

# FY 2016 Cameroon Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



August 2016



## Acknowledgements

The Cameroon 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, Jessica Cameron, Jing Guo, Calita Woods, and Isabel Tepedino. Dania Mendoza and Noreen Wambui 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 Cameroon country team and local independent consultants. In particular, PORG is grateful for the support from Odilia Hebga (Communications Associate) who coordinated the survey related activities from Yaoundé, Cameroon.



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 Cameroon perceive the WBG. The survey explored:

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

## II. Methodology

From May to June 2016, 607 stakeholders of the WBG in Cameroon were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/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 394 stakeholders participated in the survey (65% response rate).

Some respondents received and returned the questionnaires via courier or email; others completed the questionnaire with the presence of an independent research consultant. Respondents were asked about: general issues facing Cameroon; 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 Cameroon; 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.

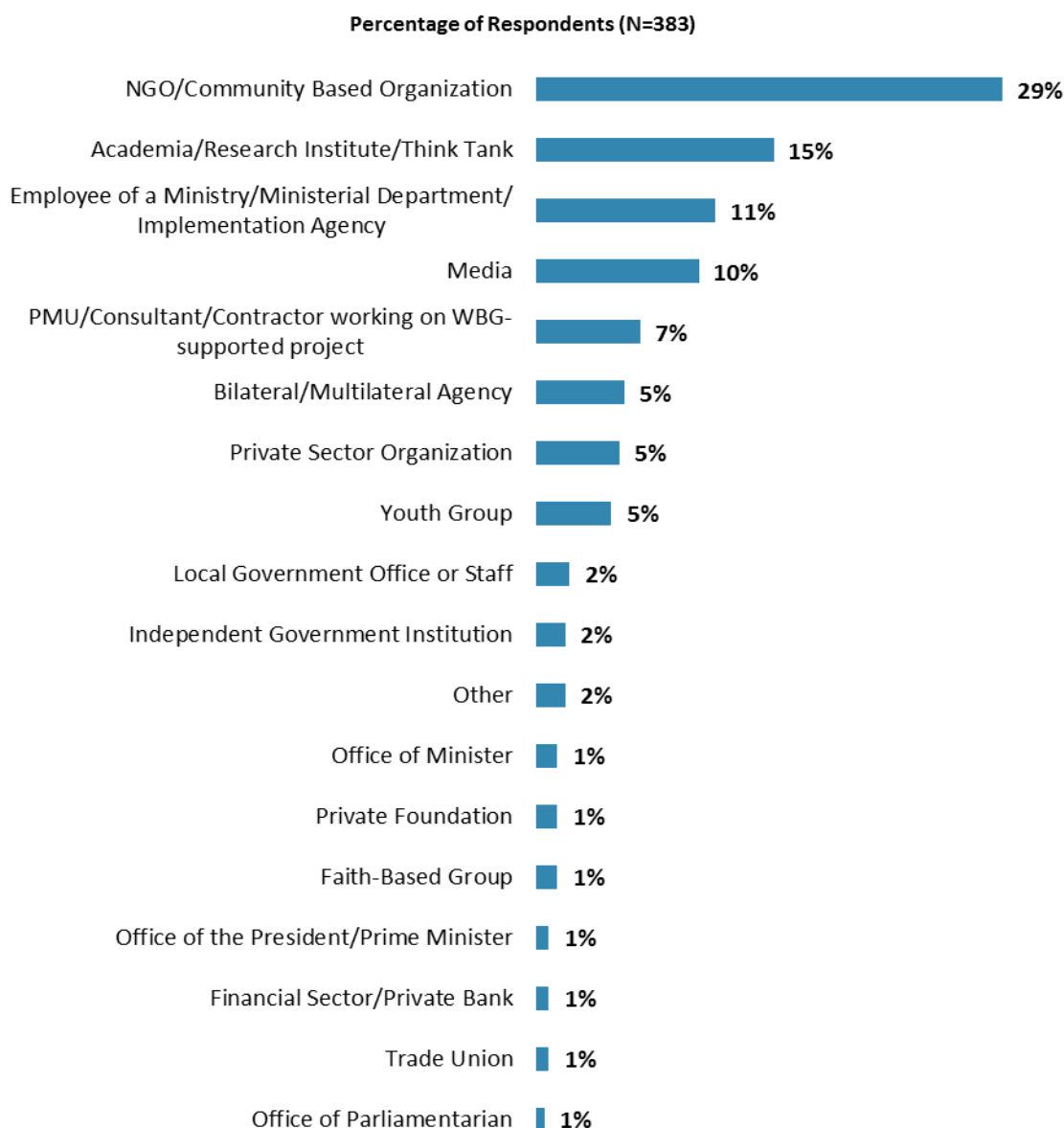
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate is 71%, N=403). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 89).



### III. Demographics of the Sample

#### Current Position

- For further analyses, employees of ministries/ministerial departments/implementation agencies were combined with respondents from PMUs/consultants/contractors working on WBG-supported projects; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, faith-based groups, youth groups, and trade unions were combined in the “CSO” category; and the small number of respondents from the Office of the President/Prime Minister, the office of a minister, the office of a parliamentarian, local governments, independent government institutions were included in the “Other” category. There were no respondents from the judiciary branch.

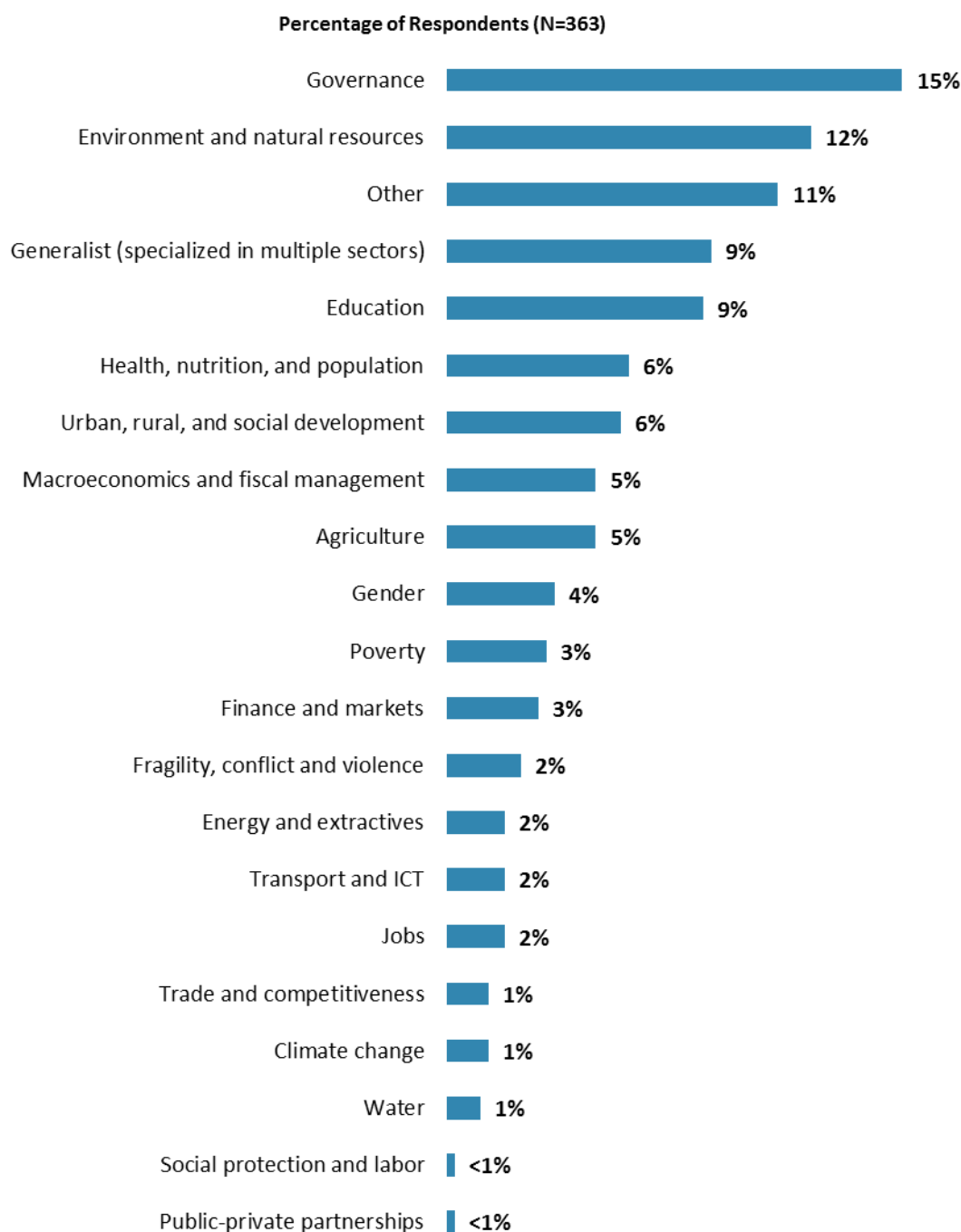


“Which of the following best describes your current position?” (Respondents chose from a list.)



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

#### Area of Primary Specialization



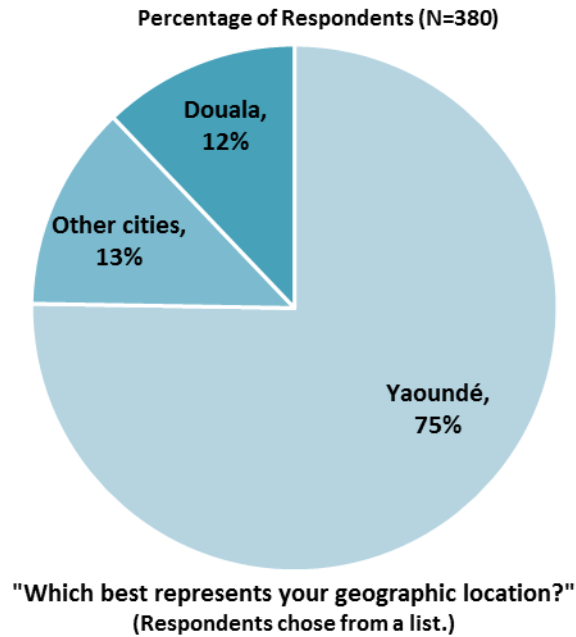
**"Please identify the primary specialization of your work." (Respondents chose from a list.)**



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

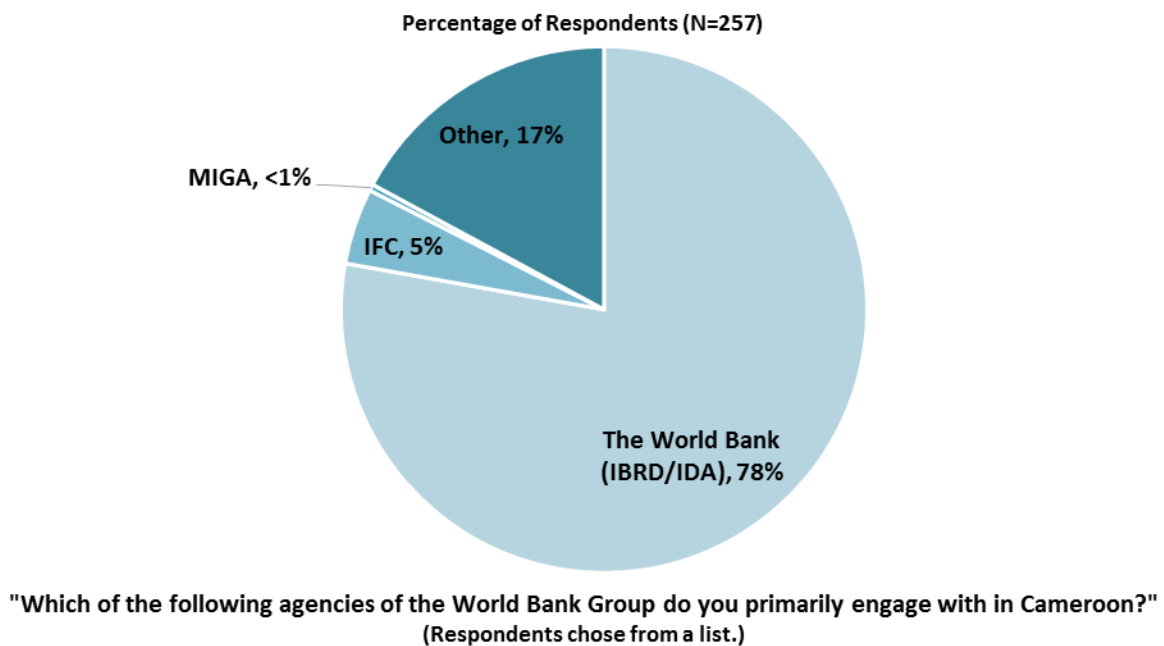
#### Geographic Locations

- For further analyses, the small number of respondents from Douala and other cities were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 80).



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

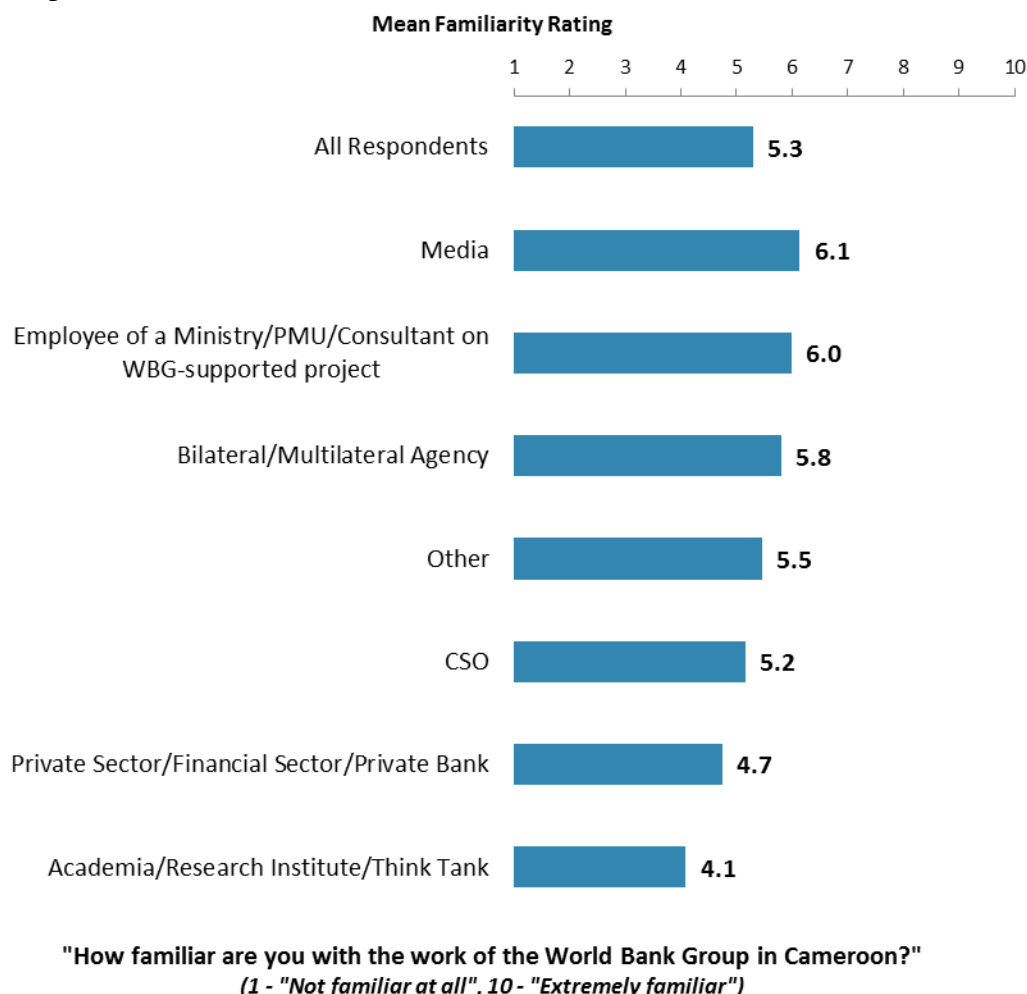




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'13 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'16 = 5.4; weighted mean in FY'13 = 5.7)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Cameroon, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Cameroon, and the extent to which the WBG contributes to the country's development results.



<sup>1</sup> Please refer to Appendix E (page 89) for more details on weighting. The means in the chart were calculated based on un-weighted data.

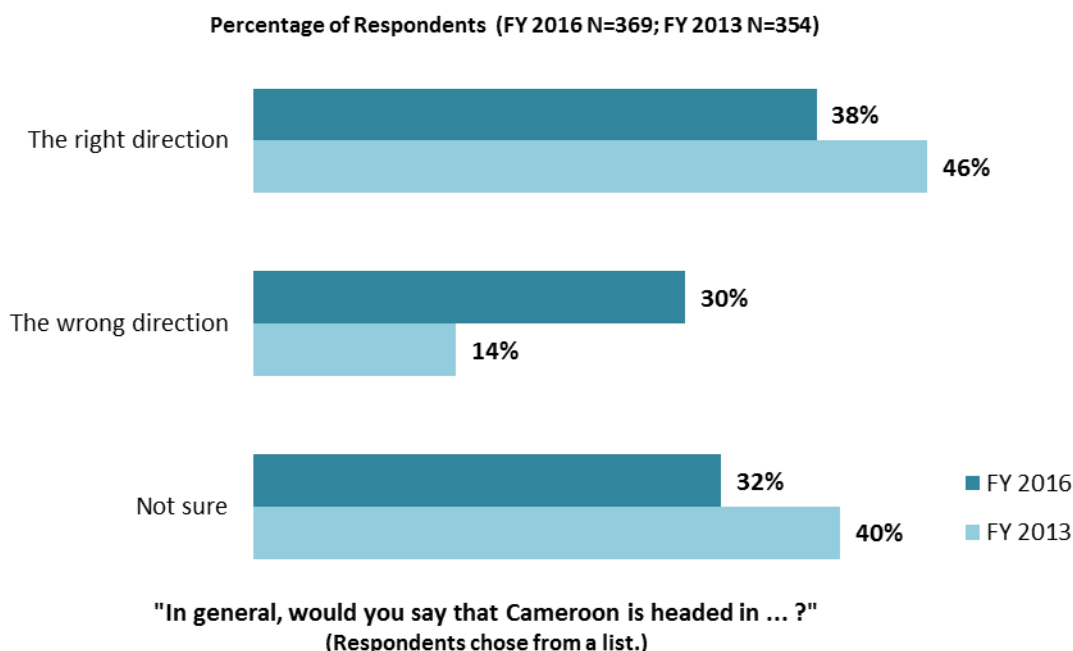




## IV. General Issues Facing Cameroon

### Headed in the Right Direction<sup>2</sup>

- **Year comparison:** This year's respondents were significantly more likely to believe that Cameroon is headed in the wrong direction compared to respondents in the FY'13 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the private sector/financial sector/private banks were more likely to indicate that Cameroon is headed in the right direction, while respondents from the media and academia were significantly less positive about the prospect of Cameroon.



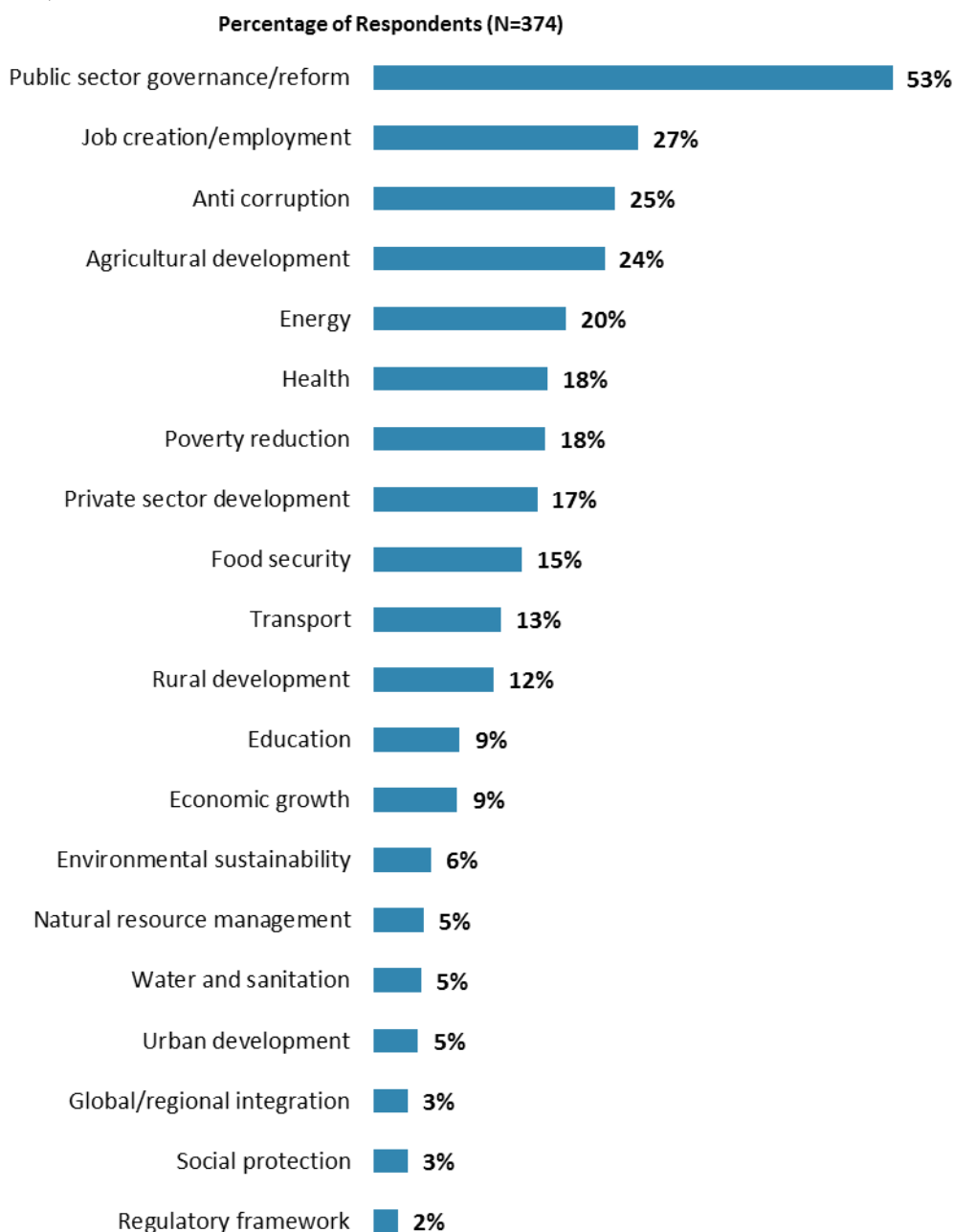
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data from FY'16 and FY'13.



## IV. General Issues Facing Cameroon (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priority in Cameroon was “*public sector governance/reform*” (45%).



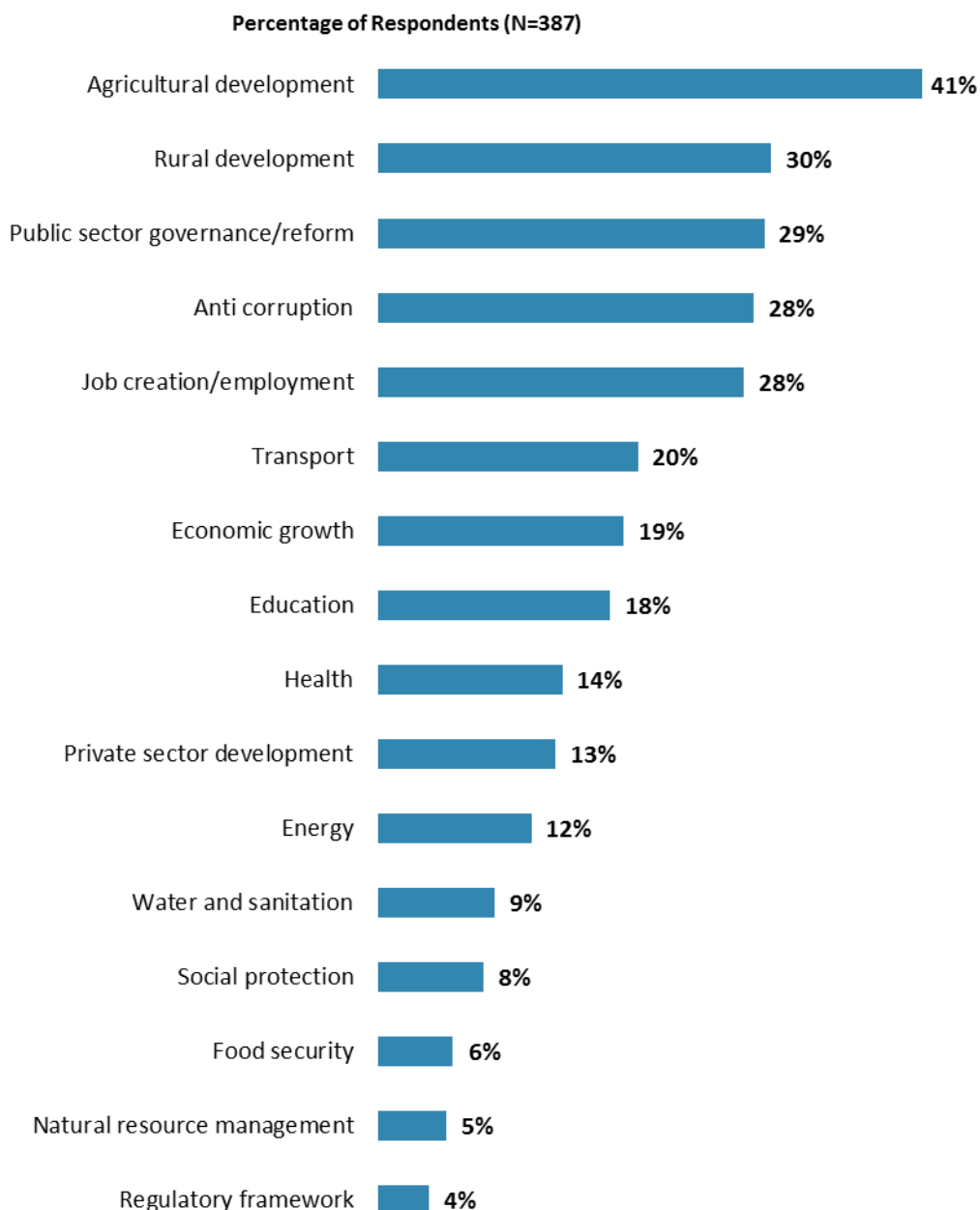
"Listed below are a number of development priorities in Cameroon. Please identify which of the following you consider the most important development priorities in Cameroon. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)



## IV. General Issues Facing Cameroon (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Cameroon were “*job creation/employment*” (34%) and “*public sector governance/reform*” (31%).



