



CountryOpinionSurveys

FY 2024 Togo

Country Opinion Survey Report

Acknowledgements

The Togo Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Business Intelligence (BI) team, led by José De Buerba (Senior External Affairs Officer) and Svetlana Markova (Senior External Affairs Officer). Yulia Danilina, Jessica Cameron, Nan Lin, and Sofya Gubaydullina oversaw the design, reporting, and analysis of the survey results. Noreen Wambui and Irina Popova provided data support.

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Objectives

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

- 1. Overall Context:** How familiar are stakeholders with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinions do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Togo's development priorities, and other key indicators? Are opinions improving or declining?
- 3. Development Priorities:** What areas of development are perceived to be the most important? Have the priorities changed over the past three years? How effective is the WBG perceived to be in these areas?
- 4. Engagement on the Ground:** How is the WBG perceived as a development partner in Togo? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding the WBG's work in Togo? What opinion do key stakeholders have of WBG financial instruments and knowledge products? Are opinions improving or declining? What are stakeholders' suggestions for improving WBG's effectiveness?
- 6. Communication and Outreach:** What are the preferred communication channels? Are there differences among stakeholder groups in terms of preferred channels?
- 7. Message Recall:** What key topics do stakeholders recall when the WBG communicates? Is there a relationship between message recall and views of the WBG's work?



Methodology Overview

■ Fielded May – July 2024

- 705 potential participants were asked to complete a mostly quantitative survey
- Respondents received the questionnaire via courier or mail and returned it accordingly or completed the questionnaire online
- List of names provided by the WBG country team and supplemented by the field agency
- Process managed on the ground by the field agency

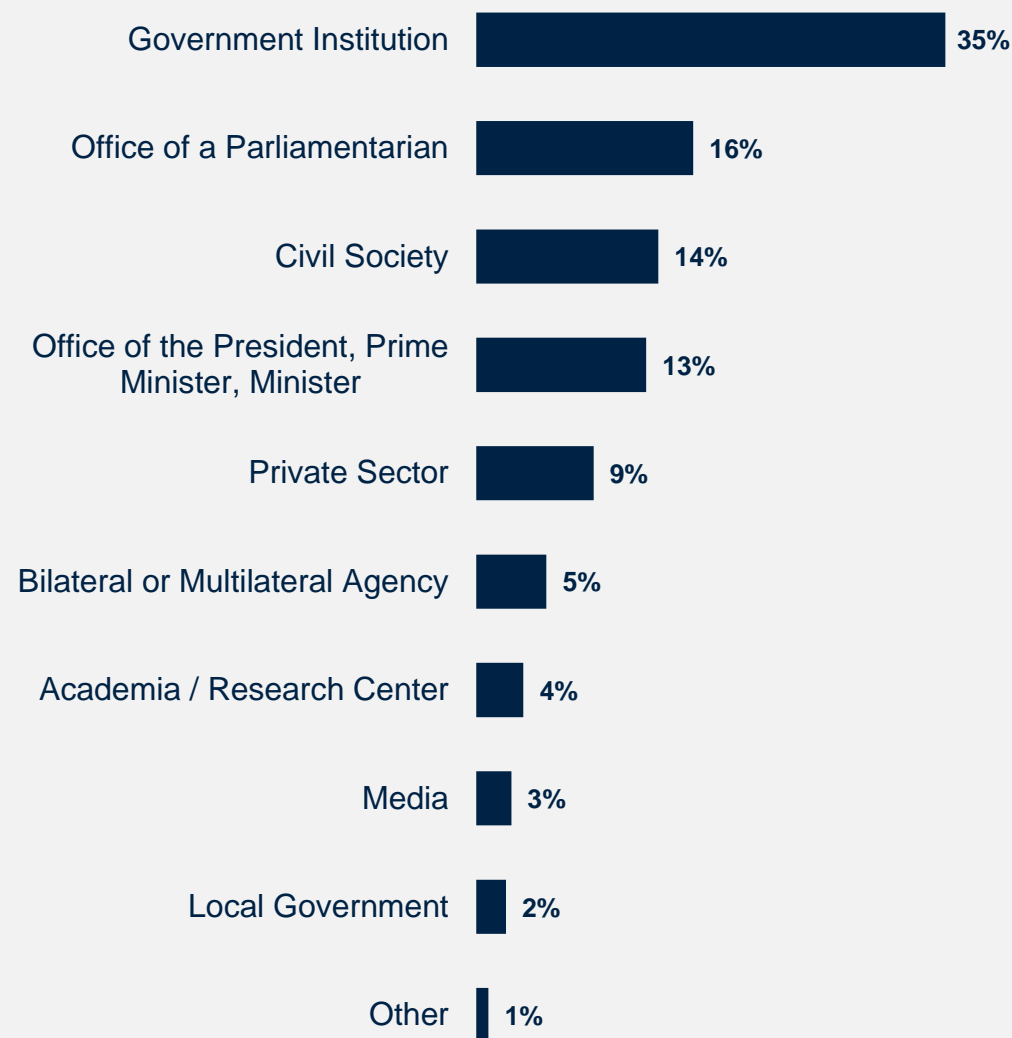
■ 237 participants (34% response rate)

- 67% from Lomé
- 59% currently collaborate with the WBG

■ Compared to FY21 Country Survey

- 355 participants (55% response rate)
- 74% from Lomé
- 45% collaborated with the WBG

Click [here](#) for details of the Respondent Sample and Methodology.



What is your primary professional affiliation? (Select only 1 response)
(Percentage of Respondents, N=230)

Overall Context

“More communication and easily accessible documents and works. Criticize the government's bad actions and influence it towards good actions in favor of the population. Promote public transparency and, above all, help stop the hemorrhaging of corruption and embezzlement in the public sector.”

(Private Sector Respondent)

“Intensify collaboration with civil society, the private sector and local authorities.”

(Civil Society Respondent)

“Improve the economic climate; Improve people's lives; Environmental initiatives; Improve the country's infrastructure.”

(Private Sector Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo? (N=133)

Stakeholders Most Familiar with the WBG

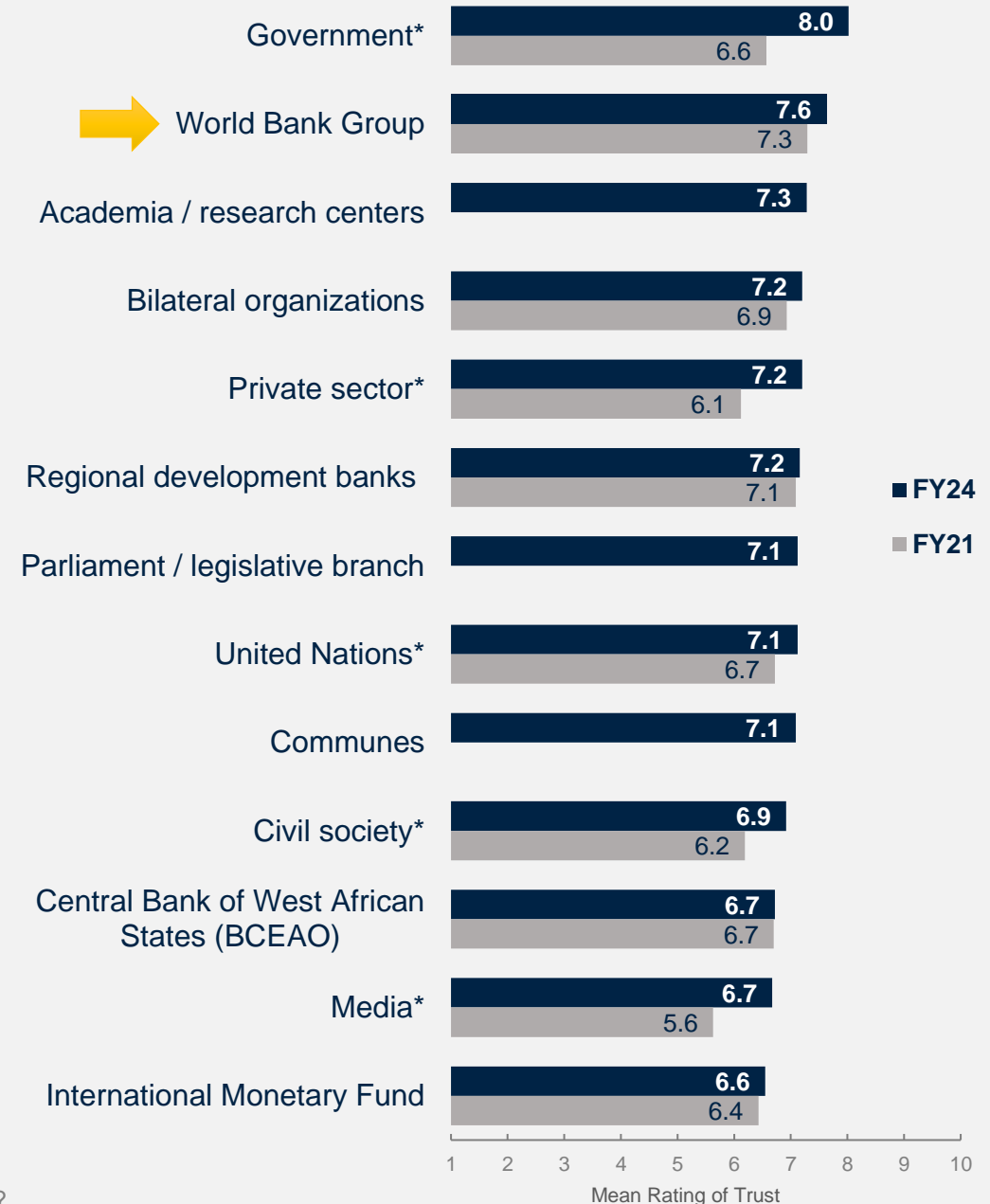
- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several international organizations, in addition to the World Bank Group. Of these organizations, respondents in Togo indicated the highest levels of familiarity with the work of the WBG, followed by the German Development Agency and the United Nations Development Programme.
- Indeed, respondents rated themselves as significantly more familiar with the WBG than the other international organizations surveyed.



The WBG is One of the Most Trusted Institutions in Togo

Respondents in Togo rated the **government** and the **WBG** as the most trustworthy institutions.

Of note, the **government, private sector, the UN, civil society, and the media received significantly higher ratings of trust** in FY24 compared to FY21.



Overall Attitudes toward the World Bank Group

“Actively involve local communities in project planning and implementation. This ensures that programs truly meet local needs and benefit those who need them most. Understand and integrate Togo's specific cultural values, social norms and economic realities into program design. This helps ensure greater acceptance and sustainability of projects. Invest in building capacity in local institutions, including governments and civil society organizations, so that they can manage programs effectively and maximize their long-term impact. Focus on key sectors such as education, health, sustainable agriculture, infrastructure and access to drinking water. This helps improve living conditions and stimulates development. Maintain high standards of transparency and accountability in all financial operations and transactions.”

