

# FY 2018 The Republic of Congo Country Opinion Survey Report

**THE WORLD BANK GROUP**

Public Opinion Research Group



**WORLD BANK GROUP**

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## Acknowledgements

The Republic of Congo Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG), led by Sharon Felzer (Senior Communications Officer, Head of PORG). Svetlana Markova, Antonina Redko, Jessica Cameron, and Yulia Danilina oversaw design, reporting, and analysis. Dania Mendoza, Noreen Wambui, and Irina Popova provided data support. PORG acknowledges the significant contribution from the Republic of Congo country team and the independent fielding agency EmaConsulting. In particular, PORG is grateful for the support from Olga Kadima (Operations Officer) and Franck Sidney Chrysantheme Bitemo (Communications Officer) who coordinated the survey related activities from Kinshasa, the Democratic Republic of the Congo (DRC).



Country Opinion Surveys  
THE WORLD BANK GROUP



# Table of Contents

I. Objectives .....	3
II. Methodology.....	3
III. Demographics of the Sample.....	4
IV. General Issues Facing the Republic of Congo .....	8
V. Overall Attitudes toward the World Bank Group.....	12
VI. Sectoral Effectiveness.....	19
VII. How the World Bank Group Operates .....	22
VIII. World Bank Group's Knowledge and Instruments .....	28
IX. The Future Role of the World Bank Group in the Republic of Congo .....	32
X. Communication and Outreach .....	41
XI. Appendices.....	46

## THE REPUBLIC OF CONGO





## I. Objectives

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

- *General Issues Facing the Republic of Congo*
- *Overall Attitudes toward the World Bank Group*
- *World Bank Group's Effectiveness and Results*
- *The World Bank Group's Knowledge Work and Activities*
- *Working with the World Bank Group*
- *The Future Role of the World Bank Group in the Republic of Congo*
- *Communication and Information Sharing*
- *Background Information*

## II. Methodology

From May to July 2018, 400 stakeholders of the WBG in the Republic of Congo were invited to provide their opinions on the WBG's work in the country by participating in a Country Opinion Survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG supported projects/programs; local government; bilateral and multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs and community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations.

A total of 326 stakeholders participated in the survey (82% response rate). Respondents received the questionnaires via courier or completed the questionnaires with a representative from the local fielding agency.

Every country that engages in the Country Opinion Survey (COS) must include specific indicator questions that will be aggregated for the World Bank Group's annual Corporate Scorecard. These questions are identified throughout the survey report.

The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'15 (response rate was 72%, N=265). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'15 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 104).

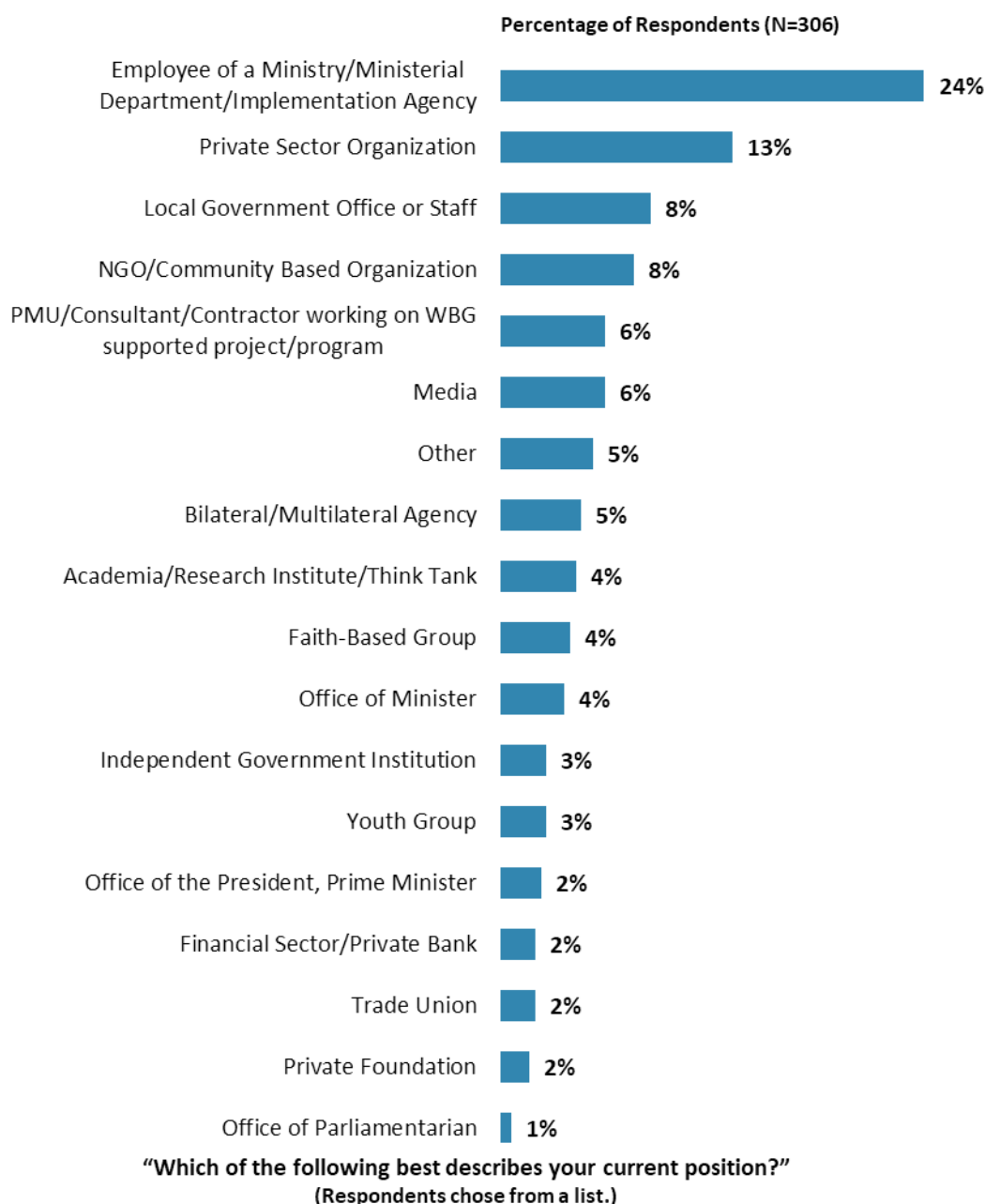
Note that the body of the report presents data on selected questions of the survey questionnaire. Please refer to Appendices A and B for data on all survey questions. Appendices C, D, E, and F present data on selected questions. Additional data breakdowns are available upon request.



### III. Demographics of the Sample

#### Current Position

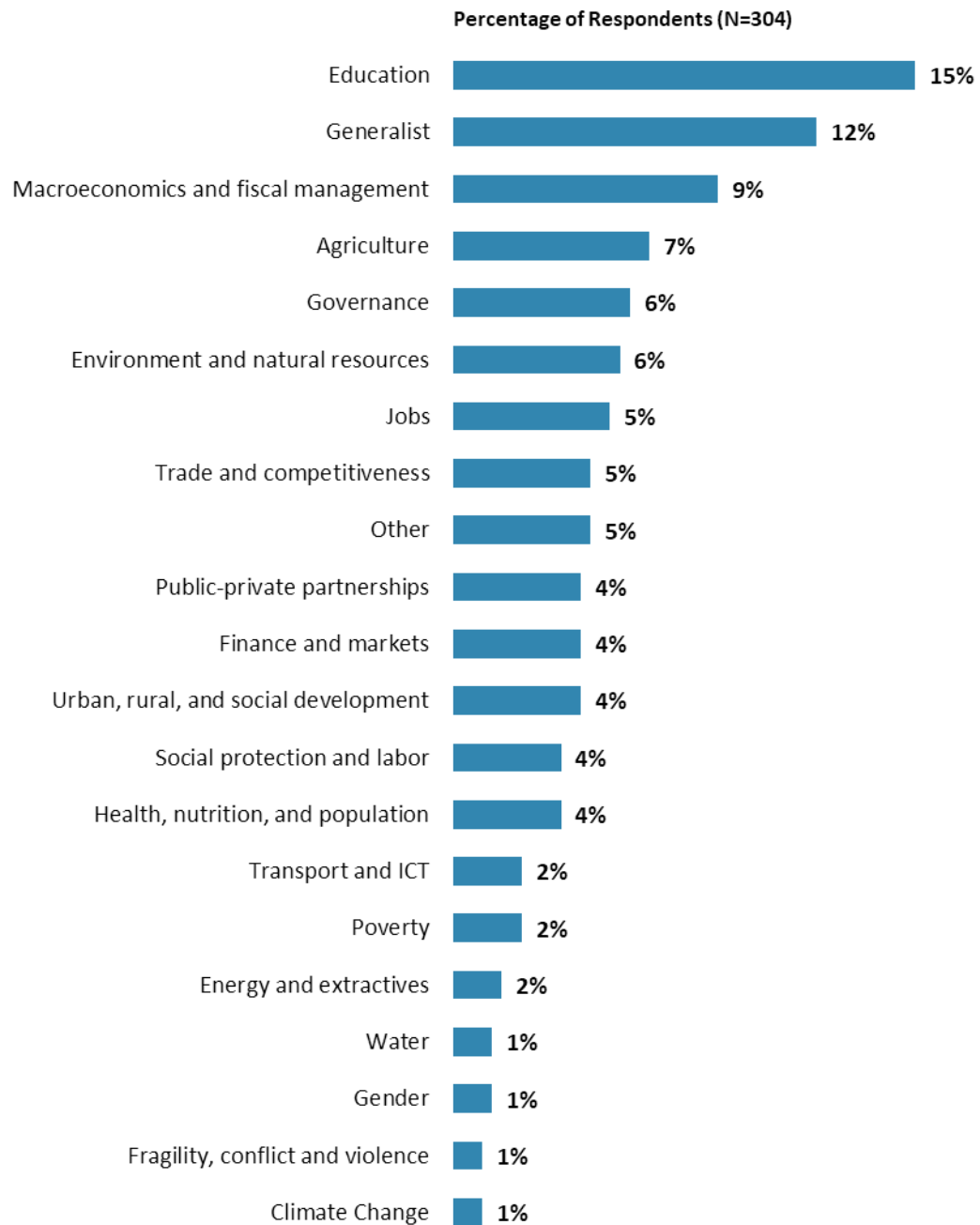
- For further analyses, respondents from the Office of the President, Prime Minister and the office of a minister were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/community based organizations, private foundations, trade unions, faith-based groups and youth groups were combined in the “CSO” category; and the small number of respondents from the office of a parliamentarian and independent government institutions were included in the “Other” category. There were no respondents from the judiciary branch.





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

#### Area of Primary Specialization



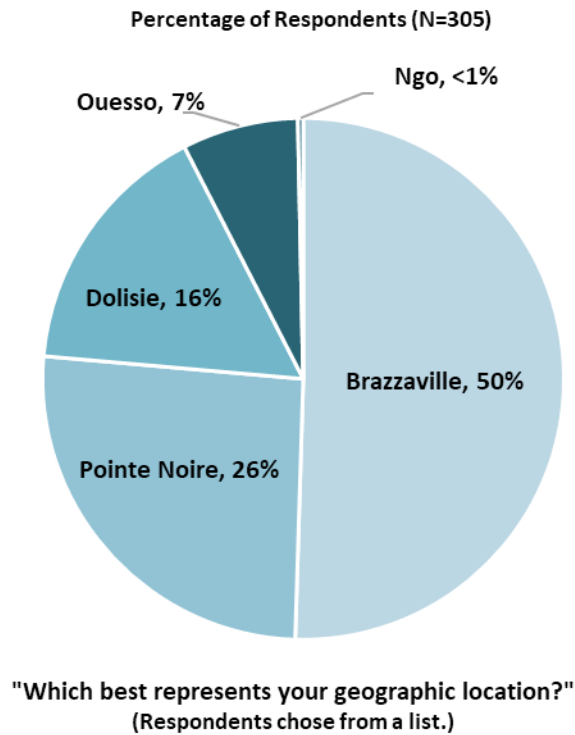
**"Please identify the primary specialization of your work."**  
(Respondents chose from a list.)



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

#### Geographic Locations

- Because of the small number of respondents from Ngo and Ouessou, these locations were combined in one category: “Ouessou and Ngo”. Geographic location comparisons can be found in Appendix C (page 95).

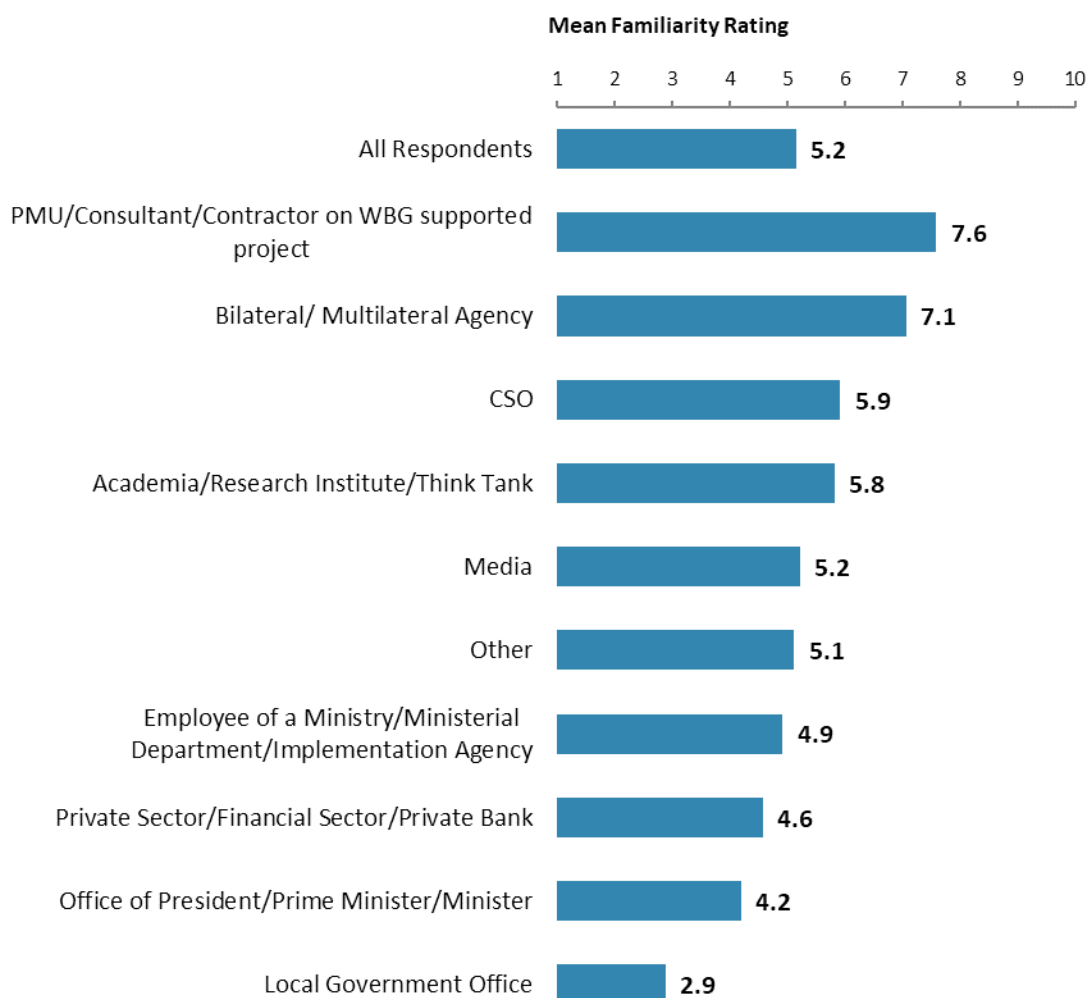




### III. Demographics of the Sample (continued)

#### Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's Country Survey and the FY'15 Country Survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'18 = 5.2; weighted mean in FY'15 = 4.9)<sup>1</sup>.
- Respondents' levels of familiarity with the WBG were significantly correlated with their ratings of the WBG's overall effectiveness in the Republic of Congo, and with their ratings of the extent to which the WBG's work helps to achieve development results in the Republic of Congo.



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

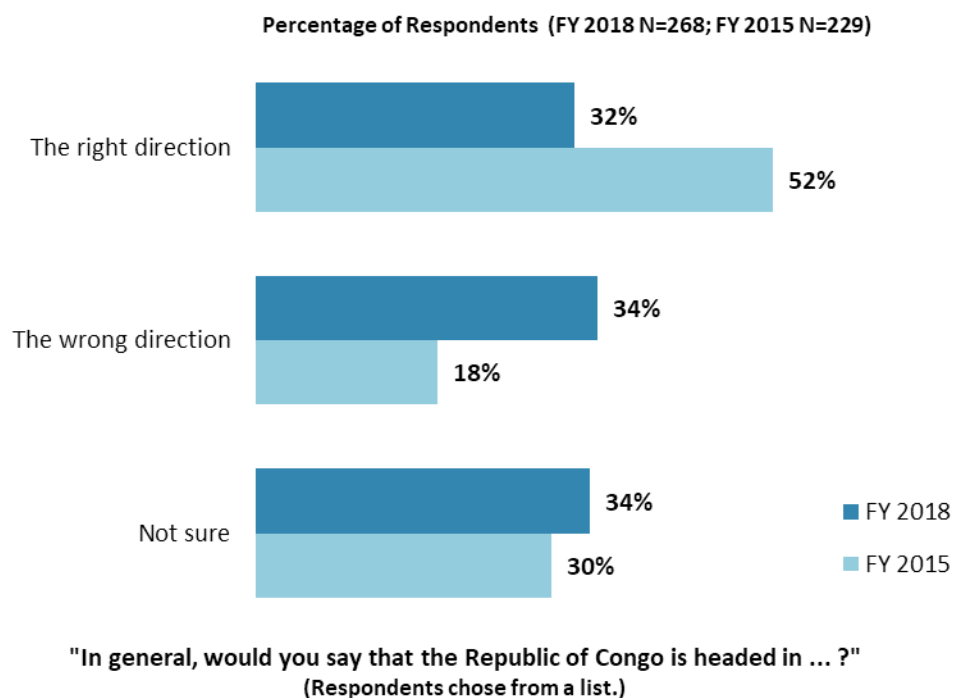
<sup>1</sup> Please refer to Appendix E (page 104) for more details on weighting. The means in the chart were calculated based on un-weighted data.



## IV. General Issues Facing the Republic of Congo

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

- **Year comparison:** Respondents in this year's Country Survey were significantly less positive about the prospects of the Republic of Congo compared to respondents in the FY'15 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister, private sector and local government were significantly more likely to indicate that the Republic of Congo is headed in the wrong direction, while respondents from bilateral/multilateral agencies and CSO were significantly more positive about the prospects of the Republic of Congo.



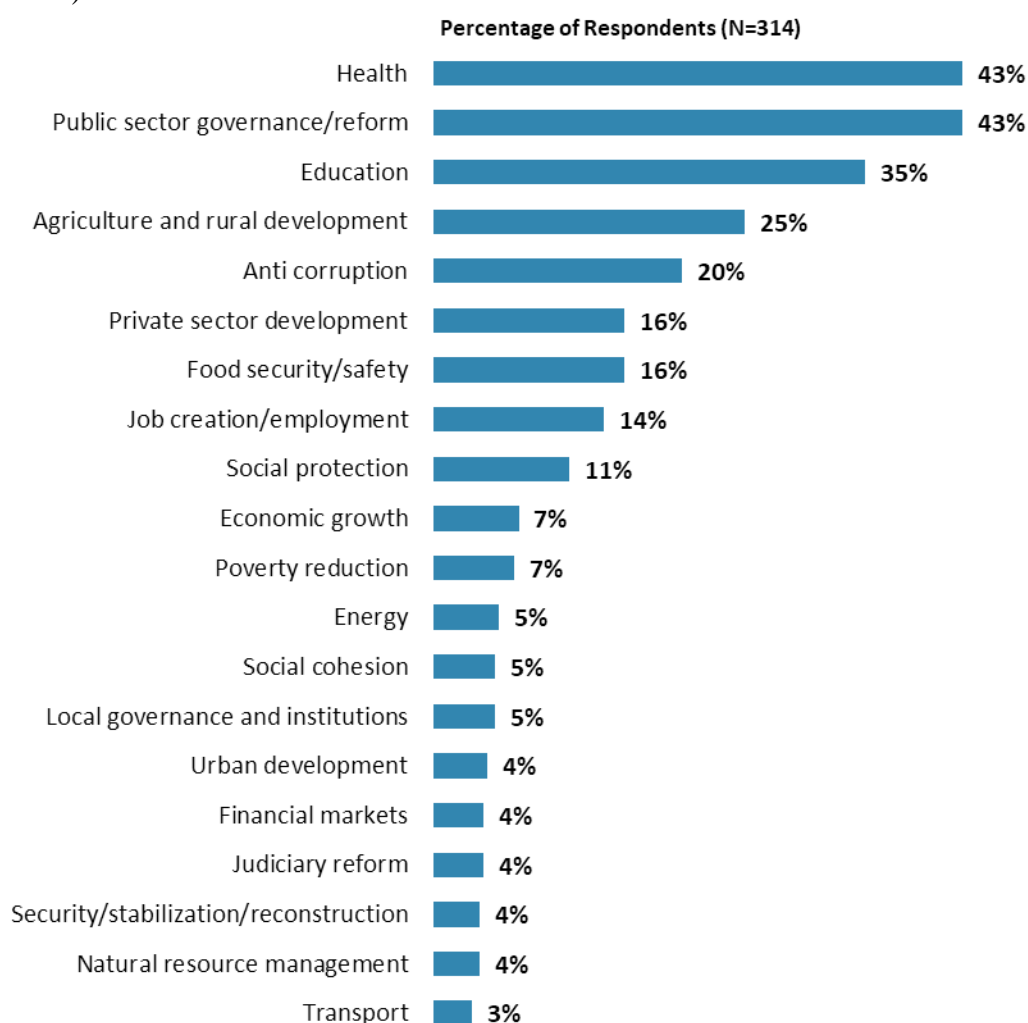
<sup>2</sup> Percentages presented in the chart were calculated based on weighted data.



## IV. General Issues Facing the Republic of Congo (continued)

### Development Priority

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the most important development priorities in the Republic of Congo were “*public sector governance/reform*” (47%), “*education*” (27%), “*food security*” (23%), “*poverty reduction*” (22%), “*health*” (21%), and “*economic growth*” (21%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that “*education*” was the most important development priority in the Republic of Congo, compared to the rest of respondents in other areas of work (education specialists = 59%; others = 31%).



"Listed below are a number of development priorities in the Republic of Congo. Please identify which of the following you consider the most important development priorities in the Republic of Congo. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)

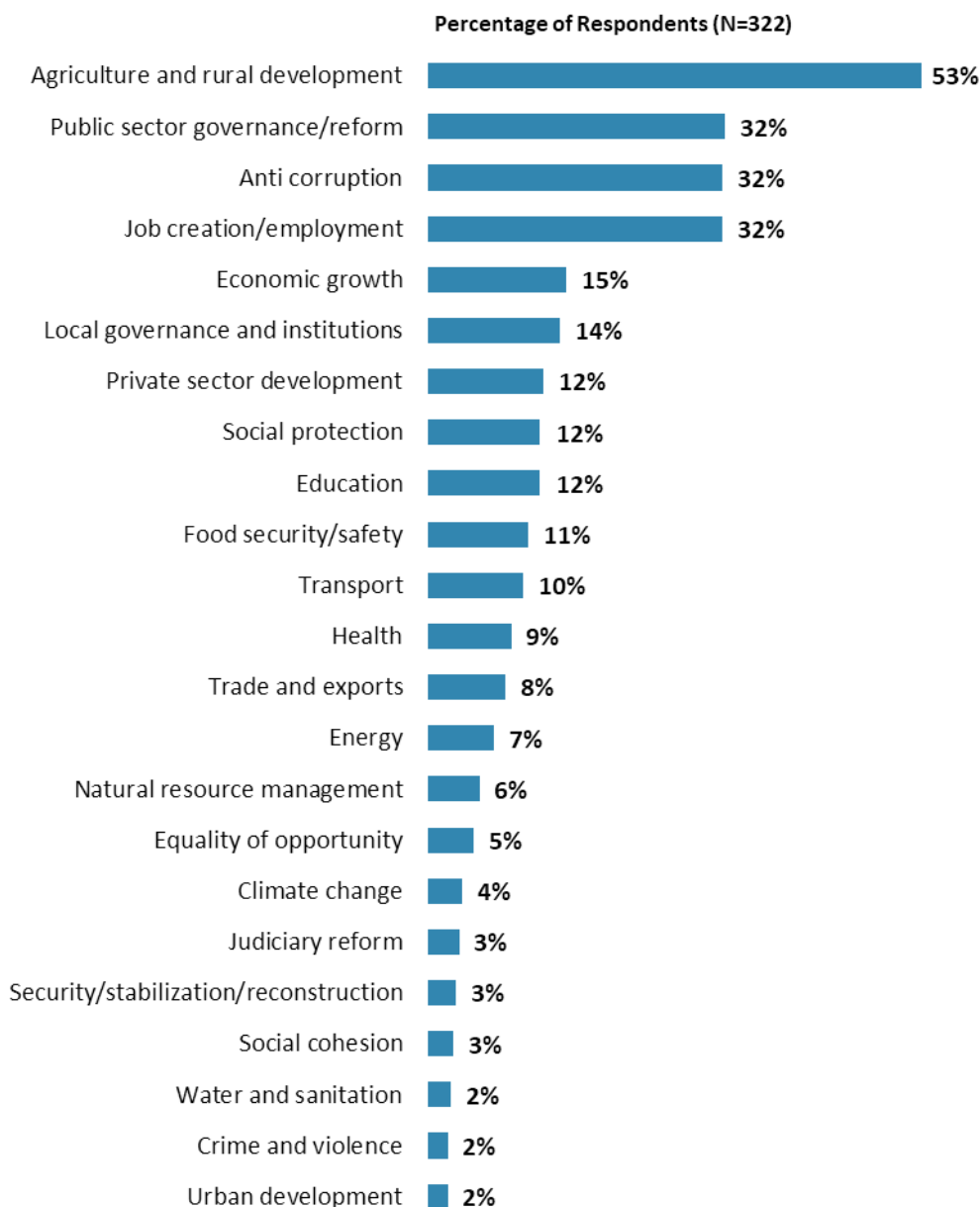
\* When more than 10% of the sample are respondents from a particular sector (see the full list of specialized areas in question H2 in Appendix G), analyses are done to see these respondents' views about the development priorities in the country.



## IV. General Issues Facing the Republic of Congo (continued)

### What Would Contribute Most to Reducing Poverty

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the biggest contributors to poverty reduction in the Republic of Congo were “*economic growth*” (40%), “*public sector governance/reform*” (27%), “*agricultural development*” (24%), and “*job creation/employment*” (22%).

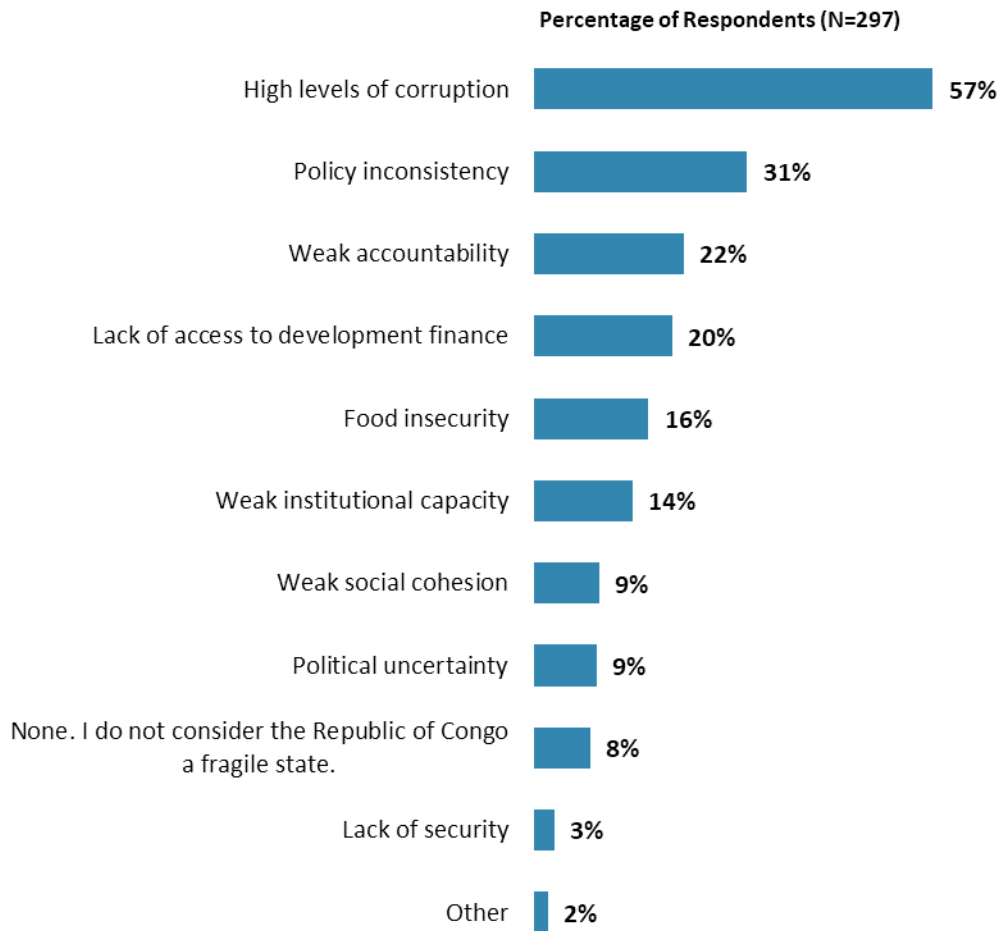


**"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)"**  
(Respondents chose from a list. Responses combined. Top 23 of 31 response options shown.)



## IV. General Issues Facing the Republic of Congo (continued)

### The Republic of Congo as a Fragile State



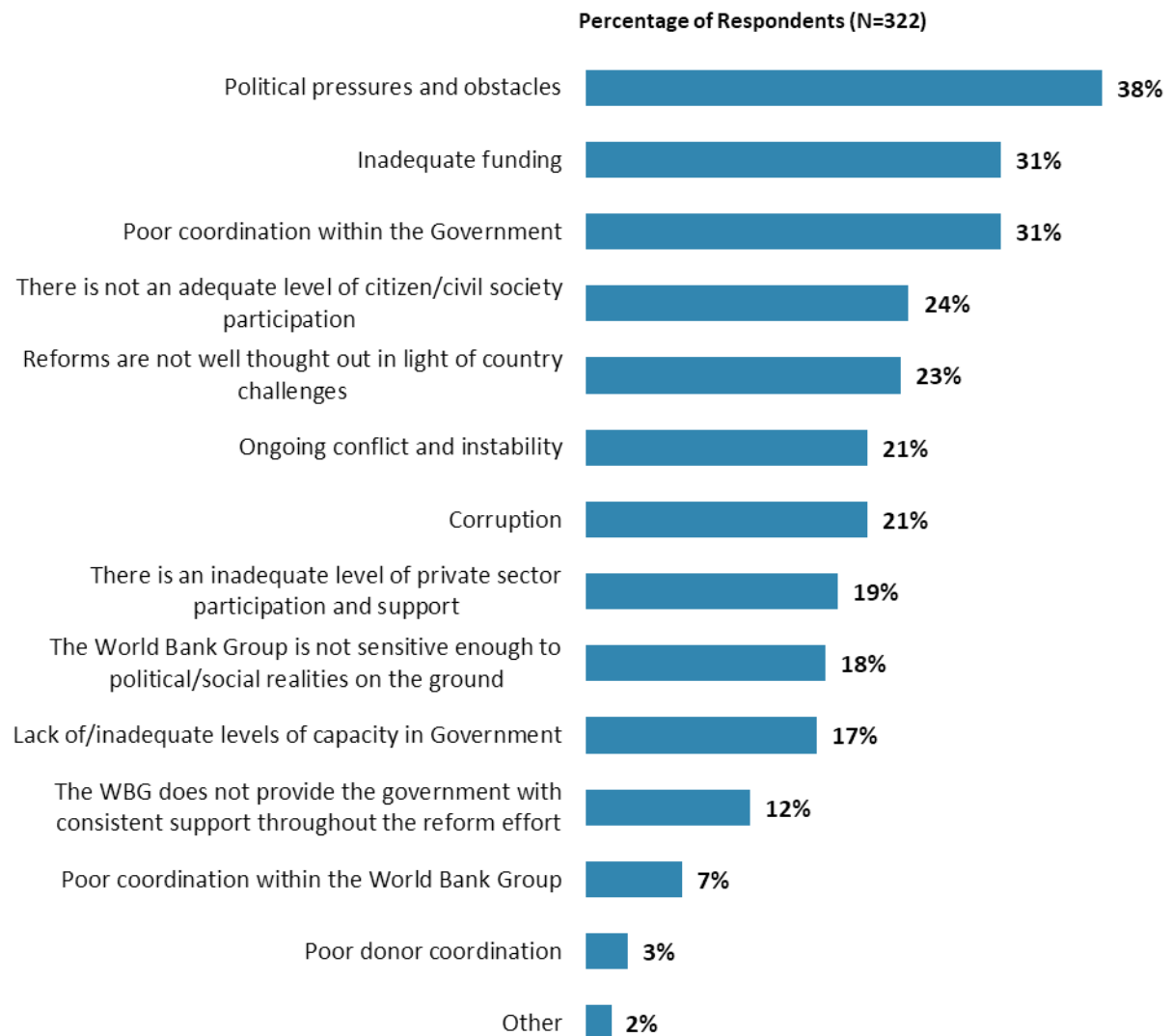
**"When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the Republic of Congo. (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



## V. Overall Attitudes toward the World Bank Group

### Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'15 Country Survey most often attributed failed or slow WBG assisted reform efforts to that *“there is not an adequate level of citizen/civil society participation”* (52%), that *“the World Bank Group is not sensitive enough to political/social realities on the ground”* (34%), that *“the World Bank Group does not do adequate follow through/follow-up”* (33%), and to *“political pressures and obstacles”* (33%).

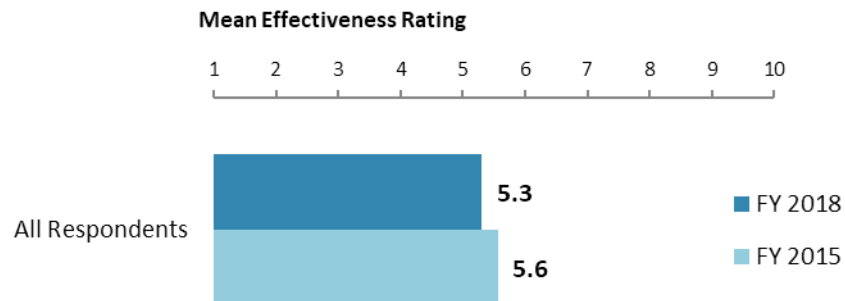


"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



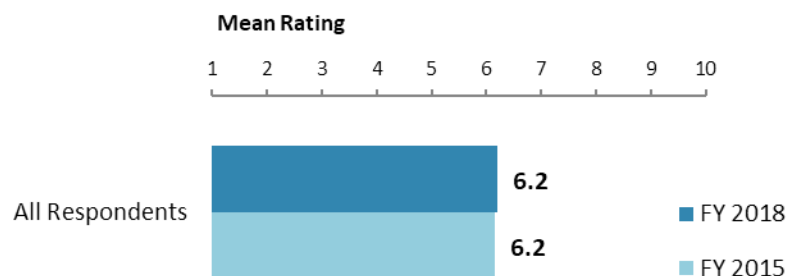
## V. Overall Attitudes toward the World Bank Group (continued)

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



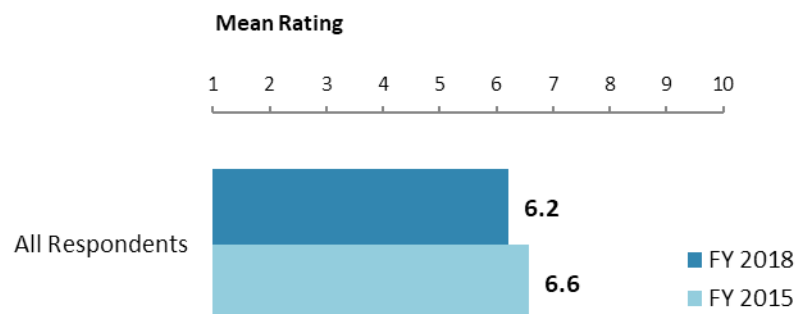
"Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo." (1-"Not effective at all", 10-"Very effective")

### Achieving Development Results (Indicator Question)



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

### Building/Strengthening Existing Country Systems (Indicator Question)



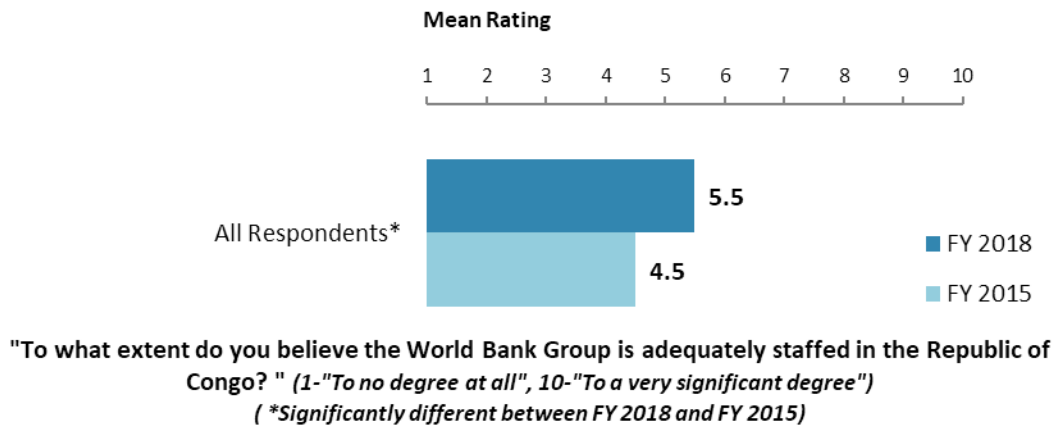
"To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Republic of Congo?" (1-"To no degree at all", 10-"To a very significant degree")

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

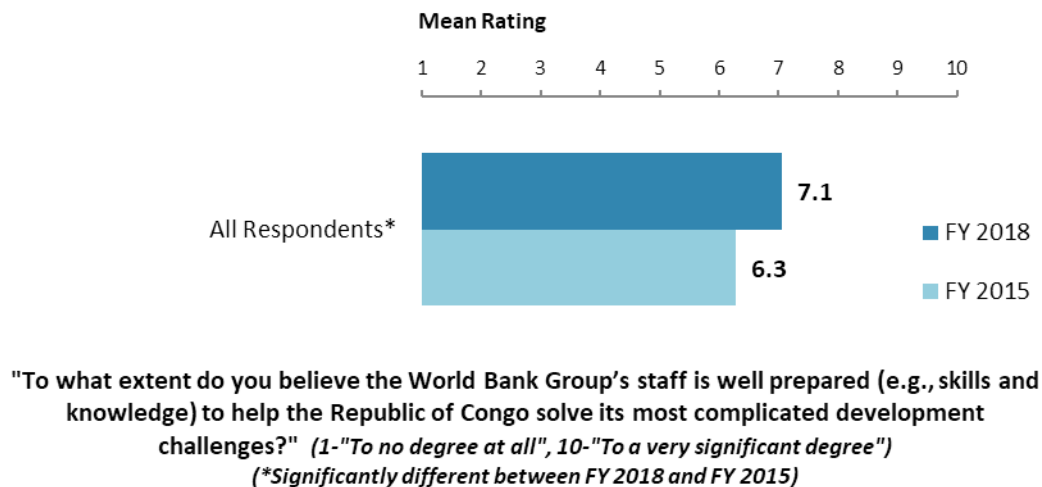


## V. Overall Attitudes toward the World Bank Group (continued)

### WBG Staffing in the Republic of Congo<sup>4</sup>



### The WBG Staff Preparedness

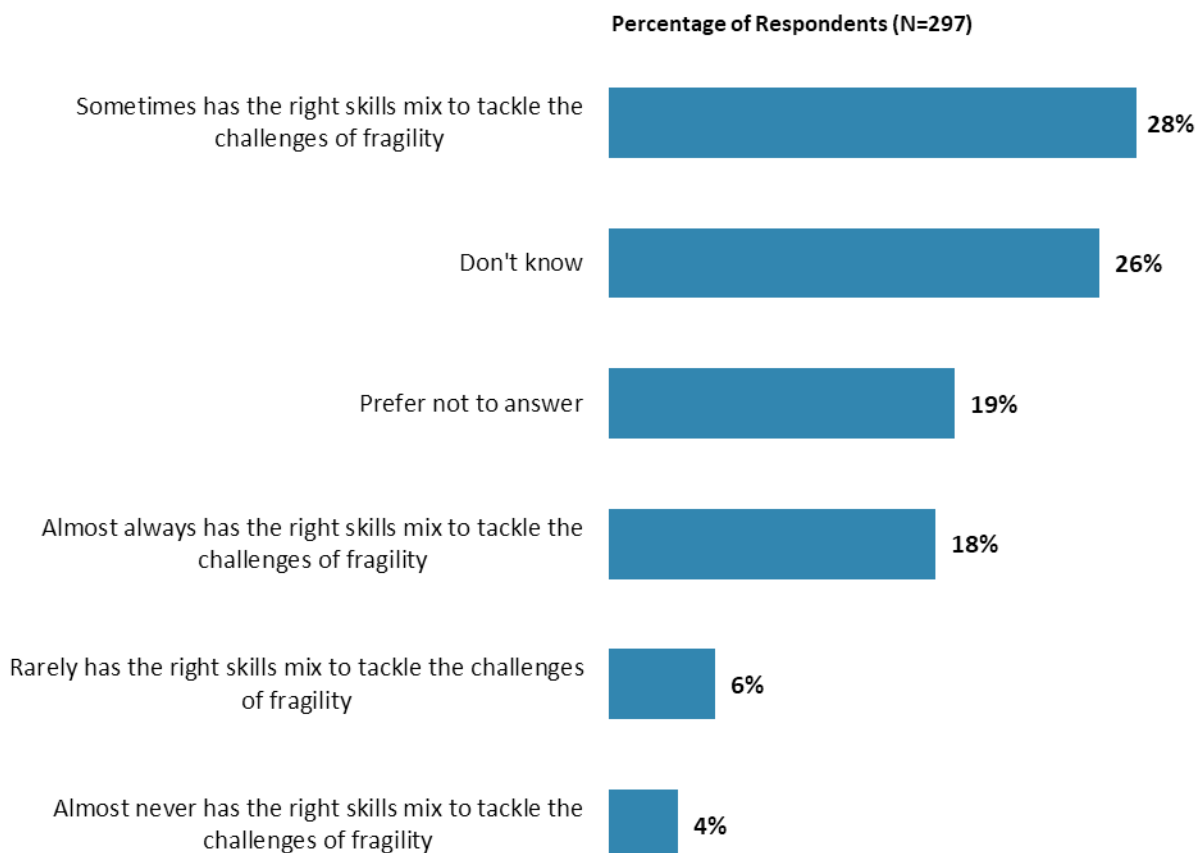


<sup>4</sup> Means presented in the charts on this page were calculated based on weighted data.



