

# FY 2018 Tunisia Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



April 2019





## Acknowledgements

Tunisia 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), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Jessica Cameron, Antonina Redko, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from Tunisia country team and the independent fielding agency Sigma Conseil. In particular, PORG is grateful for the support from William Stebbins (Senior Communications Officer) who coordinated the survey related activities from Washington, DC, and Sadok Ayari (Communications Associate) who provided support from Tunis, Tunisia.



Country Opinion Surveys  
THE WORLD BANK GROUP





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## TUNISIA







## I. Objectives

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

- *General Issues Facing Tunisia*
- *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*
- *Working with the World Bank Group on Energy Reform*
- *The Future Role of the World Bank Group in Tunisia*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From June to August 2018, 1101 stakeholders of the WBG in Tunisia 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 government; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and 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 198 stakeholders participated in the survey (18% response rate). Respondents received the questionnaires via the online survey platform Qualtrics.

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'15 (response rate was 27%, N=202). 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'15 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 88).

Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.

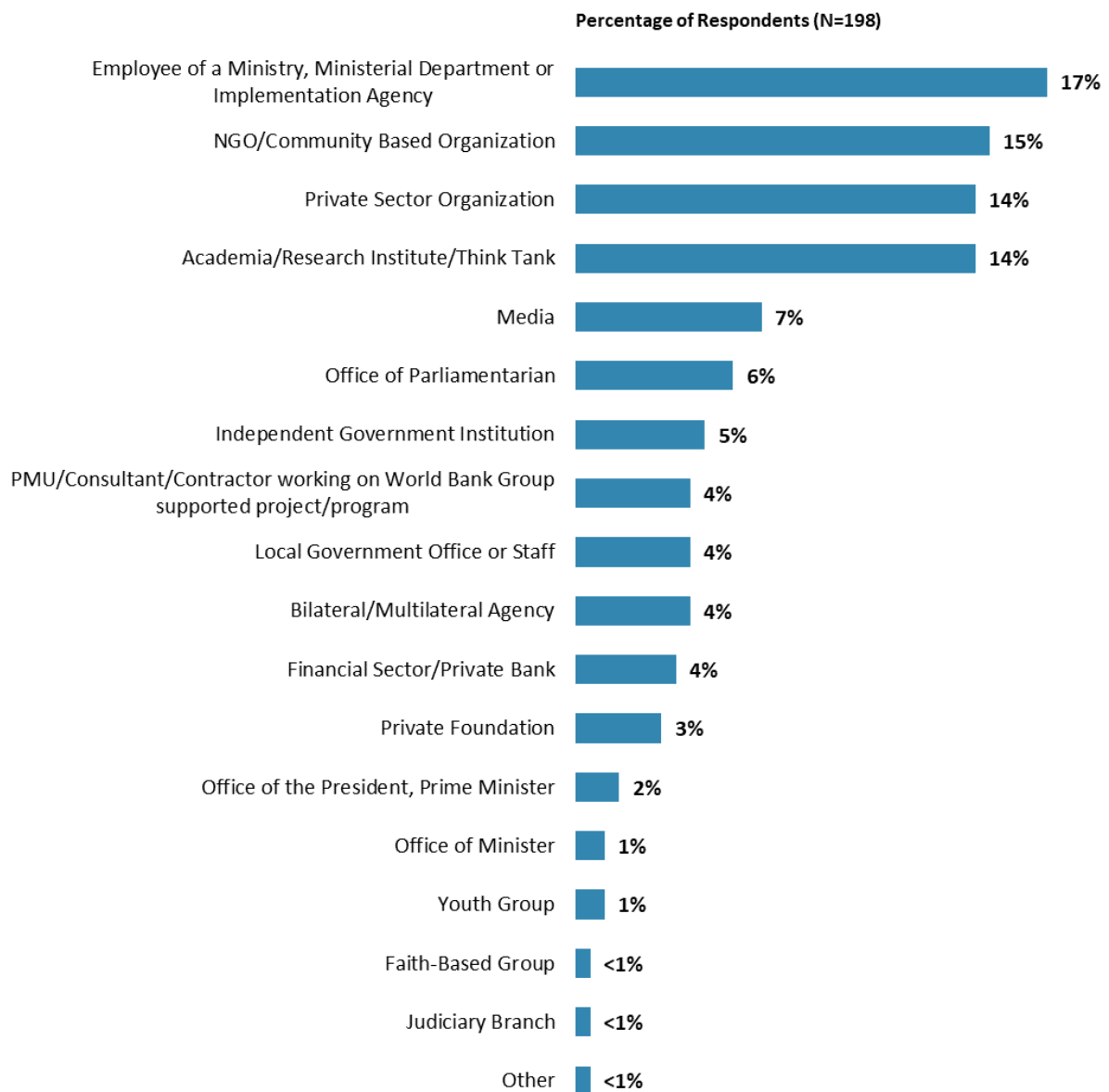




### III. Demographics of the Sample

#### Current Position

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



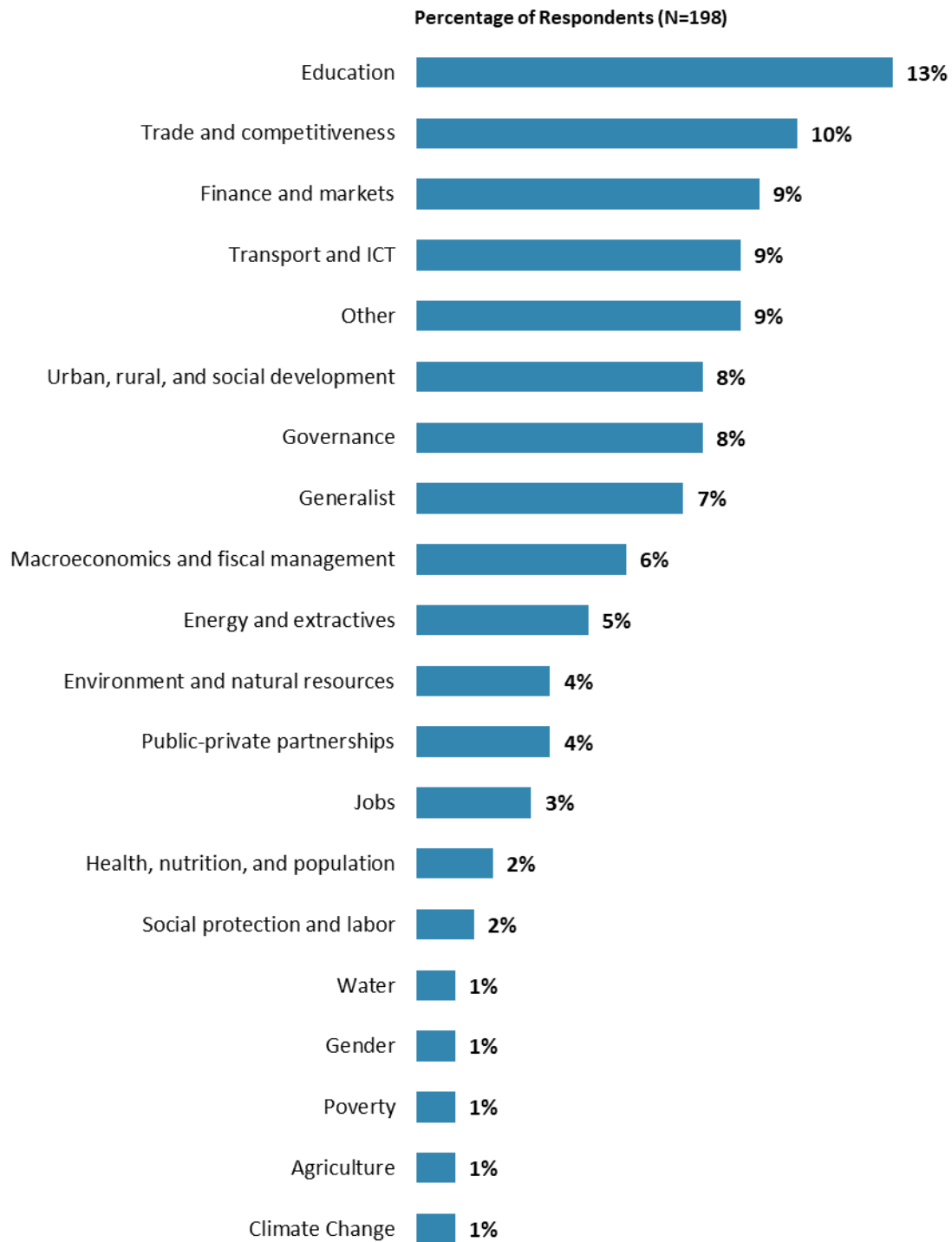
“Which of the following best describes your current position?”  
(Respondents chose from a list.)





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

#### Area of Primary Specialization



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

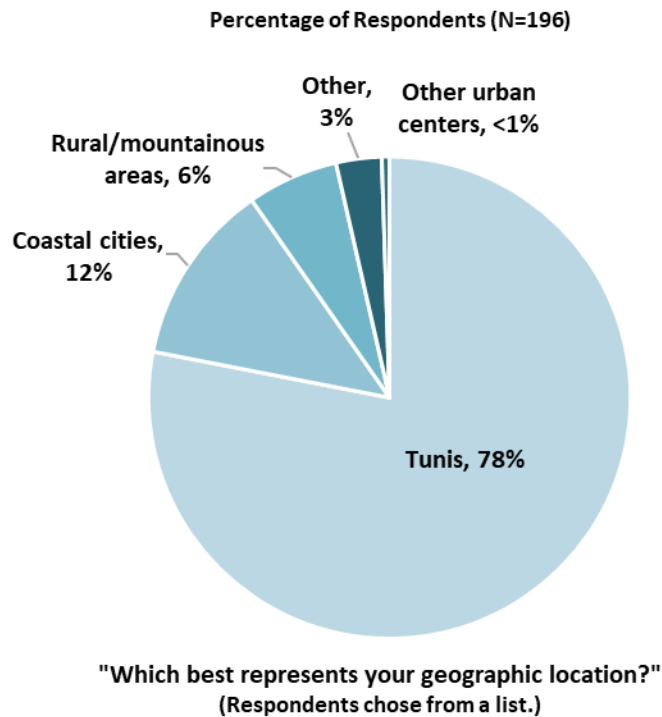




### III. Demographics of the Sample (continued)

#### Geographic Locations

- Because of the small number of respondents from coastal cities, rural/mountainous areas, other urban centers, and other regions, these locations were combined in one category: “Outside Tunis”. Geographic location comparisons can be found in Appendix C (page 80).



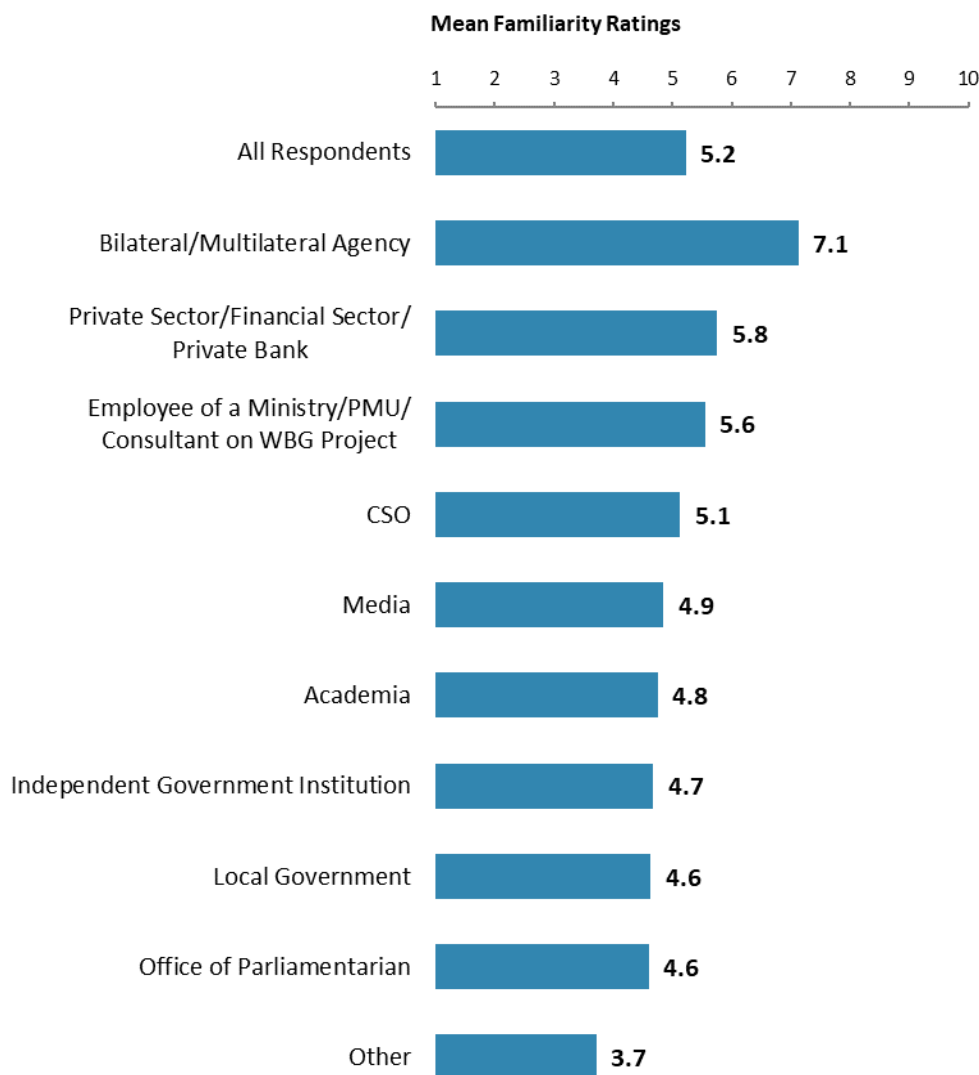




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had significantly lower levels of familiarity with the WBG (weighted mean in FY'18 = 5.21; weighted mean in FY'15 = 5.78)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Tunisia.



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

<sup>1</sup> Please refer to Appendix E (page 88) for more details on weighting. The means in the chart were calculated based on un-weighted data.

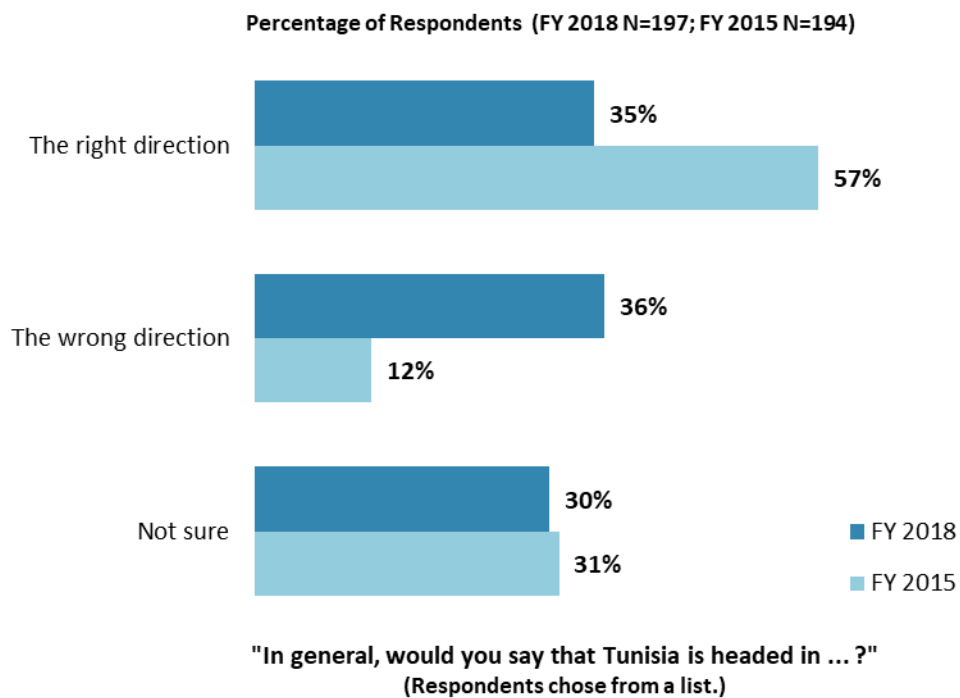




## IV. General Issues Facing Tunisia

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

- **Year comparison:** Respondents in this year's Country Survey were significantly less positive about the prospects of Tunisia compared to respondents in the FY'15 Country Survey.



<sup>2</sup> Percentages presented in the chart were calculated based on weighted data.

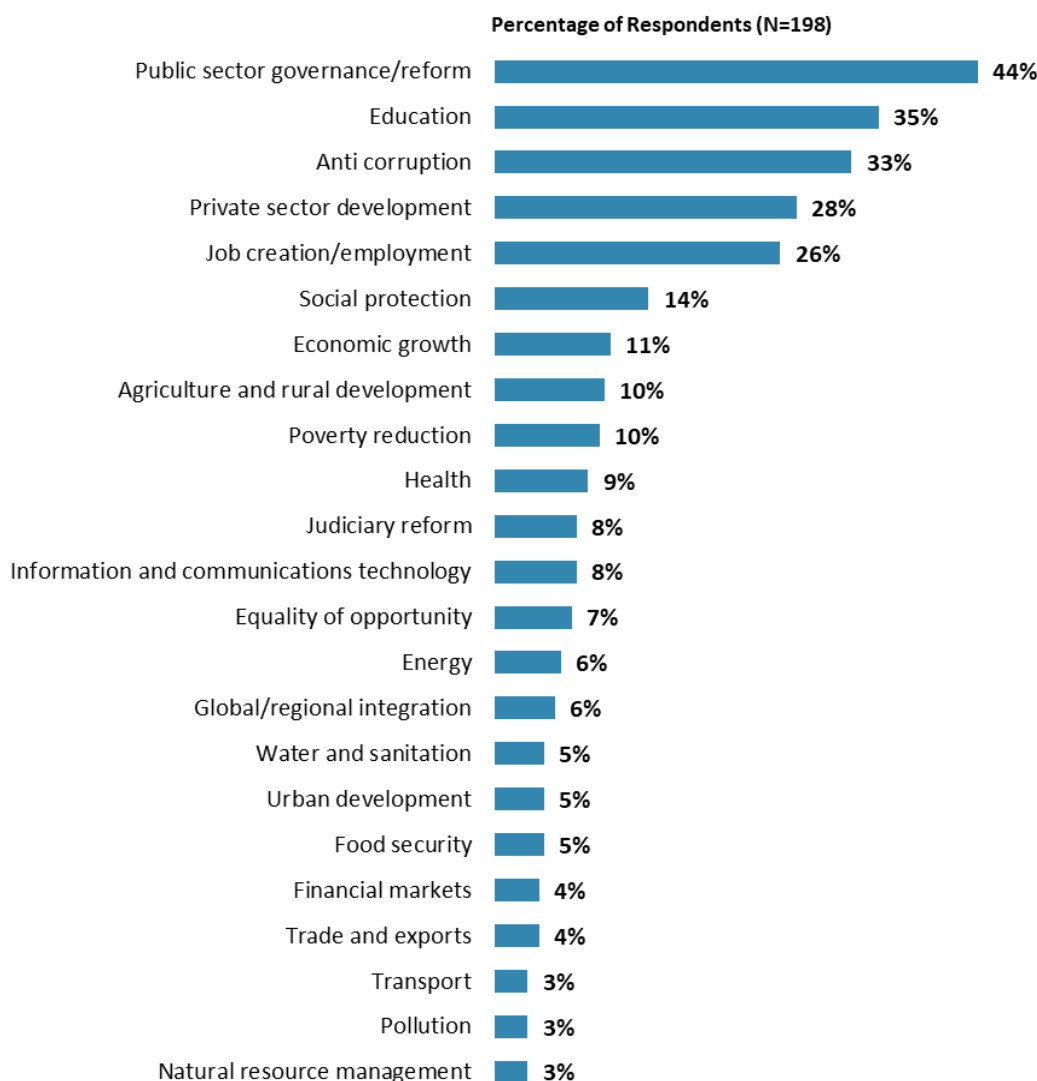




## IV. General Issues Facing Tunisia (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in Tunisia were “*public sector governance/reform*” (75%), “*job creation/employment*” (36%), “*anti-corruption*” (34%), and “*education*” (28%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in Tunisia, compared to the rest of respondents in other areas of work (education specialists = 64%; others = 31%).



"Listed below are a number of development priorities in Tunisia. Please identify which of the following you consider the most important development priorities in Tunisia. (Choose no more than THREE)"  
(Respondents chose from a list. Responses combined. Top 23 of 26 response options shown.)

\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.

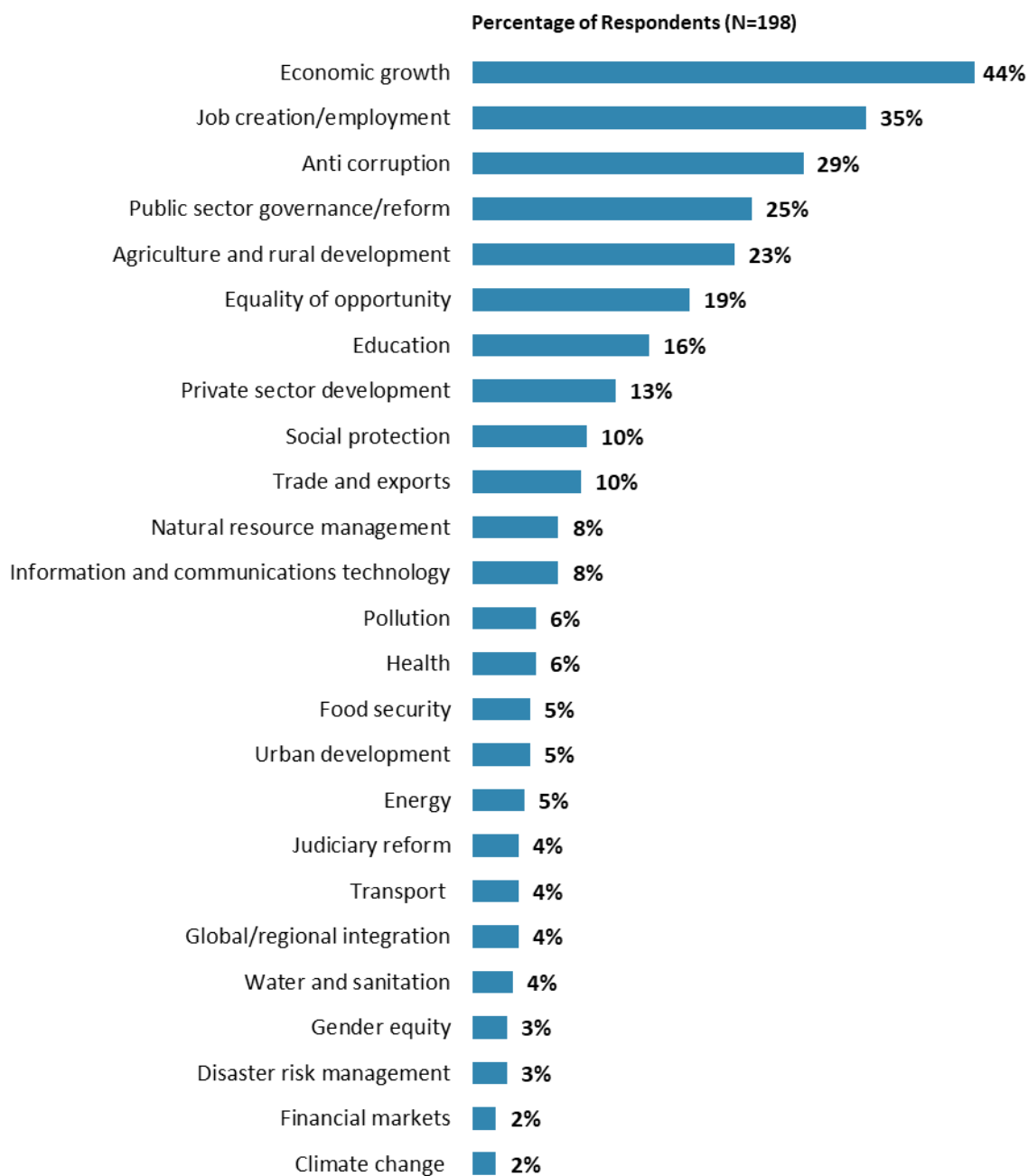




## IV. General Issues Facing Tunisia (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in Tunisia were “*economic growth*” (42%), “*job creation/employment*” (38%), and “*rural development*” (32%).



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

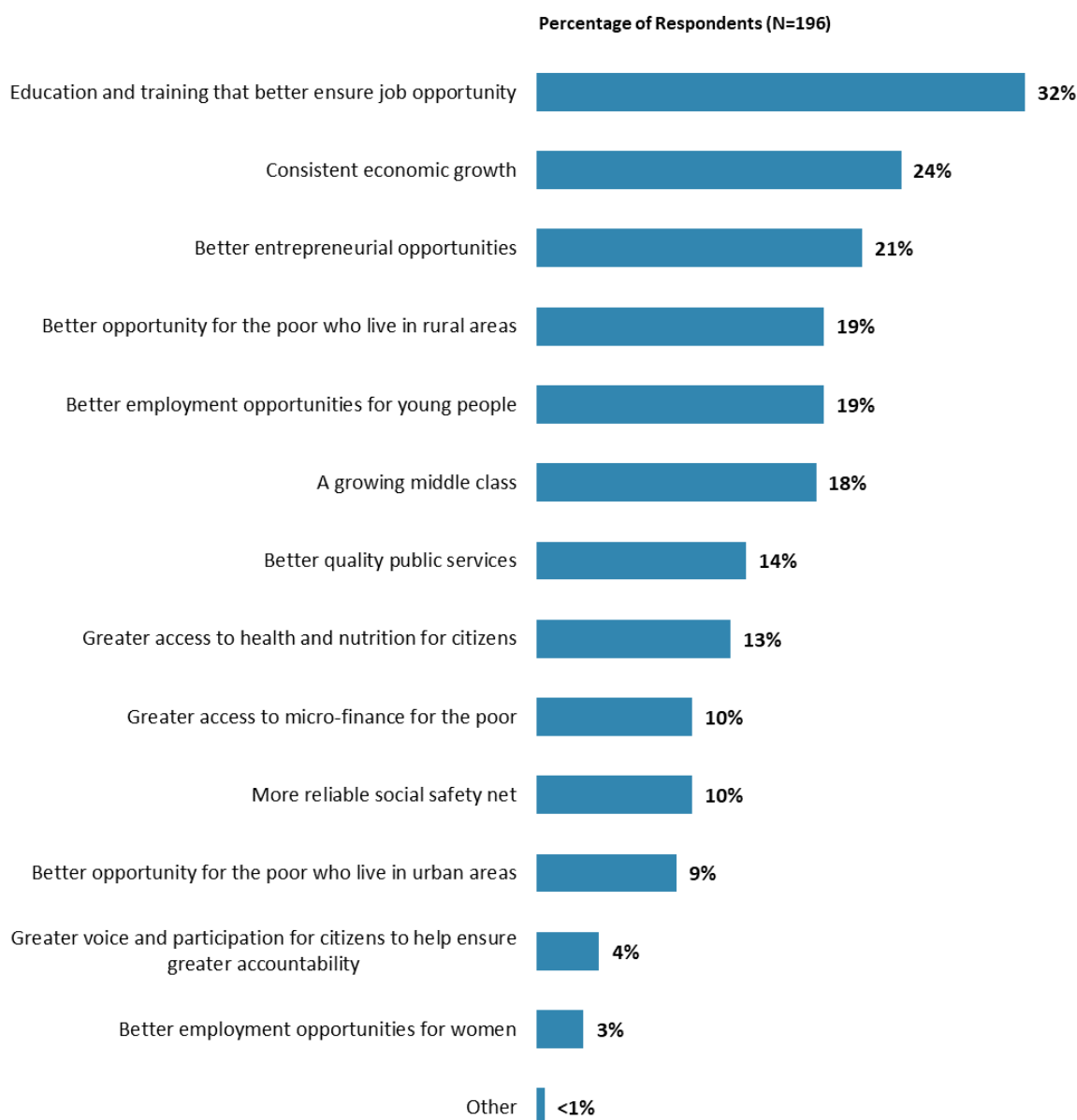




## IV. General Issues Facing Tunisia (continued)

### Factors Contributing to “Shared Prosperity”

- **Year comparison:** Respondents in the previous FY’15 Country Survey indicated that shared prosperity in Tunisia can be best achieved through “*better employment opportunities for young people*” (30%), “*education and training that better ensure job opportunity*” (26%), and “*better entrepreneurial opportunities*” (25%).



"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 Tunisia?

(Choose no more than TWO)"

(Respondents chose from a list. Responses combined.)

