

FY15 Burundi Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group

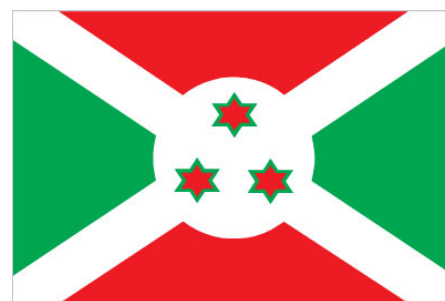


October 2015



Acknowledgements

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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 Burundi.....	8
V. Overall Attitudes toward the World Bank Group.....	12
VI. Sectoral Importance and Effectiveness.....	21
VII. How the World Bank Group Operates	26
VIII. World Bank Group's Knowledge and Instruments	33
IX. The Future Role of the World Bank Group in Burundi	37
X. Communication and Outreach	44
XI. Appendices.....	50





I. Objectives

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

- *General Issues Facing Burundi*
- *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 Burundi*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From January to April 2015, 312 stakeholders of the WBG in Burundi 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, the office of the Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments; PMUs; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations (CBOs); 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 209 stakeholders participated in the survey (67% response rate).

Respondents received and returned the questionnaires via post or courier. Respondents were asked about: general issues facing Burundi; their overall attitudes toward the WBG; the WBG's effectiveness and results; the WBG's knowledge work and activities; working with the WBG; the WBG's future role in Burundi; and the WBG's communication and information sharing.

Every country that engages in the Country Opinion Survey 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.

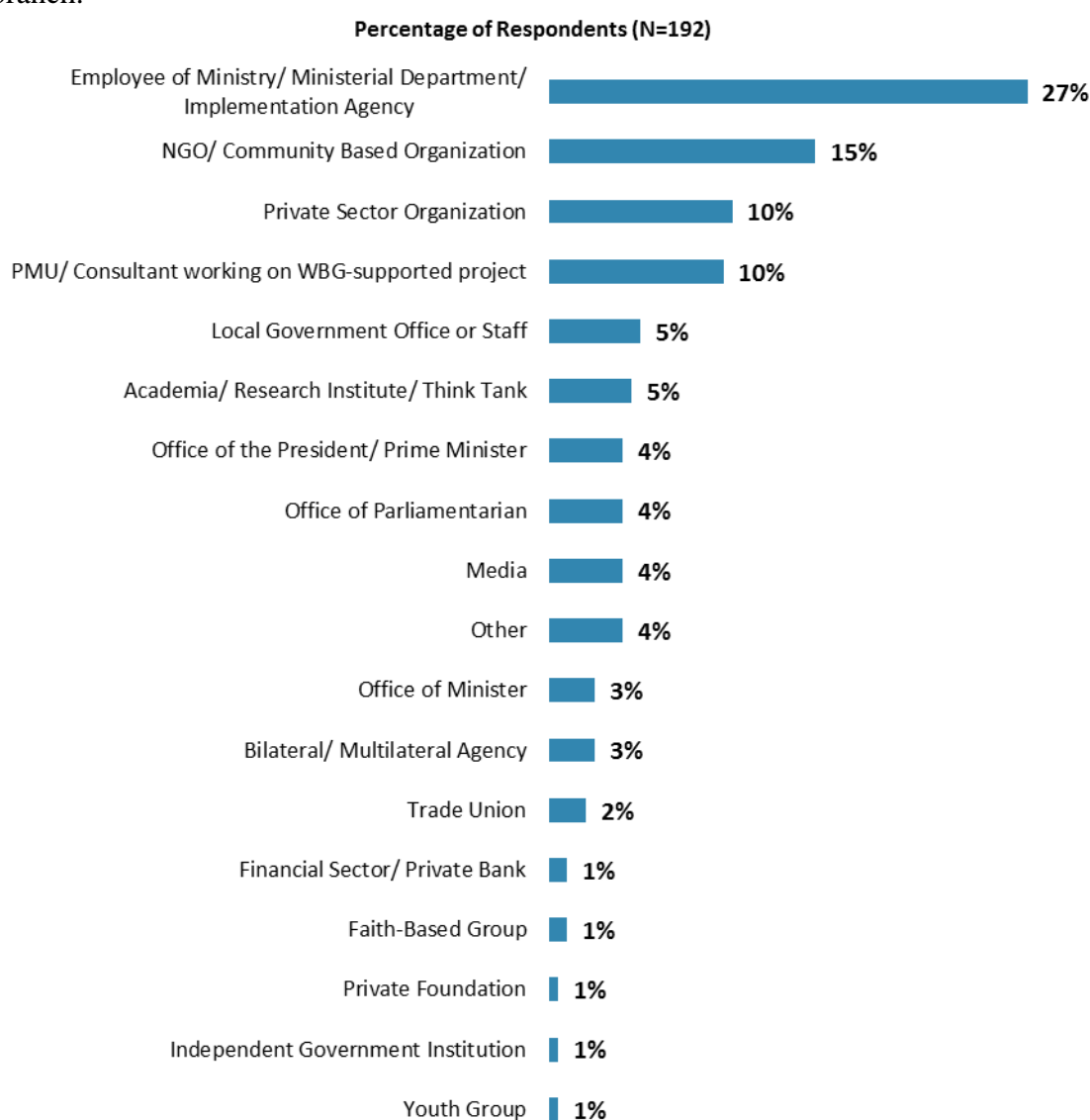
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'12 (response rate is 56%, N=325). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, means of the FY'15 data and the total number of respondents in both years are slightly different from those of the original data reported in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please see appendix E (page 103).



III. Demographics of the Sample

Current Position

- For further analyses, the small number of respondents from the Office of a Minister were combined with those from the Office of the President, Prime Minister; respondents from ministries/ministerial departments/implementation agencies, PMUs, and consultants working on WBG-supported projects were combined; respondents from the financial sector/private banks were combined with those from private sector organizations; respondents from NGOs/CBOs, private foundations, trade unions, faith based organizations, and youth groups were combined in the “CSO” category. Few respondents from bilateral/multilateral agencies and independent government institutions were included in the “Other” category. Note, there were no respondents from the judiciary branch.

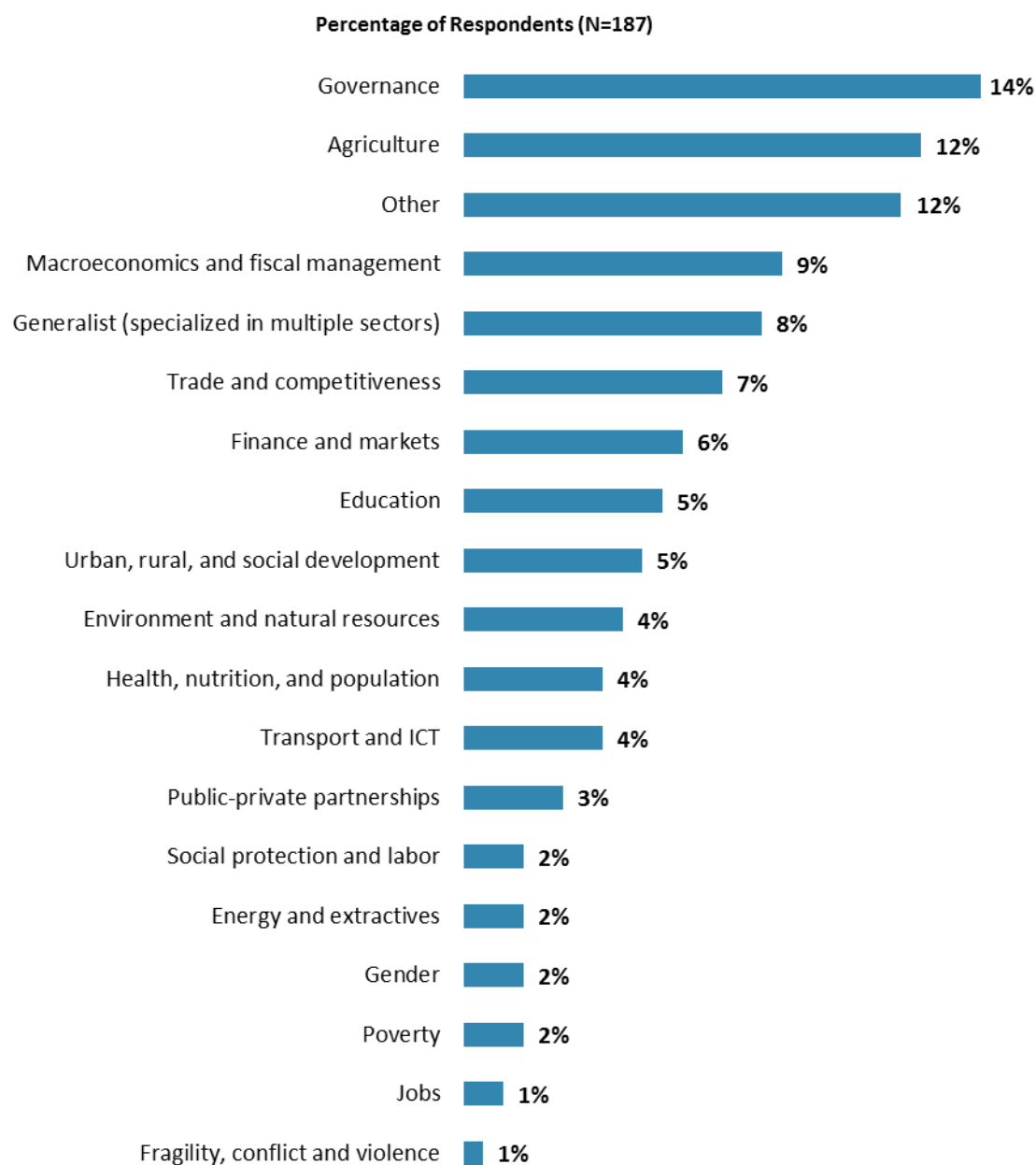


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

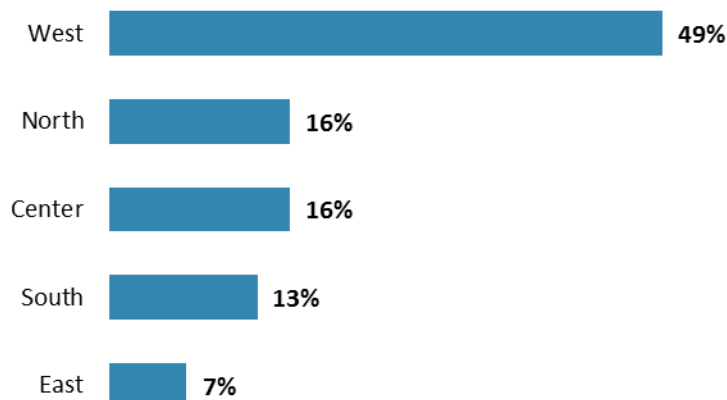


III. Demographics of the Sample (continued)

Geographic Location

- Stakeholder responses across all geographic locations were compared for indicator questions. Only significant geographic location differences in ratings on indicator questions will be discussed in the body of this report. Geographic location comparisons can be found in Appendix C (see page 93).

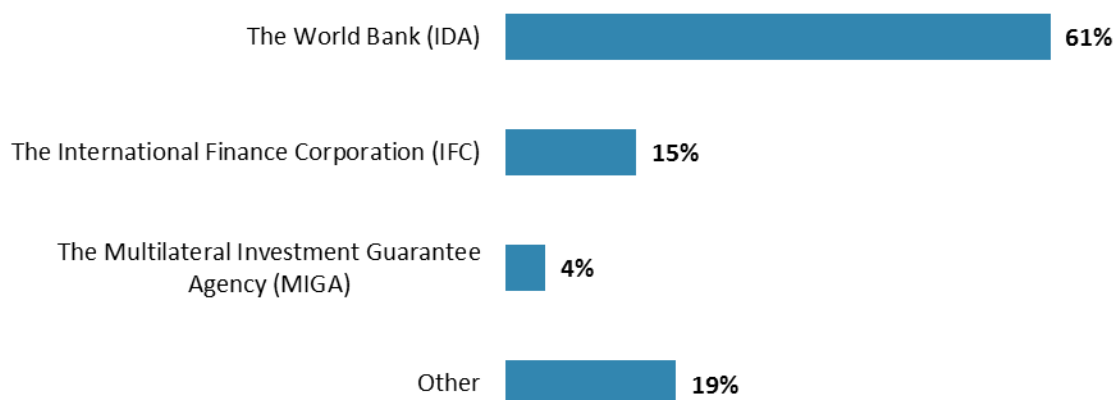
Percentage of Respondents (N=177)



"Which best represents your geographic location?" (Respondents chose from a list.)

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=135)



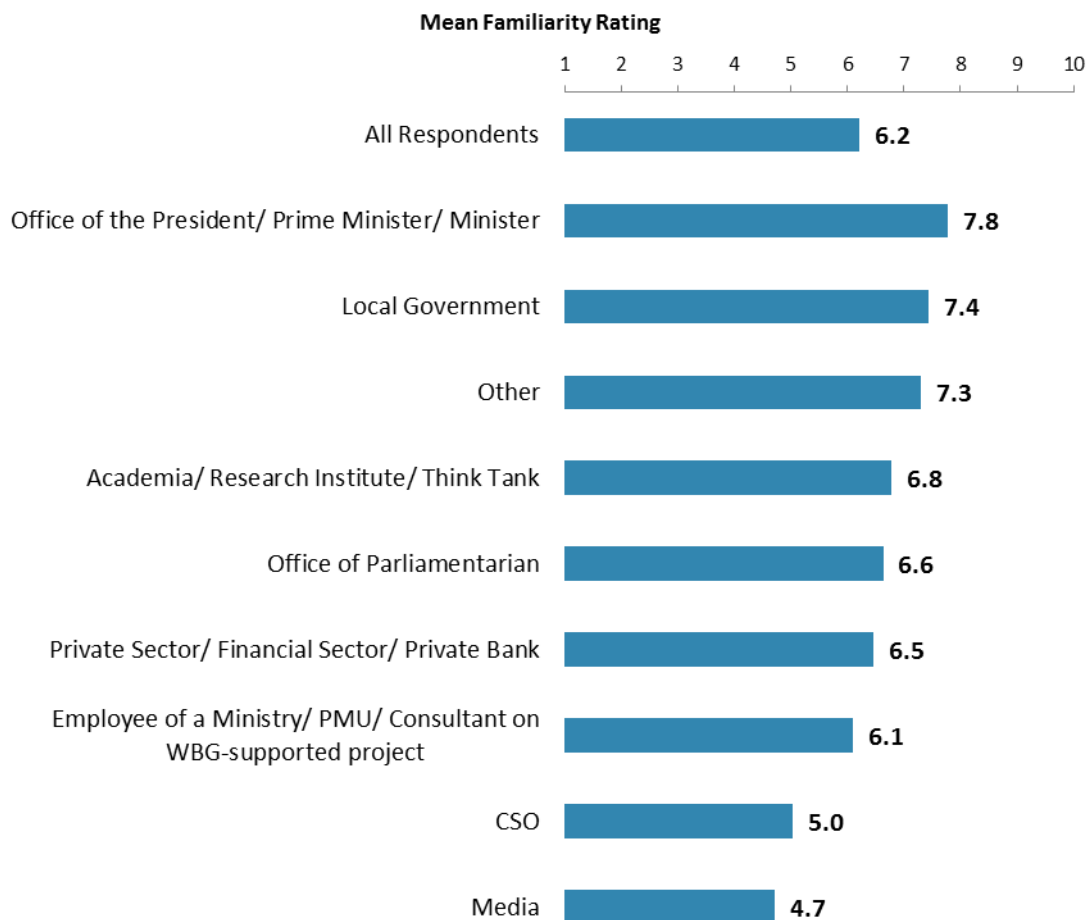
"Which of the following agencies of the World Bank Group do you primarily engage with in Burundi?" (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year's country survey and the FY'12 country survey had statistically similar levels of familiarity with the WBG (weighted mean in FY'15 = 6.29; weighted mean in FY'12 = 5.98)¹.
- Respondents' levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG's overall effectiveness in Burundi, the extent to which the WBG achieves development results in Burundi, and the extent to which the WBG plays a relevant role in development in Burundi.



