

FY15 Republic of Congo Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



WORLD BANK GROUP

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Acknowledgements

The Republic of Congo Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jing Guo, and Jessica Cameron. Calita Woods and Dania Mendoza provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Republic of Congo country team and the local fielding agency EmaConsulting. In particular, PORG is grateful for the support from Etaki Wa Dzon (Economist) and Clementine Maoungou (Communications Specialist) who coordinated the survey related activities from Brazzaville, the Republic of Congo.



Country Opinion Surveys
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I. Objectives

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

- *General Issues Facing the Republic of Congo*
- *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 the Republic of Congo*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From May to June 2015, 370 stakeholders of the WBG in the Republic of Congo 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, the Office of the Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; 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; the judiciary branch; and other organizations. A total of 265 stakeholders participated in the survey (72% response rate).

Respondents filled out the questionnaire with a representative of the fielding agency in person. Respondents were asked about: general issues facing the Republic of Congo; 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 the Republic of Congo; and the WBG's communication and information sharing.

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

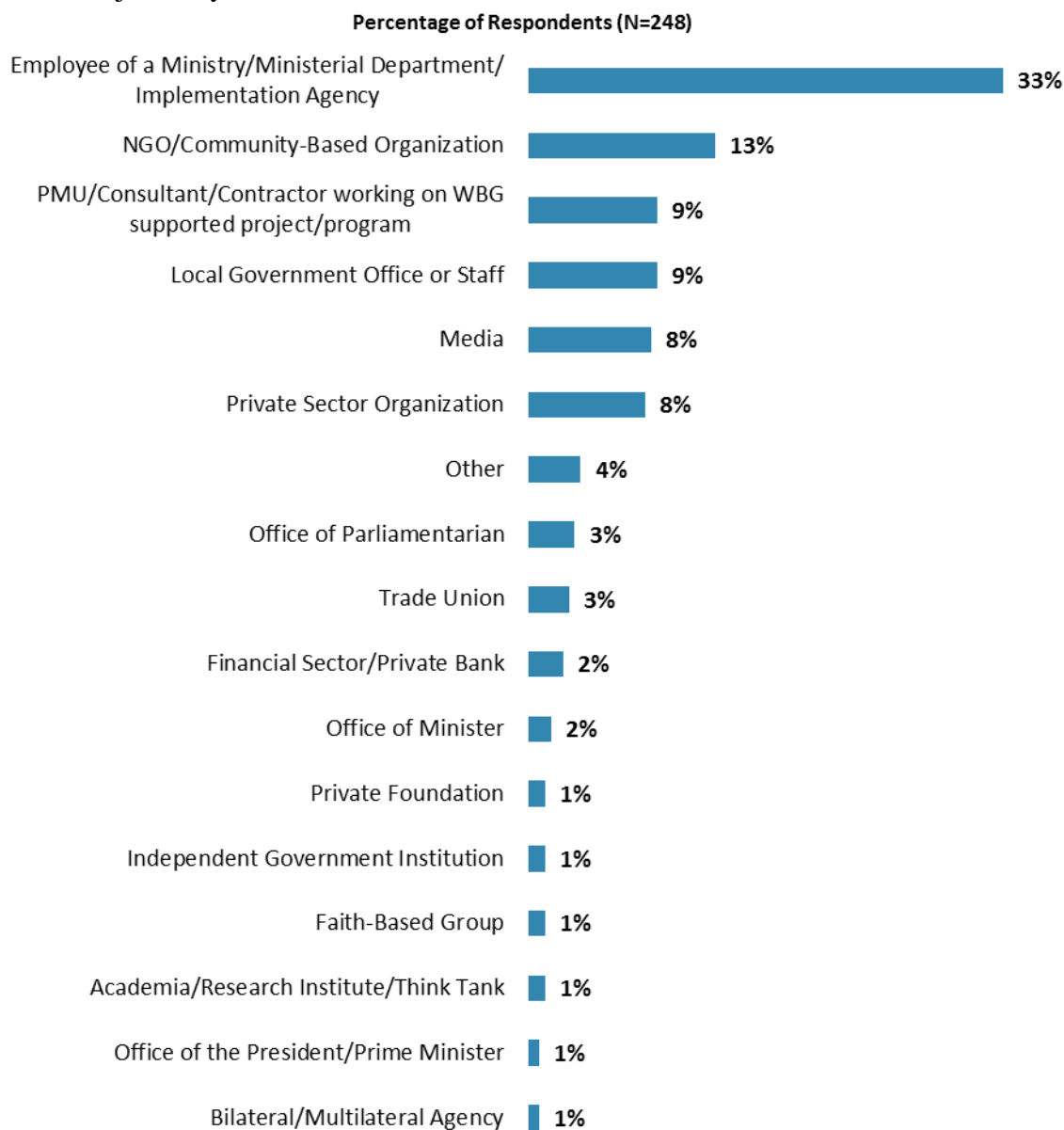
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 90%, N=361). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 103).



III. Demographics of the Sample

Current Position

- For further analyses, respondents from private sector organizations were combined with respondents from the financial sector/private banks; respondents from NGOs/community-based organizations, private foundations, trade unions, and faith-based groups were combined in the “CSO” category; and few respondents from the Office of the President/Prime Minister, the office of a minister, the office of a parliamentarian, independent government institutions, bilateral/multilateral agencies, academia, and other organizations were included in the “Other” category. Note that there were no respondents from youth groups and the judiciary branch.

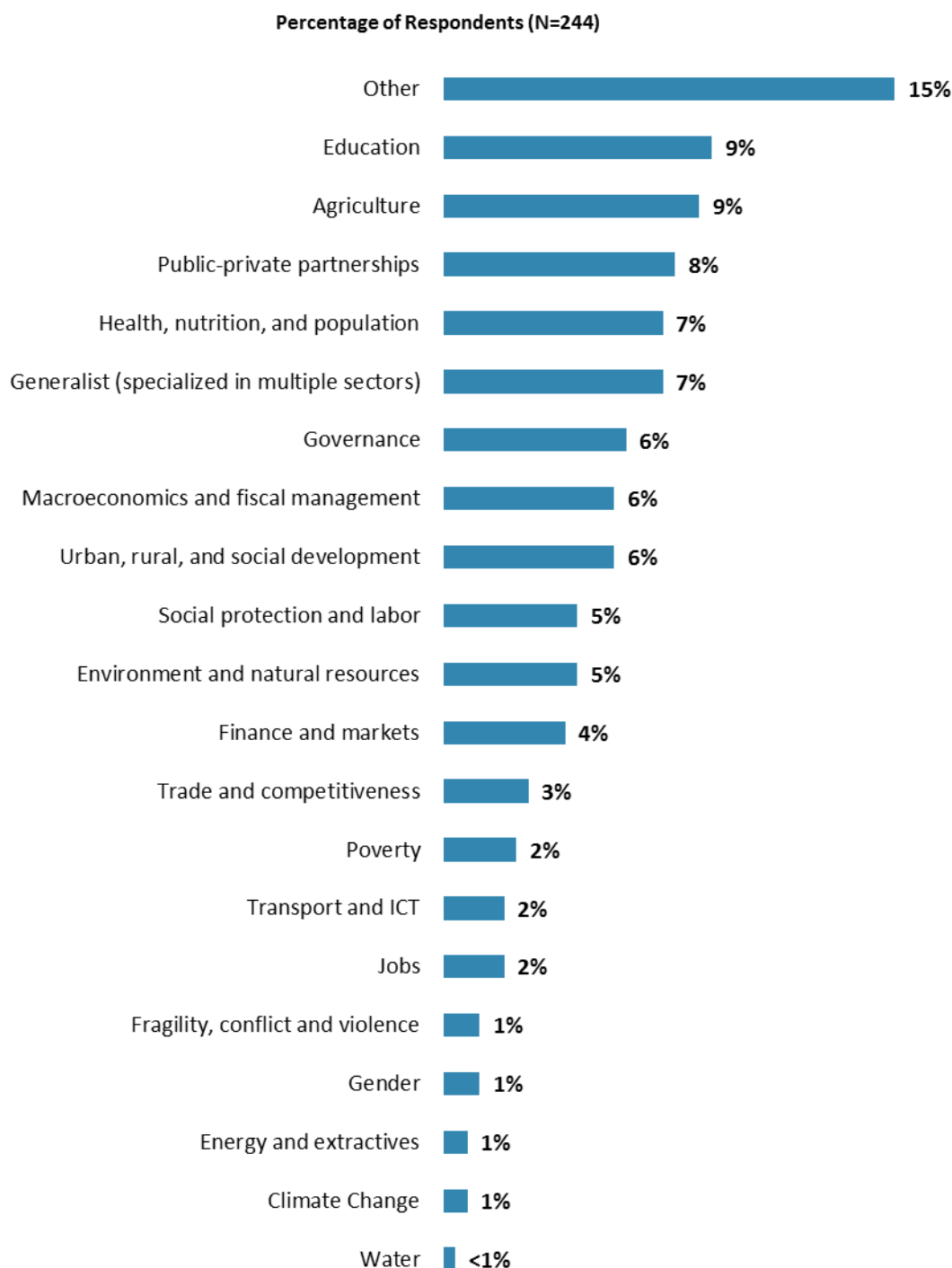


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



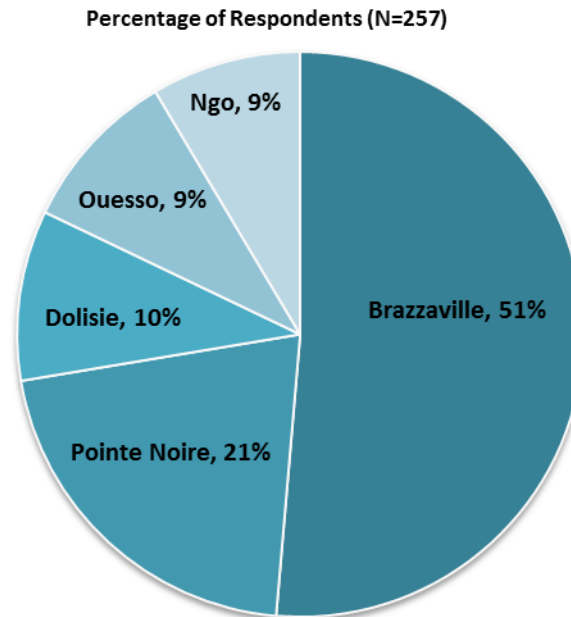
"Please identify the primary specialization of your work." (Respondents chose from a list.)



III. Demographics of the Sample (continued)

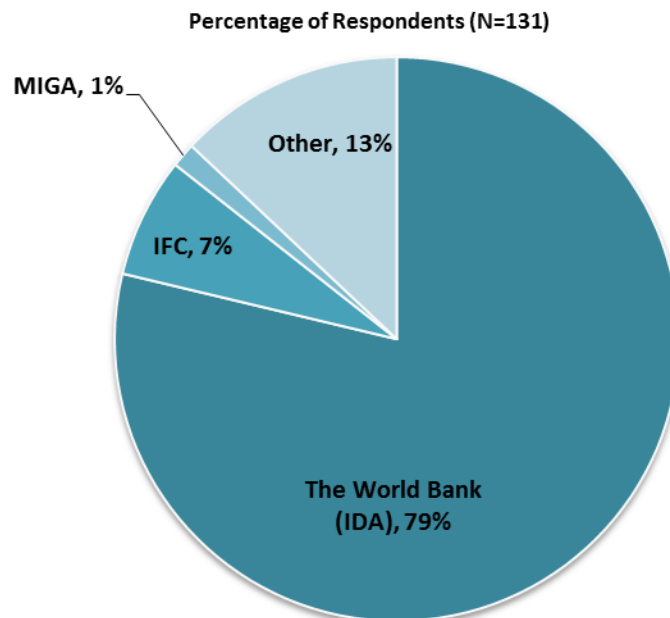
Geographic Locations

- For data comparisons across geographic locations, see Appendix C (page 94).



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

Exposure to Agencies within the World Bank Group



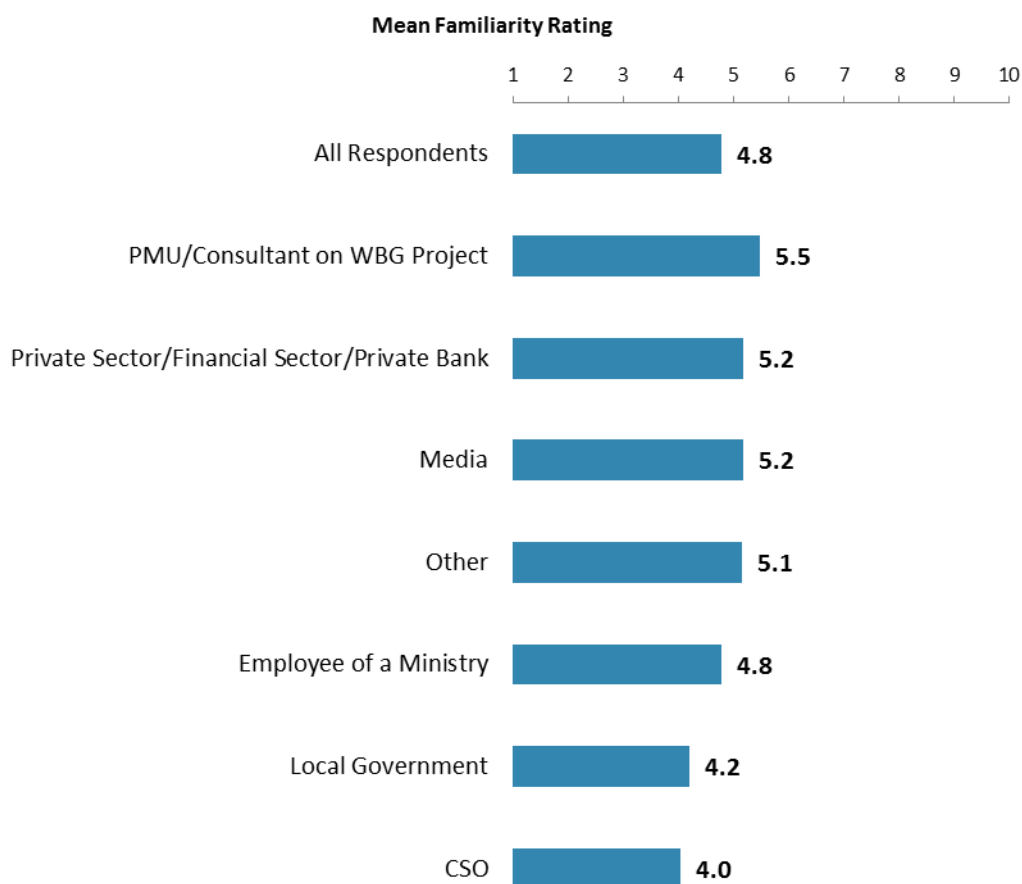
"Which of the following agencies of the World Bank Group do you primarily engage with in the Republic of Congo?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'12 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 4.85; weighted mean in FY'12 = 5.02).¹
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in the Republic of Congo, and significantly, moderately correlated with the extent to which the WBG contributes to the country's development results.



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

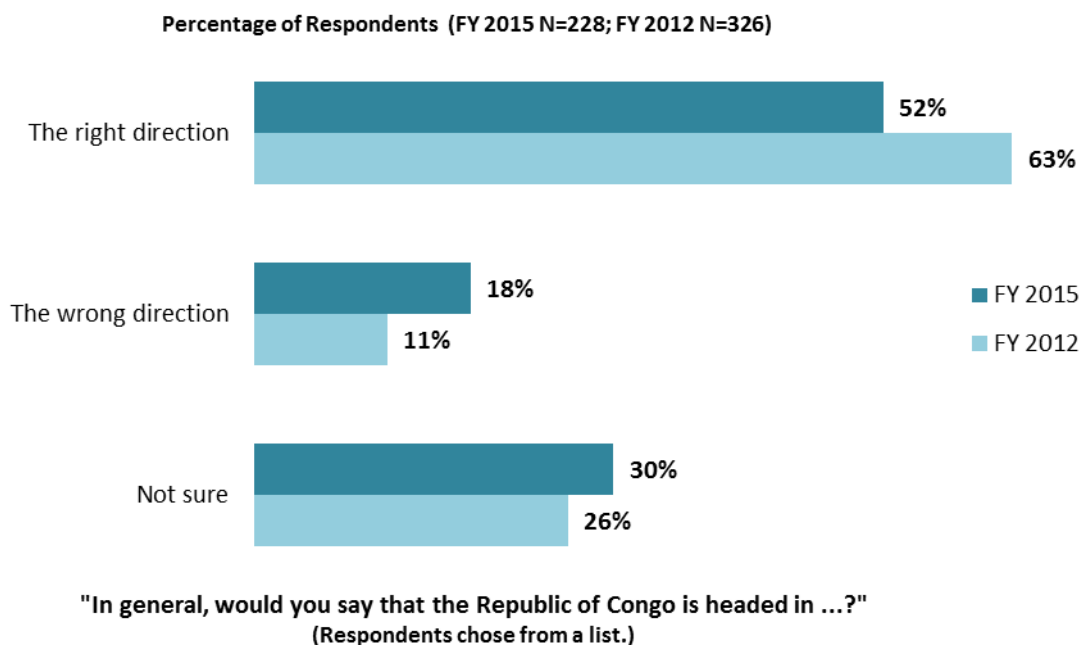
¹ Please refer to Appendix E (page 103) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing the Republic of Congo

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly less likely to indicate that the Republic of Congo is headed in the right direction compared to respondents in the FY'12 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from local government were most positive about the prospect of the Republic of Congo, whereas respondents from CSOs were least positive in this regard.



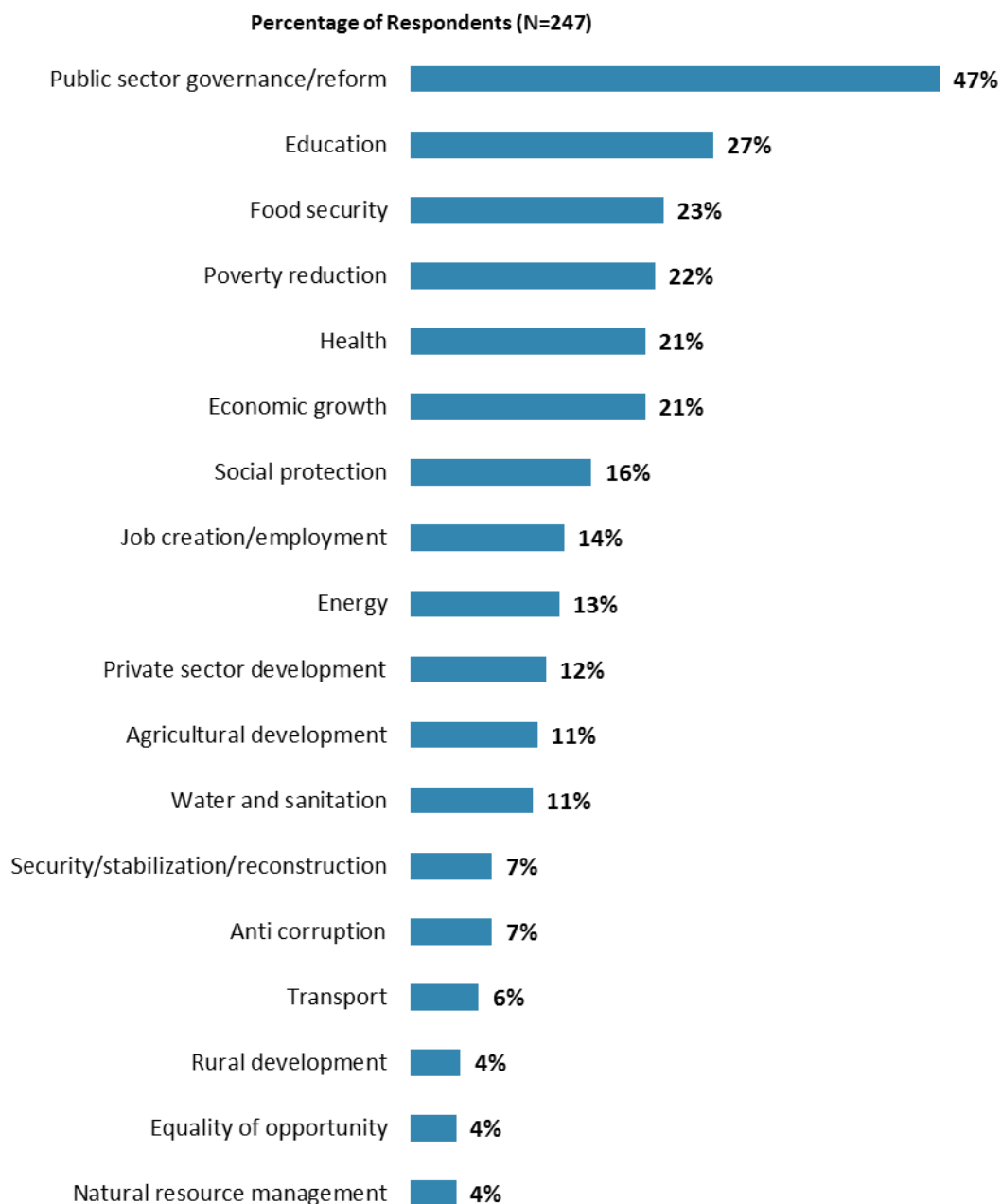
²All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 Country Surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing the Republic of Congo (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the most important development priorities in the Republic of Congo were “*education*” (42%), “*rural development*” (24%), and “*poverty reduction*” (24%).



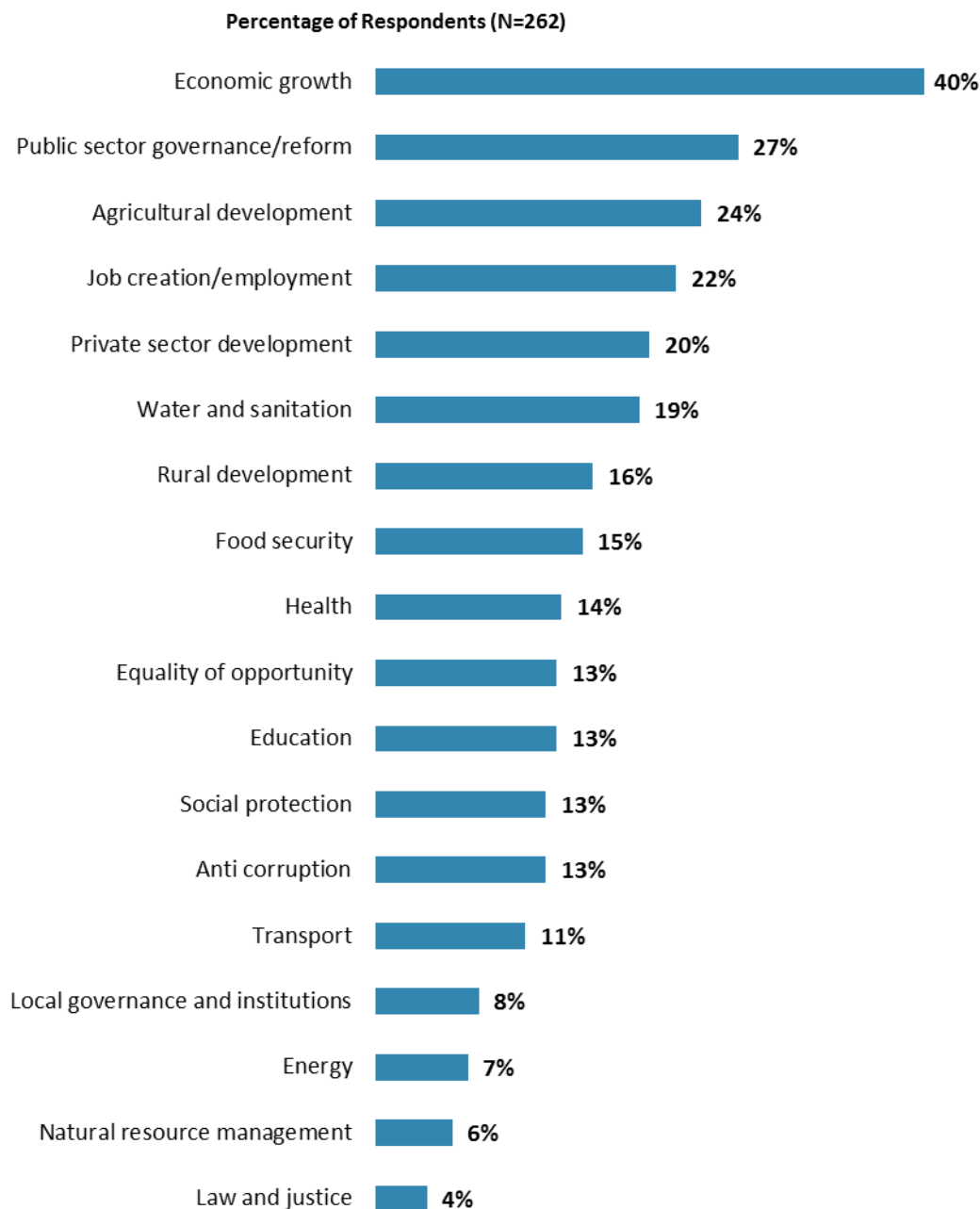
"Listed below are a number of development priorities in the Republic of Congo. Please identify which of the following you consider the most important development priorities in the Republic of Congo. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 18 of 35 response options shown.)



IV. General Issues Facing the Republic of Congo (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the key factors contributing to poverty reduction in the Republic of Congo were “*job creation/employment*” (30%), “*agricultural development*” (28%), and “*economic growth*” (26%).

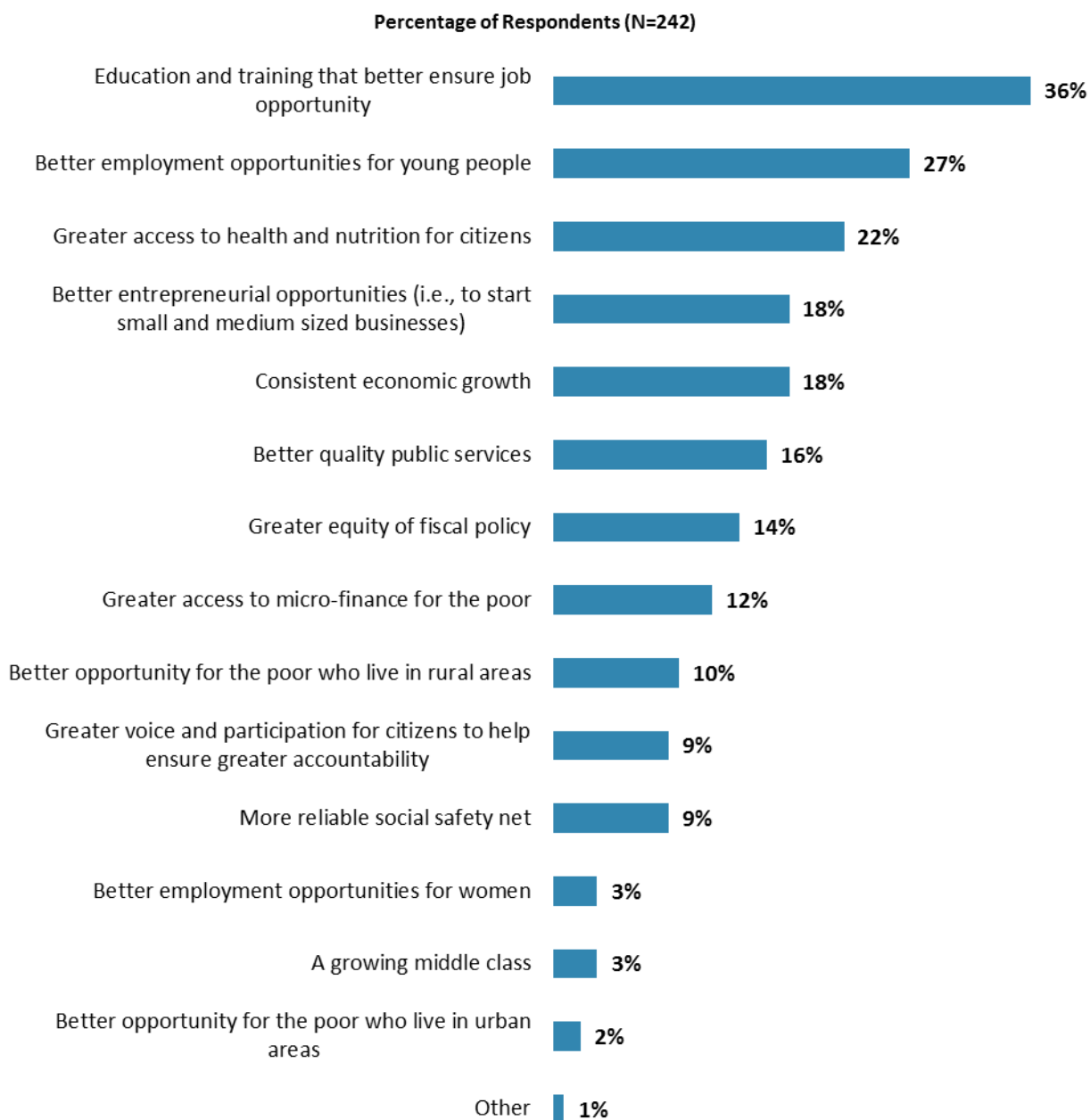


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 18 of 34 response options shown.)



IV. General Issues Facing the Republic of Congo (continued)

Factors Contributing to “Shared Prosperity”



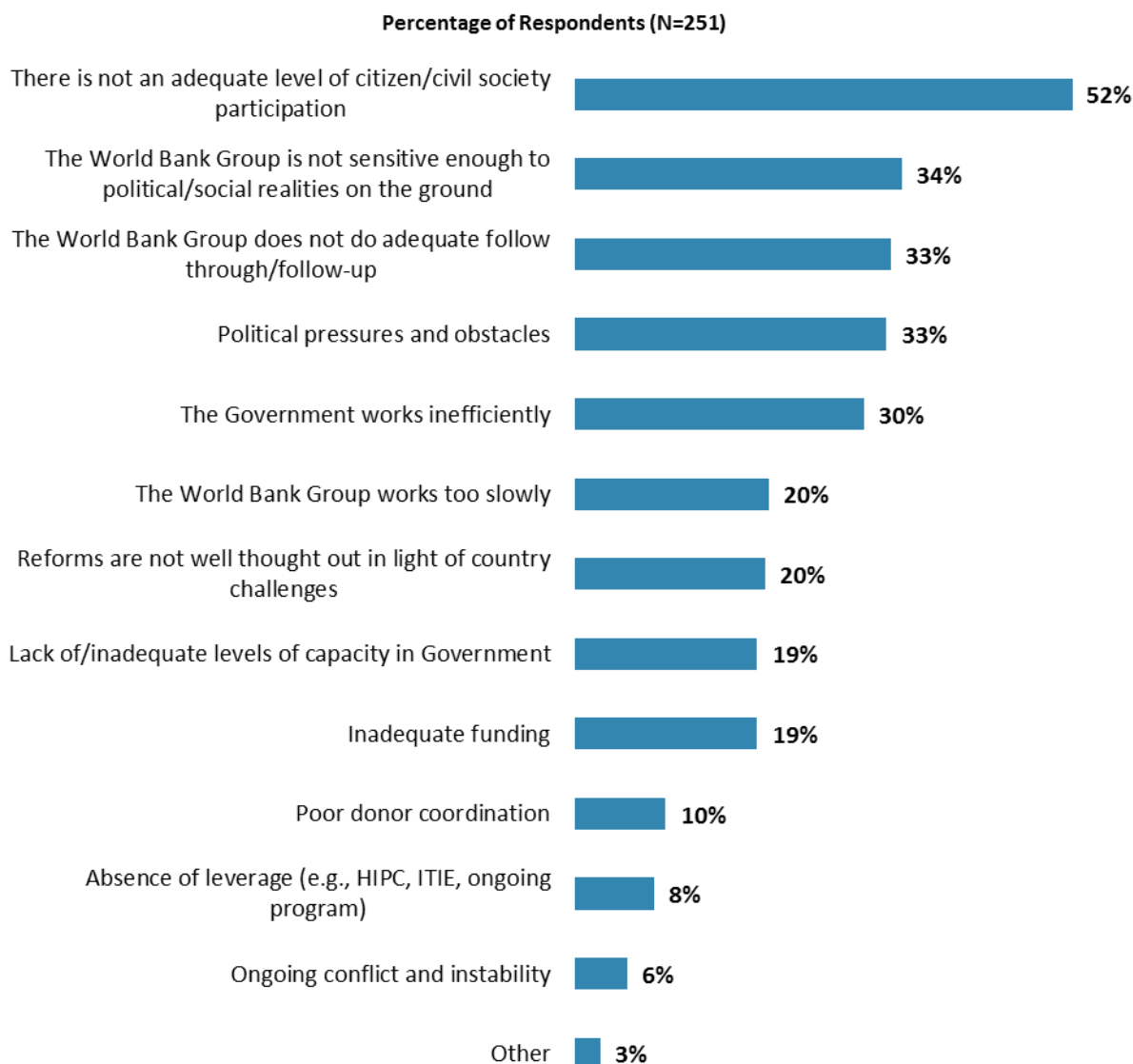
"When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Republic of Congo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they most often attributed failed or slow World Bank assisted reform efforts to "*the Government working inefficiently*" (53%).
- **Stakeholder groups:** Among this year's respondents, respondents from the private sector and CSOs were significantly more likely to attribute failed or slow WBG assisted reform efforts to that "*there is not an adequate level of citizen/civil society participation*" compared to respondents from other stakeholder groups.