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

### The WBG Staff's Skills Mix to Tackle Fragility



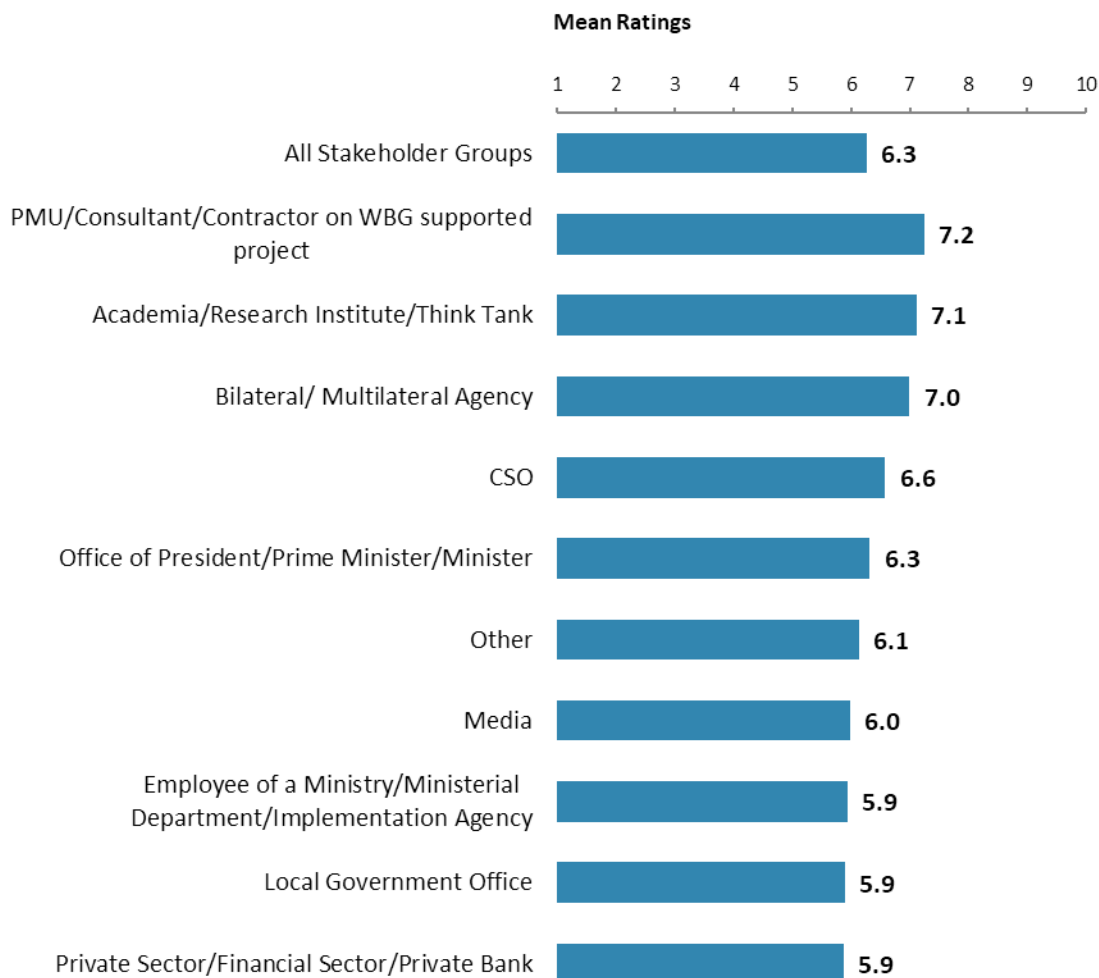
"When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?" (Respondents chose from a list.)



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

### Overall Ratings for Indicator Questions by Stakeholder Groups

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher mean ratings for the aggregated responses to the twenty-eight COS indicator questions (mean rating = 7.0) compared to respondents who do not collaborate with the WBG (mean rating = 5.8). Responses for individual indicator questions by exposure to the WBG can be found in Appendix F (page 110).



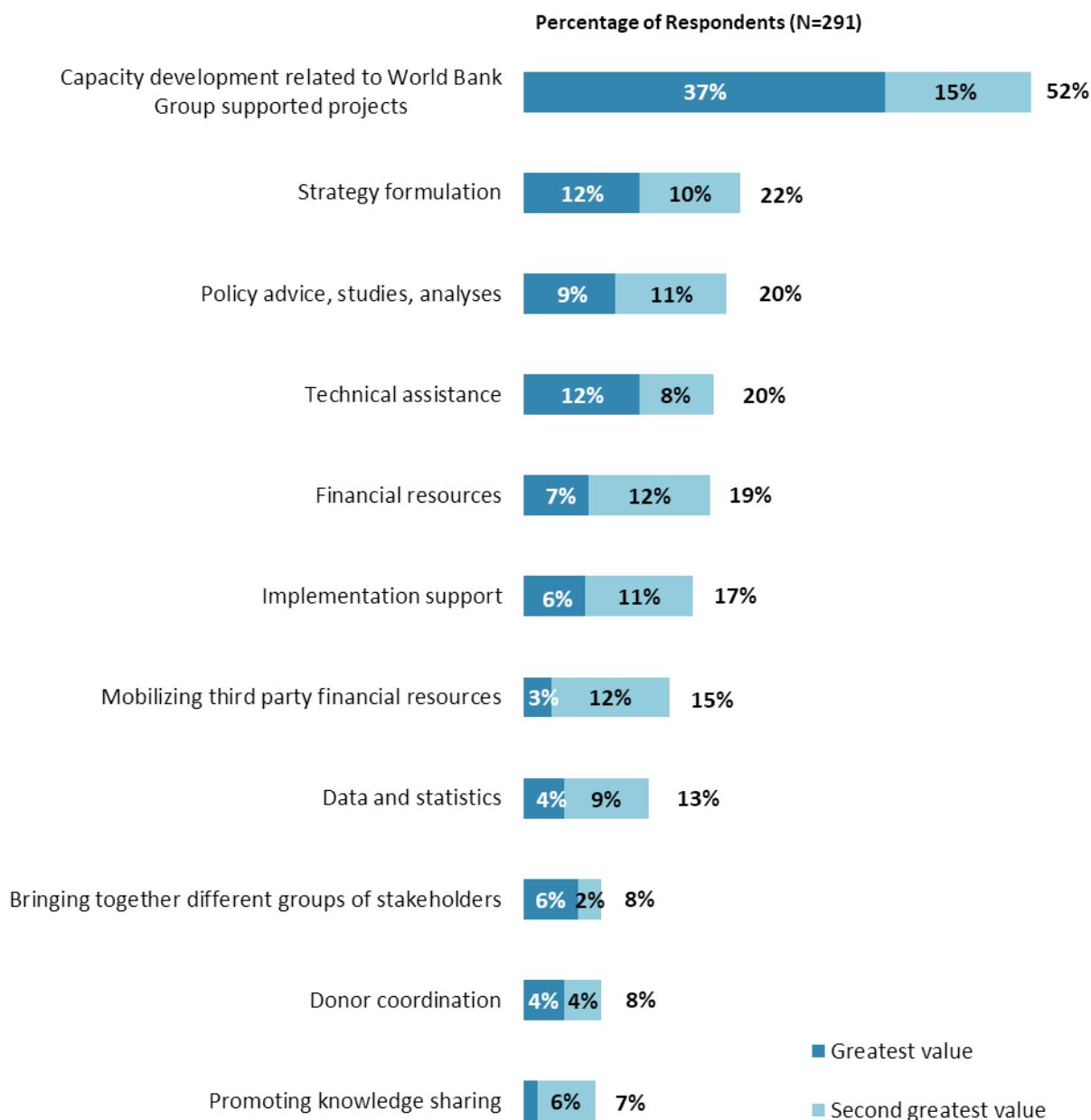
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

### Greatest Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest values to the Republic of Congo were "*strategy formulation*" (42%), "*capacity development*" (36%), and "*policy advice, studies, analyses*" (30%).



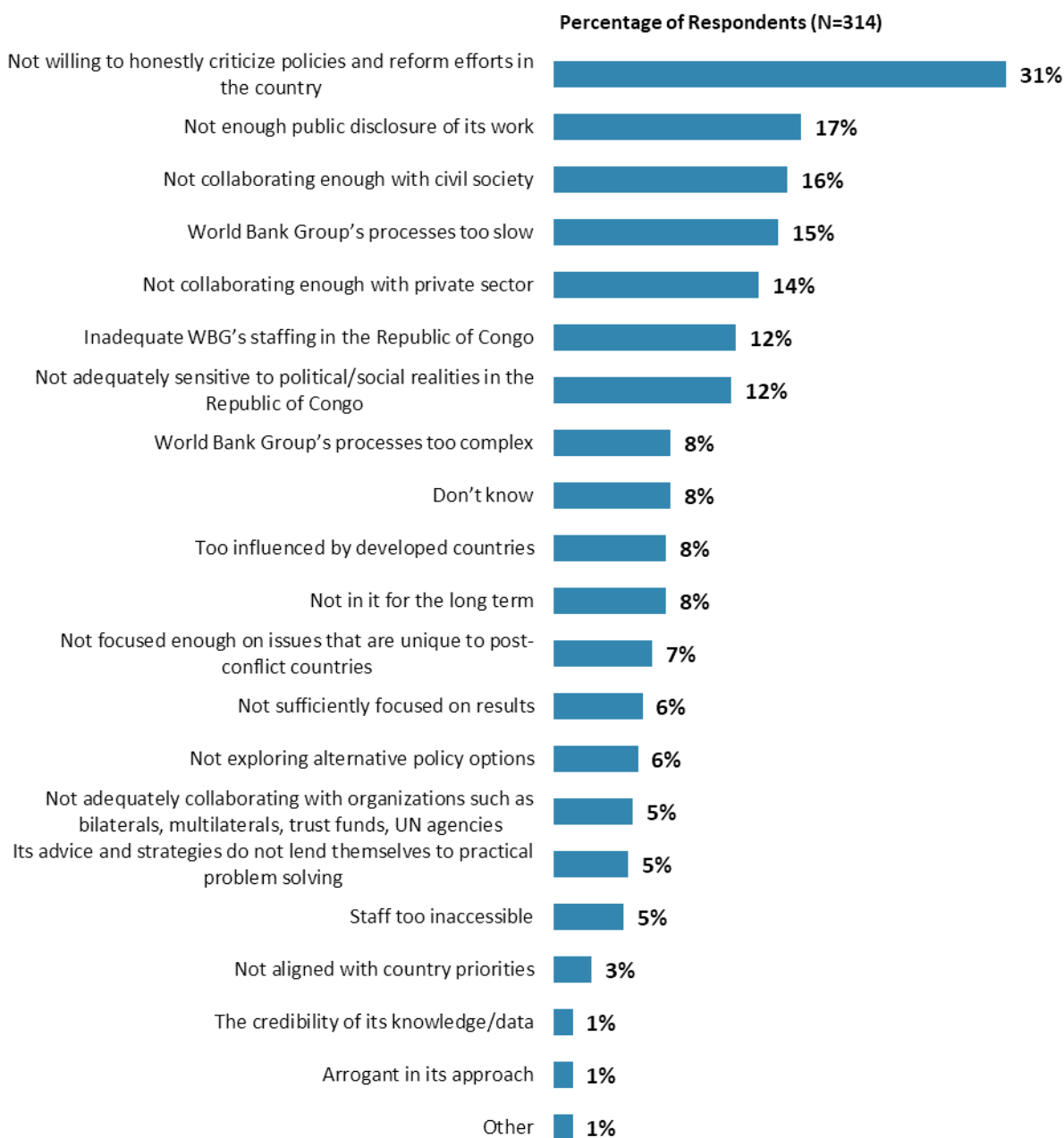
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Republic of Congo?"  
(Respondents chose from a list.)



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

### Greatest Weakness

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG's greatest weaknesses in its work in the Republic of Congo were "*not collaborating enough with stakeholders outside the Government*" (25%) and that "*World Bank Group's processes too complex*" (24%).

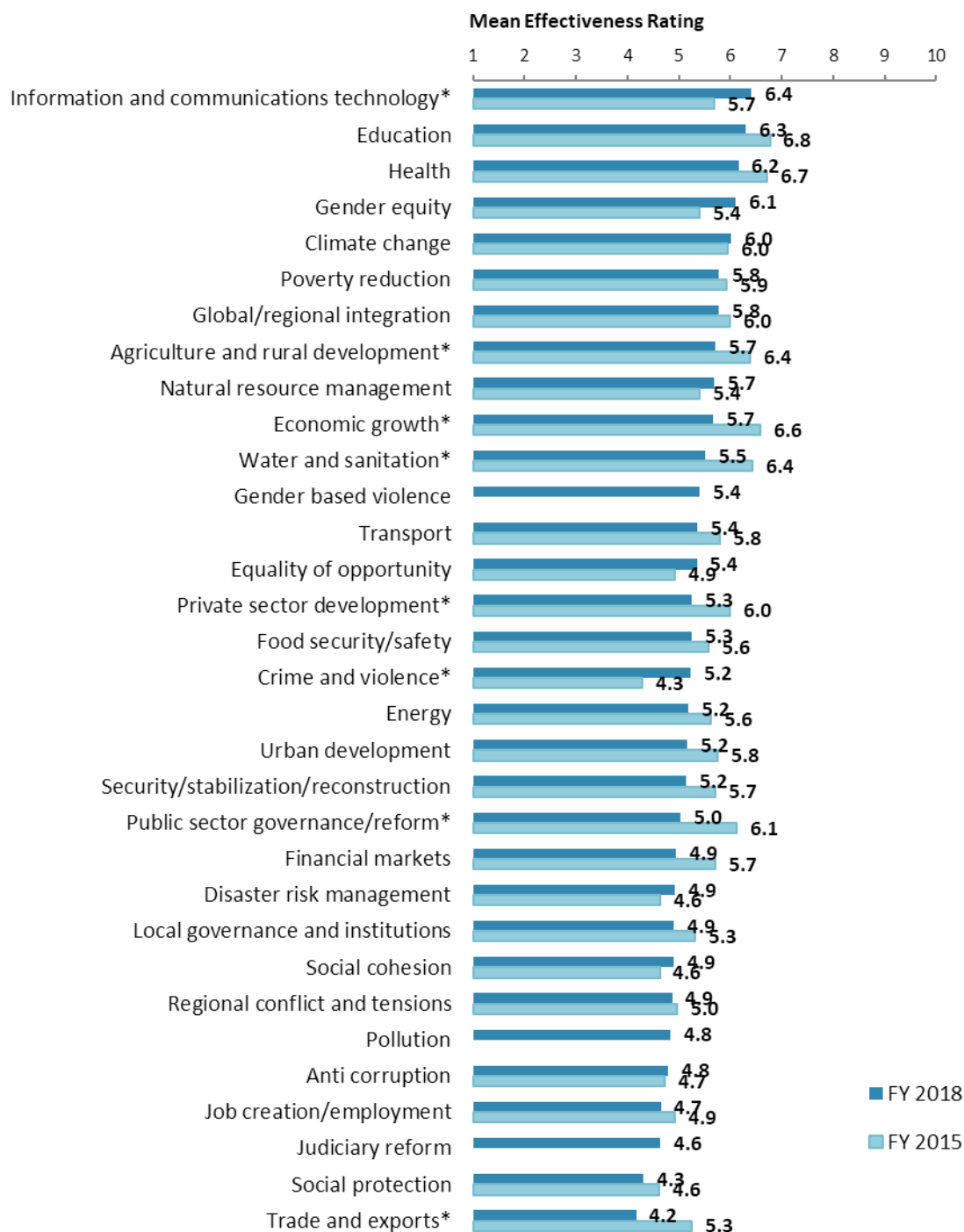


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Republic of Congo? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## VI. Sectoral Effectiveness

### Effectiveness of WBG's Support in Sectoral Areas: Year Comparison<sup>5</sup>



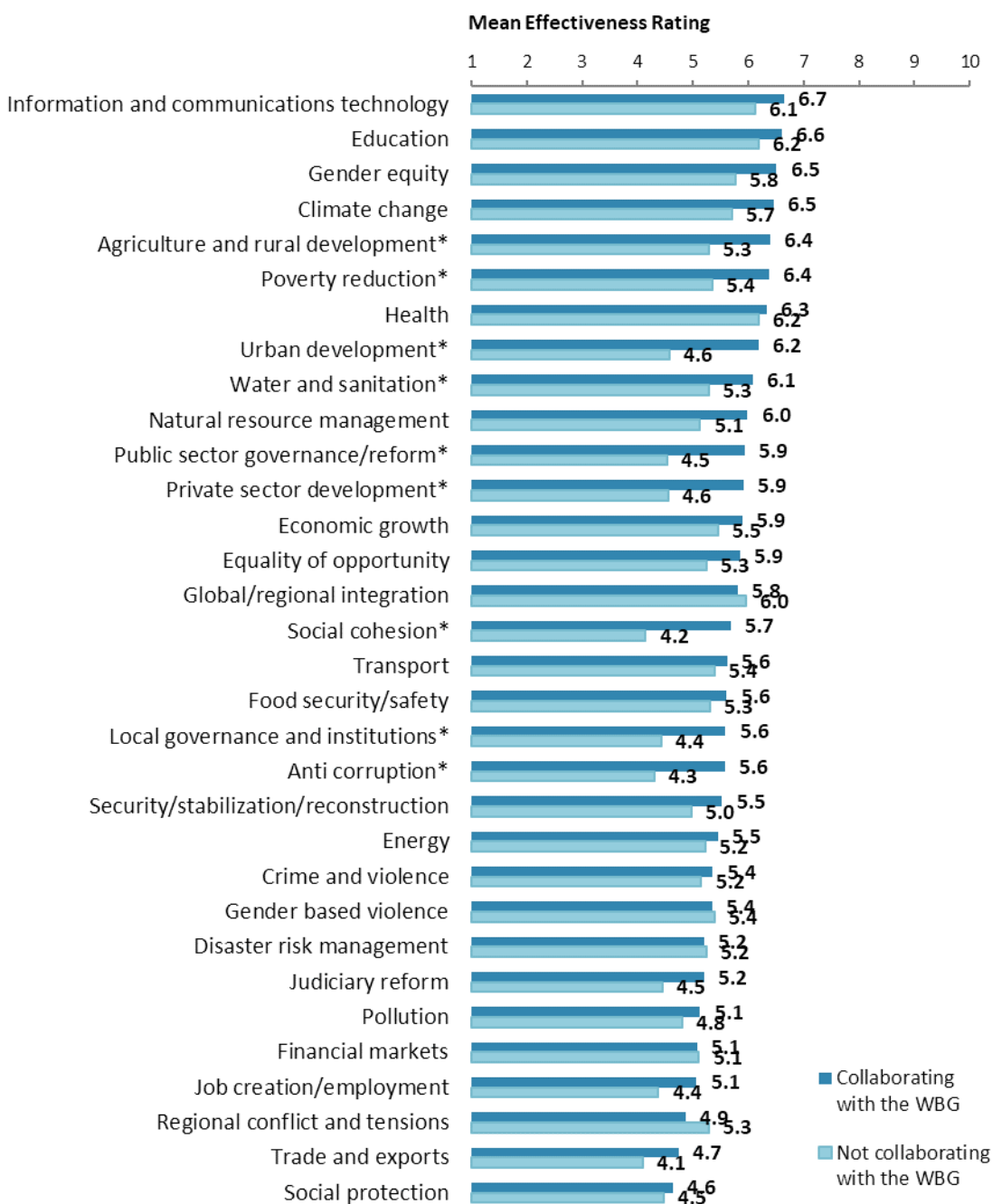
**"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo?" (1-"Not effective at all", 10-"Very effective")**  
 (\*Significantly different between FY 2018 and FY 2015)

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



## VI. Sectoral Effectiveness (continued)

### Effectiveness of WBG's Support in Sectoral Areas: Collaboration<sup>6</sup>



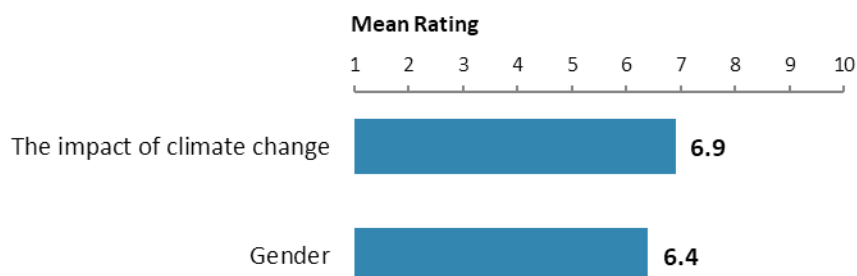
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo?" (1-"Not effective at all", 10-"Very effective")  
(\*Significantly different between collaborators and non-collaborators)

<sup>6</sup> Note in the Appendix on the sectoral effectiveness (Appendix A, page 47) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



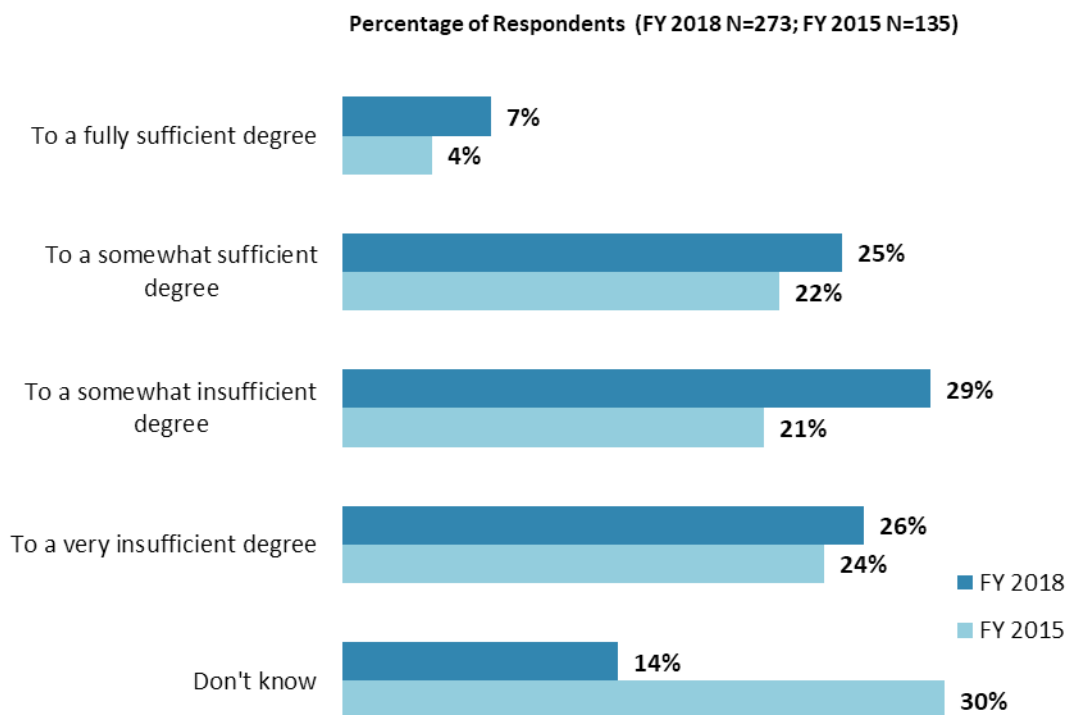
## VI. Sectoral Effectiveness (continued)

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



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

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



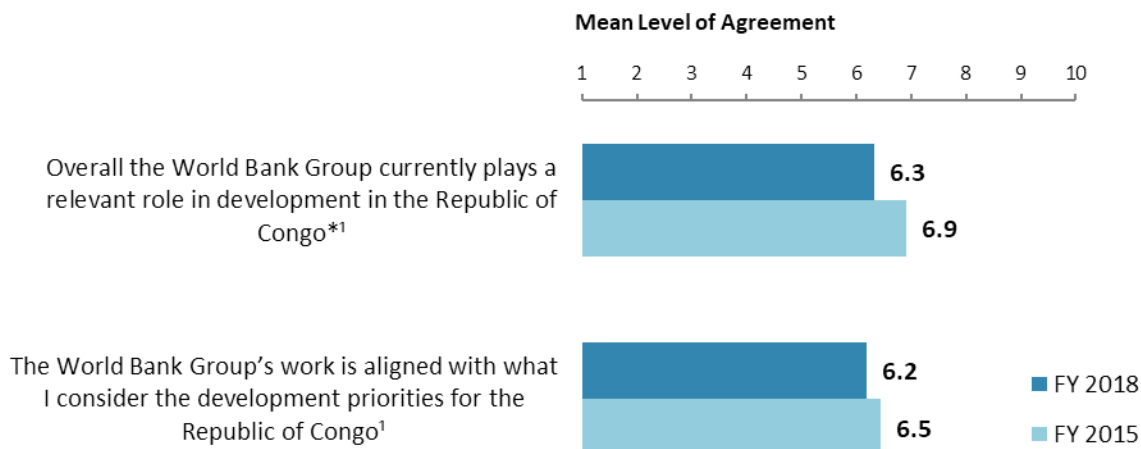
**"To what extent do you believe that the World Bank Group's work and support help the poorest in the Republic of Congo?" (Respondents chose from a list.)**

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



## VII. How the World Bank Group Operates

### The World Bank Group's Work in the Republic of Congo: Year Comparison<sup>8</sup>

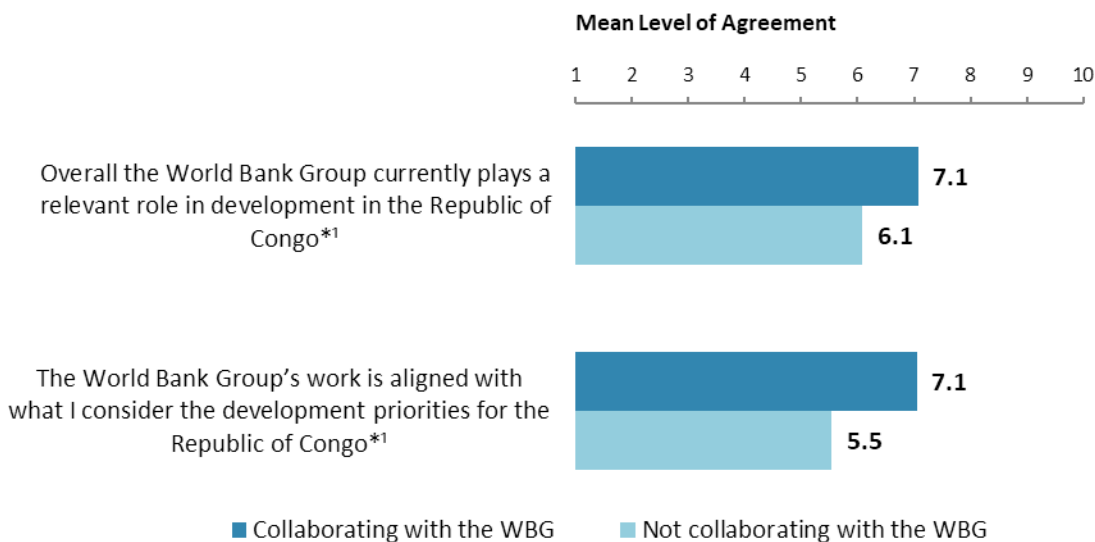


"To what extent do you agree with the following statements about the World Bank Group's work in the Republic of Congo?" (1-"Strongly disagree", 10-"Strongly agree")

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

<sup>1</sup>Indicator Question

### The World Bank Group's Work in the Republic of Congo: Collaboration



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

(\*Significantly different between collaborators and non-collaborators)

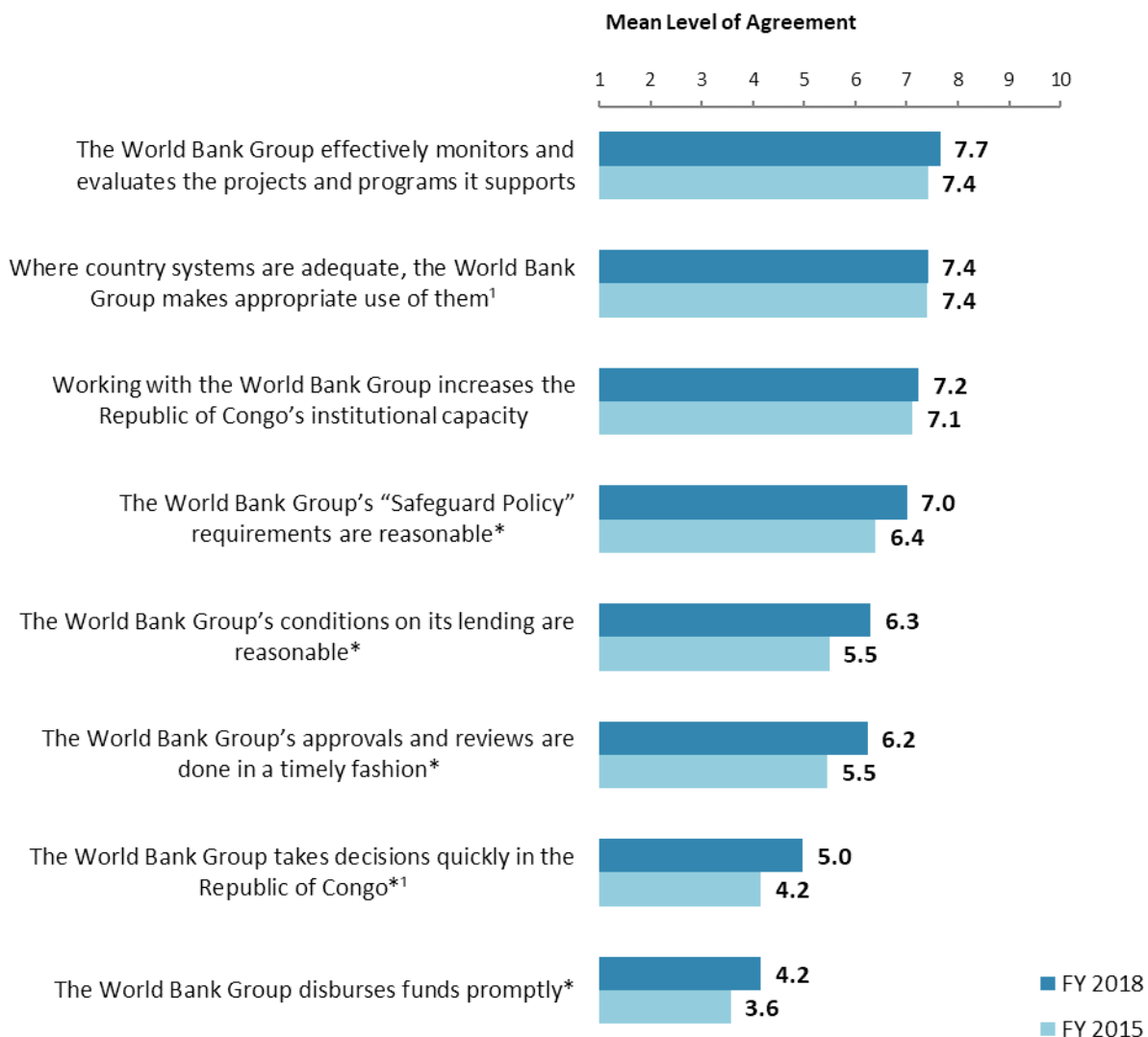
<sup>1</sup>Indicator Question

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



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

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



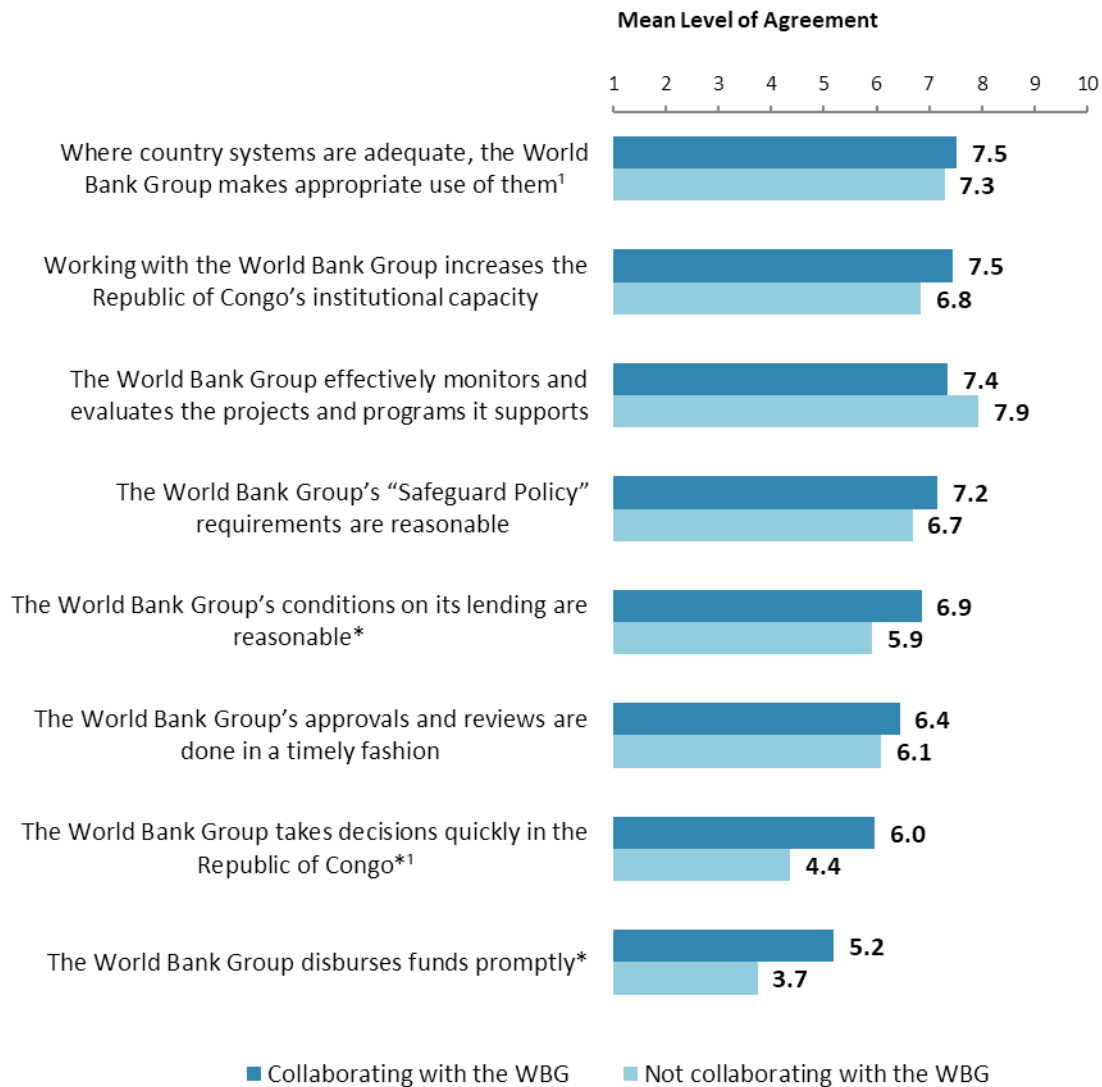
**"To what extent do you agree/disagree with the following statements?"**  
(1-"Strongly disagree", 10-"Strongly agree")  
(\*Significantly different between FY 2018 and FY 2015)  
Indicator Question

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



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

### Overall Perceptions: Collaboration



"To what extent do you agree/disagree with the following statements?"

