



CountryOpinionSurveys

# FY 2024 Chad

## Country Opinion Survey Report

# Acknowledgements

The Chad Country Opinion Survey is part of the County Opinion Survey (COS) 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.

BI acknowledges the significant contribution of the Chad country team and independent field agency, COMDEV Consulting. In particular, BI is grateful for the support from Kochikpa Abdou Raman Olodo (Operations Officer), Edmond Bagde Dingamhoudou (Senior External Affairs Officer), and Nako Madjiasra (Consultant) who coordinated the survey-related activities from N'Djamena, Chad, and Bamako, Mali.



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# Objectives

This survey was designed to assist the World Bank Group (WBG) in better understanding how stakeholders in Chad 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 opinion do key stakeholders have of the WBG regarding its effectiveness, relevance, alignment with Chad'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 Chad? Are opinions improving or declining?
- 5. Financial Instruments and Knowledge Work:** What do key stakeholders value the most regarding the WBG's work in Chad? 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 April – May 2024

- 450 potential participants were asked to complete a mostly quantitative survey
- Respondents received the survey via courier or completed it online
- List of names provided by the WBG country team and supplemented by the field agency
- Fieldwork managed by the independent field agency

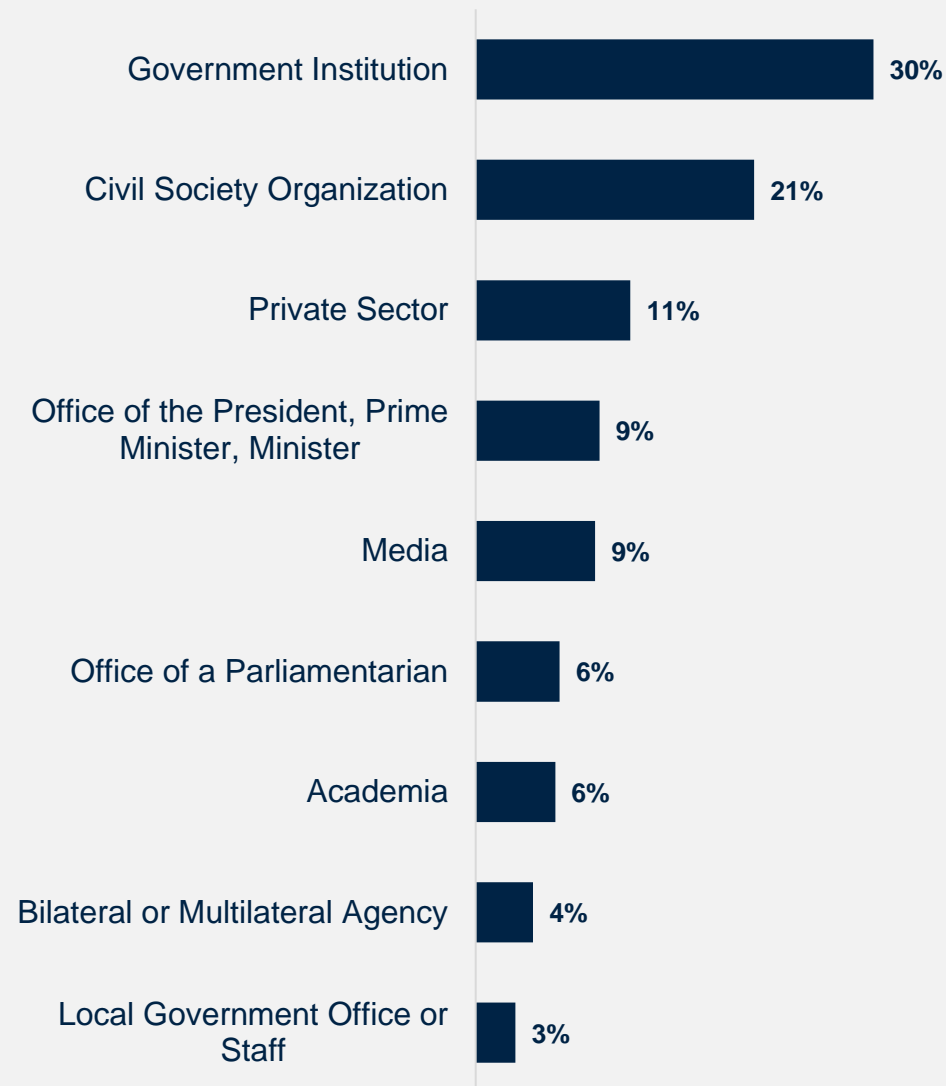
## ■ 305 participants (68% response rate)

- 27% from N'Djamena
- 41% currently collaborate with the WBG

## ■ Compared to FY21 Country Survey

- 342 participants (82% response rate)
- Respondents received the survey via courier or completed it online
- 24% 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=305)

# Overall Context

*“The WBG must collaborate with effective partners who are in direct contact with vulnerable populations in Chad. This collaboration should aim to reduce vulnerability rates, effectively combat famine, address climate change, improve the local population’s health, provide microcredit to agricultural organizations, and reduce unemployment in both urban and rural areas.”*

(Government Institution Respondent)

*“The World Bank Group needs to understand that a country’s development relies on the development of basic socio-educational infrastructure (transportation, schools). Without these elements, there is no development. The final element is the social climate. The World Bank Group is urged to demonstrate a clear commitment to establishing a government that serves the people.”*

(Respondent from the Office of the President/PM/Minister )



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad? (N=225)

# Stakeholders are Less Familiar with the WBG's Work

- Respondents in this year's Country Survey were asked to indicate their familiarity with the work of several other organizations besides the World Bank Group. Of these organizations, respondents in Chad indicated the highest levels of familiarity with the work of the European Union, the African Development Bank (AfDB), and the WBG. Respondents were least familiar with the work of the International Monetary Fund (IMF) in Chad.
- **Comparison of FY24 vs. FY21:** Respondents in this year's Country Survey reported significantly lower levels of familiarity with the World Bank Group compared to the FY21 Survey:

Mean familiarity: **FY24 = 4.9**

**FY21 = 6.1**

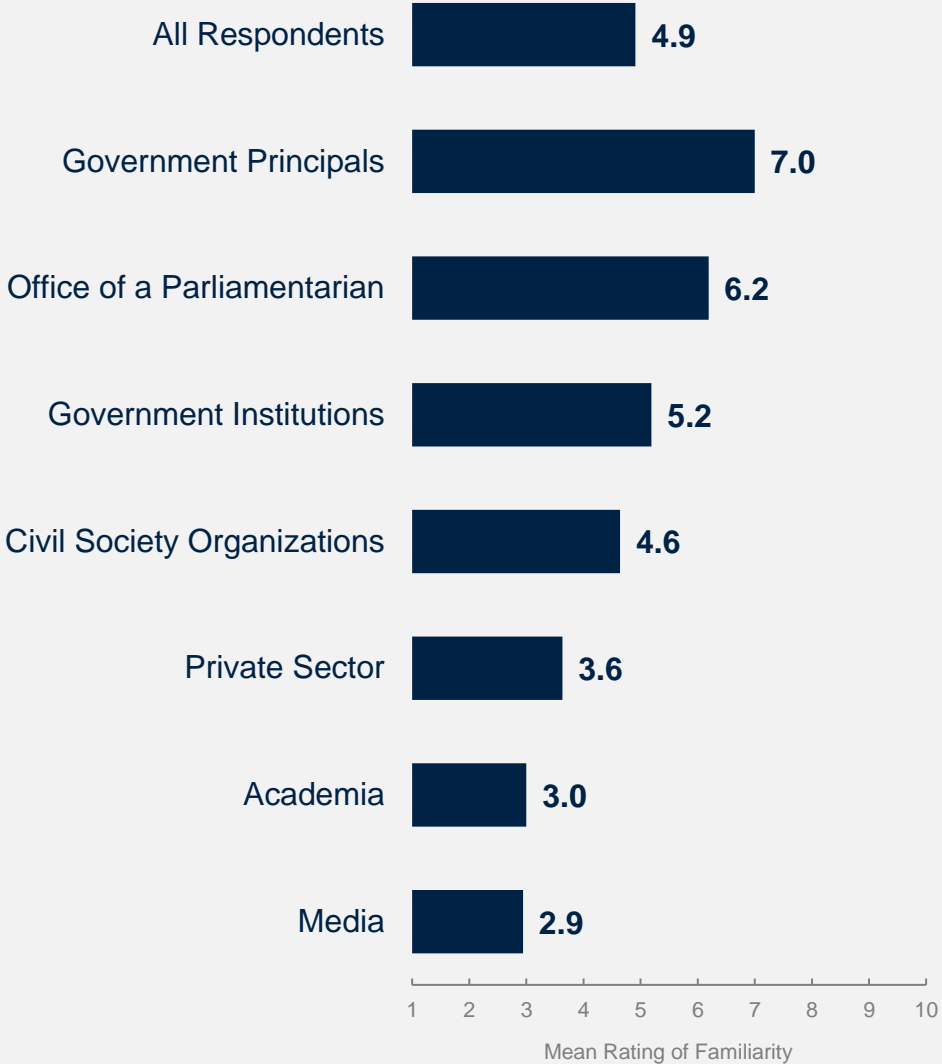


# Familiarity with the World Bank Group

- 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 = 6.8**  
    **Do not collaborate = 3.2**

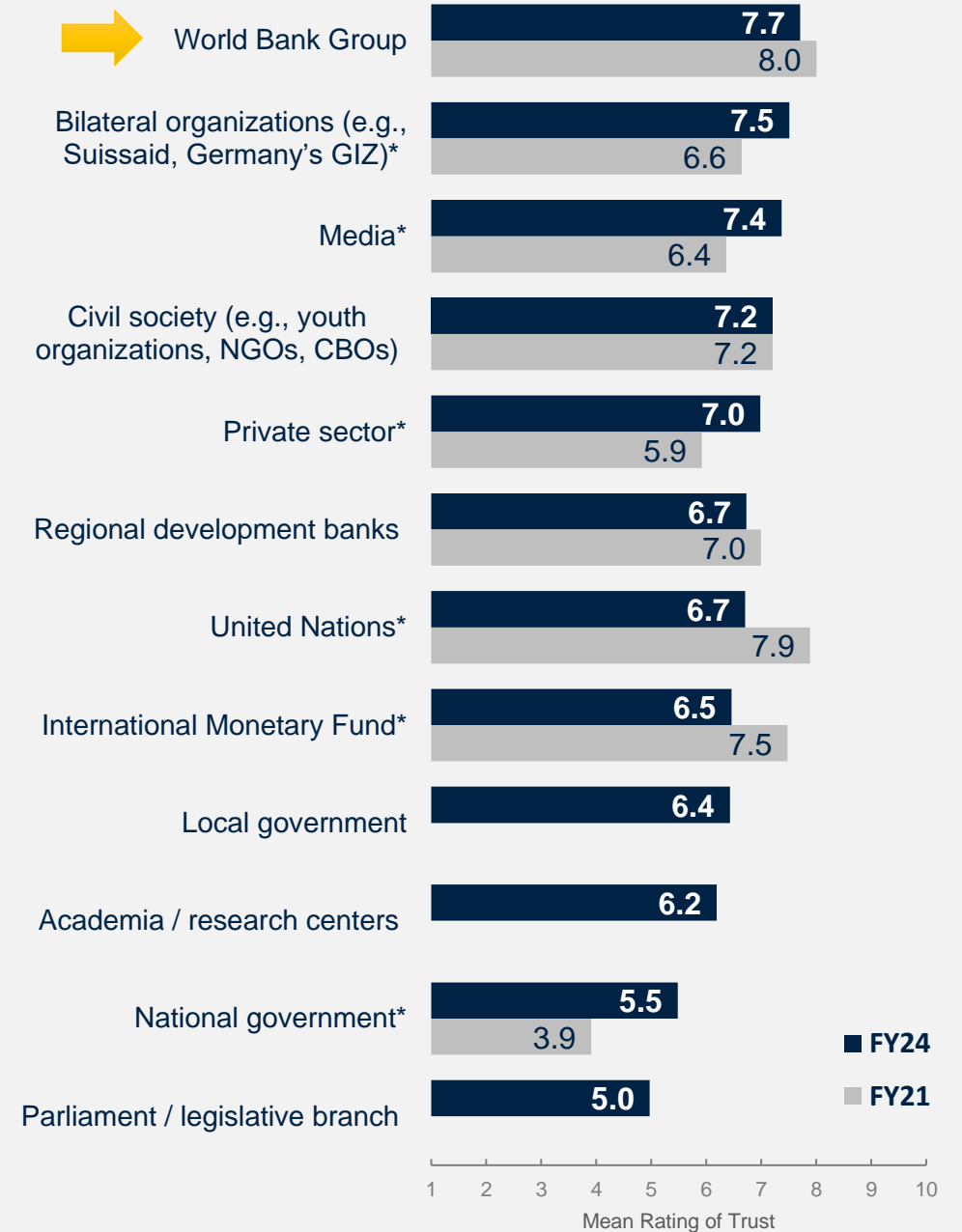
- Stakeholders:** Respondents from the office of the President/Prime Minister/Minister (Government Principals) indicated the highest levels of familiarity with the WBG, whereas respondents from the media reported significantly lower familiarity with its work.



# Trust in the WBG in Chad Remains High

In this year's survey, respondents reported the **highest levels of trust** in the **WBG** and **bilateral organizations**.

Respondents' trust ratings in the media, the private sector, and the national government were significantly higher in FY24, while their trust in the UN and the IMF decreased significantly. Respondents provided the lowest trust ratings for the national parliament.