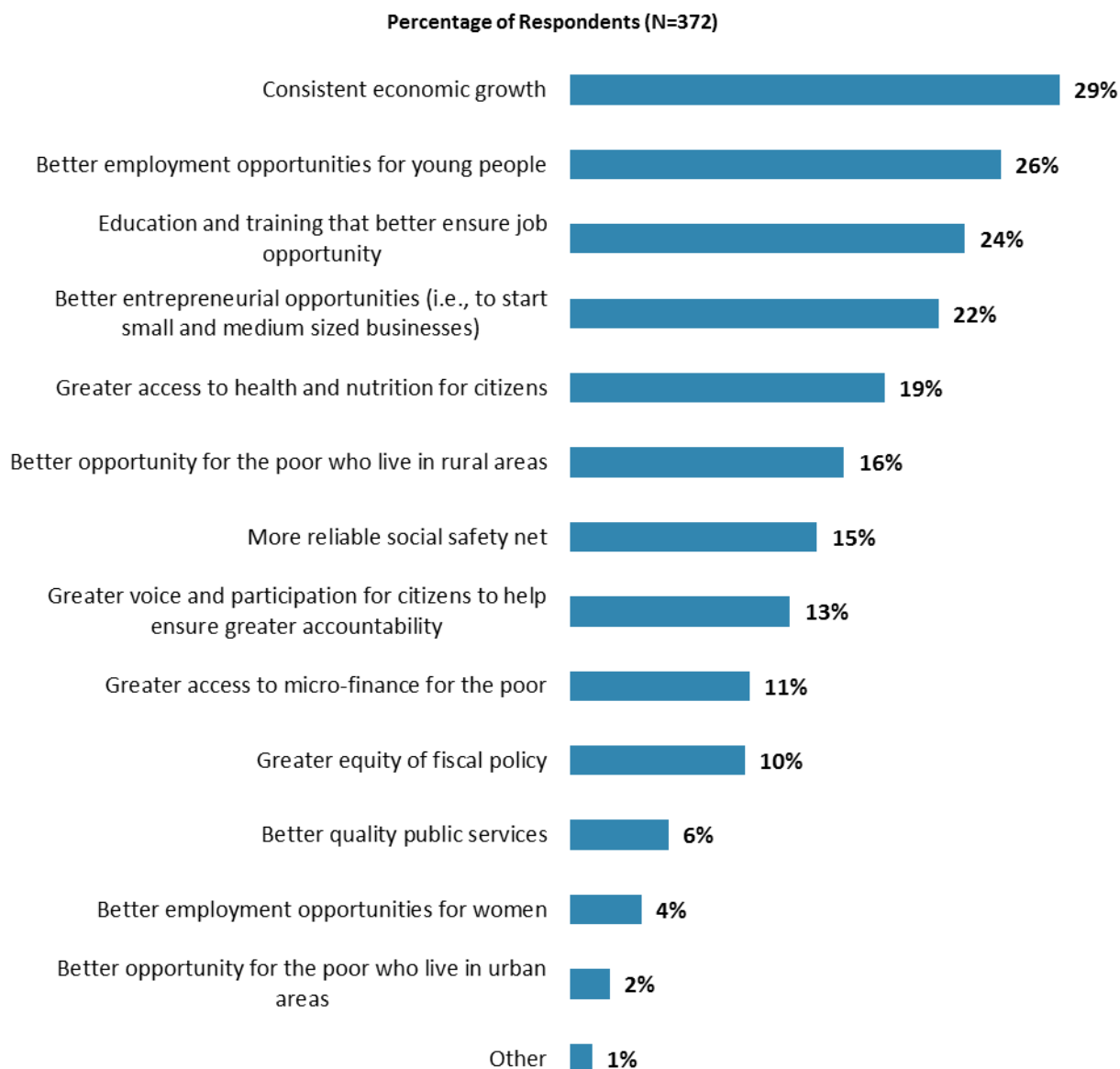
"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cameroon? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 16 of 25 response options shown.)



## IV. General Issues Facing Cameroon (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** In the previous FY’13 Country Survey, respondents indicated that the greatest contributor to “shared prosperity” in Cameroon was “*better employment opportunities for young people*” (42%).



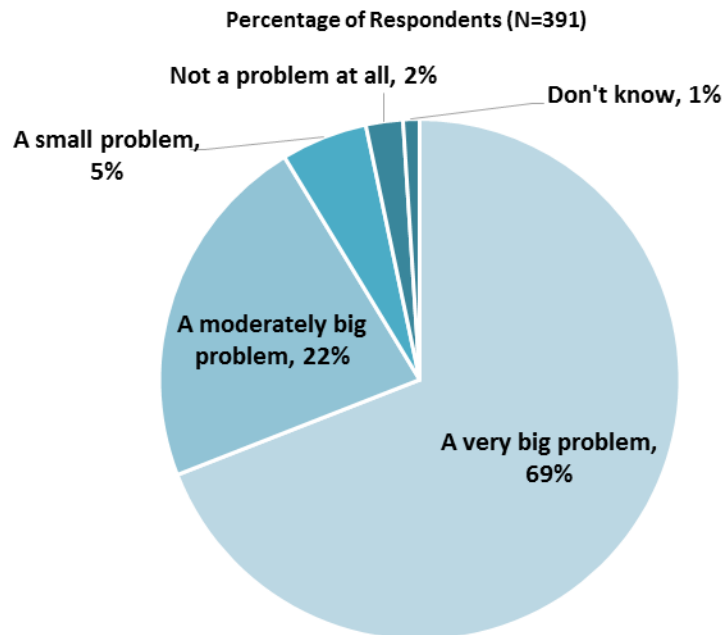
"The World Bank Group's “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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

(Respondents chose from a list. Responses combined.)



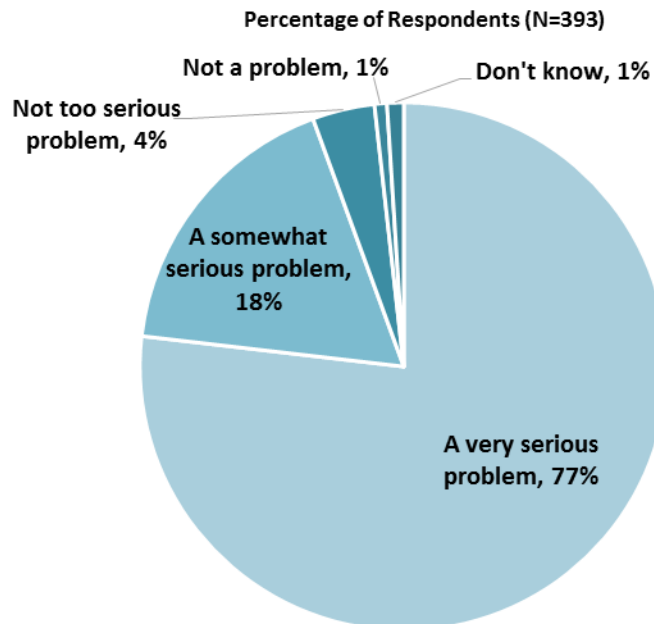
## IV. General Issues Facing Cameroon (continued)

### Gap between the Rich and the Poor



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

### Global Climate Change



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

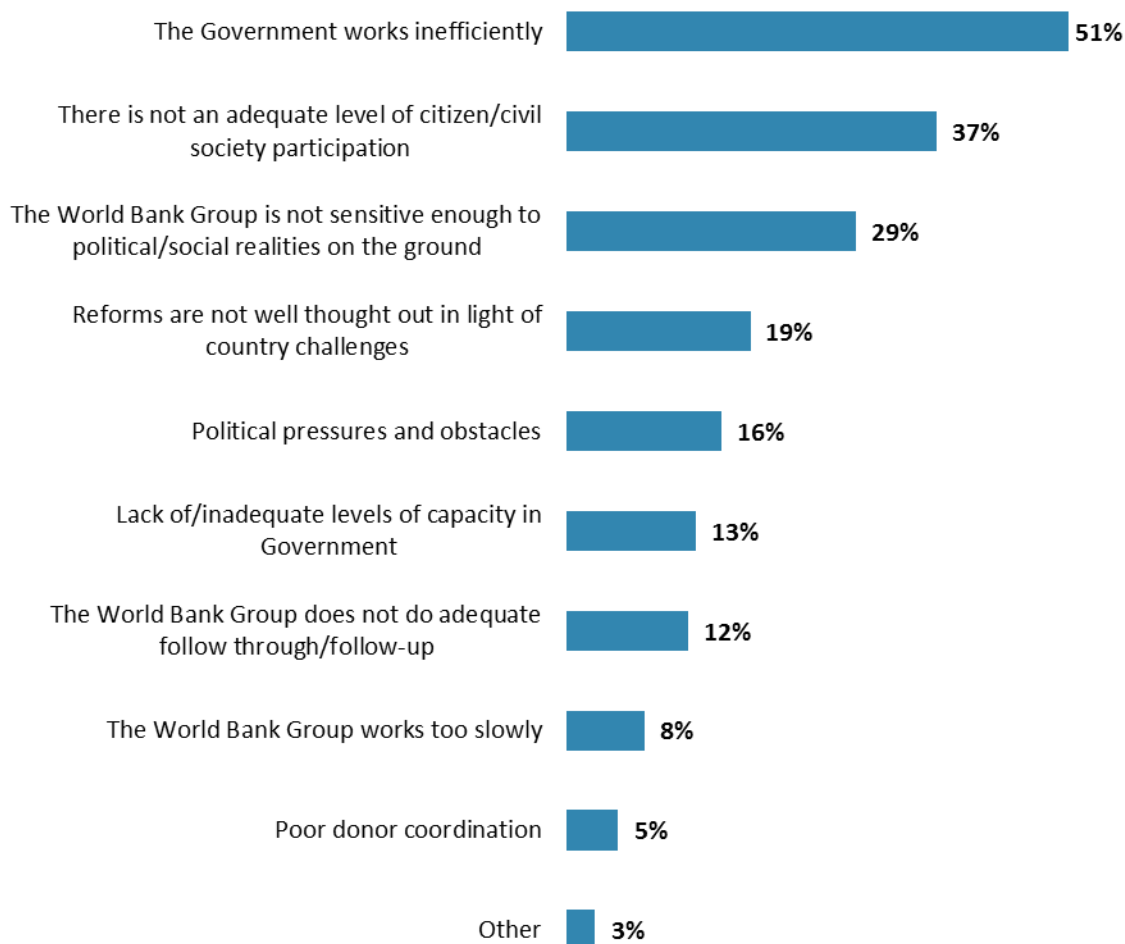


## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that *"there is not an adequate level of citizen/civil society participation"* (43%) and *"the World Bank is not sensitive enough to political/social realities on the ground"* (36%).

Percentage of Respondents (N=383)



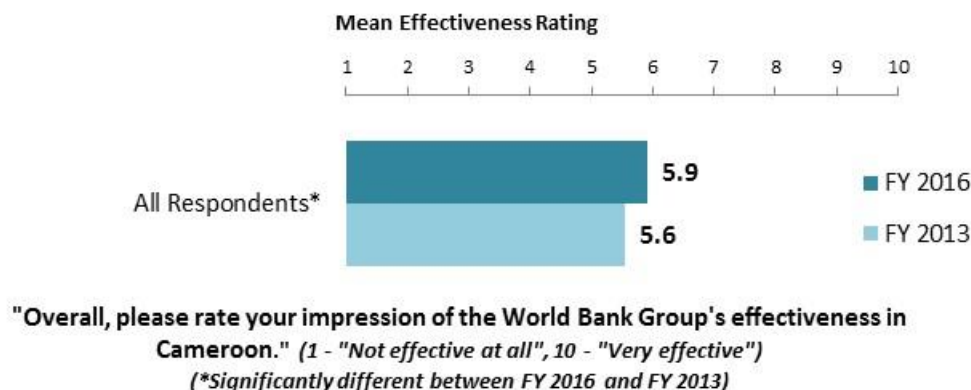
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



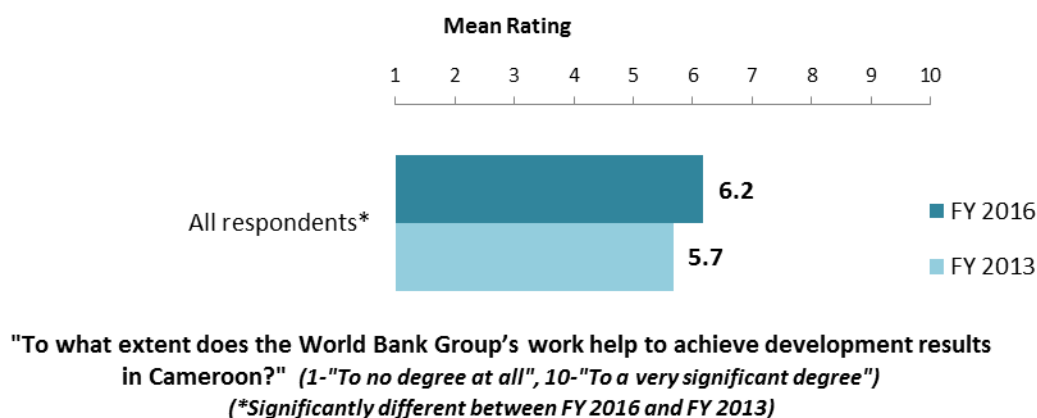
## V. Overall Attitudes toward the World Bank Group (continued)

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

### The World Bank Group’s Overall Effectiveness<sup>3</sup> (Indicator Question)



### Achieving Development Results (Indicator Question)

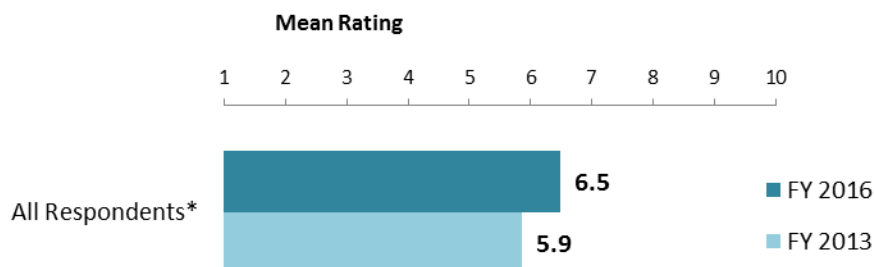


<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data from FY'16 and FY'13.



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

### WBG Staff Preparedness<sup>4</sup>



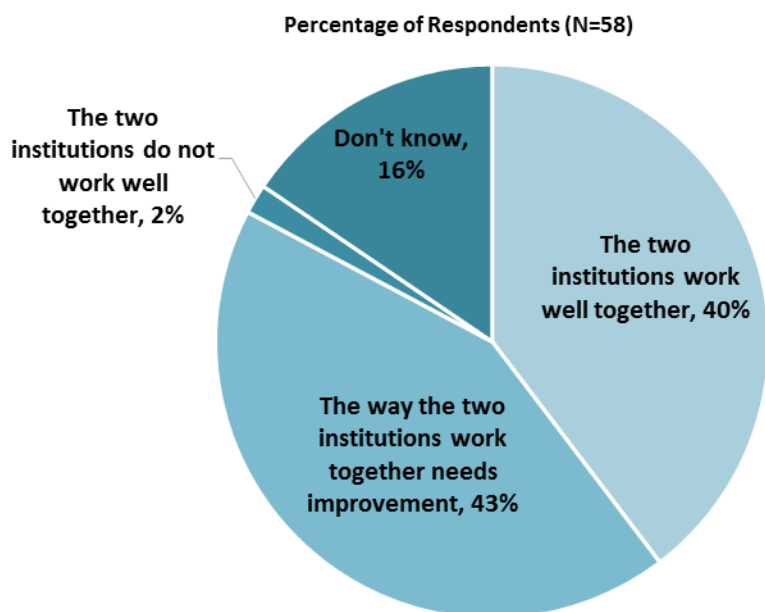
"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges?"

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

(\*Significantly different between FY 2016 and FY 2013)

### 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 Cameroon?" (Respondents chose from a list.)

<sup>4</sup> Means presented in the chart were calculated based on weighted data.

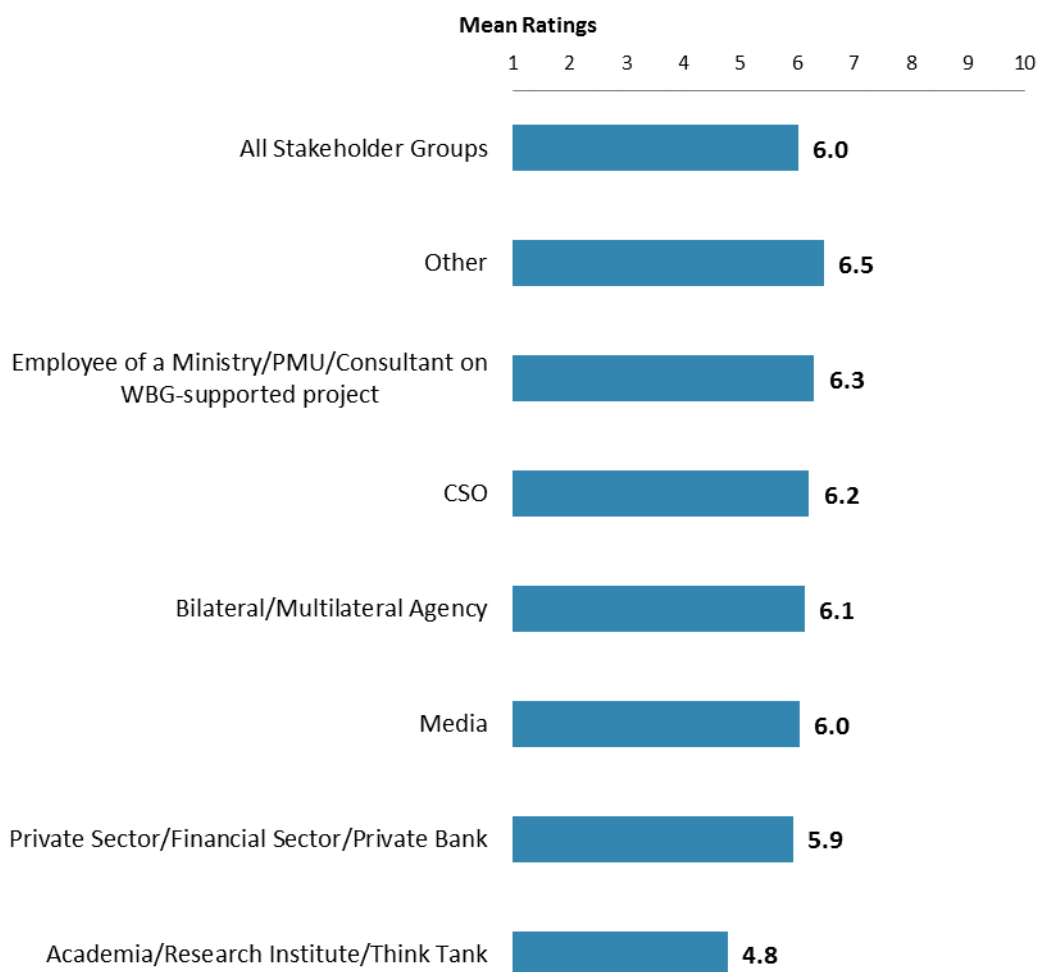




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from academia/research institutes/think tanks had significantly lower mean ratings for the aggregated responses to the twenty six COS indicator questions compared to respondents from other stakeholder groups. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 59).
- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty six COS indicator questions (mean rating = 6.6) compared to respondents who do not collaborate with the WBG (mean rating = 5.7). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 95).



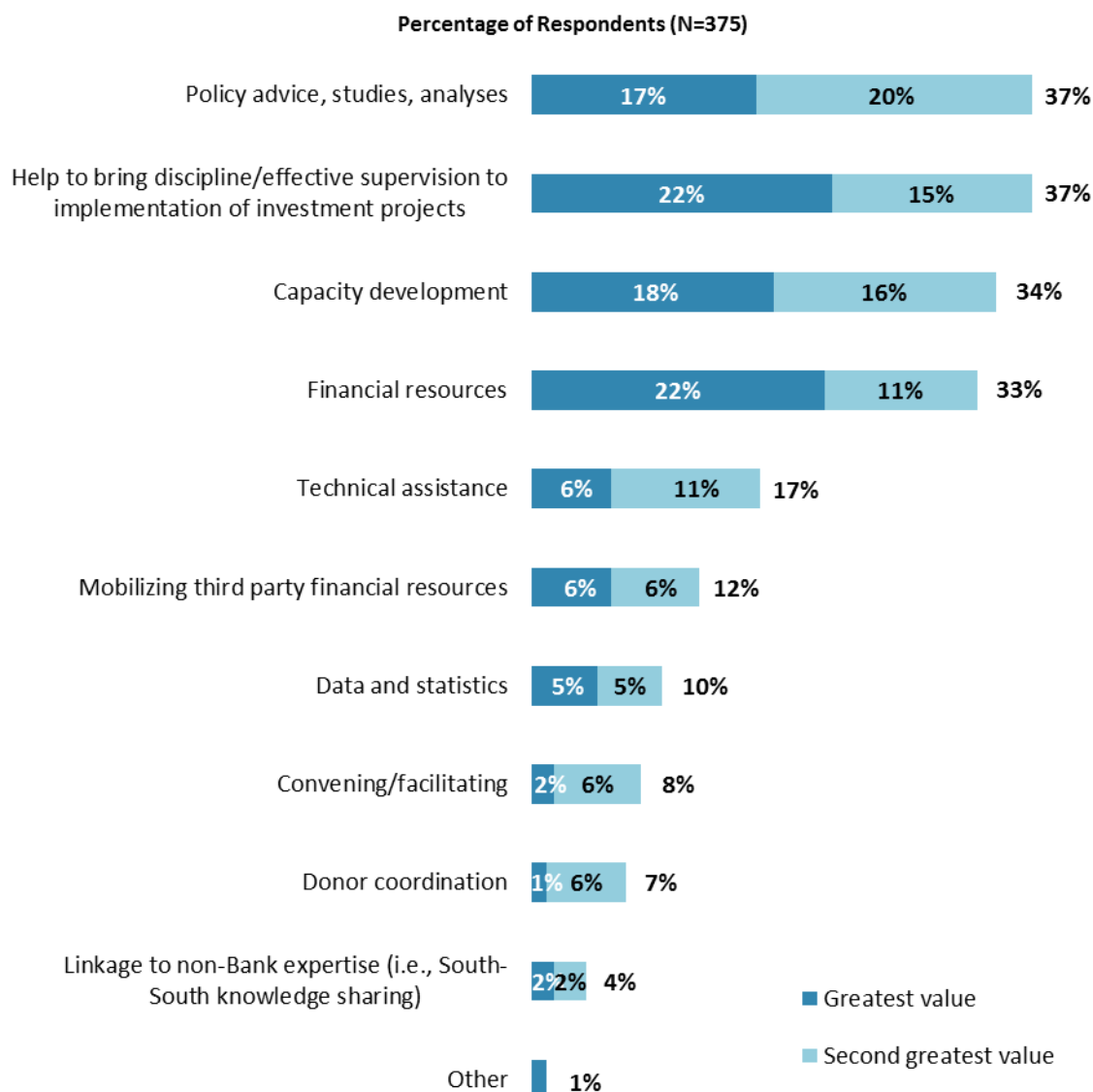
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Cameroon was its "*financial resources: investment lending*" (51%).

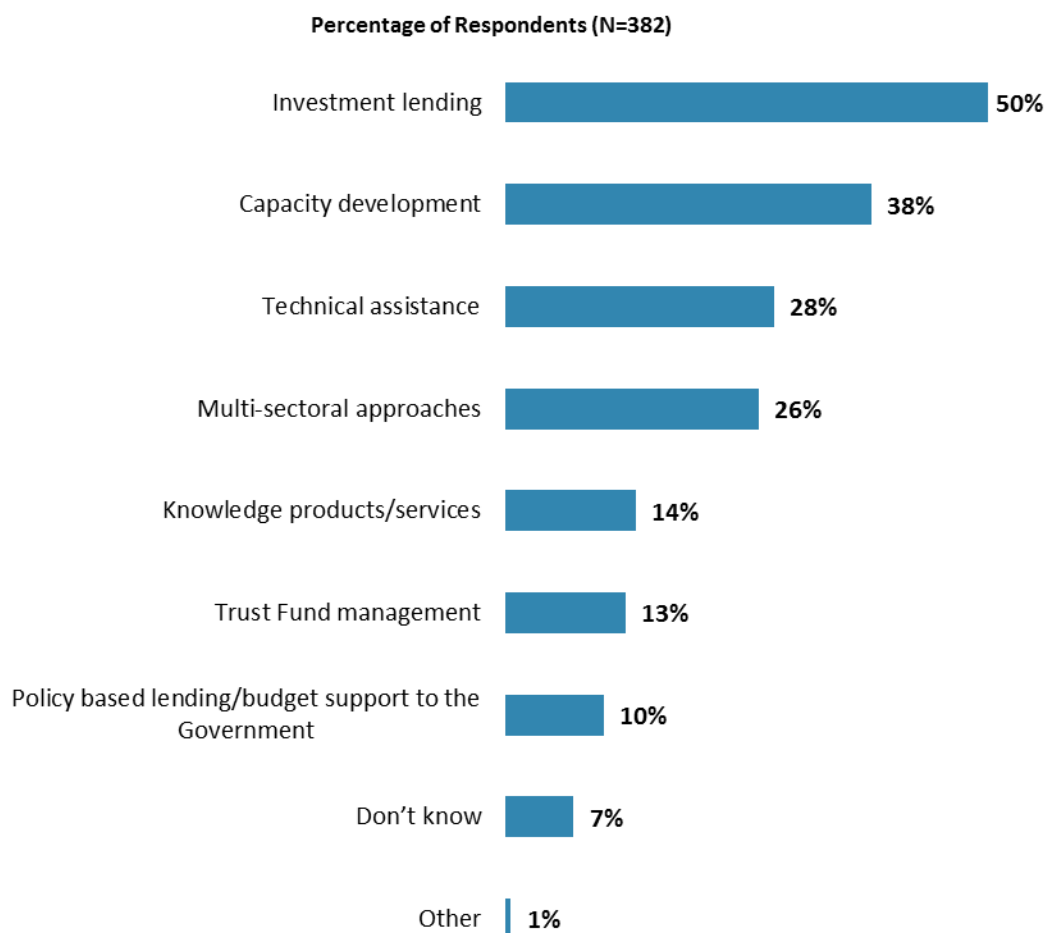


"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cameroon?"  
(Respondents chose from a list.)



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

### Most Effective Instruments in Reducing Poverty



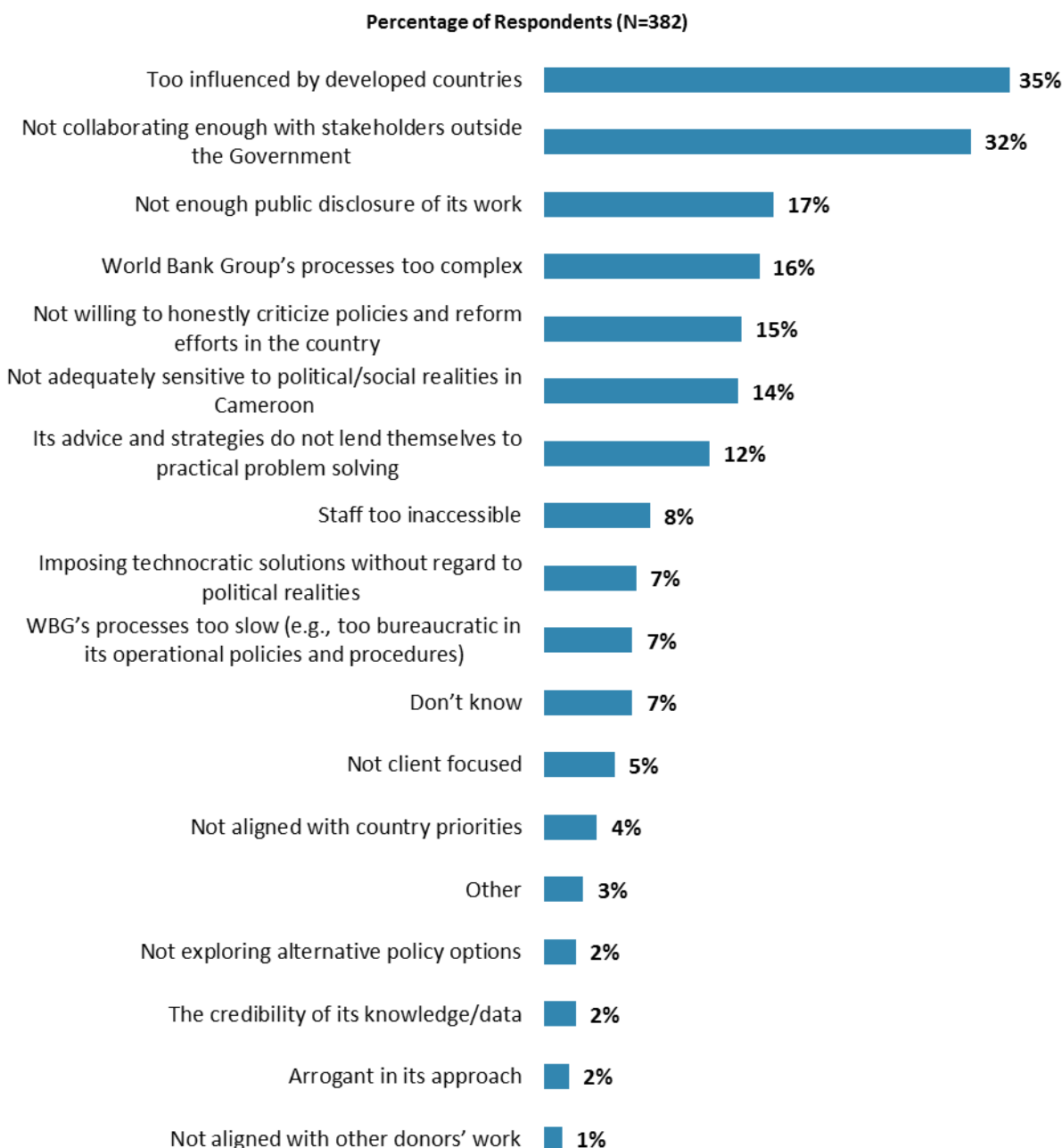
**“Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Cameroon? (Choose no more than TWO)”**  
(Respondents chose from a list. Responses combined.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in the country was being "*not adequately sensitive to political/social realities in Cameroon*" (30%).