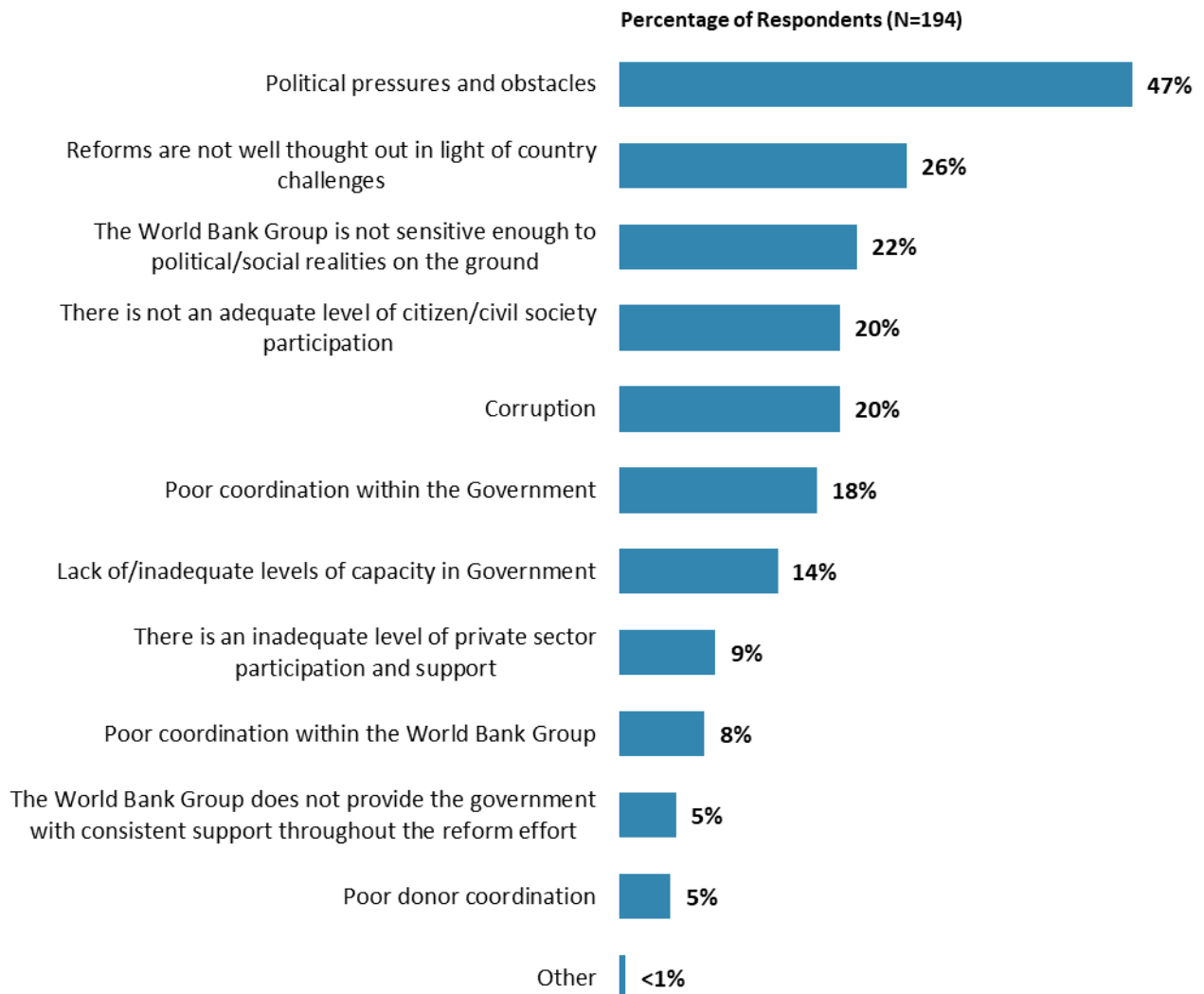




## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *"reforms are not well thought out in light of country challenges"* (32%), and to that *"the World Bank Group is not sensitive enough to political/social realities on the ground"* (31%).



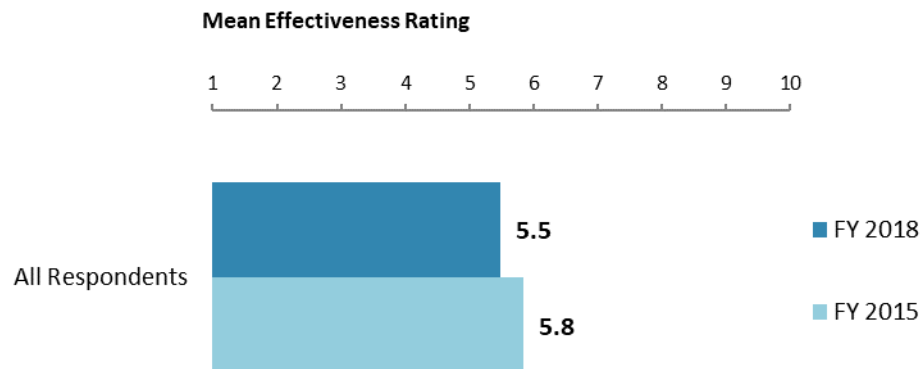
**"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined.)





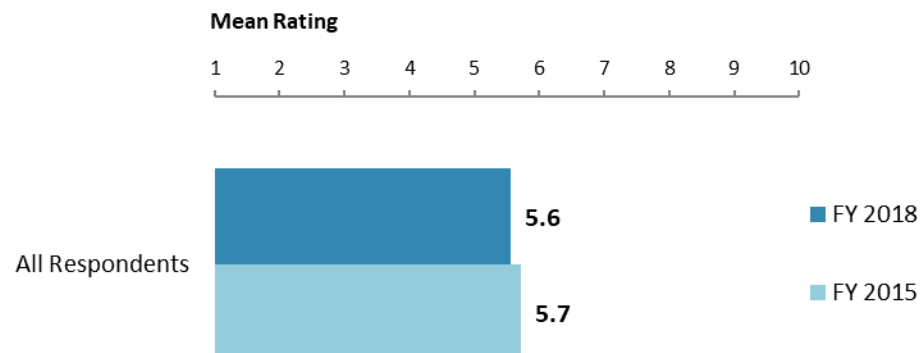
## V. Overall Attitudes toward the World Bank Group (continued)

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



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

### Achieving Development Results (*Indicator Question*)



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

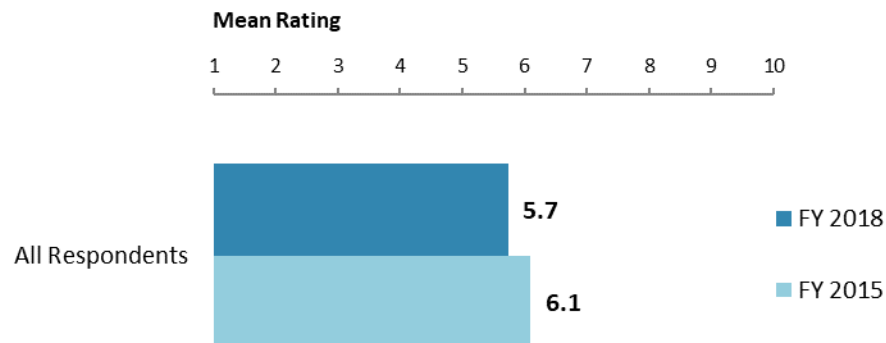
<sup>3</sup> Means presented in the charts on this page were calculated based on weighted data.





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

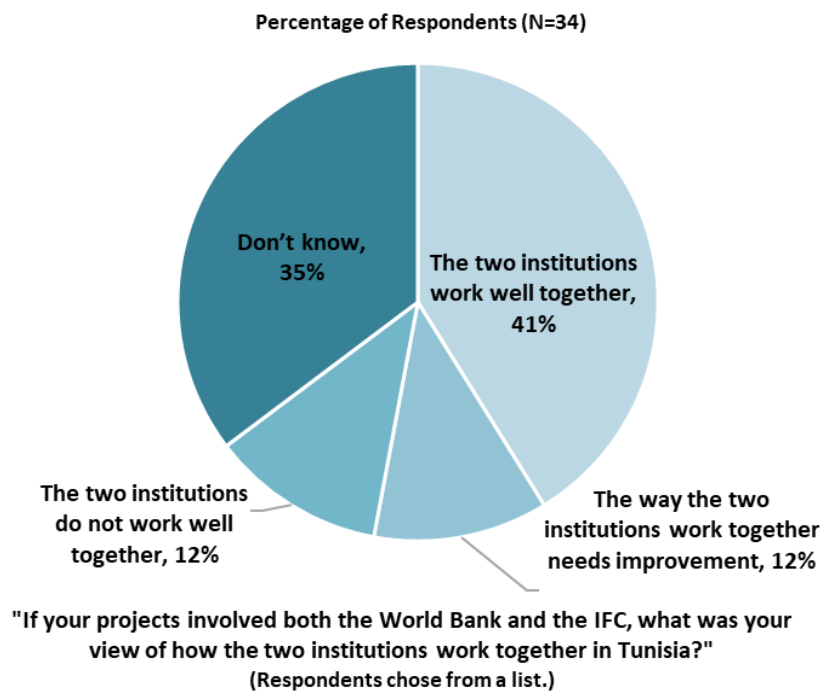
### WBG Staff Preparedness<sup>4</sup>



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

### The World Bank and the IFC Working Together

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



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

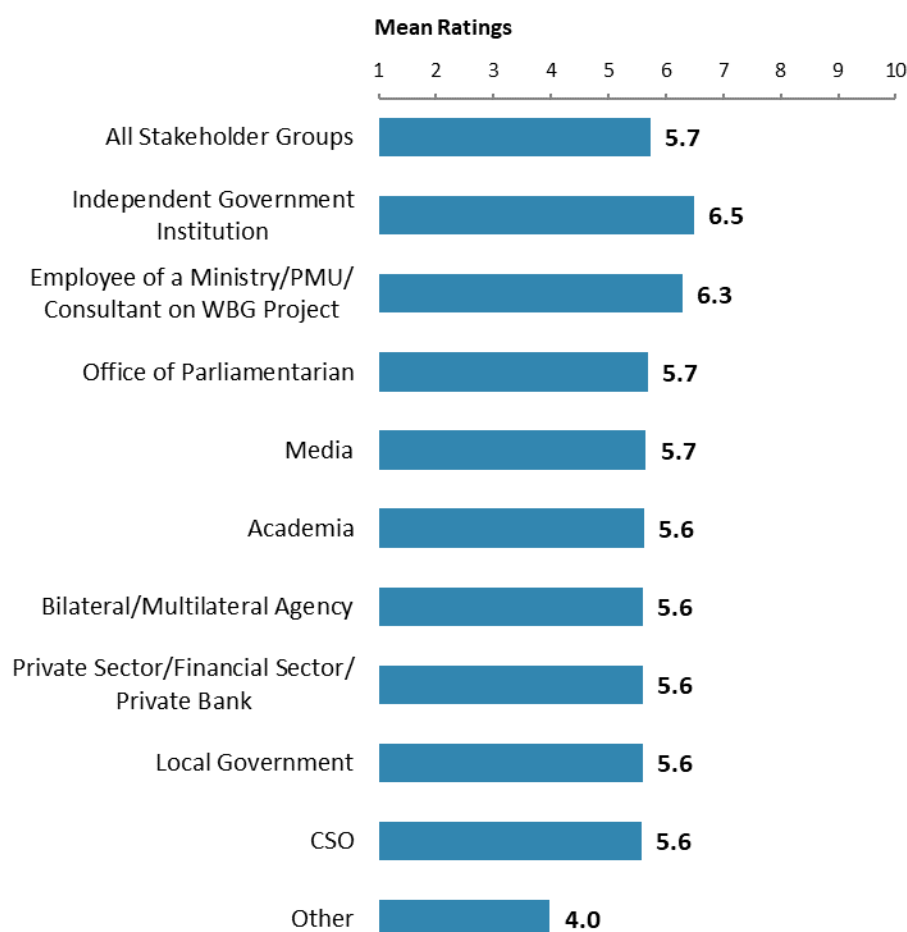




## V. Overall Attitudes toward the World Bank Group (continued)

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from independent government institutions had the highest mean ratings for the aggregated responses to the twenty-six COS indicator questions, whereas respondents from the “Other” category had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (page 57).
- **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 = 6.1) compared to respondents who do not collaborate with the WBG (mean rating = 5.6). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 94).



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

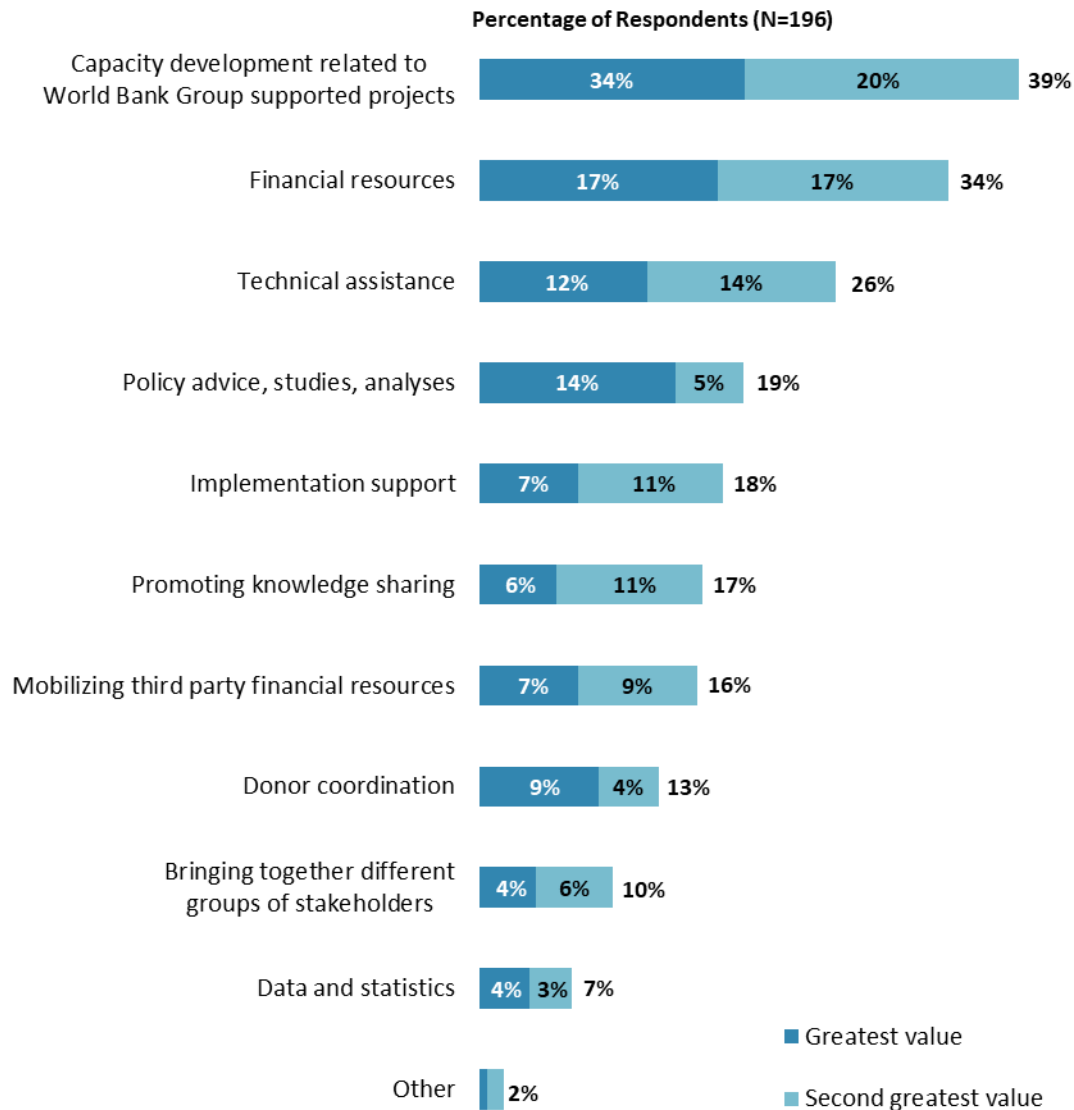




## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to Tunisia were its "*financial resources*" (49%), "*policy advice, studies, analyses*" (43%), and "*capacity development*" (30%).



"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 Tunisia?"  
(Respondents chose from a list.)

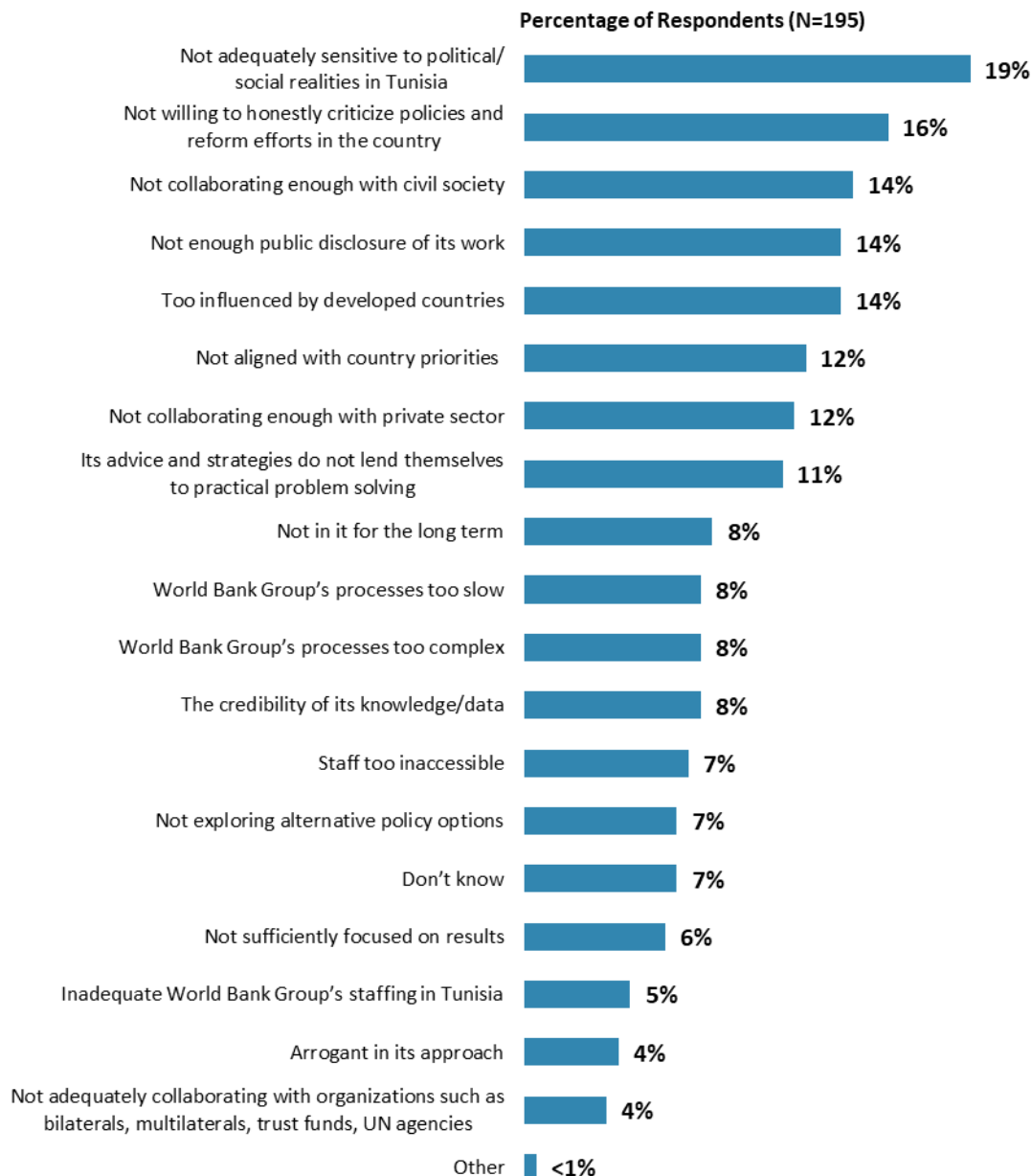




## V. Overall Attitudes toward the World Bank Group (continued)

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in Tunisia were "*not enough public disclosure of its work*" (28%) and "*not collaborating enough with stakeholders outside the Government*" (24%).



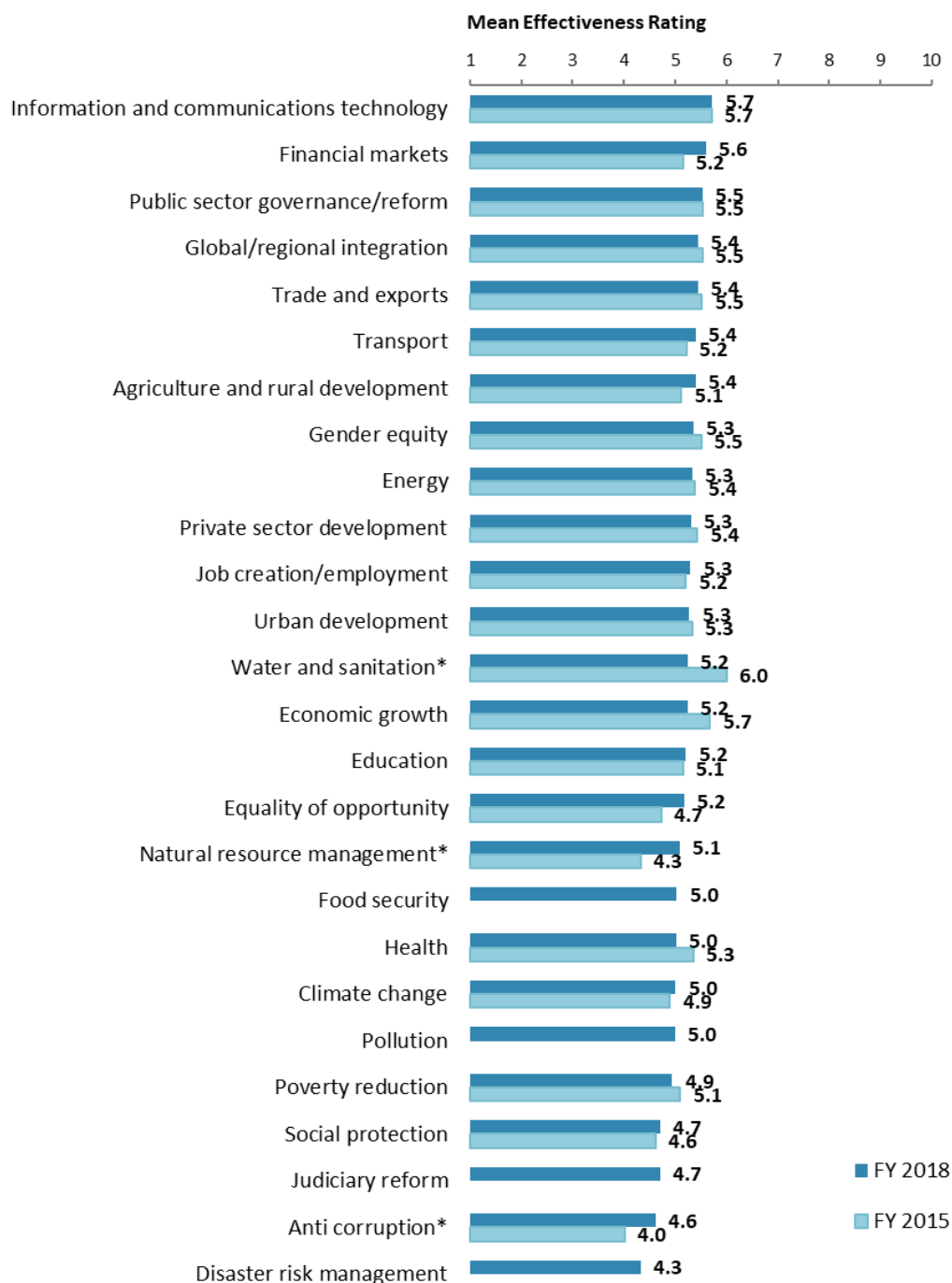
**"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)





## 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 Tunisia?" (1- "Not effective at all", 10- "Very effective")  
(\*Significantly different between FY 2018 and FY 2015)

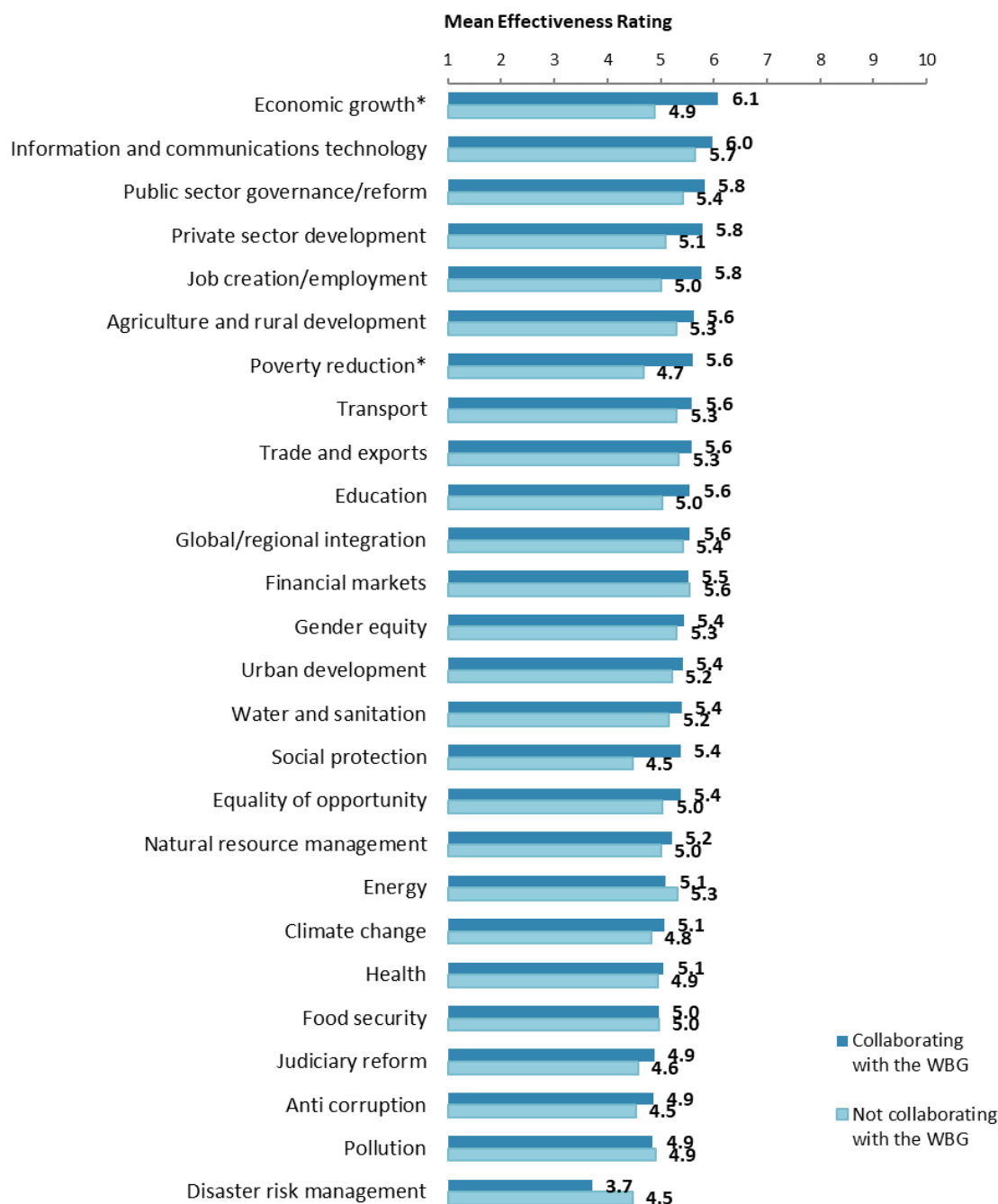
<sup>5</sup> Means presented in this chart were calculated based on weighted data. See Appendix E for details.





## 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 Tunisia?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between collaborators and non-collaborators)

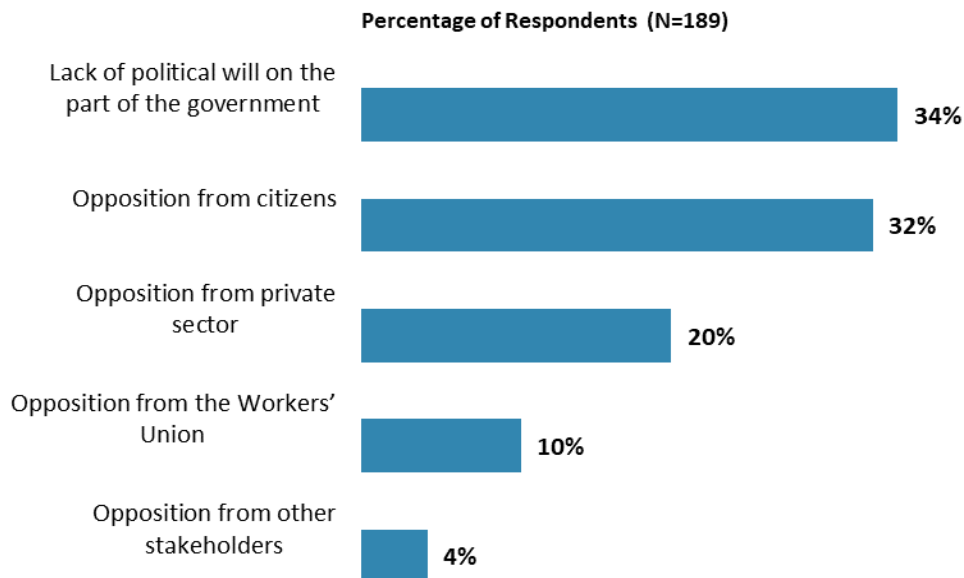
<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 42) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.





