



CountryOpinionSurveys

FY 2024 Tunisia

Country Opinion Survey Report

Acknowledgements

The Tunisia 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 better understanding how Tunisia stakeholders perceive the WBG. The survey explored the following questions:

- 1. Overall Context:** How familiar are they with the WBG? How much do they trust the WBG?
- 2. Key Indicators:** What opinion do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Tunisia'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 six 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 Tunisia? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding the WBG's work in Tunisia? 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 – September 2024

- 447 potential participants were asked to complete a mostly quantitative survey
- Respondents via an online platform or phone interviews
- List of names provided by the WBG country team and supplemented by the field agency
- Process managed on the ground by the field agency

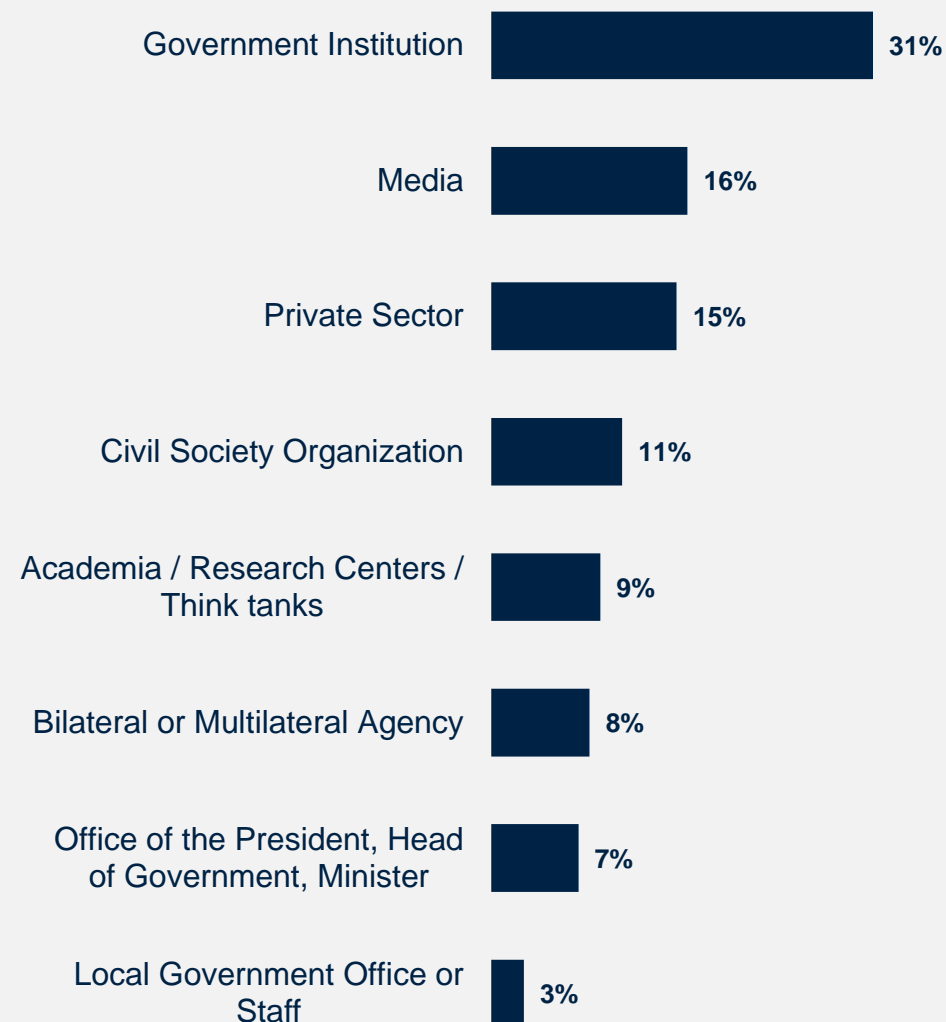
■ 112 participants (25% response rate)

- 82% from the Capital area
- 70% currently collaborate with the WBG

■ Compared to FY18 Country Survey

- 198 participants (18% response rate)
- 27% collaborated with the WBG

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



Overall Context

*“In my opinion, the most important thing the World Bank could do to increase its effectiveness in Tunisia would be to focus on developing the transport and infrastructure sector. This includes setting up efficient metro systems and other means of transport and ensuring that they follow timetables thanks to mobile applications and digitalization. [...] It would also be crucial to digitalize the administration to reduce bureaucracy and improve the efficiency of public services. Secondly, it would be vital to strengthen the healthcare sector by investing in modern infrastructure and technology. Finally, it would also be essential to build **strong partnerships** between the **private** and **public** sectors to stimulate economic and social development.”*

(Media Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Tunisia? (N=68)

Significantly Higher Familiarity with the WBG

- **Comparison of FY24 and FY18:** Respondents in this year's Country Survey reported significantly higher levels of familiarity with the World Bank compared to respondents in the FY18 Survey:

Mean familiarity: **FY24 = 7.8**

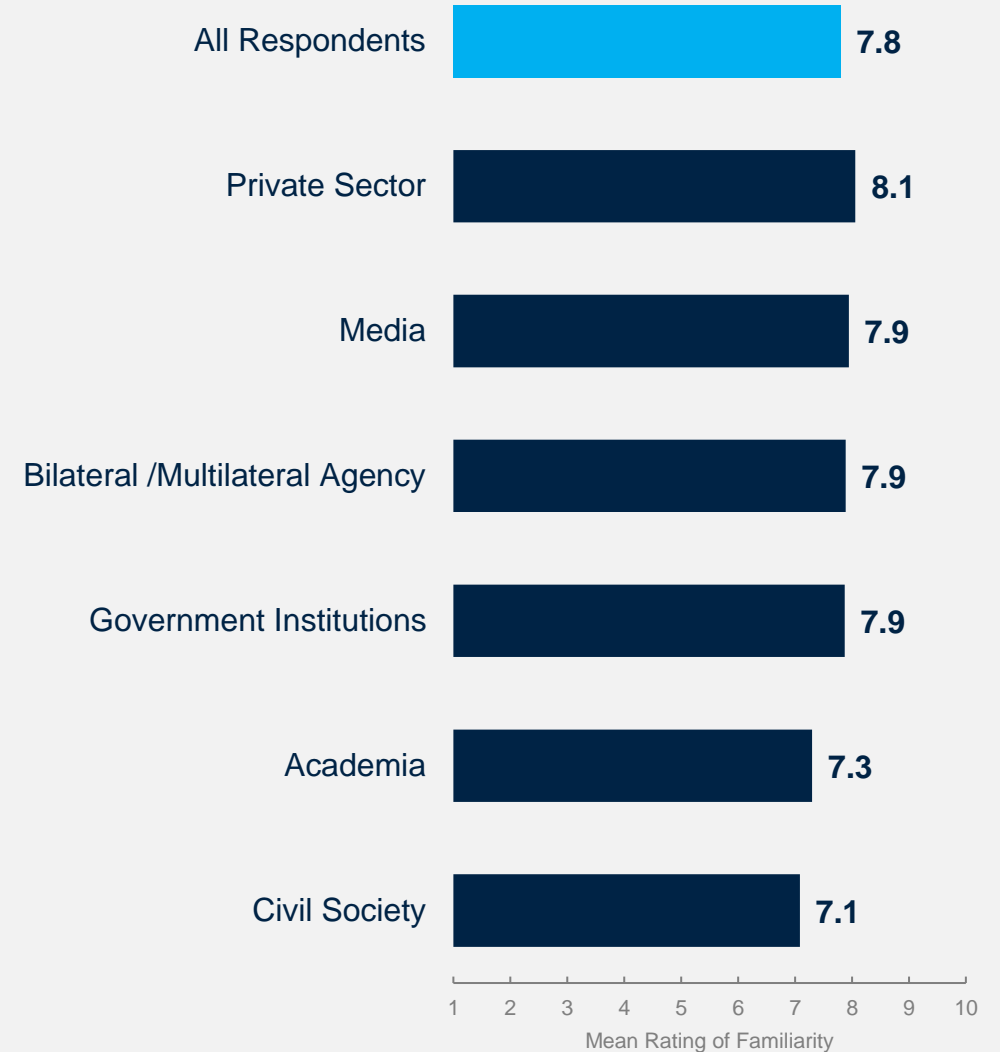
FY18 = 5.2

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG reported significantly higher levels of familiarity with the institution's work:

Mean familiarity: **Collaborate with WBG = 8.3**

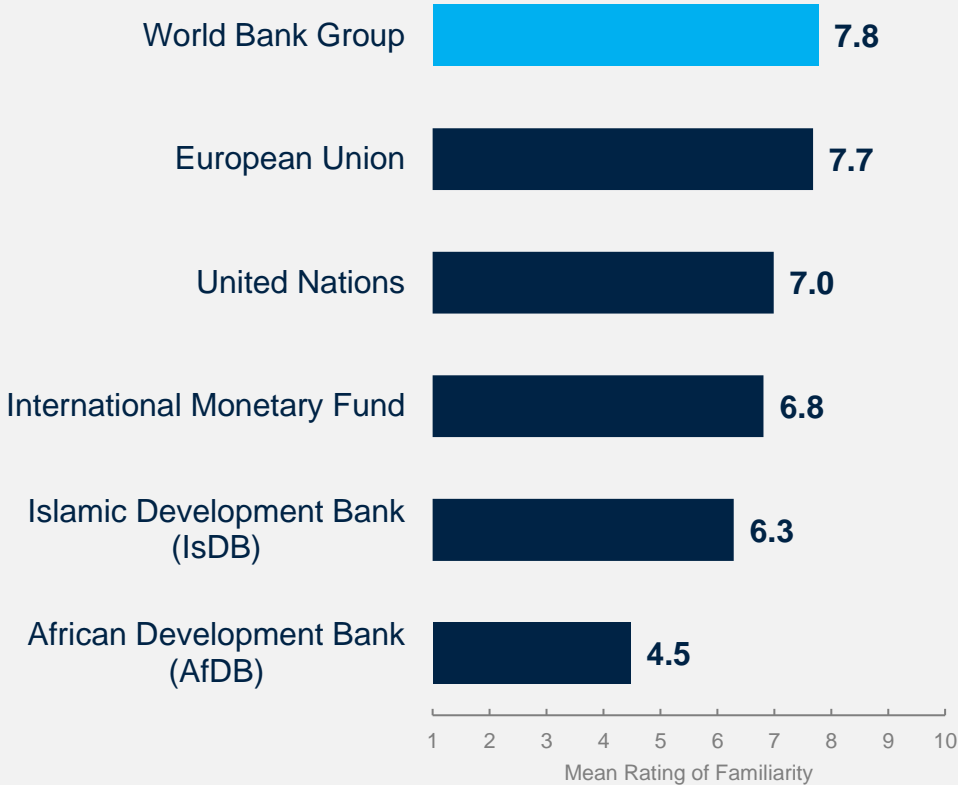
Do not collaborate = 6.7

- **Stakeholders:** Respondents from the private sector indicated slightly higher levels of familiarity with the WBG, whereas civil society and academia respondents reported the lowest familiarity with its work.



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 and the World Bank Group. Of these organizations, respondents in Tunisia indicated the highest levels of familiarity with the work of the WBG, followed by the European Union and the United Nations. Respondents were least familiar with the work of the African Development Bank.



Overall Attitudes toward the World Bank Group

“The WB is a reliable and credible partner. It can contribute to the improvement of several sectors. It must contribute more to the development of PPP.”