# *Overall Attitudes toward the World Bank Group*

*“Establish an effective monitoring mechanism to ensure that projects funded by the WBG benefit the intended beneficiaries. Good governance from authorities is required before any disbursement.”*

(Private Sector Respondent)

*“Ensure effective project monitoring in Chad. Entrust specific projects to private organizations or NGOs for implementation. Communicate directly with project beneficiaries to inquire about real difficulties related to project management.”*

(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 Chad? (N=225)*

# Key Performance Indicators Remain Strong, Positive

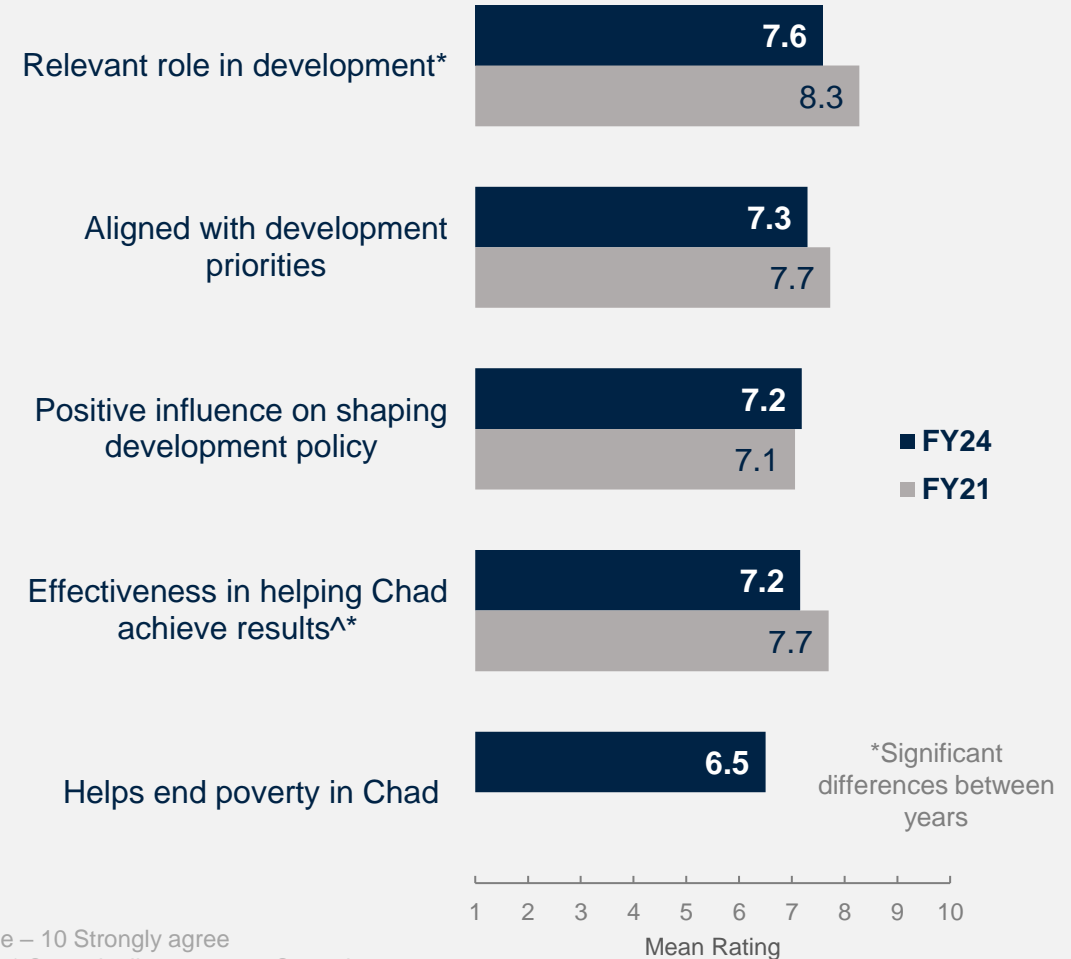
In FY24, respondents gave the highest ratings for the **WBG’s relevance to development in Chad**; even though these ratings have decreased significantly, they remain rather positive.

Stakeholder ratings for the WBG’s **alignment** with the country’s development priorities, its **positive influence** on shaping development policy, and perceptions of **effectiveness** remained consistently positive, with a slight decline.

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

*“The WBG continues to support Chad, but its activities have no visible impact on the ground. The WBG must change its approach to providing direct financing. To combat poverty, it should invest in the construction of public-interest infrastructure, particularly roads, schools, hospitals, water systems, and markets, or fund micro-projects in agriculture and livestock.”*

(Government Institution Respondent)

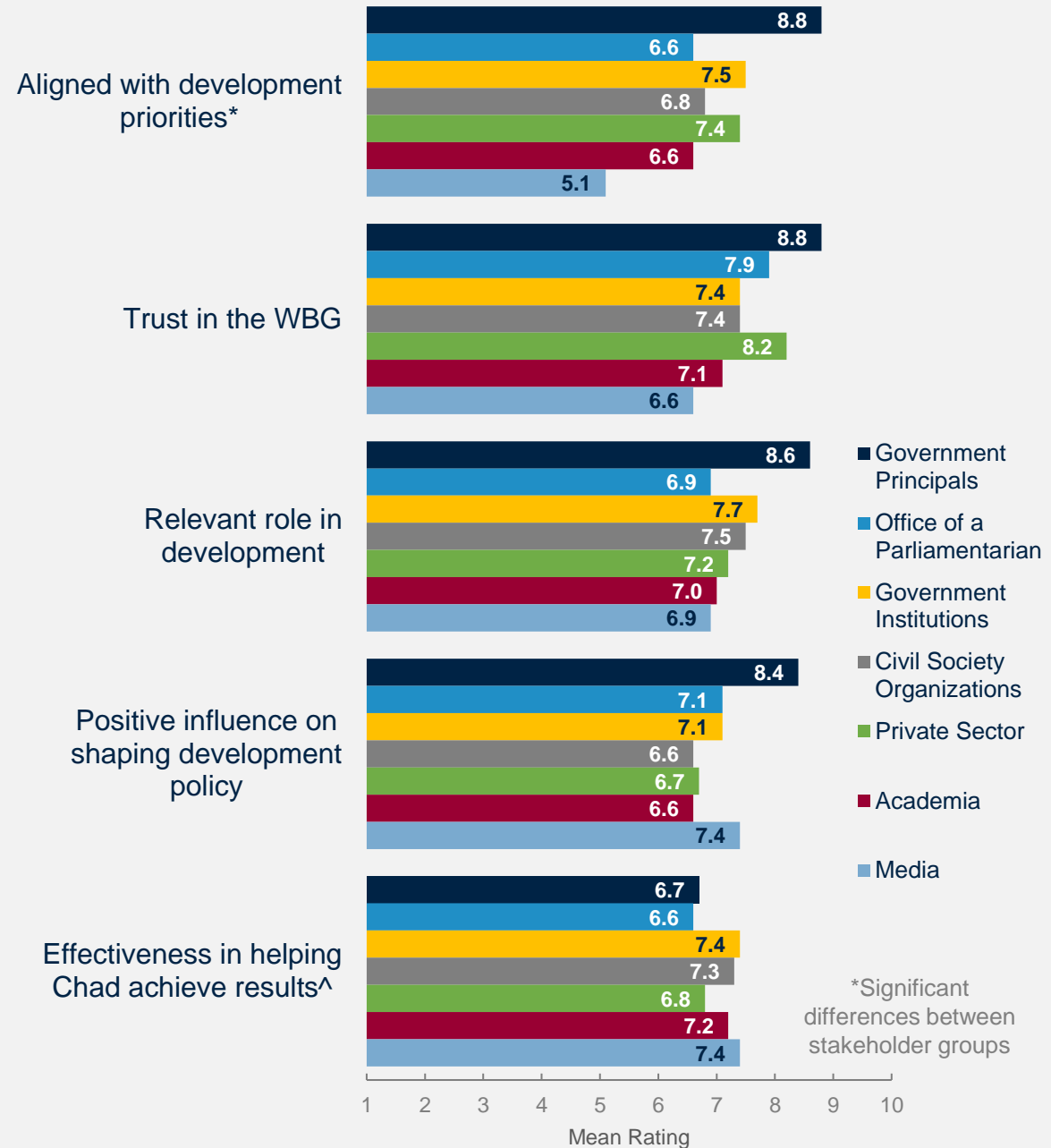


The WBG currently plays a relevant role in development in Chad. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG’s work is aligned with what I consider the development priorities for Chad. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping the development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



# Stakeholders from Government Institutions Hold More Positive Views of the WBG

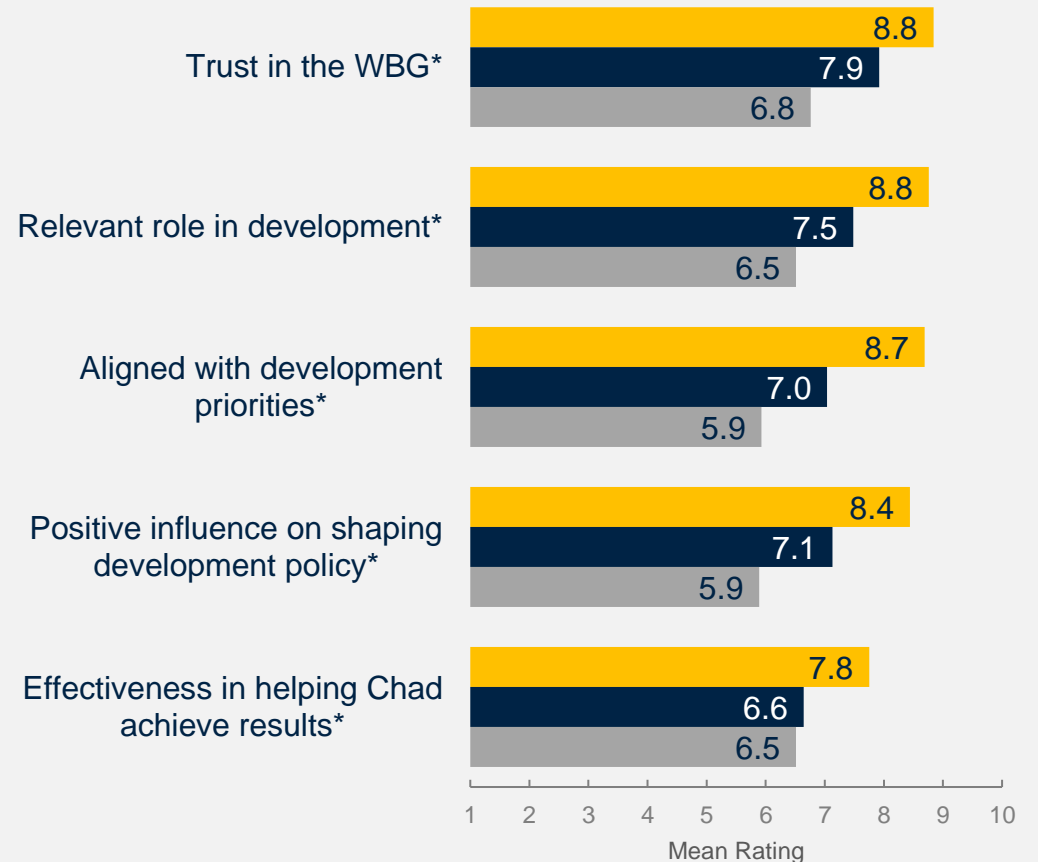
Comparisons of ratings for key performance indicators among stakeholder groups indicate that **government principals** were most positive about World Bank Group's work. While most respondents were not significantly more critical, **media** respondents expressed notably critical views on WBG's alignment with the country's priorities.



# Familiarity Leads to More Positive Perceptions

Respondents highly familiar with the WBG (ratings of 8–10) consistently hold more positive perceptions of its work than those with limited familiarity (ratings of 1–4), highlighting a correlation between familiarity and favorable views.