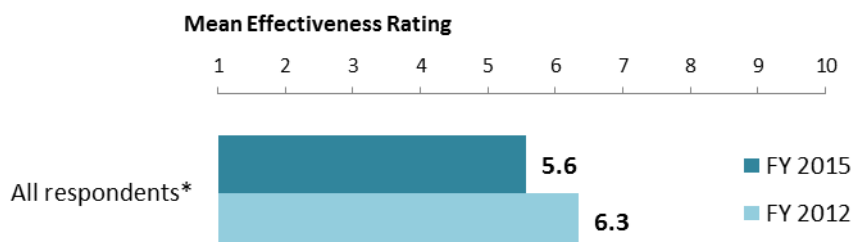
"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

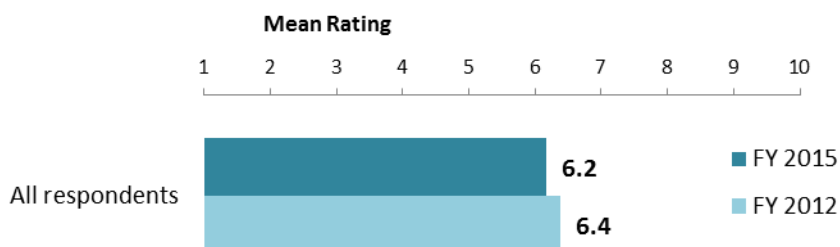
As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

The World Bank Group's Overall Effectiveness (Indicator Question)³



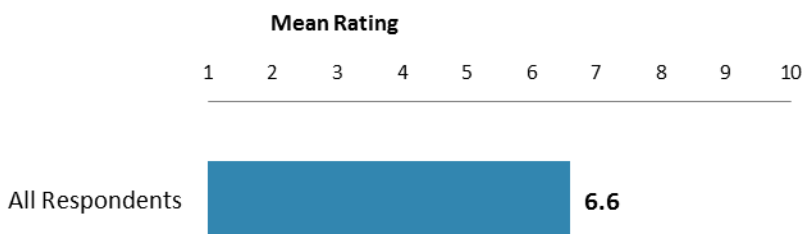
"Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo." (1 - "Not effective at all", 10 - "Very effective")
(*Significantly different between FY 2015 and FY 2012)

Achieving Development Results (Indicator Question)



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

WBG Helping to Build/Strengthen Country Systems (Indicator Question)



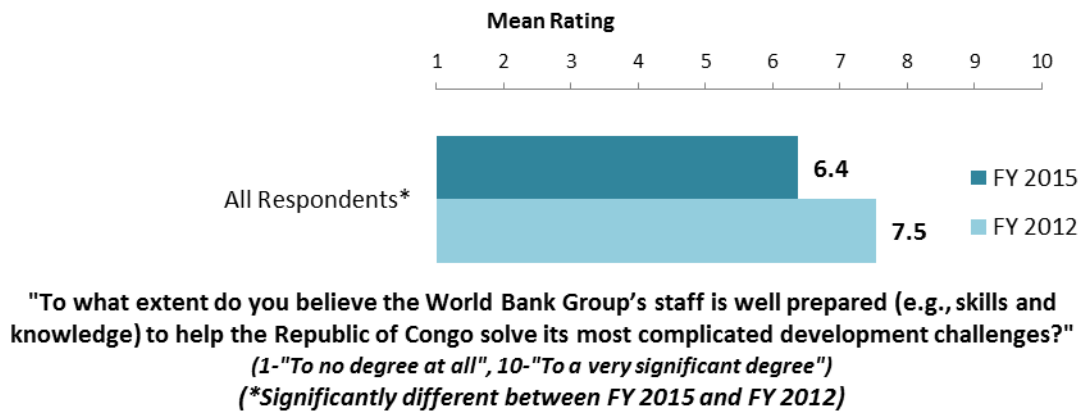
"To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?" (1-"To no degree at all", 10-"To a very significant degree")

³All means presented in the first and second charts were calculated based on weighted data from FY'15 and FY'12.



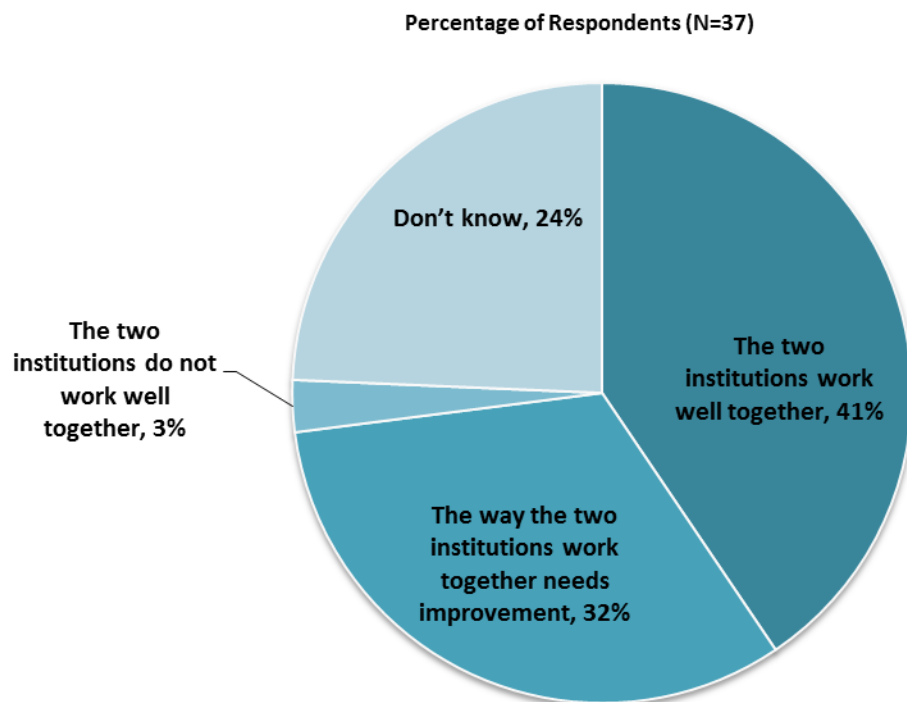
V. Overall Attitudes toward the World Bank Group (continued)

WBG Staff Preparedness⁴



The World Bank and the IFC Working Together

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



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

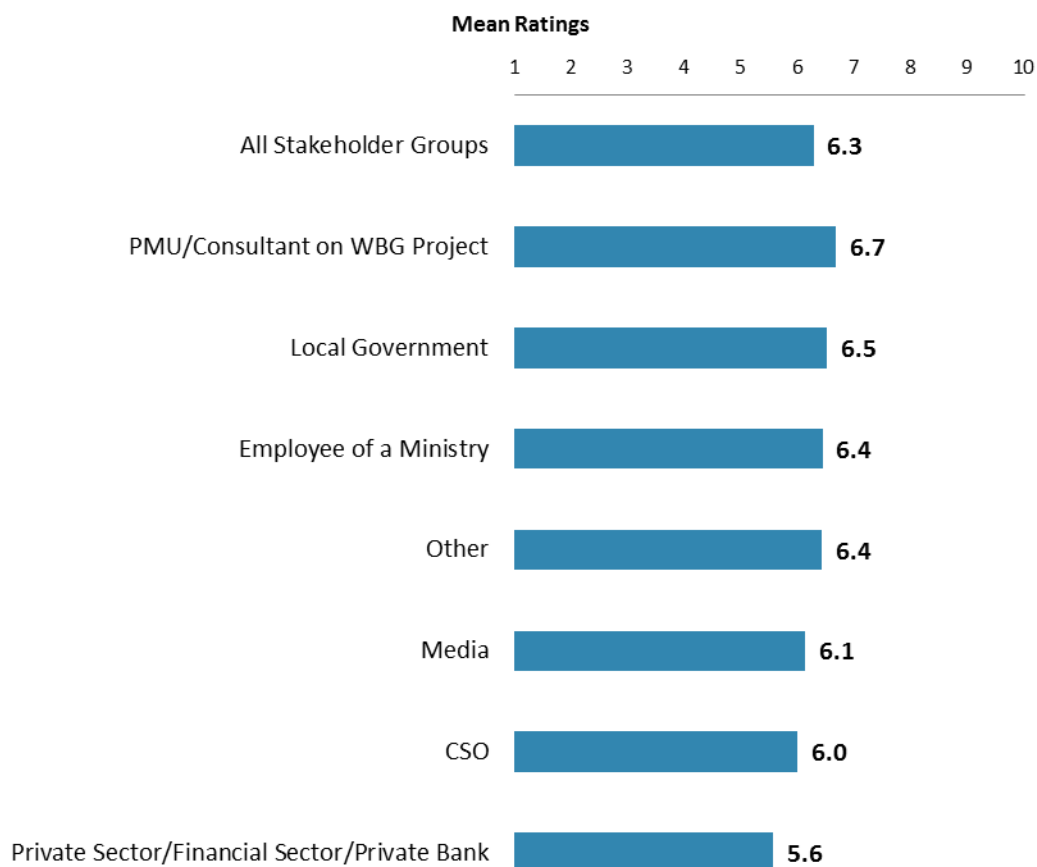
⁴ Means presented in the chart were calculated based on weighted data from FY'15 and FY'12.



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

Overall Ratings for Indicator Questions by Stakeholder Groups⁵

- **Stakeholder groups:** Respondents across stakeholder groups gave statistically similar overall ratings for the twenty seven indicator questions.



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

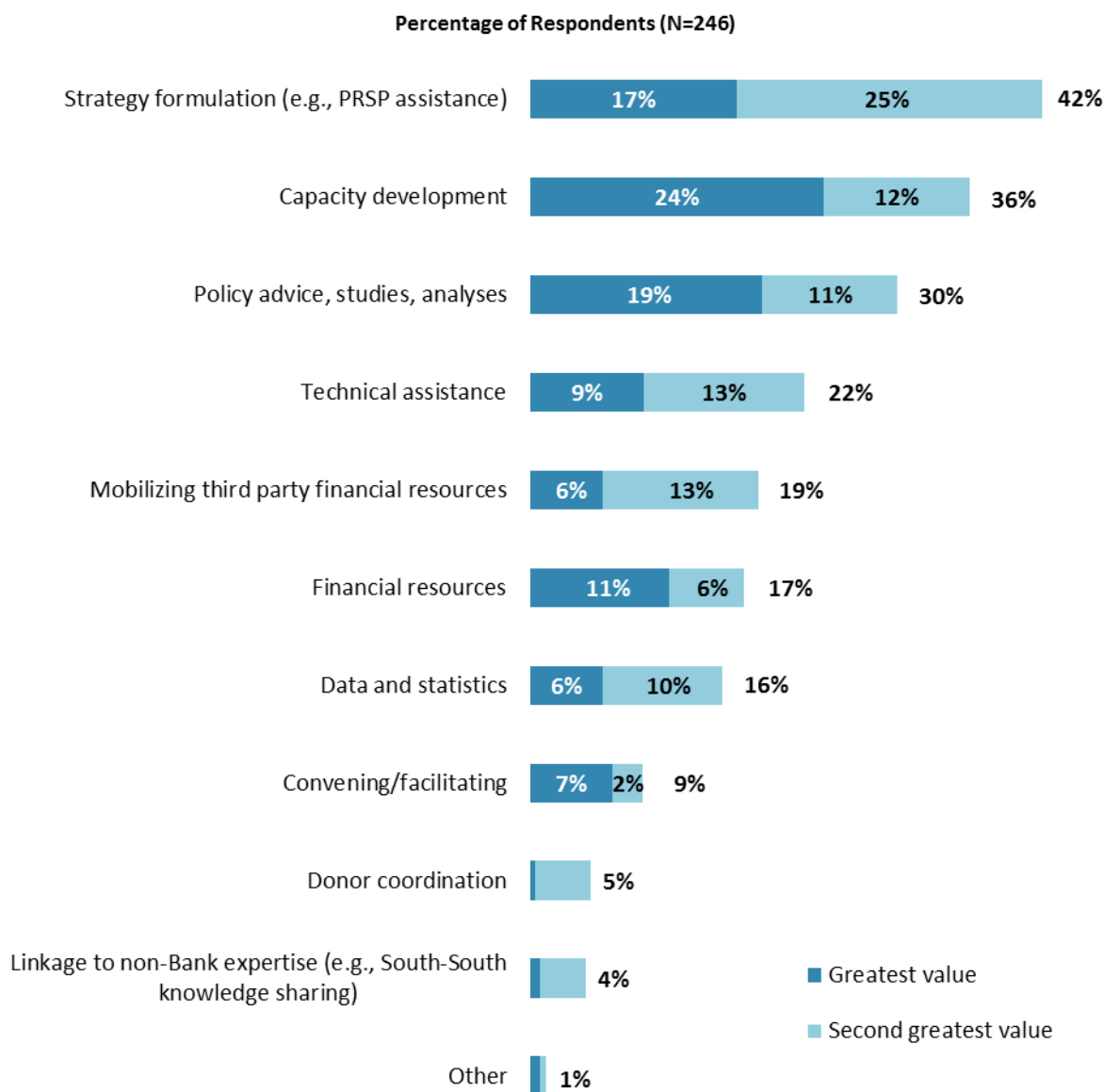
⁵ Responses to all twenty seven indicator questions by stakeholder levels of collaboration with the WBG can be found in Appendix F (page 109).



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest values to the Republic of Congo were its "*training/capacity building*" (41%) and "*financial resources*" (37%).



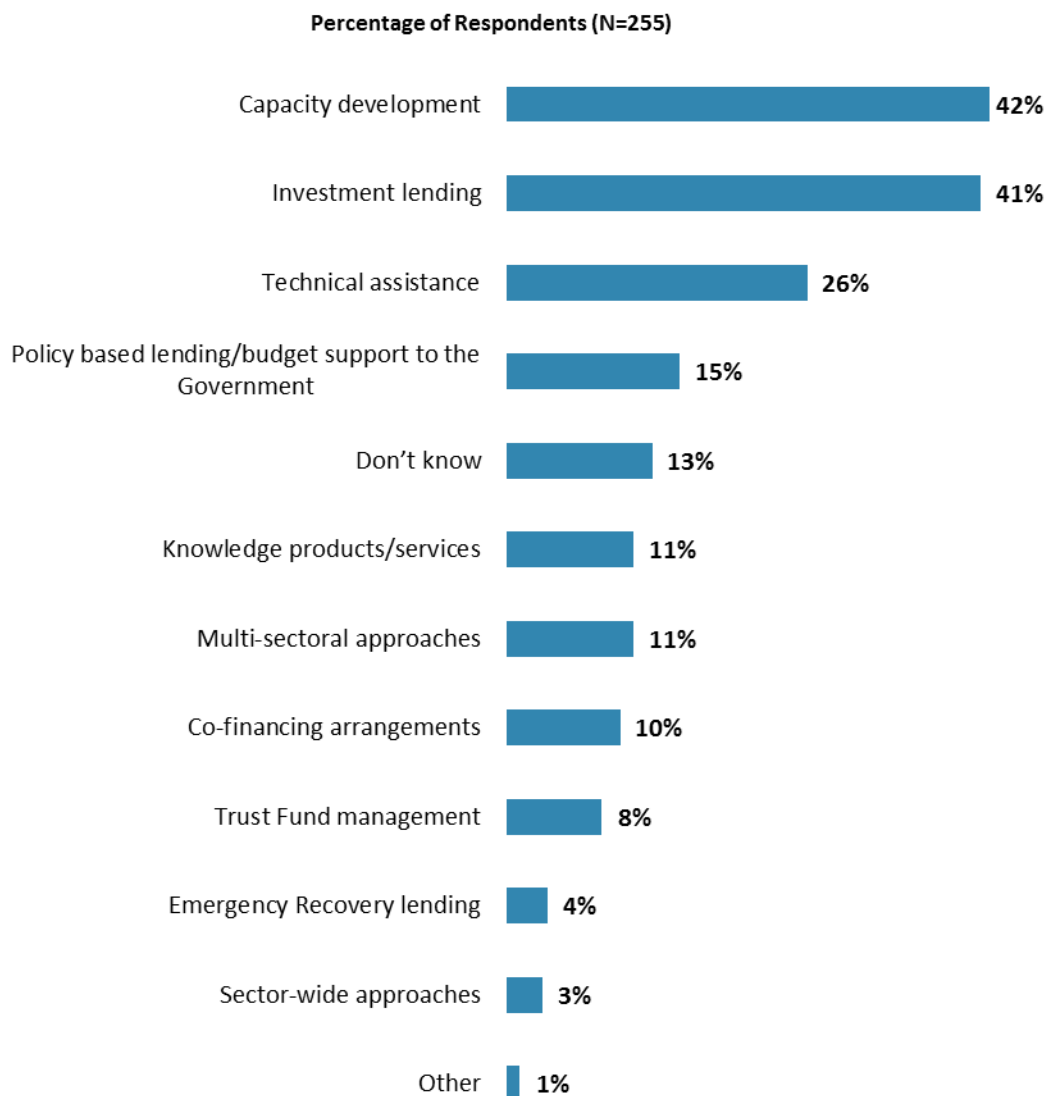
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Republic of Congo?" (Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's most effective instruments in reducing poverty were "*investment lending*" (58%), "*technical assistance*" (33%), and "*capacity development*" (28%).

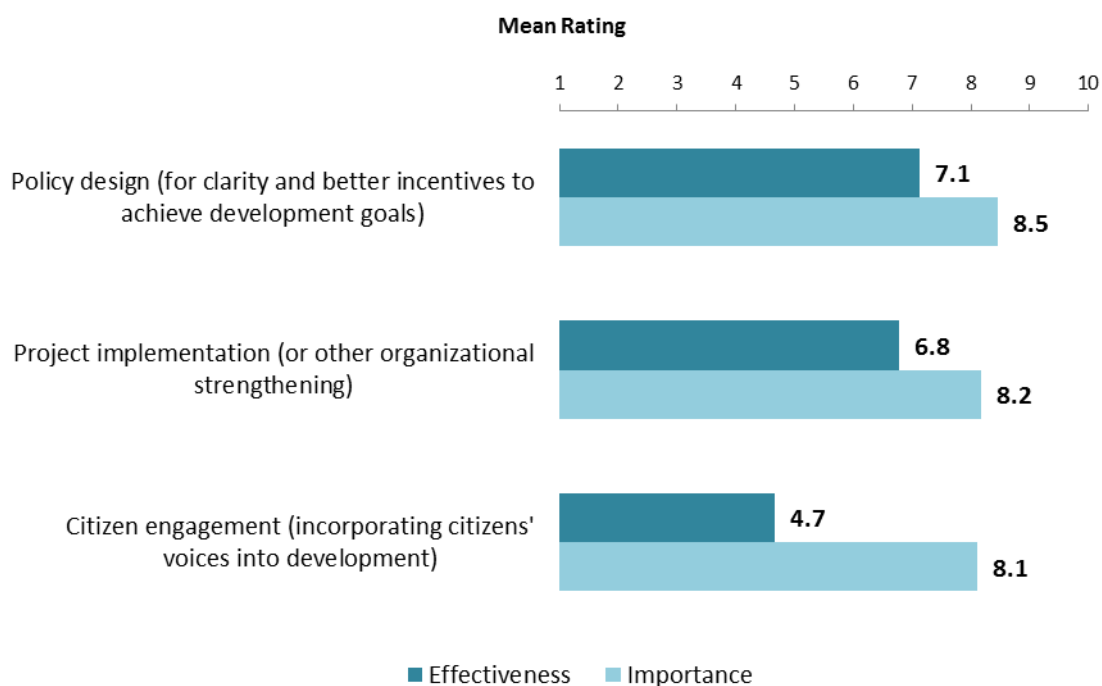


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Republic of Congo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



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

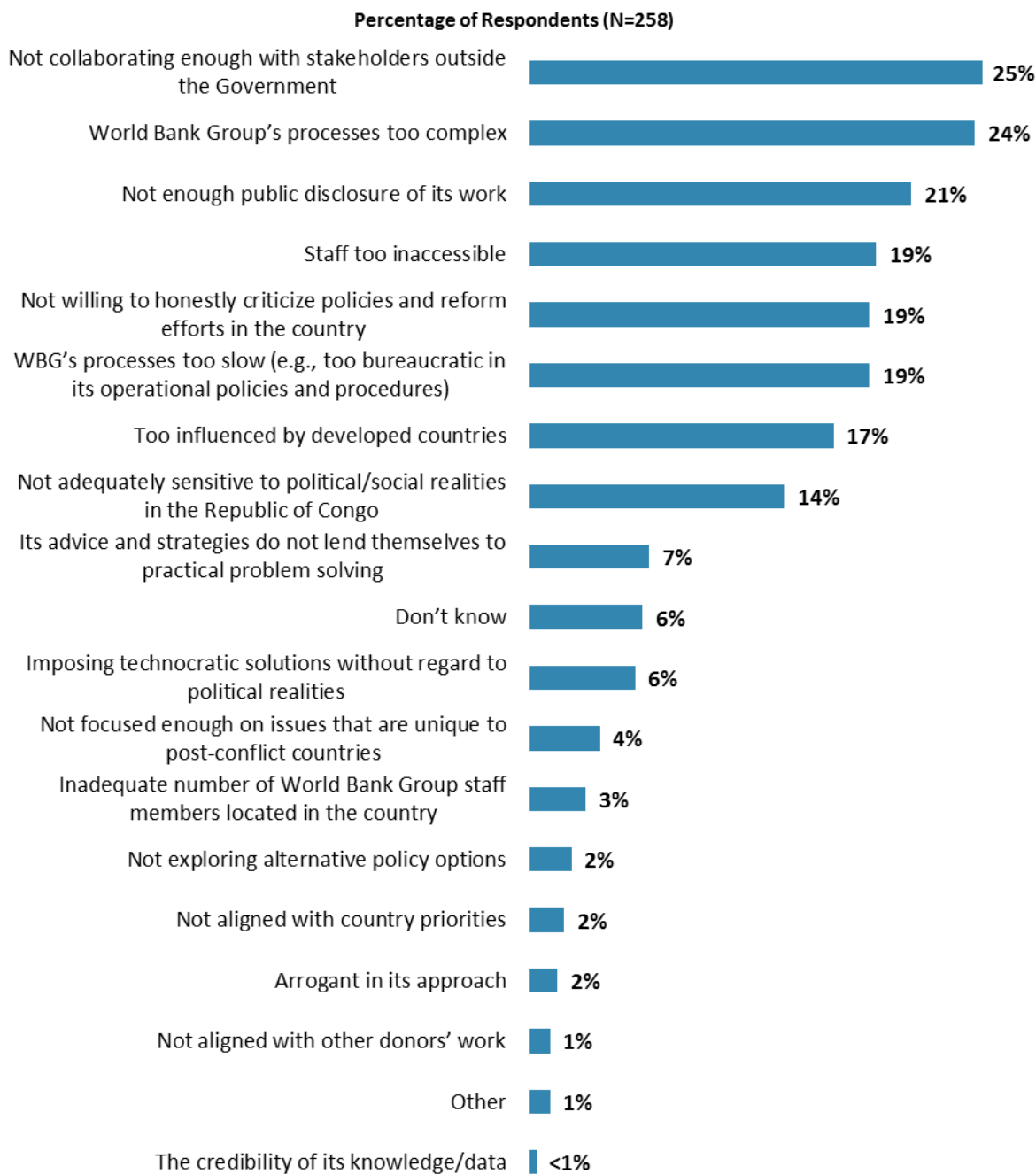
"When thinking about how to improve capacity building in the Republic of Congo to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in the Republic of Congo were "*not willing to honestly criticize policies and reform efforts in the country*" (37%) and "*imposing technocratic solutions without regard to political realities*" (30%).

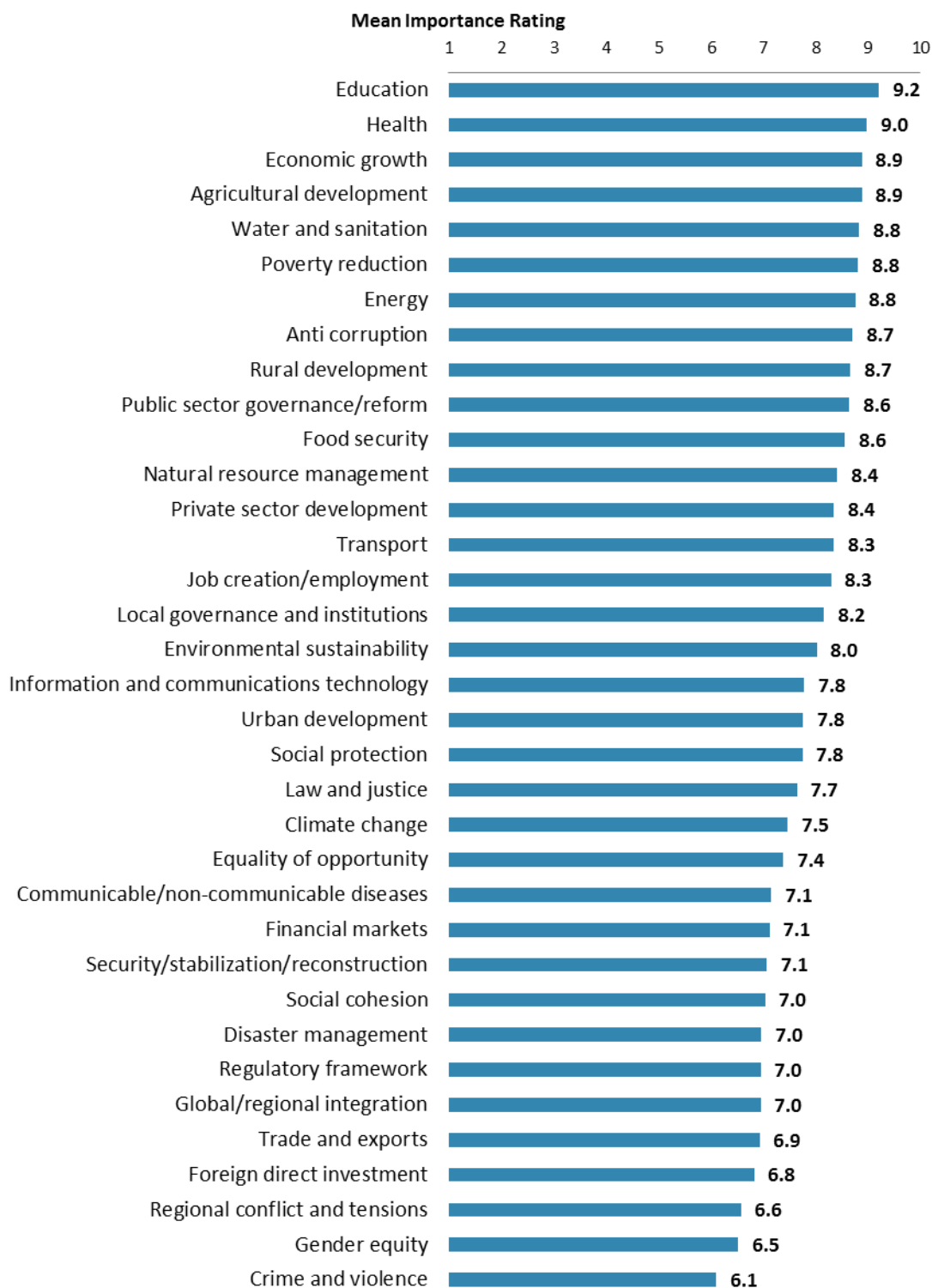


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Republic of Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

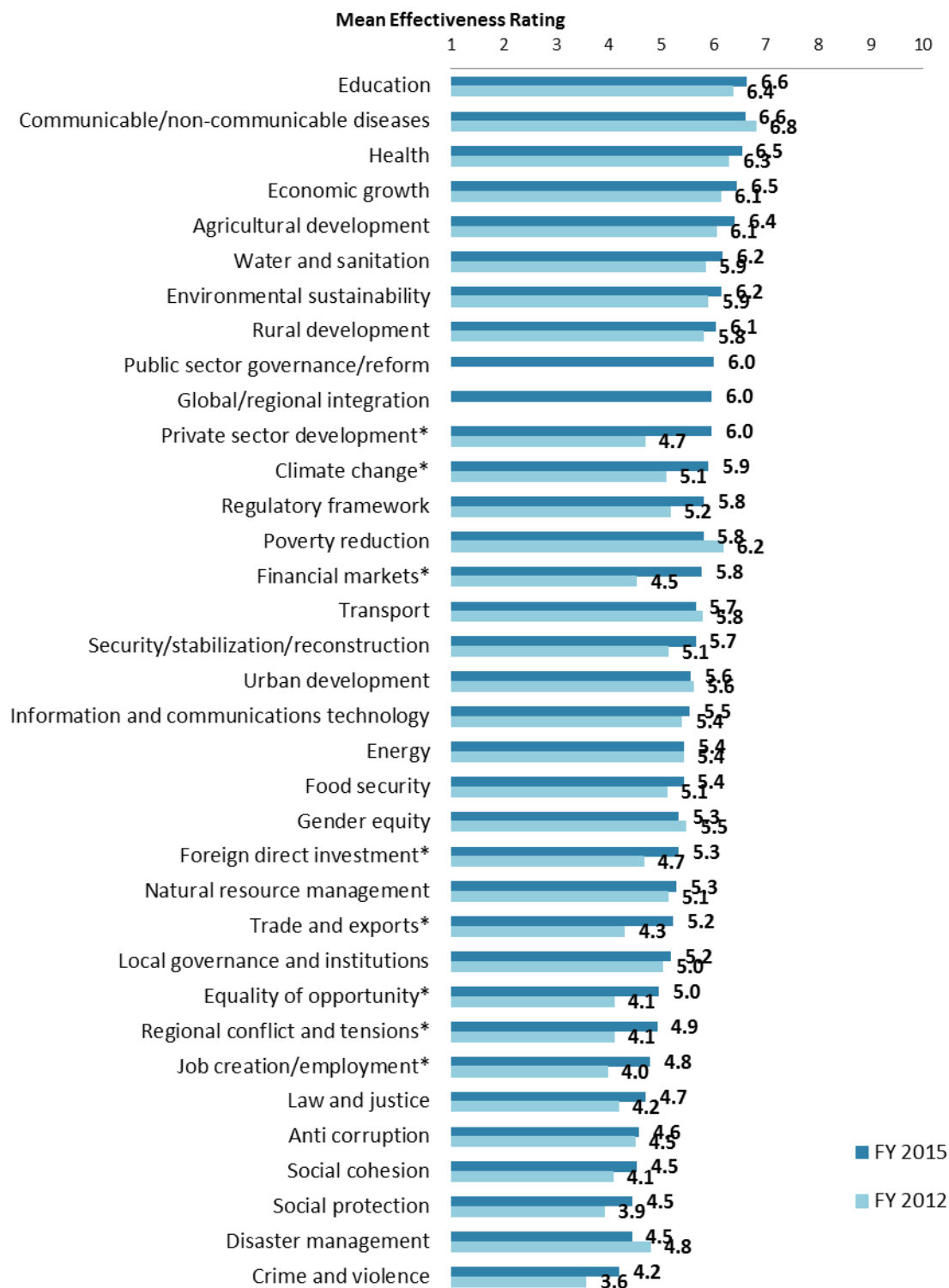


"In your opinion, how **IMPORTANT** is it for the World Bank Group to be involved in the following areas of development in the Republic of Congo?" (1-"Not important at all", 10-"Very important")



VI. Sectoral Importance and Effectiveness (continued)

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



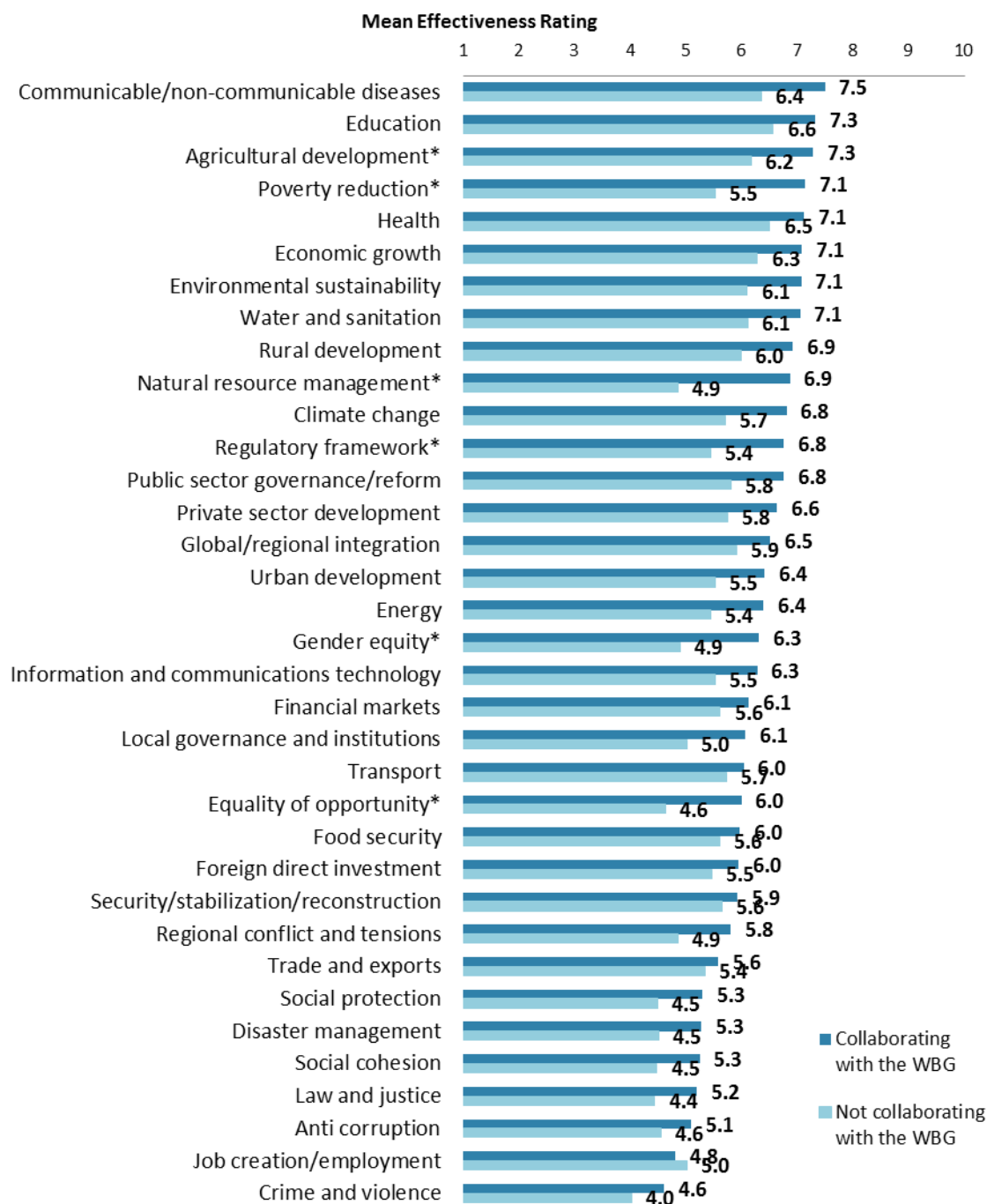
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo?" (1-"Not effective at all", 10-"Very effective")

(*Significantly different between FY 2015 and FY 2012)



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



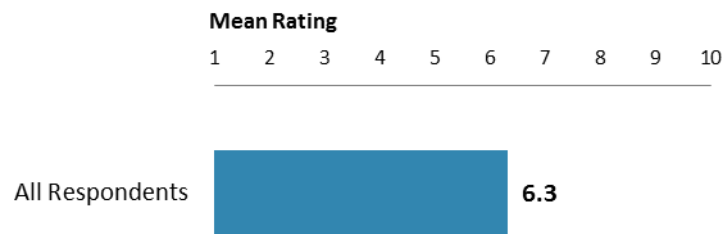
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo?" (1- "Not effective at all", 10- "Very effective")
*(*Significantly different between collaborators and non-collaborators with the WBG)*

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 62) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



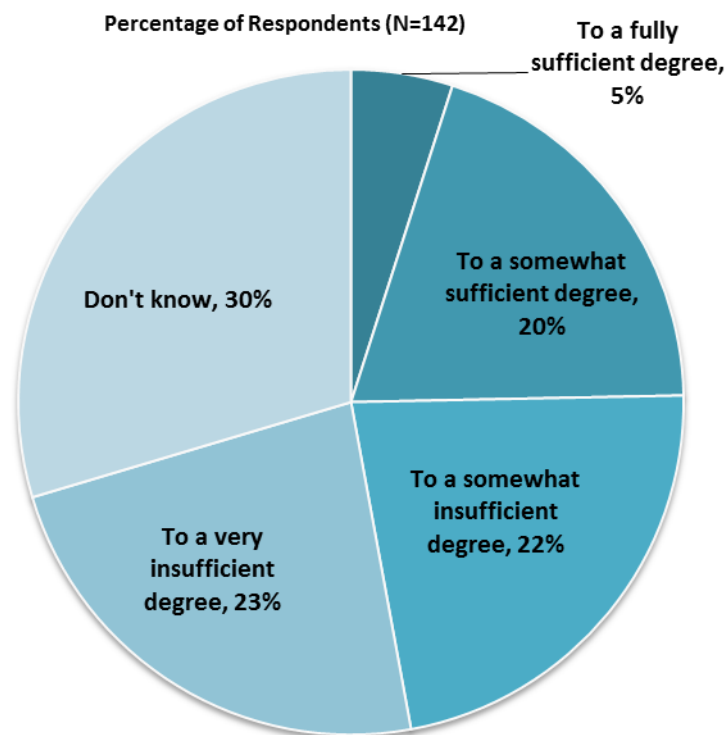
VI. Sectoral Importance and Effectiveness (continued)

WBG Promoting Private Public Partnerships



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

Helping the Poorest in the Republic of Congo



"To what extent do you believe that the World Bank Group's work and support help the poorest in the Republic of Congo?" (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 the Republic of Congo, bivariate correlational analyses were conducted using respondents' ratings of the thirty five 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.