(1-"Strongly disagree", 10-"Strongly agree")

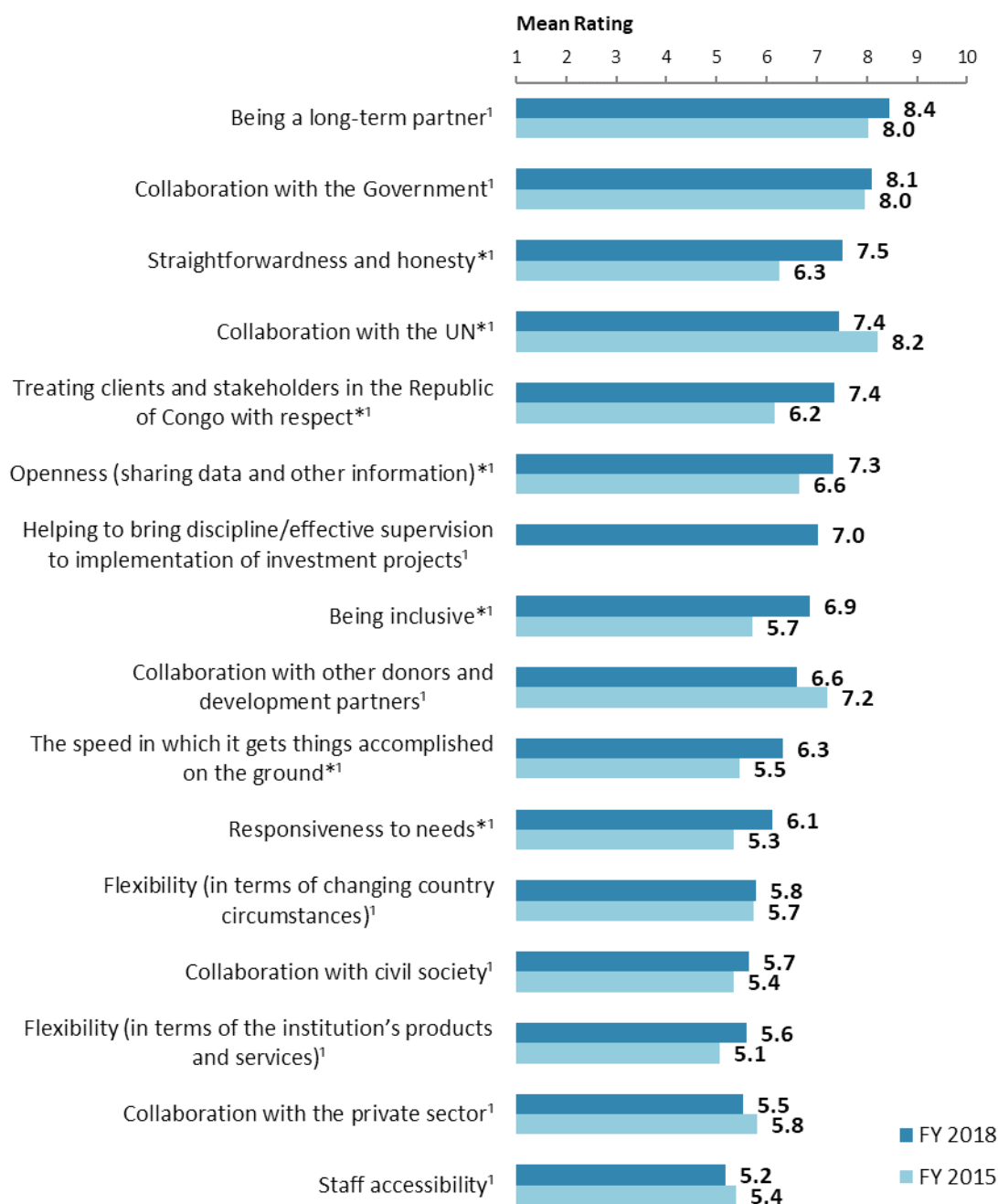
(\*Significantly different between collaborators and non-collaborators)

<sup>1</sup>Indicator Question



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

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



**"To what extent is the World Bank Group an effective development partner in the Republic of Congo, in terms of each of the following?" (1-"To no degree at all", (10-"To a very significant degree")**  
 (\*Significantly different between FY 2018 and FY 2015)

<sup>1</sup>Indicator Question

<sup>10</sup> Means in the chart were calculated based on weighted data.



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

### The WBG as an Effective Development Partner: Collaboration



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

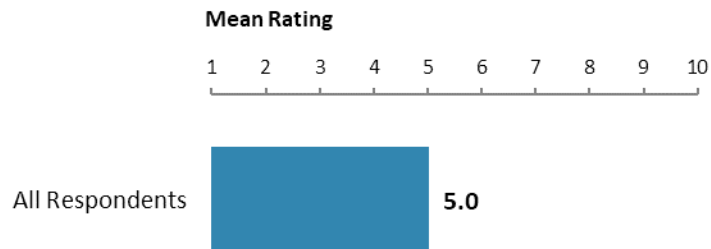
*(\*Significantly different between collaborators and non-collaborators)*

<sup>1</sup>Indicator Question



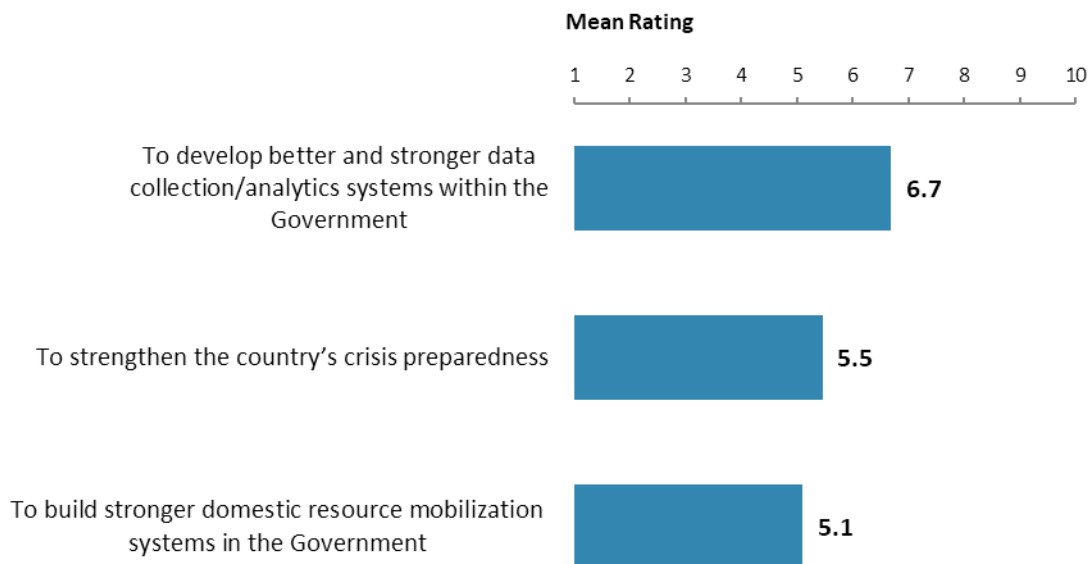
## VII. How the World Bank Group Operates (continued)

### Mobilizing Finance for Development from Private Sector Sources



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

### Effectiveness of WBG's Support



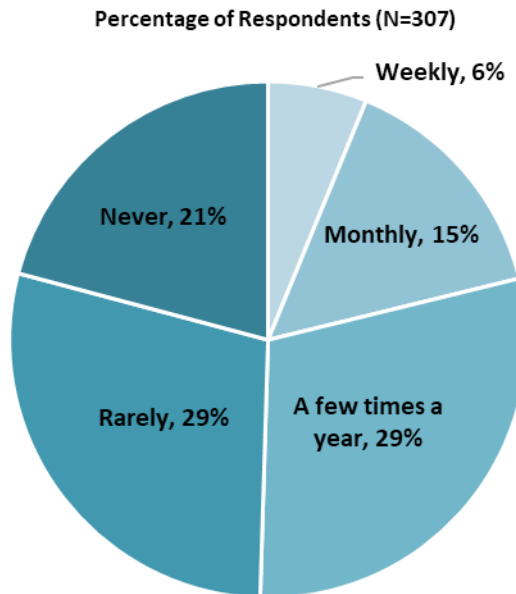
"How effectively does the World Bank Group support the Republic of Congo's efforts ... ?" (1-"Not effectively at all", 10-"Very effectively")



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

### Frequency of Consulting WBG Knowledge Work and Activities

- **Stakeholder groups:** Respondents from bilateral/multilateral agencies and employees of ministries/ministerial departments/implementation agencies indicated the most frequent usage of the WBG's knowledge work and activities ("*weekly/monthly*") compared to respondents from other stakeholder groups.

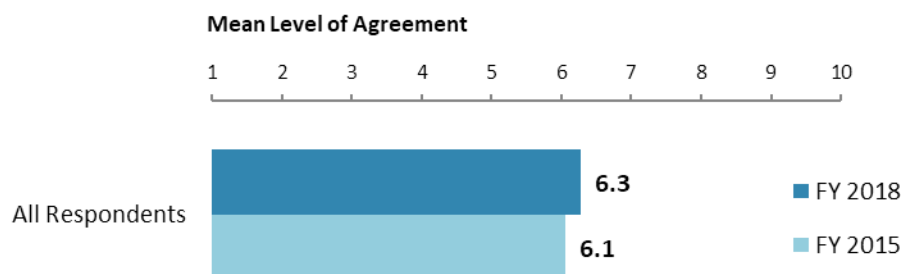


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?" (Respondents chose from a list.)



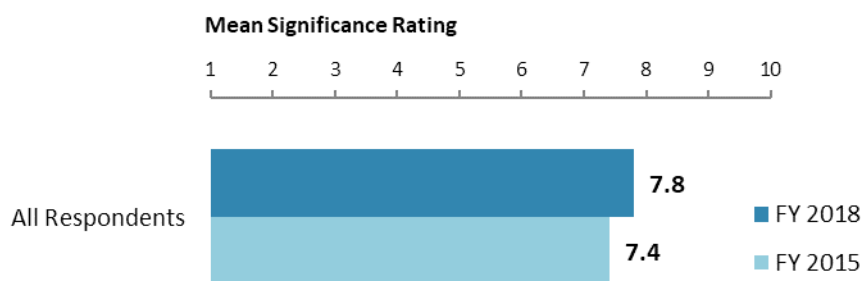
## VIII. World Bank Group's Knowledge and Instruments (continued)

### Meeting the Republic of Congo's Knowledge Needs<sup>11</sup> (*Indicator Question*)



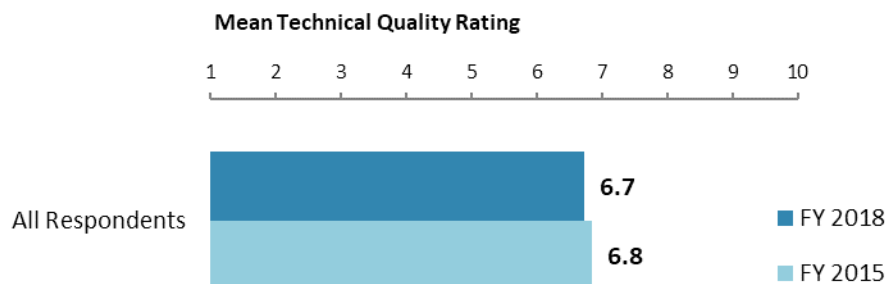
"The World Bank Group meets the Republic of Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance)."  
(1-"Strongly disagree", 10-"Strongly agree")

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



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

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



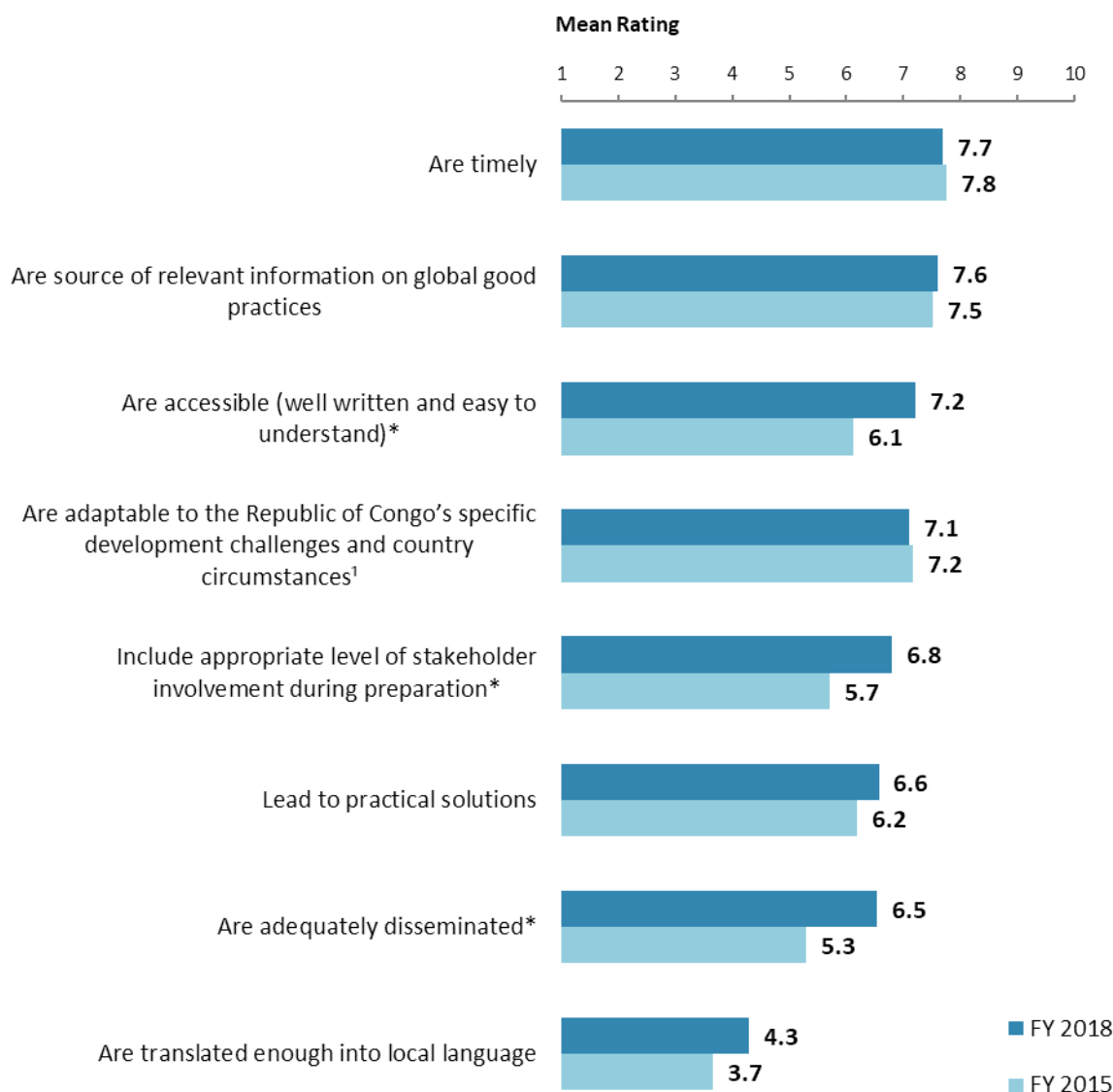
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?"  
(1-"Very low technical quality", 10-"Very high technical quality")

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



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

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



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

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

*'Indicator Question*

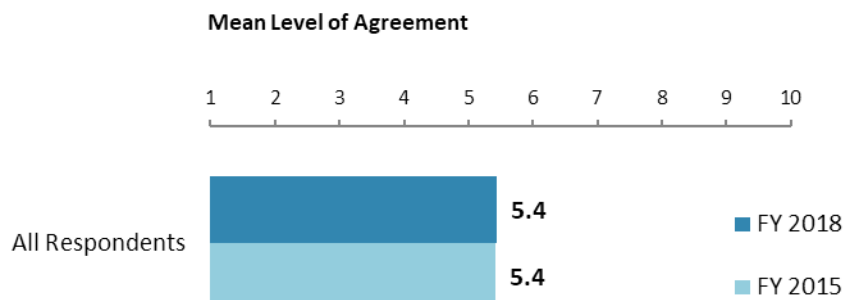
<sup>12</sup> Means in the chart were calculated based on weighted data.



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

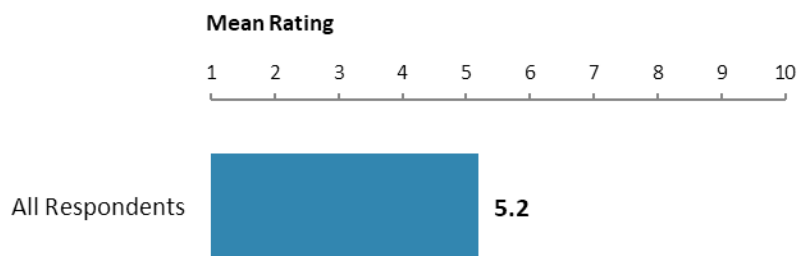
### Meeting the Republic of Congo's Needs for Financial Instruments<sup>13</sup>

(Indicator Question)



"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the Republic of Congo."  
(1-"Strongly disagree", 10-"Strongly agree")

### WBG's Reimbursable Advisory Services



"To what extent do you believe that the Republic of Congo received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?"  
(1-"To no degree at all", 10-"To a very significant degree")

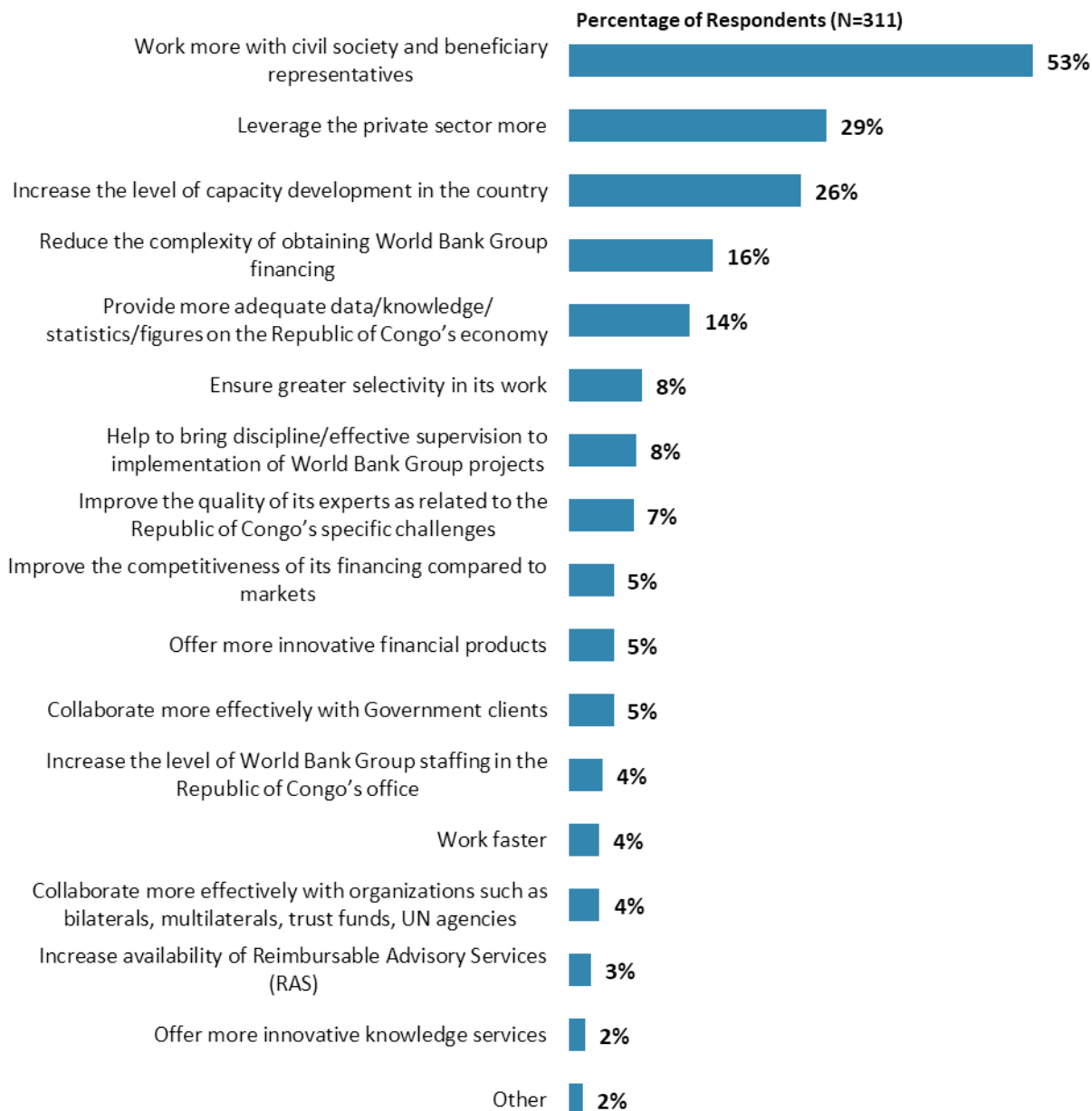
<sup>13</sup> Means in the chart were calculated based on weighted data.



## IX. The Future Role of the WBG in the Republic of Congo

### Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should “*reach out more to groups outside of Government*” (38%), “*provide more adequate data/knowledge/statistics/figures on the Republic of Congo’s economy*” (33%), and “*increase the level of capacity development in the country*” (30%) to make itself of greater value in the Republic of Congo.



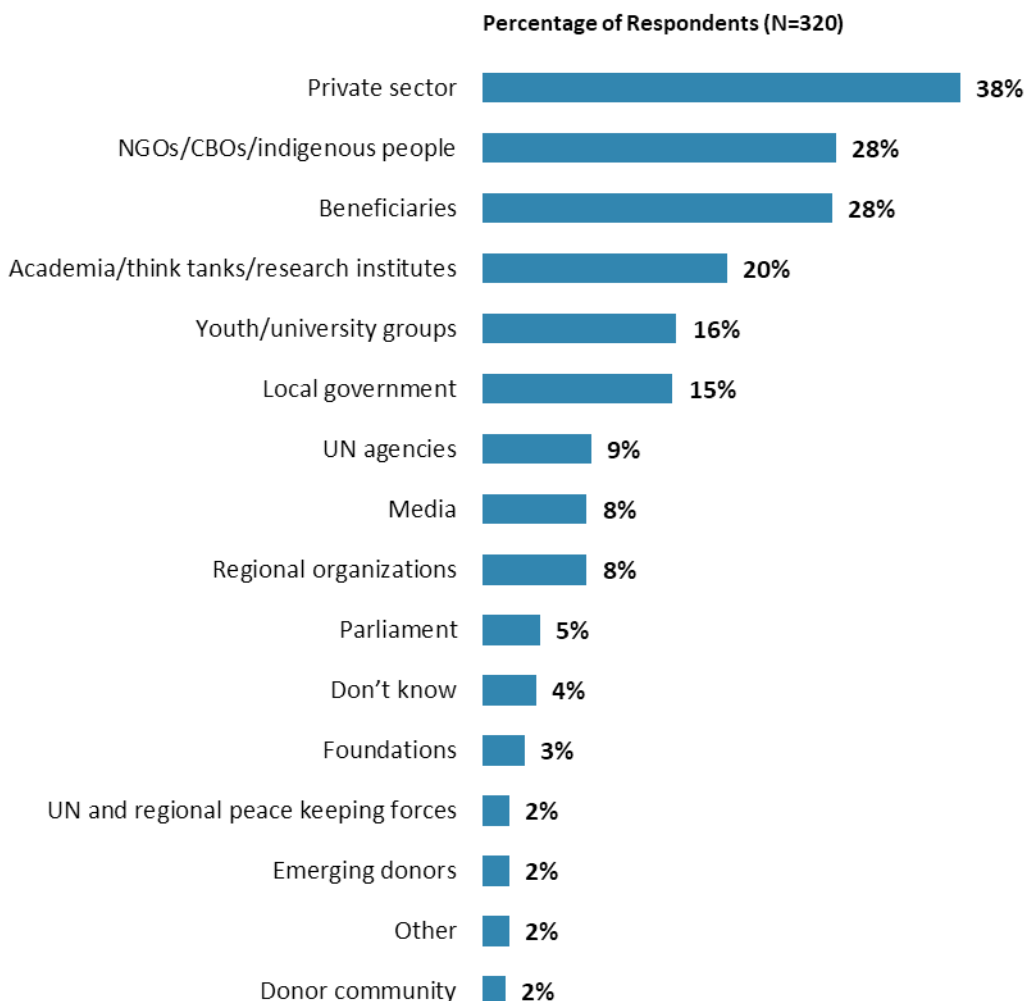
"Which of the following SHOULD the World Bank Group do to make itself of greater value in the Republic of Congo? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should work more with “*NGOs/Community Based Organizations*” (36%), “*vulnerable people (e.g., youth, women, autochthones, people with disability and albinos people)*” (34%), “*beneficiaries*” (32%), and “*private sector*” (29%) to ensure better development results in the Republic of Congo.



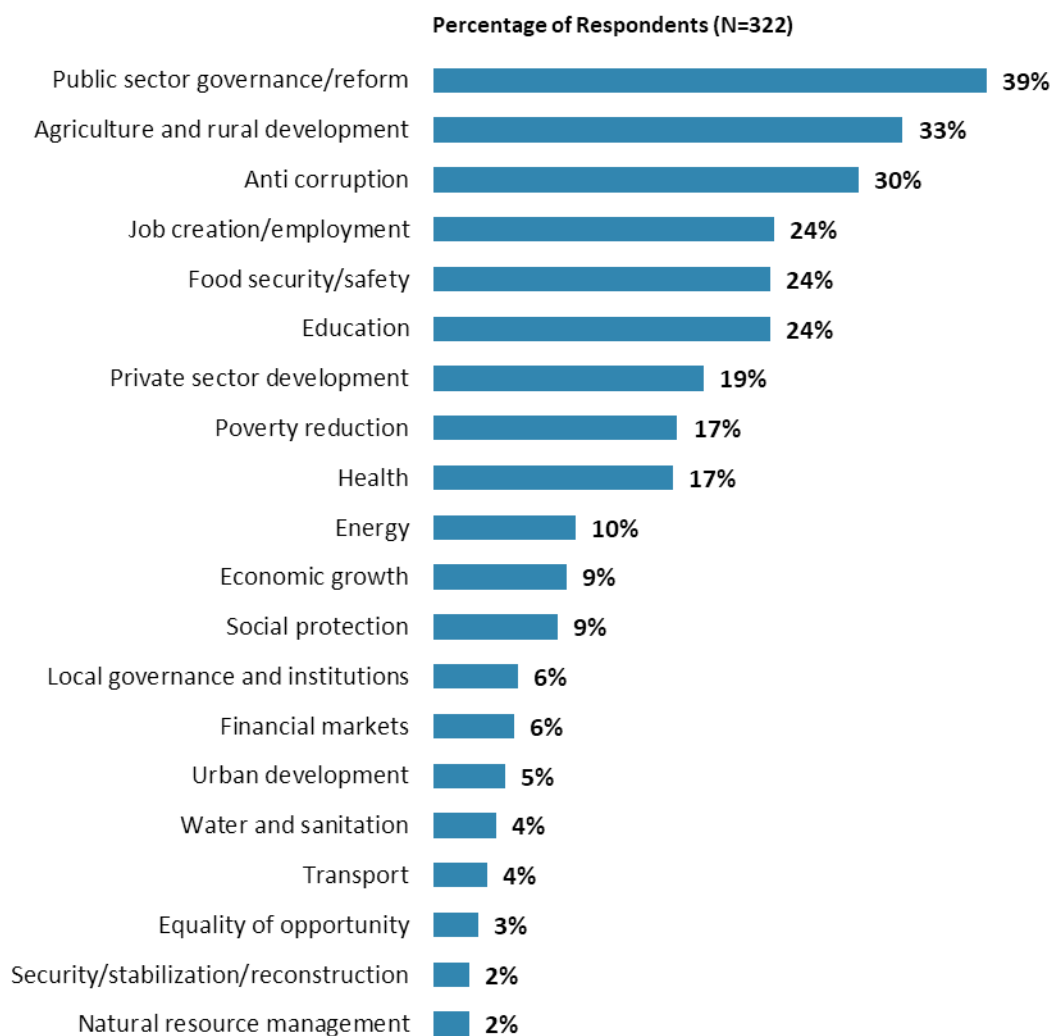
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

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

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that the WBG should focus its resources on “*public sector governance/reform*” (44%), “*agricultural development*” (32%), and “*education*” (28%).
- **Specialization:** Respondents who identified their primary specialization of work as “*education*” (15% of the sample) were significantly *more* likely to indicate that the WBG should focus most of its resources on “*education*,” compared to the rest of respondents in other areas of work (education specialists = 47%; others = 20%).



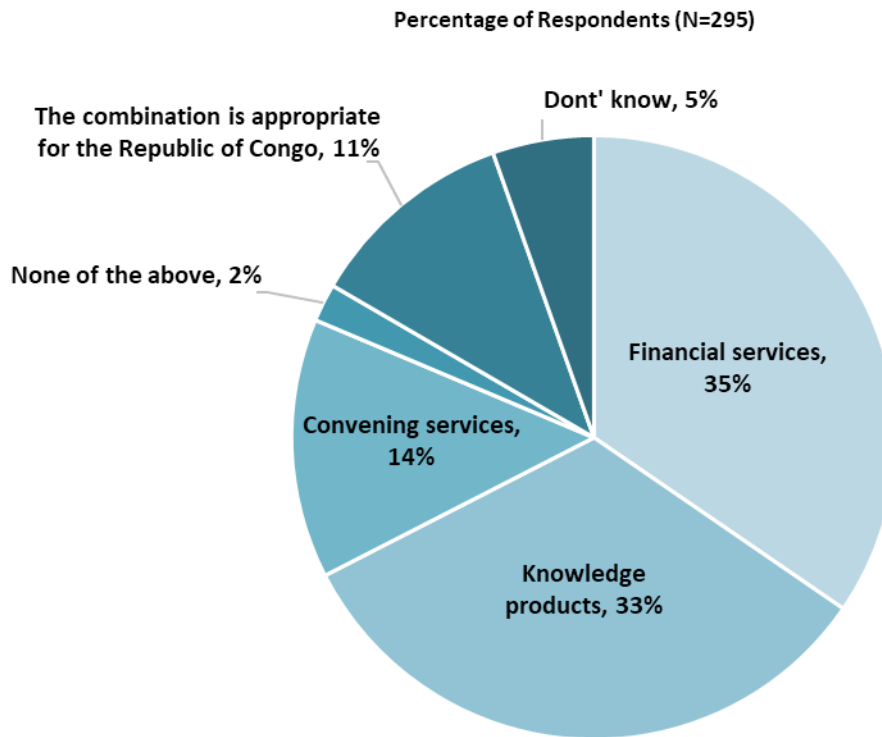
**“When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Congo? (Choose no more than THREE)”**  
(Respondents chose from a list. Responses combined. Top 20 of 32 response options shown.)

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



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

### Future Combination of the WBG Services

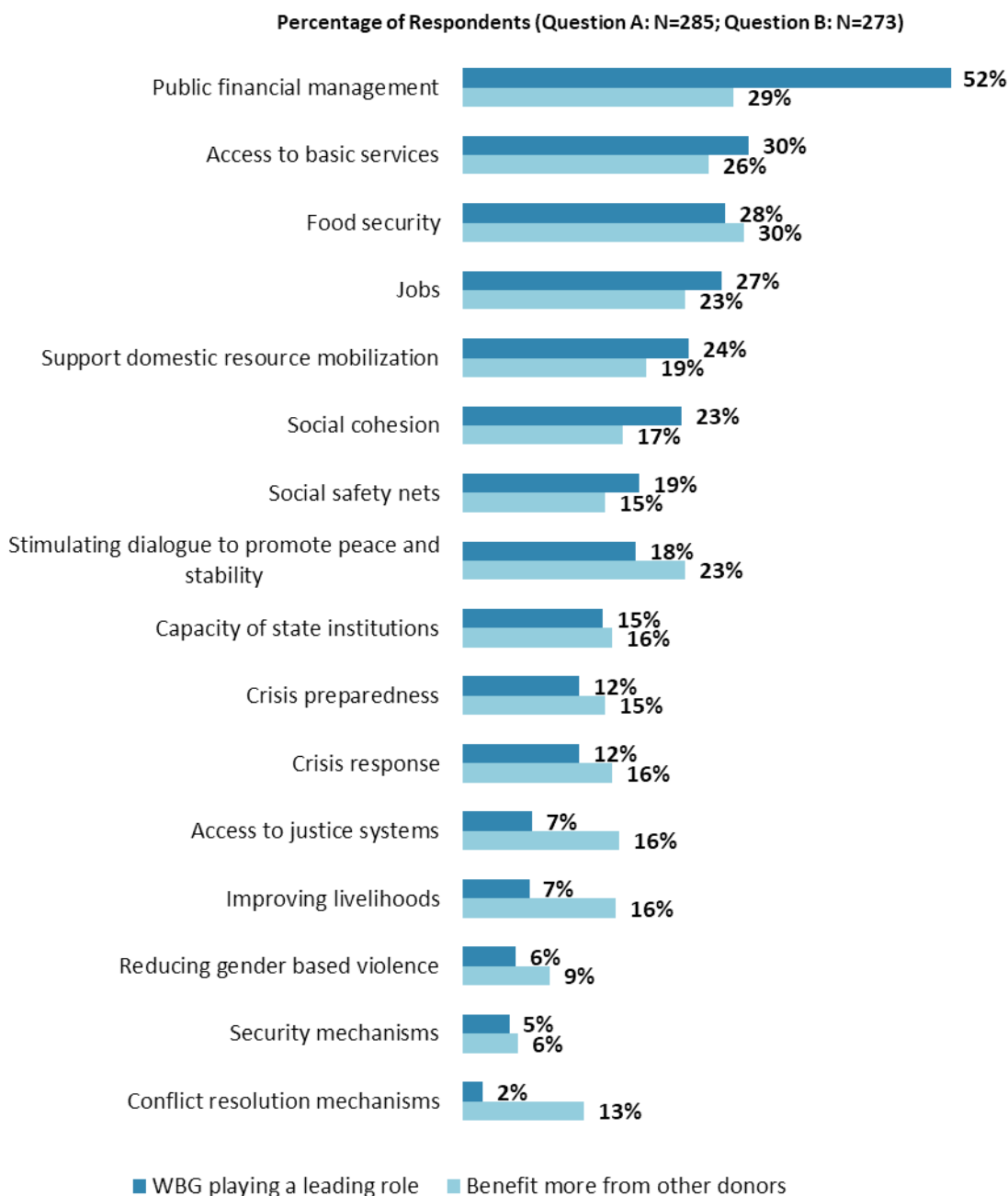


"When considering the combination of services that the World Bank Group offers in the Republic of Congo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Congo?" (Respondents chose from a list.)



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

### The WBG Playing a Leading Role vs. Other Donors



"Please answer the following questions:

A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Republic of Congo?

B. Which THREE areas below would benefit most from other donors in the Republic of Congo?"

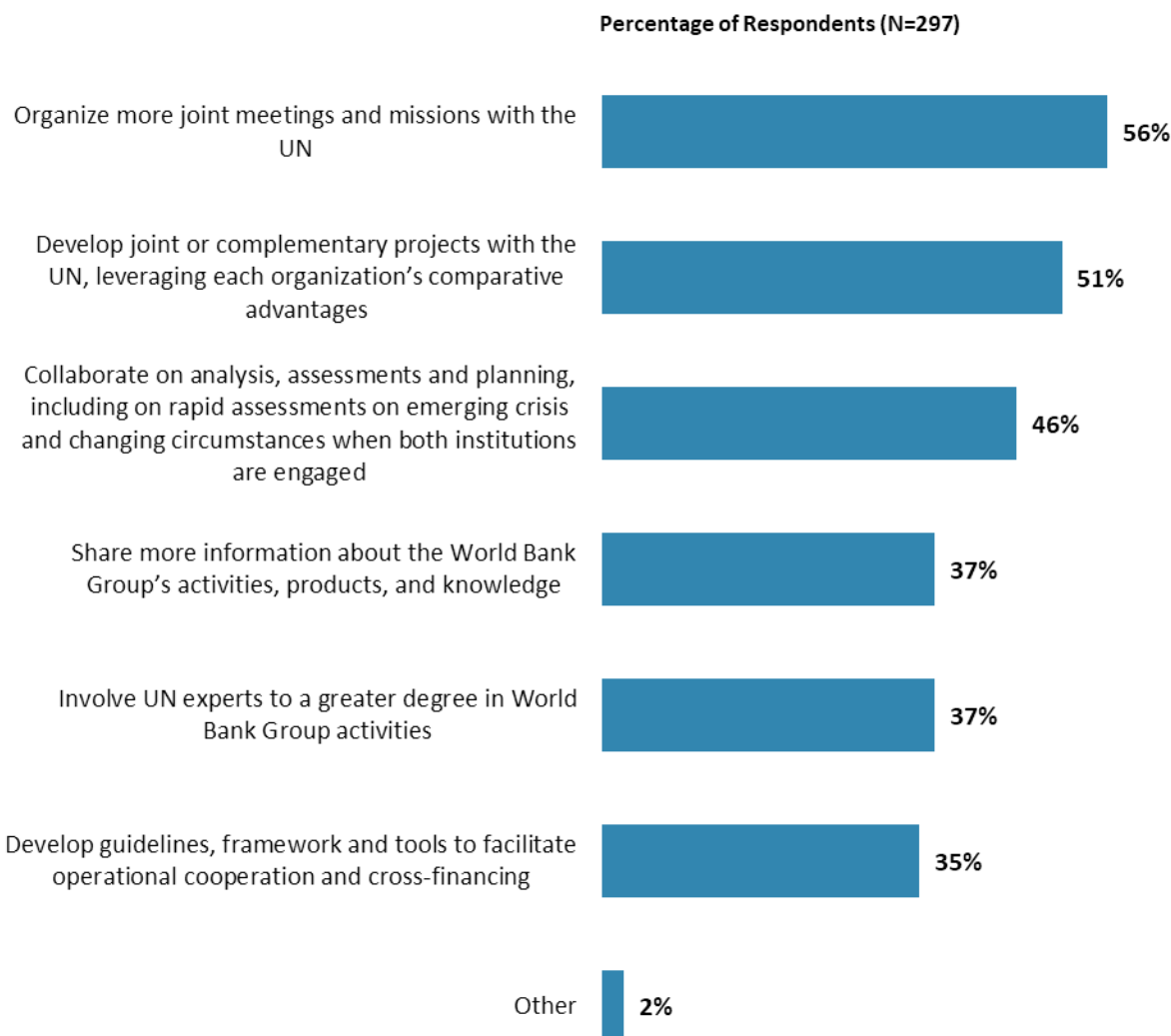
(Respondents chose from a list. Responses combined.)