**Meaningful engagement and outreach can further enhance positive perceptions.**



**How familiar are you with the work of the WBG in Chad?**

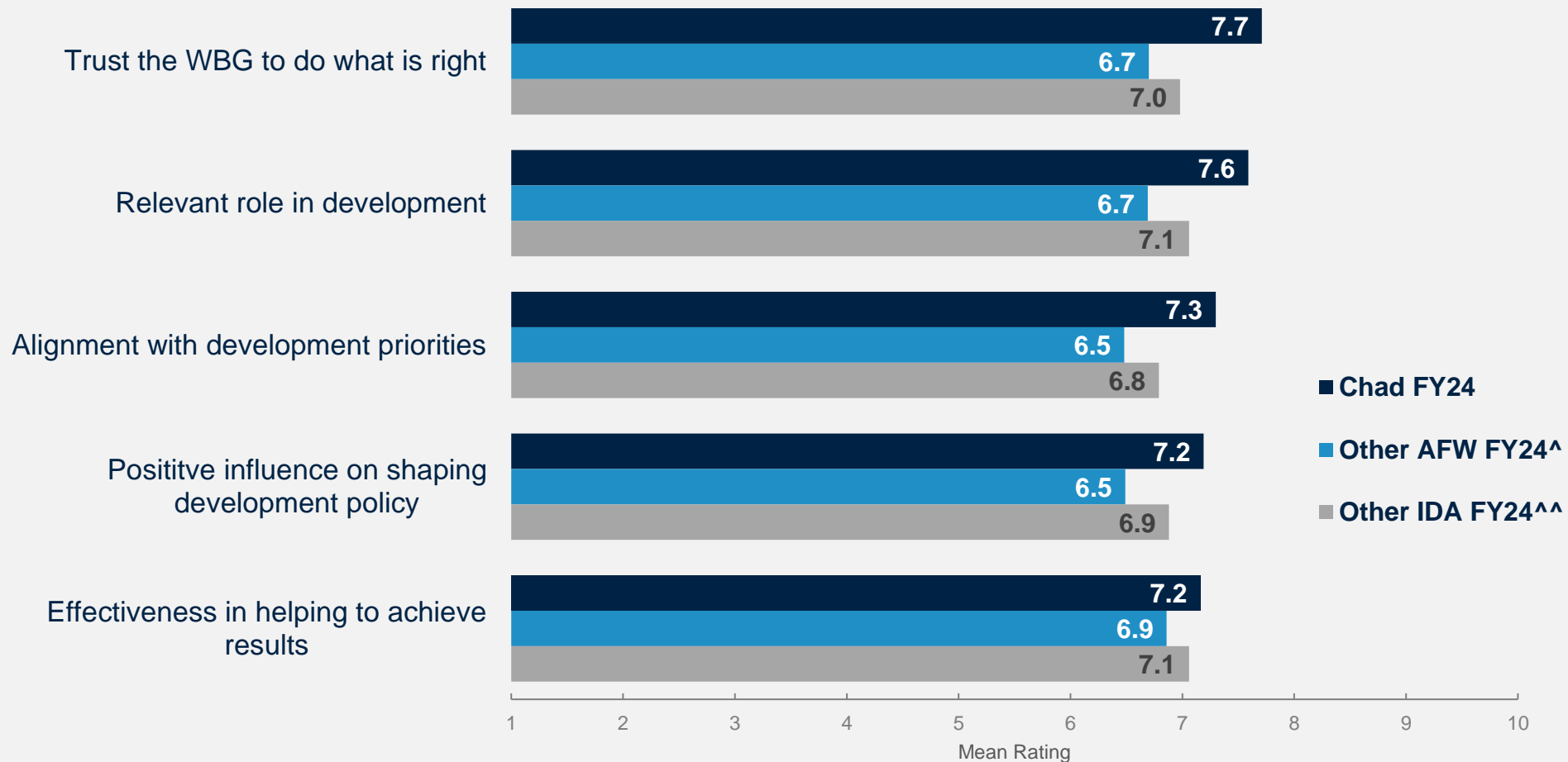
■ High Familiarity (8-10) ■ Some Familiarity (5-7) ■ Low Familiarity (1-4)

\*Significant differences between levels of familiarity



How much do you trust the WBG to do what is right for Chad? Scale: 1 Not at all – 10 Very much  
 The WBG currently plays a relevant role in development in Chad. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG's work is aligned with what I consider the development priorities for Chad. Scale: 1 Strongly disagree – 10 Strongly agree  
 The WBG has a positive influence on shaping the development policy in Chad. Scale: 1 Strongly disagree – 10 Strongly agree  
 How effective is the WBG in helping Chad achieve development results? Scale: 1 Not effective at all – 10 Very effective

# Chad's Key Performance Indicators are Higher than those of other Countries in Western and Central Africa, as well as other IDA Countries Surveyed in FY24



<sup>^</sup> Other Western and Central African Countries (AFW) FY24: Benin, Burkina Faso, Equatorial Guinea, Guinea-Bissau, Mauritania, Nigeria, Senegal, and Togo.

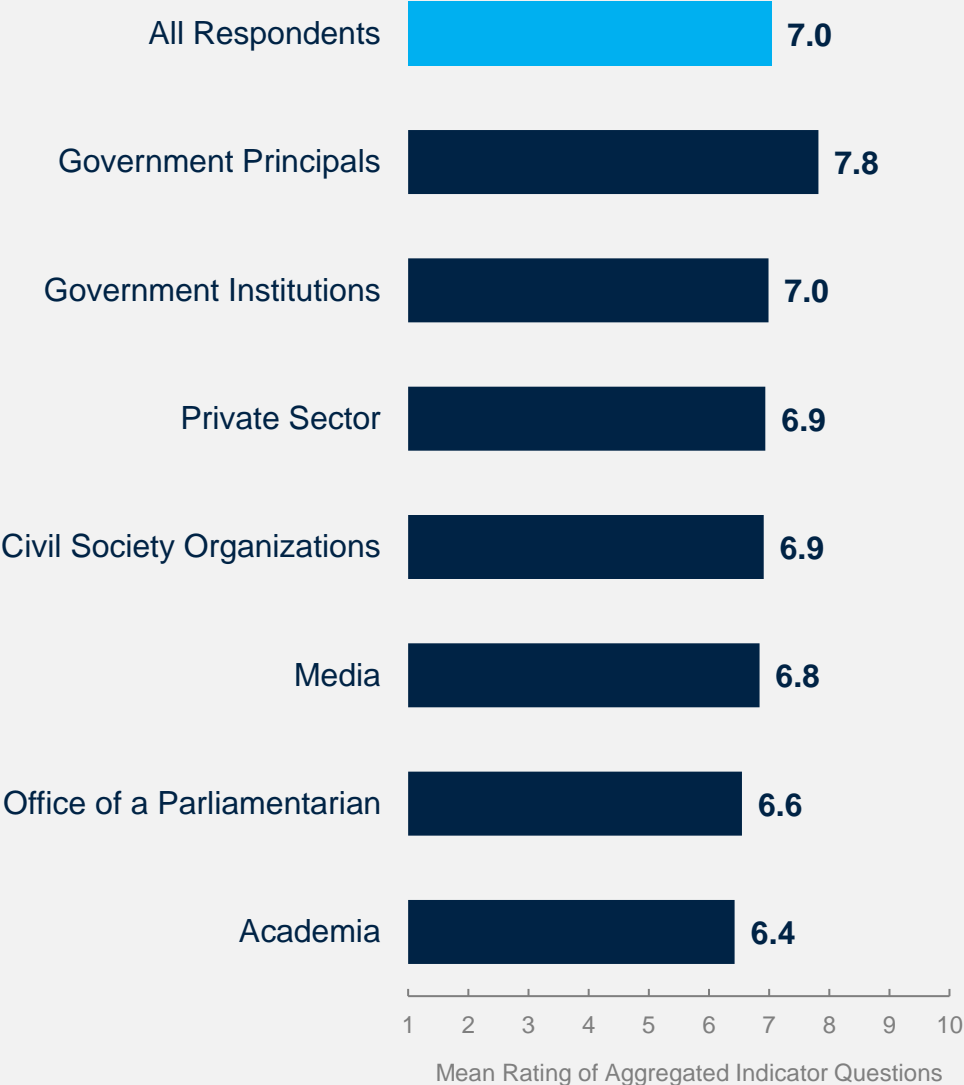
<sup>^^</sup> Other IDA Countries FY24: Benin, Bhutan, Burkina Faso, Burundi, Cambodia, Comoros, Guinea-Bissau, Lao PDR, Lesotho, Maldives, Mauritania, Senegal, Solomon Islands, Somalia, South Sudan, Sri Lanka, Togo, and Zambia.

# Stakeholder Trends Across Performance Indicators

**Government principals** had the highest mean ratings across the aggregated responses to the **nineteen COS indicator questions**. Respondents from **academia** and the **office of a parliamentarian** had the lowest mean ratings, but the difference between them and government principals was not statistically significant.

**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 did not collaborate with the WBG:

Mean rating:           **Collaborate with WBG = 7.5**  
                                  **Do not collaborate = 6.6**



# ***World Bank Group's Support for Development Areas***

*“Solving drinking water problems in rural areas. Strengthening the resilience of communities to climate change. Strengthening the means of work and the capacities of Chadian media.”*

(Respondent from Office of the President, Prime Minister, Minister)

*“The WBG should support priority sectors (education, health, agriculture, livestock) for food self-sufficiency and the private sector for job creation. It should require good governance from the government and rely on investment results. Infrastructure development (roads, railways, airports, educational and health facilities) should also be prioritized.”*

(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 Chad? (N=225)*

# WBG: Focal Development Areas

In FY24, stakeholders want the WBG to focus its resources on **agriculture/food security, education, energy, water/sanitation, jobs, and health**. This year's survey respondents viewed **energy** and **water/sanitation** as significantly higher priorities than in the FY21 survey (12% and 11%, respectively).

In addition, **respondents specializing in education** (27% of the sample) were significantly more likely to prioritize education as a focus area for the WBG (82%) compared to those in other fields (53%).

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

*"Provide financial and technical support to farmers' organizations to significantly increase yields for major and off-season crops. Food security is and remains a fundamental pillar of all development."*

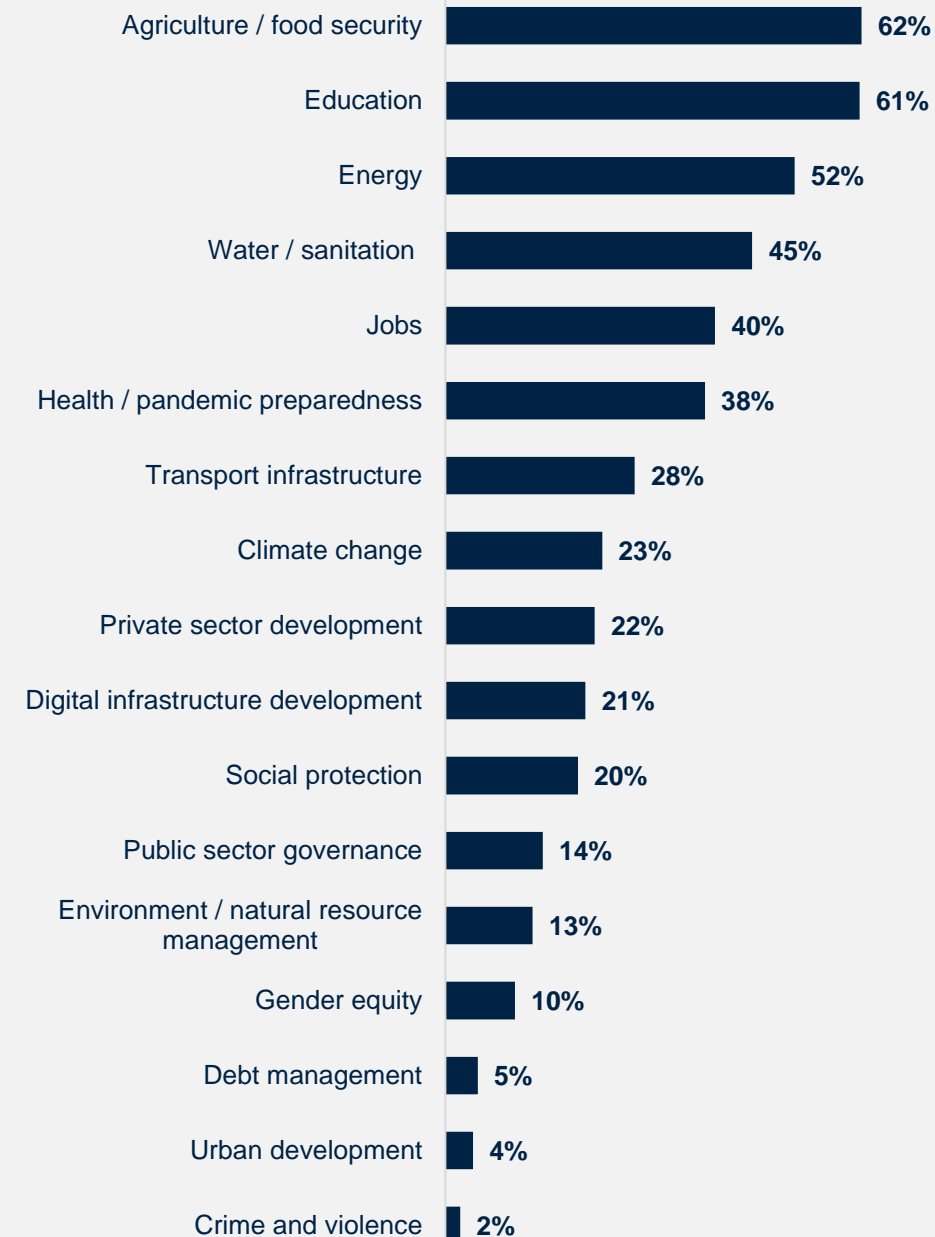
(Government Institution Respondent)

*"The issue of water. It has become a language articulated in simple terms for the distressed citizen who no longer knows how to obtain water, which has become more precious than oil. ..."*

(Media Respondent)