(Private Sector Respondent)



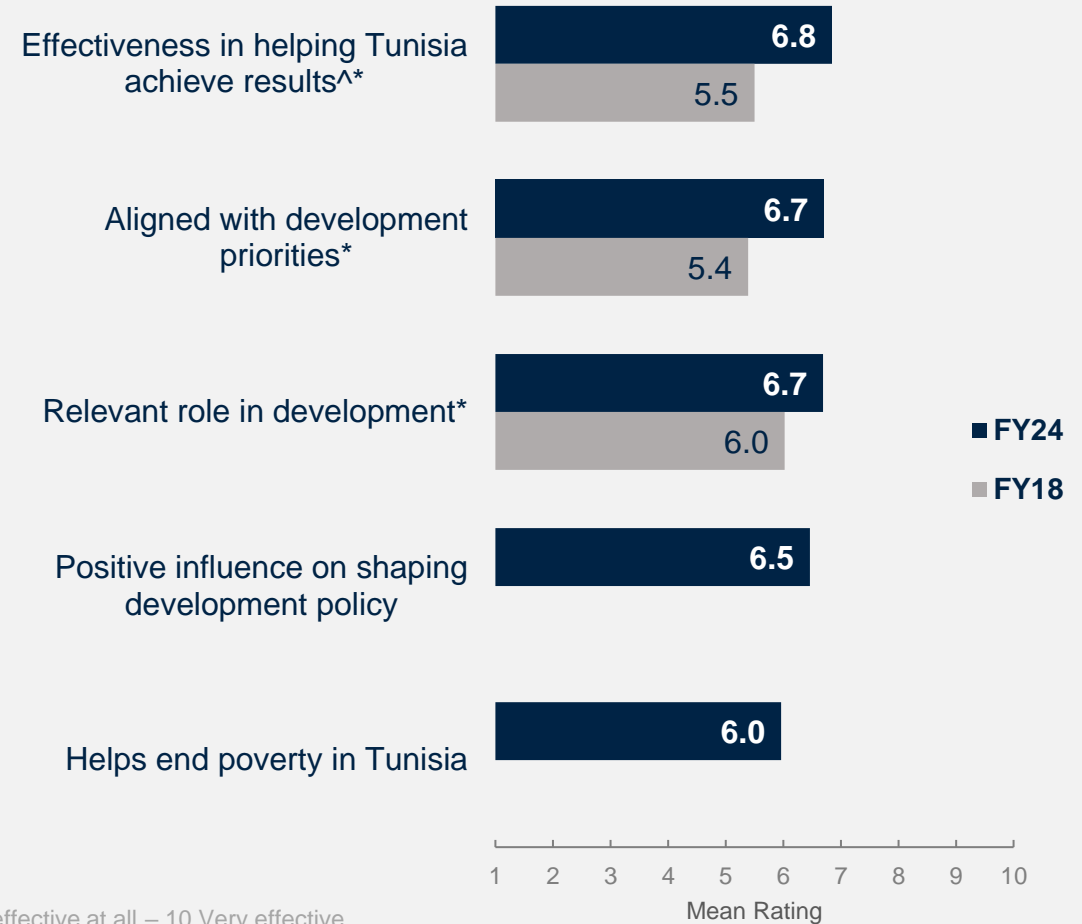
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Please share what comes to your mind about the World Bank Group in Tunisia. Why do you have this perception? (N=57)

Perceptions of the WBG's Effectiveness, Alignment and Relevance Improved Significantly

In FY24, respondents gave significantly higher ratings for the WBG's **effectiveness** in helping Tunisia achieve development results, **alignment** with development priorities and **relevance** than in FY18.



How effective is the WBG in helping Tunisia achieve development results? Scale: 1 Not effective at all – 10 Very effective

[^]Compared to a mean score of the two questions asked in FY18: "Overall, please rate your impression of the WBG's effectiveness in Tunisia. Scale: 1 Not effective at all – 10 Very effective; To what extent does the WBG's work help to achieve development results in Tunisia? Scale: 1 To no degree at all – 10 To a very significant degree

The WBG's work is aligned with what I consider the development priorities for Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree

The WBG currently plays a relevant role in development in Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree

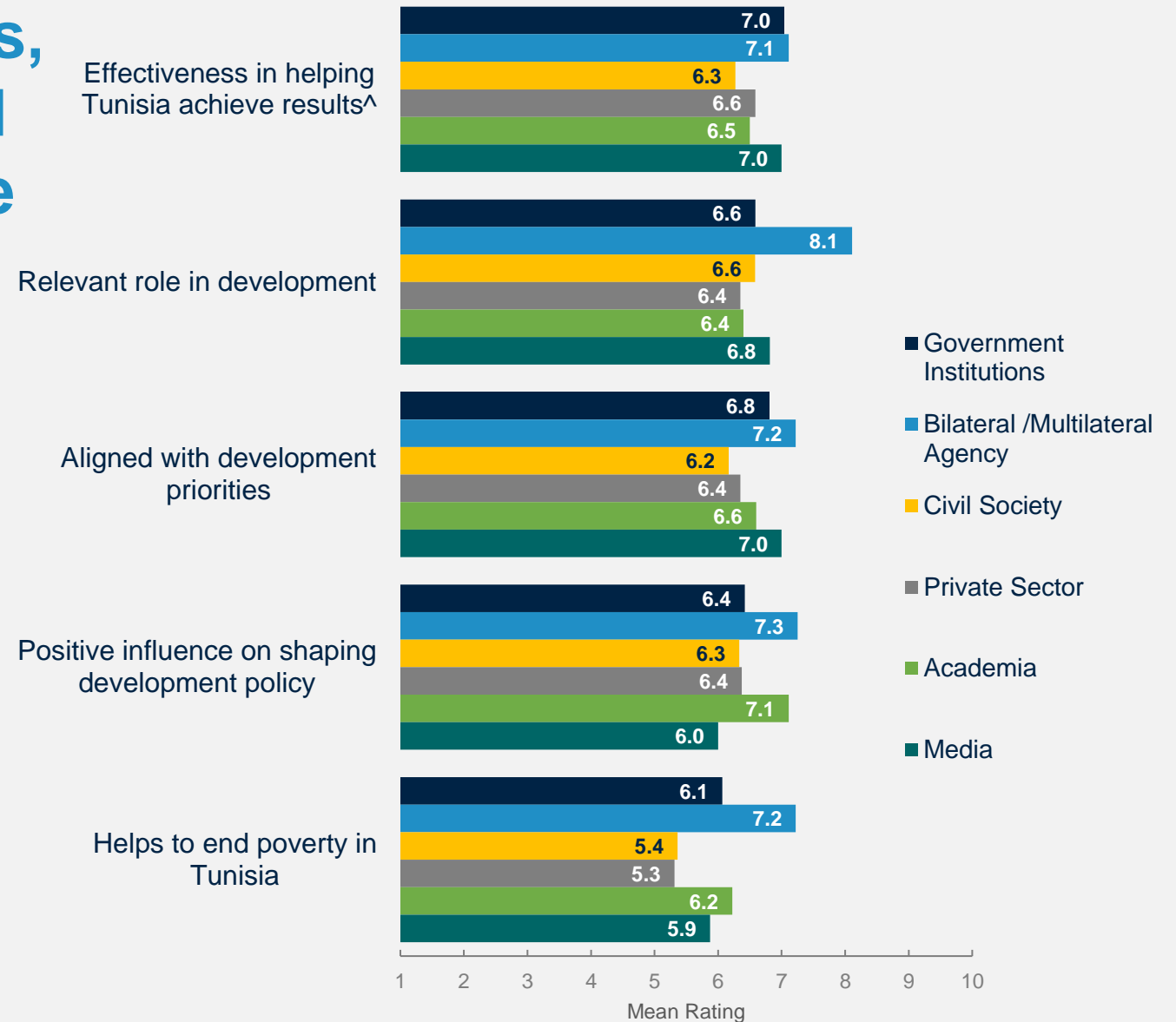
The WBG has a positive influence on shaping the development policy in Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree

The WBG's work helps end poverty in Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree

*Significant difference between years

Bilateral/Multilateral Agencies, Government Institutions, and Academia Respondents Have More Positive Views of the WBG

Comparisons of ratings for key performance indicators between stakeholder groups show that bilateral/multilateral agencies, government institutions, and academia respondents tended to give higher ratings for many key indicators of the WBG's performance. In contrast, respondents from civil society tended to give lower ratings.

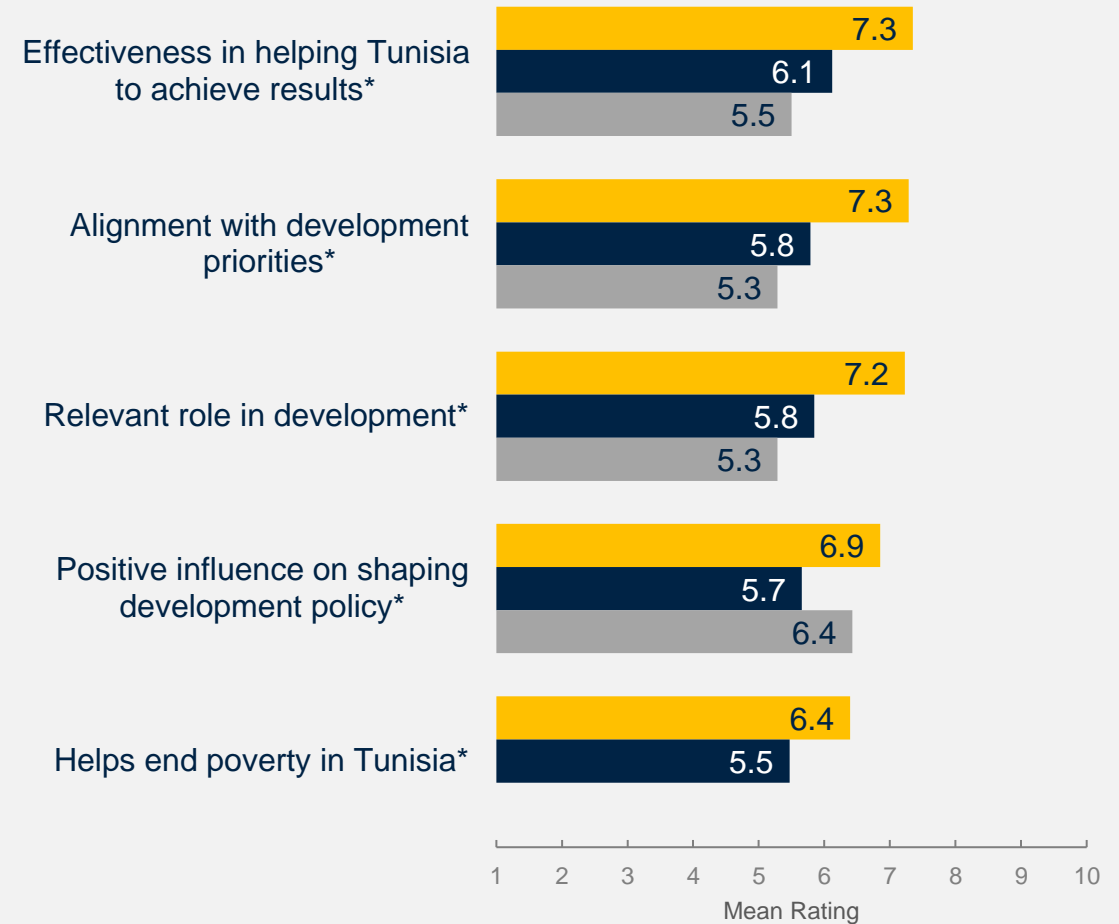


For question wording and scales, please see the previous slide.

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 perceptions they have of the WBG and its work.

Meaningful engagement and outreach can continue to increase positive perceptions.