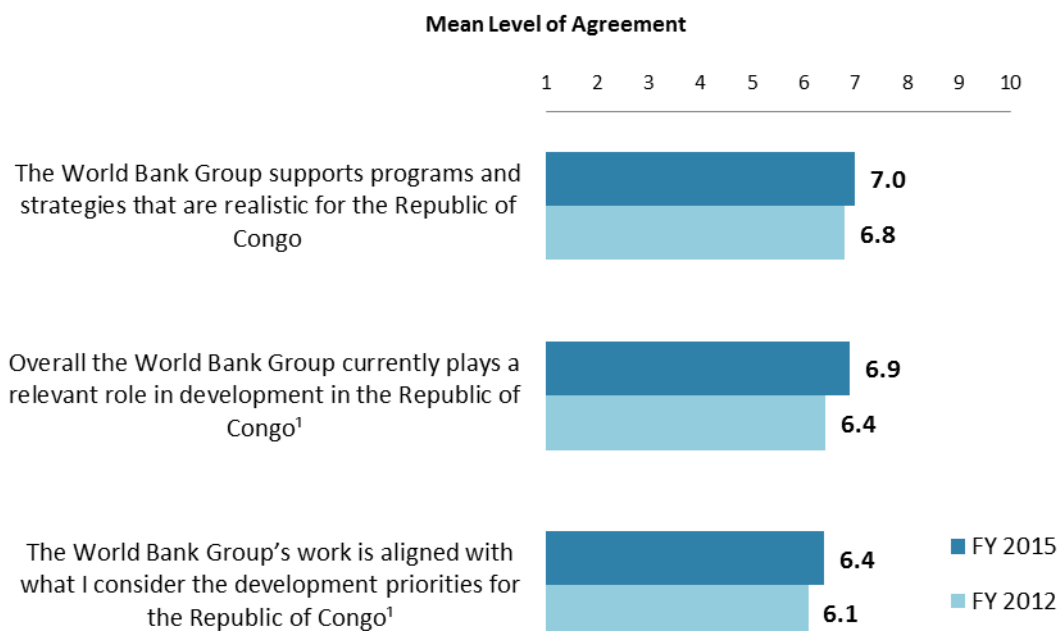
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in the Republic of Congo. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at regulatory framework;
 - The WBG's effectiveness at information and communications technology;
 - The WBG's effectiveness at public sector governance/reform; and
 - The WBG's effectiveness at equality of opportunity.
- 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 the Republic of Congo, 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 agricultural development;
 - The WBG's effectiveness at equality of opportunity;
 - The WBG's effectiveness at regulatory framework; and
 - The WBG's effectiveness at education.



VII. How the World Bank Group Operates

The World Bank Group's Work in the Republic of Congo: Year Comparison⁷

- **Year comparison:** Respondents in this year's Country Survey and in the FY12 Country Survey had statistically similar levels of agreement with all three statements below.



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

¹Indicator Question

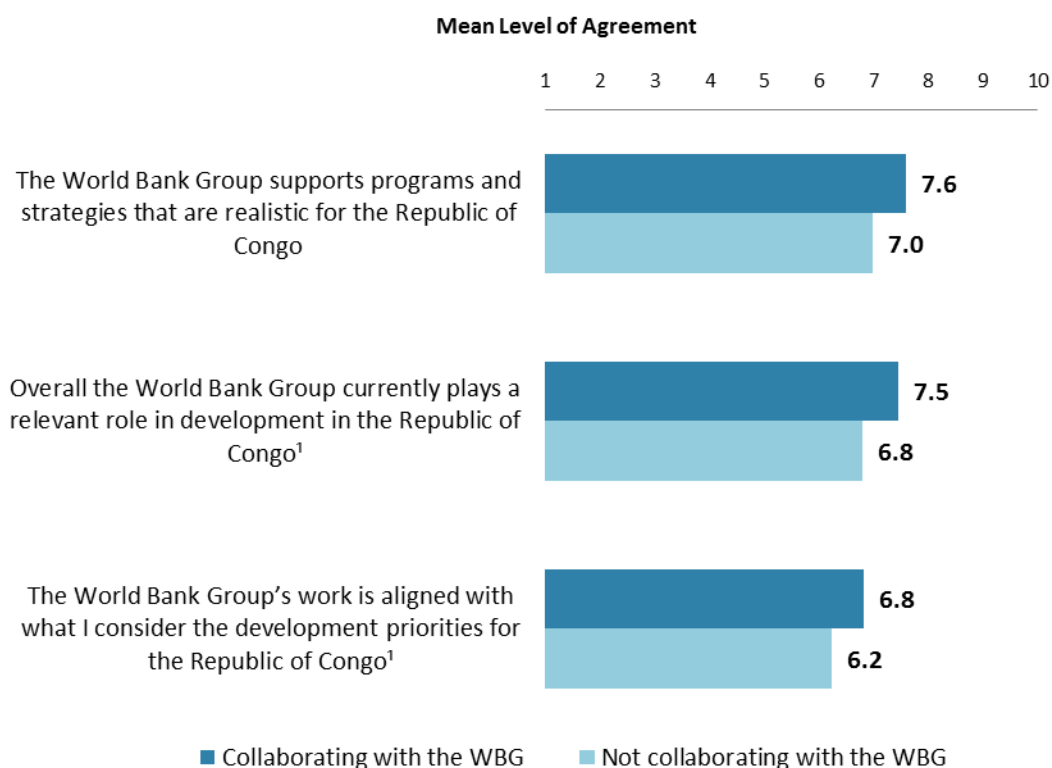
⁷ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in the Republic of Congo: Collaboration

- **Collaboration:** Respondents who collaborate with the WBG and those who do not collaborate with the WBG had statistically similar levels of agreement with all three statements below.



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

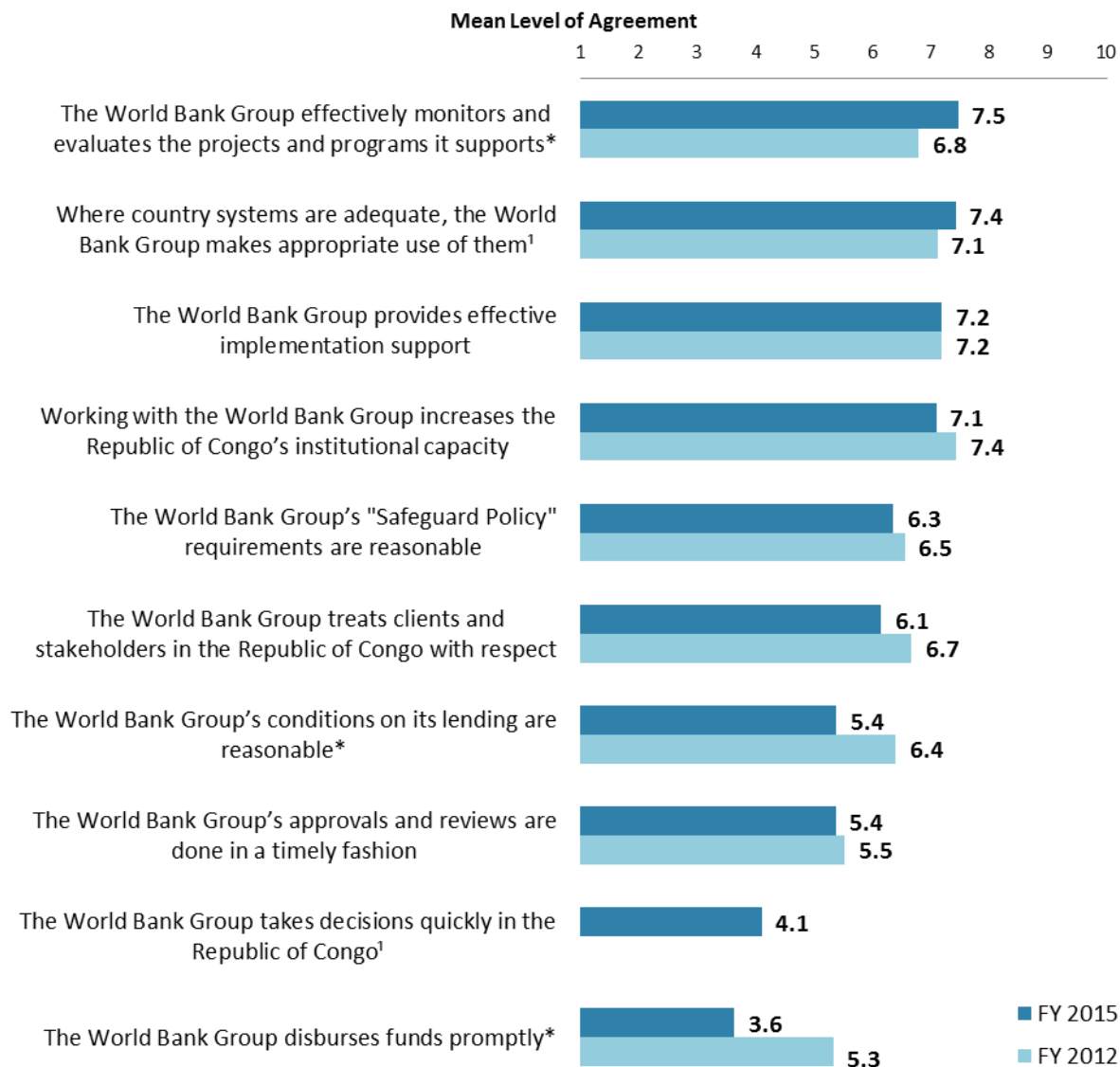
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey had significantly higher levels of agreement that "*the WBG effectively monitors and evaluates the projects and programs it supports*", and significantly lower levels of agreement that "*the WBG's conditions on its lending are reasonable*" and "*the WBG disburses funds promptly*" compared to respondents in the FY'12 Country Survey.



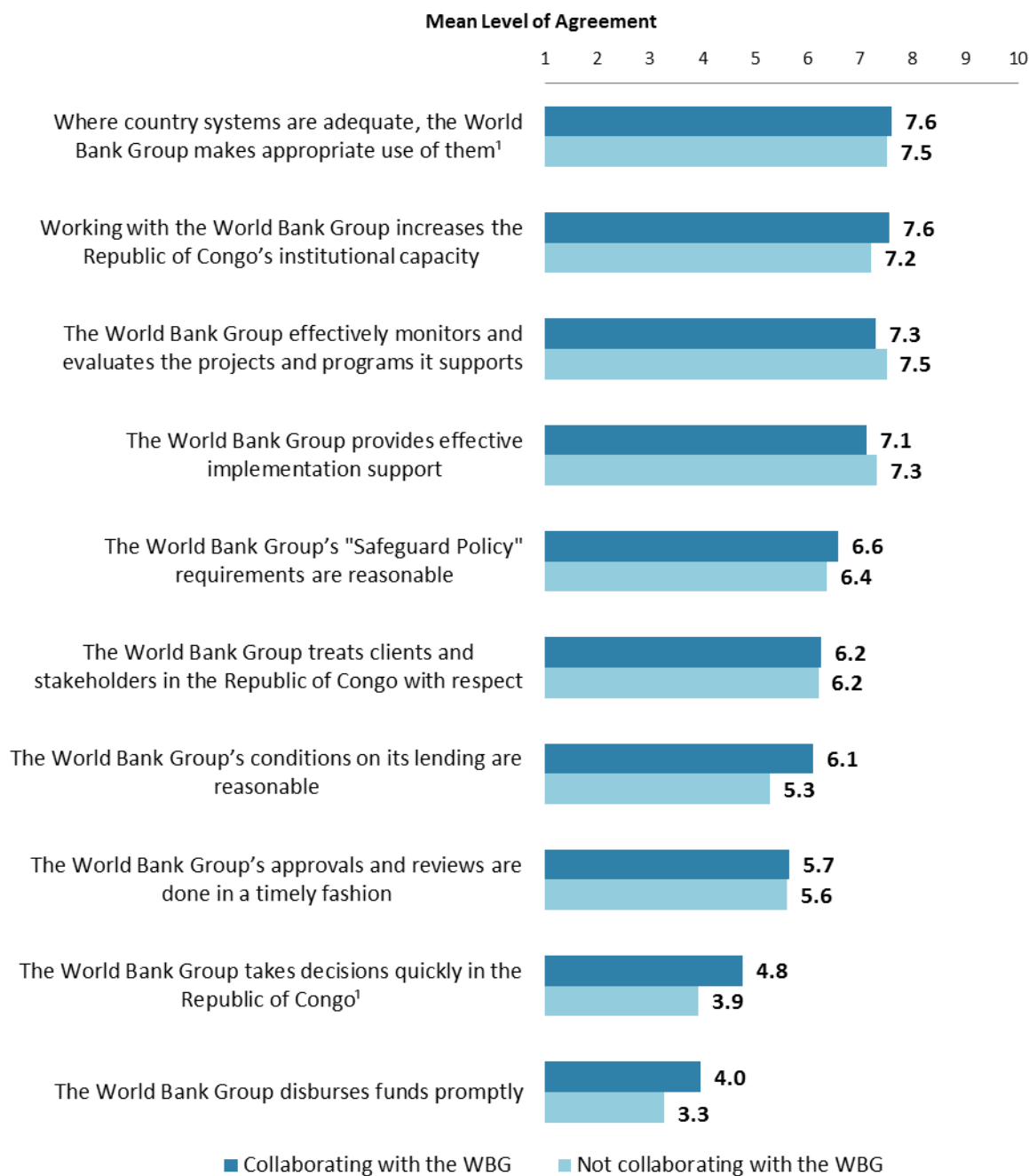
"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration

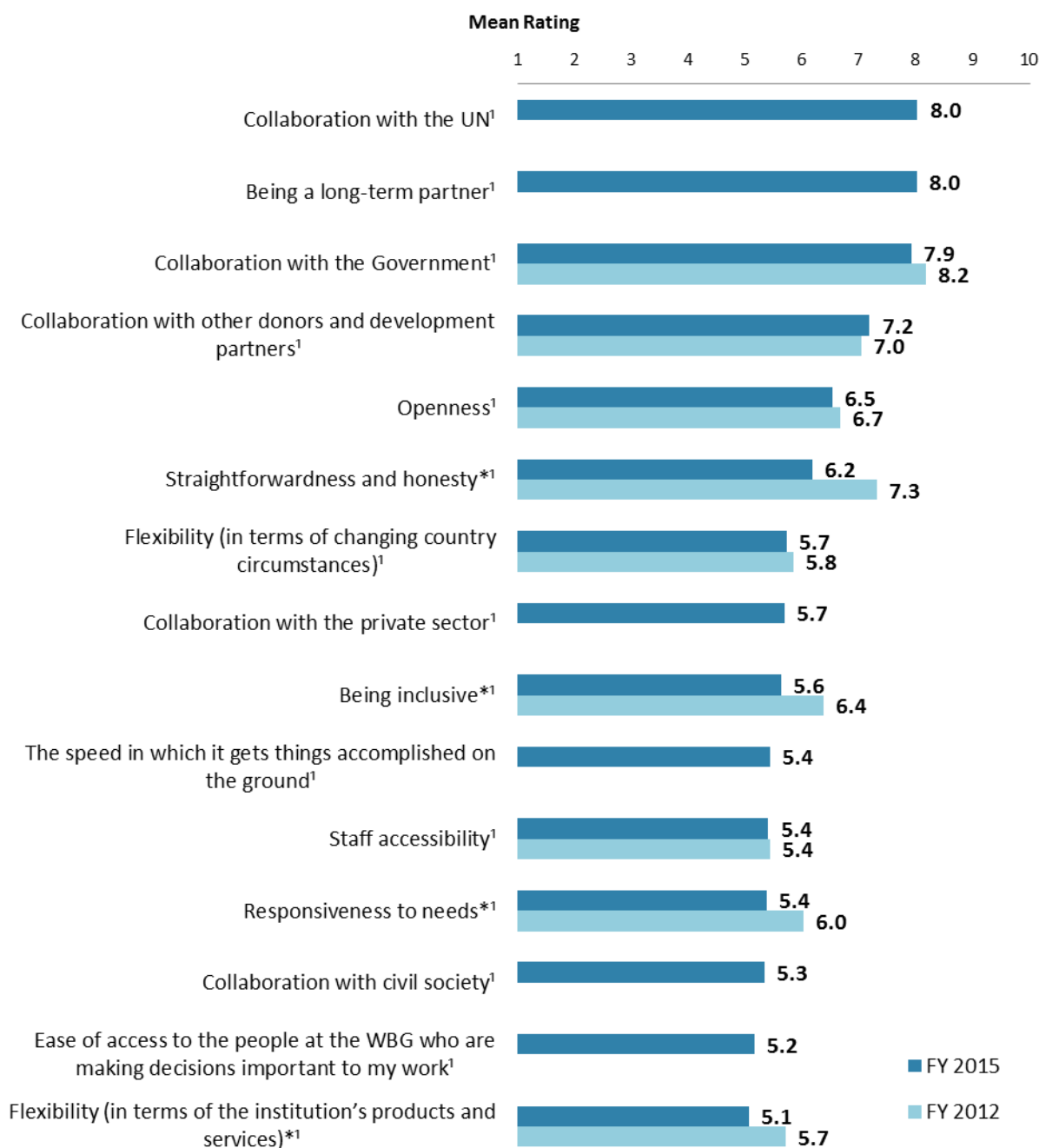


"To what extent do you agree/disagree with the following statements?"
(1-"Strongly disagree", 10-"Strongly agree")
Indicator Question



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY2015 and FY2012)

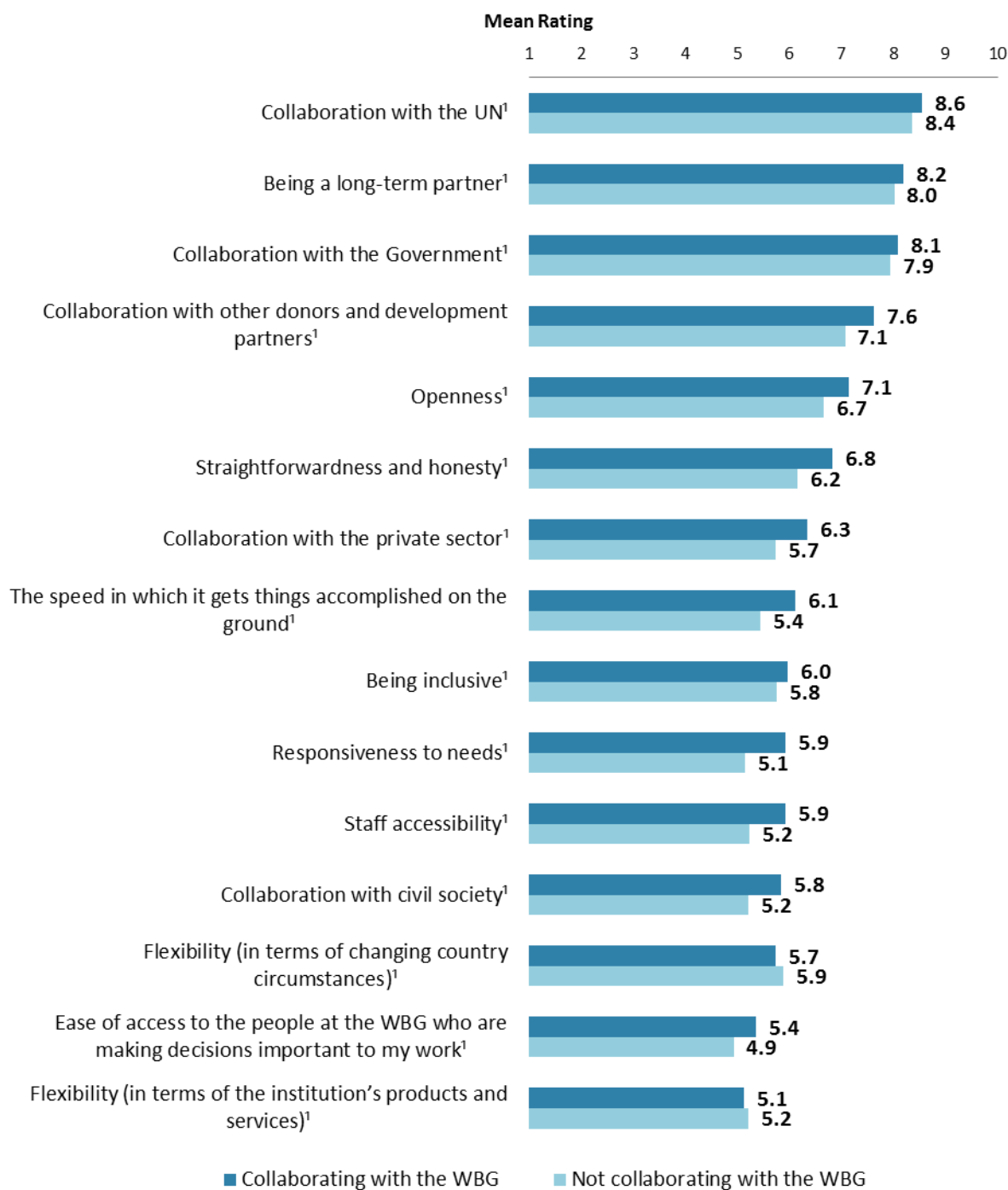
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



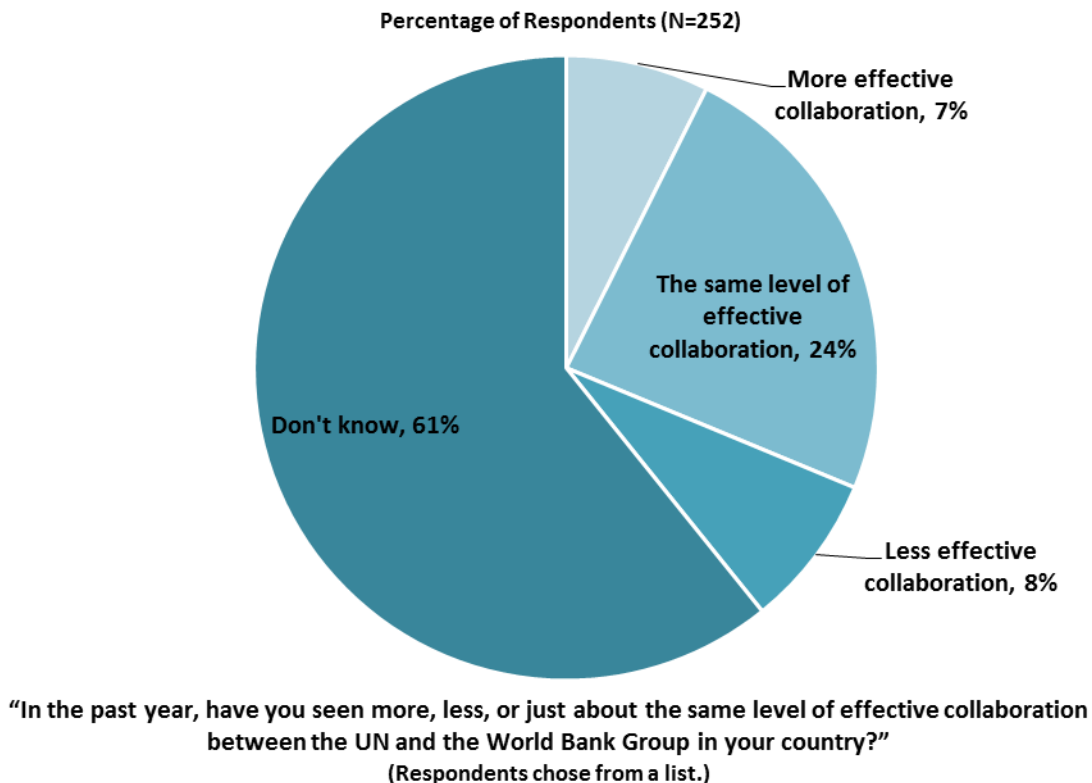
"To what extent is the World Bank Group an effective development partner in the Republic of Congo, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

¹Indicator Question

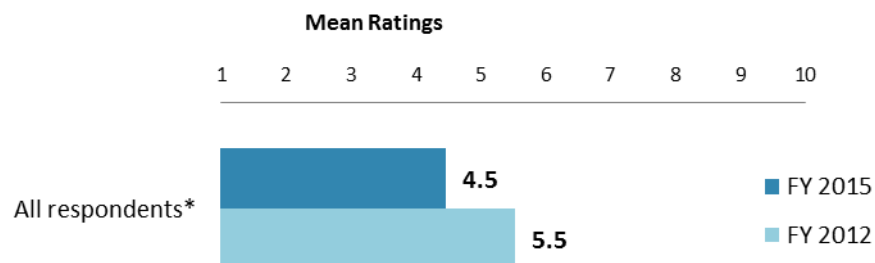


VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG



The WBG Staff in the Republic of Congo¹⁰



"To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?" (1-"To no degree at all", 10-"To a very significant degree")
(*Significantly different between FY 2015 and FY 2012)

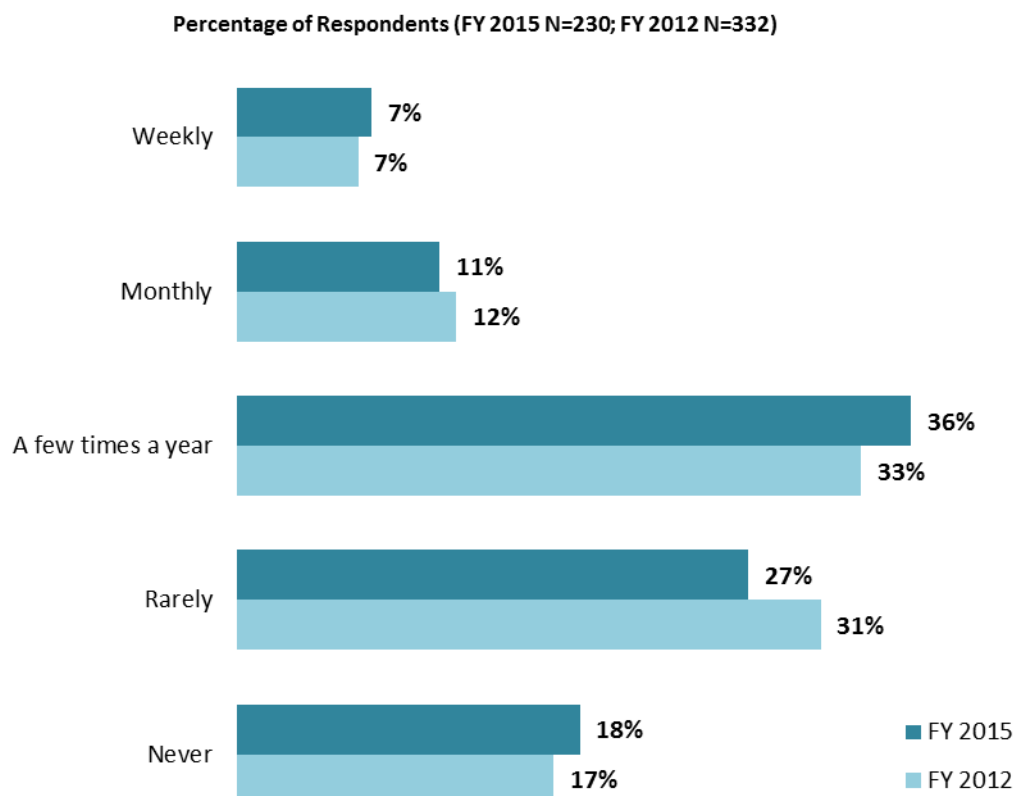
¹⁰ Means in the chart were calculated based on weighted data.



VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹¹

- **Stakeholder groups:** Among this year's respondents, respondents from PMUs/consultants/contractors on WBG supported projects indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.



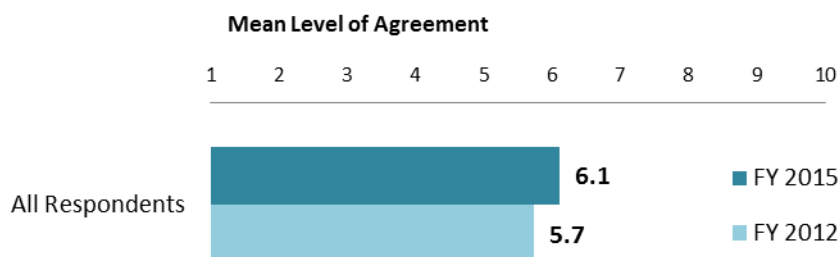
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹¹ Percentages in the chart were calculated based on weighted data.