(Government Principal Respondent)



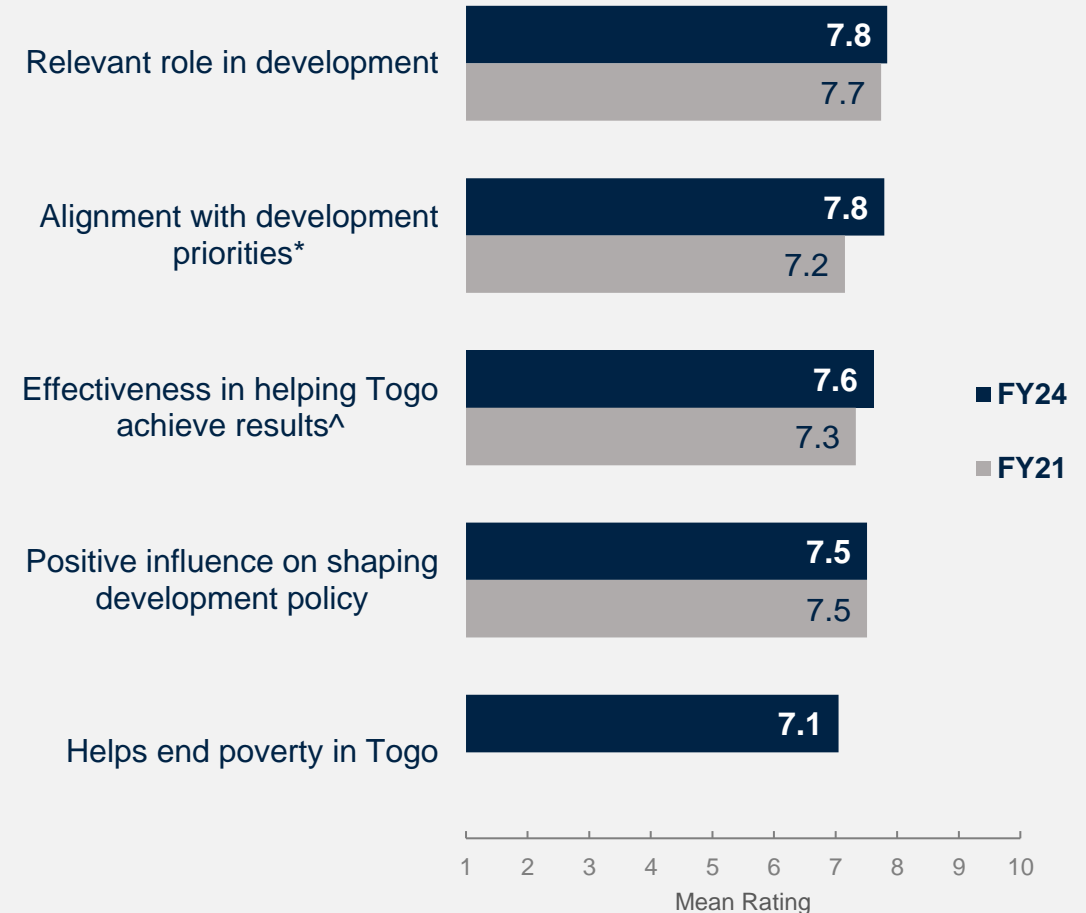
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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo? (N=133)

WBG Alignment with Priorities Increased while Other Key Performance Indicators were Consistent with FY21

In FY24, respondents gave the highest ratings for the WBG's **relevance** to development in Togo and its **alignment** with the country's development priorities, which was significantly improved compared to the previous survey. Ratings for the **WBG's effectiveness in helping Togo achieve development results** also improved compared to the FY21 survey. However, this difference did not reach statistical significance.



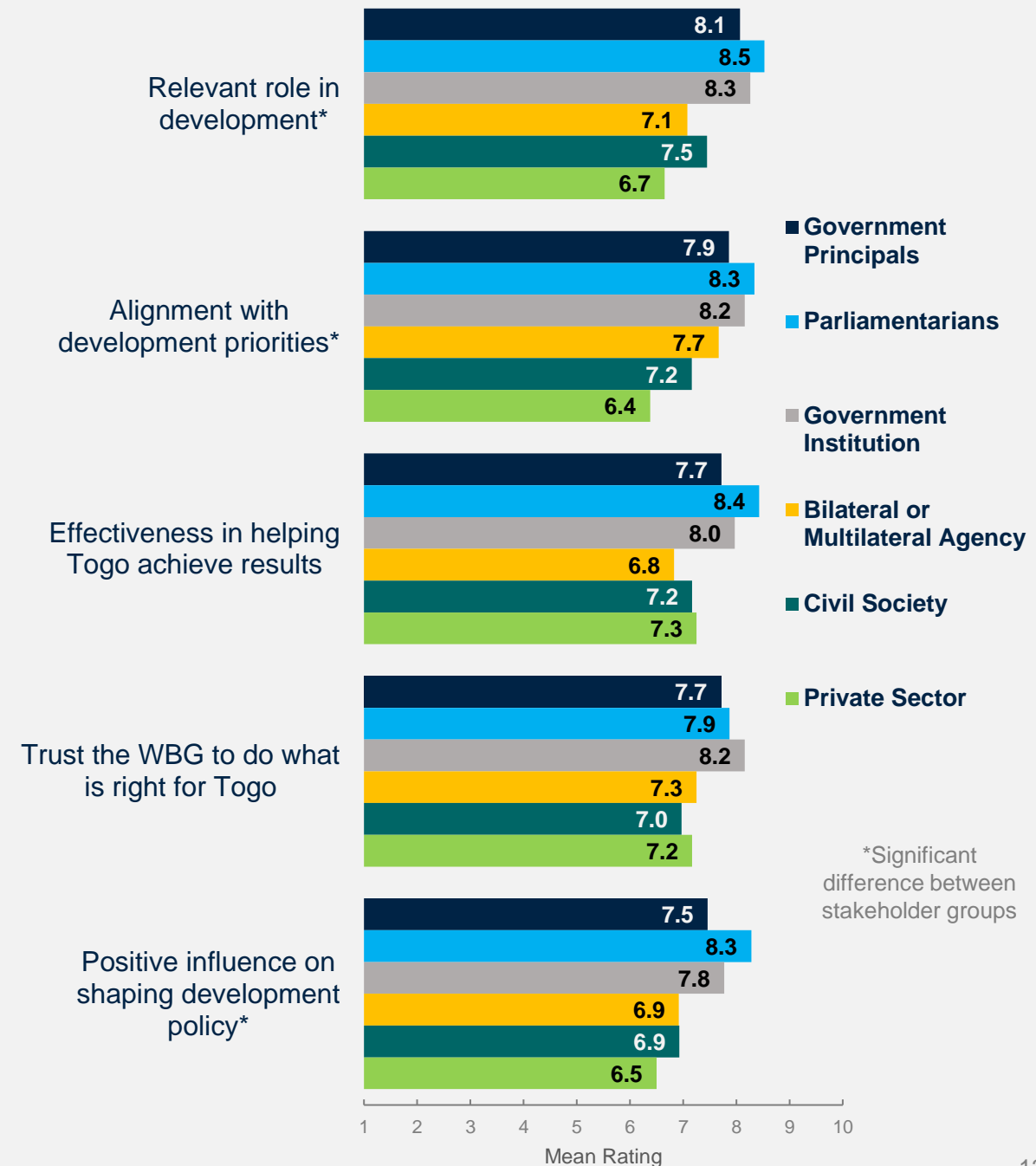
The WBG currently plays a relevant role in development in Togo. Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG's work is aligned with what I consider the development priorities for Togo. Scale: 1 Strongly disagree – 10 Strongly agree
 How effective is the WBG in helping Togo achieve development results? Scale: 1 Not effective at all – 10 Very effective
 The WBG has a positive influence on shaping the development policy in Togo. Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG's work helps end poverty in Togo. Scale: 1 Strongly disagree – 10 Strongly agree
 ^Compared to a mean score of the two questions asked in FY21: "Overall, please rate your impression of the WBG's effectiveness in Togo."
 Scale: 1 Not effective at all – 10 Very effective; "To what extent does the WBG's work help to achieve development results in Togo?"
 Scale: 1 To no degree at all – 10 To a very significant degree

*Significant difference between years

Stakeholders from Government Had More Positive Perceptions of the WBG

Comparisons of ratings for key performance indicators between stakeholder groups show that respondents from **government principals**, **Parliamentarians**, and **government institutions** gave the highest ratings for the WBG's work across all KPIs.

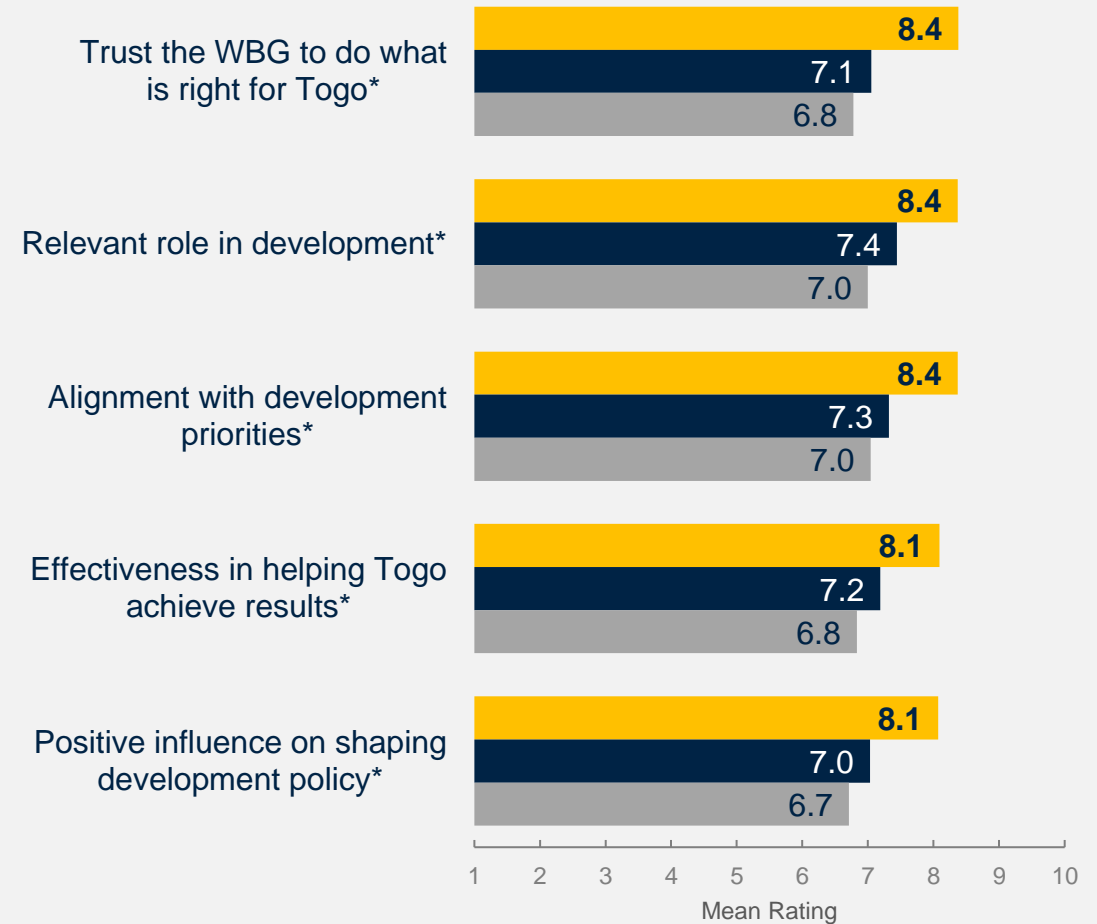
In contrast, respondents from the **private sector** were more critical of the WBG's work, especially regarding the WBG's relevance, alignment, and influence.



Familiarity Leads to More Positive Perceptions

Comparing ratings of key performance indicators among respondents highly familiar with the WBG (ratings of 8-10 on a 10-point scale) and those with little familiarity with the WBG (ratings of 1-4 on a 10-point scale), one can see that the more familiar stakeholders are with the WBG, the more positive their perceptions of it and its work are.

Meaningful engagement and outreach can continue to increase positive perceptions.



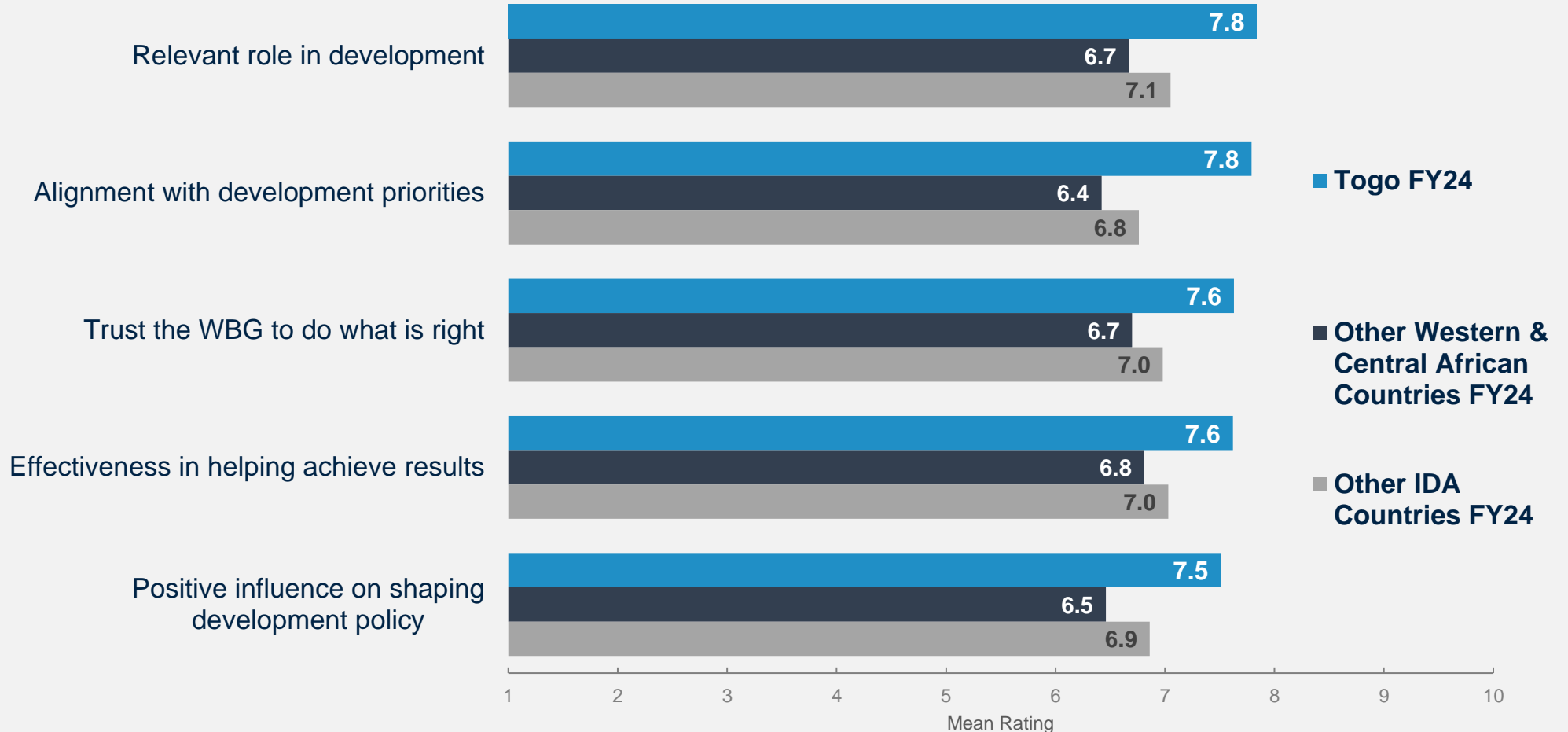
How familiar are you with the work of the WBG in Togo?

