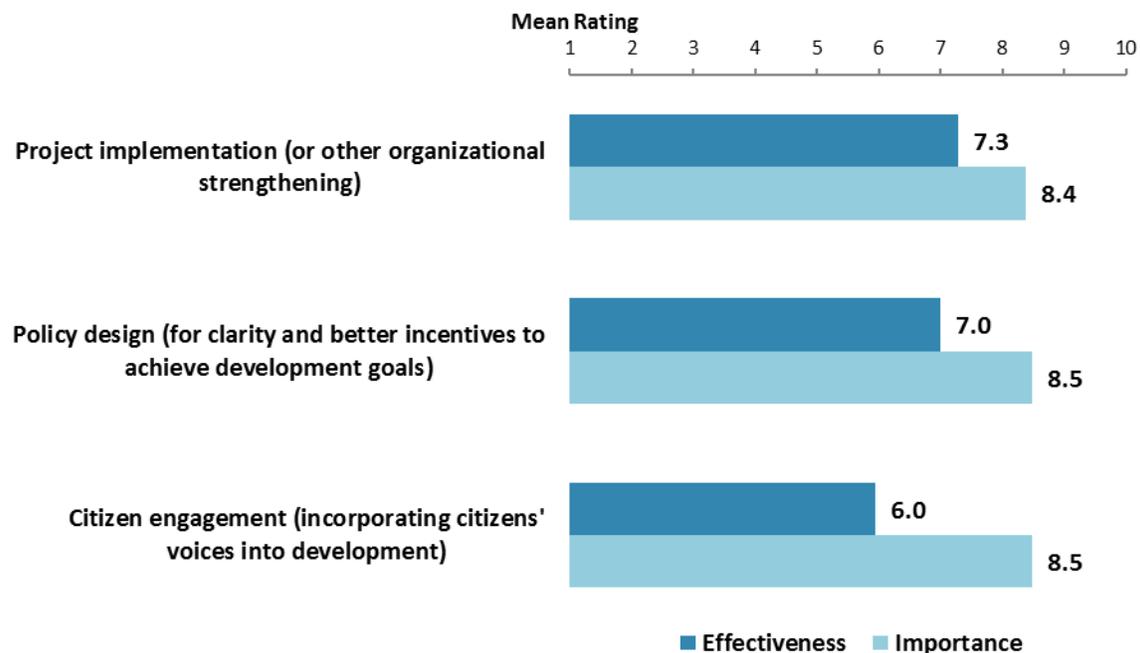
"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Benin? (Choose not more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work

- Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and other organizations gave the highest ratings for the WBG's effectiveness at project implementation whereas respondents from the private sector/financial sector/private banks, independent government institutions, and academia gave significantly lower ratings. Respondents from PMUs/Consultants on WBG-supported projects, local government, and other organizations gave the highest ratings for the WBG's effectiveness at citizen engagement whereas respondents from independent government institutions and bilateral/multilateral agencies gave significantly lower ratings. Responses for all capacity building questions by stakeholder groups can be found in Appendix B (see page 71).
- Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the WBG's effectiveness at citizen engagement and project implementation (mean ratings = 7.5 and 6.3, respectively) compared to respondents who are not collaborating (mean ratings = 6.9 and 5.4, respectively).



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

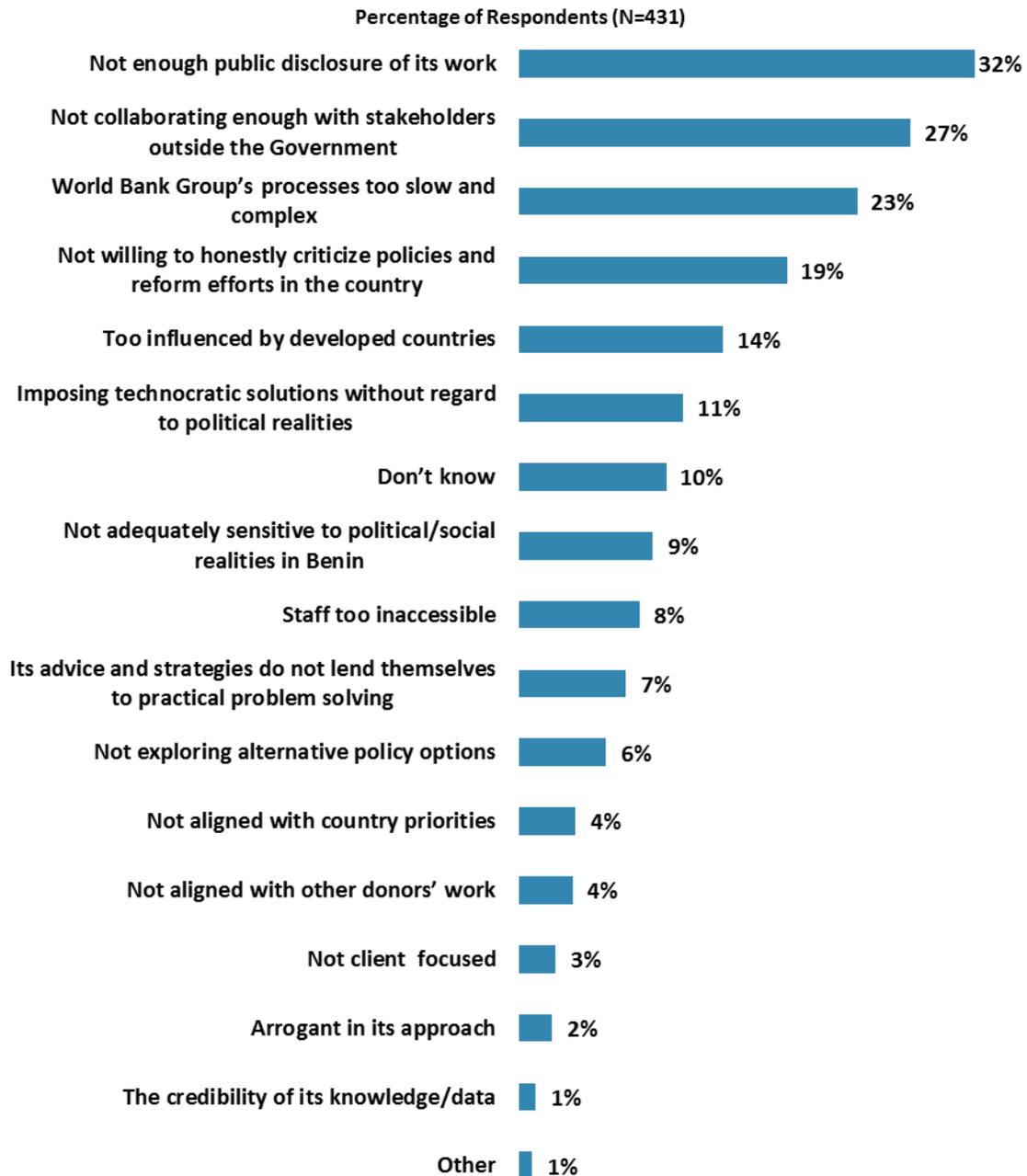
"When thinking about how to improve capacity building in Benin to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?" (1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG's greatest weakness in its work in Benin was its imposing technocratic solutions without regard to political realities (percentage of respondents = 35%), being too influenced by developed countries (31%), and not enough public disclosure of its work (27%).

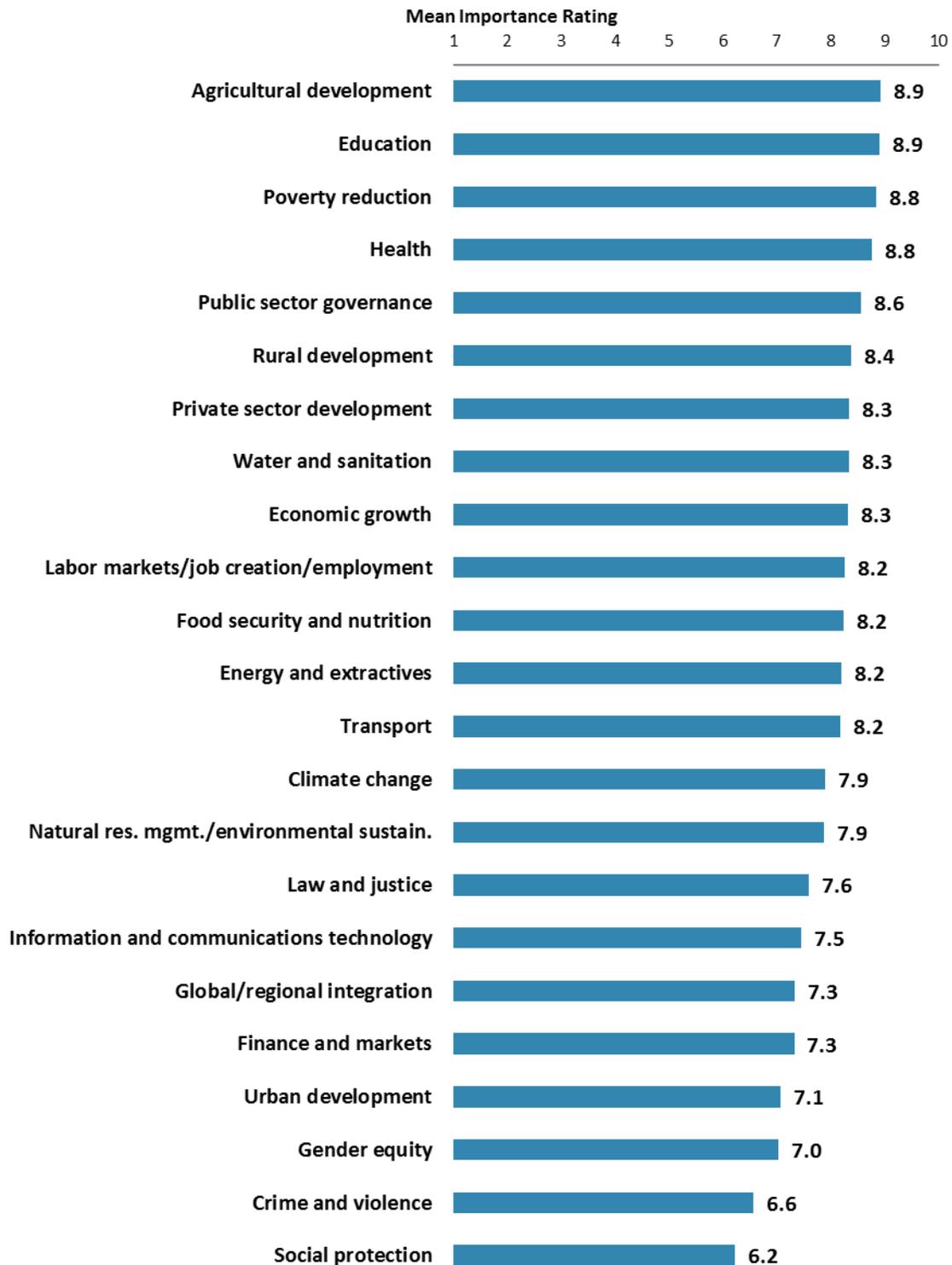


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Benin? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. 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 Benin?" (1-"Not important at all", 10-"Very important")



VI. Sectoral Importance and Effectiveness (continued)

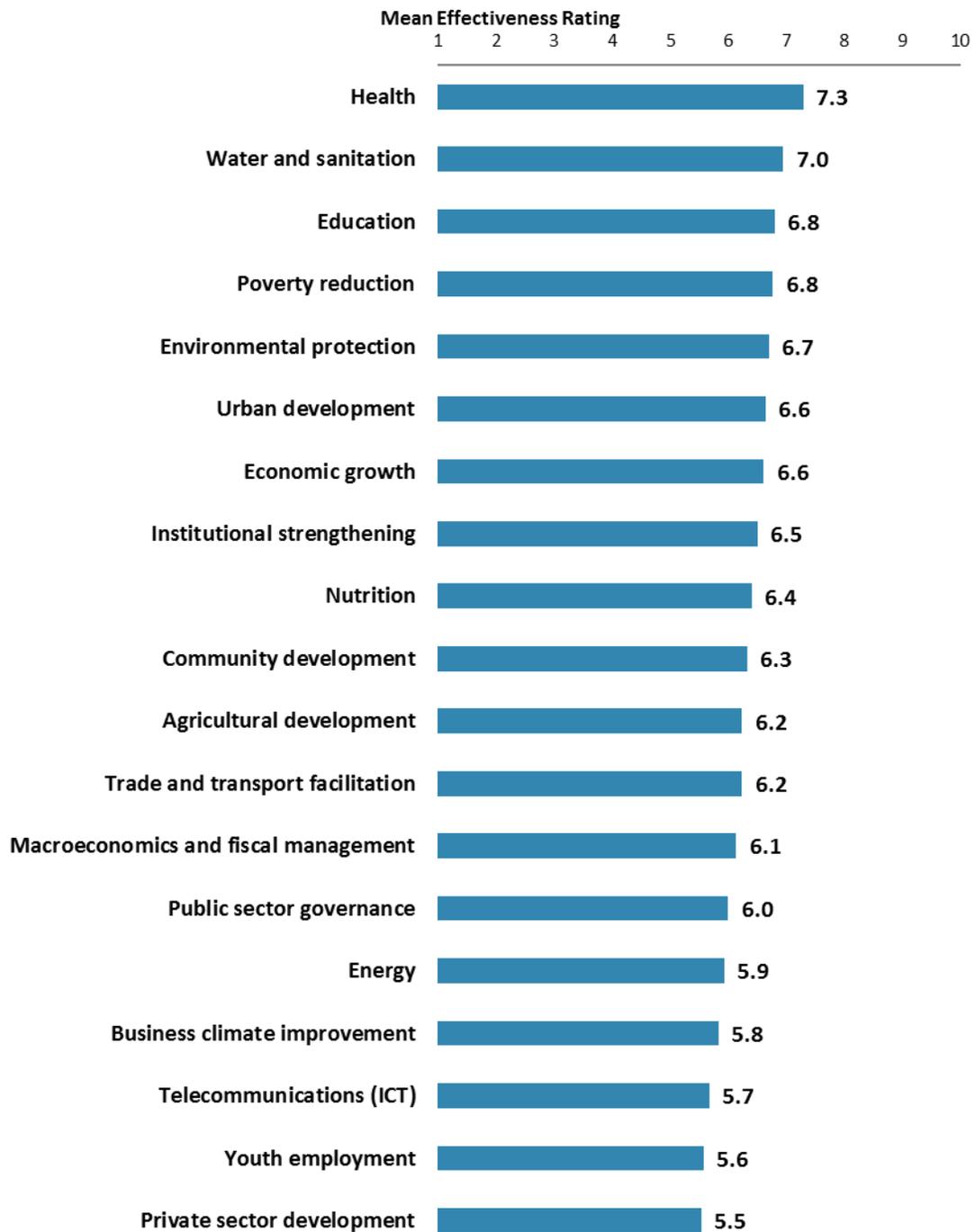
Importance of WBG's Support in Sectoral Areas (continued)

- **Stakeholders:** There were significant stakeholder group differences across just three of these twenty-three development areas (refer to Appendix B, page 71, for a complete breakdown). Those development areas with significant stakeholder group differences were:
 - Employees of ministries and respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the importance of the WBG being involved in natural resource management and environmental sustainability whereas respondents from bilateral/multilateral agencies and academia gave significantly lower importance ratings;
 - Respondents from PMUs/Consultants on WBG-supported projects, the media, and independent government institutions gave the highest ratings for the importance of the WBG being involved in water and sanitation whereas respondents from bilateral/multilateral agencies gave significantly lower importance ratings; and
 - Respondents from local government and bilateral/multilateral agencies gave the highest ratings for the importance of the WBG being involved in gender equity whereas respondents from the private sector/financial sector/private banks and academia gave significantly lower importance ratings.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas⁵



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

⁵ Note, primarily informed stakeholders responded to these questions. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas. See Appendix A (page 56) for details.



VI. Sectoral Importance and Effectiveness (continued)

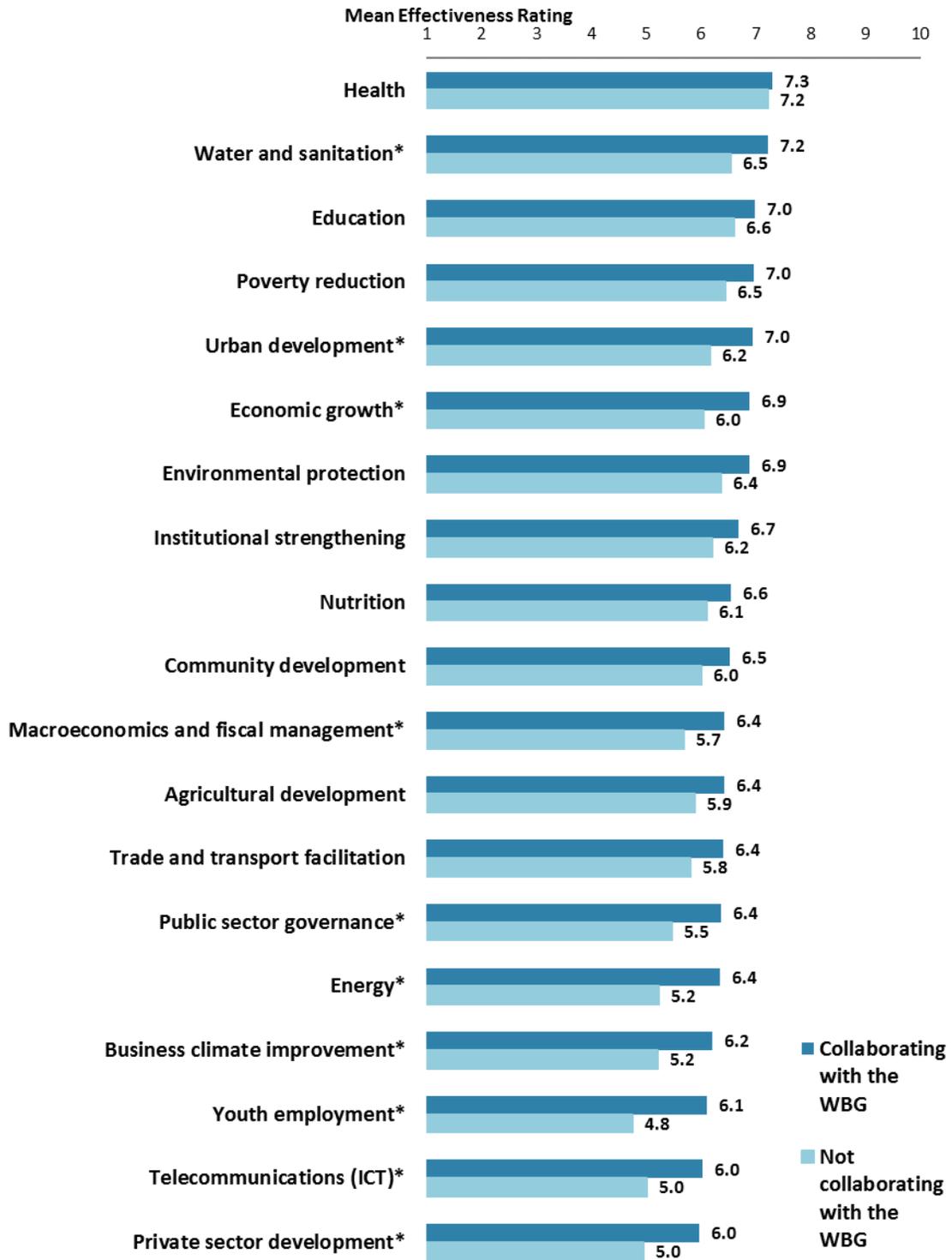
Effectiveness of WBG's Support in Sectoral Areas (continued)

- **Stakeholders:** There were significant stakeholder group differences across six of these nineteen development areas (refer to Appendix B, page 71, for a complete breakdown). For the most part, respondents from local government, PMUs/Consultants on WBG-supported projects, bilateral/multilateral agencies, and the media tended to give the highest ratings for the WBG's effectiveness in these areas whereas respondents from the private sector/financial sector/private banks and academia tended to give significantly lower ratings of effectiveness. Those development areas with significant stakeholder group differences were:
 - Education;
 - Community development;
 - Private sector development;
 - Poverty reduction;
 - Youth employment; and
 - Economic growth.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration

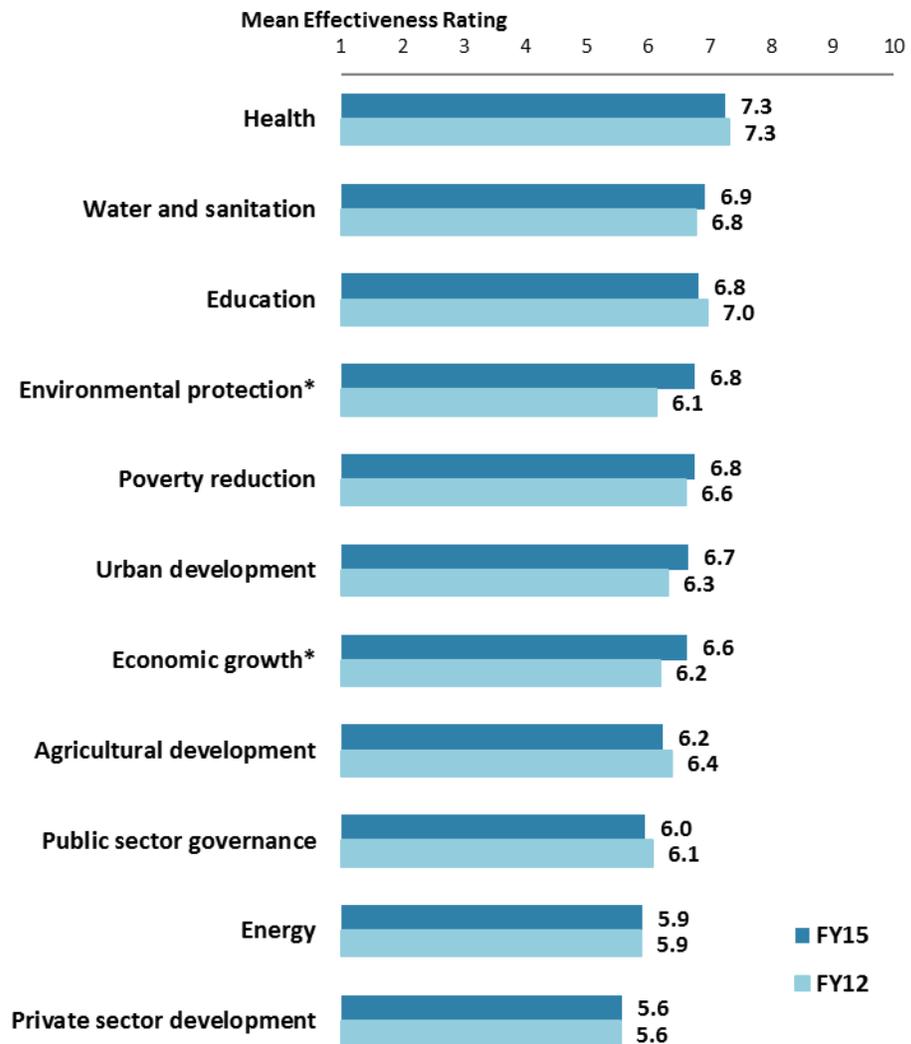


"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Benin?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between collaborators and non-collaborators)



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁶



"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Benin?" (1- "Not effective at all", 10- "Very effective")
(*Significantly different between FY15 and FY12)

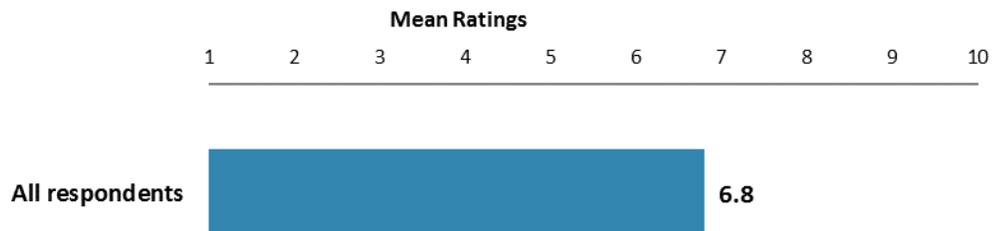
⁶All means presented in this chart are calculated based on weighted data. See Appendix E (page 101) for details.



VI. Sectoral Importance and Effectiveness (continued)

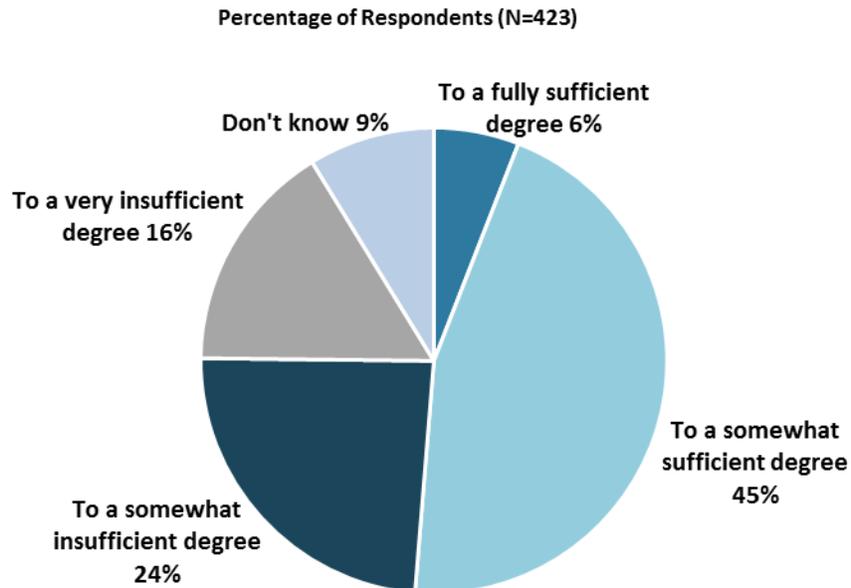
The WBG Promoting Private Public Partnerships

- **Stakeholders:** Respondents from the media gave the highest mean ratings for the extent to which the WBG’s work helps to promote private public partnerships in Benin whereas respondents from academia gave significantly lower mean ratings.
- **Collaboration:** Respondents who collaborate with the WBG gave significantly higher ratings for the extent to which the WBG’s work helps to promote private public partnerships in Benin (mean rating = 7.1) compared to respondents who do not collaborate with the WBG (mean rating = 6.4).



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

Helping the Poorest



"To what extent do you believe that the World Bank Group’s work and support help the poorest in Benin? (Select only ONE response)" (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 Benin, 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 WBG'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 WBG'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 WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Benin. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at public sector governance.