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

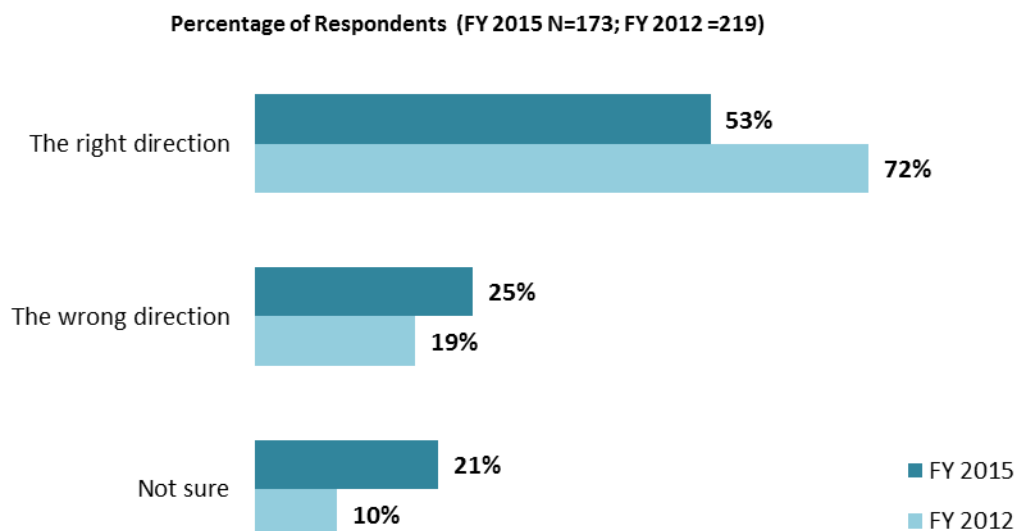
¹ Please refer to Appendix E for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Burundi

Headed in the Right Direction²

- **Year comparison:** Respondents in this year's Country Survey were significantly less likely to indicate that Burundi is headed in the right direction compared to respondents in the FY'12 Country Survey.
- **Stakeholder groups:** Respondents from the Office of the President/Prime Minister/Minister and local government were significantly more likely to indicate that Burundi is headed in the right direction compared to respondents from other stakeholder groups.



"In general, would you say that Burundi is headed in ...?"
(Respondents chose from a list.)
(*Significantly different between FY 2015 and FY 2012)

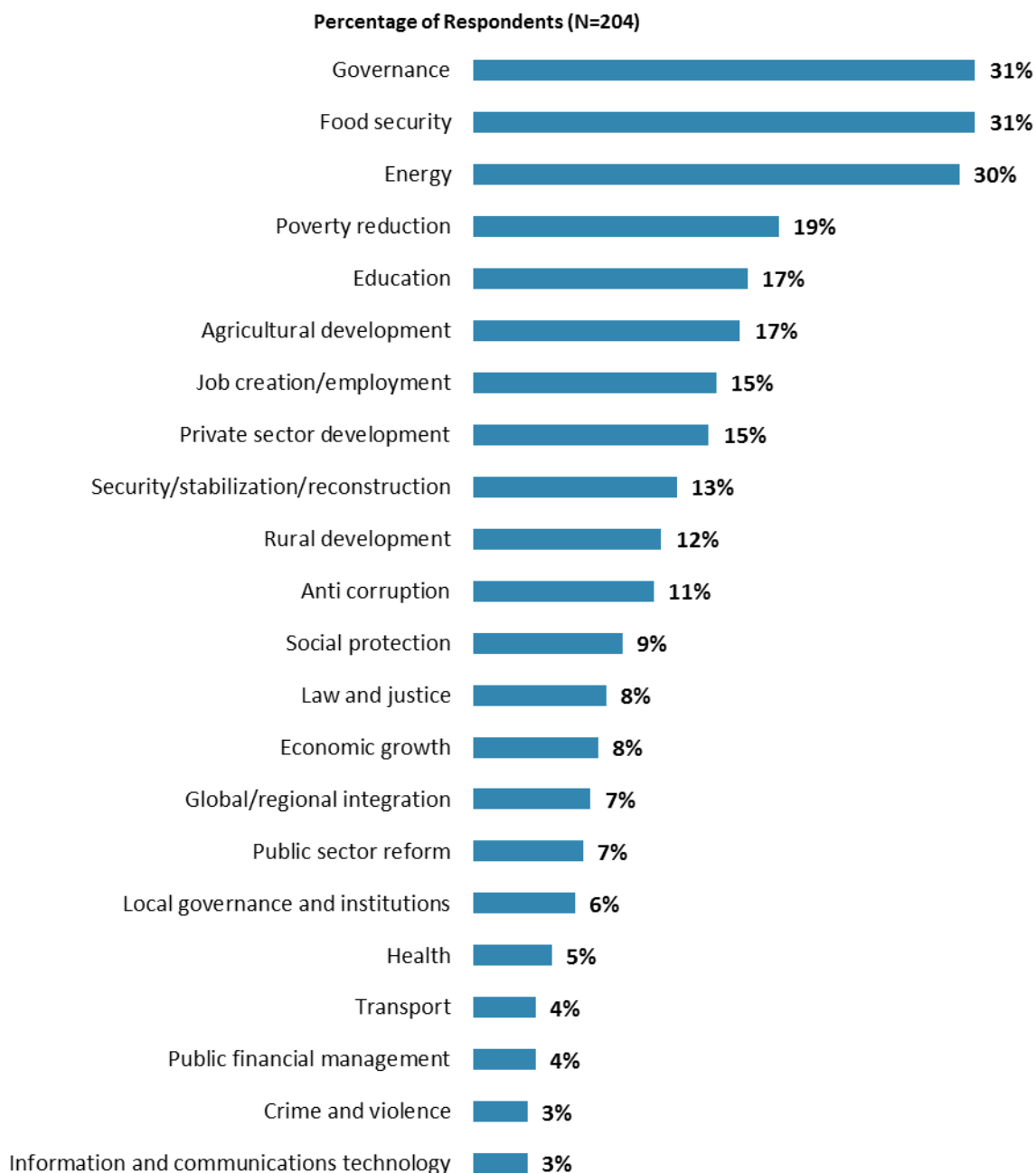
²All percentages presented in the chart were calculated based on weighted data from FY 2015 and FY 2012 Country Surveys. Please refer to Appendix E for more details on weighting.



IV. General Issues Facing Burundi (continued)

Development Priority

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the most important development priorities in Burundi were “*rural development*” (32%), “*education*” (31%), and “*anti-corruption*” (26%).



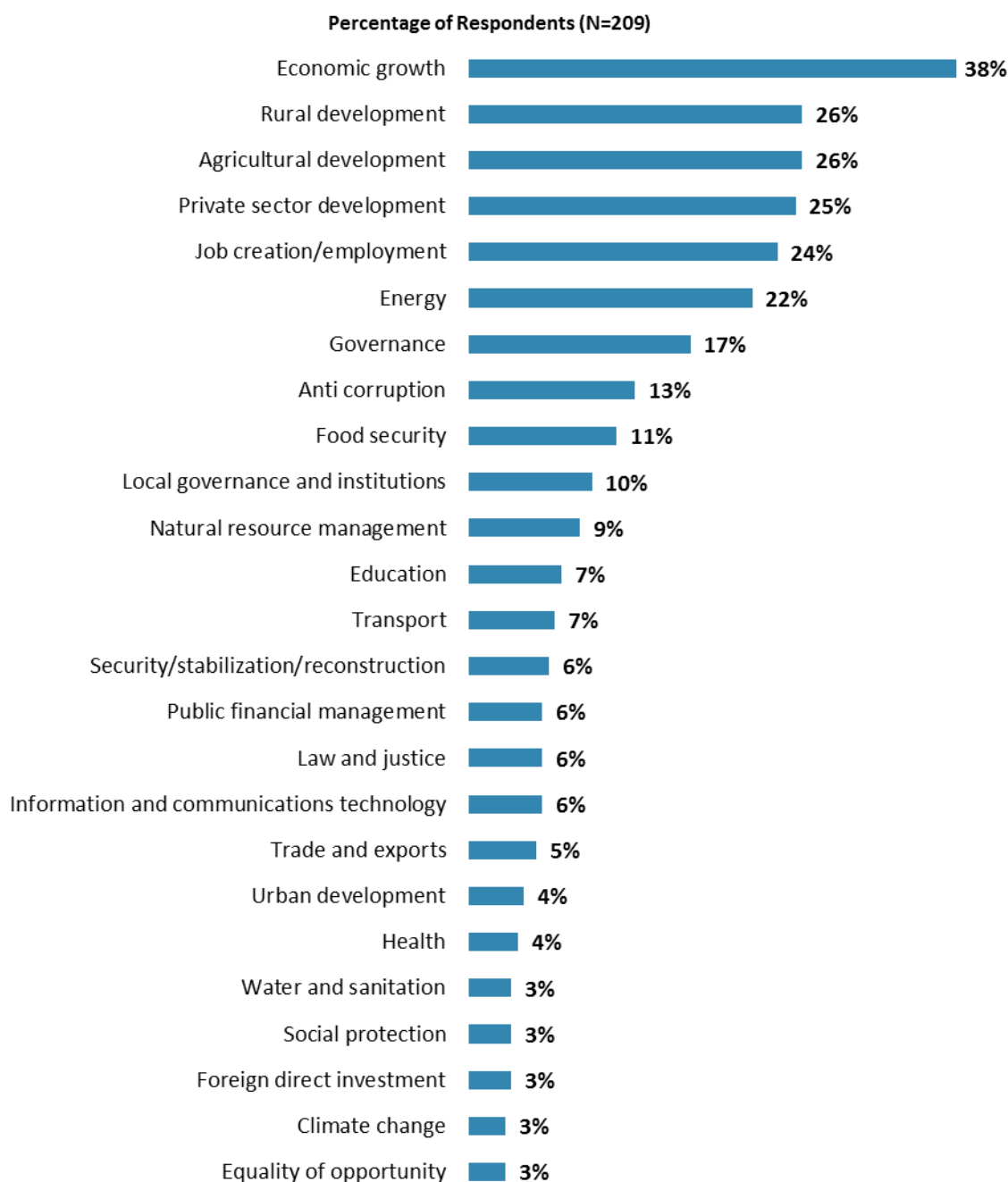
"Listed below are a number of development priorities in Burundi. Please identify which of the following you consider the most important development priorities in Burundi. (Choose no more than THREE)"
(Respondents chose from a list. Responses combined. Top 22 of 37 response options shown.)



IV. General Issues Facing Burundi (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the FY'12 Country Survey, respondents indicated that the greatest contributor to poverty reduction in Burundi was “economic growth” (41%).

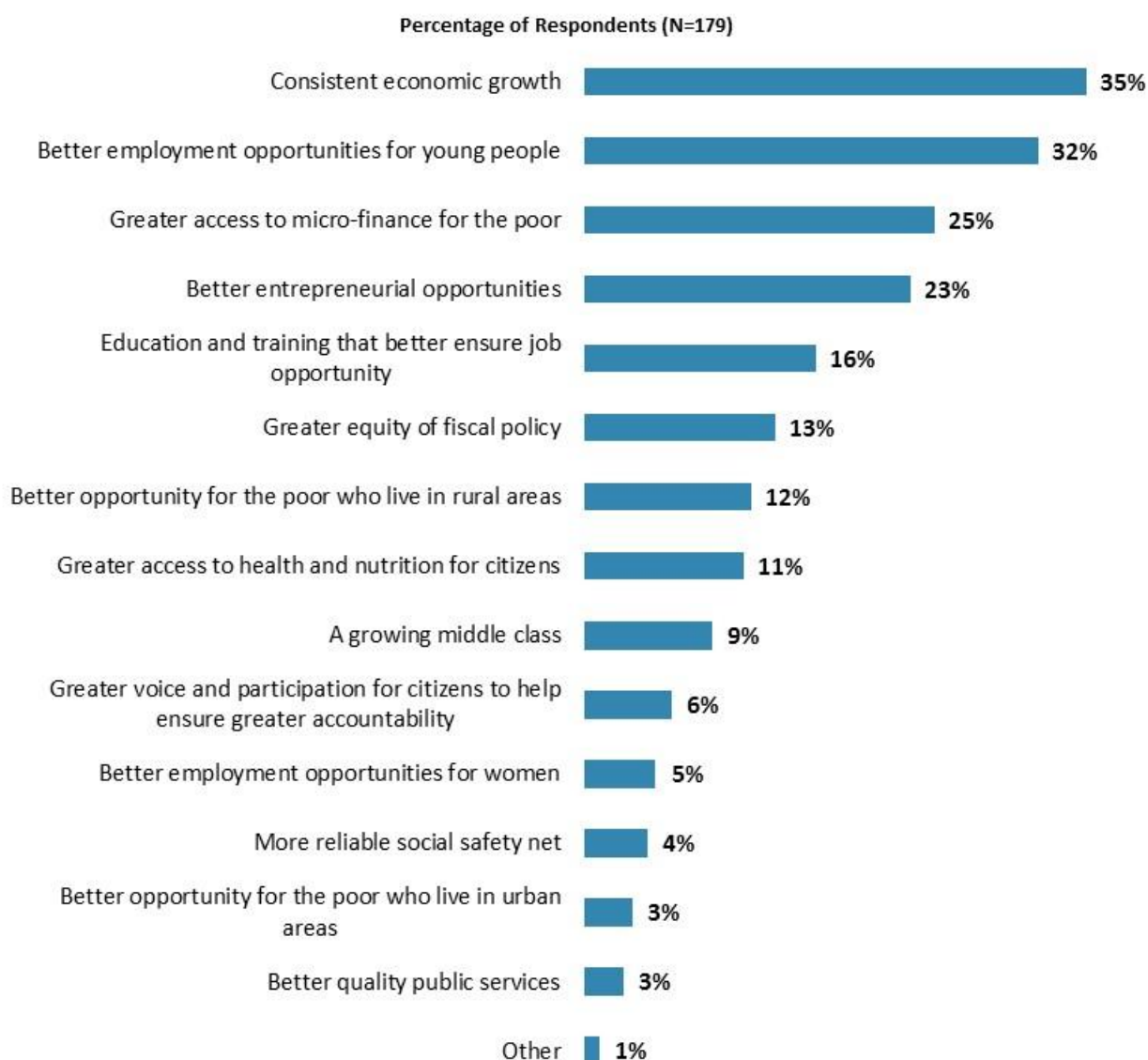


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi?"
(Respondents chose from a list. Responses combined. Top 25 of 36 response options shown.)