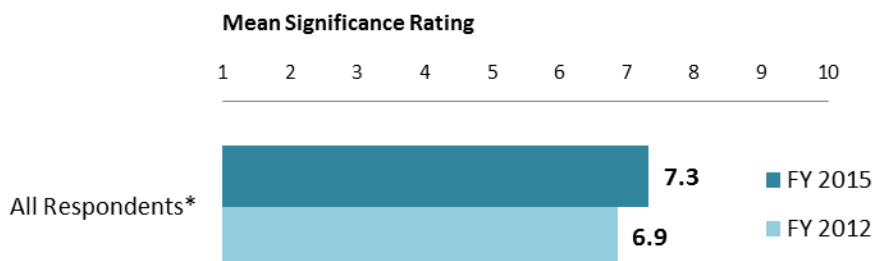
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting The Republic of Congo's Knowledge Needs (*Indicator Question*)¹²



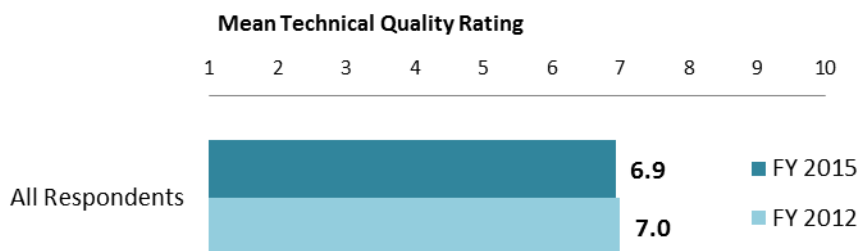
"The World Bank Group meets the Republic of Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance)" (1-"Strongly disagree", 10-"Strongly agree")

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



"Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?"
(1-"Not significant at all", 10-"Very significant")
(*Significantly different between FY 2015 and FY 2012)

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



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

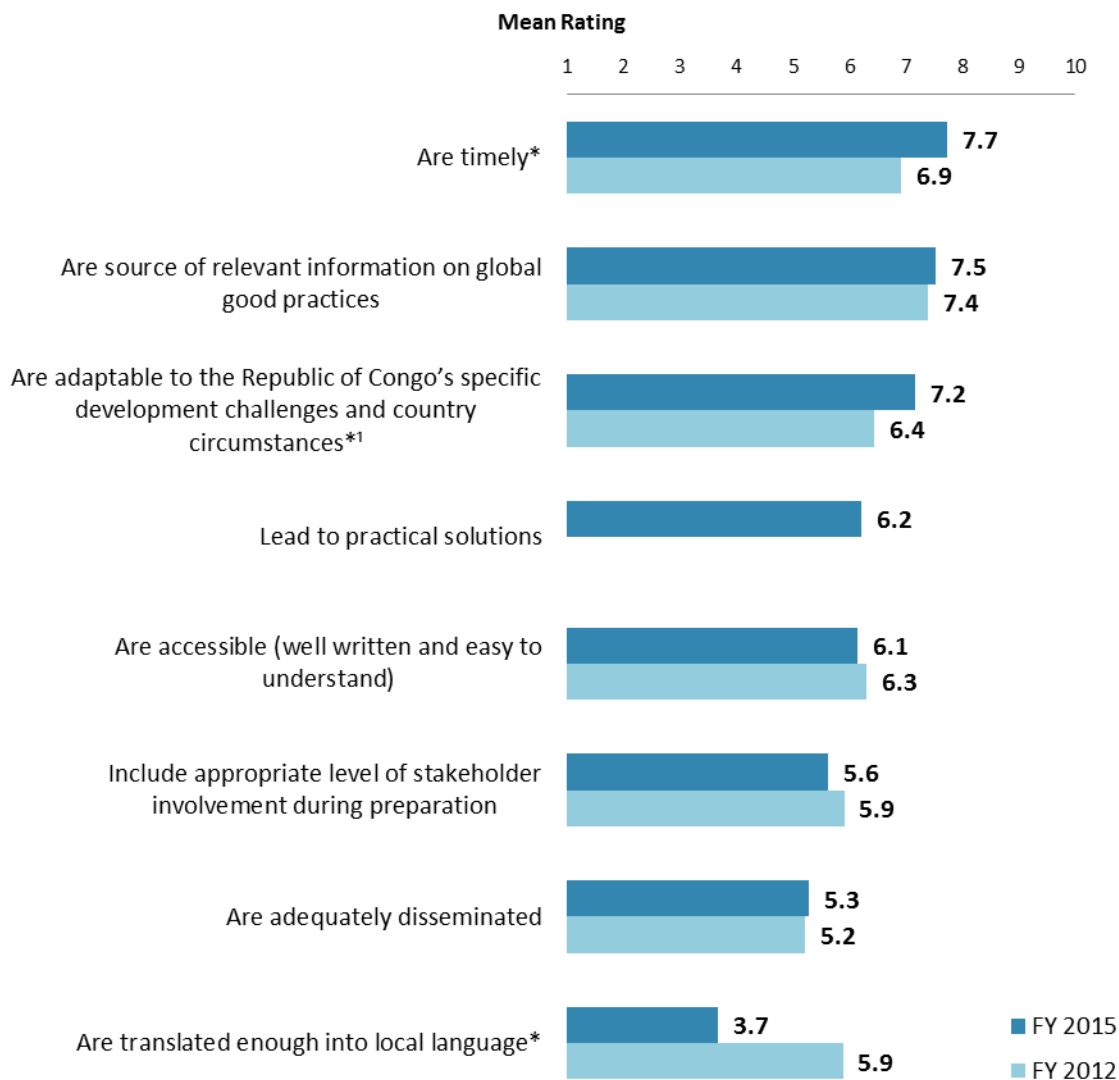
¹² All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹³

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for the "timeliness" of the WBG's knowledge and its "adaptability to the Republic of Congo's specific development challenges and country circumstances", and significantly lower ratings for the WBG's knowledge "being translated enough into local language" compared to respondents in the FY'12 Country Survey.



"In the Republic of Congo, 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 FY 2015 and FY 2012)

'Indicator Question

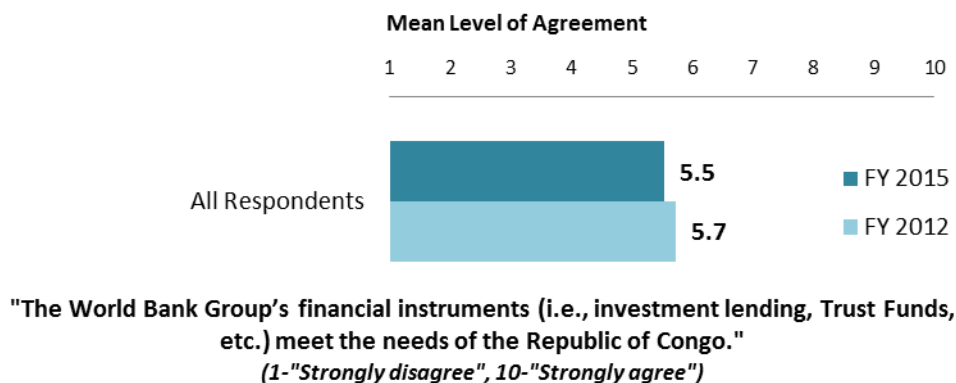
¹³ Means in the chart were calculated based on weighted data.



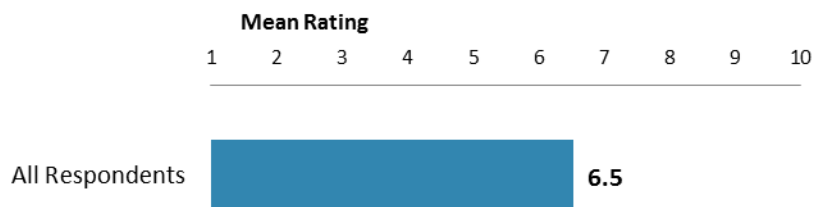
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting the Republic of Congo's Needs for Financial Instruments¹⁴

(Indicator Question)



Internal Measuring and Monitoring



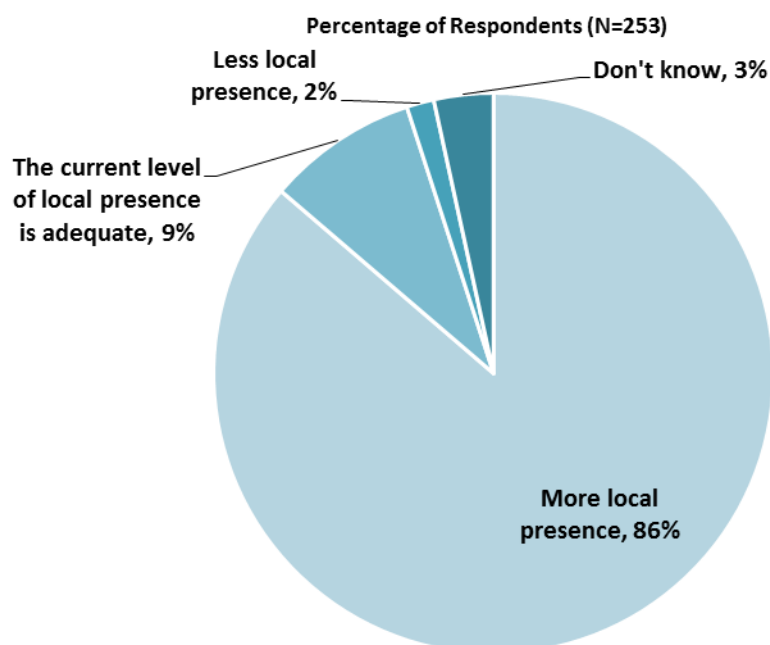
"To what extent do you believe the World Bank Group measures and corrects its work in real time in the Republic of Congo?" (1-"To no degree at all", 10-"To a very significant degree")

¹⁴ Means in the chart were calculated based on weighted data.



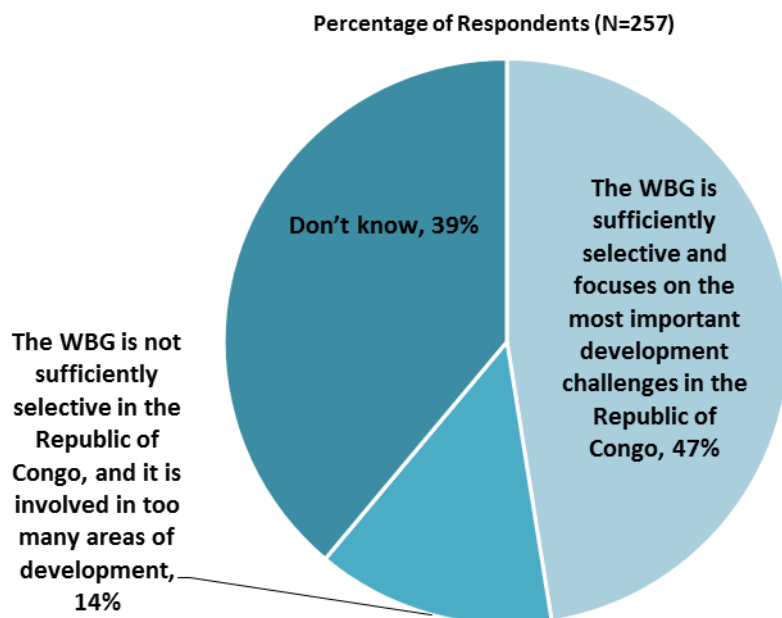
IX. The Future Role of the WBG in the Republic of Congo

The World Bank Group's Local Presence in the Republic of Congo



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

Selectivity of the World Bank Group's Support



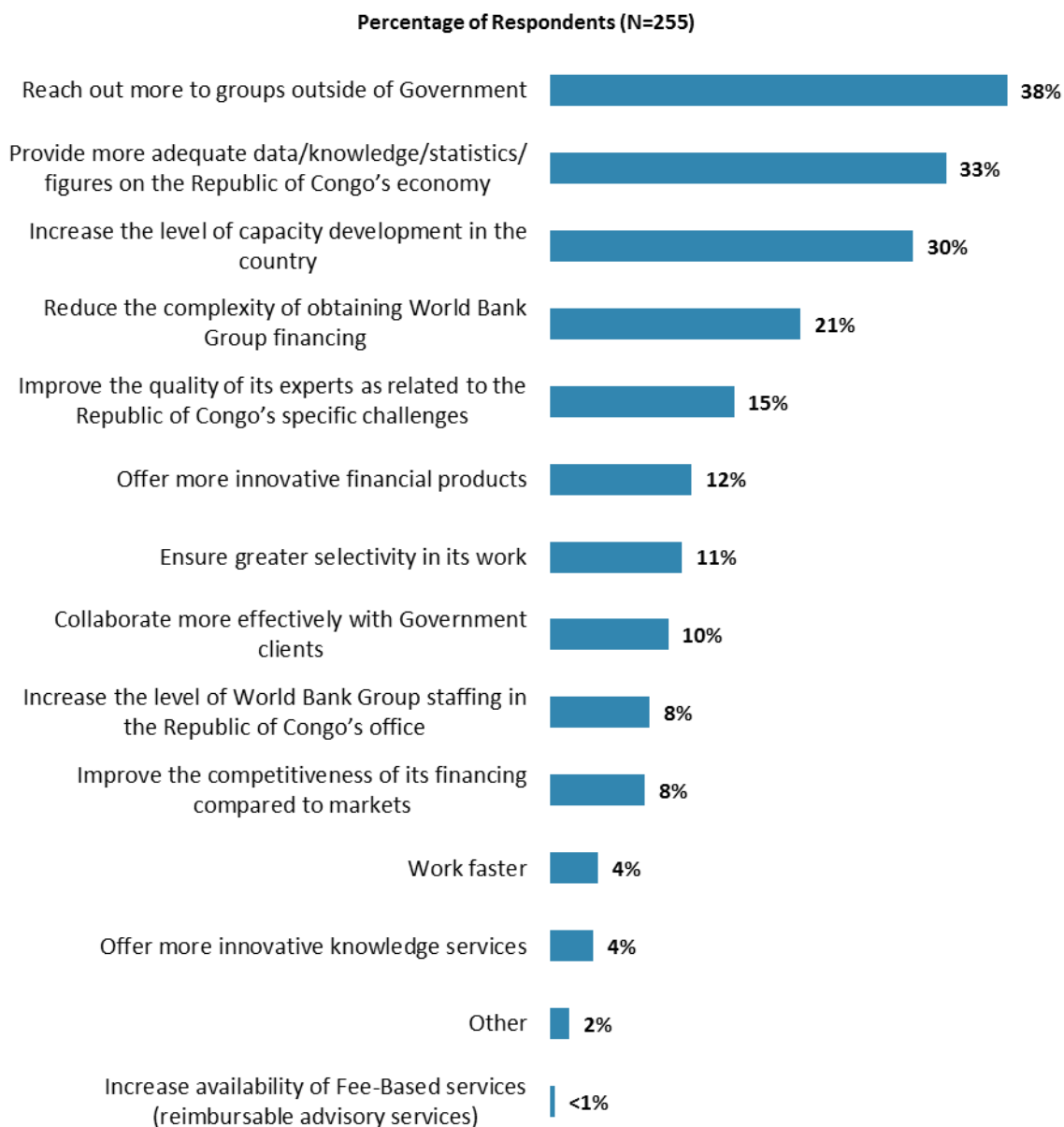
"Which of the following best describes the World Bank Group's support in the Republic of Congo?" (Respondents chose from a list.)



IX. The Future Role of the WBG in the Republic of Congo (cont.)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining its financing*” (46%) and “*improve the quality of its experts as related to the Republic of Congo’s specific challenges*” (38%) to make itself of greater value in the country.



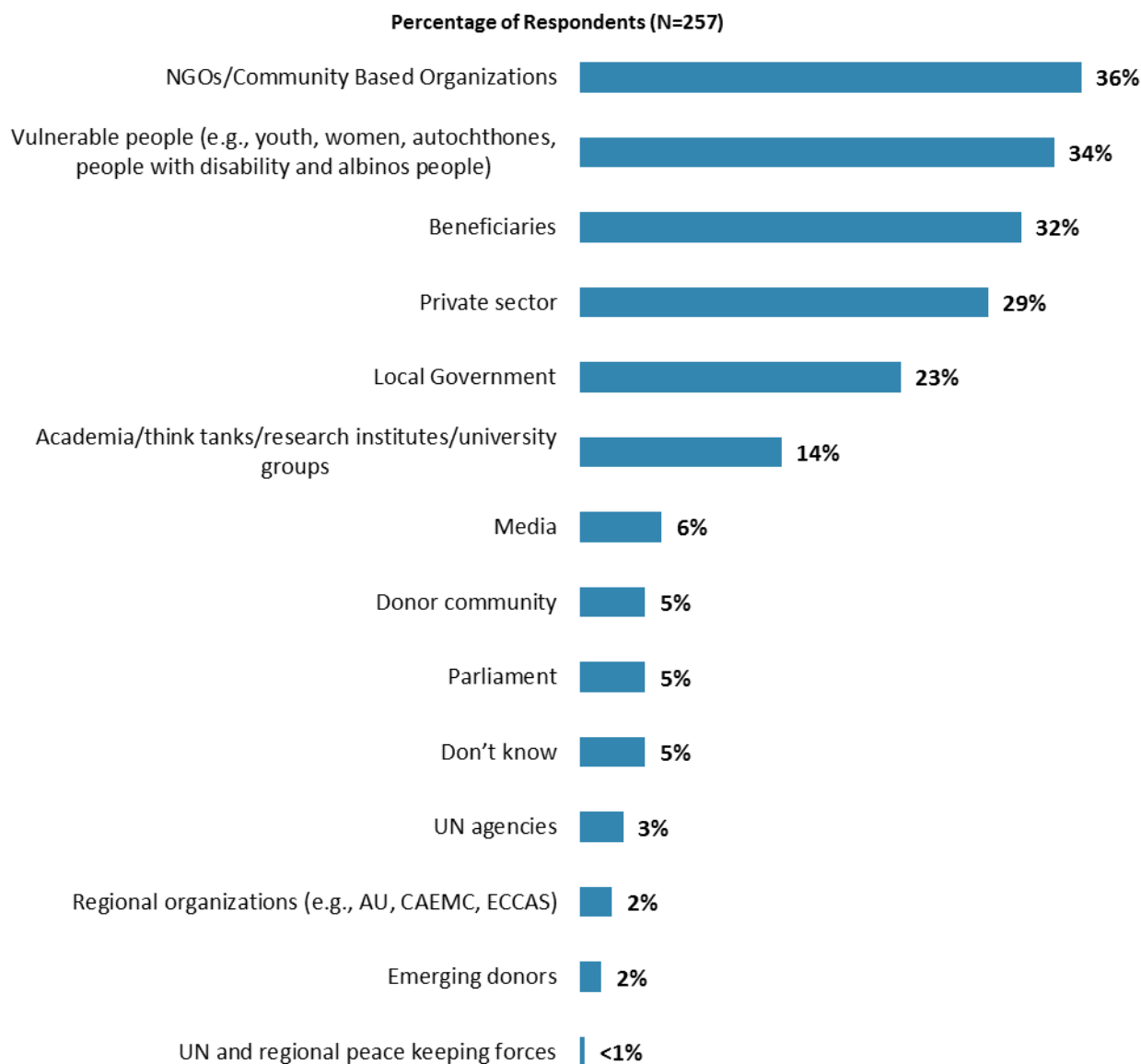
"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Republic of Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in the Republic of Congo (cont.)

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should work more with “NGOs” (58%), “*private sector*” (25%), and “*beneficiaries*” (25%) to ensure better development results in the Republic of Congo.



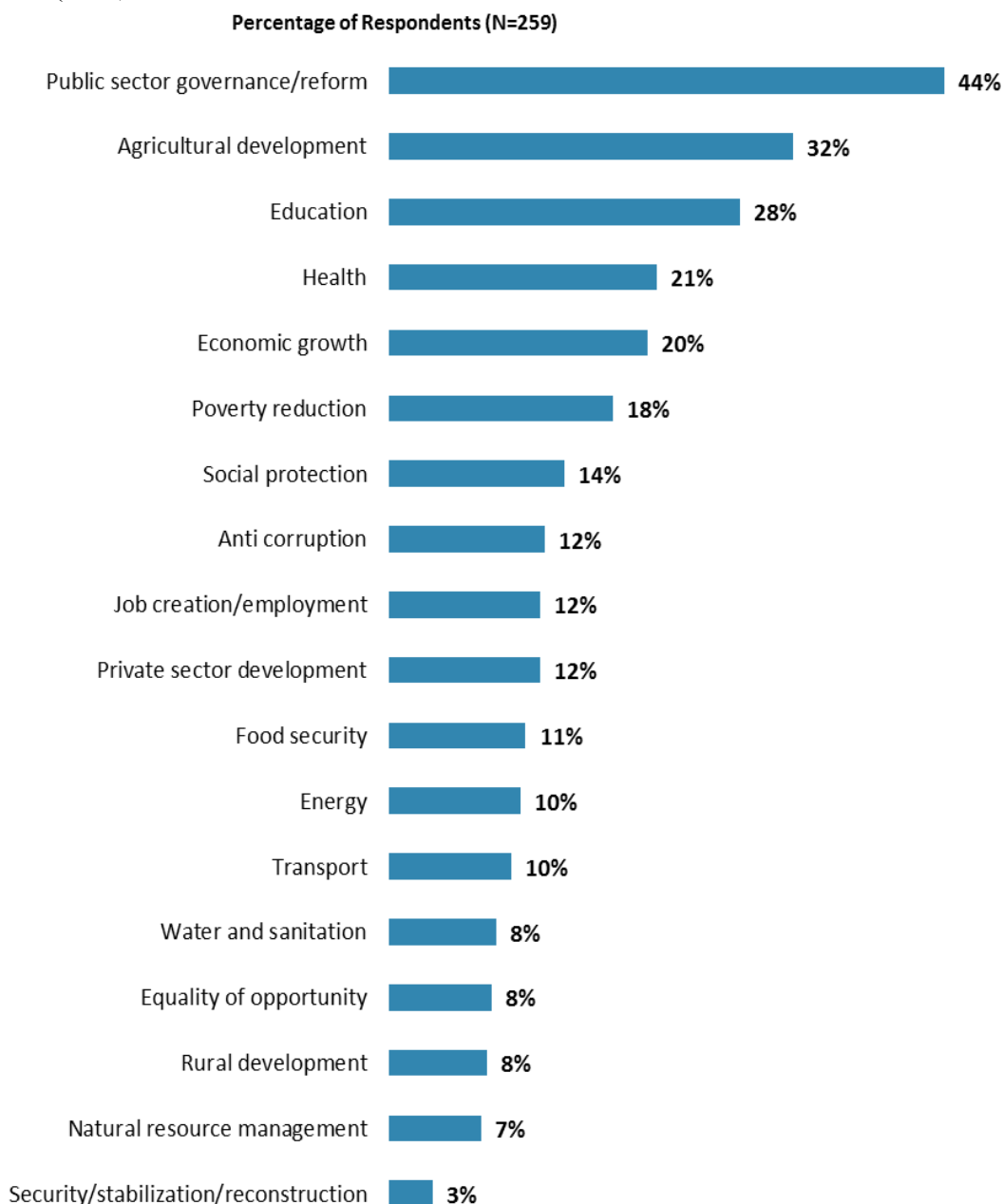
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in the Republic of Congo (cont.)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that the World Bank should focus its resources on “*education*” (37%) and “*rural development*” (29%).

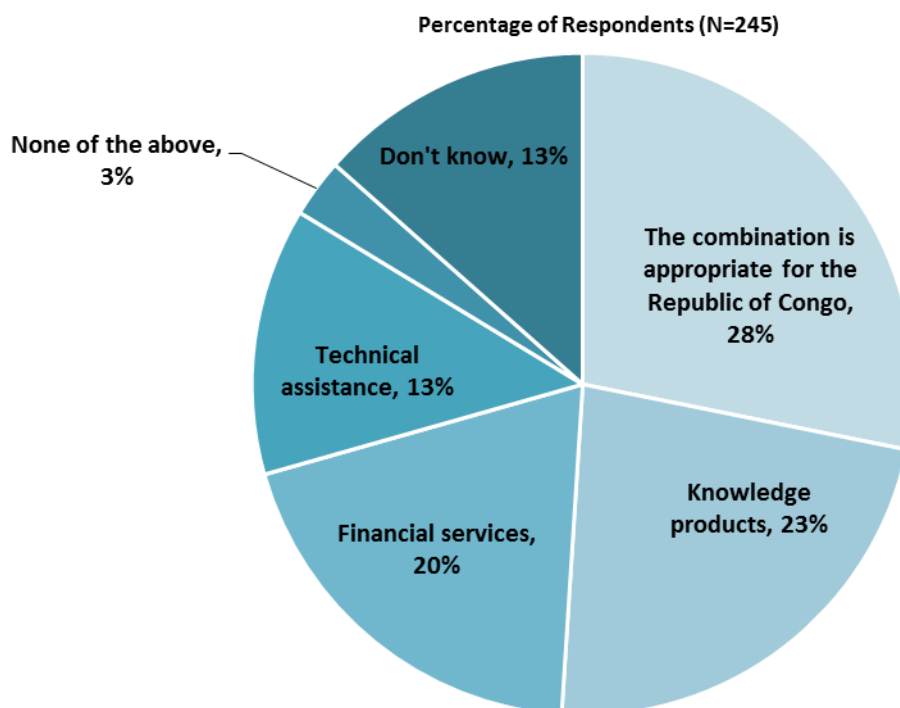


“When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectoral areas do you believe the WBG should focus most of its resources in the Republic of Congo? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 18 of 35 response options shown.)



IX. The Future Role of the WBG in the Republic of Congo (cont.)

Future Combination of the WBG Services

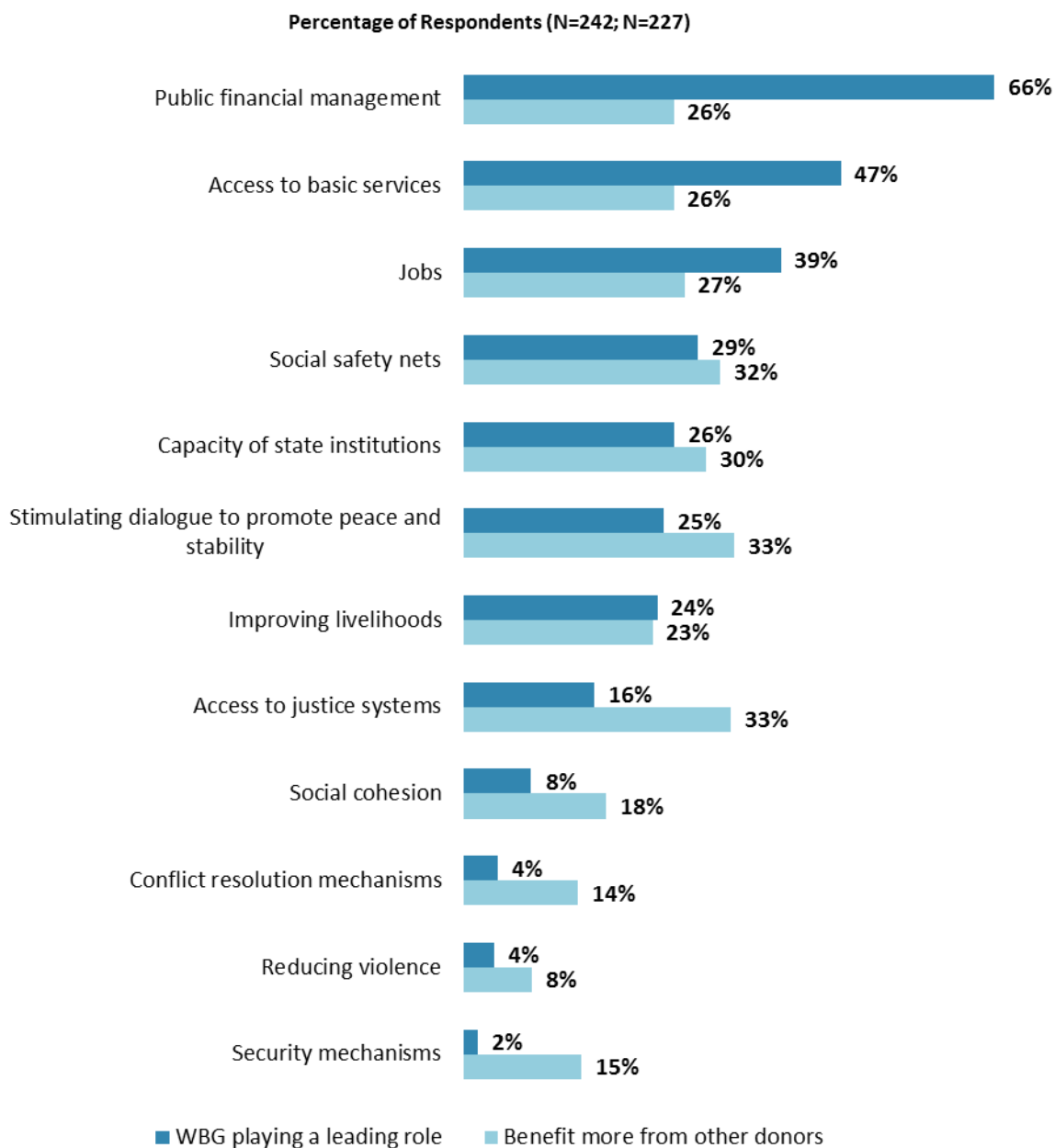


"When considering the combination of services that the World Bank Group offers in the Republic of Congo, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in the Republic of Congo?" (Respondents chose from a list.)



IX. The Future Role of the WBG in the Republic of Congo (cont.)

The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

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

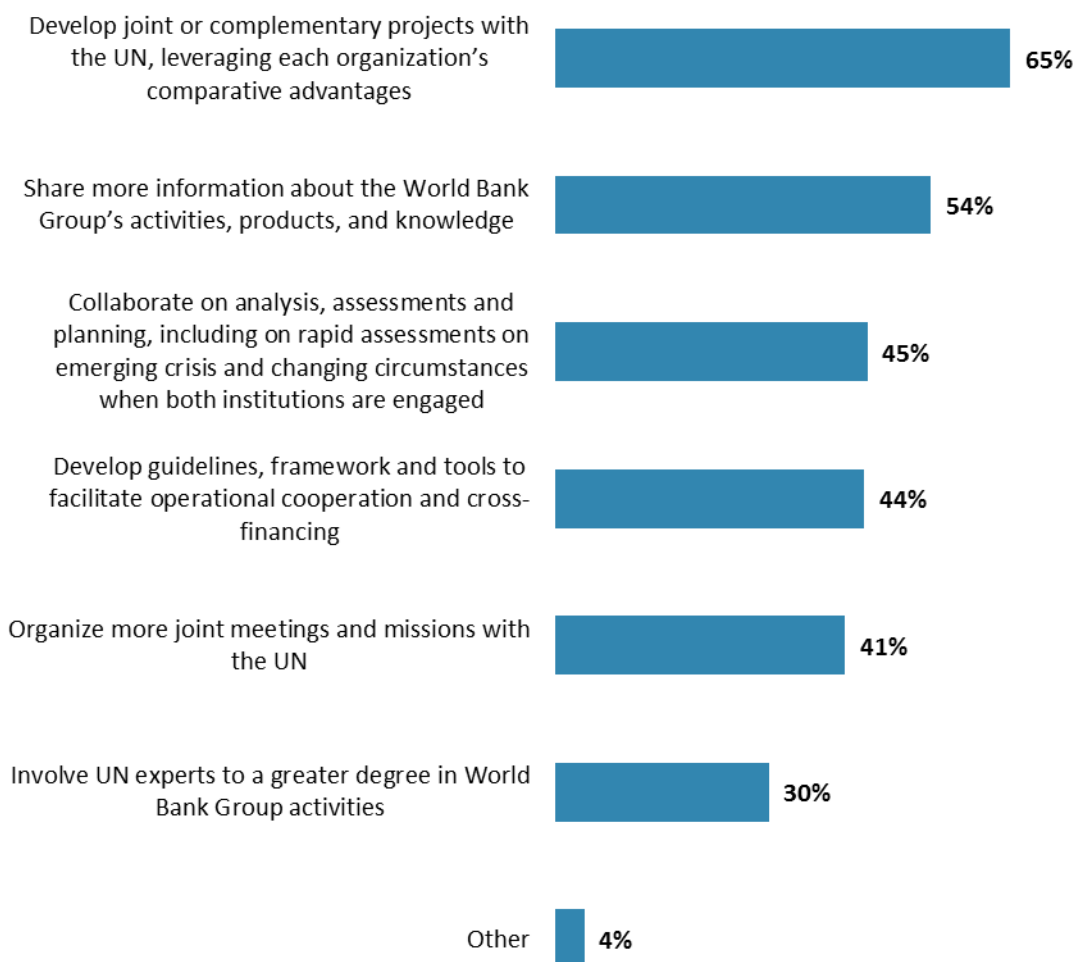
B. Which THREE areas below would benefit most from other donors in the Republic of Congo?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in the Republic of Congo (cont.)