*"The WBG must invest in human development, that is, education."*

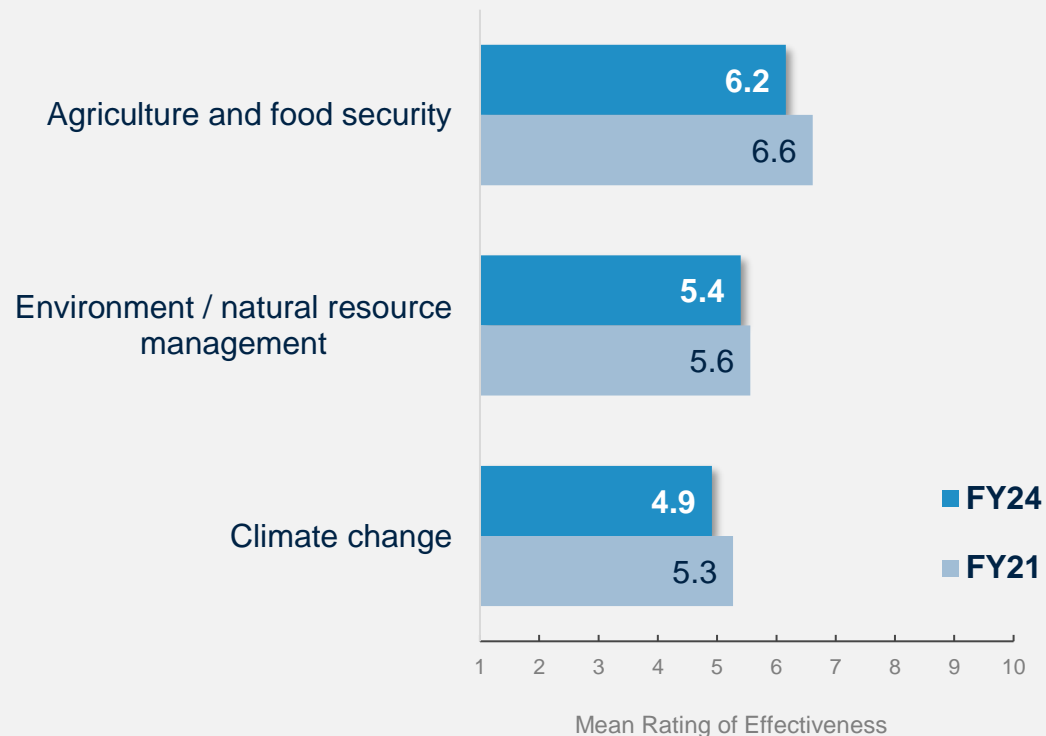
(Respondent from Office of a Parliamentarian)



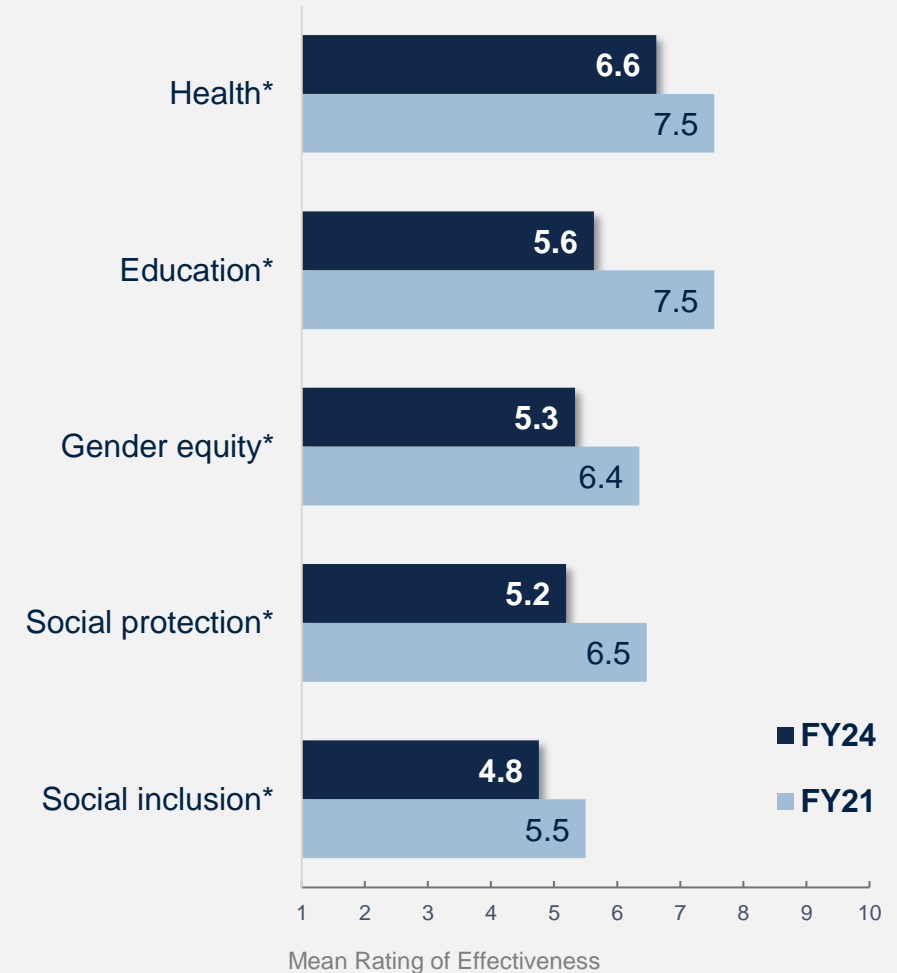
# Effectiveness of WBG's Sectoral Support

The WBG's **health** and **agriculture/food security** work received the highest effectiveness ratings. Perceptions of the effectiveness of the WBG's support in most sectors that could be compared have significantly declined, most notably in **education**.

## Environmental Sustainability



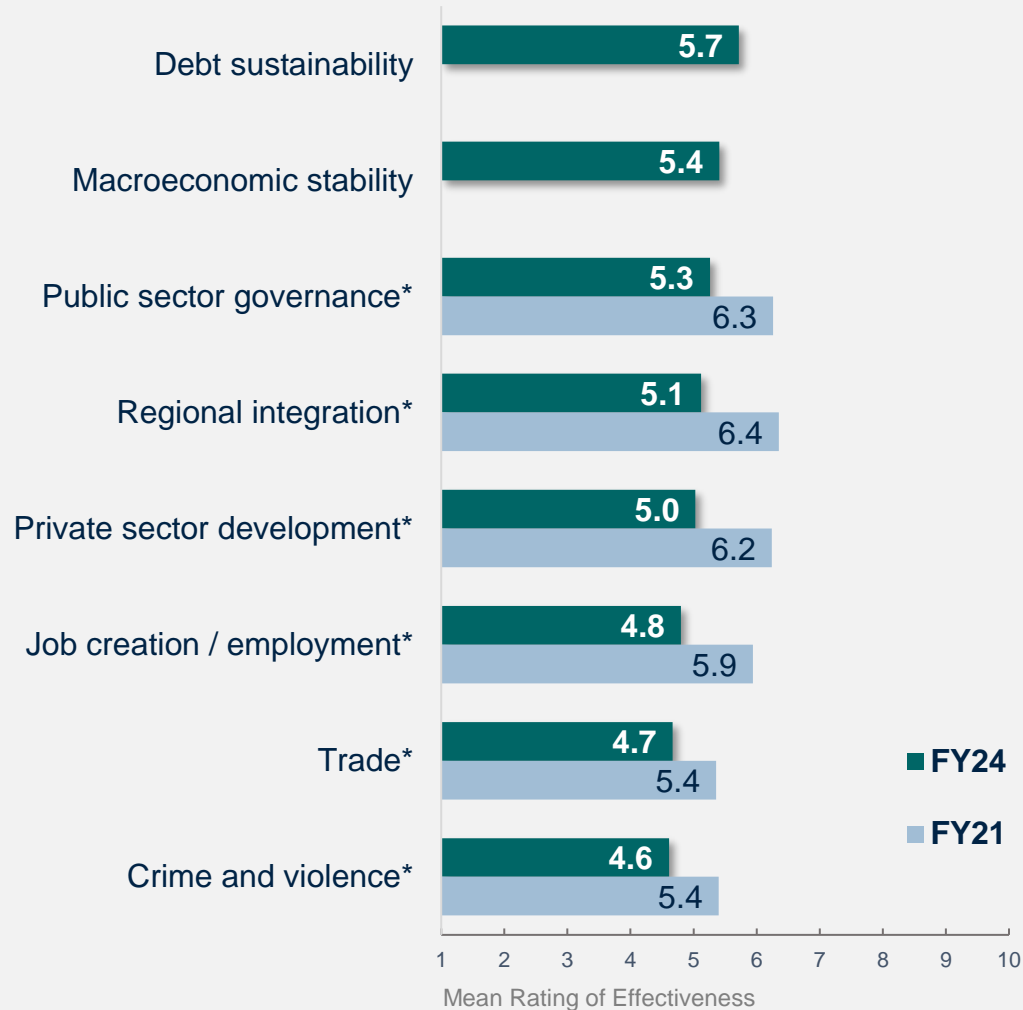
## Human Development



How **effective** has the WBG been at achieving development results in each of these areas in Chad? Scale: 1 Not effective at all – 10 Very effective  
 (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know") \*Significant differences between years

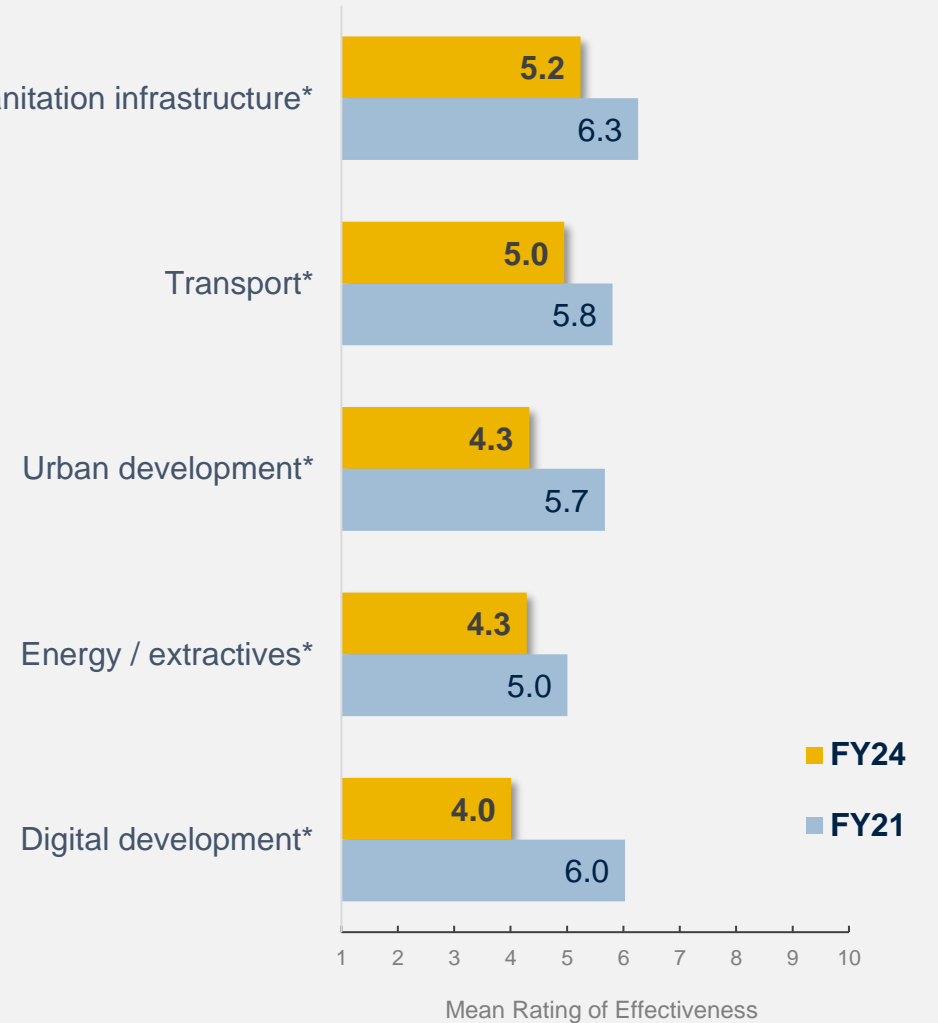
# Effectiveness of WBG's Sectoral Support

## Finance / Institutions / Economic Growth



## Infrastructure

Water supply and sanitation infrastructure\*



How **effective** has the WBG been at achieving development results in each of these areas in Chad? Scale: 1 Not effective at all – 10 Very effective  
 (If you have NO exposure to/experience in working in any of the sectors listed below, please respond “Don’t know”) \*Significant differences between years

# *World Bank Group's Engagement on the Ground in Chad*

*“Invest directly in the activities of local organizations and work with civil society such as peasant organizations, women's organizations, cooperatives, and youth organizations.”*

(Civil Society Respondent)

*“Collect information or data from people, resources, civil society, communities, parliamentarians, etc.; process or analyze it; and make concrete proposals relating to decisions made by laws and other regulatory texts.”*

(Government Institution Respondent)