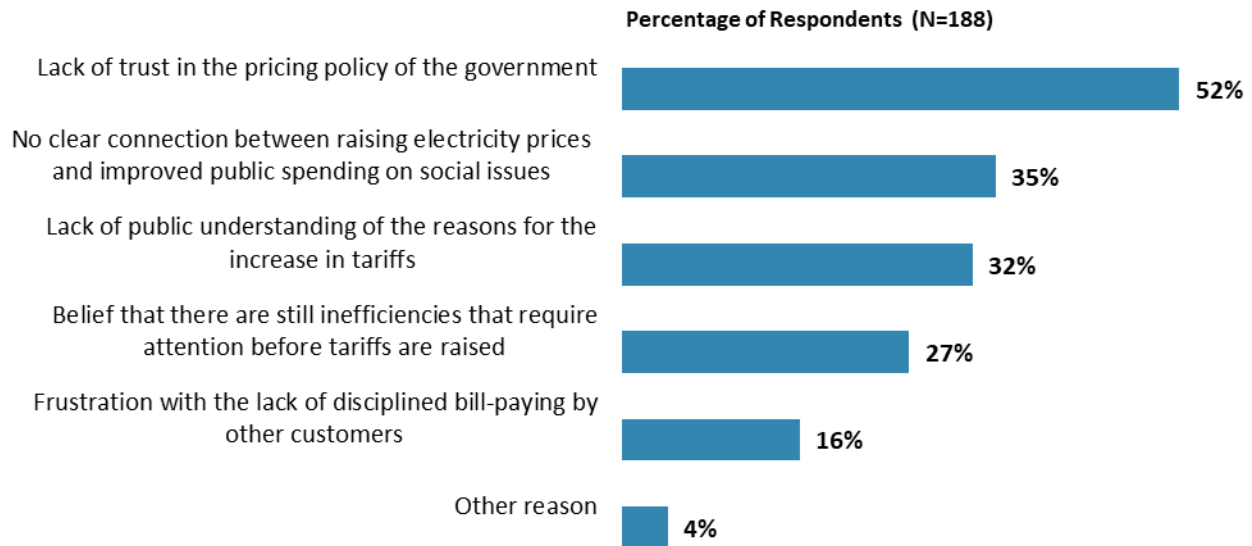
## VI. Sectoral Effectiveness (continued)

### Energy Reform: Greatest Obstacle



**"When considering the potential need in Tunisia for adjustments of energy prices to cover costs, which of the following do you think represents the greatest obstacle?"**  
(Respondents chose from a list.)

### Energy Reform: Most Convincing Argument Against Possible Tariff Increases



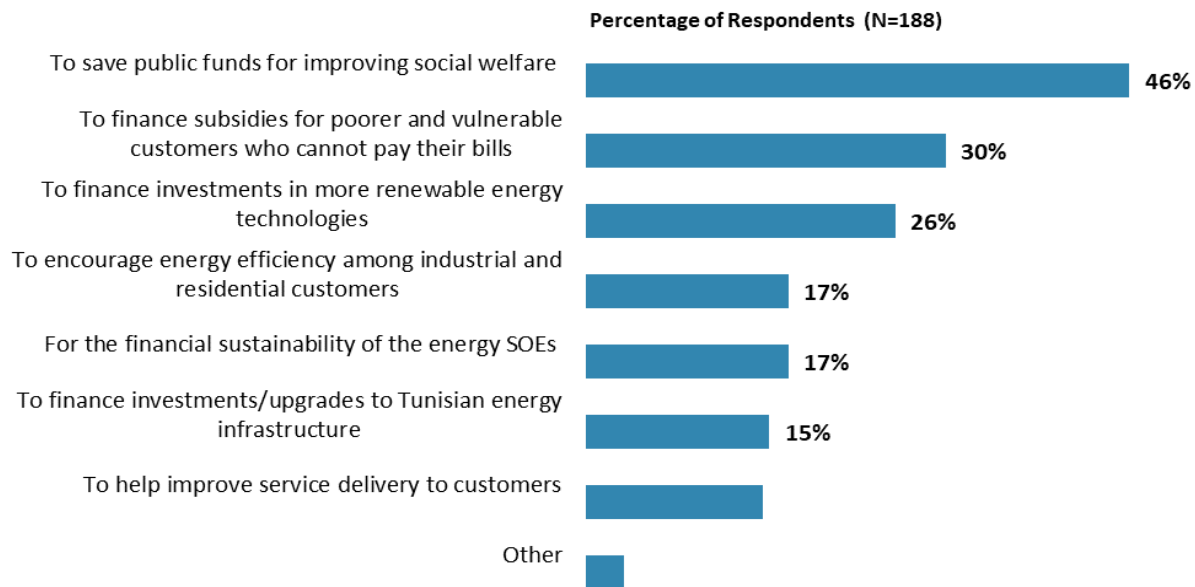
**"Which of the following do you think is the most convincing argument for opposition to possible tariff increases? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)





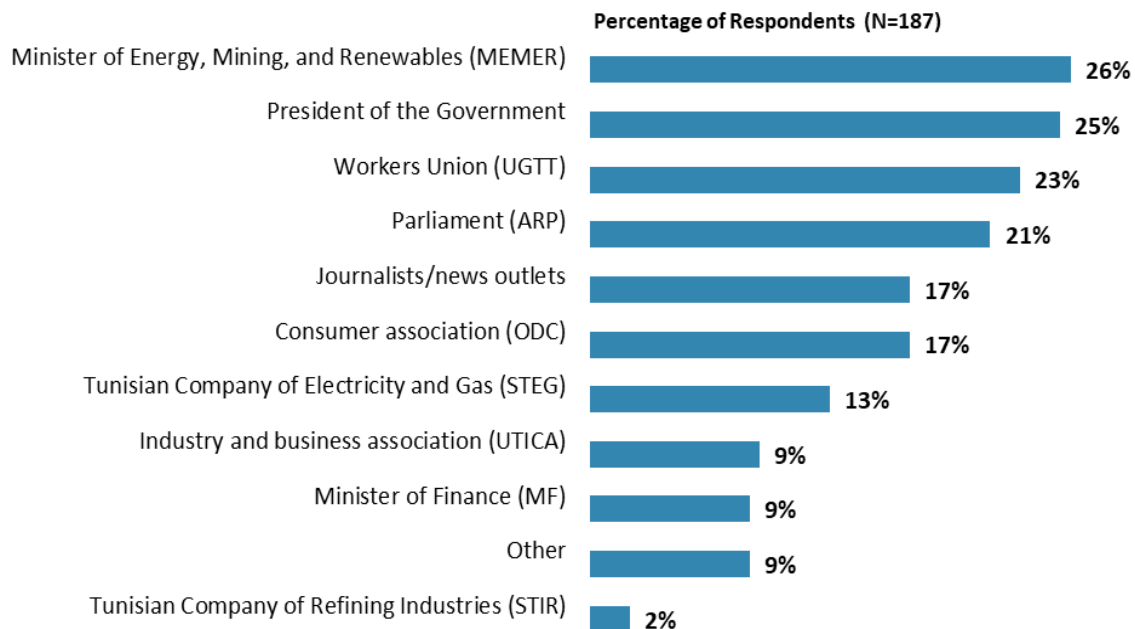
## VI. Sectoral Effectiveness (continued)

### Energy Reform: Most Convincing Argument in Favor of Price Adjustments



"Which of the following are the most convincing arguments in favor of price adjustments? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

### Energy Reform: Most Credible Voices



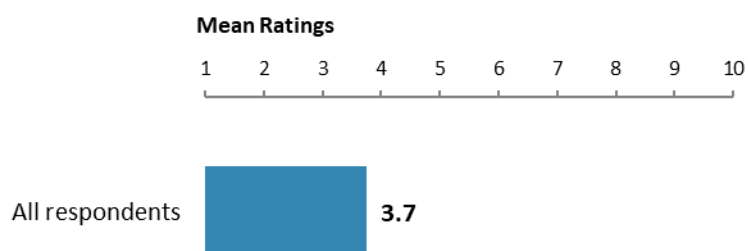
"Which of the following are the most credible voices on energy reform in Tunisia? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)





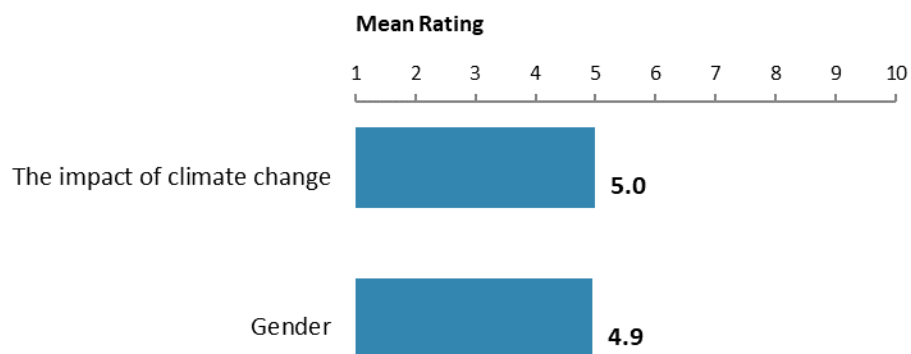
## VI. Sectoral Effectiveness (continued)

### Energy Reform: Government Communicating Energy Sector Decisions



**"To what extent do you believe that the government communicates energy sector decisions/reforms consistently and credibly to citizens?"**  
(1-"To no degree at all", 10-"To a very significant degree")

### WBG's Impact on Gender and Climate Change



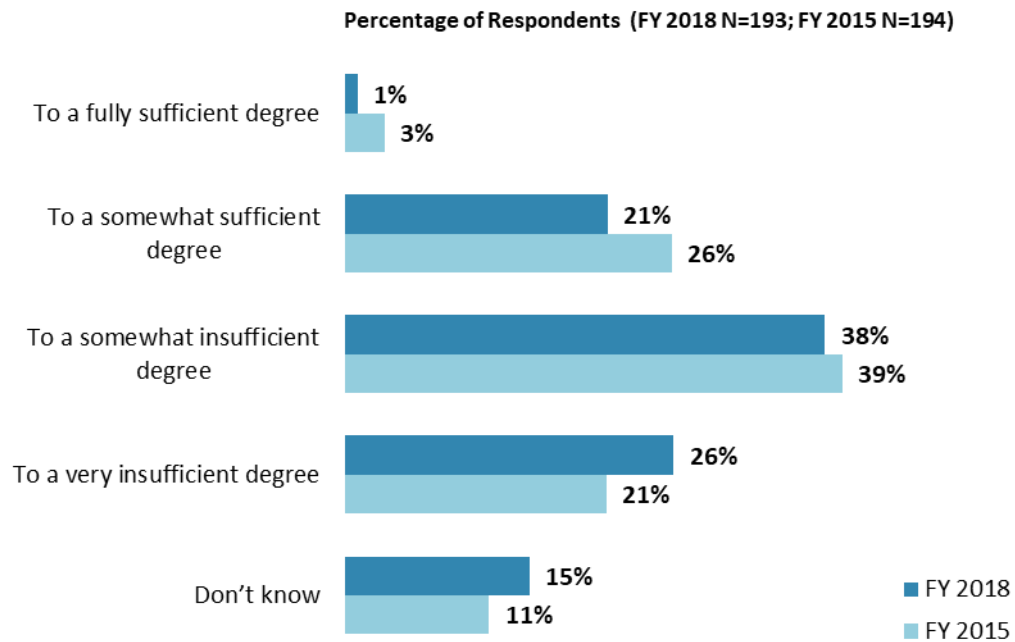
**"In Tunisia, to what extent do the World Bank Group's financial resources, advice and knowledge influence policy related to ... ?"**  
(1-"To no degree at all", 10-"To a very significant degree")





## VI. Sectoral Effectiveness (continued)

### Helping the Poorest in Tunisia<sup>7</sup>



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

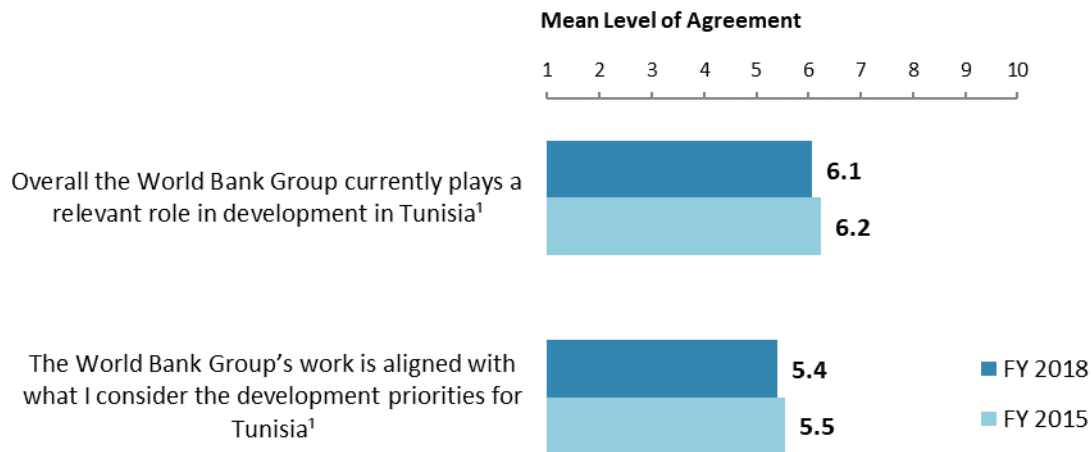
<sup>7</sup> Percentages presented in the chart were calculated based on weighted data.





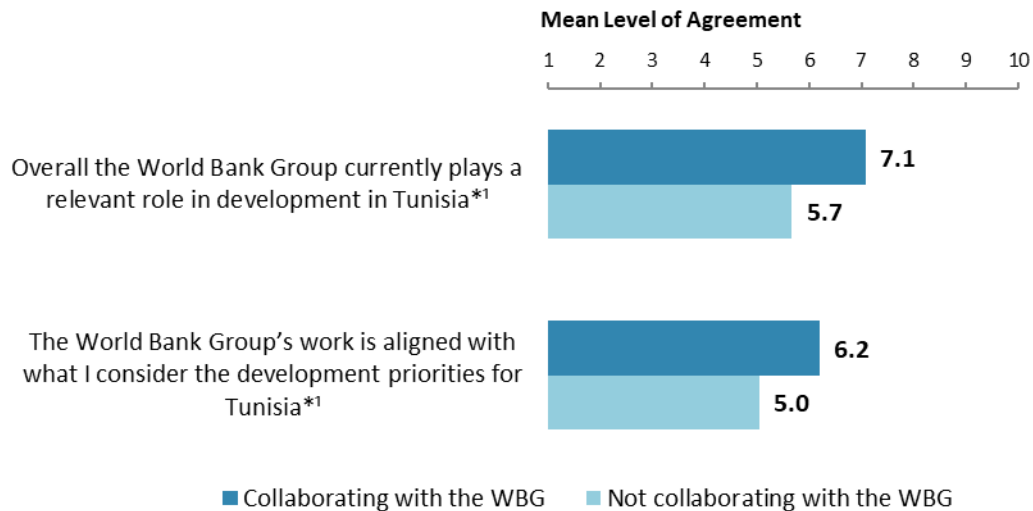
## VII. How the World Bank Group Operates

### The World Bank Group's Work in Tunisia: Year Comparison<sup>8</sup>



**"To what extent do you agree with the following statements about the World Bank Group's work in Tunisia?" (1-"Strongly disagree", 10-"Strongly agree")**  
*<sup>1</sup>Indicator Question*

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



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

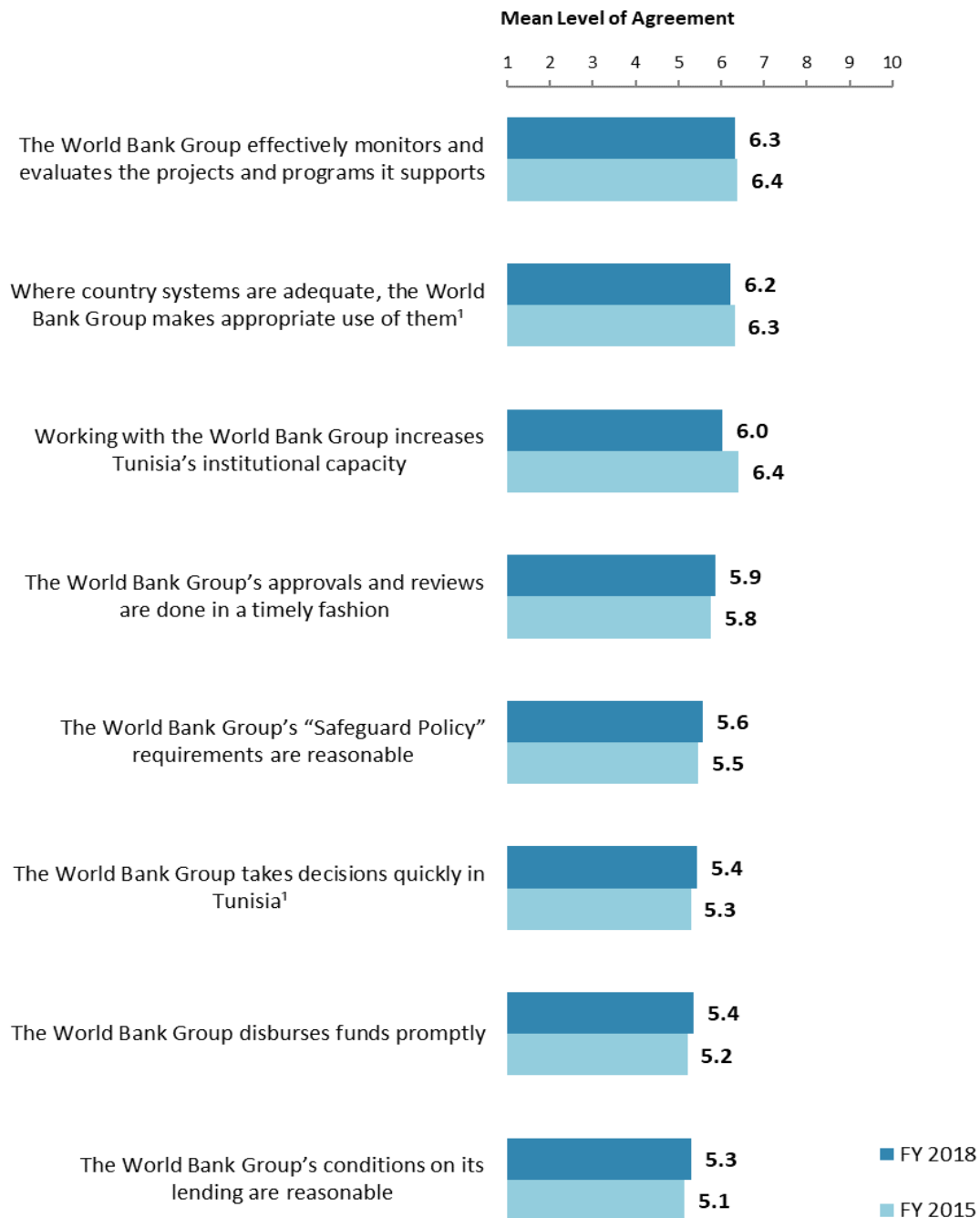
<sup>8</sup> Means in the chart were calculated based on weighted data.





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

### Overall Perceptions: Year Comparison<sup>9</sup>



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

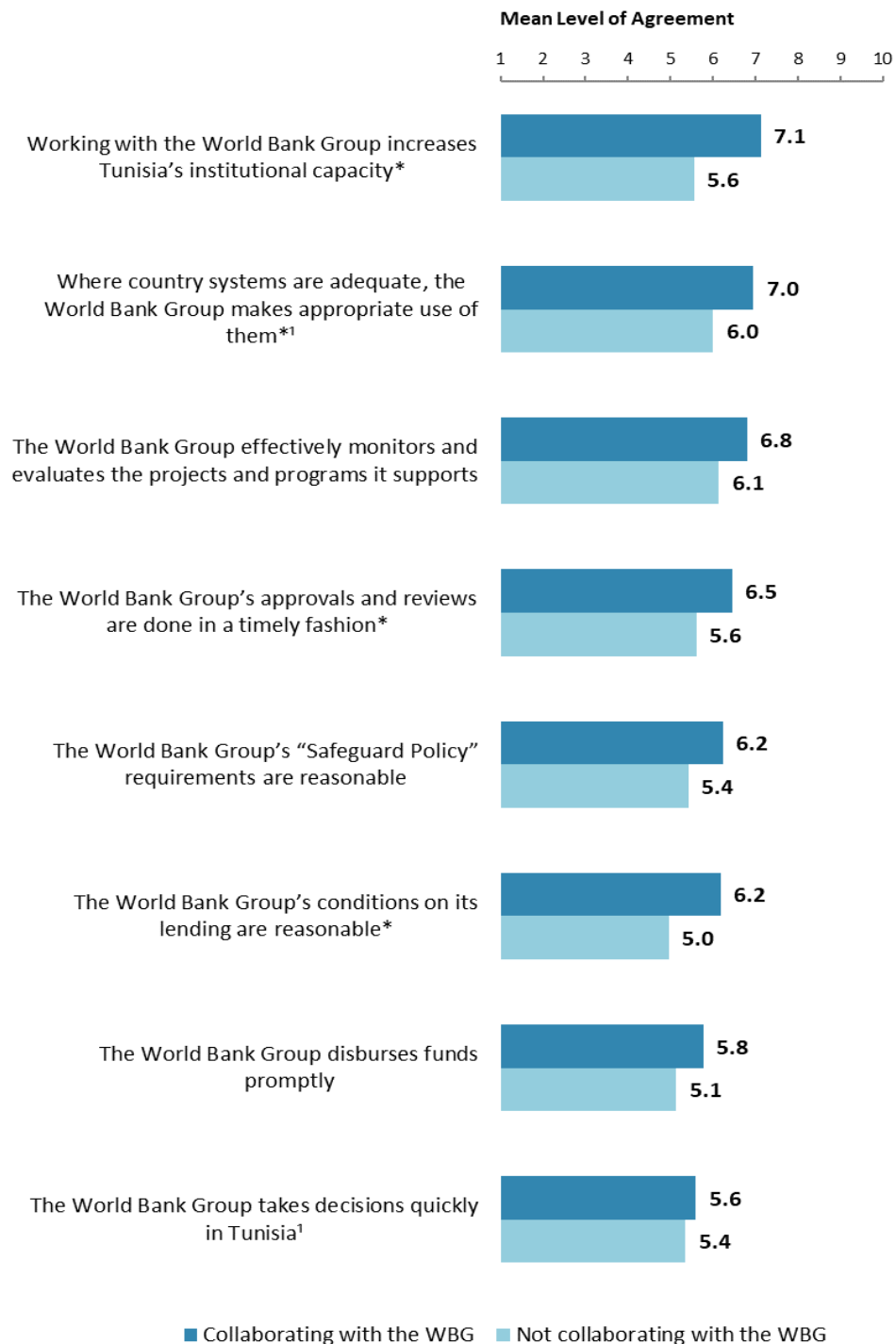
<sup>9</sup> Means in the chart were calculated based on weighted data.





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

### Overall Perceptions: Collaboration



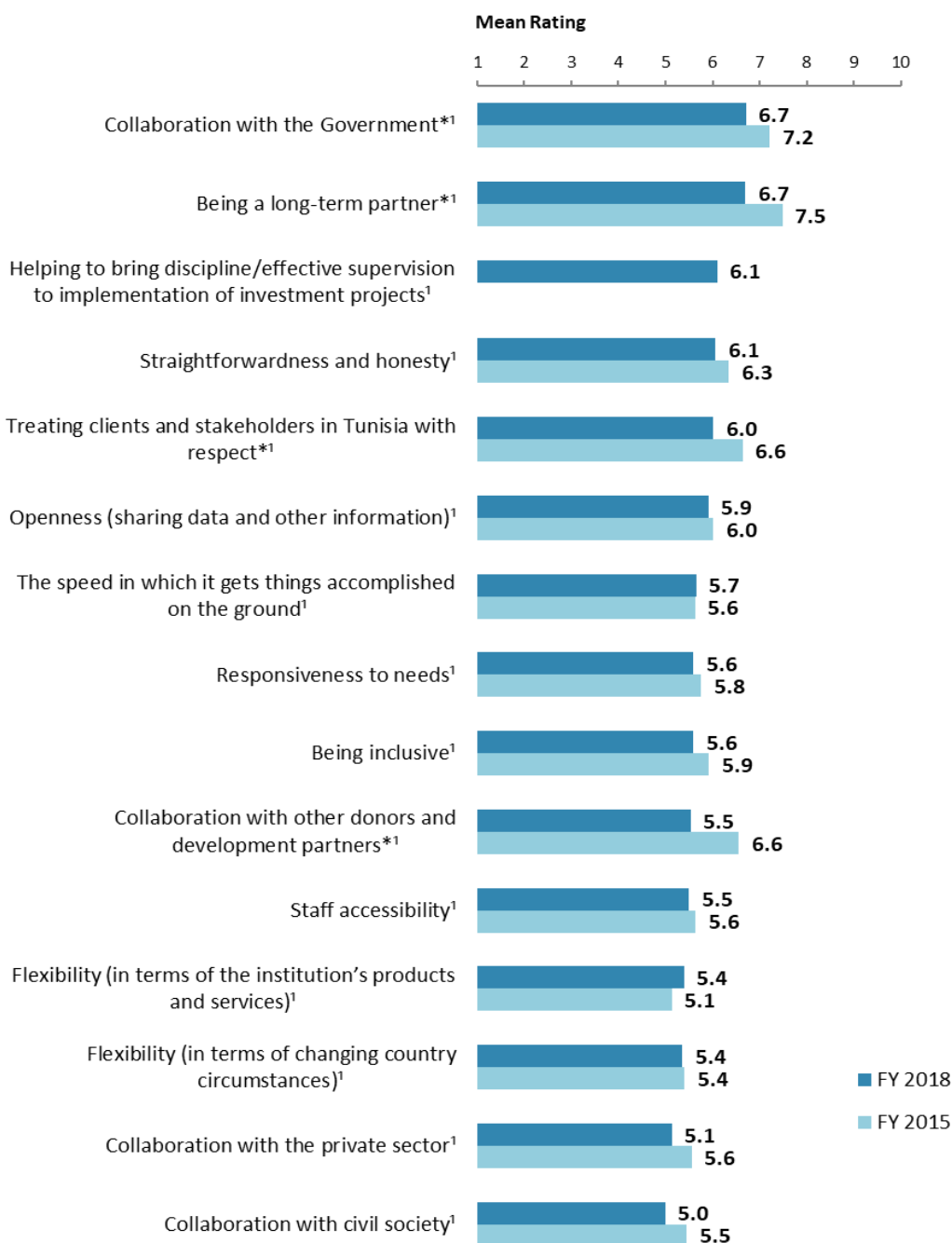
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between collaborators and non-collaborators)  
*'Indicator Question*





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

### The WBG as an Effective Development Partner: Year Comparison<sup>10</sup>



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

**(\*Significantly different between FY 2018 and FY 2015)**

<sup>1</sup>Indicator Question

<sup>10</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 Tunisia, 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)

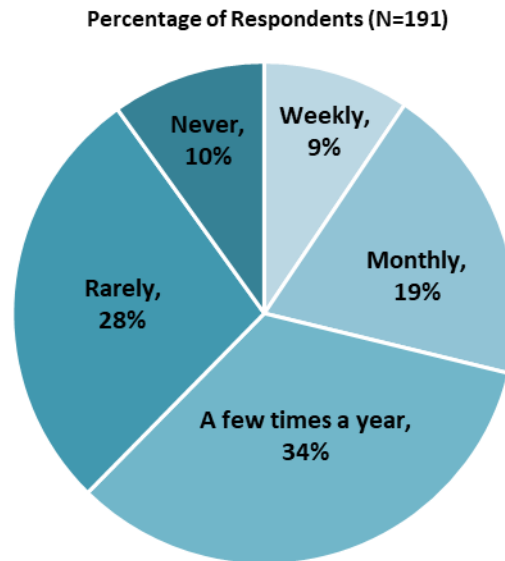
<sup>1</sup>Indicator Question





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

### Frequency of Consulting WBG Knowledge Work and Activities



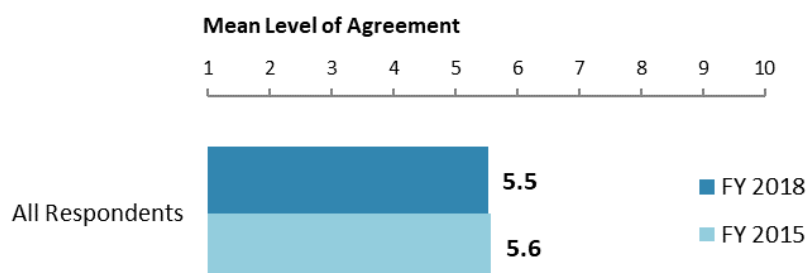
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)





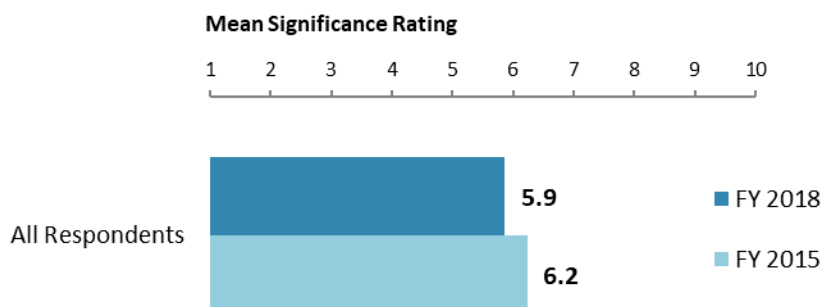
## VIII. World Bank Group's Knowledge and Instruments (continued)