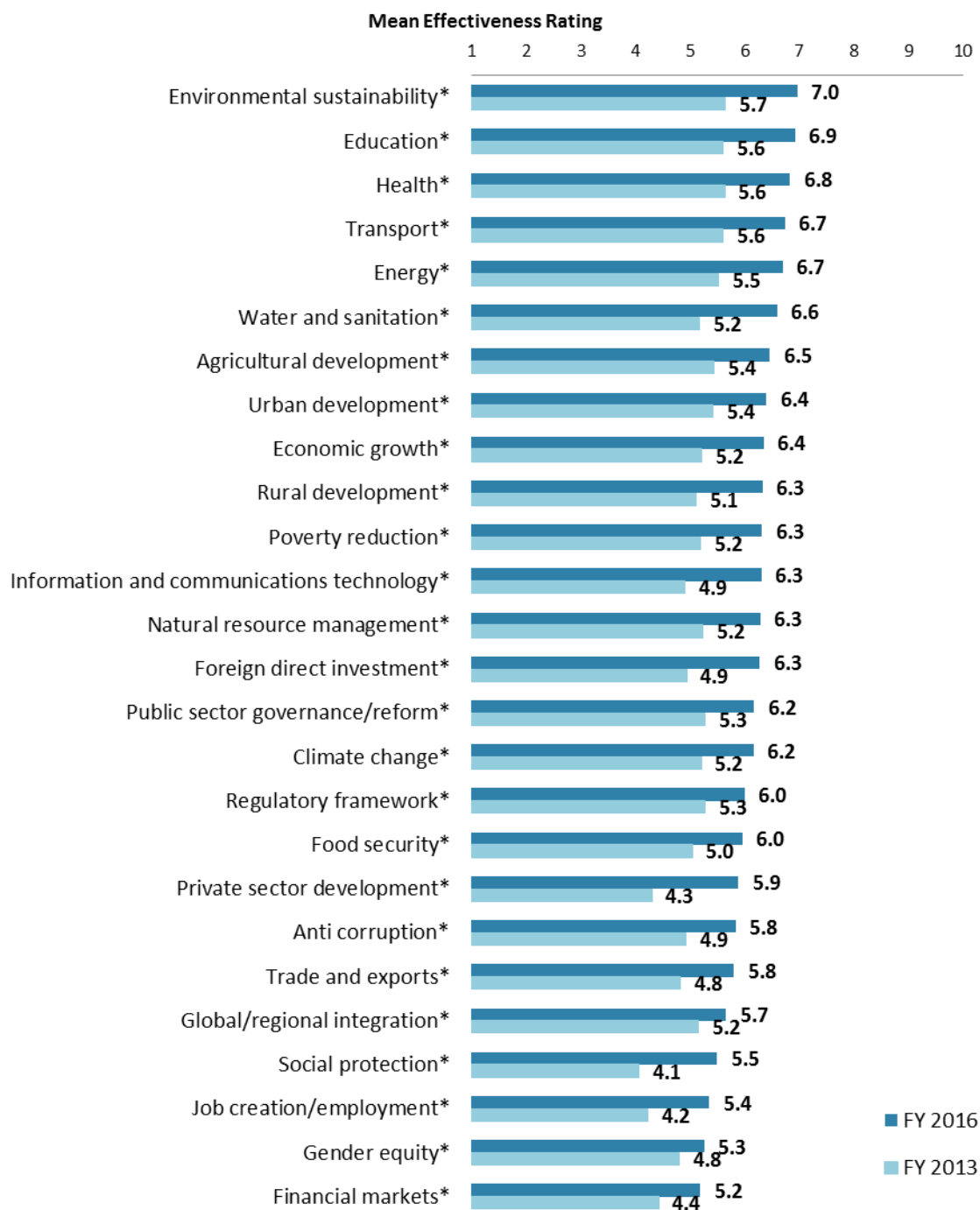


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Cameroon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

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



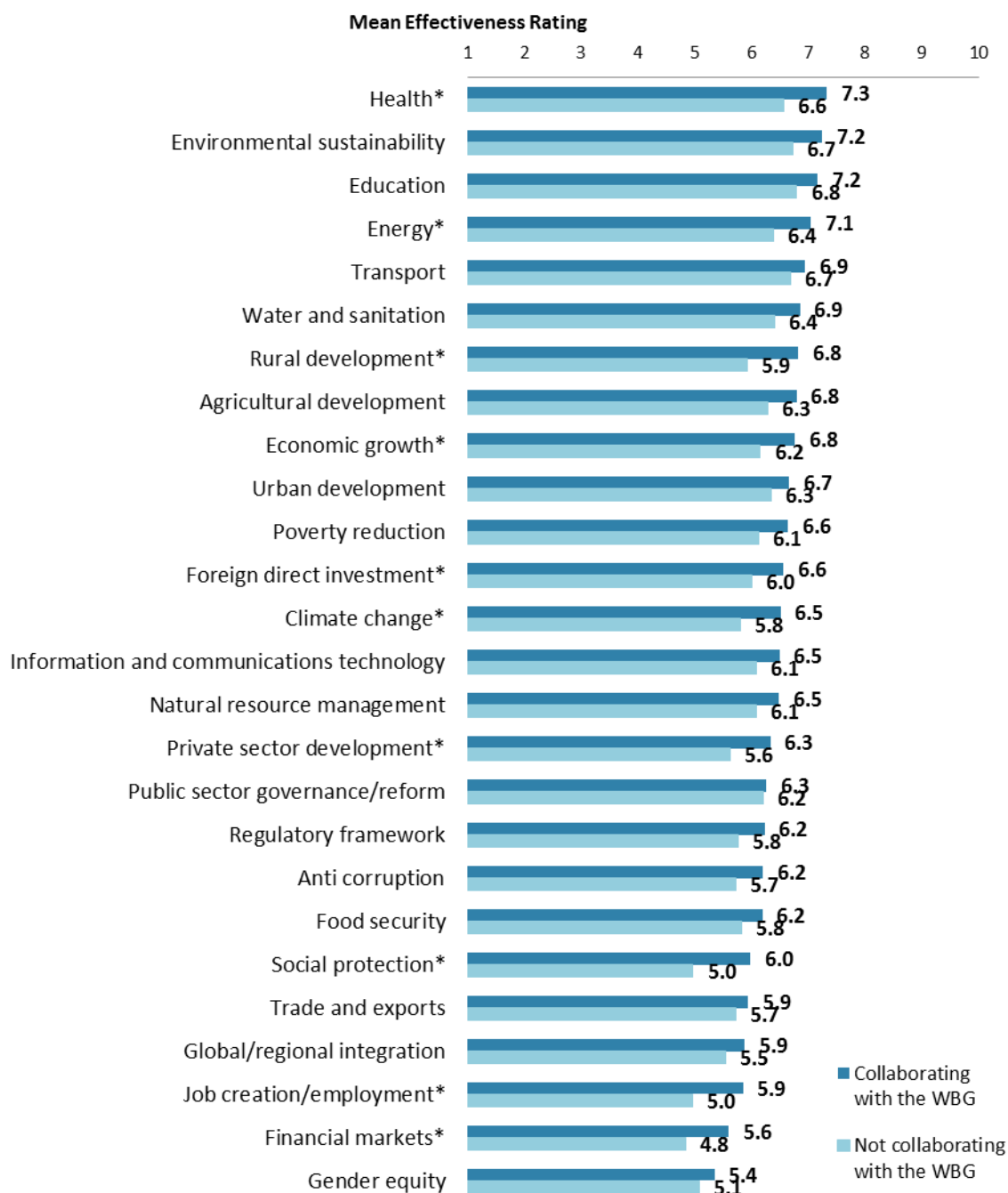
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cameroon?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between FY 2016 and FY 2013)

<sup>5</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



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

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 52) 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 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 Cameroon, bivariate correlational analyses were conducted using respondents' ratings of the twenty six 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 Cameroon. The areas determined to be key drivers from these analyses were:
  - The WBG's effectiveness at rural development; and
  - The WBG's effectiveness at poverty reduction.
- 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 Cameroon, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
  - The WBG's effectiveness at poverty reduction;
  - The WBG's effectiveness at economic growth;
  - The WBG's effectiveness at health;
  - The WBG's effectiveness at urban development; and
  - The WBG's effectiveness at rural development.



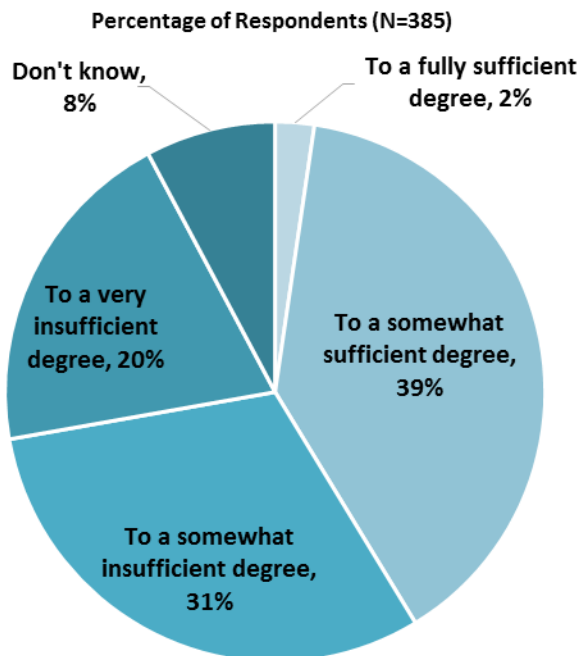
## VI. Sectoral Effectiveness (continued)

### The 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 Cameroon?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Helping the Poorest



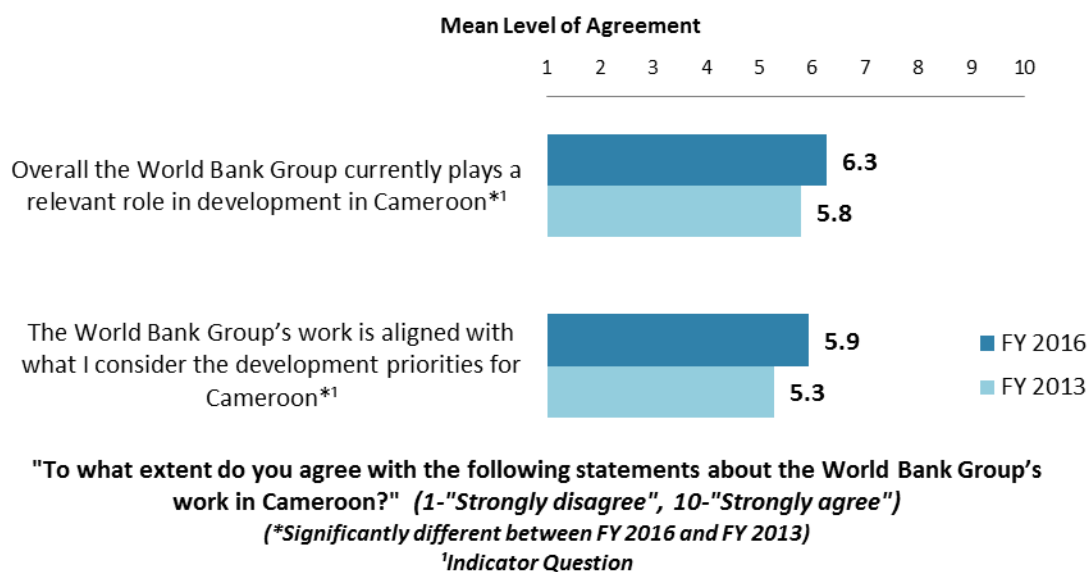
**"To what extent do you believe that the World Bank Group's work and support help the poorest in Cameroon?"** (Respondents chose from a list.)



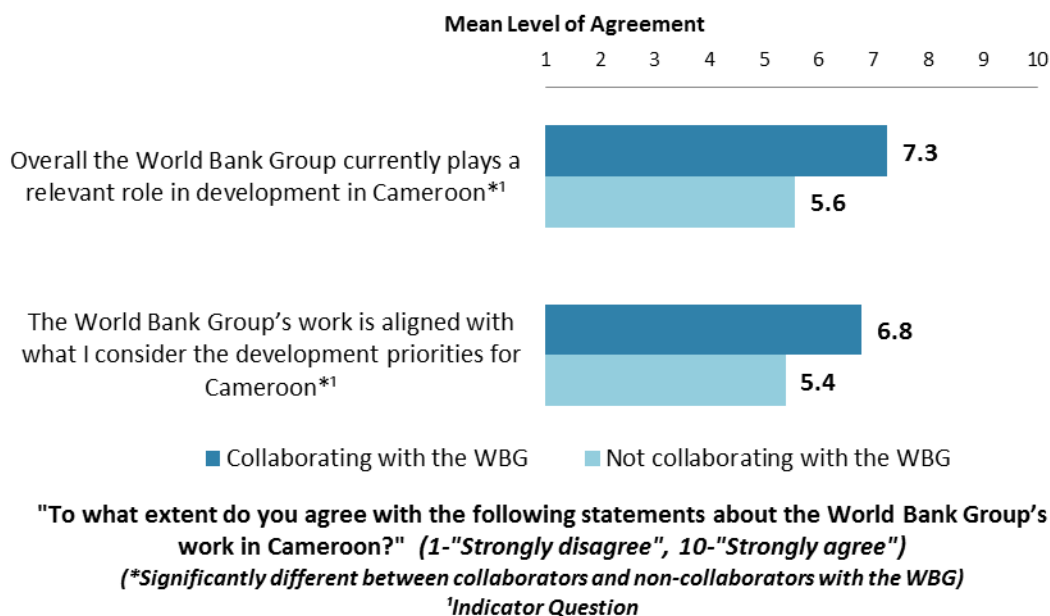


## VII. How the World Bank Group Operates

### The World Bank Group's Work in Cameroon: Year Comparison<sup>7</sup>



### The World Bank Group's Work in Cameroon: Collaboration

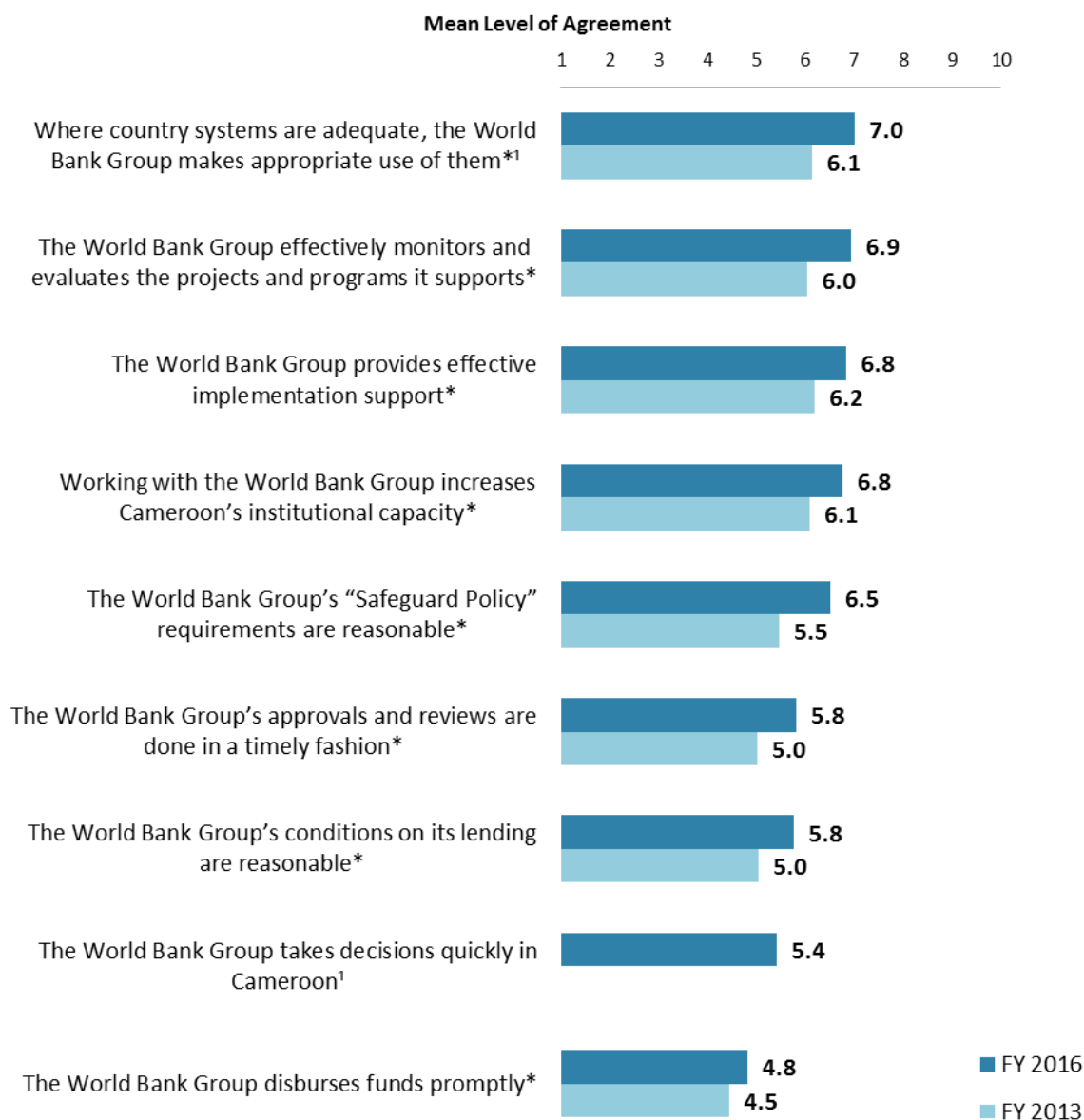


<sup>7</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Year Comparison<sup>8</sup>



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

(\*Significantly different between FY 2016 and FY 2013)

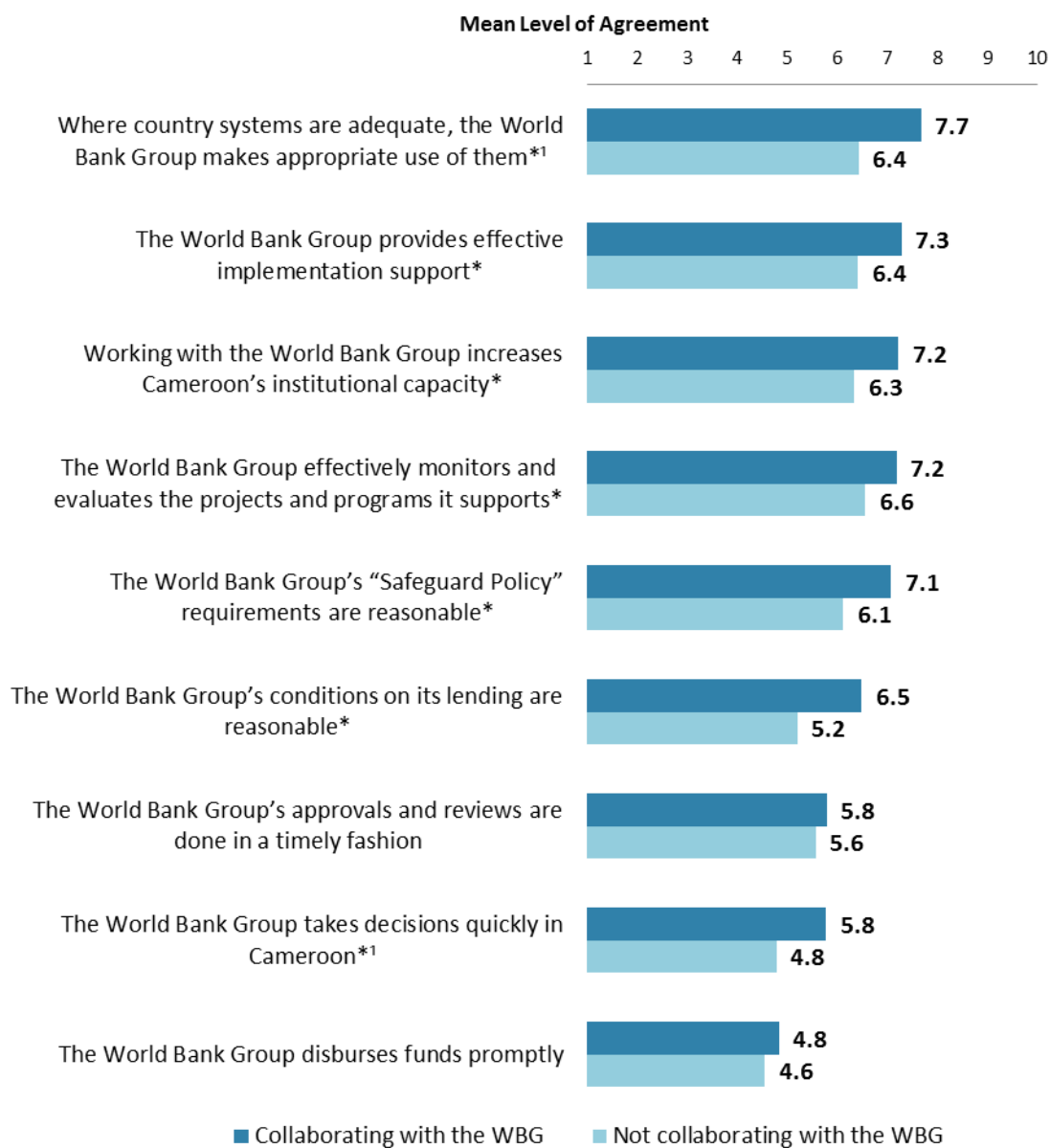
<sup>1</sup>Indicator Question

<sup>8</sup> Means in the chart were calculated based on weighted data.



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

### Overall Perceptions: Collaboration

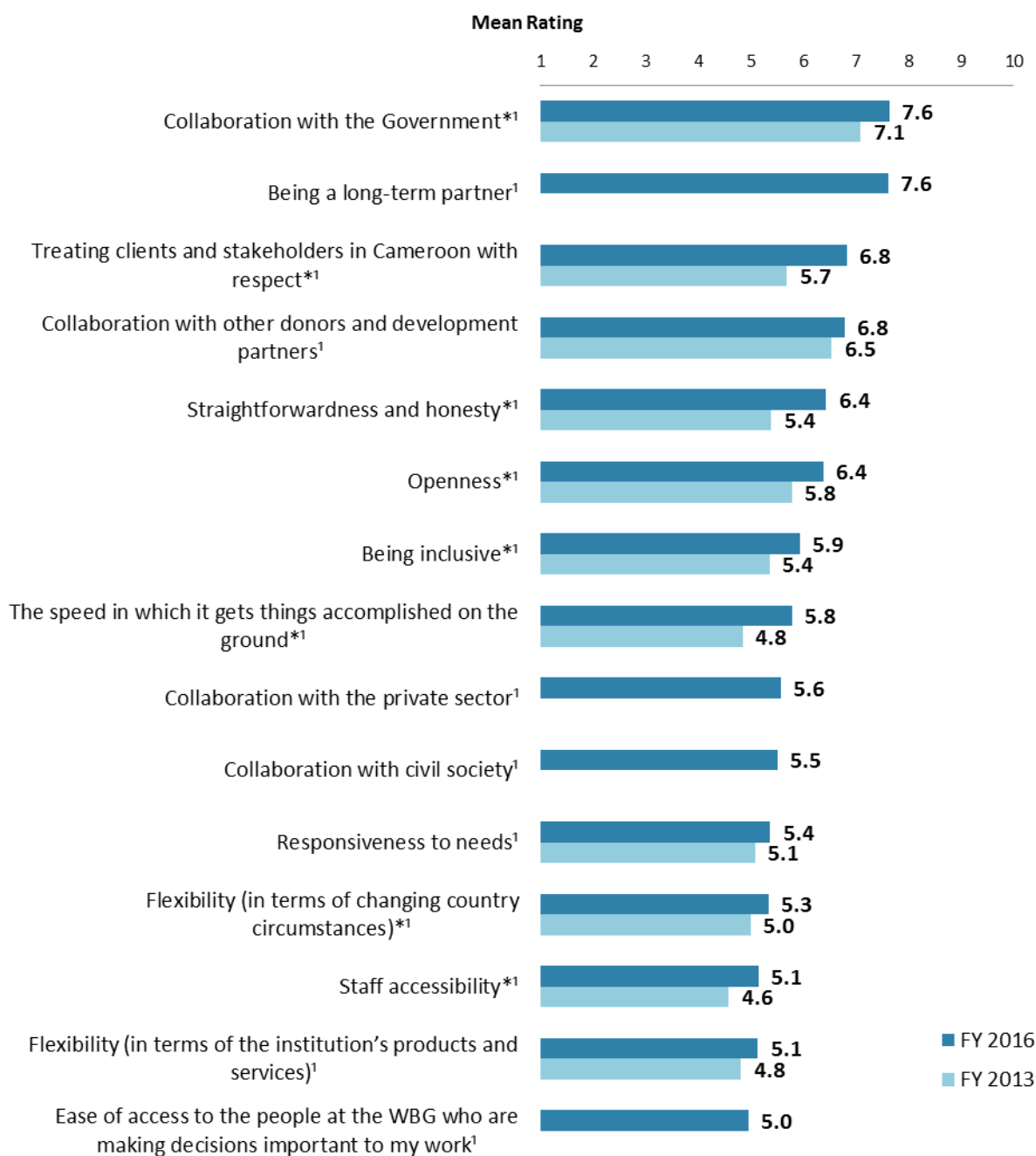


"To what extent do you agree/disagree with the following statements?"  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators with the WBG)  
<sup>1</sup>Indicator Question



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

### The WBG as an Effective Development Partner: Year Comparison<sup>9</sup>



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

(\*Significantly different between FY 2016 and FY 2013)