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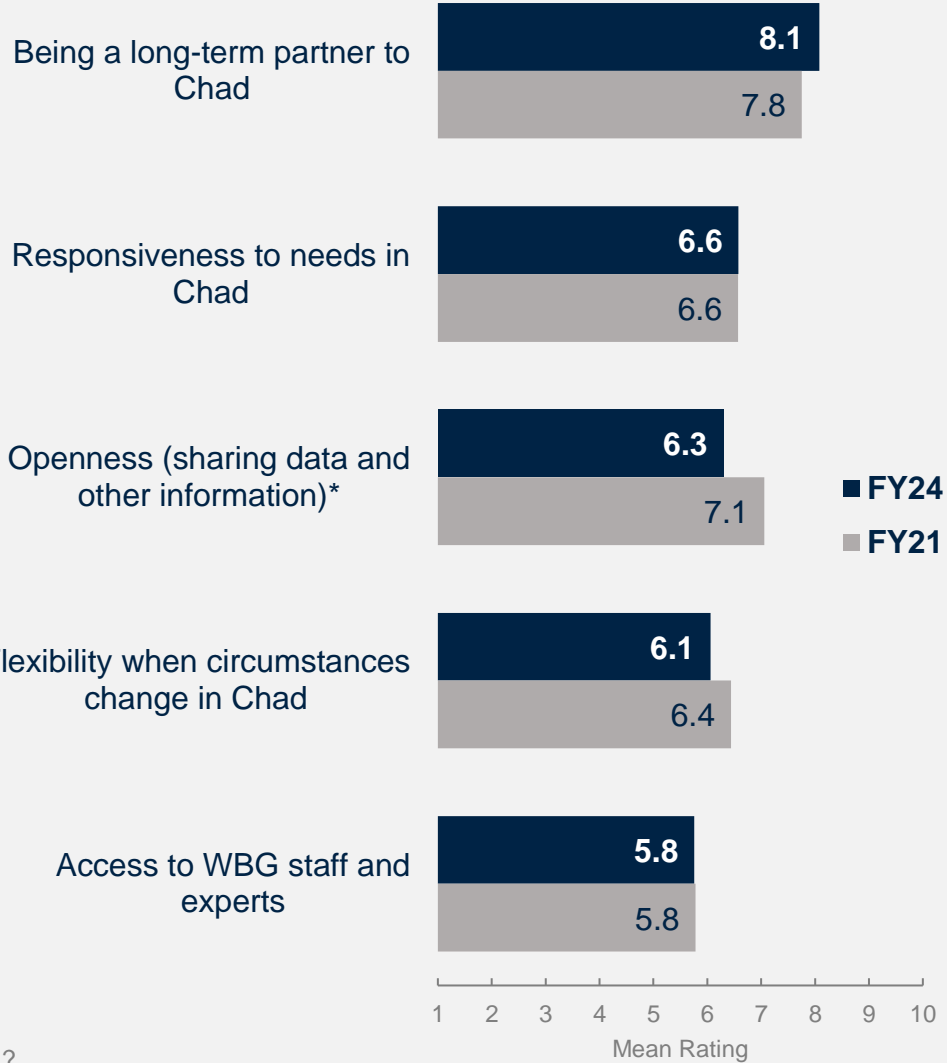
*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad? (N=225)*

# Perceptions of Long-Term Partnership are High, While Views on Other Aspects of Engagement are Moderate

In FY24, respondents continued to perceive the WBG as a **long-term partner** in Chad, while their ratings for the WBG's **openness** have decreased significantly. Ratings for **responsiveness, flexibility, and staff accessibility** haven't changed significantly and remain moderate, below 7.0 on a 10-point scale.

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

*“Raising awareness among the public. Working more with local communities and civil society. Prioritizing the energy sector. Frequently sharing data and information (Communication). Impact assessment.”* (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 country context asked in FY21. \*Significant differences between years

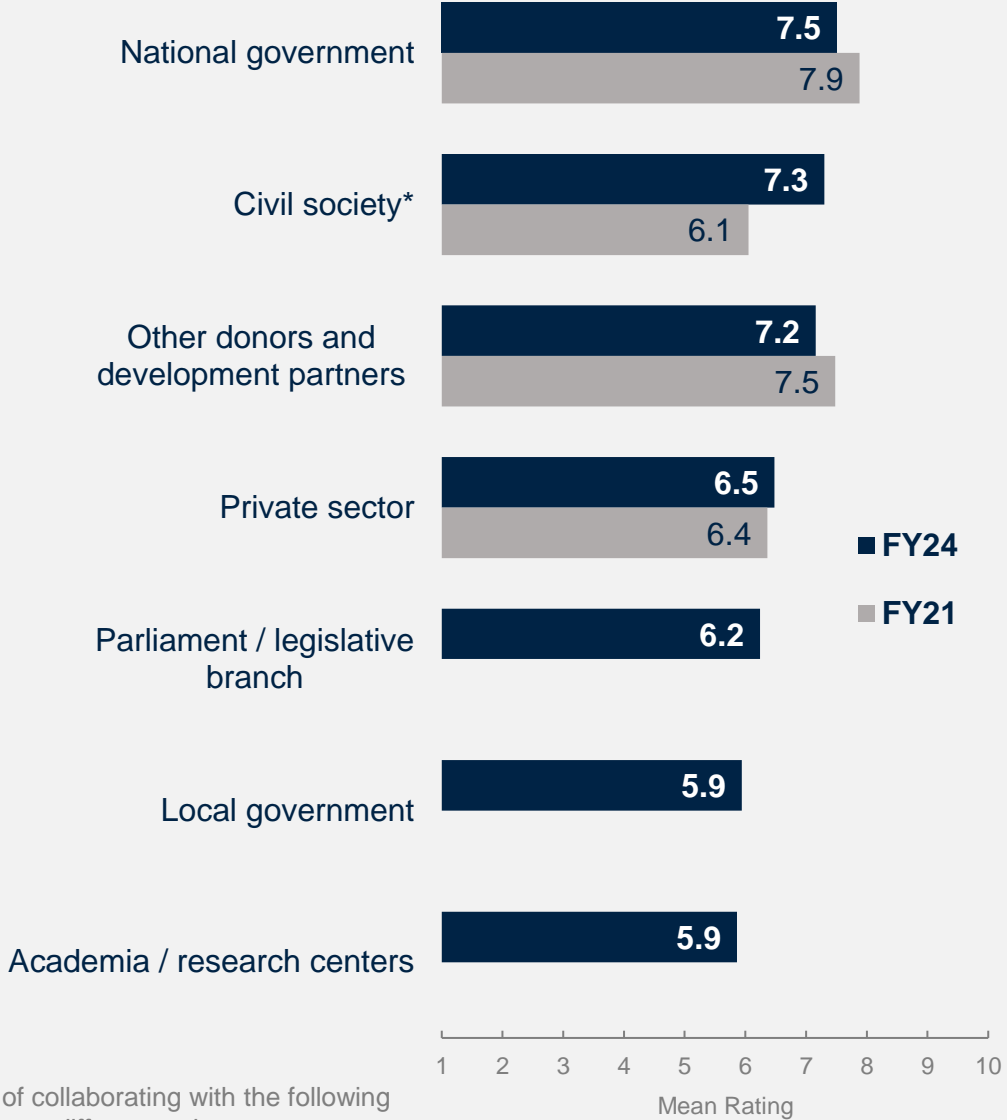
# Perceptions of WBG Collaboration with Stakeholder Groups Vary in Chad

In FY24, respondents gave the highest ratings for the WBG’s collaboration with the **national government, civil society, and other donors and development partners**. Notably, ratings for the institution’s collaboration with **civil society** have improved significantly. Meanwhile, ratings for collaboration with other stakeholder groups were moderate, with the lowest ratings for collaboration with academia.

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

*“It should be practical and directly applicable in the field, involving the direct beneficiaries in advance and engaging with them.”*  
 (Academia Respondent)

*“Support grassroots entities (cooperatives, businesses) in their mission. Take into account the input of grassroots stakeholders in all development projects. Fund promising and resilient projects.”*  
 (Private Sector Respondent)



To what extent is the WBG an effective development partner in Chad, in terms of collaborating with the following groups? Scale: 1 To no degree at all – 10 To a very significant degree. \*Significant differences between years

# Stakeholders Want the Bank to Collaborate More with Civil Society, Local Government, and Private Sector

A majority of respondents in this year's survey indicated that the WBG should collaborate more with **civil society, local government**, and the **private sector** in addition to its partnership with the national government.

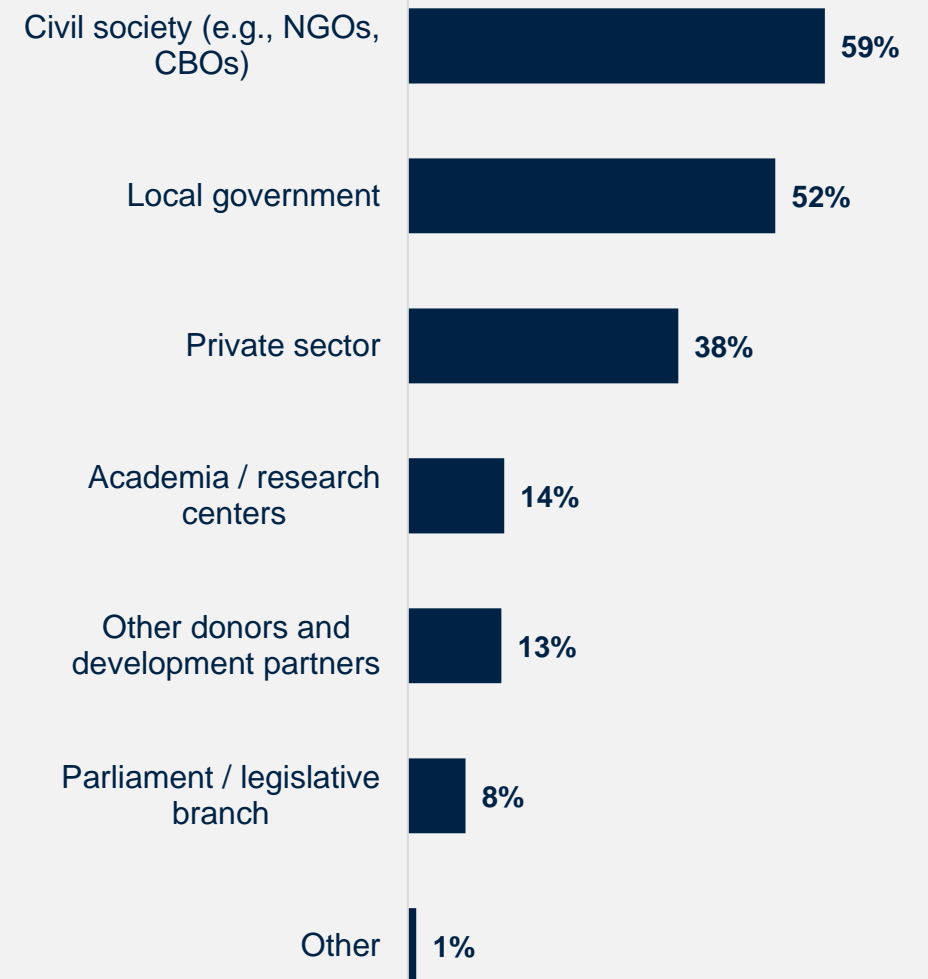
*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad?*

*"The WBG must collaborate more with the local community, the media, civil society, the private sector."*

(Media Respondent)

*"Engage civil society in the planning and implementation of programs and projects, ensuring accountability at all levels."*

(Civil Society Respondent)



# ***World Bank Group's Financial Instruments and Knowledge Work***

*“Financing of small projects designed by young people and support for vocational training.”*

(Bilateral/ Multilateral Agency Respondent)

*“Capacity building of development actors (subsidies for agricultural equipment to producers), strengthening of the education system by training teachers and supporting them without forgetting health and justice.”*

(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 Chad? (N=225)*

# Capacity Development and Training are Considered the Bank's Greatest Values

Respondents in Chad mostly value WBG's capacity-building and technical assistance and its ability to mobilize third-party financial resources.

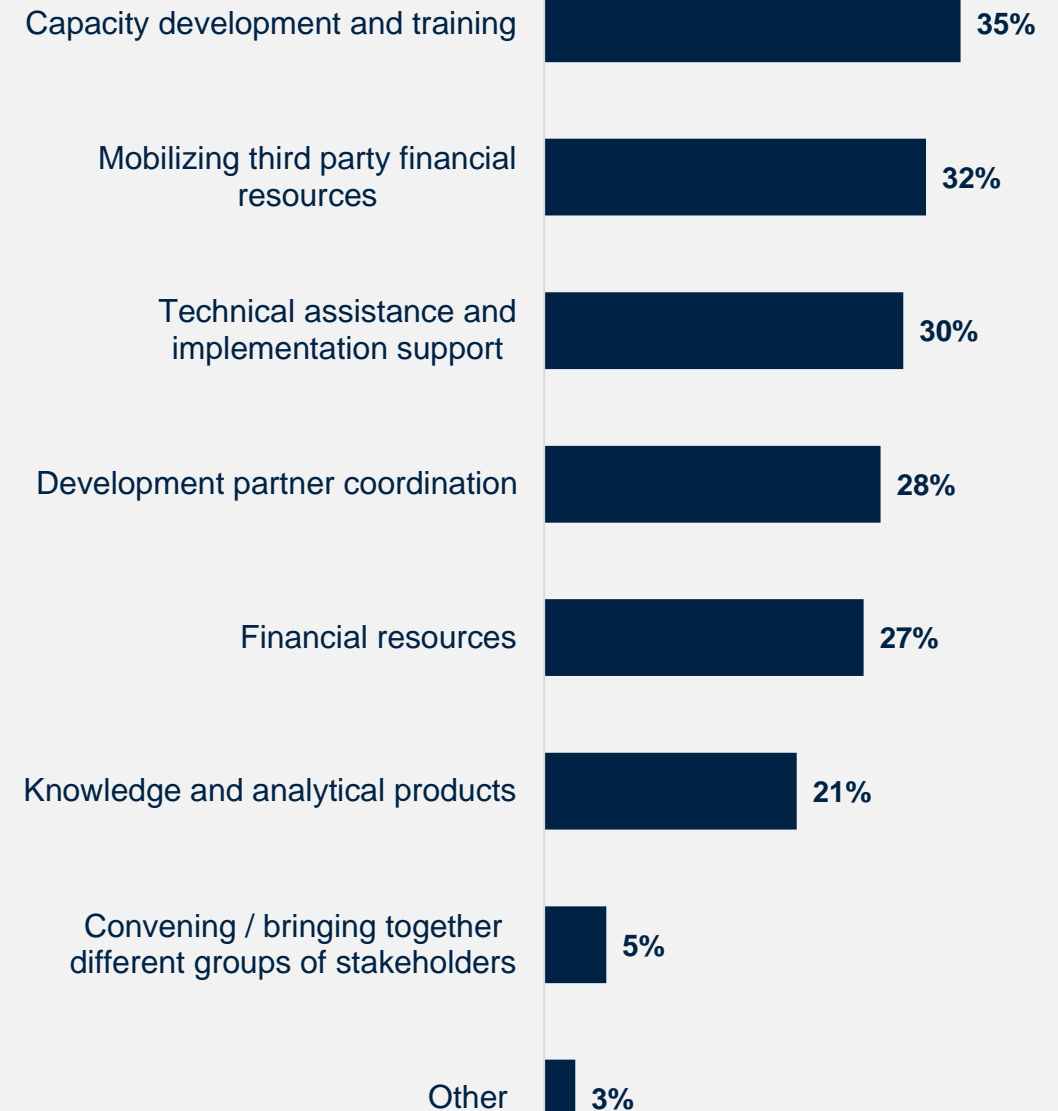
***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad?***