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



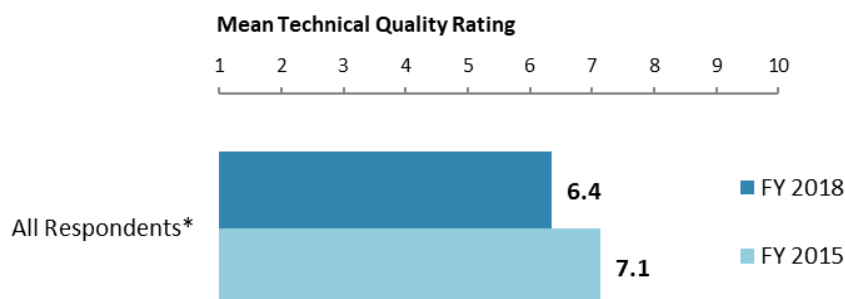
"The World Bank Group meets Tunisia's needs for knowledge services (e.g., research, analysis, data, technical assistance)"  
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")  
(\*Significantly different between FY 2018 and FY 2015)

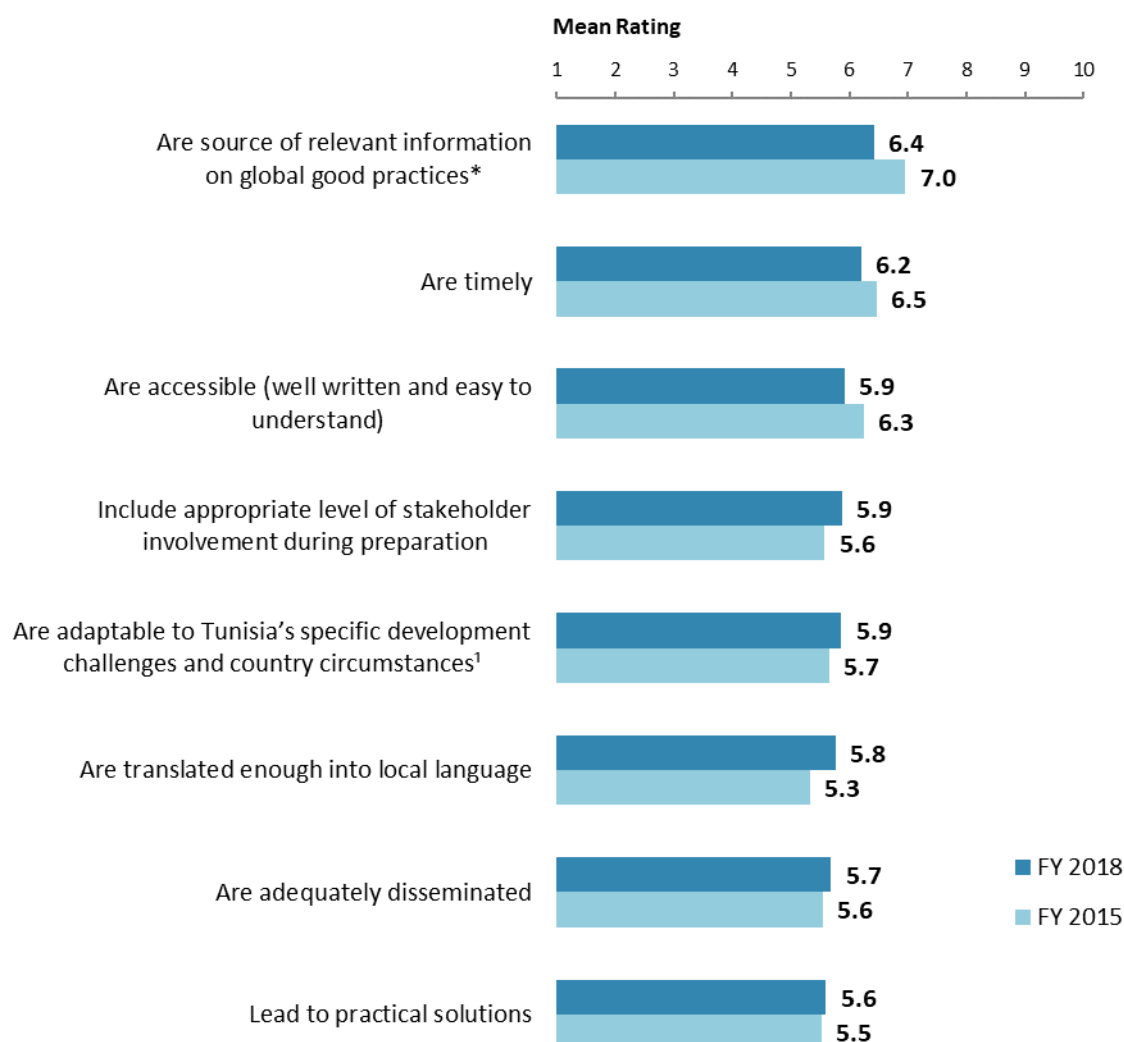
<sup>11</sup> Means in the charts on this page were calculated based on weighted data.





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

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



"In Tunisia, 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 2018 and FY 2015)

<sup>1</sup>Indicator Question

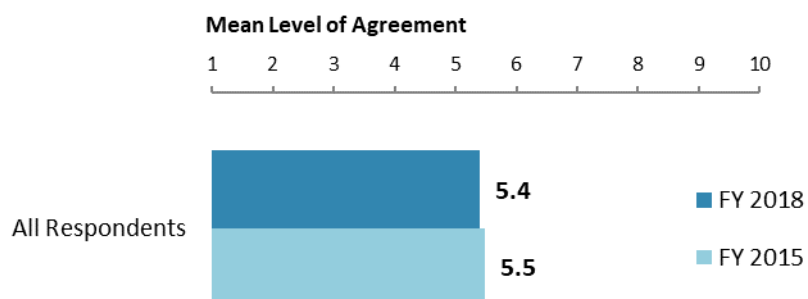
<sup>12</sup> Means in the chart were calculated based on weighted data.





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

### Meeting Tunisia'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-Results, etc.) meet the needs of Tunisia"**  
(1-"Strongly disagree", 10-"Strongly agree")

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

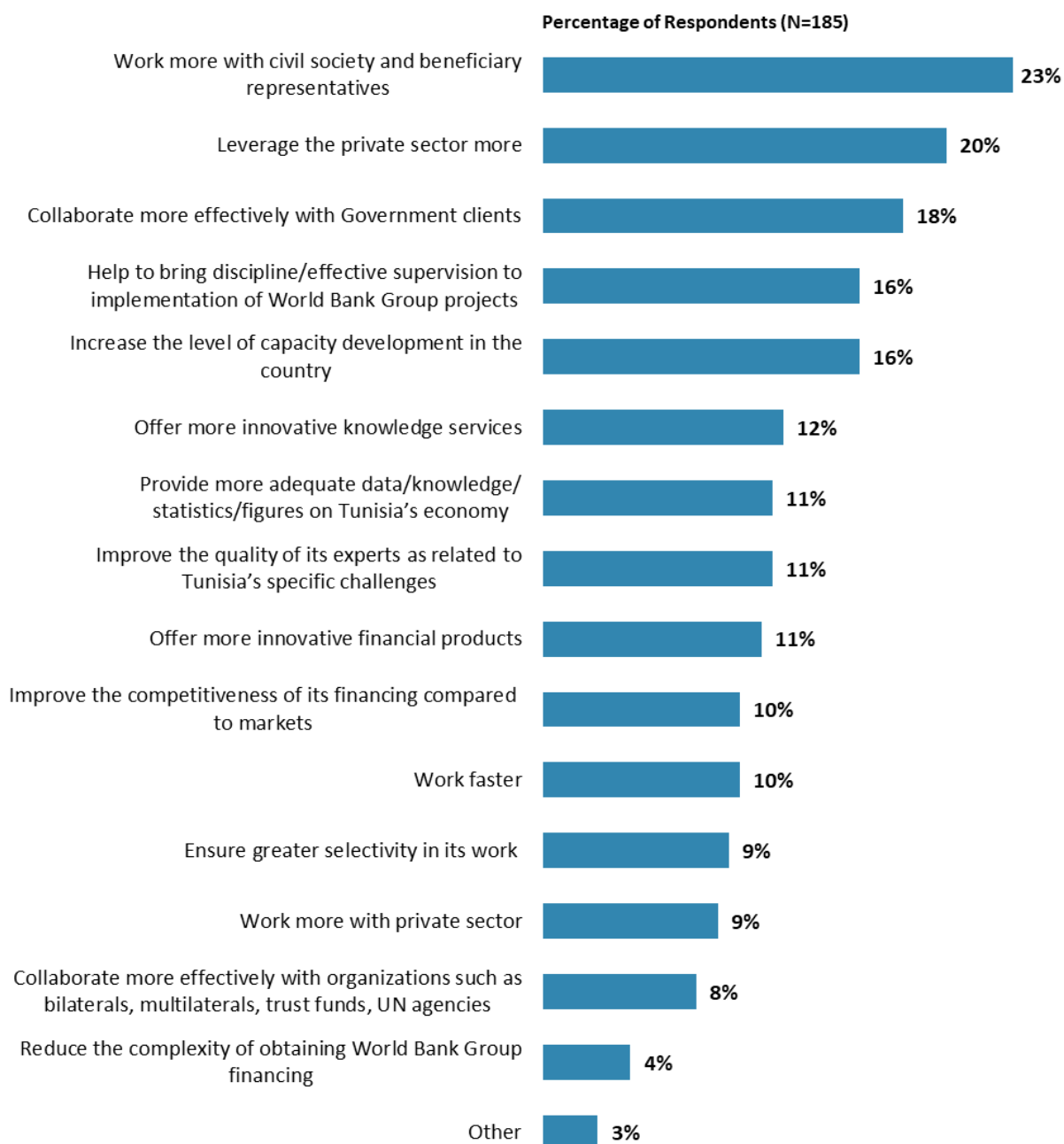




## IX. The Future Role of the WBG in Tunisia

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*increase the level of capacity development in the country*” (30%), “*reach out more to groups outside of Government*” (26%), and “*provide more adequate data/knowledge/statistics/figures on Tunisia’s economy*” (24%) to make itself of greater value in Tunisia.



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

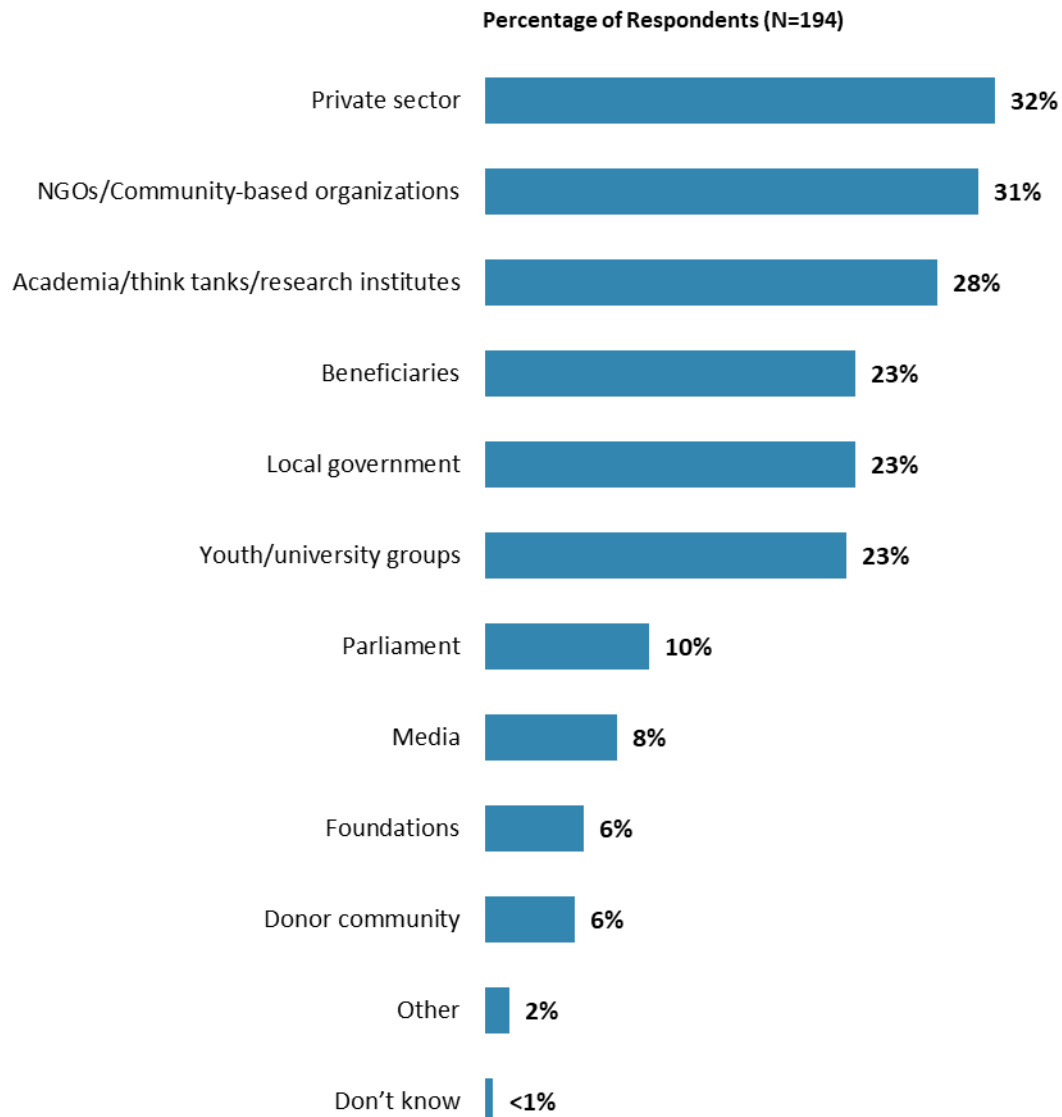




## IX. The Future Role of the WBG in Tunisia (continued)

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*academia/think tanks/ research institutes*” (34%), “*NGOs/Community-based organizations*” (33%), “*local government*” (32%), and “*private sector*” (30%) to ensure better development results in Tunisia.



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

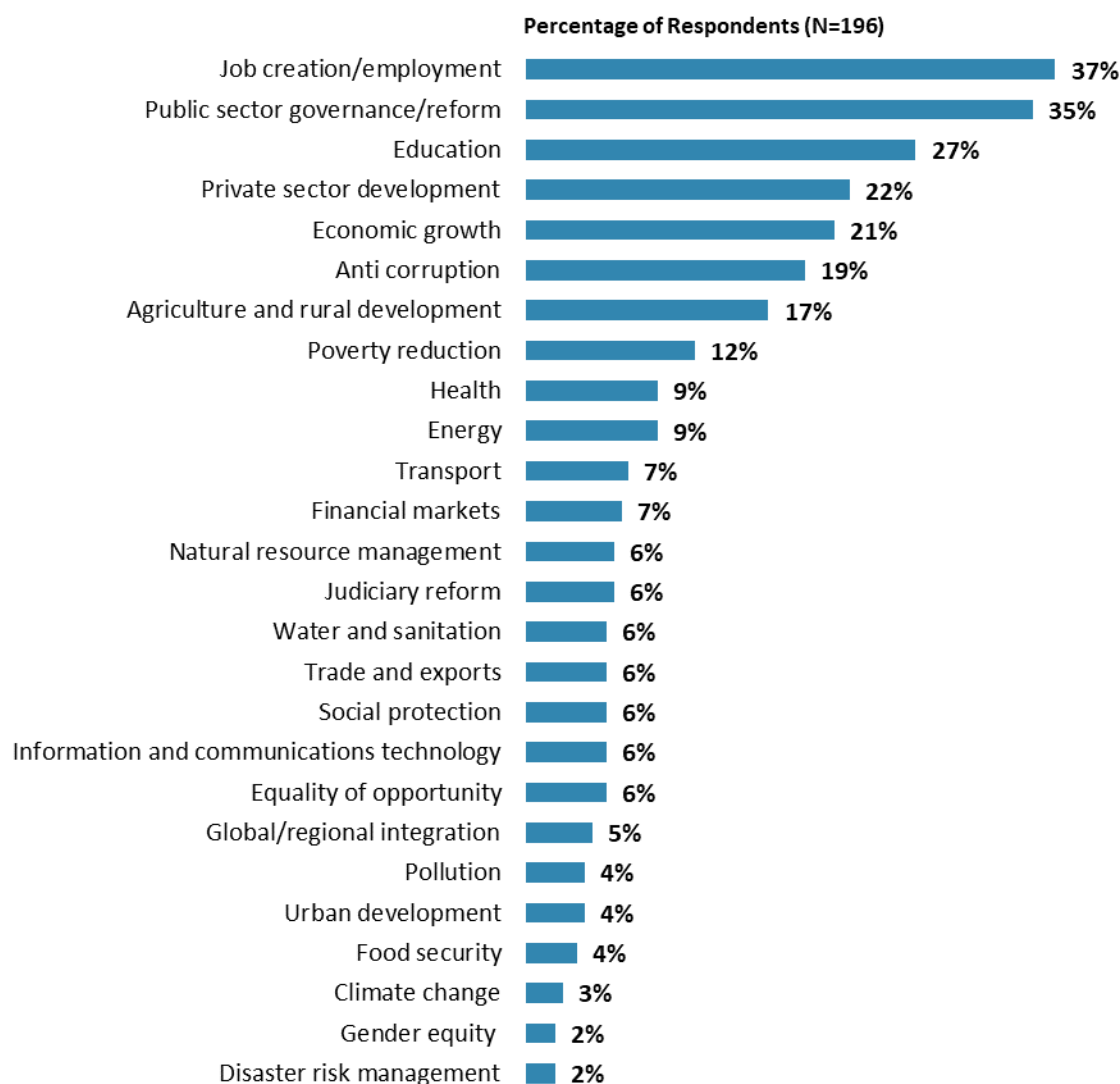




## IX. The Future Role of the WBG in Tunisia (continued)

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (44%), “*education*” (28%), “*job creation/employment*” (27%), and “*economic growth*” (24%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (13% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 56%; others = 23%).



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

\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about which areas the World Bank Group should focus most of its resources on.

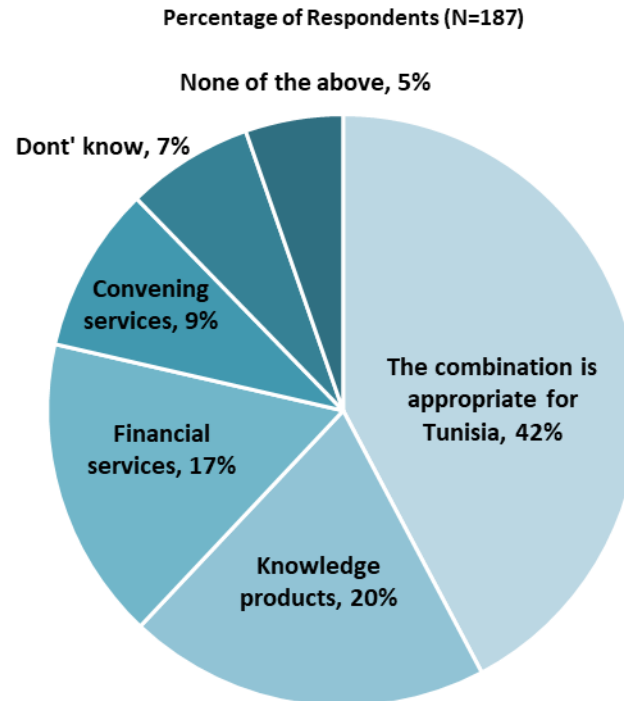




## IX. The Future Role of the WBG in Tunisia (continued)

### Future Combination of the WBG Services

- **Year comparison:** Respondents in the previous FY'15 Country Survey were significantly more likely to indicate that the WBG should offer more “*knowledge products*”. This year’s respondents were significantly more likely to indicate that “*the combination is appropriate for Tunisia*”.



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



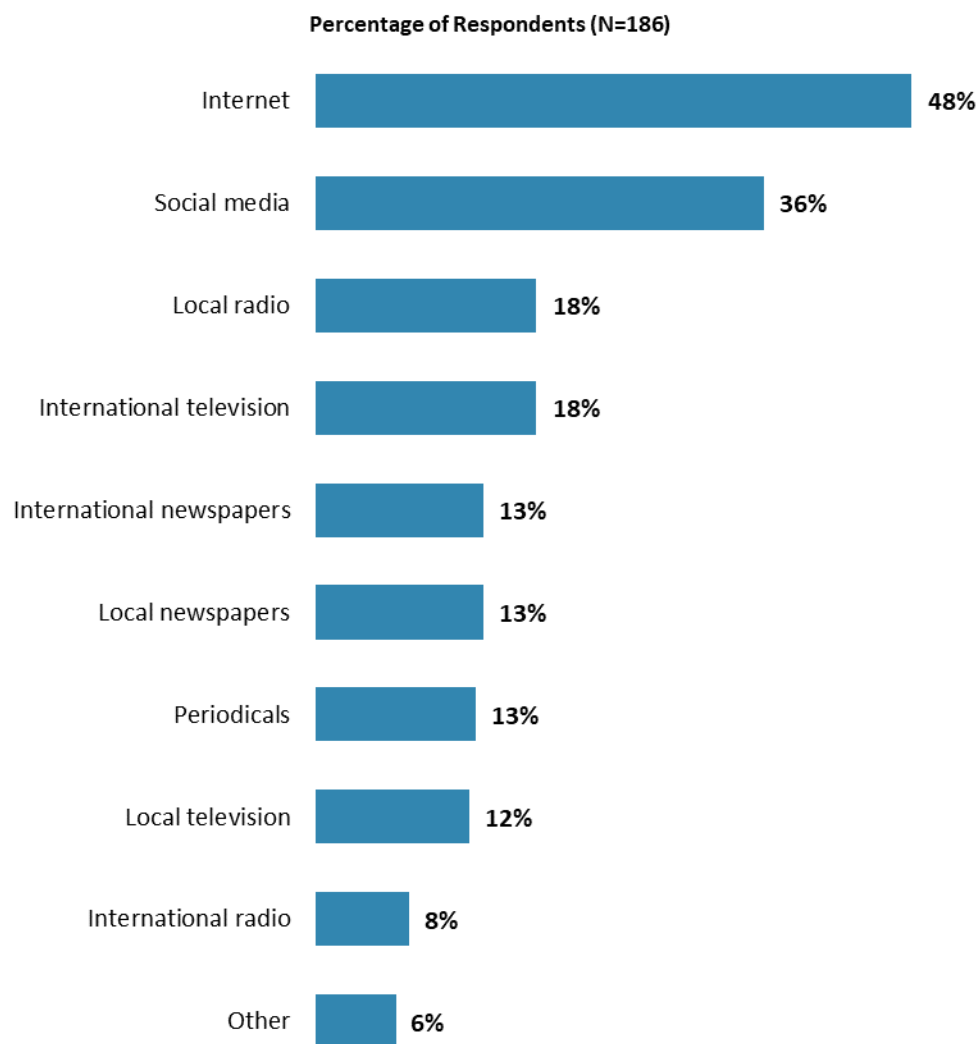


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 57) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in Tunisia from the "Internet" (62%).



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

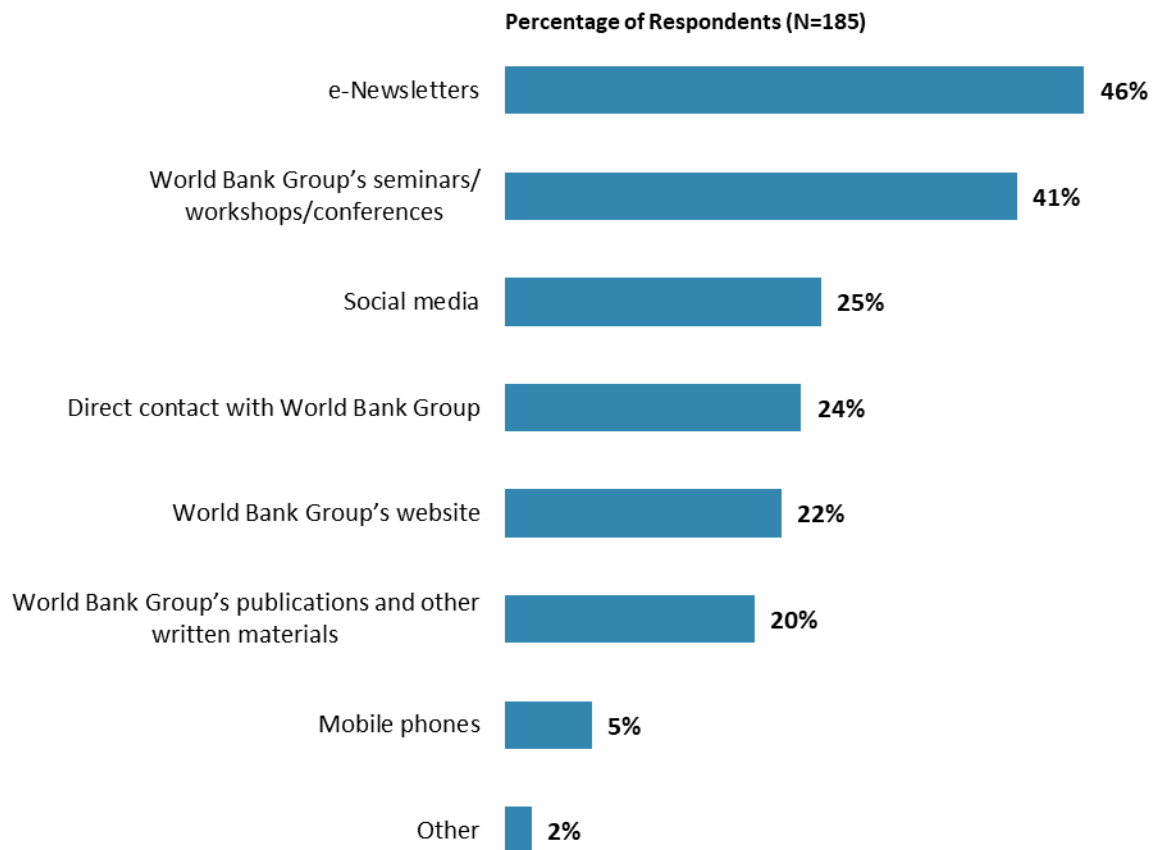




## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*e-Newsletters*” (43%), “*WBG’s seminars/workshops/conferences*” (41%), and “*Direct contact with World Bank Group*” (40%).



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

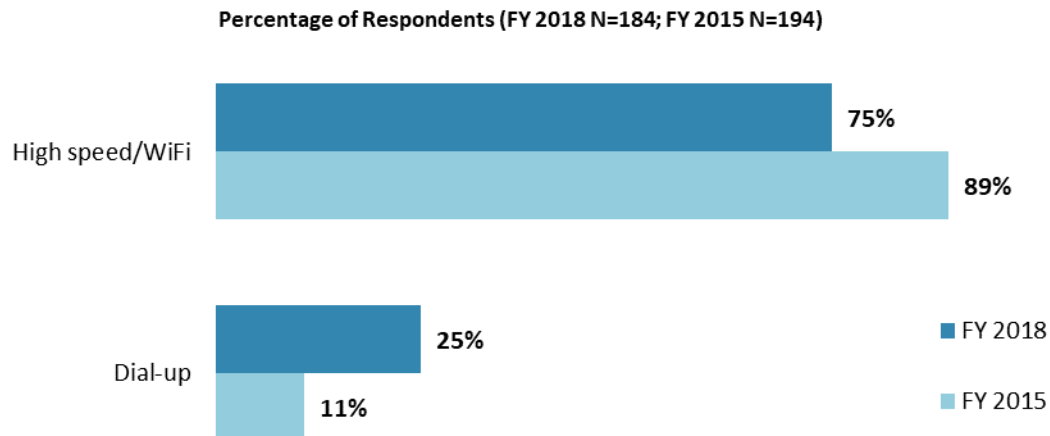




## X. Communication and Outreach (continued)

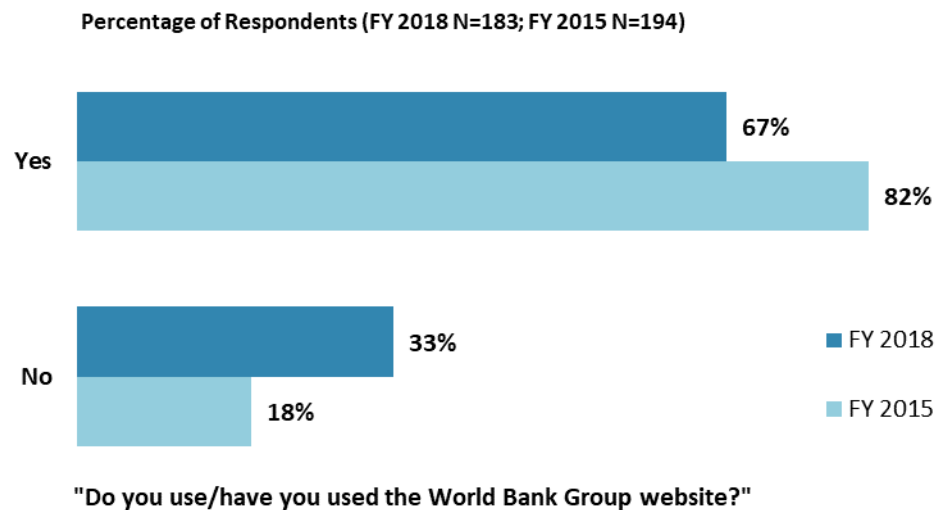
### Access to the Internet<sup>14</sup>

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



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

### The WBG Website Usage



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

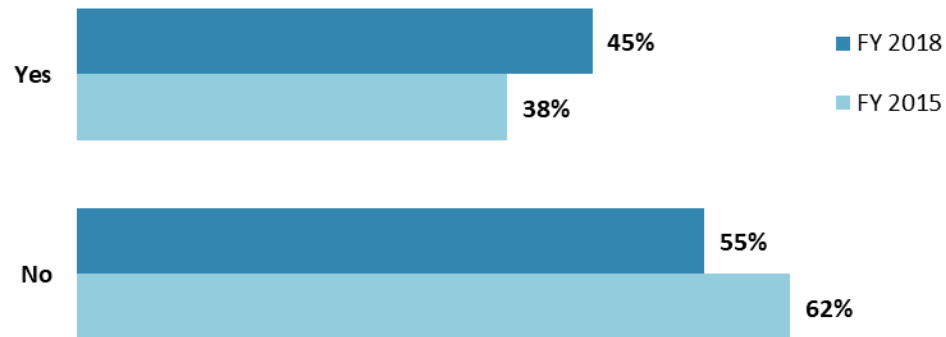




## X. Communication and Outreach (continued)

### Use of the WBG's Social Media Channels<sup>15</sup>

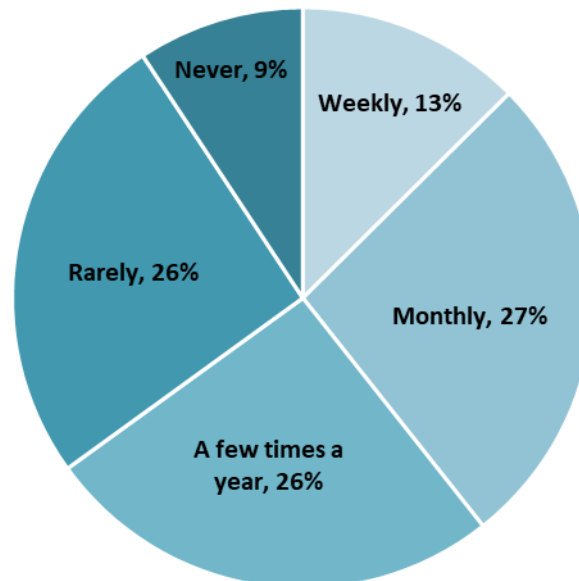
Percentage of Respondents (FY 2018 N=183; FY 2015 N=194)



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

### Frequency Visiting WBG Websites and Social Media

Percentage of Respondents (N=183)



"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?" (Respondents chose from a list.)