IV. General Issues Facing Burundi (continued)

Factors Contributing to “Shared Prosperity”



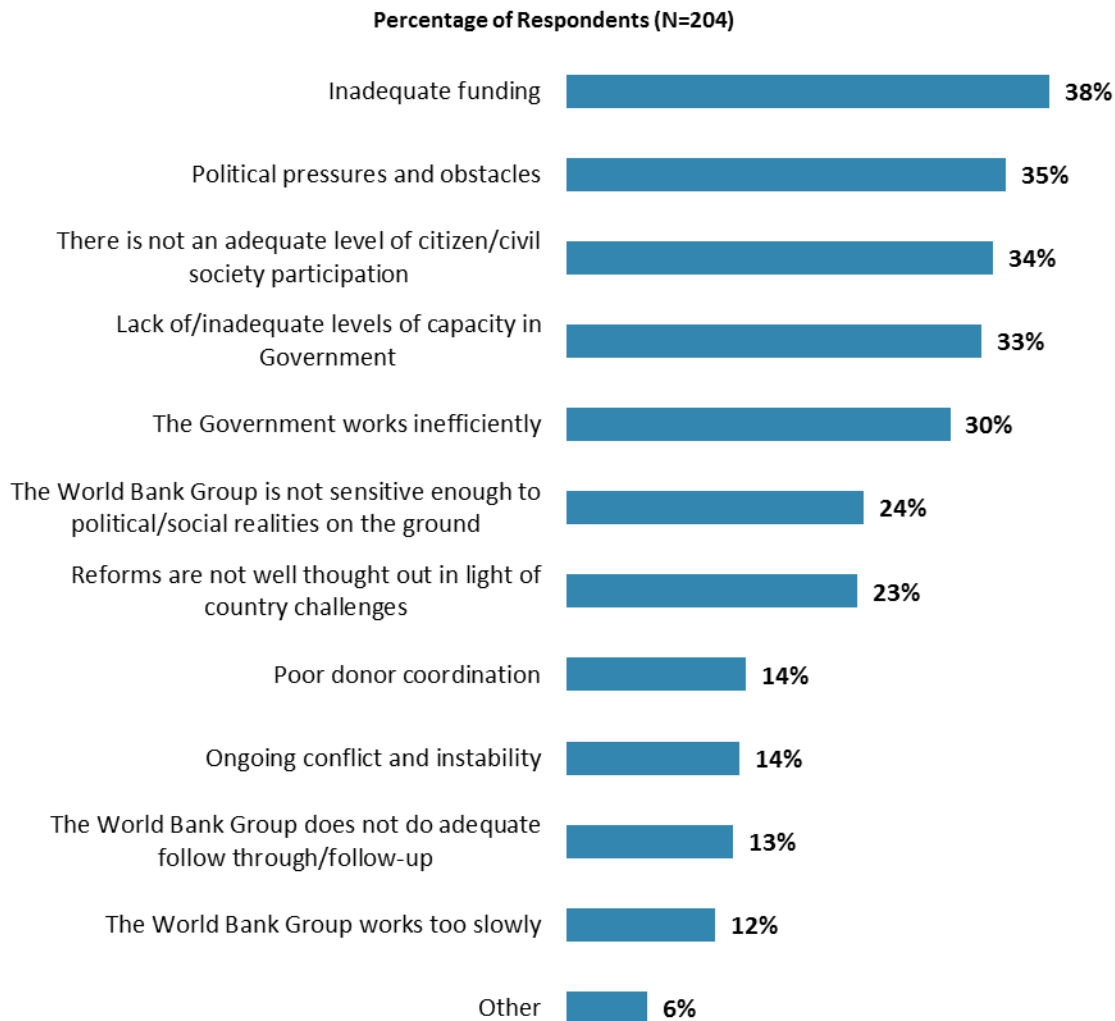
"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of "Shared Prosperity" in your country, which of the following TWO best illustrate how this would be achieved in Burundi? (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 FY'12 Country Survey indicated that they most often attributed failed and slow World Bank assisted reform efforts to “*reforms not being well thought out in light of country challenges*” (31%) and “*the government working inefficiently*” (30%).
- **Stakeholder groups:** Among this year’s respondents, respondents from local government were significantly more likely to attribute failed or slow WBG assisted reform efforts to “*inadequate funding*” compared to respondents from other stakeholder groups.



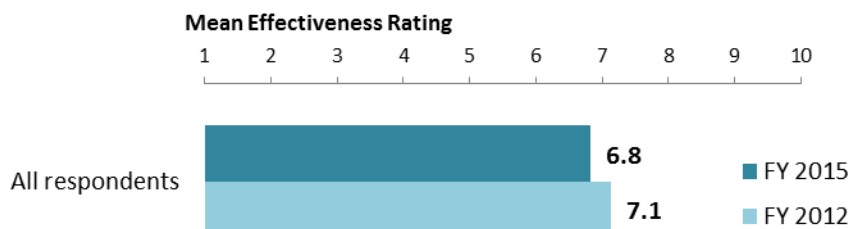
"When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)"
(Respondents chose from a list. Responses combined.)



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

As noted in the "Methodology" section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group's annual Corporate Scorecard.

The World Bank Group's Overall Effectiveness³ (Indicator Question)



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

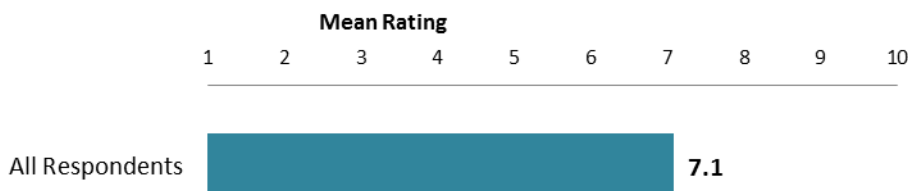
Achieving Development Results (Indicator Question)

- **Stakeholder groups:** Employees of ministries/PMUs/consultants of WBG projects gave the highest ratings for the extent to which the WBG's work help to achieve development results in Burundi, whereas respondents from the media gave significantly lower ratings.



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

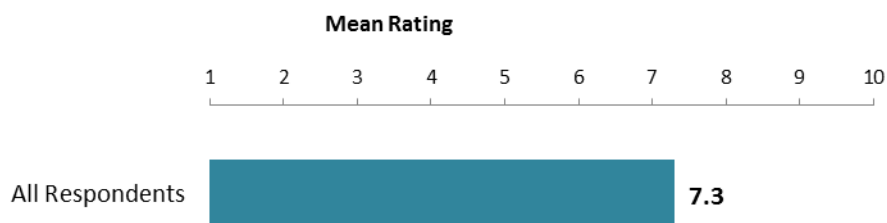
³Means presented in the first chart were calculated based on weighted data from FY'15 and FY'12.



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

WBG Staff Preparedness

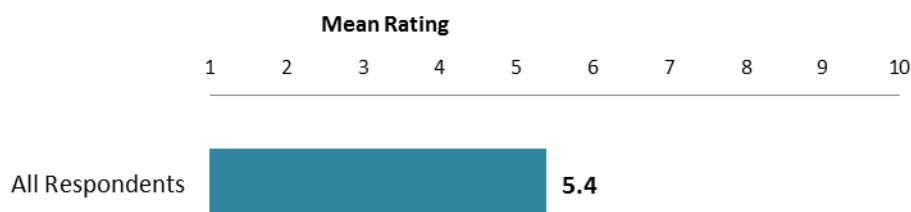
- **Stakeholder groups:** Respondents from the Office of Parliamentarian gave the highest ratings for the extent to which the WBG's staff is prepared to help Burundi solve its most complicated development challenges, whereas respondents from CSOs and academia gave significantly lower ratings.



"To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?"
(1-"To no degree at all", 10-"To a very significant degree")

WBG Staffing in Burundi

- **Collaboration:** Respondents who currently collaborate with the WBG in Burundi gave significantly higher ratings for the extent to which the WBG is adequately staffed in Burundi compared to respondents who do not collaborate with the WBG.



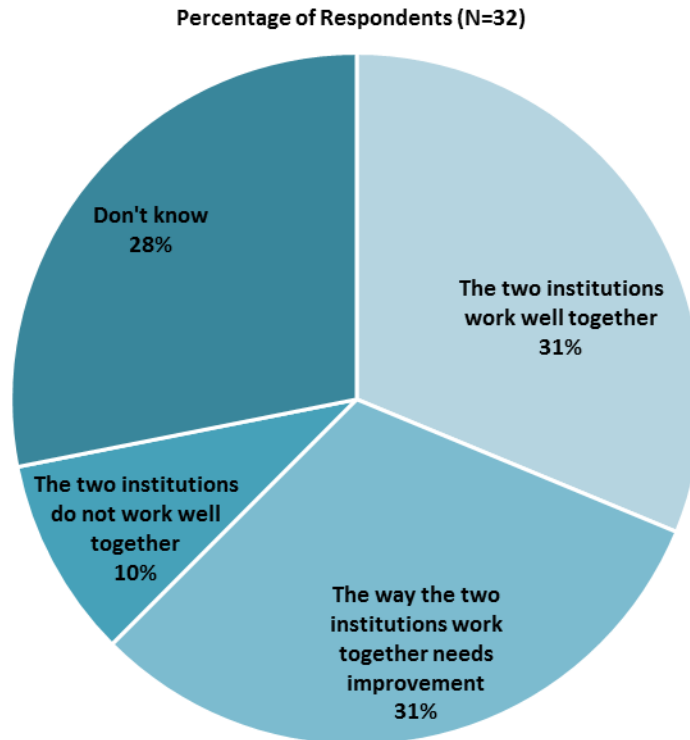
"To what extent do you believe the World Bank Group is adequately staffed in Burundi?"
(1-"To no degree at all", 10-"To a very significant degree")



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

The World Bank and the IFC Working Together

- Only those stakeholders who responded “Yes” to the question “*Do your projects involve both the World Bank and IFC?*” provided their views on the working relationship between the World Bank and the IFC.



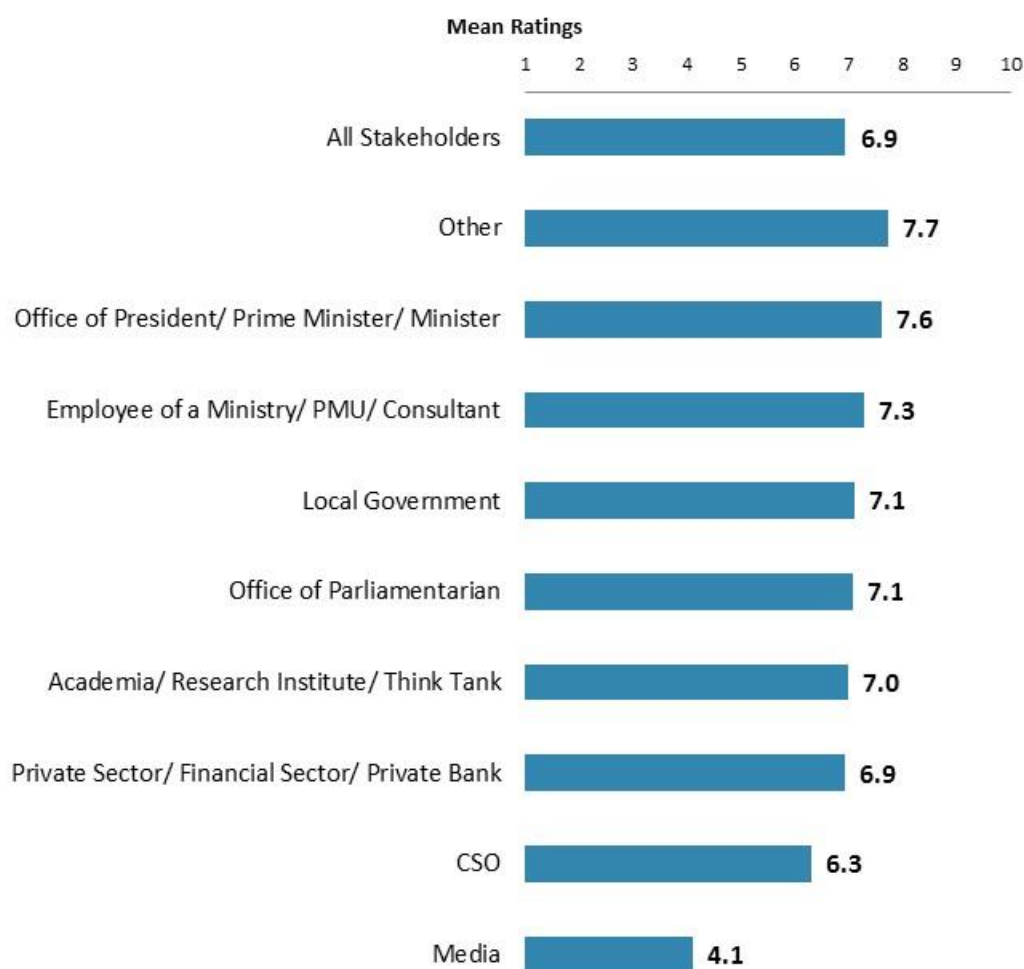
“If your projects involve both the World Bank and the IFC, what was your view on the two institutions working together in Burundi?” (Respondents chose from a list.)



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

Overall Ratings for Indicator Questions by Stakeholder Groups*

- **Stakeholder groups:** There were significant differences across stakeholder groups in their overall responses to the twenty seven indicator questions, with the media having significantly lower ratings compared to the other stakeholder groups.
- **Collaboration:** Respondents who are currently collaborating with the WBG had significantly higher overall ratings for the twenty seven indicator questions (7.3) than respondents who are not collaborating with the WBG (6.7).
- Responses to individual indicator questions by levels of collaboration with the WBG can be found in Appendix F (page 108).



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

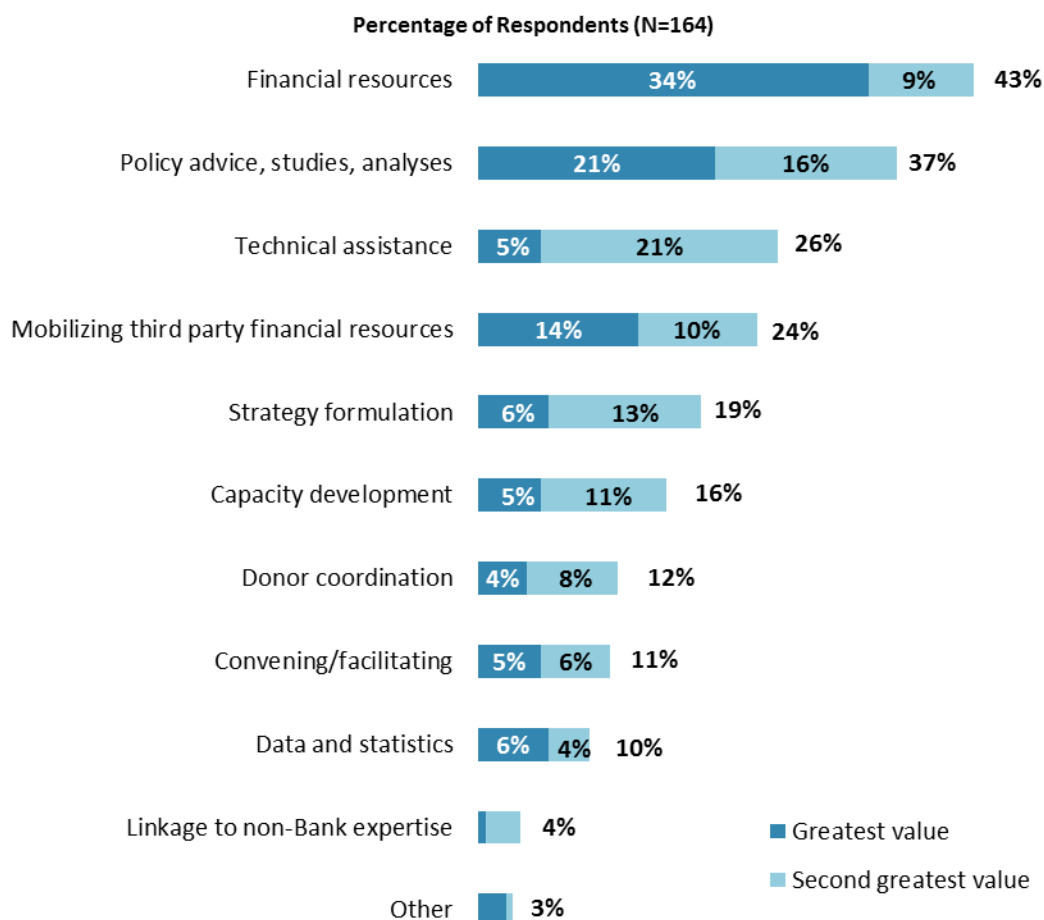
* Responses to all twenty seven indicator questions can be found in Appendix F.