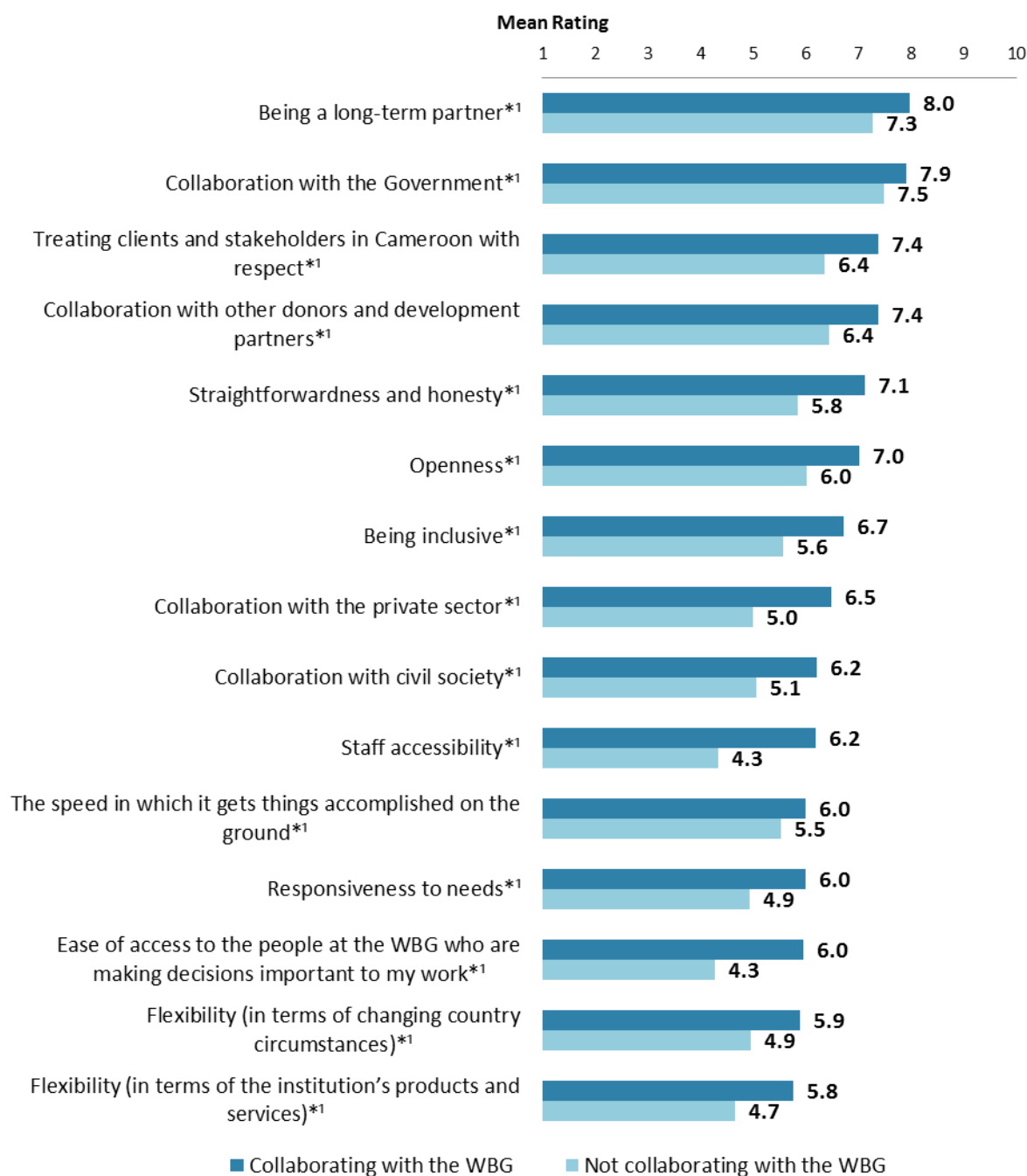
<sup>1</sup>Indicator Question

<sup>9</sup> 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 Cameroon, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")**

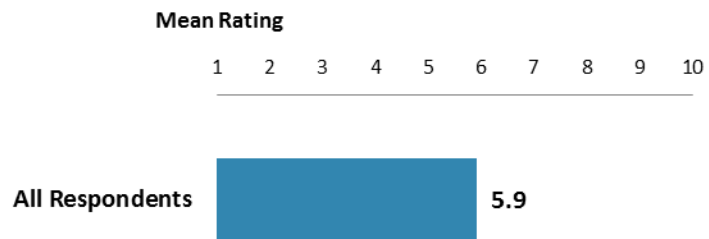
(\*Significantly different between collaborators and non-collaborators with the WBG)

<sup>1</sup>Indicator Question



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

### Internal Measuring and Monitoring



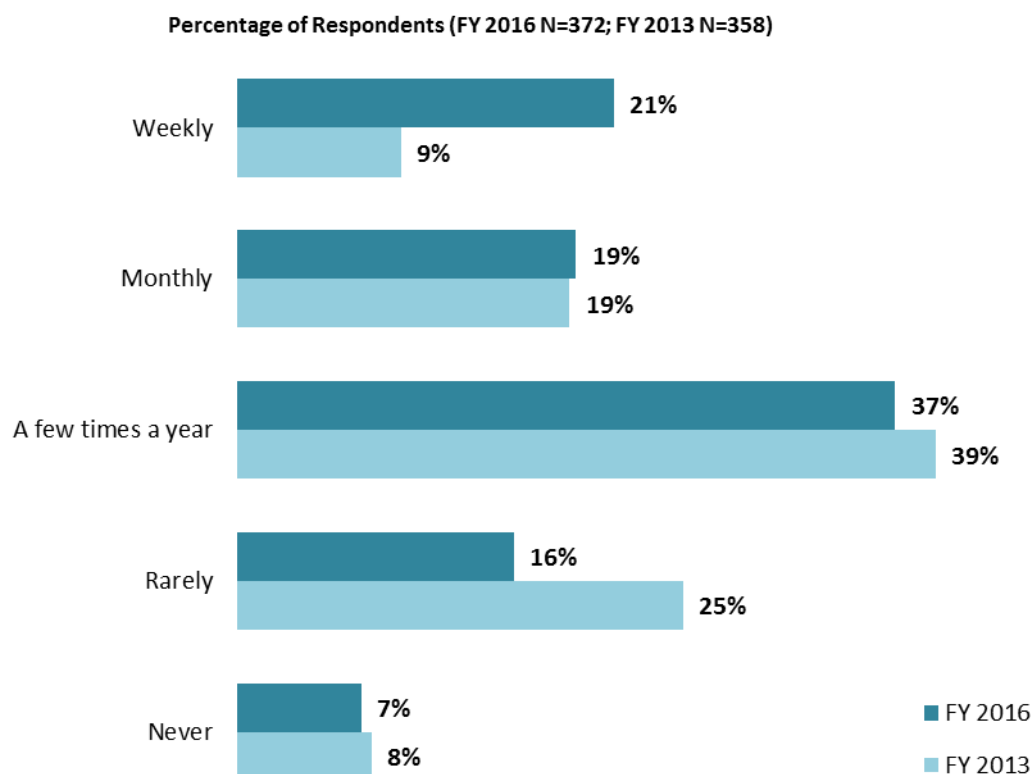
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Cameroon?" (1-"To no degree at all", 10-"To a very significant degree")



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

### Frequency of Consulting WBG Knowledge Work and Activities<sup>10</sup>

- **Year comparison:** This year's respondents were significantly more likely to consult the WBG's knowledge work and activities on a *weekly* basis compared to respondents in the previous FY'13 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, employees of ministries/PMUs/consultants on WBG-supported projects, respondents from CSOs, and the media indicated the most frequent usage (*weekly/monthly*) of the WBG's knowledge work and activities compared to respondents from other stakeholder groups.



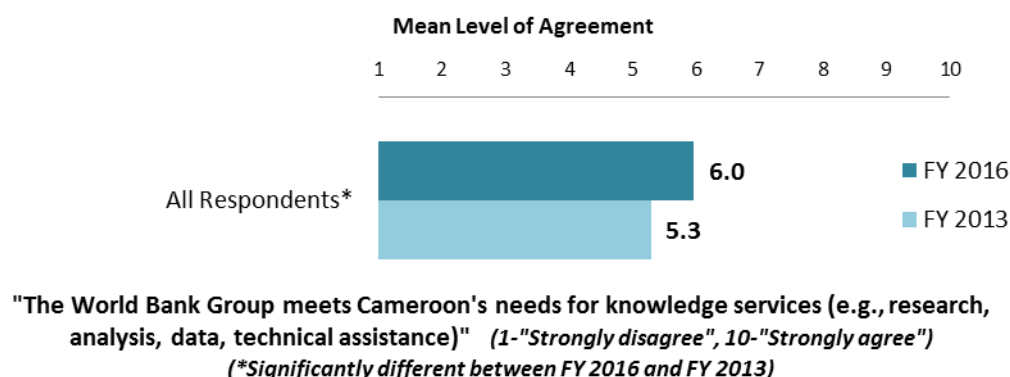
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"  
(Respondents chose from a list.)

<sup>10</sup> Percentages in the chart were calculated based on weighted data.

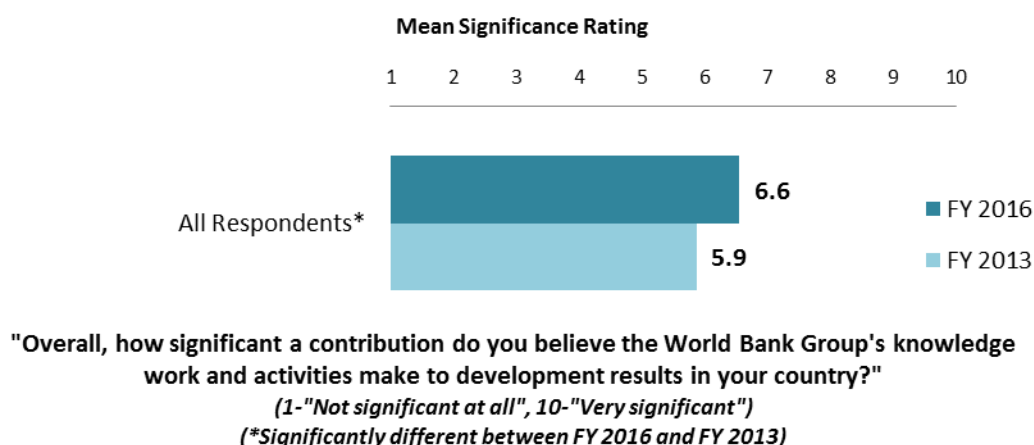


## VIII. World Bank Group's Knowledge and Instruments (continued)

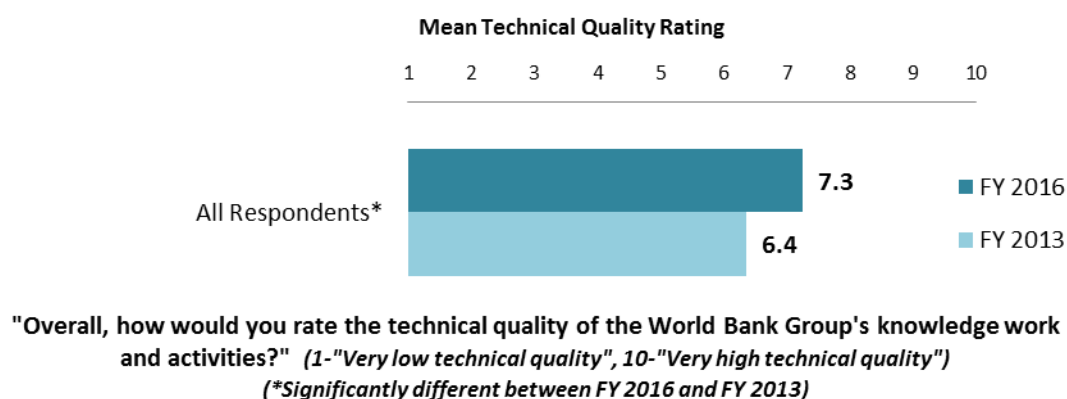
### Meeting Cameroon's Knowledge Needs<sup>11</sup> (Indicator Question)



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



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



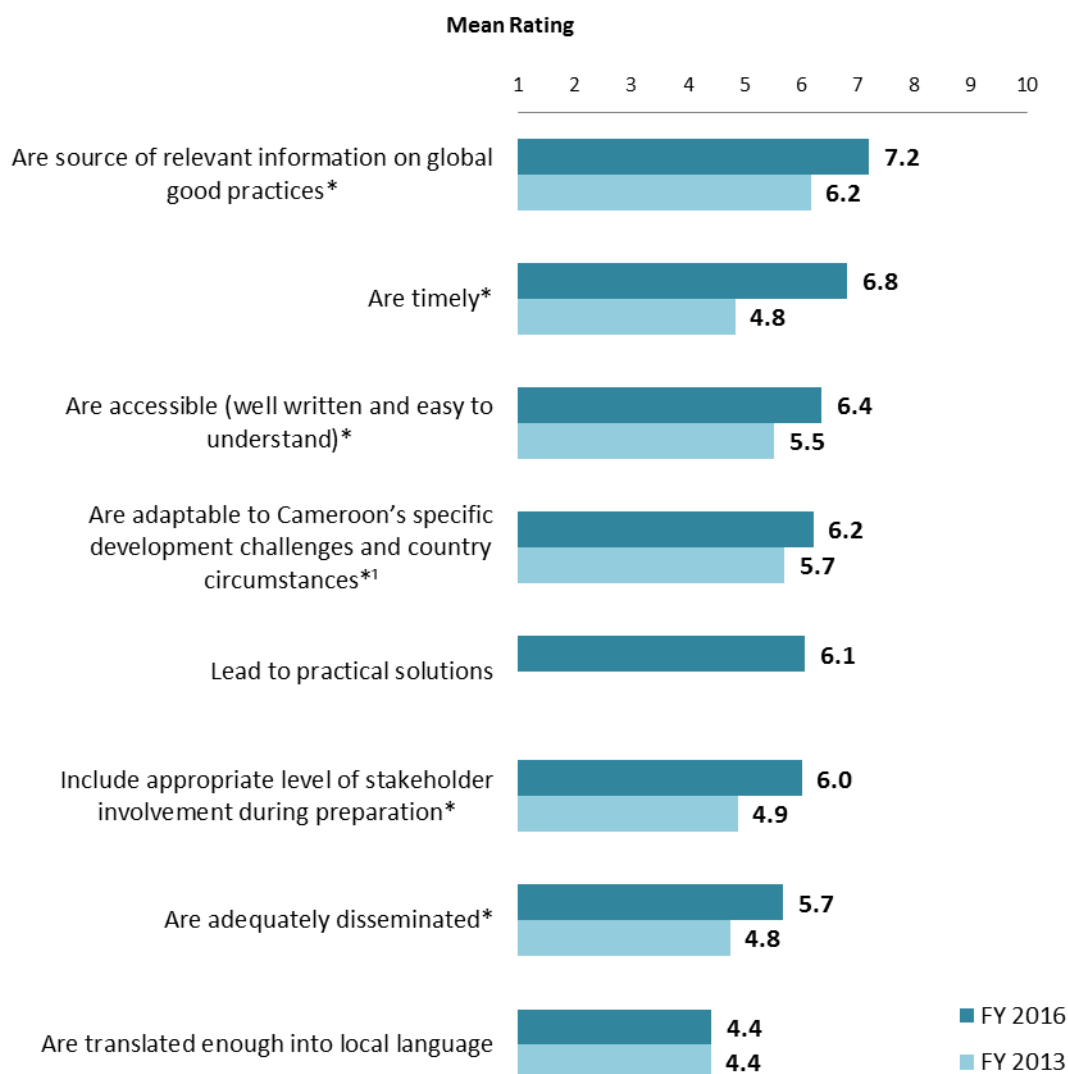
<sup>11</sup> Means in the charts on this page were calculated based on weighted data.





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

### Qualities of the WBG's Knowledge Work and Activities<sup>12</sup>



"In Cameroon, 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 2016 and FY 2013)

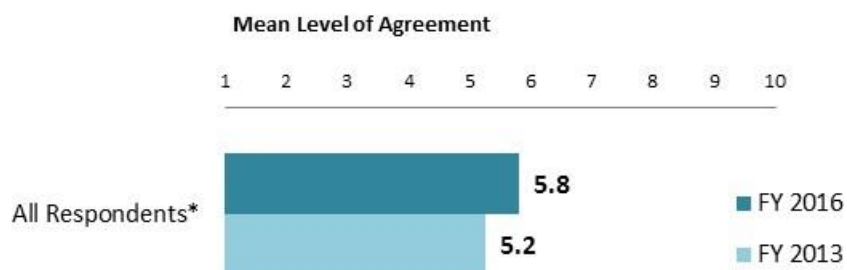
<sup>1</sup>Indicator Question

<sup>12</sup> Means in the chart were calculated based on weighted data.



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

### Meeting Cameroon's Needs for Financial Instruments<sup>13</sup> (*Indicator Question*)



**"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Result, etc.) meet the needs of Cameroon."**

*(1-"Strongly disagree", 10-"Strongly agree")*

*(\*Significantly different between FY 2016 and FY 2013)*

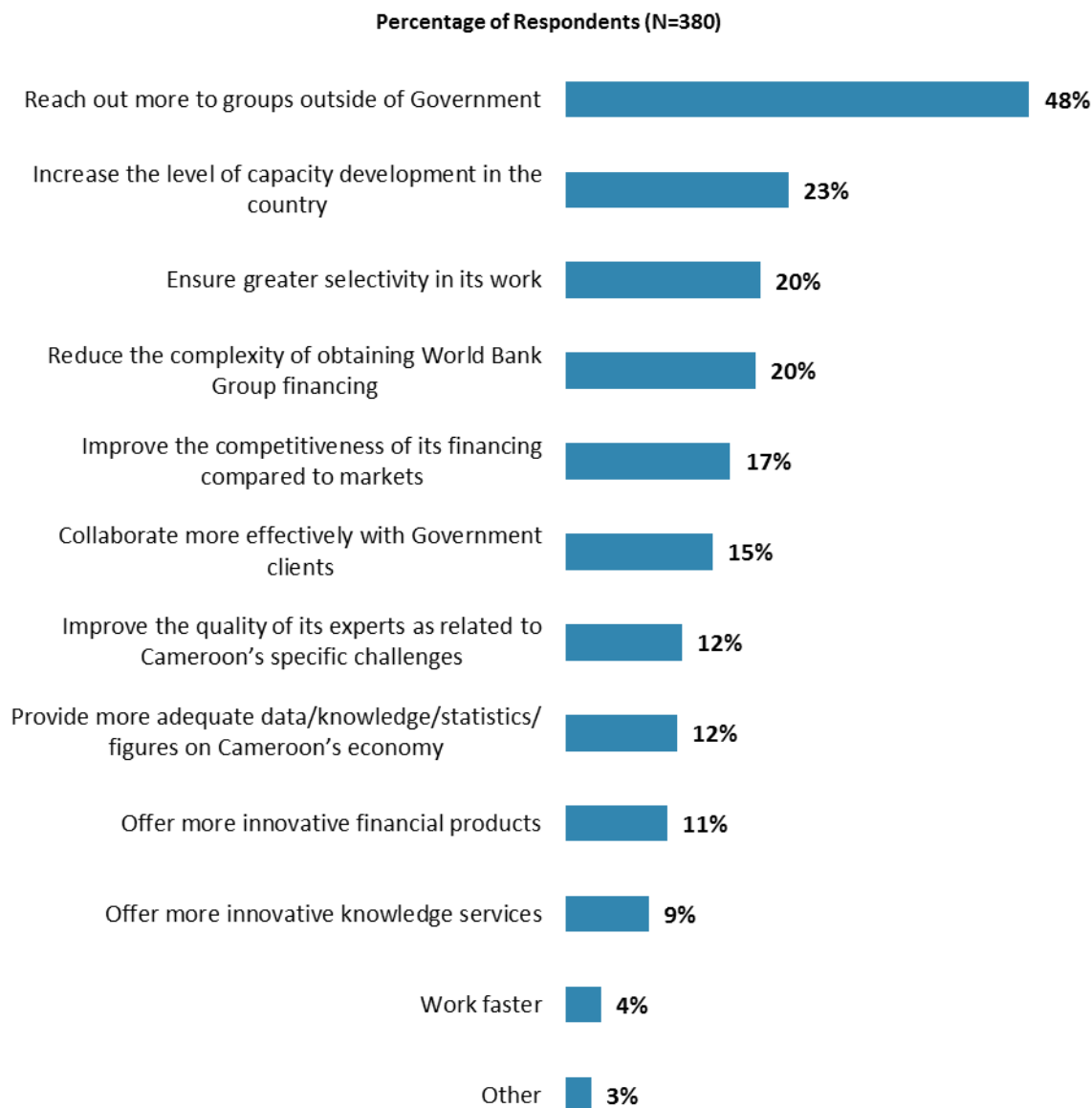
<sup>13</sup> Means in the chart were calculated based on weighted data.



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

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reach out more to groups outside of Government*” (54%) to make itself of greater value in Cameroon.



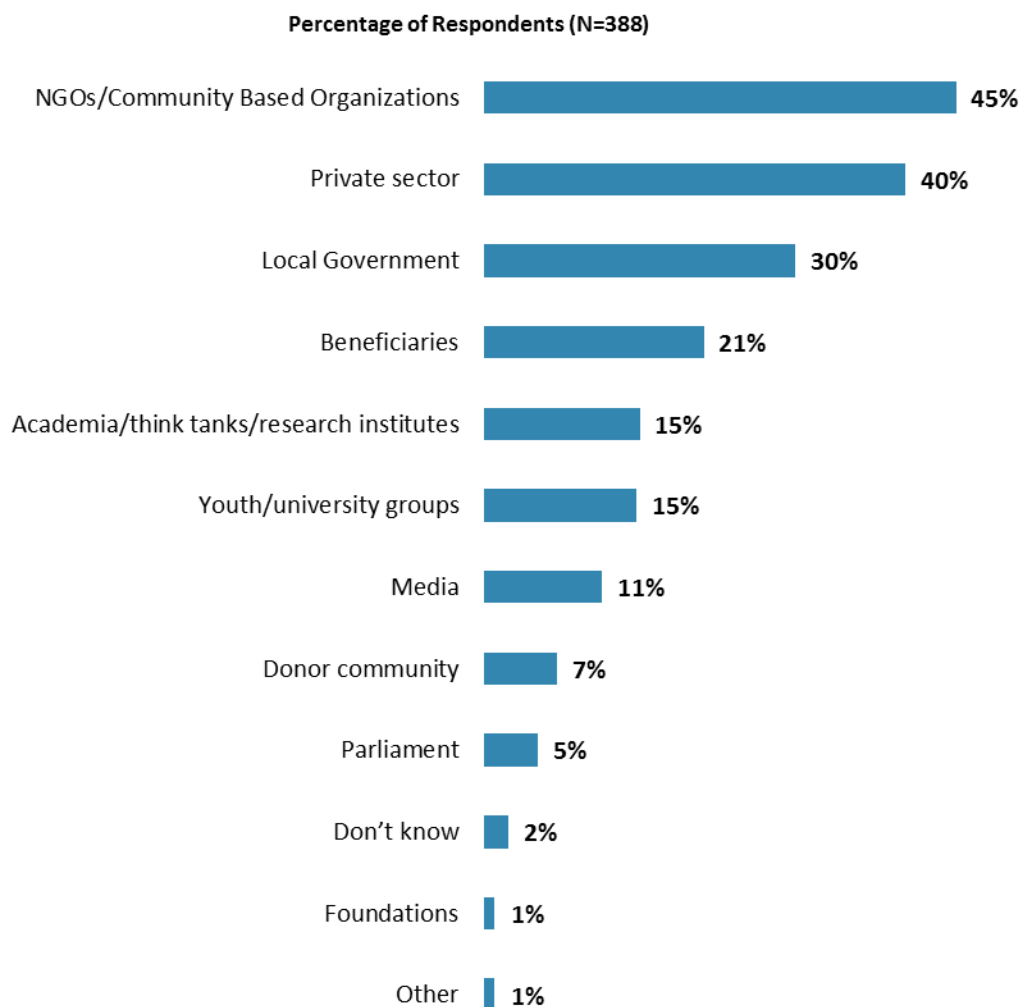
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Cameroon?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*local government*” (45%) and “*NGOs*” (38%) to ensure better development results in Cameroon.



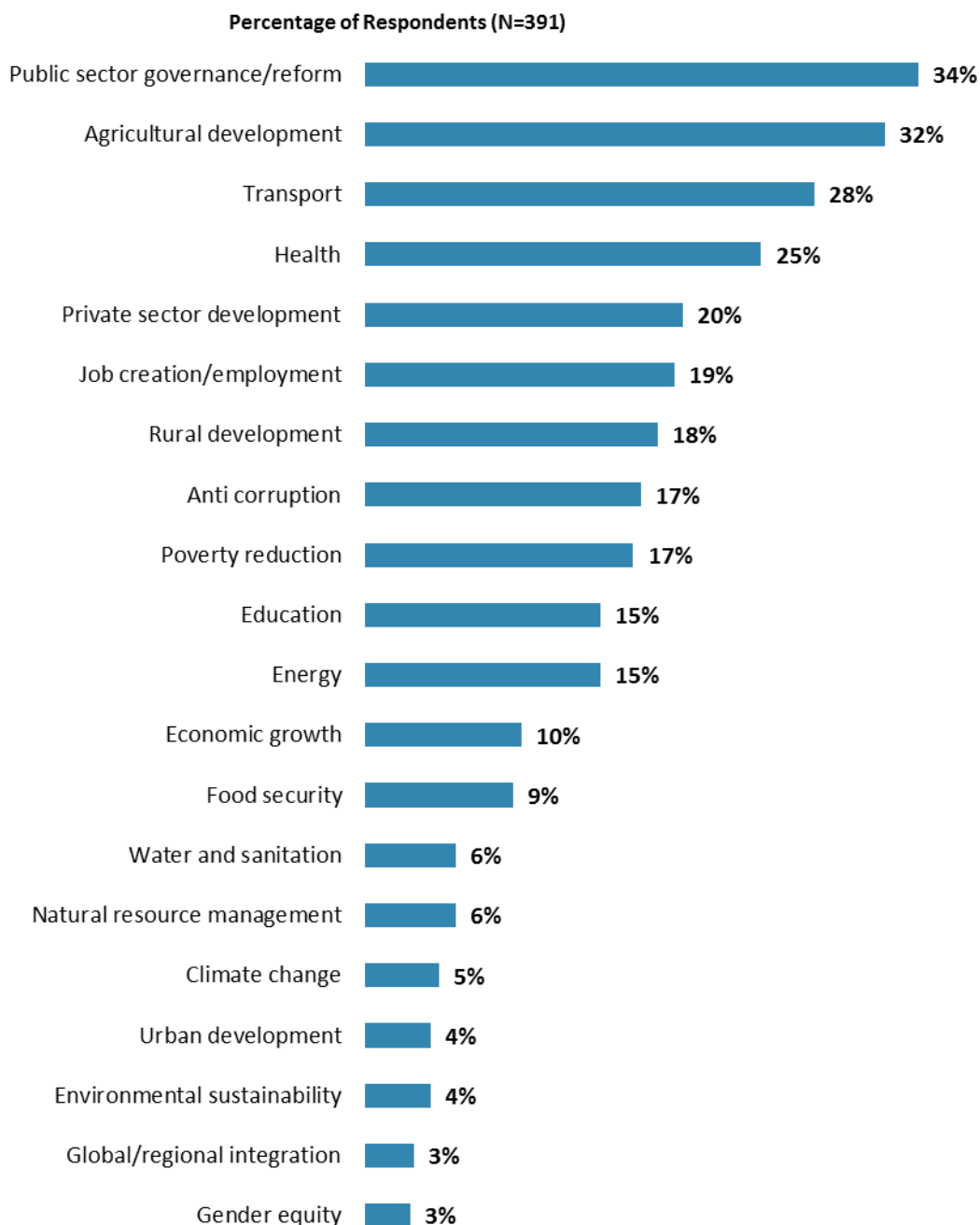
**"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"**  
(Respondents chose from a list. Responses combined.)



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

### Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*public sector governance/reform*” (40%).