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

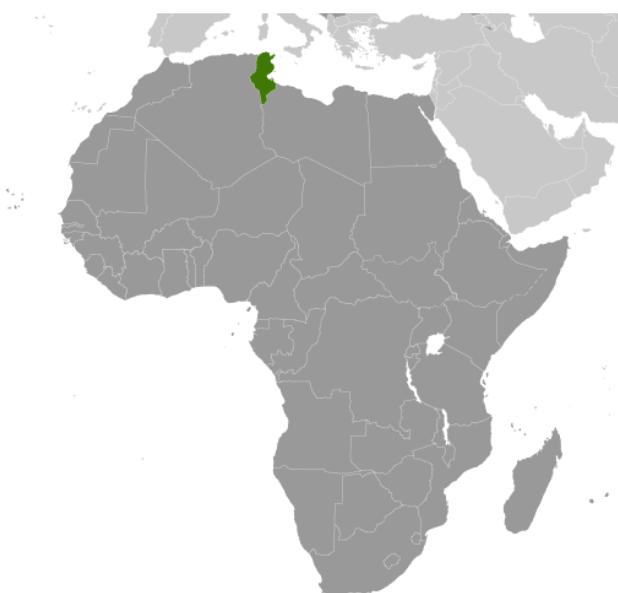




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### TUNISIA







## Appendix A: Responses to All Questions across All Respondents (N=198)

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 Tunisia

1. In general, would you say that Tunisia is headed in ... ?	Percentage of Respondents (N=198)
The right direction	33.8%
The wrong direction	36.9%
Not sure	29.3%

2. Listed below are a number of development priorities in Tunisia. Please identify which of the following you consider the most important development priorities in Tunisia. (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=198)
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	44.4%
Education	35.4%
Anti corruption	32.8%
Private sector development (e.g., private investment, business friendly investment climate)	27.8%
Job creation/employment	26.3%
Social protection (e.g., pensions, targeted social assistance)	14.1%
Economic growth	10.6%
Agriculture and rural development	10.1%
Poverty reduction	9.6%
Health	8.6%
Judiciary reform	7.6%
Information and communications technology	7.6%
Equality of opportunity (i.e., social inclusion)	7.1%
Energy	6.1%
Global/regional integration	5.6%
Water and sanitation	4.5%
Urban development	4.5%
Food security	4.5%
Financial markets	4.0%
Trade and exports	4.0%
Transport (e.g., roads, bridges, transportation)	3.0%
Pollution	3.0%
Natural resource management (renewable/non-renewable)	3.0%
Gender equity (closing the gap between women and men, and boys and girls)	2.5%
Climate change (e.g., mitigation, adaptation)	2.5%
Disaster risk management	0.5%



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

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Tunisia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=198)</b>
Economic growth	44.4%
Job creation/employment	34.8%
Anti corruption	29.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24.7%
Agriculture and rural development	23.2%
Equality of opportunity (i.e., social inclusion)	19.2%
Education	15.7%
Private sector development (e.g., private investment, business friendly investment climate)	12.6%
Social protection (e.g., pensions, targeted social assistance)	10.1%
Trade and exports	9.6%
Natural resource management (renewable/non-renewable)	7.6%
Information and communications technology	7.6%
Pollution	5.6%
Health	5.6%
Food security	5.1%
Urban development	5.1%
Energy	4.5%
Judiciary reform	4.0%
Transport (e.g., roads, bridges, transportation)	4.0%
Global/regional integration	4.0%
Water and sanitation	3.5%
Gender equity (closing the gap between women and men, and boys and girls)	3.0%
Disaster risk management	3.0%
Financial markets	2.0%
Climate change (e.g., mitigation, adaptation)	2.0%



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

4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Tunisia? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=196)
Education and training that better ensure job opportunity	32.1%
Consistent economic growth	24.0%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	21.4%
Better opportunity for the poor who live in rural areas	18.9%
Better employment opportunities for young people	18.9%
A growing middle class	18.4%
Better quality public services	13.8%
Greater access to health and nutrition for citizens	12.8%
Greater access to micro-finance for the poor	10.2%
More reliable social safety net	10.2%
Better opportunity for the poor who live in urban areas	9.2%
Greater voice and participation for citizens to help ensure greater accountability	4.1%
Better employment opportunities for women	3.1%
Other	0.5%

**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 Tunisia? (1-Not familiar at all, 10-Extremely familiar)	195	n/a	5.22	2.26
<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 Tunisia. (1-Not effective at all, 10-Very effective)	172	23	5.51	2.25
<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 Tunisia solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	179	17	5.75	2.13



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

<b>4. When thinking about how the World Bank Group can have the most impact on development results in Tunisia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tunisia? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=196)</b>
Job creation/employment	36.7%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	35.2%
Education	27.0%
Private sector development (e.g., private investment, business friendly investment climate)	22.4%
Economic growth	21.4%
Anti corruption	19.4%
Agriculture and rural development	16.8%
Poverty reduction	11.7%
Health	9.2%
Energy	9.2%
Transport (e.g., roads, bridges, transportation)	7.1%
Financial markets	6.6%
Natural resource management (renewable/non-renewable)	6.1%
Judiciary reform	6.1%
Water and sanitation	5.6%
Trade and exports	5.6%
Social protection (e.g., pensions, targeted social assistance)	5.6%
Information and communications technology	5.6%
Equality of opportunity (i.e., social inclusion)	5.6%
Global/regional integration	4.6%
Pollution	4.1%
Urban development	4.1%
Food security	3.6%
Climate change (e.g., mitigation, adaptation)	2.6%
Gender equity (closing the gap between women and men, and boys and girls)	2.0%
Disaster risk management	2.0%

<b>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 Tunisia?</b>	<b>Percentage of Respondents (N=196)</b>		
	<b>Greatest Value</b>	<b>Second Greatest Value</b>	<b>Combined</b>
Capacity development related to World Bank Group supported projects	19.4%	20.0%	39.4%
Financial resources	17.3%	16.9%	34.2%
Technical assistance	12.2%	13.8%	26.0%
Policy advice, studies, analyses	14.3%	5.0%	19.3%
Implementation support	7.1%	10.6%	17.8%
Promoting knowledge sharing	5.6%	10.6%	16.2%
Mobilizing third party financial resources	7.1%	8.8%	15.9%
Donor coordination	8.7%	4.4%	13.0%
Bringing together different groups of stakeholders	4.1%	5.6%	9.7%
Data and statistics	3.6%	3.1%	6.7%
Other	0.5%	1.3%	1.8%



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

<b>6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=195)</b>
Not adequately sensitive to political/social realities in Tunisia	19.5%
Not willing to honestly criticize policies and reform efforts in the country	15.9%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	14.4%
Not enough public disclosure of its work	13.8%
Too influenced by developed countries	13.8%
Not aligned with country priorities	12.3%
Not collaborating enough with private sector	11.8%
Its advice and strategies do not lend themselves to practical problem solving	11.3%
Not in it for the long term	8.2%
World Bank Group's processes too slow	7.7%
World Bank Group's processes too complex	7.7%
The credibility of its knowledge/data	7.7%
Staff too inaccessible	7.2%
Not exploring alternative policy options	6.7%
Don't know	6.7%
Not sufficiently focused on results	6.2%
Inadequate World Bank Group's staffing in Tunisia	4.6%
Arrogant in its approach	4.1%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	3.6%
Other	0.5%

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=195)</b>
To a fully sufficient degree	1.0%
To a somewhat sufficient degree	20.5%
To a somewhat insufficient degree	39.5%
To a very insufficient degree	25.1%
Don't know	13.8%

<b>8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tunisia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>N/A</b>	<b>Mean</b>	<b>SD</b>
1. Investment Project Financing (IPF)	141	54	6.00	2.29
2. Development Policy Financing (DPF)	142	52	5.77	2.03
3. Program-for-Results Financing (PforR)	121	73	5.61	2.24
4. Trust funds and grants	123	70	5.42	2.14
5. MIGA Guarantees	72	122	5.10	1.98
6. IFC Investment Services	101	93	5.36	2.01
7. IFC Advisory Services	100	94	5.59	2.09



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

<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=194)</b>
Private sector	32.0%
NGOs/Community Based Organizations	30.9%
Academia/think tanks/research institutes	28.4%
Beneficiaries	23.2%
Local government	23.2%
Youth/university groups	22.7%
Parliament	10.3%
Media	8.2%
Foundations	6.2%
Donor community	5.7%
Other	1.5%
Don't know	0.5%

<b>To what extent do you agree with the following statements about the World Bank Group's work in Tunisia? (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 Tunisia*	181	14	6.02	2.19
11. The World Bank Group's work is aligned with what I consider the development priorities for Tunisia*	177	18	5.39	2.18

<b>To what extent is the World Bank Group an effective development partner in Tunisia, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
12. Responsiveness to needs*	164	31	5.56	2.06
13. Flexibility (in terms of the institution's products and services)*	167	28	5.38	2.13
14. Flexibility (in terms of changing country circumstances)*	165	29	5.35	2.02
15. Being inclusive*	135	58	5.56	2.06
16. Openness (sharing data and other information)*	166	28	5.96	2.15
17. Collaboration with the Government*	168	27	6.68	2.01
18. The speed in which it gets things accomplished on the ground*	159	35	5.62	1.94
19. Helping to bring discipline/effective supervision to implementation of investment projects*	165	29	6.12	2.03
20. Collaboration with civil society*	164	30	5.01	2.44
21. Staff accessibility*	151	32	5.51	2.12
22. Collaboration with other donors and development partners*	139	55	5.49	2.12
23. Collaboration with the private sector*	153	40	5.14	2.20
24. Straightforwardness and honesty*	157	36	6.02	2.40
25. Treating clients and stakeholders in Tunisia with respect*	149	45	5.99	2.33
26. Being a long-term partner*	153	41	6.65	2.26



**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=194)</b>
Political pressures and obstacles	46.9%
Reforms are not well thought out in light of country challenges	26.3%
The World Bank Group is not sensitive enough to political/social realities on the ground	21.6%
There is not an adequate level of citizen/civil society participation	20.1%
Corruption	20.1%
Poor coordination within the Government	18.0%
Lack of/inadequate levels of capacity in Government	14.4%
There is an inadequate level of private sector participation and support	8.8%
Poor coordination within the World Bank Group	7.7%
The World Bank Group does not provide the government with consistent support throughout the reform effort	5.2%
Poor donor coordination	4.6%
Other	0.5%

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

<b>1. In Tunisia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Gender (i.e., closing the gap between women and men, and boys and girls)	147	48	4.94	2.31
2. The impact of climate change	143	52	4.99	2.32



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

<b>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 Tunisia? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Social protection (e.g., pensions, targeted social assistance)	123	70	4.68	2.15
2. Gender equity (closing the gap between women and men, and boys and girls)	135	58	5.33	2.21
3. Private sector development (e.g., private investment, business friendly investment climate)	150	43	5.28	2.00
4. Education	150	42	5.17	2.12
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	157	35	5.51	2.15
6. Global/regional integration	133	60	5.45	2.26
7. Food security	118	73	5.01	2.06
8. Urban development	135	58	5.24	2.03
9. Energy	129	62	5.29	2.18
10. Water and sanitation	130	62	5.22	2.17
11. Pollution	134	59	4.96	2.31
12. Job creation/employment	146	44	5.23	2.31
13. Health	136	55	5.01	2.24
14. Financial markets	125	67	5.57	2.15
15. Transport (e.g., roads, bridges, transportation)	135	59	5.38	2.22
16. Agriculture and rural development	142	51	5.42	2.17
17. Trade and exports	132	62	5.40	2.18
18. Natural resource management (renewable/non-renewable)	136	57	5.07	2.05
19. Climate change (e.g., mitigation, adaptation)	124	69	4.93	2.24
20. Poverty reduction	153	40	4.92	2.26
21. Anti corruption	146	47	4.64	2.28
22. Judiciary reform	131	62	4.68	2.14
23. Economic growth	144	49	5.19	2.03
24. Disaster risk management	111	78	4.35	2.00
25. Equality of opportunity (i.e., social inclusion)	134	58	5.14	2.18
26. Information and communications technology	132	61	5.72	2.17

<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in Tunisia? (1-To no degree at all, 10-To a very significant degree)	175	19	5.57	1.85

<b>To what extent do you agree with the following statements about the World Bank Group in Tunisia? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Tunisia*	177	17	5.36	1.83
5. The World Bank Group meets Tunisia's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	169	22	5.53	2.20



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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=191)
Weekly	9.4%
Monthly	19.4%
A few times a year	33.5%
Rarely	27.7%
Never	9.9%

In Tunisia, 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	159	32	6.19	2.19
3. Include appropriate level of stakeholder involvement during preparation	156	37	5.87	2.10
4. Lead to practical solutions	160	34	5.63	2.05
5. Are accessible (well written and easy to understand)	166	27	5.92	2.30
6. Are source of relevant information on global good practices	167	27	6.43	2.08
7. Are adequately disseminated	166	26	5.70	2.40
8. Are translated enough into local language	157	36	5.80	2.42
9. Are adaptable to Tunisia's specific development challenges and country circumstances*	162	32	5.89	2.22

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)	167	27	5.90	1.92
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)	166	28	6.38	1.75

**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	137	56	5.30	2.12
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	160	33	6.31	2.07
3. The World Bank Group's approvals and reviews are done in a timely fashion	149	43	5.85	1.95
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	125	69	5.58	2.15
5. The World Bank Group's conditions on its lending are reasonable	154	38	5.33	2.22
6. The World Bank Group takes decisions quickly in Tunisia*	144	50	5.41	1.96
7. Working with the World Bank Group increases Tunisia's institutional capacity	162	31	5.98	2.26
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	145	48	6.21	2.19



**E. Working with the World Bank Group on energy reform**

<b>9. When considering the potential need in Tunisia for adjustments of energy prices to cover costs, which of the following do you think represents the greatest obstacle? (Select only ONE response)</b>	<b>Percentage of Respondents N=189</b>
Lack of political will on the part of the government	33.9%
Opposition from citizens	19.6%
Opposition from private sector	10.1%
Opposition from the Workers' Union	32.3%
Opposition from other stakeholders	4.2%

<b>10. Which of the following do you think is the most convincing argument for opposition to possible tariff increases? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=188)</b>
Lack of public understanding of the reasons for the increase in tariffs	51.6%
Lack of trust in the pricing policy of the government	34.6%
Frustration with the lack of disciplined bill-paying by other customers (theft of electricity supply)	32.4%
No clear connection between raising electricity prices and improved public spending on social issues (e.g., education, health)	26.6%
Belief that there are still inefficiencies that require attention before tariffs are raised	16.5%
Other reason	4.3%

<b>11. Which of the following are the most convincing arguments in favor of price adjustments? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=188)</b>
To save public funds for improving social welfare (health, education spending)	45.7%
For the financial sustainability of the energy SOEs (Tunisian Company of Electricity and Gas and Tunisian Company of Refining Industries)	30.3%
To help improve service delivery to customers	26.1%
To encourage energy efficiency among industrial and residential customers	17.0%
To finance investments/upgrades to Tunisian energy infrastructure	17.0%
To finance investments in more renewable energy technologies	15.4%
To finance subsidies for poorer and vulnerable customers who cannot pay their bills	14.9%
Other	3.2%

<b>12. Which of the following are the most credible voices on energy reform in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=187)</b>
Minister of Energy, Mining, and Renewables (MEMER)	25.7%
President of the Government	25.1%
Workers Union (UGTT)	23.0%
Parliament (ARP)	21.4%
Journalists/news outlets	17.1%
Consumer association (ODC)	17.1%
Tunisian Company of Electricity and Gas (STEG)	12.8%
Industry and business association (UTICA)	9.1%
Minister of Finance (MF)	8.6%
Other	8.6%
Tunisian Company of Refining Industries (STIR)	2.1%



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

<b>Government Communicating Energy Sector Decisions and Reforms</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
13. To what extent do you believe that the government communicates energy sector decisions/reforms consistently and credibly to citizens? (1-To no degree at all, 10-To a very significant degree)	174	14	3.74	2.03

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=185)</b>
Work more with civil society and beneficiary representatives	23.2%
Leverage the private sector more (i.e., mobilize private sector development)	20.0%
Collaborate more effectively with Government clients (e.g., national, state, local)	17.8%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	15.7%
Increase the level of capacity development in the country	15.7%
Offer more innovative knowledge services	11.9%
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	11.4%
Improve the quality of its experts as related to Tunisia's specific challenges	11.4%
Offer more innovative financial products	10.8%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	9.7%
Work faster	9.7%
Ensure greater selectivity in its work	9.2%
Work more with private sector	8.6%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	7.6%
Reduce the complexity of obtaining World Bank Group financing	4.3%
Other	2.7%

<b>2. When considering the combination of services that the World Bank Group offers in Tunisia, 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 Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=187)</b>
The combination is appropriate for Tunisia	42.2%
Knowledge products	19.8%
Financial services	16.6%
Convening services	9.1%
Don't know	7.0%
None of the above	5.3%



**G. Communication and Information Sharing**

<b>1. How do you get most of your information about economic and social development issues in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=186)</b>
Internet	47.8%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	36.0%
Local radio	17.7%
International television	17.7%
International newspapers	13.4%
Local newspapers	13.4%
Periodicals	12.9%
Local television	12.4%
International radio	7.5%
Other	6.5%

<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=185)</b>
e-Newsletters	46.5%
World Bank Group's seminars/workshops/conferences	41.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	25.4%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	23.8%
World Bank Group's website	22.2%
World Bank Group's publications and other written materials	20.0%
Mobile phones	7.0%
Other	2.2%

<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=185)</b>
Yes	40.5%
No	59.5%

<b>4. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=185)</b>
Yes	86.5%
No	13.5%

<b>5. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=185)</b>
Yes	67.6%
No	32.4%

<b>6. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=185)</b>
Yes	46.5%
No	53.5%

<b>7. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=186)</b>
High speed/WiFi	74.2%
Dial-up	25.8%



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

8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?	Percentage of Respondents (N=183)
Weekly	12.6%
Monthly	26.8%
A few times a year	25.7%
Rarely	25.7%
Never	9.3%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	145	41	6.87	2.22
10. I find the information on the World Bank Group's websites useful	150	36	7.25	1.87
11. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	121	65	6.95	2.02

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=198)
Employee of a Ministry, Ministerial Department or Implementation Agency	16.7%
NGO/Community Based Organization	14.6%
Private Sector Organization	14.1%
Academia/Research Institute/Think Tank	14.1%
Media (press, radio, TV, web, etc.)	6.6%
Office of Parliamentarian	5.6%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	4.5%
PMU overseeing implementation of project/Consultant/Contractor working on World Bank Group supported project/program	4.0%
Local Government Office or Staff	4.0%
Bilateral/Multilateral Agency	4.0%
Financial Sector/Private Bank	3.5%
Private Foundation	3.0%
Office of the President, Prime Minister	1.5%
Office of Minister	1.0%
Youth Group	1.0%
Faith-Based Group	0.5%
Judiciary Branch	0.5%
Other	0.5%
Trade Union/Worker Union	0.0%



**H. Background Information (continued)**

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=198)</b>
Education	12.6%
Trade and competitiveness	10.1%
Finance and markets	9.1%
Transport and ICT	8.6%
Other	8.6%
Urban, rural, and social development	7.6%
Governance	7.6%
Generalist (specialized in multiple sectors)	7.1%
Macroeconomics and fiscal management	5.6%
Energy and extractives	4.5%
Environment and natural resources	3.5%
Public-private partnerships	3.5%
Jobs	3.0%
Health, nutrition, and population	2.0%
Social protection and labor	1.5%
Water	1.0%
Gender	1.0%
Poverty	1.0%
Agriculture	1.0%
Climate Change	1.0%
Fragility, conflict and violence	0.0%

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?</b>	<b>Percentage of Respondents (N=192)</b>
Yes	27.1%
No	72.9%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=71)</b>
The World Bank (IBRD)	70.4%
The International Finance Corporation (IFC)	14.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%
Other	15.5%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=89)</b>
Yes	34.8%
No	65.2%

<b>6. If yes, what was your view of how the two institutions work together in Tunisia? (Select only ONE response)</b>	<b>Percentage of Respondents (N=34)</b>
The two institutions work well together	41.2%
The way the two institutions work together needs improvement	11.8%
The two institutions do not work well together	11.8%
Don't know	35.3%



**H. Background Information (continued)**

<b>7. Which of the following describes most of your exposure to the World Bank Group in Tunisia? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=108)</b>
Observer (i.e., follow in media, discuss in informal conversations, etc.)	42.6%
Collaborate as part of my professional duties	36.1%
Use World Bank Group reports/data	29.6%
Engage in World Bank Group related/sponsored events/activities	22.2%
Use World Bank Group website for information, data, research, etc.	19.4%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=198)</b>
Female	40.4%
Male	59.6%

<b>9. What's your age?</b>	<b>Percentage of Respondents (N=197)</b>
25 and under	4.6%
26-35	21.8%
36-45	27.9%
46-55	28.9%
56 and above	16.8%

<b>10. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=196)</b>
Tunis	78.1%
Coastal cities	12.2%
Rural/mountainous areas	6.1%
Other	3.1%
Other urban centers	0.5%





## Appendix B: Responses to All Questions by Stakeholder Groups

- Office of Parliamentarian N= 11
- Bilateral/Multilateral Agency N=8
- Media N=13
- Other N=7
- Employee of a Ministry/PMU/Consultant on WBG Project N= 41
- Private Sector/Financial Sector/Private Bank N=35
- Independent Government Institution N=9
- Local Government Office N=8
- CSO N=38
- Academia N=28

### A. General Issues facing Tunisia

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The right direction	27.3%	34.1%	62.5%	62.5%	28.6%	39.5%	38.5%	55.6%	14.3%	14.3%
The wrong direction	45.5%	36.6%	0.0%	0.0%	42.9%	44.7%	23.1%	22.2%	50.0%	28.6%
Not sure	27.3%	29.3%	37.5%	37.5%	28.6%	15.8%	38.5%	22.2%	35.7%	57.1%



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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Social protection	18.2%	14.6%	12.5%	25.0%	5.7%	18.4%	7.7%	11.1%	17.9%	14.3%
Gender equity	0.0%	4.9%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	7.1%	0.0%
Private sector development	27.3%	31.7%	12.5%	37.5%	31.4%	23.7%	38.5%	33.3%	14.3%	42.9%
Education	18.2%	19.5%	37.5%	62.5%	34.3%	44.7%	30.8%	44.4%	46.4%	28.6%
Public sector governance/reform	36.4%	51.2%	50.0%	75.0%	34.3%	42.1%	38.5%	66.7%	39.3%	42.9%
Global/regional integration	0.0%	7.3%	0.0%	0.0%	14.3%	2.6%	0.0%	0.0%	7.1%	0.0%
Food security	9.1%	4.9%	0.0%	12.5%	2.9%	2.6%	0.0%	0.0%	7.1%	14.3%
Urban development*	0.0%	9.8%	37.5%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	0.0%	9.8%	12.5%	0.0%	8.6%	10.5%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	18.2%	7.3%	0.0%	12.5%	5.7%	2.6%	0.0%	0.0%	0.0%	0.0%
Pollution	0.0%	0.0%	0.0%	0.0%	2.9%	5.3%	0.0%	0.0%	7.1%	14.3%
Job creation/employment	36.4%	26.8%	25.0%	0.0%	34.3%	26.3%	15.4%	22.2%	28.6%	14.3%
Health	18.2%	7.3%	0.0%	0.0%	2.9%	7.9%	7.7%	22.2%	14.3%	14.3%
Financial markets	9.1%	4.9%	0.0%	0.0%	8.6%	0.0%	7.7%	0.0%	3.6%	0.0%
Transport	9.1%	0.0%	0.0%	0.0%	2.9%	5.3%	0.0%	11.1%	3.6%	0.0%
Agriculture and rural development	18.2%	4.9%	0.0%	12.5%	17.1%	10.5%	15.4%	0.0%	7.1%	14.3%
Trade and exports	0.0%	4.9%	0.0%	0.0%	2.9%	0.0%	15.4%	0.0%	7.1%	14.3%
Natural resource management	0.0%	0.0%	12.5%	12.5%	5.7%	2.6%	0.0%	0.0%	3.6%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	15.4%	0.0%	3.6%	0.0%
Poverty reduction	9.1%	14.6%	12.5%	12.5%	11.4%	7.9%	7.7%	11.1%	3.6%	0.0%
Anti corruption	45.5%	29.3%	25.0%	25.0%	31.4%	36.8%	30.8%	22.2%	42.9%	14.3%
Judiciary reform	9.1%	4.9%	0.0%	12.5%	5.7%	10.5%	15.4%	11.1%	3.6%	14.3%
Economic growth	0.0%	9.8%	25.0%	0.0%	8.6%	13.2%	23.1%	22.2%	3.6%	14.3%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	14.6%	0.0%	0.0%	0.0%	10.5%	7.7%	0.0%	10.7%	0.0%
Information and communications technology	9.1%	4.9%	25.0%	0.0%	2.9%	10.5%	23.1%	11.1%	3.6%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Economic growth	54.5%	39.0%	50.0%	37.5%	31.4%	50.0%	61.5%	55.6%	46.4%	42.9%
Disaster risk management	9.1%	7.3%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	3.6%	0.0%
Equality of opportunity	9.1%	14.6%	25.0%	37.5%	25.7%	23.7%	30.8%	0.0%	10.7%	14.3%
Information and communications technology	9.1%	4.9%	12.5%	12.5%	11.4%	5.3%	15.4%	0.0%	7.1%	0.0%
Social protection	9.1%	9.8%	25.0%	12.5%	2.9%	7.9%	7.7%	22.2%	14.3%	14.3%
Agriculture and rural development	36.4%	29.3%	12.5%	37.5%	14.3%	36.8%	15.4%	11.1%	14.3%	0.0%
Trade and exports	9.1%	9.8%	0.0%	12.5%	14.3%	7.9%	23.1%	0.0%	3.6%	14.3%
Climate change	0.0%	0.0%	0.0%	0.0%	2.9%	7.9%	0.0%	0.0%	0.0%	0.0%
Transport	0.0%	7.3%	12.5%	12.5%	2.9%	5.3%	0.0%	0.0%	0.0%	0.0%
Energy	9.1%	4.9%	12.5%	0.0%	0.0%	7.9%	0.0%	0.0%	7.1%	0.0%
Anti corruption	18.2%	22.0%	50.0%	37.5%	31.4%	26.3%	23.1%	44.4%	39.3%	14.3%
Judiciary reform	9.1%	7.3%	0.0%	0.0%	8.6%	0.0%	0.0%	0.0%	3.6%	0.0%
Water and sanitation	9.1%	2.4%	0.0%	0.0%	2.9%	5.3%	0.0%	0.0%	7.1%	0.0%
Pollution	9.1%	4.9%	0.0%	12.5%	5.7%	7.9%	0.0%	0.0%	0.0%	28.6%
Job creation/employment	54.5%	43.9%	0.0%	12.5%	28.6%	28.9%	46.2%	66.7%	28.6%	42.9%
Health	0.0%	9.8%	0.0%	0.0%	14.3%	5.3%	0.0%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	12.5%	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	27.3%	29.3%	25.0%	50.0%	20.0%	21.1%	7.7%	22.2%	28.6%	28.6%
Gender equity	9.1%	0.0%	0.0%	0.0%	5.7%	2.6%	0.0%	0.0%	3.6%	14.3%
Private sector development	9.1%	22.0%	0.0%	0.0%	17.1%	5.3%	15.4%	22.2%	10.7%	0.0%
Education	0.0%	7.3%	25.0%	12.5%	17.1%	15.8%	15.4%	11.1%	32.1%	14.3%
Global/regional integration	0.0%	2.4%	0.0%	0.0%	2.9%	2.6%	15.4%	11.1%	7.1%	0.0%
Food security	0.0%	4.9%	12.5%	12.5%	8.6%	2.6%	0.0%	11.1%	3.6%	0.0%
Urban development	0.0%	0.0%	12.5%	0.0%	5.7%	5.3%	7.7%	11.1%	3.6%	28.6%
Natural resource management	9.1%	9.8%	12.5%	0.0%	11.4%	2.6%	0.0%	0.0%	10.7%	14.3%