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

Greatest Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest values to Burundi were its "*financial resources*" (51%) and "*strategy formulation*" (32%).



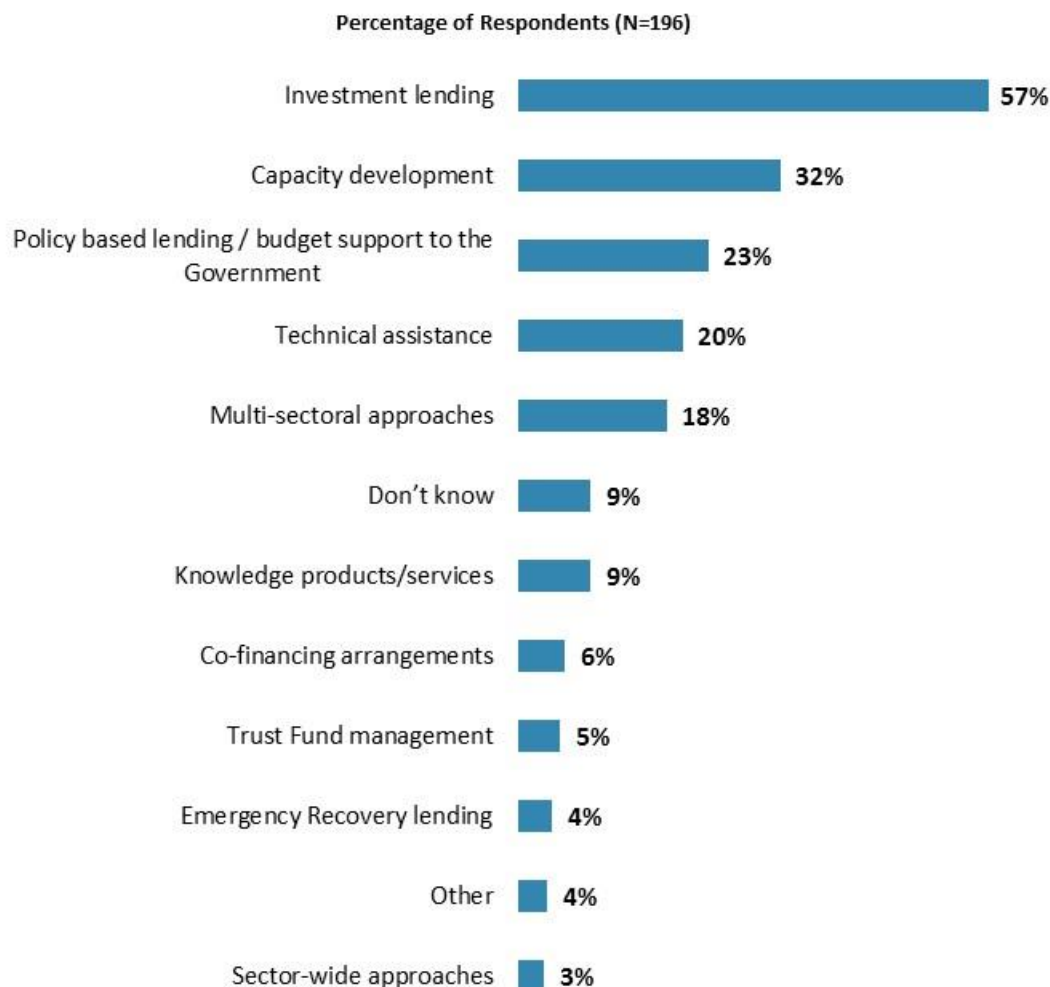
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?" (Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents from the FY'12 Country Survey also indicated that the most effective World Bank's instrument in reducing poverty in Burundi was "*investment lending*" (66%).

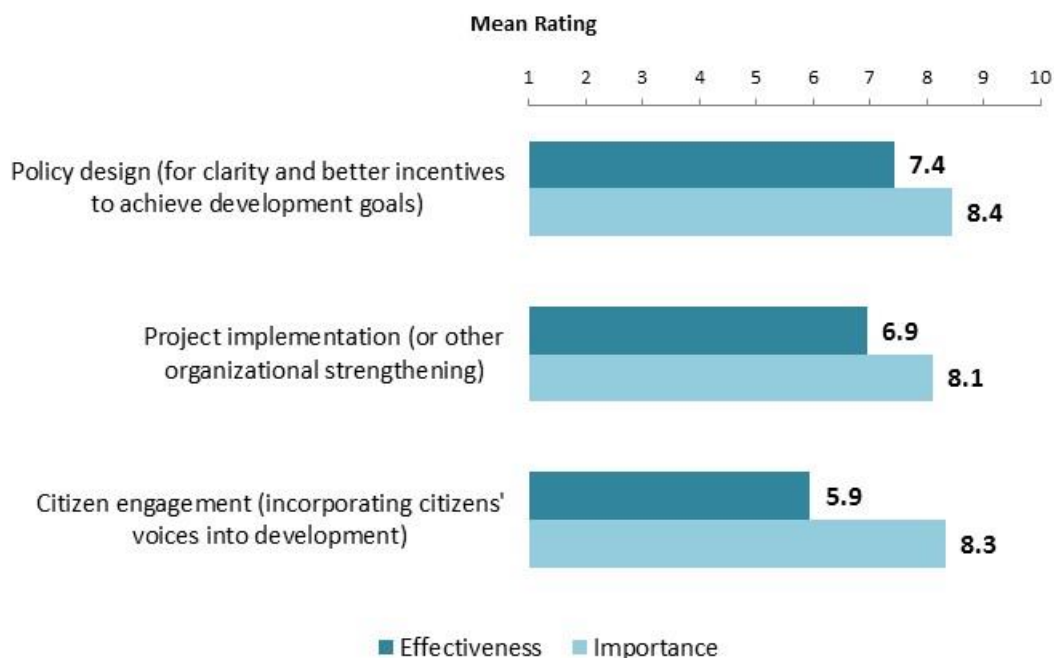


"Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

Importance and Effectiveness of WBG's Capacity Building Work



"How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Burundi?"
(1 - "Not effective at all", 10 - "Very effective")

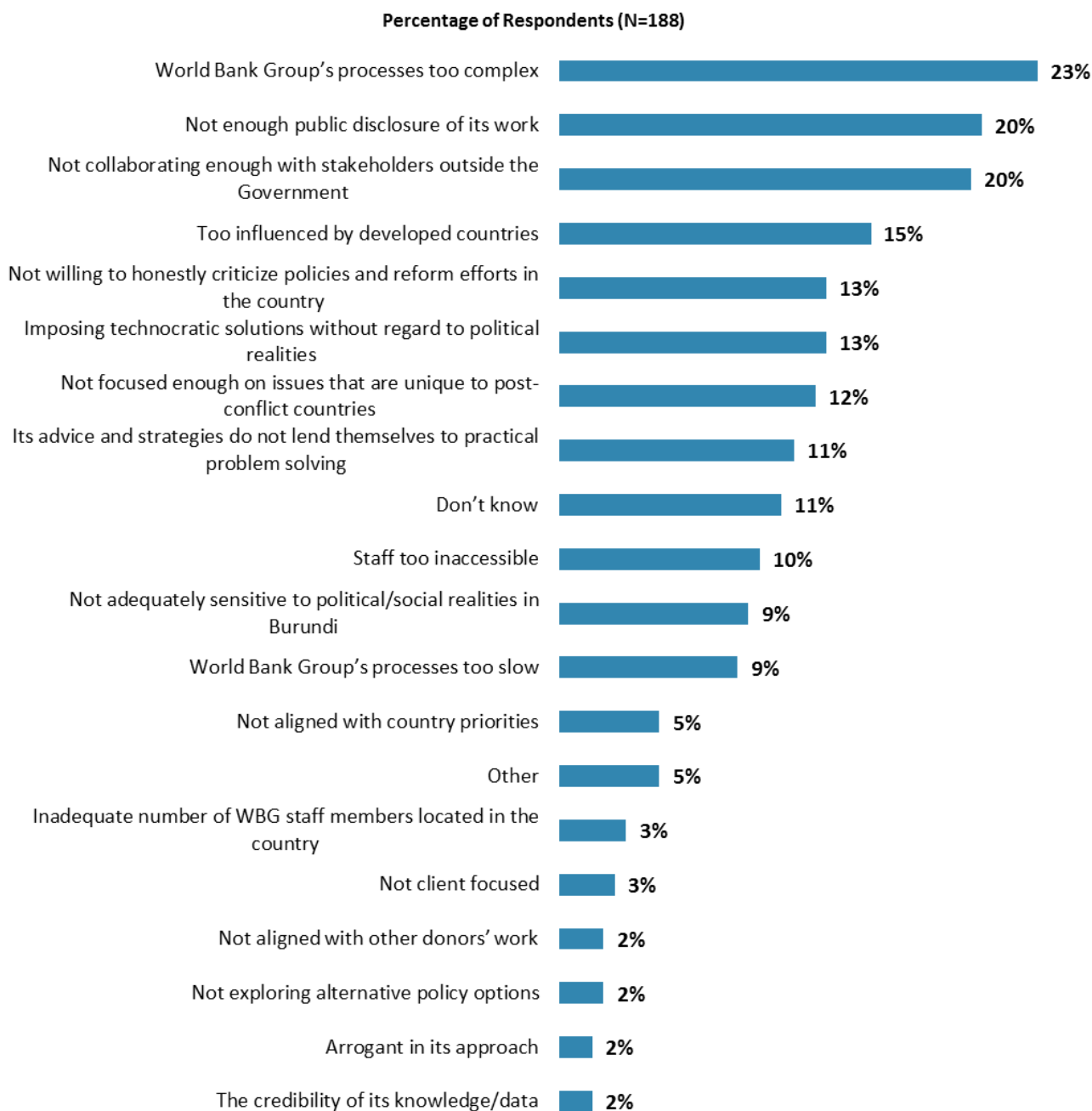
"When thinking about how to improve capacity building in Burundi to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building?"
(1 - "Not important at all", 10 - "Very important")



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

Greatest Weakness

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank's greatest weaknesses in its work in Burundi were "*imposing technocratic solutions without regard to political realities*" (29%), being "*too influenced by developed countries*" (26%), and "*not collaborating enough with non-state actors*" (24%).

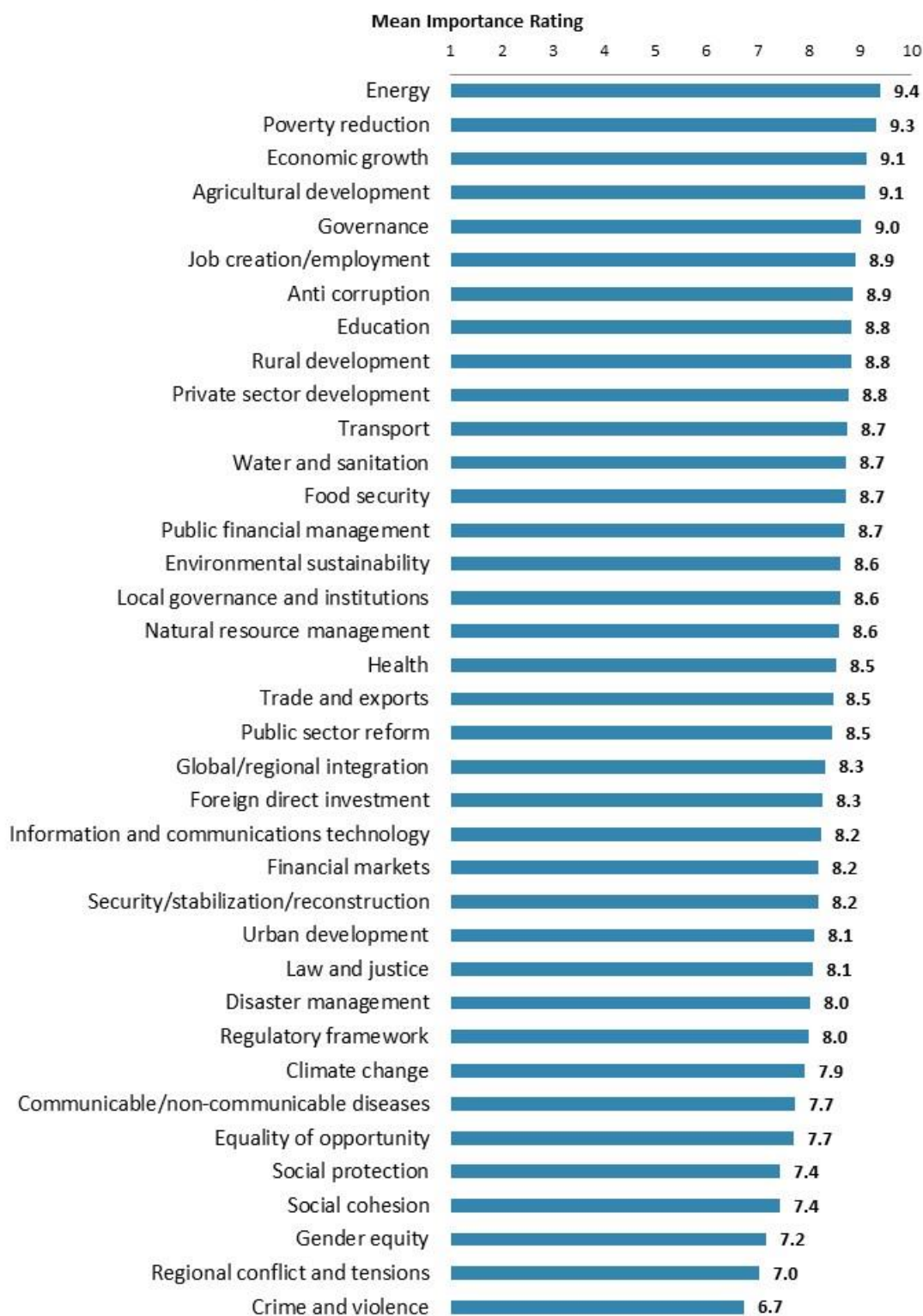


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Importance and Effectiveness