■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

*Significant difference between levels of familiarity



Togo's Key Performance Indicators Outperform Other FY24 Western & Central African Countries and Other FY24 IDA Countries

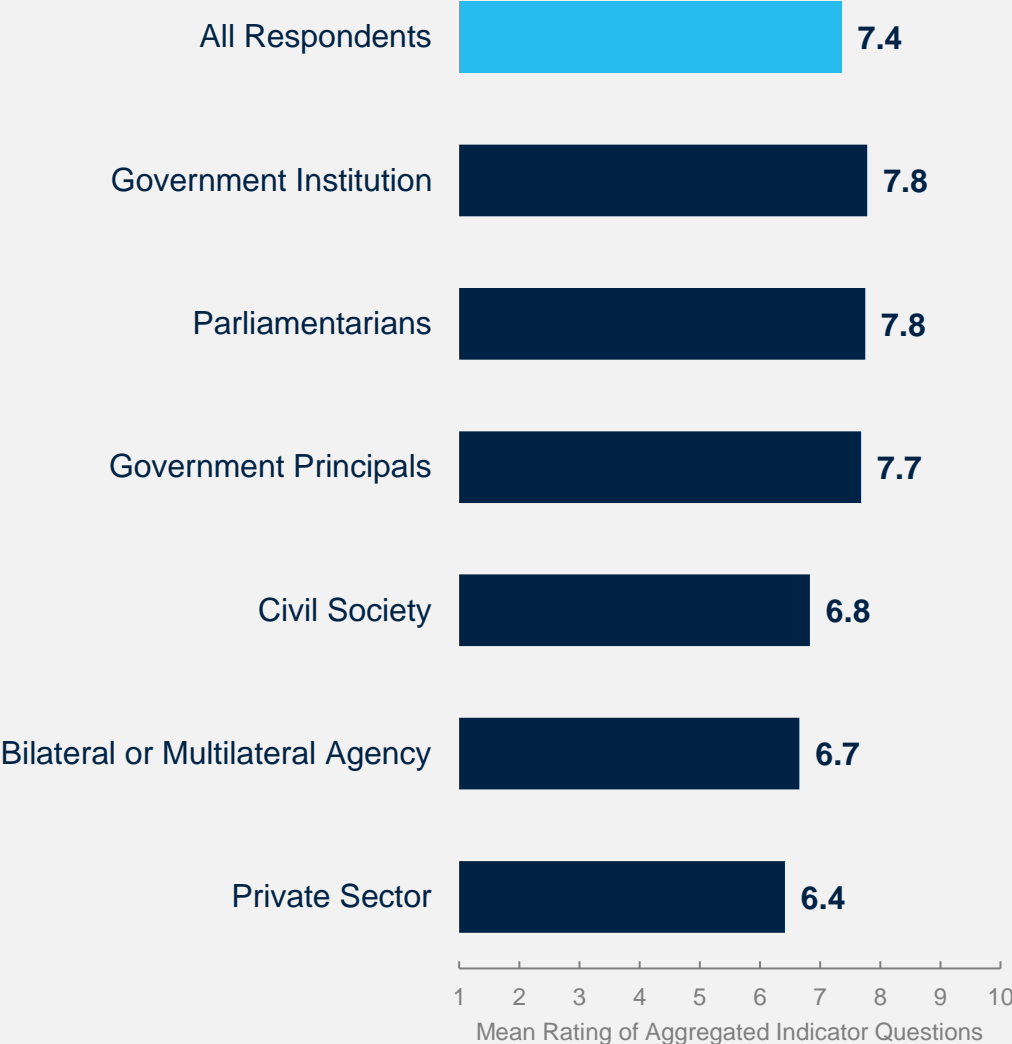


Stakeholder Trends Across Performance Indicators

Respondents from the **government** (those from government institutions, Parliamentarians, and government principals) had significantly higher mean ratings across the aggregated responses to the nineteen COS indicator questions than those from civil society, bilateral or multilateral agencies, and the private sector.

Collaboration with the WBG: Respondents who indicated that they collaborated with the WBG gave higher ratings across the aggregated indicator questions than respondents who did not collaborate with the WBG. However, this difference did not reach statistical significance:

Mean rating: **Collaborate with WBG = 7.5**
 Do not collaborate = 7.1



World Bank Group's Support for Development Areas

“Focus on three to four sectors in which it has a comparative advantage and put enough resources into these sectors to produce more impact.”
(Government Principal Respondent)

“The socio-political and economic context of the country needs to be carefully analyzed, and the partnership framework adapted to the results obtained. Identify certain key areas, such as agriculture, education, health, water, hygiene and sanitation, and energy, in which to invest, and certain key players, such as communes and civil society organizations/NGOs, with whom to strengthen the partnership.”
(Civil Society Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo? (N=133)

WBG: Focal Development Areas

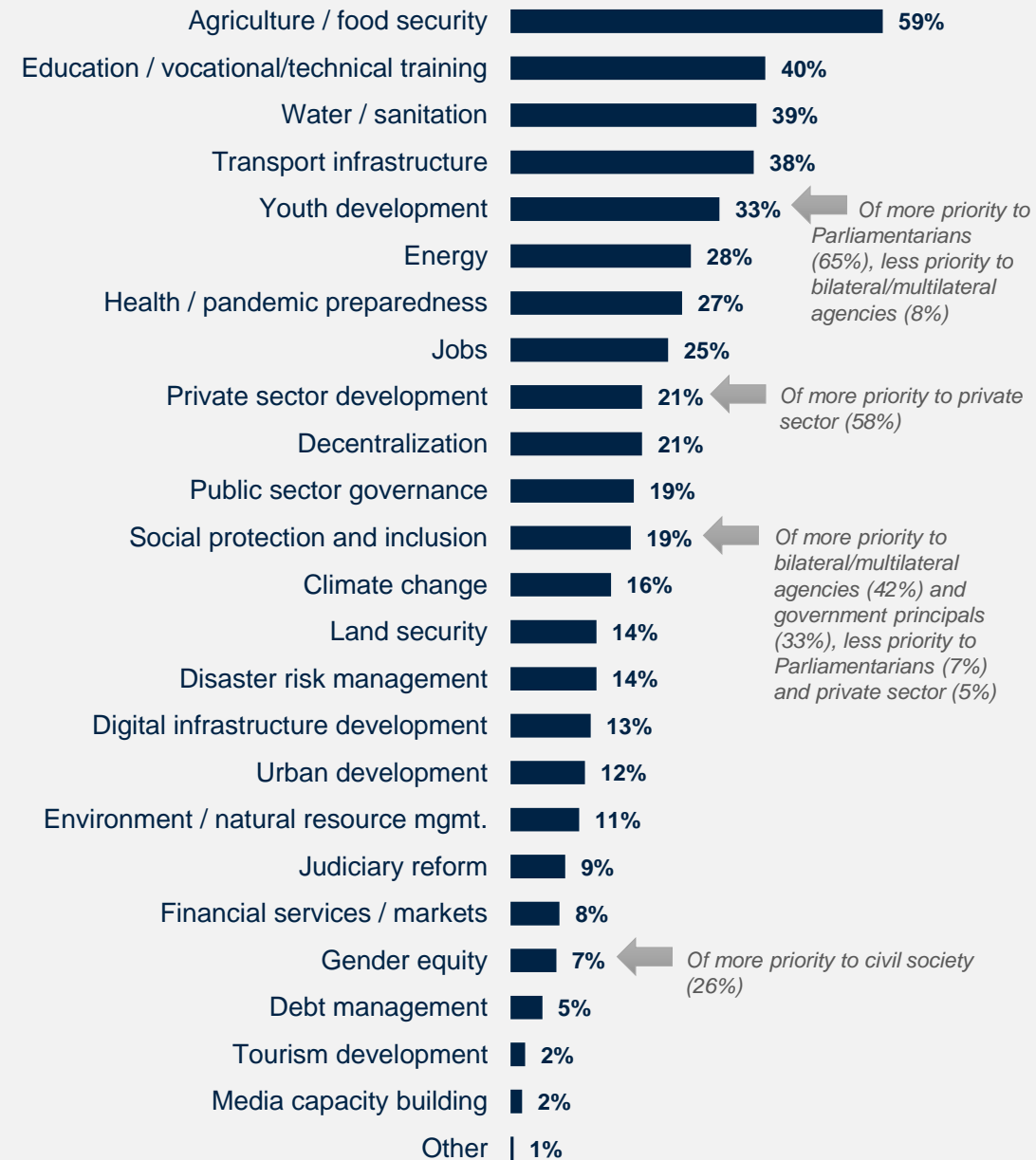
In FY24, a majority of stakeholders wanted the WBG to focus its resources on **agriculture/food security**. **Education**, **water/sanitation**, **transport infrastructure**, and **youth development** were also considered top priorities.

Of note, respondents in this year's survey considered **water/sanitation** and **energy** much greater priorities than in the FY21 survey (11% and 8%, respectively).

In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo?

“Focus on financing long-term investments, particularly in key high-value-added sectors such as agribusiness, transport infrastructure, energy, vocational training and processing industries.”
(Government Principal Respondent)

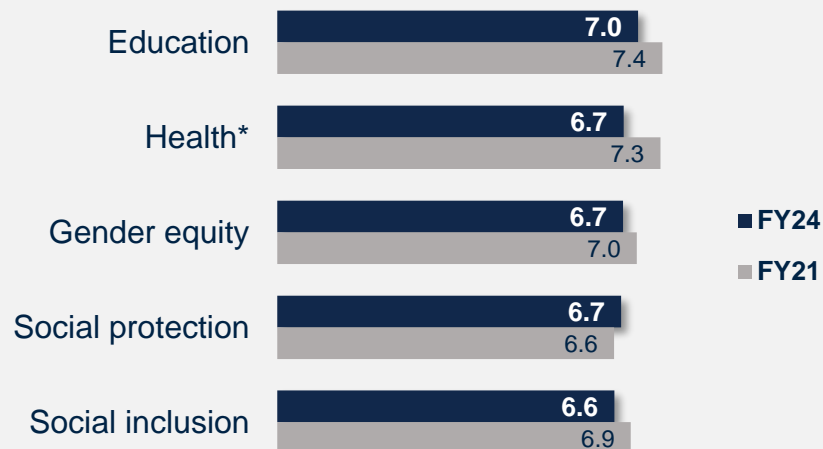
“The World Bank's actions in support of Togo's development are to be commended. To increase its effectiveness, the WB now needs to intervene in the private sector, digital development, energy, risks and disasters, agricultural productivity and road infrastructure. Support for gender equity and equality also needs to be stepped up, with a view to gradually reducing gender-based inequalities.”
(Government Institution Respondent)



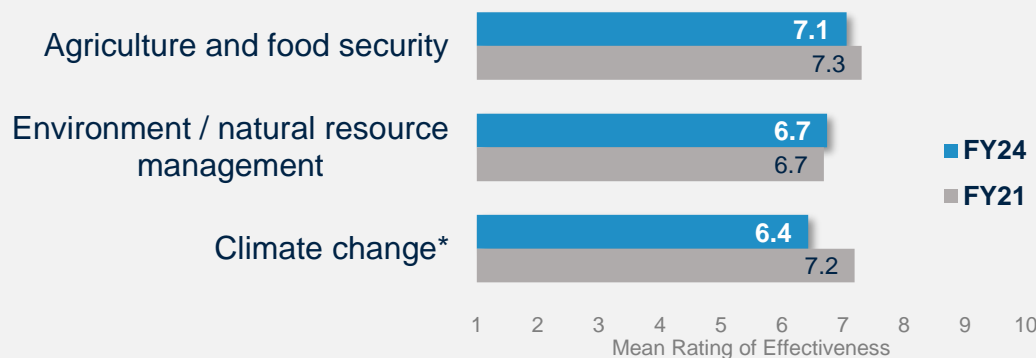
Effectiveness of WBG's Sectoral Support

The WBG's **agriculture/food security** and **education** work received the highest effectiveness ratings. Of note, the perceived effectiveness of the WBG's work in **health, transport, water/sanitation, urban development, energy, climate change, regional integration, and governance** has significantly declined.