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

### The WBG Collaboration with the UN

- **Year comparison:** In the previous FY'15 Country Survey, respondents indicated that the WBG should “*develop joint or complementary projects with the UN, leveraging each organization’s comparative advantages*” (65%) and “*share more information about the World Bank Group’s activities, products, and knowledge*” (54%) to improve collaboration with the UN in the field.

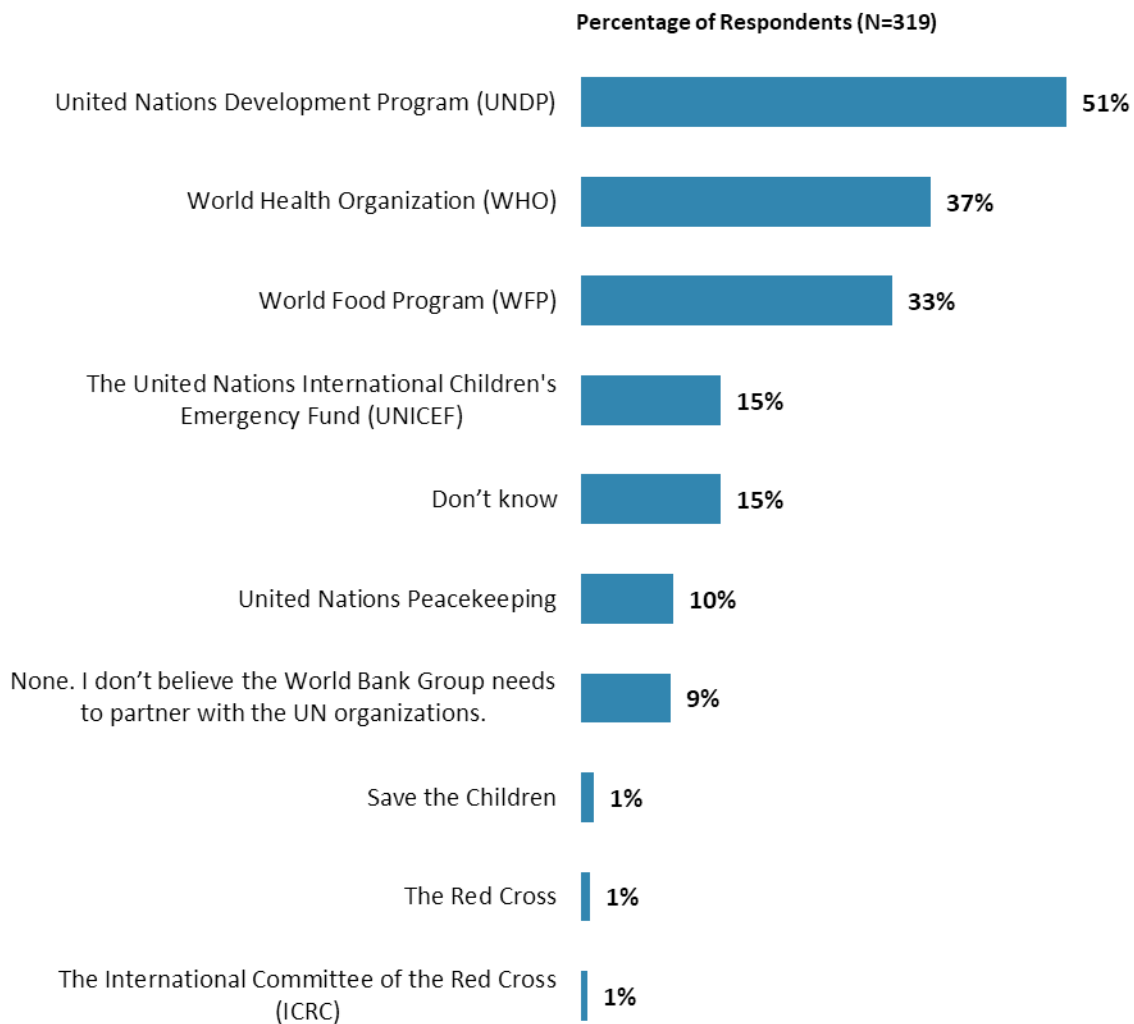


"What should the World Bank Group do to improve collaboration with the UN in the field?  
(Choose no more than THREE)" (Respondents chose from a list. Responses combined.)



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

### Partnering with UN and Other Organizations

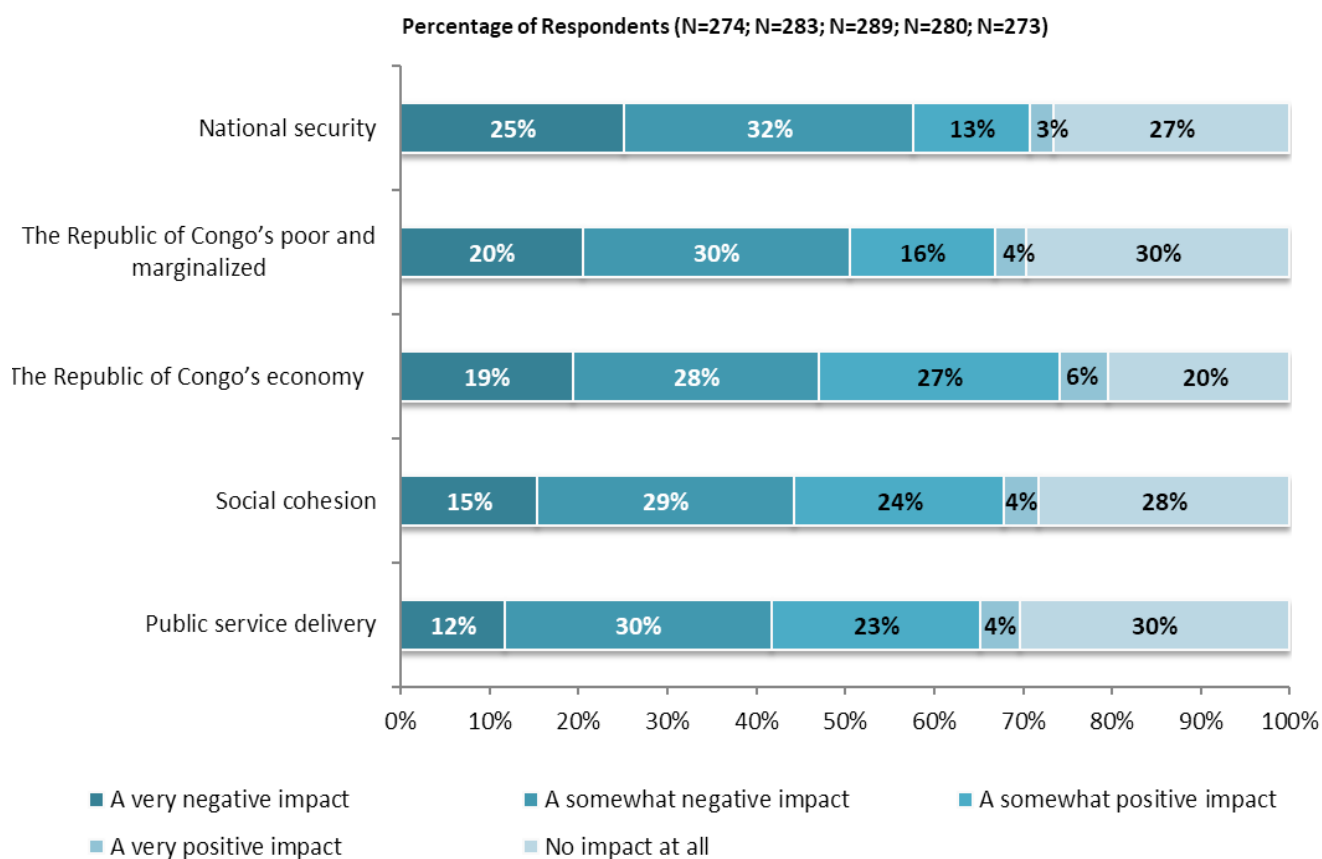


**"Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in the Republic of Congo? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)



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

### The Impact of Refugees in the Republic of Congo

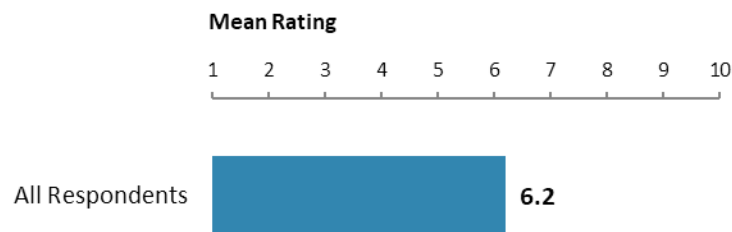


"Please rate how you feel when you think about the impact of the refugees in regards to...."  
(Respondents chose from a list.)



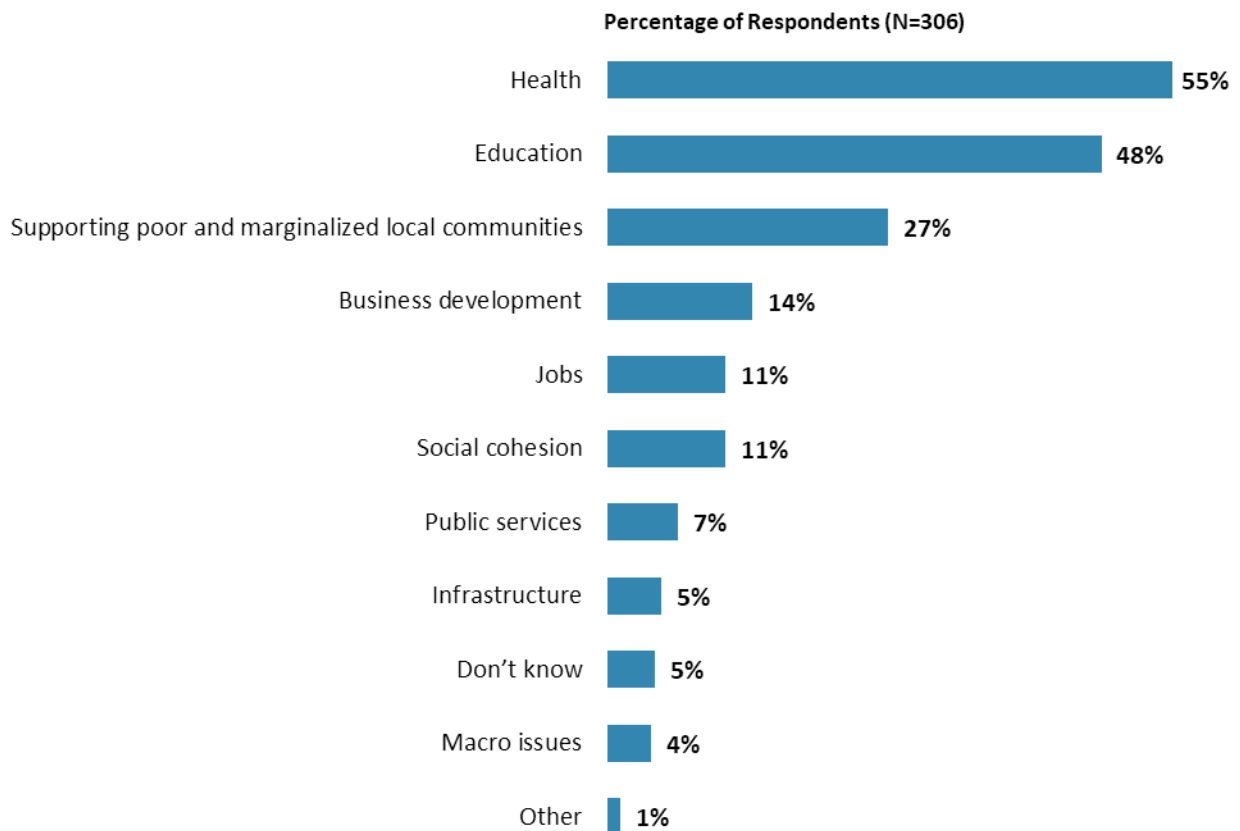
## IX. The Future Role of the WBG in the Rep. of Congo (continued)

### Refugees: Donor Community's Support



**"To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the Republic of Congo?"**  
(1 - "To no degree at all", 10 - "To a very significant degree")

### Refugees: WBG's Support



**"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 the Republic of Congo? (Choose no more than TWO)"**  
(Respondents chose from a list. Responses combined.)

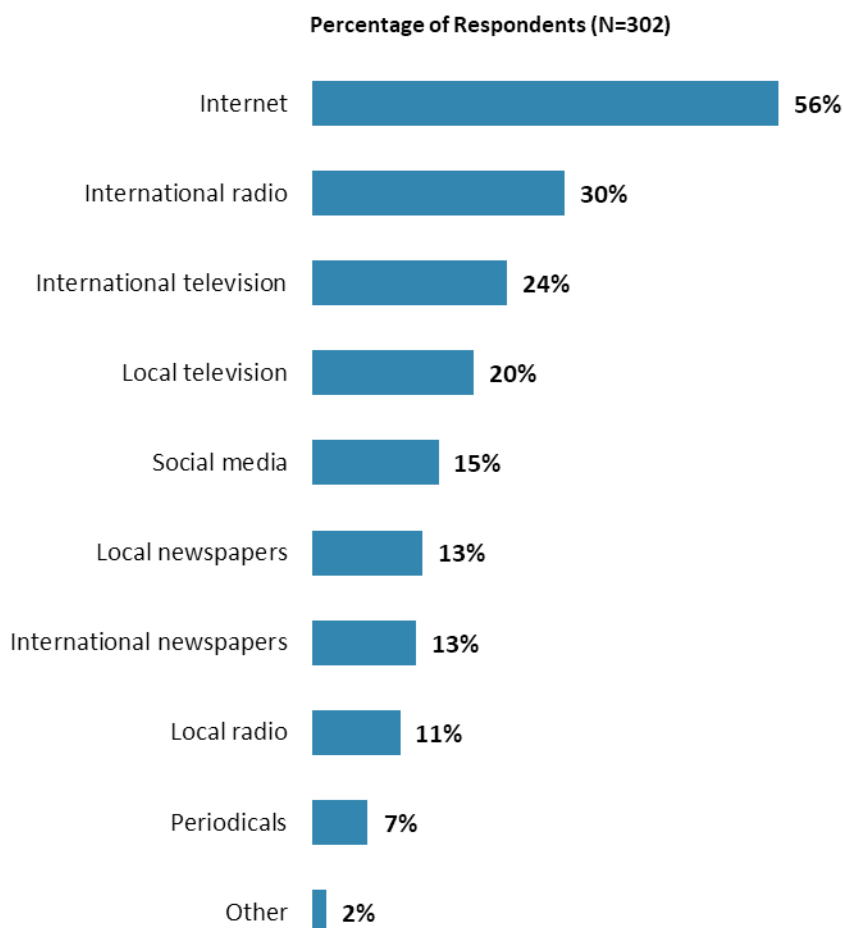


## X. Communication and Outreach

*Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 67) for all responses by stakeholder groups.*

### General Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they got most of their information about economic and social development issues in the Republic of Congo from “*international television*” (36%), “*Internet*” (32%), “*local television*” (30%), and “*international radio*” (30%).



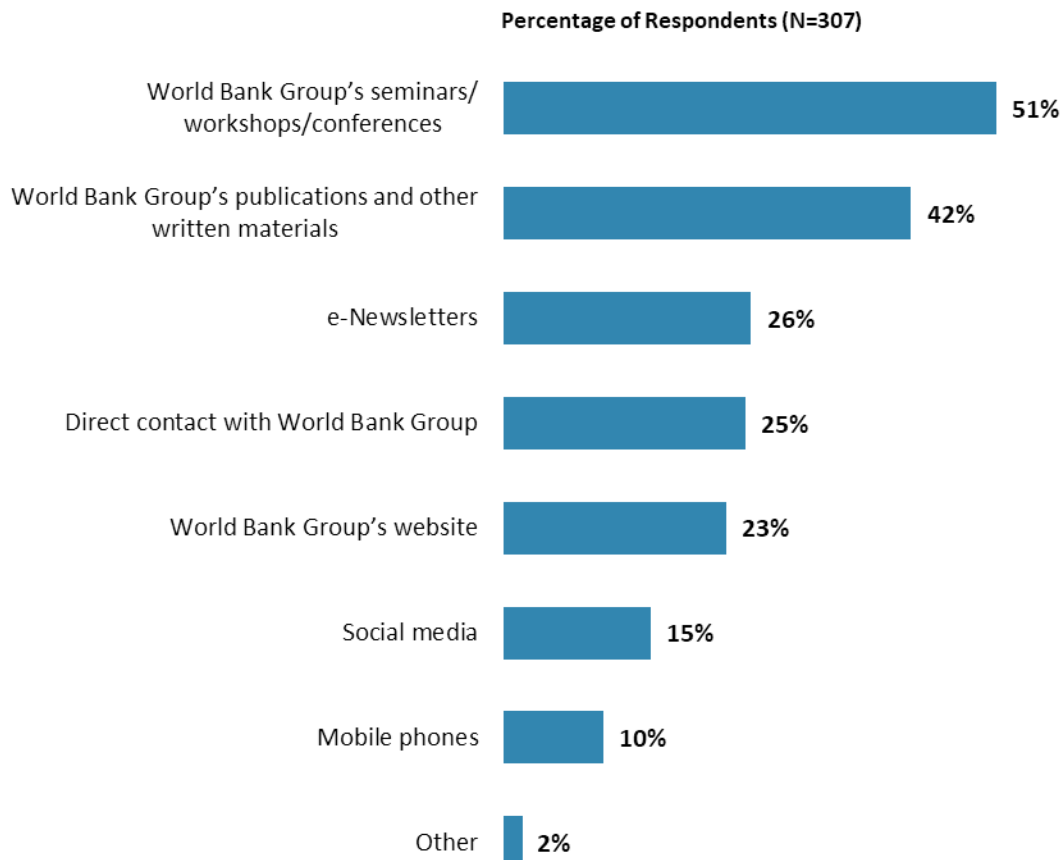
"How do you get most of your information about economic and social development issues in the Republic of Congo? (Choose no more than TWO)"  
(Respondents chose from a list. Responses combined.)



## X. Communication and Outreach (continued)

### Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'15 Country Survey indicated that they would prefer to receive information from the WBG through “*World Bank Group’s seminars/workshops/conferences*” (52%), “*direct contact with World Bank Group*” (38%), and “*World Bank Group’s publications and other written materials*” (37%).

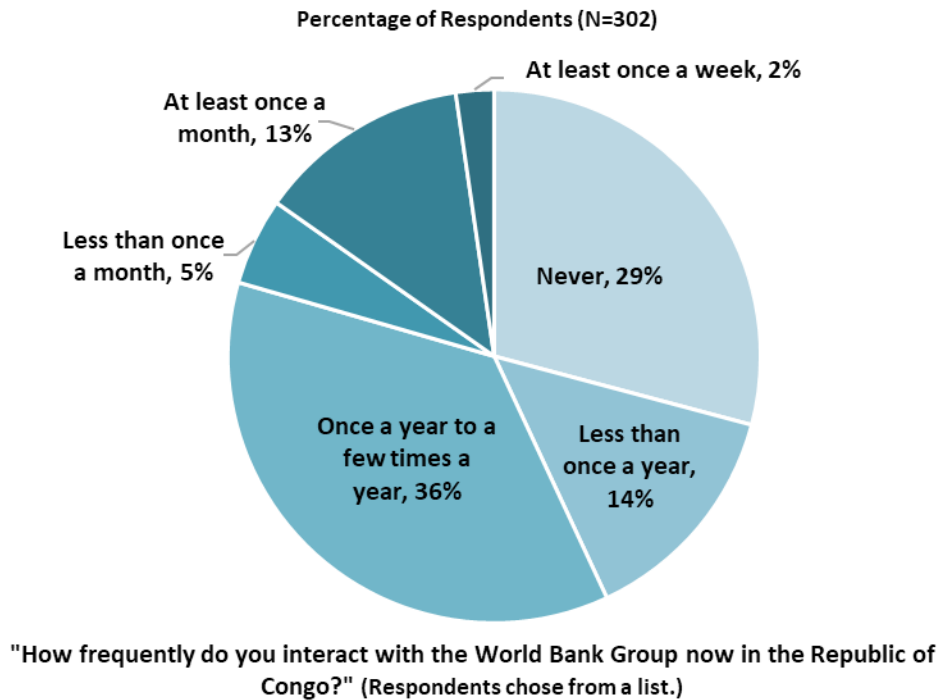


"How would you prefer to receive information from the World Bank Group?  
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)

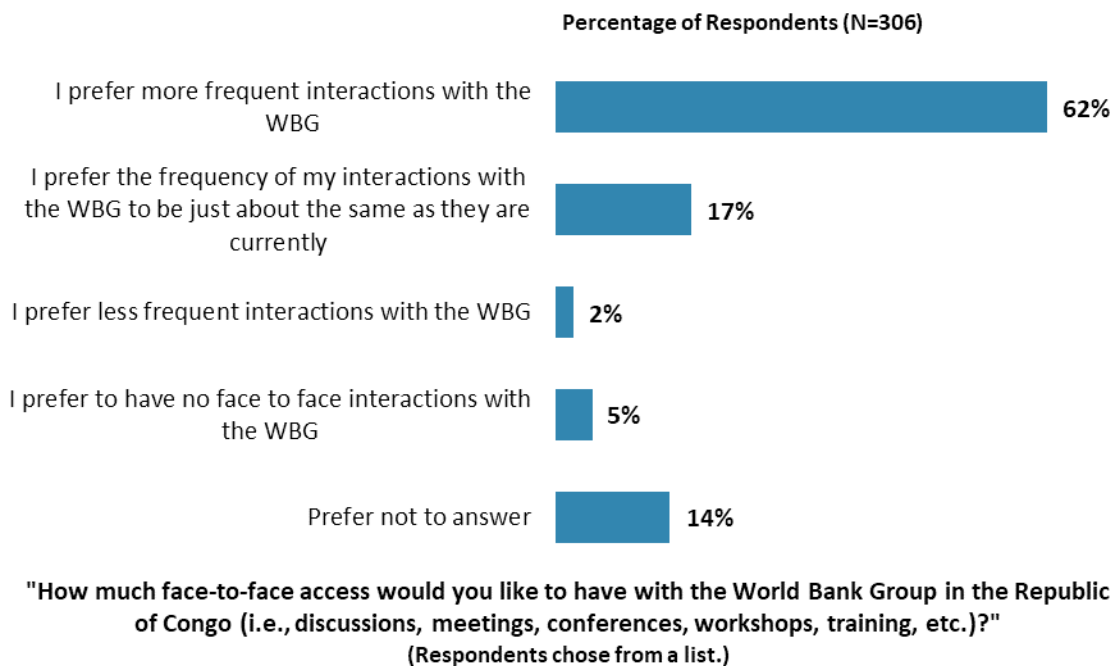


## X. Communication and Outreach (continued)

### Frequency of Interaction with the WBG



### Face-to-Face Access to the WBG

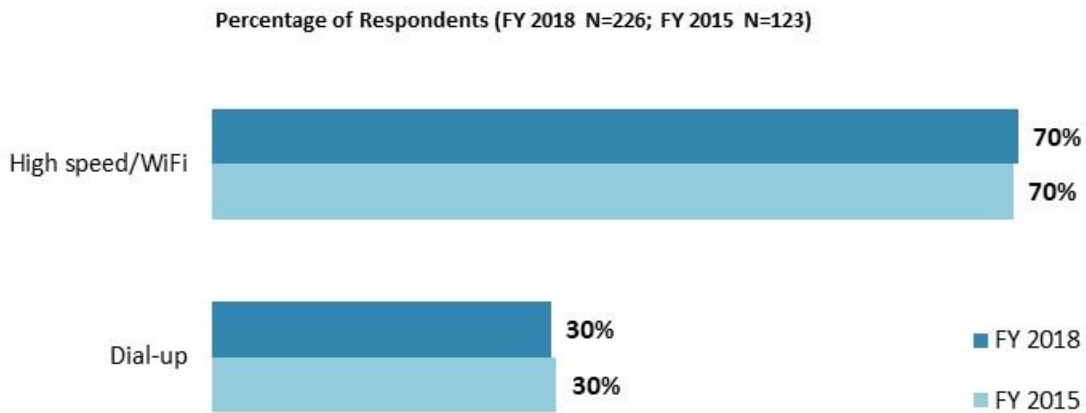




## X. Communication and Outreach (continued)

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

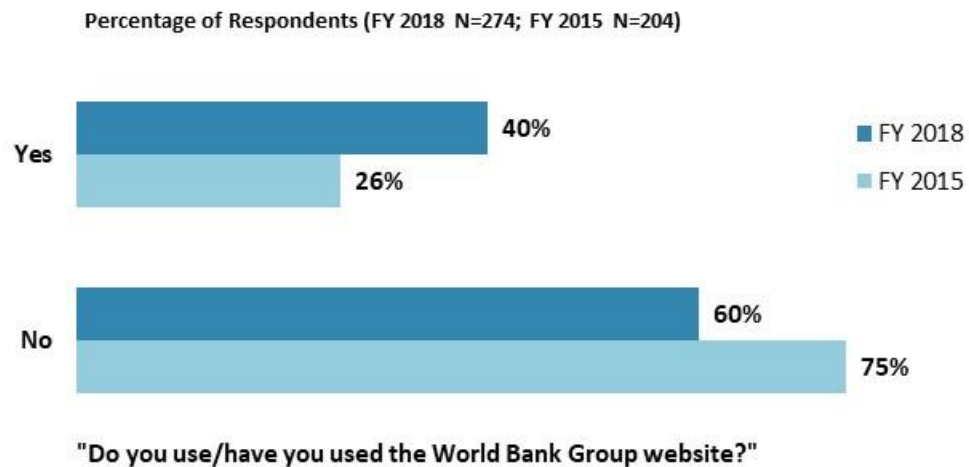
- 88 percent of respondents in this year's Country Survey indicated that they had reliable access to the Internet.



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

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### The WBG Website Usage



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



## X. Communication and Outreach (continued)

### Use of the WBG's Social Media Channels

Percentage of Respondents (N=297)

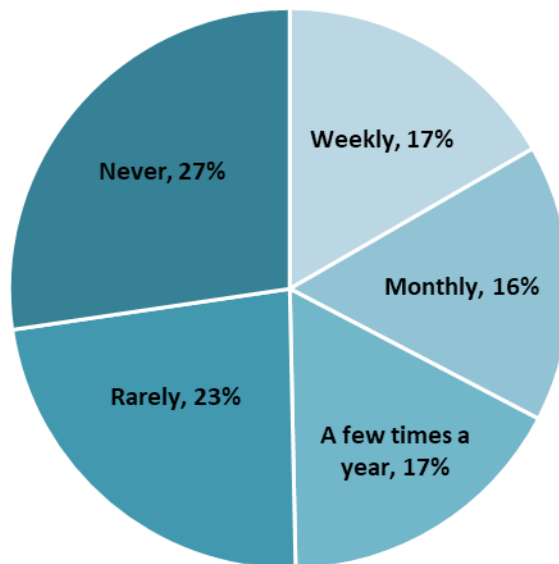


"Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?"

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### Frequency Visiting WBG Websites and Social Media

Percentage of Respondents (N=300)



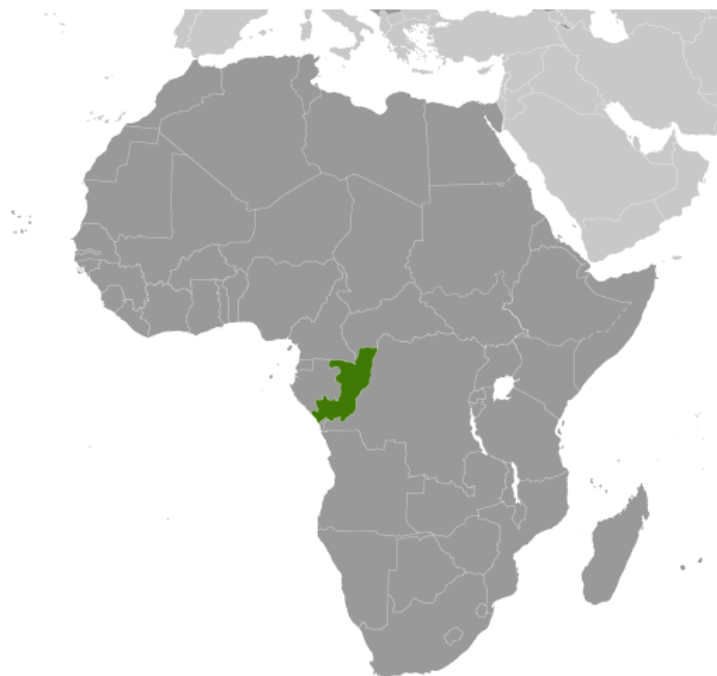
"How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?" (Respondents chose from a list.)



## XI. Appendices

A. Responses to All Questions across All Respondents.....	47
B. Responses to All Questions by Stakeholder Groups.....	67
C. Responses to Indicator Questions by Geographic Location.....	95
D. Responses to Selected Questions by Levels of Collaboration with the World Bank Group .....	97
E. Responses to Selected Questions by Year.....	104
F. Indicator Questions as a Function of Exposure to the WBG.....	110
G. The Republic of Congo FY 2018 COS Questionnaire.....	111

### THE REPUBLIC OF CONGO





## Appendix A: Responses to All Questions across All Respondents (N=326)

*All rating scale questions are presented with the total number of respondents that provided a rating (N), the number of respondents who indicated that they "Don't know" (DK), the mean rating across all respondents (Mean), and the standard deviation of this mean (SD). Indicator questions are noted with an asterisk (\*).*

### A. General Issues Facing the Republic of Congo

1. In general, would you say that the Republic of Congo is headed in ... ?	Percentage of Respondents (N=295)
The right direction	31.2%
The wrong direction	35.9%
Not sure	32.9%

**A. General Issues Facing the Republic of Congo (continued)**

<b>2. Listed below are a number of development priorities in the Republic of Congo. Please identify which of the following you consider the most important development priorities in the Republic of Congo. (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=314)</b>
Health	43.3%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	43.3%
Education	35.4%
Agriculture and rural development	25.5%
Anti corruption	20.4%
Private sector development	15.6%
Food security/safety	15.6%
Job creation/employment	14.0%
Social protection (e.g., pensions, targeted social assistance)	11.1%
Economic growth	7.0%
Poverty reduction	6.7%
Energy	5.4%
Social cohesion	5.1%
Local governance and institutions	5.1%
Urban development	4.5%
Financial markets	4.1%
Judiciary reform	4.1%
Security/stabilization/reconstruction	3.8%
Natural resource management (renewable/non-renewable)	3.8%
Transport (e.g., roads, bridges, transportation)	3.2%
Water and sanitation	2.5%
Crime and violence	2.5%
Information and communications technology	2.2%
Global/regional integration	1.3%
Equality of opportunity (i.e., social inclusion)	1.3%
Trade and exports	1.3%
Climate change (e.g., mitigation, adaptation)	1.3%
Gender equity (closing the gap between women and men, and boys and girls)	1.0%
Regional conflict and tensions	0.6%
Pollution	0.6%
Gender based violence	0.6%
Disaster risk management	0.0%
Climate change (e.g., mitigation, adaptation)	0.0%
Disaster risk management	0.0%

**A. General Issues Facing the Republic of Congo (continued)**

<b>3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=322)</b>
Agriculture and rural development	53.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	32.0%
Anti corruption	31.7%
Job creation/employment	31.7%
Economic growth	14.9%
Local governance and institutions	14.3%
Private sector development	12.4%
Social protection (e.g., pensions, targeted social assistance)	12.1%
Education	12.1%
Food security/safety	10.9%
Transport (e.g., roads, bridges, transportation)	10.2%
Health	9.0%
Trade and exports	8.4%
Energy	7.1%
Natural resource management (renewable/non-renewable)	5.6%
Equality of opportunity (i.e., social inclusion)	5.0%
Climate change (e.g., mitigation, adaptation)	3.7%
Judiciary reform	3.4%
Security/stabilization/reconstruction	3.1%
Social cohesion	2.8%
Water and sanitation	2.5%
Crime and violence	2.2%
Urban development	2.2%
Disaster risk management	1.9%
Information and communications technology	1.9%
Financial markets	0.9%
Global/regional integration	0.6%
Pollution	0.0%
Gender equity (closing the gap between women and men, and boys and girls)	0.0%
Regional conflict and tensions	0.0%
Gender based violence	0.0%

**A. General Issues Facing the Republic of Congo (continued)**

<b>4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in the Republic of Congo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=290)</b>
Education and training that better ensure job opportunity	38.3%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	26.9%
Greater access to micro-finance for the poor	22.8%
Consistent economic growth	22.4%
More reliable social safety net	15.9%
Better employment opportunities for young people	14.8%
Greater access to health and nutrition for citizens	13.8%
Better quality public services	11.4%
Greater voice and participation for citizens to help ensure greater accountability	8.3%
A growing middle class	6.6%
Better opportunity for the poor who live in rural areas	6.2%
Better employment opportunities for women	4.8%
Better opportunity for the poor who live in urban areas	4.1%
Other	2.1%

<b>5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the Republic of Congo. (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=297)</b>
High levels of corruption	57.2%
Policy inconsistency	30.6%
Weak accountability	21.5%
Lack of access to development finance	19.9%
Food insecurity	16.5%
Weak institutional capacity	14.1%
Weak social cohesion	9.4%
Political uncertainty	9.1%
None. I do not consider the Republic of Congo a fragile state.	8.1%
Lack of security (i.e., conflict and violence)	3.0%
Other	2.0%

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

<b>Familiarity</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. How familiar are you with the work of the World Bank Group in the Republic of Congo? (1-Not familiar at all, 10-Extremely familiar)	297	0	5.29	3.06

<b>Effectiveness*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo. (1-Not effective at all, 10-Very effective)	240	72	5.39	2.88

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

<b>Staff Preparedness</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Republic of Congo solve its most complicated development challenges? (1- To no degree at all, 10- To a very significant degree)	231	76	7.03	2.7

<b>4. When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Congo? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=322)</b>
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	38.8%
Agriculture and rural development	32.9%
Anti corruption	29.8%
Job creation/employment	23.9%
Food security/safety	23.6%
Education	23.6%
Private sector development	18.9%
Poverty reduction	17.1%
Health	16.8%
Energy	9.9%
Economic growth	9.3%
Social protection (e.g., pensions, targeted social assistance)	8.7%
Local governance and institutions	5.9%
Financial markets	5.6%
Urban development	5.0%
Water and sanitation	4.3%
Transport (e.g., roads, bridges, transportation)	3.7%
Equality of opportunity (i.e., social inclusion)	3.1%
Security/stabilization/reconstruction	2.5%
Natural resource management (renewable/non-renewable)	2.5%
Judiciary reform	1.9%
Trade and exports	1.9%
Social cohesion	1.6%
Gender equity (closing the gap between women and men, and boys and girls)	1.2%
Gender based violence	0.9%
Climate change (e.g., mitigation, adaptation)	0.6%
Regional conflict and tensions	0.3%
Information and communications technology	0.3%
Pollution	0.0%
Global/regional integration	0.0%
Disaster risk management	0.0%
Crime and violence	0.0%

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

5. When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in the Republic of Congo?	Percentage of Respondents (N=291)		
	Greatest Value	Second Greatest Value	Combined
Capacity development related to World Bank Group supported projects	36.8%	14.8%	51.5%
Strategy formulation (e.g., PRSP/NDP assistance)	11.7%	10.3%	22.0%
Policy advice, studies, analyses	9.3%	11.3%	20.6%
Technical assistance	11.7%	7.6%	19.2%
Financial resources	6.5%	12.4%	18.9%
Implementation support	6.2%	11.0%	17.2%
Mobilizing third party financial resources	2.7%	12.0%	14.8%
Data and statistics	4.1%	8.6%	12.7%
Bringing together different groups of stakeholders	5.5%	2.4%	7.9%
Donor coordination	4.1%	3.8%	7.9%
Promoting knowledge sharing	1.4%	5.8%	7.2%
Other	0.0%	0.0%	0.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Republic of Congo? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=314)
Not willing to honestly criticize policies and reform efforts in the country	30.9%
Not enough public disclosure of its work	16.9%
Not collaborating enough with civil society (including NGOs, CBOs, beneficiary representatives)	15.9%
World Bank Group's processes too slow	15.3%
Not collaborating enough with private sector	14.0%
Inadequate World Bank Group's staffing in the Republic of Congo	12.4%
Not adequately sensitive to political/social realities in the Republic of Congo	12.1%
World Bank Group's processes too complex	8.0%
Don't know	8.0%
Too influenced by developed countries	7.6%
Not in it for the long term	7.6%
Not focused enough on issues that are unique to post-conflict countries	6.7%
Not sufficiently focused on results	6.1%
Not exploring alternative policy options	5.7%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies	5.4%
Its advice and strategies do not lend themselves to practical problem solving	5.1%
Staff too inaccessible	4.8%
Not aligned with country priorities	2.5%
The credibility of its knowledge/data	1.3%
Arrogant in its approach	1.3%
Other	1.3%

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

<b>7. To what extent do you believe that the World Bank Group's work and support help the poorest in the Republic of Congo? (Select only ONE response)</b>	<b>Percentage of Respondents (N=307)</b>
To a fully sufficient degree	7.5%
To a somewhat sufficient degree	25.7%
To a somewhat insufficient degree	27.4%
To a very insufficient degree	23.5%
Don't know	16.0%