Importance of WBG's Support in Sectoral Areas

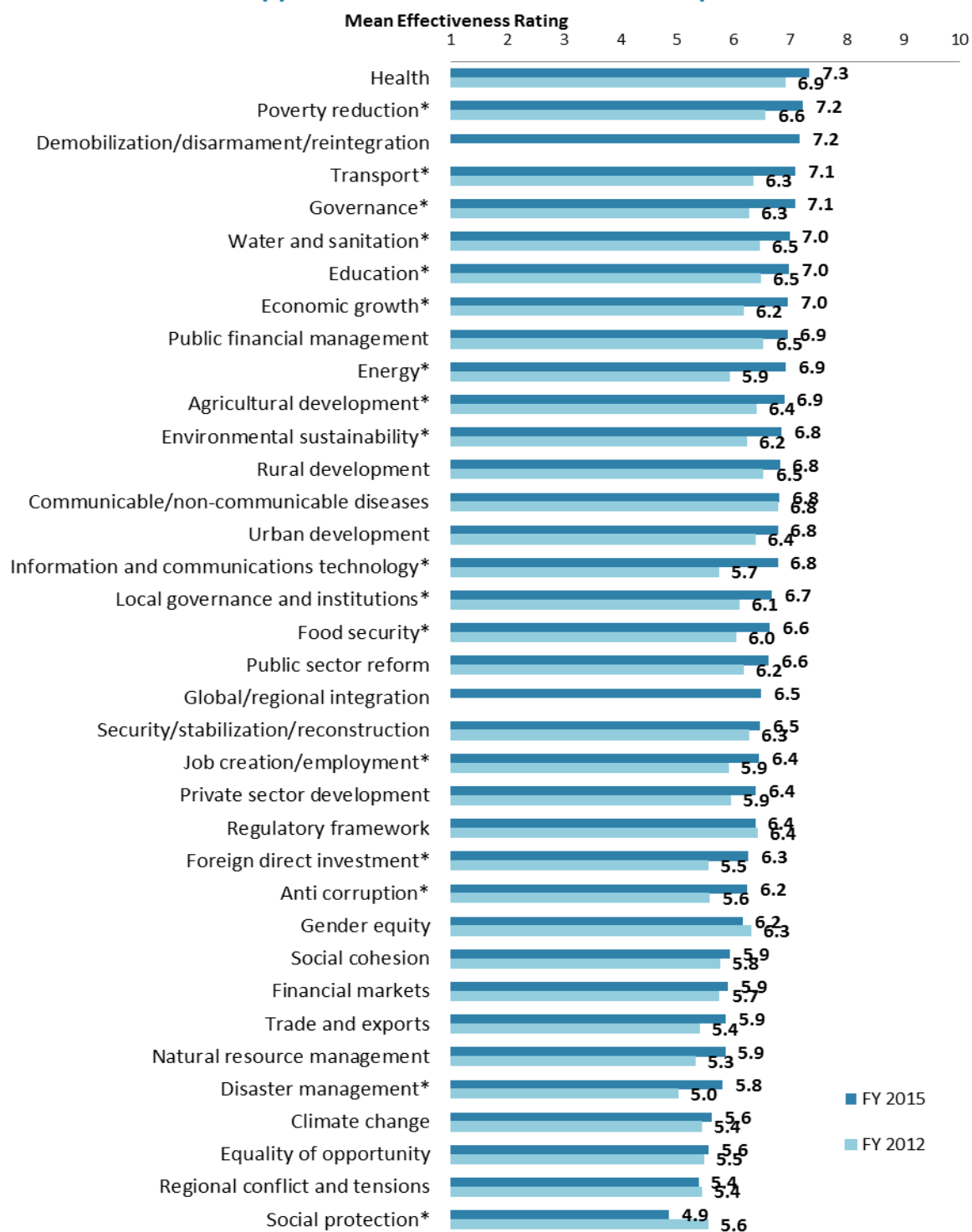


"In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Burundi?" (1- "Not important at all", 10- "important")



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁴



"How EFFECTIVE do you believe the WBG is in terms of the work it does in the following areas of development in Burundi?" (1-"Not effective at all", 10-"Very effective") (*Significantly different between FY 2015 and FY 2012)

⁴All means presented in this chart are calculated based on weighted data. See Appendix E for details.



VI. Sectoral Importance and Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁵



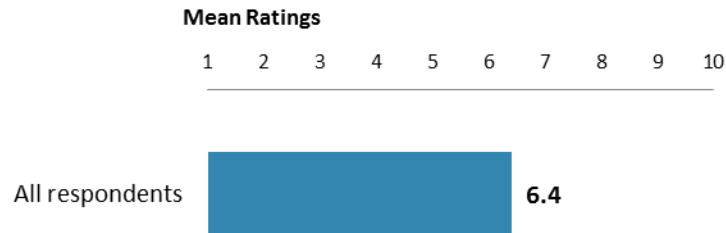
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burundi?" (1-"Not effective at all", 10-"Very effective")
(*Significantly different between collaborators and non-collaborators with the WBG)

⁵ Note in the Appendix on the sectoral effectiveness (Appendix A, page 62) 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.



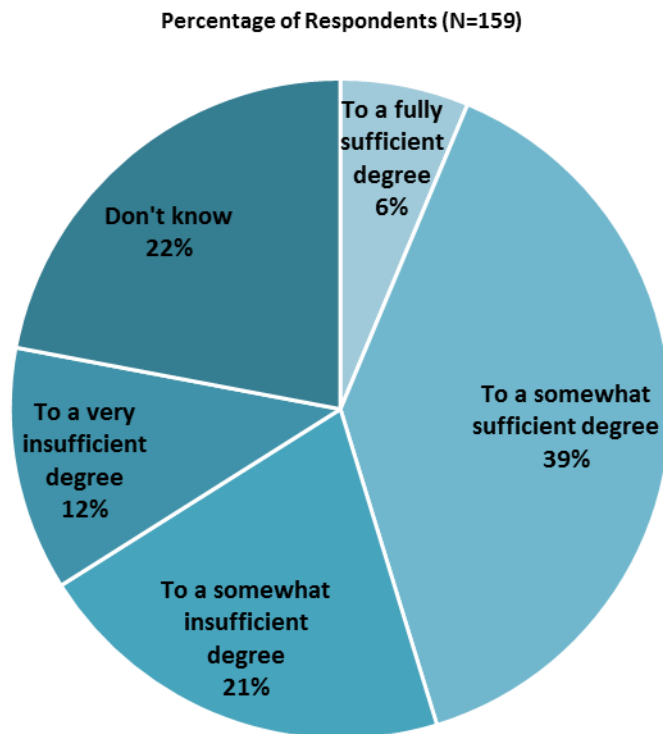
VI. Sectoral Importance and Effectiveness (continued)

WBG Promoting Private Public Partnerships



"To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?"
(1-"To no degree at all", 10-"To a very significant degree")

Helping the Poorest in Burundi



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



VI. Sectoral Importance and Effectiveness (continued)

Drivers of Effectiveness

To determine the key drivers of respondents' ratings of the World Bank Group's overall effectiveness and ratings of its ability to help achieve development results in Burundi, bivariate correlational analyses were conducted using respondents' ratings of the thirty six specific areas of effectiveness.

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the World Bank Group's overall effectiveness or ratings of its ability to help achieve development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank Group's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the WBG's ability to help achieve development results increase. Thus, it can be inferred that respondents' perceptions of effectiveness in one specific area are related to, or drive, respondents' perceptions of the WBG's overall effectiveness or perceptions of the WBG's ability to help achieve development results.

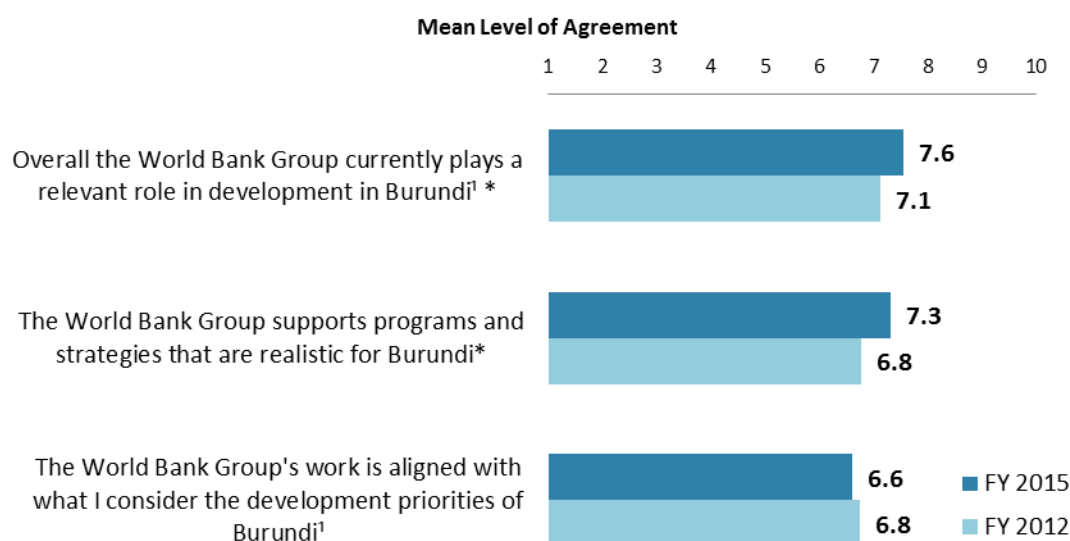
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Burundi. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at urban development;
 - The WBG's effectiveness at rural development; and
 - The WBG's effectiveness at demobilization/disarmament/reintegration.
- Achieving Development Results: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's ability to help achieve development results in Burundi, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at rural development;
 - The WBG's effectiveness at urban development; and
 - The WBG's effectiveness at poverty reduction.



VII. How the World Bank Group Operates

The World Bank Group's Work in Burundi: Year Comparison⁶

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement that *"Overall the WBG currently plays a relevant role in development in Burundi"* (indicator question) and that *"The WBG supports program and strategies that are realistic for Burundi"* when compared to respondents in the FY'12 Country Survey.
- **Stakeholder groups:** For the two indicator questions in the chart below, respondents from "Other" organizations had the highest levels of agreement, whereas respondents from the media had significantly lower levels of agreement.



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

(*Significantly different between FY 2015 and FY 2012)

¹Indicator Question

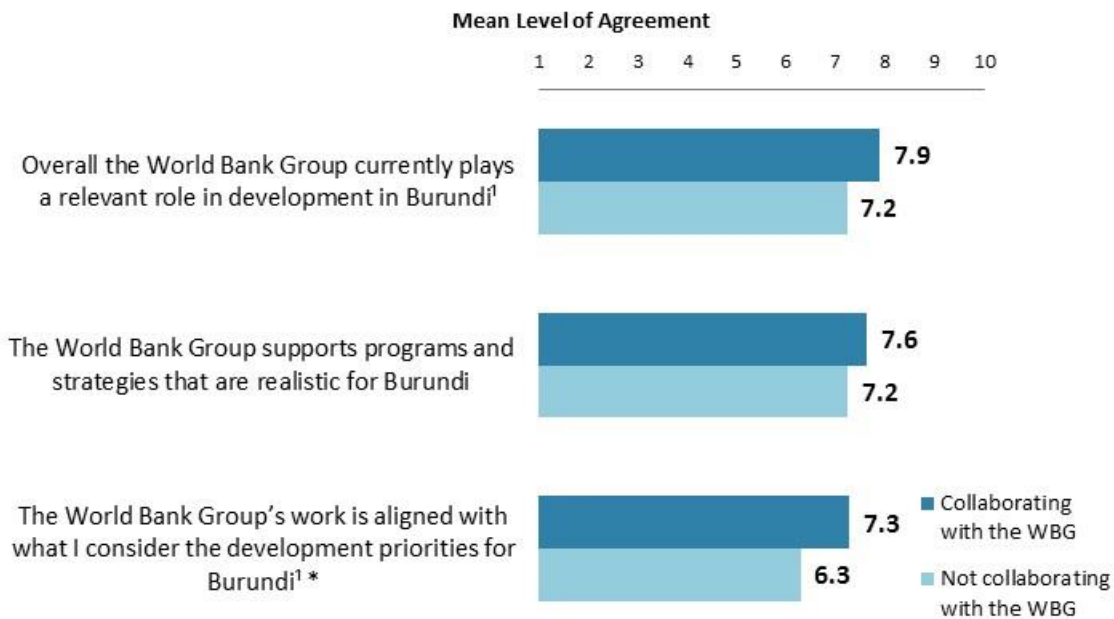
⁶ Means in the chart were calculated based on weighted data. For more information about weighting, please see Appendix E.



VII. How the World Bank Group Operates (continued)

The World Bank Group's Work in Burundi: Collaboration

- **Collaboration:** Respondents who collaborate with the WBG had significantly higher levels of agreement that the WBG is aligned with the development priorities for Burundi compared to respondents who do not collaborate with the WBG.



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

*(*Significantly different between collaborators and non-collaborators with the WBG)*

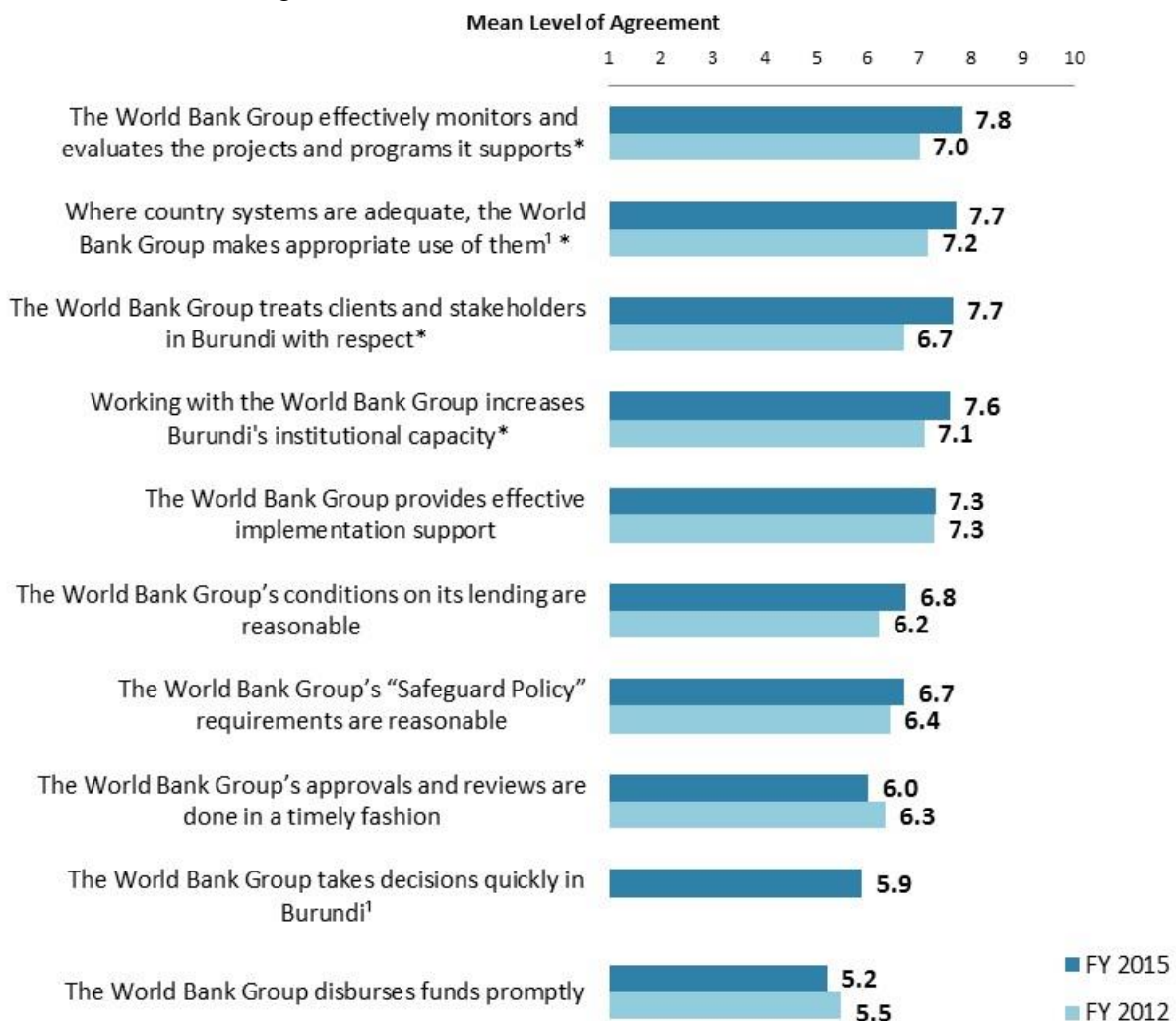
¹Indicator Question



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparisons⁷

- **Year comparison:** Respondents in this year's Country Survey had significantly higher levels of agreement with a number of statements compared to respondents in the FY'12 Country Survey (see the chart below for details).
- **Stakeholder groups:** Respondents from the office of the President/Prime Minister/Minister had the highest levels of agreement that "*the WBG takes decisions quickly in Burundi*" (indicator question), whereas respondents from the media had significantly lower levels of agreement.