Human Development



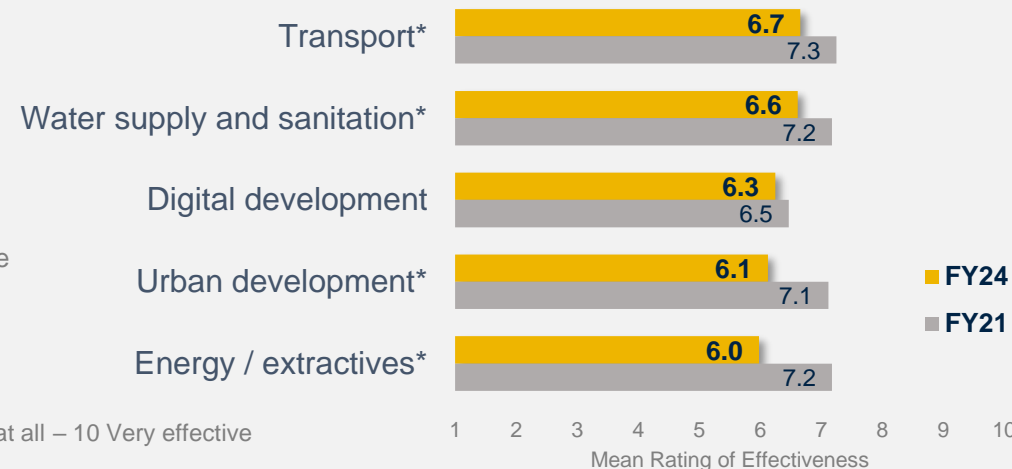
Environmental Sustainability



Finance / Institutions / Economic Growth



Infrastructure



*Significant difference between years

World Bank Group's Engagement on the Ground in Togo

“At present, civil society appears marginalized and confined to a minor role, despite its proven potential to enrich both the design and execution of public policies. This precarious situation weakens not only civil society itself but also the prospects for informed and autonomous citizen voices. For this reason, the question of the accountability of leaders in Togo has become a legitimate concern.”

(Civil Society Respondent)

“Greater proactivity in discussions with other development players (so far still rather partial, seems to depend heavily on the people in charge within the World Bank); greater involvement in sectoral coordination, capacity-building for the Lomé office, use of ‘convening power’ for strategic discussions with the government.”

(Bilateral or Multilateral Agency Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo? (N=133)

Perceptions of the WBG as an Accessible, Flexible Partner have Improved

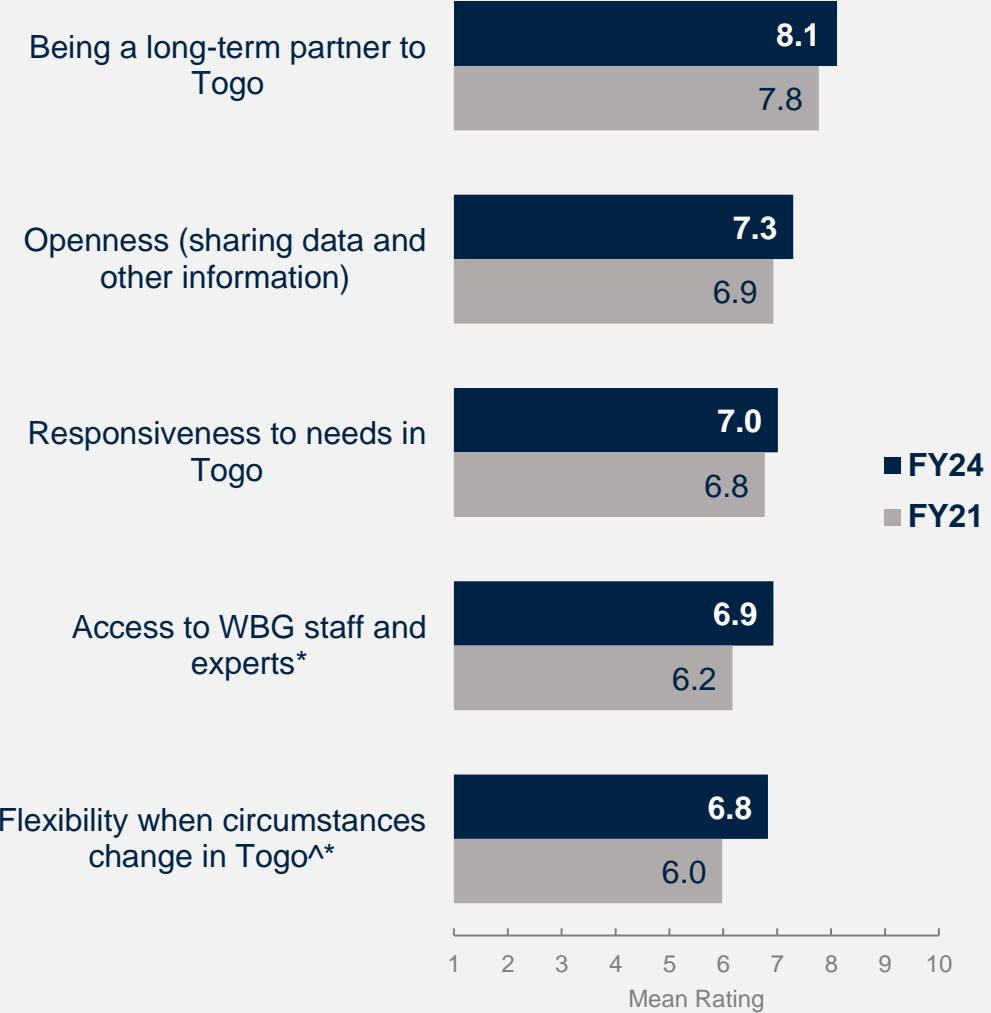
In FY24, respondents' perceptions of the WBG as a **long-term partner** that is **open, responsive, accessible, and flexible** were more positive than in the FY21 survey, significantly so for the WBG's accessibility and flexibility.

- Of note, respondents from the government (government principals, Parliamentarians, and government institutions) gave the highest mean ratings across all these aspects of the WBG's partnership. In contrast, respondents from the private sector gave significantly lower ratings.

In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo?

“Remain attentive to the government's requests and never stop questioning the government on the best strategic choices for inclusive and shared growth.”
(Government Principal Respondent)

“The WBG needs to work more holistically, investing more in the local anchoring of development and seeking more to support the strengthening of local knowledge for self-promotion.”
(Civil Society Respondent)



To what extent is the WBG an effective development partner in terms of the following?
Scale: 1 To no degree at all – 10 To a very significant degree

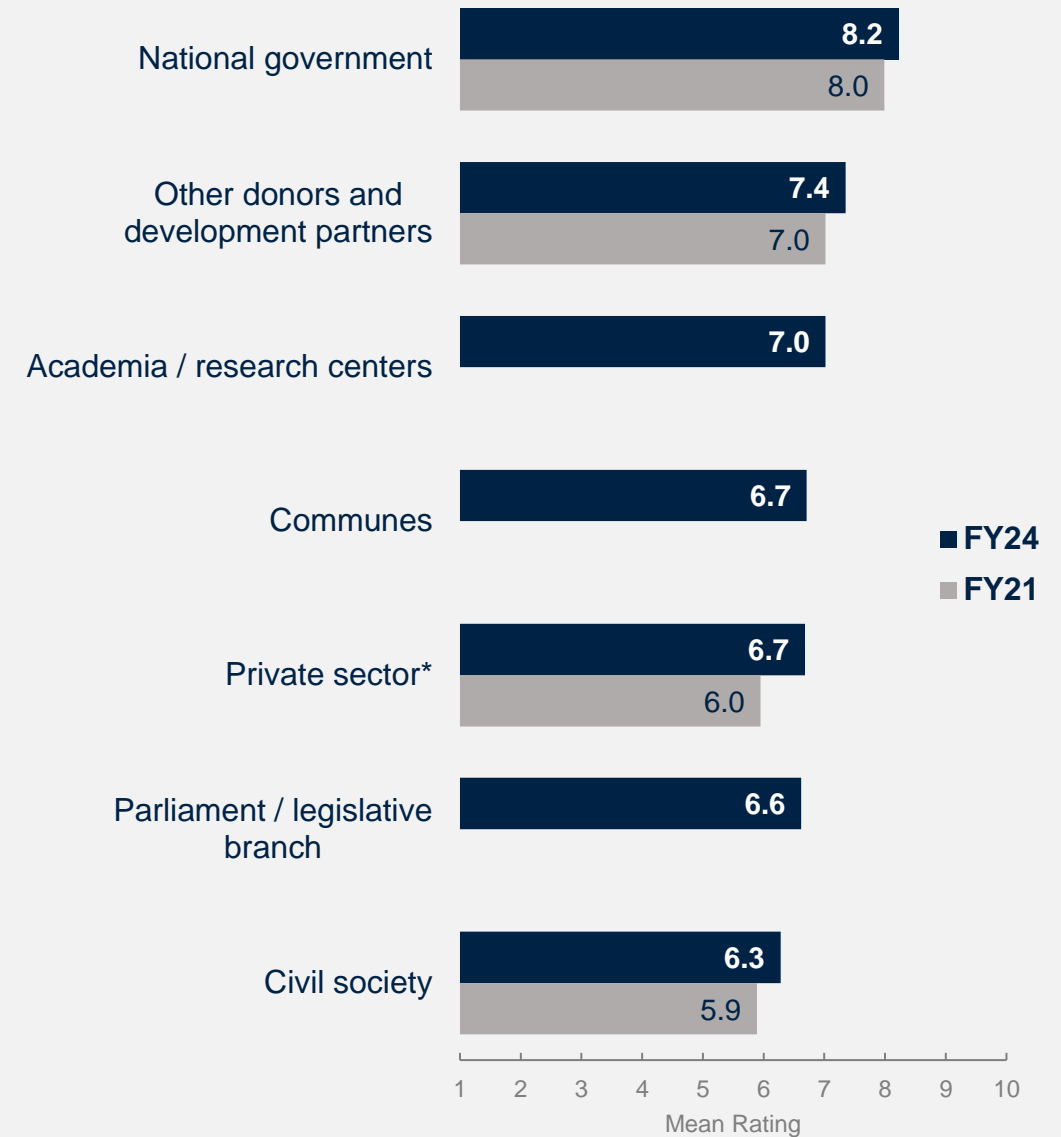
[^]Compared to the mean of institutional flexibility and flexibility to changes in the country context asked in FY21.

*Significant difference between years

The WBG's Collaborations in Togo have Improved

In FY24, the WBG received the highest ratings for the effectiveness of its collaboration with the **national government**. Although ratings for the WBG's collaboration with communes, private sector, Parliament, and civil society were lower than for its collaboration with the government, ratings for its collaboration with the **private sector** were significantly improved compared to FY21. Stakeholder group differences of note:

- Respondents from the government gave the *highest* ratings for the WBG's collaboration with the national government (government principals mean = 8.6, Parliamentarians mean = 8.4, government institutions mean = 8.5).
- Respondents from Parliament gave the *highest* ratings for the WBG's collaboration with Parliament (mean = 7.4).
- Respondents from civil society and bilateral/multilateral agencies gave the *lowest* ratings for the WBG's collaboration with civil society (means = 4.8 and 4.6, respectively).
- Respondents from bilateral/multilateral agencies gave the *lowest* ratings for the WBG's collaboration with other donors and development partners (mean = 4.7).
- Respondents from bilateral/multilateral agencies and the private sector gave the *lowest* ratings for the WBG's collaboration with academia (means = 4.2 and 5.0, respectively).



*Significant difference between years



Stakeholders Want the Bank to Collaborate More with Communes and Private Sector

A plurality of respondents in this year's survey indicated that the WBG should collaborate more with **communes** and **the private sector** in addition to its partnership with the national government. Approximately a quarter of respondents welcomed more collaboration with **academia** and **civil society**.