<b>8. How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Republic of Congo Government's efforts to reduce poverty? (1-Not effective at all, 10-Very effective)</b>	<b>Effectiveness</b>			
	<b>N</b>	<b>N/A</b>	<b>Mean</b>	<b>SD</b>
Investment Project Financing (IPF)	155	110	6.28	2.60
Development Policy Financing (DPF)	172	93	6.87	2.23
Trust funds and grants	123	106	6.61	2.37
MIGA Guarantees	78	139	6.18	2.49
IFC Investment Services	84	134	5.80	2.24
IFC Advisory Services	89	127	6.43	2.42

<b>9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=320)</b>
Private sector	38.4%
NGOs/Community Based Organizations/indigenous people	28.4%
Beneficiaries	28.1%
Academia/think tanks/research institutes	19.7%
Youth/university groups	15.6%
Local government	15.3%
UN agencies	8.8%
Media	8.4%
Regional organizations (e.g., African Union (AU), Central African Economic and Monetary Community (CEMAC), Economic Community of central African States (ECCAS))	8.4%
Parliament	4.7%
Don't know	4.4%
Foundations	3.4%
UN and regional peace keeping forces	2.2%
Emerging donors	2.2%
Other	2.2%
Donor community	1.9%

<b>To what extent do you agree with the following statements about the World Bank Group's work in the Republic of Congo? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo*	248	40	6.50	2.74
11. The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo*	213	50	6.29	2.91

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

To what extent is the World Bank Group an effective development partner in the Republic of Congo, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	163	85	6.16	2.31
13. Flexibility (in terms of the institution's products and services)*	128	109	5.66	2.21
14. Flexibility (in terms of changing country circumstances)*	134	98	5.80	1.84
15. Being inclusive*	112	120	6.75	2.20
16. Openness (sharing data and other information)*	160	63	7.19	2.08
17. Collaboration with the Government*	212	45	8.03	1.80
18. The speed in which it gets things accomplished on the ground*	157	78	6.30	2.07
19. Helping to bring discipline/effective supervision to implementation of investment projects*	179	71	6.97	2.33
20. Collaboration with civil society*	189	67	5.68	2.78
21. Staff accessibility*	154	74	5.31	2.39
22. Collaboration with other donors and development partners*	126	110	6.70	2.33
23. Collaboration with the private sector*	156	86	5.53	2.60
24. Collaboration with the UN*	136	101	7.51	2.26
25. Straightforwardness and honesty*	153	90	7.51	2.36
26. Treating clients and stakeholders in the Republic of Congo with respect*	136	103	7.35	1.93
27. Being a long-term partner*	182	68	8.42	1.80

28. To what extent does the World Bank Group partner with the right people to support work on the ground in the Republic of Congo? (Select only ONE response)	Percentage of Respondents (N=311)
Nearly never	2.6%
Rarely	10.9%
Sometimes	21.2%
Nearly always	21.2%
Don't know	23.5%
Prefer not to answer	20.6%

29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in the Republic of Congo? (Select no more than TWO)	Percentage of Respondents (Responses Combined; N=319)
United Nations Development Program (UNDP)	51.4%
World Health Organization (WHO)	37.0%
World Food Program (WFP)	32.9%
The United Nations International Children's Emergency Fund (UNICEF)	14.7%
Don't know	14.7%
United Nations Peacekeeping	9.7%
None. I don't believe the World Bank Group needs to partner with the UN organizations.	9.4%
Save the Children	1.3%
The Red Cross	0.9%
The International Committee of the Red Cross (ICRC)	0.6%

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

<b>30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=322)</b>
Political pressures and obstacles	38.2%
Inadequate funding	30.7%
Poor coordination within the Government	30.7%
There is not an adequate level of citizen/civil society participation	23.9%
Reforms are not well thought out in light of country challenges	23.3%
Ongoing conflict and instability	20.8%
Corruption	20.8%
There is an inadequate level of private sector participation and support	18.6%
The World Bank Group is not sensitive enough to political/social realities on the ground	17.7%
Lack of/inadequate levels of capacity in Government	17.1%
The World Bank Group does not provide the government with consistent support throughout the reform effort	12.1%
Poor coordination within the World Bank Group	7.1%
Poor donor coordination	3.1%
Other	1.9%

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

<b>1. In the Republic of Congo, to what extent do the World Bank Group's financial resources, advice, and knowledge influence policy related to ... ?</b> (1-To no degree at all, 10-To a very significant degree)	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
1. Gender (i.e., closing the gap between women and men, and boys and girls)	155	138	6.40	2.57
2. The impact of climate change	150	131	6.91	2.54

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

2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Social protection (e.g., pensions, targeted social assistance)	155	113	4.50	2.46
2. Gender equity (closing the gap between women and men, and boys and girls)	136	122	6.19	2.76
3. Private sector development	176	80	5.17	2.56
4. Education	197	61	6.30	2.51
5. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	185	77	5.10	2.67
6. Global/regional integration	132	123	5.83	2.45
7. Food security/safety	172	84	5.35	2.51
8. Urban development	179	74	5.28	2.47
9. Energy	157	91	5.24	2.38
10. Water and sanitation	178	82	5.53	2.35
11. Pollution	128	123	4.89	2.56
12. Job creation/employment	156	93	4.63	2.30
13. Health	173	82	6.16	2.63
14. Financial markets	112	130	4.94	2.49
15. Transport (e.g., roads, bridges, transportation)	156	93	5.37	2.34
16. Agriculture and rural development	193	69	5.75	2.35
17. Trade and exports	110	143	4.26	2.31
18. Crime and violence	122	128	5.23	2.72
19. Natural resource management (renewable/non-renewable)	134	123	5.67	2.64
20. Climate change (e.g., mitigation, adaptation)	128	127	6.02	2.79
21. Poverty reduction	207	49	5.80	2.50
22. Anti corruption	177	83	4.88	2.84
23. Judiciary reform	139	108	4.63	2.63
24. Economic growth	164	91	5.60	2.55
25. Disaster risk management	109	136	5.13	2.29
26. Equality of opportunity (i.e., social inclusion)	124	131	5.46	2.60
27. Information and communications technology	149	110	6.38	2.27
28. Gender based violence	111	144	5.43	2.51
29. Security/stabilization/reconstruction	140	114	5.14	2.46
30. Regional conflict and tensions	109	147	4.94	2.67
31. Local governance and institutions	167	92	4.91	2.45
32. Social cohesion	142	116	4.96	2.48
<b>Achieving Development Results*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
3. To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	213	90	6.20	2.47
<b>Building and Strengthening Country Systems*</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	193	122	6.38	2.51

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

<b>To what extent do you agree with the following statements about the World Bank Group in the Republic of Congo? (1-Strongly disagree, 10-Strongly agree)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
5. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the Republic of Congo*	223	71	5.49	2.66
6. The World Bank Group meets the Republic of Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	208	86	6.29	2.90

<b>Mobilizing Finance for Development</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
7. How effectively does the World Bank Group help the Republic of Congo to mobilize finance for development from private sector sources? (1-Not effectively at all, 10-Very effectively)	190	122	5.02	2.83

<b>Reimbursable Advisory Services</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
8. To what extent do you believe that the Republic of Congo received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)? (1-To no degree at all, 10-To a very significant degree)	164	146	5.20	2.76

<b>9. 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 the Republic of Congo? (Select only ONE response)</b>	<b>Percentage of Respondents (N=312)</b>			
Very familiar	4.5%			
Somewhat familiar	15.4%			
Somewhat unfamiliar	17.3%			
Very unfamiliar	29.2%			
Don't know	33.7%			

<b>How effectively does the World Bank Group support the Republic of Congo's efforts ... ? (1-Not effectively at all, 10-Very effectively)</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	167	114	5.09	2.57
11. To develop better and stronger data collection/analytics systems within the Government	183	83	6.68	2.49
12. To strengthen the country's crisis preparedness	178	93	5.46	2.62

<b>Systematic Country Diagnosis and Country Partnership Framework Activities</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
13. How effectively does the World Bank Group's SCD and CPF activities support the Republic of Congo's efforts to manage crisis related risks? (1-Not effectively at all, 10-Very effectively)	90	202	5.88	2.79

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

14. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only ONE response)	Percentage of Respondents (N=308)
The World Bank Group is providing less valuable support than in the past, to enhance the Republic of Congo's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge	15.9%
The World Bank Group is providing more valuable support than in the past, to enhance the Republic of Congo's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge	28.2%
The World Bank Group's approach and work related to systematically identifying and monitoring risks in the Republic of Congo has remained constant	14.6%
Don't know	41.2%

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

1. How frequently do you consult World Bank Group's knowledge work and activities in the work you do?	Percentage of Respondents (N=307)
Weekly	6.2%
Monthly	15.0%
A few times a year	29.3%
Rarely	28.7%
Never	20.8%

In the Republic of Congo, to what extent do you believe that the World Bank Group's knowledge work and activities: (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
2. Are timely	190	62	7.65	1.99
3. Include appropriate level of stakeholder involvement during preparation	177	67	6.73	2.38
4. Lead to practical solutions	170	79	6.55	2.21
5. Are accessible (well written and easy to understand)	194	55	7.15	2.19
6. Are source of relevant information on global good practices	188	62	7.49	2.19
7. Are adequately disseminated	181	65	6.50	2.56
8. Are translated enough into local language	159	87	4.30	2.97
9. Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	198	61	7.11	2.05

Overall Evaluations*	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country? (1-Not significant at all, 10-Very significant)	225	81	7.71	2.29
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities? (1-Very low technical quality, 10-Very high technical quality)	244	67	6.84	2.60

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

<b>1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ? (Select only ONE response)</b>	<b>Percentage of Respondents (N=297)</b>
Almost never has the right skills mix to tackle the challenges of fragility	3.7%
Rarely has the right skills mix to tackle the challenges of fragility	5.7%
Sometimes has the right skills mix to tackle the challenges of fragility	28.3%
Almost always has the right skills mix to tackle the challenges of fragility	17.5%
Don't know	26.3%
Prefer not to answer	18.5%

<b>To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)</b>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
2. The World Bank Group disburses funds promptly	187	82	4.29	2.67
3. The World Bank Group effectively monitors and evaluates the projects and programs it supports	226	48	7.58	2.31
4. The World Bank Group's approvals and reviews are done in a timely fashion	162	101	6.24	2.40
5. The World Bank Group's "Safeguard Policy" requirements are reasonable	124	138	6.93	2.24
6. The World Bank Group's conditions on its lending are reasonable	156	110	6.40	2.61
7. The World Bank Group takes decisions quickly in the Republic of Congo*	168	101	5.00	2.49
8. Working with the World Bank Group increases the Republic of Congo's institutional capacity	207	74	7.12	2.46
9. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	150	124	7.39	2.28

<b>WBG Staffing in the Republic of Congo</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
10. To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	135	165	5.56	2.77

<b>Donor Support to Refugees</b>	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the Republic of Congo? (1-To no degree at all, 10-To a very significant degree)	174	123	6.20	2.78

<b>12. 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 the Republic of Congo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=306)</b>
Health	54.6%
Education	47.7%
Supporting poor and marginalized local communities	27.1%
Business development	14.1%
Jobs	11.4%
Social cohesion	11.4%
Public services	6.9%
Infrastructure	5.2%
Don't know	4.6%
Macro issues (fiscal accounts, balance of payments, etc.)	4.2%
Other	1.3%

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

<b>13. Please rate how you feel when you think about the impact of the refugees in regards to....</b>	<b>A very negative impact</b>	<b>A somewhat negative impact</b>	<b>A somewhat positive impact</b>	<b>A very positive impact</b>	<b>No impact at all</b>
The Republic of Congo's economy (N=289)	19.4%	27.7%	27.0%	5.5%	20.4%
Social cohesion (N=280)	15.4%	28.9%	23.6%	3.9%	28.2%
National security (N=274)	25.2%	32.5%	13.1%	2.6%	26.6%
Public service delivery (N=273)	11.7%	30.0%	23.4%	4.4%	30.4%
The Republic of Congo's poor and marginalized (N=283)	20.5%	30.0%	16.3%	3.5%	29.7%

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

<b>1. Which of the following SHOULD the World Bank Group do to make itself of greater value in the Republic of Congo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=311)</b>
Work more with civil society and beneficiary representatives	52.7%
Leverage the private sector more (i.e., mobilize private sector development)	29.3%
Increase the level of capacity development in the country	26.4%
Reduce the complexity of obtaining World Bank Group financing	16.4%
Provide more adequate data/knowledge/statistics/figures on the Republic of Congo's economy	13.8%
Ensure greater selectivity in its work	8.4%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	7.7%
Improve the quality of its experts as related to the Republic of Congo's specific challenges	7.4%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	5.1%
Offer more innovative financial products	5.1%
Collaborate more effectively with Government clients (e.g., national, state, local)	5.1%
Increase the level of World Bank Group staffing in the Republic of Congo's office	3.9%
Work faster	3.5%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies	3.5%
Increase availability of Reimbursable Advisory Services (RAS)	2.6%
Offer more innovative knowledge services	1.9%
Other	1.6%

<b>2. When considering the combination of services that the World Bank Group offers in the Republic of Congo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Congo? (Select only ONE response)</b>	<b>Percentage of Respondents (N=295)</b>
Financial services	34.6%
Knowledge products	32.9%
Convening services	13.9%
None of the above	2.0%
The combination is appropriate for the Republic of Congo	11.2%
Don't know	5.4%

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

<b>3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)</b>	<b>Percentage of Respondents (N=297)</b>
Organize more joint meetings and missions with the UN	56.2%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	51.2%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	46.1%
Share more information about the World Bank Group's activities, products, and knowledge	37.0%
Involve UN experts to a greater degree in World Bank Group activities	37.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	35.4%
Other	2.4%

<b>4A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Republic of Congo? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=285)</b>
Public financial management	51.6%
Access to basic services	30.2%
Food security	27.7%
Jobs	27.4%
Support domestic resource mobilization	23.9%
Social cohesion	23.2%
Social safety nets	18.6%
Stimulating dialogue to promote peace and stability	18.2%
Capacity of state institutions	14.7%
Crisis preparedness	12.3%
Crisis response	12.3%
Access to justice systems	7.4%
Improving livelihoods	7.0%
Reducing gender based violence	5.6%
Security mechanisms	4.9%
Conflict resolution mechanisms	2.1%

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

<b>4B. Which THREE areas below would benefit most from other donors in the Republic of Congo? (Choose no more than THREE)</b>	<b>Percentage of Respondents (Responses Combined; N=273)</b>
Food security	29.7%
Public financial management	28.6%
Access to basic services	26.0%
Jobs	23.4%
Stimulating dialogue to promote peace and stability	23.4%
Support domestic resource mobilization	19.4%
Social cohesion	16.8%
Access to justice systems	16.5%
Improving livelihoods	16.1%
Crisis response	15.8%
Capacity of state institutions	15.8%
Crisis preparedness	15.0%
Social safety nets	15.0%
Conflict resolution mechanisms	12.8%
Reducing gender based violence	9.2%
Security mechanisms	5.9%

<b>5. To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree)</b>	<b>Degree</b>				
	<b>N</b>	<b>DK</b>	<b>Prefer not to answer</b>	<b>Mean</b>	<b>SD</b>
Social cohesion	113	85	63	6.10	2.45
Public financial management	146	61	59	7.36	2.27
Reducing gender based violence	94	87	61	5.90	2.53
Crisis preparedness	127	71	58	6.69	2.49
Crisis response	127	56	59	6.33	2.42
Access to justice systems	112	69	65	6.20	2.65
Security mechanisms	100	79	68	6.00	2.39
Conflict resolution mechanisms	125	72	55	6.20	2.73
Support domestic resource mobilization	140	68	52	7.31	2.33
Access to basic services	148	57	43	7.42	2.21
Capacity of state institutions	136	67	48	6.76	2.41
Jobs	152	61	44	6.03	2.56
Improving livelihoods	139	64	49	6.40	2.33
Food security	150	52	52	6.41	2.59
Social safety nets	142	55	48	7.22	2.29
Stimulating dialogue to promote peace and stability	128	74	60	6.82	2.69

**G. Communication and Information Sharing**

<b>1. How frequently do you interact with the World Bank Group now in the Republic of Congo?</b>	<b>Percentage of Respondents (N=302)</b>
Never	29.1%
Less than once a year	13.9%
Once a year to a few times a year	36.4%
Less than once a month	5.3%
At least once a month	12.9%
At least once a week	2.3%

<b>2. How much face-to-face access would you like to have with the World Bank Group in the Republic of Congo (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)</b>	<b>Percentage of Respondents (N=306)</b>
I prefer more frequent interactions with the World Bank Group	61.8%
I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently	17.0%
I prefer less frequent interactions with the World Bank Group	2.3%
I prefer to have no face to face interactions with the World Bank Group	4.6%
Prefer not to answer	14.4%

<b>3. How do you get most of your information about economic and social development issues in the Republic of Congo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=302)</b>
Internet	56.3%
International radio	30.5%
International television	23.5%
Local television	19.5%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.2%
Local newspapers	13.2%
International newspapers	12.6%
Local radio	10.6%
Periodicals	6.6%
Other	1.7%

<b>4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=307)</b>
World Bank Group's seminars/workshops/conferences	51.1%
World Bank Group's publications and other written materials	42.3%
e-Newsletters	25.7%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	25.1%
World Bank Group's website	23.1%
Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	15.3%
Mobile phones	10.4%
Other	2.0%

<b>5. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?</b>	<b>Percentage of Respondents (N=300)</b>
Yes	18.7%
No	81.3%

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

<b>6. Do you have reliable access to the Internet?</b>	<b>Percentage of Respondents (N=300)</b>
Yes	88.3%
No	11.7%

<b>7. Do you use/have you used the World Bank Group website?</b>	<b>Percentage of Respondents (N=301)</b>
Yes	40.5%
No	59.5%

<b>8. Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?</b>	<b>Percentage of Respondents (N=297)</b>
Yes	21.2%
No	78.8%

<b>9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	<b>Percentage of Respondents (N=240)</b>
High speed/WiFi	71.7%
Dial-up	28.3%

<b>10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b>	<b>Percentage of Respondents (N=300)</b>
Weekly	16.7%
Monthly	16.0%
A few times a year	17.0%
Rarely	23.0%
Never	27.3%

<b>Please rate how much you agree with the following statements.</b> <i>(1-Strongly disagree, 10-Strongly agree)</i>	<b>Level of Agreement</b>			
	<b>N</b>	<b>DK</b>	<b>Mean</b>	<b>SD</b>
11. I find the World Bank Group's websites easy to navigate	106	9	7.53	2.05
12. I find the information on the World Bank Group's websites useful	114	5	8.39	1.41
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	139	139	7.60	2.13

**H. Background Information**

<b>1. Which of the following best describes your current position? (Select only ONE response)</b>	<b>Percentage of Respondents (N=306)</b>
Employee of a Ministry, Ministerial Department or Implementation Agency	23.9%
Private Sector Organization	13.1%
Local Government Office or Staff	8.5%
NGO/Community Based Organization	7.5%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	5.9%
Media (press, radio, TV, web, etc.)	5.9%
Other	5.2%
Bilateral/Multilateral Agency	4.6%
Academia/Research Institute/Think Tank	4.2%
Faith-Based Group	3.9%
Office of Minister	3.6%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	2.6%
Youth Group	2.6%
Office of the President, Prime Minister	2.3%
Financial Sector/Private Bank	2.0%
Trade Union	2.0%
Private Foundation	1.6%
Office of Parliamentarian	0.7%
Judiciary Branch	0.0%

<b>2. Please identify the primary specialization of your work. (Select only ONE response)</b>	<b>Percentage of Respondents (N=304)</b>
Education	15.5%
Generalist (specialized in multiple sectors)	12.2%
Macroeconomics and fiscal management	8.9%
Agriculture	6.6%
Governance	5.9%
Environment and natural resources	5.6%
Jobs	5.3%
Trade and competitiveness	4.6%
Other	4.6%
Public-private partnerships	4.3%
Finance and markets	4.3%
Urban, rural, and social development	4.3%
Social protection and labor	3.6%
Health, nutrition, and population	3.6%
Transport and ICT	2.3%
Poverty	2.3%
Energy and extractives	1.6%
Water	1.3%
Gender	1.3%
Fragility, conflict and violence	1.0%
Climate Change	1.0%

**H. Background Information (continued)**

<b>3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country?*</b>	<b>Percentage of Respondents (N=304)</b>
Yes	41.1%
No	58.9%

<b>4. Which of the following agencies of the World Bank Group do you primarily engage with in the Republic of Congo?* (Select only ONE response)</b>	<b>Percentage of Respondents (N=226)</b>
The World Bank (IDA)	70.4%
The International Finance Corporation (IFC)	4.9%
The Multilateral Investment Guarantee Agency (MIGA)	4.9%
Other	19.9%

<b>5. Do your projects involve both the World Bank and the IFC?</b>	<b>Percentage of Respondents (N=272)</b>
Yes	28.3%
No	71.7%

<b>6. If yes, what was your view of how the two institutions work together in the Republic of Congo? (Select only ONE response)</b>	<b>Percentage of Respondents (N=76)</b>
The two institutions work well together	30.3%
The way the two institutions work together needs improvement	44.7%
The two institutions do not work well together	5.3%
Don't know	19.7%

<b>7. Which of the following describes most of your exposure to the World Bank Group in the Republic of Congo? (Choose no more than TWO)</b>	<b>Percentage of Respondents (Responses Combined; N=259)</b>
Collaborate as part of my professional duties	40%
Engage in World Bank Group related/sponsored events/activities	37%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	37%
Use World Bank Group reports/data	23%
Use World Bank Group website for information, data, research, etc.	19%

<b>8. What's your gender?</b>	<b>Percentage of Respondents (N=310)</b>
Female	27.1%
Male	72.9%

<b>9. What's your age?</b>	<b>Percentage of Respondents (N=311)</b>
25 and under	1.3%
26-35	10.6%
36-45	21.2%
46-55	32.2%
56 and above	34.7%

<b>10. Which best represents your geographic location?</b>	<b>Percentage of Respondents (N=305)</b>
Brazzaville	50.5%
Pointe Noire	25.9%
Dolisie	16.1%
Ouessou	7.2%
Ngo	0.3%



## Appendix B: Responses to All Questions by Stakeholder Groups<sup>15</sup>

- Office of President/Prime Minister/Minister N=18
- Local Government N=26
- CSO N=54
- Other N=26
- Employee of a Ministry N=73
- Bilateral/Multilateral Agency N=14
- Media N=18
- PMU/Consultant on WBG Project N=18
- Private Sector/Financial Sector/Private Bank N=46
- Academia N=13

### A. General Issues facing the Republic of Congo

In general, would you say that the Republic of Congo is headed in ... ?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
The right direction	0.0%	38.6%	25.0%	36.4%	58.3%	20.0%	32.7%	25.0%	30.8%	32.0%
The wrong direction	60.0%	38.6%	12.5%	45.5%	33.3%	46.7%	24.5%	25.0%	30.8%	32.0%
Not sure	40.0%	22.9%	62.5%	18.2%	8.3%	33.3%	42.9%	50.0%	38.5%	36.0%

\*Significantly different between stakeholder groups

<sup>15</sup> Only 306 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing the Republic of Congo (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Health	52.9%	53.5%	64.7%	26.9%	16.7%	41.3%	38.5%	52.9%	23.1%	44.0%
Financial markets*	0.0%	4.2%	17.6%	0.0%	16.7%	6.5%	0.0%	0.0%	0.0%	8.0%
Social protection	5.9%	8.5%	11.8%	19.2%	33.3%	4.3%	15.4%	17.6%	15.4%	0.0%
Gender equity*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	15.4%	0.0%
Private sector development*	11.8%	14.1%	35.3%	7.7%	16.7%	32.6%	17.3%	0.0%	0.0%	4.0%
Education*	58.8%	22.5%	35.3%	53.8%	50.0%	45.7%	28.8%	29.4%	61.5%	28.0%
Security/stabilization/reconstruction	11.8%	2.8%	0.0%	7.7%	0.0%	6.5%	0.0%	0.0%	0.0%	4.0%
Public sector governance/reform	29.4%	46.5%	41.2%	46.2%	50.0%	45.7%	36.5%	52.9%	46.2%	52.0%
Global/regional integration*	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	1.9%	0.0%	0.0%	0.0%
Food security/safety	17.6%	23.9%	11.8%	11.5%	0.0%	8.7%	13.5%	35.3%	15.4%	16.0%
Urban development	0.0%	7.0%	0.0%	7.7%	0.0%	2.2%	5.8%	0.0%	23.1%	0.0%
Energy	17.6%	9.9%	5.9%	3.8%	0.0%	2.2%	1.9%	11.8%	0.0%	0.0%
Water and sanitation	0.0%	7.0%	0.0%	0.0%	0.0%	0.0%	1.9%	5.9%	0.0%	0.0%
Regional conflict and tensions*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.0%
Pollution	0.0%	1.4%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	17.6%	19.7%	0.0%	38.5%	0.0%	2.2%	7.7%	11.8%	30.8%	0.0%
Equality of opportunity	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	4.0%
Information and communications technology	0.0%	1.4%	0.0%	11.5%	0.0%	4.3%	0.0%	5.9%	0.0%	0.0%
Gender based violence	0.0%	0.0%	5.9%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%
Transport	0.0%	2.8%	0.0%	0.0%	0.0%	2.2%	1.9%	5.9%	0.0%	12.0%
Agriculture and rural development*	5.9%	18.3%	17.6%	19.2%	33.3%	30.4%	42.3%	11.8%	15.4%	24.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	3.8%	0.0%	0.0%	0.0%
Crime and violence	0.0%	5.6%	11.8%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Social cohesion*	0.0%	0.0%	0.0%	3.8%	16.7%	2.2%	13.5%	0.0%	7.7%	8.0%
Natural resource management	0.0%	9.9%	0.0%	3.8%	0.0%	6.5%	1.9%	0.0%	0.0%	0.0%
Climate change*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%
Poverty reduction*	0.0%	5.6%	11.8%	0.0%	33.3%	0.0%	15.4%	17.6%	0.0%	0.0%
Anti corruption*	23.5%	21.1%	0.0%	11.5%	16.7%	32.6%	7.7%	17.6%	15.4%	60.0%
Judiciary reform*	29.4%	0.0%	0.0%	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	16.0%
Economic growth*	11.8%	1.4%	5.9%	0.0%	0.0%	4.3%	15.4%	0.0%	30.8%	8.0%
Local governance and institutions*	0.0%	7.0%	0.0%	3.8%	0.0%	17.4%	3.8%	0.0%	0.0%	0.0%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing the Republic of Congo (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Climate change*	5.9%	0.0%	0.0%	0.0%	0.0%	2.2%	11.1%	11.1%	15.4%	0.0%
Transport	17.6%	6.9%	11.1%	8.0%	15.4%	4.3%	18.5%	0.0%	0.0%	15.4%
Economic growth	11.8%	13.9%	16.7%	16.0%	23.1%	17.4%	7.4%	16.7%	15.4%	23.1%
Disaster risk management	0.0%	0.0%	0.0%	8.0%	0.0%	4.3%	0.0%	0.0%	0.0%	7.7%
Equality of opportunity	0.0%	6.9%	5.6%	4.0%	0.0%	8.7%	0.0%	11.1%	15.4%	0.0%
Local governance and institutions	0.0%	13.9%	11.1%	12.0%	15.4%	23.9%	13.0%	11.1%	15.4%	19.2%
Information and communications technology	11.8%	1.4%	5.6%	0.0%	0.0%	0.0%	1.9%	5.6%	0.0%	0.0%
Social protection	11.8%	18.1%	0.0%	16.0%	30.8%	10.9%	14.8%	5.6%	0.0%	3.8%
Agriculture and rural development	58.8%	58.3%	55.6%	24.0%	46.2%	50.0%	63.0%	61.1%	30.8%	46.2%
Trade and exports	0.0%	4.2%	11.1%	20.0%	15.4%	6.5%	7.4%	11.1%	7.7%	0.0%
Crime and violence*	0.0%	0.0%	0.0%	20.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Social cohesion*	0.0%	0.0%	0.0%	0.0%	15.4%	0.0%	7.4%	0.0%	15.4%	3.8%
Energy	11.8%	8.3%	11.1%	0.0%	0.0%	15.2%	3.7%	11.1%	0.0%	0.0%
Anti corruption	23.5%	36.1%	22.2%	24.0%	30.8%	32.6%	24.1%	27.8%	46.2%	57.7%
Judiciary reform*	5.9%	2.8%	5.6%	16.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.5%
Water and sanitation*	5.9%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	7.7%
Global/regional integration	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security/safety*	0.0%	6.9%	33.3%	0.0%	7.7%	8.7%	9.3%	11.1%	30.8%	11.5%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	29.4%	40.3%	16.7%	40.0%	7.7%	19.6%	31.5%	33.3%	15.4%	30.8%
Health	23.5%	6.9%	22.2%	8.0%	0.0%	10.9%	5.6%	16.7%	7.7%	7.7%
Security/stabilization/reconstruction*	0.0%	0.0%	0.0%	0.0%	15.4%	6.5%	9.3%	0.0%	0.0%	0.0%
Financial markets	0.0%	2.8%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Public sector governance/reform	17.6%	43.1%	16.7%	48.0%	38.5%	21.7%	35.2%	27.8%	30.8%	26.9%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development	23.5%	8.3%	5.6%	4.0%	23.1%	13.0%	16.7%	11.1%	15.4%	7.7%
Education*	17.6%	13.9%	11.1%	24.0%	0.0%	26.1%	3.7%	5.6%	15.4%	3.8%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development*	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	5.6%	15.4%	0.0%
Natural resource management*	23.5%	2.8%	22.2%	4.0%	0.0%	2.2%	3.7%	0.0%	7.7%	11.5%
Gender based violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**A. General Issues facing the Republic of Congo (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
More reliable social safety net*	17.6%	13.8%	25.0%	0.0%	46.2%	4.7%	20.0%	20.0%	7.7%	26.1%
Greater access to micro-finance for the poor	23.5%	22.4%	18.8%	13.6%	23.1%	16.3%	34.0%	20.0%	15.4%	8.7%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	3.4%	6.3%	13.6%	0.0%	20.9%	0.0%	0.0%	7.7%	17.4%
Education and training that better ensure job opportunity	41.2%	34.5%	68.8%	40.9%	30.8%	39.5%	34.0%	33.3%	46.2%	34.8%
Better quality public services	5.9%	13.8%	6.3%	13.6%	15.4%	14.0%	8.0%	0.0%	30.8%	4.3%
Better employment opportunities for young people*	29.4%	22.4%	6.3%	13.6%	0.0%	2.3%	10.0%	26.7%	30.8%	13.0%
Better employment opportunities for women*	0.0%	3.4%	6.3%	0.0%	0.0%	4.7%	18.0%	0.0%	0.0%	0.0%
Greater access to health and nutrition for citizens*	5.9%	10.3%	6.3%	9.1%	15.4%	27.9%	26.0%	6.7%	0.0%	8.7%
Better entrepreneurial opportunities	17.6%	32.8%	18.8%	50.0%	38.5%	25.6%	16.0%	33.3%	15.4%	30.4%
A growing middle class	5.9%	3.4%	0.0%	9.1%	15.4%	2.3%	6.0%	20.0%	0.0%	8.7%
Better opportunity for the poor who live in rural areas*	11.8%	1.7%	12.5%	13.6%	0.0%	2.3%	2.0%	0.0%	30.8%	8.7%
Better opportunity for the poor who live in urban areas*	0.0%	3.4%	12.5%	9.1%	0.0%	14.0%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	41.2%	25.9%	12.5%	13.6%	15.4%	23.3%	22.0%	33.3%	15.4%	30.4%
Other	0.0%	6.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%

\*Significantly different between stakeholder groups

When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the Republic of Congo. (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
None. I do not consider the Republic of Congo a fragile state.*	0.0%	0.0%	20.0%	25.0%	14.3%	5.0%	5.8%	11.1%	15.4%	8.7%
Policy inconsistency	37.5%	36.5%	26.7%	37.5%	35.7%	32.5%	21.2%	11.1%	30.8%	30.4%
Weak social cohesion	0.0%	7.9%	0.0%	20.8%	14.3%	10.0%	13.5%	0.0%	0.0%	13.0%
Weak institutional capacity*	62.5%	11.1%	33.3%	0.0%	21.4%	10.0%	1.9%	0.0%	23.1%	21.7%
Food insecurity	0.0%	19.0%	20.0%	16.7%	0.0%	27.5%	19.2%	16.7%	23.1%	8.7%
High levels of corruption	87.5%	47.6%	40.0%	45.8%	71.4%	57.5%	55.8%	72.2%	61.5%	65.2%
Weak accountability*	0.0%	34.9%	26.7%	20.8%	7.1%	20.0%	19.2%	50.0%	0.0%	13.0%
Lack of security	0.0%	6.3%	0.0%	8.3%	0.0%	2.5%	1.9%	0.0%	0.0%	4.3%
Political uncertainty	0.0%	7.9%	13.3%	8.3%	0.0%	10.0%	3.8%	22.2%	15.4%	8.7%
Lack of access to development finance	12.5%	20.6%	0.0%	8.3%	21.4%	22.5%	36.5%	11.1%	15.4%	26.1%
Other	0.0%	6.3%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Republic of Congo?*	15	4.20	2.37	61	4.92	3.27	17	7.59	1.77	26	2.88	2.96	14	7.07	2.46	45	4.58	2.87	50	5.92	2.79	18	5.22	3.44	11	5.82	1.08	25	5.12	2.80

(1-Not familiar at all, 10-Extremely familiar) \*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.*	11	6.55	2.58	55	4.71	2.94	13	7.46	1.71	14	1.93	1.21	14	6.50	1.87	32	5.22	2.83	46	5.67	2.82	12	6.25	3.39	12	5.33	2.15	20	5.55	3.00

(1-Not effective at all, 10-Very effective) \*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Republic of Congo solve its most complicated development challenges?	11	6.64	2.84	46	6.65	2.59	17	7.24	1.35	13	7.46	3.71	12	7.17	2.17	33	7.45	2.67	45	6.82	2.90	10	6.40	3.50	9	7.44	1.74	21	7.19	2.82

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

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Food security/safety*	11.1%	25.0%	5.9%	38.5%	25.0%	28.3%	20.4%	33.3%	53.8%	11.5%
Urban development*	0.0%	0.0%	5.9%	15.4%	0.0%	2.2%	13.0%	11.1%	7.7%	0.0%
Energy*	27.8%	15.3%	11.8%	0.0%	0.0%	8.7%	0.0%	22.2%	7.7%	11.5%
Water and sanitation	5.6%	5.6%	0.0%	11.5%	0.0%	4.3%	1.9%	0.0%	0.0%	7.7%
Pollution	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment*	5.6%	27.8%	29.4%	53.8%	16.7%	4.3%	14.8%	22.2%	46.2%	23.1%
Health	22.2%	25.0%	17.6%	23.1%	0.0%	8.7%	13.0%	22.2%	15.4%	7.7%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%
Financial markets*	0.0%	4.2%	17.6%	3.8%	33.3%	6.5%	3.7%	0.0%	0.0%	0.0%
Social protection	5.6%	9.7%	5.9%	23.1%	16.7%	6.5%	9.3%	0.0%	15.4%	3.8%
Gender equity*	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	1.9%	0.0%	15.4%	0.0%
Private sector development*	0.0%	19.4%	47.1%	7.7%	33.3%	26.1%	18.5%	11.1%	15.4%	3.8%
Education	44.4%	20.8%	41.2%	23.1%	8.3%	26.1%	18.5%	5.6%	30.8%	30.8%
Public sector governance/reform*	38.9%	43.1%	17.6%	30.8%	66.7%	28.3%	37.0%	61.1%	0.0%	53.8%
Security/stabilization/reconstruction	5.6%	2.8%	0.0%	0.0%	0.0%	6.5%	3.7%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	11.1%	20.8%	11.8%	15.4%	0.0%	19.6%	14.8%	27.8%	30.8%	7.7%
Anti corruption	33.3%	30.6%	5.9%	23.1%	50.0%	34.8%	25.9%	38.9%	15.4%	46.2%
Gender based violence	5.6%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Judiciary reform*	11.1%	1.4%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	16.7%	15.3%	0.0%	7.7%	0.0%	4.3%	11.1%	11.1%	0.0%	7.7%
Disaster risk management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	4.2%	11.8%	0.0%	0.0%	4.3%	5.6%	0.0%	0.0%	0.0%
Local governance and institutions*	11.1%	0.0%	0.0%	0.0%	16.7%	10.9%	1.9%	0.0%	15.4%	23.1%
Information and communications technology	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	11.1%	0.0%	0.0%	7.7%	0.0%	6.5%	1.9%	0.0%	0.0%	11.5%
Agriculture and rural development*	33.3%	22.2%	41.2%	7.7%	33.3%	50.0%	51.9%	27.8%	30.8%	26.9%
Trade and exports*	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	5.6%	5.9%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	7.7%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%	3.8%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.7%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

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

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Bringing together different groups of stakeholders*	0.0%	0.0%	14.3%	9.1%	14.3%	0.0%	15.2%	0.0%	18.2%	4.2%
Capacity development related to World Bank Group supported projects*	56.3%	28.1%	14.3%	59.1%	50.0%	26.2%	39.1%	50.0%	36.4%	50.0%
Technical assistance*	0.0%	6.3%	28.6%	0.0%	14.3%	28.6%	6.5%	11.1%	0.0%	12.5%
Policy advice, studies, analyses	12.5%	10.9%	14.3%	9.1%	7.1%	9.5%	8.7%	5.6%	0.0%	12.5%
Financial resources	6.3%	12.5%	7.1%	9.1%	0.0%	9.5%	0.0%	0.0%	0.0%	0.0%
Data and statistics	0.0%	7.8%	0.0%	0.0%	0.0%	4.8%	4.3%	0.0%	9.1%	0.0%
Promoting knowledge sharing	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%	5.6%	0.0%	0.0%
Implementation support	0.0%	10.9%	0.0%	0.0%	0.0%	14.3%	6.5%	0.0%	18.2%	0.0%
Mobilizing third party financial resources*	0.0%	7.8%	0.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
Donor coordination	0.0%	4.7%	7.1%	9.1%	14.3%	0.0%	4.3%	0.0%	0.0%	4.2%
Strategy formulation	25.0%	10.9%	14.3%	4.5%	0.0%	7.1%	8.7%	11.1%	18.2%	16.7%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Bringing together different groups of stakeholders	0.0%	4.4%	0.0%	4.3%	0.0%	2.3%	4.3%	0.0%	0.0%	0.0%
Capacity development related to World Bank Group supported projects*	25.0%	8.8%	71.4%	0.0%	0.0%	7.0%	19.6%	23.5%	9.1%	13.6%
Technical assistance	18.8%	8.8%	0.0%	13.0%	0.0%	11.6%	6.5%	0.0%	0.0%	0.0%
Policy advice, studies, analyses	12.5%	10.3%	7.1%	30.4%	14.3%	9.3%	4.3%	0.0%	0.0%	18.2%
Financial resources	0.0%	16.2%	0.0%	0.0%	21.4%	11.6%	15.2%	11.8%	18.2%	18.2%
Data and statistics*	0.0%	14.7%	0.0%	8.7%	35.7%	2.3%	8.7%	5.9%	0.0%	4.5%
Promoting knowledge sharing	12.5%	10.3%	14.3%	0.0%	7.1%	7.0%	2.2%	5.9%	0.0%	0.0%
Implementation support*	12.5%	5.9%	7.1%	13.0%	0.0%	23.3%	2.2%	11.8%	0.0%	22.7%
Mobilizing third party financial resources	6.3%	8.8%	0.0%	30.4%	7.1%	18.6%	15.2%	5.9%	0.0%	13.6%
Donor coordination*	0.0%	8.8%	0.0%	0.0%	14.3%	2.3%	0.0%	0.0%	18.2%	0.0%
Strategy formulation*	12.5%	2.9%	0.0%	0.0%	0.0%	4.7%	21.7%	35.3%	54.5%	9.1%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in the Republic of Congo? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Inadequate World Bank Group's staffing in the Republic of Congo	5.9%	14.5%	23.5%	8.3%	14.3%	2.4%	7.4%	11.1%	15.4%	19.2%
The credibility of its knowledge/data*	0.0%	0.0%	11.8%	0.0%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%
Not focused enough on issues that are unique to post-conflict countries	0.0%	11.6%	0.0%	8.3%	0.0%	0.0%	9.3%	0.0%	15.4%	3.8%
Not willing to honestly criticize policies and reform efforts in the country*	58.8%	44.9%	0.0%	41.7%	21.4%	11.9%	27.8%	27.8%	7.7%	46.2%
Staff too inaccessible*	0.0%	2.9%	0.0%	0.0%	0.0%	4.8%	13.0%	22.2%	0.0%	0.0%
Not collaborating enough with private sector*	17.6%	10.1%	0.0%	8.3%	0.0%	42.9%	1.9%	38.9%	30.8%	0.0%
Not adequately collaborating with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	0.0%	2.9%	0.0%	12.5%	28.6%	4.8%	5.6%	0.0%	7.7%	0.0%
Not aligned with country priorities*	0.0%	0.0%	17.6%	0.0%	0.0%	0.0%	1.9%	0.0%	0.0%	7.7%
Not adequately sensitive to political/social realities in the Republic of Congo*	35.3%	7.2%	0.0%	16.7%	0.0%	16.7%	7.4%	16.7%	15.4%	19.2%
Too influenced by developed countries*	11.8%	1.4%	0.0%	8.3%	28.6%	7.1%	14.8%	11.1%	0.0%	7.7%
World Bank Group's processes too slow	17.6%	14.5%	23.5%	12.5%	7.1%	21.4%	9.3%	5.6%	15.4%	19.2%
World Bank Group's processes too complex*	5.9%	7.2%	41.2%	8.3%	28.6%	2.4%	3.7%	0.0%	0.0%	7.7%
Not exploring alternative policy options	0.0%	13.0%	5.9%	8.3%	0.0%	11.9%	1.9%	0.0%	0.0%	0.0%
Not sufficiently focused on results	17.6%	10.1%	0.0%	0.0%	14.3%	4.8%	1.9%	11.1%	0.0%	7.7%
Not in it for the long term*	5.9%	7.2%	23.5%	0.0%	0.0%	0.0%	7.4%	22.2%	0.0%	23.1%
Its advice and strategies do not lend themselves to practical problem solving	11.8%	5.8%	11.8%	0.0%	0.0%	2.4%	1.9%	11.1%	15.4%	3.8%
Not collaborating enough with civil society	0.0%	18.8%	11.8%	4.2%	14.3%	14.3%	24.1%	0.0%	30.8%	15.4%
Not enough public disclosure of its work*	5.9%	10.1%	5.9%	37.5%	0.0%	21.4%	29.6%	11.1%	30.8%	3.8%
Arrogant in its approach*	5.9%	1.4%	11.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	3.7%	0.0%	0.0%	3.8%
Don't know	0.0%	7.2%	5.9%	12.5%	14.3%	9.5%	11.1%	0.0%	15.4%	3.8%

\*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
To a fully sufficient degree	25.0%	8.3%	0.0%	8.3%	14.3%	2.2%	8.3%	13.3%	0.0%	0.0%
To a somewhat sufficient degree	25.0%	13.9%	31.3%	8.3%	50.0%	44.4%	25.0%	33.3%	30.8%	23.1%
To a somewhat insufficient degree	25.0%	36.1%	37.5%	12.5%	14.3%	15.6%	37.5%	33.3%	30.8%	19.2%
To a very insufficient degree	18.8%	30.6%	18.8%	41.7%	21.4%	22.2%	12.5%	20.0%	0.0%	38.5%
Don't know	6.3%	11.1%	12.5%	29.2%	0.0%	15.6%	16.7%	0.0%	38.5%	19.2%

\*Significantly different between stakeholder groups

How EFFECTIVE do you believe the following World Bank Group's instruments are in supporting the Republic of Congo Government's efforts to reduce poverty?