*"Strengthen private sector capacities, strengthen monitoring and evaluation of WBG-funded projects more strictly, strengthen financing conditions for WBG-funded projects to demand tangible results."*

(Media Respondent)

*"WBG partner agencies must streamline procedures for disbursing allocated funds. Slowness in the execution of WBG projects. Projects are ending without being implemented at 1/3."*

(Government Institution Respondent)

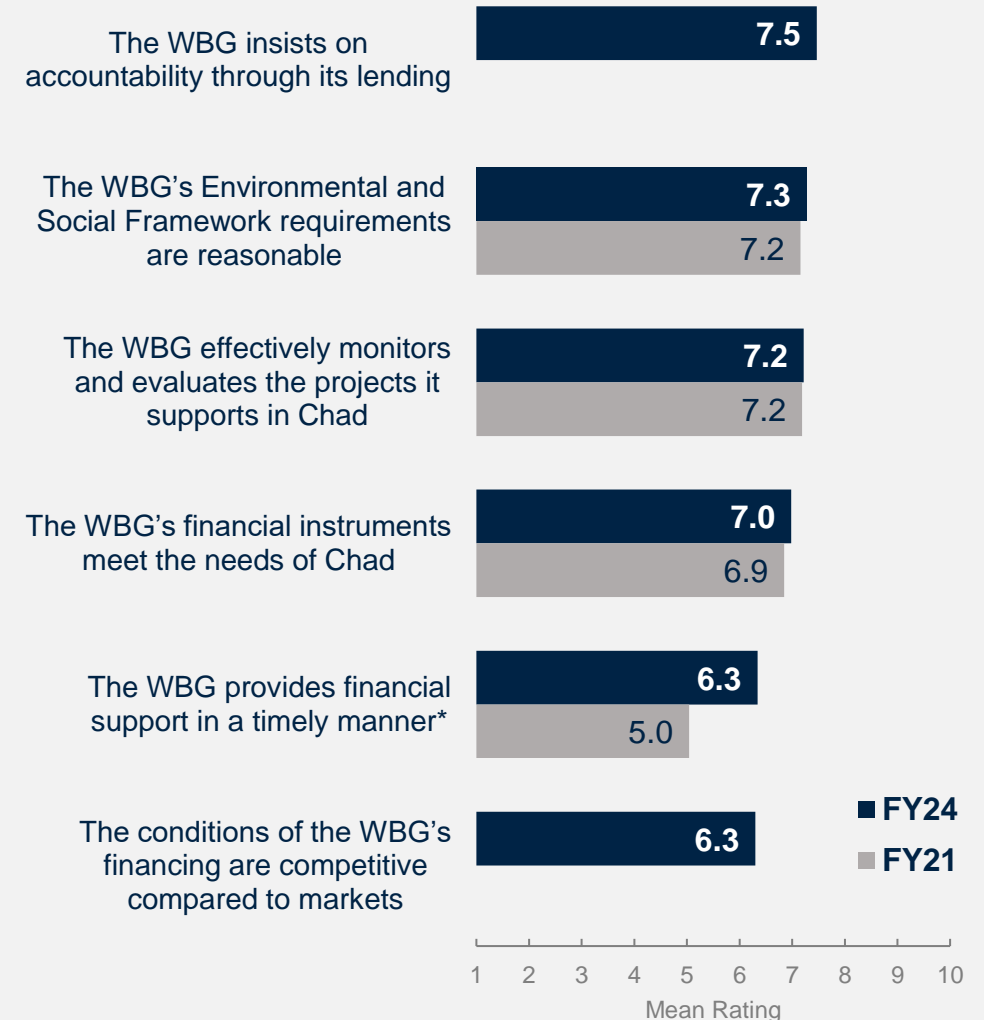


Which WBG instruments do you VALUE the most in Chad? (Select up to 2)  
(Percentage of Respondents, N=270)

# WBG is Seen as Insisting on Accountability; Perceptions of Timeliness of the WBG's Financial Support Have Improved Significantly

Regarding the WBG's financial instruments, respondents had the highest levels of agreement that the **WBG insists on accountability through its lending** and **that it effectively monitors and evaluates its projects**. Respondents also gave relatively high ratings for the **WBG's Environmental and Social Framework requirements being reasonable** and for the **WBG's financial instruments meeting Chad's needs**.

Notably, respondent ratings for the **timeliness** of the WBG's support have improved significantly but remained rather moderate, as have their perceptions of the **competitiveness** of the WBG financing.



# 52% of Respondents Used the WBG's Knowledge Work; Perceptions of WBG Knowledge Remain Positive

Respondents gave high ratings for the WBG **bringing global expertise** to Chad as part of its knowledge work. They also acknowledged that WBG's knowledge **makes a significant contribution to development results** and **enhances Chad's institutional capacity**. However, their ratings for the **quality** of the knowledge work were somewhat more moderate.

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

*"Inform, raise awareness, decide, and support the government to make better decisions."*

(Civil Society Respondent)

*"The WBG could increase its effectiveness in Chad by prioritizing the strengthening of institutional capacities and local skills, implementing development programs adapted to the country's specific needs, and ensuring transparency and accountability in managing funds allocated to Chad."*

(Civil Society Respondent)

The WBG brings global expertise to Chad as part of its knowledge work\*



The WBG's knowledge work makes a significant contribution to development results in Chad



Working with the WBG increases Chad's institutional capacity



I am satisfied with the quality of the WBG's knowledge work in Chad



The WBG's knowledge work is tailored to Chad's context



When I need to consult the WBG's knowledge work, I know how to find it



1 2 3 4 5 6 7 8 9 10  
Mean Rating



Have you ever used the WBG's knowledge work, including participating in workshops or training programs? (Percentage of Respondents, N=291)

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

Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

Scale: 1 Not significant at all – 10 Very significant \*Significant differences between years

# ***The Future Role of the World Bank Group in Chad***

*“The WBG could enhance its effectiveness in Chad by focusing on the following actions:*

- 1. Strengthening the capacities of financial sector agents.*
- 2. Supporting the government in implementing projects funded by the WBG.*
- 3. Developing effective tools to assist civil society in its work.*
- 4. Aiding the legislative branch in fulfilling its role effectively.”*

*(Civil Society Respondent)*



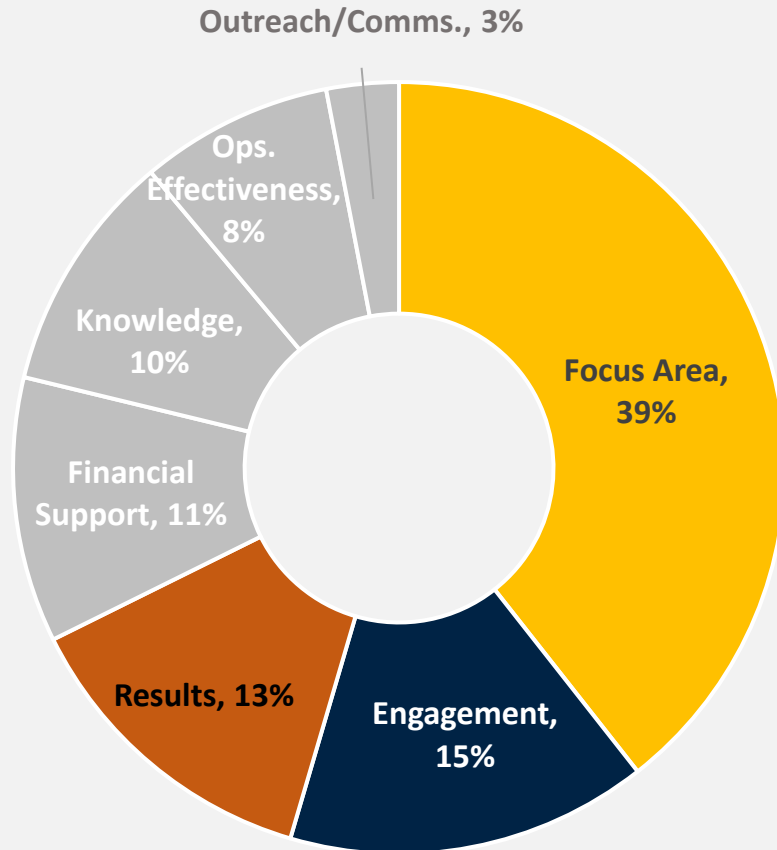
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*In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad? (N=225)*

# How Can the WBG Increase its Effectiveness?

## Open-Ended Responses



### Focus Area\*

- Agriculture and food security
- Education and training
- Private sector development and youth employment
- Health services
- Universal Security

### Engagement

- Listening to local communities to address their needs
- Address beneficiaries directly
- Strengthening relations with the media, civil society
- Work with civil society, such as peasant organizations, women's organizations, cooperatives, and youth organizations.

### Results

- Increased vigilance in how WBG funds are allocated and managed
- Direct field monitoring and stricter funding conditions

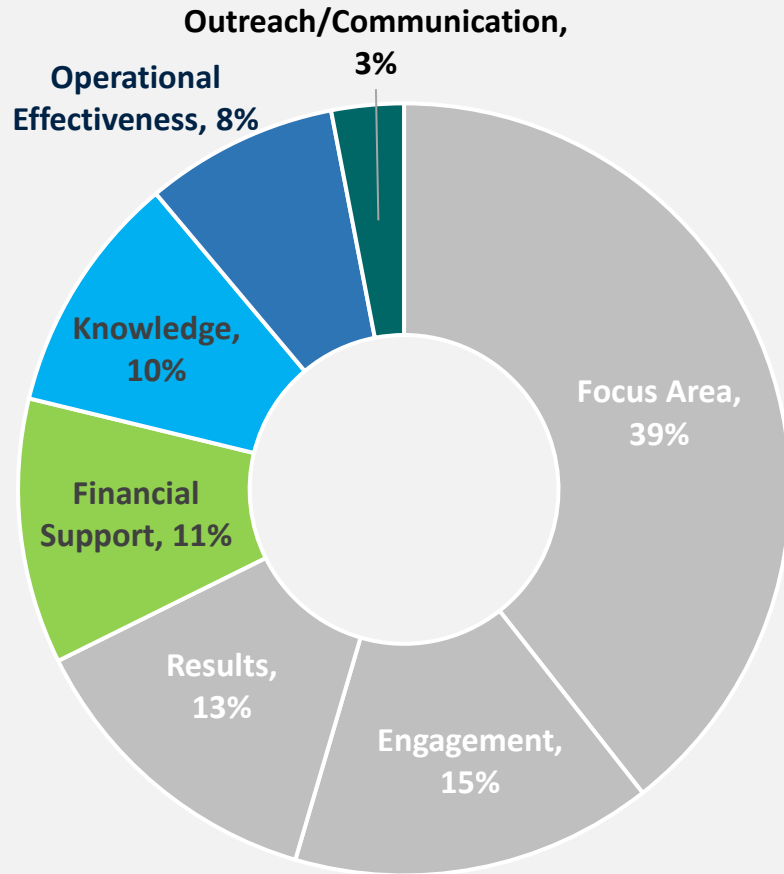


In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Chad? (N=225)

\*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 Can the WBG Increase its Effectiveness?

## Open-Ended Responses (continued)



### Financial Support

- Greater financial support across key sectors
- Finance grassroots initiatives

### Knowledge

- Capacity building of local development actors to ensure the long-term sustainability of WBG-supported initiatives

### Operational Effectiveness

- Stronger financial monitoring and independent oversight
- Simplify disbursement processes, reduce bureaucracy
- Align WBG interventions with Chad's specific needs and realities

### Outreach / Communication

- Organize awareness-raising campaigns. Inform and raise awareness among the public
- Frequent data sharing and impact assessments to enhance the visibility of WBG achievements and accountability



In your opinion, what is the most important thing the World Bank Group could do to increase its effectiveness in Chad? (N=225)

\*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.