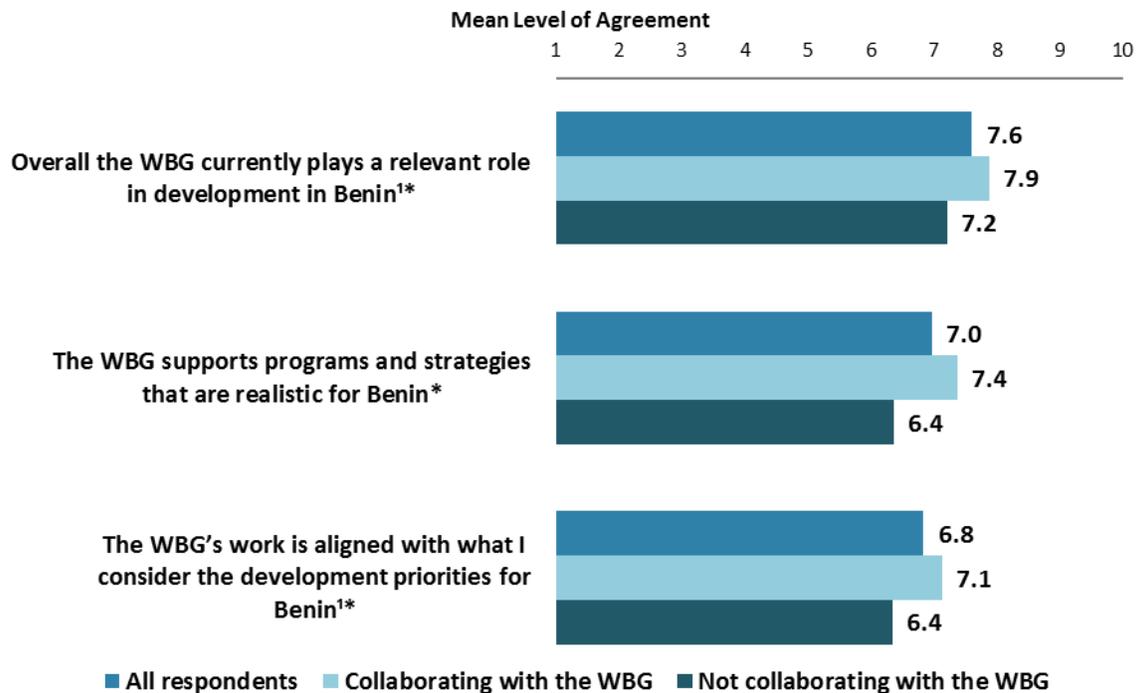
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Benin, suggesting that ratings of effectiveness in those specific areas 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 poverty reduction; and
 - The WBG's effectiveness at public sector governance.



VII. How the World Bank Group Operates

The World Bank Group's Work in Benin

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement regarding these aspects of the WBG's work in Benin compared to respondents from the FY '12 Country Survey (refer to Appendix E, page 101, for a complete breakdown).
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement for all three of these aspects of the WBG's work in Benin whereas respondents from the private sector/financial sector/private banks and independent government institutions had significantly lower levels of agreement.



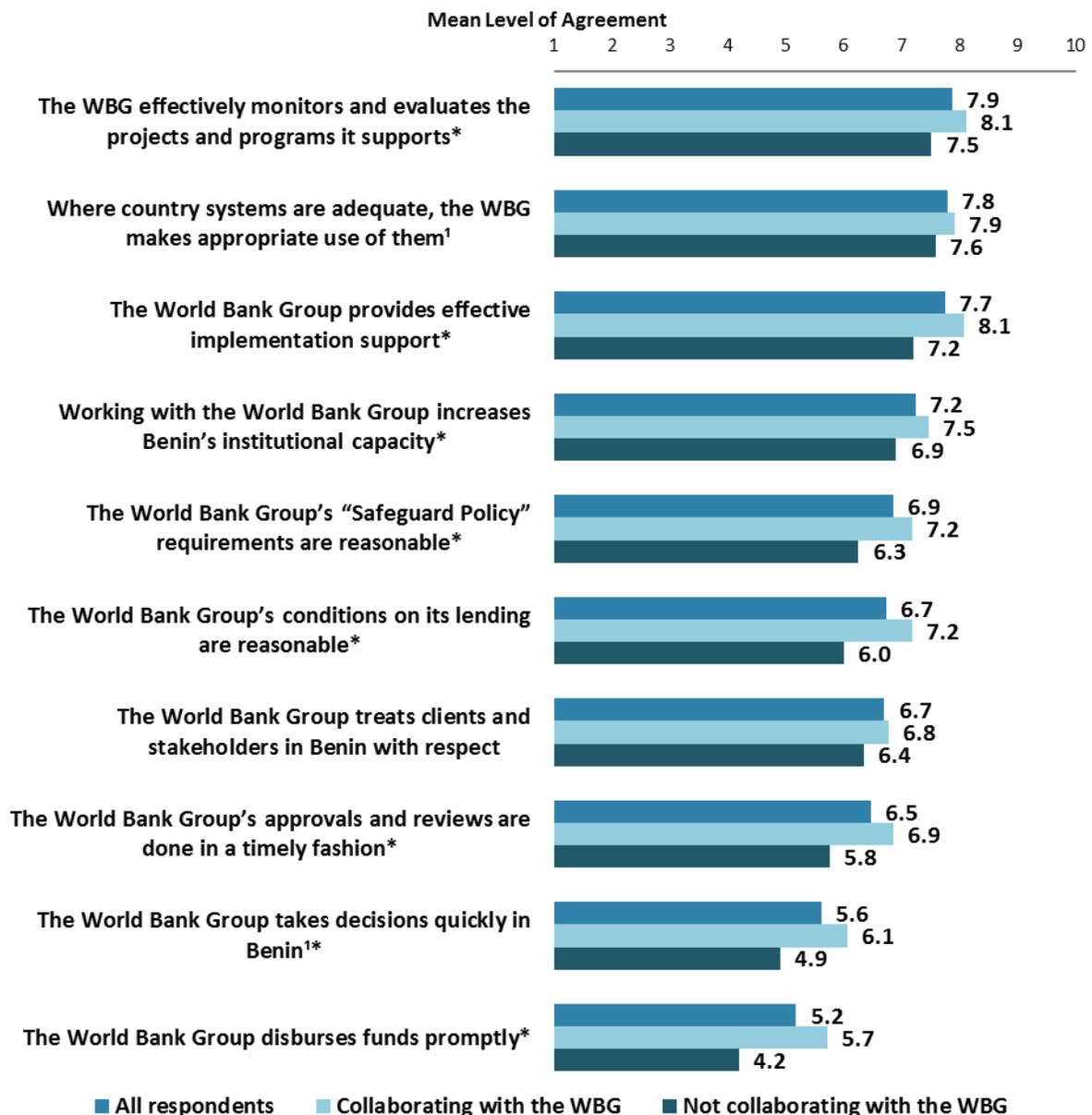
"To what extent do you agree with the following statements about the World Bank Group's work in Benin?" (1-"Strongly disagree", 10-"Strongly agree")
 (*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions

- Stakeholders:** There were significant stakeholder group differences across most of these aspects of how the WBG operates (refer to Appendix B, page 71, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to have the highest levels of agreement whereas respondents from independent government institutions tended to have significantly lower levels of agreement.

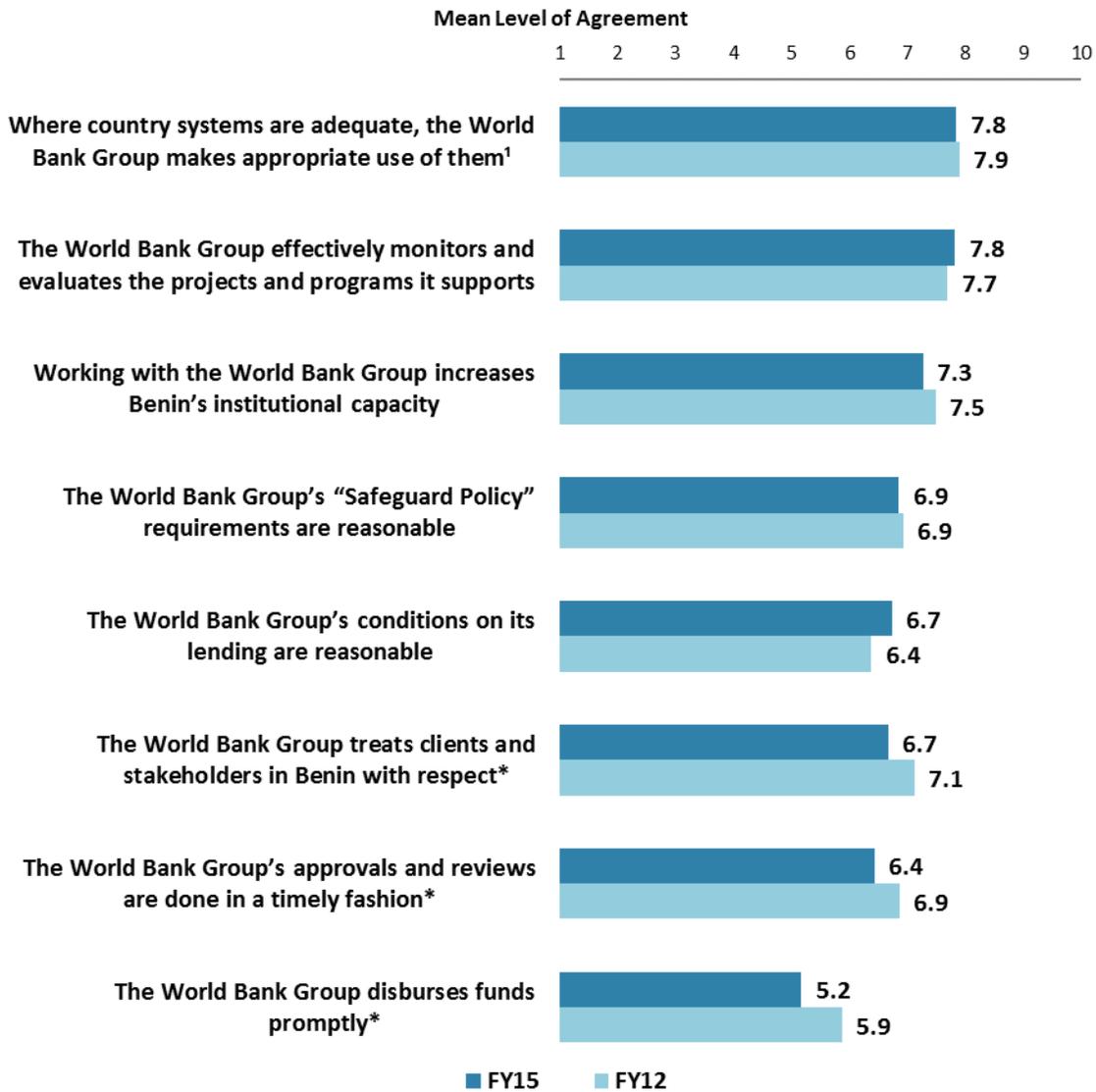


"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") ¹Indicator question
 (*Significantly different between collaborators and non-collaborators)



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁷



"To what extent do you agree/disagree with the following statements?"
 (1-"Strongly disagree", 10-"Strongly agree") 'Indicator question
 (*Significantly different between FY15 and FY12)

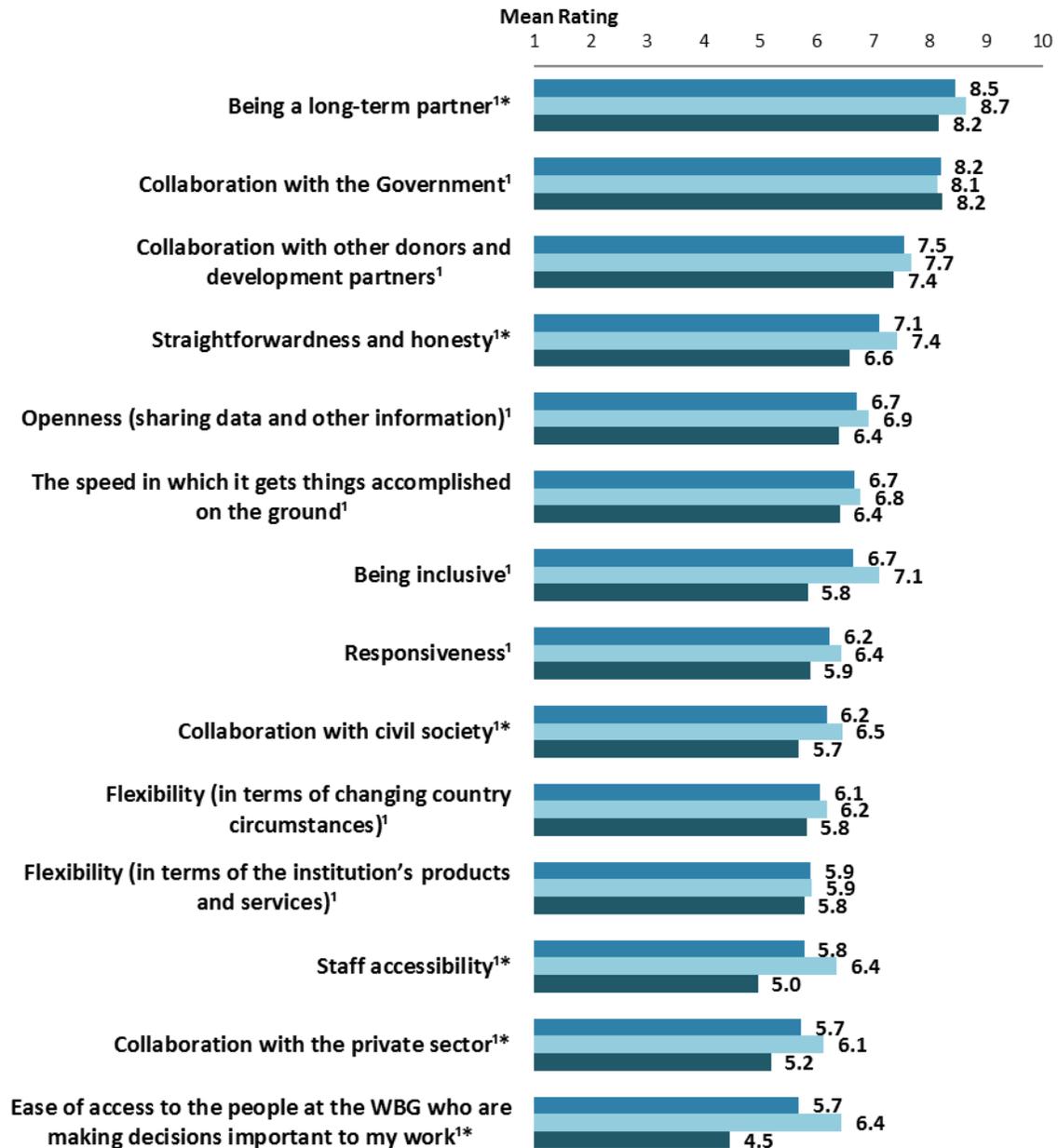
⁷All means presented in this chart are calculated based on weighted data. See Appendix E (page 101) for details.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner

- **Stakeholders:** There were significant stakeholder group differences across several of these aspects of how the WBG operates in Benin (refer to Appendix B, page 71, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to have the highest levels of agreement whereas respondents from academia tended to have significantly lower levels of agreement.



■ All respondents ■ Collaborating with the WBG ■ Not collaborating with the WBG

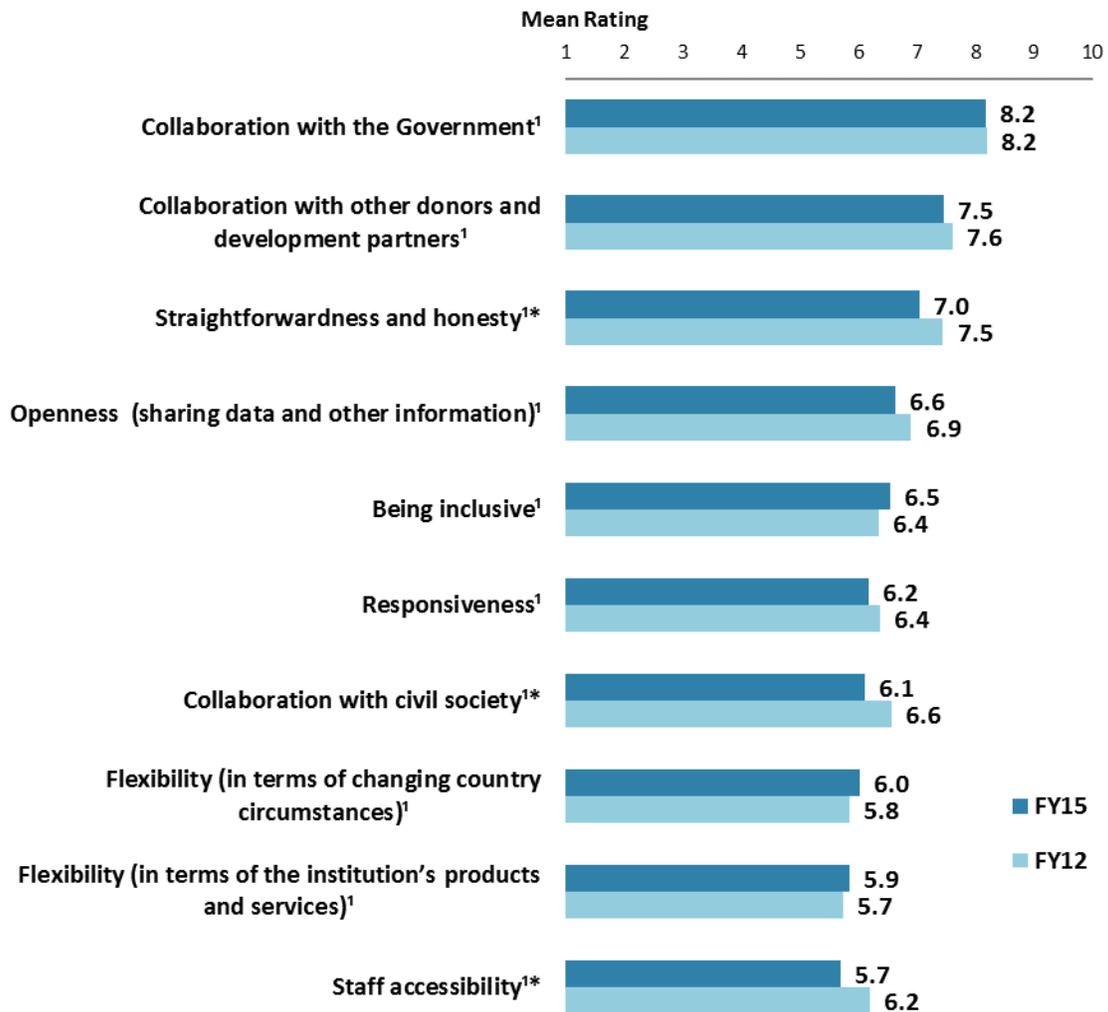
"To what extent is the World Bank Group an effective development partner in Benin in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸



"To what extent is the World Bank Group an effective development partner in Benin in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")
 (*Significantly different between FY15 and FY12) ¹Indicator Question

⁸All means presented in this chart are calculated based on weighted data. See Appendix E (page 101) for details.



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and the media gave the highest mean ratings for the extent to which the WBG measures and corrects its work in real time in Benin whereas respondents from independent government institutions and academia gave significantly lower mean ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings that the WBG measures and corrects its work in real time (mean rating = 7.4) compared to those who are not collaborating (mean rating = 6.7).



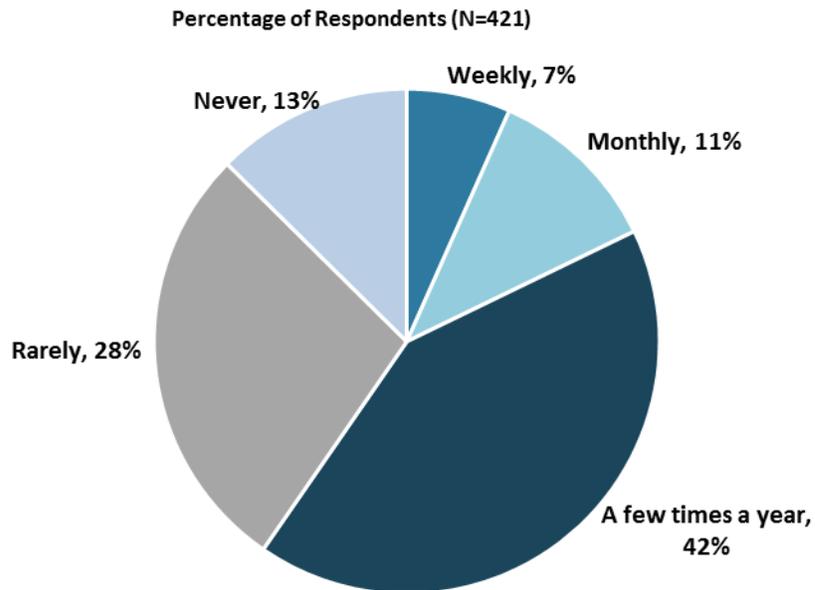
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Benin?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects and the office of the President/Prime Minister/Minister indicated the most frequent usage of the WBG’s knowledge work and activities (percentage of respondents = 38% and 33% weekly/monthly, respectively) whereas respondents from local government indicated significantly less frequent usage (74% rarely/never).



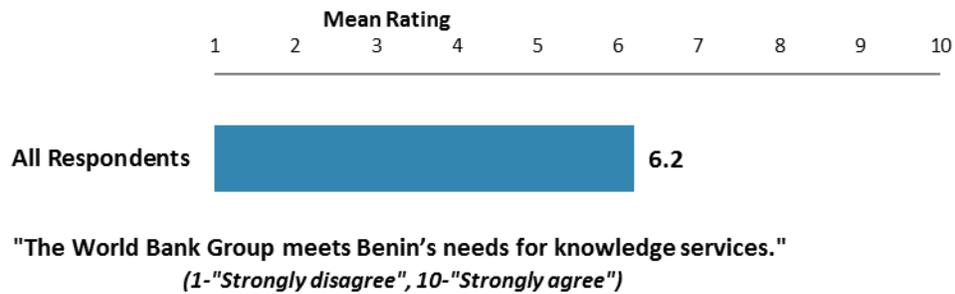
"How frequently do you consult World Bank Group knowledge work and activities in the work you do?" (Respondents chose from a list.)



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

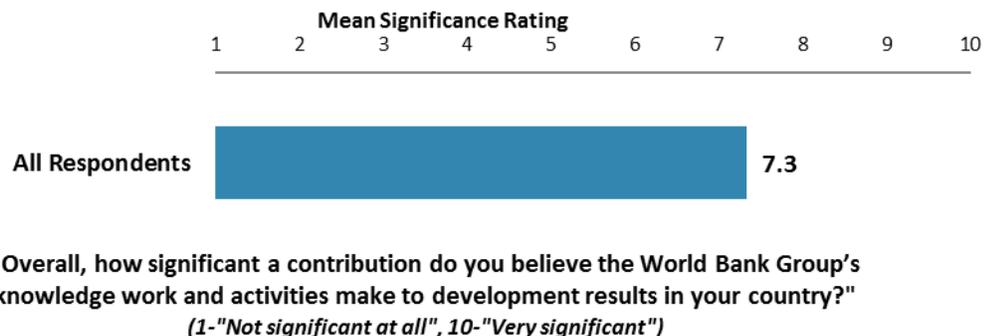
Meeting Benin's Knowledge Needs (*Indicator Question*)

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG meets Benin's needs for knowledge services (weighted mean = 6.2) compared to respondents from the FY '12 Country Survey (weighted mean = 6.5)⁹.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG meets Benin's needs for knowledge services (mean rating = 6.5) compared to respondents who are not collaborating with the WBG (mean rating = 5.8).



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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the significance of the contribution of the WBG's knowledge work and activities (weighted mean = 7.3) compared to respondents from the FY '12 Country Survey (weighted mean = 7.1)⁹.



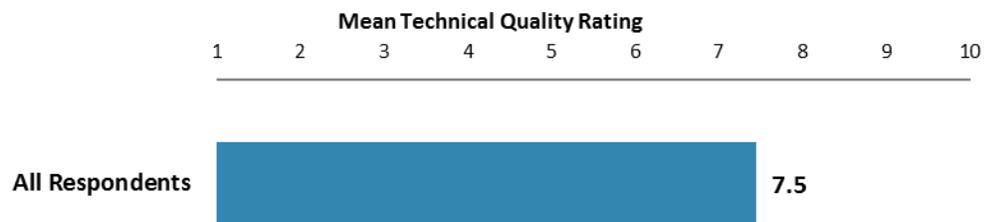
⁹ Please refer to Appendix E (page 101) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar ratings for the technical quality of the WBG's knowledge work and activities (weighted mean = 7.4) compared to respondents from the FY '12 Country Survey (weighted mean = 7.6)¹⁰
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects gave the highest ratings for the technical quality of the WBG's knowledge work and activities whereas respondents from academia gave significantly lower ratings.
- **Collaboration:** Respondents who are collaborating with the WBG gave significantly higher ratings for the technical quality of the WBG's knowledge work and activities (mean rating = 7.6) compared to respondents who are not collaborating with the WBG (mean rating = 7.2).



"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")

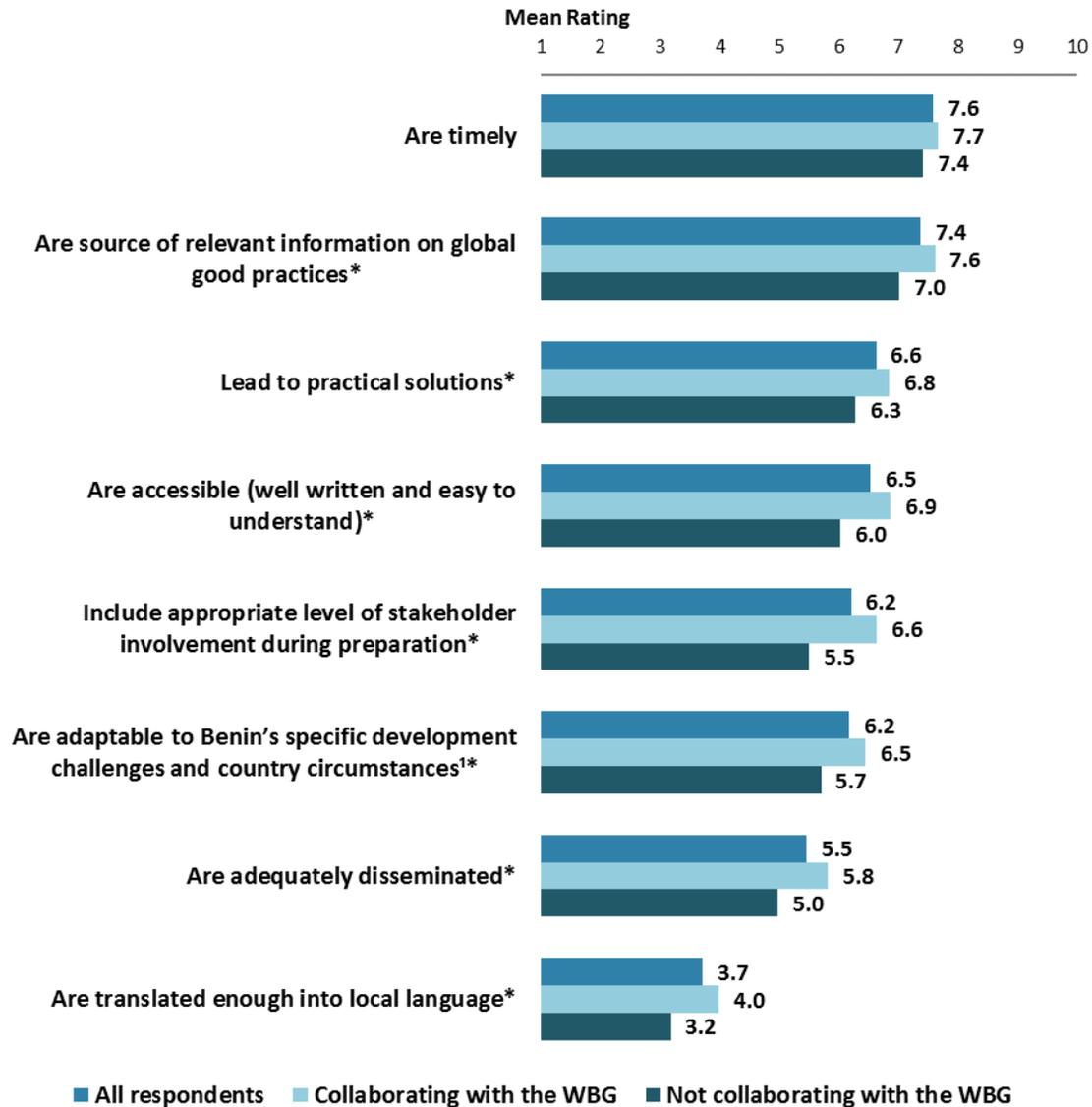
¹⁰ Please refer to Appendix E (page 101) for more details on weighting for year comparisons. The means in these charts were calculated based on un-weighted data.