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)*	8	7.38	2.72	31	6.61	2.83	10	7.60	2.01	5	4.40	3.51	9	7.00	1.80	25	4.76	2.52	35	6.77	2.03	8	5.50	3.59	7	6.00	1.00	10	5.40	2.80
Development Policy Financing (DPF)*	8	6.38	2.88	34	6.74	2.47	11	8.27	1.74	13	5.08	3.45	11	7.82	1.54	24	6.13	2.21	37	7.30	1.60	11	7.45	2.38	7	6.57	1.27	8	6.50	1.31
Trust funds and grants*	4	5.00	1.83	21	5.67	2.37	8	6.75	2.44	7	3.86	2.19	11	7.18	1.54	19	5.74	2.54	31	7.77	2.03	6	8.00	2.37	5	6.00	1.00	6	6.67	0.82
MIGA Guarantees	4	5.00	3.27	3	5.33	0.58	5	7.40	0.89	4	5.00	4.62	6	7.67	0.52	19	5.84	2.93	25	6.40	2.40	6	5.00	1.67	1	6.00	.	2	5.00	0.00
IFC Investment Services*	5	3.80	1.64	9	4.44	1.74	11	6.73	1.68	4	4.50	4.04	4	7.75	0.50	17	4.47	1.88	20	6.55	1.76	5	6.40	2.19	4	6.00	2.31	2	7.00	1.41
IFC Advisory Services*	4	4.25	2.50	16	6.13	2.85	10	6.70	1.34	2	1.00	0.00	3	7.67	0.58	16	5.06	2.29	23	7.78	1.68	5	6.00	1.23	5	6.80	1.64	2	5.50	0.71

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Beneficiaries*	5.6%	23.9%	55.6%	54.2%	64.3%	15.2%	33.3%	27.8%	0.0%	23.1%
Youth/university groups*	5.6%	12.7%	5.6%	12.5%	0.0%	13.0%	25.9%	5.6%	61.5%	0.0%
Private sector*	38.9%	46.5%	38.9%	29.2%	14.3%	73.9%	25.9%	38.9%	0.0%	26.9%
Local government*	22.2%	35.2%	0.0%	8.3%	14.3%	8.7%	11.1%	0.0%	15.4%	11.5%
Donor community*	0.0%	0.0%	16.7%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	7.7%
NGOs/Community Based Organizations/indigenous people*	22.2%	25.4%	16.7%	12.5%	21.4%	19.6%	48.1%	27.8%	0.0%	50.0%
Academia/think tanks/research institutes*	44.4%	26.8%	11.1%	0.0%	0.0%	28.3%	9.3%	0.0%	69.2%	26.9%
Parliament*	11.1%	0.0%	0.0%	0.0%	0.0%	13.0%	1.9%	0.0%	15.4%	3.8%
Foundations	0.0%	5.6%	5.6%	0.0%	0.0%	0.0%	5.6%	5.6%	0.0%	7.7%
Media*	11.1%	0.0%	5.6%	25.0%	14.3%	2.2%	3.7%	50.0%	15.4%	0.0%
UN and regional peace keeping forces	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	5.6%	11.1%	0.0%	0.0%
Emerging donors	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	3.7%	5.6%	0.0%	7.7%
UN agencies*	5.6%	5.6%	11.1%	4.2%	42.9%	4.3%	9.3%	11.1%	7.7%	7.7%
Regional organizations	22.2%	4.2%	0.0%	8.3%	14.3%	10.9%	5.6%	5.6%	15.4%	15.4%
Other	0.0%	0.0%	0.0%	4.2%	0.0%	2.2%	7.4%	0.0%	0.0%	3.8%
Don't know*	5.6%	4.2%	11.1%	20.8%	0.0%	4.3%	0.0%	0.0%	0.0%	3.8%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	13	6.31	2.98	55	5.67	3.10	15	7.13	1.30	15	5.67	3.44	14	7.21	2.39	38	6.13	2.55	47	6.77	2.64	14	6.36	3.39	11	8.00	1.73	17	6.88	2.09
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	11	5.73	3.32	41	5.49	3.23	15	7.40	2.10	14	6.00	3.11	14	7.64	2.13	32	5.28	3.08	43	6.60	2.72	12	7.17	2.52	11	5.91	2.63	15	6.53	2.64



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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	5	4.60	2.88	34	6.00	2.43	10	6.70	1.16	7	5.14	3.72	9	7.44	1.88	26	5.77	2.23	39	6.87	2.13	10	4.10	1.91	8	7.25	1.91	10	5.40	1.51
Flexibility (in terms of the institution's products and services)*	5	5.00	2.65	24	4.50	2.21	13	6.38	1.39	5	4.20	3.56	10	5.30	1.70	15	5.40	2.06	27	6.96	1.91	7	5.71	1.60	5	5.60	2.51	12	5.25	1.96
Flexibility (in terms of changing country circumstances)*	5	6.00	2.35	27	5.19	2.08	13	6.62	1.98	5	4.00	3.00	12	5.83	1.19	16	5.31	1.62	27	6.70	1.49	6	5.33	1.63	7	6.57	0.98	11	5.27	1.74
Being inclusive*	3	4.33	1.16	18	7.33	2.17	10	7.10	1.20	5	8.20	2.05	10	7.70	2.71	18	5.72	2.11	25	7.76	1.72	6	5.50	1.87	7	6.86	1.68	5	3.20	1.10
Openness (sharing data and other information)*	7	6.00	2.38	34	7.94	2.09	11	7.82	1.78	7	8.57	1.40	14	7.07	2.02	26	6.46	2.34	32	7.88	1.52	9	6.44	1.13	6	6.67	2.88	11	5.45	1.64
Collaboration with the Government	15	7.87	2.13	43	8.51	1.88	15	8.27	1.34	10	8.80	1.87	14	7.71	1.77	31	7.26	2.10	38	8.24	1.22	14	7.79	1.76	9	7.56	1.13	16	7.25	2.05
The speed in which it gets things accomplished on the ground	11	5.82	2.18	35	6.34	2.10	10	6.10	2.23	5	8.40	2.51	11	5.91	1.14	20	5.75	2.17	31	6.97	1.91	12	5.50	2.28	2	5.00	0.00	13	6.00	2.24
Helping to bring discipline/effective supervision to implementation of investment projects*	11	6.00	2.86	32	7.06	2.40	14	7.43	1.22	11	9.36	0.81	11	6.36	2.42	28	6.43	2.74	31	7.45	2.00	14	5.79	3.17	9	6.89	1.69	11	6.64	1.43
Collaboration with civil society	8	6.25	2.87	39	5.49	2.96	14	7.14	2.03	5	4.40	4.22	12	6.00	2.30	28	5.04	3.19	41	5.85	2.42	13	4.23	2.39	11	6.00	2.79	11	6.55	2.25
Staff accessibility*	8	7.38	1.60	26	4.77	2.39	12	6.92	2.11	6	3.67	2.73	12	6.25	2.42	25	4.00	2.48	35	5.31	2.19	9	4.78	2.33	6	7.00	0.89	10	5.80	2.15
Collaboration with other donors and development partners	5	6.40	3.58	25	6.80	2.65	10	7.00	1.56	1	4.00	.	12	6.92	2.19	20	5.90	2.85	27	7.22	1.89	5	4.80	1.10	9	7.89	1.83	7	5.43	2.07
Collaboration with the private sector*	6	5.17	3.06	28	4.93	2.23	12	7.83	1.40	5	4.80	4.76	11	6.36	1.43	29	5.52	3.04	35	5.40	2.48	9	3.67	2.12	6	8.00	0.89	9	5.00	1.12
Collaboration with the UN	6	7.67	3.83	26	7.73	2.22	9	8.00	1.00	7	8.00	1.92	9	7.00	2.00	18	6.94	2.16	33	7.12	2.85	8	6.88	1.46	11	8.09	1.81	5	8.80	0.84
Straightforwardness and honesty	6	7.17	3.82	34	7.68	1.89	12	8.75	1.22	5	5.40	4.04	12	7.92	2.28	22	6.64	2.77	30	8.13	1.93	13	6.31	3.12	1	7.00	.	13	7.38	1.61
Treating clients and stakeholders in the Republic of Congo with respect	6	6.83	3.43	25	7.36	1.73	11	8.27	0.91	5	8.40	1.67	11	6.91	2.17	23	6.96	2.36	28	7.71	1.46	7	6.14	2.34	7	7.29	2.36	8	6.63	1.06
Being a long-term partner	8	8.25	3.01	45	8.80	1.44	15	8.00	1.46	5	8.00	2.74	12	7.67	1.72	28	7.96	2.40	32	8.56	1.54	13	8.69	1.44	9	8.00	2.18	10	9.10	0.99

\*Significantly different between stakeholder groups

To what extent does the World Bank Group partner with the right people to support work on the ground in the Republic of Congo?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Nearly never	0.0%	0.0%	0.0%	11.5%	0.0%	4.8%	0.0%	11.8%	0.0%	0.0%
Rarely	12.5%	7.2%	11.1%	11.5%	14.3%	9.5%	21.6%	5.9%	23.1%	3.8%
Sometimes	50.0%	21.7%	27.8%	11.5%	14.3%	16.7%	17.6%	35.3%	15.4%	34.6%
Nearly always	12.5%	20.3%	38.9%	7.7%	50.0%	9.5%	15.7%	17.6%	30.8%	23.1%
Don't know	6.3%	29.0%	16.7%	19.2%	14.3%	33.3%	23.5%	17.6%	15.4%	23.1%
Prefer not to answer	18.8%	21.7%	5.6%	38.5%	7.1%	26.2%	21.6%	11.8%	15.4%	15.4%

\*Significantly different between stakeholder groups

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

Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in the Republic of Congo? (Select no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
World Food Program (WFP)	16.7%	42.9%	22.2%	23.1%	50.0%	27.3%	26.4%	33.3%	15.4%	34.6%
World Health Organization (WHO)*	66.7%	45.7%	38.9%	57.7%	7.1%	34.1%	22.6%	55.6%	15.4%	30.8%
United Nations Development Program (UNDP)	61.1%	54.3%	27.8%	57.7%	42.9%	61.4%	50.9%	50.0%	53.8%	42.3%
United Nations Peacekeeping	22.2%	11.4%	0.0%	11.5%	0.0%	13.6%	3.8%	16.7%	15.4%	7.7%
Save the Children	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%	5.7%	0.0%	0.0%	0.0%
The Red Cross	5.6%	1.4%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%
The United Nations International Children's Emergency Fund (UNICEF)	16.7%	18.6%	22.2%	11.5%	21.4%	4.5%	15.1%	16.7%	0.0%	19.2%
The International Committee of the Red Cross (ICRC)	5.6%	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%
None. I don't believe the World Bank Group needs to partner with the UN organizations.*	0.0%	4.3%	16.7%	3.8%	0.0%	11.4%	7.5%	0.0%	46.2%	30.8%
Don't know	0.0%	7.1%	22.2%	15.4%	28.6%	13.6%	24.5%	11.1%	15.4%	7.7%

\*Significantly different between stakeholder groups

When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Poor coordination within the World Bank Group	11.1%	12.7%	0.0%	0.0%	0.0%	10.9%	9.4%	11.1%	0.0%	0.0%
Ongoing conflict and instability*	38.9%	29.6%	0.0%	30.8%	7.1%	17.4%	11.3%	5.6%	30.8%	19.2%
Inadequate funding	27.8%	29.6%	35.3%	15.4%	42.9%	26.1%	43.4%	16.7%	15.4%	26.9%
The World Bank Group does not provide the government with consistent support throughout the reform effort	11.1%	14.1%	17.6%	15.4%	14.3%	8.7%	5.7%	16.7%	0.0%	19.2%
Political pressures and obstacles*	38.9%	45.1%	35.3%	65.4%	7.1%	26.1%	37.7%	27.8%	46.2%	42.3%
Reforms are not well thought out in light of country challenges*	33.3%	22.5%	23.5%	15.4%	35.7%	10.9%	11.3%	61.1%	46.2%	30.8%
Poor coordination within the Government	22.2%	38.0%	41.2%	15.4%	57.1%	23.9%	37.7%	38.9%	15.4%	23.1%
There is an inadequate level of private sector participation and support*	5.6%	21.1%	47.1%	11.5%	14.3%	37.0%	7.5%	16.7%	0.0%	15.4%
Poor donor coordination*	0.0%	1.4%	11.8%	0.0%	14.3%	2.2%	1.9%	0.0%	7.7%	0.0%
The World Bank Group is not sensitive enough to political/social realities on the ground	22.2%	8.5%	5.9%	34.6%	14.3%	17.4%	22.6%	11.1%	30.8%	11.5%
Lack of/inadequate levels of capacity in Government	27.8%	23.9%	11.8%	0.0%	21.4%	19.6%	22.6%	11.1%	7.7%	15.4%
There is not an adequate level of citizen/civil society participation*	27.8%	11.3%	0.0%	34.6%	28.6%	32.6%	30.2%	22.2%	30.8%	26.9%
Corruption*	11.1%	15.5%	0.0%	19.2%	7.1%	32.6%	17.0%	38.9%	30.8%	38.5%
Other*	0.0%	0.0%	0.0%	7.7%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups



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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Gender*	12	3.75	2.26	24	6.88	2.53	13	7.38	2.33	5	7.60	2.19	9	6.67	3.04	21	5.95	2.54	30	7.33	1.90	14	5.71	3.29	9	6.11	2.09	9	5.89	2.42
The impact of climate change*	9	5.00	2.92	27	7.07	2.43	10	6.10	3.35	6	7.50	3.51	12	7.83	2.08	19	6.05	2.61	32	7.84	1.69	12	5.75	3.42	5	6.80	1.10	9	6.67	2.18

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social protection*	8	2.87	2.03	28	4.79	2.35	9	3.78	1.79	6	1.33	0.52	7	6.71	1.89	28	4.43	2.38	37	5.03	2.22	12	2.75	2.38	7	6.14	2.12	9	3.89	2.71
Gender equity*	6	6.67	2.94	26	6.04	3.05	11	7.73	1.95	3	4.33	1.16	6	8.50	0.55	17	5.00	1.97	32	6.50	2.83	15	5.07	3.43	7	6.57	2.23	7	4.43	2.07
Private sector development*	10	5.20	3.12	37	5.32	2.14	11	7.55	1.37	5	3.20	2.59	11	7.09	1.14	31	4.13	2.93	38	5.58	2.45	11	4.00	2.10	6	4.33	2.73	10	4.60	2.32
Education*	11	7.91	2.07	45	6.49	2.48	13	7.92	1.04	2	4.50	2.12	9	6.78	1.48	31	5.10	2.41	42	6.50	2.76	13	4.46	2.93	13	6.62	1.90	14	6.50	2.50
Public sector governance/reform*	14	4.71	2.84	40	4.52	2.48	10	7.20	1.75	3	1.33	0.58	13	7.08	1.98	27	4.63	2.32	38	5.21	2.77	13	4.00	2.89	7	4.86	2.67	13	6.69	2.36
Global/regional integration	7	7.29	1.60	27	6.11	2.86	10	5.00	2.45	3	6.00	0.00	6	5.67	2.25	20	5.10	2.40	31	6.19	2.17	9	3.89	3.18	9	6.89	1.62	6	6.17	2.32
Food security/safety*	4	8.50	2.38	40	5.53	2.44	11	4.91	1.70	5	3.20	2.59	10	5.50	1.78	26	4.38	2.23	34	6.38	2.26	15	3.13	2.56	10	6.00	1.76	13	6.00	2.71
Urban development*	9	7.33	2.12	37	4.95	2.11	12	6.50	1.38	7	3.43	2.15	11	6.64	1.57	23	4.17	2.02	37	6.08	2.83	15	3.27	1.91	9	3.56	2.07	12	5.92	1.78
Energy*	9	5.78	2.68	36	5.19	2.87	9	5.44	1.74	5	2.40	1.52	11	5.82	1.54	27	4.81	1.92	29	6.28	1.98	12	3.25	2.30	5	6.00	3.00	9	6.22	1.48
Water and sanitation*	8	5.38	2.26	37	5.70	2.45	12	7.17	0.94	7	4.00	3.00	12	6.67	2.15	31	5.19	1.92	36	5.81	2.41	13	3.77	2.74	8	4.75	1.91	9	6.11	1.90
Pollution	5	4.40	1.82	24	4.58	2.41	10	6.00	2.98	5	5.40	4.10	9	6.67	2.12	22	4.36	2.15	26	5.50	2.57	11	3.27	3.00	9	4.33	2.40	4	4.00	1.41
Job creation/employment*	10	3.80	2.49	29	4.69	2.11	11	6.27	1.85	5	3.60	3.13	6	5.67	2.34	27	3.81	1.94	32	5.34	2.15	10	2.70	2.00	13	4.31	2.98	8	5.25	1.67
Health	10	6.40	2.84	34	6.41	2.09	13	7.69	1.11	5	4.40	3.51	8	6.63	2.93	28	5.71	2.65	37	6.43	2.64	13	4.23	3.14	11	6.09	3.73	9	6.44	2.13
Financial markets*	7	4.57	1.90	18	4.78	2.76	10	5.00	2.79	5	3.40	2.51	7	5.86	2.12	15	4.27	1.83	24	6.46	1.93	8	2.13	1.55	7	5.00	3.42	6	5.50	1.23
Transport	10	5.40	2.07	29	5.90	2.46	10	5.40	0.97	5	3.20	2.05	10	6.40	1.71	26	4.85	2.22	32	6.03	2.36	13	4.08	2.87	9	5.22	2.73	9	5.44	1.74
Agriculture and rural development*	13	6.38	2.02	39	5.46	2.42	11	6.27	1.79	4	1.50	1.00	9	6.56	1.67	35	5.80	2.00	39	6.08	2.32	16	4.44	2.66	9	6.44	2.60	13	6.46	2.79
Trade and exports*	7	3.57	1.90	16	3.81	2.32	6	3.67	1.51	2	1.00	0.00	6	6.00	1.79	19	4.26	1.97	25	5.08	2.24	11	2.18	1.72	6	5.33	3.62	7	5.71	1.50
Crime and violence*	7	3.57	1.51	17	5.00	2.53	6	5.33	2.58	5	4.20	3.56	7	6.43	2.57	17	4.53	2.48	31	6.03	2.32	13	4.46	3.76	5	8.60	0.89	9	4.00	1.87
Natural resource management	5	3.80	2.68	26	5.77	2.55	11	5.09	2.70	3	6.33	1.16	7	6.00	2.24	18	5.28	1.87	29	6.62	2.29	11	4.82	3.79	7	4.43	4.04	10	5.40	2.76
Climate change*	6	5.00	2.68	28	6.29	2.34	7	5.43	3.36	5	5.00	4.00	9	7.11	2.57	14	5.50	2.62	30	7.83	1.42	10	3.70	3.20	6	3.00	3.10	8	4.75	3.20
Poverty reduction*	12	5.75	3.25	44	5.64	2.09	15	7.33	1.76	6	4.00	3.23	12	6.42	1.88	36	5.44	2.43	38	6.45	2.55	15	3.80	2.76	9	6.44	2.13	13	5.38	2.36
Anti corruption*	13	4.31	3.23	30	3.67	1.83	8	7.38	1.60	8	6.50	4.31	11	5.64	2.20	32	4.56	2.70	34	5.62	3.00	14	3.29	3.05	7	4.43	2.94	13	4.69	2.29
Judiciary reform*	6	5.00	3.23	27	4.04	2.77	10	6.90	2.08	5	3.20	2.59	7	6.00	2.77	26	4.23	2.16	29	6.00	2.36	10	2.20	1.62	3	2.00	1.73	11	4.00	2.05
Economic growth*	15	4.80	2.88	30	5.80	2.68	10	7.00	1.49	5	4.20	3.56	13	6.46	1.98	22	5.32	2.61	33	6.45	2.02	12	3.50	2.68	7	5.14	3.13	12	5.08	2.58
Disaster risk management*	6	5.33	1.37	20	4.95	2.21	5	6.20	2.68	3	3.33	1.16	5	6.00	2.74	15	4.67	2.16	32	5.81	2.16	9	2.33	1.73	1	4.00	.	8	5.13	1.96
Equality of opportunity*	7	5.00	1.53	16	4.63	2.63	12	6.25	2.09	5	3.20	2.59	9	6.89	1.69	16	4.81	2.69	31	6.58	2.11	8	2.88	3.00	5	4.20	2.95	9	4.67	1.94
Information and communications technology*	10	5.70	2.26	31	6.26	2.08	9	8.33	1.50	4	5.50	3.00	7	7.14	2.19	27	5.85	2.16	30	7.37	1.92	9	5.89	3.18	7	5.71	3.25	11	4.91	1.38
Gender based violence	4	3.50	3.11	17	4.76	2.28	9	5.44	2.13	5	4.20	3.03	8	6.63	2.77	13	5.15	2.76	33	6.03	2.17	8	4.88	3.94	3	8.00	1.73	7	5.14	1.86
Security/stabilization/reconstruction	6	5.33	2.50	21	5.95	2.71	8	5.75	1.67	4	4.50	1.73	11	5.91	2.51	27	3.96	1.99	34	5.59	2.57	12	4.17	3.10	5	5.00	3.00	8	4.75	1.58
Regional conflict and tensions	5	5.20	3.11	22	5.14	2.95	6	4.00	1.90	3	2.33	0.58	6	6.17	2.71	17	4.12	2.23	25	5.84	2.19	9	3.89	3.86	5	4.20	2.95	7	4.57	2.23
Local governance and institutions*	12	3.33	2.43	36	4.50	2.40	7	5.57	0.54	5	3.60	3.13	11	5.82	2.18	29	5.03	2.82	34	6.18	1.90	12	3.25	2.14	7	4.86	2.85	9	4.33	2.40
Social cohesion*	7	3.57	2.57	26	3.58	2.04	9	5.78	1.30	5	4.00	3.67	11	6.36	2.01	23	4.39	1.56	33	6.09	2.42	10	5.50	3.54	7	5.00	3.06	7	4.43	2.70

\*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?**

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?*	10	4.60	2.50	43	5.42	2.41	17	5.88	2.06	6	5.00	2.76	14	6.57	2.03	31	5.97	2.82	41	7.39	1.70	14	5.50	1.91	9	8.00	1.32	16	6.31	3.07

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

**To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Republic of Congo?**

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?*	10	6.90	1.85	44	5.39	2.62	13	7.46	1.20	4	3.25	0.96	13	6.54	2.03	18	6.67	2.14	38	7.50	1.96	14	5.64	2.10	7	6.43	1.90	19	5.63	3.48

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

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo*	13	4.00	2.08	51	5.49	2.77	11	6.36	1.36	12	3.17	1.90	13	7.08	1.89	31	5.45	2.16	40	6.35	2.61	13	4.46	2.67	11	7.09	2.77	19	4.05	2.59
The World Bank Group meets the Republic of Congo's needs for knowledge services*	11	4.27	2.24	42	5.98	3.24	12	7.42	2.11	11	2.64	2.25	8	7.13	2.64	33	6.67	2.59	41	7.73	2.36	12	4.25	2.45	9	5.89	1.27	19	6.42	3.06

\*Significantly different between stakeholder groups

**How effectively does the World Bank Group help the Republic of Congo to mobilize finance for development from private sector sources?**

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help the Republic of Congo to mobilize finance for development from private sector sources?*	11	4.64	2.66	42	5.07	3.00	12	6.92	1.73	10	2.40	2.50	3	3.67	1.16	33	5.09	2.94	29	5.66	2.27	13	5.15	2.73	6	5.67	2.88	21	4.10	3.02

(1- Not effectively at all, 10- Very effectively) \*Significantly different between stakeholder groups

**C. World Bank Group's Effectiveness and Results (continued)****To what extent do you believe that the Republic of Congo received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?**

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the Republic of Congo received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	11	2.64	1.80	35	4.37	2.26	14	5.36	2.24	8	2.88	2.75	8	6.5	2.33	20	5.9	2.81	33	6.33	2.33	10	5.30	3.20	6	7.67	2.07	12	4.83	3.33

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

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 the Republic of Congo? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
Very familiar	0.0%			7.8%			5.6%			7.7%			0.0%			2.2%			1.9%			0.0%			0.0%			0.0%		
Somewhat familiar	5.6%			14.1%			16.7%			15.4%			50.0%			2.2%			24.5%			16.7%			15.4%			16.0%		
Somewhat unfamiliar	27.8%			14.1%			22.2%			7.7%			14.3%			20.0%			20.8%			22.2%			23.1%			12.0%		
Very unfamiliar	38.9%			28.1%			33.3%			26.9%			28.6%			24.4%			22.6%			38.9%			46.2%			24.0%		
Don't know	27.8%			35.9%			22.2%			42.3%			7.1%			51.1%			30.2%			22.2%			15.4%			48.0%		

**How effectively does the World Bank Group support the Republic of Congo's efforts ... ? (1- Not effectively at all, 10- Very effectively)**

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government	11	3.00	2.76	33	4.73	2.96	9	5.67	2.12	7	4.86	3.34	11	6.00	2.49	25	5.44	1.98	28	5.71	2.28	11	5.36	2.94	13	4.69	1.70	14	4.29	2.79
To develop better and stronger data collection/analytics systems within the Government*	8	6.88	2.03	45	7.31	2.11	9	5.89	1.90	5	4.40	3.51	10	5.80	2.53	24	6.92	2.36	35	7.17	2.20	12	6.00	2.86	11	5.09	2.02	15	5.67	3.48
To strengthen the country's crisis preparedness	6	5.00	3.10	39	5.77	2.90	11	5.45	2.62	10	6	4.16	13	6.31	2.10	23	5.35	1.67	40	5.13	2.32	12	4.33	3.09	9	6.78	1.20	11	4.64	3.47

\*Significantly different between stakeholder groups

**How effectively does the World Bank Group's SCD and CPF activities support the Republic of Congo's efforts to manage crisis related risks?**

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support the Republic of Congo's efforts to manage crisis related risks?*	2	8.50	2.12	15	5.27	2.99	8	5.75	0.71	5	4.00	3.00	8	6.50	2.20	10	6.90	1.73	27	5.00	3.06	6	8.33	1.86	3	8.33	0.58	2	1.00	0.00

(1- Not effectively at all, 10- Very effectively) \*Significantly different between stakeholder groups



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

When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities?\* (Select only one response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
The World Bank Group is providing less valuable support than in the past	27.8%	28.4%	0.0%	22.7%	28.6%	15.2%	7.8%	16.7%	15.4%	0.0%
The World Bank Group is providing more valuable support than in the past	16.7%	25.4%	61.1%	13.6%	35.7%	19.6%	45.1%	27.8%	15.4%	24.0%
The World Bank Group's approach and work has remained constant	11.1%	16.4%	5.6%	9.1%	0.0%	13.0%	23.5%	33.3%	0.0%	12.0%
Don't know	44.4%	29.9%	33.3%	54.5%	35.7%	52.2%	23.5%	22.2%	69.2%	64.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/Consultant on WBG Project	Local Govt.	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia	Other
Weekly	16.7%	10.9%	0.0%	0.0%	21.4%	2.2%	3.9%	0.0%	0.0%	7.7%
Monthly	5.6%	12.5%	27.8%	12.5%	35.7%	17.4%	13.7%	5.9%	15.4%	7.7%
A few times a year	44.4%	26.6%	61.1%	0.0%	21.4%	30.4%	31.4%	0.0%	69.2%	34.6%
Rarely	33.3%	29.7%	5.6%	29.2%	14.3%	17.4%	31.4%	70.6%	15.4%	38.5%
Never	0.0%	20.3%	5.6%	58.3%	7.1%	32.6%	19.6%	23.5%	0.0%	11.5%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/Multilateral Agency			Private Sector/Financial Sector/Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	11	6.73	2.10	43	8.02	1.83	15	7.93	1.16	14	8.07	2.20	14	7.50	1.51	23	7.22	2.00	35	7.97	1.64	12	6.75	2.26	7	6.57	2.88	11	7.00	3.13
Include appropriate level of stakeholder involvement during preparation*	11	6.55	2.34	43	6.93	2.17	7	5.86	1.68	14	6.93	3.32	11	6.82	1.99	20	5.90	2.59	34	7.32	2.11	11	6.18	2.68	7	6.57	2.07	13	6.00	2.80
Lead to practical solutions	8	5.63	1.77	38	6.84	1.98	10	6.10	1.45	15	6.87	3.31	13	6.85	1.68	21	5.52	1.78	29	7.48	1.79	12	6.00	2.86	6	6.00	0.00	14	5.43	2.59
Are accessible (well written and easy to understand)	10	7.50	0.97	47	7.15	1.93	13	7.23	1.48	12	7.00	3.19	9	7.89	2.32	26	6.31	2.19	34	7.82	1.77	12	7.75	2.22	9	5.67	2.74	17	6.18	2.70
Are source of relevant information on global good practices*	13	7.38	1.98	46	7.85	1.89	8	7.88	1.36	12	7.08	3.42	11	7.36	2.42	31	7.61	2.09	32	7.75	1.92	12	6.67	2.81	7	6.29	1.25	14	6.86	2.80
Are adequately disseminated	8	7.00	2.00	41	6.10	2.41	11	7.91	2.21	11	5.73	3.32	14	7.21	3.09	26	6.15	2.77	30	7.40	2.24	13	5.69	2.75	6	6.00	1.55	17	5.53	2.27
Are translated enough into local language	7	3.14	1.77	40	4.75	3.18	7	4.29	2.98	11	4.00	4.03	10	5.30	3.47	25	3.16	2.67	24	4.79	2.72	12	4.08	3.00	9	4.89	2.57	11	3.36	2.20
Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	12	6.83	1.34	42	7.29	2.13	15	7.33	1.50	12	6.83	3.16	13	7.46	1.20	27	6.85	2.27	35	6.89	2.18	13	6.85	1.82	9	8.00	0.71	16	6.81	2.51

\*Significantly different between stakeholder groups



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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	13	7.38	2.18	55	7.93	2.26	14	7.50	1.51	11	7.91	2.59	13	8.31	1.80	26	7.85	2.38	39	7.49	2.08	13	7.62	2.66	9	7.56	1.88	20	7.55	2.82

(1- Not significant at all, 10- Very significant) \*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	13	7.38	2.10	58	6.41	2.80	17	7.82	1.02	14	4.36	3.08	14	7.64	1.60	29	7.72	2.20	44	6.14	2.83	15	6.67	2.50	11	7.64	1.12	16	7.50	2.16

(1-Very low technical quality, 10-Very high technical quality) \*Significantly different between stakeholder groups

### E. Working with the World Bank Group

When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Almost never has the right skills mix to tackle the challenges of fragility	0.0%	4.7%	0.0%	11.5%	0.0%	7.3%	4.2%	0.0%	0.0%	0.0%
Rarely has the right skills mix to tackle the challenges of fragility	0.0%	9.4%	0.0%	0.0%	0.0%	0.0%	14.6%	0.0%	7.7%	4.8%
Sometimes has the right skills mix to tackle the challenges of fragility	50.0%	25.0%	44.4%	11.5%	14.3%	14.6%	33.3%	33.3%	61.5%	38.1%
Almost always has the right skills mix to tackle the challenges of fragility	11.1%	18.8%	27.8%	3.8%	57.1%	22.0%	16.7%	22.2%	0.0%	9.5%
Don't know	33.3%	21.9%	22.2%	53.8%	28.6%	36.6%	16.7%	5.6%	15.4%	9.5%
Prefer not to answer	5.6%	20.3%	5.6%	19.2%	0.0%	19.5%	14.6%	38.9%	15.4%	38.1%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	13	4.38	2.29	37	2.51	1.63	14	6.29	1.82	16	3.44	2.68	14	4.14	1.35	24	3.71	2.87	29	5.45	2.59	13	4.69	3.07	9	5.78	3.31	13	5.31	2.96
The World Bank Group effectively monitors and evaluates the projects and programs it supports	13	6.54	2.67	47	7.91	2.31	18	7.22	1.52	18	8.83	1.20	14	6.93	1.21	29	7.79	2.65	38	7.11	2.17	14	7.21	3.09	13	7.85	2.34	17	7.47	2.96
The World Bank Group's approvals and reviews are done in a timely fashion	9	6.89	1.90	30	5.07	2.84	13	7.15	0.80	13	6.38	3.23	13	5.62	1.39	21	5.95	2.31	32	6.88	2.62	12	6.42	1.44	5	5.40	1.52	11	6.91	2.26
The World Bank Group's "Safeguard Policy" requirements are reasonable	8	5.63	2.20	24	6.96	1.90	7	6.71	1.38	12	6.83	2.92	6	5.17	1.47	14	6.36	2.65	26	7.58	2.25	8	7.88	2.10	6	7.33	2.25	10	7.10	2.13
The World Bank Group's conditions on its lending are reasonable*	10	6.80	1.62	28	5.79	2.38	12	7.00	1.54	9	6.56	3.71	9	7.78	1.56	23	5.26	2.28	32	7.75	2.38	8	5.88	3.56	7	6.00	2.16	12	3.83	2.41
The World Bank Group takes decisions quickly in the Republic of Congo*	11	4.82	1.33	33	3.70	2.23	12	6.58	1.38	9	5.22	3.87	9	5.78	1.39	26	4.38	2.67	34	6.26	2.04	6	4.50	2.95	11	5.73	2.05	11	4.18	2.52
Working with the World Bank Group increases the Republic of Congo's institutional capacity*	13	6.62	2.33	41	7.61	2.04	12	8.50	1.38	15	6.53	3.04	12	6.58	1.68	29	6.14	2.99	38	7.92	1.98	13	6.23	1.79	11	6.55	3.17	17	6.59	3.04
Where country systems are adequate, the World Bank Group makes appropriate use of them*	11	6.18	2.40	25	8.12	2.13	12	6.17	2.41	14	8.71	1.07	11	8.27	1.42	16	6.00	2.22	32	7.56	2.20	7	6.86	2.27	6	5.00	3.23	11	8.27	1.56

\*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?	7	5.00	2.00	28	5.04	3.24	10	5.90	1.97	5	3.20	3.90	7	7.43	1.62	21	6.33	2.52	29	5.24	2.47	8	5.88	2.80	7	7.14	0.90	5	6.20	2.78

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the Republic of Congo?	7	5.57	2.37	44	5.61	2.97	8	5.63	1.06	7	9.14	1.46	9	6.11	2.57	21	5.90	2.57	35	6.74	2.57	12	6.33	2.81	6	5.33	2.07	18	6.94	3.19

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

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

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 the Republic of Congo?  
(Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Education	56.3%	44.1%	47.1%	44.0%	57.1%	47.6%	49.0%	55.6%	61.5%	52.0%
Health	43.8%	54.4%	58.8%	76.0%	64.3%	50.0%	49.0%	61.1%	46.2%	36.0%
Supporting poor and marginalized local communities	37.5%	38.2%	11.8%	24.0%	14.3%	26.2%	17.6%	44.4%	15.4%	36.0%
Jobs	0.0%	16.2%	23.5%	8.0%	0.0%	2.4%	11.8%	11.1%	15.4%	8.0%
Business development*	6.3%	29.4%	0.0%	4.0%	0.0%	23.8%	9.8%	5.6%	0.0%	8.0%
Infrastructure	12.5%	2.9%	0.0%	0.0%	14.3%	11.9%	5.9%	0.0%	0.0%	0.0%
Social cohesion	18.8%	8.8%	0.0%	16.0%	7.1%	7.1%	15.7%	11.1%	15.4%	12.0%
Public services	0.0%	5.9%	0.0%	8.0%	14.3%	2.4%	13.7%	0.0%	0.0%	12.0%
Macro issues	0.0%	0.0%	0.0%	12.0%	14.3%	4.8%	5.9%	0.0%	15.4%	4.0%
Don't know*	12.5%	0.0%	23.5%	4.0%	0.0%	9.5%	2.0%	5.6%	7.7%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	0.0%	8.0%

\*Significantly different between stakeholder groups

Please rate how you feel when you think about the impact of the refugees in regards to....