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

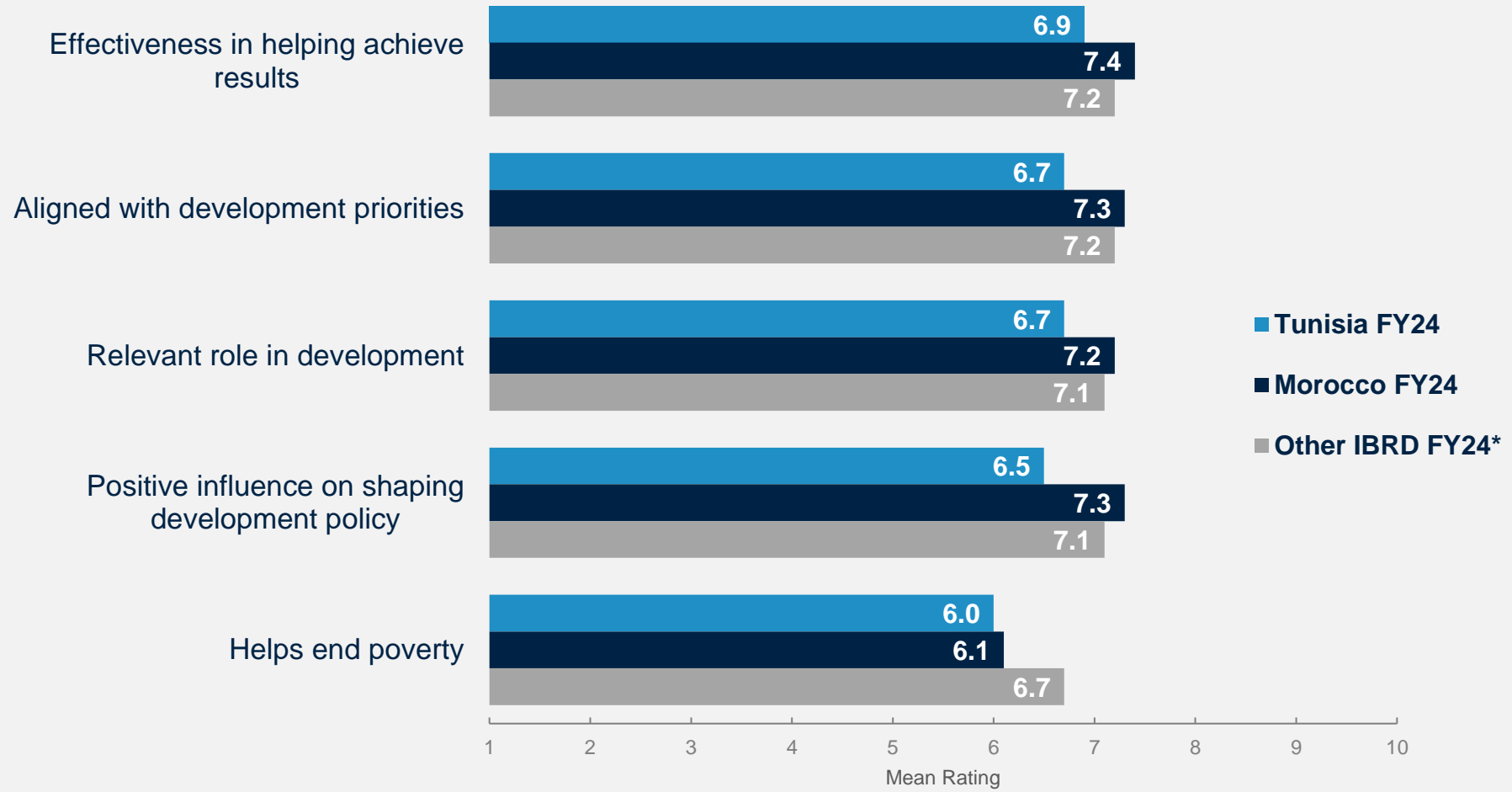
■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

*Significant difference between levels of familiarity



How effective is the WBG in helping Tunisia achieve development results? Scale: 1 Not effective at all – 10 Very effective
 The WBG’s work is aligned with what I consider the development priorities for Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG currently plays a relevant role in development in Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG has a positive influence on shaping the development policy in Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree
 The WBG’s work helps end poverty in Tunisia. Scale: 1 Strongly disagree – 10 Strongly agree

Tunisia's KPIs are Somewhat Lower than Other IBRD Countries Surveyed in FY24

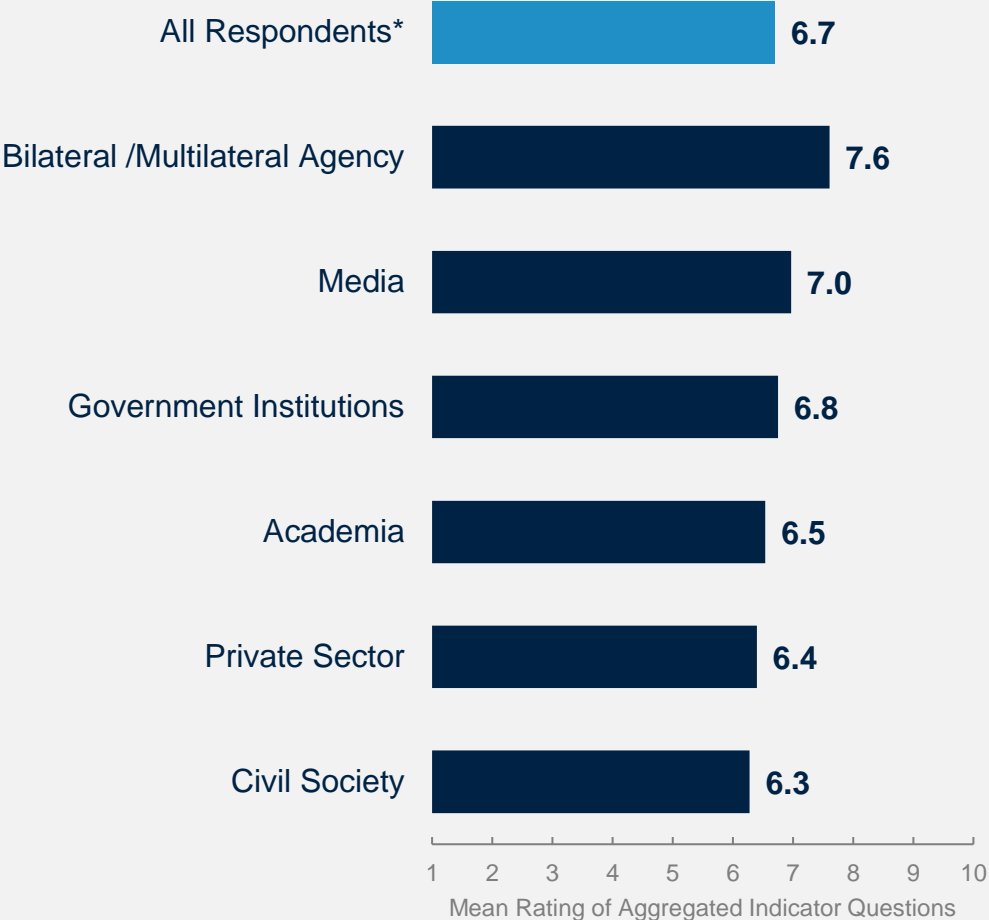


Stakeholder Trends Across Performance Indicators

Respondents from bilateral/multilateral agencies and media have the highest mean rating across the aggregated responses to the eighteen COS indicator questions, whereas civil society respondents had significantly lower ratings.

- **Collaboration with the WBG:** Respondents who indicated that they collaborate with the WBG gave significantly higher ratings across the aggregated indicator questions compared to respondents who do not collaborate with the WBG:

Mean rating: **Collaborate with WBG = 7.2**
 Do not collaborate = 5.7



*Significant difference between stakeholder groups

World Bank Group's Support for Development Areas

“Provide more funding and more support to meet the needs of priority sectors such as education, transport, health, innovation, and the ecological transition.... funding must be used as part of a global approach that impacts an entire sector, an entire region, or all citizens, depending on the nature of the project. We must avoid funding projects that focus on partial or incomplete solutions. This means strengthening monitoring and control mechanisms for project development and implementation and increasing the participation of local authorities and the private sector.”

(Government Institution Respondent)



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How do you think the World Bank Group can best contribute to the Tunisian development priorities? (N=68)

WBG: Focal Development Areas

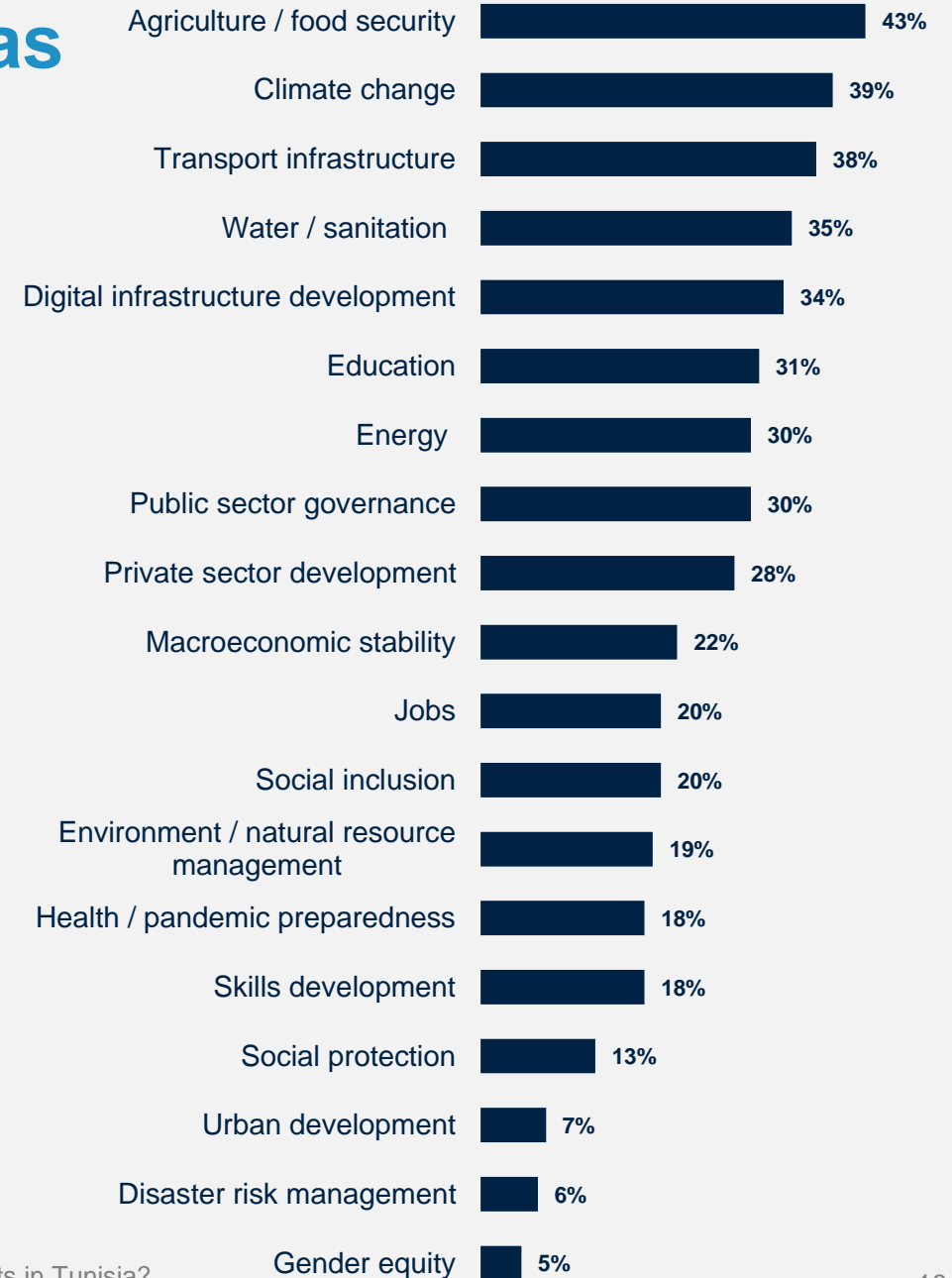
In FY24, **agriculture/food security, climate change, transport infrastructure, water/sanitation, and digital infrastructure development** were among the top areas where stakeholders would like the WBG to focus its resources.