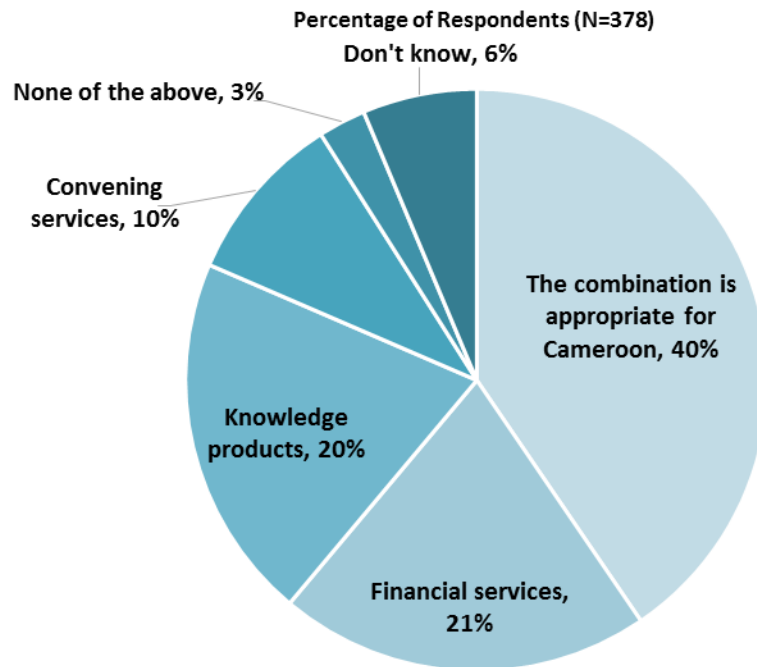


“When thinking about how the World Bank Group can have the most impact on development results in Cameroon, in which sectoral areas do you believe the WBG should focus most of its resources in Cameroon? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 26 response options shown.)



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

### Future Combination of the WBG Services



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

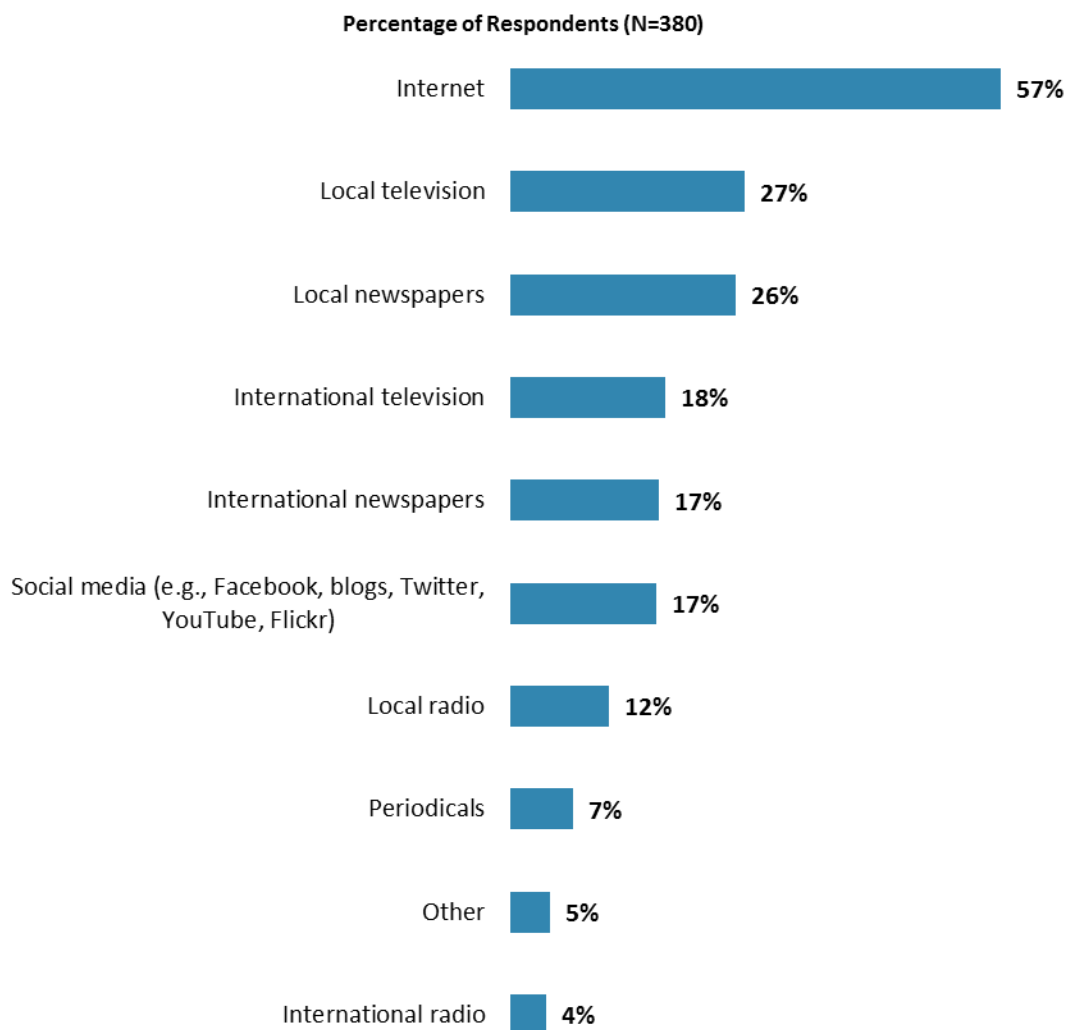


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 59) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they got most of their information about economic and social development issues in Cameroon from “*local newspapers*” (51%) and “*Internet*” (43%).



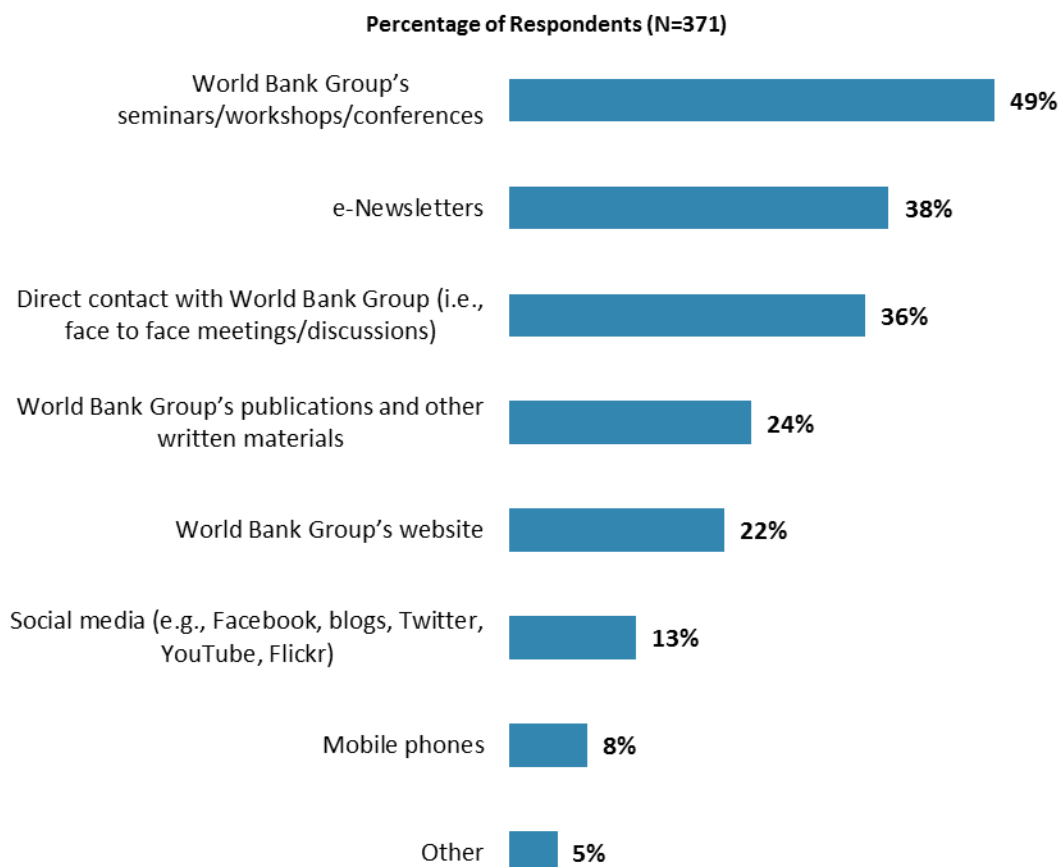
**"How do you get most of your information about economic and social development issues in Cameroon? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)**



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “*seminars/workshops/conference*” (44%).



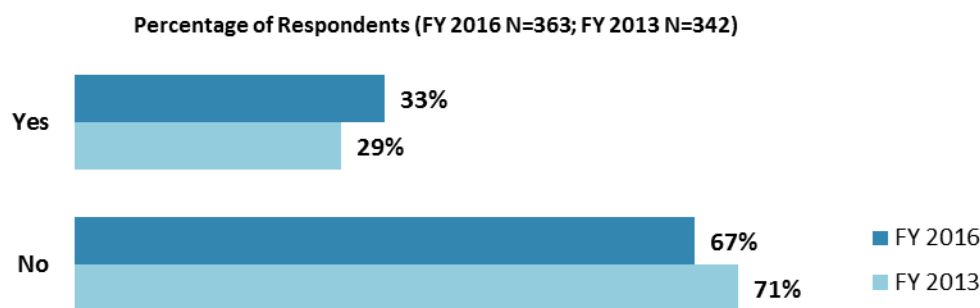
"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)





## X. Communication and Outreach (continued)

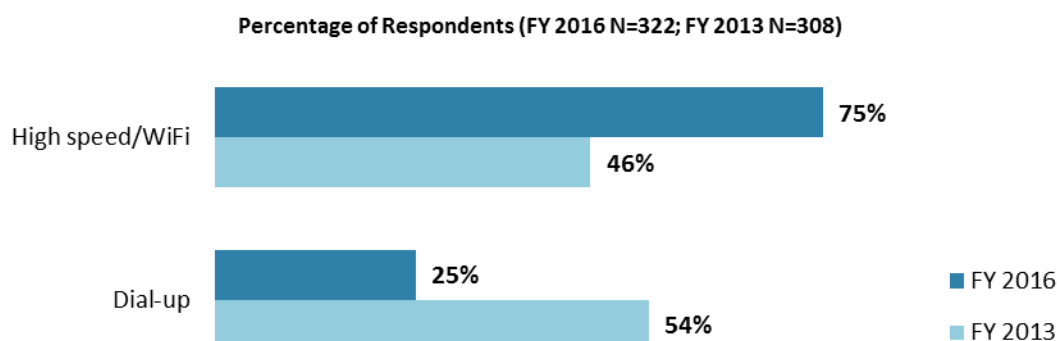
### Access to Information<sup>14</sup>



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

### Access to the Internet

- 97 percent of respondents in this year's Country Survey indicated that they had access to the Internet.



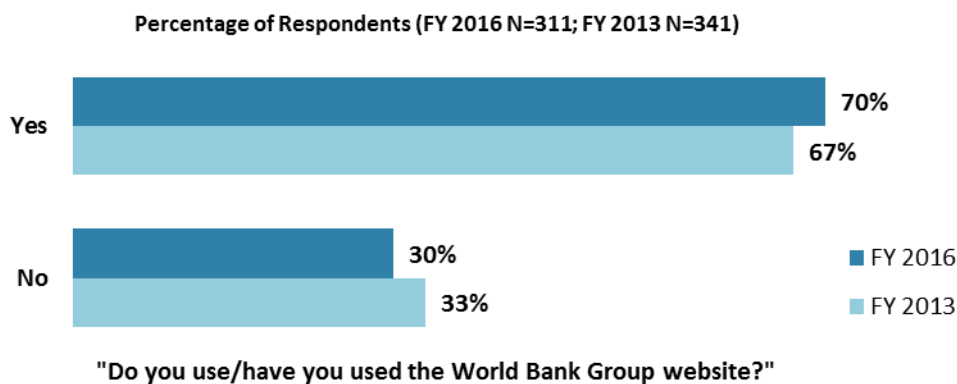
"Which Internet connection do you use primarily when visiting a World Bank Group website?"  
(Respondents chose from a list.)

<sup>14</sup> Percentages presented in the charts on this page were calculated based on weighted data.

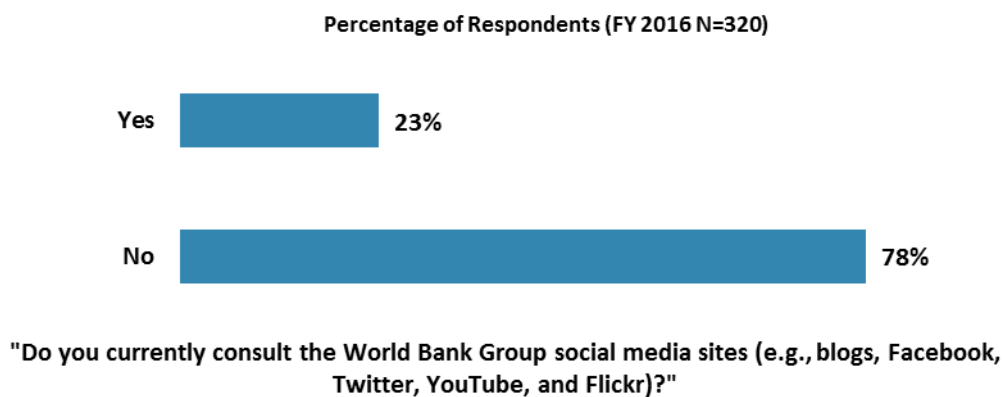


## X. Communication and Outreach (continued)

### The WBG Website Usage<sup>15</sup>



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



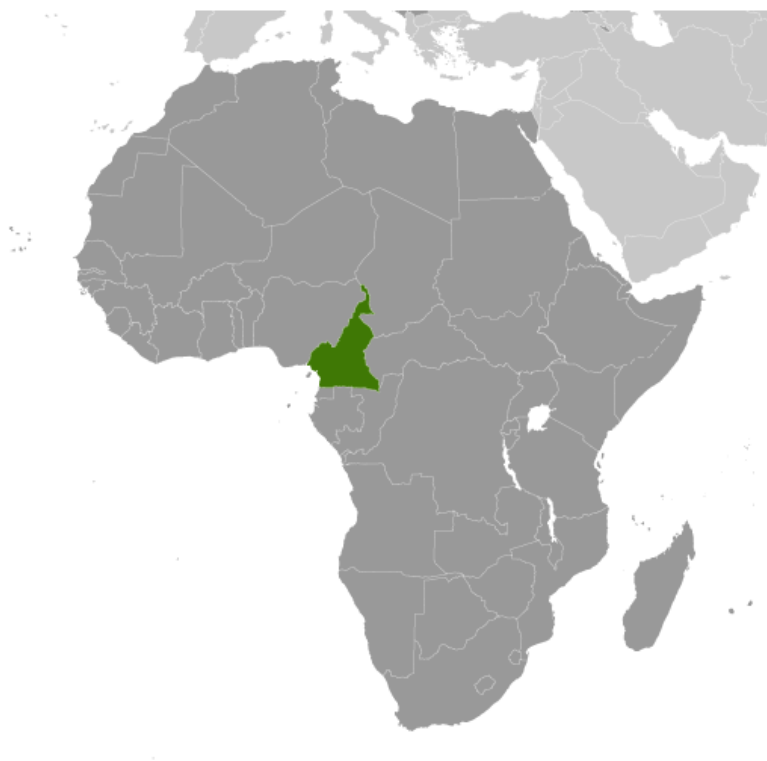
<sup>15</sup> Percentages presented in the chart were calculated based on weighted data.



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**Cameroon**





## Appendix A: Responses to All Questions across All Respondents (N=394)

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 Cameroon

1. In general would you say that Cameroon is headed in ... ?	Percentage of Respondents (N=385)
The right direction	37.4%
The wrong direction	32.5%
Not sure	30.1%

2. Listed below are a number of development priorities in Cameroon. Please identify which of the following you consider the most important development priorities in Cameroon? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=374)
Public sector governance/reform	53.5%
Job creation/employment	27.3%
Anti corruption	24.9%
Agricultural development	23.8%
Energy	19.8%
Health	17.9%
Poverty reduction	17.6%
Private sector development	16.8%
Food security	15.2%
Transport	13.1%
Rural development	12.3%
Education	8.8%
Economic growth	8.6%
Environmental sustainability	5.9%
Natural resource management	5.1%
Water and sanitation	4.8%
Urban development	4.5%
Global/regional integration	3.5%
Social protection	3.5%
Regulatory framework	2.4%
Climate change	2.1%
Gender equity	1.9%
Information and communications technology	1.9%
Foreign direct investment	1.6%
Financial markets	0.8%
Trade and exports	0.5%

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

<b>3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cameroon? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=387)</b>
Agricultural development	41.1%
Rural development	29.7%
Public sector governance/reform	29.2%
Anti corruption	28.4%
Job creation/employment	27.6%
Transport	19.6%
Economic growth	18.6%
Education	17.6%
Health	14.0%
Private sector development	13.4%
Energy	11.6%
Water and sanitation	8.8%
Social protection	8.0%
Food security	5.7%
Natural resource management	5.2%
Regulatory framework	3.9%
Information and communications technology	2.3%
Climate change)	1.8%
Gender equity	1.8%
Urban development	1.8%
Foreign direct investment	1.8%
Trade and exports	1.8%
Global/regional integration	1.3%
Environmental sustainability	1.3%
Financial markets	0.3%

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

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Cameroon? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=372)</b>
Consistent economic growth	29.3%
Better employment opportunities for young people	25.8%
Education and training that better ensure job opportunity	23.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	22.0%
Greater access to health and nutrition for citizens	18.8%
Better opportunity for the poor who live in rural areas	16.4%
More reliable social safety net	14.8%
Greater voice and participation for citizens to help ensure greater accountability	13.2%
Greater access to micro-finance for the poor	10.8%
Greater equity of fiscal policy	10.5%
Better quality public services	5.9%
Better employment opportunities for women	4.3%
Better opportunity for the poor who live in urban areas	2.4%
Other	1.3%

<b>5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Cameroon? (Select only ONE response)</b>	<b>Percentage of Respondents (N=391)</b>
A very big problem	69.1%
A moderately big problem	22.3%
A small problem	5.4%
Not a problem at all	2.3%
Don't know	1.0%

<b>6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)</b>	<b>Percentage of Respondents (N=393)</b>
A very serious problem	76.8%
A somewhat serious problem	17.6%
Not too serious problem	3.8%
Not a problem	0.8%
Don't know	1.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in Cameroon? (1-Not familiar at all, 10-Extremely familiar)	382	0	5.30	2.43

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in Cameroon. (1-Not effective at all, 10-Very effective)	324	55	5.82	2.06

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	311	74	6.39	2.28

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Cameroon? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=391)</b>
Public sector governance/reform	34.3%
Agricultural development	32.2%
Transport	27.9%
Health	24.6%
Private sector development	19.7%
Job creation/employment	19.2%
Rural development	18.2%
Anti corruption	17.1%
Poverty reduction	16.6%
Education	14.6%
Energy	14.6%
Economic growth	9.7%
Food security	9.2%
Water and sanitation	5.6%
Natural resource management	5.6%
Climate change	4.6%
Urban development	4.1%
Environmental sustainability	4.1%
Global/regional integration	3.1%
Gender equity	2.8%
Information and communications technology	2.3%
Social protection	2.0%
Regulatory framework	2.0%
Foreign direct investment	0.8%
Financial markets	0.8%
Trade and exports	0.3%

**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 Cameroon?	Percentage of Respondents (N=375)		
	Greatest Value	2 <sup>nd</sup> Greatest Value	Combined
Policy advice, studies, analyses	16.5%	20.4%	37.0%
Help to bring discipline/effective supervision to implementation of investment projects	22.1%	14.8%	36.9%
Capacity development	17.9%	16.4%	34.3%
Financial resources	21.6%	11.3%	32.9%
Technical assistance	5.9%	11.0%	16.9%
Mobilizing third party financial resources	5.9%	6.5%	12.3%
Data and statistics	4.8%	4.8%	9.6%
Convening/facilitating	1.6%	6.5%	8.1%
Donor coordination	1.1%	5.9%	7.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.6%	2.4%	4.0%
Other	1.1%	0.0%	1.1%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Cameroon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=382)
Too influenced by developed countries	34.6%
Not collaborating enough with stakeholders outside the Government	31.7%
Not enough public disclosure of its work	17.0%
World Bank Group's processes too complex	16.0%
Not willing to honestly criticize policies and reform efforts in the country	14.7%
Not adequately sensitive to political/social realities in Cameroon	14.4%
Its advice and strategies do not lend themselves to practical problem solving	12.3%
Staff too inaccessible	7.9%
Imposing technocratic solutions without regard to political realities	6.8%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	6.5%
Don't know	6.5%
Not client focused	5.2%
Not aligned with country priorities	3.9%
Other	2.9%
Not exploring alternative policy options	2.4%
The credibility of its knowledge/data	2.4%
Arrogant in its approach	1.8%
Not aligned with other donors' work	1.3%

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Cameroon? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=382)
Investment lending	50.3%
Capacity development	38.2%
Technical assistance	28.0%
Multi-sectoral approaches	26.4%
Knowledge products/services	13.6%
Trust Fund management	12.6%
Policy based lending/budget support to the Government	10.2%
Don't know	7.1%
Other	0.5%



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

<b>8. To what extent do you believe that the World Bank Group's work and support help the poorest in Cameroon? (Select only ONE response)</b>	<b>Percentage of Respondents (N=385)</b>
To a fully sufficient degree	2.3%
To a somewhat sufficient degree	39.0%
To a somewhat insufficient degree	30.9%
To a very insufficient degree	20.0%
Don't know	7.8%

<b>9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=388)</b>
NGOs/Community Based Organizations	45.4%
Private sector	40.5%
Local Government	29.9%
Beneficiaries	21.1%
Academia/think tanks/research institutes	14.9%
Youth/university groups	14.7%
Media	11.3%
Donor community	7.0%
Parliament	5.2%
Don't know	2.3%
Foundations	1.0%
Other	1.0%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Cameroon? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in Cameroon*	334	40	6.24	2.25
11. The World Bank Group's work is aligned with what I consider the development priorities for Cameroon*	321	45	5.95	2.31

<b>To what extent is the World Bank Group an effective development partner in Cameroon, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. Responsiveness to needs*	293	72	5.33	2.09
13. Flexibility (in terms of the institution's products and services)*	281	88	5.14	2.23
14. Flexibility (in terms of changing country circumstances)*	274	96	5.38	2.06
15. Being inclusive*	275	86	6.00	2.30
16. Openness (sharing data and other information)*	312	43	6.41	2.35
17. Collaboration with the Government*	329	34	7.64	1.83
18. The speed in which it gets things accomplished on the ground*	295	65	5.69	2.04
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	301	68	4.97	2.34
20. Collaboration with civil society*	303	59	5.50	2.30
21. Staff accessibility*	282	71	5.08	2.42
22. Collaboration with other donors and development partners*	270	92	6.84	2.10
23. Collaboration with the private sector*	266	87	5.57	2.18
24. Straightforwardness and honesty*	271	94	6.40	2.44
25. Treating clients and stakeholders in Cameroon with respect*	297	70	6.80	2.16
26. Being a long-term partner*	307	63	7.56	1.98

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

<b>27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=383)</b>
The Government works inefficiently	50.7%
There is not an adequate level of citizen/civil society participation	37.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.2%
Reforms are not well thought out in light of country challenges	18.5%
Political pressures and obstacles	15.7%
Lack of/inadequate levels of capacity in Government	13.1%
The World Bank Group does not do adequate follow through/follow-up	12.3%
The World Bank Group works too slowly	7.8%
Poor donor coordination	5.2%
Other	2.9%

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

<b>1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Cameroon? (1-Not important at all, 10-Very important)</b>	<b>Importance</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Financial markets	306	34	6.52	2.52
2. Transport	346	9	8.45	1.81
3. Anti corruption	350	12	8.74	1.99
4. Urban development	337	14	7.78	1.97
5. Environmental sustainability	336	17	7.91	2.03
6. Trade and exports	310	25	6.61	2.36
7. Information and communications technology	329	20	7.60	2.07
8. Poverty reduction	357	9	8.96	1.64
9. Gender equity	328	19	6.51	2.63
10. Private sector development	346	16	8.35	1.79
11. Foreign direct investment	315	27	7.36	2.35
12. Water and sanitation	343	11	8.44	1.82
13. Regulatory framework	313	35	7.37	2.34
14. Economic growth	326	12	8.26	1.92
15. Energy	349	14	8.76	1.75
16. Public sector governance/reform	350	14	8.80	1.85
17. Job creation/employment	350	8	8.40	2.11
18. Social protection	340	17	7.60	2.30
19. Rural development	347	13	8.51	1.85
20. Global/regional integration	307	29	7.11	2.17
21. Food security	331	15	8.06	2.10
22. Natural resource management	344	20	7.55	2.43
23. Health	350	11	8.76	1.64
24. Climate change	346	13	7.95	1.98
25. Agricultural development	356	9	8.84	1.68
26. Education	358	9	8.83	1.61

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cameroon? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	194	174	5.21	2.39
2. Information and communications technology	201	140	6.23	2.05
3. Transport	271	91	6.77	2.15
4. Urban development	247	112	6.45	2.12
5. Environmental sustainability	248	107	6.92	2.03
6. Regulatory framework	219	135	5.96	2.09
7. Poverty reduction	289	73	6.33	2.28
8. Anti corruption	273	95	5.89	2.36
9. Private sector development	255	105	5.93	2.26
10. Foreign direct investment	217	139	6.24	1.97
11. Water and sanitation	254	105	6.60	2.05
12. Trade and exports	185	169	5.81	1.80
13. Economic growth	249	110	6.41	2.10
14. Health	274	85	6.88	2.13
15. Public sector governance/reform	265	99	6.20	2.34
16. Job creation/employment	238	123	5.35	2.34
17. Financial markets	187	165	5.20	2.11
18. Energy	262	94	6.68	2.22
19. Rural development	262	91	6.31	2.26
20. Global/regional integration	199	155	5.65	1.99
21. Food security	230	117	6.00	1.97
22. Education	272	81	6.93	2.05
23. Social protection	206	149	5.43	2.20
24. Climate change	241	115	6.11	2.13
25. Agricultural development	273	89	6.50	2.15
26. Natural resource management	243	122	6.23	2.20

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Cameroon? (1-To no degree at all, 10-To a very significant degree)	313	64	6.12	1.92

To what extent do you agree with the following statements about the World Bank Group in Cameroon? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Cameroon*	310	67	5.79	2.11
5. The World Bank Group meets Cameroon's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	302	71	5.96	2.14

Measuring and Correcting the World Bank Group's Work	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Cameroon? (1-To no degree at all, 10-To a very significant degree)	256	114	5.91	1.93

**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=384)
Weekly	21.1%
Monthly	19.3%
A few times a year	37.2%
Rarely	15.1%
Never	7.3%

In Cameroon, 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	304	58	6.81	2.22
3. Include appropriate level of stakeholder involvement during preparation	291	74	5.98	2.11
4. Lead to practical solutions	307	55	6.07	2.09
5. Are accessible (well written and easy to understand)	313	45	6.41	2.28
6. Are source of relevant information on global good practices	303	55	7.23	2.16
7. Are adequately disseminated	313	54	5.69	2.43
8. Are translated enough into local language	283	77	4.36	2.69
9. Are adaptable to Cameroon's specific development challenges and country circumstances*	321	47	6.21	2.27

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)	305	70	6.53	1.94
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)	305	71	7.23	1.89

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

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	258	112	4.70	2.31
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	310	59	6.83	2.25
3. The World Bank Group's approvals and reviews are done in a timely fashion	267	100	5.68	2.23
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	246	120	6.54	2.13
5. The World Bank Group's conditions on its lending are reasonable	263	105	5.73	2.41
6. The World Bank Group takes decisions quickly in Cameroon*	246	121	5.24	2.10
7. Working with the World Bank Group increases Cameroon's institutional capacity	305	61	6.72	2.19
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	252	116	7.00	2.16
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	300	69	6.78	2.20

WBG Promoting PPP in Cameroon	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 Cameroon? (1-To no degree at all, 10-To a very significant degree)	282	84	6.11	1.86