# *Communication and Outreach*

*“Raising awareness about the importance of its activities.”*

(Civil Society Respondent)

*“Establish your visibility locally - Follow up and explain the impact. Help local organizations to help protect human rights. Ensure geolocation for equal opportunities. Carry out a project as part of the protection of minor children in conflict with the law.”*

(Office of a Parliamentarian Respondent)



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In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad? (N=225)

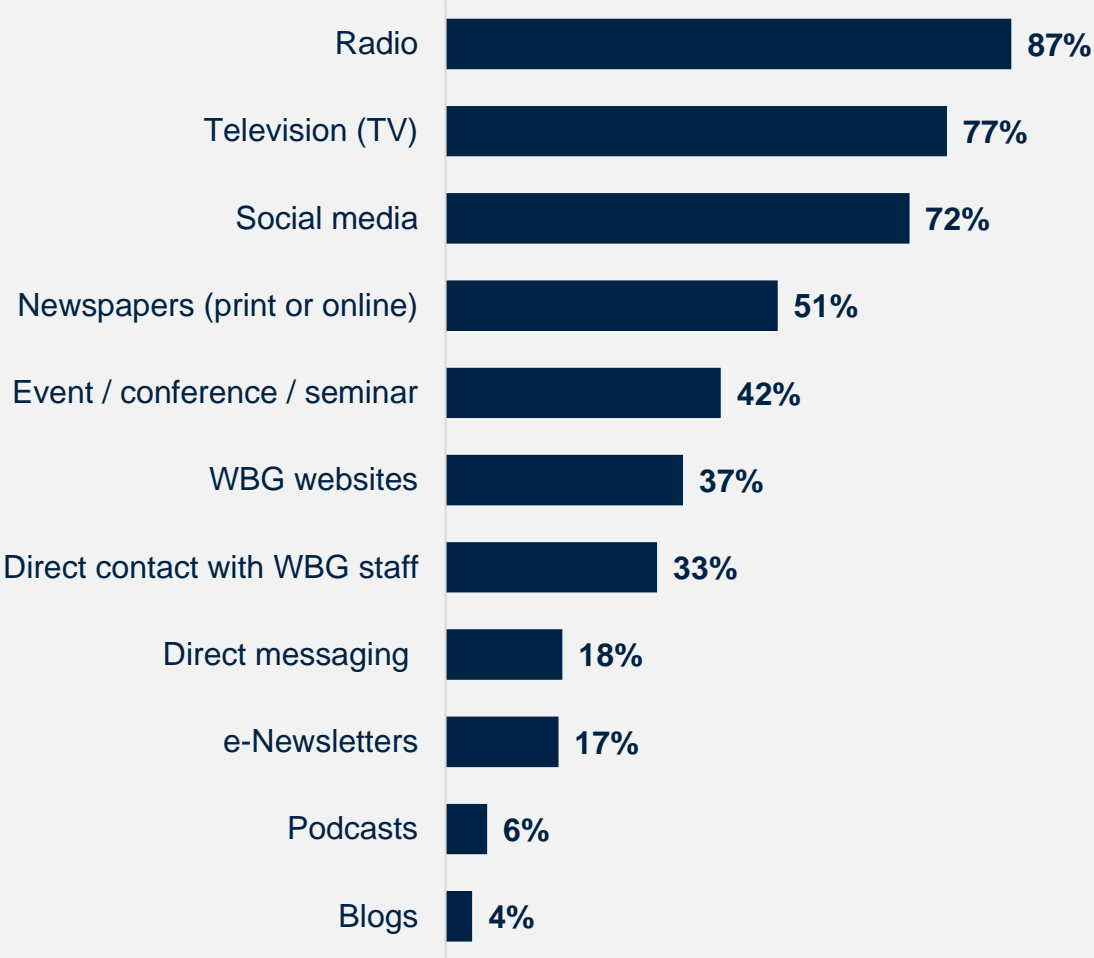
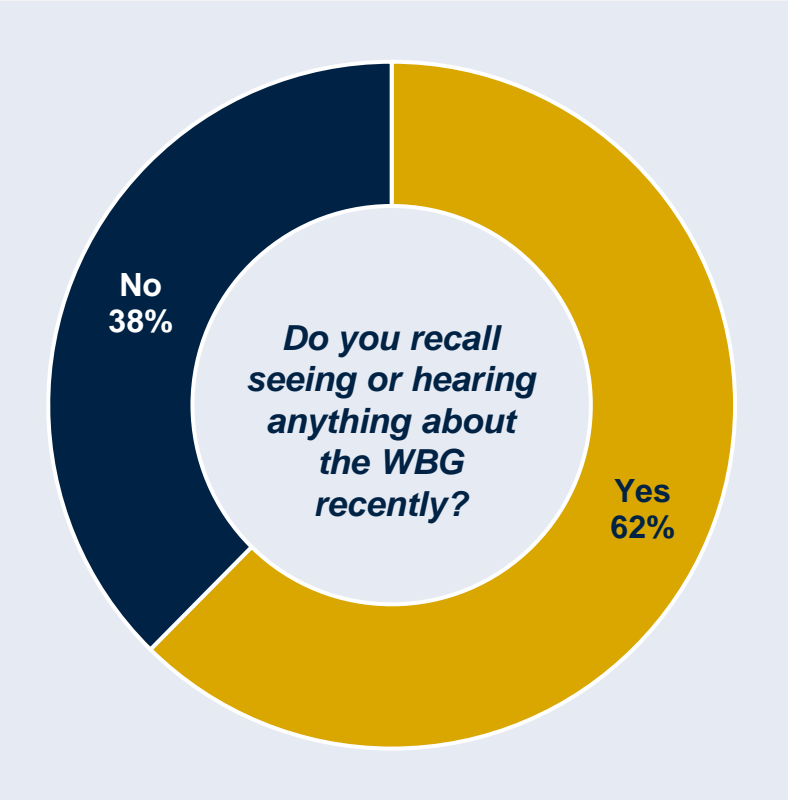
# WBG's Social Media Channels Were Most Preferred for Receiving Communication from the Bank

Respondents most preferred to receive the Bank communications through **social media** and **e-newsletters**, followed by **direct messaging**.

	Preferred WBG Channel							
	All Respondents	Government Principals	Office of a Parliamentarian	Government Institutions	Civil Society	Private Sector	Academia	Media
Social media (e.g., Facebook, Twitter)	50.0%	76.0%	33.3%	45.9%	44.4%	50.0%	41.2%	52.2%
e-Newsletters	35.4%	28.0%	40.0%	40.0%	37.0%	28.6%	41.2%	26.1%
Direct messaging (e.g., WhatsApp, Telegram, Viber)	34.2%	52.0%	53.3%	31.8%	35.2%	35.7%	23.5%	21.7%
Direct contact with staff (e.g., in person, virtually, phone, email)	33.5%	28.0%	20.0%	38.8%	31.5%	46.4%	29.4%	21.7%
Event / conference / seminar / workshop (in person or online)*	30.4%	12.0%	40.0%	21.2%	35.2%	28.6%	41.2%	60.9%

# 6 in 10 Recalled Hearing About the WBG Recently; Most Often Through Television

62% of respondents recalled hearing or seeing something about the WBG recently. Respondents most often reported seeing/hearing about the WBG on the **radio**, followed by the **television** and **social media**.



# WBG's Work on Climate Change and Food Security were the Most Commonly Recalled Topics

Respondents most frequently recalled hearing about the WBG's work on climate change, food security, and women's empowerment. Respondents from academia were least likely to recall the WBG's efforts on women's empowerment, with fewer than 40% in this group selecting this topic.

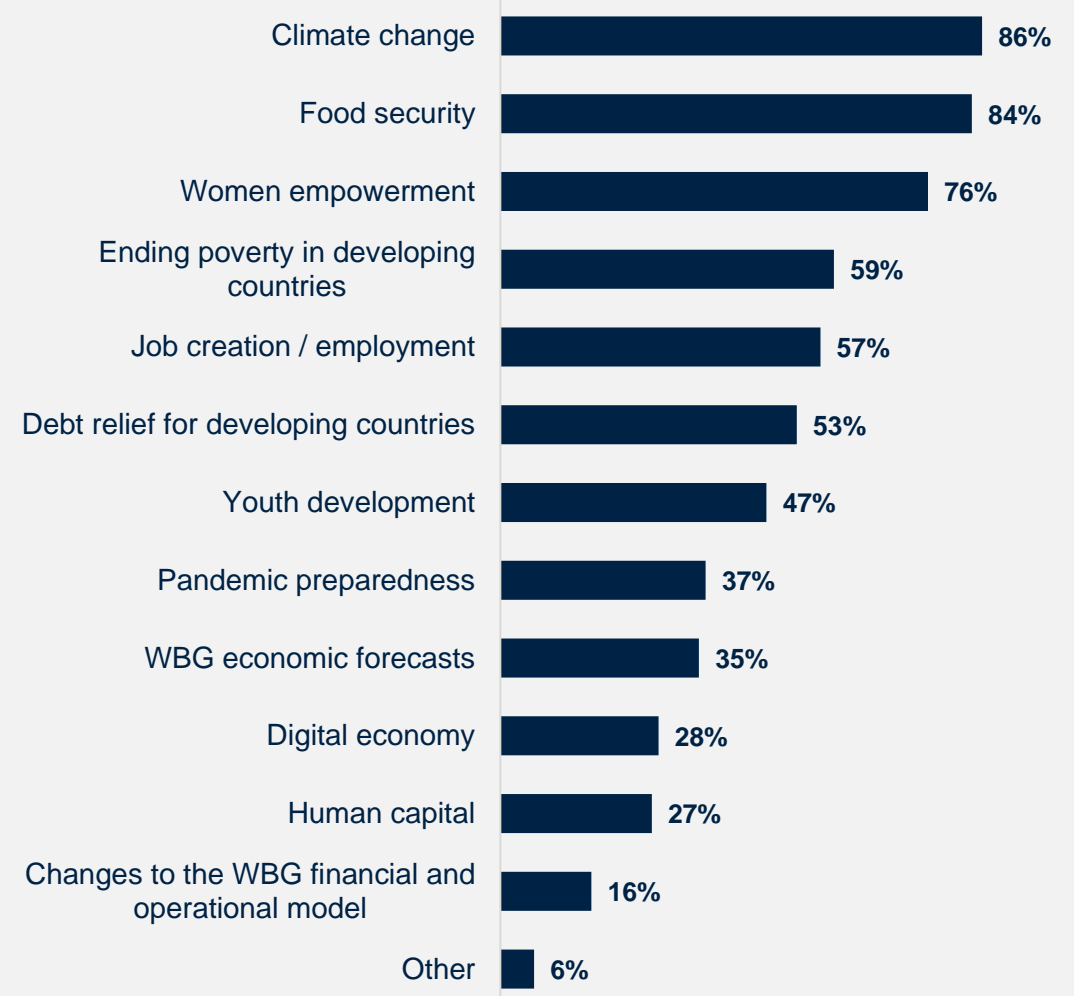
***In your opinion, what is the most important thing the WBG could do to increase its effectiveness in Chad?***

*"Supporting women's organizations in their initiatives."*

(Civil Society Respondent)

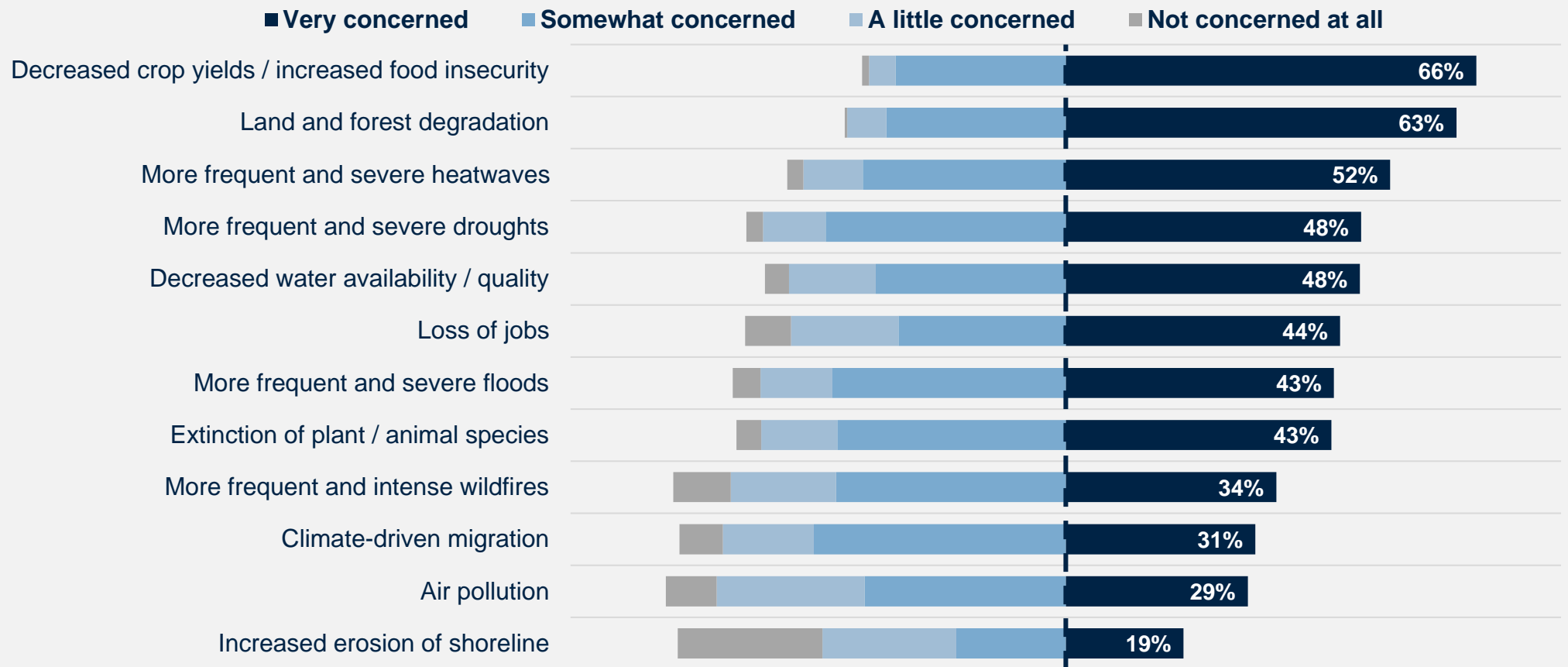
*"1 - Help young people find work 2 - Provide financial assistance to young people to create their jobs 3 - Put pressure on the State to create jobs for young people 4 - Raise awareness among farmers and breeders to live in peace 5 - Help the government to pave certain roads."*

(Academia Respondent)



# Climate Change Communications can be More Impactful when Related to Stakeholders' Top Concerns: Decreased Crop Yields and Increased Food Insecurity

Two-thirds of all respondents were **very concerned** about **decreased crop yields and increased food insecurity** in relation to the potential impacts of climate change in Chad. **Land and forest degradation** was also of great concern to respondents. These key areas of concern should be considered to make communications about climate change more impactful.