The top development priorities to focus on have notably shifted since FY18, with **transport infrastructure, climate, and water security** elevating from the bottom of the list.

How do you think the World Bank Group can best contribute to the Tunisian development priorities?

“- Capacity building, - Grant financing for infrastructure projects, - Support the public sector to improve its governance, - Facilitate private sector access to financing, - Establish a program to combat climate change.”

(Office of the President, Head of Government, Minister Respondent)

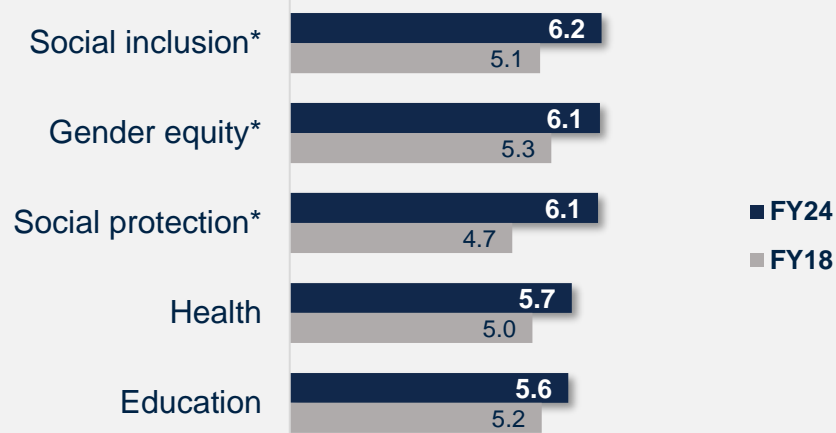


Which areas should the WBG prioritize to have the most impact on development results in Tunisia?
(Select up to 5) (Percentage of Respondents, N=109)

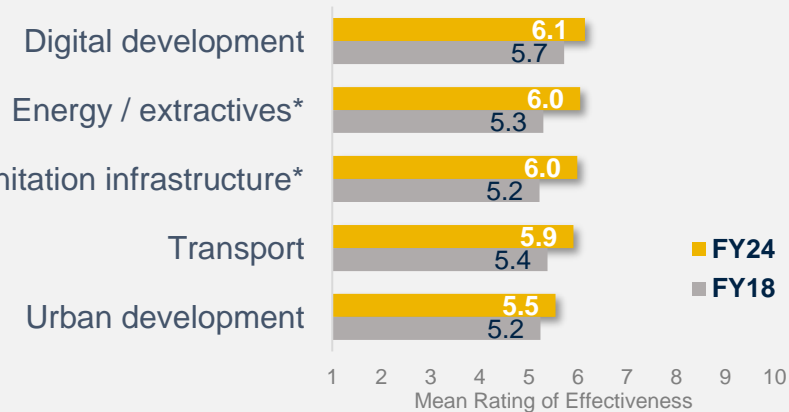
Effectiveness of WBG's Sectoral Support

The WBG's work in **social inclusion, gender equity, and public sector governance** received the highest effectiveness ratings and improved compared to FY18 ratings.

Human Development



Infrastructure

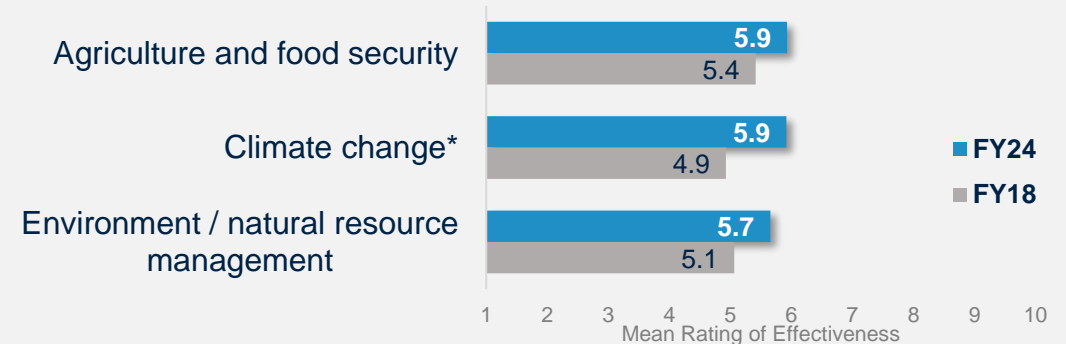


*Significant difference between years

Finance / Institutions / Economic Growth



Environmental Sustainability



World Bank Group's Engagement on the Ground in Tunisia

“Set up more human resources to monitor its projects very closely, recruiting more local resources and Tunisian skills in particular. Expand the bank's office in Tunisia.”

(Office of the Head of Government or Office of a Minister Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Tunisia? (N=68)

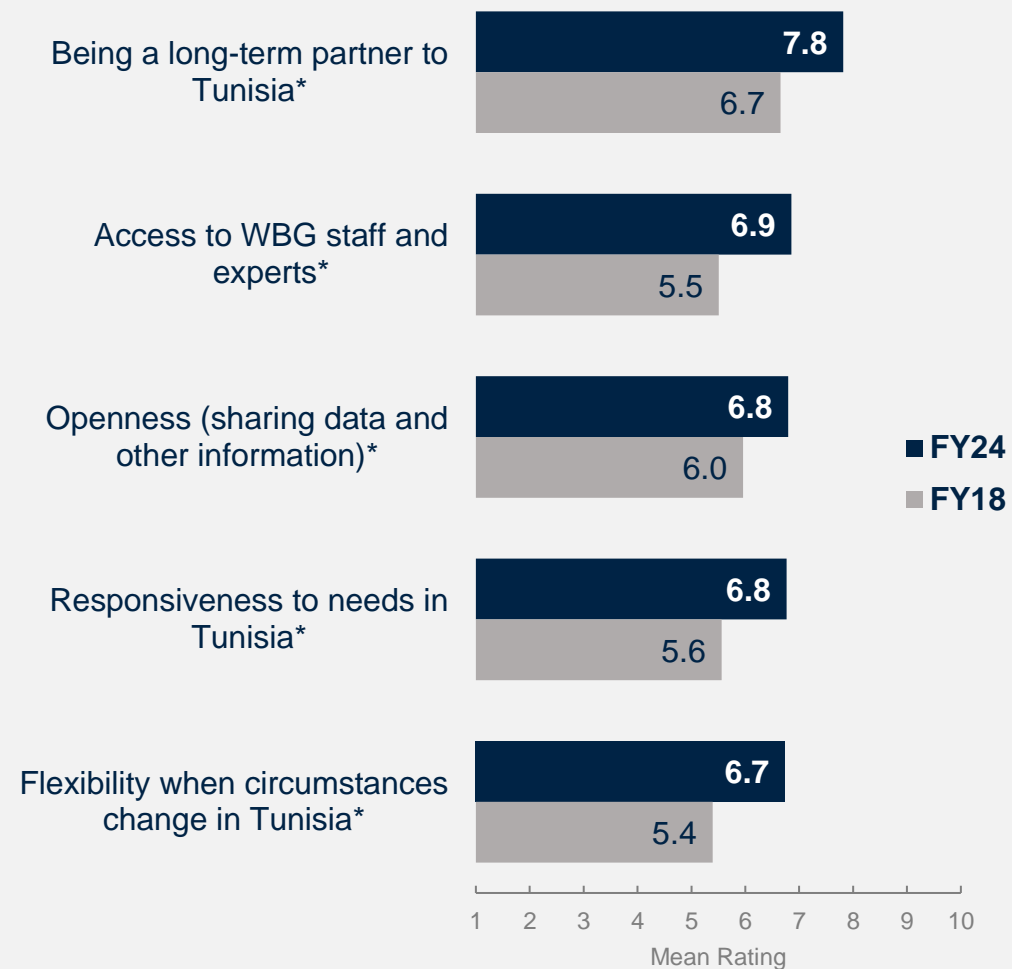
The WBG Increasingly Seen as an Accessible Long-Term Partner

In FY24, respondents' perception of the WBG as a development partner on all indicators has significantly improved. Respondents view the WBG as a **long-term partner** that is significantly more **accessible, open, responsive, and flexible** than in FY18.

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

*“To increase its effectiveness in Tunisia, the World Bank Group should focus on tailoring development initiatives to address specific socio-economic challenges in the country. This involves **engaging with local communities**, understanding their needs, and designing projects that **promote sustainable development**. **Collaboration** with the Tunisian government, **non-governmental organizations**, and local stakeholders is crucial for successful implementation. Additionally, emphasizing capacity building, education, and healthcare projects can contribute to long-term economic growth and poverty reduction in Tunisia. Regular evaluation and adaptation of strategies based on local feedback will enhance the World Bank Group's impact in the region.”*

(Government Institution 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 FY18.

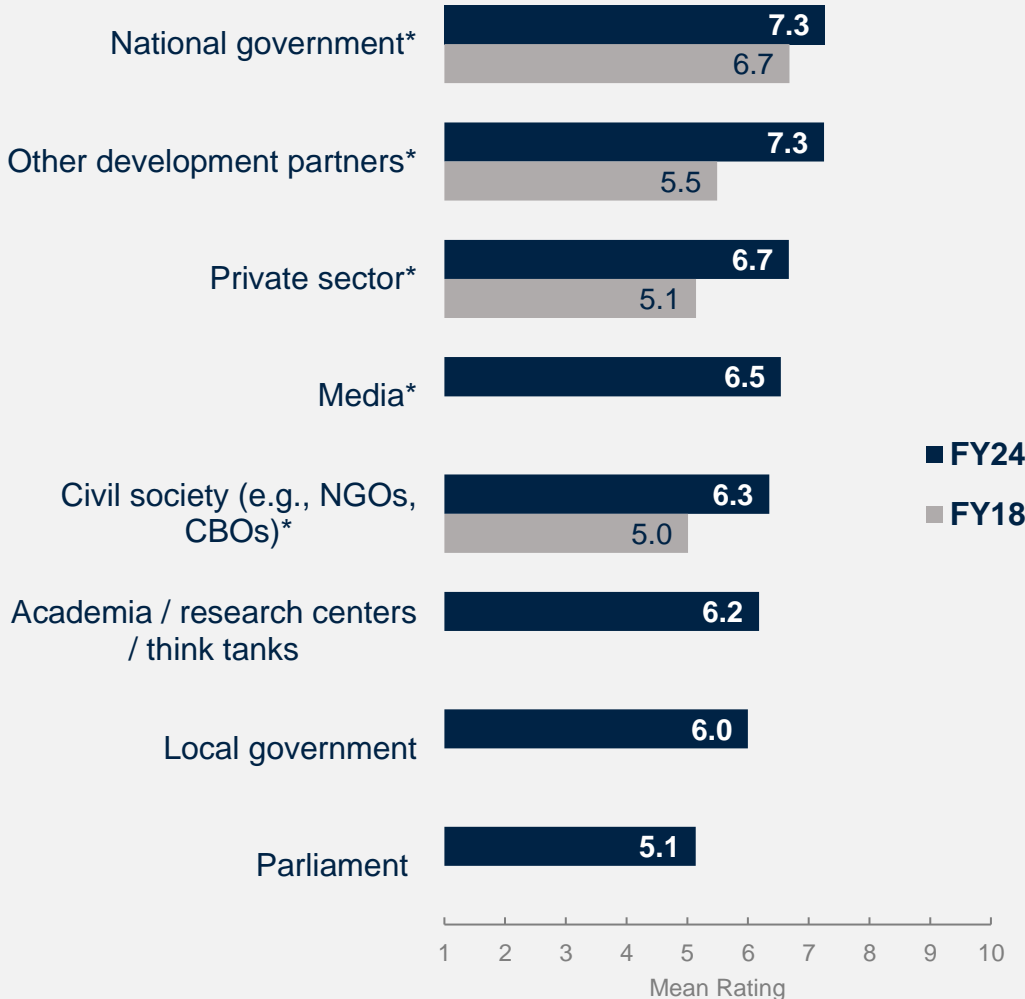
*Significant difference between years

Perceptions of the WBG's Collaboration with Stakeholders Notably Improved

In FY24, respondents reported the highest ratings for the WBG's collaboration with the **national government** and **other development partners**. Perceptions of the WBG's collaboration with **civil society** and the **private sector** improved notably since FY18.