The Republic of Congo's economy* Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
A very negative impact	12.5%	23.2%	11.1%	29.2%	0.0%	16.7%	20.5%	22.2%	46.2%	9.1%
A somewhat negative impact	25.0%	30.4%	55.6%	12.5%	42.9%	9.5%	29.5%	16.7%	23.1%	31.8%
A somewhat positive impact	25.0%	24.6%	16.7%	25.0%	35.7%	28.6%	36.4%	55.6%	0.0%	13.6%
A very positive impact	0.0%	2.9%	5.6%	12.5%	7.1%	11.9%	9.1%	0.0%	0.0%	0.0%
No impact at all	37.5%	18.8%	11.1%	20.8%	14.3%	33.3%	4.5%	5.6%	30.8%	45.5%

\*Significantly different between stakeholder groups

Social cohesion* Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
A very negative impact	13.3%	24.6%	11.1%	10.0%	7.1%	2.4%	24.4%	22.2%	0.0%	0.0%
A somewhat negative impact	40.0%	33.8%	22.2%	45.0%	42.9%	31.0%	24.4%	5.6%	30.8%	22.7%
A somewhat positive impact	26.7%	12.3%	22.2%	20.0%	28.6%	23.8%	28.9%	61.1%	15.4%	27.3%
A very positive impact	0.0%	4.6%	0.0%	0.0%	0.0%	2.4%	8.9%	0.0%	15.4%	0.0%
No impact at all	20.0%	24.6%	44.4%	25.0%	21.4%	40.5%	13.3%	11.1%	38.5%	50.0%

\*Significantly different between stakeholder groups

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

<b>National security*</b> Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
A very negative impact	28.6%	31.3%	25.0%	16.7%	0.0%	12.2%	40.0%	33.3%	15.4%	13.6%
A somewhat negative impact	28.6%	23.9%	25.0%	61.1%	64.3%	26.8%	42.5%	27.8%	53.8%	4.5%
A somewhat positive impact	0.0%	19.4%	18.8%	0.0%	28.6%	14.6%	5.0%	16.7%	0.0%	22.7%
A very positive impact	0.0%	3.0%	0.0%	5.6%	0.0%	4.9%	5.0%	0.0%	0.0%	0.0%
No impact at all	42.9%	22.4%	31.3%	16.7%	7.1%	41.5%	7.5%	22.2%	30.8%	59.1%

\*Significantly different between stakeholder groups

<b>Public service delivery*</b> Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
A very negative impact	13.3%	7.2%	16.7%	10.0%	7.1%	2.6%	24.4%	22.2%	15.4%	4.5%
A somewhat negative impact	33.3%	30.4%	27.8%	45.0%	71.4%	25.6%	29.3%	16.7%	15.4%	13.6%
A somewhat positive impact	26.7%	29.0%	27.8%	20.0%	0.0%	15.4%	17.1%	44.4%	30.8%	27.3%
A very positive impact	0.0%	4.3%	0.0%	0.0%	14.3%	2.6%	7.3%	0.0%	0.0%	9.1%
No impact at all	26.7%	29.0%	27.8%	25.0%	7.1%	53.8%	22.0%	16.7%	38.5%	45.5%

\*Significantly different between stakeholder groups

<b>The Republic of Congo's poor and marginalized*</b> Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
A very negative impact	23.5%	27.9%	16.7%	9.5%	7.1%	14.3%	23.8%	23.5%	15.4%	13.6%
A somewhat negative impact	29.4%	29.4%	27.8%	23.8%	57.1%	23.8%	35.7%	23.5%	30.8%	36.4%
A somewhat positive impact	0.0%	13.2%	27.8%	0.0%	14.3%	9.5%	23.8%	41.2%	23.1%	18.2%
A very positive impact	11.8%	4.4%	0.0%	19.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%
No impact at all	35.3%	25.0%	27.8%	47.6%	14.3%	52.4%	16.7%	11.8%	30.8%	31.8%

\*Significantly different between stakeholder groups



## F. The Future Role of the World Bank Group in The Republic of Congo

Which of the following SHOULD the World Bank Group do to make itself of greater value in the Republic of Congo? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Work more with civil society and beneficiary representatives*	27.8%	45.7%	44.4%	57.7%	35.7%	71.1%	62.7%	44.4%	30.8%	57.7%
Increase the level of capacity development in the country	44.4%	31.4%	27.8%	30.8%	28.6%	24.4%	13.7%	33.3%	30.8%	26.9%
Leverage the private sector more*	33.3%	35.7%	38.9%	23.1%	14.3%	51.1%	9.8%	44.4%	15.4%	11.5%
Improve the quality of its experts as related to the Republic of Congo's specific challenges	0.0%	8.6%	0.0%	0.0%	7.1%	2.2%	15.7%	5.6%	7.7%	19.2%
Increase the level of World Bank Group staffing in the Republic of Congo's office	0.0%	8.6%	5.6%	0.0%	14.3%	0.0%	2.0%	0.0%	0.0%	0.0%
Offer more innovative knowledge services*	0.0%	0.0%	0.0%	0.0%	14.3%	0.0%	0.0%	0.0%	30.8%	0.0%
Collaborate more effectively with Government clients*	11.1%	4.3%	0.0%	15.4%	0.0%	0.0%	11.8%	0.0%	0.0%	3.8%
Work faster	5.6%	4.3%	0.0%	0.0%	0.0%	6.7%	5.9%	0.0%	0.0%	3.8%
Reduce the complexity of obtaining World Bank Group financing*	50.0%	15.7%	16.7%	7.7%	21.4%	8.9%	19.6%	11.1%	15.4%	11.5%
Increase availability of Reimbursable Advisory Services (RAS)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.9%	5.6%	0.0%	7.7%
Help to bring discipline/effective supervision to implementation of World Bank Group projects	5.6%	5.7%	16.7%	19.2%	0.0%	2.2%	11.8%	0.0%	7.7%	3.8%
Collaborate more effectively with organizations such as bilaterals, multilaterals, trust funds, UN agencies*	0.0%	0.0%	5.6%	0.0%	50.0%	4.4%	0.0%	5.6%	0.0%	0.0%
Offer more innovative financial products	5.6%	2.9%	0.0%	3.8%	0.0%	8.9%	5.9%	0.0%	15.4%	11.5%
Ensure greater selectivity in its work	0.0%	5.7%	5.6%	11.5%	0.0%	6.7%	9.8%	16.7%	15.4%	11.5%
Provide more adequate data/knowledge/statistics/figures on the Republic of Congo's economy*	16.7%	25.7%	0.0%	23.1%	14.3%	2.2%	15.7%	0.0%	15.4%	11.5%
Improve the competitiveness of its financing compared to markets*	0.0%	1.4%	22.2%	7.7%	0.0%	2.2%	0.0%	27.8%	15.4%	3.8%
Other*	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	2.0%	0.0%	0.0%	11.5%

\*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in the Republic of Congo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Congo?\* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Financial services	56.3%	38.2%	44.4%	19.2%	25.0%	22.0%	38.6%	38.9%	30.8%	28.0%
Knowledge products	31.3%	38.2%	27.8%	57.7%	8.3%	36.6%	22.7%	44.4%	30.8%	24.0%
Convening services	0.0%	8.8%	22.2%	19.2%	33.3%	14.6%	25.0%	5.6%	0.0%	8.0%
None of the above	0.0%	0.0%	0.0%	3.8%	0.0%	7.3%	0.0%	0.0%	15.4%	0.0%
The combination is appropriate for the Republic of Congo	6.3%	14.7%	0.0%	0.0%	33.3%	12.2%	9.1%	0.0%	0.0%	28.0%
Don't know	6.3%	0.0%	5.6%	0.0%	0.0%	7.3%	4.5%	11.1%	23.1%	12.0%

\*Significantly different between stakeholder groups

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

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Organize more joint meetings and missions with the UN	58.8%	64.1%	35.3%	65.4%	78.6%	51.2%	46.0%	77.8%	54.5%	48.0%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	58.8%	40.6%	41.2%	42.3%	57.1%	36.6%	56.0%	38.9%	54.5%	48.0%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	76.5%	46.9%	52.9%	50.0%	64.3%	48.8%	52.0%	38.9%	45.5%	52.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	29.4%	28.1%	35.3%	38.5%	57.1%	41.5%	30.0%	38.9%	45.5%	36.0%
Share more information about the World Bank Group's activities, products, and knowledge	29.4%	42.2%	29.4%	46.2%	14.3%	39.0%	44.0%	22.2%	45.5%	28.0%
Involve UN experts to a greater degree in World Bank Group activities	47.1%	40.6%	41.2%	23.1%	21.4%	41.5%	36.0%	50.0%	36.4%	28.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%	4.0%	11.1%	0.0%	8.0%

Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Republic of Congo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Social cohesion*	35.3%	20.3%	25.0%	47.8%	0.0%	11.9%	30.6%	31.3%	0.0%	13.6%
Public financial management*	52.9%	53.1%	56.3%	60.9%	100.0%	47.6%	28.6%	62.5%	36.4%	54.5%
Reducing gender based violence	5.9%	3.1%	6.3%	0.0%	0.0%	2.4%	10.2%	0.0%	18.2%	13.6%
Crisis preparedness	0.0%	6.3%	12.5%	13.0%	16.7%	16.7%	14.3%	18.8%	9.1%	13.6%
Crisis response	17.6%	10.9%	18.8%	0.0%	25.0%	14.3%	12.2%	6.3%	9.1%	18.2%
Access to justice systems*	0.0%	6.3%	0.0%	4.3%	0.0%	4.8%	2.0%	18.8%	36.4%	27.3%
Security mechanisms	0.0%	4.7%	12.5%	0.0%	0.0%	7.1%	10.2%	6.3%	0.0%	0.0%
Conflict resolution mechanisms	5.9%	3.1%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Support domestic resource mobilization	17.6%	17.2%	31.3%	21.7%	41.7%	21.4%	26.5%	6.3%	18.2%	31.8%
Access to basic services	35.3%	35.9%	31.3%	34.8%	16.7%	31.0%	36.7%	25.0%	18.2%	22.7%
Capacity of state institutions	23.5%	9.4%	12.5%	13.0%	16.7%	11.9%	16.3%	6.3%	18.2%	36.4%
Jobs*	11.8%	32.8%	18.8%	39.1%	8.3%	31.0%	18.4%	50.0%	45.5%	13.6%
Improving livelihoods	0.0%	4.7%	12.5%	8.7%	0.0%	4.8%	12.2%	25.0%	0.0%	4.5%
Food security	29.4%	26.6%	25.0%	26.1%	16.7%	35.7%	38.8%	18.8%	36.4%	13.6%
Social safety nets*	11.8%	18.8%	18.8%	8.7%	58.3%	28.6%	14.3%	18.8%	0.0%	22.7%
Stimulating dialogue to promote peace and stability*	17.6%	37.5%	6.3%	13.0%	0.0%	14.3%	12.2%	6.3%	18.2%	13.6%

\*Significantly different between stakeholder groups

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

Which THREE areas below would benefit most from other donors in the Republic of Congo? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Social cohesion	17.6%	19.7%	12.5%	27.3%	36.4%	2.4%	10.6%	14.3%	23.1%	22.7%
Public financial management	23.5%	29.5%	37.5%	36.4%	18.2%	23.8%	29.8%	21.4%	23.1%	45.5%
Reducing gender based violence*	11.8%	13.1%	0.0%	0.0%	0.0%	0.0%	8.5%	0.0%	30.8%	31.8%
Crisis preparedness	5.9%	19.7%	6.3%	22.7%	27.3%	14.3%	14.9%	7.1%	15.4%	4.5%
Crisis response	23.5%	8.2%	12.5%	13.6%	27.3%	9.5%	19.1%	14.3%	46.2%	9.1%
Access to justice systems	35.3%	13.1%	31.3%	4.5%	9.1%	19.0%	14.9%	14.3%	0.0%	27.3%
Security mechanisms	5.9%	4.9%	12.5%	0.0%	0.0%	9.5%	4.3%	21.4%	0.0%	0.0%
Conflict resolution mechanisms	17.6%	11.5%	6.3%	18.2%	0.0%	16.7%	10.6%	7.1%	0.0%	22.7%
Support domestic resource mobilization	5.9%	23.0%	25.0%	31.8%	18.2%	23.8%	23.4%	0.0%	15.4%	4.5%
Access to basic services	41.2%	24.6%	31.3%	13.6%	18.2%	14.3%	29.8%	35.7%	30.8%	40.9%
Capacity of state institutions*	0.0%	11.5%	0.0%	13.6%	72.7%	14.3%	23.4%	7.1%	30.8%	4.5%
Jobs	35.3%	26.2%	18.8%	22.7%	0.0%	28.6%	21.3%	42.9%	15.4%	4.5%
Improving livelihoods	0.0%	18.0%	12.5%	22.7%	36.4%	26.2%	10.6%	28.6%	7.7%	4.5%
Food security*	29.4%	31.1%	43.8%	9.1%	9.1%	26.2%	23.4%	64.3%	30.8%	40.9%
Social safety nets	17.6%	18.0%	25.0%	0.0%	18.2%	19.0%	17.0%	0.0%	15.4%	13.6%
Stimulating dialogue to promote peace and stability	29.4%	21.3%	12.5%	45.5%	9.1%	31.0%	23.4%	21.4%	0.0%	18.2%

\*Significantly different between stakeholder groups

To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Social cohesion	2	6.00	0.00	20	6.10	2.40	4	5.25	0.96	5	4.60	3.51	4	5.50	5.20	22	5.55	1.97	31	6.84	2.49	8	6.25	2.77	7	6.43	2.07	8	6.00	2.51
Public financial management	7	7.00	1.29	34	6.94	2.47	4	8.00	1.16	7	5.43	3.21	7	6.86	2.67	25	7.64	2.27	25	7.60	1.96	9	7.89	2.52	8	8.00	1.69	18	7.67	2.30
Reducing gender based violence	3	6.33	2.08	15	6.40	3.02	8	6.50	1.20	5	4.40	3.21	0	0.00	0.00	14	5.43	2.50	27	6.19	2.08	6	6.00	3.46	7	4.86	3.34	7	5.00	2.24
Crisis preparedness*	5	6.00	2.24	29	5.72	2.30	2	4.00	2.83	5	4.60	3.51	6	5.67	1.03	24	6.63	2.83	29	8.07	1.81	7	6.14	2.91	5	8.60	0.55	13	6.92	2.06
Crisis response	7	7.00	2.24	24	5.71	2.14	7	7.29	3.30	5	3.80	1.64	8	5.75	0.89	19	6.68	2.63	31	6.26	2.49	8	6.00	2.73	7	6.86	2.48	9	7.22	1.99
Access to justice systems	6	7.67	1.86	14	5.57	2.17	9	6.00	2.83	6	4.67	3.83	4	5.50	1.73	21	6.90	2.57	29	5.76	2.70	8	7.25	3.15	4	7.50	2.89	11	6.00	2.45
Security mechanisms*	6	7.50	2.17	18	6.44	2.04	5	6.40	1.67	5	4.00	2.74	2	4.00	0.00	19	5.32	2.45	24	6.67	1.88	9	6.78	3.27	5	4.00	2.24	7	5.29	2.63
Conflict resolution mechanisms	4	5.75	3.40	22	6.77	2.41	1	1.00	.	6	5.50	3.08	8	4.00	1.31	23	6.09	3.07	31	6.23	2.46	11	6.45	2.95	7	7.29	1.98	10	6.20	3.23
Support domestic resource mobilization*	7	6.43	2.88	26	6.92	2.13	7	8.86	0.38	7	5.29	3.68	6	8.00	1.79	24	7.67	2.04	30	8.00	1.72	12	6.75	3.11	8	6.00	2.39	9	6.44	2.19
Access to basic services	5	6.40	3.29	34	7.44	1.89	11	7.91	1.51	5	5.20	3.56	7	7.14	0.90	20	7.30	1.92	34	8.06	2.20	12	6.17	3.10	5	8.00	1.00	13	7.54	2.30
Capacity of state institutions*	11	4.64	2.91	25	6.88	2.37	8	7.25	1.49	7	4.86	3.89	6	7.33	1.86	22	6.82	2.09	27	7.30	1.86	10	7.50	2.55	7	6.14	2.55	11	6.91	2.17
Jobs	7	5.43	3.36	36	6.08	2.29	9	6.11	1.36	5	4.20	3.56	7	5.43	1.99	22	6.68	2.61	33	5.48	2.43	11	5.82	3.60	9	7.89	2.47	13	6.38	2.29
Improving livelihoods	4	5.00	2.16	37	6.84	1.83	8	7.25	1.04	6	5.33	3.88	8	5.75	0.89	18	6.83	2.20	29	6.66	2.74	11	6.09	3.42	7	5.00	1.92	9	5.67	2.12
Food security	10	7.50	1.84	36	6.00	2.40	5	8.00	1.23	7	5.29	3.04	6	6.00	0.89	22	6.50	2.79	32	6.09	3.01	11	6.64	3.33	7	6.86	2.91	12	7.25	2.01
Social safety nets*	4	5.50	2.08	33	6.82	1.88	8	7.88	0.84	7	5.57	3.74	5	7.40	1.34	21	7.90	2.05	33	6.82	2.54	10	8.60	1.65	7	8.57	1.90	12	6.83	2.69
Stimulating dialogue to promote peace and stability*	5	8.40	2.19	29	7.00	2.71	3	8.67	0.58	5	2.20	1.10	4	4.50	1.73	21	6.71	2.17	32	6.81	2.51	12	6.25	3.31	2	10.00	0.00	11	7.18	2.32

\*Significantly different between stakeholder groups



## G. Communication and Information Sharing

How frequently do you interact with the World Bank Group now in the Republic of Congo?\*

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Never	11.8%	32.3%	5.6%	44.0%	14.3%	36.4%	34.7%	27.8%	7.7%	23.1%
Less than once a year	0.0%	15.4%	11.1%	16.0%	14.3%	4.5%	10.2%	44.4%	15.4%	26.9%
Once a year to a few times a year	76.5%	29.2%	55.6%	28.0%	35.7%	29.5%	30.6%	22.2%	61.5%	38.5%
Less than once a month	0.0%	7.7%	0.0%	0.0%	0.0%	6.8%	14.3%	0.0%	0.0%	3.8%
At least once a month	11.8%	12.3%	16.7%	12.0%	14.3%	22.7%	10.2%	5.6%	15.4%	7.7%
At least once a week	0.0%	3.1%	11.1%	0.0%	21.4%	0.0%	0.0%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

How much face-to-face access would you like to have with the World Bank Group in The Republic of Congo (i.e., discussions, meetings, conferences, workshops, training, etc.)?\*(Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
I prefer more frequent interactions with the WBG	83.3%	66.7%	55.6%	81.8%	71.4%	52.3%	66.7%	72.2%	46.2%	30.8%
I prefer the frequency of my interactions with the WBG to be just about the same as they are currently	5.6%	15.9%	38.9%	9.1%	0.0%	27.3%	15.7%	11.1%	0.0%	30.8%
I prefer less frequent interactions with the WBG	5.6%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	23.1%	3.8%
I prefer to have no face to face interactions with the WBG	0.0%	1.4%	0.0%	9.1%	28.6%	4.5%	7.8%	0.0%	0.0%	3.8%
Prefer not to answer	5.6%	13.0%	5.6%	0.0%	0.0%	15.9%	9.8%	16.7%	30.8%	30.8%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Local radio	5.6%	13.0%	5.9%	14.3%	0.0%	4.8%	11.8%	33.3%	0.0%	15.4%
International radio*	33.3%	42.0%	23.5%	14.3%	0.0%	31.0%	39.2%	5.6%	15.4%	23.1%
Social media	5.6%	24.6%	0.0%	28.6%	21.4%	14.3%	11.8%	5.6%	15.4%	15.4%
International newspapers*	33.3%	7.2%	0.0%	19.0%	35.7%	14.3%	11.8%	5.6%	0.0%	15.4%
Local television	16.7%	10.1%	17.6%	19.0%	21.4%	16.7%	23.5%	33.3%	46.2%	19.2%
Internet*	50.0%	49.3%	100.0%	33.3%	78.6%	61.9%	52.9%	33.3%	76.9%	53.8%
Periodicals*	0.0%	10.1%	5.9%	0.0%	14.3%	11.9%	0.0%	0.0%	23.1%	7.7%
International television*	38.9%	24.6%	5.9%	42.9%	21.4%	19.0%	19.6%	44.4%	0.0%	15.4%
Local newspapers	16.7%	7.2%	5.9%	9.5%	7.1%	9.5%	21.6%	27.8%	15.4%	19.2%
Other	0.0%	1.4%	0.0%	0.0%	0.0%	4.8%	3.9%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
World Bank Group's publications and other written materials*	55.6%	55.7%	23.5%	17.4%	35.7%	34.1%	37.3%	50.0%	38.5%	64.0%
e-Newsletters	27.8%	27.1%	23.5%	17.4%	28.6%	22.7%	31.4%	16.7%	15.4%	28.0%
World Bank Group's seminars/workshops/conferences*	44.4%	58.6%	29.4%	87.0%	28.6%	70.5%	29.4%	55.6%	46.2%	36.0%
Mobile phones*	16.7%	2.9%	29.4%	8.7%	14.3%	2.3%	11.8%	11.1%	46.2%	12.0%
Direct contact with World Bank Group	22.2%	27.1%	29.4%	34.8%	7.1%	34.1%	21.6%	16.7%	15.4%	4.0%
World Bank Group's website*	22.2%	7.1%	47.1%	17.4%	71.4%	18.2%	33.3%	11.1%	15.4%	40.0%
Social media	11.1%	18.6%	5.9%	17.4%	14.3%	13.6%	11.8%	27.8%	15.4%	16.0%
Other*	0.0%	0.0%	11.8%	0.0%	0.0%	0.0%	7.8%	0.0%	0.0%	0.0%

\*Significantly different between stakeholder groups

**Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?**

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	27.8%	15.9%	5.6%	19.2%	23.1%	14.3%	32.7%	11.1%	15.4%	8.0%
No	72.2%	84.1%	94.4%	80.8%	76.9%	85.7%	67.3%	88.9%	84.6%	92.0%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	88.2%	90.3%	100.0%	91.7%	100.0%	92.5%	74.5%	77.8%	84.6%	92.3%
No	11.8%	9.7%	0.0%	8.3%	0.0%	7.5%	25.5%	22.2%	15.4%	7.7%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	52.9%	35.2%	72.2%	25.0%	61.5%	52.6%	37.3%	27.8%	30.8%	30.8%
No	47.1%	64.8%	27.8%	75.0%	38.5%	47.4%	62.7%	72.2%	69.2%	69.2%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	5.9%	21.7%	16.7%	20.8%	53.8%	23.7%	20.8%	22.2%	23.1%	19.2%
No	94.1%	78.3%	83.3%	79.2%	46.2%	76.3%	79.2%	77.8%	76.9%	80.8%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
High speed/WiFi	87.5%	67.7%	66.7%	58.8%	78.6%	80.6%	71.4%	50.0%	71.4%	88.2%
Dial-up	12.5%	32.3%	33.3%	41.2%	21.4%	19.4%	28.6%	50.0%	28.6%	11.8%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Weekly	25.0%	18.8%	6.3%	4.0%	28.6%	20.9%	18.9%	16.7%	0.0%	16.0%
Monthly	6.3%	18.8%	25.0%	16.0%	14.3%	18.6%	17.0%	5.6%	36.4%	0.0%
A few times a year	37.5%	20.3%	31.3%	24.0%	21.4%	11.6%	11.3%	0.0%	9.1%	20.0%
Rarely	31.3%	21.7%	18.8%	28.0%	28.6%	7.0%	18.9%	33.3%	18.2%	44.0%
Never	0.0%	20.3%	18.8%	28.0%	7.1%	41.9%	34.0%	44.4%	36.4%	20.0%

\*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Employee of a Ministry			PMU/Consultant on WBG Project			Local Govt.			Bilateral/ Multilateral Agency			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia			Other		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	9	7.33	1.87	20	7.50	2.50	11	7.64	1.36	3	4.33	2.89	8	7.12	1.81	17	7.47	1.66	18	8.94	1.06	5	8.00	2.45	4	7.75	2.63	7	6.14	2.48
I find the information on the World Bank Group's websites useful	9	8.33	1.12	22	8.59	1.26	11	8.27	1.19	5	7.00	3.67	8	8.63	1.19	19	8.58	1.12	18	8.89	0.96	5	8.40	1.67	4	9.00	1.16	8	7.63	1.60
The World Bank Group's social media channels are valuable sources of information about the institution*	8	6.50	3.34	36	8.22	1.78	10	5.60	1.58	10	7.80	2.53	12	8.17	1.03	19	7.63	1.89	22	7.32	2.48	7	7.14	2.91	8	8.75	1.17	7	7.14	1.07

\*Significantly different between stakeholder groups

**H. Background Information**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	50.0%	24.3%	83.3%	16.0%	92.9%	48.8%	35.8%	25.0%	53.8%	46.2%
No	50.0%	75.7%	16.7%	84.0%	7.1%	51.2%	64.2%	75.0%	46.2%	53.8%

\*Significantly different between stakeholder groups

**H. Background Information (continued)**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The World Bank (IDA)	92.9%	74.5%	81.3%	21.4%	100.0%	65.7%	78.8%	53.8%	54.5%	71.4%
The International Finance Corporation (IFC)	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	3.0%	0.0%	45.5%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	18.8%	14.3%	0.0%	8.6%	3.0%	0.0%	0.0%	0.0%
Other	7.1%	16.4%	0.0%	64.3%	0.0%	25.7%	15.2%	46.2%	0.0%	28.6%

\*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Yes	40.0%	23.0%	56.3%	25.0%	35.7%	23.3%	17.8%	30.8%	46.2%	26.9%
No	60.0%	77.0%	43.8%	75.0%	64.3%	76.7%	82.2%	69.2%	53.8%	73.1%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
The two institutions work well together	33.3%	7.1%	100.0%	50.0%	60.0%	10.0%	25.0%	75.0%	0.0%	0.0%
The way the two institutions work together needs improvement	33.3%	71.4%	0.0%	0.0%	0.0%	60.0%	37.5%	0.0%	66.7%	100.0%
The two institutions do not work well together	0.0%	0.0%	0.0%	0.0%	40.0%	0.0%	25.0%	0.0%	0.0%	0.0%
Don't know	33.3%	21.4%	0.0%	50.0%	0.0%	30.0%	12.5%	25.0%	33.3%	0.0%

\*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Observer*	21.4%	25.4%	12.5%	90.5%	16.7%	28.9%	28.6%	77.8%	66.7%	43.5%
Use World Bank Group reports/data	42.9%	28.8%	12.5%	14.3%	50.0%	26.3%	16.7%	22.2%	0.0%	21.7%
Engage in World Bank Group related/sponsored events/activities	35.7%	37.3%	37.5%	23.8%	25.0%	39.5%	54.8%	27.8%	33.3%	26.1%
Collaborate as part of my professional duties	64.3%	35.6%	56.3%	33.3%	58.3%	31.6%	38.1%	16.7%	33.3%	47.8%
Use World Bank Group website for information, data, research, etc.	21.4%	11.9%	25.0%	0.0%	33.3%	21.1%	26.2%	22.2%	33.3%	21.7%

\*Significantly different between stakeholder groups

**H. Background Information (continued)****What's your gender?\***

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Female	16.7%	26.8%	38.9%	3.8%	38.5%	26.2%	31.4%	38.9%	38.5%	19.2%
Male	83.3%	73.2%	61.1%	96.2%	61.5%	73.8%	68.6%	61.1%	61.5%	80.8%

\*Significantly different between stakeholder groups

**What's your age?\***

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
25 and under	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.8%	0.0%	0.0%	0.0%
26-35	0.0%	5.8%	22.2%	0.0%	0.0%	6.7%	19.6%	22.2%	30.8%	7.7%
36-45	0.0%	27.5%	11.1%	19.2%	50.0%	33.3%	11.8%	11.1%	15.4%	23.1%
46-55	29.4%	26.1%	50.0%	50.0%	7.1%	35.6%	43.1%	11.1%	23.1%	15.4%
56 and above	70.6%	40.6%	16.7%	30.8%	42.9%	24.4%	17.6%	55.6%	30.8%	53.8%

\*Significantly different between stakeholder groups

**Which best represents your geographic location?\***

Percentage of Respondents	Office of President/Prime Minister/Minister	Employee of a Ministry	PMU/ Consultant on WBG Project	Local Govt.	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia	Other
Brazzaville	88.2%	36.6%	75.0%	7.7%	69.2%	58.1%	43.1%	62.5%	61.5%	73.1%
Pointe Noire	5.9%	45.1%	6.3%	38.5%	0.0%	27.9%	15.7%	12.5%	30.8%	7.7%
Dolisie	0.0%	7.0%	18.8%	30.8%	30.8%	14.0%	35.3%	12.5%	7.7%	7.7%
Ngo	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Ouessou	0.0%	11.3%	0.0%	23.1%	0.0%	0.0%	5.9%	12.5%	0.0%	11.5%

\*Significantly different between stakeholder groups



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

● Brazzaville (Capital City) N=154 ● Pointe Noire N=79 ● Dolisie N=49 ● Ouessou and Ngo N=23

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

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.*	122	5.93	2.55	56	3.93	2.76	30	6.3	2.35	15	4.13	3.74

(1-Not effective at all, 10-Very effective) \*Significantly different between geographic locations

### To what extent do you agree with the following statements about the World Bank Group's work in the Republic of Congo?

(1-Strongly disagree, 10-Strongly agree)

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo*	126	7.01	2.54	52	4.98	2.79	42	6.57	2.50	13	7.85	2.48
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo*	106	6.64	2.68	41	4.22	3.28	36	6.61	2.26	17	7.76	2.77

\*Significantly different between geographic locations

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

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	78	6.13	2.18	29	5.59	2.51	36	6.22	2.33	11	7.18	2.23
Flexibility (in terms of the institution's products and services)*	65	5.72	1.78	22	3.59	1.76	26	6.69	2.00	6	7.17	1.72
Flexibility (in terms of changing country circumstances)	71	6.04	1.69	21	5.33	2.31	28	5.36	1.83	4	6.50	0.58
Being inclusive*	56	6.14	2.28	15	6.20	1.82	32	8.00	1.76	2	8.50	2.12
Openness (sharing data and other information)	79	6.92	2.02	30	7.00	2.53	36	7.81	1.41	7	8.00	1.53
Collaboration with the Government	112	8.08	1.73	38	7.97	2.28	37	7.65	1.18	12	9.00	1.04
The speed in which it gets things accomplished on the ground*	87	6.25	1.98	27	5.96	2.28	27	6.85	1.98	7	8.14	1.68
Helping to bring discipline/effective supervision to implementation of investment projects*	96	7.01	1.90	34	6.44	3.16	27	7.44	1.99	10	9.00	1.05
Collaboration with civil society*	100	6.13	2.48	37	3.70	2.61	33	6.18	2.37	7	8.29	2.36
Staff accessibility*	82	5.78	2.12	25	3.68	2.55	30	5.67	2.66	7	4.57	1.51
Collaboration with other donors and development partners	66	6.80	2.16	27	5.96	3.02	22	7.18	1.47	5	8.60	1.67
Collaboration with the private sector*	81	5.95	2.44	31	3.87	2.50	28	5.68	2.20	4	7.50	2.08
Collaboration with the UN*	69	7.71	1.97	27	6.85	2.93	22	6.86	1.94	12	9.42	0.79
Straightforwardness and honesty*	82	7.62	2.05	22	6.41	2.58	28	8.07	2.46	11	8.55	1.29
Treating clients and stakeholders in the Republic of Congo with respect*	73	7.18	1.93	16	6.75	2.08	30	7.87	1.59	8	8.63	1.77
Being a long-term partner	98	8.47	1.74	35	8.46	1.90	31	8.35	1.68	8	9.00	1.20

\*Significantly different between geographic locations

<sup>16</sup> 305 respondents provided information about their geographic location (question H10 in the questionnaire).

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

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	112	6.11	2.39	42	5.76	2.99	32	6.84	1.14	14	7.36	2.82

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

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?	110	6.61	2.51	34	5.65	2.66	26	5.85	1.46	15	6.27	3.31

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

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

(1-Strongly disagree, 10-Strongly agree)

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo*	108	5.40	2.40	53	5.02	3.03	35	6.63	2.14	15	6.13	3.36
The World Bank Group meets the Republic of Congo's needs for knowledge services*	110	6.06	2.71	45	5.64	3.25	24	7.96	2.12	14	7.71	2.40

\*Significantly different between geographic locations

**D. The World Bank Group's Knowledge Work and Activities****In the Republic of Congo, to what extent do you believe that the World Bank Group's knowledge work and activities:**

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	111	7.20	1.90	40	6.78	2.47	24	6.08	2.02	13	8.46	1.13

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

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	117	7.57	2.16	47	7.26	2.79	30	7.90	1.95	17	9.35	1.00
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	124	7.14	2.19	57	5.68	3.35	33	7.15	1.91	15	6.73	3.41

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

\*Significantly different between geographic locations

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

	Brazzaville			Pointe Noire			Dolisie			Ouessou and Ngo		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in the Republic of Congo	86	4.87	2.40	36	4.25	2.80	31	5.61	1.87	7	5.57	3.65
Where country systems are adequate, the World Bank Group makes appropriate use of them	73	7.21	2.15	38	7.63	2.74	22	7.32	1.76	7	8.57	1.40



## Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group<sup>17</sup>

**Note that this appendix presents comparative analysis of the data from those respondents who collaborate with the WBG vs. those respondents who do not collaborate with the WBG and covers the following selected questions from the FY18 The Republic of Congo COS questionnaire: All 10-point scale questions and question B4 “When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Congo?”**

- Collaborating with the WBG N=125      ● Not collaborating with the WBG N=179

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Republic of Congo?*	123	6.37	2.62	156	4.54	3.09

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.*	110	6.22	2.67	117	4.62	2.76

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Republic of Congo solve its most complicated development challenges?*	102	7.61	2.39	113	6.59	2.74

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

<sup>17</sup> Only 304 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.