### A. General Issues facing Tunisia (continued)

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Greater access to health and nutrition for citizens	0.0%	14.6%	37.5%	12.5%	11.8%	7.9%	15.4%	33.3%	10.7%	0.0%
Better entrepreneurial opportunities	20.0%	24.4%	37.5%	0.0%	14.7%	28.9%	23.1%	44.4%	3.6%	42.9%
A growing middle class	10.0%	9.8%	0.0%	50.0%	17.6%	21.1%	30.8%	0.0%	25.0%	28.6%
Better opportunity for the poor who live in rural areas	10.0%	19.5%	12.5%	37.5%	26.5%	15.8%	0.0%	0.0%	32.1%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	9.8%	0.0%	0.0%	17.6%	5.3%	7.7%	22.2%	10.7%	0.0%
Consistent economic growth	40.0%	34.1%	25.0%	12.5%	20.6%	21.1%	38.5%	22.2%	7.1%	28.6%
More reliable social safety net	10.0%	12.2%	12.5%	37.5%	0.0%	10.5%	23.1%	0.0%	10.7%	0.0%
Greater access to micro-finance for the poor	30.0%	9.8%	0.0%	25.0%	11.8%	5.3%	23.1%	0.0%	7.1%	0.0%
Greater voice and participation for citizens to help ensure greater accountability	0.0%	7.3%	12.5%	0.0%	8.8%	2.6%	0.0%	0.0%	0.0%	0.0%
Education and training that better ensure job opportunity	40.0%	22.0%	25.0%	0.0%	38.2%	42.1%	30.8%	11.1%	42.9%	28.6%
Better quality public services	10.0%	17.1%	25.0%	12.5%	5.9%	10.5%	7.7%	22.2%	21.4%	14.3%
Better employment opportunities for young people	30.0%	17.1%	0.0%	12.5%	11.8%	26.3%	0.0%	44.4%	21.4%	28.6%
Better employment opportunities for women	0.0%	2.4%	12.5%	0.0%	5.9%	2.6%	0.0%	0.0%	3.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tunisia?	10	4.60	2.17	40	5.55	2.11	8	4.63	1.85	8	7.13	2.64	34	5.76	2.71	38	5.13	1.71	13	4.85	1.95	9	4.67	2.69	28	4.75	2.29	7	3.71	2.29

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



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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia	10	7.00	2.67	39	5.67	2.07	6	6.17	2.14	8	6.00	1.51	25	5.88	2.73	34	5.35	1.97	11	4.45	2.46	8	5.12	2.36	24	5.08	2.17	7	4.29	2.22

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tunisia solve its most complicated development challenges?	10	5.90	2.28	36	6.22	1.99	8	6.25	1.83	8	5.63	1.51	29	5.59	2.54	35	5.63	2.00	12	6.00	2.86	7	5.43	2.30	27	5.67	1.71	7	4.14	2.41

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



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

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Energy	10.0%	7.3%	37.5%	0.0%	8.8%	13.2%	7.7%	0.0%	3.6%	14.3%
Water and sanitation	20.0%	7.3%	0.0%	0.0%	5.9%	7.9%	0.0%	0.0%	3.6%	0.0%
Pollution	0.0%	2.4%	0.0%	0.0%	14.7%	0.0%	7.7%	0.0%	3.6%	0.0%
Job creation/employment	50.0%	43.9%	37.5%	12.5%	35.3%	34.2%	23.1%	44.4%	39.3%	28.6%
Health	20.0%	2.4%	0.0%	0.0%	2.9%	10.5%	15.4%	22.2%	14.3%	28.6%
Financial markets	10.0%	12.2%	25.0%	0.0%	8.8%	0.0%	7.7%	0.0%	3.6%	0.0%
Social protection	20.0%	4.9%	0.0%	12.5%	2.9%	5.3%	15.4%	0.0%	3.6%	0.0%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	0.0%
Private sector development	10.0%	31.7%	25.0%	25.0%	38.2%	13.2%	7.7%	22.2%	10.7%	28.6%
Education	20.0%	24.4%	25.0%	37.5%	20.6%	31.6%	7.7%	44.4%	42.9%	0.0%
Public sector governance/reform	30.0%	31.7%	37.5%	50.0%	35.3%	36.8%	46.2%	22.2%	39.3%	14.3%
Global/regional integration	0.0%	4.9%	0.0%	0.0%	2.9%	7.9%	15.4%	0.0%	0.0%	14.3%
Food security	10.0%	2.4%	0.0%	12.5%	2.9%	5.3%	0.0%	0.0%	3.6%	0.0%
Urban development	0.0%	2.4%	0.0%	0.0%	5.9%	2.6%	0.0%	11.1%	7.1%	14.3%
Judiciary reform*	30.0%	7.3%	0.0%	25.0%	0.0%	0.0%	7.7%	0.0%	10.7%	0.0%
Economic growth	30.0%	19.5%	25.0%	12.5%	23.5%	18.4%	38.5%	22.2%	14.3%	28.6%
Disaster risk management*	0.0%	2.4%	25.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	4.9%	0.0%	12.5%	2.9%	5.3%	0.0%	0.0%	14.3%	14.3%
Information and communications technology	0.0%	7.3%	12.5%	0.0%	2.9%	2.6%	7.7%	0.0%	10.7%	14.3%
Transport	0.0%	7.3%	0.0%	0.0%	5.9%	7.9%	15.4%	33.3%	0.0%	14.3%
Agriculture and rural development	20.0%	22.0%	0.0%	25.0%	2.9%	28.9%	23.1%	0.0%	14.3%	14.3%
Trade and exports	0.0%	9.8%	12.5%	0.0%	8.8%	2.6%	0.0%	0.0%	3.6%	14.3%
Natural resource management	0.0%	7.3%	0.0%	25.0%	8.8%	7.9%	7.7%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	12.5%	5.9%	5.3%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	10.0%	19.5%	12.5%	12.5%	5.9%	10.5%	23.1%	11.1%	3.6%	14.3%
Anti corruption	10.0%	9.8%	12.5%	25.0%	26.5%	18.4%	15.4%	33.3%	32.1%	0.0%

\*Significantly different between stakeholder groups





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

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

Greatest Value Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	0.0%	2.4%	25.0%	0.0%	5.9%	5.3%	7.7%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects	9.1%	14.6%	12.5%	25.0%	5.9%	23.7%	46.2%	44.4%	21.4%	16.7%
Technical assistance	9.1%	12.2%	12.5%	12.5%	23.5%	5.3%	7.7%	0.0%	17.9%	0.0%
Policy advice, studies, analyses	18.2%	12.2%	25.0%	0.0%	26.5%	13.2%	7.7%	0.0%	14.3%	0.0%
Financial resources	27.3%	22.0%	0.0%	37.5%	8.8%	15.8%	15.4%	11.1%	21.4%	16.7%
Data and statistics	0.0%	0.0%	0.0%	0.0%	2.9%	5.3%	7.7%	11.1%	3.6%	16.7%
Promoting knowledge sharing	0.0%	4.9%	0.0%	12.5%	5.9%	10.5%	7.7%	0.0%	3.6%	0.0%
Implementation support	0.0%	12.2%	12.5%	0.0%	0.0%	10.5%	0.0%	11.1%	7.1%	16.7%
Mobilizing third party financial resources	18.2%	9.8%	0.0%	0.0%	8.8%	5.3%	0.0%	22.2%	3.6%	0.0%
Donor coordination	9.1%	9.8%	12.5%	12.5%	11.8%	5.3%	0.0%	0.0%	7.1%	33.3%
Other*	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Bringing together different groups of stakeholders	10.0%	8.6%	0.0%	0.0%	7.7%	6.1%	0.0%	0.0%	4.3%	0.0%
Capacity development related to World Bank Group supported projects	30.0%	20.0%	0.0%	33.3%	26.9%	18.2%	0.0%	33.3%	13.0%	50.0%
Technical assistance	10.0%	20.0%	0.0%	0.0%	3.8%	12.1%	9.1%	33.3%	21.7%	0.0%
Policy advice, studies, analyses	0.0%	5.7%	20.0%	0.0%	3.8%	3.0%	9.1%	0.0%	8.7%	0.0%
Financial resources	0.0%	11.4%	60.0%	16.7%	26.9%	15.2%	18.2%	0.0%	21.7%	0.0%
Data and statistics	0.0%	0.0%	0.0%	0.0%	3.8%	3.0%	0.0%	0.0%	13.0%	0.0%
Promoting knowledge sharing	10.0%	11.4%	20.0%	0.0%	7.7%	15.2%	9.1%	11.1%	8.7%	0.0%
Implementation support	10.0%	8.6%	0.0%	16.7%	15.4%	9.1%	18.2%	11.1%	8.7%	0.0%
Mobilizing third party financial resources*	20.0%	5.7%	0.0%	16.7%	0.0%	12.1%	36.4%	0.0%	0.0%	50.0%
Donor coordination	10.0%	5.7%	0.0%	16.7%	0.0%	6.1%	0.0%	11.1%	0.0%	0.0%
Other	0.0%	2.9%	0.0%	0.0%	3.8%	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 Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Not willing to honestly criticize policies and reform efforts in the country	30.0%	9.8%	25.0%	25.0%	5.9%	23.7%	15.4%	22.2%	14.3%	16.7%
Staff too inaccessible	0.0%	4.9%	12.5%	25.0%	8.8%	10.5%	0.0%	0.0%	7.1%	0.0%
Not collaborating enough with private sector*	0.0%	7.3%	0.0%	0.0%	32.4%	7.9%	15.4%	0.0%	7.1%	33.3%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	10.0%	0.0%	0.0%	12.5%	5.9%	2.6%	0.0%	0.0%	7.1%	0.0%
Not aligned with country priorities	20.0%	12.2%	0.0%	25.0%	5.9%	13.2%	30.8%	11.1%	7.1%	16.7%
Not adequately sensitive to political/social realities in Tunisia	10.0%	19.5%	37.5%	0.0%	14.7%	26.3%	46.2%	0.0%	17.9%	0.0%
Too influenced by developed countries	30.0%	24.4%	25.0%	0.0%	8.8%	7.9%	0.0%	11.1%	17.9%	0.0%
World Bank Group's processes too slow	0.0%	9.8%	0.0%	12.5%	11.8%	5.3%	0.0%	0.0%	10.7%	16.7%
World Bank Group's processes too complex	0.0%	7.3%	0.0%	0.0%	8.8%	15.8%	0.0%	22.2%	3.6%	0.0%
Not exploring alternative policy options	10.0%	9.8%	0.0%	0.0%	5.9%	5.3%	7.7%	11.1%	7.1%	0.0%
Not sufficiently focused on results	0.0%	9.8%	0.0%	0.0%	5.9%	0.0%	15.4%	0.0%	14.3%	0.0%
Not in it for the long term	0.0%	2.4%	25.0%	0.0%	8.8%	10.5%	7.7%	22.2%	7.1%	16.7%
Its advice and strategies do not lend themselves to practical problem solving	10.0%	9.8%	12.5%	0.0%	8.8%	5.3%	7.7%	11.1%	28.6%	16.7%
Not collaborating enough with civil society*	10.0%	9.8%	12.5%	12.5%	11.8%	36.8%	0.0%	0.0%	3.6%	33.3%
Not enough public disclosure of its work	20.0%	17.1%	12.5%	25.0%	11.8%	2.6%	15.4%	22.2%	21.4%	0.0%
Arrogant in its approach	10.0%	4.9%	0.0%	12.5%	8.8%	0.0%	7.7%	0.0%	0.0%	0.0%
Inadequate World Bank Group's staffing in Tunisia	0.0%	9.8%	12.5%	12.5%	2.9%	2.6%	7.7%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	4.9%	25.0%	0.0%	8.8%	5.3%	0.0%	0.0%	17.9%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Don't know	20.0%	4.9%	0.0%	0.0%	8.8%	5.3%	7.7%	22.2%	0.0%	16.7%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
To a fully sufficient degree	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	11.1%	0.0%	0.0%
To a somewhat sufficient degree	20.0%	29.3%	12.5%	25.0%	17.6%	18.4%	23.1%	11.1%	21.4%	0.0%
To a somewhat insufficient degree	30.0%	41.5%	62.5%	25.0%	26.5%	44.7%	30.8%	44.4%	50.0%	33.3%
To a very insufficient degree	20.0%	14.6%	25.0%	37.5%	35.3%	28.9%	23.1%	11.1%	17.9%	66.7%
Don't know	30.0%	14.6%	0.0%	12.5%	17.6%	7.9%	23.1%	22.2%	10.7%	0.0%



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

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tunisia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	10	4.40	2.68	29	6.93	2.19	6	6.50	2.07	6	6.33	1.21	25	5.48	2.40	28	5.50	2.05	10	6.10	1.66	5	8.00	2.12	19	6.11	2.26	3	5.33	4.04
Development Policy Financing (DPF)	10	4.50	2.84	27	6.26	2.25	3	6.33	1.53	7	6.00	1.16	24	5.25	1.73	28	5.46	1.92	12	5.75	1.36	7	7.57	2.07	21	6.10	1.76	3	5.33	4.04
Program-for-Results Financing (PforR)	8	3.75	2.61	25	6.60	2.16	3	5.67	3.79	7	5.43	1.51	21	5.43	2.36	26	5.15	1.69	8	5.38	1.51	6	7.33	2.66	15	5.40	2.10	2	6.50	4.95
Trust funds and grants*	8	3.50	1.51	24	5.38	2.08	2	4.50	0.71	4	6.25	1.50	20	5.20	2.24	26	5.00	2.23	10	5.90	1.97	7	7.14	1.86	19	6.42	1.95	3	3.67	0.58
MIGA Guarantees	6	3.83	2.23	10	5.30	1.49	1	4.00	.	3	6.00	1.00	13	5.23	2.32	18	5.61	2.12	5	4.00	1.58	2	8.00	0.00	11	4.82	1.72	3	3.67	1.16
IFC Investment Services*	8	3.50	2.45	17	6.12	2.18	1	7.00	.	4	5.75	0.96	18	5.44	2.04	20	5.30	1.84	9	5.00	1.73	4	6.75	1.50	17	5.53	1.66	3	3.00	2.00
IFC Advisory Services	8	4.38	2.00	17	6.12	2.09	2	4.00	4.24	4	6.50	1.73	17	5.76	2.08	18	5.44	2.12	8	5.50	1.93	5	7.60	1.82	18	5.56	1.69	3	2.67	1.53

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Beneficiaries	10.0%	22.5%	50.0%	12.5%	23.5%	15.8%	38.5%	11.1%	28.6%	33.3%
Youth/university groups	30.0%	17.5%	37.5%	25.0%	23.5%	26.3%	7.7%	11.1%	28.6%	16.7%
Private sector*	30.0%	25.0%	37.5%	37.5%	55.9%	23.7%	23.1%	33.3%	17.9%	66.7%
Local government*	10.0%	45.0%	25.0%	37.5%	20.6%	15.8%	15.4%	33.3%	10.7%	0.0%
Donor community	0.0%	5.0%	0.0%	12.5%	8.8%	0.0%	7.7%	11.1%	10.7%	0.0%
NGOs/Community Based Organizations*	40.0%	27.5%	12.5%	50.0%	11.8%	68.4%	15.4%	33.3%	7.1%	50.0%
Academia/think tanks/research institutes*	10.0%	17.5%	25.0%	0.0%	29.4%	28.9%	30.8%	33.3%	57.1%	16.7%
Parliament*	50.0%	12.5%	12.5%	0.0%	8.8%	2.6%	7.7%	22.2%	7.1%	0.0%
Foundations	20.0%	5.0%	0.0%	0.0%	2.9%	10.5%	7.7%	0.0%	7.1%	0.0%
Media*	0.0%	10.0%	0.0%	12.5%	2.9%	0.0%	38.5%	0.0%	14.3%	16.7%
Other	0.0%	2.5%	0.0%	0.0%	2.9%	2.6%	0.0%	0.0%	0.0%	0.0%
Don't know*	0.0%	0.0%	0.0%	12.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tunisia	10	5.40	2.17	36	6.83	2.02	8	6.25	1.28	8	7.00	1.85	31	6.00	2.22	37	5.68	2.11	13	6.08	2.36	8	5.50	1.20	25	5.64	2.61	5	4.80	3.03
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	10	4.90	2.33	35	5.89	2.18	8	5.13	2.80	8	5.63	2.26	30	5.37	2.27	38	5.47	2.06	13	5.15	2.38	7	5.86	1.95	23	5.00	2.05	5	4.20	2.17



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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	10	6.00	2.63	37	6.00	2.11	7	5.43	2.30	7	5.43	1.81	23	5.17	2.19	34	5.32	2.17	12	5.83	1.90	6	6.00	2.00	23	5.43	1.59	5	4.60	2.07
Flexibility (in terms of the institution's products and services)	9	4.11	1.83	38	5.87	2.16	7	5.14	2.55	7	4.43	2.07	26	5.35	2.24	36	5.25	1.99	12	5.42	2.23	7	6.86	2.27	21	5.24	1.95	4	5.25	2.06
Flexibility (in terms of changing country circumstances)	9	4.44	1.67	35	5.80	1.88	8	5.25	2.66	7	4.71	2.36	25	5.48	2.14	35	5.11	2.04	12	5.17	2.25	7	6.43	2.64	23	5.26	1.51	4	5.25	2.06
Being inclusive	9	5.00	2.65	25	5.80	1.94	6	5.33	2.16	5	4.80	2.28	20	6.10	2.25	31	5.29	1.72	10	5.60	2.17	6	6.50	2.43	19	5.58	2.09	4	4.50	2.38
Openness (sharing data and other information)	10	6.50	2.72	37	6.46	1.94	7	5.43	2.37	5	4.80	1.48	26	5.65	2.17	35	5.80	2.19	12	5.17	2.25	8	6.75	1.75	22	6.41	2.18	4	4.00	1.41
Collaboration with the Government	10	6.70	1.83	35	7.23	1.99	8	6.88	2.17	8	7.12	1.81	26	6.58	2.02	33	6.55	2.05	12	6.42	1.68	7	6.86	1.57	24	6.42	2.17	5	5.00	2.83
The speed in which it gets things accomplished on the ground*	8	6.00	2.14	34	6.56	2.12	8	5.13	1.89	7	4.00	1.92	25	5.08	1.89	34	5.74	1.60	10	6.20	1.69	6	5.83	1.84	22	5.09	1.72	5	4.60	2.07
Helping to bring discipline/effective supervision to implementation of investment projects	10	6.80	2.15	37	6.62	2.14	6	6.67	2.07	7	5.29	2.43	28	6.14	2.19	34	6.03	1.99	9	5.11	1.27	7	6.71	1.38	23	5.70	1.77	4	4.75	2.22
Collaboration with civil society*	10	7.40	2.12	34	5.94	2.32	8	4.25	2.61	7	3.00	1.41	25	4.80	2.33	36	4.47	2.56	12	4.00	2.09	6	6.83	2.14	21	4.86	1.80	5	3.80	2.49
Staff accessibility	10	5.90	2.73	33	5.48	1.86	6	5.33	2.42	7	5.00	2.16	25	5.64	2.20	28	5.43	2.32	11	5.27	2.72	8	6.75	2.61	21	5.33	1.32	2	4.00	0.00
Collaboration with other donors and development partners*	7	7.00	2.58	27	6.07	1.96	7	4.14	1.95	7	3.86	1.68	23	5.00	1.88	28	5.25	2.07	11	6.36	2.11	7	6.57	2.44	19	5.68	1.86	3	2.67	0.58
Collaboration with the private sector*	9	6.56	2.51	31	5.94	1.88	7	4.43	2.23	7	3.71	1.38	27	4.44	2.34	31	5.16	2.13	12	4.83	1.95	8	6.25	2.71	16	5.00	1.86	5	3.80	2.49
Straightforwardness and honesty	8	6.00	2.88	32	7.06	2.20	8	5.50	2.33	6	6.67	2.81	23	5.78	2.59	37	5.95	2.44	11	5.91	2.55	8	6.38	2.26	20	5.10	1.83	4	4.00	2.16
Treating clients and stakeholders in Tunisia with respect	9	4.89	2.93	33	7.03	2.26	7	6.14	1.77	8	6.25	1.58	23	5.39	2.59	30	5.87	2.30	9	6.11	2.09	7	6.86	2.61	18	5.56	1.82	5	4.20	2.39
Being a long-term partner	9	7.78	1.92	32	7.53	2.11	7	7.00	1.00	8	6.50	2.07	24	6.08	2.34	29	6.03	2.43	12	6.67	2.19	8	7.38	1.85	19	6.47	2.12	5	4.60	3.21

\*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)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank Group does not provide the government with consistent support throughout the reform effort	10.0%	2.4%	0.0%	0.0%	6.1%	7.9%	0.0%	0.0%	7.1%	16.7%
Political pressures and obstacles*	50.0%	65.9%	12.5%	50.0%	33.3%	39.5%	38.5%	77.8%	42.9%	66.7%
Reforms are not well thought out in light of country challenges	10.0%	29.3%	37.5%	12.5%	30.3%	23.7%	38.5%	33.3%	21.4%	16.7%
Poor coordination within the Government	0.0%	14.6%	25.0%	25.0%	15.2%	21.1%	15.4%	11.1%	28.6%	16.7%
There is an inadequate level of private sector participation and support	10.0%	4.9%	0.0%	12.5%	12.1%	7.9%	15.4%	0.0%	10.7%	16.7%
Poor donor coordination	0.0%	2.4%	25.0%	0.0%	9.1%	5.3%	0.0%	0.0%	3.6%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	30.0%	22.0%	12.5%	12.5%	27.3%	23.7%	30.8%	33.3%	10.7%	0.0%
Lack of/inadequate levels of capacity in Government	10.0%	4.9%	37.5%	37.5%	15.2%	10.5%	30.8%	0.0%	14.3%	33.3%
There is not an adequate level of citizen/civil society participation	30.0%	17.1%	25.0%	12.5%	18.2%	34.2%	7.7%	11.1%	14.3%	16.7%
Corruption	20.0%	12.2%	12.5%	37.5%	15.2%	23.7%	15.4%	33.3%	32.1%	0.0%
Poor coordination within the World Bank Group	30.0%	14.6%	12.5%	0.0%	6.1%	2.6%	0.0%	0.0%	3.6%	16.7%
Other	0.0%	2.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

In Tunisia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (1-To no degree at all, 10-To a very significant degree)

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender	10	6.10	2.96	26	4.96	2.29	7	6.14	1.22	5	4.80	1.92	23	3.87	2.01	31	4.94	1.79	12	4.25	2.22	5	4.80	2.17	22	5.91	2.78	6	3.67	2.81
The impact of climate change	10	5.30	3.47	24	5.42	2.45	6	6.00	1.27	6	4.83	2.14	21	4.43	2.16	34	5.09	1.80	11	4.00	1.79	6	6.33	3.14	20	4.90	2.45	5	4.00	3.39



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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	9	4.11	2.47	21	5.62	2.06	5	4.80	2.59	5	5.60	0.89	15	3.53	1.73	30	3.97	2.14	11	4.64	2.06	4	7.75	1.71	18	5.33	1.68	5	3.80	1.92
Gender equity*	9	6.22	1.86	23	5.83	2.04	5	5.60	1.52	5	5.40	1.95	18	4.00	1.91	31	4.68	2.15	13	5.77	2.28	4	6.00	2.71	23	6.43	2.17	4	2.50	0.58
Private sector development*	9	5.11	1.83	30	6.00	1.76	6	4.17	2.32	6	4.83	2.04	23	4.35	2.19	32	5.00	1.65	13	5.69	1.97	6	6.83	2.14	19	5.74	2.08	6	4.67	2.25
Education	9	4.22	2.22	26	5.73	1.80	7	4.29	2.14	5	4.40	2.07	25	4.92	1.94	34	4.97	2.10	11	6.00	1.84	6	7.17	2.32	21	5.33	2.39	6	3.83	2.14
Public sector governance/reform*	9	6.00	2.78	32	6.06	1.83	8	5.25	1.98	6	6.33	2.07	22	4.23	2.11	32	5.44	2.20	13	5.69	1.84	8	8.00	1.60	21	5.14	1.80	6	4.00	2.10
Global/regional integration	9	6.11	2.98	23	5.87	1.84	7	5.43	2.15	5	4.20	1.92	20	4.90	1.97	29	5.45	2.10	10	5.90	2.69	6	7.00	2.10	18	5.56	2.57	6	3.17	1.94
Food security*	7	5.14	2.12	22	5.41	1.44	4	4.75	2.63	5	4.60	2.30	19	4.89	2.23	27	4.37	2.02	7	5.57	1.40	5	7.40	2.07	18	5.44	2.12	4	2.25	0.96
Urban development*	7	4.86	1.57	28	6.07	1.80	5	4.80	2.28	6	4.67	1.21	21	4.71	2.00	29	4.69	2.14	9	5.78	1.86	5	7.80	1.92	19	5.42	1.90	6	3.67	1.75
Energy*	7	4.43	1.90	21	6.24	2.00	5	5.00	2.74	6	4.83	1.33	22	5.45	2.22	29	4.79	2.29	10	5.50	1.90	6	7.50	2.07	18	5.00	2.11	5	3.60	1.52
Water and sanitation*	9	4.33	2.12	21	6.38	2.22	4	6.00	2.31	6	5.00	1.67	22	5.23	2.09	29	4.45	1.98	11	5.36	1.91	6	6.67	3.14	17	5.41	1.97	5	3.20	1.30
Pollution*	8	3.13	1.73	19	6.21	2.42	5	4.80	1.30	6	4.00	2.00	22	4.64	2.46	31	4.68	2.21	10	5.60	2.37	6	7.17	2.32	22	4.91	2.00	5	3.80	1.92
Job creation/employment	8	4.75	2.55	29	5.93	2.07	6	4.83	2.79	6	5.00	2.68	24	4.58	2.26	31	5.03	2.29	12	5.75	1.82	6	6.83	2.79	20	5.10	2.38	4	4.25	2.87
Health*	8	3.50	1.41	22	5.59	1.97	5	4.00	2.83	6	5.00	3.10	23	4.70	1.89	28	4.79	2.32	11	5.45	1.92	6	7.17	2.56	22	5.50	2.35	5	3.00	1.00
Financial markets*	6	6.17	2.32	22	6.32	2.21	3	4.33	3.06	5	5.20	2.39	20	4.70	1.87	28	5.32	2.13	11	6.00	1.73	6	7.83	2.23	20	5.60	1.88	4	3.25	0.96
Transport*	8	3.88	2.36	24	6.38	2.06	4	4.75	2.87	5	4.60	2.41	24	5.17	1.66	29	4.86	2.13	10	6.10	2.56	6	7.00	2.76	21	5.71	2.05	4	3.00	0.82
Agriculture and rural development*	9	3.78	2.22	28	6.36	1.93	7	5.14	3.02	7	5.14	2.27	23	5.04	1.80	29	5.24	2.20	9	5.11	1.90	6	6.83	2.64	19	5.89	2.00	5	3.60	1.52
Trade and exports*	9	4.33	2.18	24	6.42	2.10	4	4.50	2.38	6	4.67	2.66	22	4.77	1.93	28	5.32	2.09	11	6.09	2.07	6	7.17	2.40	18	5.28	1.99	4	3.75	1.71
Natural resource management	9	4.22	2.54	25	6.00	1.87	6	3.83	2.40	6	4.83	2.23	21	4.71	1.93	30	4.93	2.08	10	5.50	1.78	6	6.50	2.07	18	5.06	1.83	5	3.40	0.89
Climate change	8	4.13	2.80	18	5.06	2.01	4	5.00	2.71	6	4.83	2.64	21	4.67	2.15	30	4.77	2.10	8	5.75	2.19	6	7.33	2.34	18	4.56	2.01	5	5.00	2.92
Poverty reduction*	9	4.11	2.03	32	5.91	2.09	7	4.86	3.02	6	4.67	2.94	23	4.61	2.25	32	4.63	2.14	12	4.83	2.29	7	6.86	2.55	20	4.40	1.88	5	3.40	1.14
Anti corruption	9	5.11	2.93	28	5.14	2.01	7	4.71	2.43	6	4.50	3.27	23	3.83	2.06	29	4.62	2.38	13	4.15	2.12	7	6.43	2.30	19	4.89	2.05	5	2.80	1.10
Judiciary reform	8	4.75	3.01	24	5.38	1.93	5	5.80	1.30	6	3.33	1.75	21	4.29	1.90	28	4.32	2.31	10	5.10	1.73	5	5.40	2.19	19	4.84	2.36	5	3.20	1.30
Economic growth*	8	5.88	2.85	32	5.94	2.06	5	4.20	2.17	6	5.50	1.52	22	5.09	2.11	27	4.56	1.85	13	4.92	1.32	6	7.17	2.04	19	4.74	1.76	6	4.17	1.84
Disaster risk management	8	5.00	3.12	15	4.60	1.55	5	5.00	2.74	5	3.80	2.17	17	3.76	1.86	27	4.52	2.03	9	4.33	1.41	4	6.25	2.99	16	4.25	1.48	5	2.40	1.14
Equality of opportunity	9	5.56	2.56	25	5.84	1.89	4	5.50	1.92	6	4.83	2.86	20	4.60	2.09	30	4.77	2.34	13	5.46	1.56	5	6.60	3.44	18	5.06	1.98	4	3.00	0.82
Information and communications technology	8	4.75	2.92	20	5.90	2.17	5	6.00	1.87	6	5.00	2.45	21	5.81	1.75	29	5.62	2.03	11	5.36	2.16	7	7.29	1.98	20	5.95	2.44	5	5.00	2.74