Future Collaboration between the UN and the WBG

Percentage of Respondents (N=220)



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

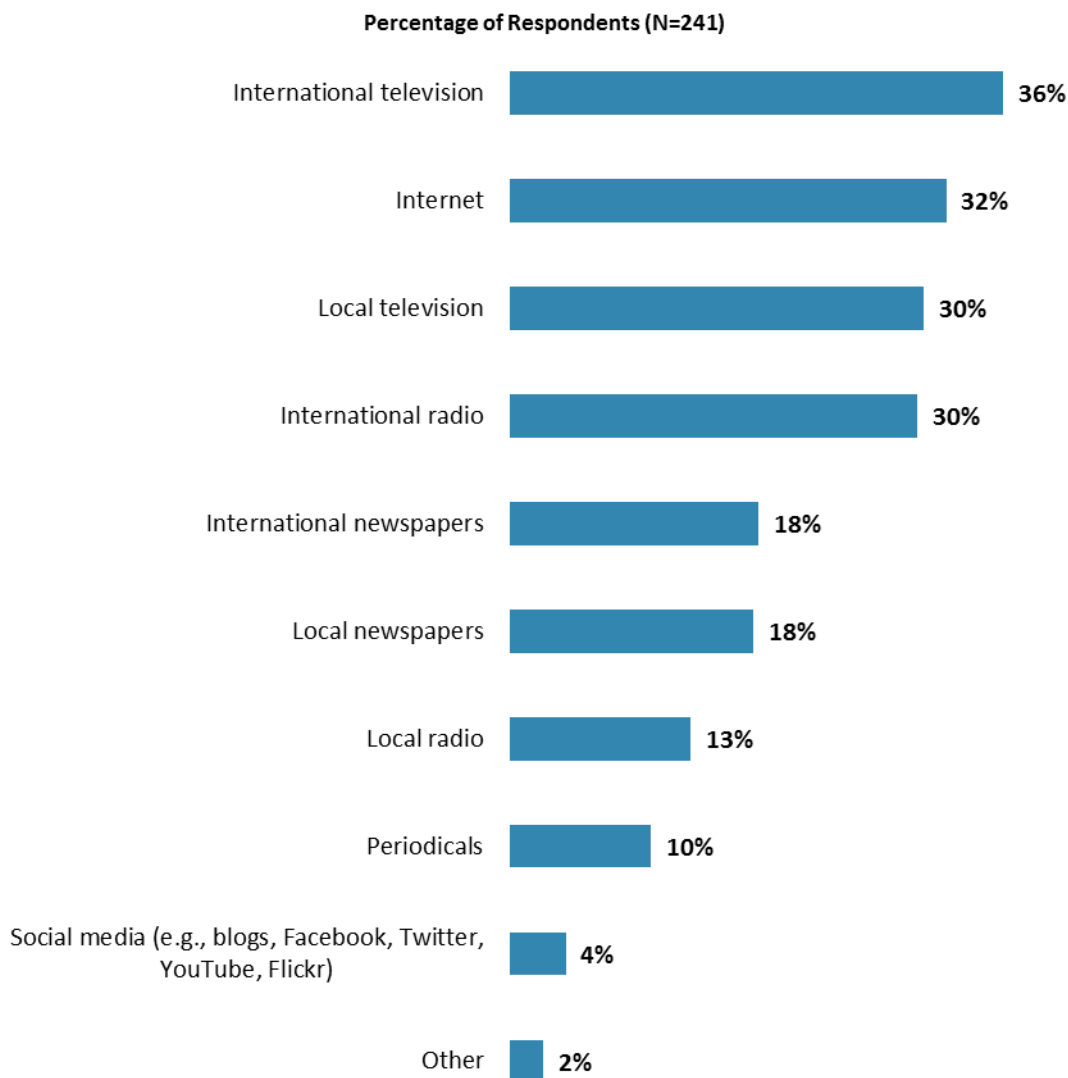


X. Communication and Outreach

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

General Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they got most of their information about economic and social development issues in the Republic of Congo from “*local newspapers*” (37%) and “*Internet*” (37%).



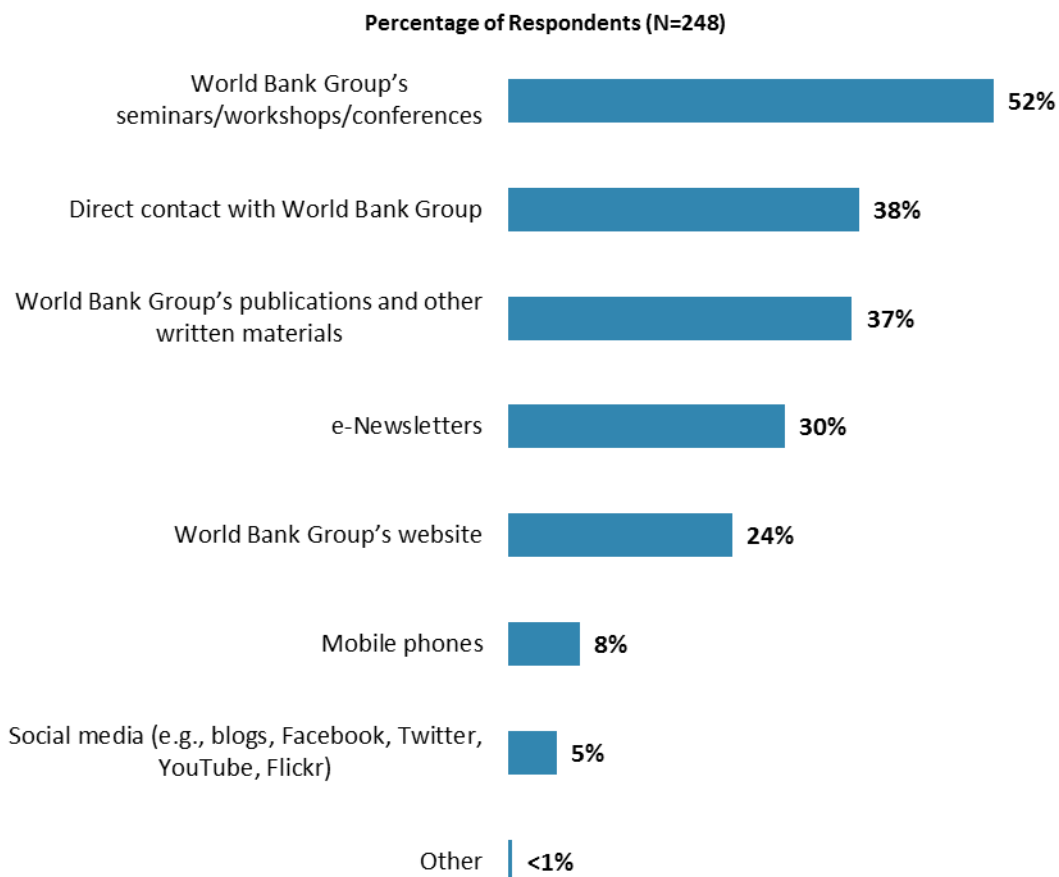
"How do you get most of your information about economic and social development issues in the Republic of Congo? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through “*World Bank seminars/workshops/conferences*” (46%) and “*Direct contact with World Bank*” (41%).



"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 Information¹⁵

- **Year comparison:** This year's respondents were significantly less aware of the WBG's Access to Information Policy and significantly less likely to have requested information from the WBG on its activities compared to respondents in the FY'12 Country Survey.

Percentage of Respondents (FY 2015 N=223; FY 2012 N=320)



"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 (FY 2015 N=209; FY 2012 N=299)



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

Percentage of Respondents (FY 2015 N=26; FY 2012 N=65)



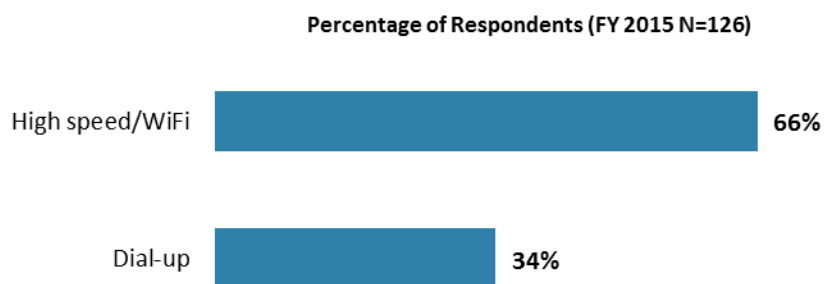
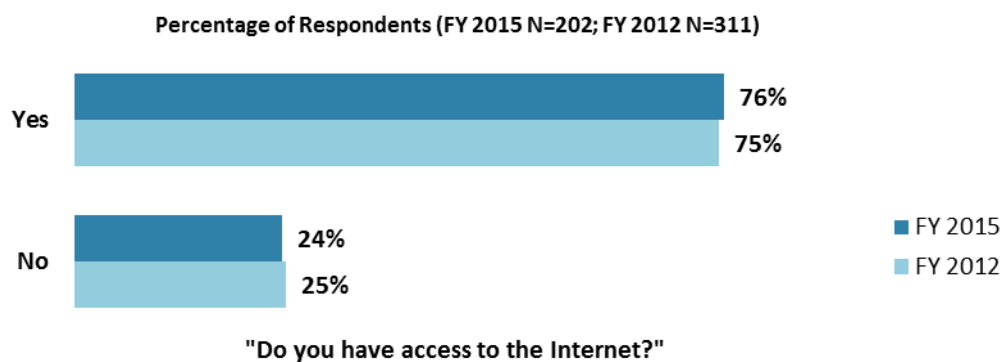
"Were you able to obtain this information?"

¹⁵ Percentages in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹⁶



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

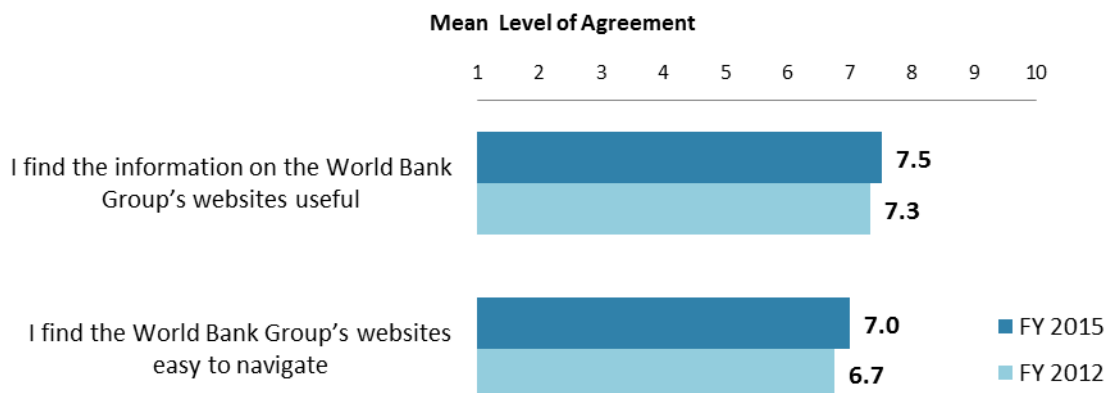
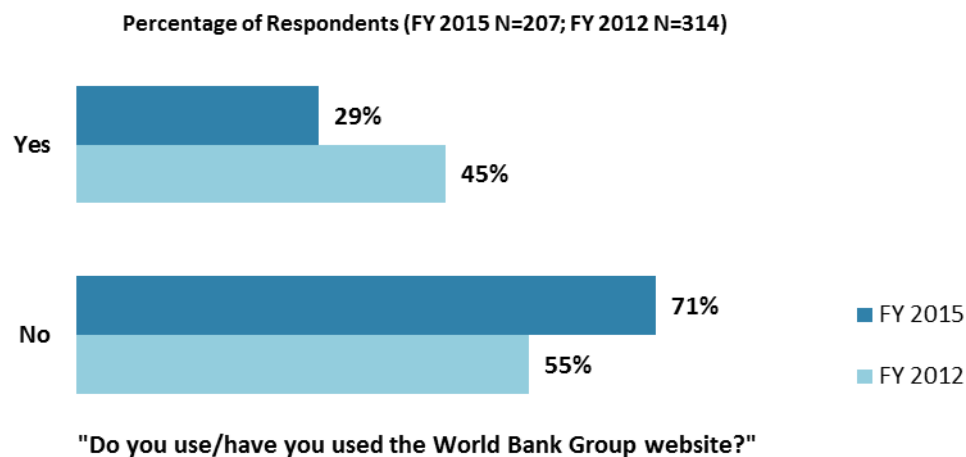
¹⁶ Percentages in the chart were calculated based on weighted data.



X. Communication and Outreach (continued)

WBG Website Usage¹⁷

- **Year comparison:** This year's respondents were significantly less likely to use/have used the WBG website compared to respondents in the FY'12 Country Survey.

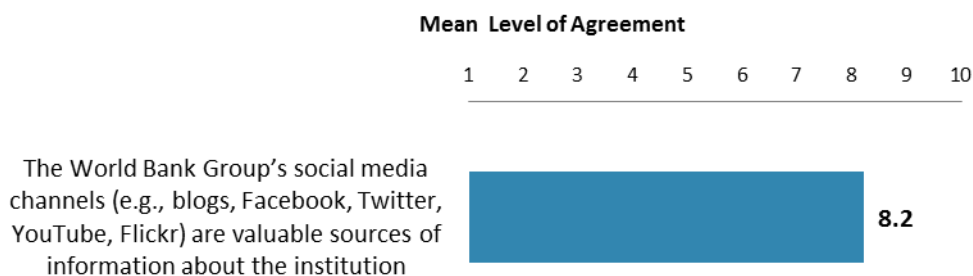


¹⁷ All percentages and means in the charts on this page were calculated based on weighted data.



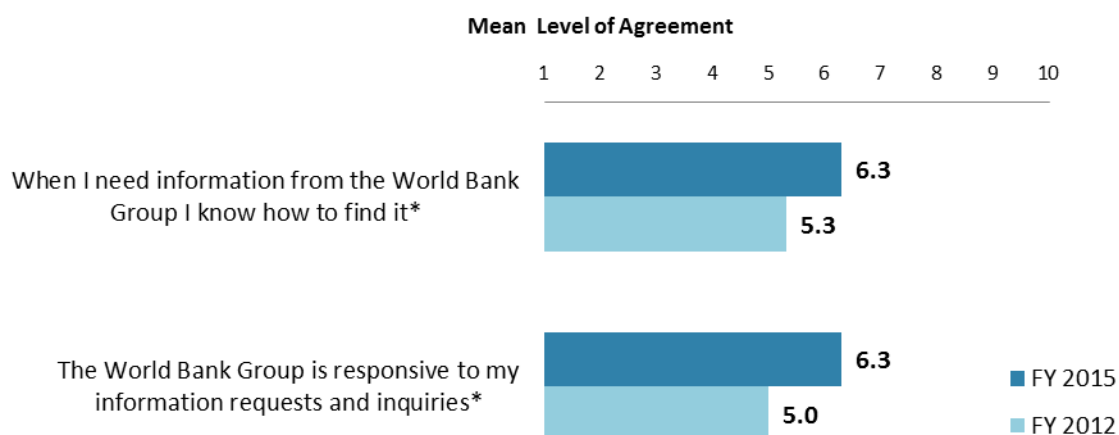
X. Communication and Outreach (continued)

Evaluation of the WBG's Social Media Channels



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

Information Sharing¹⁸



**"Please rate how much you agree with the following statements."
(1-"Strongly disagree", 10-"Strongly agree")
(*Significantly different between FY 2015 and FY 2012)**

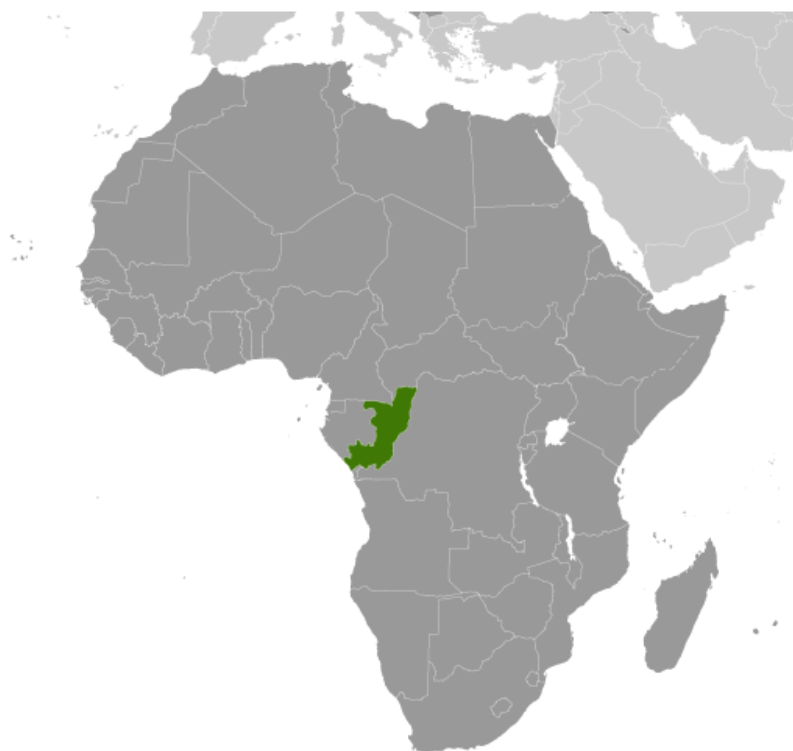
¹⁸ Means in the chart were calculated based on weighted data.



XI. Appendices

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The Republic of Congo





Appendix A: Responses to All Questions across All Respondents (N=265)

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 the Republic of Congo

1. In general would you say that the Republic of Congo is headed in ... ?	Percentage of Respondents (N=251)
The right direction	53.0%
The wrong direction	17.9%
Not sure	29.1%

2. Listed below are a number of development priorities in the Republic of Congo. Please identify which of the following you consider the most important development priorities in the Republic of Congo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=247)
Public sector governance/reform	47.4%
Education	27.1%
Food security	22.7%
Poverty reduction	21.9%
Health	21.1%
Economic growth	21.1%
Social protection	16.2%
Job creation/employment	13.8%
Energy	13.4%
Private sector development	12.1%
Agricultural development	11.3%
Water and sanitation	10.9%
Security/stabilization/reconstruction	7.3%
Anti corruption	7.3%
Transport	6.1%
Rural development	4.5%
Equality of opportunity	4.0%
Natural resource management	4.0%
Urban development	3.2%
Global/regional integration	2.4%
Social cohesion	2.4%
Law and justice	2.4%
Local governance and institutions	2.4%
Information and communications technology	2.0%
Regional conflict and tensions	1.6%
Environmental sustainability	1.6%
Gender equity	1.2%
Financial markets	0.8%
Regulatory framework	0.8%
Communicable/non-communicable diseases	0.8%
Foreign direct investment	0.4%
Climate change	0.4%
Trade and exports	0.4%
Crime and violence	0.4%
Disaster management	0.0%

**A. General Issues Facing the Republic of Congo (continued)**

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=262)
Economic growth	40.5%
Public sector governance/reform	26.7%
Agricultural development	24.0%
Job creation/employment	22.1%
Private sector development	20.2%
Water and sanitation	19.5%
Rural development	16.0%
Food security	15.3%
Health	13.7%
Equality of opportunity	13.4%
Education	13.4%
Social protection	12.6%
Anti corruption	12.6%
Transport	11.1%
Local governance and institutions	7.6%
Energy	6.9%
Natural resource management	5.7%
Law and justice	3.8%
Security/stabilization/reconstruction	2.3%
Information and communications technology	1.9%
Communicable/non-communicable diseases	1.5%
Foreign direct investment	1.5%
Urban development	1.1%
Social cohesion	1.1%
Global/regional integration	0.8%
Trade and exports	0.8%
Climate change	0.4%
Regulatory framework	0.4%
Environmental sustainability	0.4%
Regional conflict and tensions	0.0%
Gender equity	0.0%
Crime and violence	0.0%
Disaster management	0.0%
Financial markets	0.0%

**A. General Issues Facing the Republic of Congo (continued)**

4. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=242)
Education and training that better ensure job opportunity	36.0%
Better employment opportunities for young people	26.9%
Greater access to health and nutrition for citizens	21.9%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	17.8%
Consistent economic growth	17.8%
Better quality public services	16.1%
Greater equity of fiscal policy	14.0%
Greater access to micro-finance for the poor	12.0%
Better opportunity for the poor who live in rural areas	9.5%
Greater voice and participation for citizens to help ensure greater accountability	8.7%
More reliable social safety net	8.7%
Better employment opportunities for women	3.3%
A growing middle class	3.3%
Better opportunity for the poor who live in urban areas	2.1%
Other	0.8%

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 the Republic of Congo? (1-Not familiar at all, 10-Extremely familiar)	232	0	4.77	2.73

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo? (1-Not effective at all, 10-Very effective)	181	69	5.48	2.36

Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Republic of Congo solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	161	88	6.21	2.50

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

4. When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Republic of Congo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=259)
Public sector governance/reform	44.0%
Agricultural development	32.0%
Education	27.8%
Health	21.2%
Economic growth	20.5%
Poverty reduction	17.8%
Social protection	13.9%
Anti corruption	12.4%
Job creation/employment	12.0%
Private sector development	12.0%
Food security	10.8%
Energy	10.4%
Transport	9.7%
Water and sanitation	8.5%
Equality of opportunity	8.1%
Rural development	7.7%
Natural resource management	7.3%
Security/stabilization/reconstruction	3.5%
Law and justice	3.1%
Trade and exports	2.3%
Local governance and institutions	2.3%
Social cohesion	1.9%
Foreign direct investment	1.5%
Urban development	1.5%
Global/regional integration	1.2%
Information and communications technology	1.2%
Gender equity	0.8%
Environmental sustainability	0.8%
Climate change	0.8%
Regulatory framework	0.8%
Crime and violence	0.4%
Regional conflict and tensions	0.4%
Communicable/non-communicable diseases	0.4%
Financial markets	0.0%
Disaster management	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Republic of Congo?	Percentage of Respondents (N=246)		
	Greatest Value	2 nd Greatest Value	Combined
Strategy formulation (e.g., PRSP assistance)	16.7%	24.8%	41.5%
Capacity development	23.8%	11.8%	35.5%
Policy advice, studies, analyses	18.8%	11.0%	29.7%
Technical assistance	9.2%	13.0%	22.2%
Mobilizing third party financial resources	5.8%	12.6%	18.4%
Financial resources	11.3%	6.1%	17.3%
Data and statistics	5.8%	9.8%	15.6%
Convening/facilitating	6.7%	2.4%	9.1%
Donor coordination	0.4%	4.5%	4.9%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	0.8%	3.7%	4.5%
Other	0.8%	0.4%	1.2%

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 the Republic of Congo? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	149	85	6.78	2.14
7. Citizen engagement (incorporating citizens' voices into development)	121	85	4.67	2.18
8. Policy design (for clarity and better incentives to achieve development goals)	143	86	7.13	2.13

When thinking about how to improve capacity building in the Republic of Congo 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)	169	55	8.17	1.89
10. Citizen engagement (incorporating citizens' voices into development)	155	60	8.11	2.14
11. Policy design (for clarity and better incentives to achieve development goals)	178	54	8.47	1.86

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

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=258)
Not collaborating enough with stakeholders outside the Government	24.8%
World Bank Group's processes too complex	24.4%
Not enough public disclosure of its work	20.9%
Staff too inaccessible	19.0%
Not willing to honestly criticize policies and reform efforts in the country	18.6%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	18.6%
Too influenced by developed countries	16.7%
Not adequately sensitive to political/social realities in the Republic of Congo	14.0%
Its advice and strategies do not lend themselves to practical problem solving	6.6%
Don't know	6.2%
Imposing technocratic solutions without regard to political realities	5.8%
Not focused enough on issues that are unique to post-conflict countries	3.9%
Inadequate number of World Bank Group staff members located in the country	3.1%
Not exploring alternative policy options	2.3%
Not aligned with country priorities	1.9%
Arrogant in its approach	1.6%
Not aligned with other donors' work	1.2%
Other	1.2%
The credibility of its knowledge/data	0.4%
Not client focused	0.0%

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=255)
Capacity development	41.6%
Investment lending	40.8%
Technical assistance	25.9%
Policy based lending/budget support to the Government	14.9%
Don't know	12.5%
Knowledge products/services	11.0%
Multi-sectoral approaches	11.0%
Co-financing arrangements	9.8%
Trust Fund management	8.2%
Emergency Recovery lending	3.5%
Sector-wide approaches	3.1%
Other	1.2%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in the Republic of Congo? (Select only ONE response)	Percentage of Respondents (N=142)
To a fully sufficient degree	4.9%
To a somewhat sufficient degree	19.7%
To a somewhat insufficient degree	22.5%
To a very insufficient degree	23.2%
Don't know	29.6%

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

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=257)
NGOs/Community Based Organizations	35.8%
Vulnerable people (e.g., youth, women, autochthones, people with disability and albinos people)	33.9%
Beneficiaries	31.5%
Private sector	29.2%
Local Government	23.0%
Academia/think tanks/research institutes/university groups	14.4%
Media	5.8%
Donor community	4.7%
Parliament	4.7%
Don't know	4.7%
UN agencies	3.1%
Regional organizations (e.g., AU, CAEMC, ECCAS)	2.3%
Emerging donors	1.6%
UN and regional peace keeping forces	0.4%
Foundations	0.0%
Other	0.0%

To what extent do you agree with the following statements about the World Bank Group's work in the Republic of Congo? (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 the Republic of Congo*	182	56	7.00	2.57
17. The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo*	153	72	6.35	2.44
18. The World Bank Group supports programs and strategies that are realistic for the Republic of Congo	178	60	7.11	2.46
19. The World Bank Group treats clients and stakeholders in the Republic of Congo with respect	140	87	6.21	2.66

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

To what extent is the World Bank Group an effective development partner in the Republic of Congo, 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 to needs*	100	108	5.38	2.45
21. Flexibility (in terms of the institution's products and services)*	106	104	5.08	2.17
22. Flexibility (in terms of changing country circumstances)*	106	104	5.74	2.35
23. Being inclusive*	85	114	5.86	2.54
24. Openness*	128	72	6.80	2.46
25. Staff accessibility*	136	71	5.38	2.84
26. Straightforwardness and honesty	114	88	6.39	2.61
27. Ease of access to the people at the WBG who are making decisions important to my work*	118	88	5.03	2.89
28. Collaboration with civil society*	143	68	5.29	2.68
29. Collaboration with the UN*	95	111	8.44	1.89
30. Collaboration with the Government*	157	66	8.01	1.88
31. Collaboration with other donors and development partners*	117	91	7.20	2.39
32. Collaboration with the private sector*	133	81	5.86	2.42
33. The speed in which it gets things accomplished on the ground*	125	84	5.60	2.33
34. Being a long-term partner*	132	85	8.08	1.82

35. To be a more effective development partner in the Republic of Congo, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=253)
More local presence	86.2%
The current level of local presence is adequate	8.7%
Less local presence	1.6%
Don't know	3.6%

36. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=252)
More effective collaboration	7.5%
The same level of effective collaboration	23.8%
Less effective collaboration	7.9%
Don't know	60.7%

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

37. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=251)
There is not an adequate level of citizen/civil society participation	52.2%
The World Bank Group is not sensitive enough to political/social realities on the ground	34.3%
The World Bank Group does not do adequate follow through/follow-up	33.1%
Political pressures and obstacles	32.7%
The Government works inefficiently	30.3%
The World Bank Group works too slowly	20.3%
Reforms are not well thought out in light of country challenges	19.9%
Lack of/inadequate levels of capacity in Government	19.1%
Inadequate funding	19.1%
Poor donor coordination	9.6%
Absence of leverage (e.g., HIPC, ITIE, ongoing program)	8.4%
Ongoing conflict and instability	5.6%
Other	2.8%

**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 the Republic of Congo? (1-Not important at all, 10-Very important)	Effectiveness			
	N	DK	Mean	SD
1. Crime and violence	133	48	6.11	3.15
2. Financial markets	122	49	7.12	2.59
3. Transport	180	16	8.34	1.86
4. Anti corruption	187	14	8.71	2.09
5. Regional conflict and tensions	127	55	6.57	2.93
6. Law and justice	160	24	7.65	2.59
7. Urban development	162	21	7.77	2.18
8. Environmental sustainability	163	19	8.02	2.14
9. Regulatory framework	142	37	6.96	2.66
10. Information and communications technology	168	21	7.79	2.21
11. Poverty reduction	199	13	8.81	1.97
12. Gender equity	143	41	6.52	2.87
13. Private sector development	188	13	8.35	2.01
14. Foreign direct investment	126	53	6.83	2.69
15. Local governance and institutions	165	23	8.16	2.12
16. Water and sanitation	198	12	8.84	1.56
17. Trade and exports	141	36	6.94	2.64
18. Economic growth	181	15	8.88	1.64
19. Energy	184	15	8.76	2.05
20. Disaster management	63	27	6.97	2.71
21. Public sector governance/reform	190	19	8.65	2.26
22. Job creation/employment	183	18	8.30	2.39
23. Social cohesion	144	38	7.03	2.72
24. Communicable/non-communicable diseases	81	20	7.15	2.44
25. Equality of opportunity	154	33	7.39	2.63
26. Health	187	11	8.98	1.60
27. Rural development	183	11	8.66	1.92
28. Global/regional integration	146	37	6.95	2.62
29. Food security	179	14	8.55	2.12
30. Natural resource management	93	20	8.41	2.44
31. Security/stabilization/reconstruction	144	43	7.08	2.82
32. Social protection	176	24	7.75	2.57
33. Climate change	156	32	7.47	2.45
34. Agricultural development	198	14	8.88	1.93
35. Education	205	10	9.20	1.64

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

1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Anti corruption	119	93	4.63	3.02
2. Information and communications technology	100	96	5.73	2.57
3. Transport	114	76	5.70	2.65
4. Crime and violence	77	117	4.08	2.71
5. Regional conflict and tensions	79	111	4.96	2.96
6. Law and justice	98	93	4.62	2.84
7. Urban development	119	78	5.76	2.80
8. Environmental sustainability	108	84	6.32	2.68
9. Regulatory framework	84	105	5.71	2.86
10. Communicable/non-communicable diseases	97	97	6.61	2.91
11. Poverty reduction	128	70	5.89	2.89
12. Gender equity	100	98	5.33	2.89
13. Private sector development	111	83	5.95	2.61
14. Foreign direct investment	72	123	5.33	2.59
15. Local governance and institutions	109	88	5.19	2.85
16. Water and sanitation	138	66	6.29	2.83
17. Trade and exports	76	117	5.38	2.92
18. Economic growth	126	78	6.40	2.80
19. Energy	116	84	5.59	2.96
20. Disaster management	76	123	4.62	2.87
21. Public sector governance/reform	137	68	6.04	3.09
22. Job creation/employment	112	84	4.89	2.63
23. Social cohesion	86	107	4.64	2.64
24. Financial markets	75	121	5.71	2.70
25. Equality of opportunity	92	104	4.93	2.85
26. Health	145	59	6.68	2.60
27. Rural development	127	66	6.19	2.74
28. Global/regional integration	86	106	6.01	2.83
29. Food security	123	70	5.63	2.93
30. Education	145	56	6.77	2.59
31. Security/stabilization/reconstruction	90	102	5.73	2.57
32. Social protection	101	93	4.59	2.79
33. Climate change	104	97	5.93	2.98
34. Agricultural development	146	59	6.55	2.82
35. Natural resource management	107	98	5.38	3.05

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

3. Where are the World Bank Group's decisions made primarily that support the program in the Republic of Congo? (Select only ONE response)	Percentage of Respondents (N=254)
At the Headquarters (in Washington D.C.)	66.1%
In the country	4.3%
Don't know	29.5%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	161	98	6.15	2.26

Building/Strengthening Country Systems*	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	161	96	6.59	2.60

To what extent do you agree with the following statements about the World Bank Group in the Republic of Congo? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of the Republic of Congo*	161	93	5.26	2.60
7. The World Bank Group meets the Republic of Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	157	82	6.14	2.62

Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	121	137	6.53	2.69

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=250)
Weekly	6.0%
Monthly	12.4%
A few times a year	29.6%
Rarely	34.0%
Never	18.0%

In the Republic of Congo, 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	134	79	7.85	2.35
3. Include appropriate level of stakeholder involvement during preparation	121	96	5.84	2.64
4. Lead to practical solutions	134	82	6.25	2.49
5. Are accessible (well written and easy to understand)	139	75	6.13	2.79
6. Are source of relevant information on global good practices	136	79	7.59	2.45
7. Are adequately disseminated	132	79	5.30	2.88
8. Are translated enough into local language	134	84	3.66	2.98
9. Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	146	83	7.29	2.39

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

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)	163	87	7.56	2.39
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)	160	90	6.87	2.51

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	154	86	3.44	2.28
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	182	63	7.46	2.47
3. The World Bank Group's approvals and reviews are done in a timely fashion	140	93	5.59	2.51
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	103	129	6.39	2.36
5. The World Bank Group's conditions on its lending are reasonable	122	108	5.57	2.73
6. The World Bank Group takes decisions quickly in the Republic of Congo*	135	103	4.19	2.48
7. Working with the World Bank Group increases the Republic of Congo's institutional capacity	176	61	7.28	2.55
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	126	111	7.50	2.46
9. The World Bank Group provides effective implementation support	163	78	7.23	2.51

WBG Promoting PPP in the Republic of Congo	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 the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	159	89	6.32	2.50

11. Which of the following best describes the way the World Bank Group operates in the Republic of Congo? (Select only one response)	Percentage of Respondents (N=257)
The World Bank Group takes too much risk in the Republic of Congo	3.5%
The World Bank Group does not take enough risk in the Republic of Congo	40.9%
The World Bank Group's approach to risk is appropriate	16.0%
Don't know	39.7%

12. Which of the following best describes the World Bank Group's support in the Republic of Congo? (Select only one response)	Percentage of Respondents (N=257)
The WBG is sufficiently selective and focuses on the most important development challenges in the Republic of Congo	47.5%
The WBG is not sufficiently selective in the Republic of Congo, and it is involved in too many areas of development	13.6%
Don't know	38.9%

WBG Staff in the Republic of Congo	N	DK	Mean	SD
13. To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	110	145	4.38	2.45

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=255)
Reach out more to groups outside of Government	38.0%
Provide more adequate data/knowledge/statistics/figures on the Republic of Congo's economy	32.9%
Increase the level of capacity development in the country	30.2%
Reduce the complexity of obtaining World Bank Group financing	20.8%
Improve the quality of its experts as related to the Republic of Congo's specific challenges	15.3%
Offer more innovative financial products	11.8%
Ensure greater selectivity in its work	11.0%
Collaborate more effectively with Government clients	9.8%
Increase the level of World Bank Group staffing in the Republic of Congo's office	8.2%
Improve the competitiveness of its financing compared to markets	7.8%
Work faster	3.9%
Offer more innovative knowledge services	3.5%
Other	1.6%
Increase availability of Fee-Based services (reimbursable advisory services)	0.4%

2. When considering the combination of services that the World Bank Group offers in the Republic of Congo, 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 the Republic of Congo? (Select only ONE response)	Percentage of Respondents (N=245)
The combination is appropriate for the Republic of Congo	28.2%
Knowledge products	22.9%
Financial services	19.6%
Don't know	13.5%
Technical assistance	13.1%
None of the above	2.9%