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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Food security/safety	19.7%	27.0%
Urban development	5.7%	3.9%
Energy	9.0%	10.1%
Water and sanitation	4.9%	3.9%
Pollution	0.0%	0.0%
Job creation/employment	19.7%	25.3%
Health	13.9%	17.4%
Regional conflict and tensions	0.8%	0.0%
Financial markets*	10.7%	2.2%
Social protection*	4.1%	12.4%
Gender equity	1.6%	1.1%
Private sector development*	31.1%	11.8%
Education	25.4%	20.2%
Public sector governance/reform	42.6%	37.6%
Security/stabilization/reconstruction	1.6%	3.4%
Global/regional integration	0.0%	0.0%
Poverty reduction*	9.8%	23.0%
Anti corruption	30.3%	29.8%
Gender based violence	0.0%	1.7%
Judiciary reform	0.8%	0.6%
Economic growth	7.4%	11.8%
Disaster risk management	0.0%	0.0%
Equality of opportunity	4.1%	2.8%
Local governance and institutions*	8.2%	2.8%
Information and communications technology	0.0%	0.6%
Transport	5.7%	2.2%
Agriculture and rural development	32.8%	34.8%
Trade and exports	2.5%	1.7%
Crime and violence	0.0%	0.0%
Natural resource management	1.6%	3.4%
Social cohesion	0.0%	2.8%
Climate change	1.6%	0.0%

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Investment Project Financing (IPF)	73	6.52	2.21	74	6.12	2.83
Development Policy Financing (DPF)	81	7.14	1.86	87	6.61	2.53
Trust funds and grants	65	6.72	2.24	54	6.35	2.43
MIGA Guarantees*	41	6.76	2.22	36	5.44	2.61
IFC Investment Services*	48	6.54	2.01	35	4.77	2.20
IFC Advisory Services*	43	6.98	2.12	45	5.87	2.59

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo*	102	7.07	2.45	133	6.09	2.81
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo*	96	7.05	2.37	109	5.54	3.10

\*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	76	6.61	1.94	82	5.85	2.53
Flexibility (in terms of the institution's products and services)	64	6.03	2.00	59	5.37	2.36
Flexibility (in terms of changing country circumstances)	73	5.95	1.58	56	5.61	2.11
Being inclusive	59	6.78	2.14	49	6.86	2.33
Openness (sharing data and other information)	77	7.32	1.82	77	7.10	2.35
Collaboration with the Government	99	7.87	1.63	103	8.14	1.92
The speed in which it gets things accomplished on the ground	72	6.42	1.77	80	6.15	2.26
Helping to bring discipline/effective supervision to implementation of investment projects	84	7.26	1.84	85	6.74	2.60
Collaboration with civil society*	93	6.42	2.49	88	5.05	2.82
Staff accessibility*	83	6.04	2.08	64	4.70	2.43
Collaboration with other donors and development partners	64	7.03	2.11	58	6.36	2.55
Collaboration with the private sector*	77	6.56	2.24	72	4.69	2.54
Collaboration with the UN	68	7.57	2.04	63	7.38	2.53
Straightforwardness and honesty	76	7.72	2.06	69	7.43	2.37
Treating clients and stakeholders in the Republic of Congo with respect	76	7.51	1.76	55	7.02	2.15
Being a long-term partner	85	8.27	1.80	90	8.46	1.83

\*Significantly different between collaborators and non-collaborators

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender	76	6.20	2.53	70	6.53	2.56
The impact of climate change	79	6.76	2.58	64	6.83	2.48

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social protection	59	4.64	2.32	86	4.47	2.51
Gender equity	61	6.51	2.55	66	5.77	2.90
Private sector development*	79	5.92	2.22	89	4.55	2.71
Education	84	6.60	2.35	104	6.18	2.53
Public sector governance/reform*	85	5.93	2.51	91	4.53	2.61
Global/regional integration	69	5.81	2.27	58	5.95	2.68
Food security/safety	79	5.61	2.39	87	5.31	2.57
Urban development*	80	6.18	2.10	90	4.57	2.45
Energy	76	5.45	1.94	74	5.22	2.67
Water and sanitation*	74	6.08	1.98	96	5.29	2.45
Pollution	62	5.13	2.42	59	4.80	2.73
Job creation/employment	69	5.07	2.25	77	4.38	2.29
Health	69	6.33	2.47	94	6.19	2.70
Financial markets	59	5.08	2.37	47	5.11	2.53
Transport	72	5.63	1.99	75	5.39	2.56
Agriculture and rural development*	84	6.39	1.91	99	5.28	2.50
Trade and exports	54	4.74	2.13	48	4.10	2.43
Crime and violence	61	5.36	2.43	52	5.15	2.98
Natural resource management	68	5.99	2.62	60	5.13	2.55
Climate change	61	6.46	2.80	60	5.70	2.70
Poverty reduction*	93	6.37	2.27	104	5.35	2.58
Anti corruption*	80	5.58	2.61	87	4.30	2.96
Judiciary reform	60	5.20	2.17	69	4.45	2.94
Economic growth	84	5.89	2.42	72	5.46	2.68
Disaster risk management	52	5.21	2.35	50	5.24	2.17
Equality of opportunity	66	5.85	2.48	51	5.25	2.68
Information and communications technology	69	6.65	1.98	72	6.13	2.47
Gender based violence	60	5.35	2.46	44	5.39	2.55
Security/stabilization/reconstruction	68	5.53	2.08	64	4.98	2.78
Regional conflict and tensions	54	4.87	2.20	49	5.29	3.11
Local governance and institutions*	78	5.59	2.24	79	4.43	2.51
Social cohesion*	64	5.69	2.23	71	4.15	2.35

\*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	100	6.54	2.20	104	5.97	2.49

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?*	87	6.90	2.16	95	6.07	2.58

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo*	96	5.94	2.41	116	5.10	2.68
The World Bank Group meets the Republic of Congo's needs for knowledge services*	90	7.32	2.41	107	5.63	2.94

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group help the Republic of Congo to mobilize finance for development from private sector sources?*	72	5.65	2.23	107	4.78	3.06

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the Republic of Congo received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?*	81	5.70	2.64	74	4.43	2.55

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between collaborators and non-collaborators***How effectively does the World Bank Group support the Republic of Congo's efforts ... ?** *(1-Not effectively at all, 10-Very effectively)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To build stronger domestic resource mobilization systems in the Government*	82	5.60	2.22	77	4.74	2.81
To develop better and stronger data collection/analytics systems within the Government	82	7.09	2.27	93	6.44	2.56
To strengthen the country's crisis preparedness	76	5.67	2.37	94	5.47	2.77

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How effectively does the World Bank Group's SCD and CPF activities support the Republic of Congo's efforts to manage crisis related risks?*	44	6.77	2.28	42	4.83	3.01

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

**D. The World Bank Group's Knowledge Work and Activities****In the Republic of Congo, to what extent do you believe that the World Bank Group's knowledge work and activities:***(1- To no degree at all, 10- To a very significant degree)*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	88	7.82	1.47	97	7.48	2.38
Include appropriate level of stakeholder involvement during preparation*	79	7.52	1.81	94	5.99	2.55
Lead to practical solutions*	80	6.90	1.83	87	6.21	2.45
Are accessible (well written and easy to understand)*	86	7.53	1.75	102	6.76	2.50
Are source of relevant information on global good practices*	85	7.84	1.63	98	7.12	2.55
Are adequately disseminated*	87	6.98	2.20	89	6.03	2.77
Are translated enough into local language*	73	5.11	2.89	82	3.61	2.82
Are adaptable to the Republic of Congo's specific development challenges and country circumstances*	90	7.46	1.61	103	6.80	2.33

*\*Significantly different between collaborators and non-collaborators*

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?*	101	8.13	1.84	111	7.32	2.46

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	106	7.95	1.50	128	5.84	2.82

*(1- Very low technical quality, 10- Very high technical quality) \*Significantly different between collaborators and non-collaborators***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	85	5.18	2.54	93	3.74	2.61
The World Bank Group effectively monitors and evaluates the projects and programs it supports	102	7.36	2.20	115	7.94	2.18
The World Bank Group's approvals and reviews are done in a timely fashion	78	6.44	1.90	81	6.09	2.74
The World Bank Group's "Safeguard Policy" requirements are reasonable	54	7.15	1.94	66	6.68	2.46
The World Bank Group's conditions on its lending are reasonable*	78	6.85	2.33	74	5.91	2.83
The World Bank Group takes decisions quickly in the Republic of Congo*	74	5.96	2.04	88	4.35	2.56
Working with the World Bank Group increases the Republic of Congo's institutional capacity	99	7.45	2.05	104	6.84	2.71
Where country systems are adequate, the World Bank Group makes appropriate use of them	75	7.52	2.09	72	7.29	2.39

*\*Significantly different between collaborators and non-collaborators*

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?*	62	6.23	2.57	66	5.03	2.70

(1- To no degree at all, 10- To a very significant degree) \*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the Republic of Congo?	70	6.34	2.59	92	6.12	2.77

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

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

To what degree does the World Bank Group support with its resources (financial, technical, knowledge and convening power)? (1- To no degree at all, 10- To a very significant degree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Social cohesion*	52	6.62	2.38	60	5.67	2.47
Public financial management	67	7.79	1.89	72	7.11	2.42
Reducing gender based violence	47	6.34	2.16	44	5.43	2.80
Crisis preparedness	51	7.04	2.23	71	6.49	2.67
Crisis response	59	6.68	2.22	64	6.03	2.64
Access to justice systems	49	6.18	2.10	56	6.13	3.03
Security mechanisms	46	5.87	2.06	47	5.91	2.65
Conflict resolution mechanisms	56	5.93	2.44	64	6.20	2.93
Support domestic resource mobilization*	72	7.96	1.79	64	6.50	2.63
Access to basic services	66	7.80	1.66	78	7.15	2.43
Capacity of state institutions*	68	7.37	1.86	62	6.19	2.70
Jobs	64	6.25	2.20	84	5.87	2.71
Improving livelihoods	57	6.44	1.78	79	6.32	2.62
Food security	61	6.79	1.89	82	6.05	2.94
Social safety nets*	59	7.64	1.87	79	6.81	2.52
Stimulating dialogue to promote peace and stability	60	6.85	2.48	61	6.57	2.86

\*Significantly different between collaborators and non-collaborators

**G. Communication and Information Sharing**

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	69	7.88	1.64	33	6.91	2.59
I find the information on the World Bank Group's websites useful*	76	8.59	1.16	34	7.91	1.80
The World Bank Group's social media channels are valuable sources of information about the institution	66	7.80	1.74	71	7.35	2.43

\*Significantly different between collaborators and non-collaborators



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

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

- FY 2015 Number of comparable respondents = 239
- FY 2018 Number of comparable respondents = 290

*By weighting, the FY 2015 and FY 2018 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:*

Percentage of Respondents	FY 2015	FY 2018
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	2.0%	2.0%
Government Institutions	39.0%	39.0%
Local Government	9.0%	9.0%
Bilateral/Multilateral Agencies	2.5%	2.5%
Civil Society	19.0%	19.0%
Private Sector	14.0%	14.0%
Academia	3.0%	3.0%
Media	6.5%	6.5%

### A. General Issues facing the Republic of Congo

**In general would you say that the Republic of Congo is headed in... ?\***

Percentage of Respondents	FY 2015	FY 2018
The right direction	52.0%	32.1%
The wrong direction	18.3%	34.3%
Not sure	29.7%	33.6%

*\*Significantly different between FY2015 and FY2018*

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in the Republic of Congo?	214	4.88	2.68	266	5.22	3.10

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.	168	5.57	2.32	217	5.31	2.94

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help the Republic of Congo solve its most complicated development challenges?*	151	6.28	2.44	205	7.06	2.66

*(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2015 and FY2018*

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

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

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

Percentage of Respondents	FY 2015	FY 2018
To a fully sufficient degree	4.4%	7.3%
To a somewhat sufficient degree	21.5%	24.5%
To a somewhat insufficient degree	20.7%	28.9%
To a very insufficient degree	23.7%	25.6%
Don't know	29.6%	13.6%

\*Significantly different between FY2015 and FY2018

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo*	169	6.92	2.58	227	6.32	2.79
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	146	6.45	2.40	195	6.19	2.95

\*Significantly different between FY2015 and FY2018

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	94	5.34	2.28	150	6.11	2.34
Flexibility (in terms of the institution's products and services)	101	5.07	2.11	113	5.59	2.25
Flexibility (in terms of changing country circumstances)	101	5.73	2.30	118	5.78	1.97
Being inclusive*	84	5.72	2.64	100	6.85	2.19
Openness (sharing data and other information)*	122	6.64	2.49	146	7.34	2.09
Collaboration with the Government	147	7.97	1.87	191	8.09	1.77
The speed in which it gets things accomplished on the ground*	118	5.45	2.25	140	6.33	2.15
Helping to bring discipline/effective supervision to implementation of investment projects*				160	7.03	2.38
Collaboration with civil society	133	5.35	2.64	171	5.65	2.78
Staff accessibility	132	5.39	2.80	138	5.19	2.42
Collaboration with other donors and development partners	108	7.22	2.26	112	6.61	2.38
Collaboration with the private sector	127	5.80	2.36	141	5.53	2.62
Collaboration with the UN*	88	8.21	2.12	123	7.44	2.30
Straightforwardness and honesty*	111	6.26	2.54	142	7.52	2.36
Treating clients and stakeholders in the Republic of Congo with respect**	134	6.16	2.65	123	7.35	1.90
Being a long-term partner	121	8.04	1.82	169	8.44	1.78

\*Significantly different between FY2015 and FY2018

' Only FY 2018 questionnaire had this response option.

" In FY 2015, the category was "The World Bank Group treats clients and stakeholders in the Republic of Congo with respect" with the 10-point scale "1-Strongly disagree, 10-Strongly agree."



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

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Social protection	94	4.61	2.74	143	4.32	2.41
Gender equity	94	5.40	2.85	124	6.11	2.83
Private sector development*	105	5.99	2.59	161	5.26	2.54
Education	134	6.77	2.54	180	6.30	2.55
Public sector governance/reform*	127	6.12	3.03	165	5.03	2.72
Global/regional integration	79	6.00	2.80	122	5.77	2.52
Food security/safety'	115	5.58	2.82	156	5.25	2.49
Urban development	113	5.75	2.79	161	5.17	2.46
Energy	108	5.62	2.92	143	5.19	2.45
Water and sanitation*	132	6.43	2.75	161	5.52	2.39
Pollution"				117	4.84	2.64
Job creation/employment	104	4.92	2.61	143	4.65	2.32
Health	137	6.71	2.53	160	6.16	2.64
Financial markets	67	5.72	2.68	103	4.94	2.50
Transport	107	5.79	2.63	143	5.36	2.36
Agriculture and rural development***	107	6.38	2.72	175	5.72	2.40
Trade and exports*	72	5.25	2.84	98	4.17	2.32
Crime and violence*	72	4.29	2.66	109	5.23	2.68
Natural resource management	100	5.40	2.96	119	5.69	2.64
Climate change	95	5.95	2.97	117	6.02	2.81
Poverty reduction	120	5.93	2.81	187	5.78	2.50
Anti corruption	107	4.73	2.97	158	4.80	2.84
Judiciary reform"				128	4.64	2.66
Economic growth*	117	6.59	2.68	146	5.67	2.59
Disaster risk management****	72	4.64	2.83	102	4.93	2.27
Equality of opportunity	83	4.93	2.76	109	5.35	2.59
Information and communications technology*	91	5.69	2.52	137	6.41	2.30
Gender based violence"				102	5.41	2.56
Security/stabilization/reconstruction	85	5.71	2.50	127	5.15	2.50
Regional conflict and tensions	75	4.97	2.93	98	4.87	2.68
Local governance and institutions	103	5.31	2.84	149	4.90	2.48
Social cohesion	77	4.63	2.56	128	4.90	2.49

\*Significantly different between FY2015 and FY2018

' In FY 2015, the category was "Food security."

" Only FY 2018 questionnaire had this response option.

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

\*\*\*\* In FY 2015, the category was "Disaster management."

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	153	6.15	2.16	188	6.21	2.42

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

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?	151	6.58	2.48	172	6.22	2.52

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of the Republic of Congo	147	5.41	2.47	200	5.43	2.64
The World Bank Group meets the Republic of Congo's needs for knowledge services	142	6.06	2.57	183	6.28	2.94

**D. The World Bank Group's Knowledge Work and Activities****How frequently do you consult World Bank Group's knowledge work and activities in the work you do?**

Percentage of Respondents	FY 2015	FY 2018
Weekly	6.6%	7.0%
Monthly	12.2%	14.7%
A few times a year	31.0%	30.0%
Rarely	31.4%	27.1%
Never	18.8%	21.2%

**In the Republic of Congo, to what extent do you believe that the World Bank Group's knowledge work and activities:**

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Are timely	126	7.76	2.22	174	7.69	1.87
Include appropriate level of stakeholder involvement during preparation*	115	5.71	2.47	159	6.80	2.34
Lead to practical solutions	130	6.19	2.38	151	6.57	2.17
Are accessible (well written and easy to understand)*	137	6.12	2.68	181	7.21	2.08
Are source of relevant information on global good practices	131	7.51	2.32	173	7.60	2.11
Are adequately disseminated*	126	5.30	2.83	164	6.54	2.57
Are translated enough into local language	129	3.66	2.88	143	4.30	3.00
Are adaptable to the Republic of Congo's specific development challenges and country circumstances	139	7.17	2.30	178	7.10	2.02

\*Significantly different between FY2015 and FY2018

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	151	7.41	2.35	199	7.81	2.16
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	151	6.84	2.41	222	6.72	2.60

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

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

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	142	3.57	2.23	170	4.16	2.65
The World Bank Group effectively monitors and evaluates the projects and programs it supports	165	7.41	2.44	208	7.66	2.27
The World Bank Group's approvals and reviews are done in a timely fashion*	133	5.45	2.48	152	6.24	2.46
The World Bank Group's "Safeguard Policy" requirements are reasonable*	98	6.39	2.26	116	7.01	2.24
The World Bank Group's conditions on its lending are reasonable*	112	5.49	2.62	143	6.30	2.62
The World Bank Group takes decisions quickly in the Republic of Congo*	129	4.16	2.43	156	4.97	2.52
Working with the World Bank Group increases the Republic of Congo's institutional capacity	165	7.12	2.52	186	7.23	2.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	114	7.40	2.45	138	7.41	2.28

\*Significantly different between FY2015 and FY2018

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?*	105	4.49	2.34	124	5.48	2.71

(1-To no degree at all, 10-To a very significant degree) \*Significantly different between FY2015 and FY2018

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

When considering the combination of services that the World Bank Group offers in the Republic of Congo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Congo?\* (Select only ONE response)

Percentage of Respondents	FY 2015	FY 2018
Financial services	18.3%	34.8%
Knowledge products	22.8%	35.6%
Convening services	12.1%	14.4%
None of the above	3.1%	1.9%
The combination is appropriate for the Republic of Congo	30.8%	8.7%
Don't know	12.9%	4.5%

\*Significantly different between FY2015 and FY2018

**G. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?\*

Percentage of Respondents	FY 2015	FY 2018
Yes	9.5%	17.8%
No	90.5%	82.2%

\*Significantly different between FY2015 and FY2018

Do you have reliable access to the Internet?¹\*

Percentage of Respondents	FY 2015	FY 2018
Yes	74.3%	87.4%
No	25.7%	12.6%

\*Significantly different between FY2015 and FY2018

¹ In FY 2015, the question was "Do you have access to the Internet?"

**G. Communication and Information Sharing (continued)****Do you use/have you used the World Bank Group website?\***

Percentage of Respondents	FY 2015	FY 2018
Yes	25.5%	39.8%
No	74.5%	60.2%

\*Significantly different between FY2015 and FY2018

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

Percentage of Respondents	FY 2015	FY 2018
High speed/WiFi	69.9%	70.4%
Dial-up	30.1%	29.6%

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

	FY 2015			FY 2018		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	63	7.10	2.66	93	7.59	2.14
I find the information on the World Bank Group's websites useful*	54	7.72	1.95	101	8.47	1.43
The World Bank Group's social media channels are valuable sources of information about the institution	71	8.07	2.26	131	7.58	2.17

\*Significantly different between FY2015 and FY2018



## Appendix F: Indicator Questions as a Function of Exposure to the World Bank Group

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in the Republic of Congo? (Choose no more than TWO)									
			Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG website	
	Not collaborating with the WBG	Collaborating with the WBG	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank Group's effectiveness in the Republic of Congo.	4.62	6.22	5.79	4.88	5.48	5.66	5.13	6.11	5.42	5.65	5.42	6.00
Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	6.09	7.07	6.75	5.78	6.47	6.33	5.93	7.22	6.44	6.43	6.23	7.17
The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	5.54	7.05	6.51	5.78	6.30	6.14	5.93	6.75	6.02	6.62	5.96	7.27
Responsiveness to needs	5.85	6.61	6.11	5.83	6.12	5.79	5.77	6.35	6.07	5.92	5.97	6.18
Flexibility (in terms of the institution's products and services)	5.37	6.03	5.58	5.16	5.48	5.42	5.18	5.87	5.71	5.14	5.25	6.29
Flexibility (in terms of changing country circumstances)	5.61	5.95	5.84	5.55	5.73	5.85	5.42	6.26	5.99	5.46	5.71	5.96
Being inclusive	6.86	6.78	6.69	6.45	6.50	6.84	6.37	7.00	6.98	6.03	6.64	6.47
Openness (sharing data and other information)	7.10	7.32	7.41	6.62	7.11	7.30	6.97	7.51	7.26	7.00	7.12	7.33
Collaboration with the Government	8.14	7.87	7.76	8.26	7.98	7.77	7.79	8.14	8.01	7.81	8.01	7.63
The speed in which it gets things accomplished on the ground	6.15	6.42	6.24	6.23	6.23	6.26	5.93	6.71	6.14	6.36	6.31	6.00
Helping to bring discipline/effective supervision to implementation of investment projects	6.74	7.26	7.19	6.56	7.04	6.90	6.79	7.28	6.65	7.42	6.95	7.26
Collaboration with civil society	5.05	6.42	5.82	5.23	5.61	5.73	5.52	5.83	5.32	6.05	5.54	6.09
Staff accessibility	4.70	6.04	5.55	4.83	5.03	6.26	5.31	5.37	5.21	5.50	5.37	5.17
Collaboration with other donors and development partners	6.36	7.03	6.86	6.61	6.74	6.91	6.68	6.98	6.71	6.90	6.70	7.19
Collaboration with the private sector	4.69	6.56	5.94	4.63	5.68	5.18	5.20	6.04	5.17	6.03	5.47	5.95
Collaboration with the UN	7.38	7.57	7.60	7.70	7.89	6.83	7.53	7.74	7.31	8.02	7.59	7.74
Straightforwardness and honesty	7.43	7.72	7.63	6.44	7.14	7.70	7.20	7.46	7.32	7.29	7.28	7.43
Treating clients and stakeholders in the Republic of Congo with respect	7.02	7.51	7.36	6.71	7.43	6.58	6.97	7.55	6.77	7.67	7.34	6.74
Being a long-term partner	8.46	8.27	8.23	8.69	8.42	8.22	8.49	8.16	8.36	8.37	8.45	8.00
To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?	5.97	6.54	6.39	6.04	6.34	6.14	5.95	6.79	6.42	6.15	6.12	6.86
To what extent does the World Bank Group help to build/strengthen existing country systems in the Republic of Congo?	6.07	6.90	6.57	6.14	6.51	6.15	6.18	6.80	6.34	6.52	6.36	6.67
The World Bank Group's financial instruments meet the needs of the Republic of Congo	5.10	5.94	6.02	4.74	5.55	5.60	5.10	6.26	5.53	5.61	5.33	6.58
The World Bank Group meets the Republic of Congo's needs for knowledge services	5.63	7.32	6.77	4.84	6.11	6.32	6.06	6.32	6.02	6.39	5.88	7.09
The World Bank Group's knowledge work and activities are adaptable to the Republic of Congo's specific development challenges and country circumstances	6.80	7.46	7.19	7.15	7.17	7.22	6.97	7.50	7.21	7.14	7.09	7.54
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.32	8.13	7.71	7.87	7.83	7.52	7.50	8.07	7.79	7.71	7.65	8.17
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	5.84	7.95	7.31	6.41	7.01	7.10	6.78	7.43	6.79	7.36	7.12	6.74
The World Bank Group takes decisions quickly in the Republic of Congo	4.35	5.96	5.39	4.22	5.19	4.32	4.54	5.75	4.53	5.60	4.89	5.35
Where country systems are adequate, the World Bank Group makes appropriate use of them	7.29	7.52	7.17	7.21	7.32	6.91	7.16	7.24	7.10	7.29	7.06	7.64

Yellow highlight indicates significant difference between Yes and No means.

## Appendix G: The Republic of Congo FY18 COS Questionnaire



### **World Bank Group Country Survey FY 2018 – The Republic of Congo**

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

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 THE REPUBLIC OF CONGO

<b>A1. In general, would you say that the Republic of Congo is headed in ... ?</b>	
1	The right direction
2	The wrong direction
3	Not sure

<b>A2. Listed below are a number of development priorities in the Republic of Congo.</b>			
<b>Please identify which of the following you consider the most important development priorities in the Republic of Congo. (Choose no more than THREE)</b>			
1	Health	17	Equality of opportunity (i.e., social inclusion)
2	Financial markets	18	Information and communications technology
3	Social protection (e.g., pensions, targeted social assistance)	19	Gender based violence
4	Gender equity (closing the gap between women and men, and boys and girls)	20	Transport (e.g., roads, bridges, transportation)
5	Private sector development	21	Agriculture and rural development
6	Education	22	Trade and exports
7	Security/stabilization/reconstruction	23	Crime and violence
8	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	24	Social cohesion
9	Global/regional integration	25	Natural resource management (renewable/non-renewable)
10	Food security/safety	26	Climate change (e.g., mitigation, adaptation)
11	Urban development	27	Poverty reduction
12	Energy	28	Anti corruption
13	Water and sanitation	29	Judiciary reform
14	Regional conflict and tensions	30	Economic growth
15	Pollution	31	Local governance and institutions
16	Job creation/employment	32	Disaster risk management

## SECTION A: GENERAL ISSUES

<b>A3. Poverty reduction is a broad term that encompasses work in many different areas.</b>			
<b>Which THREE areas of development listed below do you believe would contribute most to reducing poverty in the Republic of Congo? (Choose no more than THREE)</b>			
1	Climate change (e.g., mitigation, adaptation)	17	Global/regional integration
2	Transport (e.g., roads, bridges, transportation)	18	Food security/safety
3	Economic growth	19	Pollution
4	Disaster risk management	20	Job creation/employment
5	Equality of opportunity (i.e., social inclusion)	21	Health
6	Local governance and institutions	22	Security/stabilization/reconstruction
7	Information and communications technology	23	Financial markets
8	Social protection (e.g., pensions, targeted social assistance)	24	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
9	Agriculture and rural development	25	Gender equity (closing the gap between women and men, and boys and girls)
10	Trade and exports	26	Private sector development
11	Crime and violence	27	Education
12	Social cohesion	28	Regional conflict and tensions
13	Energy	29	Urban development
14	Anti corruption	30	Natural resource management (renewable/non-renewable)
15	Judiciary reform	31	Gender based violence
16	Water and sanitation		

## SECTION A: GENERAL ISSUES

**A4. The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "shared prosperity" in your country, which of the following TWO best illustrate how this would be achieved in the Republic of Congo? (Choose no more than TWO)**

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

**A5. When considering the characteristics of a fragile state, please identify which of the following best illustrate fragility in the Republic of Congo. (Choose no more than TWO)**

1	None. I do not consider the Republic of Congo a fragile state.
2	Policy inconsistency
3	Weak social cohesion
4	Weak institutional capacity
5	Food insecurity
6	High levels of corruption
7	Weak accountability
8	Lack of security (i.e., conflict and violence)
9	Political uncertainty
10	Lack of access to development finance
11	Other (please specify): _____

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

<b>B1. How familiar are you with the work of the World Bank Group in the Republic of Congo?</b>									
1	2	3	4	5	6	7	8	9	10
Not familiar at all								Extremely familiar	

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

<b>B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help the Republic of Congo solve its most complicated development challenges?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all								To a very significant degree		Don't know

<b>B4. When thinking about how the World Bank Group can have the most impact on development results in the Republic of Congo, in which sectors do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Congo? (Choose no more than THREE)</b>							
1	Food security/safety			17	Poverty reduction		
2	Urban development			18	Anti corruption		
3	Energy			19	Gender based violence		
4	Water and sanitation			20	Judiciary reform		
5	Pollution			21	Economic growth		
6	Job creation/employment			22	Disaster risk management		
7	Health			23	Equality of opportunity (i.e., social inclusion)		
8	Regional conflict and tensions			24	Local governance and institutions		
9	Financial markets			25	Information and communications technology		
10	Social protection (e.g., pensions, targeted social assistance)			26	Transport (e.g., roads, bridges, transportation)		
11	Gender equity (closing the gap between women and men, and boys and girls)			27	Agriculture and rural development		
12	Private sector development			28	Trade and exports		
13	Education			29	Crime and violence		
14	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)			30	Natural resource management (renewable/non-renewable)		
15	Security/stabilization/reconstruction			31	Social cohesion		
16	Global/regional integration			32	Climate change (e.g., mitigation, adaptation)		

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

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

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

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

<b>B7. To what extent do you believe that the World Bank Group's work and support help the poorest in the Republic of Congo? (Select only ONE response)</b>	
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

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

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

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

**B9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)**

1	Beneficiaries	9	Foundations
2	Youth/university groups	10	Media
3	Private sector	11	UN and regional peace keeping forces
4	Local government	12	Emerging donors
5	Donor community	13	UN agencies
6	NGOs/Community Based Organizations/ indigenous people	14	Regional organizations (e.g., African Union (AU), Central African Economic and Monetary Community (CEMAC), Economic Community of central African States (ECCAS))
7	Academia/think tanks/research institutes	15	Other (please specify): _____
8	Parliament	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>B10</b>	Overall the World Bank Group currently plays a relevant role in development in the Republic of Congo	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>B11</b>	The World Bank Group's work is aligned with what I consider the development priorities for the Republic of Congo	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 the Republic of Congo, in terms of each of the following?**

		To no degree at all					To a very significant degree					Don't know
		1	2	3	4	5	6	7	8	9	10	
<b>B12</b>	Responsiveness to needs											<input type="checkbox"/>
<b>B13</b>	Flexibility (in terms of the institution's products and services)											<input type="checkbox"/>
<b>B14</b>	Flexibility (in terms of changing country circumstances)											<input type="checkbox"/>
<b>B15</b>	Being inclusive											<input type="checkbox"/>
<b>B16</b>	Openness (sharing data and other information)											<input type="checkbox"/>
<b>B17</b>	Collaboration with the Government											<input type="checkbox"/>
<b>B18</b>	The speed in which it gets things accomplished on the ground											<input type="checkbox"/>
<b>B19</b>	Helping to bring discipline/effective supervision to implementation of investment projects											<input type="checkbox"/>
<b>B20</b>	Collaboration with civil society											<input type="checkbox"/>
<b>B21</b>	Staff accessibility											<input type="checkbox"/>
<b>B22</b>	Collaboration with other donors and development partners											<input type="checkbox"/>
<b>B23</b>	Collaboration with the private sector											<input type="checkbox"/>
<b>B24</b>	Collaboration with the UN											<input type="checkbox"/>
<b>B25</b>	Straightforwardness and honesty											<input type="checkbox"/>
<b>B26</b>	Treating clients and stakeholders in the Republic of Congo with respect											<input type="checkbox"/>
<b>B27</b>	Being a long-term partner											<input type="checkbox"/>

**B28. To what extent does the World Bank Group partner with the right people to support work on the ground in the Republic of Congo? (Select only ONE response)**

1	Nearly never
2	Rarely
3	Sometimes
4	Nearly always
5	Don't know
6	Prefer not to answer

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

<b>B29. Which TWO organizations do you think it is most valuable for the World Bank Group to collaborate with to tackle fragility in the Republic of Congo? (Select no more than TWO)</b>	
1	World Food Program (WFP)
2	World Health Organization (WHO)
3	United Nations Development Program (UNDP)
4	United Nations Peacekeeping
5	Save the Children
6	The Red Cross
7	The United Nations International Children's Emergency Fund (UNICEF)
8	The International Committee of the Red Cross (ICRC)
9	None. I don't believe the World Bank Group needs to partner with the UN organizations.
10	Don't know

<b>B30. When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than THREE)</b>	
1	Poor coordination within the World Bank Group
2	Ongoing conflict and instability
3	Inadequate funding
4	The World Bank Group does not provide the government with consistent support throughout the reform effort
5	Political pressures and obstacles
6	Reforms are not well thought out in light of country challenges
7	Poor coordination within the Government
8	There is an inadequate level of private sector participation and support
9	Poor donor coordination
10	The World Bank Group is not sensitive enough to political/social realities on the ground
11	Lack of/inadequate levels of capacity in Government
12	There is not an adequate level of citizen/civil society participation
13	Corruption
14	Other (please specify): _____

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

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

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

C2. How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in the Republic of Congo? (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	2	3	4	5	6	7	8	9	10		
1	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Gender equity (closing the gap between women and men, and boys and girls)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Education	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Food security/safety	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Pollution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
12	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Agriculture and rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
19	Natural resource management (renewable/non-renewable)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Judiciary reform	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Disaster risk management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Equality of opportunity (i.e., social inclusion)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Regional conflict and tensions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

<b>C3. To what extent does the World Bank Group's work help to achieve development results in the Republic of Congo?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>C4. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in the Republic of Congo?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

<b>To what extent do you agree with the following statements about the World Bank Group in the Republic of Congo?</b>														
		Strongly disagree										Strongly agree		Don't know
<b>C5</b>	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, etc.) meet the needs of the Republic of Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
<b>C6</b>	The World Bank Group meets the Republic of Congo's needs for knowledge services (e.g., research, analysis, data, technical assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		

<b>C7. How effectively does the World Bank Group help the Republic of Congo to mobilize finance for development from private sector sources?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
Not effectively at all									Very effectively		Don't know

<b>C8. To what extent do you believe that the Republic of Congo received value for money from the World Bank Group's Reimbursable Advisory Services (RAS)?</b>											
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
To no degree at all									To a very significant degree		Don't know

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

**C9. 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 the Republic of Congo? (Select only ONE response)**

1	Very familiar
2	Somewhat familiar
3	Somewhat unfamiliar
4	Very unfamiliar
5	Don't know

**How effectively does the World Bank Group support the Republic of Congo's efforts ... ?**

		Not effectively at all										Very effectively	Don't know
<b>C10</b>	To build stronger domestic resource mobilization systems in the Government (e.g., tax collection)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C11</b>	To develop better and stronger data collection/analytics systems within the Government	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
<b>C12</b>	To strengthen the country's crisis preparedness	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

**C13. How effectively does the World Bank Group's SCD and CPF activities support the Republic of Congo's efforts to manage crisis related risks? [Please only respond if you are familiar with the WBG's Systematic Country Diagnosis (SCD) and Country Partnership Framework (CPF)]**

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

**C14. When considering the World Bank Group's emphasis on risk preparedness and prevention, which of the following statements best describes recent WBG's activities? (Select only one response)**

1	The World Bank Group is providing less valuable support than in the past, to enhance the Republic of Congo's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge
2	The World Bank Group is providing more valuable support than in the past, to enhance the Republic of Congo's ability to systematically identify and monitor risks by drawing on the best data, technology, and knowledge
3	The World Bank Group's approach and work related to systematically identifying and monitoring risks in the Republic of Congo has remained constant
4	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 the Republic of Congo, 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
<b>D2</b>	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D3</b>	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D4</b>	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D5</b>	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D6</b>	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D7</b>	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D8</b>	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
<b>D9</b>	Are adaptable to the Republic of Congo's specific development challenges and country circumstances	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

**D10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?**

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

**D11. 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

<b>E1. When working with the World Bank Group on programs, projects and other activities, do you believe that the team ... ? (Select only ONE response)</b>	
1	Almost never has the right skills mix to tackle the challenges of fragility
2	Rarely has the right skills mix to tackle the challenges of fragility
3	Sometimes has the right skills mix to tackle the challenges of fragility
4	Almost always has the right skills mix to tackle the challenges of fragility
5	Don't know
6	Prefer not to answer

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
<b>E2</b>	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E3</b>	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"/>	
<b>E4</b>	The World Bank Group's approvals and reviews are done in a timely fashion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E5</b>	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E6</b>	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E7</b>	The World Bank Group takes decisions quickly in the Republic of Congo	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E8</b>	Working with the World Bank Group increases the Republic of Congo's institutional capacity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>E9</b>	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"/>	

<b>E10. To what extent do you believe the World Bank Group is adequately staffed in the Republic of Congo?</b>												
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>		
To no degree at all									To a very significant degree		Don't know	

## SECTION E: WORKING WITH THE WORLD BANK GROUP

<b>E11. To what extent do you believe that the donor community is doing enough to support the government's efforts related to refugees in the Republic of Congo?</b>										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't know

<b>E12. 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 the Republic of Congo? (Choose no more than TWO)</b>	
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): _____

<b>E13. Please rate how you feel when you think about the impact of the refugees in regards to....</b>						
		A very negative impact	A somewhat negative impact	A somewhat positive impact	A very positive impact	No impact at all
1	The Republic of Congo's economy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	National security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Public service delivery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	The Republic of Congo's poor and marginalized	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

<b>F2. When considering the combination of services that the World Bank Group offers in the Republic of Congo, and taking into account its limited level of resources, which ONE of the following do you believe the World Bank Group should offer more of in Congo? (Select only ONE response)</b>	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for the Republic of Congo
6	Don't know

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

<b>F3. What should the World Bank Group do to improve collaboration with the UN in the field? (Choose no more than THREE)</b>	
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): _____

<b>F4. Please answer the following questions:</b>		<b>(Choose no more than THREE for each column)</b>	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in the Republic of Congo?	B. Which THREE areas below would benefit most from other donors in the Republic of Congo?
1	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Reducing gender based violence	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>

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

F5. 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	Reducing gender based violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
4	Crisis preparedness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
5	Crisis response	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
6	Access to justice systems	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
7	Security mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
8	Conflict resolution mechanisms	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
9	Support domestic resource mobilization	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
10	Access to basic services	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
11	Capacity of state institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
12	Jobs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
13	Improving livelihoods	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
14	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
15	Social safety nets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>
16	Stimulating dialogue to promote peace and stability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	<input type="checkbox"/>

## SECTION G: COMMUNICATION AND INFORMATION SHARING

<b>G1. How frequently do you interact with the World Bank Group now in the Republic of Congo?</b>	
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

<b>G2. How much face-to-face access would you like to have with the World Bank Group in the Republic of Congo (i.e., discussions, meetings, conferences, workshops, training, etc.)? (Select only ONE response)</b>	
1	I prefer more frequent interactions with the World Bank Group
2	I prefer the frequency of my interactions with the World Bank Group to be just about the same as they are currently
3	I prefer less frequent interactions with the World Bank Group
4	I prefer to have no face to face interactions with the World Bank Group
5	Prefer not to answer

<b>G3. How do you get most of your information about economic and social development issues in the Republic of Congo? (Choose no more than TWO)</b>			
1	Local radio	6	Internet
2	International radio	7	Periodicals
3	Social media (e.g., blogs, Facebook, Twitter, YouTube, Flickr)	8	International television
4	International newspapers	9	Local newspapers
5	Local television	10	Other (please specify): _____

<b>G4. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)</b>			
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 G: COMMUNICATION AND INFORMATION SHARING**

<b>G5</b>	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	<b>Yes</b>	<b>No</b>
<b>G6</b>	Do you have reliable access to the Internet?	<b>Yes</b>	<b>No</b>
<b>G7</b>	Do you use/have you used the World Bank Group website?	<b>Yes</b>	<b>No</b>
<b>G8</b>	Do you currently consult the World Bank Group social media sites (e.g., blogs, Facebook, Twitter, YouTube, and Flickr)?	<b>Yes</b>	<b>No</b>

<b>G9. Which Internet connection do you use primarily when visiting a World Bank Group website?</b>	
1	High speed/WiFi
2	Dial-up

<b>G10. How frequently do you consult the World Bank Group's website and/or social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) for information/knowledge that you can use in your work?</b>	
1	Weekly
2	Monthly
3	A few times a year
4	Rarely
5	Never

Please rate how much you agree with the following statements.													
		Strongly disagree								Strongly agree		Don't know	
<b>G11</b>	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G12</b>	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
<b>G13</b>	The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

## SECTION H: BACKGROUND INFORMATION

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

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

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

<b>H4. Which of the following agencies of the World Bank Group do you primarily engage with in the Republic of Congo? (Select only ONE response)</b>	
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

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

<b>H6. If yes, what was your view of how the two institutions work together in the Republic of Congo?</b> <b>(Select only ONE response)</b>	
1	The two institutions work well together
2	The way the two institutions work together needs improvement
3	The two institutions do not work well together
4	Don't know

<b>H7. Which of the following describes most of your exposure to the World Bank Group in the Republic of Congo? (Choose no more than TWO)</b>	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank Group reports/data
3	Engage in World Bank Group related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank Group website for information, data, research, etc.

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

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

<b>H10. Which best represents your geographic location?</b>	
1	Brazzaville
2	Pointe Noire
3	Dolisie
4	Ngo
5	Ouessou

**Thank you for completing the survey!**