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tunisia?*	10	4.10	2.81	36	6.17	1.60	6	5.00	2.00	7	6.14	1.22	29	4.97	1.76	35	5.71	1.87	13	5.69	1.65	9	6.56	1.51	24	5.58	1.67	6	4.67	1.97

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



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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tunisia*	10	4.00	2.45	36	6.00	1.88	7	5.71	1.60	6	5.83	1.47	28	5.14	1.84	35	4.86	1.63	13	5.85	1.73	9	6.67	1.73	27	5.22	1.40	6	4.50	2.26
The World Bank Group meets Tunisia's needs for knowledge services	9	4.22	2.99	35	6.34	1.94	6	5.17	2.32	6	5.00	2.37	28	5.64	2.26	34	5.32	1.75	13	5.46	1.71	8	6.38	1.85	24	5.42	2.64	6	3.67	2.42

\*Significantly different between stakeholder groups

How effectively does the World Bank Group help Tunisia to mobilize finance for development from private sector sources? (1- Not effectively at all, 10- Very effectively)

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Tunisia to mobilize finance for development from private sector sources?*	9	4.00	2.78	30	6.17	1.88	7	5.14	2.34	6	4.33	1.63	27	5.07	1.90	32	5.22	1.81	11	5.00	1.84	9	6.22	1.79	21	5.62	1.72	5	3.20	1.30

\*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	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	10.0%	14.6%	0.0%	25.0%	6.3%	8.1%	33.3%	0.0%	0.0%	0.0%
Monthly	10.0%	22.0%	0.0%	25.0%	15.6%	18.9%	16.7%	33.3%	25.0%	16.7%
A few times a year	30.0%	41.5%	50.0%	37.5%	25.0%	37.8%	33.3%	22.2%	32.1%	0.0%
Rarely	30.0%	14.6%	50.0%	0.0%	40.6%	29.7%	8.3%	22.2%	32.1%	66.7%
Never	20.0%	7.3%	0.0%	12.5%	12.5%	5.4%	8.3%	22.2%	10.7%	16.7%



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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	9	4.11	2.85	34	6.79	1.63	7	7.29	1.38	7	6.14	2.04	26	6.35	2.19	35	5.86	2.38	9	6.44	1.88	7	5.86	2.67	21	6.29	2.15	4	5.25	2.87
Include appropriate level of stakeholder involvement during preparation	10	4.10	2.38	31	6.39	1.76	6	7.33	1.63	7	6.14	1.95	26	5.62	2.32	33	5.48	2.22	10	5.90	1.66	7	6.43	2.15	22	6.32	1.86	4	5.00	2.45
Lead to practical solutions	10	4.90	2.69	33	6.21	1.97	8	6.38	1.69	6	5.50	2.07	24	5.38	2.26	35	5.26	2.03	11	5.18	1.47	6	5.50	1.05	23	6.26	2.12	4	4.00	1.41
Are accessible (well written and easy to understand)*	10	4.40	2.59	35	6.86	1.97	8	6.25	1.49	6	4.83	1.17	26	5.15	2.40	35	5.37	2.28	12	6.33	2.57	7	7.14	1.57	23	6.70	2.20	4	4.50	2.65
Are source of relevant information on global good practices*	10	4.60	2.50	34	7.35	1.82	7	6.14	1.07	6	6.50	1.64	28	6.43	2.06	36	5.92	2.17	12	6.58	1.98	7	7.29	1.50	22	6.86	1.78	5	4.40	2.51
Are adequately disseminated*	10	3.90	2.13	35	6.51	2.23	6	7.17	2.56	6	4.83	0.98	27	5.00	2.45	36	4.97	2.21	12	6.33	2.67	7	6.43	2.07	23	6.96	2.01	4	3.25	1.26
Are translated enough into local language*	10	4.60	2.84	33	6.21	2.07	8	6.00	2.67	6	3.67	0.82	24	5.79	2.19	32	5.25	2.55	12	5.92	2.71	7	7.00	2.31	22	6.95	2.26	3	3.33	0.58
Are adaptable to Tunisia's specific development challenges and country circumstances	10	4.00	2.11	32	6.44	1.81	8	6.25	2.12	6	6.33	1.63	25	5.76	2.44	35	5.83	2.49	12	5.25	1.96	7	5.86	1.95	22	6.36	2.13	5	5.60	2.79

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	10	3.90	2.69	33	6.58	1.64	8	5.88	1.55	7	6.43	1.51	27	5.56	2.06	34	5.97	2.02	12	5.83	1.47	8	6.50	1.77	23	6.04	1.52	5	4.60	1.95
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	10	4.40	2.80	34	7.35	1.15	8	6.63	1.30	7	7.14	1.22	27	6.07	1.66	32	6.44	1.68	12	6.25	1.49	7	6.57	1.27	24	6.17	1.61	5	4.60	2.41

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



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

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	9	4.89	1.90	29	5.90	2.13	7	5.57	2.70	6	5.67	1.97	19	5.58	1.92	30	4.60	1.89	10	5.70	1.77	4	5.75	1.71	19	5.00	2.69	4	4.75	2.75
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	10	6.40	2.63	36	7.14	1.64	7	6.71	2.22	7	6.57	1.40	25	6.04	2.61	34	5.24	1.44	12	6.08	2.19	6	6.33	1.75	19	7.11	2.00	4	5.00	2.94
The World Bank Group's approvals and reviews are done in a timely fashion*	10	4.70	2.11	33	6.88	1.64	6	6.33	2.50	6	6.00	1.27	23	5.57	2.15	31	4.97	1.52	12	5.92	1.17	4	5.75	2.63	21	6.38	2.04	3	4.33	3.22
The World Bank Group's "Safeguard Policy" requirements are reasonable*	8	3.63	2.72	26	5.96	2.24	5	7.00	2.55	3	6.00	1.00	20	5.60	2.09	26	4.92	1.60	11	5.36	1.75	5	7.40	1.67	18	6.11	2.17	3	4.67	3.06
The World Bank Group's conditions on its lending are reasonable	9	4.78	2.91	36	5.92	2.44	6	6.67	2.42	7	5.57	1.40	24	5.12	2.27	32	5.00	1.80	12	4.75	2.14	4	5.75	2.06	21	5.38	2.25	3	3.33	1.53
The World Bank Group takes decisions quickly in Tunisia	8	5.38	2.13	34	6.18	1.71	5	5.60	1.82	6	5.50	1.38	23	5.26	2.05	32	4.72	1.97	10	5.60	2.12	4	5.00	2.94	18	5.56	1.76	4	4.25	2.87
Working with the World Bank Group increases Tunisia's institutional capacity	9	5.00	2.74	38	6.87	2.11	7	5.29	3.09	7	6.29	1.98	24	6.25	1.98	35	5.26	1.96	13	6.31	2.02	5	5.60	2.79	20	6.00	2.49	4	4.50	3.00
Where country systems are adequate, the World Bank Group makes appropriate use of them	9	5.33	2.60	31	6.58	2.06	7	6.71	2.43	6	5.50	1.87	22	5.86	2.15	29	5.69	2.00	12	6.92	1.68	5	6.00	2.83	21	7.19	2.18	3	3.33	2.31

\*Significantly different between stakeholder groups

**E. Working with the World Bank Group on energy reform**

When considering the potential need in Tunisia for adjustments of energy prices to cover costs, which of the following do you think represents the greatest obstacle?

(Select only ONE response)

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Lack of political will on the part of the government	30.0%	31.7%	12.5%	42.9%	37.5%	32.4%	30.8%	25.0%	40.7%	50.0%
Opposition from citizens	30.0%	17.1%	12.5%	0.0%	15.6%	35.1%	23.1%	25.0%	7.4%	16.7%
Opposition from private sector	20.0%	17.1%	0.0%	14.3%	6.3%	8.1%	0.0%	12.5%	7.4%	16.7%
Opposition from the Workers' Union	10.0%	29.3%	62.5%	28.6%	40.6%	24.3%	38.5%	25.0%	40.7%	16.7%
Opposition from other stakeholders	10.0%	4.9%	12.5%	14.3%	0.0%	0.0%	7.7%	12.5%	3.7%	0.0%



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

Which of the following do you think is the most convincing argument for opposition to possible tariff increases? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Lack of public understanding of the reasons for the increase in tariffs	30.0%	36.6%	25.0%	28.6%	35.5%	32.4%	30.8%	37.5%	25.9%	33.3%
Lack of trust in the pricing policy of the government	100.0%	46.3%	62.5%	57.1%	45.2%	48.6%	53.8%	37.5%	55.6%	33.3%
Frustration with the lack of disciplined bill-paying by other customers	30.0%	14.6%	12.5%	28.6%	6.5%	16.2%	15.4%	12.5%	25.9%	16.7%
No clear connection between raising electricity prices and improved public spending on social issues	30.0%	34.1%	12.5%	28.6%	35.5%	40.5%	38.5%	37.5%	33.3%	33.3%
Belief that there are still inefficiencies that require attention before tariffs are raised	0.0%	26.8%	50.0%	28.6%	29.0%	32.4%	15.4%	37.5%	18.5%	33.3%
Other reason	0.0%	12.2%	0.0%	0.0%	3.2%	0.0%	7.7%	12.5%	0.0%	0.0%

Which of the following are the most convincing arguments in favor of price adjustments? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
To save public funds for improving social welfare	40.0%	46.3%	62.5%	71.4%	48.4%	35.1%	53.8%	37.5%	48.1%	33.3%
For the financial sustainability of the energy SOEs	20.0%	17.1%	25.0%	14.3%	16.1%	18.9%	15.4%	12.5%	11.1%	33.3%
To help improve service delivery to customers	0.0%	24.4%	12.5%	14.3%	3.2%	13.5%	7.7%	0.0%	29.6%	16.7%
To encourage energy efficiency among industrial and residential customers*	50.0%	9.8%	12.5%	28.6%	12.9%	27.0%	23.1%	0.0%	7.4%	16.7%
To finance investments/upgrades to Tunisian energy infrastructure	10.0%	19.5%	12.5%	0.0%	25.8%	13.5%	0.0%	12.5%	7.4%	50.0%
To finance investments in more renewable energy technologies	10.0%	22.0%	50.0%	0.0%	35.5%	21.6%	15.4%	62.5%	25.9%	33.3%
To finance subsidies for poorer and vulnerable customers who cannot pay their bills	60.0%	29.3%	25.0%	28.6%	16.1%	32.4%	46.2%	25.0%	33.3%	16.7%
Other	0.0%	4.9%	0.0%	14.3%	3.2%	0.0%	7.7%	12.5%	0.0%	0.0%

\*Significantly different between stakeholder groups





### E. Working with the World Bank Group on energy reform (continued)

Which of the following are the most credible voices on energy reform in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
President of the Government	10.0%	20.0%	37.5%	42.9%	29.0%	32.4%	15.4%	50.0%	11.1%	33.3%
Parliament (ARP)	40.0%	17.5%	25.0%	28.6%	12.9%	21.6%	7.7%	25.0%	29.6%	33.3%
Minister of Energy, Mining, and Renewables (MEMER)	30.0%	32.5%	50.0%	0.0%	25.8%	21.6%	15.4%	0.0%	29.6%	33.3%
Minister of Finance (MF)	20.0%	7.5%	0.0%	14.3%	6.5%	8.1%	0.0%	12.5%	11.1%	16.7%
Tunisian Company of Electricity and Gas (STEG)	10.0%	15.0%	12.5%	14.3%	9.7%	16.2%	0.0%	12.5%	14.8%	16.7%
Tunisian Company of Refining Industries (STIR)	10.0%	0.0%	0.0%	0.0%	3.2%	0.0%	7.7%	12.5%	0.0%	0.0%
Workers Union (UGTT)	40.0%	20.0%	37.5%	14.3%	25.8%	24.3%	23.1%	0.0%	22.2%	16.7%
Industry and business association (UTICA)	20.0%	15.0%	0.0%	0.0%	16.1%	10.8%	0.0%	0.0%	0.0%	0.0%
Consumer association (ODC)	10.0%	22.5%	12.5%	14.3%	19.4%	8.1%	38.5%	0.0%	22.2%	0.0%
Journalists/news outlets*	10.0%	5.0%	0.0%	14.3%	16.1%	13.5%	53.8%	12.5%	25.9%	50.0%
Other	0.0%	7.5%	0.0%	14.3%	9.7%	13.5%	15.4%	25.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the government communicates energy sector decisions/reforms consistently and credibly to citizens?	9	3.56	1.94	37	3.76	1.69	8	4.13	1.73	6	3.00	1.90	27	3.85	1.94	35	3.83	2.44	12	3.67	2.54	7	2.43	1.90	27	3.96	2.01	6	3.67	2.25

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



**F. The Future Role of the World Bank Group in Tunisia**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Tunisia? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Offer more innovative knowledge services	30.0%	7.5%	28.6%	14.3%	13.3%	5.4%	15.4%	25.0%	3.7%	33.3%
Collaborate more effectively with Government clients*	0.0%	27.5%	42.9%	57.1%	13.3%	13.5%	7.7%	25.0%	7.4%	16.7%
Work faster	20.0%	7.5%	0.0%	14.3%	10.0%	13.5%	7.7%	0.0%	11.1%	0.0%
Reduce the complexity of obtaining World Bank Group financing	0.0%	2.5%	0.0%	0.0%	6.7%	10.8%	0.0%	12.5%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	20.0%	12.5%	14.3%	14.3%	10.0%	21.6%	15.4%	12.5%	22.2%	0.0%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	0.0%	12.5%	14.3%	14.3%	6.7%	0.0%	7.7%	0.0%	11.1%	16.7%
Offer more innovative financial products	0.0%	10.0%	0.0%	0.0%	16.7%	10.8%	15.4%	0.0%	14.8%	16.7%
Ensure greater selectivity in its work	0.0%	7.5%	14.3%	14.3%	6.7%	5.4%	0.0%	25.0%	18.5%	16.7%
Provide more adequate data/knowledge/statistics/figures on Tunisia's economy	30.0%	12.5%	14.3%	0.0%	13.3%	8.1%	15.4%	25.0%	3.7%	0.0%
Improve the competitiveness of its financing compared to markets	10.0%	12.5%	14.3%	14.3%	13.3%	0.0%	23.1%	12.5%	3.7%	16.7%
Work more with civil society and beneficiary representatives	20.0%	17.5%	28.6%	28.6%	16.7%	43.2%	7.7%	0.0%	25.9%	16.7%
Increase the level of capacity development in the country	20.0%	25.0%	14.3%	0.0%	10.0%	13.5%	23.1%	12.5%	11.1%	16.7%
Leverage the private sector more	20.0%	20.0%	14.3%	0.0%	30.0%	13.5%	23.1%	25.0%	22.2%	16.7%
Improve the quality of its experts as related to Tunisia's specific challenges*	0.0%	7.5%	0.0%	14.3%	3.3%	16.2%	0.0%	25.0%	29.6%	0.0%
Work more with private sector*	30.0%	10.0%	0.0%	0.0%	13.3%	2.7%	23.1%	0.0%	0.0%	16.7%
Other	0.0%	0.0%	0.0%	14.3%	0.0%	8.1%	7.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Financial services	22.2%	17.5%	12.5%	28.6%	12.9%	10.5%	7.7%	50.0%	18.5%	16.7%
Knowledge products	44.4%	15.0%	12.5%	28.6%	25.8%	13.2%	7.7%	25.0%	25.9%	16.7%
Convening services	0.0%	10.0%	0.0%	14.3%	22.6%	7.9%	15.4%	0.0%	0.0%	0.0%
None of the above	11.1%	5.0%	12.5%	0.0%	9.7%	5.3%	7.7%	0.0%	0.0%	0.0%
The combination is appropriate for Tunisia	22.2%	45.0%	62.5%	14.3%	22.6%	55.3%	61.5%	12.5%	48.1%	50.0%
Dont' know	0.0%	7.5%	0.0%	14.3%	6.5%	7.9%	0.0%	12.5%	7.4%	16.7%

**G. Communication and Information Sharing**

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Local radio	20.0%	12.5%	12.5%	14.3%	16.7%	18.9%	30.8%	0.0%	14.8%	66.7%
International radio	0.0%	5.0%	12.5%	0.0%	10.0%	10.8%	7.7%	0.0%	7.4%	16.7%
Social media	50.0%	30.0%	50.0%	42.9%	36.7%	40.5%	30.8%	25.0%	37.0%	16.7%
International newspapers	10.0%	15.0%	0.0%	14.3%	13.3%	18.9%	0.0%	12.5%	18.5%	0.0%
Local television	10.0%	12.5%	25.0%	14.3%	10.0%	13.5%	15.4%	12.5%	11.1%	0.0%
Internet	60.0%	57.5%	37.5%	42.9%	33.3%	45.9%	46.2%	75.0%	44.4%	50.0%
Periodicals	10.0%	17.5%	37.5%	14.3%	10.0%	5.4%	15.4%	25.0%	11.1%	0.0%
International television	0.0%	15.0%	12.5%	14.3%	23.3%	18.9%	15.4%	12.5%	22.2%	33.3%
Local newspapers	40.0%	12.5%	0.0%	28.6%	16.7%	8.1%	23.1%	12.5%	7.4%	0.0%
Other	0.0%	7.5%	0.0%	14.3%	6.7%	8.1%	7.7%	12.5%	3.7%	0.0%



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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
World Bank Group's publications and other written materials	30.0%	17.5%	0.0%	14.3%	10.0%	21.6%	8.3%	37.5%	33.3%	33.3%
e-Newsletters	60.0%	40.0%	12.5%	71.4%	56.7%	56.8%	41.7%	37.5%	37.0%	33.3%
World Bank Group's seminars/workshops/conferences	20.0%	45.0%	75.0%	28.6%	33.3%	40.5%	33.3%	37.5%	55.6%	16.7%
Mobile phones	20.0%	7.5%	0.0%	0.0%	13.3%	5.4%	0.0%	0.0%	7.4%	0.0%
Direct contact with World Bank Group	20.0%	17.5%	37.5%	42.9%	33.3%	18.9%	41.7%	25.0%	14.8%	16.7%
World Bank Group's website	20.0%	27.5%	25.0%	0.0%	16.7%	24.3%	33.3%	50.0%	3.7%	50.0%
Social media	30.0%	30.0%	37.5%	42.9%	23.3%	18.9%	16.7%	0.0%	25.9%	50.0%
Other	0.0%	2.5%	0.0%	0.0%	0.0%	2.7%	16.7%	0.0%	0.0%	0.0%

**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	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	50.0%	35.9%	25.0%	42.9%	33.3%	43.2%	53.8%	50.0%	48.1%	16.7%
No	50.0%	64.1%	75.0%	57.1%	66.7%	56.8%	46.2%	50.0%	51.9%	83.3%

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	90.0%	87.5%	87.5%	71.4%	86.7%	86.5%	75.0%	87.5%	96.3%	66.7%
No	10.0%	12.5%	12.5%	28.6%	13.3%	13.5%	25.0%	12.5%	3.7%	33.3%

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	60.0%	76.9%	62.5%	71.4%	73.3%	62.2%	53.8%	62.5%	74.1%	33.3%
No	40.0%	23.1%	37.5%	28.6%	26.7%	37.8%	46.2%	37.5%	25.9%	66.7%

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	30.0%	41.0%	25.0%	57.1%	53.3%	67.6%	38.5%	37.5%	44.4%	0.0%
No	70.0%	59.0%	75.0%	42.9%	46.7%	32.4%	61.5%	62.5%	55.6%	100.0%



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

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
High speed/WiFi	70.0%	72.5%	75.0%	71.4%	76.7%	67.6%	92.3%	62.5%	77.8%	83.3%
Dial-up	30.0%	27.5%	25.0%	28.6%	23.3%	32.4%	7.7%	37.5%	22.2%	16.7%

How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Weekly	10.0%	17.5%	0.0%	50.0%	6.7%	13.5%	15.4%	14.3%	7.7%	0.0%
Monthly	40.0%	30.0%	0.0%	33.3%	30.0%	29.7%	15.4%	28.6%	23.1%	16.7%
A few times a year	20.0%	27.5%	62.5%	0.0%	23.3%	27.0%	38.5%	28.6%	15.4%	16.7%
Rarely	30.0%	17.5%	37.5%	0.0%	26.7%	29.7%	7.7%	14.3%	38.5%	50.0%
Never	0.0%	7.5%	0.0%	16.7%	13.3%	0.0%	23.1%	14.3%	15.4%	16.7%

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

	Office of Parliamentarian			Employee of a Ministry/ PMU/Consultant on WBG Project			Local Government			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Independent Government Institution			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	9	6.33	3.04	35	7.29	2.01	6	7.00	1.67	6	5.67	1.75	21	6.29	2.59	31	6.16	2.45	9	6.89	1.90	7	7.14	1.22	20	8.20	1.40	1	9.00	.
I find the information on the World Bank Group's websites useful.	10	5.80	2.78	34	7.62	1.62	6	7.33	1.63	6	6.33	1.51	23	7.09	2.02	33	6.91	1.91	10	7.20	1.81	7	7.57	1.62	20	8.25	1.29	1	7.00	.
The World Bank Group's social media channels are valuable sources of information about the institution	7	5.14	2.61	23	7.30	1.74	4	7.75	1.50	6	6.17	2.56	20	7.15	1.95	32	6.72	2.11	6	7.33	2.34	5	6.00	2.55	17	7.59	1.42	1	8.00	.

**H. Background Information**

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or MIGA) in your country?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	30.0%	39.0%	25.0%	50.0%	25.0%	21.6%	23.1%	33.3%	7.4%	42.9%
No	70.0%	61.0%	75.0%	50.0%	75.0%	78.4%	76.9%	66.7%	92.6%	57.1%



**H. Background Information (continued)**

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The World Bank (IBRD)	75.0%	77.3%	100.0%	100.0%	80.0%	50.0%	33.3%	75.0%	42.9%	75.0%
The International Finance Corporation (IFC)	25.0%	9.1%	0.0%	0.0%	10.0%	20.0%	33.3%	25.0%	14.3%	25.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	13.6%	0.0%	0.0%	10.0%	30.0%	33.3%	0.0%	42.9%	0.0%

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Yes	50.0%	33.3%	0.0%	83.3%	38.5%	16.7%	40.0%	66.7%	22.2%	25.0%
No	50.0%	66.7%	100.0%	16.7%	61.5%	83.3%	60.0%	33.3%	77.8%	75.0%

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

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
The two institutions work well together	0.0%	30.0%	60.0%	40.0%	50.0%	0.0%	50.0%	100.0%	100.0%	0.0%
The way the two institutions work together needs improvement	66.7%	0.0%	0.0%	20.0%	0.0%	50.0%	0.0%	0.0%	0.0%	66.7%
The two institutions do not work well together	0.0%	0.0%	20.0%	40.0%	0.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Don't know	33.3%	70.0%	20.0%	0.0%	50.0%	50.0%	25.0%	0.0%	0.0%	33.3%

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

Percentage of Respondents (Responses combined)	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Observer	20.0%	24.0%	40.0%	28.6%	47.1%	47.6%	62.5%	25.0%	88.9%	66.7%
Use World Bank Group reports/data	20.0%	28.0%	20.0%	28.6%	35.3%	23.8%	50.0%	25.0%	44.4%	0.0%
Engage in World Bank Group related/sponsored events/activities	20.0%	12.0%	20.0%	28.6%	29.4%	28.6%	25.0%	50.0%	0.0%	0.0%
Collaborate as part of my professional duties*	40.0%	60.0%	20.0%	57.1%	41.2%	23.8%	0.0%	37.5%	11.1%	33.3%
Use World Bank Group website for information, data, research, etc.	20.0%	16.0%	40.0%	0.0%	11.8%	33.3%	37.5%	25.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



**H. Background Information (continued)**

Which best represents your geographic location?

Percentage of Respondents	Office of Parliamentarian	Employee of a Ministry/ PMU/Consultant on WBG Project	Local Government	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Independent Government Institution	Academia	Other
Tunis	54.5%	80.5%	62.5%	87.5%	84.8%	81.6%	84.6%	100.0%	67.9%	57.1%
Coastal cities	18.2%	9.8%	25.0%	12.5%	9.1%	5.3%	15.4%	0.0%	21.4%	28.6%
Rural/mountainous areas	27.3%	9.8%	12.5%	0.0%	0.0%	5.3%	0.0%	0.0%	7.1%	0.0%
Other urban centers	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.6%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	6.1%	7.9%	0.0%	0.0%	0.0%	14.3%





## Appendix C: Responses to Indicator Questions by Geographic Location<sup>16</sup>

● Tunis N=153    ● Outside Tunis N=43

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

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia	132	5.53	2.28	40	5.42	2.19

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

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

(1-Strongly disagree, 10-Strongly agree)

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tunisia	140	5.99	2.11	39	5.97	2.41
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	136	5.49	2.16	39	5.10	2.29

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

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

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	126	5.66	2.01	37	5.24	2.22
Flexibility (in terms of the institution's products and services)	127	5.43	2.22	39	5.23	1.81
Flexibility (in terms of changing country circumstances)	128	5.40	2.11	36	5.14	1.64
Being inclusive	107	5.57	2.11	27	5.63	1.86
Openness (sharing data and other information)	128	6.05	2.12	37	5.73	2.24
Collaboration with the Government	131	6.67	1.99	36	6.81	2.07
The speed in which it gets things accomplished on the ground	121	5.62	1.96	37	5.68	1.90
Helping to bring discipline/effective supervision to implementation of investment projects	125	6.28	1.96	39	5.67	2.19
Collaboration with civil society	125	5.18	2.39	38	4.50	2.57
Staff accessibility*	118	5.73	2.17	31	4.68	1.68
Collaboration with other donors and development partners	106	5.62	2.06	31	5.26	2.21
Collaboration with the private sector	120	5.26	2.19	31	4.90	2.15
Straightforwardness and honesty	124	6.11	2.41	32	5.69	2.43
Treating clients and stakeholders in Tunisia with respect	115	6.04	2.32	32	6.03	2.29
Being a long-term partner	122	6.68	2.21	30	6.63	2.48

\*Significantly different between geographic locations

<sup>16</sup> 196 respondents provided information about their geographic location (question H10 in the questionnaire).