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

<b>11. Which of the following best describes the World Bank Group's support in Cameroon? (Select only ONE response)</b>	<b>Percentage of Respondents (N=377)</b>
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Cameroon	47.5%
The World Bank Group is not sufficiently selective in Cameroon, and it is involved in too many areas of development	31.0%
Don't know	21.5%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Cameroon? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=380)</b>
Reach out more to groups outside of Government	48.2%
Increase the level of capacity development in the country	23.2%
Ensure greater selectivity in its work	20.3%
Reduce the complexity of obtaining World Bank Group financing	19.7%
Improve the competitiveness of its financing compared to markets	17.1%
Collaborate more effectively with Government clients	15.3%
Improve the quality of its experts as related to Cameroon's specific challenges	12.1%
Provide more adequate data/knowledge/statistics/figures on Cameroon's economy	11.6%
Offer more innovative financial products	10.5%
Offer more innovative knowledge services	8.7%
Work faster	3.7%
Other	2.6%

<b>2. When considering the combination of services that the World Bank Group offers in Cameroon, 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 Cameroon? (Select only ONE response)</b>	<b>Percentage of Respondents (N=378)</b>
The combination is appropriate for Cameroon	40.5%
Financial services	20.6%
Knowledge products	20.4%
Convening services	9.5%
None of the above	2.6%
Don't know	6.3%

**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Cameroon? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=380)</b>
Internet	57.1%
Local television	27.4%
Local newspapers	26.3%
International television	18.2%
International newspapers	17.4%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	17.1%
Local radio	11.6%
Periodicals	7.4%
Other	4.7%
International radio	4.2%

<b>2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=371)</b>
World Bank Group's seminars/workshops/conferences	48.5%
e-Newsletters	38.0%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	35.6%
World Bank Group's publications and other written materials	24.3%
World Bank Group's website	21.6%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	12.7%
Mobile phones	7.8%
Other	4.9%

<b>3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=371)</b>
Yes	34.0%
No	66.0%

<b>4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)</b>	<b>Percentage of Respondents (N=121)</b>
World Bank Group's website	39.7%
World Bank Group's seminars/workshops/conferences	26.4%
World Bank Group's e-Newsletters	14.9%
Colleagues/Friends/Peer organizations	12.4%
News/Media	5.0%
Other	1.7%

<b>5. Have you requested information from the World Bank Group on its activities in the past year?</b>	<b>Percentage of Respondents (N=329)</b>
Yes	31.3%
No	68.7%

<b>6. Were you able to obtain this information?</b>	<b>Percentage of Respondents (N=93)</b>
Yes	63.4%
No	36.6%

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

<b>7. Do you have access to the Internet?</b>	<b>Percentage of Respondents (N=316)</b>
Yes	96.5%
No	3.5%

<b>8. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=314)</b>
Yes	69.1%
No	30.9%

<b>9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=320)</b>
Yes	22.5%
No	77.5%

<b>10. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=327)</b>
High speed/WiFi	74.0%
Dial-up	26.0%

<b>Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. I find the World Bank Group's websites easy to navigate	255	94	7.13	1.90
12. I find the information on the World Bank Group's websites useful	257	89	7.35	1.84
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	176	168	6.83	2.35
14. 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.)	278	80	6.03	2.76
15. The World Bank Group is responsive to my information requests and inquiries	220	127	6.09	2.56

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=383)</b>
NGO/Community Based Organization	29.2%
Academia/Research Institute/Think Tank	14.9%
Employee of a Ministry, Ministerial Department or Implementation Agency	11.2%
Media (press, radio, TV, web, etc.)	10.2%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	6.5%
Bilateral/Multilateral Agency	5.5%
Private Sector Organization	5.2%
Youth Group	4.7%
Local Government Office or Staff	2.1%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/ oversight institution)	1.8%
Other	1.8%
Office of Minister	1.3%
Private Foundation	1.3%
Faith-Based Group	1.3%
Office of the President, Prime Minister	0.8%
Financial Sector/Private Bank	0.8%
Trade Union	0.8%
Office of Parliamentarian	0.5%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=363)</b>
Governance	15.2%
Environment and natural resources	12.1%
Other	11.0%
Generalist (specialized in multiple sectors)	8.8%
Education	8.5%
Health, nutrition, and population	6.1%
Urban, rural, and social development	5.8%
Macroeconomics and fiscal management	5.0%
Agriculture	5.0%
Gender	3.6%
Poverty	3.3%
Finance and markets	3.0%
Fragility, conflict and violence	2.5%
Energy and extractives	1.9%
Transport and ICT	1.9%
Jobs	1.9%
Trade and competitiveness	1.4%
Climate change	1.4%
Water	1.1%
Social protection and labor	0.3%
Public-private partnerships	0.3%



**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	<b>Percentage of Respondents (N=376)</b>
Yes	40.2%
No	59.8%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Cameroon? (Select only ONE response)</b>	<b>Percentage of Respondents (N=257)</b>
The World Bank (IBRD/IDA)	77.8%
The International Finance Corporation (IFC)	4.7%
The Multilateral Investment Guarantee Agency (MIGA)	0.4%
Other	17.1%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=335)</b>
Yes	17.9%
No	82.1%

<b>6. If yes, what was your view of how the two institutions work together in Cameroon? (Select only ONE response)</b>	<b>Percentage of Respondents (N=58)</b>
The two institutions work well together	39.7%
The way the two institutions work together needs improvement	43.1%
The two institutions do not work well together	1.7%
Don't know	15.5%

<b>7. Which of the following describes most of your exposure to the World Bank Group in Cameroon? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=353)</b>
Use World Bank Group reports/data	39.4%
Engage in World Bank Group related/sponsored events/activities	37.7%
Collaborate as part of my professional duties	25.5%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	24.4%
Use World Bank Group website for information, data, research, etc.	24.1%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=377)</b>
Female	28.6%
Male	71.4%

<b>9. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=380)</b>
Yaoundé	75.3%
Other cities	12.6%
Douala	12.1%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>16</sup>

Employee of a Ministry/PMU/Consultant on WBG Project N=68 ● Bilateral/Multilateral Agency N=21 ● Private Sector/Financial Sector/Private Bank N=23 ● CSO N=143  
 ● Media N=39 ● Academia/Research Institute/Think Tank N=57 ● Other N=32

### A. General Issues facing Cameroon

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The right direction	33.3%	47.6%	54.5%	42.6%	23.1%	14.0%	55.2%
The wrong direction	22.7%	19.0%	9.1%	34.8%	48.7%	47.4%	24.1%
Not sure	43.9%	33.3%	36.4%	22.7%	28.2%	38.6%	20.7%

\*Significantly different between stakeholder groups

<sup>16</sup> 383 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.



# A. General Issues facing Cameroon (continued)

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Global/regional integration	3.1%	0.0%	4.3%	5.2%	2.6%	3.8%	0.0%
Food security	15.4%	0.0%	0.0%	14.9%	21.1%	23.1%	12.5%
Public sector governance/reform*	52.3%	76.2%	78.3%	50.0%	39.5%	53.8%	56.3%
Social protection	6.2%	4.8%	4.3%	3.0%	5.3%	1.9%	0.0%
Gender equity	0.0%	0.0%	0.0%	2.2%	2.6%	5.8%	0.0%
Private sector development*	23.1%	33.3%	8.7%	16.4%	26.3%	13.5%	0.0%
Foreign direct investment*	0.0%	4.8%	13.0%	0.7%	2.6%	0.0%	0.0%
Urban development	7.7%	9.5%	4.3%	4.5%	0.0%	3.8%	3.1%
Energy	23.1%	23.8%	21.7%	20.1%	15.8%	9.6%	25.0%
Job creation/employment	27.7%	23.8%	26.1%	26.1%	39.5%	28.8%	18.8%
Rural development	9.2%	9.5%	0.0%	16.4%	15.8%	9.6%	9.4%
Financial markets	0.0%	0.0%	4.3%	0.0%	2.6%	1.9%	0.0%
Water and sanitation	7.7%	0.0%	0.0%	3.7%	7.9%	5.8%	6.3%
Environmental sustainability	1.5%	4.8%	8.7%	10.4%	0.0%	3.8%	6.3%
Health	16.9%	23.8%	21.7%	14.9%	26.3%	15.4%	15.6%
Climate change	0.0%	0.0%	0.0%	3.0%	0.0%	7.7%	0.0%
Poverty reduction	12.3%	19.0%	21.7%	17.9%	15.8%	15.4%	31.3%
Transport	15.4%	9.5%	13.0%	11.9%	15.8%	7.7%	12.5%
Education	13.8%	4.8%	0.0%	6.7%	7.9%	15.4%	6.3%
Agricultural development	16.9%	19.0%	8.7%	27.6%	21.1%	28.8%	34.4%
Trade and exports	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%
Anti corruption	21.5%	28.6%	34.8%	23.9%	15.8%	25.0%	37.5%
Regulatory framework	0.0%	0.0%	4.3%	5.2%	0.0%	1.9%	0.0%
Natural resource management	10.8%	0.0%	13.0%	3.0%	5.3%	3.8%	3.1%
Economic growth	13.8%	4.8%	4.3%	6.0%	5.3%	7.7%	21.9%
Information and communications technology	1.5%	0.0%	4.3%	1.5%	5.3%	1.9%	0.0%

\*Significantly different between stakeholder groups



## A. General Issues facing Cameroon (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 Cameroon? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	13.6%	0.0%	4.3%	5.7%	7.7%	10.5%	12.9%
Rural development	37.9%	19.0%	26.1%	33.3%	33.3%	15.8%	35.5%
Climate change	4.5%	0.0%	0.0%	0.7%	2.6%	3.5%	0.0%
Global/regional integration	1.5%	0.0%	4.3%	0.0%	2.6%	3.5%	0.0%
Gender equity	0.0%	0.0%	0.0%	2.1%	0.0%	5.3%	3.2%
Economic growth	22.7%	23.8%	26.1%	17.7%	5.1%	17.5%	22.6%
Urban development	0.0%	0.0%	0.0%	1.4%	0.0%	5.3%	3.2%
Regulatory framework	3.0%	0.0%	0.0%	5.0%	5.1%	1.8%	9.7%
Social protection	7.6%	14.3%	4.3%	10.6%	5.1%	7.0%	0.0%
Transport	21.2%	14.3%	17.4%	19.9%	23.1%	17.5%	16.1%
Information and communications technology	1.5%	0.0%	4.3%	1.4%	2.6%	5.3%	3.2%
Anti corruption	22.7%	19.0%	30.4%	26.2%	43.6%	28.1%	32.3%
Education	16.7%	33.3%	13.0%	21.3%	15.4%	7.0%	12.9%
Foreign direct investment	1.5%	4.8%	4.3%	1.4%	0.0%	1.8%	3.2%
Energy	13.6%	9.5%	8.7%	10.6%	10.3%	12.3%	16.1%
Public sector governance/reform	27.3%	33.3%	21.7%	28.4%	30.8%	36.8%	32.3%
Private sector development	15.2%	28.6%	13.0%	9.9%	17.9%	17.5%	3.2%
Natural resource management	7.6%	4.8%	4.3%	5.0%	5.1%	7.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	2.1%	0.0%	3.5%	0.0%
Health	13.6%	19.0%	17.4%	10.6%	10.3%	17.5%	19.4%
Agricultural development*	36.4%	28.6%	43.5%	52.5%	23.1%	40.4%	35.5%
Job creation/employment	22.7%	33.3%	39.1%	24.1%	41.0%	21.1%	35.5%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%
Trade and exports	1.5%	0.0%	8.7%	2.1%	0.0%	1.8%	0.0%
Food security	7.6%	9.5%	8.7%	4.3%	5.1%	7.0%	3.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Consistent economic growth	28.6%	35.0%	34.8%	31.6%	22.2%	16.7%	46.7%
More reliable social safety net	19.0%	15.0%	8.7%	15.4%	11.1%	7.4%	26.7%
Greater access to micro-finance for the poor*	3.2%	15.0%	21.7%	15.4%	8.3%	11.1%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	7.9%	10.0%	4.3%	19.1%	19.4%	7.4%	6.7%
Greater access to health and nutrition for citizens	25.4%	20.0%	13.0%	13.2%	22.2%	27.8%	10.0%
Better entrepreneurial opportunities	19.0%	20.0%	13.0%	24.3%	16.7%	35.2%	16.7%
Better opportunity for the poor who live in rural areas	14.3%	5.0%	17.4%	23.5%	8.3%	13.0%	13.3%
Better opportunity for the poor who live in urban areas	3.2%	0.0%	0.0%	2.9%	2.8%	1.9%	3.3%
Better employment opportunities for young people	25.4%	25.0%	39.1%	19.9%	41.7%	27.8%	16.7%
Better employment opportunities for women*	0.0%	0.0%	4.3%	8.1%	2.8%	0.0%	10.0%
Greater equity of fiscal policy	15.9%	15.0%	4.3%	6.6%	11.1%	9.3%	20.0%
Education and training that better ensure job opportunity*	27.0%	35.0%	30.4%	12.5%	27.8%	35.2%	23.3%
Better quality public services	7.9%	10.0%	8.7%	4.4%	5.6%	5.6%	3.3%
Other	3.2%	0.0%	0.0%	1.5%	0.0%	0.0%	3.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very big problem	67.2%	57.1%	68.2%	76.9%	53.8%	68.4%	75.0%
A moderately big problem	22.4%	38.1%	22.7%	16.1%	33.3%	21.1%	21.9%
A small problem	3.0%	4.8%	9.1%	4.9%	7.7%	7.0%	0.0%
Not a problem at all	3.0%	0.0%	0.0%	2.1%	2.6%	3.5%	3.1%
Don't know	4.5%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
A very serious problem	76.5%	71.4%	60.9%	84.6%	60.5%	73.7%	84.4%
A somewhat serious problem	20.6%	28.6%	34.8%	9.1%	26.3%	19.3%	12.5%
Not too serious problem	2.9%	0.0%	4.3%	4.2%	5.3%	7.0%	0.0%
Not a problem	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	3.1%
Don't know	0.0%	0.0%	0.0%	2.1%	2.6%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Cameroon?*	64	5.98	2.31	21	5.81	2.02	23	4.74	2.51	142	5.16	2.45	36	6.14	2.38	56	4.09	2.51	31	5.45	2.06

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Cameroon.*	56	6.11	2.01	19	6.05	1.90	15	6.07	1.98	118	6.08	1.86	29	6.03	2.18	51	4.41	2.52	27	6.11	1.40

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Cameroon solve its most complicated development challenges?*	55	6.60	2.54	19	6.68	1.97	14	6.71	1.82	113	6.68	2.14	30	6.10	2.25	44	5.02	2.57	28	6.86	1.76

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



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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Health	29.9%	14.3%	34.8%	20.3%	28.2%	29.8%	15.6%
Transport	32.8%	38.1%	21.7%	25.2%	20.5%	22.8%	40.6%
Agricultural development	41.8%	19.0%	34.8%	35.7%	20.5%	31.6%	25.0%
Global/regional integration	0.0%	4.8%	0.0%	6.3%	5.1%	0.0%	0.0%
Job creation/employment*	10.4%	23.8%	21.7%	13.3%	43.6%	28.1%	12.5%
Public sector governance/reform	28.4%	23.8%	30.4%	37.1%	41.0%	35.1%	37.5%
Social protection	3.0%	4.8%	0.0%	1.4%	2.6%	3.5%	0.0%
Rural development	22.4%	19.0%	13.0%	22.4%	15.4%	5.3%	15.6%
Foreign direct investment	1.5%	0.0%	4.3%	0.7%	0.0%	0.0%	0.0%
Education	14.9%	14.3%	21.7%	12.6%	15.4%	15.8%	9.4%
Energy*	23.9%	38.1%	13.0%	11.2%	2.6%	8.8%	18.8%
Gender equity	0.0%	0.0%	0.0%	6.3%	0.0%	3.5%	0.0%
Financial markets	0.0%	0.0%	4.3%	0.0%	2.6%	1.8%	0.0%
Urban development	7.5%	4.8%	8.7%	1.4%	0.0%	7.0%	6.3%
Environmental sustainability*	0.0%	0.0%	17.4%	4.9%	2.6%	5.3%	3.1%
Economic growth	14.9%	14.3%	0.0%	10.5%	12.8%	1.8%	12.5%
Private sector development	14.9%	23.8%	13.0%	24.5%	15.4%	17.5%	21.9%
Water and sanitation	9.0%	0.0%	4.3%	3.5%	5.1%	7.0%	6.3%
Food security	9.0%	4.8%	4.3%	9.1%	7.7%	14.0%	12.5%
Climate change	1.5%	4.8%	0.0%	6.3%	2.6%	5.3%	9.4%
Information and communications technology	1.5%	0.0%	0.0%	1.4%	5.1%	7.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%
Regulatory framework	1.5%	0.0%	4.3%	2.8%	5.1%	0.0%	0.0%
Natural resource management	0.0%	9.5%	8.7%	7.0%	12.8%	3.5%	3.1%
Poverty reduction	17.9%	19.0%	17.4%	14.7%	15.4%	17.5%	18.8%
Anti corruption	11.9%	19.0%	21.7%	16.8%	12.8%	17.5%	31.3%

\*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 Cameroon?

Greatest Value Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	13.6%	19.0%	13.0%	19.4%	11.1%	20.4%	12.9%
Data and statistics*	0.0%	9.5%	4.3%	3.0%	16.7%	1.9%	6.5%
Convening/facilitating	1.5%	0.0%	4.3%	2.2%	0.0%	1.9%	0.0%
Financial resources*	27.3%	28.6%	34.8%	18.7%	22.2%	7.4%	29.0%
Capacity development	16.7%	19.0%	13.0%	16.4%	11.1%	27.8%	22.6%
Technical assistance	6.1%	0.0%	0.0%	5.2%	5.6%	11.1%	6.5%
Help to bring discipline/effective supervision to implementation of investment projects	25.8%	23.8%	21.7%	22.4%	25.0%	18.5%	16.1%
Mobilizing third party financial resources	6.1%	0.0%	0.0%	9.0%	8.3%	5.6%	0.0%
Donor coordination*	1.5%	0.0%	8.7%	0.0%	0.0%	1.9%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.0%	2.2%	0.0%	3.7%	3.2%
Other	1.5%	0.0%	0.0%	1.5%	0.0%	0.0%	3.2%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	15.4%	38.1%	17.4%	21.8%	28.6%	11.1%	19.4%
Data and statistics*	1.5%	4.8%	17.4%	3.0%	5.7%	9.3%	3.2%
Convening/facilitating	9.2%	4.8%	4.3%	4.5%	5.7%	3.7%	19.4%
Financial resources*	15.4%	28.6%	8.7%	9.0%	8.6%	11.1%	0.0%
Capacity development	12.3%	9.5%	17.4%	21.8%	11.4%	16.7%	16.1%
Technical assistance	12.3%	9.5%	17.4%	9.0%	8.6%	7.4%	22.6%
Help to bring discipline/effective supervision to implementation of investment projects	16.9%	4.8%	0.0%	18.8%	20.0%	16.7%	3.2%
Mobilizing third party financial resources	10.8%	0.0%	4.3%	5.3%	0.0%	7.4%	12.9%
Donor coordination	4.6%	0.0%	8.7%	4.5%	8.6%	13.0%	0.0%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	1.5%	0.0%	4.3%	2.3%	2.9%	3.7%	3.2%
Other	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)

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries	33.3%	23.8%	34.8%	32.4%	45.9%	34.0%	43.8%
Not exploring alternative policy options	1.5%	9.5%	0.0%	0.7%	5.4%	3.8%	3.1%
Not collaborating enough with stakeholders outside the Government*	25.8%	19.0%	21.7%	45.3%	24.3%	32.1%	9.4%
Its advice and strategies do not lend themselves to practical problem solving	7.6%	19.0%	21.7%	10.1%	24.3%	9.4%	9.4%
Not enough public disclosure of its work	18.2%	9.5%	21.7%	21.6%	13.5%	9.4%	18.8%
Arrogant in its approach	1.5%	9.5%	0.0%	0.7%	0.0%	1.9%	3.1%
Not client focused	4.5%	4.8%	4.3%	6.5%	0.0%	5.7%	6.3%
The credibility of its knowledge/data*	1.5%	0.0%	0.0%	1.4%	0.0%	9.4%	3.1%
World Bank Group's processes too complex	22.7%	14.3%	4.3%	17.3%	13.5%	11.3%	15.6%
Not willing to honestly criticize policies and reform efforts in the country	13.6%	4.8%	4.3%	15.8%	24.3%	22.6%	6.3%
Staff too inaccessible	1.5%	0.0%	8.7%	11.5%	8.1%	9.4%	6.3%
Imposing technocratic solutions without regard to political realities*	9.1%	9.5%	8.7%	1.4%	5.4%	7.5%	25.0%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	9.1%	9.5%	0.0%	7.9%	0.0%	1.9%	9.4%
Not aligned with other donors' work*	0.0%	23.8%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	6.1%	0.0%	0.0%	2.2%	2.7%	5.7%	9.4%
Not adequately sensitive to political/social realities in Cameroon*	25.8%	9.5%	21.7%	10.1%	5.4%	13.2%	21.9%
Other	1.5%	0.0%	0.0%	5.0%	2.7%	1.9%	0.0%
Don't know*	4.5%	14.3%	21.7%	4.3%	5.4%	7.5%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	14.7%	14.3%	4.3%	9.4%	13.9%	18.2%	9.4%
Knowledge products/services*	11.8%	23.8%	4.3%	8.7%	25.0%	20.0%	15.6%
Capacity development	36.8%	23.8%	43.5%	44.9%	27.8%	34.5%	40.6%
Technical assistance	26.5%	14.3%	26.1%	29.0%	22.2%	32.7%	34.4%
Investment lending	54.4%	71.4%	56.5%	53.6%	47.2%	32.7%	50.0%
Policy based lending/budget support to the Government	13.2%	23.8%	4.3%	10.1%	8.3%	7.3%	6.3%
Multi-sectoral approaches	19.1%	14.3%	43.5%	28.3%	36.1%	23.6%	21.9%
Other	0.0%	4.8%	0.0%	0.7%	0.0%	0.0%	0.0%
Don't know	10.3%	4.8%	8.7%	5.1%	5.6%	9.1%	9.4%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	4.3%	0.0%	1.8%	3.2%
To a somewhat sufficient degree	41.8%	38.1%	17.4%	40.4%	34.2%	35.7%	51.6%
To a somewhat insufficient degree	26.9%	47.6%	30.4%	33.3%	50.0%	12.5%	29.0%
To a very insufficient degree	23.9%	9.5%	26.1%	17.0%	10.5%	39.3%	6.5%
Don't know	7.5%	4.8%	26.1%	5.0%	5.3%	10.7%	9.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Parliament	1.5%	9.5%	4.3%	6.3%	5.3%	1.8%	9.4%
Donor community*	13.4%	47.6%	8.7%	1.4%	2.6%	5.5%	0.0%
Media*	1.5%	0.0%	13.0%	6.3%	50.0%	14.5%	6.3%
Local Government*	35.8%	33.3%	13.0%	25.2%	26.3%	25.5%	59.4%
Private sector*	46.3%	47.6%	69.6%	41.3%	23.7%	32.7%	34.4%
Academia/think tanks/research institutes*	13.4%	9.5%	34.8%	3.5%	10.5%	50.9%	3.1%
NGOs/Community Based Organizations*	26.9%	19.0%	13.0%	78.3%	23.7%	23.6%	50.0%
Youth/university groups	13.4%	0.0%	21.7%	15.4%	18.4%	16.4%	9.4%
Beneficiaries*	34.3%	19.0%	13.0%	17.5%	31.6%	10.9%	18.8%
Foundations	1.5%	4.8%	0.0%	0.7%	0.0%	1.8%	0.0%
Other*	1.5%	0.0%	0.0%	0.0%	0.0%	5.5%	0.0%
Don't know	1.5%	4.8%	4.3%	0.7%	2.6%	5.5%	3.1%

\*Significantly different between stakeholder groups

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Cameroon*	59	6.61	2.25	19	6.32	1.86	19	6.11	1.94	124	6.27	2.20	33	6.09	2.24	45	5.24	2.59	27	6.85	2.11
The World Bank Group's work is aligned with what I consider the development priorities for Cameroon*	57	5.98	2.49	19	6.11	2.26	17	5.24	2.05	122	6.34	2.16	32	5.88	2.23	41	4.56	2.50	25	6.44	1.85

\*Significantly different between stakeholder groups



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

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	50	5.68	1.99	16	4.44	2.13	14	4.57	2.21	118	5.82	1.94	29	5.34	1.93	34	3.91	2.19	26	5.38	2.06
Flexibility (in terms of the institution's products and services)*	50	5.22	2.40	19	4.68	2.38	14	4.50	1.95	107	5.74	2.16	27	5.26	1.79	32	3.59	2.11	26	5.00	2.12
Flexibility (in terms of changing country circumstances)*	49	5.27	1.99	18	5.67	2.43	15	4.93	2.02	105	5.78	2.05	27	5.33	1.80	30	4.27	2.15	25	5.36	1.96
Being inclusive*	47	5.83	1.93	15	5.47	2.50	12	5.25	1.82	117	6.45	2.49	25	6.28	1.99	30	4.80	2.50	23	5.83	1.72
Openness (sharing data and other information)*	53	6.42	2.14	20	6.25	2.90	16	5.75	2.05	124	6.62	2.24	30	6.70	2.32	35	5.14	2.68	27	7.00	2.29
Collaboration with the Government	60	7.70	1.66	21	7.14	2.15	13	7.38	1.76	128	7.95	1.75	31	7.26	1.77	41	7.15	2.26	27	7.74	1.72
The speed in which it gets things accomplished on the ground*	55	6.22	1.86	14	5.07	1.54	12	4.75	2.30	117	5.81	1.87	28	5.54	2.30	35	4.89	2.42	27	6.00	2.09
Ease of access to the people at the WBG who are making decisions important to my work*	50	5.28	2.53	18	5.28	2.44	14	4.00	1.96	121	4.87	2.07	27	5.07	2.38	38	4.13	2.55	26	5.88	2.60
Collaboration with civil society	48	5.48	1.80	14	5.14	2.44	14	4.71	2.30	128	5.55	2.55	29	5.97	2.03	37	4.78	2.21	27	6.11	2.15
Staff accessibility*	47	5.64	2.62	14	5.64	2.76	13	3.62	1.76	111	5.31	2.21	30	4.80	2.68	35	3.51	1.88	26	5.88	2.52
Collaboration with other donors and development partners	44	6.86	2.05	19	6.58	2.19	11	5.73	2.28	113	7.15	1.95	22	7.09	1.90	31	5.90	2.55	25	6.88	2.15
Collaboration with the private sector*	48	5.67	2.13	8	5.88	2.17	15	4.00	1.89	107	5.99	2.10	24	5.50	2.13	36	4.61	2.43	22	5.82	2.04
Straightforwardness and honesty*	49	6.65	2.55	10	6.90	2.33	14	7.36	2.27	103	6.56	2.16	28	5.93	2.00	35	4.63	2.95	25	7.20	2.31
Treating clients and stakeholders in Cameroon with respect*	52	6.92	2.30	15	7.20	2.46	14	7.14	2.28	121	6.98	1.99	27	7.15	1.56	34	5.15	2.43	27	6.96	1.99
Being a long-term partner*	55	7.85	1.75	19	7.84	1.74	13	8.08	1.80	119	7.61	1.91	27	7.37	1.82	39	6.54	2.72	27	7.96	1.83

