



World Bank Group Country Survey FY 2018 – Cote d'Ivoire

The World Bank Group is interested in gauging the views of clients and partners who are either involved in development in Cote d'Ivoire or who observe activities related to social and economic development. The following survey will give the World Bank Group's team that works in Cote d'Ivoire, greater insight into how the Bank's work is perceived. This is one tool the World Bank Group uses to assess the views of its stakeholders, and to develop more effective strategies that support development in Cote d'Ivoire.

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

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

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

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

SECTION A: GENERAL ISSUES FACING COTE D'IVOIRE

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

SECTION A: GENERAL ISSUES

A2. Listed below are a number of development priorities in Cote d'Ivoire.

Please identify which of the following you consider the most important development priorities in Cote d'Ivoire. (Choose no more than THREE)

1	Private sector development	13	Trade and exports
2	Education	14	Social cohesion
3	Urban development	15	Anti corruption
4	Energy	16	Judiciary reform
5	Reconstruction	17	Natural resource management (e.g., oil, mining)
6	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	18	Climate change (e.g., mitigation, adaptation)
7	Regional integration	19	Poverty reduction
8	Social protection (e.g., pensions, targeted social assistance)	20	Transport (e.g., roads, bridges, transportation)
9	Gender equity (closing the gap between women and men, and boys and girls)	21	Agriculture and rural development
10	Water and sanitation	22	Economic growth
11	Job creation/employment	23	Information and communications technology
12	Health		

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

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

1	Judiciary reform	12	Natural resource management (e.g., oil, mining)
2	Transport (e.g., roads, bridges, transportation)	13	Private sector development
3	Agriculture and rural development	14	Reconstruction
4	Economic growth	15	Water and sanitation
5	Information and communications technology	16	Job creation/employment
6	Social protection (e.g., pensions, targeted social assistance)	17	Health
7	Trade and exports	18	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
8	Climate change (e.g., mitigation, adaptation)	19	Gender equity (closing the gap between women and men, and boys and girls)
9	Social cohesion	20	Education
10	Energy	21	Regional integration
11	Anti corruption	22	Urban development

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B1. How familiar are you with the work of the World Bank Group in Cote d'Ivoire?									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

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

B3. When thinking about how the World Bank Group can have the most impact on development results in Cote d'Ivoire, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Cote d'Ivoire? (Choose no more than THREE)			
1	Health	13	Transport (e.g., roads, bridges, transportation)
2	Gender equity (closing the gap between women and men, and boys and girls)	14	Trade and exports
3	Reconstruction	15	Poverty reduction
4	Energy	16	Judiciary reform
5	Water and sanitation	17	Economic growth
6	Job creation/employment	18	Information and communications technology
7	Social protection (e.g., pensions, targeted social assistance)	19	Agriculture and rural development
8	Private sector development	20	Natural resource management (e.g., oil, mining)
9	Education	21	Social cohesion
10	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	22	Climate change (e.g., mitigation, adaptation)
11	Regional integration	23	Anti corruption
12	Urban development		

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

B4. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Cote d'Ivoire?

		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Bringing together different groups of stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
2	Capacity development related to World Bank Group supported projects	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
5	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
6	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
7	Promoting knowledge sharing	<input type="checkbox"/>	<input type="checkbox"/>
8	Implementation support	<input type="checkbox"/>	<input type="checkbox"/>
9	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
10	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B5. To what extent do you believe that the World Bank Group's work and support help the poorest in Cote d'Ivoire? (Select only ONE response)

1	To a fully sufficient degree
2	To a somewhat sufficient degree
3	To a somewhat insufficient degree
4	To a very insufficient degree
5	Don't know

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

		Strongly disagree										Strongly agree	Don't know
B6	Overall the World Bank Group currently plays a relevant role in development in Cote d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	The World Bank Group's work is aligned with what I consider the development priorities for Cote d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP

To what extent is the World Bank Group an effective development partner in Cote d'Ivoire, in terms of each of the following?												
		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
B8	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B9	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B10	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B11	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B12	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B13	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	Helping to bring discipline/effective supervision to implementation of investment projects	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B17	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B18	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B19	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B20	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B21	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B22	Treating clients and stakeholders in Cote d'Ivoire with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B23	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

C1. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Cote d'Ivoire? *(If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")*

		Not effective at all										Very effective	Don't know
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Judiciary reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

C2. To what extent does the World Bank Group's work help to achieve development results in Cote d'Ivoire?