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

Qualities of the WBG's Knowledge Work and Activities

- Stakeholders:** There were significant stakeholder group differences across several of these aspects of the WBG's knowledge work and activities (refer to Appendix B, page 71, for a complete breakdown). For the most part, respondents from PMUs/Consultants on WBG-supported projects tended to give the highest ratings whereas respondents from academia tended to give significantly lower levels of agreement.

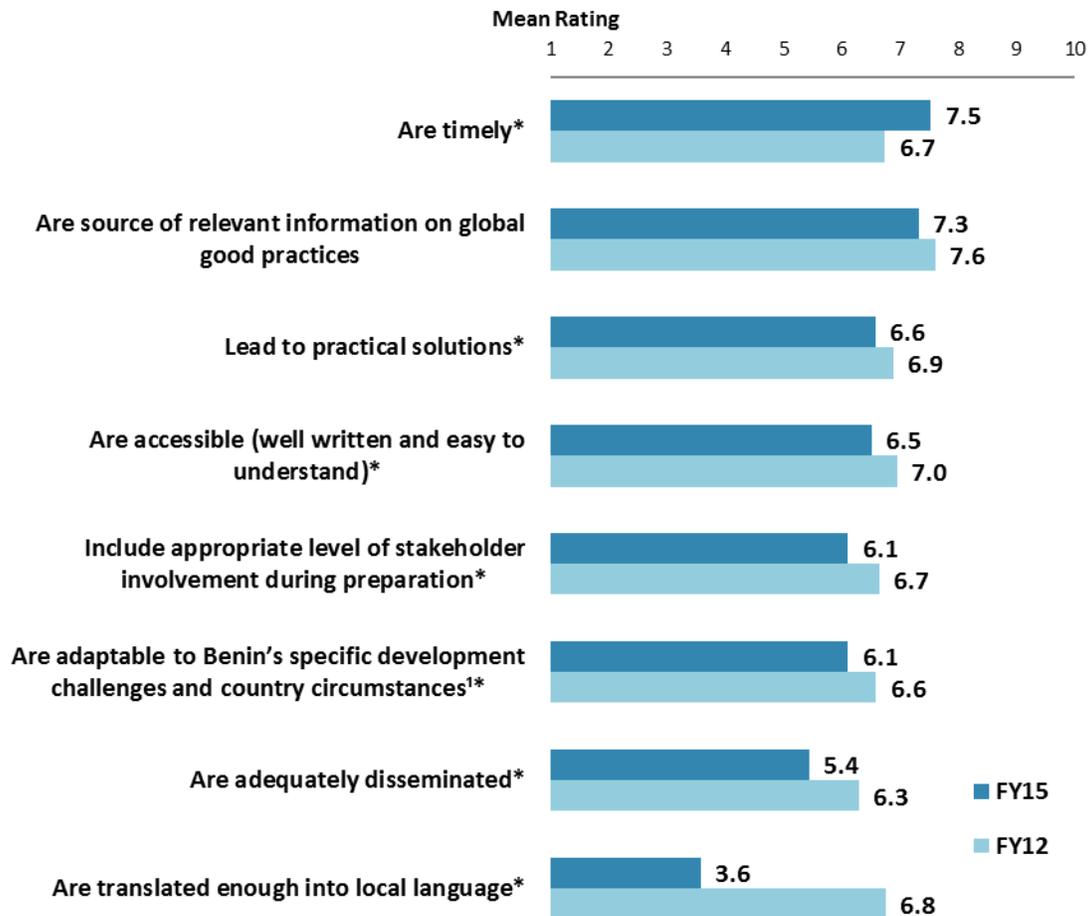


"In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between collaborators and non-collaborators) ¹Indicator Question



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

Qualities of the WBG's Knowledge Work and Activities: Year Comparison¹¹

"In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities:" (1-"To no degree at all", 10-"To a very significant degree") 'Indicator Question (*Significantly different between between FY15 and FY12)

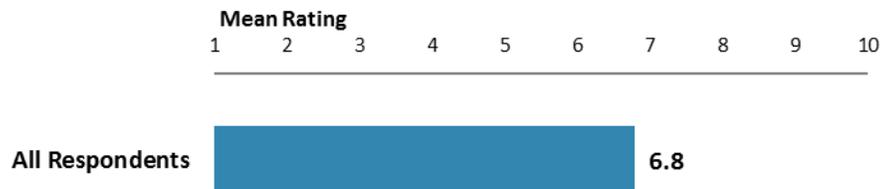
¹¹All means presented in this chart are calculated based on weighted data. See Appendix E (page 101) for details.



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

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

- **Year comparison:** Respondents in this year's Country Survey had statistically similar levels of agreement that the WBG's financial instruments meet Benin's needs (weighted mean = 6.8) compared to respondents from the FY '12 Country Survey (weighted mean = 6.5)¹².
- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG's financial instruments meet Benin's needs whereas respondents from the private sector/financial sector/private banks and independent government institutions had significantly lower levels of agreement.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG's financial instruments meet Benin's needs (mean rating = 7.2) compared to respondents who are not collaborating (mean rating = 6.3).



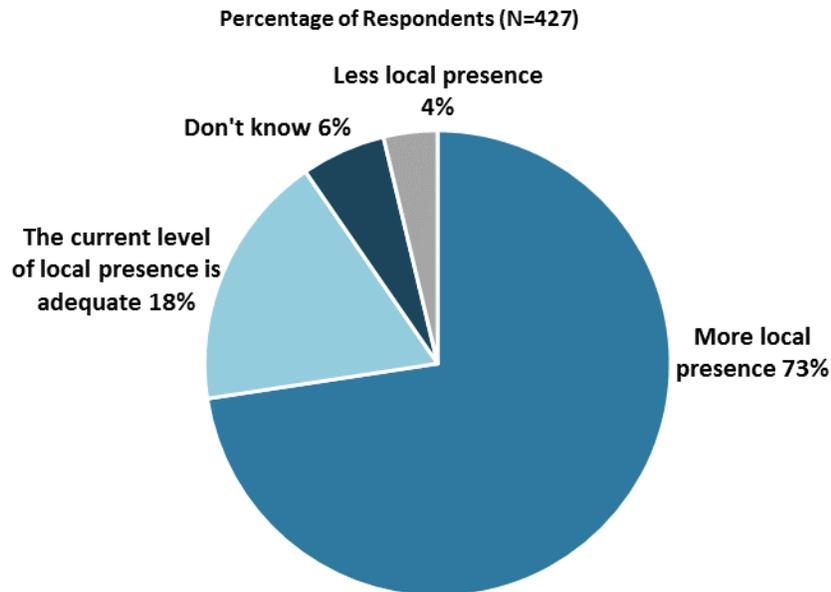
"The World Bank Groups's financial instruments meet the needs of Benin."
(1-"Strongly disagree", 10-"Strongly agree")

¹² Please refer to Appendix E (page 101) for more details on weighting for year comparisons. The means in the chart were calculated based on un-weighted data.



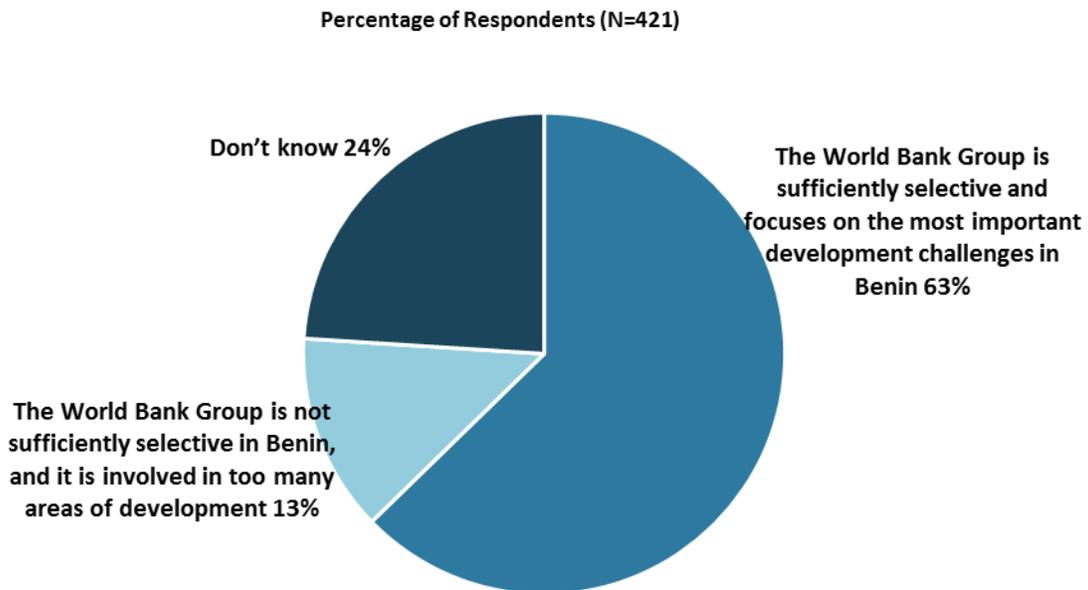
IX. The Future Role of the World Bank Group in Benin

The World Bank Group's Local Presence in Benin



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

Selectivity of the World Bank Group's Support



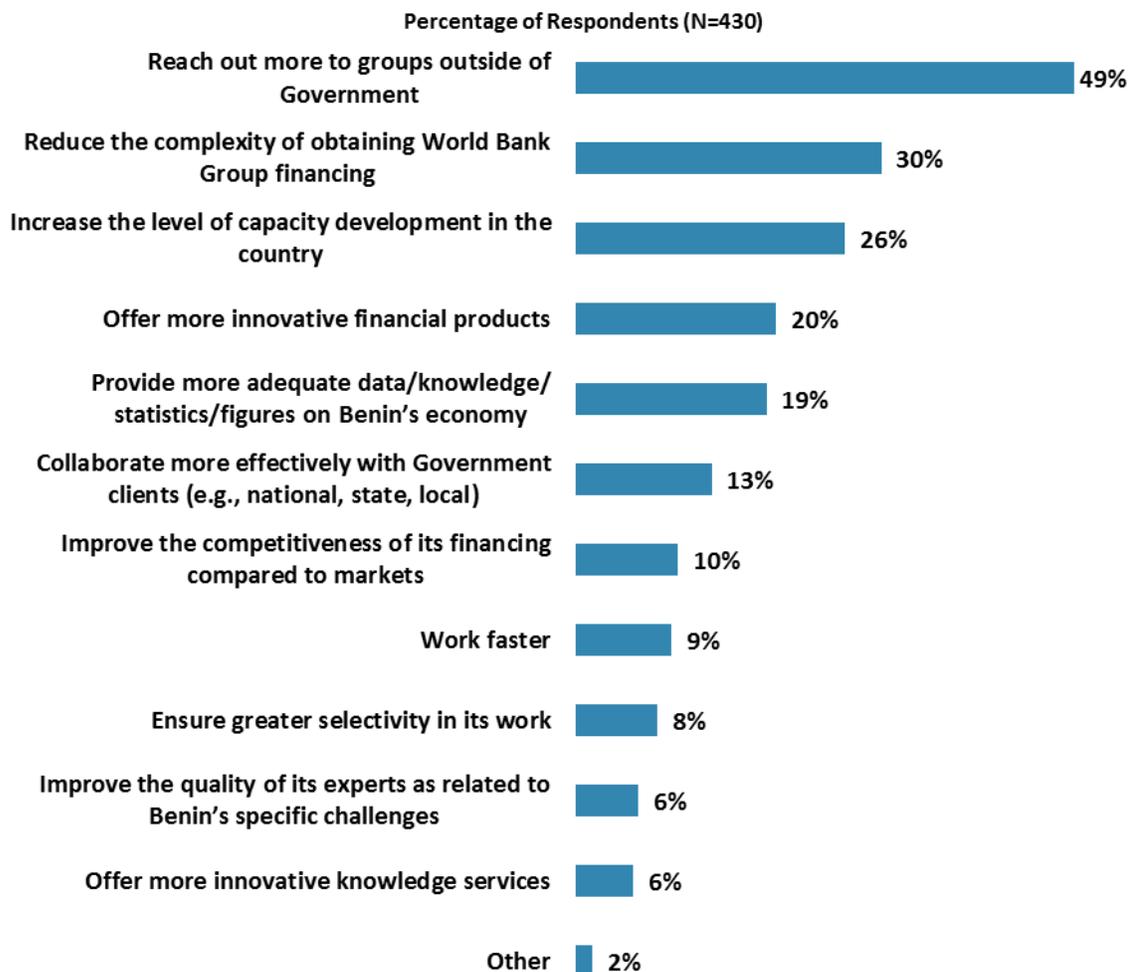
"Which of the following best describes the World Bank Group's support in Benin? (Select only ONE response)" (Respondents chose from a list.)



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

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that, to make itself of greater value, the WBG should reduce the complexity of obtaining WBG financing (percentage of respondents = 46%), followed by improving the quality of its experts as related to Benin's specific challenges (35%), improve the competitiveness of its financing compared to markets (28%), and offer more innovative financial products (27%).
- **Stakeholders:** Respondents from the private sector/financial sector/private banks, the media, and civil society were the most likely to indicate that the WBG should reach out to more groups outside of Government whereas respondents from the office of the President/ Prime Minister/Minister were significantly less likely to indicate this. Respondents from bilateral/multilateral agencies were significantly more likely to indicate that the WBG should provide more adequate data/knowledge/statistics on Benin's economy compared to respondents from other stakeholder groups. Respondents from independent government institutions were significantly more likely to indicate that the WBG should collaborate more effectively with Government clients compared to respondents from other stakeholder groups.



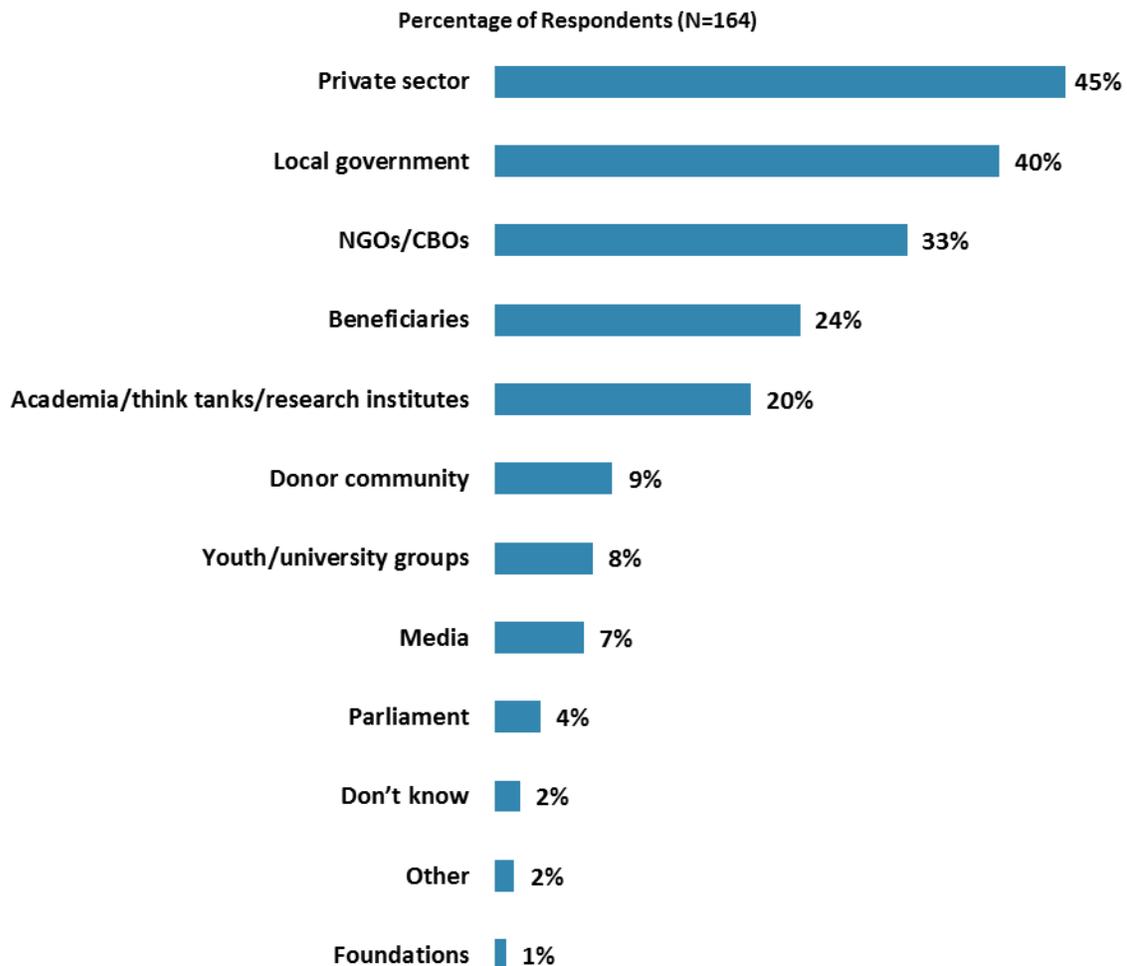
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Benin? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

World Bank Group Should Collaborate More with...

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that the WBG should collaborate more with NGOs (percentage of respondents = 41%), local government (40%), and private sector (33%) to ensure better development results.
- **Stakeholders:** Compared to other stakeholder groups, respondents from the private sector/financial sector/private banks were significantly more likely to indicate that the WBG should collaborate more with the private sector, respondents from local government were significantly more likely to indicate more collaboration with local government, respondents from civil society were significantly more likely to indicate more collaboration with NGOs/CBOs, respondents from bilateral/multilateral agencies were significantly more likely to indicate more collaboration with the donor community, respondents from academia were significantly more likely to indicate more collaboration with academia, and respondents from the media were significantly more likely to indicate more collaboration with the media.



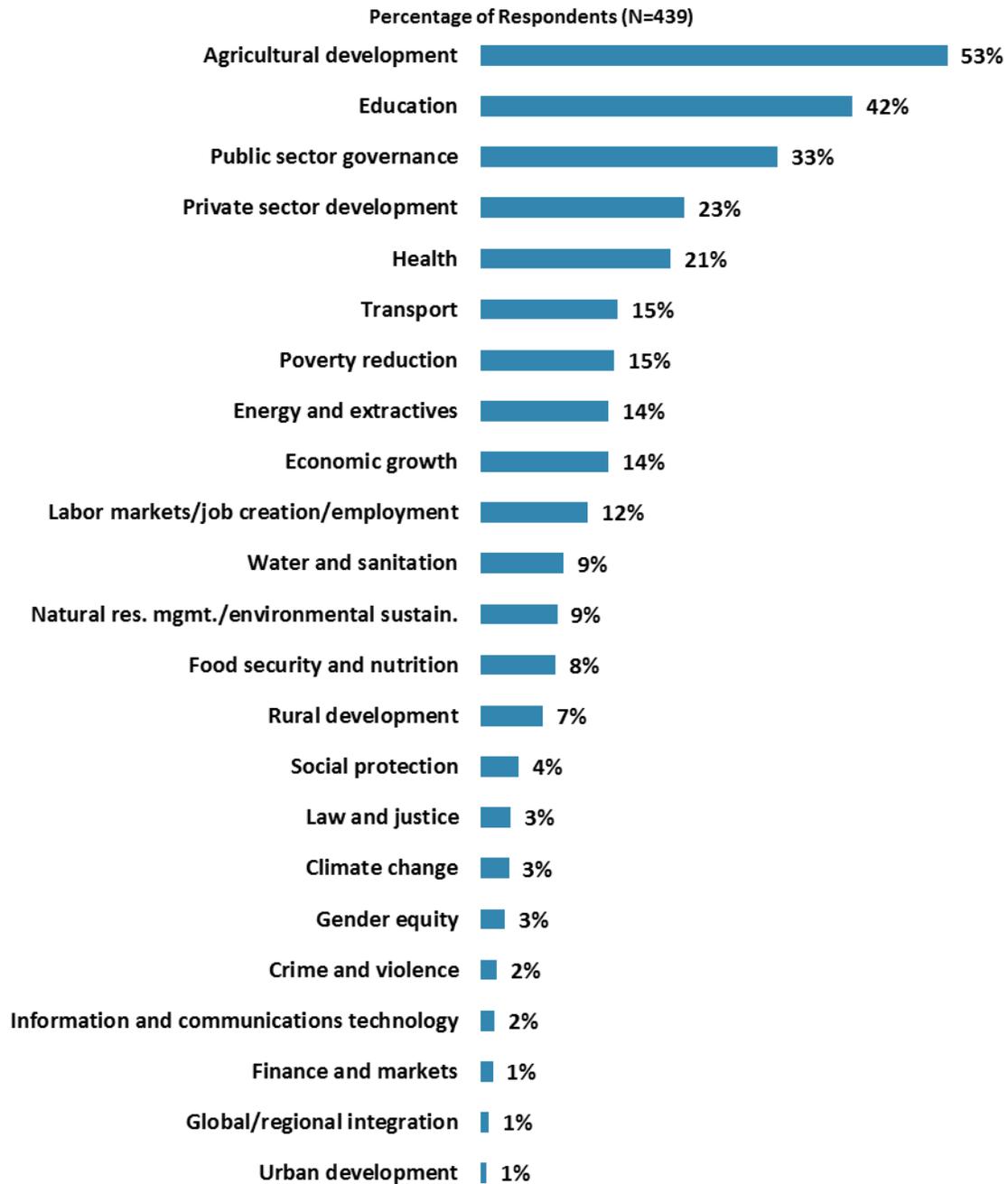
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents from the FY '12 Country Survey indicated that the WBG should focus its resources on education (percentage of respondents = 55%), followed by rural development (32%), agricultural development (28%), and health (27%).



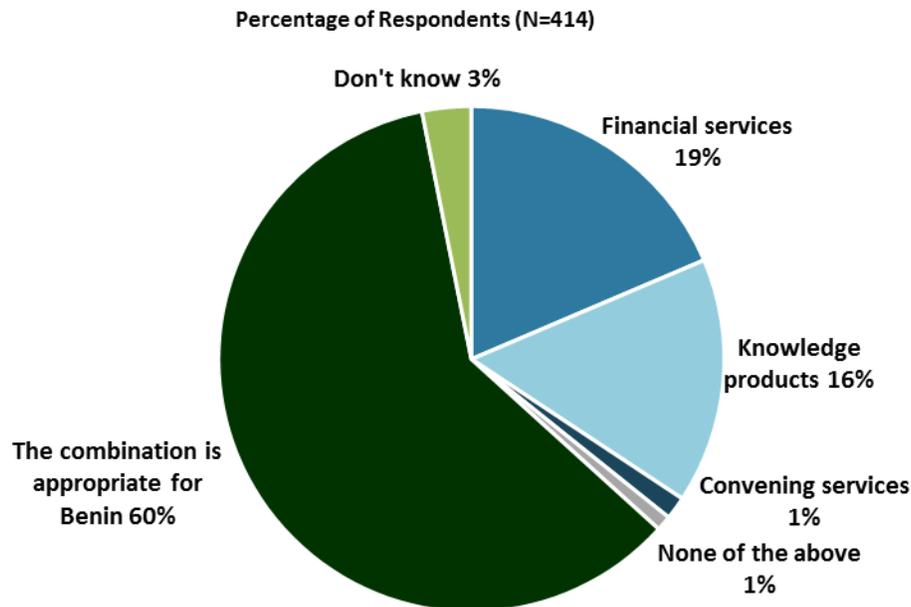
“When thinking about how the World Bank Group can have the most impact on development results in Benin, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Benin? (Choose no more than THREE)”
(Respondents chose from a list. Responses combined.)



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

Future Combination of the WBG services

- **Stakeholders:** Respondents from bilateral/multilateral agencies and independent government institutions were significantly more likely to indicate that the WBG should offer more knowledge products in Benin compared to respondents from other stakeholder groups.



"When considering the combination of services that the World Bank Group offers in Benin, 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 Benin?" (Respondents chose from a list.)

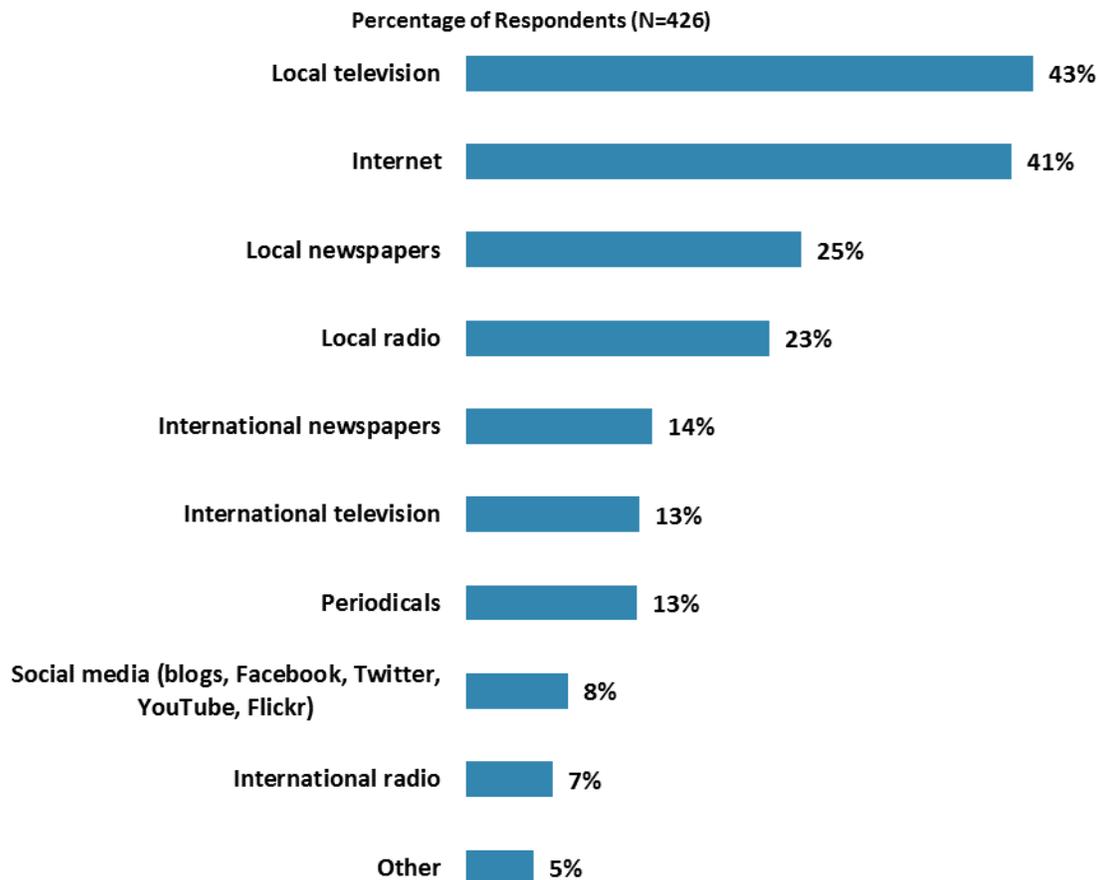


X. Communication and Outreach

When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 71) for all responses by stakeholder groups.