\*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 of the following would you attribute this to? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	44.6%	57.1%	38.1%	53.2%	51.4%	58.2%	46.9%
Poor donor coordination*	6.2%	19.0%	4.8%	2.1%	8.1%	7.3%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	41.5%	19.0%	38.1%	25.5%	35.1%	20.0%	31.3%
Lack of/inadequate levels of capacity in Government*	6.2%	19.0%	19.0%	11.3%	8.1%	27.3%	6.3%
There is not an adequate level of citizen/civil society participation*	23.1%	19.0%	28.6%	58.2%	21.6%	32.7%	25.0%
The World Bank Group works too slowly	6.2%	4.8%	0.0%	7.8%	10.8%	9.1%	9.4%
The World Bank Group does not do adequate follow through/follow-up	12.3%	9.5%	9.5%	12.1%	18.9%	5.5%	15.6%
Political pressures and obstacles*	24.6%	23.8%	42.9%	9.2%	10.8%	10.9%	18.8%
Reforms are not well thought out in light of country challenges*	27.7%	9.5%	14.3%	10.6%	24.3%	20.0%	37.5%
Other	3.1%	4.8%	0.0%	4.3%	0.0%	1.8%	3.1%

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Financial markets*	51	6.18	2.21	14	4.21	2.39	18	6.56	2.06	117	6.85	2.45	32	7.16	2.27	41	6.68	2.84	28	5.93	2.76
Transport	62	8.65	1.45	18	8.00	2.25	21	8.33	1.85	132	8.66	1.53	34	8.06	2.40	42	8.21	2.30	29	8.14	1.96
Anti corruption	61	8.23	2.40	17	8.71	1.49	22	8.86	1.28	133	9.00	1.74	33	8.73	2.20	48	8.73	2.28	28	8.57	2.03
Urban development	60	8.08	1.67	18	7.61	1.54	21	8.14	1.24	127	7.80	2.08	32	7.88	2.03	41	7.59	2.40	30	7.17	1.93
Environmental sustainability*	54	7.63	2.00	19	7.42	1.80	22	7.27	2.03	125	8.43	1.69	33	7.61	2.14	46	7.93	2.63	30	7.50	2.08
Trade and exports	48	6.46	2.16	16	5.81	1.76	20	6.05	1.36	118	6.86	2.56	30	6.43	2.57	42	6.40	2.55	29	7.45	1.92
Information and communications technology	55	7.69	2.03	18	7.22	1.77	21	7.19	1.36	126	7.90	1.98	31	7.81	2.12	43	6.88	2.50	27	7.19	2.37
Poverty reduction	62	9.08	1.36	19	9.21	0.98	22	8.95	1.13	134	9.10	1.38	34	8.71	2.20	48	8.27	2.46	30	9.23	1.43
Gender equity	53	6.15	2.41	17	5.88	2.00	19	5.84	2.77	124	6.82	2.85	33	6.67	2.47	44	6.57	2.86	30	6.37	2.39
Private sector development*	58	8.12	1.66	20	8.35	1.76	22	8.18	1.40	130	8.79	1.43	33	7.76	2.44	46	8.02	2.36	30	8.23	1.70
Foreign direct investment	49	7.61	1.89	14	6.79	2.55	21	7.29	2.17	124	7.62	2.18	31	6.74	2.94	41	6.71	2.85	28	7.89	2.11
Water and sanitation	60	8.50	1.75	20	7.90	1.86	22	8.27	1.58	124	8.65	1.54	33	8.06	2.12	48	8.46	2.28	28	8.29	2.16
Regulatory framework	53	7.43	2.30	17	7.00	1.32	22	7.23	1.41	114	7.54	2.31	29	8.07	1.98	42	7.19	2.83	28	6.68	3.10
Economic growth	58	8.21	2.09	18	8.50	1.20	20	7.70	1.42	115	8.55	1.78	33	8.21	2.13	44	7.86	2.20	30	8.23	2.11
Energy*	62	9.24	1.15	19	8.53	1.95	22	8.45	1.18	130	8.87	1.44	33	8.06	2.49	46	8.39	2.61	29	8.83	1.47
Public sector governance/reform	61	8.97	1.44	20	9.30	0.80	20	8.80	1.58	133	9.02	1.57	34	8.44	2.23	44	8.14	2.76	30	8.83	2.05
Job creation/employment	58	8.38	2.28	19	8.42	2.09	22	7.55	1.97	132	8.62	1.66	33	8.64	2.34	49	8.12	2.54	30	8.30	2.61
Social protection	56	7.80	2.33	19	7.21	2.02	22	7.41	1.44	128	7.72	2.32	33	7.82	2.59	45	7.29	2.47	30	7.53	2.46
Rural development*	59	8.69	1.53	19	8.11	1.76	22	7.95	1.76	134	8.94	1.28	32	8.13	2.67	43	8.00	2.53	30	8.10	2.25
Global/regional integration	50	7.24	1.90	18	6.67	2.45	18	6.06	2.18	113	7.50	2.01	32	6.97	2.62	40	6.90	2.45	30	6.70	2.04
Food security	54	8.31	1.70	19	7.42	2.12	21	7.29	2.57	126	8.38	1.88	33	7.79	2.41	42	8.10	2.54	29	7.52	2.05
Natural resource management*	56	7.48	2.32	19	6.68	2.03	21	8.00	1.90	136	7.82	2.34	33	7.79	2.62	45	6.67	3.07	27	8.04	1.70
Health*	58	8.95	1.38	19	7.53	2.12	22	9.14	0.83	134	8.69	1.70	33	8.64	1.75	47	8.87	1.97	29	9.17	0.93
Climate change	58	7.78	1.96	19	7.32	2.08	22	7.05	2.01	130	8.23	1.73	33	7.70	2.36	46	8.28	2.23	30	8.10	1.83
Agricultural development	63	8.94	1.46	19	8.47	2.04	22	8.77	1.34	134	9.10	1.30	34	8.44	2.12	46	8.76	2.14	31	8.48	2.16
Education	61	8.87	1.66	19	8.16	1.57	22	8.73	1.39	136	9.02	1.38	34	8.71	1.77	48	8.63	2.09	31	8.71	1.66

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender equity	35	5.66	2.34	8	3.63	2.26	8	5.50	1.07	74	5.09	2.51	20	6.25	2.02	27	4.41	2.56	17	5.29	2.42
Information and communications technology*	37	6.57	1.71	8	4.25	2.05	5	5.80	1.30	90	6.59	1.81	19	6.26	2.05	24	5.42	2.81	13	5.92	2.60
Transport*	51	6.55	1.96	14	5.64	2.17	10	6.30	2.36	112	7.32	1.92	20	6.50	2.24	36	6.36	2.57	22	6.50	2.48
Urban development	44	6.32	2.02	9	5.00	2.12	9	6.11	2.15	107	6.90	1.97	19	6.16	1.95	33	6.12	2.50	22	6.18	2.34
Environmental sustainability	46	6.91	1.79	13	6.92	1.85	11	7.09	1.51	102	7.21	2.03	21	6.48	1.91	30	6.00	2.60	19	7.37	1.86
Regulatory framework	42	6.19	1.77	12	6.42	1.98	11	7.00	1.61	83	5.99	2.00	18	5.67	1.85	31	5.00	2.72	20	6.20	2.33
Poverty reduction*	55	6.36	2.04	16	5.38	2.45	15	5.87	2.75	117	6.82	2.18	21	5.76	1.92	38	5.45	2.65	23	6.57	2.21
Anti corruption	48	5.42	2.03	15	4.80	2.65	11	4.91	2.88	114	6.32	2.25	19	5.68	2.40	37	5.95	2.72	24	6.00	2.34
Private sector development*	45	5.31	2.17	14	6.00	2.39	12	4.92	1.93	103	6.48	1.92	21	5.43	2.23	37	5.14	2.96	21	6.90	1.79
Foreign direct investment	37	6.49	1.74	10	6.40	2.46	10	6.70	1.64	94	6.31	1.92	19	5.95	1.99	32	5.78	2.35	14	6.21	1.97
Water and sanitation	49	6.55	1.73	15	5.67	2.41	9	6.33	1.87	110	6.93	2.08	20	6.25	2.05	31	6.10	2.43	16	6.94	1.57
Trade and exports	35	5.91	1.69	9	5.44	2.24	6	5.67	0.82	76	5.92	1.55	19	5.95	1.75	24	5.21	2.52	14	6.07	2.16
Economic growth*	45	6.09	1.81	14	6.14	2.54	12	5.42	1.93	103	6.81	2.01	20	6.60	2.01	32	5.59	2.58	20	6.85	1.81
Health*	48	6.90	1.74	11	6.36	2.34	12	5.25	2.42	118	7.25	2.08	20	6.85	2.13	37	6.35	2.38	22	6.68	2.23
Public sector governance/reform	46	6.22	1.84	15	5.20	2.48	13	5.46	2.18	109	6.53	2.18	21	5.86	2.37	33	6.03	3.28	23	6.04	2.46
Job creation/employment	36	5.39	1.98	14	4.93	2.56	10	5.20	2.15	102	5.73	2.40	19	4.63	1.64	34	4.88	2.92	21	5.24	2.10
Financial markets	35	5.31	1.69	9	4.78	2.44	6	5.67	1.37	70	5.40	1.97	18	5.00	2.25	27	4.44	2.78	19	5.37	1.92
Energy*	44	6.95	1.89	15	6.40	2.23	9	5.78	1.99	111	7.24	2.00	20	6.00	2.18	38	5.34	2.68	22	6.82	2.17
Rural development*	46	6.54	1.88	13	5.77	2.39	12	5.58	2.43	111	6.86	2.09	19	5.68	2.33	35	5.20	2.71	20	5.95	2.35
Global/regional integration	34	5.91	1.76	10	5.70	2.41	6	5.00	2.00	77	5.95	1.76	19	5.68	1.92	32	4.91	2.41	17	5.29	2.23
Food security	40	5.95	1.62	10	6.10	2.23	8	5.63	2.13	98	6.17	1.89	20	6.20	2.04	32	5.41	2.30	17	5.76	2.25
Education	48	6.94	1.73	15	6.67	2.23	14	5.86	2.44	115	7.35	1.88	17	6.35	2.42	35	6.57	2.50	22	6.77	1.90
Social protection*	40	6.15	2.15	13	5.69	2.14	9	4.56	2.13	78	5.46	2.14	17	5.41	2.03	26	4.31	2.48	19	5.16	1.77
Climate change	42	6.24	1.48	11	6.27	2.00	11	6.64	1.96	100	6.09	2.16	21	6.29	2.33	32	5.28	2.65	19	6.53	2.22
Agricultural development*	47	6.62	1.55	14	6.79	1.63	12	4.92	2.11	117	7.00	1.97	20	6.25	2.17	38	5.50	2.90	20	6.10	2.27
Natural resource management	39	6.59	1.87	12	6.75	1.14	12	5.67	2.67	105	6.49	2.10	19	5.89	2.16	32	5.19	2.96	22	6.27	1.83

\*Significantly different between stakeholder groups

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Cameroon?*	54	6.31	1.95	20	5.90	1.83	16	6.13	2.09	125	6.32	1.79	26	6.31	1.87	39	5.00	2.41	27	6.44	1.45

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

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Cameroon*	53	5.79	1.99	20	6.10	2.22	19	5.47	2.22	116	6.11	1.98	29	5.24	2.06	39	4.85	2.27	27	6.52	2.01
The World Bank Group meets Cameroon's needs for knowledge services*	55	5.91	2.02	18	6.44	2.38	19	5.95	1.99	111	6.24	2.02	28	6.07	2.07	39	4.77	2.50	26	6.19	2.04

\*Significantly different between stakeholder groups

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Cameroon?*	49	6.14	2.15	14	4.71	1.82	14	6.29	1.49	99	6.15	1.54	28	6.46	1.77	26	4.08	2.17	21	6.33	2.06

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

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

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	23.5%	14.3%	4.3%	27.9%	23.1%	15.1%	12.5%
Monthly	17.6%	19.0%	30.4%	12.1%	35.9%	17.0%	28.1%
A few times a year	30.9%	57.1%	26.1%	40.7%	25.6%	39.6%	40.6%
Rarely	20.6%	9.5%	30.4%	12.9%	15.4%	13.2%	9.4%
Never	7.4%	0.0%	8.7%	6.4%	0.0%	15.1%	9.4%

\*Significantly different between stakeholder groups

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

In Cameroon, 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 Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely*	51	7.06	1.85	19	5.32	2.89	18	6.56	2.36	122	7.21	2.13	32	6.25	2.06	33	6.30	2.70	24	7.25	1.57
Include appropriate level of stakeholder involvement during preparation*	51	6.24	1.80	16	6.06	2.21	13	5.46	2.18	122	6.20	2.25	28	6.00	2.00	32	4.72	2.29	23	6.13	1.25
Lead to practical solutions*	54	6.17	1.91	19	5.53	2.17	14	5.07	1.94	120	6.59	2.04	33	5.45	1.91	37	5.05	2.33	25	6.56	1.61
Are accessible*	52	5.94	2.26	18	6.39	2.03	17	7.18	2.21	125	6.81	2.21	35	6.29	2.24	36	5.58	2.37	24	6.29	2.54
Are source of relevant information on global good practices*	50	7.04	2.01	17	6.59	1.87	16	7.94	1.88	120	7.42	2.16	33	7.70	1.94	37	6.22	2.64	25	7.48	1.87
Are adequately disseminated	55	5.38	2.35	18	6.22	2.29	16	5.44	2.39	125	5.84	2.52	32	6.03	2.44	37	4.73	2.19	26	6.27	2.43
Are translated enough into local language*	50	4.38	2.83	15	5.73	2.76	16	6.38	2.68	112	4.13	2.58	33	4.30	2.82	30	3.50	2.22	22	4.41	2.61
Are adaptable to Cameroon's specific development challenges and country circumstances*	53	6.25	2.09	19	5.89	2.31	17	5.29	2.31	128	6.59	2.29	33	5.55	2.17	39	5.67	2.60	26	6.92	1.72

\*Significantly different between stakeholder groups

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	55	6.44	1.92	19	6.47	1.68	15	6.13	1.85	119	6.94	1.84	31	6.26	1.77	40	5.55	2.52	22	7.05	1.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	54	7.07	1.71	19	7.00	1.83	15	7.93	1.79	119	7.50	1.83	32	7.16	1.65	36	6.08	2.44	25	7.80	1.50

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

\*Significantly different between stakeholder groups



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

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

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	52	5.60	2.50	17	4.71	1.96	14	5.43	3.01	102	4.30	2.31	21	5.29	2.17	27	3.74	1.68	21	4.29	1.35
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	57	7.56	1.89	17	5.88	2.26	19	6.84	2.48	119	6.68	2.30	32	7.34	2.10	35	5.63	2.39	26	7.31	1.98
The World Bank Group's approvals and reviews are done in a timely fashion*	51	6.47	1.84	14	5.36	2.13	15	5.60	2.06	107	5.34	2.37	25	6.16	1.89	28	4.86	2.51	23	6.04	2.12
The World Bank Group's "Safeguard Policy" requirements are reasonable*	48	6.50	1.95	8	6.50	2.93	15	6.80	1.97	100	6.79	2.16	24	6.88	2.07	26	4.92	2.10	21	6.67	1.68
The World Bank Group's conditions on its lending are reasonable	50	6.02	2.43	15	6.07	2.60	16	5.81	2.56	100	5.91	2.18	26	4.73	2.54	28	5.04	2.87	24	6.13	2.23
The World Bank Group takes decisions quickly in Cameroon*	50	6.50	2.01	14	4.86	1.66	11	5.00	2.45	97	4.97	1.97	23	5.09	1.93	26	4.00	2.28	21	5.38	1.69
Working with the World Bank Group increases Cameroon's institutional capacity	57	6.95	1.87	18	6.56	1.76	17	6.88	2.62	122	6.82	2.24	29	6.14	2.26	30	5.77	2.62	27	7.37	1.88
Where country systems are adequate, the World Bank Group makes appropriate use of them	49	7.53	1.63	14	6.71	1.49	12	6.92	2.78	99	7.05	2.21	23	7.04	2.25	29	6.21	2.66	21	6.67	2.22
The World Bank Group provides effective implementation support	54	7.46	1.69	14	7.07	1.27	18	7.11	2.19	128	6.62	2.32	28	6.82	2.25	32	5.88	2.57	22	6.64	2.26

\*Significantly different between stakeholder groups

	Employee of Ministry/ PMU/ Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Cameroon?*	49	6.35	1.73	16	6.44	1.63	17	6.18	1.88	114	6.32	1.71	28	5.96	1.50	32	4.94	2.56	22	6.09	1.95

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

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Cameroon	53.0%	30.0%	26.1%	50.4%	57.9%	41.2%	43.8%
The World Bank Group is not sufficiently selective in Cameroon, and it is involved in too many areas of development	22.7%	40.0%	34.8%	31.9%	26.3%	31.4%	40.6%
Don't know	24.2%	30.0%	39.1%	17.7%	15.8%	27.5%	15.6%

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

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Offer more innovative financial products	7.4%	4.8%	4.5%	13.1%	17.9%	7.7%	12.9%
Ensure greater selectivity in its work	23.5%	23.8%	22.7%	16.1%	20.5%	23.1%	22.6%
Provide more adequate data/knowledge/statistics/figures on Cameroon's economy	7.4%	19.0%	13.6%	13.1%	7.7%	13.5%	9.7%
Improve the competitiveness of its financing compared to markets	22.1%	9.5%	9.1%	21.9%	7.7%	17.3%	9.7%
Reach out more to groups outside of Government*	41.2%	28.6%	63.6%	58.4%	59.0%	42.3%	29.0%
Increase the level of capacity development in the country*	22.1%	23.8%	45.5%	24.1%	17.9%	9.6%	38.7%
Improve the quality of its experts as related to Cameroon's specific challenges	19.1%	4.8%	4.5%	9.5%	7.7%	19.2%	12.9%
Offer more innovative knowledge services*	1.5%	4.8%	9.1%	8.0%	15.4%	21.2%	0.0%
Collaborate more effectively with Government clients*	19.1%	19.0%	0.0%	10.9%	7.7%	21.2%	32.3%
Work faster*	1.5%	0.0%	4.5%	1.5%	12.8%	5.8%	6.5%
Reduce the complexity of obtaining World Bank Group financing*	29.4%	38.1%	18.2%	16.1%	20.5%	9.6%	16.1%
Other	0.0%	9.5%	0.0%	5.1%	0.0%	1.9%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Financial services	20.6%	35.0%	21.7%	15.7%	35.1%	19.2%	15.6%
Knowledge products	13.2%	5.0%	13.0%	24.3%	16.2%	26.9%	28.1%
Convening services	5.9%	5.0%	21.7%	7.1%	10.8%	17.3%	9.4%
None of the above	5.9%	0.0%	0.0%	0.0%	2.7%	9.6%	0.0%
The combination is appropriate for Cameroon	44.1%	45.0%	34.8%	47.9%	29.7%	23.1%	43.8%
Don't know	10.3%	10.0%	8.7%	5.0%	5.4%	3.8%	3.1%

\*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 Cameroon? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	3.0%	4.8%	8.7%	21.7%	44.7%	16.3%	9.4%
International newspapers*	15.2%	19.0%	60.9%	18.2%	5.3%	10.2%	12.5%
Local radio	10.6%	4.8%	4.3%	14.0%	10.5%	18.4%	6.3%
International radio	4.5%	4.8%	4.3%	3.5%	7.9%	6.1%	0.0%
Local television	30.3%	4.8%	17.4%	32.2%	23.7%	24.5%	34.4%
International television	28.8%	14.3%	4.3%	20.3%	7.9%	16.3%	18.8%
Local newspapers*	30.3%	33.3%	39.1%	16.1%	28.9%	28.6%	37.5%
Internet	50.0%	61.9%	43.5%	62.2%	52.6%	63.3%	56.3%
Periodicals*	9.1%	19.0%	4.3%	3.5%	2.6%	12.2%	15.6%
Other	7.6%	9.5%	0.0%	4.9%	7.9%	2.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	35.8%	19.0%	26.1%	44.1%	36.8%	25.5%	38.7%
Mobile phones*	4.5%	0.0%	0.0%	12.5%	2.6%	14.9%	0.0%
World Bank Group's seminars/workshops/conferences	44.8%	28.6%	39.1%	52.9%	63.2%	46.8%	51.6%
World Bank Group's publications and other written materials	35.8%	28.6%	26.1%	16.2%	21.1%	25.5%	32.3%
World Bank Group's website*	25.4%	57.1%	30.4%	15.4%	13.2%	23.4%	12.9%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	9.0%	0.0%	13.0%	13.2%	18.4%	19.1%	9.7%
e-Newsletters	32.8%	57.1%	60.9%	35.3%	31.6%	38.3%	45.2%
Other	7.5%	0.0%	0.0%	7.4%	0.0%	4.3%	3.2%

\*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	31.3%	28.6%	9.1%	36.2%	33.3%	45.1%	37.5%
No	68.7%	71.4%	90.9%	63.8%	66.7%	54.9%	62.5%

## G. Communication and Information Sharing (continued)

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	36.8%	0.0%	100.0%	29.2%	18.2%	17.4%	25.0%
World Bank Group's website	42.1%	33.3%	0.0%	43.8%	45.5%	30.4%	41.7%
World Bank Group's e-Newsletters	5.3%	33.3%	0.0%	10.4%	9.1%	26.1%	25.0%
News/Media	5.3%	0.0%	0.0%	4.2%	9.1%	4.3%	8.3%
Colleagues/Friends/Peer organizations	0.0%	33.3%	0.0%	12.5%	18.2%	21.7%	0.0%
Other	10.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	31.6%	47.6%	25.0%	29.5%	32.3%	33.3%	28.1%
No	68.4%	52.4%	75.0%	70.5%	67.7%	66.7%	71.9%

Were you able to obtain this information?

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	82.4%	90.0%	50.0%	47.2%	70.0%	42.9%	75.0%
No	17.6%	10.0%	50.0%	52.8%	30.0%	57.1%	25.0%

Do you have access to the Internet?

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	95.2%	94.7%	100.0%	97.5%	93.3%	97.1%	96.4%
No	4.8%	5.3%	0.0%	2.5%	6.7%	2.9%	3.6%

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	65.0%	89.5%	57.9%	68.3%	82.1%	64.7%	79.3%
No	35.0%	10.5%	42.1%	31.7%	17.9%	35.3%	20.7%

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

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	14.8%	0.0%	15.8%	27.6%	37.9%	17.6%	26.7%
No	85.2%	100.0%	84.2%	72.4%	62.1%	82.4%	73.3%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
High speed/WiFi	76.3%	100.0%	89.5%	66.1%	78.1%	69.6%	77.8%
Dial-up	23.7%	0.0%	10.5%	33.9%	21.9%	30.4%	22.2%

\*Significantly different between stakeholder groups

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

	Employee of Ministry/ PMU/Consultant on WBG project			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	47	6.85	2.42	20	7.80	1.94	13	8.00	1.53	99	6.92	1.60	28	7.96	1.37	24	6.58	2.32	23	7.09	1.76
I find the information on the World Bank Group's websites useful	46	7.48	2.00	20	7.80	1.47	13	7.00	1.87	100	7.28	1.65	28	7.79	1.64	26	6.88	2.37	23	7.30	2.16
The World Bank Group's social media channels are valuable sources of information about the institution	34	6.74	2.42	4	4.75	2.22	5	7.40	1.95	78	6.91	2.45	24	7.33	2.06	17	6.53	2.40	14	6.50	2.14
When I need information from the World Bank Group I know how to find it*	51	5.82	2.64	19	6.37	2.61	13	5.15	2.76	108	6.09	2.76	33	6.12	2.78	26	4.42	2.59	27	7.70	2.37
The World Bank Group is responsive to my information requests and inquiries*	40	6.55	2.55	15	6.93	2.81	10	4.10	2.18	93	6.05	2.42	28	6.54	2.55	16	4.25	2.27	17	6.47	2.62

\*Significantly different between stakeholder groups

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)\*

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	61.2%	60.0%	17.4%	34.5%	31.6%	34.0%	43.8%
No	38.8%	40.0%	82.6%	65.5%	68.4%	66.0%	56.3%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The World Bank (IBRD/IDA)	81.5%	100.0%	46.7%	72.3%	75.0%	84.8%	81.8%
IFC	5.6%	0.0%	20.0%	6.0%	0.0%	0.0%	4.5%
MIGA	0.0%	0.0%	0.0%	1.2%	0.0%	0.0%	0.0%
Other	13.0%	0.0%	33.3%	20.5%	25.0%	15.2%	13.6%

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	9.8%	38.9%	5.0%	20.8%	12.5%	24.5%	11.1%
No	90.2%	61.1%	95.0%	79.2%	87.5%	75.5%	88.9%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The two institutions work well together	66.7%	42.9%	100.0%	44.0%	0.0%	27.3%	33.3%
The way the two institutions work together needs improvement	16.7%	42.9%	0.0%	48.0%	50.0%	54.5%	33.3%
The two institutions do not work well together	16.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	14.3%	0.0%	8.0%	50.0%	18.2%	33.3%

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

Percentage of Respondents (Responses combined)	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Observer (i.e., follow in media, discuss in informal conversations, etc.)	20.0%	14.3%	33.3%	21.0%	29.7%	33.3%	26.7%
Use World Bank Group reports/data*	20.0%	38.1%	28.6%	41.1%	45.9%	54.9%	43.3%
Engage in World Bank Group related/sponsored events/activities*	32.3%	42.9%	9.5%	52.4%	27.0%	29.4%	36.7%
Collaborate as part of my professional duties*	60.0%	42.9%	28.6%	12.9%	10.8%	17.6%	20.0%
Use World Bank Group website for information, data, research, etc.	18.5%	33.3%	33.3%	22.6%	29.7%	21.6%	26.7%

\*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Employee of Ministry/ PMU/Consultant on WBG Project	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Female	20.9%	28.6%	21.7%	31.7%	26.3%	35.8%	28.1%
Male	79.1%	71.4%	78.3%	68.3%	73.7%	64.2%	71.9%



## Appendix C: Responses to Indicator Questions by Geographic Location<sup>17</sup>

District Headquarters N=286    ●    Other N=94

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

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Cameroon. (1-Not effective at all, 10-Very effective)	239	5.66	2.04	72	6.21	2.04

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

(1-Strongly disagree, 10-Strongly agree)

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Cameroon	240	6.10	2.13	83	6.52	2.54
The World Bank Group's work is aligned with what I consider the development priorities for Cameroon	231	5.79	2.30	79	6.32	2.37

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

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

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	216	5.13	1.95	69	5.96	2.39
Flexibility (in terms of the institution's products and services)*	209	4.95	2.14	64	5.69	2.52
Flexibility (in terms of changing country circumstances)	203	5.26	1.97	63	5.68	2.35
Being inclusive	200	5.87	2.27	66	6.26	2.40
Openness (sharing data and other information)	229	6.26	2.32	73	6.67	2.43
Collaboration with the Government	243	7.51	1.83	76	7.96	1.83
The speed in which it gets things accomplished on the ground	215	5.73	2.02	70	5.44	2.06
Ease of access to the people at the World Bank Group who are making decisions important to my work*	220	5.10	2.39	71	4.44	2.14
Collaboration with civil society	222	5.45	2.22	73	5.45	2.50
Staff accessibility	199	5.05	2.50	74	5.18	2.33
Collaboration with other donors and development partners	196	6.78	2.12	66	6.91	2.11
Collaboration with the private sector	189	5.42	2.04	68	5.87	2.54
Straightforwardness and honesty*	196	6.20	2.53	66	6.92	2.19
Treating clients and stakeholders in Cameroon with respect	221	6.67	2.14	66	7.12	2.28
Being a long-term partner	225	7.44	2.06	72	7.93	1.74

\*Significantly different between geographic locations

<sup>17</sup> 380 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Cameroon?*	229	5.98	1.85	72	6.49	2.00

(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 Cameroon?**

(1-Strongly disagree, 10-Strongly agree)

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Cameroon*	221	5.61	1.96	77	6.27	2.25
The World Bank Group meets Cameroon's needs for knowledge services	225	5.95	2.12	66	6.14	2.15

\*Significantly different between geographic locations

**D. The World Bank Group's Knowledge Work and Activities****In Cameroon, 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)

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
Are adaptable to Cameroon's specific development challenges and country circumstances*	235	6.07	2.23	77	6.66	2.29