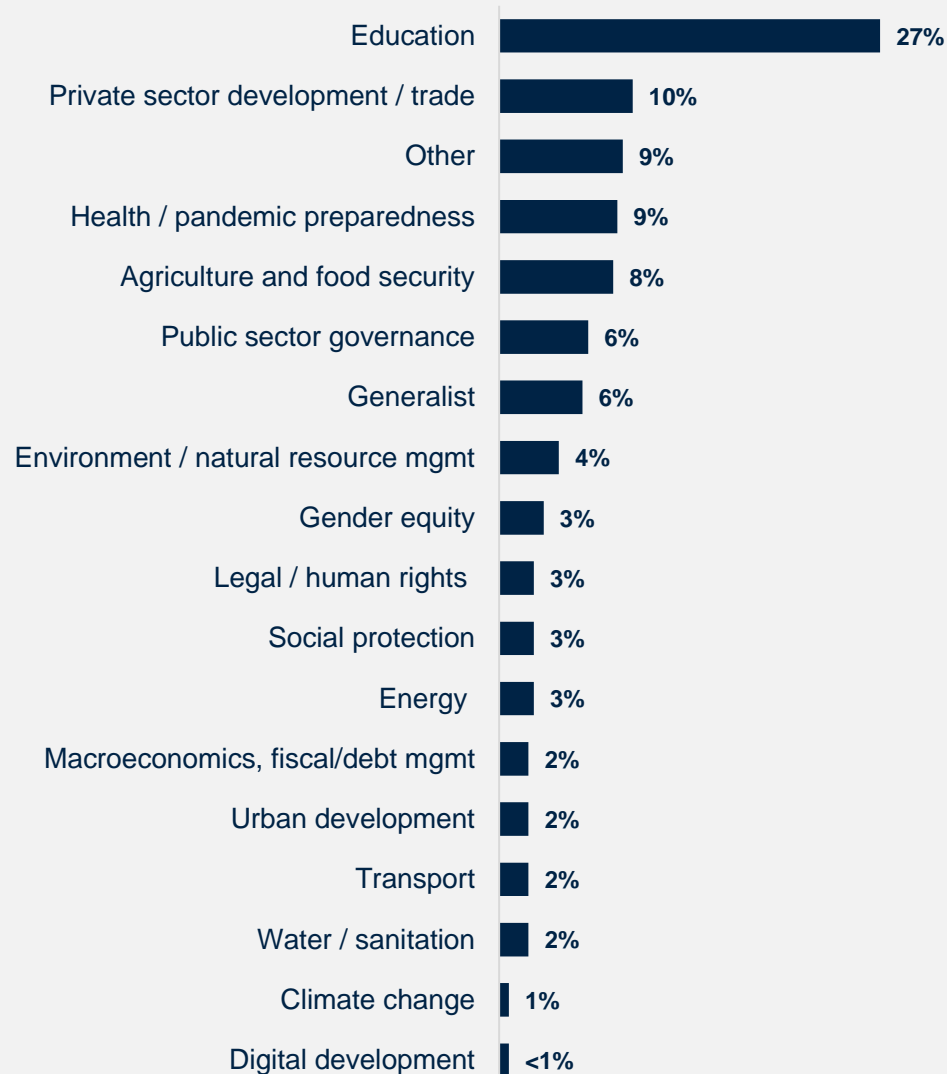


# ***Sample Demographics and Detailed Methodology***

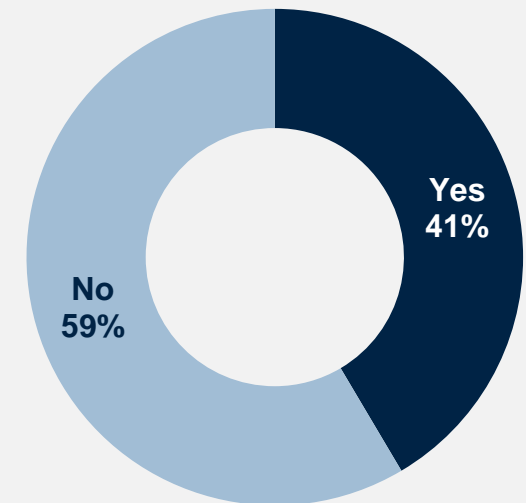


# Sample Demographics

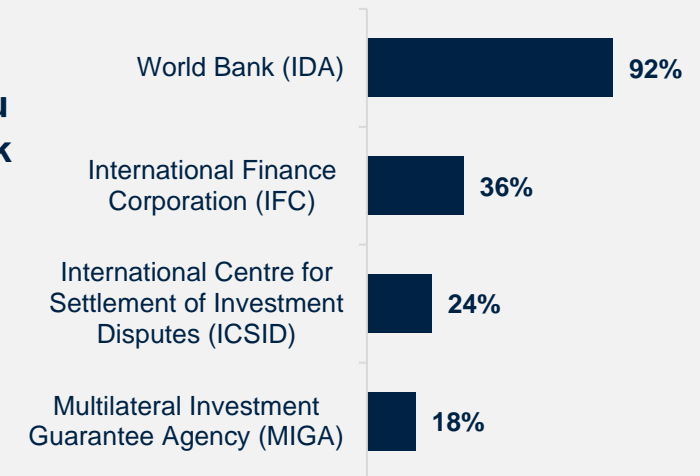
What is the primary specialization of your work? (N=281)



Do you collaborate/work with the World Bank Group (WBG) in Chad? (N=282)

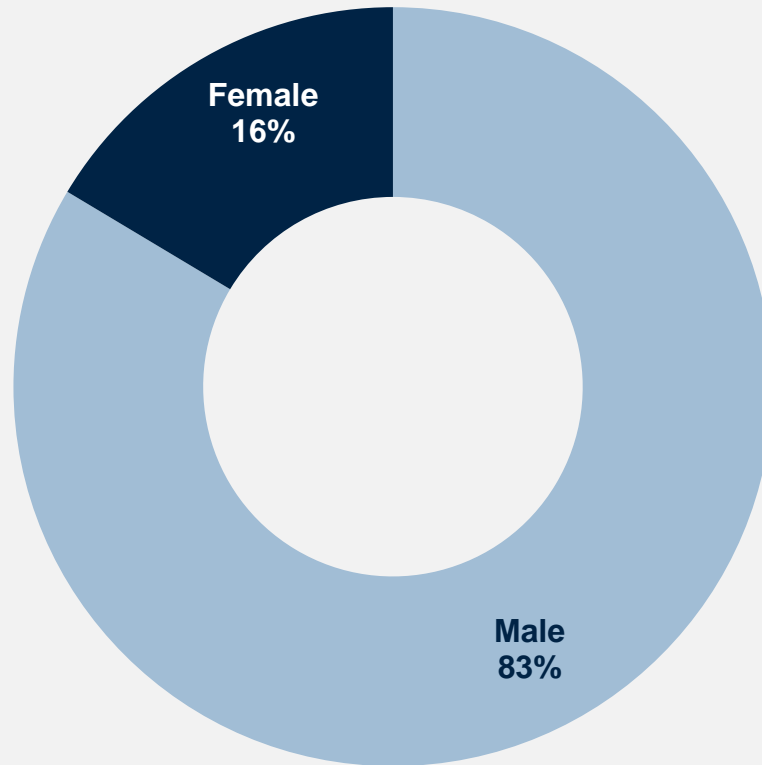


Which of the following WBG agencies do you collaborate/work with in Chad? (N=116)

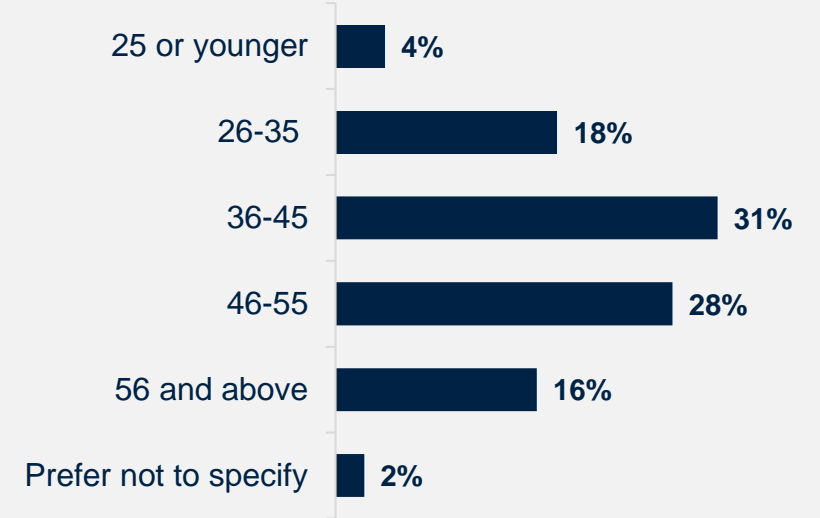


# Sample Demographics (continued)

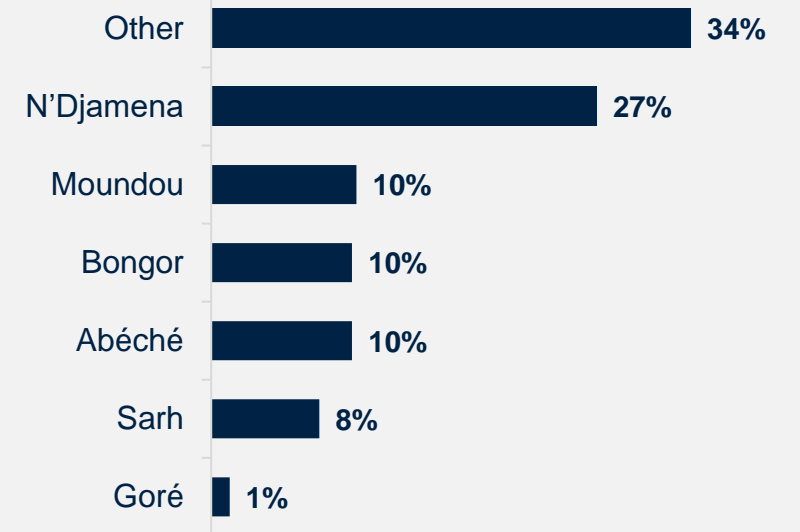
What is your gender?  
(N=294)



What's your age? (N=297)



Which best represents your geographic location? (N=303)



# Detailed Methodology

From **April to May 2024**, 450 stakeholders in Chad were invited to provide their opinions on the WBG’s work by participating in a Country Opinion Survey. The WBG country team compiled a list of potential participants, which the field agency supplemented. Stakeholders represented a diverse range of sectors, including the office of the President, Prime Minister, office of a minister or parliamentarian, government institutions, local governments, bilateral or multilateral agencies, the private sector, civil society, academia, and the media.

A total of **305** stakeholders **completed the survey, resulting in a 68% response rate**. Respondents completed the questionnaire via an online platform or received it via courier.

**This year’s survey results were compared to the FY21 Survey, with a response rate of 82% (N=342).**

Comparing responses across Country Surveys reflects changes in attitudes over time, as well as changes in respondent samples, methodology, and the survey instrument itself. To reduce the influence of the latter factor, only those questions with similar response scales/options were analyzed. The sample composition was similar in both years.

The report notes key statistically significant findings (tested at the research standard of  $p < .05$ ).

Breakdowns for individual questions by stakeholder group can be found in the “Chad 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 2021	FY 2024
<b>Government Principals:</b> Office of the President, Prime Minister, Minister, Parliamentarian	6%	15%
<b>Government Institutions:</b> Employee of a Ministry / Ministerial Department / Project Implementation Unit / Independent Government Institution (e.g., National Human Rights Commission (CNDH), Regulatory or Oversight Agency) / Judiciary / State-Owned Enterprise	32%	30%
<b>Local Government</b>	5%	3%
<b>Bilateral/Multilateral Agency:</b> Embassy, Development Organization, Development Bank, UN Agency	7%	4%
<b>Civil Society Organization:</b> Local and regional NGOs, Community-Based Organization, Private Foundation, Professional/Trade Association, Faith-Based Group, Youth Group	27%	21%
<b>Private Sector:</b> Private Company, Financial Sector Organization, Private Bank	7%	11%
<b>Academia / Research Center</b>	3%	6%
<b>Media</b>	3%	9%
<b>Other</b>	10%	1%
<b>Total Number of Respondents</b>	<b>338*</b>	<b>305</b>



Which of the following best describes your current 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 Chad? Scale: 1 Not at all – 10 Very much

**A2.** How effective is the World Bank Group in helping Chad 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 Chad?  
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 Chad.

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

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

**A7.** The WBG's work helps end poverty in Chad

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 Chad

**C1\_2.** Access to WBG staff and experts

**C1\_3.** Flexibility when circumstances change in Chad

**C1\_5.** Being a long-term partner to Chad

To what extent is the WBG an effective development partner in Chad, 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 Chad

**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 Chad.

**C6\_4.** The WBG's knowledge work is tailored to Chad's context.





CountryOpinionSurveys

# Thank you

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

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