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

"[The WBG should] revive the annual "deep dive" exercise, a good practice which not only serves to focus on the physical and financial progress of projects but also to create a network of executing agencies (UGOs). This network will enable these UGOs to exchange experiences and best practices."
(Government Institution Respondent)



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

*Significant difference between years

Stakeholders Want the Bank to Collaborate More with the Private Sector

Respondents in this year's survey indicated that the WBG should collaborate more with the **private sector**, **local government**, and **academia** in addition to its partnership with the national government.

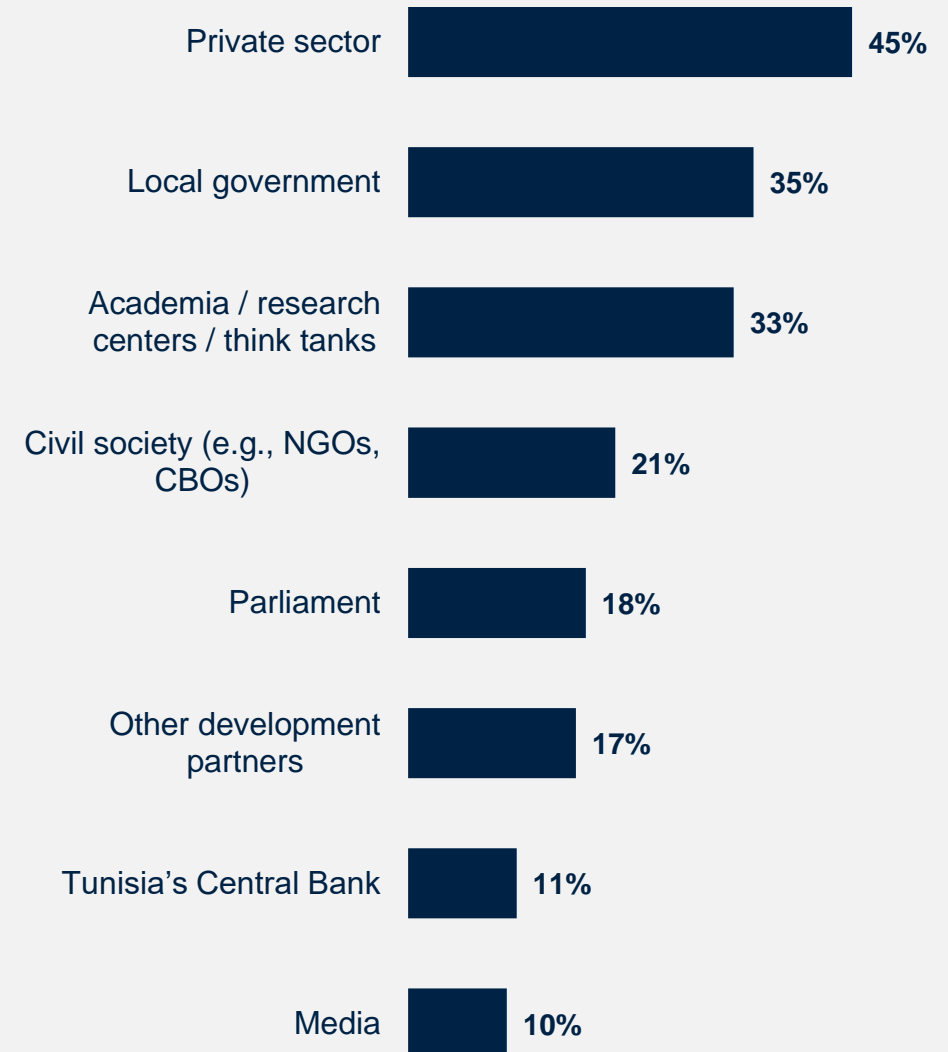
In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Tunisia?

“Involve scientific research (Tunisian researchers) in its programs. Launch media programs to present projects, achievements, mechanisms, etc.”

(Media Respondent)

“Working directly with the private sector to establish participatory programs that align with their actual needs is crucial. Using intermediary bodies risks deviating from the initial goals and reducing the effectiveness of the intervention.”

(Private Sector Respondent)



In addition to its partnership with the national government, which of the following should the WBG collaborate with more to have greater impact in Tunisia? (Select up to 2) (Percentage of Respondents, N=101)



World Bank Group's Financial Instruments and Knowledge Work

“In terms of knowledge production, focus more on development prospects: 1. Conditions for macroeconomic stabilization and ways out of the crisis (international benchmarking, scenarios, balance of risks, etc.). 2. Priority reforms and short- and medium-term measures. 3. Economic governance. Financing: strengthen P4R programs and provide for multi-year financial programming.”

(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 Tunisia? (N=68)

Technical Assistance and Implementation Support Considered the Bank's Greatest Value

Technical assistance and implementation support (54%) and **financial resources** (44%) were also highly valued instruments of the WBG in Tunisia.

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

*“- Facilitate access to documentation (create a direct access platform or revise the structure of the French-language website)
- Increase the number of events open to the public and the media
- Increase media exposure for WBG experts and representatives
- Provide technical support and ongoing training in economic issues for journalists and civil society through information sessions and debates.”*

(Media Respondent)



Which WBG instruments do you VALUE the most in Tunisia? (Select up to 2)
(Percentage of Respondents, N=111)

WBG's Financing Conditions are Competitive Compared to Markets

Perceptions of the WBG's financial instruments have improved significantly in most questions. Respondents had the highest levels of agreement that the WBG's **financing conditions are competitive to markets** and that the WBG **effectively monitors and evaluates projects it supports**.

- Of note, civil society respondents gave the lowest ratings for the WBG's ESF requirements being reasonable (mean = 4.3).

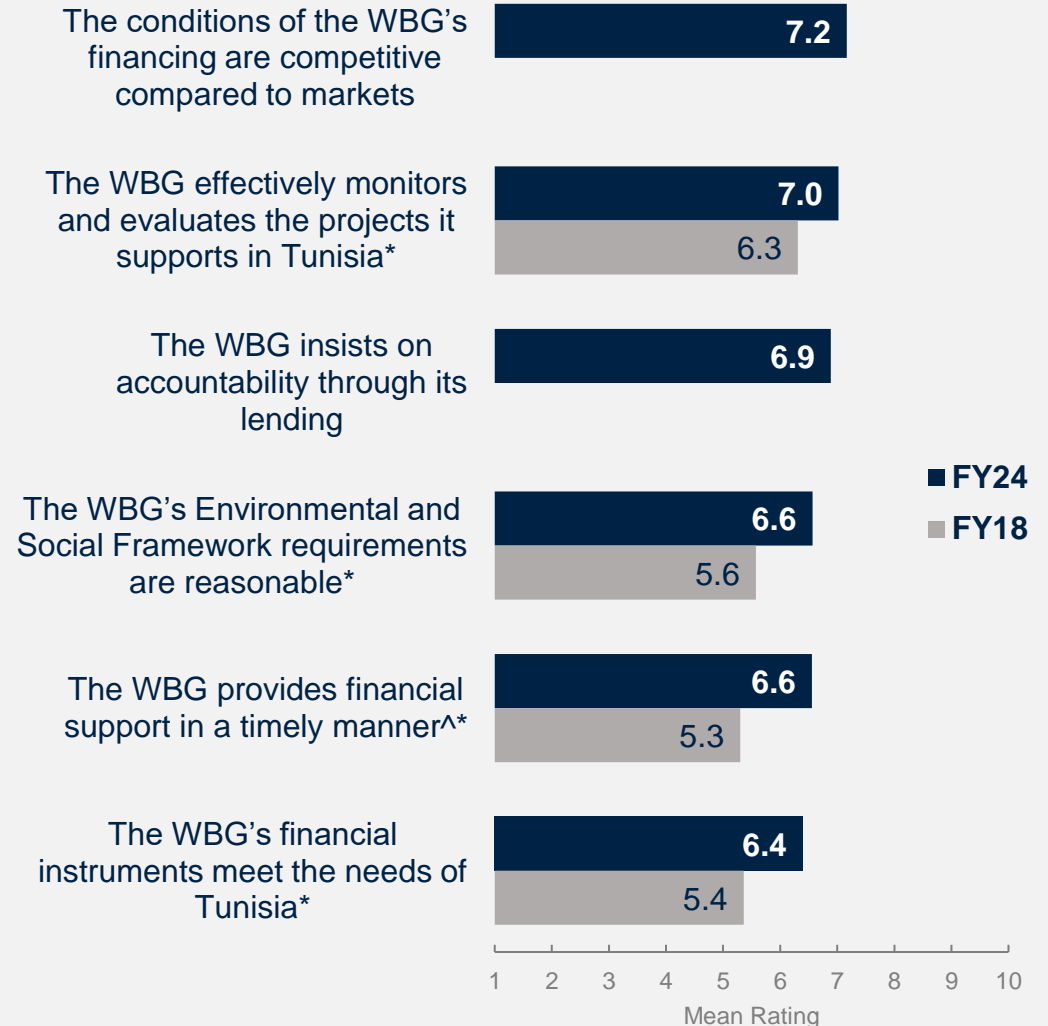
In your opinion, what is the most important thing the WBG could do to help increase its effectiveness in Tunisia?

"This means, firstly, working more closely with the private sector (via IFC in particular). Secondly, in relations with the public authorities, a more focused approach on certain themes, limiting "simple" budgetary support."

(Private Sector Respondent)

"Be closer to all economic partners and more open to opportunities for young startups lacking investment and support."

(Government Institutions Respondent)



To what extent do you agree/disagree with the following statements? Scale: 1 Strongly disagree – 10 Strongly agree
 ^Compared to "The World Bank Group disburses funds promptly" in FY18