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

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tunisia?	135	5.60	1.79	39	5.49	2.08

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

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

(1-Strongly disagree, 10-Strongly agree)

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tunisia*	136	5.51	1.83	39	4.82	1.79
The World Bank Group meets Tunisia's needs for knowledge services*	131	5.68	2.11	36	4.83	2.34

\*Significantly different between geographic locations

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

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
Are adaptable to Tunisia's specific development challenges and country circumstances	122	5.94	2.18	39	5.74	2.36

	Tunis			Outside Tunis		
	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?	126	6.01	1.94	39	5.49	1.83
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	126	6.48	1.80	39	6.08	1.58

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

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

	Tunis			Outside Tunis		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Tunisia	109	5.44	1.95	34	5.26	2.05
Where country systems are adequate, the World Bank Group makes appropriate use of them	112	6.23	2.11	32	6.25	2.40





## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</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 FY18 Tunisia 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 Tunisia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tunisia?"*

- Collaborating with the WBG N=52      ● Not collaborating with the WBG N=140

### 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 Tunisia?*	51	6.47	2.27	139	4.76	2.12

(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 Tunisia.*	49	6.18	2.22	121	5.23	2.24

(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 Tunisia solve its most complicated development challenges?	51	6.10	2.29	125	5.63	2.07

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

<sup>17</sup> Only 192 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 Tunisia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tunisia? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Energy	9.6%	7.9%
Water and sanitation	7.7%	4.3%
Pollution	3.8%	2.9%
Job creation/employment	32.7%	39.6%
Health	3.8%	10.8%
Financial markets*	13.5%	4.3%
Social protection	3.8%	6.5%
Gender equity	1.9%	2.2%
Private sector development	21.2%	23.0%
Education	21.2%	30.2%
Public sector governance/reform	44.2%	32.4%
Global/regional integration	7.7%	3.6%
Food security	3.8%	2.9%
Urban development	1.9%	5.0%
Judiciary reform	5.8%	6.5%
Economic growth*	34.6%	17.3%
Disaster risk management	0.0%	2.9%
Equality of opportunity	3.8%	5.8%
Information and communications technology	1.9%	7.2%
Transport	9.6%	5.8%
Agriculture and rural development	21.2%	15.1%
Trade and exports	5.8%	5.8%
Natural resource management	5.8%	5.8%
Climate change	3.8%	2.2%
Poverty reduction	7.7%	13.7%
Anti corruption	19.2%	18.7%

\*Significantly different between collaborators and non-collaborators

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tunisia Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	39	6.87	1.67	98	5.66	2.36
Development Policy Financing (DPF)*	38	6.47	1.56	100	5.57	2.12
Program-for-Results Financing (PforR)*	35	6.54	1.60	82	5.23	2.32
Trust funds and grants*	34	6.03	1.71	85	5.15	2.20
MIGA Guarantees*	17	6.00	1.32	51	4.75	1.98
IFC Investment Services*	30	6.00	1.72	67	5.10	2.09
IFC Advisory Services	30	6.20	1.86	66	5.32	2.14

\*Significantly different between collaborators and non-collaborators



**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 Tunisia?**

(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 Tunisia*	50	7.08	1.82	127	5.67	2.15
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia*	49	6.20	1.99	124	5.04	2.16

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	44	5.73	2.08	116	5.51	2.00
Flexibility (in terms of the institution's products and services)	47	5.66	2.09	116	5.34	2.13
Flexibility (in terms of changing country circumstances)	45	5.76	2.17	117	5.20	1.96
Being inclusive	30	5.77	2.29	101	5.57	1.97
Openness (sharing data and other information)	44	5.95	2.05	118	6.05	2.16
Collaboration with the Government*	46	7.39	1.83	118	6.47	1.94
The speed in which it gets things accomplished on the ground	42	5.60	1.90	114	5.64	1.97
Helping to bring discipline/effective supervision to implementation of investment projects*	46	6.70	1.84	116	5.96	2.05
Collaboration with civil society	41	5.34	2.52	120	4.94	2.41
Staff accessibility	39	5.46	2.10	109	5.54	2.15
Collaboration with other donors and development partners	32	5.84	2.07	104	5.44	2.13
Collaboration with the private sector	37	5.41	2.02	113	5.09	2.27
Straightforwardness and honesty	40	6.52	2.52	113	5.88	2.33
Treating clients and stakeholders in Tunisia with respect*	40	7.05	1.96	105	5.60	2.36
Being a long-term partner*	41	7.39	2.17	109	6.39	2.24

\*Significantly different between collaborators and non-collaborators





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

In Tunisia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ? (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
Gender	34	5.47	2.31	110	4.74	2.25
The impact of climate change	32	5.47	2.19	107	4.87	2.34

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	27	5.37	2.17	95	4.47	2.12
Gender equity	27	5.44	2.19	107	5.30	2.24
Private sector development	39	5.79	2.07	110	5.09	1.96
Education	38	5.55	2.14	111	5.02	2.11
Public sector governance/reform	38	5.82	2.45	117	5.41	2.07
Global/regional integration	31	5.55	2.01	100	5.41	2.34
Food security	25	4.96	2.41	90	4.96	1.92
Urban development	34	5.41	2.09	99	5.21	2.02
Energy	30	5.10	2.68	97	5.31	2.00
Water and sanitation	31	5.39	2.46	97	5.16	2.11
Pollution	27	4.85	2.85	105	4.90	2.11
Job creation/employment	38	5.76	2.57	106	5.01	2.20
Health	31	5.06	2.46	103	4.94	2.15
Financial markets	29	5.52	1.99	95	5.55	2.19
Transport	34	5.59	2.56	99	5.30	2.12
Agriculture and rural development	34	5.62	2.32	105	5.29	2.09
Trade and exports	31	5.58	2.39	99	5.34	2.11
Natural resource management	34	5.21	2.28	100	5.00	2.00
Climate change	27	5.07	2.50	95	4.82	2.14
Poverty reduction*	40	5.60	2.16	111	4.68	2.25
Anti corruption	37	4.86	2.49	108	4.53	2.18
Judiciary reform	33	4.88	2.18	97	4.57	2.09
Economic growth*	39	6.08	2.02	104	4.89	1.93
Disaster risk management	21	3.71	1.85	89	4.47	2.01
Equality of opportunity	30	5.37	2.19	103	5.04	2.16
Information and communications technology	30	5.97	2.01	102	5.65	2.22

\*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 Tunisia?	49	5.90	1.66	122	5.43	1.88

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



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

	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 Tunisia*	47	5.96	1.65	127	5.14	1.86
The World Bank Group meets Tunisia's needs for knowledge services	46	6.07	2.02	120	5.37	2.22

(1- Strongly disagree, 10- Strongly agree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help Tunisia to mobilize finance for development from private sector sources?	39	5.46	1.86	115	5.24	2.01

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

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

In Tunisia, 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	43	6.70	1.68	113	6.07	2.30
Include appropriate level of stakeholder involvement during preparation	44	5.95	1.88	109	5.88	2.21
Lead to practical solutions	45	5.62	1.99	112	5.71	2.05
Are accessible (well written and easy to understand)	46	5.93	2.04	118	5.97	2.38
Are source of relevant information on global good practices	45	6.82	1.74	119	6.37	2.13
Are adequately disseminated	43	6.07	2.20	120	5.63	2.45
Are translated enough into local language	43	5.70	2.17	111	5.92	2.49
Are adaptable to Tunisia's specific development challenges and country circumstances	45	6.27	2.05	114	5.80	2.25

	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?*	43	6.51	1.82	120	5.71	1.93

(1- Not significant at all, 10- Very significant) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	45	6.84	1.36	117	6.22	1.88

(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	40	5.77	2.02	95	5.14	2.12
The World Bank Group effectively monitors and evaluates the projects and programs it supports	47	6.81	1.94	111	6.14	2.08
The World Bank Group's approvals and reviews are done in a timely fashion*	42	6.45	1.93	105	5.61	1.92
The World Bank Group's "Safeguard Policy" requirements are reasonable	30	6.23	2.19	93	5.42	2.08
The World Bank Group's conditions on its lending are reasonable*	44	6.18	2.22	108	4.96	2.14
The World Bank Group takes decisions quickly in Tunisia	42	5.60	1.95	100	5.35	1.96
Working with the World Bank Group increases Tunisia's institutional capacity*	46	7.13	1.95	114	5.56	2.20
Where country systems are adequate, the World Bank Group makes appropriate use of them*	38	6.95	2.03	105	6.01	2.16

\*Significantly different between collaborators and non-collaborators

**E. Working with the World Bank Group on energy reform**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the government communicates energy sector decisions/reforms consistently and credibly to citizens?	43	3.74	1.85	128	3.74	2.10

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

**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.	41	7.05	2.10	103	6.84	2.24
I find the information on the World Bank Group's websites useful.	41	7.61	1.73	108	7.15	1.87
The World Bank Group's social media channels are valuable sources of information about the institution	32	7.44	1.90	88	6.74	2.03





## Appendix E: Responses to Selected Questions by Year<sup>18</sup>

*All data presented in this appendix are weighted. As a result, means of the FY 2018 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2015 respondents and the total number of respondents indicated may differ from those reported in the FY 2015 COS report.*

- FY 2015 Number of comparable respondents = 194
- FY 2018 Number of comparable respondents = 197

*By weighting, the FY 2015 and FY 2018 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 2015	FY 2018
Office of the President/Prime Minister/Minister	4%	4%
Office of Parliamentarian	6%	6%
Government Institutions	26%	26%
Local Government	4%	4%
Bilateral/Multilateral Agencies	5%	5%
Civil Society	15%	15%
Private Sector	18%	18%
Academia	12%	12%
Media	10%	10%

### A. General Issues facing Tunisia

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

Percentage of Respondents	FY 2015	FY 2018
The right direction	57.2%	34.5%
The wrong direction	11.9%	35.5%
Not sure	30.9%	29.9%

*\*Significantly different between FY2015 and FY2018*

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Tunisia?*	194	5.78	2.26	194	5.21	2.30

*(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between FY2015 and FY2018*

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia	173	5.84	2.08	171	5.48	2.29

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

<sup>18</sup> Only those questions that were asked in the FY 2015 and FY 2018 country opinion surveys, with similar response scales/options, are presented in this appendix.



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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Tunisia solve its most complicated development challenges?	168	6.09	1.89	178	5.73	2.19

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

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

Percentage of Respondents	FY 2015	FY 2018
To a fully sufficient degree	3.1%	1.0%
To a somewhat sufficient degree	25.8%	20.7%
To a somewhat insufficient degree	39.2%	37.8%
To a very insufficient degree	20.6%	25.9%
Don't know	11.3%	14.5%

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Tunisia	182	6.23	2.02	179	6.06	2.20
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	175	5.54	2.09	175	5.40	2.19

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

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs <sup>1</sup>	152	5.76	2.04	163	5.59	2.05
Flexibility (in terms of the institution's products and services)	150	5.13	2.00	166	5.39	2.13
Flexibility (in terms of changing country circumstances)	148	5.41	1.95	164	5.36	2.03
Being inclusive	132	5.92	2.09	133	5.59	2.07
Openness (sharing data and other information)	154	6.01	2.29	165	5.91	2.15
Collaboration with the Government <sup>2</sup>	165	7.22	1.69	167	6.71	1.98
The speed in which it gets things accomplished on the ground	140	5.63	1.87	156	5.65	1.94
Helping to bring discipline/effective supervision to implementation of investment projects <sup>3</sup>				163	6.10	2.03
Collaboration with civil society	146	5.45	2.12	162	4.99	2.45
Staff accessibility	153	5.64	2.56	151	5.50	2.15
Collaboration with other donors and development partners <sup>2</sup>	134	6.56	1.83	138	5.53	2.14
Collaboration with the private sector	129	5.56	2.28	153	5.13	2.20
Straightforwardness and honesty	154	6.34	2.25	154	6.06	2.41
Treating clients and stakeholders in Tunisia with respect <sup>3</sup>	163	6.64	2.14	148	6.02	2.32
Being a long-term partner <sup>2</sup>	155	7.48	2.07	153	6.70	2.24

<sup>\*</sup>Significantly different between FY2015 and FY2018<sup>1</sup> In FY 2015, the category was "Responsiveness."<sup>2</sup> Only FY 2018 questionnaire had this response option.<sup>3</sup> In FY 2015, the category was "The World Bank Group treats clients and stakeholders in Tunisia with respect" with the 10-point scale<sup>4</sup> "1-Strongly disagree, 10-Strongly agree."





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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	116	4.61	2.09	122	4.71	2.14
Gender equity	110	5.50	2.20	133	5.35	2.21
Private sector development	134	5.43	2.20	150	5.31	2.02
Education	131	5.15	2.07	148	5.21	2.10
Public sector governance/reform	151	5.54	2.22	157	5.54	2.15
Global/regional integration	114	5.53	1.97	132	5.44	2.29
Food security <sup>*</sup>				115	5.03	2.06
Urban development	124	5.33	2.03	134	5.27	2.00
Energy	113	5.39	2.09	128	5.33	2.15
Water and sanitation <sup>*</sup>	127	6.00	1.93	130	5.25	2.16
Pollution <sup>*</sup>				132	4.99	2.32
Job creation/employment	146	5.21	2.01	145	5.30	2.28
Health	113	5.35	2.19	135	5.02	2.22
Financial markets	117	5.15	1.90	123	5.60	2.14
Transport	121	5.22	2.37	133	5.40	2.25
Agriculture and rural development <sup>"</sup>	143	5.12	1.93	141	5.40	2.16
Trade and exports	117	5.52	2.14	131	5.44	2.18
Natural resource management <sup>*</sup>	101	4.33	2.03	135	5.09	2.04
Climate change	100	4.90	2.24	122	5.01	2.26
Poverty reduction	145	5.09	2.12	152	4.94	2.26
Anti corruption <sup>*</sup>	126	4.02	2.38	146	4.62	2.27
Judiciary reform <sup>*</sup>				130	4.70	2.10
Economic growth	146	5.67	1.92	145	5.24	2.00
Disaster risk management <sup>*</sup>				110	4.32	2.01
Equality of opportunity	116	4.73	2.10	134	5.18	2.15
Information and communications technology	119	5.71	2.06	131	5.73	2.17

<sup>\*</sup>Significantly different between FY2015 and FY2018

<sup>'</sup> Only FY 2018 questionnaire had this response option.

<sup>"</sup> In FY 2015, there were two categories related to agriculture and rural development: "Rural development" and "Agricultural development." A mean score of responses to these two categories was calculated and included in a separate variable that then was compared to FY 2018 "Agriculture and rural development" category.

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Tunisia?	178	5.72	1.67	174	5.56	1.86

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



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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Tunisia	167	5.49	2.03	176	5.39	1.86
The World Bank Group meets Tunisia's needs for knowledge services	171	5.58	2.10	168	5.52	2.20

**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 2015	FY 2018
Weekly	17.4%	10.5%
Monthly	23.6%	19.5%
A few times a year	37.4%	33.2%
Rarely	16.9%	27.4%
Never	4.6%	9.5%

*\*Significantly different between FY2015 and FY2018***In Tunisia, 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 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	165	6.46	2.01	157	6.20	2.18
Include appropriate level of stakeholder involvement during preparation	155	5.58	1.84	155	5.87	2.09
Lead to practical solutions	168	5.52	1.98	159	5.60	2.03
Are accessible (well written and easy to understand)	175	6.25	2.13	165	5.92	2.31
Are source of relevant information on global good practices*	175	6.96	2.12	167	6.42	2.09
Are adequately disseminated	169	5.55	2.36	165	5.69	2.41
Are translated enough into local language	158	5.32	2.55	156	5.77	2.42
Are adaptable to Tunisia's specific development challenges and country circumstances	173	5.65	1.94	162	5.86	2.20

*\*Significantly different between FY2015 and FY2018*

	FY 2015			FY 2018		
	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?	173	6.24	1.78	167	5.87	1.92
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	168	7.13	1.65	166	6.35	1.78

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) \*Significantly different between FY2015 and FY2018*



**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 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	128	5.21	2.45	137	5.36	2.10
The World Bank Group effectively monitors and evaluates the projects and programs it supports	164	6.37	2.08	160	6.33	2.09
The World Bank Group's approvals and reviews are done in a timely fashion	144	5.76	1.93	149	5.87	1.93
The World Bank Group's "Safeguard Policy" requirements are reasonable	121	5.46	1.79	125	5.58	2.15
The World Bank Group's conditions on its lending are reasonable	151	5.14	2.23	154	5.31	2.22
The World Bank Group takes decisions quickly in Tunisia	128	5.29	2.09	143	5.44	1.97
Working with the World Bank Group increases Tunisia's institutional capacity	173	6.40	1.88	162	6.02	2.26
Where country systems are adequate, the World Bank Group makes appropriate use of them	129	6.31	2.09	145	6.21	2.18

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

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

Percentage of Respondents	FY 2015	FY 2018
Financial services	21.5%	16.8%
Knowledge products	28.2%	19.5%
Convening services	12.8%	9.7%
None of the above	2.6%	5.4%
The combination is appropriate for Tunisia	30.3%	41.6%
Don't know	4.6%	7.0%

\*Significantly different between FY2015 and FY2018

**G. Communication and Information Sharing**

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	FY 2015	FY 2018
Yes	34.5%	40.8%
No	65.5%	59.2%

Do you have reliable access to the Internet?\*

Percentage of Respondents	FY 2015	FY 2018
Yes	94.8%	85.2%
No	5.2%	14.8%

\*Significantly different between FY2015 and FY2018

' In FY 2015, the question was "Do you have access to the Internet?"

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

Percentage of Respondents	FY 2015	FY 2018
Yes	82.0%	67.2%
No	18.0%	32.8%

\*Significantly different between FY2015 and FY2018



**G. Communication and Information Sharing (continued)****Do you currently consult the World Bank Group social media sites?**

Percentage of Respondents	FY 2015	FY 2018
Yes	37.6%	45.1%
No	62.4%	54.9%

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	89.2%	75.0%
Dial-up	10.8%	25.0%

\*Significantly different between FY2015 and FY2018

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate.	148	7.07	1.91	143	6.87	2.20
I find the information on the World Bank Group's websites useful.	150	7.29	1.55	148	7.22	1.87
The World Bank Group's social media channels are valuable sources of information about the institution	94	6.65	2.38	117	6.95	2.04





## 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 Tunisia? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Tunisia.	5.23	6.18	5.85	5.40	5.40	6.27	5.50	6.23	5.41	6.08	5.89	4.56
Overall the World Bank Group currently plays a relevant role in development in Tunisia	5.67	7.08	6.78	5.07	5.77	6.73	5.96	6.33	5.40	7.16	6.17	5.53
The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	5.04	6.20	6.07	4.91	5.21	6.47	5.46	5.96	5.23	6.16	5.69	5.05
Responsiveness to needs	5.51	5.73	5.59	5.45	5.24	6.22	5.37	6.05	5.47	5.64	5.82	4.24
Flexibility (in terms of the institution's products and services)	5.34	5.66	5.64	5.21	5.00	6.42	5.41	5.57	5.44	5.47	5.61	4.72
Flexibility (in terms of changing country circumstances)	5.20	5.76	5.72	5.20	5.09	6.41	5.41	5.73	5.42	5.60	5.65	4.79
Being inclusive	5.57	5.77	5.79	5.32	5.13	6.67	5.51	5.68	5.38	6.00	5.80	4.63
Openness (sharing data and other information)	6.05	5.95	6.16	5.65	5.48	7.00	5.92	6.05	5.93	5.97	5.99	5.80
Collaboration with the Government	6.47	7.39	7.35	6.28	6.73	7.18	6.73	7.25	6.43	7.62	6.91	6.60
The speed in which it gets things accomplished on the ground	5.64	5.60	5.80	5.19	5.48	5.60	5.39	5.91	5.41	5.69	5.42	6.00
Helping to bring discipline/effective supervision to implementation of investment projects	5.96	6.70	6.70	5.83	6.07	6.90	6.16	6.83	6.20	6.54	6.39	6.00
Collaboration with civil society	4.94	5.34	5.30	4.59	4.56	6.00	5.00	4.95	4.90	5.16	5.18	4.33
Staff accessibility	5.54	5.46	5.57	4.66	5.19	5.17	5.20	5.14	4.84	5.74	5.18	5.20
Collaboration with other donors and development partners	5.44	5.84	5.98	4.80	5.24	5.95	5.34	5.72	5.14	6.00	5.50	5.14
Collaboration with the private sector	5.09	5.41	5.51	4.23	4.70	5.48	4.81	5.27	4.64	5.56	5.00	4.71
Straightforwardness and honesty	5.88	6.52	6.73	5.19	5.91	6.58	6.12	6.00	5.74	6.72	5.97	6.56
Treating clients and stakeholders in Tunisia with respect	5.60	7.05	7.24	5.03	6.08	6.80	6.15	6.75	5.66	7.50	6.23	6.53
Being a long-term partner	6.39	7.39	7.48	5.67	6.56	7.13	6.67	6.89	6.17	7.66	6.60	7.17
To what extent does the World Bank Group's work help to achieve development results in Tunisia?	5.43	5.90	5.90	5.41	5.47	6.19	5.59	6.00	5.49	6.03	5.73	5.53
The World Bank Group's financial instruments meet the needs of Tunisia	5.14	5.96	5.84	4.91	5.26	5.79	5.37	5.57	5.11	6.00	5.48	5.16
The World Bank Group meets Tunisia's needs for knowledge services	5.37	6.07	6.05	4.84	5.34	5.97	5.36	6.09	5.23	6.09	5.57	5.37
The World Bank Group's knowledge work and activities are adaptable to Tunisia's specific development challenges and country circumstances	5.80	6.27	6.04	5.92	5.74	6.55	5.99	6.00	5.90	6.14	6.24	4.94
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	5.71	6.51	6.26	5.70	5.80	6.58	5.96	6.19	5.74	6.49	6.12	5.60
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	6.22	6.84	6.76	6.29	6.38	7.04	6.50	6.74	6.33	6.92	6.67	6.00
The World Bank Group takes decisions quickly in Tunisia	5.35	5.60	5.49	4.90	5.03	5.71	5.26	5.06	4.77	5.94	5.52	3.80
Where country systems are adequate, the World Bank Group makes appropriate use of them	6.01	6.95	6.89	5.58	5.97	7.09	6.18	6.65	5.79	7.06	6.34	6.00

Yellow highlight indicates significant difference between Yes and No means.



## Appendix G: Tunisia FY18 COS Questionnaire



### **World Bank Group Country Survey FY 2018 – Tunisia**

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

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

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

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

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



## SECTION A: GENERAL ISSUES FACING TUNISIA

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

A2. Listed below are a number of development priorities in Tunisia. Please identify which of the following you consider the most important development priorities in Tunisia. (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	14	Financial markets
2	Gender equity (closing the gap between women and men, and boys and girls)	15	Transport (e.g., roads, bridges, transportation)
3	Private sector development (e.g., private investment, business friendly investment climate)	16	Agriculture and rural development
4	Education	17	Trade and exports
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Natural resource management (renewable/non-renewable)
6	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
7	Food security	20	Poverty reduction
8	Urban development	21	Anti corruption
9	Energy	22	Judiciary reform
10	Water and sanitation	23	Economic growth
11	Pollution	24	Disaster risk management
12	Job creation/employment	25	Equality of opportunity (i.e., social inclusion)
13	Health	26	Information and communications technology



## SECTION A: GENERAL ISSUES

**A3. Poverty reduction is a broad term that encompasses work in many different areas.**

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

1	Economic growth	14	Pollution
2	Disaster risk management	15	Job creation/employment
3	Equality of opportunity (i.e., social inclusion)	16	Health
4	Information and communications technology	17	Financial markets
5	Social protection (e.g., pensions, targeted social assistance)	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
6	Agriculture and rural development	19	Gender equity (closing the gap between women and men, and boys and girls)
7	Trade and exports	20	Private sector development (e.g., private investment, business friendly investment climate)
8	Climate change (e.g., mitigation, adaptation)	21	Education
9	Transport (e.g., roads, bridges, transportation)	22	Global/regional integration
10	Energy	23	Food security
11	Anti corruption	24	Urban development
12	Judiciary reform	25	Natural resource management (renewable/non-renewable)
13	Water and sanitation		

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

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



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

<b>B1. How familiar are you with the work of the World Bank Group in Tunisia?</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 Tunisia.</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 Tunisia 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 Tunisia, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Tunisia? (Choose no more than THREE)</b>			
1	Energy	14	Urban development
2	Water and sanitation	15	Judiciary reform
3	Pollution	16	Economic growth
4	Job creation/employment	17	Disaster risk management
5	Health	18	Equality of opportunity (i.e., social inclusion)
6	Financial markets	19	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
8	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
9	Private sector development (e.g., private investment, business friendly investment climate)	22	Trade and exports
10	Education	23	Natural resource management (renewable/non-renewable)
11	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Climate change (e.g., mitigation, adaptation)
12	Global/regional integration	25	Poverty reduction
13	Food security	26	Anti corruption



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

<b>B5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Tunisia?</b>			
		<b>Greatest Value (Choose only ONE)</b>	<b>Second Greatest Value (Choose only ONE)</b>
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

<b>B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Tunisia? (Choose no more than TWO)</b>	
1	Not willing to honestly criticize policies and reform efforts in the country
2	Staff too inaccessible
3	Not collaborating enough with private sector
4	Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies
5	Not aligned with country priorities
6	Not adequately sensitive to political/social realities in Tunisia
7	Too influenced by developed countries
8	World Bank Group's processes too slow
9	World Bank Group's processes too complex
10	Not exploring alternative policy options
11	Not sufficiently focused on results
12	Not in it for the long term
13	Its advice and strategies do not lend themselves to practical problem solving
14	Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)
15	Not enough public disclosure of its work
16	Arrogant in its approach
17	Inadequate World Bank Group's staffing in Tunisia
18	The credibility of its knowledge/data
19	Other (please specify): _____
20	Don't know



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

**B7. To what extent do you believe that the World Bank Group's work and support help the poorest in Tunisia? (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

**B8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Tunisia Government's efforts to reduce poverty? (If you have NO exposure to/experience with the instruments listed below, please select "N/A")**

		Not effective at all										Very effective	N/A
		1	2	3	4	5	6	7	8	9	10		
1	Investment Project Financing (IPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Development Policy Financing (DPF)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Program-for-Results Financing (PforR)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Trust funds and grants	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	MIGA Guarantees	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	IFC Investment Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	IFC Advisory Services	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

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

		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 Tunisia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for Tunisia	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>



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

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

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B25</b>	Treating clients and stakeholders in Tunisia with respect											<input type="checkbox"/>
<b>B26</b>	Being a long-term partner											<input type="checkbox"/>

**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)**

1	The World Bank Group does not provide the government with consistent support throughout the reform effort
2	Political pressures and obstacles
3	Reforms are not well thought out in light of country challenges
4	Poor coordination within the Government
5	There is an inadequate level of private sector participation and support
6	Poor donor coordination
7	The World Bank Group is not sensitive enough to political/social realities on the ground
8	Lack of/inadequate levels of capacity in Government
9	There is not an adequate level of citizen/civil society participation
10	Corruption
11	Poor coordination within the World Bank Group
12	Other (please specify): _____



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

<b>C1. In Tunisia, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?</b>												
		To no degree at all					To a very significant degree					Don't know
1	Gender (i.e., closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	The impact of climate change	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

<b>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 Tunisia? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")</b>												
		Not effective at all					Very effective					Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
3	Private sector development (e.g., private investment, business friendly investment climate)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	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"/>
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
7	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Natural resource management (renewable/non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Information and communications technology	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 Tunisia?</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 Tunisia?</b>														
		Strongly disagree										Strongly agree		Don't know
<b>C4</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program-for-Results, etc.) meet the needs of Tunisia	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C5</b>	The World Bank Group meets Tunisia's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>C6. How effectively does the World Bank Group help Tunisia to mobilize finance for development from private sector sources?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all									Very effectively		Don't know



## SECTION D: THE WORLD BANK GROUP'S KNOWLEDGE WORK AND ACTIVITIES (i.e., ANALYSIS, STUDIES, RESEARCH, DATA, REPORTS, CONFERENCES)

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

<b>In Tunisia, to what extent do you believe that the World Bank Group's knowledge work and activities:</b>													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<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 Tunisia's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

<b>D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
Not significant at all									Very significant	Don't know		

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



## SECTION E: WORKING WITH THE WORLD BANK GROUP

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



## SECTION E: WORKING WITH THE WORLD BANK GROUP ON ENERGY REFORM

**E9. When considering the potential need in Tunisia for adjustments of energy prices to cover costs, which of the following do you think represents the greatest obstacle? (Select only ONE response)**

1	Lack of political will on the part of the government
2	Opposition from citizens
3	Opposition from private sector
4	Opposition from the Workers' Union
5	Opposition from other stakeholders (please specify): _____

**E10. Which of the following do you think is the most convincing argument for opposition to possible tariff increases? (Choose no more than TWO)**

1	Lack of public understanding of the reasons for the increase in tariffs
2	Lack of trust in the pricing policy of the government
3	Frustration with the lack of disciplined bill-paying by other customers (theft of electricity supply)
4	No clear connection between raising electricity prices and improved public spending on social issues (e.g., education, health)
5	Belief that there are still inefficiencies that require attention before tariffs are raised
6	Other reason (please specify): _____

**E11. Which of the following are the most convincing arguments in favor of price adjustments? (Choose no more than TWO)**

1	To save public funds for improving social welfare (health, education spending)
2	For the financial sustainability of the energy SOEs (Tunisian Company of Electricity and Gas and Tunisian Company of Refining Industries)
3	To help improve service delivery to customers
4	To encourage energy efficiency among industrial and residential customers
5	To finance investments/upgrades to Tunisian energy infrastructure
6	To finance investments in more renewable energy technologies
7	To finance subsidies for poorer and vulnerable customers who cannot pay their bills
8	Other (please specify): _____



## SECTION E: WORKING WITH THE WORLD BANK GROUP ON ENERGY REFORM

**E12. Which of the following are the most credible voices on energy reform in Tunisia? (Choose no more than TWO)**

1	President of the Government
2	Parliament (ARP)
3	Minister of Energy, Mining, and Renewables (MEMER)
4	Minister of Finance (MF)
5	Tunisian Company of Electricity and Gas (STEG)
6	Tunisian Company of Refining Industries (STIR)
7	Workers Union (UGTT)
8	Industry and business association (UTICA)
9	Consumer association (ODC)
10	Journalists/news outlets
11	Other (please specify): _____

**E13. To what extent do you believe that the government communicates energy sector decisions/ reforms consistently and credibly to citizens?**

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



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

<b>F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Tunisia? (Choose no more than TWO)</b>	
1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Help to bring discipline/effective supervision to implementation of World Bank Group projects
6	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
7	Offer more innovative financial products
8	Ensure greater selectivity in its work
9	Provide more adequate data/knowledge/statistics/figures on Tunisia's economy
10	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
11	Work more with civil society and beneficiary representatives
12	Increase the level of capacity development in the country
13	Leverage the private sector more (i.e., mobilize private sector development)
14	Improve the quality of its experts as related to Tunisia's specific challenges
15	Work more with private sector
16	Other (please specify): _____

<b>F2. When considering the combination of services that the World Bank Group offers in Tunisia, 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 Tunisia? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Tunisia
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 Tunisia? (Choose no more than TWO)

1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
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	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	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?	<b>Yes</b>	<b>No</b>
<b>G4</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G5</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

### G7. Which Internet connection do you use primarily when visiting a World Bank Group website?

1	High speed/WiFi
2	Dial-up

### G8. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?

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



## SECTION G: COMMUNICATION AND INFORMATION SHARING

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
<b>G9</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>G10</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>G11</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"/>	



## 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/Worker 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, IFC, or MIGA) in your country?</b>	
1	Yes
2	No

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



## SECTION H: BACKGROUND INFORMATION

<b>H5. Do your projects involve both the World Bank and the IFC?</b> (If YES please go to Question H6; If NO please go to H7)	
1	Yes
2	No

<b>H6. If yes, what was your view of how the two institutions work together in Tunisia?</b> (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

<b>H7. Which of the following describes most of your exposure to the World Bank Group in Tunisia?</b> (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.

<b>H8. What's your gender?</b>	
1	Female
2	Male

<b>H9. What's your age?</b>	
1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

<b>H10. Which best represents your geographic location?</b>	
1	Tunis
2	Coastal cities
3	Rural/mountainous areas
4	Other urban centers
5	Other: _____

**Thank you for completing the survey!**