Information Sources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they got most of their information about economic and social development issues from local television (percentage of respondents = 47%), local newspapers (46%), and the Internet (39%).



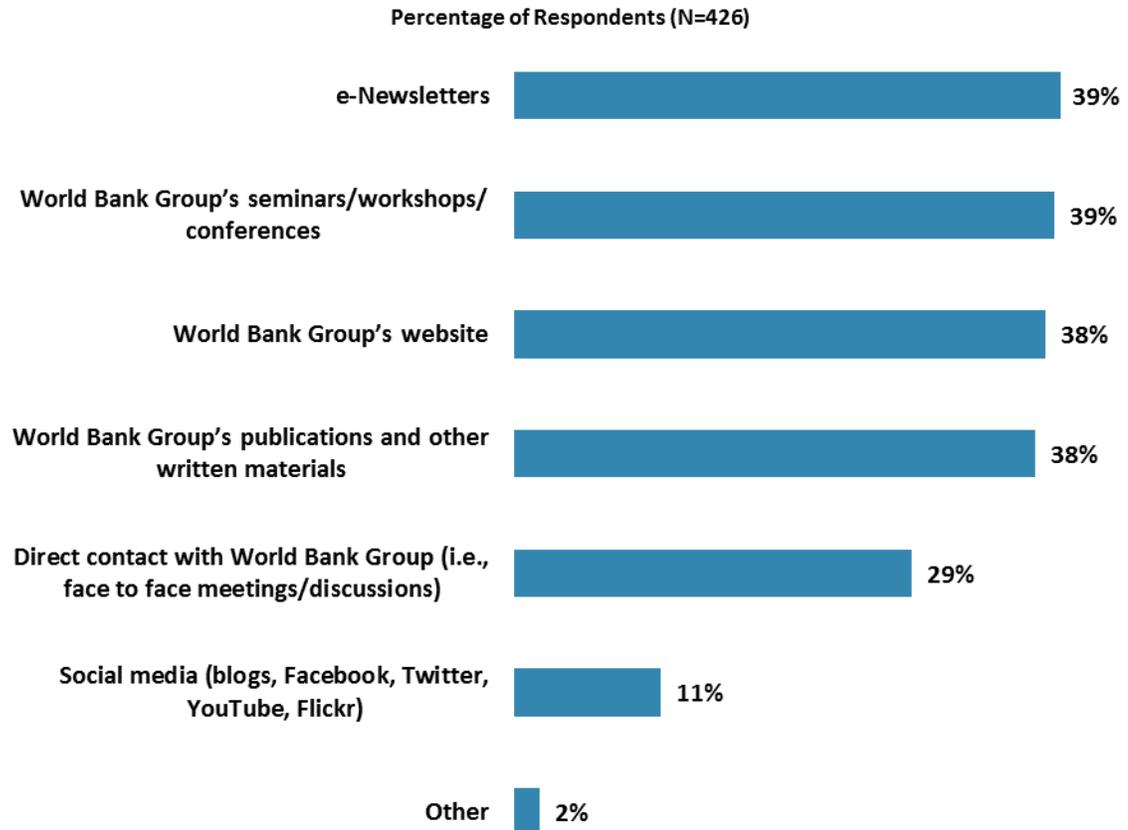
"How do you get most of your information about economic and social development issues in Benin? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY '12 Country Survey indicated that they preferred to get their information from the WBG's website (percentage of respondents = 55%), WBG's seminars/workshops/conferences (39%), WBG's publications and other written materials (36%), and direct contact with the WBG (28%).

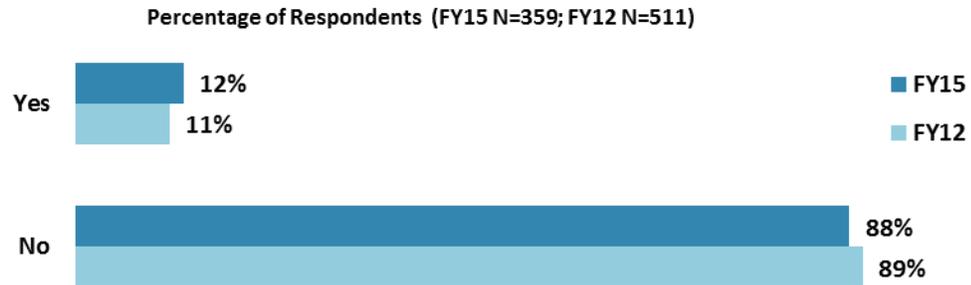


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



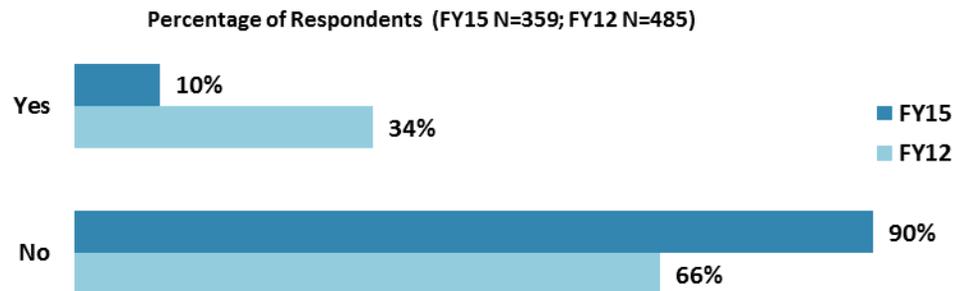
X. Communication and Outreach (continued)

Access to Information

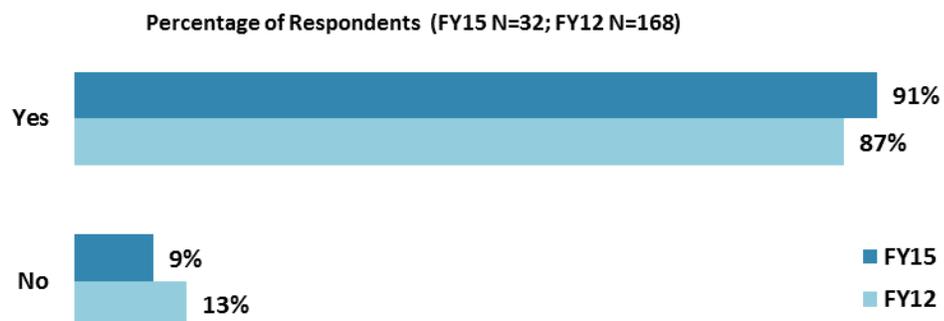


"Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?"
(Note, these percentages were calculated based on weighted data.)

- **Stakeholders:** Respondents from bilateral/multilateral agencies were significantly more likely to have requested information from the WBG in the past year compared to respondents from other stakeholder groups.



"Have you requested information from the World Bank Group on its activities in the past year?"
Significantly different between FY15 and FY12 (Note, these percentages were calculated based on weighted data.)



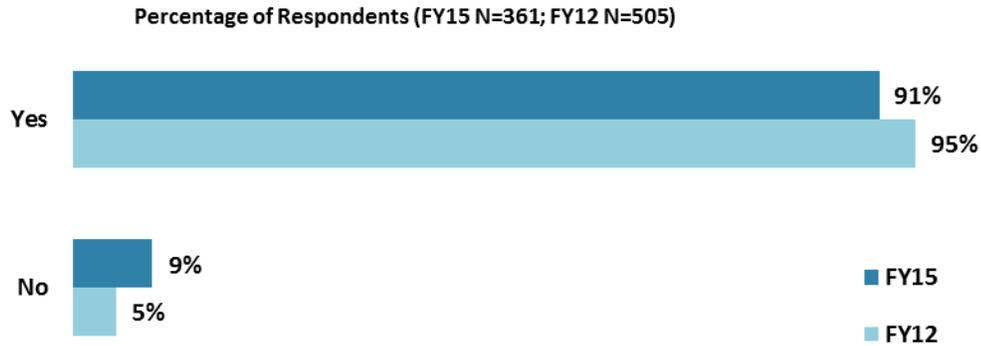
"Were you able to obtain this information?"
(Note, these percentages were calculated based on weighted data.)



X. Communication and Outreach (continued)

Access to the Internet

- **Stakeholders:** Respondents from civil society and other organizations were significantly *less* likely to have Internet access compared to respondents from other stakeholder groups.

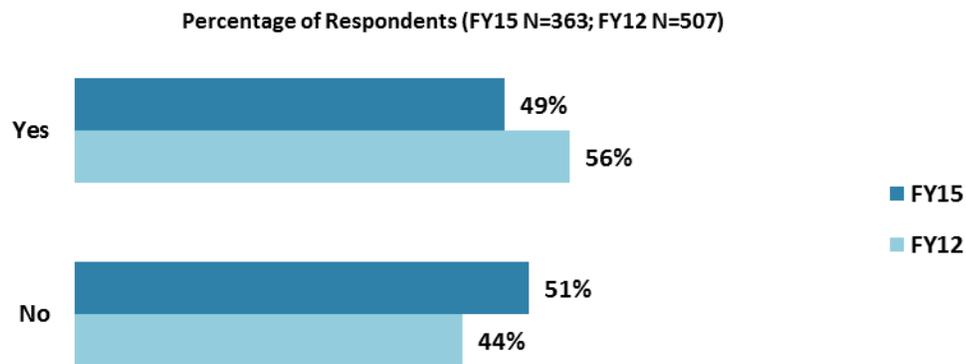


"Do you have access to the Internet?"

Significantly different between FY15 and FY12 (Note, these percentages were calculated based on weighted data.)

WBG Website Usage

- **Stakeholders:** Respondents from independent government institutions, PMUs/Consultants on WBG-supported projects, and bilateral/multilateral agencies were the most likely to indicate utilization of the WBG website whereas respondents from local government and the private sector/financial sector/private banks were significantly less likely to indicate utilization of the WBG website.



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

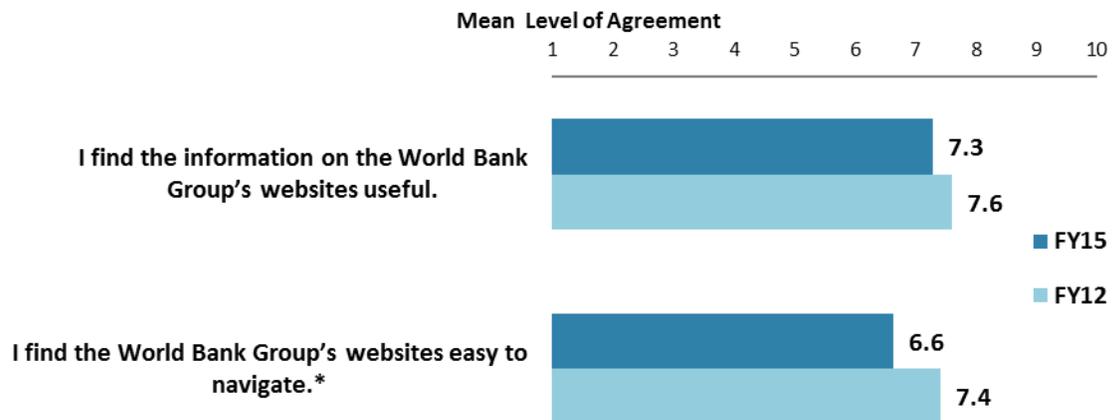
Significantly different between FY15 and FY12 (Note, these percentages were calculated based on weighted data.)



X. Communication and Outreach (continued)

WBG Website Evaluation

- Stakeholders:** Employees of ministries and respondents from the media had the highest levels of agreement that the information on the WBG's websites is useful whereas respondents from the private sector/financial sector/private banks and local government had significantly lower levels of agreement. Employees of ministries and respondents from bilateral/multilateral agencies had the highest levels of agreement that they find the WBG's website easy to navigate whereas respondents from the private sector/financial sector/private banks and local government had significantly lower levels of agreement.
- Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher levels of agreement that the information on the WBG's websites is useful and that they find the WBG's website easy to navigate (mean rating = 7.6 and 7.0, respectively) compared to respondents who are not collaborating (mean rating = 6.7 and 6.2, respectively).



"Please rate how much you agree with the following statements."
 (1-"Strongly disagree", 10-"Strongly agree") *Significantly different between FY15 and FY12
 (Note, these means calculated based on weighted data.)



X. Communication and Outreach (continued)

Use and Evaluation of the WBG's Social Media Channels

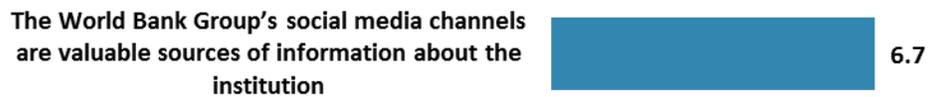
Percentage of Respondents (N=409)



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

Mean Level of Agreement

1 2 3 4 5 6 7 8 9 10



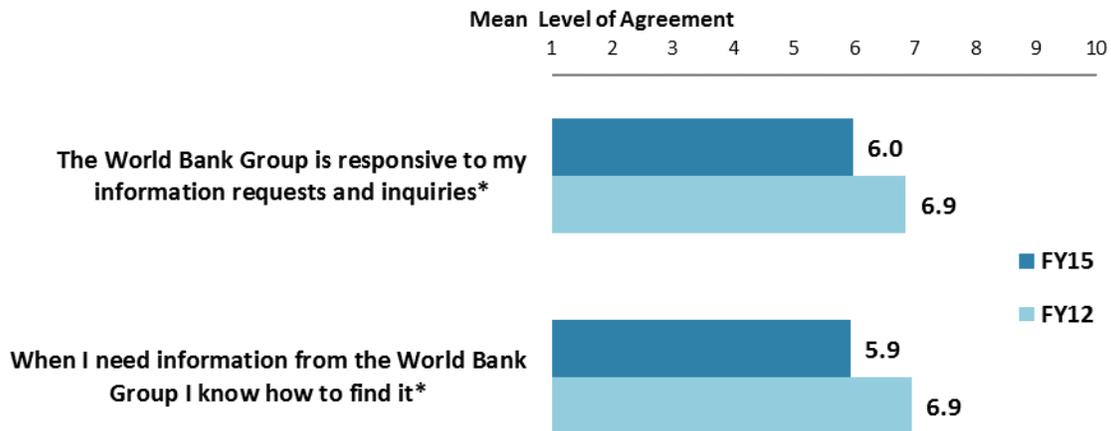
"Please rate how much you agree with the following statements"
(1-"Strongly disagree", 10-"Strongly agree")



X. Communication and Outreach (continued)

Information Sharing

- **Stakeholders:** Respondents from PMUs/Consultants on WBG-supported projects had the highest levels of agreement that the WBG is responsive to their information requests and inquiries whereas respondents from independent government institutions had significantly lower levels of agreement. Respondents from bilateral/multilateral agencies had the highest levels of agreement that when they need information from the WBG they know how to find it whereas respondents from the private sector/financial sector/private banks, independent government institutions, and academia had significantly lower levels of agreement.
- **Collaboration:** Respondents who are collaborating with the WBG had significantly higher levels of agreement that the WBG is responsive to their information requests and that when they need information from the WBG they know how to find it (mean ratings = 6.8 and 6.6, respectively) compared to respondents who are not collaborating (mean rating = 4.9 and 5.2, respectively).



"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree") *Significantly different between FY15 and FY12
(Note, these means calculated based on weighted data.)



XI. Appendices

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BENIN





Appendix A: Responses to All Questions across All Respondents (N=442)

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 Benin

1. In general would you say that Benin is headed in ... ?	Percentage of Respondents (N=422)
The right direction	58.3%
The wrong direction	17.3%
Not sure	24.4%

2. Listed below are a number of development priorities in Benin. Please identify which of the following you consider the most important development priorities in Benin? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=428)
Agricultural development	53.0%
Education	51.2%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	39.3%
Health	22.2%
Poverty reduction	21.0%
Private sector development (incl. foreign direct investment, trade and competitiveness)	18.5%
Energy and extractives	16.4%
Food security and nutrition	11.0%
Labor markets/job creation/employment	9.8%
Transport (e.g., roads, bridges, transportation)	9.6%
Natural resource management and environmental sustainability	9.1%
Water and sanitation	8.9%
Economic growth	6.3%
Law and justice (e.g., judicial system)	4.9%
Rural development	4.9%
Social protection (e.g., pensions, targeted social assistance)	2.6%
Gender equity	2.1%
Information and communications technology	1.9%
Climate change (e.g., mitigation, adaptation)	1.9%
Finance and markets	1.4%
Global/regional integration	1.2%
Urban development	0.7%
Crime and violence	0.2%

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

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Benin? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=437)
Agricultural development	42.3%
Education	38.9%
Private sector development (incl. foreign direct investment, trade and competitiveness)	34.6%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	30.0%
Economic growth	23.3%
Health	19.5%
Rural development	17.2%
Labor markets/job creation/employment	15.8%
Water and sanitations	15.3%
Food security and nutrition	14.4%
Energy and extractives	10.8%
Natural resource management and environmental sustainability	8.7%
Transport (e.g., roads, bridges, transportation)	7.1%
Gender equity	5.5%
Social protection (e.g., pensions, targeted social assistance)	4.3%
Law and justice (e.g., judicial system)	2.7%
Global/regional integration	1.8%
Climate change (e.g., mitigation, adaptation)	1.6%
Urban development	1.6%
Finance and markets	1.1%
Information and communications technology	0.9%
Crime and violence	0.9%

**A. General Issues Facing Benin (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 Benin? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=409)
Education and training that better ensure job opportunity	37.9%
Better employment opportunities for young people	24.2%
Greater access to health and nutrition for citizens	22.2%
Consistent economic growth	18.1%
Greater access to micro-finance for the poor	17.8%
Better opportunity for the poor who live in rural areas	16.4%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	14.9%
Better quality public services	13.4%
More reliable social safety net	9.0%
Greater voice and participation for citizens to help ensure greater accountability	8.8%
Better employment opportunities for women	4.4%
Greater equity of fiscal policy	3.9%
Better opportunity for the poor who live in urban areas	3.7%
A growing middle class	3.2%
Other	1.7%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Benin? (Select only ONE response)	Percentage of Respondents (N=438)
A very big problem	33.3%
A moderately big problem	42.0%
A small problem	13.2%
Not a problem at all	6.4%
Don't know	5.0%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=437)
A very serious problem	52.9%
A somewhat serious problem	38.0%
Not too serious problem	6.4%
Not a problem	.9%
Don't know	1.8%

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

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Benin? (1-Not familiar at all, 10-Extremely familiar)	425	0	5.45	2.48

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Benin? (1-Not effective at all, 10-Very effective)	371	60	6.67	2.42

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared to help Benin solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	336	95	7.27	2.18

4. When thinking about how the World Bank Group can have the most impact on development results in Benin, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Benin? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=439)
Agricultural development	52.6%
Education	41.9%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	33.5%
Private sector development (incl. foreign direct investment, trade and competitiveness)	23.0%
Health	21.4%
Transport (e.g., roads, bridges, transportation)	15.5%
Poverty reduction	15.0%
Energy and extractives	14.4%
Economic growth	14.4%
Labor markets/job creation/employment	12.1%
Water and sanitation	9.3%
Natural resource management and environmental sustainability	8.7%
Food security and nutrition	8.4%
Rural development	7.1%
Social protection (e.g., pensions, targeted social assistance)	4.3%
Law and justice (e.g., judicial system)	3.4%
Climate change (e.g., mitigation, adaptation)	3.2%
Gender equity	2.7%
Crime and violence	1.8%
Information and communications technology	1.6%
Finance and markets	1.4%
Global/regional integration	0.9%
Urban development	0.7%



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 Benin?	Percentage of Respondents (N=418)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	31.3%	15.6%	46.9%
Policy advice, studies, analyses	22.5%	18.0%	40.5%
Capacity development	13.4%	17.1%	30.5%
Mobilizing third party financial resources	14.1%	10.7%	24.8%
Technical assistance	5.0%	14.9%	19.9%
Donor coordination	7.9%	9.8%	17.7%
Convening/facilitating	3.8%	4.4%	8.2%
Data	1.4%	4.4%	5.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.5%	5.1%	5.6%
Other	0.0%	0.0%	0.0%

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 Angola? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	327	98	7.28	1.90
7. Citizen engagement (incorporating citizens' voices into development)	265	155	5.95	2.53
8. Policy design (for clarity and better incentives to achieve development goals)	307	113	7.00	2.16

When thinking about how to improve capacity building in Angola 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)	367	53	8.38	1.88
10. Citizen engagement (incorporating citizens' voices into development)	342	77	8.47	1.78
11. Policy design (for clarity and better incentives to achieve development goals)	354	69	8.49	1.85

12. Which of the following do you identify as the World Bank Group’s greatest WEAKNESSES in its work in Benin? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=431)
Not enough public disclosure of its work	31.6%
Not collaborating enough with stakeholders outside the Government	27.1%
World Bank Group’s processes too slow and complex	23.4%
Not willing to honestly criticize policies and reform efforts in the country	18.6%
Too influenced by developed countries	14.2%
Imposing technocratic solutions without regard to political realities	11.4%
Don’t know	10.2%
Not adequately sensitive to political/social realities in Benin	9.3%
Staff too inaccessible	8.4%
Its advice and strategies do not lend themselves to practical problem solving	7.4%
Not exploring alternative policy options	6.0%
Not aligned with country priorities	3.9%
Not aligned with other donors’ work	3.7%
Not client focused	2.6%
Arrogant in its approach	2.3%
The credibility of its knowledge/data	1.2%
Other	0.9%

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

13. Which World Bank Group's instruments do you believe are the most effective in reducing poverty in Benin? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=430)
Investment lending (financing specific projects)	61.9%
Capacity development	42.6%
Policy based lending / budget support to the Government	36.0%
Technical assistance (advice, best practice, international experience, etc.)	25.1%
Knowledge products/services (analytical work, studies, surveys, etc.)	9.5%
Trust Fund management	9.1%
Don't know	4.9%
Other	1.6%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Benin? (Select only ONE response)	Percentage of Respondents (N=423)
To a fully sufficient degree	5.9%
To a somewhat sufficient degree	45.4%
To a somewhat insufficient degree	23.9%
To a very insufficient degree	16.1%
Don't know	8.7%

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)	Percentage of Respondents (Responses Combined; N=436)
Private sector	45.4%
Local government	40.1%
NGOs/Community-based organizations (CBOs)	32.8%
Beneficiaries	24.3%
Academia/think tanks/research institutes	20.4%
Donor community	9.4%
Youth/university groups	7.8%
Media	7.1%
Parliament	3.7%
Don't know	2.1%
Other	1.6%
Foundations	0.9%

To what extent do you agree with the following statements about the World Bank Group's work in Benin? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Benin*	398	23	7.61	2.21
17. The World Bank Group's work is aligned with what I consider the development priorities for Benin*	370	43	6.84	2.47
18. The World Bank Group supports programs and strategies that are realistic for Benin	371	43	6.97	2.46
19. The World Bank Group treats clients and stakeholders in Benin with respect	304	105	6.71	2.52

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

To what extent is the World Bank Group an effective development partner in Benin, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness*	255	131	6.22	2.21
21. Flexibility (in terms of the institution's products and services)*	268	118	5.89	2.26
22. Flexibility (in terms of changing country circumstances)*	278	102	6.06	2.21
23. Being inclusive*	224	149	6.65	5.89
24. Openness (sharing data and other information)*	315	77	6.71	2.47
25. Staff accessibility*	296	89	5.78	2.62
26. Straightforwardness and honesty*	266	121	7.11	2.40
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	275	120	5.68	2.72
28. Collaboration with civil society*	259	136	6.17	2.40
29. Collaboration with the Government*	344	53	8.19	1.81
30. Collaboration with other donors and development partners*	262	129	7.55	2.16
31. Collaboration with the private sector*	249	145	5.73	2.44
32. The speed in which it gets things accomplished on the ground*	306	88	6.68	2.28
33. Being a long-term partner*	340	62	8.45	1.93

34. To be more effective development partner in Benin, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=436)
More local presence	72.6%
The current level of local presence is adequate	17.8%
Don't know	5.9%
Less local presence	3.7%

35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=425)
Political pressures and obstacles	30.8%
There is not an adequate level of citizen/civil society participation	28.7%
Reforms are not well thought out in light of country challenges	28.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.9%
The Government works inefficiently	20.7%
Lack of/inadequate levels of capacity in Government	20.5%
The World Bank Group does not do adequate follow through/follow-up	16.7%
Poor donor coordination	11.1%
The World Bank Group works too slowly	8.9%
Other	2.6%

**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 Benin? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Agricultural development	400	9	8.92	1.59
2. Education	385	5	8.89	1.58
3. Social protection (e.g., pensions, targeted social assistance)	342	21	6.22	2.41
4. Food security and nutrition	367	10	8.23	1.89
5. Health	372	8	8.76	1.60
6. Natural resource management and environmental sustainability	369	12	7.87	1.95
7. Water and sanitation	372	13	8.34	1.80
8. Urban development	349	21	7.07	2.06
9. Rural development	356	17	8.37	1.74
10. Private sector development (incl. foreign direct investment, trade and competitiveness)	374	12	8.34	1.92
11. Finance and markets	342	28	7.32	2.16
12. Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	375	11	8.56	2.02
13. Poverty reduction	388	7	8.84	1.78
14. Energy and extractives	360	11	8.19	2.18
15. Transport (e.g., roads, bridges, transportation)	361	13	8.18	2.07
16. Information and communications technology	372	11	7.46	2.21
17. Economic growth	370	10	8.31	1.92
18. Law and justice (e.g., judicial system)	361	19	7.60	2.17
19. Crime and violence	351	27	6.57	2.62
20. Climate change (e.g., mitigation, adaptation)	359	18	7.89	2.05
21. Labor markets/job creation/employment	366	15	8.25	2.05
22. Gender equity	359	17	7.03	2.39
23. Global/regional integration	363	23	7.34	2.31

**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 Benin? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Agricultural development	276	137	6.24	2.43
2. Education	263	128	6.81	2.29
3. Community development (i.e., social services, Safety Nets)	249	146	6.33	2.32
4. Nutrition	240	149	6.41	2.22
5. Health (e.g., maternal and child health, health system performance)	284	116	7.29	2.04
6. Environmental protection (i.e., forests and protected areas management)	249	148	6.70	2.27
7. Water and sanitation	262	138	6.95	2.11
8. Urban development (e.g., roads, sanitation, mitigation of the impacts of floods, access to urban services)	263	140	6.64	2.32
9. Private sector development	238	154	5.53	2.43
10. Business climate improvement	225	168	5.83	2.47
11. Public sector governance	250	144	6.00	2.41
12. Poverty reduction	317	82	6.77	2.47
13. Energy	249	145	5.93	2.65
14. Telecommunications (ICT)	192	198	5.67	2.34
15. Macroeconomics and fiscal management	185	206	6.14	2.28
16. Youth employment	246	153	5.58	2.66
17. Institutional strengthening	241	156	6.51	2.21
18. Trade and transport facilitation (e.g., infrastructure development, customs modernization)	229	170	6.24	2.44
19. Economic growth	269	132	6.61	2.32

3. Where are the World Bank Group's decisions made primarily that support the program in Benin? (Select only ONE response)	Percentage of Respondents (N=426)
At the Headquarters (in Washington D.C.)	67.4%
In the country	10.3%
Don't know	22.3%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Benin? (1-To no degree at all, 10-To a very significant degree)	345	87	7.11	1.99

To what extent do you agree with the following statements about the World Bank Group in Benin? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
5. The World Bank's financial instruments meet the needs of Benin*	375	54	6.78	2.31
6. The World Bank Group meets Benin's needs for knowledge services*	320	101	6.20	2.37