*Significant difference between years

WBG Knowledge Work is Perceived More Positively

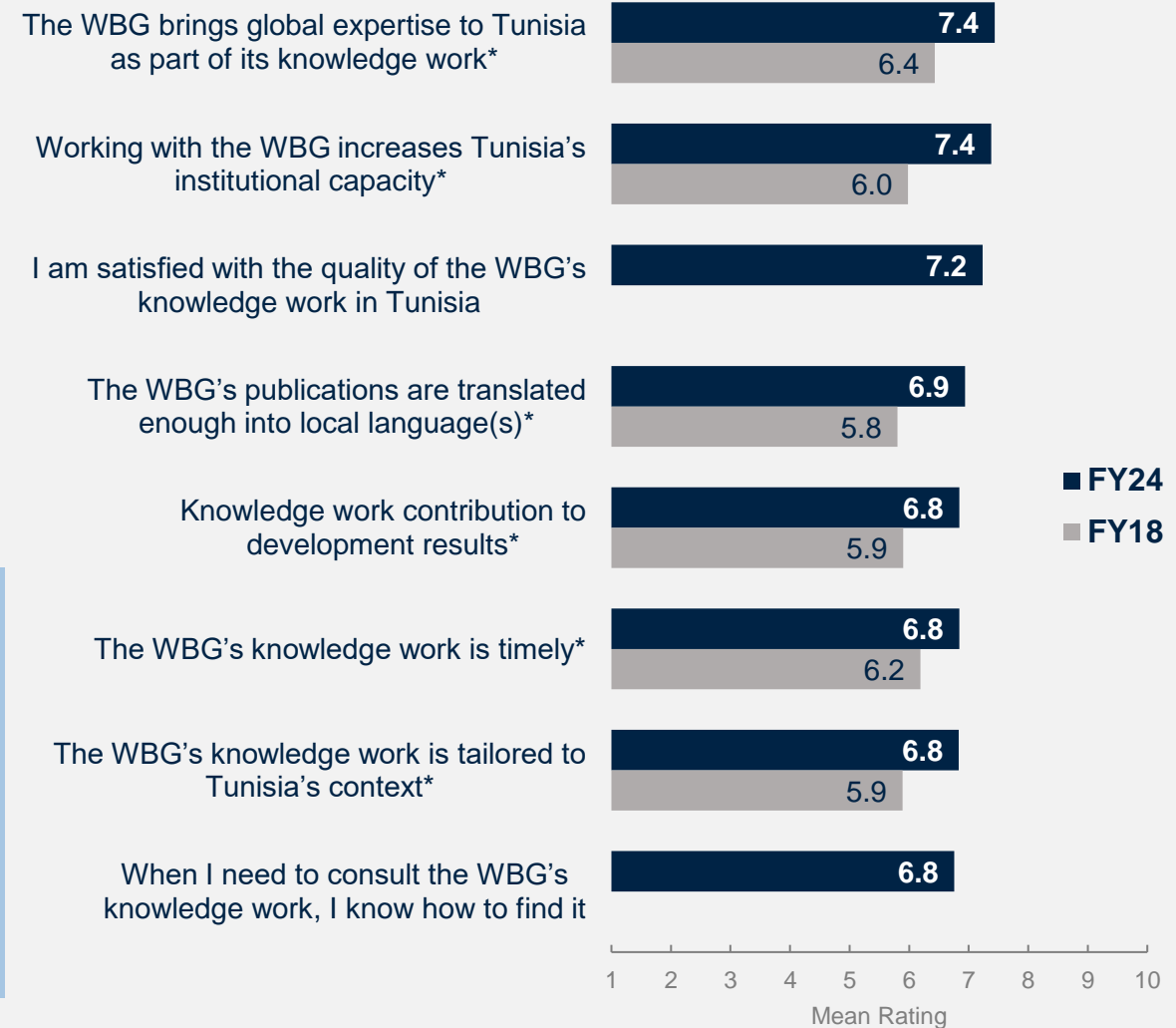
Most of the knowledge indicators significantly improved since FY18. Respondents agreed the most strongly that **WBG brings global expertise to Tunisia** as part of its knowledge work and that working with the WBG **increases Tunisia's institutional capacity** (significant improvement since FY18).

- As with other aspects of WBG's work in Tunisia, respondents from civil society have the lowest ratings compared to other stakeholder groups (overall mean = 6.2).

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

"Better identification of needs and adaptation to context avoid copying and pasting experiences (especially projects) from other countries. Better involvement of the administration as a partner rather than as a source of data evaluation based on the use of reports and studies to generate knowledge (application of recommendations)."

(Office of the Head of Government or Office of a Minister)



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 make to development results in Tunisia?
 Scale: 1 Not significant at all – 10 Very significant ^Compared to "Are a source of relevant information on global good practices" asked in FY18.
 ^^Compared to "Are adaptable to Tunisia's specific development challenges and country circumstances" in FY18

*Significant difference between years



The Future Role of the World Bank Group in Tunisia

“Better understand Tunisian society, be a better listener, adapt to the local context, and reverse the approach by finding formulas adapted to Tunisians. Change working methods to change public perception. The WBG is still very elitist and closed-minded. We need to open up to others. The WBG needs to work on its attractiveness to win over as many people as possible.”

(Media Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Tunisia? (N=68)

How can the Bank increase its effectiveness? Open Ended Responses

Operational Effectiveness 24%*

- Better alignment with government priorities and national development needs
- Adapt its programs more to the local context
- Simplify procedures

Engagement 23%

- Work directly with local entities
- Better communication with the institutions involved in the projects
- Work more closely with other developmental partners

Knowledge 9%

- A more open knowledge sharing
- Collaboration with various stakeholders in knowledge production

Focus Area 15%

- Education and health
- Infrastructure development
- Strengthening governance and transparency
- Skills development
- Agriculture
- Private sector development, better business environment

Results 9%

- Collaborate more with local civil society and government for better needs assessment
- Regular monitoring of the WBG-supported projects

Communication 10%

- Raise awareness about WBG's work in the population
- Facilitate access to documents
- Share more information in French
- Promote impact studies

Financial support 10%

- Adapt financing to the local context
- To focus on project support over the budget support
- Fundings for SMEs and micro-projects



In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Tunisia? (N=68)

*All percentages are counted based on the total number of topics mentioned by the respondents; individual comments could be counted multiple times depending on the number of topics they cover.

How Do You Think the WBG Can Best Contribute to the Development Priorities?

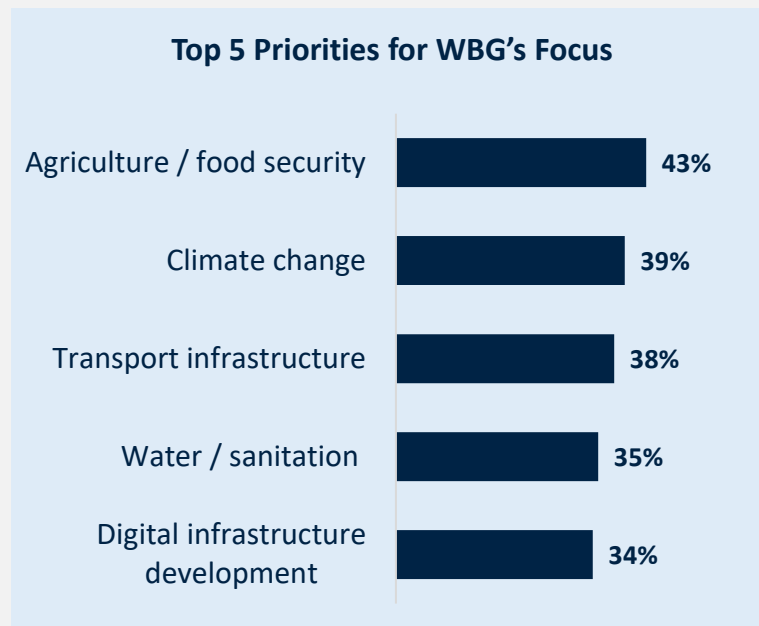
Open-Ended Responses

Agriculture / food security (43%)

- Modernization of agricultural production
- Technical support and training
- Help the government to plan long-term strategies

Climate change (39%)

- Rising awareness around the topic
- Support sustainable projects
- Introducing more efficient agricultural models



Transport infrastructure (38%)

- Promoting public transport
- Increase funding
- Helping the government in the development of a more efficient public transport system

Water/sanitation (35%)

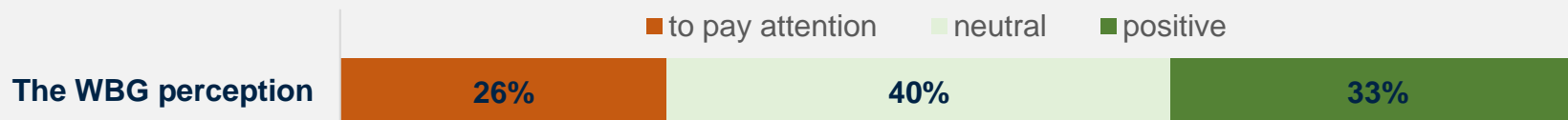
- Water use optimization
- Wastewater management
- Private sector involvement

Digital infrastructure development (34%)

- Better project prioritization
- Digitalization of public and administrative services
- An improved internet connectivity

Please Share What Comes To Your Mind About the WBG in Tunisia.

Open-Ended Responses



- A majority of respondents shared **positive (33%)** and **neutral (40%)** perceptions of the WBG in Tunisia
- Respondents value the WBG work and support but are inclined to believe it is limited or not adapted to the Tunisian context
- Better communication about the WBG’s mission and its work in Tunisia is recommended to address comments marked as “to pay attention”

*“When I think of the WBG in Tunisia, I imagine an international organization **committed to the economic and social development of the country**. I see the WBG as a key player in promoting sustainable growth, reducing poverty, and improving Tunisians’ living conditions. Its projects cover various areas such as education, health, infrastructure, and governance.”*
(Government Institution Respondent)

*“**Collaboration** in the framework of projects funded by the WBG is **characterized by rigor and efficiency**. However, sometimes the **funding is either insufficient or diluted across** several projects to the point of negatively affecting the expected results.”*
(Government Institution Respondent)

*“**A financial institution** that enjoys an **excellent reputation**. The clients of the World Bank Group are leading companies in their fields and contribute to the development of the country.”*
(Private Sector Respondent)

*“**Lack of knowledge of how ministries work**, which **reduces the effectiveness of actions** taken. **Weak coordination between stakeholders** and economic policies.”*
(Academia Respondent)

*“A huge group whose traces are not perceptible to the general public. In my opinion, **work on communication and understanding the major and real concerns of the population** is required rather than working traditionally on state projects whose **impact is not tangible to the population**. In addition, a rapprochement especially towards young graduates and their concerns especially concerning employment and economic and social stability. Huge investment opportunities in these young people, a good number of whom are very talented and just waiting for good opportunities, are available to the WBG.”*
(Government Institution Respondent)

Communication and Outreach

“More needs to be done in terms of communication, the press, and strengthening links with civil society. There is a lack of information about the relationship between the parliament and the WBG.”

(Media Respondent)

“Better communication. Get closer to civil society. Get closer to the private sector, in particular SMEs, SMIs and SMLs.”

(Civil Society Respondent)