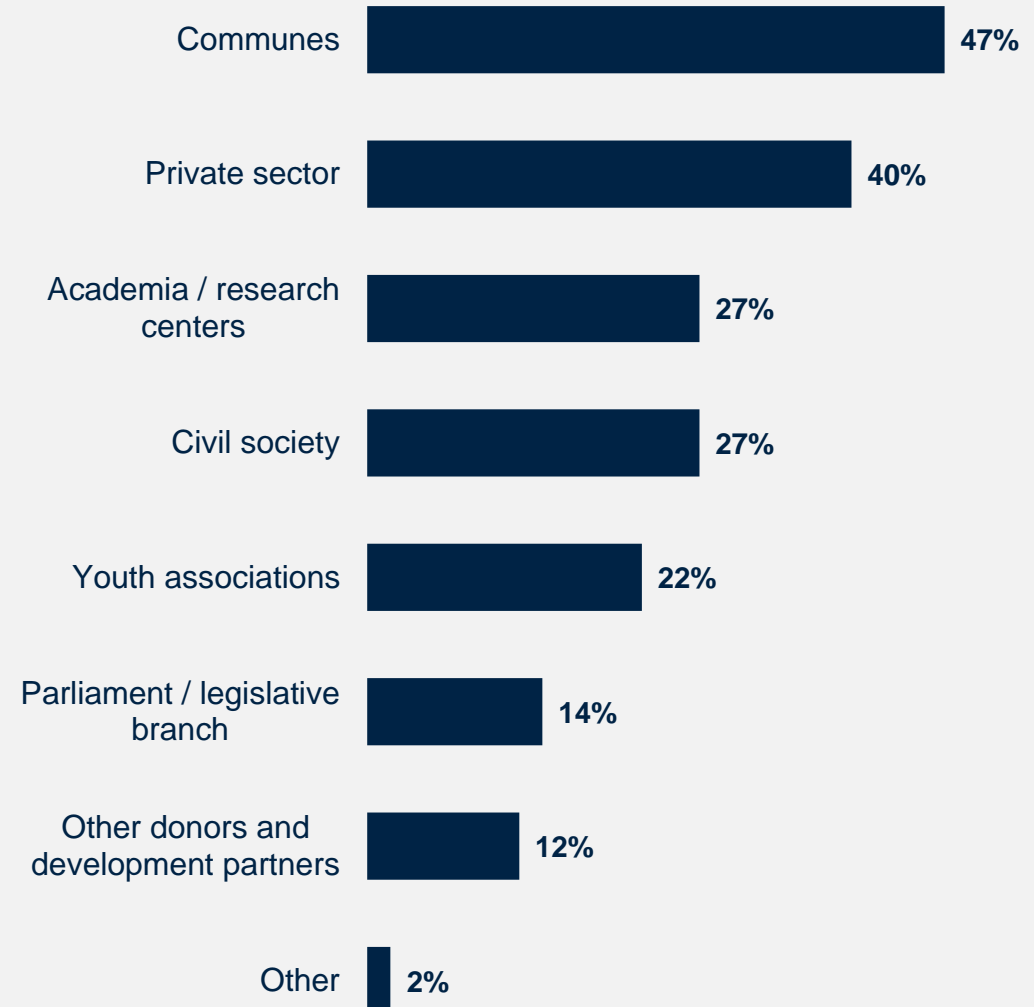
- Outreach to the private sector is also recommended because this stakeholder group's respondents were less familiar with the WBG and held more critical views of its work.

In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo?

“Work with communes to strengthen inclusive and shared local governance and support them financially in promoting local development.” (Local Government Respondent)

“Include the private sector in development policies.” (Government Institution Respondent)

“Involve civil society organizations in defining needs, strategies and targeting beneficiaries.” (Civil Society Respondent)



World Bank Group's Financial Instruments and Knowledge Work

“The WBG could carry out a serious and in-depth diagnosis of the agricultural, environmental and social aspects, in order to develop technical and financial instruments that are better adapted to the users of the resources allocated. It could set up a monitoring and evaluation system adapted to the context of Togo in general and the beneficiary actors in particular, and capable of being updated. The WBG could provide adequate financial services for the country's economic growth sectors, in this case agriculture.”

(Government Institution Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo? (N=133)

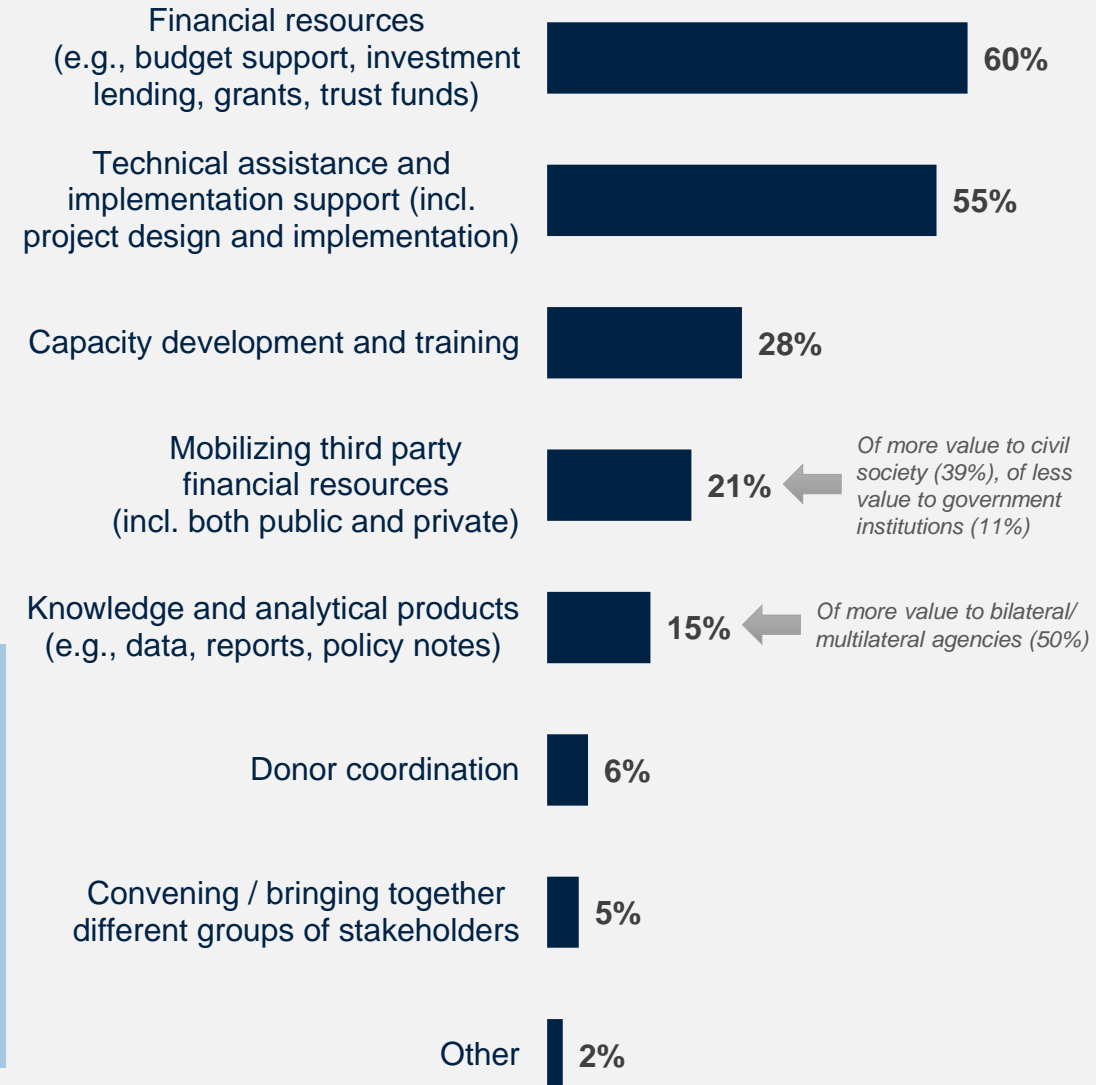
Financial Resources and Technical Assistance Considered the Bank's Greatest Values to Togo

Respondents considered the WBG's **financial resources, technical assistance, and implementation support** to be its greatest values to Togo. Indeed, nearly twice as many respondents (34%) identified financial resources as the WBG's greatest value to Togo compared to respondents in the FY21 survey.

- Respondents from civil society and the private sector were much less likely to identify financial resources as the WBG's greatest value (29% and 40%, respectively) than respondents from other stakeholder groups.
- Respondents from bilateral or multilateral agencies, civil society, and the private sector were much less likely to identify technical assistance as the WBG's greatest value (33%, 39%, and 40%, respectively) compared to those from other stakeholder groups.

In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo?

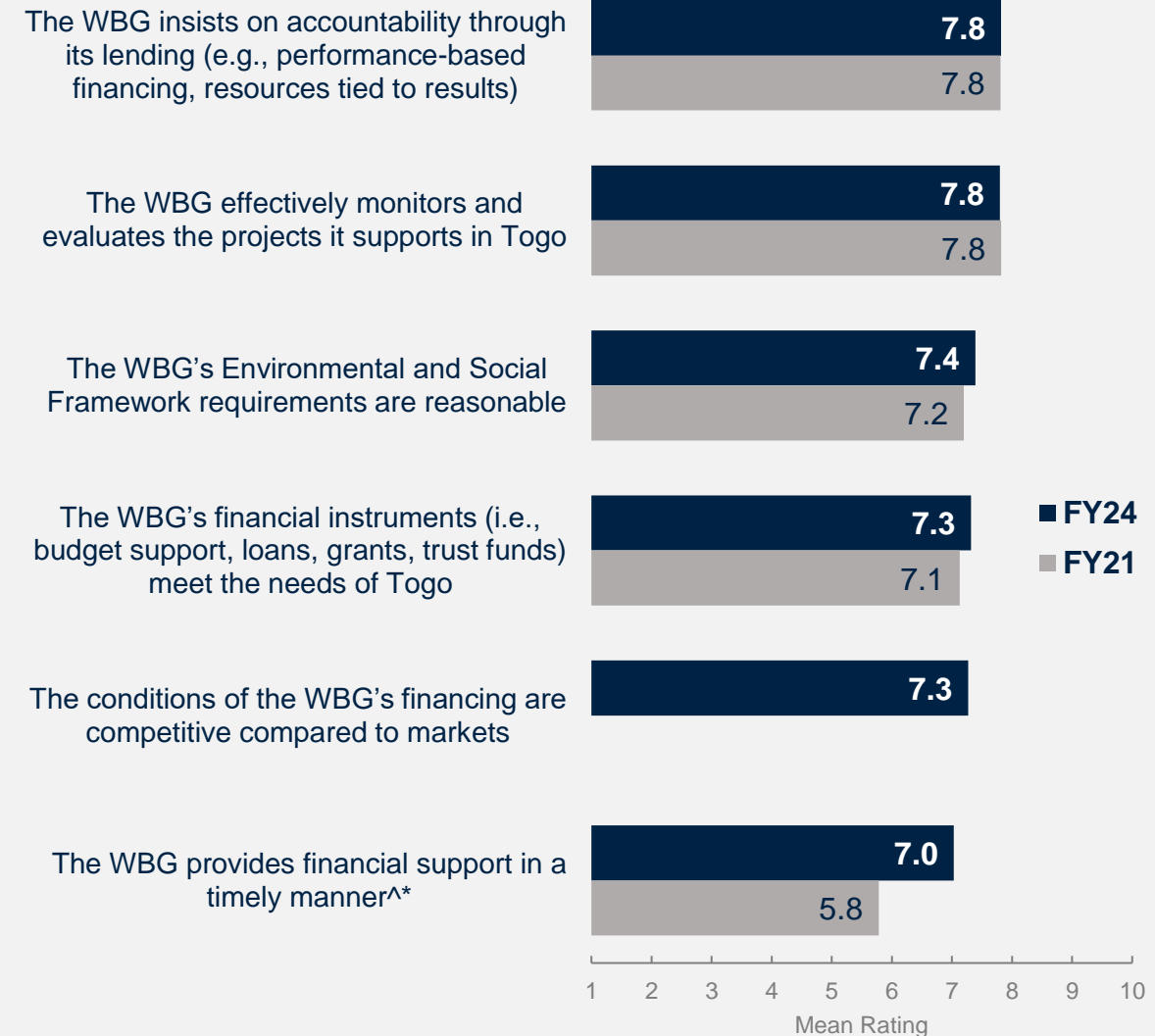
"The development of a capacity-building plan for local players to manage the various projects financed by the WBG. This will avoid wasting the resources invested by the Bank in Togo. In addition, regular monitoring and evaluation of project implementation is a guarantee of the effectiveness of interventions in Togo. The final element would be the institutionalization of regular reviews between development and cooperation agencies to harmonize interventions in the country." (Government Institution Respondent)