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

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

(*Significantly different between FY 2015 and FY 2012)

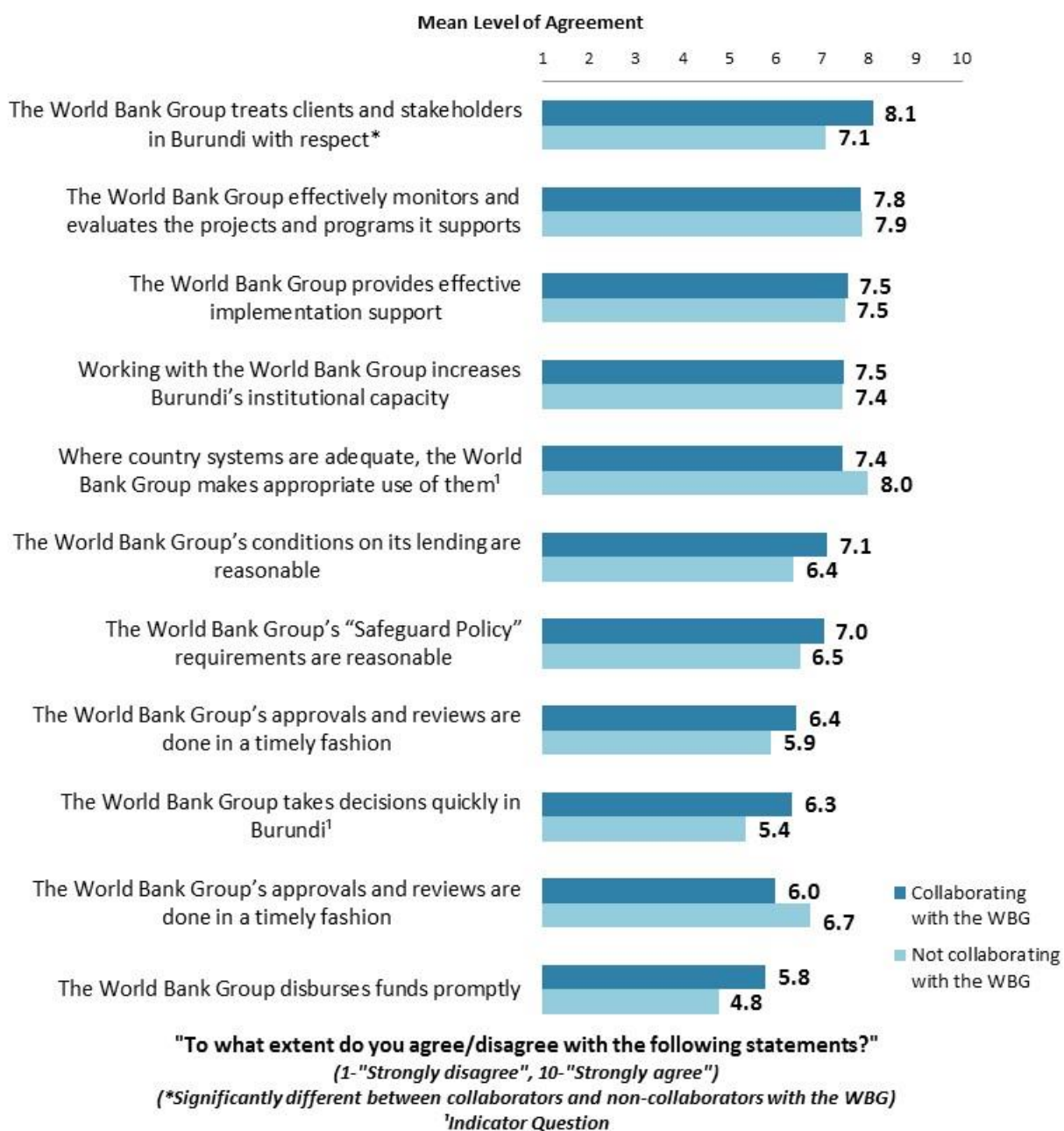
¹Indicator Question

⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration





VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁸

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for the WBG's "*collaboration with other donors and development partners*", "*collaboration with the Government*", "*being inclusive*", and "*openness*" compared to respondents in the FY'12 Country Survey.
- **Stakeholder groups:** There were significant differences across stakeholder groups in their ratings of the WBG qualities as a development partner (see Appendix B for details).



"To what extent is the WBG an effective development partner in Burundi, in terms of each of the following?" (1-"To no degree at all", 10-"To a very significant degree")

(*Significantly different between FY 2015 and FY 2012)

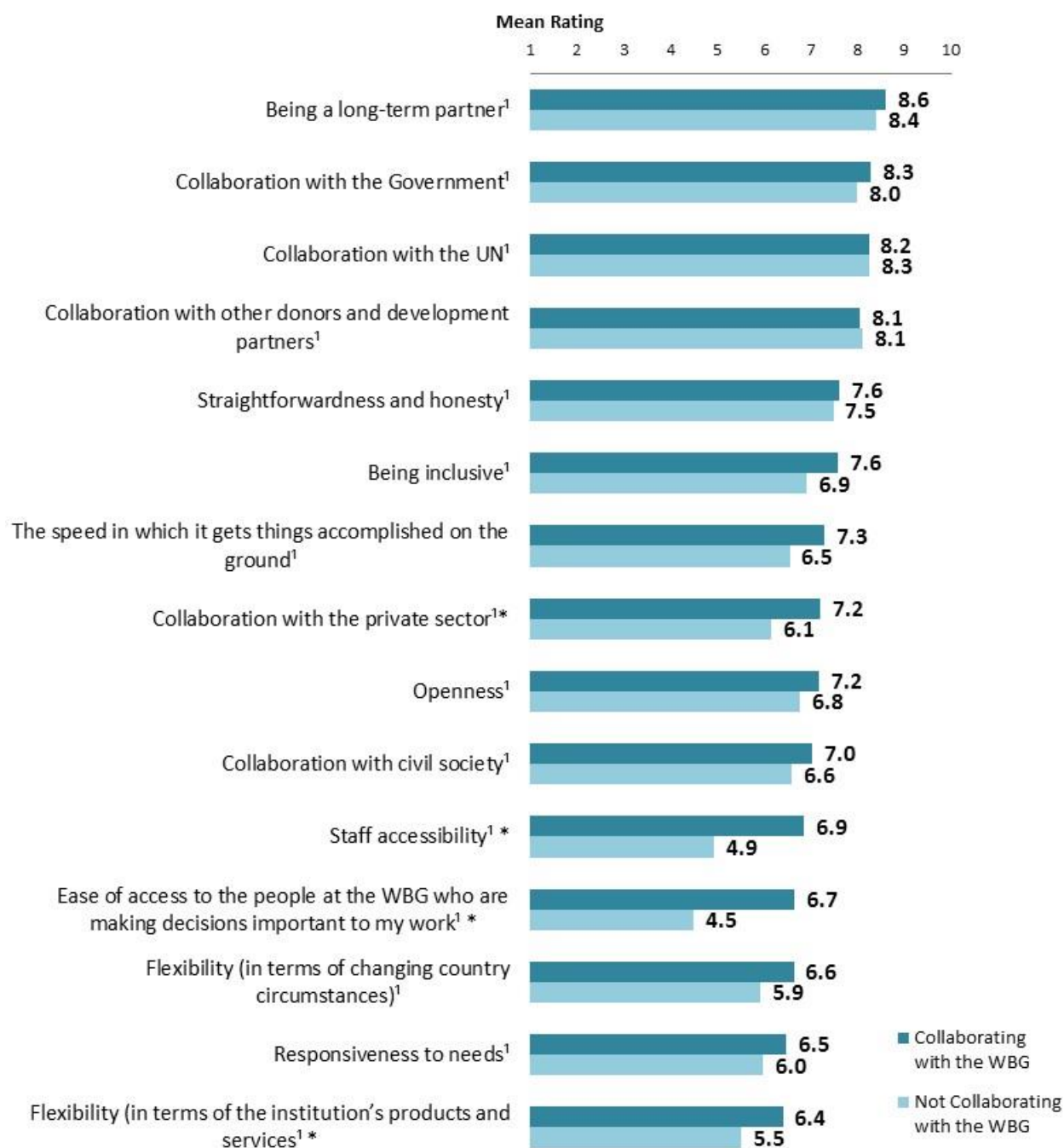
¹Indicator Question

⁸ All means in this 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 WBG an effective development partner in Burundi, 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 with the WBG)*

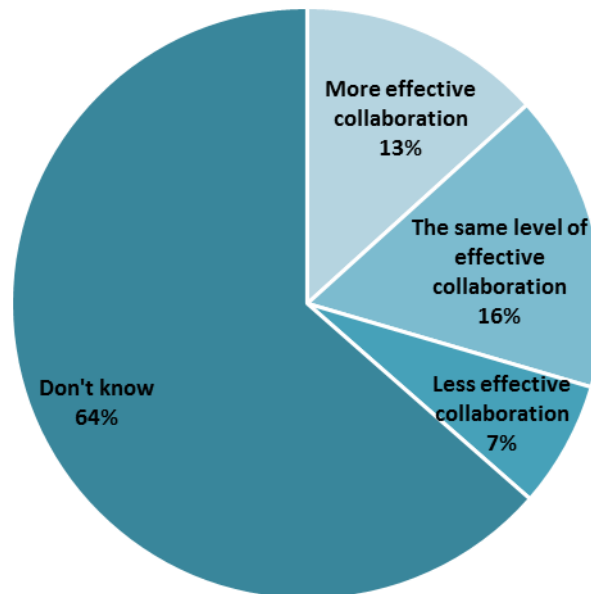
'Indicator Question



VII. How the World Bank Group Operates (continued)

Collaboration between the UN and the WBG

Percentage of Respondents (N=203)



"In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country?"
(Respondents chose from a list.)

Internal Measuring and Monitoring

Mean Rating

1 2 3 4 5 6 7 8 9 10

All Respondents



6.2

"To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?" (1- "To no degree at all", 10- "To a very significant degree")

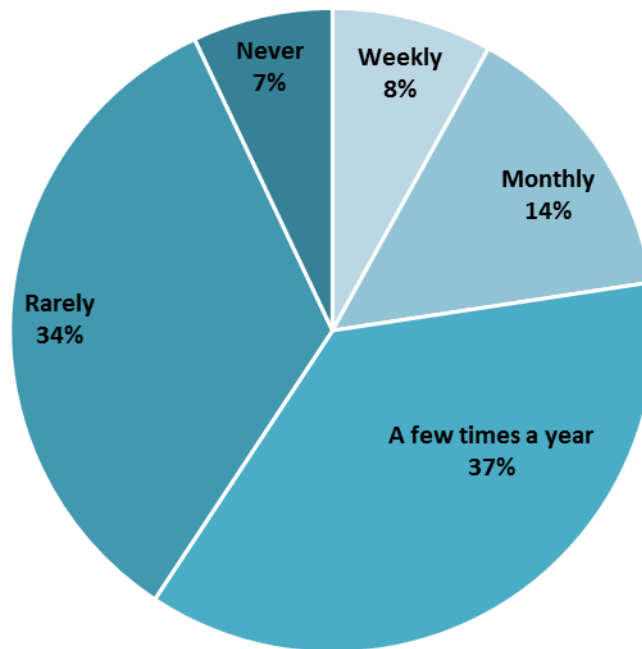


VIII. World Bank Group's Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities

- **Collaboration:** Respondents who collaborate with the WBG indicated significantly more frequent usage of the WBG's knowledge work and activities (percentage of respondents = 42% weekly/monthly) compared to respondents who do not collaborate with the WBG (percentage of respondents = 9% weekly/monthly).

Percentage of Respondents (N=199)

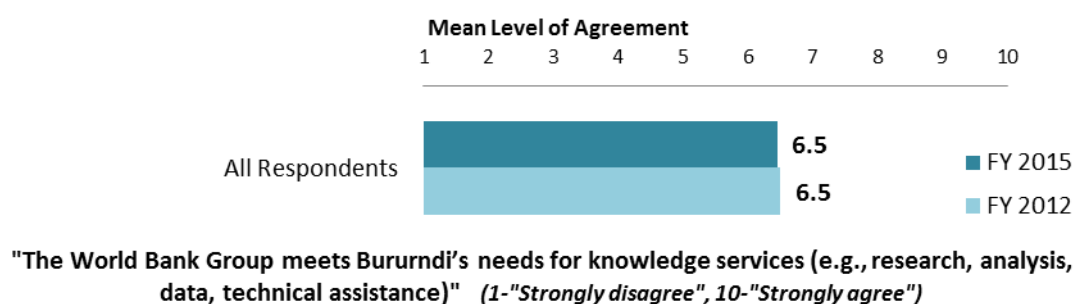


"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)



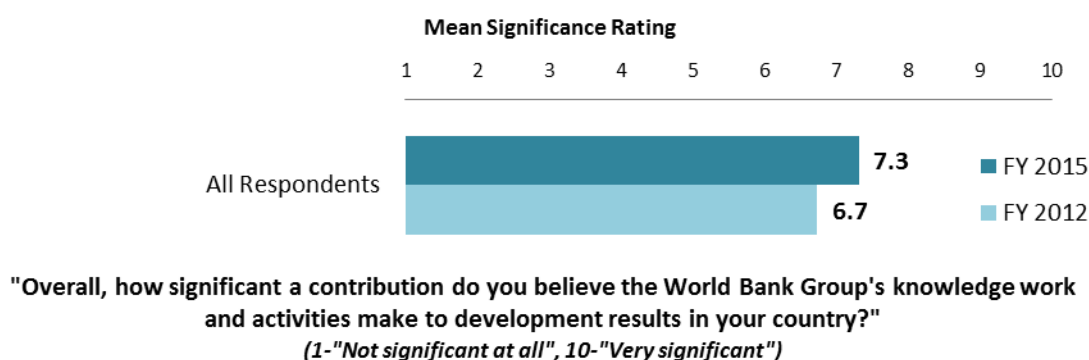
VIII. World Bank Group's Knowledge and Instruments (continued)

Meeting Burundi's Knowledge Needs⁹ (Indicator Question)



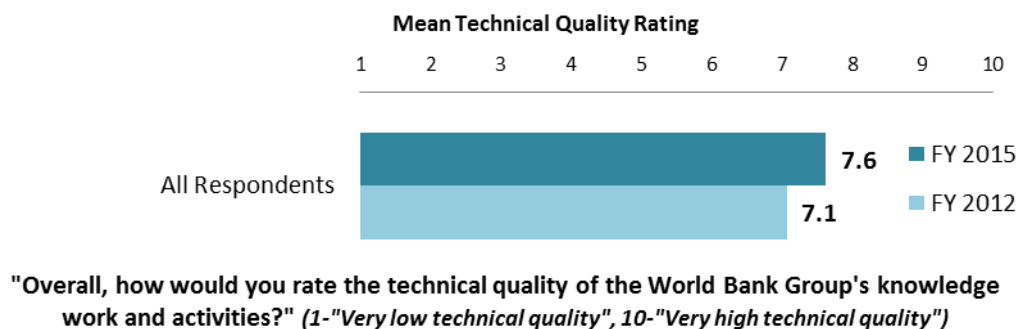
Contribution of the WBG's Knowledge Work and Activities (Indicator Question)

- Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the level of contribution the WBG's knowledge work and activities make to the development results in Burundi compared to respondents in FY'12 Country Survey.