3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Republic of Congo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=242)
Public financial management	65.7%
Access to basic services	46.7%
Jobs	39.3%
Social safety nets	28.9%
Capacity of state institutions	26.0%
Stimulating dialogue to promote peace and stability	24.8%
Improving livelihoods	24.0%
Access to justice systems	16.1%
Social cohesion	8.3%
Conflict resolution mechanisms	4.1%
Reducing violence	3.7%
Security mechanisms	1.7%

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

3b. Which THREE areas below would benefit most from other donors in the Republic of Congo? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=227)
Stimulating dialogue to promote peace and stability	33.5%
Access to justice systems	33.0%
Social safety nets	31.7%
Capacity of state institutions	30.0%
Jobs	27.3%
Public financial management	26.0%
Access to basic services	26.0%
Improving livelihoods	23.3%
Social cohesion	17.6%
Security mechanisms	14.5%
Conflict resolution mechanisms	14.1%
Reducing violence	8.4%

4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=220)
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	65.0%
Share more information about the World Bank Group's activities, products, and knowledge	53.6%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	44.5%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	44.1%
Organize more joint meetings and missions with the UN	41.4%
Involve UN experts to a greater degree in World Bank Group activities	30.5%
Other	4.1%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=241)
International television	36.1%
Internet	32.0%
Local television	30.3%
International radio	29.9%
International newspapers	18.3%
Local newspapers	17.8%
Local radio	13.3%
Periodicals	10.4%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	4.1%
Other	2.5%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=248)
World Bank Group's seminars/workshops/conferences	52.4%
Direct contact with World Bank Group	37.9%
World Bank Group's publications and other written materials	37.1%
e-Newsletters	29.8%
World Bank Group's website	24.2%
Mobile phones	7.7%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	5.2%
Other	0.4%

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=242)
Yes	9.5%
No	90.5%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=230)
Yes	10.0%
No	90.0%

5. Were you able to obtain this information?	Percentage of Respondents (N=20)
Yes	80.0%
No	20.0%

6. Do you have access to the Internet?	Percentage of Respondents (N=218)
Yes	72.0%
No	28.0%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=221)
Yes	20.8%
No	79.2%

8. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=126)
High speed/WiFi	65.9%
Dial-up	34.1%

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

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	60	142	7.02	2.74
10. I find the information on the World Bank Group's websites useful	49	140	7.82	1.90
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	77	135	8.21	2.29
12. When I need information from the World Bank Group I know how to find it	99	117	6.07	3.23
13. The World Bank Group is responsive to my information requests and inquiries	63	149	6.05	2.89

H. Background Information

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=248)
Employee of a Ministry, Ministerial Department or Implementation Agency	32.7%
NGO/Community-Based Organization	12.9%
PMU overseeing implementation of project/Consultant/Contractor working on WBG supported project/program	8.9%
Local Government Office or Staff	8.9%
Media	8.5%
Private Sector Organization	8.1%
Other	3.6%
Office of Parliamentarian	3.2%
Trade Union	2.8%
Financial Sector/Private Bank	2.4%
Office of Minister	1.6%
Private Foundation	1.2%
Independent Government Institution	1.2%
Faith-Based Group	1.2%
Academia/Research Institute/Think Tank	1.2%
Office of the President/Prime Minister	0.8%
Bilateral/Multilateral Agency	0.8%

**H. Background Information (continued)**

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=244)
Other	15.2%
Education	9.0%
Agriculture	8.6%
Public-private partnerships	7.8%
Health, nutrition, and population	7.4%
Generalist (specialized in multiple sectors)	7.4%
Governance	6.1%
Macroeconomics and fiscal management	5.7%
Urban, rural, and social development	5.7%
Social protection and labor	4.5%
Environment and natural resources	4.5%
Finance and markets	4.1%
Trade and competitiveness	2.9%
Poverty	2.5%
Transport and ICT	2.0%
Jobs	2.0%
Fragility, conflict and violence	1.2%
Gender	1.2%
Energy and extractives	0.8%
Climate change	0.8%
Water	0.4%

3. Which of the following best describes your level of interaction with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=245)
I currently collaborate with the World Bank Group	13.9%
I have previously collaborated with the World Bank Group	17.6%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	13.5%
I have never collaborated with the World Bank Group	55.1%

4. Which of the following agencies of the World Bank Group do you primarily engage with in the Republic of Congo? (Select only ONE response)	Percentage of Respondents (N=131)
The World Bank (IDA)	78.6%
The International Finance Corporation (IFC)	6.9%
The Multilateral Investment Guarantee Agency (MIGA)	1.5%
Other	13.0%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=183)
Yes	21.3%
No	78.7%

**H. Background Information (continued)**

6. If yes, what was your view of how the two institutions work together in the Republic of Congo? (Select only ONE response)	Percentage of Respondents (N=37)
The two institutions work well together	40.5%
The way the two institutions work together needs improvement	32.4%
The two institutions do not work well together	2.7%
Don't know	24.3%

7. Which of the following describes most of your exposure to the World Bank Group in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=210)
Observer (i.e., follow in media, discuss in informal conversations, etc.)	45.2%
Engage in World Bank Group related/sponsored events/activities	35.2%
Collaborate as part of my professional duties	31.4%
Use World Bank Group reports/data	25.2%
Use World Bank Group website for information, data, research, etc.	11.9%

8. What's your gender?	Percentage of Respondents (N=252)
Female	12.3%
Male	87.7%

9. Which best represents your geographic location?	Percentage of Respondents (N=257)
Brazzaville	51.4%
Pointe Noire	21.0%
Dolisie	9.7%
Ouessou	9.3%
Ngo	8.6%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁹

Employee of a Ministry/Ministerial Department/Implementation Agency N=81 ● PMU/Consultant/Contractor working on WBG supported project/program N=22 ● Local Government N=22 ● Private Sector Organization/Financial Sector/Private Bank N=26 ● CSO N=45 ● Media N=21 ● Other N=31

A. General Issues facing the Republic of Congo

In general, would you say that the Republic of Congo is headed in...?

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG Project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Other
The right direction	53.1%	57.1%	70.0%	41.7%	32.6%	61.9%	65.5%
The wrong direction	18.5%	19.0%	10.0%	20.8%	27.9%	0.0%	17.2%
Not sure	28.4%	23.8%	20.0%	37.5%	39.5%	38.1%	17.2%

¹⁹ Only 248 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 the Republic of Congo (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	21.1%	18.2%	9.1%	3.8%	23.7%	15.0%	17.2%
Food security	22.4%	31.8%	22.7%	30.8%	26.3%	20.0%	10.3%
Security/stabilization/reconstruction	6.6%	0.0%	13.6%	3.8%	5.3%	0.0%	17.2%
Public sector governance/reform	46.1%	45.5%	54.5%	34.6%	50.0%	35.0%	62.1%
Global/regional integration	3.9%	0.0%	0.0%	3.8%	2.6%	5.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	2.6%	5.0%	0.0%
Private sector development	7.9%	13.6%	13.6%	26.9%	10.5%	5.0%	10.3%
Foreign direct investment	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	9.2%	9.1%	9.1%	19.2%	10.5%	15.0%	10.3%
Energy	17.1%	4.5%	4.5%	23.1%	5.3%	10.0%	24.1%
Regional conflict and tensions	1.3%	0.0%	0.0%	3.8%	5.3%	0.0%	0.0%
Job creation/employment	11.8%	13.6%	18.2%	15.4%	5.3%	15.0%	17.2%
Rural development	3.9%	13.6%	4.5%	3.8%	7.9%	0.0%	0.0%
Financial markets	1.3%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Urban development	2.6%	0.0%	0.0%	3.8%	5.3%	10.0%	0.0%
Environmental sustainability	1.3%	0.0%	0.0%	0.0%	2.6%	10.0%	0.0%
Equality of opportunity	3.9%	4.5%	9.1%	0.0%	5.3%	5.0%	0.0%
Health	18.4%	27.3%	22.7%	23.1%	26.3%	15.0%	20.7%
Education	26.3%	31.8%	27.3%	34.6%	21.1%	30.0%	27.6%
Poverty reduction	26.3%	22.7%	18.2%	23.1%	21.1%	25.0%	13.8%
Transport	6.6%	4.5%	9.1%	3.8%	2.6%	10.0%	6.9%
Social cohesion	1.3%	4.5%	9.1%	0.0%	0.0%	5.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%
Agricultural development	10.5%	13.6%	13.6%	7.7%	13.2%	20.0%	3.4%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%
Economic growth	22.4%	9.1%	13.6%	23.1%	26.3%	15.0%	31.0%
Law and justice	2.6%	4.5%	4.5%	0.0%	2.6%	0.0%	0.0%
Regulatory framework	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	3.4%
Local governance and institutions*	0.0%	4.5%	13.6%	3.8%	2.6%	0.0%	0.0%
Natural resource management	5.3%	4.5%	4.5%	3.8%	2.6%	5.0%	3.4%
Anti corruption	7.9%	4.5%	0.0%	3.8%	7.9%	10.0%	17.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	2.6%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing the Republic of Congo (continued)**

Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Water and sanitation	19.8%	38.1%	13.6%	15.4%	25.0%	19.0%	12.9%
Equality of opportunity	9.9%	9.5%	27.3%	15.4%	18.2%	14.3%	9.7%
Economic growth*	55.6%	33.3%	27.3%	34.6%	27.3%	33.3%	51.6%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Rural development	13.6%	14.3%	4.5%	19.2%	22.7%	9.5%	16.1%
Urban development	1.2%	0.0%	4.5%	0.0%	2.3%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%
Local governance and institutions	8.6%	0.0%	18.2%	7.7%	9.1%	0.0%	6.5%
Social protection	14.8%	14.3%	0.0%	23.1%	9.1%	4.8%	16.1%
Law and justice	2.5%	4.8%	4.5%	0.0%	11.4%	0.0%	3.2%
Transport	6.2%	4.8%	13.6%	7.7%	13.6%	4.8%	16.1%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	4.8%	0.0%	0.0%	2.3%	0.0%	3.2%
Information and communications technology	2.5%	4.8%	0.0%	0.0%	0.0%	4.8%	3.2%
Security/stabilization/reconstruction	0.0%	4.8%	4.5%	0.0%	4.5%	0.0%	6.5%
Anti corruption	7.4%	23.8%	9.1%	7.7%	13.6%	28.6%	19.4%
Private sector development	23.5%	28.6%	22.7%	30.8%	11.4%	14.3%	9.7%
Foreign direct investment	3.7%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Energy	9.9%	0.0%	4.5%	11.5%	4.5%	9.5%	3.2%
Public sector governance/reform	25.9%	19.0%	27.3%	19.2%	31.8%	28.6%	35.5%
Social cohesion	1.2%	0.0%	4.5%	0.0%	2.3%	0.0%	0.0%
Education	12.3%	4.8%	9.1%	19.2%	6.8%	9.5%	29.0%
Natural resource management	4.9%	0.0%	13.6%	3.8%	4.5%	9.5%	6.5%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%
Health	13.6%	23.8%	4.5%	19.2%	15.9%	28.6%	3.2%
Agricultural development	23.5%	19.0%	45.5%	15.4%	27.3%	19.0%	16.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	21.0%	19.0%	31.8%	19.2%	11.4%	38.1%	19.4%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	1.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	13.6%	28.6%	9.1%	19.2%	20.5%	19.0%	6.5%

*Significantly different between stakeholder groups

**A. General Issues facing the Republic of Congo (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Better employment opportunities for young people	24.0%	25.0%	15.0%	29.2%	29.5%	40.0%	22.2%
Better employment opportunities for women	4.0%	6.3%	0.0%	4.2%	2.3%	0.0%	3.7%
Greater access to micro-finance for the poor	6.7%	6.3%	15.0%	25.0%	18.2%	15.0%	7.4%
Greater voice and participation for citizens to help ensure greater accountability	6.7%	0.0%	5.0%	8.3%	15.9%	15.0%	7.4%
Greater access to health and nutrition for citizens	25.3%	6.3%	40.0%	16.7%	15.9%	20.0%	18.5%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.3%	25.0%	10.0%	16.7%	20.5%	0.0%	14.8%
A growing middle class	8.0%	6.3%	0.0%	0.0%	2.3%	0.0%	0.0%
Better opportunity for the poor who live in rural areas	13.3%	25.0%	15.0%	4.2%	2.3%	5.0%	7.4%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	5.0%	4.2%	2.3%	5.0%	0.0%
Consistent economic growth	17.3%	12.5%	20.0%	16.7%	6.8%	15.0%	33.3%
More reliable social safety net	2.7%	12.5%	10.0%	12.5%	11.4%	5.0%	18.5%
Greater equity of fiscal policy	18.7%	18.8%	15.0%	8.3%	20.5%	0.0%	7.4%
Education and training that better ensure job opportunity	36.0%	37.5%	40.0%	33.3%	27.3%	55.0%	40.7%
Better quality public services	12.0%	18.8%	10.0%	20.8%	25.0%	15.0%	18.5%
Other	1.3%	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Republic of Congo?	69	4.78	2.57	21	5.48	2.84	21	4.19	3.22	24	5.17	2.73	40	4.03	2.61	18	5.17	3.00	27	5.15	2.55

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	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 the Republic of Congo.	60	5.23	2.16	13	5.77	1.48	13	5.85	2.34	16	5.88	3.10	33	5.03	2.47	11	5.64	2.73	25	6.20	2.38

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Republic of Congo solve its most complicated development challenges?	55	5.95	2.56	13	6.38	1.50	10	7.00	2.91	13	6.69	2.87	28	5.43	2.60	11	6.73	2.72	21	7.24	1.79

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

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social protection	10.0%	31.8%	4.5%	15.4%	22.2%	10.0%	10.0%
Security/stabilization/reconstruction*	1.3%	0.0%	18.2%	0.0%	4.4%	0.0%	6.7%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	6.3%	9.1%	9.1%	15.4%	6.7%	10.0%	13.3%
Agricultural development	37.5%	27.3%	36.4%	34.6%	28.9%	45.0%	20.0%
Global/regional integration	2.5%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%
Gender equity	0.0%	4.5%	0.0%	0.0%	2.2%	0.0%	0.0%
Public sector governance/reform*	46.3%	63.6%	36.4%	38.5%	42.2%	15.0%	63.3%
Health	20.0%	22.7%	13.6%	23.1%	22.2%	25.0%	23.3%
Rural development	11.3%	4.5%	4.5%	3.8%	13.3%	0.0%	3.3%
Foreign direct investment	3.8%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Education	22.5%	22.7%	40.9%	34.6%	20.0%	30.0%	36.7%
Energy	11.3%	9.1%	4.5%	15.4%	6.7%	20.0%	10.0%
Social cohesion	2.5%	4.5%	4.5%	0.0%	2.2%	0.0%	0.0%
Job creation/employment	11.3%	18.2%	9.1%	15.4%	4.4%	25.0%	6.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	1.3%	0.0%	0.0%	3.8%	4.4%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%
Equality of opportunity	3.8%	4.5%	18.2%	11.5%	11.1%	5.0%	6.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.3%
Private sector development	11.3%	9.1%	4.5%	19.2%	11.1%	10.0%	13.3%
Water and sanitation	7.5%	9.1%	13.6%	7.7%	6.7%	10.0%	6.7%
Food security	8.8%	22.7%	9.1%	11.5%	15.6%	5.0%	6.7%
Climate change	2.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction*	28.8%	9.1%	31.8%	3.8%	13.3%	20.0%	10.0%
Trade and exports	3.8%	4.5%	0.0%	0.0%	2.2%	0.0%	0.0%
Economic growth	26.3%	13.6%	22.7%	7.7%	17.8%	25.0%	20.0%
Law and justice	1.3%	0.0%	4.5%	0.0%	4.4%	10.0%	6.7%
Local governance and institutions	1.3%	0.0%	4.5%	11.5%	0.0%	0.0%	3.3%
Regulatory framework	1.3%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	7.5%	4.5%	0.0%	7.7%	6.7%	10.0%	10.0%
Information and communications technology	0.0%	0.0%	0.0%	0.0%	4.4%	5.0%	0.0%
Anti corruption	7.5%	0.0%	9.1%	15.4%	22.2%	20.0%	20.0%
Disaster management	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)**

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 the Republic of Congo?

Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/facilitating*	5.5%	18.2%	10.0%	17.4%	0.0%	5.0%	3.3%
Data and statistics	8.2%	13.6%	0.0%	0.0%	7.3%	5.0%	3.3%
Policy advice, studies, analyses	19.2%	22.7%	20.0%	21.7%	26.8%	10.0%	10.0%
Financial resources	12.3%	9.1%	10.0%	17.4%	14.6%	5.0%	6.7%
Capacity development	15.1%	9.1%	30.0%	30.4%	22.0%	40.0%	33.3%
Technical assistance	11.0%	9.1%	10.0%	0.0%	2.4%	20.0%	10.0%
Mobilizing third party financial resources	6.8%	4.5%	5.0%	0.0%	4.9%	0.0%	10.0%
Donor coordination	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	1.4%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	19.2%	13.6%	5.0%	13.0%	22.0%	15.0%	23.3%
Other	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Convening/facilitating	2.6%	0.0%	0.0%	4.3%	2.3%	0.0%	0.0%
Data and statistics	7.9%	18.2%	10.0%	4.3%	18.2%	10.0%	3.3%
Policy advice, studies, analyses	14.5%	13.6%	15.0%	17.4%	6.8%	5.0%	6.7%
Financial resources	7.9%	4.5%	10.0%	4.3%	6.8%	0.0%	6.7%
Capacity development	13.2%	18.2%	10.0%	8.7%	11.4%	20.0%	6.7%
Technical assistance	13.2%	13.6%	10.0%	21.7%	9.1%	5.0%	13.3%
Mobilizing third party financial resources	9.2%	4.5%	15.0%	21.7%	13.6%	15.0%	16.7%
Donor coordination	3.9%	4.5%	0.0%	4.3%	4.5%	5.0%	3.3%
Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	3.9%	4.5%	5.0%	4.3%	2.3%	5.0%	0.0%
Strategy formulation (e.g., PRSP assistance)	23.7%	18.2%	20.0%	8.7%	25.0%	35.0%	43.3%
Other	0.0%	0.0%	5.0%	0.0%	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 the Republic of Congo?

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	56	6.88	2.22	16	7.38	1.41	9	6.44	2.92	10	7.30	2.16	28	6.04	2.32	8	7.00	2.07	17	6.94	1.71
Citizen engagement	42	4.67	2.38	14	4.79	1.53	8	4.50	2.39	8	4.50	2.20	24	4.50	2.09	7	4.86	2.41	15	5.07	2.25
Policy design	51	7.33	2.05	16	7.25	1.84	9	8.11	2.42	7	6.86	2.61	30	6.97	2.25	7	5.86	2.79	18	6.78	1.90

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

When thinking about how to improve capacity building in the Republic of Congo 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)

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Project implementation	55	7.96	1.84	18	8.56	1.20	13	8.00	2.89	12	8.50	1.57	32	8.31	1.60	10	7.90	1.97	24	8.71	1.60
Citizen engagement	49	7.65	2.68	16	8.31	1.54	10	8.80	1.69	10	8.60	1.17	32	8.34	1.45	9	7.89	1.96	24	8.13	2.40
Policy design	58	8.50	1.85	17	8.47	1.33	14	8.71	2.49	15	8.73	1.10	32	8.19	1.62	11	7.09	3.14	25	9.00	1.53

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Staff too inaccessible	11.4%	23.8%	15.0%	34.6%	27.3%	19.0%	12.9%
Not exploring alternative policy options	3.8%	0.0%	0.0%	0.0%	2.3%	4.8%	3.2%
Not collaborating enough with stakeholders outside the Government*	17.7%	14.3%	10.0%	23.1%	59.1%	19.0%	25.8%
Its advice and strategies do not lend themselves to practical problem solving	5.1%	9.5%	0.0%	11.5%	4.5%	9.5%	9.7%
Not enough public disclosure of its work	20.3%	14.3%	30.0%	34.6%	18.2%	4.8%	22.6%
Arrogant in its approach	1.3%	0.0%	5.0%	0.0%	0.0%	0.0%	6.5%
Not client focused	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex*	43.0%	19.0%	5.0%	11.5%	20.5%	19.0%	16.1%
Not willing to honestly criticize policies and reform efforts in the country*	15.2%	14.3%	45.0%	7.7%	15.9%	38.1%	12.9%
Too influenced by developed countries	19.0%	4.8%	20.0%	11.5%	11.4%	19.0%	19.4%
Imposing technocratic solutions without regard to political realities	5.1%	4.8%	5.0%	7.7%	4.5%	14.3%	0.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	27.8%	28.6%	10.0%	7.7%	9.1%	19.0%	25.8%
Not aligned with other donors' work*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%
Not aligned with country priorities	1.3%	4.8%	0.0%	0.0%	6.8%	0.0%	0.0%
Not adequately sensitive to political/social realities in the Republic of Congo	10.1%	28.6%	20.0%	15.4%	15.9%	14.3%	9.7%
Not focused enough on issues that are unique to post-conflict countries	5.1%	0.0%	5.0%	0.0%	0.0%	4.8%	6.5%
Inadequate number of World Bank Group staff members located in the country*	2.5%	14.3%	0.0%	0.0%	0.0%	0.0%	9.7%
Other	1.3%	4.8%	0.0%	0.0%	2.3%	0.0%	0.0%
Don't know*	2.5%	4.8%	15.0%	19.2%	0.0%	4.8%	6.5%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Trust Fund management	5.1%	22.7%	4.8%	8.0%	9.1%	5.0%	6.7%
Knowledge products/services	13.9%	9.1%	4.8%	0.0%	13.6%	5.0%	16.7%
Investment lending	50.6%	22.7%	47.6%	40.0%	27.3%	45.0%	46.7%
Technical assistance	34.2%	18.2%	14.3%	12.0%	25.0%	15.0%	36.7%
Capacity development	40.5%	22.7%	42.9%	44.0%	36.4%	50.0%	60.0%
Policy based lending/budget support to the Government	19.0%	22.7%	23.8%	20.0%	6.8%	5.0%	10.0%
Multi-sectoral approaches	8.9%	22.7%	9.5%	0.0%	13.6%	15.0%	3.3%
Co-financing arrangements	5.1%	13.6%	14.3%	12.0%	15.9%	15.0%	0.0%
Sector-wide approaches	3.8%	4.5%	0.0%	0.0%	6.8%	0.0%	0.0%
Emergency Recovery lending	2.5%	4.5%	4.8%	4.0%	4.5%	5.0%	3.3%
Other	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	6.7%
Don't know	6.3%	18.2%	14.3%	28.0%	18.2%	15.0%	3.3%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
To a fully sufficient degree	2.4%	0.0%	6.7%	5.3%	8.7%	7.7%	6.7%
To a somewhat sufficient degree	26.8%	44.4%	13.3%	5.3%	21.7%	7.7%	26.7%
To a somewhat insufficient degree	24.4%	22.2%	26.7%	10.5%	17.4%	15.4%	26.7%
To a very insufficient degree	29.3%	0.0%	13.3%	36.8%	17.4%	7.7%	33.3%
Don't know	17.1%	33.3%	40.0%	42.1%	34.8%	61.5%	6.7%

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Academia/think tanks/research institutes/university groups	20.0%	4.8%	9.1%	7.7%	15.6%	5.3%	16.7%
Donor community	3.8%	4.8%	4.5%	3.8%	4.4%	5.3%	10.0%
Media*	5.0%	0.0%	0.0%	7.7%	4.4%	36.8%	0.0%
Local Government*	23.8%	42.9%	40.9%	7.7%	17.8%	5.3%	36.7%
Private sector*	22.5%	42.9%	9.1%	57.7%	31.1%	31.6%	20.0%
Parliament	3.8%	4.8%	4.5%	7.7%	2.2%	5.3%	10.0%
NGOs/Community Based Organizations	28.8%	33.3%	36.4%	19.2%	53.3%	42.1%	36.7%
Vulnerable people (e.g., youth, women, autochthones, people with disability and albinos people)	37.5%	28.6%	36.4%	30.8%	26.7%	26.3%	40.0%
Beneficiaries*	43.8%	33.3%	40.9%	23.1%	17.8%	31.6%	20.0%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UN and regional peace keeping forces	1.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	1.3%	0.0%	0.0%	0.0%	2.2%	5.3%	0.0%
UN agencies	2.5%	4.8%	4.5%	3.8%	0.0%	0.0%	10.0%
Regional organizations (e.g., AU, CAEMC, ECCAS)	1.3%	4.8%	0.0%	3.8%	4.4%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	2.5%	0.0%	9.1%	7.7%	11.1%	0.0%	0.0%

*Significantly different between stakeholder groups

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	60	6.92	2.66	15	6.80	2.31	14	7.57	3.16	12	6.50	3.29	33	6.00	2.09	12	8.00	1.91	28	7.75	2.46
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	52	6.56	2.37	14	6.50	2.44	11	6.45	2.91	9	6.67	3.00	28	5.68	2.07	10	6.40	2.01	22	6.77	2.47
The World Bank Group supports programs and strategies that are realistic for the Republic of Congo	62	7.05	2.15	15	7.60	1.80	15	6.67	3.56	10	7.50	1.72	32	6.25	2.58	11	7.82	2.48	25	7.72	2.67
The World Bank Group treats clients and stakeholders in the Republic of Congo with respect	53	6.32	2.58	13	6.54	2.22	12	4.67	3.20	7	6.00	1.53	26	6.35	2.54	6	7.83	2.64	17	6.71	3.08

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

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	36	5.11	2.21	11	5.55	2.25	4	5.00	3.16	4	5.50	3.00	19	4.95	2.07	5	5.60	2.70	14	6.57	2.38
Flexibility (in terms of the institution's products and services)	42	5.07	2.18	10	4.40	1.65	5	5.40	3.36	4	6.00	1.83	21	4.81	2.09	5	5.20	1.48	15	5.67	2.44
Flexibility (in terms of changing country circumstances)*	40	5.73	2.46	11	4.64	1.50	6	8.50	1.76	4	6.25	1.71	23	5.39	2.31	5	5.80	2.77	13	6.23	2.09
Being inclusive	30	6.00	2.63	9	6.56	2.24	4	5.00	4.08	3	4.33	2.08	18	6.06	2.39	3	5.67	3.21	15	5.47	2.72
Openness	44	6.75	2.39	14	7.64	1.78	9	8.00	2.00	4	6.25	1.26	27	6.48	2.90	6	6.83	2.14	20	6.65	2.56
Staff accessibility	48	4.60	2.43	13	6.46	2.93	9	4.56	3.36	6	6.17	2.32	29	5.45	3.11	8	7.00	2.83	17	6.24	2.61
Straightforwardness and honesty	42	6.50	2.55	11	6.73	2.87	9	5.11	3.02	4	6.25	1.89	25	6.40	2.81	4	6.50	2.38	15	6.27	2.46
Ease of access to the people at the WBG who are making decisions important to my work	41	4.63	2.93	11	5.82	2.52	9	4.00	2.87	5	4.80	2.39	22	5.27	2.91	6	7.33	3.08	18	5.44	3.07
Collaboration with civil society	50	5.42	2.73	13	5.38	2.18	12	5.92	2.50	8	4.63	2.83	31	4.65	2.68	8	6.25	2.43	15	6.53	2.59
Collaboration with the UN*	39	8.90	1.41	7	6.00	2.94	11	8.91	1.87	2	6.00	1.41	17	8.53	1.12	3	7.33	3.06	11	8.45	2.46
Collaboration with the Government	59	8.20	1.80	15	7.27	2.22	13	7.69	2.69	8	7.50	1.93	29	7.93	1.53	10	8.40	2.07	18	8.39	1.61
Collaboration with other donors and development partners	44	7.70	1.90	11	6.45	2.70	9	6.67	3.35	3	4.67	3.06	23	7.17	2.31	6	7.00	2.53	15	7.73	2.12
Collaboration with the private sector	46	5.98	2.61	12	5.58	1.88	8	6.25	3.37	7	6.14	2.19	26	5.46	2.32	10	6.40	2.55	19	5.84	2.41
The speed in which it gets things accomplished on the ground	45	5.31	2.32	11	5.64	1.63	9	4.33	2.35	4	5.25	1.89	24	5.92	2.54	9	6.00	2.40	17	6.12	2.23
Being a long-term partner	46	8.13	1.73	12	7.42	1.93	11	7.91	2.26	6	8.00	1.67	24	7.96	1.85	8	8.25	2.12	18	8.22	1.80

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Other
More local presence	88.2%	72.7%	86.4%	80.0%	93.3%	90.0%	90.3%
The current level of local presence is adequate	10.5%	13.6%	4.5%	12.0%	4.4%	10.0%	6.5%
Less local presence	1.3%	4.5%	0.0%	4.0%	2.2%	0.0%	0.0%
Don't know	0.0%	9.1%	9.1%	4.0%	0.0%	0.0%	3.2%

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Other
More effective collaboration	8.0%	4.5%	4.5%	0.0%	2.2%	10.0%	19.4%
The same level of effective collaboration	33.3%	18.2%	22.7%	16.7%	28.9%	10.0%	16.1%
Less effective collaboration	6.7%	22.7%	4.5%	0.0%	6.7%	10.0%	9.7%
Don't know	52.0%	54.5%	68.2%	83.3%	62.2%	70.0%	54.8%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank Group does not do adequate follow through/follow-up	38.0%	14.3%	50.0%	42.9%	28.9%	25.0%	23.3%
Poor donor coordination*	11.4%	0.0%	0.0%	9.5%	4.4%	25.0%	13.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	35.4%	23.8%	9.1%	42.9%	35.6%	35.0%	50.0%
Lack of/inadequate levels of capacity in Government	17.7%	28.6%	27.3%	14.3%	20.0%	15.0%	16.7%
There is not an adequate level of citizen/civil society participation*	39.2%	42.9%	50.0%	85.7%	66.7%	55.0%	56.7%
The World Bank Group works too slowly	25.3%	19.0%	22.7%	9.5%	22.2%	15.0%	16.7%
The Government works inefficiently	30.4%	33.3%	27.3%	19.0%	33.3%	40.0%	23.3%
Political pressures and obstacles	30.4%	47.6%	45.5%	33.3%	31.1%	25.0%	26.7%
Reforms are not well thought out in light of country challenges	21.5%	9.5%	22.7%	14.3%	17.8%	20.0%	30.0%
Ongoing conflict and instability	6.3%	19.0%	4.5%	4.8%	0.0%	10.0%	3.3%
Inadequate funding	25.3%	23.8%	9.1%	0.0%	15.6%	15.0%	20.0%
Absence of leverage (e.g., HIPC, ITIE, ongoing program)	8.9%	4.8%	9.1%	4.8%	8.9%	15.0%	6.7%
Other	2.5%	0.0%	4.5%	4.8%	6.7%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Crime and violence	43	6.28	2.90	10	6.40	2.72	12	6.58	3.70	5	6.00	1.58	28	5.11	3.13	9	7.00	2.96	19	6.47	3.70
Financial markets	42	7.10	2.29	9	6.78	3.27	12	8.25	2.63	6	5.00	2.28	22	6.59	2.63	8	7.50	2.51	19	7.58	2.76
Transport	60	8.17	1.89	13	8.54	1.33	15	9.00	1.41	14	8.21	2.33	30	8.13	2.01	13	7.85	1.77	26	8.50	1.79
Anti corruption	59	8.59	1.89	15	8.60	2.41	16	8.50	2.99	15	8.80	1.42	33	8.52	2.60	17	8.65	1.41	24	9.42	1.14
Regional conflict and tensions*	42	6.33	2.80	11	6.27	2.61	9	8.22	1.86	5	7.60	2.51	26	6.00	3.07	7	3.57	2.07	20	7.85	2.96
Law and justice	55	7.47	2.64	13	7.54	2.54	12	8.00	2.95	11	7.73	2.49	32	7.31	2.91	13	7.23	2.13	20	9.00	1.49
Urban development	51	7.73	2.01	12	7.83	1.99	14	8.07	1.54	11	6.91	2.39	31	7.58	2.47	14	7.64	2.34	23	8.43	2.04
Environmental sustainability	55	7.89	2.05	13	7.85	2.27	14	8.64	1.91	10	7.50	2.51	31	7.58	2.58	11	8.18	1.54	23	8.96	1.11
Regulatory framework	50	6.96	2.78	12	7.50	2.35	11	6.27	3.07	10	7.30	2.75	24	6.58	2.62	9	6.67	2.60	20	7.90	2.31
Information and communications technology	51	7.84	1.74	14	6.86	2.54	12	7.83	3.07	10	7.10	2.92	34	7.38	2.46	15	8.53	1.55	25	8.44	1.58
Poverty reduction	67	8.97	1.82	17	8.06	2.84	16	8.94	2.38	13	8.69	1.03	35	8.91	1.29	16	8.81	1.38	27	8.59	2.85
Gender equity	44	6.36	2.74	11	6.82	2.75	13	6.23	3.35	8	7.13	3.04	27	5.59	2.93	8	6.63	2.56	24	7.71	2.39
Private sector development	60	8.35	1.98	15	7.73	2.84	15	7.67	2.72	16	9.19	0.98	35	8.17	1.96	14	8.71	1.54	24	8.67	1.40
Foreign direct investment*	47	7.17	2.31	8	7.38	2.67	11	5.18	3.89	6	7.67	1.63	25	5.68	2.79	6	7.83	1.94	18	7.94	1.98
Local governance and institutions	56	8.45	1.55	13	8.08	2.02	12	8.58	1.88	12	7.00	2.59	32	7.88	2.57	12	7.25	1.91	22	8.91	2.00
Water and sanitation*	65	9.00	1.24	16	8.31	2.18	15	9.20	1.42	16	9.00	0.97	36	8.28	1.97	15	8.73	0.88	27	9.48	0.75
Trade and exports	48	7.65	2.26	12	6.42	2.84	12	5.42	3.90	7	6.29	2.81	28	6.50	2.59	7	6.71	2.36	22	7.23	2.37
Economic growth	58	9.09	1.44	15	8.27	2.25	15	7.87	3.02	13	8.85	0.99	33	9.15	0.87	15	9.00	1.07	25	9.20	1.15
Energy	64	8.91	1.70	14	8.50	2.35	14	8.21	2.86	17	9.29	0.85	32	8.22	2.68	11	9.09	1.51	26	9.27	1.31
Disaster management	14	7.00	2.15	7	5.00	2.94	6	7.33	3.67	2	9.50	0.71	13	6.15	2.82	7	8.00	2.38	10	8.00	2.21
Public sector governance/reform	65	8.98	1.76	15	8.07	2.69	15	8.73	2.43	15	8.00	2.70	38	8.26	2.69	13	9.08	1.44	23	9.04	1.99
Job creation/employment	56	8.00	2.85	16	8.31	2.30	17	8.82	2.01	11	8.73	1.35	33	7.55	2.75	14	8.57	1.16	26	9.15	1.05
Social cohesion	52	7.17	2.70	10	6.20	2.74	11	7.36	3.41	7	5.71	2.36	28	6.21	2.54	9	7.44	2.01	20	8.20	2.50
Communicable/non-communicable diseases*	22	7.59	1.33	8	7.13	2.59	7	6.43	3.64	2	4.50	4.95	17	6.06	2.28	3	6.67	1.53	17	8.35	2.21
Equality of opportunity	51	7.31	2.61	10	7.10	3.00	14	7.43	3.34	9	6.89	2.52	30	7.10	2.67	11	7.64	2.01	23	8.09	2.25
Health	60	9.15	1.55	15	8.27	2.12	16	8.69	2.21	14	9.21	0.97	33	8.42	1.94	14	9.14	1.10	26	9.50	0.81
Rural development	58	8.67	1.68	16	8.25	2.02	14	9.36	0.84	13	8.69	2.39	33	8.09	2.48	15	8.60	1.64	24	9.54	0.66
Global/regional integration	49	7.18	2.36	13	6.69	2.29	13	7.23	3.00	8	6.88	2.85	23	6.35	2.92	9	6.89	2.67	24	7.29	2.76
Food security	61	8.75	1.94	11	8.82	1.17	14	8.79	2.39	11	8.09	2.63	35	8.06	2.27	14	8.14	2.07	25	8.92	2.04
Natural resource management	29	8.69	1.97	6	6.17	4.26	7	8.43	2.64	4	7.50	4.36	18	9.11	1.45	10	8.10	2.51	15	8.60	2.44
Security/stabilization/reconstruction	51	6.88	2.78	9	7.44	1.74	14	7.93	3.27	8	7.38	2.88	27	6.26	3.01	8	6.50	2.07	21	8.05	2.77
Social protection	55	7.62	2.77	14	6.64	2.34	14	7.86	3.11	9	7.33	2.74	37	7.78	2.43	14	7.64	2.13	25	8.24	2.50
Climate change	49	7.04	2.56	11	7.36	2.01	12	8.33	2.23	10	7.60	2.84	31	7.16	2.65	12	7.42	1.88	24	8.46	1.79
Agricultural development	65	9.06	1.50	13	8.69	2.02	16	9.81	0.40	16	8.69	2.30	36	8.28	2.54	16	9.00	1.51	26	9.12	1.82
Education	68	9.28	1.33	15	8.87	2.29	17	9.29	1.93	16	9.75	0.45	38	8.76	2.17	16	9.25	1.13	26	9.62	0.64