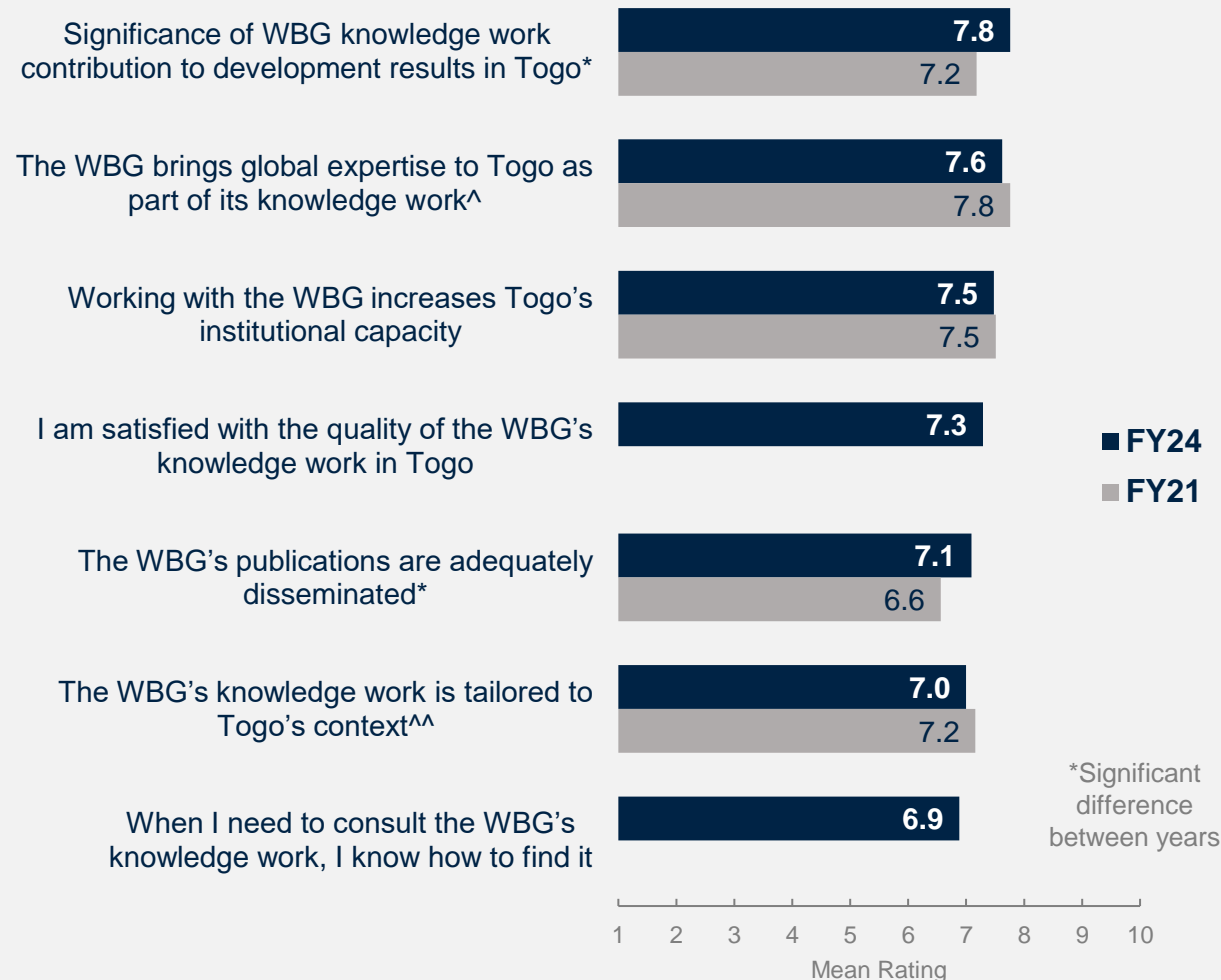
The WBG Insists on Accountability Through Its Lending and Provides Financial Support in a Timely Manner

Regarding the WBG's financial instruments, respondents had the highest levels of agreement that **the WBG insists on accountability through its lending** and that **the WBG effectively monitors and evaluates its projects**. In addition, respondents had significantly higher levels of agreement that **the WBG provides financial support in a timely manner** compared to FY21.

- Of note, respondents from bilateral or multilateral agencies and the private sector had significantly lower levels of agreement that the WBG's financial instruments meet Togo's needs (means = 6.0 and 6.3, respectively), that the WBG's ESF requirements are reasonable (means = 5.6 and 6.1, respectively), and that the WBG effectively monitors and evaluates its projects (means = 5.6 and 6.3, respectively) compared to respondents from other stakeholder groups.



62% of Respondents Used the WBG's Knowledge Work, which was Perceived as More Impactful and Better Disseminated than in FY21



Have you ever used the WBG's knowledge work, including participating in workshops or training programs? (Percentage of Respondents, N=222)

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

How significant a contribution do you believe the WBG's knowledge work makes to development results in Togo? Scale: 1 Not significant at all – 10 Very significant

^Compared to "Source of relevant information on global good practices" asked in FY21.

^^Compared to "Are adaptable to Togo's specific development challenges and country circumstances" in FY21.



The Future Role of the World Bank Group in Togo

“A. Institutional and governance capacity building: 1. Improving governance and transparency (training and technical assistance, financial management systems); 2. Strengthening local institutions (decentralization, public-private partnerships)

B. Infrastructure and economic development: 1. Infrastructure (energy, transport); 2. Support for SMEs and entrepreneurship (access to financing, business incubators)

C. Human development: 1. Education and training (education system reform, training programs); 2. Health (health system strengthening, public health programs)

D. Results-based approach and community participation: 1. Monitoring and evaluation (community participation performance indicators)

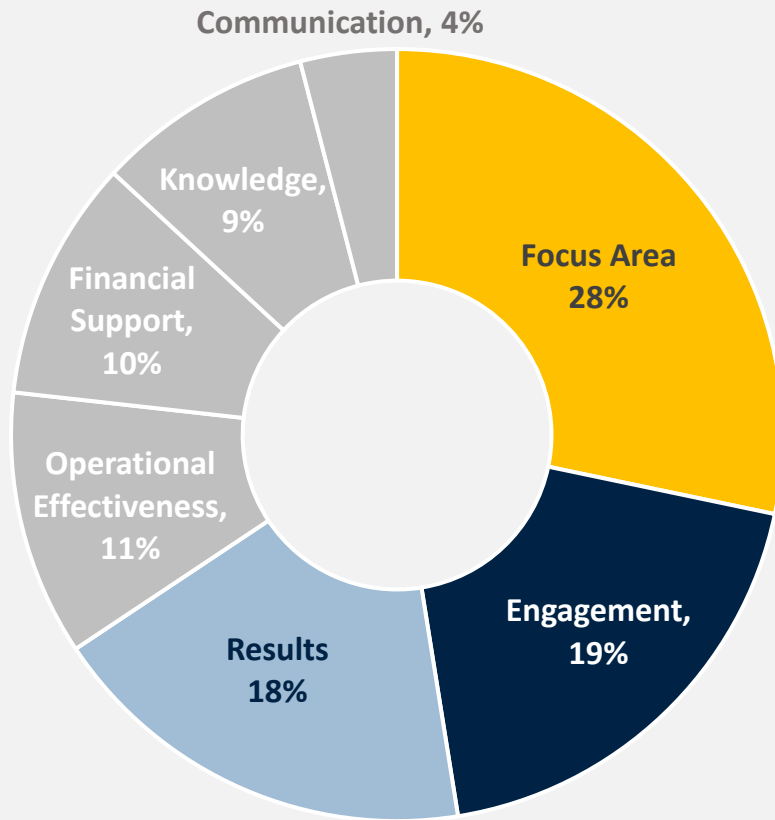
By focusing on these specific aspects, the World Bank Group can not only increase its effectiveness in Togo but also make a significant contribution to the country's sustainable and inclusive development.”

(Government Principal Respondent)



How Can the WBG Increase its Effectiveness? (Open-Ended Responses)

Greater alignment to Togo's needs, financially and in project focus, more engagement with stakeholders outside of government, supervised implementation and increased monitoring of projects, and built local capacity



Focus Area

- Infrastructure, including transport, water, and energy, with an emphasis on climate change adaptations
- Health and education – infrastructure and increasing access
- Private sector development, vocational training, and jobs, especially for young Togolese
- Agriculture development, improving farming techniques and market access
- Public sector governance at the national level and communes

Engagement

- Engage on a more local level to better understand the needs and context in Togo and ensure projects achieve their desired results
- More engagement outside of government, especially with civil society, the private sector, and communes, to improve implementation, increase transparency, and assist in monitoring projects
- More effective collaboration with the national government and other donors and partners to improve coordination and results

Results

- More supervision of project implementation
- More rigorous and continuous monitoring of WBG-funded projects to ensure objectives are met
- Greater emphasis on transparency and accountability



In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Togo? (N=133)

All percentages are calculated based on the total number of comments made by respondents; individual comments could be counted multiple times depending on the number of topics they covered, so the sum of all percentages may be greater than 100%.

How Can the WBG Increase its Effectiveness? (Open-Ended Responses)

Greater alignment to Togo's needs, financially and in project focus, more engagement with stakeholders outside of government, supervised implementation and increased monitoring of projects, and built local capacity



Operational Effectiveness

- More timely, streamlined, and flexible procedures and processes
- Greater support and guidance for more efficient and effective project implementation

Financial Support

- Increased financial support, especially to meet the needs of Togo's people and to ensure economic growth
- Direct financial support for SMEs, communes, and youth entrepreneurs

Knowledge

- Demand for more capacity building and training, especially at the local level, to provide more empowerment among Togo's people
- Increase the accessibility of WBG knowledge work through broader dissemination

Communication

- More communication regarding WBG projects and their results to increase awareness, and transparency, and to build support for future projects



In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Togo? (N=133)

All percentages are calculated based on the total number of comments made by respondents; individual comments could be counted multiple times depending on the number of topics they covered, so the sum of all percentages may be greater than 100%.

Communication and Outreach

“The Bank should produce more data, with an emphasis on timeliness and updating. This data should be systematically and proactively disseminated to civil society players, the media, and young people. There is a cruel lack of information and insights into public policy. The publication of information by the Bank will be a perfect resource for ‘teasing out’ public authorities.” (Media Respondent)

“Communication and involvement of all social strata.” (Government Institution Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Togo? (N=133)