\*Significantly different between geographic locations

	Yaoundé			Other Areas		
	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?	220	6.43	1.91	77	6.81	1.90
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	221	7.08	1.91	75	7.60	1.79

(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)**

	Yaoundé			Other Areas		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Cameroon	179	5.31	2.08	59	4.93	2.02
Where country systems are adequate, the World Bank Group makes appropriate use of them	183	7.04	2.02	62	6.90	2.47





## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>18</sup>

*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 Cameroon 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 Cameroon, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Cameroon?"*

Collaborating with the WBG N=151    ●    Not collaborating with the WBG N=225

### 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 Cameroon?*	148	6.20	2.52	219	4.69	2.19

(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 Cameroon.*	130	6.22	2.15	179	5.57	1.95

(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 Cameroon solve its most complicated development challenges?*	126	6.85	2.32	171	6.12	2.20

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

\*Significantly different between collaborators and non-collaborators

<sup>18</sup> 376 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health	21.3%	25.8%
Transport	30.7%	24.9%
Agricultural development	35.3%	32.0%
Global/regional integration*	0.7%	4.9%
Job creation/employment	15.3%	20.4%
Public sector governance/reform*	28.7%	38.7%
Social protection*	4.0%	0.9%
Rural development*	22.7%	14.7%
Foreign direct investment	0.7%	0.9%
Education	16.7%	12.4%
Energy	16.7%	13.3%
Gender equity*	0.0%	4.9%
Financial markets	0.7%	0.9%
Urban development	2.7%	4.9%
Environmental sustainability	4.0%	4.4%
Economic growth	7.3%	12.0%
Private sector development	24.7%	16.9%
Water and sanitation	5.3%	5.3%
Food security	12.7%	7.1%
Climate change	6.0%	4.0%
Information and communications technology	2.7%	2.2%
Trade and exports	0.0%	0.4%
Regulatory framework	2.7%	1.8%
Natural resource management*	8.7%	3.6%
Poverty reduction	13.3%	18.2%
Anti corruption	14.7%	19.6%

\*Significantly different between collaborators and non-collaborators

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

(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 Cameroon*	130	7.26	1.98	191	5.57	2.12
The World Bank Group's work is aligned with what I consider the development priorities for Cameroon*	129	6.78	2.25	180	5.40	2.17

\*Significantly different between collaborators and non-collaborators

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

**To what extent is the World Bank Group an effective development partner in Cameroon, 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*	119	5.99	2.20	165	4.93	1.88
Flexibility (in terms of the institution's products and services)*	122	5.77	2.45	150	4.66	1.94
Flexibility (in terms of changing country circumstances)*	117	5.90	2.26	149	4.95	1.78
Being inclusive*	106	6.73	2.21	160	5.57	2.22
Openness (sharing data and other information)*	121	7.02	2.25	181	6.01	2.35
Collaboration with the Government*	130	7.91	1.76	189	7.48	1.88
The speed in which it gets things accomplished on the ground*	120	6.00	1.99	165	5.53	2.02
Ease of access to the people at the World Bank Group who are making decisions important to my work*	116	5.96	2.29	174	4.27	2.09
Collaboration with civil society*	111	6.22	2.41	182	5.05	2.13
Staff accessibility*	111	6.19	2.43	163	4.33	2.16
Collaboration with other donors and development partners*	114	7.37	1.86	148	6.45	2.21
Collaboration with the private sector*	98	6.49	2.21	158	5.00	2.01
Straightforwardness and honesty*	111	7.12	2.15	148	5.84	2.51
Treating clients and stakeholders in Cameroon with respect*	122	7.39	1.95	165	6.36	2.23
Being a long-term partner*	123	7.98	1.84	173	7.28	2.06

*\*Significantly different between collaborators and non-collaborators*



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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Financial markets	120	6.41	2.75	177	6.59	2.34
Transport	130	8.63	1.80	204	8.32	1.85
Anti corruption	131	8.61	2.13	207	8.82	1.91
Urban development	129	7.93	2.06	197	7.68	1.92
Environmental sustainability	131	7.95	2.13	194	7.90	1.98
Trade and exports	120	6.52	2.69	181	6.67	2.15
Information and communications technology*	125	7.87	2.17	193	7.38	2.02
Poverty reduction	137	8.96	1.79	207	8.94	1.56
Gender equity	128	6.74	2.66	190	6.37	2.65
Private sector development	130	8.32	1.95	204	8.38	1.71
Foreign direct investment	120	7.66	2.28	185	7.19	2.39
Water and sanitation	132	8.65	1.85	198	8.29	1.82
Regulatory framework	120	7.66	2.34	184	7.22	2.36
Economic growth	122	8.23	2.02	193	8.26	1.90
Energy	133	8.93	1.76	203	8.64	1.76
Public sector governance/reform	131	8.76	1.98	207	8.85	1.79
Job creation/employment	131	8.11	2.43	207	8.57	1.88
Social protection	126	7.51	2.44	203	7.69	2.22
Rural development	128	8.71	1.92	207	8.39	1.83
Global/regional integration	111	7.32	2.17	187	7.01	2.15
Food security	129	8.05	2.30	193	8.07	1.98
Natural resource management	129	7.47	2.54	204	7.60	2.40
Health	131	8.64	1.96	206	8.86	1.39
Climate change*	131	8.27	1.99	203	7.81	1.94
Agricultural development	134	8.90	1.95	212	8.81	1.52
Education	135	8.96	1.61	211	8.73	1.63

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	85	5.35	2.40	100	5.08	2.42
Information and communications technology	85	6.49	2.14	108	6.08	1.98
Transport	118	6.94	2.15	146	6.69	2.13
Urban development	109	6.67	2.19	131	6.34	2.03
Environmental sustainability	107	7.24	2.10	132	6.73	1.91
Regulatory framework	102	6.24	1.89	112	5.76	2.22
Poverty reduction	124	6.65	2.36	159	6.13	2.18
Anti corruption	114	6.20	2.37	149	5.73	2.30
Private sector development*	113	6.34	2.44	136	5.62	2.04
Foreign direct investment*	100	6.56	2.02	112	6.00	1.86
Water and sanitation	120	6.86	2.01	127	6.40	2.05
Trade and exports	86	5.94	1.79	93	5.72	1.78
Economic growth*	109	6.77	2.21	133	6.16	1.94
Health*	117	7.33	2.16	148	6.57	2.04
Public sector governance/reform	106	6.26	2.26	149	6.20	2.40
Job creation/employment*	107	5.85	2.41	125	4.97	2.22
Financial markets*	82	5.60	2.15	99	4.85	1.96
Energy*	120	7.05	2.19	136	6.39	2.18
Rural development*	114	6.82	2.15	139	5.92	2.25
Global/regional integration	87	5.89	2.21	105	5.54	1.78
Food security	88	6.19	1.98	133	5.83	1.92
Education	117	7.16	2.10	146	6.80	1.94
Social protection*	92	5.98	2.01	108	4.97	2.23
Climate change*	107	6.51	2.16	126	5.81	2.03
Agricultural development	117	6.79	2.09	147	6.29	2.14
Natural resource management	106	6.49	2.19	131	6.08	2.18

\*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 Cameroon?*	129	6.53	1.95	174	5.87	1.86

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

\*Significantly different between collaborators and non-collaborators

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

(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 Cameroon*	129	6.40	2.09	171	5.40	2.00
The World Bank Group meets Cameroon's needs for knowledge services	118	6.22	2.04	175	5.82	2.18

\*Significantly different between collaborators and non-collaborators

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

	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 Cameroon?	103	6.18	1.94	144	5.74	1.92

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

**D. The World Bank Group's Knowledge Work and Activities****In Cameroon, 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*	119	7.18	2.12	177	6.64	2.25
Include appropriate level of stakeholder involvement during preparation*	115	6.61	1.87	167	5.56	2.18
Lead to practical solutions*	122	6.72	1.90	177	5.62	2.10
Are accessible (well written and easy to understand)	123	6.72	2.18	182	6.24	2.33
Are source of relevant information on global good practices	122	7.41	1.97	173	7.12	2.28
Are adequately disseminated*	124	6.06	2.32	181	5.43	2.48
Are translated enough into local language*	107	4.90	2.72	168	4.02	2.64
Are adaptable to Cameroon's specific development challenges and country circumstances	125	6.52	2.26	187	6.05	2.28

\*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?*	122	7.02	1.77	176	6.23	1.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	120	7.50	1.73	177	7.07	1.99

(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	122	4.84	2.39	130	4.55	2.28
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	127	7.19	2.08	176	6.56	2.37
The World Bank Group's approvals and reviews are done in a timely fashion	120	5.79	2.22	140	5.56	2.27
The World Bank Group's "Safeguard Policy" requirements are reasonable*	106	7.08	1.91	134	6.13	2.24
The World Bank Group's conditions on its lending are reasonable*	109	6.49	2.39	147	5.20	2.30
The World Bank Group takes decisions quickly in Cameroon*	112	5.78	1.80	128	4.78	2.26
Working with the World Bank Group increases Cameroon's institutional capacity*	127	7.23	2.00	171	6.35	2.29
Where country systems are adequate, the World Bank Group makes appropriate use of them*	114	7.68	1.81	131	6.43	2.32
The World Bank Group provides effective implementation support*	121	7.29	1.97	173	6.42	2.31

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Cameroon?*	111	6.77	1.79	165	5.68	1.79

(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*	105	7.61	1.83	147	6.81	1.90
I find the information on the World Bank Group's websites useful*	104	7.76	1.73	150	7.11	1.88
The World Bank Group's social media channels are valuable sources of information about the institution	67	6.96	2.10	107	6.78	2.51
When I need information from the World Bank Group I know how to find it*	120	7.07	2.31	153	5.23	2.82
The World Bank Group is responsive to my information requests and inquiries*	104	7.16	2.24	112	5.09	2.47

\*Significantly different between collaborators and non-collaborators



## Appendix E: Responses to Selected Questions by Year<sup>19</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.*

FY 2013 Number of comparable respondents = 368 • FY 2016 Number of comparable respondents = 376

*By weighting, the FY 2013 and FY 2016 samples 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	FY 2013	FY 2016
Office of the President/Prime Minister/Minister	4%	4%
Office of Parliamentarian	1%	1%
Government institutions	30%	30%
Local Government	4%	4%
Bilateral/multilateral agencies	6%	6%
Civil society	30%	30%
Private sector	7%	7%
Academia	10%	10%
Media	8%	8%

### A. General Issues facing Cameroon

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	46.0%	38.5%
The wrong direction	13.8%	29.5%
Not sure	40.1%	32.0%

\*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Cameroon?	362	5.69	2.05	364	5.39	2.41

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Cameroon.*	342	5.56	1.89	310	5.92	2.00

(1-Not effective at all, 10-Very effective) \*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Cameroon solve its most complicated development challenges?*	311	5.85	1.98	299	6.48	2.26

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2016 and FY2013

<sup>19</sup> Only those questions that were asked in the FY '13 and FY '16 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 Cameroon?**

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Cameroon*	346	5.80	2.25	321	6.28	2.21
The World Bank Group's work is aligned with what I consider the development priorities for Cameroon*	336	5.29	2.22	307	5.94	2.29

\*Significantly different between FY2016 and FY2013

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	286	5.09	1.93	285	5.37	2.07
Flexibility (in terms of the institution's products and services)	288	4.82	1.86	277	5.14	2.24
Flexibility (in terms of changing country circumstances)*	287	5.00	1.85	271	5.34	2.04
Being inclusive*	270	5.36	1.99	268	5.93	2.22
Openness*	317	5.78	2.23	303	6.38	2.33
Collaboration with the Government*	323	7.10	2.01	319	7.64	1.83
The speed in which it gets things accomplished on the ground*	290	4.84	1.93	288	5.79	2.00
Ease of access to the people at the World Bank Group who are making decisions important to my work				289	4.96	2.33
Collaboration with civil society				290	5.51	2.24
Staff accessibility*	314	4.58	2.42	274	5.14	2.44
Collaboration with other donors and development partners	286	6.54	2.12	260	6.78	2.09
Collaboration with the private sector				258	5.57	2.15
Straightforwardness and honesty*	292	5.39	2.56	262	6.44	2.42
Treating clients and stakeholders in Cameroon with respect*	301	5.69	2.22	286	6.83	2.13
Being a long-term partner				296	7.62	1.93

\*Significantly different between FY2016 and FY2013



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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity*	260	4.81	2.28	190	5.26	2.39
Information and communications technology*	274	4.91	1.95	192	6.31	2.03
Transport*	310	5.61	2.02	262	6.74	2.11
Urban development*	292	5.43	1.93	239	6.40	2.11
Environmental sustainability*	299	5.65	1.96	239	6.97	1.95
Regulatory framework*	259	5.28	1.87	220	6.00	2.00
Poverty reduction*	313	5.20	2.03	284	6.32	2.25
Anti corruption*	317	4.93	2.24	263	5.83	2.34
Private sector development*	260	4.30	1.78	249	5.89	2.24
Foreign direct investment*	238	4.94	1.93	212	6.28	1.93
Water and sanitation*	285	5.17	1.94	250	6.60	1.99
Trade and exports*	244	4.82	1.84	184	5.80	1.76
Economic growth*	296	5.22	2.01	245	6.35	2.04
Health*	300	5.64	2.12	263	6.84	2.10
Public sector governance/reform*	313	5.28	2.11	256	6.18	2.26
Job creation/employment*	291	4.23	1.88	230	5.35	2.28
Financial markets*	231	4.42	1.87	187	5.19	2.00
Energy*	301	5.53	2.18	254	6.70	2.16
Rural development*	307	5.11	2.09	256	6.33	2.23
Global/regional integration*	268	5.16	2.14	194	5.66	1.98
Food security*	288	5.04	2.03	222	5.96	1.94
Education*	306	5.61	2.04	263	6.92	2.03
Social protection*	268	4.06	1.95	207	5.50	2.16
Climate change*	277	5.21	2.10	233	6.17	2.03
Agricultural development*	298	5.45	2.06	262	6.47	2.09
Natural resource management*	287	5.23	2.06	237	6.28	2.12

\*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Cameroon?*	335	5.67	1.76	305	6.18	1.87

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2016 and FY2013

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Cameroon*	333	5.25	2.03	302	5.81	2.05
The World Bank Group meets Cameroon's needs for knowledge services*	325	5.29	1.97	294	5.97	2.09

\*Significantly different between FY2016 and FY2013

**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 2013	FY 2016
Weekly	9.2%	21.2%
Monthly	18.7%	19.1%
A few times a year	39.4%	37.1%
Rarely	25.1%	15.6%
Never	7.5%	7.0%

\*Significantly different between FY2016 and FY2013

**In Cameroon, 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 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely*	298	4.84	1.85	296	6.83	2.15
Include appropriate level of stakeholder involvement during preparation*	323	4.88	1.95	285	6.02	2.03
Lead to practical solutions				299	6.08	2.01
Are accessible (well written and easy to understand)*	326	5.53	2.01	304	6.37	2.30
Are source of relevant information on global good practices*	320	6.18	2.11	294	7.21	2.11
Are adequately disseminated*	320	4.75	1.99	305	5.69	2.44
Are translated enough into local language	300	4.41	2.55	280	4.42	2.70
Are adaptable to Cameroon's specific development challenges and country circumstances*	323	5.71	2.15	309	6.23	2.21

\*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	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?*	336	5.87	1.84	296	6.56	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	331	6.36	1.84	298	7.25	1.83

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

\*Significantly different between FY2016 and FY2013

**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 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	287	4.45	2.03	259	4.82	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	333	6.03	2.12	306	6.95	2.21
The World Bank Group's approvals and reviews are done in a timely fashion*	302	5.01	1.87	267	5.81	2.20
The World Bank Group's "Safeguard Policy" requirements are reasonable*	278	5.48	2.09	246	6.51	2.06
The World Bank Group's conditions on its lending are reasonable*	284	5.05	2.21	264	5.75	2.37
The World Bank Group takes decisions quickly in Cameroon				246	5.41	2.08
Working with the World Bank Group increases Cameroon's institutional capacity*	334	6.09	2.22	302	6.77	2.11
Where country systems are adequate, the World Bank Group makes appropriate use of them*	277	6.13	2.03	251	7.01	2.09
The World Bank Group provides effective implementation support*	308	6.18	2.13	294	6.85	2.12

\*Significantly different between FY2016 and FY2013

**G. Communication and Information Sharing**

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

Percentage of Respondents	FY 2013	FY 2016
Yes	28.7%	33.3%
No	71.3%	66.7%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	13.9%	30.3%
No	86.1%	69.7%

\*Significantly different between FY2016 and FY2013

Were you able to obtain this information?\*

Percentage of Respondents	FY 2013	FY 2016
Yes	43.9%	66.3%
No	56.1%	33.7%

\*Significantly different between FY2016 and FY2013

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	94.7%	96.2%
No	5.3%	3.8%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	67.2%	70.1%
No	32.8%	29.9%

**G. Communication and Information Sharing (continued)****Which Internet connection do you use primarily when visiting a World Bank Group website?\***

Percentage of Respondents	FY 2013	FY 2016
High speed/WiFi	46.4%	75.2%
Dial-up	53.6%	24.8%

\*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	274	5.93	2.12	253	7.08	1.93
I find the information on the World Bank Group's websites useful*	277	6.81	2.13	253	7.35	1.81
When I need information from the World Bank Group I know how to find it*	298	5.27	2.61	277	6.06	2.73
The World Bank Group is responsive to my information requests and inquiries*	245	5.27	2.43	217	6.15	2.57

\*Significantly different between FY2016 and FY2013

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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Cameroon? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the WBG's effectiveness in Cameroon.	5.57	6.22	5.95	5.21	5.76	5.86	5.80	5.79	5.60	6.37	5.79	5.83
Overall the WBG currently plays a relevant role in development in Cameroon	5.57	7.26	6.32	5.80	6.21	6.21	6.07	6.42	5.95	6.97	6.30	5.93
The WBG's work is aligned with what I consider the development priorities for Cameroon	5.40	6.78	6.11	5.15	5.99	5.77	5.53	6.49	5.74	6.38	6.01	5.59
Responsiveness to needs	4.93	5.99	5.42	4.53	5.45	4.99	4.92	5.76	5.14	5.65	5.26	5.25
Flexibility (in terms of the institution's products and services)	4.66	5.77	5.17	4.31	5.15	4.78	4.78	5.33	4.89	5.33	5.12	4.67
Flexibility (in terms of changing country circumstances)	4.95	5.90	5.43	4.49	5.28	5.23	5.20	5.35	5.19	5.45	5.31	5.12
Being inclusive	5.57	6.73	6.08	5.15	6.20	5.51	5.35	6.74	5.80	6.29	6.12	5.32
Openness	6.01	7.02	6.47	5.55	6.23	6.35	6.15	6.50	6.17	6.65	6.33	6.16
Collaboration with the Government	7.48	7.91	7.66	7.50	7.72	7.50	7.34	8.07	7.55	7.86	7.70	7.42
The speed in which it gets things accomplished on the ground	5.53	6.00	5.86	5.31	5.76	5.73	5.59	5.99	5.79	5.64	5.80	5.61
Ease of access to the people at the WBG who are making decisions important to my work	4.27	5.96	5.09	4.42	5.03	4.90	4.86	5.14	4.83	5.42	5.10	4.55
Collaboration with civil society	5.05	6.22	5.51	4.78	5.07	5.72	5.40	5.28	5.37	5.29	5.52	4.90
Staff accessibility	4.33	6.19	5.25	4.04	5.10	4.88	4.86	5.24	4.76	5.77	5.06	4.84
Collaboration with other donors and development partners	6.45	7.37	7.01	5.90	6.84	6.68	6.55	7.10	6.62	7.23	6.61	7.28
Collaboration with the private sector	5.00	6.49	5.56	4.83	5.19	5.67	5.29	5.60	5.29	5.74	5.57	4.90
Straightforwardness and honesty	5.84	7.12	6.56	5.65	6.48	6.24	5.91	7.12	6.20	6.93	6.54	5.92
Treating clients and stakeholders in Cameroon with respect	6.36	7.39	6.95	6.06	6.84	6.70	6.43	7.28	6.60	7.34	6.80	6.74
Being a long-term partner	7.28	7.98	7.69	7.00	7.52	7.63	7.35	7.86	7.42	8.03	7.51	7.73
To what extent does the WBG's work help to achieve development results in Cameroon?	5.87	6.53	6.24	5.28	6.04	6.08	5.83	6.40	5.99	6.27	6.09	5.96
The WBG's financial instruments meet the needs of Cameroon	5.40	6.40	5.87	5.25	5.78	5.68	5.53	6.08	5.55	6.26	5.71	5.82
The WBG meets Cameroon's needs for knowledge services	5.82	6.22	6.15	5.51	6.02	6.01	5.56	6.75	5.96	6.18	6.01	6.03
The WBG's knowledge work and activities are adaptable to Cameroon's specific development challenges and country circumstances	6.05	6.52	6.29	5.77	6.24	6.09	5.84	6.73	6.15	6.25	6.15	6.23
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	6.23	7.02	6.58	6.11	6.46	6.51	6.26	6.85	6.45	6.58	6.53	6.35
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.07	7.50	7.37	6.51	7.12	7.30	7.01	7.51	7.12	7.40	7.15	7.31
The WBG takes decisions quickly in Cameroon	4.78	5.78	5.36	4.85	5.42	5.01	5.19	5.38	5.01	5.93	5.36	4.96
Where country systems are adequate, the WBG makes appropriate use of them	6.43	7.68	7.12	6.51	6.95	7.07	6.79	7.29	6.82	7.47	6.98	7.04

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Cameroon FY 2016 Questionnaire



### **World Bank Group Country Survey FY16 – Cameroon**

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

Independent consultants have 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 CAMEROON**

<b>A1. In general would you say that Cameroon is headed in ... ?</b>	
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 Cameroon.**

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

1	Global/regional integration	14	Environmental sustainability
2	Food security	15	Health
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	16	Climate change (e.g., mitigation, adaptation)
4	Social protection (e.g., pensions, targeted social assistance)	17	Poverty reduction
5	Gender equity	18	Transport (e.g., roads, bridges, transportation)
6	Private sector development	19	Education
7	Foreign direct investment	20	Agricultural development
8	Urban development	21	Trade and exports
9	Energy	22	Anti corruption
10	Job creation/employment	23	Regulatory framework
11	Rural development	24	Natural resource management (e.g., oil, gas, mining)
12	Financial markets	25	Economic growth
13	Water and sanitation	26	Information and communications technology

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

**Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Cameroon? (Choose no more than THREE)**

1	Water and sanitation	14	Foreign direct investment
2	Rural development	15	Energy
3	Climate change (e.g., mitigation, adaptation)	16	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
4	Global/regional integration	17	Private sector development
5	Gender equity	18	Natural resource management (e.g., oil, gas, mining)
6	Economic growth	19	Environmental sustainability
7	Urban development	20	Health
8	Regulatory framework	21	Agricultural development
9	Social protection (e.g., pensions, targeted social assistance)	22	Job creation/employment
10	Transport (e.g., roads, bridges, transportation)	23	Financial markets
11	Information and communications technology	24	Trade and exports
12	Anti corruption	25	Food security
13	Education		



**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 Cameroon? (Choose no more than TWO)**

1	Consistent economic growth
2	More reliable social safety net
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	Better opportunity for the poor who live in rural areas
8	Better opportunity for the poor who live in urban areas
9	Better employment opportunities for young people
10	Better employment opportunities for women
11	Greater equity of fiscal policy
12	Education and training that better ensure job opportunity
13	Better quality public services
14	Other (please specify): _____

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

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

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

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

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

<b>B1. How familiar are you with the work of the World Bank Group in Cameroon?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all									Extremely familiar

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Cameroon solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in Cameroon, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Cameroon? (Choose no more than THREE)</b>			
1	Health	14	Urban development
2	Transport (e.g., roads, bridges, transportation)	15	Environmental sustainability
3	Agricultural development	16	Economic growth
4	Global/regional integration	17	Private sector development
5	Job creation/employment	18	Water and sanitation
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19	Food security
7	Social protection (e.g., pensions, targeted social assistance)	20	Climate change (e.g., mitigation, adaptation)
8	Rural development	21	Information and communications technology
9	Foreign direct investment	22	Trade and exports
10	Education	23	Regulatory framework
11	Energy	24	Natural resource management (e.g., oil, gas, mining)
12	Gender equity	25	Poverty reduction
13	Financial markets	26	Anti corruption

**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 Cameroon?**

		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

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

1	Too influenced by developed countries
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	Staff too inaccessible
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 Cameroon
17	Other (please specify): _____
18	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Cameroon? (Choose no more than TWO)**

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

**B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Cameroon? (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

**B9. 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	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in Cameroon												<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Cameroon												<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 Cameroon, in terms of each of the following?													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B12</b>	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B13</b>	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B14</b>	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B15</b>	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B16</b>	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B17</b>	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B18</b>	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B19</b>	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B20</b>	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B21</b>	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B22</b>	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B23</b>	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B24</b>	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B25</b>	Treating clients and stakeholders in Cameroon with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>B26</b>	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>B27. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)</b>	
1	The Government works inefficiently
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 World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Cameroon?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	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"/>	
17	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Natural resource management (e.g., oil, gas, mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	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 Cameroon?** *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	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**

<b>C3. To what extent does the World Bank Group's work help to achieve development results in Cameroon?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

<b>To what extent do you agree with the following statements about the World Bank Group in Cameroon?</b>														
		<b>Strongly disagree</b>										<b>Strongly agree</b>		<b>Don't know</b>
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Cameroon	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C5</b>	The World Bank Group meets Cameroon'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"/>		

<b>C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Cameroon?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

**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 Cameroon, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>D9</b>	Are adaptable to Cameroon'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
		1	2	3	4	5	6	7	8	9	10		
<b>E1</b>	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
<b>E2</b>	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
<b>E3</b>	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
<b>E4</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
<b>E6</b>	The World Bank Group takes decisions quickly in Cameroon											<input type="checkbox"/>	
<b>E7</b>	Working with the World Bank Group increases Cameroon's institutional capacity											<input type="checkbox"/>	
<b>E8</b>	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
<b>E9</b>	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

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

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 World Bank Group's support in Cameroon? (Select only one response)**

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

## SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN CAMEROON

**F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Cameroon? (Choose no more than TWO)**

1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Cameroon's economy
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	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Cameroon's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

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

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

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

1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Periodicals
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	Mobile phones	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	e-Newsletters
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

<b>G3</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	<b>Yes</b>	<b>No</b>
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**G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)**

1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

<b>G5</b>	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	<b>Yes</b>	<b>No</b>
<b>G6</b>	Were you able to obtain this information?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you have access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G9</b>	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

### G10. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

### Please rate how much you agree with the following statements.

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G13</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G14</b>	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>G15</b>	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**SECTION H: BACKGROUND INFORMATION**

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

<b>H2. Please identify the primary specialization of your work. (Select only ONE response)</b>			
1	Water	12	Gender
2	Social protection and labor	13	Transport and ICT
3	Fragility, conflict and violence	14	Urban, rural, and social development
4	Environment and natural resources	15	Governance
5	Public-private partnerships	16	Poverty
6	Education	17	Jobs
7	Health, nutrition, and population	18	Agriculture
8	Energy and extractives	19	Climate Change
9	Macroeconomics and fiscal management	20	Generalist (specialized in multiple sectors)
10	Trade and competitiveness	21	Other (please specify): _____
11	Finance and markets		

<b>H3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)</b>	
1	Yes
2	No

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in Cameroon? (Select only ONE response)</b>	
1	The World Bank (IBRD/IDA)
2	The International Finance Corporation (IFC)
3	The Multilateral Investment Guarantee Agency (MIGA)
4	Other (please specify): _____

**SECTION H: BACKGROUND INFORMATION****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 Cameroon?****(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 Cameroon? (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 Yaoundé

2 Douala

3 Other cities (please specify): \_\_\_\_\_

**Thank you for completing the survey!**