Internal monitoring	N	DK	Mean	SD
7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Benin? (1-To no degree at all, 10-To a very significant degree)	301	130	7.09	2.20

**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=421)
Weekly	6.7%
Monthly	11.2%
A few times a year	41.8%
Rarely	27.8%
Never	12.6%

In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	334	70	7.57	1.94
3. Include appropriate level of stakeholder involvement during preparation	287	116	6.20	2.28
4. Lead to practical solutions	320	79	6.63	2.08
5. Are accessible (well written and easy to understand)	317	83	6.53	2.26
6. Are source of relevant information on global good practices	311	87	7.38	2.13
7. Are adequately disseminated	314	84	5.45	2.48
8. Are translated enough into local language	284	118	3.71	2.65
9. Are adaptable to Benin's specific development challenges and country circumstances*	324	84	6.17	2.34

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)	347	79	7.34	2.04
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)	344	86	7.45	1.89

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	324	93	5.18	2.81
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	378	40	7.88	2.13
3. The World Bank Group's approvals and reviews are done in a timely fashion	320	96	6.47	2.38
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	266	149	6.86	2.23
5. The World Bank Group's conditions on its lending are reasonable	272	142	6.74	2.29
6. The World Bank Group takes decisions quickly in Benin*	264	145	5.62	2.42
7. Working with the World Bank Group increases Benin's institutional capacity	347	63	7.25	2.14
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	310	107	7.79	2.08
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	358	58	7.75	2.12

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

WBG Promoting PPP in Benin	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 Benin? (1-To no degree at all, 10-To a very significant degree)	312	115	6.79	2.17

11. Which of the following best describes the way the World Bank Group operates in Benin? (Select only one response)	Percentage of Respondents (N=427)
The World Bank Group takes too much risk in Benin	3.5%
The World Bank Group does not take enough risk in Benin	30.2%
The World Bank Group's approach to risk is appropriate	33.7%
Don't know	32.6%

12. Which of the following best describes the World Bank Group's support in Benin? (Select only one response)	Percentage of Respondents (N=421)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Benin	62.7%
The World Bank Group is not sufficiently selective in Benin, and it is involved in too many areas of development	13.3%
Don't know	24.0%

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Benin? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=430)
Reach out more to groups outside of Government	48.6%
Reduce the complexity of obtaining World Bank Group financing	29.8%
Increase the level of capacity development in the country	26.3%
Offer more innovative financial products	19.5%
Provide more adequate data/knowledge/statistics/figures on Benin's economy	18.6%
Collaborate more effectively with Government clients (e.g., national, state, local)	13.3%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	10.0%
Work faster	9.3%
Ensure greater selectivity in its work	7.9%
Improve the quality of its experts as related to Benin's specific challenges	6.0%
Offer more innovative knowledge services	5.6%
Other	1.6%

2. When considering the combination of services that the World Bank Group offers in Benin, 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 Benin? (Select only ONE response)	Percentage of Respondents (N=414)
Financial services	18.6%
Knowledge products	15.7%
Convening services	1.4%
None of the above	1.0%
The combination is appropriate for Benin	60.1%
Don't know	3.1%

**G. Communication and Information Sharing**

1. How do you get most of your information about economic and social development issues in Benin? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=426)
Local television	43.0%
Internet	41.3%
Local newspapers	25.4%
Local radio	23.0%
International newspapers	14.1%
International television	13.1%
Periodicals	12.9%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	7.7%
International radio	6.6%
Other	5.2%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=426)
e-Newsletters	39.4%
World Bank Group's seminars/workshops/ conferences	39.0%
World Bank Group's website	38.3%
World Bank Group's publications and other written materials	37.6%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	28.6%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	10.6%
Other	1.9%

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?	Percentage of Respondents (N=406)
Yes	12.6%
No	87.4%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=405)
Yes	9.6%
No	90.4%

5. Were you able to obtain this information?	Percentage of Respondents (N=37)
Yes	91.9%
No	8.1%

6. Do you have access to the Internet?	Percentage of Respondents (N=402)
Yes	90.8%
No	9.2%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=407)
Yes	49.1%
No	50.9%

**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=409)
Yes	17.8%
No	82.2%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate.	215	168	6.64	2.42
10. I find the information on the World Bank Group's websites useful.	209	158	7.28	2.30
11. The World Bank Group's social media channels are valuable sources of information about the institution	139	254	6.71	2.84
12. When I need information from the World Bank Group I know how to find it	276	120	5.95	3.01
13. The World Bank Group is responsive to my information requests and inquiries	175	209	5.92	2.93

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=425)
Employee of a Ministry, Ministerial Department or Implementation Agency	20.9%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	16.5%
NGO/ Community-Based Organization	11.3%
Local Government Office or Staff	9.2%
Private Sector Organization	8.0%
Media	7.1%
Other	6.4%
Academia/Research Institute/Think Tank	5.9%
Office of Minister	3.8%
Bilateral/ Multilateral Agency	2.4%
Independent Government Institution	2.4%
Office of the President, Prime Minister	1.9%
Trade Union	1.9%
Faith-Based Group	1.4%
Financial Sector/Private Bank	.7%
Youth Group	.5%

**H. Background Information**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=420)
Agriculture	19.8%
Other	12.6%
Education	8.1%
Health, nutrition, and population	7.1%
Urban, rural, and social development	6.7%
Generalist (specialized in multiple sectors)	6.4%
Environment and natural resources	5.7%
Governance	5.5%
Energy and extractives	5.0%
Finance and markets	4.5%
Transport and ICT	4.0%
Social protection and labor	3.1%
Jobs	2.1%
Trade and competitiveness	1.9%
Poverty	1.9%
Water	1.2%
Public-private partnerships	1.2%
Macroeconomics and fiscal management	1.2%
Gender	1.0%
Fragility, conflict and violence	.5%
Climate change	.5%

3. 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=415)
I currently collaborate with the World Bank Group	28.9%
I have previously collaborated with the World Bank Group	13.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	23.6%
I have never collaborated with the World Bank Group	34.5%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Benin? (Select only ONE response)	Percentage of Respondents (N=357)
The World Bank (IDA)	82.6%
Other	12.9%
The International Finance Corporation (IFC)	2.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.7%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=329)
Yes	11.9%
No	88.1%

**H. Background Information (continued)**

6. If yes, what was your view of how the two institutions work together in Benin? (Choose no more than TWO)	Percentage of Respondents (N=38)
The two institutions work well together	44.7%
The way the two institutions work together needs improvement	21.1%
Don't know	21.1%
The two institutions do not work well together	13.2%

7. Which of the following describes most of your exposure to the World Bank Group in Benin? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=390)
Collaborate as part of my professional duties	46.7%
Observer	29.7%
Engage in World Bank Group related/sponsored events/activities	27.2%
Use World Bank Group reports/data	20.0%
Use World Bank Group website for information, data, research, etc.	17.2%

8. What's your gender?	Percentage of Respondents (N=428)
Female	13.8%
Male	86.2%

9. Which best represents your geographic location?	Percentage of Respondents (N=433)
Cotonou / Abomey Calavi	56.8%
Autres villes	18.2%
Porto Novo	9.9%
Zones rurales	8.3%
Parakou	5.1%
Come / Ouidah	1.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹³

Office of the President, Prime Minister, Minister N=24 ● Employee of a Ministry N=89 ● PMU/Consultant N=70 ● Local Government N=39
 ● Bilateral/ Multilateral Agency N=10 ● Private Sector/Financial Sector/Private Bank N=37 ● CSO N=64 ● Media N=30
 ● Independent Government Institution N=10 ● Academia/Research Institute/Think Tanks N=25 ● Other N=27

A. General Issues facing Benin

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
The right direction	65.2%	62.4%	65.1%	78.9%	30.0%	51.4%	45.2%	53.3%	50.0%	47.8%	64.0%
The wrong direction	0.0%	9.4%	14.3%	7.9%	50.0%	29.7%	24.2%	23.3%	50.0%	30.4%	4.0%
Not sure	34.8%	28.2%	20.6%	13.2%	20.0%	18.9%	30.6%	23.3%	0.0%	21.7%	32.0%

*Significantly different between stakeholder groups

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

(Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Agricultural development	47.8%	56.3%	53.7%	55.3%	33.3%	72.2%	41.0%	58.6%	70.0%	37.5%	51.9%
Education	52.2%	48.3%	40.3%	50.0%	55.6%	55.6%	50.8%	51.7%	50.0%	58.3%	66.7%
Social protection	0.0%	1.1%	4.5%	0.0%	0.0%	0.0%	4.9%	3.4%	10.0%	0.0%	3.7%
Food security and nutrition	30.4%	10.3%	7.5%	10.5%	11.1%	2.8%	8.2%	13.8%	10.0%	20.8%	11.1%
Public sector governance	39.1%	37.9%	46.3%	34.2%	55.6%	41.7%	34.4%	27.6%	50.0%	54.2%	40.7%
Water and sanitation	0.0%	12.6%	3.0%	21.1%	0.0%	11.1%	11.5%	6.9%	10.0%	0.0%	7.4%
Urban development	0.0%	1.1%	1.5%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
Rural development	0.0%	3.4%	7.5%	2.6%	11.1%	0.0%	9.8%	0.0%	0.0%	4.2%	11.1%
Finance and markets	8.7%	0.0%	0.0%	0.0%	0.0%	2.8%	3.3%	0.0%	0.0%	0.0%	0.0%
Labor markets/job creation/employment	8.7%	11.5%	10.4%	5.3%	33.3%	11.1%	8.2%	3.4%	0.0%	12.5%	11.1%
Health	26.1%	23.0%	14.9%	28.9%	33.3%	11.1%	21.3%	34.5%	10.0%	29.2%	22.2%
Gender equity	0.0%	1.1%	1.5%	2.6%	0.0%	2.8%	8.2%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	26.1%	24.1%	25.4%	15.8%	0.0%	11.1%	23.0%	24.1%	10.0%	16.7%	25.9%
Energy and extractives	8.7%	19.5%	20.9%	7.9%	11.1%	16.7%	14.8%	20.7%	10.0%	25.0%	14.8%
Transport (e.g., roads, bridges, transportation)	8.7%	4.6%	16.4%	18.4%	0.0%	8.3%	9.8%	10.3%	30.0%	4.2%	3.7%
Information and communications technology	0.0%	1.1%	0.0%	2.6%	0.0%	2.8%	3.3%	3.4%	0.0%	0.0%	3.7%
Private sector development*	30.4%	14.9%	20.9%	7.9%	33.3%	38.9%	11.5%	13.8%	10.0%	20.8%	11.1%
Economic growth	0.0%	8.0%	3.0%	10.5%	0.0%	8.3%	4.9%	3.4%	10.0%	8.3%	3.7%
Law and justice (e.g., judicial system)*	0.0%	4.6%	1.5%	7.9%	22.2%	0.0%	11.5%	10.3%	10.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%
Climate change (e.g., mitigation, adaptation)	0.0%	1.1%	3.0%	5.3%	0.0%	2.8%	1.6%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	4.9%	0.0%	10.0%	0.0%	0.0%
Natural resource management and environmental sustainability	13.0%	10.3%	14.9%	10.5%	0.0%	0.0%	9.8%	10.3%	0.0%	8.3%	3.7%

*Significantly different between stakeholder groups

¹³ Only 425 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 Benin (continued)**

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Benin? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Water and sanitation*	16.7%	13.8%	8.7%	35.9%	0.0%	21.6%	11.3%	10.0%	10.0%	12.0%	14.8%
Economic growth	12.5%	28.7%	24.6%	23.1%	30.0%	27.0%	16.1%	16.7%	50.0%	24.0%	14.8%
Climate change (e.g., mitigation, adaptation)	4.2%	1.1%	0.0%	2.6%	0.0%	2.7%	0.0%	3.3%	0.0%	0.0%	3.7%
Global/regional integration	0.0%	1.1%	0.0%	0.0%	10.0%	5.4%	4.8%	0.0%	0.0%	0.0%	3.7%
Gender equity	0.0%	4.6%	8.7%	5.1%	10.0%	2.7%	8.1%	6.7%	10.0%	0.0%	7.4%
Private sector development (incl. foreign direct investment, trade and competitiveness)	29.2%	35.6%	26.1%	41.0%	20.0%	35.1%	41.9%	36.7%	40.0%	20.0%	29.6%
Rural development	12.5%	17.2%	21.7%	15.4%	30.0%	10.8%	16.1%	13.3%	10.0%	20.0%	25.9%
Law and justice (e.g., judicial system)	0.0%	4.6%	4.3%	0.0%	0.0%	0.0%	4.8%	3.3%	0.0%	0.0%	0.0%
Transport (e.g., roads, bridges, transportation)*	8.3%	5.7%	8.7%	17.9%	0.0%	0.0%	1.6%	6.7%	20.0%	4.0%	18.5%
Crime and violence	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	3.7%
Natural resource management and environmental sustainability	12.5%	9.2%	10.1%	5.1%	0.0%	5.4%	11.3%	6.7%	0.0%	16.0%	7.4%
Information and communications technology	0.0%	2.3%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection (e.g., pensions, targeted social assistance)	0.0%	4.6%	4.3%	2.6%	10.0%	5.4%	8.1%	6.7%	10.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	2.6%	10.0%	2.7%	4.8%	0.0%	0.0%	4.0%	0.0%
Education	37.5%	44.8%	40.6%	30.8%	30.0%	35.1%	33.9%	50.0%	20.0%	44.0%	37.0%
Energy and extractives	0.0%	11.5%	17.4%	7.7%	0.0%	13.5%	6.5%	16.7%	0.0%	8.0%	14.8%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	50.0%	29.9%	27.5%	23.1%	40.0%	32.4%	35.5%	16.7%	30.0%	40.0%	29.6%
Health	25.0%	17.2%	17.4%	15.4%	10.0%	21.6%	22.6%	26.7%	10.0%	12.0%	25.9%
Agricultural development	33.3%	41.4%	44.9%	28.2%	40.0%	54.1%	37.1%	53.3%	50.0%	48.0%	48.1%
Labor markets/job creation/employment	12.5%	14.9%	18.8%	20.5%	50.0%	18.9%	16.1%	10.0%	20.0%	12.0%	7.4%
Finance and markets	0.0%	0.0%	1.4%	2.6%	0.0%	0.0%	1.6%	3.3%	0.0%	0.0%	0.0%
Food security and nutrition*	29.2%	9.2%	14.5%	17.9%	10.0%	2.7%	16.1%	13.3%	20.0%	36.0%	7.4%

*Significantly different between stakeholder groups



A. General Issues facing Benin (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 Benin? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister		Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank		CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Better employment opportunities for young people	9.1%	21.4%	18.5%	26.5%	40.0%	30.6%	20.7%	50.0%	11.1%	27.3%	22.2%		
Better employment opportunities for women	4.5%	6.0%	4.6%	0.0%	0.0%	8.3%	1.7%	0.0%	11.1%	9.1%	0.0%		
Greater access to micro-finance for the poor*	18.2%	11.9%	15.4%	11.8%	0.0%	27.8%	29.3%	25.0%	22.2%	0.0%	29.6%		
Greater voice and participation for citizens to help ensure greater accountability	9.1%	4.8%	4.6%	5.9%	20.0%	2.8%	19.0%	7.1%	11.1%	13.6%	14.8%		
Greater access to health and nutrition for citizens	36.4%	25.0%	21.5%	20.6%	10.0%	16.7%	17.2%	32.1%	33.3%	13.6%	22.2%		
Better entrepreneurial opportunities	13.6%	14.3%	12.3%	14.7%	30.0%	11.1%	17.2%	14.3%	22.2%	9.1%	18.5%		
A growing middle class	4.5%	2.4%	9.2%	2.9%	10.0%	0.0%	0.0%	0.0%	0.0%	9.1%	0.0%		
Better opportunity for the poor who live in rural areas	13.6%	15.5%	20.0%	29.4%	20.0%	30.6%	8.6%	3.6%	11.1%	18.2%	11.1%		
Better opportunity for the poor who live in urban areas	0.0%	6.0%	0.0%	5.9%	10.0%	11.1%	1.7%	0.0%	0.0%	0.0%	3.7%		
Consistent economic growth	36.4%	19.0%	12.3%	26.5%	10.0%	11.1%	13.8%	10.7%	33.3%	31.8%	18.5%		
More reliable social safety net	9.1%	7.1%	12.3%	0.0%	10.0%	0.0%	17.2%	17.9%	11.1%	4.5%	7.4%		
Greater equity of fiscal policy	4.5%	6.0%	0.0%	8.8%	0.0%	8.3%	1.7%	3.6%	0.0%	4.5%	0.0%		
Education and training that better ensure job opportunity	27.3%	39.3%	49.2%	35.3%	30.0%	25.0%	36.2%	32.1%	22.2%	45.5%	40.7%		
Better quality public services	13.6%	20.2%	13.8%	11.8%	10.0%	13.9%	13.8%	3.6%	11.1%	13.6%	11.1%		
Other	0.0%	1.2%	6.2%	0.0%	0.0%	2.8%	1.7%	0.0%	0.0%	0.0%	0.0%		

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Benin?

Percentage of Respondents	Office of President/ Prime Minister/ Minister		Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank		CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
A very big problem	33.3%	29.5%	31.3%	25.6%	30.0%	18.9%	50.0%	53.3%	40.0%	24.0%	33.3%		
A moderately big problem	41.7%	46.6%	40.3%	46.2%	60.0%	40.5%	28.1%	26.7%	50.0%	48.0%	51.9%		
A small problem	12.5%	12.5%	16.4%	20.5%	10.0%	24.3%	9.4%	13.3%	0.0%	16.0%	3.7%		
Not a problem at all	4.2%	10.2%	7.5%	2.6%	0.0%	5.4%	7.8%	3.3%	10.0%	4.0%	3.7%		
Don't know	8.3%	1.1%	4.5%	5.1%	0.0%	10.8%	4.7%	3.3%	0.0%	8.0%	7.4%		

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?

Percentage of Respondents	Office of President/ Prime Minister/ Minister		Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank		CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
A very serious problem	54.2%	53.4%	59.7%	59.0%	10.0%	59.5%	50.0%	62.1%	60.0%	44.0%	44.4%		
A somewhat serious problem	37.5%	42.0%	34.3%	35.9%	60.0%	37.8%	31.3%	34.5%	30.0%	36.0%	44.4%		
Not too serious problem	4.2%	3.4%	4.5%	2.6%	20.0%	2.7%	12.5%	3.4%	10.0%	16.0%	3.7%		
Not a problem	0.0%	1.1%	0.0%	0.0%	0.0%	0.0%	3.1%	0.0%	0.0%	0.0%	3.7%		
Don't know	4.2%	0.0%	1.5%	2.6%	10.0%	0.0%	3.1%	0.0%	0.0%	4.0%	3.7%		



B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Benin?*	24	5.79	2.57	85	5.42	2.26	68	6.78	1.81	39	4.69	2.23	10	5.30	2.50	36	4.83	2.65	64	5.42	2.94	26	5.27	2.41	10	5.90	1.97	25	4.28	2.03	27	4.78	2.85

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Benin.*	22	6.36	2.19	75	6.53	2.31	67	7.96	1.50	29	6.62	2.44	8	6.25	2.71	31	5.55	2.32	55	6.38	2.93	26	6.69	2.51	9	5.78	1.56	17	5.47	3.08	21	6.81	2.11

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	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 Benin solve its most complicated development challenges?*	21	7.05	1.96	66	7.20	1.93	61	8.07	1.57	31	7.71	1.90	9	6.11	2.42	30	5.93	2.53	49	7.37	2.66	22	7.45	2.15	8	5.75	1.49	10	7.80	2.35	17	6.76	1.82

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



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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/		PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank			Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks		Other
	Minister	Employee of a Ministry				CSO	Media	Think Tanks		Other		
Social protection	0.0%	3.4%	5.7%	0.0%	0.0%	8.1%	7.8%	6.7%	10.0%	0.0%	0.0%	
Crime and violence	0.0%	0.0%	0.0%	2.6%	0.0%	2.7%	4.7%	0.0%	0.0%	0.0%	0.0%	
Transport (e.g., roads, bridges, transportation)	8.3%	17.0%	21.4%	15.4%	0.0%	18.9%	10.9%	20.0%	40.0%	4.0%	18.5%	
Agricultural development	50.0%	53.4%	50.0%	48.7%	44.4%	64.9%	46.9%	56.7%	40.0%	52.0%	66.7%	
Global/regional integration	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	0.0%	
Gender equity	0.0%	2.3%	2.9%	2.6%	0.0%	0.0%	7.8%	3.3%	0.0%	0.0%	3.7%	
Public sector governance	41.7%	31.8%	30.0%	28.2%	66.7%	35.1%	31.3%	26.7%	50.0%	44.0%	29.6%	
Health	20.8%	21.6%	20.0%	23.1%	0.0%	18.9%	18.8%	30.0%	20.0%	36.0%	22.2%	
Education	45.8%	43.2%	41.4%	43.6%	11.1%	43.2%	37.5%	40.0%	20.0%	48.0%	55.6%	
Energy and extractives	4.2%	17.0%	17.1%	12.8%	0.0%	18.9%	10.9%	10.0%	10.0%	16.0%	22.2%	
Labor markets/job creation/employment	20.8%	11.4%	12.9%	10.3%	22.2%	10.8%	14.1%	13.3%	10.0%	8.0%	7.4%	
Urban development	4.2%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	
Private sector development	29.2%	22.7%	20.0%	12.8%	44.4%	35.1%	31.3%	13.3%	20.0%	16.0%	11.1%	
Water and sanitation	8.3%	11.4%	5.7%	23.1%	11.1%	8.1%	7.8%	3.3%	10.0%	4.0%	7.4%	
Food security and nutrition	20.8%	8.0%	7.1%	10.3%	11.1%	2.7%	4.7%	6.7%	10.0%	16.0%	11.1%	
Climate change (e.g., mitigation, adaptation)	0.0%	3.4%	1.4%	7.7%	0.0%	5.4%	3.1%	3.3%	0.0%	0.0%	3.7%	
Poverty reduction	8.3%	17.0%	22.9%	15.4%	22.2%	13.5%	12.5%	20.0%	20.0%	8.0%	7.4%	
Rural development	8.3%	6.8%	5.7%	10.3%	22.2%	2.7%	7.8%	3.3%	0.0%	8.0%	11.1%	
Economic growth	8.3%	14.8%	12.9%	12.8%	22.2%	5.4%	12.5%	20.0%	30.0%	24.0%	14.8%	
Law and justice (e.g., judicial system)	4.2%	3.4%	1.4%	2.6%	0.0%	2.7%	7.8%	3.3%	10.0%	0.0%	0.0%	
Finance and markets*	12.5%	1.1%	0.0%	0.0%	0.0%	2.7%	1.6%	0.0%	0.0%	0.0%	0.0%	
Information and communications technology	0.0%	1.1%	1.4%	2.6%	0.0%	0.0%	0.0%	3.3%	0.0%	4.0%	3.7%	
Natural resource management and environmental sustainability*	0.0%	5.7%	17.1%	12.8%	22.2%	0.0%	10.9%	6.7%	0.0%	8.0%	3.7%	

*Significantly different between stakeholder groups

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 Benin?

Greatest Value Percentage of Respondents	Office of President/ Prime Minister/		PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank			Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks		Other
	Minister	Employee of a Ministry				CSO	Media	Think Tanks		Other		
Convening/facilitating	0.0%	5.9%	7.2%	0.0%	0.0%	0.0%	4.9%	3.3%	0.0%	4.2%	0.0%	
Data	0.0%	2.4%	0.0%	2.9%	11.1%	0.0%	1.6%	3.3%	0.0%	0.0%	0.0%	
Policy advice, studies, analyses*	27.3%	30.6%	14.5%	14.3%	33.3%	24.2%	23.0%	16.7%	60.0%	8.3%	19.2%	
Financial resources	22.7%	25.9%	44.9%	40.0%	44.4%	27.3%	31.1%	23.3%	20.0%	37.5%	26.9%	
Capacity development	9.1%	14.1%	13.0%	17.1%	0.0%	15.2%	13.1%	10.0%	0.0%	25.0%	7.7%	
Technical assistance	18.2%	3.5%	5.8%	2.9%	0.0%	6.1%	3.3%	0.0%	10.0%	0.0%	7.7%	
Mobilizing third party financial resources	9.1%	10.6%	8.7%	8.6%	11.1%	24.2%	18.0%	26.7%	0.0%	20.8%	19.2%	
Donor coordination	13.6%	7.1%	5.8%	11.4%	0.0%	3.0%	4.9%	16.7%	10.0%	4.2%	15.4%	
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	

*Significantly different between stakeholder groups



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

2 nd Greatest Value Percentage of Respondents	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local Gov.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Gov. Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Convening/facilitating				9.1%			7.1%			4.5%			2.9%			0.0%			0.0%			1.7%			0.0%			0.0%			4.2%			11.1%		
Data				0.0%			7.1%			4.5%			2.9%			0.0%			0.0%			8.5%			3.6%			0.0%			4.2%			3.7%		
Policy advice, studies, analyses*				27.3%			11.9%			4.5%			20.6%			50.0%			24.2%			18.6%			21.4%			30.0%			29.2%			22.2%		
Financial resources				22.7%			25.0%			11.9%			20.6%			12.5%			6.1%			5.1%			14.3%			20.0%			12.5%			7.4%		
Capacity development				4.5%			13.1%			25.4%			11.8%			25.0%			24.2%			16.9%			14.3%			20.0%			20.8%			22.2%		
Technical assistance				18.2%			8.3%			22.4%			14.7%			12.5%			21.2%			15.3%			14.3%			10.0%			20.8%			3.7%		
Mobilizing third party financial resources				4.5%			11.9%			9.0%			8.8%			0.0%			6.1%			23.7%			10.7%			0.0%			4.2%			11.1%		
Donor coordination				13.6%			8.3%			9.0%			8.8%			0.0%			15.2%			6.8%			17.9%			10.0%			0.0%			18.5%		
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)				0.0%			7.1%			9.0%			8.8%			0.0%			3.0%			3.4%			3.6%			10.0%			4.2%			0.0%		
Other				0.0%			0.0%			0.0%			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 Benin? (1-Not effective at all, 10-Very effective)

	Which of the following best describes your current position?																																			
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Project implementation (or other organizational strengthening)*	19	7.16	1.54	68	7.32	1.79	66	8.12	1.38	30	7.40	1.54	7	6.86	1.57	26	6.27	2.29	41	6.95	2.46	17	7.12	2.29	9	6.22	1.72	18	6.44	1.72	16	7.88	1.50	16	7.88	1.50
Citizen engagement (incorporating citizens' voices into development)*	17	6.12	2.18	54	6.15	2.20	42	6.81	2.35	27	6.59	2.36	7	4.57	1.81	23	5.09	2.68	39	5.46	3.01	17	5.35	2.69	6	4.83	1.94	12	5.08	2.54	12	6.75	2.26	12	6.75	2.26
Policy design (for clarity and better incentives to achieve development goals)	20	6.70	1.72	69	6.86	2.36	51	7.73	1.78	27	7.37	1.86	8	7.50	.93	22	7.09	2.11	41	6.54	2.52	22	6.91	2.37	9	5.89	2.09	16	6.06	2.05	14	7.93	1.44	14	7.93	1.44

*Significantly different between stakeholder groups

When thinking about how to improve capacity building in Benin 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 all, 10-Very important)