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

- Year comparison:** Respondents in this year's Country Survey had significantly higher ratings for the technical quality of the WBG's knowledge work and activities compared to respondents in FY'12 Country Survey.



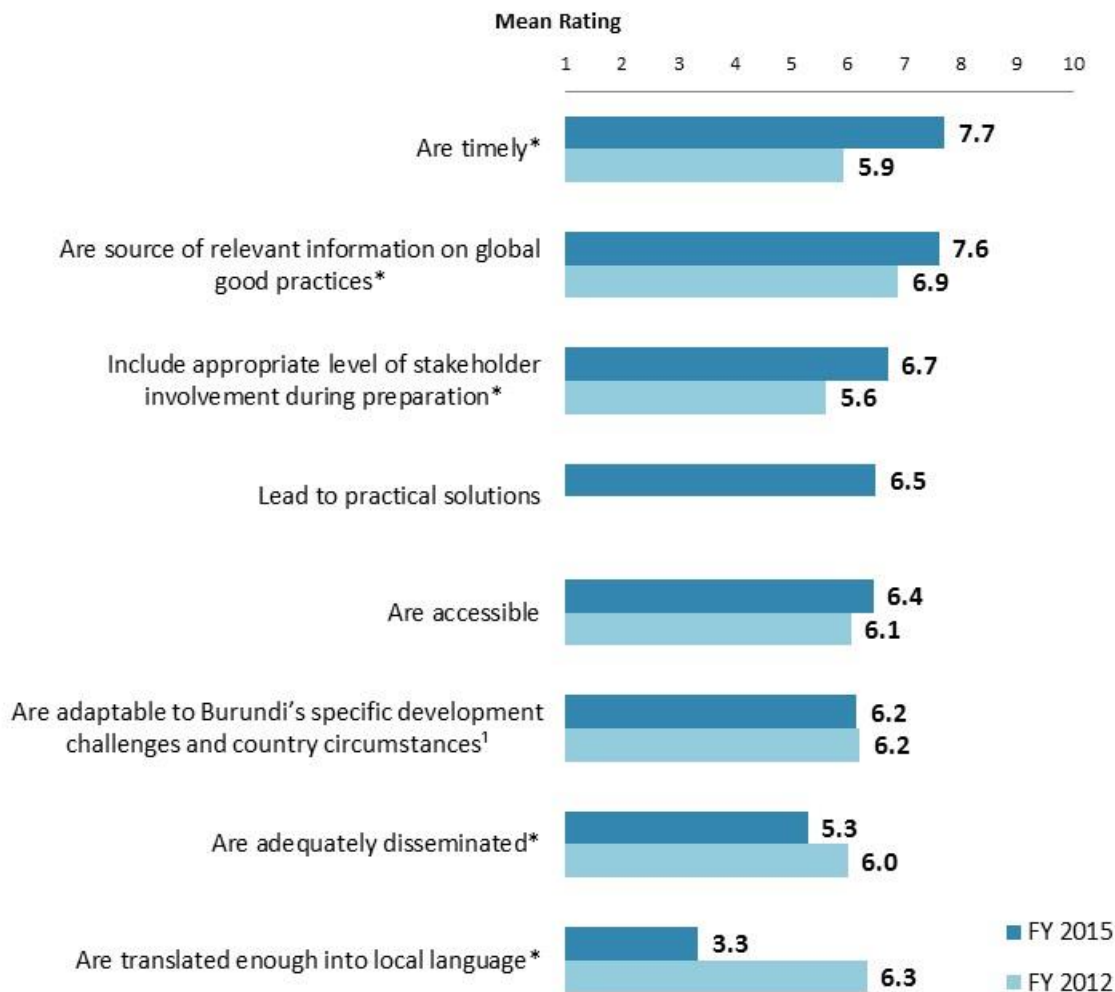
⁹All means in the charts on this page were calculated based on weighted data.



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

Qualities of the WBG's Knowledge Work and Activities¹⁰

- **Year comparison:** As indicated in the chart below, respondents in this year's Country Survey gave significantly higher ratings for a number of qualities of the WBG's knowledge work and activities compared to respondents in the FY'12 Country Survey.



"In Burundi, 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 2015 and FY 2012)

¹Indicator Question

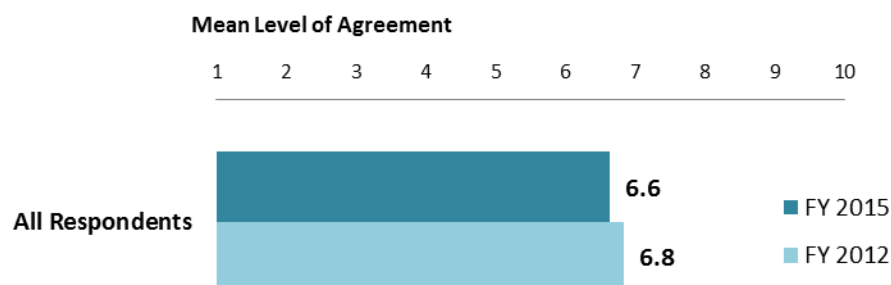
¹⁰All means in this chart were calculated based on weighted data.



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

Meeting Burundi's Needs for Financial Instruments¹¹ (*Indicator Question*)

- **Stakeholder groups:** Respondents from "Other" organizations had the highest levels of agreement that the WBG's financial instruments meet the needs of Burundi, whereas respondents from the media had significantly lower levels of agreement.



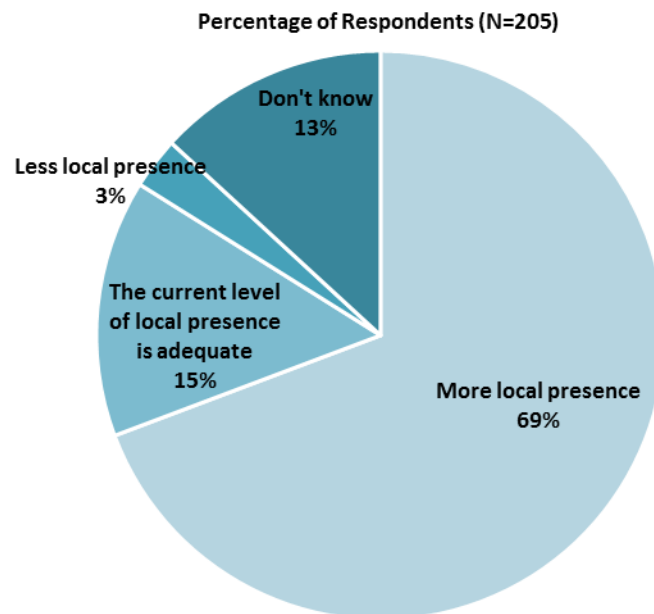
"The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi"
(1-"Strongly disagree", 10-"Strongly agree")

¹¹ Means in this chart were calculated based on weighted data.



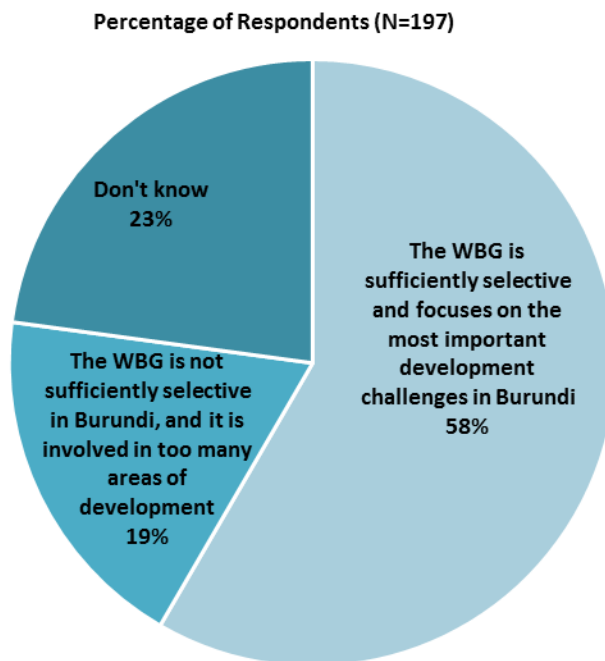
IX. The Future Role of the World Bank Group in Burundi

The World Bank Group's Local Presence in Burundi



"To be a more effective development partner in Burundi, do you believe that the World Bank Group should have...?" (Respondents chose from a list.)

Selectivity of the World Bank Group's Support



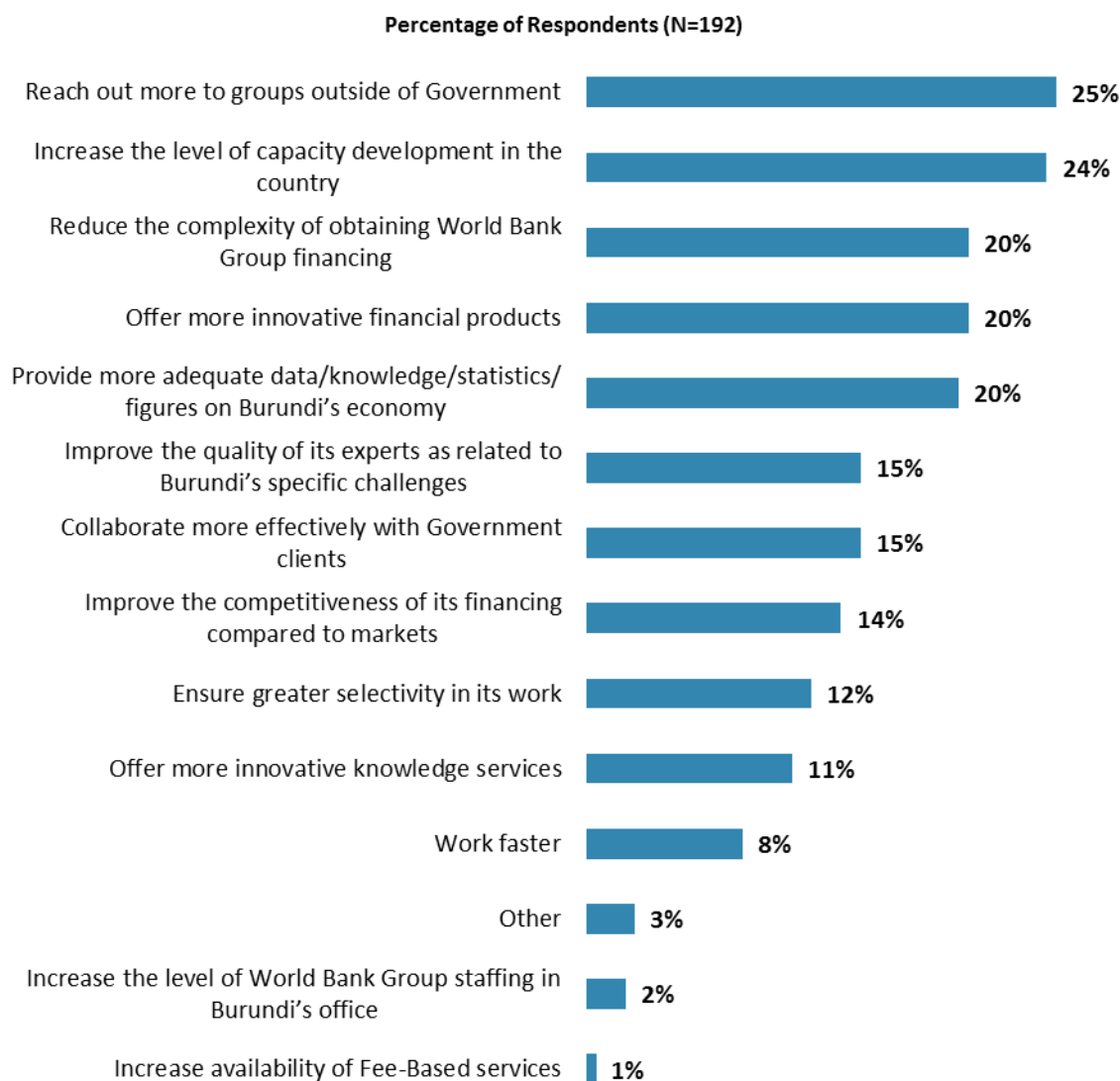
"Which of the following best describes the World Bank Group's support in Burundi?" (Respondents chose from a list.)



IX. The Future Role of the WBG in Burundi (continued)

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (50%) to make itself of greater value in Burundi.
- **Stakeholder groups:** Respondents from the media, academia, and CSOs were significantly more likely to indicate that the WBG should “*reach out more to groups outside of Government*” compared to respondents from other stakeholder groups.



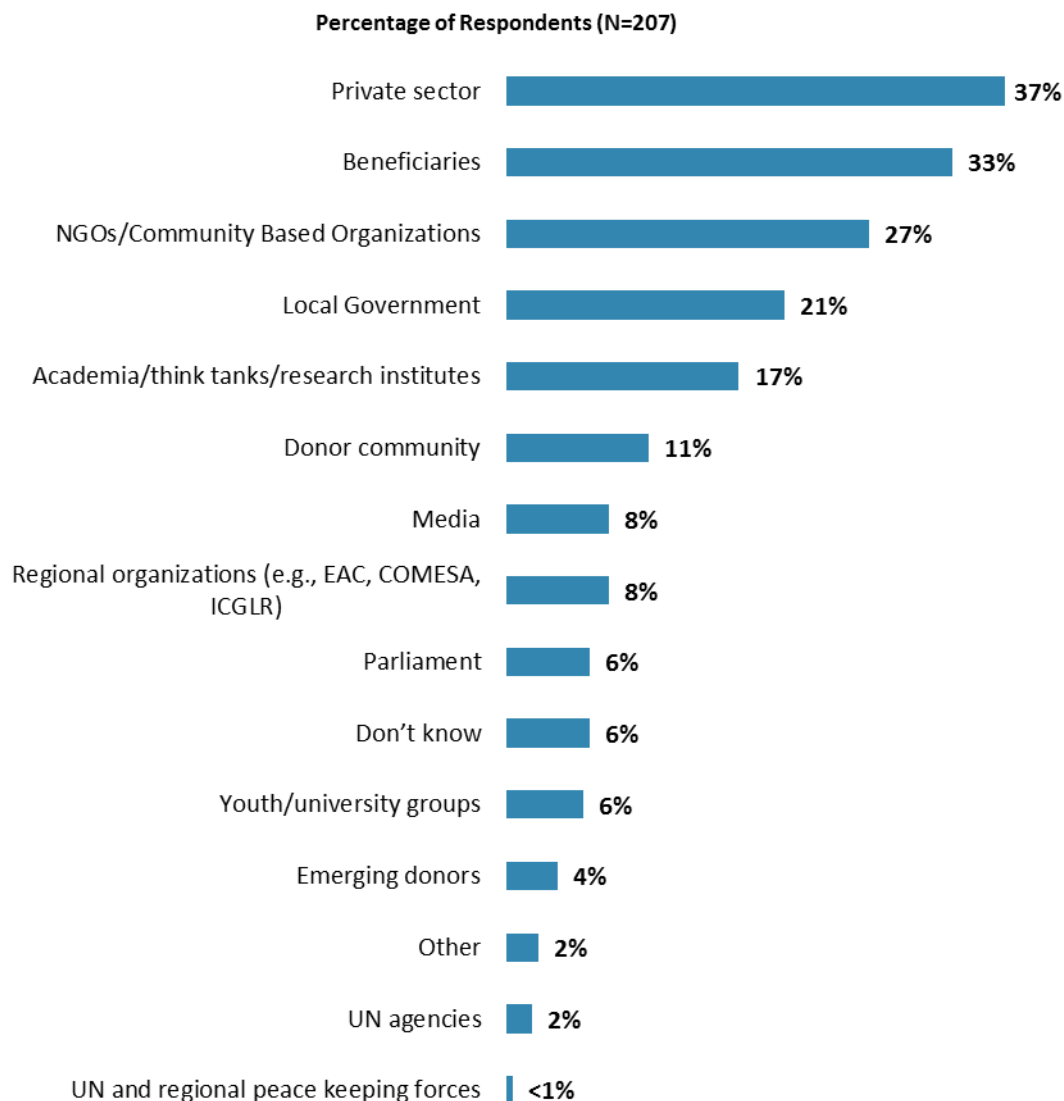
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Burundi (continued)

World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should work more with “*beneficiaries*” (40%), “*community based organizations*” (32%), and “*private sector*” (31%) to ensure better development results in Burundi.