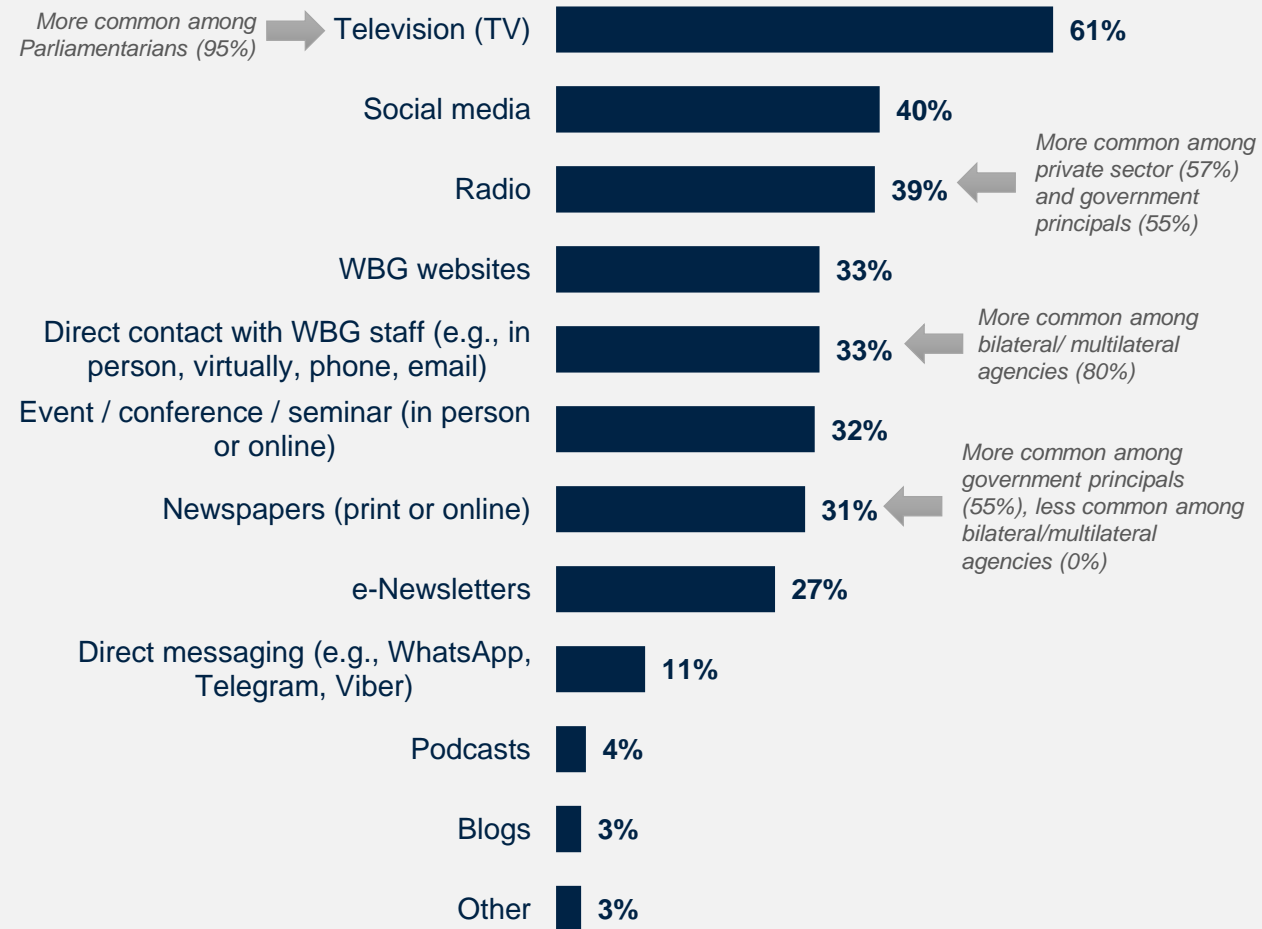
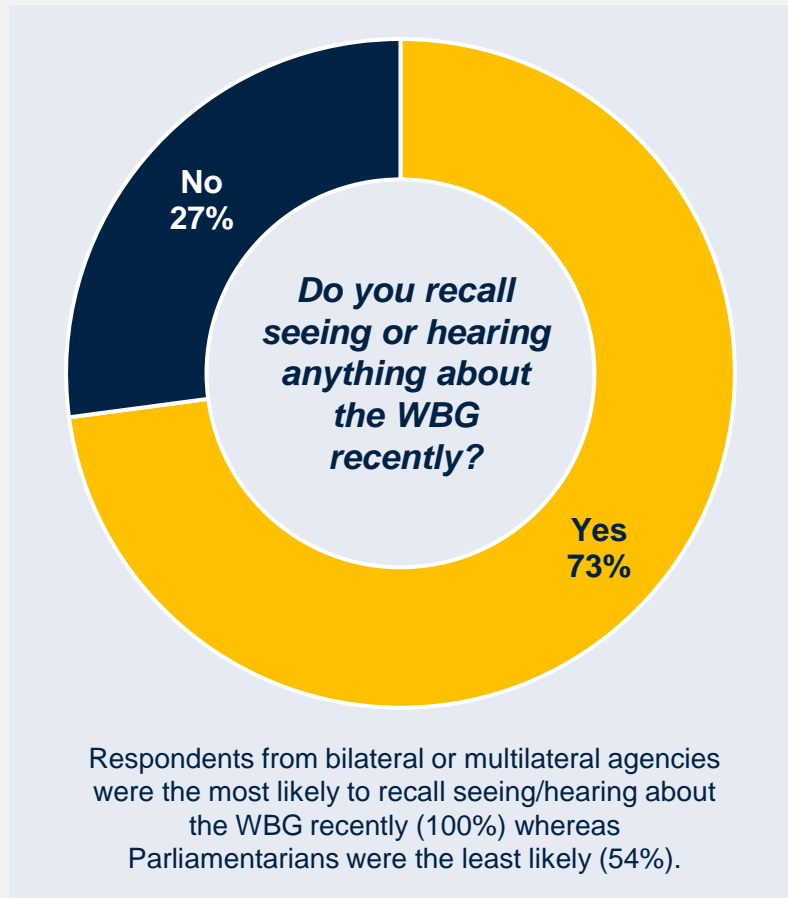
e-Newsletters and Events were the Most Preferred WBG Channels

Respondents most preferred to receive the WBG's communications through **e-newsletters** and **events/conferences/seminars/workshops** (in person or online), followed by **direct messaging** and **direct contact with staff**.

	Top 2 Preferred WBG Channels						
	All Respondents	Government Principals	Parliamentarians	Government Institutions	Bilateral or Multilateral Agencies	Civil Society	Private Sector
e-Newsletters	71%	71%	62%	80%	80%	71%	65%
Event / conference / seminar / workshop <i>(in person or online)</i>	50%	43%	49%	54%	30%	45%	35%
Direct messaging <i>(e.g., WhatsApp, Telegram, Viber)</i>	30%	18%	46%	30%	10%	29%	35%
Direct contact with staff <i>(e.g., in person, virtually, phone, email)</i>	25%	25%	24%	16%	60%	32%	35%
Social media <i>(e.g., Facebook, Twitter)</i>	12%	29%	8%	12%	20%	10%	0%
Other	2%	7%	3%	1%	0%	0%	0%

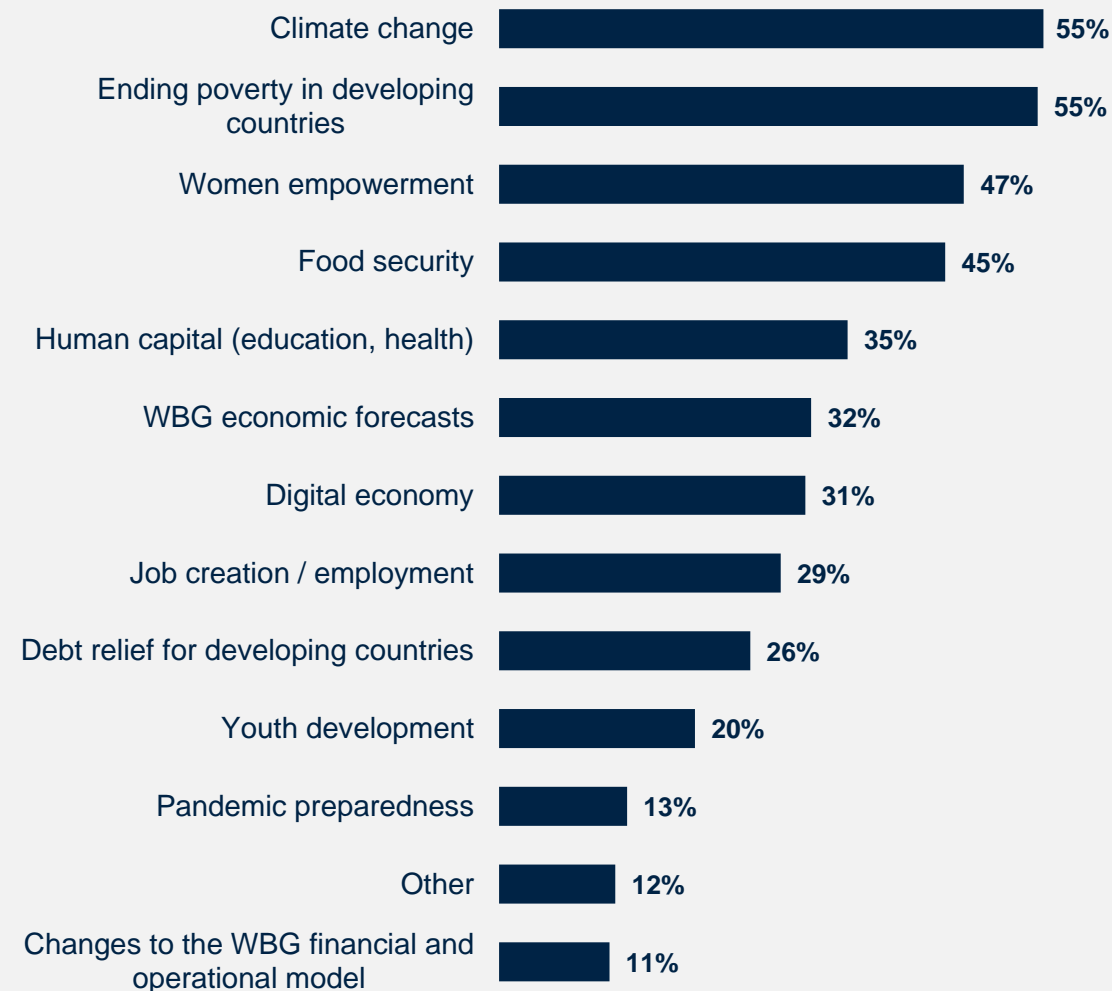
73% of Respondents Recalled Seeing/Hearing about the WBG Recently, Most Often on TV

Nearly three-quarters of respondents recalled recently hearing or seeing something about the WBG. Respondents most often reported seeing/hearing about the WBG on TV, followed by social media and radio.



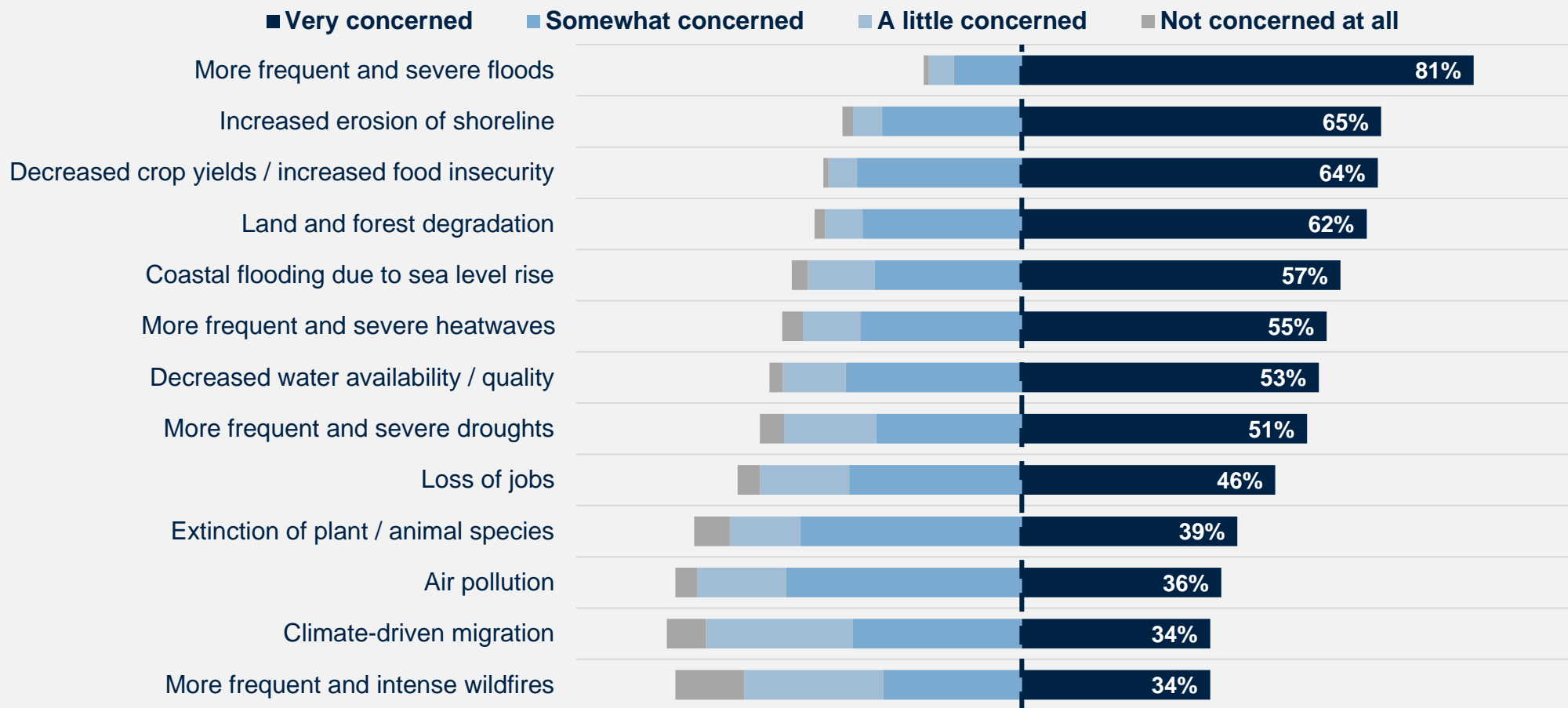
The WBG's Work on Climate Change and Ending Poverty were the Most Commonly Recalled Topics

Respondents most frequently recalled the WBG's work or research on **climate change** and **ending poverty** in developing countries, followed by **women empowerment** and **food security**.



Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concern: Floods

More than 8 in 10 respondents were **very concerned** about the potential impact of **more frequent and severe floods** due to climate change in Togo. Approximately two-thirds of respondents were also very concerned about **increased erosion of shoreline, decreased crop yields and increased food insecurity, and land and forest degradation**. These key areas of concern should be taken into considered to make communications about climate change more impactful.

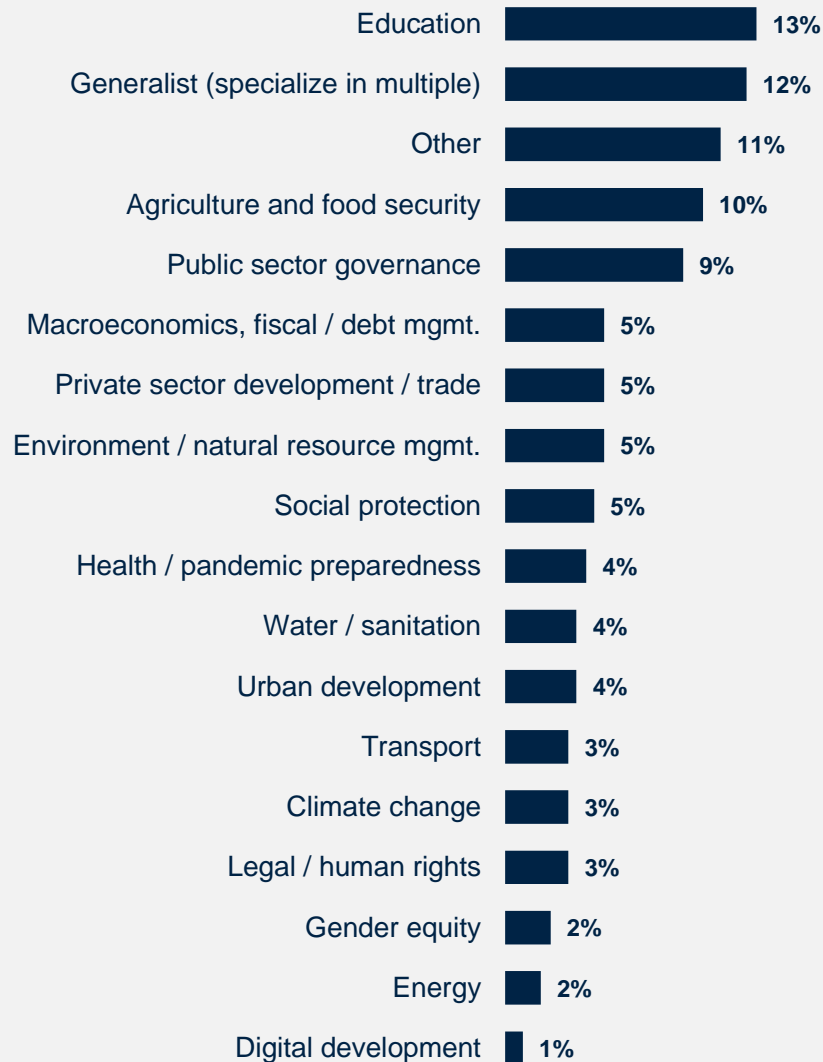


Sample Demographics and Detailed Methodology

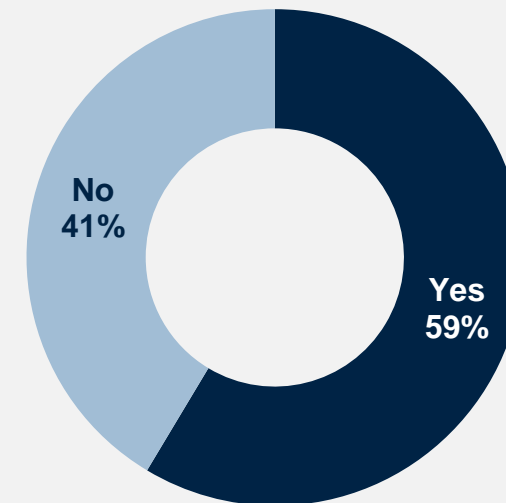


Sample Demographics

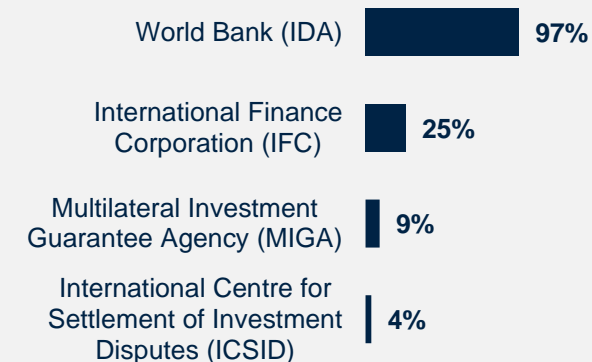
What is the primary specialization of your work? (N=221)



Do you collaborate/work with the World Bank Group (WBG) in Togo? (N=232)

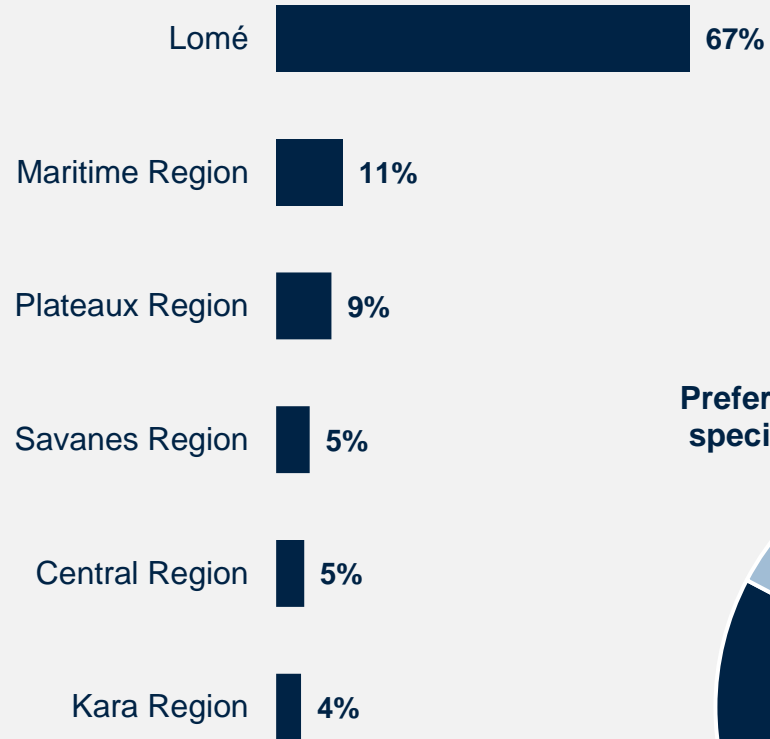


Which of the following WBG agencies do you collaborate/work with in Togo? (N=134)

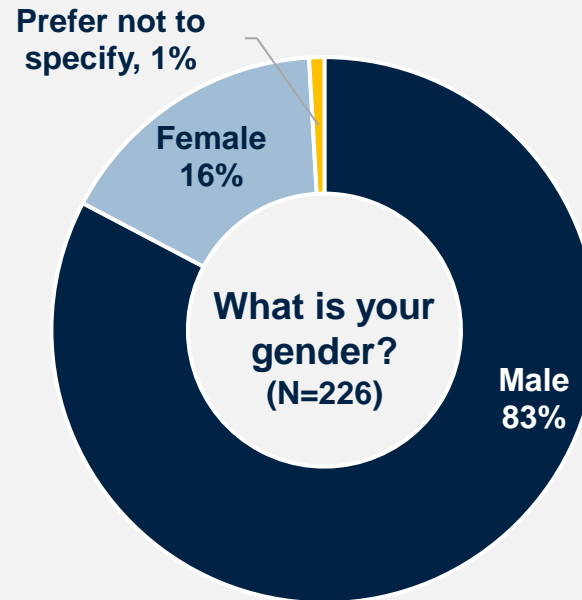
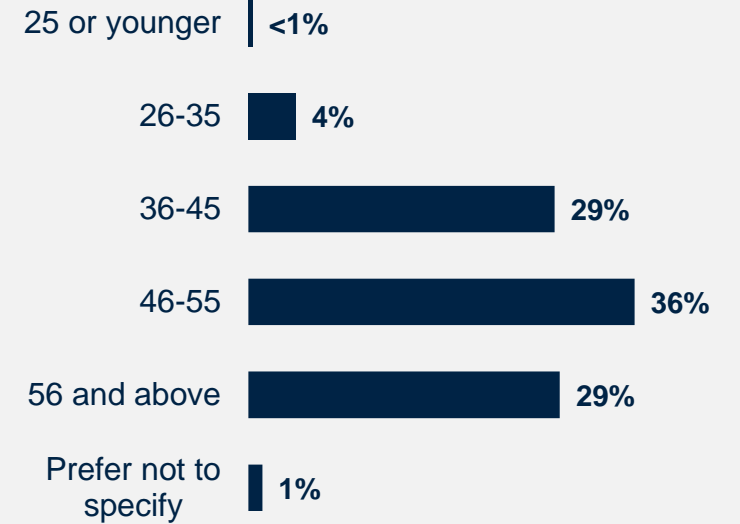


Sample Demographics (continued)

Which best represents your geographic location? (N=224)



What's your age? (N=227)



Detailed Methodology

From **May to July 2024**, a total of 705 stakeholders in Togo were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey (COS). A list of potential participants was compiled by the WBG country team and the field agency. Participants were drawn from the Offices of the President, Prime Minister, Minister, and Parliament, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **237 participated in the survey (34% response rate)**. Respondents received the questionnaire via courier or mail and returned it accordingly or completed the questionnaire online.

This year’s survey results were compared to the FY21 Survey, which had a response rate of 55% (N=355).

Comparing responses across Country Surveys reflects changes in attitudes over time, but also changes in respondent samples, changes in methodology, and changes to the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. In addition, the stakeholder compositions for both survey years were quite similar.

Key statistically significant findings (tested at the research standard of $p < .05$) are noted throughout the report.

Breakdowns for individual questions by stakeholder group can be found in the “Togo COS FY24 Appendices with data breakdown and qualitative comments.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2021	FY 2024
Government Principals: Office of the President, Minister, Parliamentarian	22%	29%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	34%	35%
Local Government	3%	2%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	6%	5%
Civil Society Organization: Local and regional NGO, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	13%	13%
Private Sector: Private Company, Financial Sector Organization, Private Bank	12%	9%
Academia / Research Center	4%	3%
Media	3%	3%
Other	3%	1%
Total Number of Respondents*	343	230



What is your primary professional affiliation? (Select only 1 response)

*Not all respondents provided information about their professional affiliation. Therefore, the total number of respondents listed in the table is lower than the N reported in the methodology.

Indicator Questions

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions, several of which are aggregated for the World Bank Group's annual Corporate Scorecard and are highlighted in red below.

A1_5. How much do you trust the World Bank Group to do what is right for Togo? Scale: 1 Not at all – 10 Very much

A2. How effective is the World Bank Group in helping Togo achieve development results? Scale: 1 Not effective at all – 10 Very effective

A3. How significant a contribution do you believe the WBG's knowledge work make to development results in Togo?
Scale: 1 Not significant at all – 10 Very significant

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

A4. The WBG currently plays a relevant role in development in Togo.

A5. The WBG's work is aligned with what I consider the development priorities for Togo.

A6. The WBG has a positive influence on shaping development policy in Togo.

A7. The WBG's work helps end poverty in Togo.

To what extent is the WBG an effective development partner in terms of each of the following? Scale: 1 To no degree at all – 10 To a very significant degree

C1_1. Responsiveness to needs in Togo

C1_2. Access to WBG staff and experts

C1_3. Flexibility when circumstances change in Togo

C1_5. Being a long-term partner to Togo

To what extent is the WBG an effective development partner in Togo, in terms of collaborating with the following groups?

Scale: 1 To no degree at all – 10 To a very significant degree

C2_1. National government

C2_4. Private sector

C2_5. Civil society

C2_6. Other donors and development partners

To what extent do you agree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree

C4_1. The WBG's financial instruments (i.e., budget support, loans, grants, trust funds) meet the needs of Togo.

C4_3. The WBG provides financial support in a timely manner.

C6_1. I am satisfied with the quality of the WBG's knowledge work in Togo.

C6_4. The WBG's knowledge work is tailored to Togo's context.





CountryOpinionSurveys

Thank you

*For more information about this report
or the Country Opinion Survey program,
please contact:*

countrysurveys@worldbankgroup.org