	Which of the following best describes your current position?																																			
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD			
Project implementation (or other organizational strengthening)*	21	8.62	1.72	74	8.70	1.48	65	8.72	1.45	33	8.33	1.74	8	6.63	3.07	30	7.87	2.27	52	7.88	2.22	23	8.17	2.10	8	8.88	1.25	20	8.20	1.99	23	9.13	1.29	23	9.13	1.29
Citizen engagement (incorporating citizens' voices into development)*	20	8.50	1.47	71	9.01	1.35	53	8.70	1.23	34	7.79	2.32	7	6.86	1.95	30	8.17	2.20	46	8.22	1.98	24	8.38	1.86	10	8.10	2.13	18	8.17	2.04	19	9.21	1.08	19	9.21	1.08
Policy design (for clarity and better incentives to achieve development goals)	20	9.00	1.12	76	8.43	1.96	55	8.85	1.39	34	8.24	1.78	9	8.44	1.59	30	8.47	2.05	46	8.17	2.11	23	8.30	2.27	9	9.33	.87	21	8.48	2.14	20	8.75	1.48	20	8.75	1.48

*Significantly different between stakeholder groups



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 Benin? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
	Staff too inaccessible	4.2%	7.9%	4.5%	5.1%	30.0%	8.1%	11.5%	13.8%	10.0%	8.0%
Not exploring alternative policy options*	8.3%	3.4%	1.5%	0.0%	0.0%	18.9%	6.6%	6.9%	10.0%	16.0%	7.4%
Not collaborating enough with stakeholders outside the Government*	12.5%	13.5%	22.7%	38.5%	20.0%	40.5%	44.3%	24.1%	10.0%	24.0%	37.0%
Its advice and strategies do not lend themselves to practical problem solving	8.3%	7.9%	12.1%	7.7%	0.0%	2.7%	6.6%	6.9%	0.0%	12.0%	7.4%
Not enough public disclosure of its work	37.5%	25.8%	39.4%	33.3%	20.0%	24.3%	29.5%	31.0%	30.0%	40.0%	29.6%
Arrogant in its approach*	12.5%	3.4%	0.0%	0.0%	10.0%	0.0%	1.6%	0.0%	10.0%	0.0%	0.0%
Not client focused	0.0%	3.4%	3.0%	0.0%	20.0%	0.0%	4.9%	0.0%	0.0%	4.0%	0.0%
The credibility of its knowledge/data	0.0%	3.4%	0.0%	2.6%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too slow and complex	33.3%	23.6%	30.3%	35.9%	20.0%	27.0%	13.1%	13.8%	30.0%	20.0%	18.5%
Not willing to honestly criticize policies and reform efforts in the country	8.3%	25.8%	27.3%	5.1%	20.0%	8.1%	21.3%	20.7%	40.0%	8.0%	3.7%
Too influenced by developed countries	20.8%	15.7%	13.6%	23.1%	10.0%	5.4%	11.5%	13.8%	0.0%	16.0%	18.5%
Imposing technocratic solutions without regard to political realities	16.7%	14.6%	6.1%	5.1%	10.0%	24.3%	8.2%	10.3%	10.0%	8.0%	14.8%
Not aligned with other donors' work	8.3%	2.2%	4.5%	7.7%	20.0%	0.0%	3.3%	0.0%	0.0%	0.0%	7.4%
Not aligned with country priorities	0.0%	3.4%	1.5%	7.7%	0.0%	5.4%	6.6%	6.9%	10.0%	4.0%	0.0%
Not adequately sensitive to political/social realities in Benin	16.7%	11.2%	4.5%	5.1%	0.0%	10.8%	4.9%	6.9%	20.0%	20.0%	7.4%
Other	0.0%	2.2%	0.0%	2.6%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	4.2%	14.6%	4.5%	7.7%	10.0%	8.1%	9.8%	20.7%	0.0%	8.0%	14.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
	Trust Fund management	4.2%	6.7%	13.0%	10.8%	30.0%	5.4%	8.1%	3.7%	10.0%	12.0%
Knowledge products/services (analytical work, studies, surveys, etc.)*	16.7%	9.0%	7.2%	2.7%	20.0%	2.7%	22.6%	7.4%	0.0%	4.0%	11.5%
Investment lending (financing specific projects)	54.2%	61.8%	66.7%	78.4%	40.0%	56.8%	61.3%	63.0%	80.0%	48.0%	57.7%
Technical assistance (advice, best practice, international experience, etc.)*	25.0%	19.1%	26.1%	10.8%	30.0%	40.5%	16.1%	48.1%	30.0%	24.0%	38.5%
Capacity development	41.7%	40.4%	49.3%	48.6%	20.0%	40.5%	41.9%	33.3%	30.0%	52.0%	38.5%
Policy based lending / budget support to the Government*	58.3%	48.3%	24.6%	45.9%	10.0%	37.8%	24.2%	33.3%	30.0%	28.0%	34.6%
Other	0.0%	2.2%	1.4%	0.0%	0.0%	2.7%	3.2%	0.0%	0.0%	4.0%	0.0%
Don't know*	0.0%	2.2%	2.9%	0.0%	20.0%	5.4%	11.3%	0.0%	10.0%	12.0%	3.8%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local Gov.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Gov. Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
To a fully sufficient degree	0.0%			11.4%			3.0%			2.8%			0.0%			0.0%			8.1%			7.7%			10.0%			4.0%			11.5%		
To a somewhat sufficient degree	45.8%			39.8%			73.1%			50.0%			70.0%			36.1%			29.0%			42.3%			20.0%			36.0%			42.3%		
To a somewhat insufficient degree	33.3%			22.7%			16.4%			22.2%			10.0%			22.2%			24.2%			30.8%			50.0%			32.0%			23.1%		
To a very insufficient degree	16.7%			13.6%			6.0%			19.4%			10.0%			30.6%			29.0%			11.5%			10.0%			16.0%			3.8%		
Don't know	4.2%			12.5%			1.5%			5.6%			10.0%			11.1%			9.7%			7.7%			10.0%			12.0%			19.2%		

*Significantly different between 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? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local Gov.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Gov. Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Academia/think tanks/research institutes*	16.7%			23.0%			14.3%			2.6%			40.0%			21.6%			18.8%			6.7%			40.0%			76.0%			7.4%		
Donor community*	12.5%			9.2%			10.0%			5.1%			50.0%			8.1%			3.1%			6.7%			10.0%			8.0%			18.5%		
Media*	8.3%			0.0%			4.3%			0.0%			0.0%			2.7%			3.1%			63.3%			10.0%			4.0%			0.0%		
Local government*	33.3%			46.0%			38.6%			82.1%			40.0%			27.0%			28.1%			30.0%			40.0%			28.0%			48.1%		
Private sector*	37.5%			46.0%			57.1%			30.8%			20.0%			67.6%			42.2%			40.0%			40.0%			40.0%			37.0%		
Parliament	8.3%			1.1%			5.7%			0.0%			0.0%			2.7%			4.7%			3.3%			0.0%			4.0%			7.4%		
NGOs/Community-based organizations (CBOs)*	25.0%			27.6%			22.9%			43.6%			20.0%			29.7%			62.5%			20.0%			40.0%			28.0%			22.2%		
Youth/university groups	8.3%			9.2%			7.1%			5.1%			0.0%			10.8%			9.4%			10.0%			10.0%			0.0%			7.4%		
Beneficiaries	37.5%			31.0%			30.0%			30.8%			20.0%			13.5%			20.3%			20.0%			10.0%			8.0%			22.2%		
Foundations	0.0%			0.0%			1.4%			0.0%			0.0%			2.7%			1.6%			0.0%			0.0%			0.0%			3.7%		
Other*	0.0%			2.3%			1.4%			0.0%			0.0%			2.7%			0.0%			0.0%			0.0%			0.0%			11.1%		
Don't know	4.2%			2.3%			1.4%			0.0%			0.0%			2.7%			1.6%			0.0%			0.0%			0.0%			7.4%		

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Benin*	22	7.59	1.71	82	7.73	2.06	67	8.27	1.70	36	7.61	2.23	9	7.11	1.76	33	6.36	2.88	53	7.06	2.67	27	7.89	2.52	9	6.33	2.12	23	7.74	2.42	26	8.31	1.32
The World Bank Group's work is aligned with what I consider the development priorities for Benin*	22	6.73	1.83	74	7.14	2.42	62	7.84	2.01	35	6.97	2.33	8	7.13	1.13	32	5.16	2.74	51	6.45	2.83	25	7.08	2.45	9	4.89	2.03	21	6.14	2.92	21	7.10	2.12
The World Bank Group supports programs and strategies that are realistic for Benin*	22	7.09	2.04	81	7.14	2.34	60	8.05	1.68	30	7.50	2.33	8	6.88	1.13	31	5.58	2.66	52	6.21	3.04	26	7.08	2.62	10	5.80	2.25	19	6.74	3.05	22	6.82	2.11
The World Bank Group treats clients and stakeholders in Benin with respect*	19	6.26	2.21	63	6.27	2.53	56	7.80	1.73	28	7.29	2.24	7	6.00	1.63	25	5.92	2.55	41	6.29	3.13	20	7.60	2.28	8	5.63	2.39	10	5.60	2.80	19	6.53	2.89

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness*	17	6.41	2.03	52	6.60	2.34	43	7.19	1.82	19	6.47	2.25	7	6.29	1.38	24	5.29	2.01	37	5.76	2.72	14	5.57	1.65	8	5.50	1.51	13	5.23	2.35	13	6.08	1.89
Flexibility (in terms of the institution's products and services)	17	6.29	2.20	59	6.29	2.59	48	6.44	1.91	17	5.35	2.50	6	5.33	1.63	25	5.24	1.92	40	5.53	2.55	15	6.07	2.52	7	4.86	.90	15	5.33	2.29	11	5.91	1.14
Flexibility (in terms of changing country circumstances)*	16	6.13	2.09	61	6.20	2.29	47	6.89	1.88	21	5.90	1.97	8	5.63	1.60	25	4.96	2.42	40	5.90	2.43	16	6.81	2.04	7	4.71	.76	17	5.41	2.37	11	6.00	1.84
Being inclusive*	14	6.50	1.95	51	6.04	2.47	37	7.24	1.88	15	6.67	2.19	8	5.38	.74	21	5.48	2.42	25	6.04	2.23	17	6.65	1.84	8	5.63	1.69	12	5.17	2.59	11	7.55	1.64
Openness (sharing data and other information)	20	5.95	1.93	66	6.79	2.50	52	7.50	2.06	27	6.30	2.25	8	5.75	2.05	27	6.19	2.73	44	7.00	2.76	16	6.44	2.92	9	5.56	2.30	20	6.20	3.17	17	7.53	1.81
Staff accessibility	22	5.77	2.25	65	6.12	2.86	52	6.65	2.24	22	5.41	2.44	9	6.11	2.47	24	5.50	2.74	40	5.05	2.81	17	5.88	2.57	10	4.90	2.89	16	4.25	2.65	11	5.82	1.78
Straightforwardness and honesty	20	7.15	2.16	55	6.96	2.33	46	8.04	1.46	20	7.60	2.11	8	6.75	2.05	23	6.70	2.75	36	6.72	3.01	14	6.57	2.77	7	5.57	2.76	14	6.43	2.82	12	7.75	1.87
Ease of access to the people at the World Bank Group who are making decisions important to my work*	20	6.55	2.54	56	6.09	2.63	48	6.96	2.30	20	4.90	2.51	7	5.86	2.67	25	4.76	2.49	37	4.68	2.81	17	5.41	2.69	9	4.56	3.05	16	3.94	2.46	11	6.36	2.77
Collaboration with civil society	15	5.80	2.01	50	6.98	2.22	30	6.30	1.75	19	6.00	2.03	4	5.75	.96	28	5.71	2.81	49	5.82	2.88	21	6.24	2.43	9	5.44	2.40	15	5.87	2.48	11	6.64	2.11
Collaboration with the Government	19	8.05	.91	71	8.23	1.77	59	8.61	1.23	29	8.21	1.78	8	7.75	1.04	27	7.89	2.01	51	8.10	2.62	24	8.25	1.92	10	7.80	1.48	18	7.89	1.97	18	8.11	1.68
Collaboration with other donors and development partners*	19	6.74	2.18	54	7.96	1.94	40	8.30	1.73	20	7.55	2.37	8	5.75	2.38	25	6.36	2.33	38	7.11	2.56	19	7.89	1.97	7	7.86	1.07	12	7.92	1.98	13	8.00	1.73
Collaboration with the private sector*	15	5.47	2.00	47	5.72	2.65	39	6.69	1.88	22	5.68	1.86	6	7.67	1.37	29	4.66	2.68	37	5.70	2.26	13	6.38	2.50	9	5.56	2.51	13	4.15	3.13	11	5.45	2.51
The speed in which it gets things accomplished on the ground*	22	6.64	2.11	68	6.68	2.28	53	7.43	1.90	21	6.57	2.79	7	6.43	1.27	29	5.72	2.07	43	6.70	2.27	19	7.32	2.43	8	4.88	2.48	13	5.92	2.50	15	6.60	2.03
Being a long-term partner	20	8.80	1.44	72	8.58	1.88	58	8.97	1.20	28	8.11	1.99	9	8.22	1.64	29	8.24	1.66	50	8.14	2.63	22	8.59	1.94	9	7.44	2.88	15	7.53	2.59	18	8.72	1.41

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
	More local presence	73.9%	71.6%	63.8%	83.8%	60.0%	75.0%	64.5%	86.7%	66.7%	80.0%
The current level of local presence is adequate	13.0%	21.6%	31.9%	8.1%	30.0%	11.1%	16.1%	6.7%	22.2%	12.0%	14.8%
Less local presence	8.7%	1.1%	1.4%	5.4%	10.0%	2.8%	9.7%	0.0%	11.1%	0.0%	0.0%
Don't know	4.3%	5.7%	2.9%	2.7%	0.0%	11.1%	9.7%	6.7%	0.0%	8.0%	3.7%

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group does not do adequate follow through/follow-up	16.7%	16.1%	14.7%	5.3%	10.0%	33.3%	14.5%	10.0%	30.0%	30.4%	19.2%
Poor donor coordination	4.2%	9.2%	14.7%	10.5%	10.0%	22.2%	14.5%	10.0%	20.0%	0.0%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.2%	23.0%	11.8%	36.8%	20.0%	25.0%	19.4%	13.3%	20.0%	26.1%	26.9%
Lack of/inadequate levels of capacity in Government*	12.5%	16.1%	36.8%	13.2%	50.0%	22.2%	19.4%	20.0%	10.0%	13.0%	19.2%
There is not an adequate level of citizen/civil society participation*	12.5%	28.7%	22.1%	18.4%	30.0%	19.4%	37.1%	53.3%	20.0%	26.1%	34.6%
The World Bank Group works too slowly	16.7%	6.9%	8.8%	18.4%	10.0%	2.8%	8.1%	10.0%	10.0%	4.3%	11.5%
The Government works inefficiently*	12.5%	12.6%	14.7%	21.1%	60.0%	16.7%	29.0%	23.3%	30.0%	34.8%	23.1%
Political pressures and obstacles*	50.0%	35.6%	44.1%	21.1%	0.0%	30.6%	24.2%	23.3%	40.0%	4.3%	34.6%
Reforms are not well thought out in light of country challenges*	33.3%	33.3%	20.6%	47.4%	0.0%	19.4%	24.2%	26.7%	20.0%	39.1%	15.4%
Other	4.2%	4.6%	1.5%	0.0%	0.0%	2.8%	1.6%	0.0%	0.0%	4.3%	7.7%

*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 Benin? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Agricultural development	20	8.90	1.59	83	9.05	1.41	66	8.88	1.50	35	8.57	1.94	10	8.10	1.45	34	9.26	1.36	57	8.84	1.90	26	9.31	1.41	10	9.30	1.06	24	8.79	1.50	24	8.92	1.61
Education	21	8.76	1.61	81	9.31	1.06	62	8.90	1.43	33	8.73	1.61	10	7.90	1.97	31	8.45	1.93	54	8.70	2.07	29	9.14	1.57	9	9.11	1.36	22	8.91	1.31	22	9.00	1.31
Social protection (e.g., pensions, targeted social assistance)	17	6.53	2.18	72	6.44	2.68	55	6.29	2.31	32	6.13	2.57	10	6.60	2.84	30	6.17	1.82	47	6.38	2.73	21	6.14	2.22	7	6.43	2.07	20	4.60	2.35	22	5.82	1.65
Food security and nutrition	19	8.37	1.86	80	8.30	1.82	59	8.34	1.60	34	8.18	1.85	10	7.80	1.62	32	8.50	1.70	52	7.98	2.33	21	8.19	2.14	9	9.11	.93	21	7.90	2.39	22	8.18	1.76
Health	18	8.78	1.31	78	9.13	1.18	63	8.75	1.43	31	8.61	1.69	10	7.20	1.99	28	8.57	1.83	50	8.76	1.81	27	8.85	1.75	9	8.78	1.30	23	8.30	2.10	24	9.04	1.33
Natural resource management and environmental sustainability*	18	7.94	1.98	80	8.28	1.57	60	8.23	1.66	34	7.74	2.14	10	6.50	2.17	30	7.50	2.06	52	8.06	1.94	24	8.04	2.26	7	7.43	1.81	22	6.77	2.43	22	7.36	2.04
Water and sanitation*	20	8.20	1.61	77	8.60	1.59	62	8.73	1.40	35	8.29	1.81	10	6.80	1.93	29	8.21	1.86	50	8.10	2.20	27	8.89	1.69	9	8.78	1.20	21	7.43	2.18	22	8.32	1.64
Urban development	17	7.41	1.84	75	7.00	2.04	58	7.53	1.57	29	6.90	1.68	10	7.60	1.84	29	7.62	1.80	48	6.81	2.48	21	7.00	2.14	9	7.44	1.94	21	6.24	2.53	22	6.27	2.37
Rural development	18	8.39	1.72	75	8.29	1.70	60	8.47	1.46	30	8.23	1.52	10	7.90	1.20	31	8.74	1.46	48	8.52	2.35	23	8.70	1.66	8	9.00	.76	21	7.57	2.23	22	8.55	1.22
Private sector development (incl. foreign direct investment, trade and competitiveness)	18	8.39	1.58	80	8.46	1.68	60	8.45	1.81	34	7.97	1.73	9	8.56	1.33	32	8.81	1.45	52	8.17	2.55	26	8.58	1.90	8	8.50	1.77	22	8.09	2.41	23	7.91	2.25
Finance and markets	19	8.05	1.75	74	7.36	2.15	57	7.47	1.81	30	6.87	2.24	9	8.00	1.12	30	7.57	1.91	45	7.62	2.57	22	7.41	2.20	8	7.38	1.06	19	6.05	2.57	20	6.90	2.34
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	8.71	1.59	79	8.66	2.00	60	8.65	1.82	34	8.00	2.22	9	8.89	1.27	30	8.33	2.40	51	8.69	2.39	26	8.50	1.96	10	9.00	1.15	23	8.26	2.36	21	9.24	.89
Poverty reduction	21	8.86	1.77	80	8.88	1.68	62	9.13	1.26	36	8.58	1.90	9	8.56	1.81	34	8.62	2.15	54	8.59	2.48	29	9.07	1.49	9	9.00	1.73	22	8.91	1.60	23	8.96	1.33
Energy and extractives	18	8.72	1.87	76	8.33	2.06	61	8.41	1.85	35	8.34	1.64	9	6.78	2.54	32	8.09	2.49	50	8.00	2.70	21	8.76	1.48	8	8.25	1.75	21	7.67	3.02	21	7.33	2.08
Transport (e.g., roads, bridges, transportation)	19	8.00	1.86	80	8.41	1.84	59	8.58	1.91	33	8.24	1.77	10	7.10	2.02	31	7.97	2.26	44	7.91	2.34	23	8.00	2.22	9	8.67	1.50	20	7.50	2.96	23	8.30	1.92
Information and communications technology	18	7.50	1.92	79	7.66	2.04	60	7.65	1.98	33	7.36	2.15	9	6.78	1.72	32	7.22	2.64	52	7.42	2.44	25	8.04	1.84	9	7.44	1.33	21	6.43	2.93	23	7.65	1.90
Economic growth	18	8.56	1.89	79	8.24	1.99	59	8.47	1.56	32	8.22	1.84	10	8.20	1.62	31	8.19	1.80	50	8.20	2.51	27	8.33	2.08	9	9.00	1.12	22	8.27	2.03	23	8.30	1.43
Law and justice (e.g., judicial system)	19	8.11	1.85	79	7.52	2.33	58	7.62	2.18	31	7.77	1.86	9	7.00	1.73	29	7.97	1.88	49	7.71	2.18	24	8.04	2.39	9	7.67	1.87	22	6.64	2.70	22	7.23	2.11
Crime and violence	18	6.72	1.81	73	6.67	2.61	60	6.65	2.53	31	6.52	2.36	10	5.70	2.58	29	7.38	2.31	44	6.05	3.02	25	7.04	2.61	9	7.22	1.48	20	5.75	3.13	22	6.59	2.65
Climate change (e.g., mitigation, adaptation)	18	7.83	1.69	77	8.16	1.73	62	7.89	1.99	32	8.03	2.10	8	5.75	1.67	28	7.93	2.09	47	7.49	2.51	27	8.19	2.32	8	8.13	1.64	21	7.33	2.44	21	8.24	1.70
Labor markets/job creation/employment	20	8.40	1.88	77	8.35	2.00	61	8.41	1.95	31	7.74	2.02	9	8.22	.97	32	8.34	1.88	51	8.10	2.31	24	8.58	2.00	9	8.33	1.32	19	7.47	2.93	23	8.61	1.85
Gender equity*	20	7.45	2.06	76	7.29	2.21	58	7.00	2.44	32	7.63	2.06	9	7.56	1.59	30	5.77	2.56	48	7.06	2.71	25	7.48	2.40	9	6.56	2.55	21	5.62	2.69	22	7.36	1.87
Global/regional integration	20	7.65	1.95	79	7.22	2.27	59	7.46	2.05	32	7.50	2.42	9	7.22	1.56	30	7.13	2.47	48	7.46	2.66	24	7.71	2.58	9	6.56	2.65	22	6.68	2.48	22	7.41	2.20

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Agricultural development	17	6.18	2.24	54	6.94	2.16	44	6.70	1.98	26	6.08	2.56	5	6.00	1.87	25	5.36	2.58	43	5.65	3.12	15	7.00	2.30	9	5.89	1.83	15	6.07	2.28	15	5.67	2.50
Education*	18	7.28	1.93	55	7.20	2.30	41	7.39	2.00	25	7.40	1.68	3	6.33	.58	22	4.91	2.18	36	6.36	2.64	18	7.17	2.09	8	5.75	2.25	11	6.73	2.28	18	6.94	2.34
Community development (i.e., social services, Safety Nets)*	14	5.71	2.09	45	6.71	2.23	44	6.98	2.03	26	7.46	2.10	6	5.67	1.75	21	5.95	2.33	40	5.78	2.66	16	6.25	2.27	7	5.71	1.70	11	5.09	2.47	13	6.23	2.24
Nutrition	19	6.58	2.14	39	6.82	2.35	39	6.49	2.26	26	7.12	1.75	2	5.00	0.00	23	5.65	1.97	36	6.39	2.65	15	6.60	2.06	8	5.63	2.07	13	5.46	2.18	14	6.36	1.91
Health (e.g., maternal and child health, health system performance)	18	7.00	1.94	60	7.67	1.84	46	7.48	2.01	25	7.36	1.80	4	6.50	1.00	23	6.09	1.81	44	7.16	2.47	21	7.81	1.75	7	6.29	2.06	13	7.46	2.15	16	7.56	2.22
Environmental protection (i.e., forests and protected areas management)	14	5.93	2.09	50	6.68	2.39	50	7.28	1.97	22	6.91	2.29	2	5.50	.71	22	5.91	1.97	38	6.92	2.48	14	7.21	2.36	6	6.17	1.94	12	6.67	2.57	12	6.17	1.99
Water and sanitation	15	6.47	1.96	49	7.31	1.93	45	7.58	1.88	26	7.23	1.92	4	6.25	1.26	22	6.18	1.76	37	6.57	2.46	21	7.43	2.25	8	5.88	2.17	13	6.31	1.65	15	6.80	2.65
Urban development (e.g., roads, sanitation, mitigation of the impacts of floods, access to urban services)	15	5.60	2.29	51	6.63	2.37	46	7.24	2.09	24	7.17	2.06	7	6.71	1.11	21	6.05	1.94	41	6.93	2.41	19	6.37	2.77	8	5.88	1.81	12	6.25	2.77	12	6.00	2.66
Private sector development*	15	5.87	2.23	44	5.34	2.40	35	6.17	2.01	21	6.00	2.19	7	7.86	1.46	27	4.44	2.33	40	5.73	2.82	15	5.47	2.03	7	6.00	2.38	9	4.22	2.86	14	4.93	2.30
Business climate improvement	15	6.07	2.22	41	5.68	2.51	36	6.39	2.23	20	6.20	2.24	6	7.83	1.17	25	5.16	2.69	34	5.38	2.74	14	7.07	2.30	6	5.83	1.33	9	4.33	2.55	13	5.46	1.94
Public sector governance	16	6.25	2.29	48	6.25	2.51	39	6.18	2.08	19	5.47	2.01	5	6.40	2.41	24	4.75	2.23	39	5.92	2.86	19	7.16	2.01	8	5.63	2.26	12	5.33	2.31	14	6.43	2.59
Poverty reduction*	20	6.40	2.48	66	6.95	2.51	56	7.45	2.09	25	7.44	1.89	4	7.25	1.50	27	5.11	2.39	50	6.66	2.62	23	7.65	2.08	9	5.67	2.65	15	5.73	2.58	16	6.81	2.97
Energy	13	6.08	2.29	49	6.00	2.64	44	6.64	2.64	21	6.57	2.50	5	7.00	1.00	23	4.87	2.51	35	5.11	2.97	19	6.79	2.30	7	5.43	3.10	14	5.14	2.63	13	5.62	2.79
Telecommunications (ICT)	12	5.50	2.15	37	5.54	2.23	26	5.88	1.97	20	6.50	2.65	3	6.00	1.73	21	5.62	2.29	29	5.31	2.71	14	6.57	2.34	6	5.00	2.76	11	4.55	2.42	10	5.40	2.27
Macroeconomics and fiscal management	15	5.73	2.22	37	6.35	2.14	26	6.35	2.30	19	7.32	1.83	5	7.60	1.67	16	5.81	2.46	25	5.24	2.54	11	6.45	1.86	7	6.00	2.83	9	5.11	2.52	11	6.36	2.34
Youth employment*	16	5.88	2.31	45	5.96	2.63	42	6.43	2.51	20	6.10	2.25	5	6.80	.84	23	4.43	2.59	41	4.32	2.59	16	6.31	2.87	7	6.00	2.94	12	4.00	2.45	14	5.71	2.58
Institutional strengthening	14	6.21	2.33	48	6.73	2.48	42	7.07	1.76	22	7.27	1.80	5	7.00	1.41	24	5.54	1.98	36	6.36	2.44	16	6.50	2.34	8	5.25	2.19	12	5.67	2.93	11	6.45	1.69
Trade and transport facilitation (e.g., infrastructure development, customs modernization)	14	5.86	2.35	45	6.16	2.31	39	6.44	2.41	21	7.05	2.46	3	7.00	1.00	19	5.32	2.38	36	6.78	2.55	18	6.11	2.65	7	4.86	2.41	10	5.70	2.54	12	6.08	2.31
Economic growth*	16	6.69	2.18	51	6.49	2.30	46	7.15	1.84	25	7.48	1.96	6	7.00	1.67	25	5.12	2.39	38	6.66	2.75	20	7.60	2.14	8	5.88	2.10	15	5.80	2.34	14	6.43	2.17