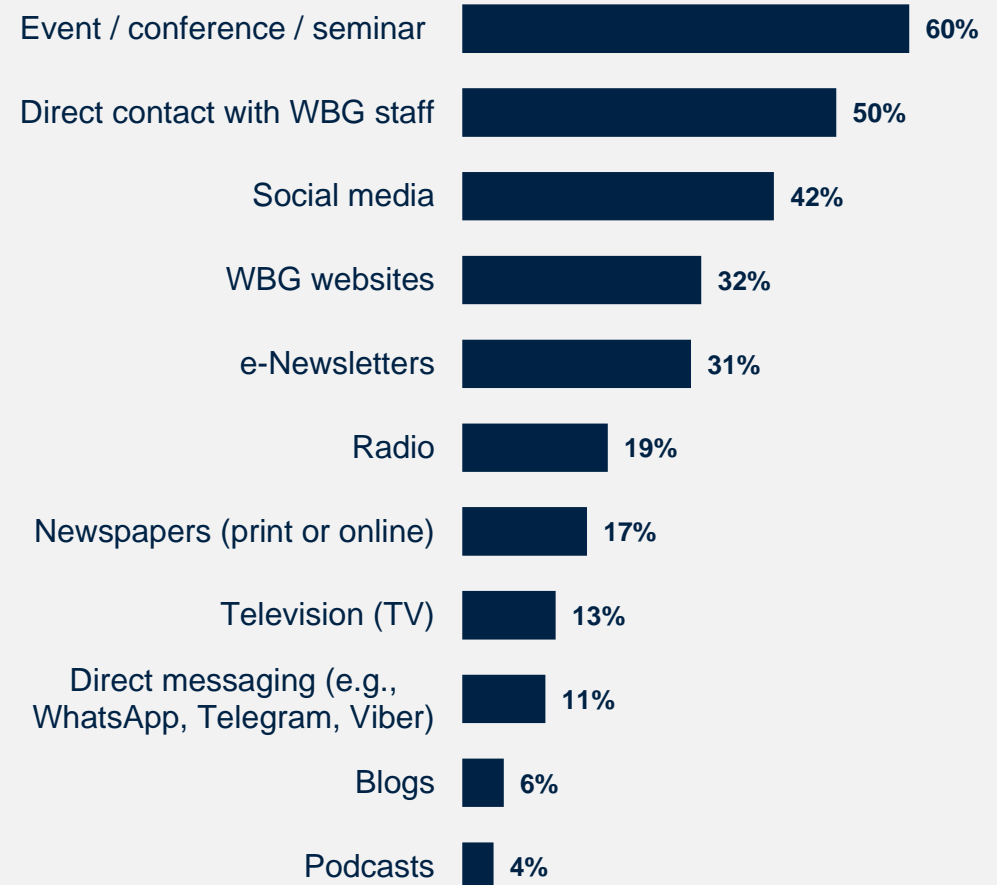
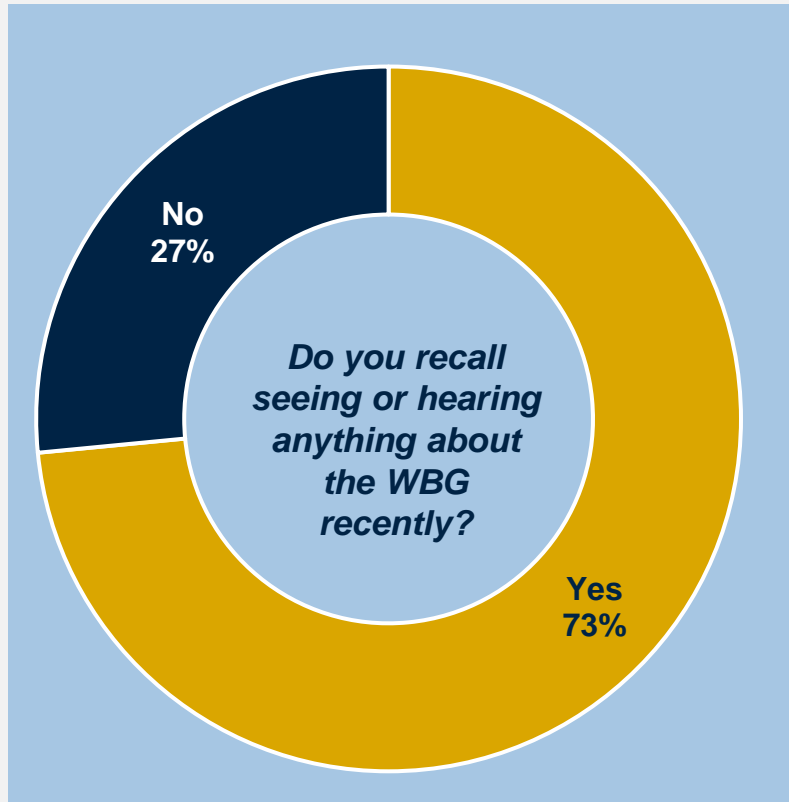
Events/conferences/seminars were Most Preferred for Receiving WBG Communications

Respondents most preferred to receive WBG's communications through **event / conference / seminar**, **e-newsletters**, and **e-newsletter**.

	Preferred WBG Channel						
	All Respondents	Government Institutions	Bilateral /Multilateral Agency	Civil Society	Private Sector	Academia	Media
Event / conference / seminar / workshop (in person or online)	66.7%	65.9%	50.0%	70.0%	61.5%	87.5%	66.7%
e-Newsletters	47.9%	47.7%	16.7%	50.0%	61.5%	62.5%	40.0%
Direct contact with staff (e.g., in person, virtually, phone, email)	39.6%	36.4%	66.7%	40.0%	30.8%	25.0%	53.3%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	24.0%	25.0%	0.0%	30.0%	23.1%	12.5%	33.3%
Social media (e.g., Facebook, Twitter)	12.5%	13.6%	33.3%	10.0%	7.7%	12.5%	6.7%

7 in 10 Recall Information About the WBG Recently, Most Often Through Events and Direct Contact with Staff

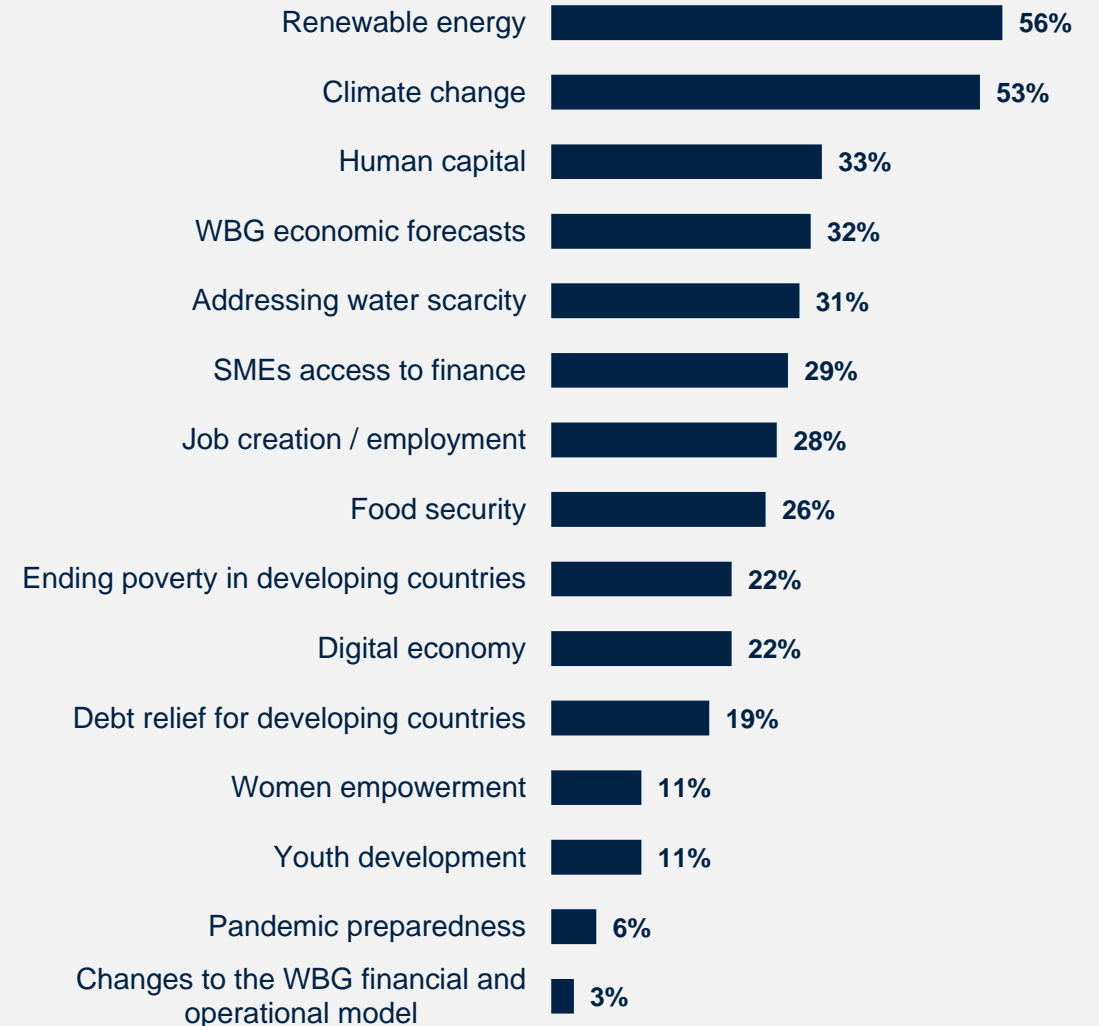
73% of respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG through **events/conference/seminar**, followed by **direct contact with the WBG staff** and **social media**.



WBG Work on Renewable Energy and Climate Change were the Most Commonly Recalled Topics

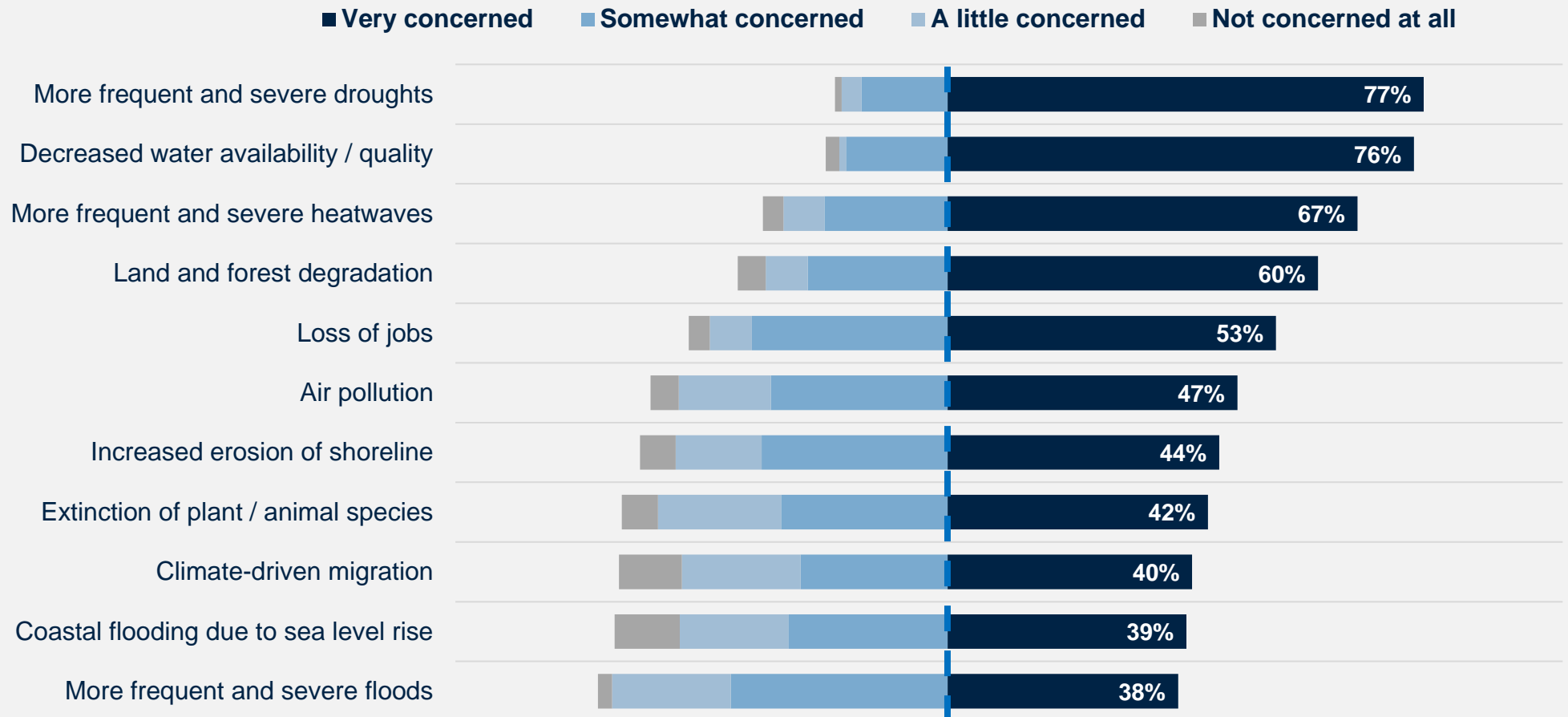
Respondents most frequently recalled WBG's work or research on **renewable energy** and **climate change**, followed by **human capital** and **WBG economic forecasts**.

- Private sector respondents were significantly more likely to recall WBG work on **SME's access to finance** (75%) than respondents from other stakeholder groups.



Climate Change Communications Can be More Impactful when Related to Stakeholders' Top Concerns: More Frequent and Severe Droughts and Water Availability/Quality

Most respondents were **very concerned** about the **more frequent and severe droughts** and **decreased water availability/quality** in relation to the potential impacts of climate change in Tunisia. **More frequent and severe heatwaves** and **land and forest degradation** were also of great concern to respondents. These key areas of concern should be considered to make communications about climate change more impactful.