*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 the Republic of Congo?** (1-Not effective at all, 10-Very effective)

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti corruption	40	4.38	2.96	8	5.25	3.28	10	2.50	3.06	5	5.40	1.67	24	5.13	2.89	12	5.50	2.65	16	5.19	3.39
Information and communications technology	31	5.97	1.99	8	6.38	3.46	8	4.88	4.29	3	5.67	1.15	20	5.50	2.31	14	5.93	2.34	13	6.00	2.68
Transport	40	5.40	2.81	9	6.11	2.47	6	7.67	2.58	4	6.25	2.22	27	6.30	2.41	11	5.45	2.30	16	4.81	2.74
Crime and violence	26	3.92	2.71	5	3.80	3.83	9	4.78	3.42	4	5.25	2.87	16	4.06	2.41	6	4.50	2.43	9	3.89	2.47
Regional conflict and tensions	29	4.83	2.90	4	4.50	4.04	7	6.29	3.86	4	5.50	3.11	16	5.00	2.92	6	4.33	2.07	11	5.18	3.12
Law and justice	32	4.13	2.65	5	4.80	3.96	8	3.38	3.02	5	4.80	2.49	23	4.74	2.67	9	5.56	2.19	13	5.77	3.17
Urban development	41	5.63	2.50	10	6.90	2.85	8	4.50	4.07	7	6.43	3.21	25	6.00	2.74	10	6.00	2.36	17	5.53	2.96
Environmental sustainability	40	6.10	2.59	8	6.88	2.53	8	8.25	3.28	4	5.50	3.00	26	6.23	2.47	7	5.57	2.23	14	6.71	2.81
Regulatory framework	31	5.58	2.83	3	8.00	2.00	4	5.75	3.77	4	4.25	2.36	23	6.26	2.53	3	3.67	2.52	14	6.14	3.16
Communicable/non-communicable diseases	35	7.20	2.59	7	7.57	2.37	8	7.50	2.98	4	5.50	3.11	21	5.48	2.84	6	5.83	2.86	12	6.92	3.26
Poverty reduction	47	5.85	2.84	10	7.00	2.21	6	4.33	3.39	6	5.50	2.88	30	5.87	2.90	9	6.11	2.57	16	6.44	3.16
Gender equity	35	5.37	2.77	7	5.43	3.69	5	4.60	3.13	5	5.20	2.95	23	5.61	3.00	8	5.00	2.67	15	5.20	2.91
Private sector development	39	6.10	2.47	8	6.38	2.13	6	3.67	3.56	7	5.86	3.44	24	6.00	2.55	9	6.11	2.67	14	6.00	2.42
Foreign direct investment	28	5.54	3.04	5	6.40	2.30	2	4.50	0.71	5	4.60	2.70	15	6.07	2.37	4	5.50	1.29	10	4.30	1.64
Local governance and institutions	37	4.97	2.83	8	6.38	2.83	9	4.56	3.05	5	4.40	2.88	23	5.96	2.65	11	5.36	2.54	14	4.71	3.47
Water and sanitation*	47	5.98	2.67	10	7.20	2.25	10	6.50	3.24	9	8.89	1.17	29	6.07	2.88	13	7.38	2.47	17	5.29	3.14
Trade and exports	29	5.45	3.04	7	6.29	3.30	4	4.00	4.24	4	4.00	2.00	16	5.25	2.67	4	6.50	2.89	9	5.56	2.55
Economic growth	42	6.38	2.91	10	7.80	1.40	8	7.13	3.14	8	6.88	3.04	27	6.37	2.71	11	6.45	2.94	16	5.31	2.85
Energy	38	5.16	2.91	7	7.00	2.31	10	5.10	3.38	7	6.57	2.88	23	5.61	2.98	13	6.23	2.92	14	5.50	3.08
Disaster management	27	4.41	2.99	4	5.50	3.32	7	6.71	2.93	3	4.00	2.65	12	4.67	2.93	8	5.00	2.45	12	4.00	2.80
Public sector governance/reform	47	6.04	3.07	10	6.50	3.17	11	5.00	4.10	8	6.13	3.27	28	6.00	2.84	11	6.64	2.11	18	6.17	3.28
Job creation/employment	34	5.03	2.47	9	5.89	2.76	9	5.22	3.87	5	6.40	3.05	25	4.72	2.21	10	3.80	1.93	16	4.19	2.76
Social cohesion	30	4.67	2.48	5	6.00	3.08	6	3.50	3.21	4	3.50	2.08	17	4.24	2.31	9	5.22	2.82	12	5.25	3.05
Financial markets	26	5.31	2.17	5	6.40	3.05	6	7.83	2.48	5	5.40	3.58	14	5.36	3.20	8	5.88	3.48	7	6.14	1.95
Equality of opportunity	33	4.61	2.67	5	4.80	3.56	8	4.13	3.44	4	4.50	3.42	21	5.33	2.90	6	4.83	1.94	12	5.92	2.87
Health	50	6.86	2.39	11	6.73	2.33	10	8.00	2.91	8	7.00	2.83	30	6.27	2.55	13	6.77	2.28	20	6.00	3.03
Rural development	47	6.17	2.62	8	6.38	2.56	9	6.89	3.33	6	5.83	3.25	25	5.92	2.81	13	6.62	2.53	15	6.27	2.76
Global/regional integration	31	6.26	2.63	5	5.00	3.32	9	6.78	3.35	5	5.00	3.16	16	5.38	3.01	5	5.20	2.59	12	6.92	2.43
Food security	47	5.94	2.79	6	5.67	3.50	11	5.18	3.37	5	5.80	2.95	25	5.40	2.97	10	4.90	2.28	15	6.00	3.16
Education	51	7.02	2.40	12	7.08	2.31	13	6.77	3.22	6	6.50	2.51	31	6.61	2.72	12	6.67	2.19	16	6.56	2.92
Security/stabilization/reconstruction	32	6.41	2.23	6	5.33	2.80	9	6.11	3.06	4	4.00	2.58	20	5.20	2.73	5	5.60	1.67	12	5.67	2.81
Social protection	37	4.65	2.86	7	5.29	3.25	5	4.40	3.13	4	4.75	2.99	22	4.23	2.39	8	5.63	2.92	15	4.40	2.95
Climate change	36	5.86	2.84	8	6.75	1.98	11	5.55	3.96	5	5.60	3.44	21	5.95	2.85	7	5.86	2.41	13	6.69	3.38
Agricultural development	52	6.54	2.71	10	7.10	1.66	9	6.67	3.54	9	6.89	2.93	30	6.10	3.06	12	7.08	2.84	17	6.41	3.02
Natural resource management	35	4.83	2.75	8	6.13	2.90	9	5.33	4.24	6	6.00	3.16	22	5.59	3.35	7	5.43	2.82	16	5.31	2.75

*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****Where are the World Bank Group's decisions made primarily that support the program in the Republic of Congo? (Select only ONE response)**

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
At the Headquarters (in Washington D.C.)	70.0%	57.1%	81.0%	56.0%	66.7%	61.9%	66.7%
In the country	5.0%	4.8%	0.0%	4.0%	6.7%	4.8%	3.3%
Don't know	25.0%	38.1%	19.0%	40.0%	26.7%	33.3%	30.0%

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	65	5.94	2.49	13	6.54	1.76	13	6.38	2.72	9	5.89	1.05	24	5.71	1.65	8	5.88	1.13	22	6.73	2.59
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?	61	6.48	2.64	14	7.21	1.81	9	6.67	3.77	13	5.54	2.50	25	6.64	2.08	11	5.82	3.09	22	7.27	2.62

(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 the Republic of Congo? (1-Strongly disagree, 10-Strongly agree)

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo	54	5.26	2.56	15	5.07	2.46	15	5.27	2.94	8	4.50	1.77	27	5.59	2.47	14	5.29	2.84	21	5.71	2.81
The World Bank Group meets the Republic of Congo's needs for knowledge services	55	5.80	2.54	12	6.33	1.87	16	6.19	2.81	9	5.22	2.54	24	6.79	2.17	14	5.50	3.20	22	6.36	3.08

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in the Republic of Congo?	45	6.82	2.72	10	6.40	2.12	9	6.33	3.08	9	5.56	2.13	17	6.12	2.45	6	5.33	3.72	21	6.71	2.85

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

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	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Weekly	6.3%	9.1%	5.3%	4.0%	7.0%	0.0%	9.7%
Monthly	11.4%	27.3%	0.0%	4.0%	16.3%	21.1%	12.9%
A few times a year	34.2%	13.6%	31.6%	36.0%	20.9%	21.1%	38.7%
Rarely	32.9%	36.4%	31.6%	20.0%	32.6%	57.9%	32.3%
Never	15.2%	13.6%	31.6%	36.0%	23.3%	0.0%	6.5%

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

In the Republic of Congo, 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)

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	40	8.08	1.87	10	8.10	1.79	12	8.42	2.64	8	7.13	1.96	26	7.62	2.58	13	7.08	3.35	22	8.18	2.08
Include appropriate level of stakeholder involvement during preparation	38	6.16	2.24	12	6.92	1.73	6	5.33	3.72	5	4.40	1.95	27	5.19	2.70	10	6.30	2.87	19	6.26	2.81
Lead to practical solutions	44	6.23	2.25	13	7.15	1.82	12	7.00	2.73	10	5.50	2.01	24	5.38	2.65	12	6.33	3.20	16	6.81	2.37
Are accessible (well written and easy to understand)	45	6.53	2.67	12	7.08	1.98	11	5.45	3.78	7	4.43	2.57	28	5.68	2.79	13	6.00	3.19	20	6.60	2.46
Are source of relevant information on global good practices	42	7.79	2.08	13	7.54	2.47	9	9.33	1.00	7	6.00	2.38	26	7.15	2.78	13	7.54	2.85	22	7.91	2.07
Are adequately disseminated	44	5.48	2.78	11	5.73	2.28	11	5.73	3.52	7	3.86	2.48	23	5.70	3.05	13	4.23	2.35	19	5.63	2.91
Are translated enough into local language	44	4.14	3.17	10	5.00	3.43	12	3.25	3.36	8	3.38	3.02	26	3.46	2.44	11	2.82	2.86	20	3.20	2.95
Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	50	7.62	2.08	12	7.58	1.68	12	9.17	1.47	9	6.22	2.28	25	6.12	2.65	12	6.67	2.53	21	7.67	2.18

*Significantly different between stakeholder groups

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	53	7.98	2.04	14	8.00	1.62	14	8.36	2.27	12	6.67	3.03	26	6.73	2.44	11	6.36	2.66	24	7.79	2.52
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	50	6.74	2.60	13	7.62	1.50	14	7.36	2.59	11	5.82	2.40	28	6.64	2.75	14	6.43	2.68	24	7.58	2.28

(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)

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	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	57	3.56	2.28	12	5.08	2.54	12	2.33	2.02	7	2.71	1.25	24	3.54	2.21	15	3.13	2.47	21	3.71	2.24
The World Bank Group effectively monitors and evaluates the projects and programs it supports	71	7.77	2.11	15	7.80	2.34	13	8.00	1.83	10	7.40	2.72	29	6.79	3.00	17	6.29	3.29	20	7.55	2.21
The World Bank Group's approvals and reviews are done in a timely fashion	56	5.89	2.49	12	5.00	1.28	9	6.00	2.83	7	7.00	2.38	23	5.30	2.49	11	5.55	2.81	17	4.53	2.76
The World Bank Group's "Safeguard Policy" requirements are reasonable	33	6.52	1.94	8	6.75	1.75	8	7.50	2.07	6	5.17	2.32	18	6.22	2.39	12	6.58	2.91	14	6.07	2.97
The World Bank Group's conditions on its lending are reasonable	49	5.59	2.75	8	5.75	1.04	10	6.80	1.99	7	6.43	2.88	17	5.00	2.29	12	4.33	3.11	15	5.13	3.20
The World Bank Group takes decisions quickly in the Republic of Congo	48	4.19	2.68	11	5.45	1.37	11	4.18	2.64	9	4.33	2.65	21	4.19	2.29	11	3.36	1.91	19	4.26	2.83
Working with the World Bank Group increases the Republic of Congo's institutional capacity	63	7.16	2.69	14	7.71	1.98	16	8.13	2.28	11	7.09	2.59	27	6.70	2.41	15	6.20	3.43	24	7.71	2.03
Where country systems are adequate, the World Bank Group makes appropriate use of them	44	7.48	2.36	11	7.18	2.71	11	8.82	1.54	9	8.22	0.83	20	7.10	2.53	11	6.45	3.62	14	7.71	2.46
The World Bank Group provides effective implementation support	61	7.07	2.80	16	8.13	1.75	15	8.13	1.77	10	7.60	1.65	24	6.96	2.33	16	5.94	3.49	17	7.12	1.76

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Republic of Congo?	52	5.90	2.78	17	6.59	1.58	13	7.85	2.48	14	5.36	2.31	25	6.60	2.25	16	5.56	3.14	16	7.25	1.84

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

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

Percentage of Respondents	Employee of a Ministry	PMU/Consultant on WBG project	Local Government	Private Sector/Financial Sector/Private Bank	CSO	Media	Other
The World Bank Group takes too much risk in the Republic of Congo	3.8%	5.0%	4.8%	0.0%	4.4%	9.5%	0.0%
The World Bank Group does not take enough risk in the Republic of Congo	43.8%	35.0%	33.3%	23.1%	44.4%	33.3%	51.6%
The World Bank Group's approach to risk is appropriate	16.3%	30.0%	19.0%	15.4%	6.7%	14.3%	25.8%
Don't know	36.3%	30.0%	42.9%	61.5%	44.4%	42.9%	22.6%

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

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The WBG is sufficiently selective and focuses on the most important development challenges in the Republic of Congo	55.0%	61.9%	45.5%	26.9%	37.8%	57.1%	45.2%
The WBG is not sufficiently selective in the Republic of Congo, and it is involved in too many areas of development	15.0%	19.0%	9.1%	7.7%	11.1%	14.3%	19.4%
Don't know	30.0%	19.0%	45.5%	65.4%	51.1%	28.6%	35.5%

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?	36	4.17	2.30	10	5.80	1.75	11	3.91	2.30	4	5.50	1.29	23	4.39	2.54	5	4.20	3.70	15	4.47	3.14

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

F. The Future Role of the World Bank Group in the Republic of Congo

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Provide more adequate data/knowledge/statistics/figures on the Republic of Congo's economy	23.1%	23.8%	27.3%	36.0%	40.9%	47.6%	45.2%
Ensure greater selectivity in its work	16.7%	9.5%	4.5%	8.0%	11.4%	14.3%	6.5%
Offer more innovative financial products	10.3%	14.3%	22.7%	12.0%	4.5%	4.8%	9.7%
Improve the competitiveness of its financing compared to markets	10.3%	0.0%	9.1%	8.0%	4.5%	4.8%	16.1%
Reach out more to groups outside of Government*	33.3%	33.3%	31.8%	52.0%	56.8%	47.6%	22.6%
Work faster	2.6%	9.5%	9.1%	4.0%	2.3%	4.8%	3.2%
Improve the quality of its experts as related to the Republic of Congo's specific challenges	24.4%	14.3%	22.7%	12.0%	4.5%	4.8%	16.1%
Offer more innovative knowledge services	2.6%	4.8%	4.5%	8.0%	0.0%	4.8%	3.2%
Collaborate more effectively with Government clients	9.0%	14.3%	13.6%	8.0%	11.4%	4.8%	3.2%
Increase the level of capacity development in the country*	25.6%	19.0%	40.9%	24.0%	20.5%	52.4%	48.4%
Reduce the complexity of obtaining World Bank Group financing	29.5%	28.6%	13.6%	16.0%	25.0%	4.8%	12.9%
Increase availability of Fee-Based services (reimbursable advisory services)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%
Increase the level of World Bank Group staffing in the Republic of Congo's office	7.7%	14.3%	0.0%	4.0%	6.8%	4.8%	9.7%
Other	1.3%	4.8%	0.0%	0.0%	4.5%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Financial services	18.4%	27.3%	35.0%	13.0%	14.6%	25.0%	10.0%
Knowledge products	19.7%	18.2%	25.0%	13.0%	24.4%	30.0%	33.3%
Technical assistance	19.7%	18.2%	0.0%	8.7%	9.8%	10.0%	16.7%
None of the above	1.3%	4.5%	5.0%	4.3%	0.0%	0.0%	3.3%
The combination is appropriate for the Republic of Congo	30.3%	22.7%	35.0%	34.8%	24.4%	25.0%	33.3%
Don't know	10.5%	9.1%	0.0%	26.1%	26.8%	10.0%	3.3%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social safety nets*	33.8%	40.9%	5.0%	41.7%	35.7%	9.5%	22.6%
Public financial management	70.4%	54.5%	60.0%	50.0%	57.1%	81.0%	77.4%
Reducing violence*	2.8%	4.5%	20.0%	4.2%	2.4%	0.0%	0.0%
Access to justice systems*	7.0%	9.1%	10.0%	37.5%	28.6%	23.8%	12.9%
Security mechanisms	2.8%	4.5%	0.0%	0.0%	2.4%	0.0%	0.0%
Conflict resolution mechanisms	5.6%	4.5%	0.0%	0.0%	2.4%	9.5%	6.5%
Access to basic services	45.1%	54.5%	50.0%	45.8%	52.4%	47.6%	41.9%
Capacity of state institutions	36.6%	9.1%	30.0%	16.7%	23.8%	19.0%	32.3%
Jobs	31.0%	27.3%	45.0%	37.5%	38.1%	28.6%	61.3%
Improving livelihoods	28.2%	13.6%	35.0%	25.0%	16.7%	28.6%	19.4%
Social cohesion	11.3%	18.2%	5.0%	8.3%	4.8%	4.8%	0.0%
Stimulating dialogue to promote peace and stability	18.3%	40.9%	30.0%	16.7%	19.0%	33.3%	25.8%

*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in the Republic of Congo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Social safety nets	37.9%	30.0%	21.1%	18.2%	27.5%	33.3%	40.0%
Public financial management	27.3%	25.0%	21.1%	22.7%	27.5%	23.8%	26.7%
Reducing violence	6.1%	15.0%	15.8%	4.5%	2.5%	4.8%	20.0%
Access to justice systems	34.8%	25.0%	31.6%	31.8%	40.0%	38.1%	30.0%
Security mechanisms	12.1%	20.0%	15.8%	27.3%	12.5%	9.5%	13.3%
Conflict resolution mechanisms	21.2%	10.0%	21.1%	9.1%	5.0%	14.3%	13.3%
Access to basic services	30.3%	20.0%	26.3%	18.2%	27.5%	23.8%	30.0%
Capacity of state institutions	19.7%	40.0%	21.1%	40.9%	35.0%	47.6%	26.7%
Jobs	30.3%	30.0%	42.1%	27.3%	27.5%	23.8%	6.7%
Improving livelihoods	19.7%	30.0%	21.1%	31.8%	30.0%	0.0%	36.7%
Social cohesion	15.2%	15.0%	21.1%	9.1%	15.0%	28.6%	23.3%
Stimulating dialogue to promote peace and stability	36.4%	30.0%	26.3%	45.5%	32.5%	19.0%	33.3%

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Share more information about the World Bank Group's activities, products, and knowledge	58.9%	44.4%	38.1%	60.0%	48.6%	66.7%	56.7%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	41.1%	44.4%	47.6%	40.0%	54.3%	22.2%	50.0%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	58.9%	72.2%	66.7%	86.7%	54.3%	83.3%	73.3%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing*	35.6%	55.6%	66.7%	20.0%	57.1%	27.8%	43.3%
Organize more joint meetings and missions with the UN	42.5%	50.0%	38.1%	46.7%	31.4%	38.9%	33.3%
Involve UN experts to a greater degree in World Bank Group activities*	39.7%	11.1%	19.0%	0.0%	34.3%	33.3%	43.3%
Other	2.7%	5.6%	4.8%	13.3%	5.7%	5.6%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Periodicals*	9.2%	15.0%	4.5%	3.8%	26.8%	0.0%	3.6%
International newspapers	22.4%	15.0%	13.6%	19.2%	12.2%	23.5%	21.4%
Local radio	15.8%	10.0%	9.1%	15.4%	9.8%	23.5%	7.1%
International radio	22.4%	45.0%	27.3%	34.6%	34.1%	29.4%	35.7%
Local television	28.9%	20.0%	40.9%	26.9%	22.0%	29.4%	42.9%
International television	34.2%	40.0%	22.7%	50.0%	36.6%	35.3%	35.7%
Local newspapers	15.8%	20.0%	31.8%	19.2%	14.6%	11.8%	17.9%
Internet	42.1%	25.0%	36.4%	15.4%	29.3%	35.3%	25.0%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	6.6%	0.0%	9.1%	0.0%	2.4%	5.9%	0.0%
Other*	0.0%	0.0%	0.0%	7.7%	2.4%	0.0%	10.7%

*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)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Direct contact with World Bank Group	36.7%	42.9%	22.7%	44.0%	43.9%	52.4%	25.0%
e-Newsletters	29.1%	47.6%	18.2%	28.0%	26.8%	33.3%	32.1%
World Bank Group's seminars/workshops/conferences*	54.4%	28.6%	68.2%	60.0%	41.5%	47.6%	67.9%
World Bank Group's publications and other written materials	36.7%	42.9%	40.9%	24.0%	43.9%	28.6%	42.9%
World Bank Group's website	32.9%	9.5%	31.8%	20.0%	24.4%	9.5%	17.9%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	5.1%	0.0%	0.0%	12.0%	2.4%	14.3%	0.0%
Mobile phones	3.8%	14.3%	13.6%	4.0%	17.1%	4.8%	3.6%
Other	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	8.0%	23.8%	4.5%	0.0%	7.5%	15.0%	13.3%
No	92.0%	76.2%	95.5%	100.0%	92.5%	85.0%	86.7%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	6.9%	13.6%	0.0%	0.0%	13.9%	15.0%	21.4%
No	93.1%	86.4%	100.0%	100.0%	86.1%	85.0%	78.6%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	80.0%	100.0%	0.0%	0.0%	80.0%	0.0%	83.3%
No	20.0%	0.0%	0.0%	0.0%	20.0%	100.0%	16.7%

Do you have access to the Internet?

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	80.6%	68.4%	47.6%	66.7%	72.2%	70.6%	80.8%
No	19.4%	31.6%	52.4%	33.3%	27.8%	29.4%	19.2%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	20.6%	30.0%	9.1%	14.3%	29.7%	22.2%	24.1%
No	79.4%	70.0%	90.9%	85.7%	70.3%	77.8%	75.9%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
High speed/WiFi	67.5%	88.9%	37.5%	80.0%	64.0%	58.3%	72.2%
Dial-up	32.5%	11.1%	62.5%	20.0%	36.0%	41.7%	27.8%

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

	Employee of a Ministry			PMU/Consultant on WBG Project			Local Government			Private Sector/Financial Sector/Private Bank			CSO			Media			Other		
	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	25	6.72	3.16	8	6.13	2.64	1	8.00		3	8.33	1.53	9	7.56	2.40	4	8.00	2.16	9	7.67	2.24
I find the information on the World Bank Group's websites useful	18	7.72	1.90	6	7.50	1.38	1	7.00		3	9.00	1.00	10	7.70	2.71	2	9.00	0.00	9	7.78	1.79
The World Bank Group's social media channels are valuable sources of information about the institution	28	8.46	1.99	9	6.44	3.43	3	9.67	0.58	4	7.00	0.82	16	8.19	2.01	6	8.33	3.61	8	8.88	1.55
When I need information from the World Bank Group I know how to find it	32	5.22	3.41	7	7.86	2.41	8	5.13	3.23	8	6.50	2.83	19	6.84	3.10	9	6.44	3.68	16	6.13	3.18
The World Bank Group is responsive to my information requests and inquiries*	26	4.58	2.89	6	7.00	2.83	2	6.00	1.41	2	8.50	2.12	10	6.80	2.53	8	7.63	2.45	8	7.50	2.07

*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
I currently collaborate with the World Bank Group	15.4%	22.7%	10.0%	8.3%	13.3%	15.8%	10.0%
I have previously collaborated with the World Bank Group	21.8%	18.2%	0.0%	4.2%	22.2%	5.3%	33.3%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	20.5%	18.2%	5.0%	4.2%	8.9%	0.0%	20.0%
I have never collaborated with the World Bank Group	42.3%	40.9%	85.0%	83.3%	55.6%	78.9%	36.7%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The World Bank (IDA)	77.4%	92.3%	50.0%	71.4%	77.8%	80.0%	85.7%
The International Finance Corporation (IFC)	13.2%	0.0%	10.0%	0.0%	0.0%	0.0%	4.8%
The Multilateral Investment Guarantee Agency (MIGA)	1.9%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%
Other	7.5%	7.7%	40.0%	28.6%	16.7%	20.0%	9.5%

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Yes	32.0%	21.1%	36.4%	4.8%	7.9%	28.6%	13.6%
No	68.0%	78.9%	63.6%	95.2%	92.1%	71.4%	86.4%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
The two institutions work well together	56.3%	25.0%	25.0%	100.0%	33.3%	0.0%	66.7%
The way the two institutions work together needs improvement	12.5%	75.0%	25.0%	0.0%	66.7%	66.7%	0.0%
The two institutions do not work well together	6.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	25.0%	0.0%	50.0%	0.0%	0.0%	33.3%	33.3%

**H. Background Information (continued)**

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

Percentage of Respondents (Responses combined)	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Observer*	38.8%	26.3%	57.1%	66.7%	59.5%	50.0%	29.6%
Use World Bank Group reports/data	25.4%	10.5%	7.1%	13.3%	26.2%	38.9%	40.7%
Engage in World Bank Group related/sponsored events/activities	37.3%	36.8%	28.6%	6.7%	28.6%	50.0%	48.1%
Collaborate as part of my professional duties*	41.8%	42.1%	42.9%	26.7%	11.9%	27.8%	33.3%
Use World Bank Group website for information, data, research, etc.*	10.4%	10.5%	0.0%	0.0%	26.2%	5.6%	11.1%

*Significantly different between stakeholder groups

What's your gender?*

Percentage of Respondents	Employee of a Ministry	PMU/ Consultant on WBG project	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Other
Female	6.2%	18.2%	0.0%	8.3%	18.2%	15.8%	26.7%
Male	93.8%	81.8%	100.0%	91.7%	81.8%	84.2%	73.3%

*Significantly different between stakeholder groups



Appendix C: Responses to Indicator Questions by Geographic Locations²⁰

● Brazzaville N=132 ● Pointe Noire N=54 ● Dolisie N=25 ● Ngo N=22 ● Ouessou N=24

B. Overall Attitudes toward the World Bank Group

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	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 the Republic of Congo.*	91	5.77	1.92	39	4.00	2.28	15	6.53	2.70	12	5.33	2.57	18	6.22	2.96

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

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

(1-Strongly disagree, 10-Strongly agree)

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	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 the Republic of Congo	95	6.67	2.33	38	6.76	3.17	20	7.80	2.57	8	8.13	3.04	14	7.71	2.20
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo*	83	6.27	2.19	33	5.67	3.02	12	8.17	1.27	7	7.57	2.07	11	6.55	2.62

*Significantly different between geographic locations

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

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	59	5.66	2.03	25	4.36	2.91	4	6.75	3.40	4	3.25	1.71	2	8.00	0.00
Flexibility (in terms of the institution's products and services)	64	5.23	1.86	22	4.32	2.77	4	4.75	3.77	4	6.00	2.94	6	5.17	1.94
Flexibility (in terms of changing country circumstances)	58	5.53	1.83	22	5.23	3.05	5	7.00	3.46	6	7.50	2.88	8	6.38	2.67
Being inclusive*	54	5.83	2.28	17	5.12	3.08	3	8.33	1.53	3	3.00	1.73	4	8.25	1.71
Openness	76	6.68	2.30	22	6.82	2.58	12	7.08	3.34	4	5.25	3.40	8	8.13	1.46
Staff accessibility	76	5.82	2.60	29	4.62	3.18	8	4.88	3.72	6	3.00	1.67	10	5.50	3.03
Straightforwardness and honesty	63	6.19	2.31	23	6.78	2.84	8	6.13	4.26	5	6.00	2.35	8	6.75	3.28
Ease of access to the people at the WBG who are making decisions important to my work	72	5.35	2.88	25	4.60	3.27	6	4.33	3.72	3	5.00	2.00	6	4.50	1.76
Collaboration with civil society*	74	5.58	2.20	32	3.94	3.00	12	6.67	3.47	8	5.88	3.40	12	5.50	2.65
Collaboration with the UN	43	8.00	2.09	19	8.74	1.63	8	9.50	0.76	9	8.44	2.35	11	8.64	1.75
Collaboration with the Government*	80	7.70	1.75	31	8.68	1.56	13	9.15	1.46	11	7.36	2.91	17	8.06	2.08
Collaboration with other donors and development partners	54	7.07	1.88	28	7.07	2.76	11	8.00	3.16	8	6.25	3.69	10	8.00	1.94
Collaboration with the private sector	70	6.10	1.87	29	5.17	2.85	10	7.00	3.53	8	5.25	3.01	9	5.78	2.91
The speed in which it gets things accomplished on the ground*	71	5.82	2.04	28	4.71	2.77	9	6.67	2.92	4	3.25	2.06	7	7.00	1.41
Being a long-term partner	69	8.01	1.54	30	8.03	2.22	9	8.56	2.13	7	7.86	2.41	10	8.30	1.83

*Significantly different between geographic locations

²⁰ Only 257 respondents provided the information about their geographic locations. Thus, only these respondents were included in the analyses presented in this appendix.