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
At the Headquarters (in Washington D.C.)	70.8%	65.2%	78.3%	61.5%	90.0%	54.3%	68.9%	71.4%	80.0%	48.0%	70.4%
In the country	12.5%	9.0%	15.9%	7.7%	0.0%	8.6%	11.5%	10.7%	0.0%	4.0%	11.1%
Don't know	16.7%	25.8%	5.8%	30.8%	10.0%	37.1%	19.7%	17.9%	20.0%	48.0%	18.5%

*Significantly different between stakeholder groups



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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	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 Benin?	19	6.95	1.72	73	7.18	1.87	67	7.58	1.44	30	6.77	1.89	9	6.67	1.32	28	7.21	2.18	51	7.20	2.47	20	7.05	2.44	9	6.00	2.00	15	6.20	2.51	16	7.06	1.73

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

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Benin*	22	6.73	1.88	77	6.97	2.05	66	7.80	1.81	33	7.30	2.35	10	7.40	1.43	32	5.56	2.76	50	6.38	2.56	25	6.48	2.76	9	5.33	1.66	20	5.95	2.61	22	6.09	1.74
The World Bank Group meets Benin's needs for knowledge services (e.g., research, analysis, data, technical assistance)	20	5.65	2.06	68	6.54	2.44	54	6.87	1.82	26	6.58	2.28	8	6.38	2.00	31	5.55	2.54	47	6.06	2.73	20	6.45	2.82	8	4.88	1.46	17	5.00	2.55	14	6.21	1.19

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	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 Benin?*	21	6.90	2.00	64	6.88	2.32	63	7.78	1.64	27	7.19	1.75	7	7.43	1.90	26	6.38	2.17	38	6.92	2.70	22	7.73	2.49	6	4.50	1.22	9	5.89	2.71	11	7.27	1.56

(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	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
	Weekly	12.5%	4.7%	15.9%	0.0%	0.0%	2.9%	0.0%	0.0%	10.0%	16.0%
Monthly	20.8%	8.1%	21.7%	5.1%	10.0%	11.4%	9.8%	17.9%	20.0%	0.0%	0.0%
A few times a year	50.0%	52.3%	46.4%	20.5%	80.0%	34.3%	41.0%	32.1%	40.0%	28.0%	44.0%
Rarely	8.3%	24.4%	14.5%	53.8%	10.0%	28.6%	36.1%	39.3%	20.0%	36.0%	28.0%
Never	8.3%	10.5%	1.4%	20.5%	0.0%	22.9%	13.1%	10.7%	10.0%	20.0%	24.0%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	20	7.60	1.54	76	7.86	1.74	59	8.00	1.62	28	7.54	1.84	8	6.88	1.13	24	7.63	1.97	49	7.14	2.60	20	7.60	2.48	8	6.38	1.60	17	6.71	2.26	19	7.63	1.54
Include appropriate level of stakeholder involvement during preparation*	19	6.42	2.19	64	6.64	2.18	50	7.28	1.81	25	6.28	2.01	10	6.10	1.66	19	5.58	1.84	41	5.24	2.57	16	5.31	2.57	8	5.25	1.67	16	4.94	2.86	15	6.53	1.77
Lead to practical solutions	19	6.74	1.41	71	6.73	2.03	57	7.37	1.75	27	6.74	1.87	9	6.00	1.66	20	6.05	1.61	48	6.13	2.76	18	6.17	2.31	9	6.00	1.87	18	6.22	2.41	19	6.63	2.01
Are accessible (well written and easy to understand)*	21	6.24	2.12	70	6.51	2.09	57	7.53	1.88	24	6.54	2.21	8	6.75	1.28	23	6.00	2.41	48	6.23	2.66	16	6.94	2.24	8	5.63	1.30	19	5.63	2.81	17	6.24	2.05
Are source of relevant information on global good practices*	20	7.45	1.54	64	7.66	2.03	58	8.02	1.62	24	6.50	2.23	9	7.67	1.73	26	6.65	2.58	46	6.91	2.71	19	7.89	2.00	7	7.00	1.63	16	6.75	2.27	16	7.31	2.02
Are adequately disseminated	19	5.37	1.77	62	5.58	2.39	58	6.24	2.11	27	5.78	2.83	8	5.38	1.19	24	4.67	2.76	46	5.37	2.82	20	4.85	2.48	8	5.38	1.92	19	4.58	2.99	17	4.82	2.01
Are translated enough into local language*	20	3.75	2.40	52	3.60	2.53	50	4.40	2.52	25	3.48	2.80	7	5.00	2.24	22	3.05	2.08	46	3.91	3.00	18	2.17	1.42	7	3.71	2.75	15	2.27	1.67	17	4.47	3.41
Are adaptable to Benin's specific development challenges and country circumstances	21	6.24	2.00	71	6.15	2.41	59	6.83	1.79	26	6.50	2.32	8	6.88	.64	27	5.59	2.26	46	5.93	2.67	19	6.00	2.65	7	4.57	1.99	19	5.05	3.14	16	6.31	2.12

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	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?	22	6.73	2.03	75	7.31	2.06	57	7.96	1.39	29	7.62	2.31	7	7.00	1.00	31	7.00	1.97	53	7.09	2.42	21	7.86	2.17	9	6.33	1.32	21	6.86	2.15	15	7.80	1.47
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	22	7.18	1.47	75	7.41	1.77	59	8.34	1.23	29	7.55	1.92	7	7.29	1.98	29	6.93	1.81	53	7.42	2.36	17	7.88	1.93	9	6.67	1.58	20	6.40	2.33	17	7.47	1.55

(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)

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	24	5.75	2.82	63	5.17	2.49	66	6.85	2.44	27	5.07	2.51	7	5.57	1.90	28	4.39	2.56	44	4.39	3.00	14	3.71	3.02	8	4.25	2.87	17	4.06	3.11	18	3.89	2.52
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	23	7.91	1.62	82	7.78	2.07	69	8.61	1.49	34	8.15	2.00	8	7.00	2.00	31	7.00	2.59	50	7.34	2.72	26	8.73	1.76	9	7.33	2.45	20	7.05	2.21	18	8.22	1.35
The World Bank Group's approvals and reviews are done in a timely fashion	22	6.09	2.58	65	6.42	2.42	62	7.47	1.76	26	6.12	2.29	7	5.71	1.50	29	6.07	2.42	42	6.19	2.74	18	6.83	2.04	8	5.88	3.27	17	5.71	2.49	16	6.00	2.39
The World Bank Group's "Safeguard Policy" requirements are reasonable*	18	6.11	2.05	51	6.90	2.15	55	7.67	1.67	22	7.59	1.99	5	7.20	1.64	25	6.04	1.74	39	6.87	2.66	16	6.81	2.26	5	5.20	2.68	16	6.00	2.83	10	6.50	2.59
The World Bank Group's conditions on its lending are reasonable*	22	6.23	1.93	50	7.10	1.97	53	7.83	1.52	22	7.00	2.27	7	7.57	1.90	24	5.58	1.95	37	6.81	2.87	16	6.25	2.62	8	4.63	2.62	12	5.42	2.94	13	6.54	1.66
The World Bank Group takes decisions quickly in Benin*	19	5.58	2.27	53	5.47	2.61	53	6.92	1.80	21	5.90	1.89	7	5.00	1.83	23	5.43	1.75	32	5.13	2.76	13	5.31	3.09	7	4.71	2.75	13	3.62	2.18	17	5.35	2.50
Working with the World Bank Group increases Benin's institutional capacity*	20	6.95	1.82	73	7.41	2.10	66	7.97	1.47	27	7.30	2.33	9	6.33	1.32	29	7.31	1.97	52	6.83	2.70	22	7.95	1.76	8	5.75	2.49	19	6.68	2.63	15	6.20	2.21
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	21	7.71	1.93	60	7.88	1.89	67	8.45	1.53	24	8.17	2.12	7	6.43	1.62	26	7.27	2.22	43	7.77	2.63	20	8.10	1.89	9	6.67	2.45	11	7.09	1.92	15	6.73	2.66
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	23	7.74	1.81	76	7.70	2.14	69	8.68	1.44	30	7.57	2.24	9	7.00	1.73	26	7.38	2.02	51	7.53	2.77	22	8.05	1.76	9	6.44	2.07	19	6.74	2.33	17	7.76	1.56

*Significantly different between stakeholder groups

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	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 Benin?*	19	6.63	1.89	63	6.68	1.92	56	7.64	1.54	23	6.48	2.17	7	7.14	1.86	32	6.16	2.38	47	6.43	2.85	20	8.50	1.76	8	6.25	1.16	16	5.56	2.19	14	6.14	1.23

(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 Benin? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group takes too much risk in Benin	0.0%	1.1%	1.4%	11.4%	10.0%	5.4%	6.3%	0.0%	10.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Benin	41.7%	26.1%	27.1%	28.6%	40.0%	24.3%	36.5%	33.3%	30.0%	37.5%	18.5%
The World Bank Group's approach to risk is appropriate	41.7%	33.0%	47.1%	20.0%	30.0%	35.1%	27.0%	40.0%	40.0%	29.2%	22.2%
Don't know	16.7%	39.8%	24.3%	40.0%	20.0%	35.1%	30.2%	26.7%	20.0%	33.3%	59.3%

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

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Benin	75.0%	65.9%	71.4%	65.7%	60.0%	63.9%	57.1%	58.6%	50.0%	52.2%	48.1%
The World Bank Group is not sufficiently selective in Benin, and it is involved in too many areas of development	4.2%	13.6%	12.9%	17.1%	20.0%	13.9%	15.9%	20.7%	10.0%	8.7%	3.7%
Don't know	20.8%	20.5%	15.7%	17.1%	20.0%	22.2%	27.0%	20.7%	40.0%	39.1%	48.1%

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

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Provide more adequate data/knowledge/statistics/figures on Benin's economy*	13.0%	20.5%	8.8%	17.9%	60.0%	18.9%	9.4%	30.0%	30.0%	28.0%	22.2%
Ensure greater selectivity in its work	4.3%	3.4%	4.4%	5.1%	10.0%	18.9%	12.5%	10.0%	20.0%	0.0%	7.4%
Offer more innovative financial products	13.0%	23.9%	19.1%	12.8%	10.0%	18.9%	17.2%	20.0%	0.0%	40.0%	18.5%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	21.7%	5.7%	16.2%	2.6%	10.0%	5.4%	9.4%	10.0%	20.0%	20.0%	7.4%
Reach out more to groups outside of Government*	21.7%	37.5%	44.1%	51.3%	40.0%	64.9%	60.9%	76.7%	50.0%	32.0%	48.1%
Work faster	17.4%	10.2%	10.3%	7.7%	0.0%	8.1%	4.7%	0.0%	10.0%	12.0%	22.2%
Improve the quality of its experts as related to Benin's specific challenges	8.7%	8.0%	2.9%	10.3%	0.0%	2.7%	3.1%	0.0%	20.0%	8.0%	7.4%
Offer more innovative knowledge services	4.3%	8.0%	4.4%	0.0%	0.0%	2.7%	10.9%	3.3%	0.0%	12.0%	3.7%
Collaborate more effectively with Government clients (e.g., national, state, local)*	13.0%	17.0%	5.9%	28.2%	20.0%	8.1%	12.5%	6.7%	40.0%	4.0%	14.8%
Increase the level of capacity development in the country	39.1%	25.0%	39.7%	17.9%	40.0%	21.6%	28.1%	16.7%	0.0%	20.0%	18.5%
Reduce the complexity of obtaining World Bank Group financing	39.1%	34.1%	36.8%	46.2%	10.0%	27.0%	23.4%	23.3%	10.0%	24.0%	18.5%
Other	0.0%	2.3%	1.5%	0.0%	0.0%	0.0%	4.7%	0.0%	0.0%	0.0%	3.7%

*Significantly different between stakeholder groups

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

When considering the combination of services that the World Bank Group offers in Benin, 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 Benin? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Financial services	20.8%	15.5%	10.9%	28.9%	0.0%	27.0%	24.2%	28.6%	10.0%	12.5%	8.0%
Knowledge products	4.2%	14.3%	12.5%	15.8%	55.6%	10.8%	14.5%	17.9%	40.0%	20.8%	16.0%
Convening services	0.0%	2.4%	0.0%	0.0%	0.0%	2.7%	1.6%	0.0%	0.0%	0.0%	4.0%
None of the above	0.0%	3.6%	0.0%	0.0%	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Benin	70.8%	60.7%	73.4%	50.0%	44.4%	59.5%	53.2%	50.0%	50.0%	66.7%	68.0%
Don't know	4.2%	3.6%	3.1%	5.3%	0.0%	0.0%	4.8%	3.6%	0.0%	0.0%	4.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Periodicals*	29.2%	16.9%	14.9%	5.3%	30.0%	10.8%	4.7%	10.3%	20.0%	12.0%	0.0%
International newspapers	4.2%	13.5%	14.9%	18.4%	20.0%	10.8%	21.9%	17.2%	0.0%	12.0%	3.8%
Local radio*	8.3%	20.2%	14.9%	42.1%	10.0%	16.2%	26.6%	34.5%	10.0%	16.0%	46.2%
International radio	4.2%	4.5%	6.0%	5.3%	0.0%	10.8%	9.4%	3.4%	10.0%	8.0%	7.7%
Local television*	33.3%	51.7%	43.3%	55.3%	10.0%	48.6%	26.6%	44.8%	40.0%	52.0%	50.0%
International television*	29.2%	10.1%	6.0%	10.5%	0.0%	18.9%	21.9%	6.9%	0.0%	24.0%	7.7%
Local newspapers	20.8%	27.0%	25.4%	21.1%	40.0%	27.0%	28.1%	20.7%	30.0%	12.0%	34.6%
Internet	37.5%	36.0%	49.3%	26.3%	70.0%	43.2%	42.2%	31.0%	60.0%	44.0%	42.3%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	12.5%	7.9%	9.0%	7.9%	0.0%	5.4%	7.8%	17.2%	0.0%	4.0%	3.8%
Other	12.5%	4.5%	4.5%	0.0%	20.0%	8.1%	6.3%	3.4%	10.0%	4.0%	0.0%

*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	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Direct contact with World Bank Group	40.9%	15.9%	15.7%	56.4%	50.0%	36.1%	33.9%	40.0%	10.0%	12.0%	40.7%
e-Newsletters	40.9%	46.6%	44.3%	20.5%	50.0%	33.3%	40.3%	43.3%	20.0%	40.0%	33.3%
World Bank Group's seminars/workshops/ conferences	40.9%	40.9%	48.6%	35.9%	20.0%	33.3%	37.1%	36.7%	40.0%	44.0%	37.0%
World Bank Group's publications and other written materials	50.0%	45.5%	37.1%	28.2%	50.0%	27.8%	27.4%	26.7%	60.0%	52.0%	29.6%
World Bank Group's website*	27.3%	45.5%	38.6%	41.0%	20.0%	52.8%	38.7%	10.0%	60.0%	36.0%	25.9%
Social media (blogs, Facebook, Twitter, YouTube, Flickr)	0.0%	6.8%	8.6%	15.4%	0.0%	13.9%	16.1%	16.7%	0.0%	8.0%	14.8%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.6%	10.0%	0.0%	4.0%	7.4%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

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	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	13.6%	13.3%	16.9%	8.6%	30.0%	8.3%	10.2%	11.1%	30.0%	4.0%	7.4%
No	86.4%	86.7%	83.1%	91.4%	70.0%	91.7%	89.8%	88.9%	70.0%	96.0%	92.6%

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	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	18.2%	7.0%	14.9%	0.0%	40.0%	2.8%	8.8%	14.8%	10.0%	4.0%	3.8%
No	81.8%	93.0%	85.1%	100.0%	60.0%	97.2%	91.2%	85.2%	90.0%	96.0%	96.2%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	100.0%	83.3%	100.0%	-	100.0%	100.0%	80.0%	75.0%	100.0%	-	100.0%
No	0.0%	16.7%	0.0%	-	0.0%	0.0%	20.0%	25.0%	0.0%	-	0.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	95.7%	96.4%	96.9%	81.8%	90.0%	91.7%	78.3%	92.9%	100.0%	96.0%	79.2%
No	4.3%	3.6%	3.1%	18.2%	10.0%	8.3%	21.7%	7.1%	0.0%	4.0%	20.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	52.2%	45.1%	77.6%	29.4%	70.0%	27.8%	42.6%	42.9%	80.0%	48.0%	40.0%
No	47.8%	54.9%	22.4%	70.6%	30.0%	72.2%	57.4%	57.1%	20.0%	52.0%	60.0%

*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	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	20.8%	14.5%	14.9%	20.6%	10.0%	27.0%	16.4%	32.1%	11.1%	8.0%	20.0%
No	79.2%	85.5%	85.1%	79.4%	90.0%	73.0%	83.6%	67.9%	88.9%	92.0%	80.0%



G. Communication and Information Sharing (continued)

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

	Which of the following best describes your current position?																																
	Office of President/ Prime Minister/ Minister			Employee of a Ministry			PMU/ Consultant			Local government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institutions			Academia/ Research Institute/ Think Tanks			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	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	12	6.33	2.19	40	7.20	2.07	50	7.08	2.11	16	5.25	2.57	6	7.33	1.37	17	5.12	2.89	29	6.97	2.53	10	6.00	3.30	7	6.71	1.38	12	7.00	2.52	12	6.00	2.73
I find the information on the World Bank Group's websites useful.*	12	7.00	2.30	36	8.06	1.62	50	7.78	1.72	18	5.72	2.87	6	7.17	1.47	16	5.50	2.53	26	7.81	2.51	11	8.09	2.39	7	7.43	1.51	12	6.75	2.77	11	6.27	2.90
The World Bank Group's social media channels are valuable sources of information about the institution	10	5.20	3.12	24	6.67	3.02	18	6.83	2.26	18	7.17	2.96	3	5.33	.58	13	5.38	2.75	19	6.68	3.22	15	8.33	2.02	4	8.25	1.71	7	7.57	3.05	6	5.50	3.39
When I need information from the World Bank Group I know how to find it*	18	6.61	3.07	50	6.52	2.92	56	6.84	2.74	19	5.16	3.02	8	7.13	1.73	19	4.74	3.30	43	5.81	3.14	19	5.00	3.33	8	4.88	2.70	19	4.89	3.13	12	5.33	2.46
The World Bank Group is responsive to my information requests and inquiries*	11	6.45	2.38	36	6.28	2.66	29	7.59	2.29	12	5.25	2.73	7	6.57	2.37	14	4.50	3.13	22	6.59	3.17	13	4.54	3.31	5	3.80	3.03	11	4.82	3.16	10	4.10	2.47

*Significantly different between stakeholder groups

H. Background Information

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
I currently collaborate with the World Bank Group	34.8%	28.4%	50.7%	22.9%	30.0%	13.5%	25.8%	7.1%	30.0%	29.2%	26.9%
I have previously collaborated with the World Bank Group	17.4%	9.1%	11.9%	5.7%	0.0%	16.2%	21.0%	14.3%	10.0%	16.7%	15.4%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	34.8%	28.4%	29.9%	20.0%	50.0%	21.6%	11.3%	32.1%	20.0%	8.3%	11.5%
I have never collaborated with the World Bank Group	13.0%	34.1%	7.5%	51.4%	20.0%	48.6%	41.9%	46.4%	40.0%	45.8%	46.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
The World Bank (IDA)	86.4%	82.4%	98.6%	92.6%	88.9%	57.1%	75.0%	77.3%	100.0%	77.8%	68.2%
The International Finance Corporation (IFC)	4.5%	4.1%	0.0%	0.0%	0.0%	10.7%	1.9%	0.0%	0.0%	0.0%	9.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	4.1%	0.0%	0.0%	11.1%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%
Other	9.1%	9.5%	1.4%	7.4%	0.0%	32.1%	21.2%	22.7%	0.0%	22.2%	22.7%

*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	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Yes	10.0%	18.6%	10.8%	4.0%	10.0%	20.0%	8.0%	10.0%	0.0%	9.5%	11.8%
No	90.0%	81.4%	89.2%	96.0%	90.0%	80.0%	92.0%	90.0%	100.0%	90.5%	88.2%

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

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
The two institutions work well together	100.0%	70.0%	28.6%	0.0%	0.0%	16.7%	25.0%	0.0%	-	100.0%	50.0%
The way the two institutions work together needs improvement	0.0%	10.0%	28.6%	0.0%	100.0%	33.3%	0.0%	100.0%	-	0.0%	0.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	0.0%	33.3%	75.0%	0.0%	-	0.0%	0.0%
Don't know	0.0%	20.0%	42.9%	100.0%	0.0%	16.7%	0.0%	0.0%	-	0.0%	50.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Observer*	17.4%	24.1%	7.5%	50.0%	0.0%	61.3%	40.7%	51.9%	20.0%	34.8%	19.0%
Use World Bank Group reports/data	4.3%	16.1%	13.4%	21.9%	50.0%	22.6%	25.9%	18.5%	30.0%	30.4%	28.6%
Engage in World Bank Group related/sponsored events/activities	52.2%	28.7%	32.8%	12.5%	20.0%	22.6%	27.8%	11.1%	20.0%	21.7%	28.6%
Collaborate as part of my professional duties*	69.6%	56.3%	70.1%	37.5%	80.0%	25.8%	24.1%	33.3%	40.0%	21.7%	42.9%
Use World Bank Group website for information, data, research, etc.*	17.4%	13.8%	17.9%	6.3%	0.0%	0.0%	29.6%	22.2%	40.0%	30.4%	19.0%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Employee of a Ministry	PMU/ Consultant	Local Gov.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Gov. Institutions	Academia/ Research Institute/ Think Tanks	Other
Female	12.5%	7.9%	18.6%	10.5%	20.0%	13.9%	21.0%	20.0%	0.0%	4.0%	15.4%
Male	87.5%	92.1%	81.4%	89.5%	80.0%	86.1%	79.0%	80.0%	100.0%	96.0%	84.6%

**Appendix C: Responses to Indicator Questions by Geographic Location¹⁴****Cotonou/Abomey Calavi N=246 ● Autres villes N=151 ● Zones rurales N=36****B. Overall Attitudes toward the World Bank Group**

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Benin.	211	6.55	2.30	127	6.72	2.57	28	7.07	2.60

*(1-Not effective at all, 10-Very effective)***To what extent do you agree with the following statements about the World Bank Group's work in Benin?**

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Benin	229	7.56	2.17	132	7.49	2.35	33	8.36	1.92
The World Bank Group's work is aligned with what I consider the development priorities for Benin	217	6.73	2.50	121	6.87	2.39	30	7.43	2.69

*(1-Strongly disagree, 10-Strongly agree)***To what extent is the World Bank Group an effective development partner in Benin, in terms of each of the following?**

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness	155	6.19	2.26	82	6.33	2.24	17	6.00	1.80
Flexibility (in terms of the institution's products and services)	161	5.96	2.18	84	5.98	2.34	22	4.95	2.40
Flexibility (in terms of changing country circumstances)	165	5.90	2.20	89	6.39	2.18	21	5.86	2.46
Being inclusive	139	6.75	2.29	71	6.65	2.11	13	5.69	2.84
Openness (sharing data and other information)	187	6.71	2.40	101	6.51	2.59	24	7.67	2.46
Staff accessibility	177	5.84	2.55	98	5.73	2.76	20	5.50	2.67
Straightforwardness and honesty*	155	6.79	2.40	88	7.55	2.27	21	7.86	2.59
Ease of access to the people at the World Bank Group who are making decisions important to my work	166	5.69	2.70	88	5.61	2.74	19	5.84	3.02
Collaboration with civil society	151	6.11	2.28	88	6.17	2.52	18	6.67	2.87
Collaboration with the Government*	200	8.00	1.89	115	8.30	1.73	25	9.20	1.04
Collaboration with other donors and development partners*	161	7.35	2.16	84	7.76	2.08	15	8.73	2.37
Collaboration with the private sector	147	5.60	2.41	79	5.95	2.47	20	5.85	2.76
The speed in which it gets things accomplished on the ground	179	6.64	2.14	100	6.72	2.37	26	6.65	2.88
Being a long-term partner	193	8.46	1.87	120	8.36	2.11	24	8.83	1.52

*(1-To no degree at all, 10-To a very significant degree) *Significantly different between locations*¹⁴ Only 433 respondents provided the information about their geographic location (question H9 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix.

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

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	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 Benin?	208	7.09	1.94	111	7.09	2.10	25	7.36	2.02

*(1-To no degree at all, 10-To a very significant degree)***To what extent do you agree with the following statements about the World Bank Group in Benin?**

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The WBG's financial instruments meet the needs of Benin	214	6.61	2.32	133	6.95	2.29	27	7.15	2.32
The WBG meets Benin's needs for knowledge services	186	6.23	2.23	111	6.06	2.52	22	6.45	2.63

*(1-Strongly disagree, 10-Strongly agree)***D. The World Bank Group's Knowledge Work and Activities****In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to Benin's specific development challenges and country circumstances	196	6.14	2.21	104	6.13	2.39	23	6.52	3.19

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

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	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?	205	7.22	1.90	115	7.36	2.28	26	8.15	1.85
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	203	7.37	1.82	113	7.45	1.99	27	8.04	2.03

(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)

	Which best represents your geographic location?								
	Cotonou / Abomey Calavi			Autres villes			Zones rurales		
	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Benin	161	5.71	2.43	81	5.22	2.44	21	6.38	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them*	187	7.58	2.10	91	7.96	2.04	31	8.55	1.95

*Significantly different between 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	Cotonou/ Abomey Calavi	Autres villes	Zones rurales
I currently collaborate with the World Bank Group	30.7%	23.9%	37.1%
I have previously collaborated with the World Bank Group	14.3%	12.7%	5.7%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	28.2%	16.9%	20.0%
I have never collaborated with the World Bank Group	26.9%	46.5%	37.1%

*Significantly different between locations.

Which of the following agencies of the World Bank Group do you primarily engage with in Benin?

(Select only one response)

Percentage of Respondents	Cotonou/ Abomey Calavi	Autres villes	Zones rurales
The World Bank (IDA)	81.9%	82.5%	89.3%
The International Finance Corporation (IFC)	2.8%	1.8%	7.1%
The Multilateral Investment Guarantee Agency (MIGA)	1.4%	2.6%	-
Other	14.0%	13.2%	3.6%

**Appendix D: Responses to Select Questions by Collaboration with the WBG¹⁵****Currently collaborating with the WBG N=218 ● Not collaborating with the WBG N=197****B. Overall Attitudes toward the World Bank Group**

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin?*	213	6.15	2.19	192	4.68	2.56

*(1-Not familiar at all, 10-Extremely familiar) *Significantly different between those who collaborate with the WBG and those who do not.*

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin.*	198	7.23	2.04	156	5.85	2.65

*(1-Not effective at all, 10-Very effective) *Significantly different between those who collaborate with the WBG and those who do not.*

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin solve its most complicated development challenges?*	187	7.56	1.93	131	6.73	2.46

*(1-To no degree at all, 10-To a very significant degree)***Significantly different between those who collaborate with the WBG and those who do not.*

¹⁵ Only 415 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.



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

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

Percentage of Respondents (Responses combined)	Currently collaborating with the WBG	Not collaborating with the WBG
	Agricultural development	50.2%
Education	41.9%	38.8%
Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	34.6%	34.2%
Private sector development (incl. foreign direct investment, trade and competitiveness)	21.7%	25.0%
Health	19.8%	24.5%
Transport (e.g., roads, bridges, transportation)	16.1%	16.3%
Energy and extractives	15.7%	14.3%
Economic growth	14.3%	12.2%
Poverty reduction	14.3%	16.3%
Natural resource management and environmental sustainability*	11.5%	5.1%
Food security and nutrition*	11.1%	5.1%
Water and sanitation	10.1%	7.7%
Labor markets/job creation/employment*	8.3%	16.8%
Rural development	6.9%	8.2%
Gender equity	3.7%	2.0%
Social protection (e.g., pensions, targeted social assistance)	3.7%	4.6%
Law and justice (e.g., judicial system)	2.8%	3.6%
Climate change (e.g., mitigation, adaptation)	2.8%	3.6%
Information and communications technology	2.3%	1.0%
Finance and markets	2.3%	0.5%
Crime and violence	1.4%	1.5%
Urban development	1.4%	0.0%
Global/regional integration	0.5%	1.5%

*Significantly different between those who collaborate with the WBG and those who do not.