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

SECTION C: WORLD BANK GROUP'S EFFECTIVENESS AND RESULTS

To what extent do you agree with the following statements about the World Bank Group in Cote d'Ivoire?												
		Strongly disagree								Strongly agree		Don't know
C3	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of Cote d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C4	The World Bank Group meets Cote d'Ivoire's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Cote d'Ivoire?												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

C6. As part of IDA18, the World Bank Group has expanded (or developed) a number of financial instruments to respond to challenges in IDA countries. These include the Crisis Response Window (CRW), Pandemic Emergency Finance Facility (PEF), Catastrophe Deferred Draw Down Option (CAT-DDO), and the Private Sector Window (PSW). In general, how familiar are you with these new or expanded financial instruments in Cote d'Ivoire? (Select only ONE response)	
1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

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

D1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?

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

In Cote d'Ivoire, to what extent do you believe that the World Bank Group's knowledge work and activities:

		To no degree at all					To a very significant degree					Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are adaptable to Cote d'Ivoire's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

D7. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not significant at all									Very significant	Don't know

D8. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?

1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

SECTION E: WORKING WITH THE WORLD BANK GROUP

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group effectively monitors and evaluates the projects and programs it supports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E2	The World Bank Group takes decisions quickly in Cote d'Ivoire	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E3	Working with the World Bank Group increases Cote d'Ivoire's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E4	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

E5. In which of the following areas do you believe the World Bank Group should provide most of its resources when it comes to providing support to the refugee crisis in Cote d'Ivoire? (Choose no more than TWO)

1	Education
2	Health
3	Supporting poor and marginalized local communities
4	Jobs
5	Business development
6	Infrastructure
7	Social cohesion
8	Public services
9	Macro issues (fiscal accounts, balance of payments, etc.)
10	Don't know
11	Other (please specify): _____

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN COTE D'IVOIRE

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

1	Offer more innovative knowledge services
2	Collaborate more effectively with Government clients (e.g., national, state, local)
3	Work faster
4	Reduce the complexity of obtaining World Bank Group financing
5	Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies
6	Offer more innovative financial products
7	Ensure greater selectivity in its work
8	Provide more adequate data/knowledge/statistics/figures on Cote d'Ivoire's economy
9	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
10	Work more with civil society and beneficiary representatives
11	Increase the level of capacity development in the country
12	Leverage the private sector more (i.e., mobilize private sector development)
13	Work more with private sector
14	Other (please specify): _____

F2. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)

1	Organize more joint meetings and missions with the UN
2	Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged
3	Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages
4	Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing
5	Share more information about the World Bank Group's activities, products, and knowledge
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN COTE D'IVOIRE

F3. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)?																								
		To no degree at all										To a very significant degree										Don't know	Prefer not to answer	
		1	2	3	4	5	6	7	8	9	10													
1	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
2	Public financial management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
3	Crisis response	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
4	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
5	Support domestic resource mobilization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
6	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
7	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
8	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		
9	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>										<input type="checkbox"/>		

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. How frequently do you interact with the World Bank Group now in Cote d'Ivoire?

1	Never
2	Less than once a year
3	Once a year to a few times a year
4	Less than once a month
5	At least once a month
6	At least once a week

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)

1	World Bank Group's publications and other written materials	5	Direct contact with World Bank Group (i.e., face to face meetings/discussions)
2	e-Newsletters	6	World Bank Group's website
3	World Bank Group's seminars/workshops/conferences	7	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)
4	Mobile phones	8	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION

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

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

H3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?	
1	Yes
2	No

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

SECTION H: BACKGROUND INFORMATION

H5. Which of the following describes most of your exposure to the World Bank Group in Cote d'Ivoire? (Choose no more than TWO)

1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

H6. What's your gender?

1	Female
2	Male

H7. What's your age?

1	25 and under
2	26-35
3	36-45
4	46-55
5	56 and above

H8. Which best represents your geographic location?

1	Abidjan
2	Outside Abidjan

Thank you for completing the survey!