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

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	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 the Republic of Congo?	86	6.12	1.86	34	5.56	2.60	15	6.80	3.00	10	7.10	2.96	10	6.50	2.12
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?*	93	6.78	2.05	31	4.68	3.09	11	8.82	1.25	8	8.25	2.87	11	6.27	3.29

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

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

(1-Strongly disagree, 10-Strongly agree)

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo*	75	5.79	2.20	38	4.08	2.50	18	6.33	3.24	13	5.54	3.38	12	3.67	2.10
The World Bank Group meets the Republic of Congo's needs for knowledge services	76	6.37	2.14	35	5.23	3.14	17	6.47	3.39	11	6.64	2.54	12	6.42	2.91

*Significantly different between geographic locations

D. The World Bank Group's Knowledge Work and Activities**In the Republic of Congo, 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)

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	77	6.99	2.29	28	7.21	2.57	16	8.25	2.44	10	9.50	0.97	9	6.11	2.52

*Significantly different between geographic locations

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	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?*	74	7.05	2.30	36	7.78	2.29	19	8.68	1.89	14	8.93	2.20	14	6.86	3.13
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	77	7.29	2.08	32	5.72	2.14	20	7.10	3.37	14	7.29	3.24	11	5.91	2.88

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

*Significantly different between geographic locations

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

	Brazzaville			Pointe Noire			Dolisie			Ngo			Ouessou		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Republic of Congo	75	4.51	2.32	27	3.63	2.40	14	4.79	3.17	8	3.50	2.98	8	2.75	2.43
Where country systems are adequate, the World Bank Group makes appropriate use of them	65	7.40	2.27	30	7.40	2.69	14	8.64	2.13	8	7.75	3.24	5	6.20	3.42



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group²¹

Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY16 Republic of Congo COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectoral areas do you believe the World Bank Group should focus most of its resources in the Republic of Congo?”

Collaborating with the WBG N=67 ● Not collaborating with the WBG N=178

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Republic of Congo?*	64	6.13	2.56	154	4.27	2.66

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

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.*	51	6.06	2.10	117	5.28	2.48

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

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Republic of Congo solve its most complicated development challenges?	53	6.28	2.26	97	6.27	2.68

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

²¹ Only 245 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. Note that response options “I currently collaborate with the WBG” and “Both of the above (I currently collaborate and previously have collaborated with the WBG)” were combined as “Collaborating with the WBG” for the comparisons in this appendix; response options “I have previously collaborated with the WBG” and “I have never collaborated with the WBG” were combined as “Not collaborating with the WBG”.

**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 the Republic of Congo, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Republic of Congo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	13.4%	14.9%
Security/stabilization/reconstruction	3.0%	4.0%
Crime and violence	0.0%	0.0%
Transport	9.0%	9.2%
Agricultural development	28.4%	31.6%
Global/regional integration	0.0%	1.7%
Gender equity	1.5%	0.6%
Public sector governance/reform	50.7%	43.1%
Health	19.4%	22.4%
Rural development	6.0%	8.6%
Foreign direct investment	3.0%	1.1%
Education	20.9%	29.3%
Energy	10.4%	9.8%
Social cohesion	0.0%	2.9%
Job creation/employment	7.5%	12.6%
Financial markets	0.0%	0.0%
Urban development	1.5%	1.7%
Environmental sustainability	0.0%	1.1%
Equality of opportunity	4.5%	9.2%
Regional conflict and tensions	1.5%	0.0%
Private sector development	17.9%	9.2%
Water and sanitation	10.4%	7.5%
Food security	10.4%	11.5%
Climate change	0.0%	1.1%
Poverty reduction	20.9%	17.2%
Trade and exports	1.5%	2.3%
Economic growth*	31.3%	17.8%
Law and justice	3.0%	2.9%
Local governance and institutions	1.5%	2.3%
Regulatory framework	1.5%	0.6%
Communicable/non-communicable diseases	1.5%	0.0%
Natural resource management	6.0%	8.0%
Information and communications technology	0.0%	1.7%
Anti corruption	13.4%	13.2%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	53	7.00	2.34	88	6.75	2.08
Citizen engagement	40	4.95	2.10	75	4.64	2.15
Policy design	51	7.29	1.85	83	7.07	2.25

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	50	8.22	1.49	112	8.25	1.91
Citizen engagement	44	7.98	1.98	103	8.25	2.08
Policy design	57	8.53	1.49	112	8.42	2.03

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	55	7.45	2.41	119	6.80	2.64
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	51	6.82	2.42	95	6.24	2.33
The World Bank Group supports programs and strategies that are realistic for the Republic of Congo	55	7.60	2.12	113	6.99	2.52
The World Bank Group treats clients and stakeholders in the Republic of Congo with respect	49	6.24	2.82	86	6.20	2.57

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	36	5.92	1.99	57	5.14	2.46
Flexibility (in terms of the institution's products and services)	39	5.13	1.96	63	5.21	2.25
Flexibility (in terms of changing country circumstances)	42	5.74	2.19	59	5.88	2.33
Being inclusive	33	5.97	2.59	51	5.76	2.54
Openness	44	7.14	2.36	81	6.67	2.54
Staff accessibility	48	5.92	2.78	81	5.22	2.78
Straightforwardness and honesty	40	6.83	2.74	70	6.16	2.53
Ease of access to the people at the WBG who are making decisions important to my work	45	5.36	3.18	69	4.93	2.72
Collaboration with civil society	46	5.85	2.43	89	5.21	2.74
Collaboration with the UN	29	8.55	2.18	61	8.36	1.83
Collaboration with the Government	51	8.08	1.80	98	7.95	1.94
Collaboration with other donors and development partners	37	7.62	2.05	73	7.07	2.49
Collaboration with the private sector	43	6.35	2.37	83	5.73	2.41
The speed in which it gets things accomplished on the ground	42	6.12	2.40	77	5.44	2.26
Being a long-term partner	43	8.19	1.87	82	8.01	1.80



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 the Republic of Congo? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	34	6.76	2.65	92	6.02	3.24
Financial markets	37	6.92	2.35	81	7.17	2.70
Transport	54	8.41	1.56	118	8.26	2.02
Anti corruption	51	8.78	1.68	128	8.65	2.27
Regional conflict and tensions	31	6.61	2.64	89	6.53	3.02
Law and justice	43	7.72	2.24	110	7.64	2.69
Urban development	45	7.69	2.07	110	7.87	2.17
Environmental sustainability	43	8.09	1.69	112	8.07	2.22
Regulatory framework	44	7.39	2.37	92	6.86	2.76
Information and communications technology	48	7.85	1.98	113	7.75	2.35
Poverty reduction	56	8.50	2.46	133	8.93	1.76
Gender equity*	39	7.67	2.19	97	6.14	3.00
Private sector development	57	8.26	2.22	123	8.41	1.93
Foreign direct investment	36	7.25	2.33	85	6.65	2.87
Local governance and institutions	47	8.32	1.43	111	8.12	2.38
Water and sanitation	57	8.75	1.47	134	8.87	1.62
Trade and exports	37	6.97	2.60	98	6.94	2.64
Economic growth	53	8.87	1.64	121	8.94	1.65
Energy	55	8.73	1.73	122	8.74	2.23
Disaster management	14	6.57	2.59	45	7.09	2.81
Public sector governance/reform	53	8.96	1.70	129	8.54	2.47
Job creation/employment	52	8.58	1.95	124	8.26	2.50
Social cohesion	40	7.73	2.17	98	6.81	2.87
Communicable/non-communicable diseases	21	7.10	1.76	56	7.16	2.70
Equality of opportunity	39	7.69	1.99	108	7.30	2.80
Health	51	8.92	1.38	129	9.02	1.72
Rural development	53	8.66	1.63	120	8.62	2.07
Global/regional integration	43	7.58	2.03	98	6.72	2.83
Food security	50	8.76	1.73	120	8.45	2.30
Natural resource management	25	8.00	2.72	64	8.56	2.38
Security/stabilization/reconstruction	39	7.38	2.53	99	7.03	2.92
Social protection	50	8.16	2.27	118	7.62	2.66
Climate change	45	7.84	1.72	103	7.47	2.57
Agricultural development	55	9.02	1.51	131	8.83	2.13
Education	60	9.25	1.55	137	9.18	1.72

*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	33	5.09	2.75	78	4.55	3.09
Information and communications technology	32	6.28	2.49	63	5.52	2.61
Transport	27	6.04	2.08	83	5.72	2.78
Crime and violence	18	4.61	2.43	56	4.02	2.81
Regional conflict and tensions	20	5.80	2.71	55	4.85	3.03
Law and justice	25	5.20	2.65	68	4.44	2.87
Urban development	34	6.41	2.57	81	5.53	2.84
Environmental sustainability	29	7.07	2.23	77	6.10	2.79
Regulatory framework*	25	6.76	2.15	56	5.45	2.99
Communicable/non-communicable diseases	24	7.50	2.50	68	6.35	2.96
Poverty reduction*	34	7.15	2.11	88	5.53	3.00
Gender equity*	35	6.31	2.62	62	4.90	2.93
Private sector development	30	6.63	2.28	76	5.75	2.65
Foreign direct investment	20	5.95	2.24	47	5.47	2.54
Local governance and institutions	29	6.07	2.69	75	5.03	2.87
Water and sanitation	38	7.05	2.16	95	6.12	3.00
Trade and exports	19	5.58	2.76	54	5.35	2.93
Economic growth	34	7.09	2.45	87	6.29	2.89
Energy	31	6.39	2.58	81	5.44	3.04
Disaster management	18	5.28	2.95	55	4.51	2.87
Public sector governance/reform	41	6.76	2.76	92	5.80	3.14
Job creation/employment	31	4.81	2.48	77	5.01	2.72
Social cohesion	24	5.25	2.51	58	4.48	2.64
Financial markets	16	6.13	2.39	55	5.62	2.86
Equality of opportunity*	27	6.00	2.59	61	4.64	2.88
Health	40	7.13	2.08	100	6.51	2.78
Rural development	35	6.91	2.76	86	6.00	2.64
Global/regional integration	25	6.52	2.42	58	5.91	2.92
Food security	31	5.97	2.76	86	5.60	2.98
Education	40	7.33	2.03	100	6.57	2.77
Security/stabilization/reconstruction	26	5.92	2.43	61	5.64	2.68
Social protection	27	5.30	2.41	70	4.50	2.88
Climate change	31	6.81	2.43	69	5.71	3.10
Agricultural development*	42	7.29	2.37	95	6.17	2.97
Natural resource management*	31	6.87	2.40	72	4.86	3.08

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	55	6.35	2.20	100	6.01	2.28
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?*	56	7.23	2.11	99	6.25	2.72

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

*Significantly different between collaborators and non-collaborators

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you agree with the following statements about the World Bank Group in the Republic of Congo?***(1-Strongly disagree, 10-Strongly agree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo*	46	6.26	2.65	108	4.99	2.49
The World Bank Group meets the Republic of Congo's needs for knowledge services	44	6.25	2.35	105	6.03	2.67

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in the Republic of Congo?	45	6.67	2.36	71	6.39	2.81

*(1-To no degree at all, 10-To a very significant degree)***D. The World Bank Group's Knowledge Work and Activities****In the Republic of Congo, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1-To no degree at all, 10-To a very significant degree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	46	8.09	1.95	82	7.70	2.56
Include appropriate level of stakeholder involvement during preparation	47	6.28	2.37	70	5.77	2.69
Lead to practical solutions	46	6.50	2.06	84	6.04	2.68
Are accessible (well written and easy to understand)	47	6.74	2.22	89	5.87	3.00
Are source of relevant information on global good practices	46	7.63	2.10	87	7.67	2.59
Are adequately disseminated*	44	6.05	2.79	84	4.89	2.85
Are translated enough into local language	42	4.29	3.20	89	3.36	2.87
Are adaptable to the Republic of Congo's specific development challenges and country circumstances	47	7.40	2.12	93	7.28	2.49

**Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	47	7.68	1.93	108	7.44	2.59
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	49	7.69	2.08	103	6.53	2.61

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between collaborators and non-collaborators*

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	53	3.96	2.55	93	3.26	2.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports	57	7.28	2.28	115	7.50	2.59
The World Bank Group's approvals and reviews are done in a timely fashion	46	5.65	2.51	88	5.60	2.48
The World Bank Group's "Safeguard Policy" requirements are reasonable	37	6.57	1.83	62	6.35	2.64
The World Bank Group's conditions on its lending are reasonable	42	6.10	2.34	75	5.28	2.82
The World Bank Group takes decisions quickly in the Republic of Congo	50	4.76	2.66	78	3.92	2.33
Working with the World Bank Group increases the Republic of Congo's institutional capacity	54	7.56	2.21	113	7.19	2.59
Where country systems are adequate, the World Bank Group makes appropriate use of them	42	7.60	2.27	78	7.50	2.53
The World Bank Group provides effective implementation support	55	7.13	2.48	99	7.31	2.48

	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 the Republic of Congo?	49	6.27	2.21	100	6.46	2.59
To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?*	34	5.09	2.44	72	4.04	2.46

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

*Significantly different between collaborators and non-collaborators

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	28	7.61	2.08	30	6.83	2.96
I find the information on the World Bank Group's websites useful	25	8.24	1.51	24	7.38	2.18
The World Bank Group's social media channels are valuable sources of information about the institution	31	8.10	2.06	41	8.22	2.53
When I need information from the World Bank Group I know how to find it*	39	7.23	2.81	54	5.41	3.30
The World Bank Group is responsive to my information requests and inquiries	28	6.89	2.59	29	6.00	2.79

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year²²

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in the other appendices.

FY '12 Number of comparable respondents = 335 • FY '15 Number of comparable respondents = 239

By weighting, FY 2012 and FY 2015 have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY2012	FY2015
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	5.0%	5.0%
Government institutions	35.0%	35.0%
Local Government	10.0%	10.0%
Bilateral/multilateral agencies	5.0%	5.0%
Civil society	20.0%	20.0%
Private sector	10.0%	10.0%
Academia	5.0%	5.0%
Media	5.0%	5.0%

A. General Issues facing the Republic of Congo

In general, would you say that the Republic of Congo is headed in...?*

Percentage of Respondents	FY 2012	FY 2015
The right direction	62.9%	52.2%
The wrong direction	11.0%	18.0%
Not sure	26.1%	29.8%

*Significantly different between FY2015 and FY2012

B. Overall Attitudes toward the World Bank Group

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Republic of Congo?	335	5.02	3.10	215	4.85	2.65

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.*	286	6.35	2.55	173	5.56	2.30

(1-Not effective at all, 10-Very effective) *Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Republic of Congo solve its most complicated development challenges?*	249	7.54	2.21	155	6.38	2.36

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

²² 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 (continued)**

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	308	6.42	3.03	176	6.89	2.55
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	295	6.08	2.73	152	6.39	2.42
The World Bank Group supports programs and strategies that are realistic for the Republic of Congo	310	6.79	2.72	171	6.99	2.57
The World Bank Group treats clients and stakeholders in the Republic of Congo with respect	242	6.67	2.92	138	6.14	2.67

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	219	6.02	2.52	99	5.38	2.27
Flexibility (in terms of the institution's products and services)*	210	5.71	2.24	106	5.06	2.12
Flexibility (in terms of changing country circumstances)	227	5.84	2.55	105	5.73	2.28
Being inclusive*	220	6.38	2.53	88	5.63	2.65
Openness	262	6.66	2.62	130	6.53	2.48
Staff accessibility	233	5.43	2.71	136	5.40	2.78
Straightforwardness and honesty*	251	7.32	2.48	116	6.19	2.50
Ease of access to the people at the WBG who are making decisions important to my work				121	5.16	2.82
Collaboration with civil society				136	5.34	2.65
Collaboration with the UN				95	8.03	2.31
Collaboration with the Government	293	8.18	2.10	147	7.92	1.88
Collaboration with other donors and development partners	215	7.05	2.45	115	7.19	2.19
Collaboration with the private sector				130	5.69	2.36
The speed in which it gets things accomplished on the ground				121	5.44	2.21
Being a long-term partner				122	8.02	1.80

*Significantly different between FY2015 and FY2012

**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 the Republic of Congo? (1-Not effective at all, 10-Very effective)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption	279	4.50	2.83	111	4.58	2.97
Information and communications technology	225	5.40	2.23	96	5.55	2.58
Transport	275	5.79	2.50	111	5.67	2.69
Crime and violence	212	3.58	2.33	73	4.21	2.65
Regional conflict and tensions*	221	4.11	2.51	77	4.93	2.89
Law and justice	223	4.19	2.47	92	4.71	2.81
Urban development	275	5.62	2.44	118	5.58	2.79
Environmental sustainability	265	5.91	2.29	105	6.16	2.72
Regulatory framework	200	5.18	2.41	87	5.82	2.93
Communicable/non-communicable diseases	259	6.82	2.46	94	6.61	2.77
Poverty reduction	306	6.19	2.63	124	5.82	2.88
Gender equity	231	5.49	2.47	96	5.35	2.78
Private sector development*	245	4.70	2.48	105	5.97	2.56
Foreign direct investment*	195	4.68	2.28	68	5.35	2.47
Local governance and institutions	238	5.04	2.31	108	5.20	2.92
Water and sanitation	285	5.86	2.59	135	6.18	2.83
Trade and exports*	213	4.31	2.40	72	5.24	2.80
Economic growth	265	6.15	2.41	119	6.46	2.71
Energy	257	5.43	2.57	111	5.45	2.96
Disaster management	239	4.80	2.46	77	4.45	2.78
Public sector governance/reform				132	6.01	3.09
Job creation/employment*	260	3.99	2.37	108	4.79	2.64
Social cohesion	218	4.09	2.32	79	4.54	2.57
Financial markets*	189	4.54	2.44	68	5.78	2.61
Equality of opportunity*	232	4.11	2.48	83	4.97	2.75
Health	292	6.30	2.41	140	6.55	2.62
Rural development	284	5.82	2.65	119	6.05	2.76
Global/regional integration				81	5.98	2.74
Food security	271	5.13	2.61	119	5.44	2.87
Education	291	6.38	2.42	134	6.64	2.63
Security/stabilization/reconstruction	242	5.13	2.40	88	5.67	2.52
Social protection	207	3.93	2.27	98	4.47	2.69
Climate change*	238	5.09	2.34	96	5.91	2.99
Agricultural development	308	6.07	2.71	138	6.42	2.86
Natural resource management	242	5.14	2.64	106	5.30	2.97

*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	269	6.39	2.28	158	6.18	2.17

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo	247	5.73	2.40	150	5.53	2.48
The World Bank Group meets the Republic of Congo's needs for knowledge services	274	5.74	2.68	144	6.11	2.55

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?

Percentage of Respondents	FY 2012	FY 2015
Weekly	7.2%	6.5%
Monthly	10.8%	11.7%
A few times a year	36.1%	33.5%
Rarely	27.4%	31.3%
Never	18.4%	17.0%

In the Republic of Congo, 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)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely*	233	6.92	2.41	131	7.74	2.18
Include appropriate level of stakeholder involvement during preparation	230	5.91	2.62	120	5.63	2.51
Lead to practical solutions				131	6.21	2.35
Are accessible (well written and easy to understand)	276	6.30	2.51	144	6.15	2.64
Are source of relevant information on global good practices	268	7.39	2.25	138	7.53	2.25
Are adequately disseminated	272	5.23	2.77	130	5.28	2.83
Are translated enough into local language*	248	5.89	2.65	134	3.67	2.83
Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	286	6.44	2.59	145	7.17	2.28

*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	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?*	285	6.87	2.26	155	7.34	2.36
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	302	6.99	2.33	158	6.93	2.35

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

*Significantly different between FY2015 and FY2012

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

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	252	5.33	2.98	145	3.63	2.26
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	303	6.79	2.69	162	7.46	2.39
The World Bank Group's approvals and reviews are done in a timely fashion	251	5.52	2.71	136	5.36	2.51
The World Bank Group's "Safeguard Policy" requirements are reasonable	260	6.55	2.50	100	6.35	2.33
The World Bank Group's conditions on its lending are reasonable*	263	6.39	2.71	113	5.38	2.64
The World Bank Group takes decisions quickly in the Republic of Congo				133	4.10	2.40
Working with the World Bank Group increases the Republic of Congo's institutional capacity	296	7.43	2.36	171	7.08	2.48
Where country systems are adequate, the World Bank Group makes appropriate use of them	230	7.10	2.69	112	7.42	2.40
The World Bank Group provides effective implementation support	284	7.18	2.42	154	7.18	2.31

*Significantly different between FY2015 and FY2012

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?*	215	5.54	2.58	114	4.47	2.29

(1-To no degree at all, 10-To a very significant degree) *Significantly different between FY2015 and FY2012

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	FY 2012	FY 2015
Yes	20.0%	10.8%
No	80.0%	89.2%

*Significantly different between FY2015 and FY2012

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

Percentage of Respondents	FY 2012	FY 2015
Yes	22.1%	13.4%
No	77.9%	86.6%

*Significantly different between FY2015 and FY2012

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	86.2%	84.6%
No	13.8%	15.4%

**G. Communication and Information Sharing (continued)****Do you have access to the Internet?**

Percentage of Respondents	FY 2012	FY 2015
Yes	75.2%	75.7%
No	24.8%	24.3%

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

Percentage of Respondents	FY 2012	FY 2015
Yes	44.9%	29.5%
No	55.1%	70.5%

*Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	157	6.75	2.60	70	7.00	2.62
I find the information on the World Bank Group's websites useful	171	7.33	2.82	63	7.52	1.98
When I need information from the World Bank Group I know how to find it*	211	5.31	3.30	110	6.31	3.24
The World Bank Group is responsive to my information requests and inquiries*	155	4.99	3.27	72	6.30	2.69

*Significantly different between FY2015 and FY2012



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 WBG in the Republic of Congo? (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 WBG's effectiveness in the Republic of Congo.	5.28	6.06	6.03	4.90	5.43	5.95	5.40	5.94	5.36	5.96	5.54	5.73
Overall the WBG currently plays a relevant role in development in the Republic of Congo	6.80	7.45	7.02	6.83	6.74	7.50	6.82	7.16	6.84	7.15	7.01	6.59
The WBG's work is aligned with what I consider the development priorities for the Republic of Congo	6.24	6.82	6.64	5.72	6.19	6.63	6.30	6.36	6.02	6.84	6.33	6.29
Responsiveness to needs	5.14	5.92	5.62	4.50	5.00	5.92	4.78	6.00	5.38	5.14	5.22	5.57
Flexibility (in terms of the institution's products and services)	5.21	5.13	5.29	4.61	4.73	5.79	5.19	4.86	5.07	5.06	5.03	5.25
Flexibility (in terms of changing country circumstances)	5.88	5.74	5.88	5.46	5.49	6.30	5.77	5.72	5.80	5.68	5.66	6.19
Being inclusive	5.76	5.97	5.90	5.35	5.54	6.17	5.77	5.68	5.51	6.11	5.70	5.86
Openness	6.67	7.14	6.82	6.77	6.57	7.32	6.62	7.09	6.83	6.76	6.80	6.83
Staff accessibility	5.22	5.92	5.82	4.41	4.88	6.35	5.11	5.62	5.23	5.41	5.08	6.40
Straightforwardness and honesty	6.16	6.83	6.69	5.44	5.84	7.32	6.02	6.69	6.19	6.38	6.27	6.29
Ease of access to the people at the WBG who are making decisions important to my work	4.93	5.36	5.09	4.76	4.62	5.81	4.69	5.49	5.15	4.73	4.85	5.65
Collaboration with civil society	5.21	5.85	5.79	4.57	4.91	6.32	4.76	6.26	5.46	5.13	5.40	4.94
Collaboration with the UN	8.36	8.55	8.40	8.82	8.49	8.73	8.47	8.71	8.68	8.33	8.56	8.60
Collaboration with the Government	7.95	8.08	7.99	7.98	7.80	8.41	7.86	8.20	7.94	8.05	7.93	8.32
Collaboration with other donors and development partners	7.07	7.62	7.26	7.24	6.90	8.10	6.90	7.76	7.55	6.76	7.27	7.18
Collaboration with the private sector	5.73	6.35	6.34	5.09	5.48	6.80	5.54	6.39	6.04	5.58	5.92	5.63
The speed in which it gets things accomplished on the ground	5.44	6.12	5.88	4.71	5.14	6.33	5.34	5.74	5.73	5.15	5.40	5.95
Being a long-term partner	8.01	8.19	8.16	8.18	8.14	8.24	8.26	8.02	8.07	8.33	8.07	8.60
To what extent does the WBG's work help to achieve development results in the Republic of Congo?	6.01	6.35	6.45	5.51	5.91	6.60	5.97	6.38	5.79	6.66	6.10	6.19
To what extent does the WBG help to build/strengthen existing country systems in the Republic of Congo?	6.25	7.23	7.08	5.62	6.14	7.49	5.99	7.61	6.60	6.48	6.55	6.59
The WBG's financial instruments meet the needs of the Republic of Congo	4.99	6.26	5.61	4.73	4.83	6.38	5.09	5.64	5.48	5.00	5.19	5.83
The WBG meets the Republic of Congo's needs for knowledge services	6.03	6.25	6.21	6.11	5.96	6.68	6.03	6.40	6.47	5.67	6.07	6.76
The WBG's knowledge work and activities are adaptable to the Republic of Congo's specific development challenges and country circumstances	7.28	7.40	7.25	7.21	7.07	7.62	7.26	7.20	7.07	7.53	7.20	7.45
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.44	7.68	7.54	7.65	7.39	8.00	7.61	7.53	7.64	7.47	7.56	7.68
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	6.53	7.69	7.25	6.27	6.59	7.60	6.43	7.55	7.02	6.64	6.86	7.05
The WBG takes decisions quickly in the Republic of Congo	3.92	4.76	4.53	3.67	3.77	5.32	4.21	4.24	4.20	4.25	4.26	4.00
Where country systems are adequate, the WBG makes appropriate use of them	7.50	7.60	7.67	7.28	7.38	7.88	7.33	7.78	7.81	7.05	7.65	6.89

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: The Republic of Congo FY 2015 Questionnaire



World Bank Group Country Survey FY15 – The Republic of Congo

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

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 THE REPUBLIC OF CONGO

A1. In general would you say that the Republic of Congo 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 the Republic of Congo.

Please identify which of the following you consider the most important development priorities in the Republic of Congo? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	19	Education
2	Food security	20	Poverty reduction (i.e., reducing inequality of income, income redistribution)
3	Security/stabilization/reconstruction	21	Transport (e.g., roads, bridges, transportation)
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Social cohesion
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Gender equity	24	Agricultural development
7	Private sector development	25	Trade and exports
8	Foreign direct investment	26	Crime and violence
9	Water and sanitation	27	Economic growth (i.e., economic diversification, industrialization)
10	Energy	28	Law and justice (e.g., judicial system)
11	Regional conflict and tensions	29	Regulatory framework
12	Job creation/employment	30	Communicable/non-communicable diseases
13	Rural development	31	Local governance and institutions
14	Financial markets	32	Natural resource management (e.g., oil, gas, mining)
15	Urban development	33	Anti corruption
16	Environmental sustainability	34	Disaster management
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

**SECTION A: GENERAL ISSUES**

A3. Poverty reduction is a broad term that encompasses work in many different areas.			
Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)			
1	Water and sanitation	18	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	19	Anti corruption
3	Economic growth (i.e., economic diversification, industrialization)	20	Private sector development
4	Climate change (e.g., mitigation, adaptation)	21	Foreign direct investment
5	Regional conflict and tensions	22	Energy
6	Global/regional integration	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Social cohesion
8	Rural development	25	Education
9	Urban development	26	Natural resource management (e.g., oil, gas, mining)
10	Regulatory framework	27	Environmental sustainability
11	Local governance and institutions	28	Health
12	Social protection (e.g., pensions, targeted social assistance)	29	Agricultural development
13	Law and justice (e.g., judicial system)	30	Disaster management
14	Transport (e.g., roads, bridges, transportation)	31	Job creation/employment
15	Crime and violence	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

**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 the Republic of Congo? (Choose no more than TWO)

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

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

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 the Republic of Congo.

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 the Republic of Congo 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 the Republic of Congo, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in the Republic of Congo? (Choose no more than THREE)

1	Social protection (e.g., pensions, targeted social assistance)	19	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	20	Regional conflict and tensions
3	Crime and violence	21	Private sector development
4	Transport (e.g., roads, bridges, transportation)	22	Water and sanitation
5	Agricultural development	23	Food security
6	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
7	Gender equity	25	Poverty reduction (i.e., reducing inequality of income, income redistribution)
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	26	Trade and exports
9	Health	27	Economic growth (i.e., economic diversification, industrialization)
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Local governance and institutions
12	Education	30	Regulatory framework
13	Energy	31	Communicable/non-communicable diseases
14	Social cohesion	32	Natural resource management (e.g., oil, gas, mining)
15	Job creation/employment	33	Information and communications technology
16	Financial markets	34	Anti corruption
17	Urban development	35	Disaster management
18	Environmental sustainability		

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

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 the Republic of Congo?

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

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 the Republic of Congo? *(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
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in the Republic of Congo 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
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Republic of Congo? (Choose no more than TWO)

1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in the Republic of Congo
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in the Republic of Congo? (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	Multi-sectoral approaches
8	Co-financing arrangements (i.e., with other donors, governments)
9	Sector-wide approaches
10	Emergency Recovery lending
11	Other (please specify): _____
12	Don't know

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

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

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

B15. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)

1	Academia/think tanks/research institutes/university groups	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Parliament	14	Regional organizations (e.g., African Union (AU), Central African Economic and Monetary Community (CAEMC), Economic Community of central African States (ECCAS))
7	NGOs/Community Based Organizations (CBOs)	15	Other (please specify): _____
8	Vulnerable people (e.g., youth, women, autochthones, people with disability and albinos people)	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	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 the Republic of Congo	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 the Republic of Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	The World Bank Group treats clients and stakeholders in the Republic of Congo with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

To what extent is the World Bank Group an effective development partner in the Republic of Congo, 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		
B20	Responsiveness to needs												<input type="checkbox"/>
B21	Flexibility (in terms of the institution's products and services)												<input type="checkbox"/>
B22	Flexibility (in terms of changing country circumstances)												<input type="checkbox"/>
B23	Being inclusive												<input type="checkbox"/>
B24	Openness (sharing data and other information)												<input type="checkbox"/>
B25	Staff accessibility												<input type="checkbox"/>
B26	Straightforwardness and honesty												<input type="checkbox"/>
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work												<input type="checkbox"/>
B28	Collaboration with civil society												<input type="checkbox"/>
B29	Collaboration with the UN												<input type="checkbox"/>
B30	Collaboration with the Government												<input type="checkbox"/>
B31	Collaboration with other donors and development partners												<input type="checkbox"/>
B32	Collaboration with the private sector												<input type="checkbox"/>
B33	The speed in which it gets things accomplished on the ground												<input type="checkbox"/>
B34	Being a long-term partner												<input type="checkbox"/>

B35. To be a more effective development partner in the Republic of Congo, 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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B36. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know
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**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B37. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)

1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Absence of leverage (e.g., HIPC, ITIE, ongoing program)
13	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 the Republic of Congo?**

		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Poverty reduction (i.e., reducing inequality of income, income redistribution)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth (i.e., economic diversification, industrialization)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
1	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Poverty reduction (i.e., reducing inequality of income, income redistribution)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Economic growth (i.e., economic diversification, industrialization)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS**

C3. Where are the World Bank Group's decisions made primarily that support the program in the Republic of Congo? (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 the Republic of Congo?

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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Republic of Congo?

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 the Republic of Congo?

		Strongly disagree										Strongly agree	Don't know
C6	The World Bank Group's financial instruments (i.e., investment lending, Trust Funds, etc.) meet the needs of the Republic of Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	The World Bank Group meets the Republic of Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in the Republic of Congo?

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 the Republic of Congo, 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
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 the Republic of Congo'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	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

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	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

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

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in the Republic of Congo?

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 the Republic of Congo? (Select only one response)

1	The World Bank Group takes too much risk in the Republic of Congo
2	The World Bank Group does not take enough risk in the Republic of Congo
3	The World Bank Group's approach to risk is appropriate
4	Don't know

**SECTION E: WORKING WITH THE WORLD BANK GROUP**

E12. Which of the following best describes the WBG's support in the Republic of Congo?
(Select only one response)

1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in the Republic of Congo
2	The World Bank Group is not sufficiently selective in the Republic of Congo, and it is involved in too many areas of development
3	Don't know

E13. To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?

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

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN THE REPUBLIC OF CONGO****F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Republic of Congo? (Choose no more than TWO)**

1	Provide more adequate data/knowledge/statistics/figures on the Republic of Congo'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 the Republic of Congo's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Fee-Based services (reimbursable advisory services)
13	Increase the level of World Bank Group staffing in the Republic of Congo's office
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in the Republic of Congo, 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 the Republic of Congo? (Select only ONE response)

1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the Republic of Congo
6	Don't know

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

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Republic of Congo?	B. Which THREE areas below would benefit most from other donors in the Republic of Congo?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
6	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
10	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
11	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
12	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)	
1	Share more information about the World Bank Group's activities, products, and knowledge
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING****G1. How do you get most of your information about economic and social development issues in the Republic of Congo? (Choose no more than TWO)**

1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

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

1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G9	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)												<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)												<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												<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.)												<input type="checkbox"/>
G13	The World Bank Group is responsive to my information requests and inquiries												<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	11	NGO/Community Based Organization
2	Office of Minister	12	Media (press, radio, TV, web, etc.)
3	Office of Parliamentarian	13	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
4	Employee of a Ministry, Ministerial Department or Implementation Agency	14	Trade Union
5	Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	15	Faith-Based Group
6	Local Government Office or Staff	16	Youth Group
7	Bilateral/Multilateral Agency	17	Academia/Research Institute/Think Tank
8	Private Sector Organization	18	Judiciary Branch
9	Private Foundation	19	Other (please specify): _____
10	Financial Sector/Private Bank		

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 (IBRD/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 the Republic of Congo? (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 the Republic of Congo? (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 the Republic of Congo? (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	Brazzaville
2	Pointe Noire
3	Dolisie
4	Ngo
5	Ouessou

Thank you for completing the survey!