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)*	183	7.51	1.74	125	6.85	2.10
Citizen engagement (incorporating citizens' voices into development)*	143	6.31	2.41	107	5.44	2.63
Policy design (for clarity and better incentives to achieve development goals)	173	7.07	2.09	119	6.84	2.32

*Significantly different between those who collaborate with the WBG and those who do not.

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

When thinking about how to improve capacity building in Benin 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?

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation (or other organizational strengthening)	196	8.54	1.77	152	8.18	2.01
Citizen engagement (incorporating citizens' voices into development)	175	8.59	1.65	152	8.34	1.95
Policy design (for clarity and better incentives to achieve development goals)	185	8.63	1.73	153	8.33	1.96

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

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the WBG currently plays a relevant role in development in Benin*	204	7.88	1.87	174	7.22	2.59
The World Bank Group's work is aligned with what I consider the development priorities for Benin*	196	7.14	2.27	155	6.35	2.70
The WBG supports programs and strategies that are realistic for Benin*	197	7.38	2.12	155	6.37	2.77
The World Bank Group treats clients and stakeholders in Benin with respect	177	6.77	2.41	110	6.35	2.73

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness	147	6.43	2.21	98	5.88	2.24
Flexibility (in terms of the institution's products and services)	155	5.91	2.25	104	5.78	2.29
Flexibility (in terms of changing country circumstances)	156	6.18	2.16	110	5.82	2.26
Being inclusive	131	7.11	7.44	86	5.84	2.27
Openness (sharing data and other information)	168	6.92	2.32	130	6.40	2.69
Staff accessibility*	162	6.35	2.45	122	4.96	2.68
Straightforwardness and honesty*	148	7.43	2.10	104	6.59	2.73
Ease of access to the people at the World Bank Group who are making decisions important to my work*	154	6.44	2.57	109	4.47	2.47
Collaboration with civil society*	132	6.45	2.21	115	5.68	2.55
Collaboration with the Government	173	8.13	1.79	153	8.23	1.89
Collaboration with other donors and development partners	139	7.67	2.02	110	7.37	2.38
Collaboration with the private sector*	129	6.13	2.27	109	5.19	2.58
The speed in which it gets things accomplished on the ground	175	6.78	2.23	119	6.41	2.32
Being a long-term partner*	177	8.65	1.69	147	8.16	2.23

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

*Significantly different between those who collaborate with the WBG and those who do not.

**C. World Bank Group's Sectoral 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 Benin?
(1-Not important at all, 10-Very important)

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Agricultural development	201	8.82	1.67	179	8.99	1.54
Education	196	8.81	1.57	169	8.96	1.60
Social protection (e.g., pensions, targeted social assistance)	170	6.25	2.33	156	6.08	2.49
Food security and nutrition	185	8.28	1.72	166	8.14	2.08
Health	190	8.75	1.49	164	8.75	1.73
Natural resource management and environmental sustainability	191	8.01	1.81	161	7.71	2.09
Water and sanitation	186	8.33	1.66	167	8.35	1.94
Urban development	179	7.23	1.90	155	6.86	2.21
Rural development	183	8.48	1.59	154	8.23	1.89
Private sector development	188	8.29	1.95	170	8.42	1.93
Finance and markets	174	7.22	2.14	151	7.41	2.22
Public sector governance	190	8.59	1.87	169	8.51	2.20
Poverty reduction	194	8.83	1.71	175	8.82	1.90
Energy and extractives	181	8.22	2.07	164	8.15	2.32
Transport (e.g., roads, bridges, transportation)	185	8.12	2.05	159	8.18	2.11
Information and communications technology	188	7.45	2.12	166	7.46	2.26
Economic growth	189	8.28	1.87	164	8.32	1.98
Law and justice (e.g., judicial system)	181	7.64	2.06	164	7.52	2.29
Crime and violence	175	6.45	2.56	159	6.62	2.63
Climate change (e.g., mitigation, adaptation)	183	7.86	1.95	160	7.86	2.19
Labor markets/job creation/employment	187	8.19	1.96	162	8.31	2.11
Gender equity	181	7.21	2.27	161	6.73	2.52
Global/regional integration	181	7.41	2.15	165	7.18	2.48

**C. World Bank Group's Sectoral 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 Benin? (1-Not effective at all, 10-Very effective)

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Agricultural development	151	6.42	2.27	112	5.88	2.55
Education	139	6.98	2.13	114	6.60	2.40
Community development (i.e., social services, Safety Nets)	133	6.53	2.07	105	6.01	2.57
Nutrition	125	6.55	2.12	103	6.10	2.28
Health (e.g., maternal and child health, health system performance)	149	7.30	1.89	122	7.23	2.19
Environmental protection (i.e., forests and protected areas management)	137	6.88	2.12	100	6.37	2.43
Water and sanitation*	138	7.22	1.84	112	6.54	2.29
Urban development*	143	6.95	2.08	109	6.17	2.49
Private sector development*	126	5.96	2.29	105	4.96	2.50
Business climate improvement*	120	6.20	2.41	95	5.21	2.41
Public sector governance*	129	6.37	2.31	110	5.47	2.39
Poverty reduction	169	6.96	2.37	137	6.45	2.57
Energy*	131	6.35	2.54	107	5.24	2.65
Telecommunications (ICT)*	100	6.03	2.21	83	5.02	2.25
Macroeconomics and fiscal management*	100	6.43	2.16	76	5.70	2.34
Youth employment*	139	6.11	2.36	98	4.76	2.77
Institutional strengthening	139	6.68	2.09	94	6.21	2.28
Trade and transport facilitation	124	6.41	2.22	94	5.82	2.62
Economic growth*	151	6.89	2.01	107	6.04	2.60

*Significantly different between those who collaborate with the WBG and those who do not.

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin?	186	7.24	1.82	141	6.87	2.22

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

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin*	195	7.15	2.00	163	6.27	2.55
The World Bank Group meets Benin's needs for knowledge services*	165	6.49	2.12	139	5.78	2.55

(1-Strongly disagree, 10-Strongly agree) *Significantly different between those who collaborate with the WBG and those who do not.



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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin?*	166	7.36	1.96	119	6.67	2.46

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	182	7.66	1.79	140	7.41	2.18
Include appropriate level of stakeholder involvement during preparation*	160	6.64	2.13	115	5.50	2.35
Lead to practical solutions*	173	6.84	1.92	134	6.28	2.28
Are accessible (well written and easy to understand)*	179	6.87	2.07	126	6.02	2.42
Are source of relevant information on global good practices*	170	7.61	1.96	130	7.01	2.36
Are adequately disseminated*	170	5.81	2.38	132	4.97	2.55
Are translated enough into local language*	152	3.99	2.69	121	3.18	2.34
Are adaptable to Benin's specific development challenges and country circumstances*	177	6.45	2.17	136	5.70	2.51

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

*Significantly different between those who collaborate with the WBG and those who do not.

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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?	184	7.42	1.94	147	7.17	2.19
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	189	7.62	1.70	141	7.18	2.10

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

*Significantly different between those who collaborate with the WBG and those who do not.

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

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	192	5.72	2.73	118	4.20	2.62
The WBG effectively monitors and evaluates the projects and programs it supports*	205	8.11	1.97	158	7.52	2.32
The World Bank Group's approvals and reviews are done in a timely fashion*	185	6.86	2.15	120	5.77	2.57
The World Bank Group's "Safeguard Policy" requirements are reasonable*	160	7.19	2.07	97	6.26	2.40
The World Bank Group's conditions on its lending are reasonable*	154	7.18	2.00	104	6.01	2.54
The World Bank Group takes decisions quickly in Benin*	156	6.07	2.35	97	4.91	2.31
Working with the World Bank Group increases Benin's institutional capacity*	188	7.46	1.96	145	6.91	2.39
Where country systems are adequate, the WBG makes appropriate use of them	177	7.92	2.01	119	7.59	2.24
The World Bank Group provides effective implementation support*	196	8.07	1.94	147	7.21	2.31

*Significantly different between those who collaborate with the WBG and those who do not.

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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 Benin?*	169	7.06	1.98	129	6.37	2.38

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

*Significantly different between those who collaborate with the WBG and those who do not.

G. Communication and Information Sharing

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

	Which one of the following best describes your level of interaction with the WBG in your country?					
	Currently 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.*	133	6.96	2.09	78	6.21	2.79
I find the information on the World Bank Group's websites useful.*	129	7.64	1.91	75	6.71	2.72
The World Bank Group's social media channels are valuable sources of information about the institution	65	6.72	2.70	73	6.67	2.98
When I need information from the World Bank Group I know how to find it*	150	6.56	2.81	122	5.20	3.09
The World Bank Group is responsive to my information requests and inquiries*	98	6.78	2.58	74	4.86	3.01

*Significantly different between those who collaborate with the WBG and those who do not.



Appendix E: Responses to Select Questions by Year¹⁶

Comparing responses across Country Surveys reflect changes in attitudes over time, but also changes in respondent samples and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. Although the FY12 and FY15 samples were fairly similar, the samples from both years were weighted to have equivalent stakeholder groups.

Original Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Prime Minister/Minister	7.1%	6.0%
Government institutions (includes Office of Parliamentarian, employees of ministries, independent government institutions, PMU/Consultants on WBG supported projects, and the judiciary branch)	38.0%	42.5%
Bilateral/multilateral agencies (includes international partners)	2.9%	2.5%
Private sector (includes financial sector/private banks)	5.7%	9.3%
Academia	8.2%	6.3%
Media	9.0%	7.5%
Civil society (includes NGOs/CBOs, trade unions, and youth groups)	18.4%	16.1%
Local government	10.7%	9.8%
Total Number of Respondents (Un-Weighted)	523	398

(Note, respondents who indicated "Other" were excluded.)

The weighted stakeholder breakdown is presented below:

Weighted Distribution		
Percentage of Respondents	FY12	FY15
Office of the President/Prime Minister/Minister	6.6%	6.6%
Government Institutions	37.2%	37.4%
Bilateral/Multilateral Agency	2.8%	2.6%
Private Sector	9.6%	9.6%
Academia	8.0%	8.1%
Media	7.8%	7.8%
Civil Society	17.6%	17.7%
Local government	10.5%	10.2%
Total Number of Respondents (Weighted)	536	384

All data presented in this appendix are weighted. As a result, means of the FY15 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY12 respondents and the total number of respondents indicated may differ from those reported in the FY12 COS report.

A. General Issues facing Benin

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

Percentage of Respondents	FY12	FY15
The right direction*	41.1%	57.4%
The wrong direction*	27.7%	18.8%
Not sure*	31.3%	23.7%

**Significantly different between FY15 and FY12 respondents.*

¹⁶ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Benin?*	525	6.01	2.34	374	5.43	2.46

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY15 and FY12 respondents.

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Benin.*	466	6.93	2.02	325	6.58	2.47

(1-Not effective at all, 10-Very effective) *Significantly different between FY15 and FY12 respondents.

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Benin	504	7.30	2.06	348	7.52	2.31
The World Bank Group's work is aligned with what I consider the development priorities for Benin	478	6.50	2.26	327	6.76	2.53
The World Bank Group supports programs and strategies that are realistic for Benin	475	6.89	2.12	326	6.93	2.53
The World Bank Group treats clients and stakeholders in Benin with respect*	443	7.12	2.14	264	6.67	2.51

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12 respondents.

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Responsiveness	369	6.37	2.09	225	6.18	2.25
Flexibility (in terms of the institution's products and services)	377	5.74	2.17	239	5.85	2.31
Flexibility (in terms of changing country circumstances)	380	5.84	2.10	248	6.02	2.23
Being inclusive	336	6.35	1.92	199	6.54	5.79
Openness (sharing data and other information)	442	6.90	2.19	279	6.63	2.54
Staff accessibility*	423	6.20	2.40	266	5.70	2.66
Straightforwardness and honesty*	367	7.45	2.09	234	7.04	2.44
Collaboration with civil society*	396	6.56	2.26	234	6.11	2.42
Collaboration with the Government	450	8.20	1.73	304	8.18	1.86
Collaboration with other donors and development partners	370	7.61	2.01	233	7.46	2.21

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY15 and FY12 respondents.

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Agricultural development	395	6.39	2.20	244	6.24	2.46
Education	440	6.96	1.97	227	6.81	2.28
Health	435	7.32	1.93	251	7.26	2.03
Environmental protection*	324	6.14	2.11	220	6.75	2.26
Water and sanitation	393	6.78	1.80	231	6.93	2.05
Urban development	367	6.32	2.02	235	6.65	2.30
Private sector development	336	5.55	2.15	213	5.58	2.44
Public sector governance	350	6.07	2.17	221	5.95	2.40
Poverty reduction	456	6.60	2.21	283	6.75	2.45
Energy	363	5.88	2.18	221	5.91	2.66
Economic growth*	379	6.20	2.13	241	6.63	2.33

*Significantly different between FY15 and FY12 respondents.

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Benin?	486	7.02	2.03	307	7.09	2.02

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Benin	438	6.52	2.19	331	6.76	2.36
The World Bank Group meets Benin's needs for knowledge services	429	6.45	2.21	288	6.18	2.42

(1-Strongly disagree, 10-Strongly agree)

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

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Are timely*	324	6.74	1.93	296	7.53	2.01
Include appropriate level of stakeholder involvement during preparation*	379	6.65	2.14	257	6.11	2.31
Lead to practical solutions*	402	6.89	1.98	284	6.57	2.12
Are accessible (well written and easy to understand)*	424	6.95	2.03	283	6.51	2.29
Are source of relevant information on global good practices	402	7.60	1.63	278	7.32	2.18
Are adequately disseminated*	372	6.29	2.11	280	5.44	2.51
Are translated enough into local language*	379	6.75	2.05	253	3.59	2.55
Are adaptable to Benin's specific development challenges and country circumstances*	408	6.59	2.04	291	6.11	2.39

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

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	451	7.05	2.03	314	7.29	2.06
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	437	7.61	1.78	308	7.44	1.92

(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?

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	420	5.87	2.57	286	5.17	2.82
The World Bank Group effectively monitors and evaluates the projects and programs it supports	480	7.69	1.93	337	7.82	2.17
The World Bank Group's approvals and reviews are done in a timely fashion*	442	6.86	2.12	284	6.43	2.39
The World Bank Group's "Safeguard Policy" requirements are reasonable	413	6.93	1.97	243	6.85	2.23
The World Bank Group's conditions on its lending are reasonable	385	6.37	2.31	241	6.73	2.33
Working with the World Bank Group increases Benin's institutional capacity	466	7.49	1.89	312	7.27	2.16
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	430	7.90	1.94	274	7.84	2.06

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12 respondents.

**G. Communication and Information Sharing**

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	FY12	FY15
Yes	10.7%	12.3%
No	89.3%	87.7%

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

Percentage of Respondents	FY12	FY15
Yes	33.8%	9.6%
No	66.2%	90.4%

*Significantly different between FY15 and FY12 respondents.

Were you able to obtain this information?

Percentage of Respondents	FY12	FY15
Yes	87.3%	90.9%
No	12.7%	9.1%

Do you have access to the Internet?*

Percentage of Respondents	FY12	FY15
Yes	95.2%	91.0%
No	4.8%	9.0%

*Significantly different between FY15 and FY12 respondents.

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

Percentage of Respondents	FY12	FY15
Yes	56.1%	48.6%
No	43.9%	51.4%

*Significantly different between FY15 and FY12 respondents.

Please rate how much you agree with the following statements.

	FY12			FY15		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.*	253	7.42	2.02	190	6.64	2.43
I find the information on the World Bank Group's websites useful.	247	7.60	1.88	185	7.28	2.32
When I need information from the World Bank Group I know how to find it*	347	6.94	2.53	250	5.93	3.05
The World Bank Group is responsive to my information requests and inquiries*	332	6.85	2.47	154	5.98	2.95

(1-Strongly disagree, 10-Strongly agree) *Significantly different between FY15 and FY12 respondents.

**H. Background Information****Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?^**

Percentage of Respondents	FY12	FY15
Yes	56.3%	51.9%
No	43.7%	48.1%

^For comparison, those FY15 respondents who indicated that they currently collaborate or currently collaborate and had previously collaborated were combined, and those who had previously collaborate (but not currently) and those who never collaborated were combined, for comparison to the FY12 COS that asked this question as a Yes/No response.

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

Percentage of Respondents (Responses combined)	FY12	FY15
Collaborate as part of my professional duties	46.4%	45.5%
Observer	25.9%	31.6%
Engage in World Bank Group related/sponsored events/activities*	43.1%	26.5%
Use World Bank Group reports/data	25.2%	20.2%
Use World Bank Group website for information, data, research, etc.	22.4%	17.7%

**Significantly different between FY15 and FY12 respondents.*



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

Indicator Question	Which of the following describes your level of interaction with the WBG?		Which of the following describes most of your exposure to the World Bank in Benin? (Choose no more than TWO)									
	Not Collaborating	Currently Collaborating	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 World Bank Group's effectiveness in Benin.	5.85	7.23	6.98	5.95	6.61	7.03	6.56	7.07	6.36	7.04	6.71	6.63
Overall the World Bank Group currently plays a relevant role in development in Benin	7.22	7.88	7.81	7.24	7.71	7.42	7.52	8.02	7.56	7.75	7.65	7.69
The World Bank Group's work is aligned with what I consider the development priorities for Benin	6.35	7.14	7.09	6.10	6.83	6.82	6.72	7.10	6.52	7.13	6.81	6.88
Responsiveness	5.88	6.43	6.60	5.04	6.22	6.31	6.21	6.30	5.92	6.53	6.15	6.60
Flexibility (in terms of the institution's products and services)	5.78	5.91	6.05	5.40	5.87	5.98	5.82	6.09	5.68	6.09	5.87	6.00
Flexibility (in terms of changing country circumstances)	5.82	6.18	6.24	5.42	6.01	6.12	5.98	6.17	5.77	6.30	5.97	6.31
Being inclusive	5.84	7.11	7.09	5.28	6.28	7.94	6.79	6.20	6.72	6.57	6.71	6.35
Openness (sharing data and other information)	6.40	6.92	7.08	5.65	6.57	7.14	6.77	6.53	6.37	7.07	6.57	7.30
Staff accessibility	4.96	6.35	6.18	4.76	5.85	5.73	5.79	5.89	5.34	6.30	5.84	5.75
Straightforwardness and honesty	6.59	7.43	7.36	6.29	7.03	7.38	6.98	7.46	6.74	7.47	7.04	7.42
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.47	6.44	6.26	3.89	5.75	5.46	5.50	6.19	4.77	6.55	5.73	5.48
Collaboration with civil society	5.68	6.45	6.41	5.37	6.08	6.11	5.99	6.37	5.75	6.49	6.07	6.16
Collaboration with the Government	8.23	8.13	8.19	8.15	8.13	8.34	8.15	8.26	8.22	8.13	8.15	8.31
Collaboration with other donors and development partners	7.37	7.67	7.75	6.93	7.47	7.61	7.37	7.95	7.37	7.64	7.42	7.93
Collaboration with the private sector	5.19	6.13	6.10	4.86	5.66	5.88	5.63	6.00	5.29	6.21	5.66	5.93
The speed in which it gets things accomplished on the ground	6.41	6.78	6.71	6.25	6.49	7.00	6.70	6.32	6.38	6.80	6.63	6.45
Being a long-term partner	8.16	8.65	8.50	8.38	8.52	8.30	8.45	8.53	8.29	8.65	8.43	8.65
To what extent does the World Bank Group's work help to achieve development results in Benin?	6.87	7.24	7.09	7.12	7.19	6.75	6.97	7.44	7.14	7.05	7.08	7.18
The World Bank Group's financial instruments meet the needs of Benin	6.27	7.15	6.97	6.32	6.75	6.96	6.66	7.15	6.51	7.10	6.88	6.42
The World Bank Group meets Benin's needs for knowledge services (e.g., research, analysis, data, technical assistance)	5.78	6.49	6.37	5.67	6.09	6.44	6.07	6.44	5.92	6.43	6.17	6.16
Are adaptable to Benin's specific development challenges and country circumstances	5.70	6.45	6.32	5.81	6.11	6.43	6.08	6.47	6.01	6.36	6.32	5.60
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.17	7.42	7.37	7.18	7.30	7.38	7.21	7.61	7.26	7.37	7.34	7.21
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.18	7.62	7.61	7.08	7.41	7.66	7.42	7.60	7.37	7.58	7.46	7.48
The World Bank Group takes decisions quickly in Benin	4.91	6.07	5.94	4.64	5.52	5.98	5.56	5.81	5.30	5.93	5.69	5.37
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.59	7.92	7.90	7.52	7.86	7.58	7.57	8.36	7.70	7.91	7.84	7.67

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Benin FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Benin

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

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

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

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

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

SECTION A: GENERAL ISSUES FACING BENIN

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

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Benin.

Please identify which of the following you consider the most important development priorities in Benin? (Choose no more than THREE) — *Kindly read to the end before making your choices*

1	Agricultural development	13	Poverty reduction
2	Education	14	Energy and extractives
3	Social protection (e.g., pensions, targeted social assistance)	15	Transport (e.g., roads, bridges, transportation)
4	Food security and nutrition	16	Information and communications technology
5	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	17	Private sector development (incl. foreign direct investment, trade and competitiveness)
6	Water and sanitation	18	Economic growth
7	Urban development	19	Law and justice (e.g., judicial system)
8	Rural development	20	Crime and violence
9	Finance and markets	21	Climate change (e.g., mitigation, adaptation)
10	Labor markets/job creation/employment	22	Global/regional integration
11	Health	23	Natural resource management and environmental sustainability
12	Gender equity		

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas.

Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Benin? (Choose no more than THREE) — *Kindly read to the end before making your choices*

1	Water and sanitation	12	Information and communications technology
2	Economic growth	13	Social protection (e.g., pensions, targeted social assistance)
3	Climate change (e.g., mitigation, adaptation)	14	Urban development
4	Global/regional integration	15	Education
5	Gender equity	16	Energy and extractives
6	Private sector development (incl. foreign direct investment, trade and competitiveness)	17	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Rural development	18	Health
8	Law and justice (e.g., judicial system)	19	Agricultural development
9	Transport (e.g., roads, bridges, transportation)	20	Labor markets/job creation/employment
10	Crime and violence	21	Finance and markets
11	Natural resource management and environmental sustainability	22	Food security and nutrition

**SECTION A: GENERAL ISSUES**

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 Benin? (Choose no more than TWO) — *Kindly read to the end before making your choices*

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): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Benin? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B1. How familiar are you with the work of the World Bank Group in Benin?									
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 Benin.										
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 Benin 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 Benin, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Benin? (Choose no more than THREE) —			
<i>Kindly read to the end before making your choices</i>			
1	Social protection (e.g., pensions, targeted social assistance)	13	Private sector development (incl. foreign direct investment, trade and competitiveness)
2	Crime and violence	14	Water and sanitation
3	Transport (e.g., roads, bridges, transportation)	15	Food security and nutrition
4	Agricultural development	16	Climate change (e.g., mitigation, adaptation)
5	Global/regional integration	17	Poverty reduction
6	Gender equity	18	Rural development
7	Public sector governance (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Economic growth
8	Health	20	Law and justice (e.g., judicial system)
9	Education	21	Finance and markets
10	Energy and extractives	22	Information and communications technology
11	Labor markets/job creation/employment	23	Natural resource management and environmental sustainability
12	Urban development		

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

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 Benin?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data	<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 (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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 Benin? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
B6	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B7	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B8	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

When thinking about how to improve capacity building in Benin 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")													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B10	Citizen engagement (incorporating citizens' voices into development)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
B11	Policy design (for clarity and better incentives to achieve development goals)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Benin? (Choose no more than TWO) — *Kindly read to the end before making your choices*

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 slow and complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	Not aligned with other donors' work
14	Not aligned with country priorities
15	Not adequately sensitive to political/social realities in Benin
16	Other (please specify): _____
17	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Benin? (Choose no more than TWO)

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	Other (please specify): _____
8	Don't know

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Benin? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

**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	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Parliament	12	Don't know

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

		Strongly disagree										Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B16	Overall the World Bank Group currently plays a relevant role in development in Benin	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Benin	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Benin	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Benin with respect	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

To what extent is the World Bank Group an effective development partner in Benin, 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			<input type="checkbox"/>
B20	Responsiveness	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B29	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B30	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B31	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B32	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>
B33	Being a long-term partner	1	2	3	4	5	6	7	8	9	10			<input type="checkbox"/>

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B34. To be a more effective development partner in Benin, do you believe that the World Bank Group should have... ? (Select only ONE response)

<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
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B35. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)

1	The World Bank 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	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 Benin?												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Food security and nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
6	Natural resource management and environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Private sector development (incl. foreign direct investment, trade and competitiveness)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Finance and markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Public sector governance (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"/>
13	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Energy and extractives	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Labor markets/job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Global/regional integration	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 Benin? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Community development (i.e., social services, Safety Nets)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Nutrition	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Health (e.g., maternal and child health, health system performance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Environmental protection (i.e., forests and protected areas management)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development (e.g., roads, sanitation, mitigation of the impacts of floods, access to urban services)	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	Business climate improvement	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Public sector governance	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Telecommunications (ICT)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Macroeconomics and fiscal management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Youth employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Institutional strengthening	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Trade and transport facilitation (e.g., infrastructure development, customs modernization)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Economic growth	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 Benin? (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 Benin?

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

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

		Strongly disagree								Strongly agree		Don't know
C5	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Benin	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C6	The World Bank Group meets Benin's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C7. To what extent do you believe the World Bank Group measures and corrects its work in real time in Benin?

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

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)

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

In Benin, to what extent do you believe that the World Bank Group's knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are adaptable to Benin's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

D11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?													
		1	2	3	4	5	6	7	8	9	10		
		Very low technical quality										Very high technical quality	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Benin											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Benin's institutional capacity											<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Benin?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

E11. Which of the following best describes the way the World Bank Group operates in Benin? (Select only one response)	
1	The World Bank Group takes too much risk in Benin
2	The World Bank Group does not take enough risk in Benin
3	The World Bank Group's approach to risk is appropriate
4	Don't know

E12. Which of the following best describes the WBG's support in Benin? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Benin
2	The World Bank Group is not sufficiently selective in Benin, and it is involved in too many areas of development
3	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BENIN**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Benin? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Benin'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 Benin'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	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Benin, 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 Benin? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Benin
6	Don't know



SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How do you get most of your information about economic and social development issues in Benin? (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	Other (please specify): _____
4	World Bank Group’s publications and other written materials		

G3	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?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No
G8	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, Flickr)?	Yes	No

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		
G9	I find the World Bank Group’s websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G10	I find the information on the World Bank Group’s websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	The World Bank Group’s social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G12	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.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

H2. Please identify the primary specialization of your work. (Select only ONE response)			
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		

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)	
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 Benin? (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 Benin?
(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 Benin?
(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 | Cotonou / Abomey Calavi |
| 2 | Come / Ouidah |
| 3 | Porto Novo |
| 4 | Parakou |
| 5 | Autres villes _____ |
| 6 | Zones rurales (Precisez la commune) _____ |

Thank you for completing the survey!