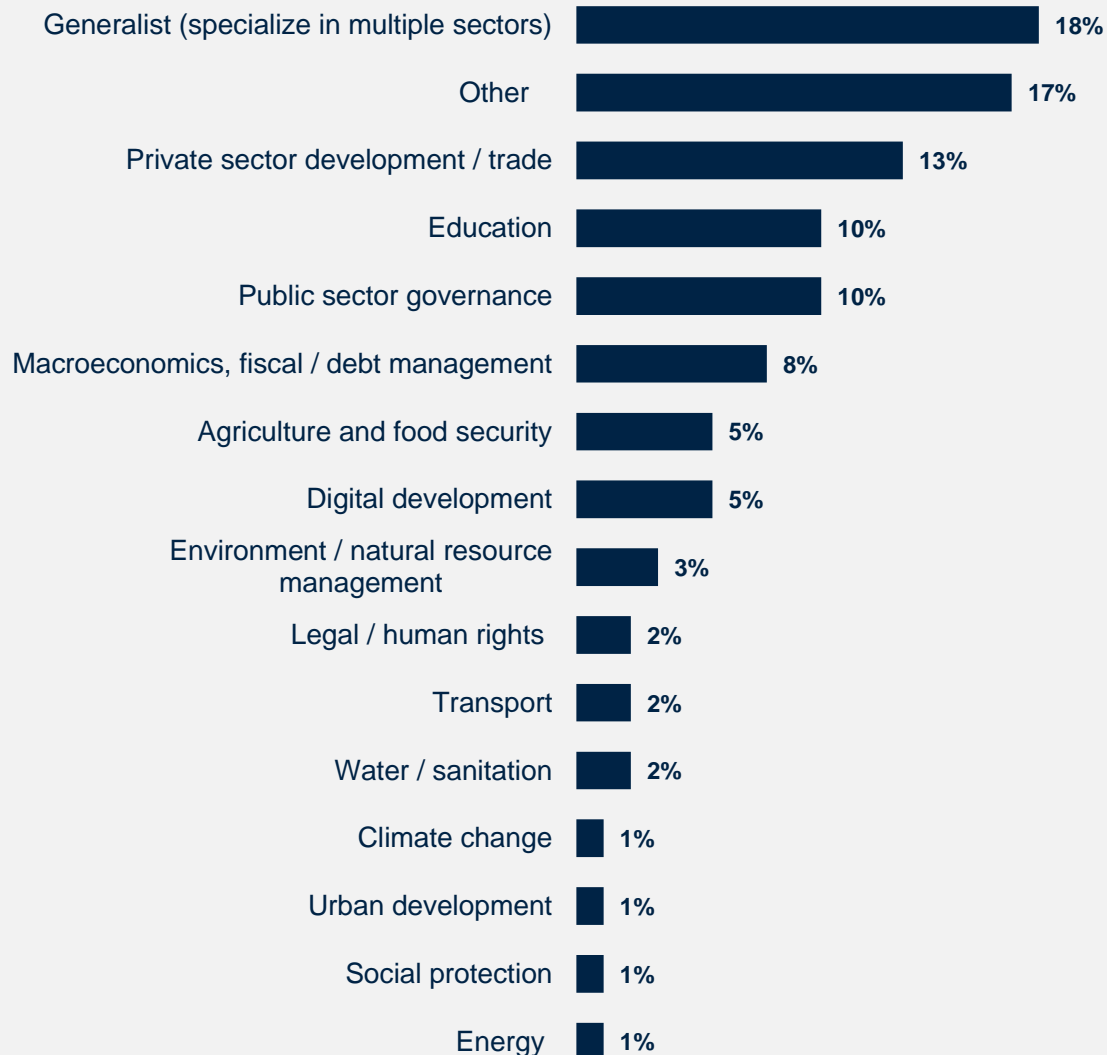


Sample Demographics and Detailed Methodology

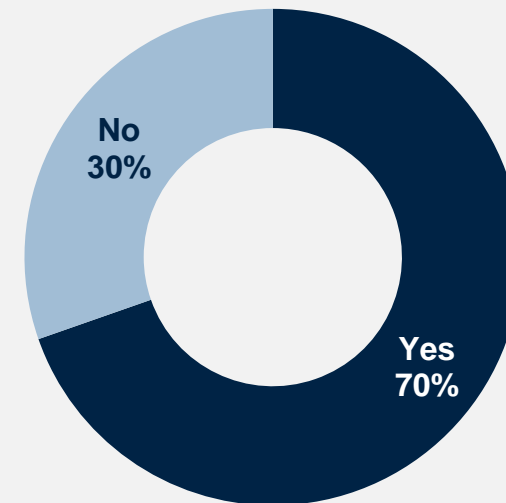


Sample Demographics

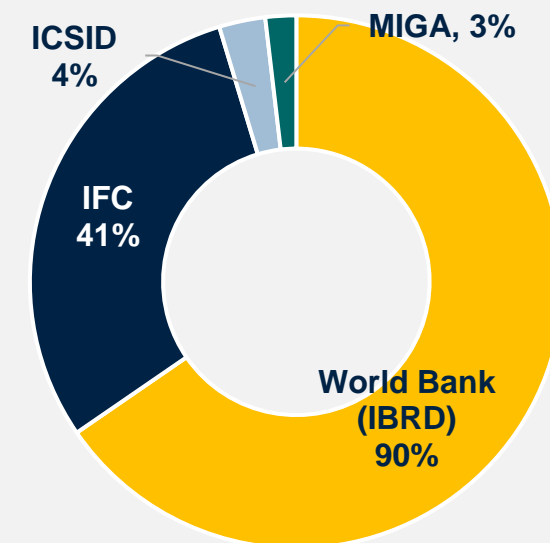
What is the primary specialization of your work? (N=93)



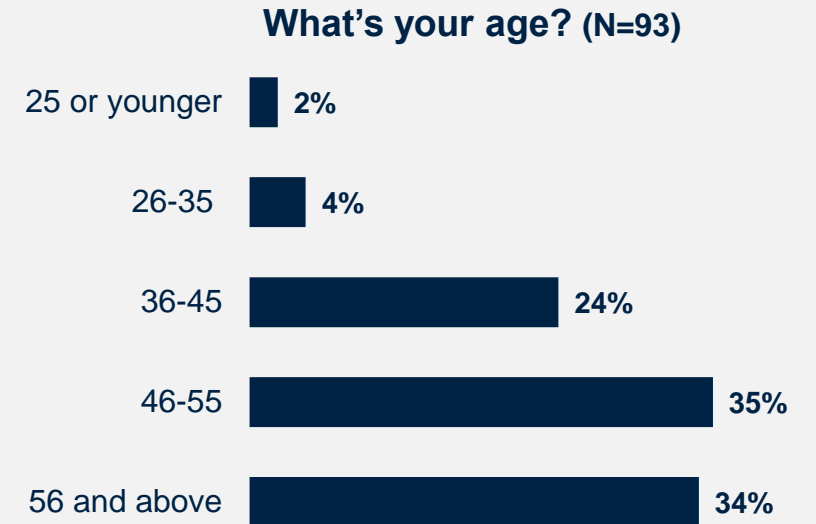
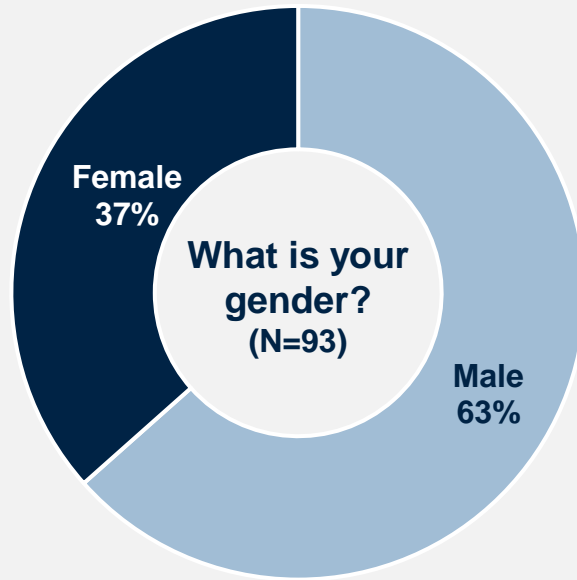
Do you collaborate/work with the World Bank Group (WBG) in Tunisia? (N=112)



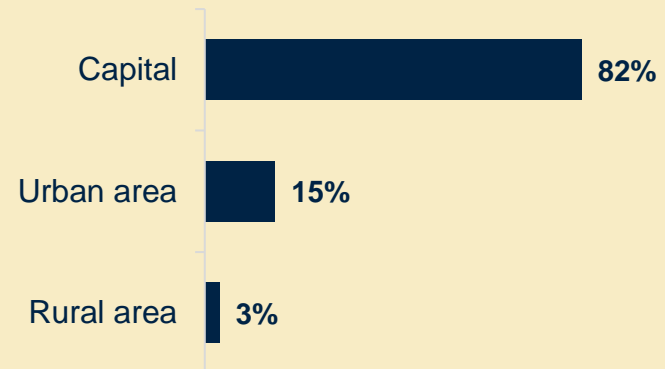
Which of the following WBG agencies do you collaborate/work with in Tunisia? (N=78)



Sample Demographics (continued)



Which best represents your geographic location? (N=92)



Detailed Methodology

From **May to September 2024**, a total of 447 stakeholders in Tunisia 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, Head of Government, office of a minister, parliament, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

Of these stakeholders, **112 participated in the survey (25% response rate)**. Respondents completed the questionnaire either through an online platform or via phone interviews conducted by field agency representatives.

The results of this year’s survey were compared to the FY18 Survey, with a response rate of 18% (N=198).

Comparing responses across Country Surveys provides insights into changes in attitudes over time; however, it is also influenced by variations in respondent samples, methodological changes, and updates to the survey instrument. To minimize the impact of the latter, only questions with comparable response scales and options were analyzed. This year’s survey featured a different distribution of respondents across stakeholder groups, with a lower representation from civil society and academia and a higher representation from the media. Furthermore, 70% of respondents in this survey reported collaborating with the WBG, compared to only 27% in the FY18 survey. These shifts in stakeholder composition between the two years should be carefully considered when interpreting the results of the past-year comparison analyses.

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 “Tunisia COS FY24 Appendices with data breakdowns.xlsx” file published in the WBG Microdata Library, along with the survey microdata and this report.

Percentage of Respondents	FY 2018	FY 2024
Government Principals: Office of the President, Head of Government, Minister	8%	7%
Government Institutions: Employee of a Ministry, Department, Project Implementation Unit, Independent Government Institution, Judiciary, State-Owned Enterprise	26%	31%
Local Government	4%	3%
Bilateral/Multilateral Agency: Embassy, Development Organization, Development Bank, UN Agency	4%	8%
Civil Society Organization: Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	19%	11%
Private Sector: Private Company, Financial Sector Organization, Private Bank	18%	15%
Academia/Research Center	14%	9%
Media	7%	16%
Other	1%	7%
Total Number of Respondents	198	112



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

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

A2. How significant a contribution do you believe the WBG's knowledge work make to development results in Tunisia?

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

A3. The WBG currently plays a relevant role in development in Tunisia.

A4. The WBG's work is aligned with what I consider the development priorities for Tunisia.

A5. The WBG has a positive influence on shaping development policy in Tunisia.

A6. The WBG's work helps end poverty in Tunisia

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 Tunisia

C1_2. Access to WBG staff and experts

C1_3. Flexibility when circumstances change in Tunisia

C1_5. Being a long-term partner to Tunisia

To what extent is the WBG an effective development partner in Tunisia, 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 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., loans, credits, grants, trust funds) meet the needs of Tunisia.

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 Tunisia.

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





CountryOpinionSurveys

Thank you

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

countrysurveys@worldbankgroup.org