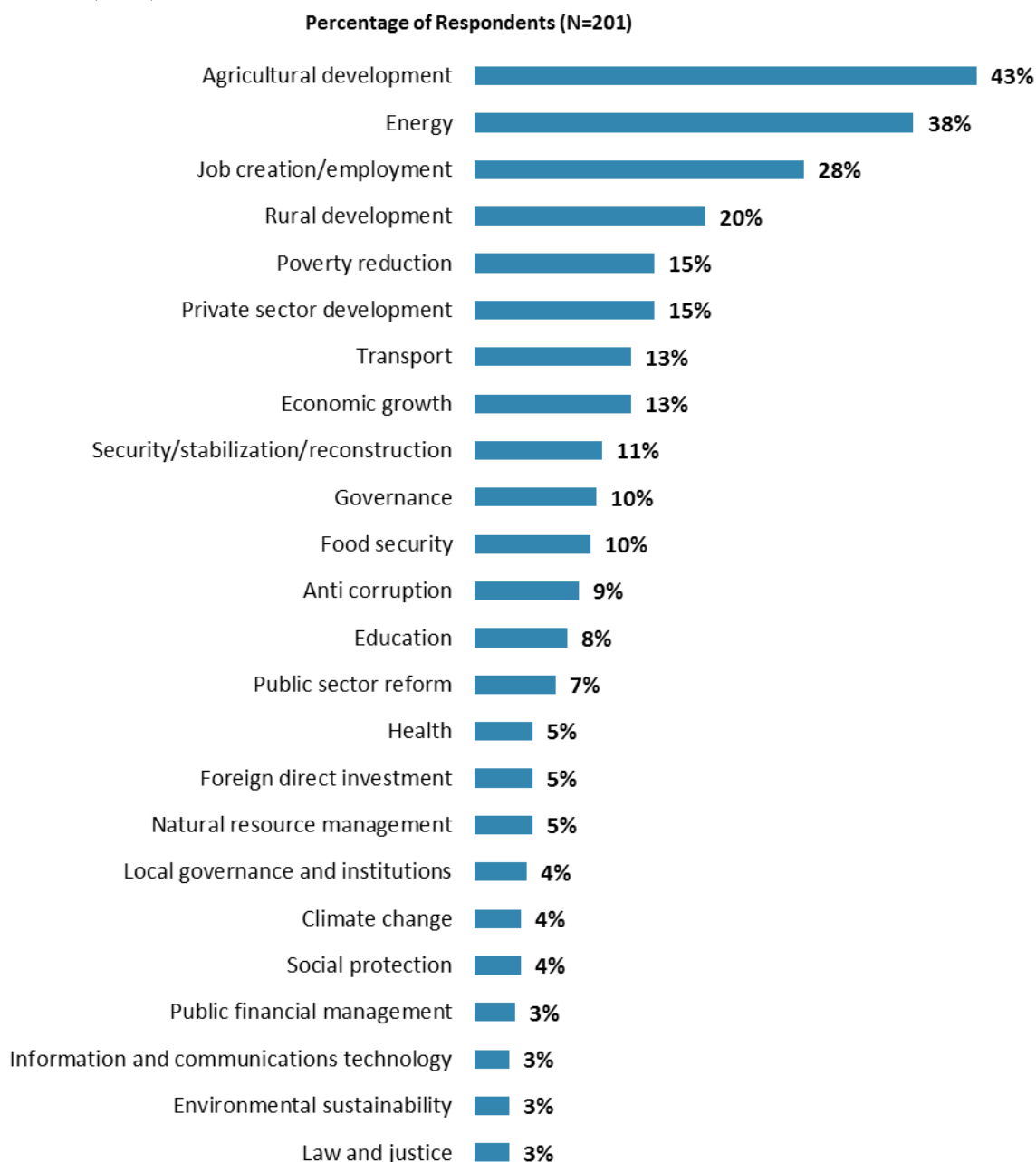
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Burundi (continued)

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that the World Bank should focus its resources on “*rural development*” (35%), “*energy*” (32%), and “*education*” (29%).

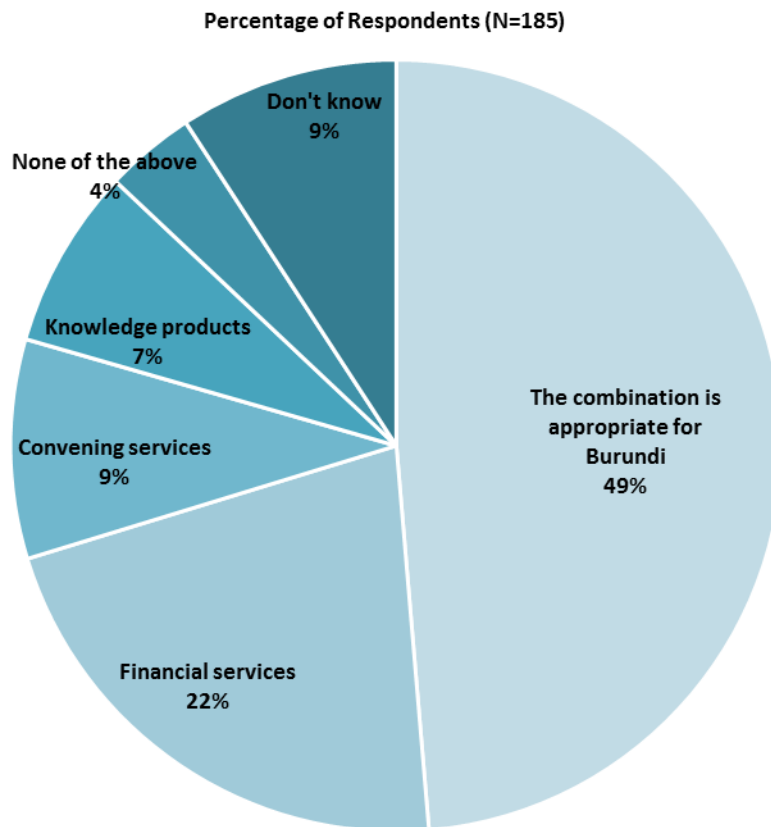


“When thinking about how the World Bank Group can have the most impact on development results in Burundi, in which sectoral areas do you believe the WBG should focus most of its resources in Burundi? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 24 of 37 response options shown.)



IX. The Future Role of the WBG in Burundi (continued)

Future Combination of the WBG services

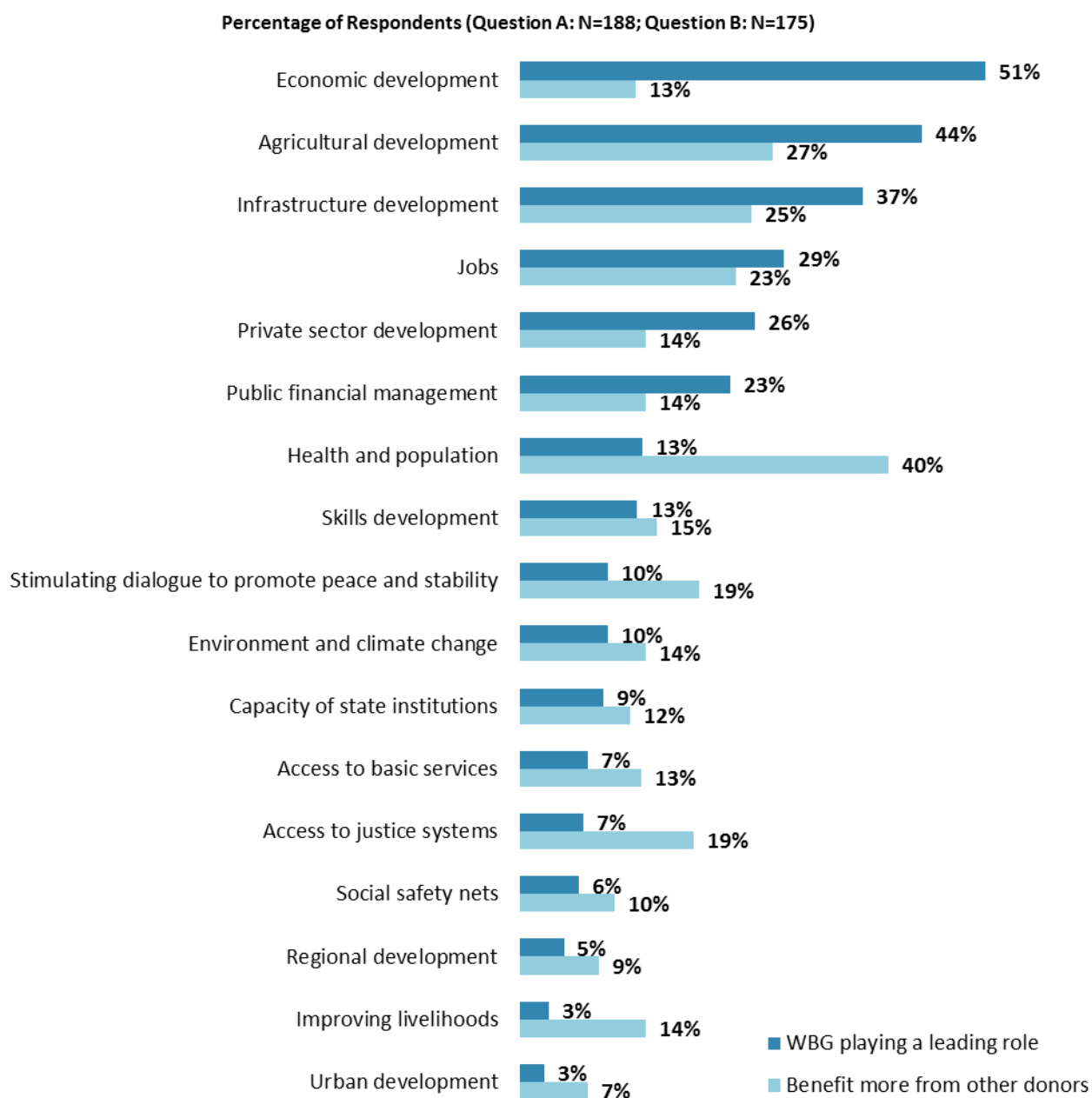


"When considering the combination of services that the World Bank Group offers in Burundi, and taking into account its limited level of resources, which ONE of the following do you believe the WBG should offer more of in Burundi?" (Respondents chose from a list.)



IX. The Future Role of the WBG in Burundi (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 Burundi?"

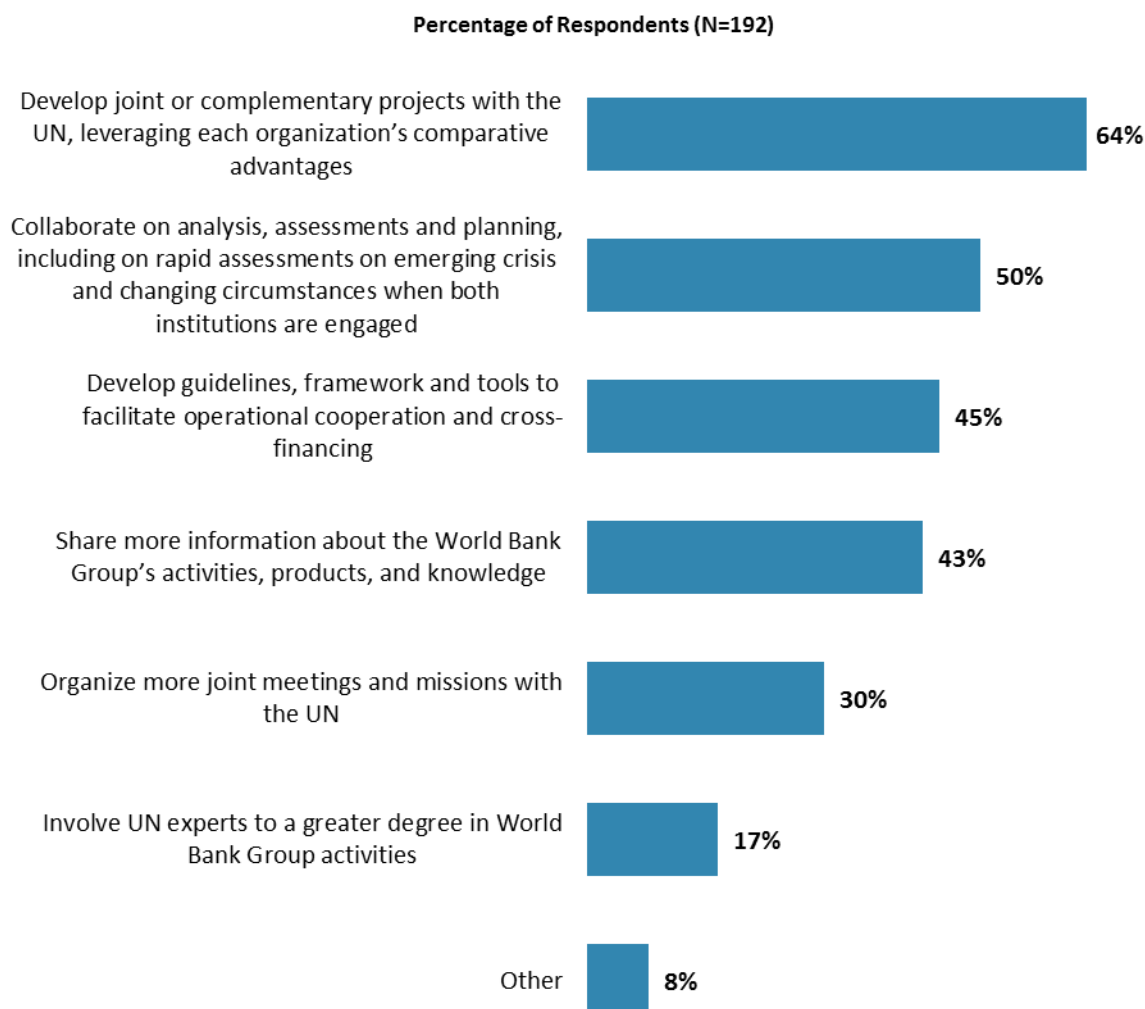
B: "Which THREE areas below would benefit most from other donors in Burundi?"

(Respondents chose from a list. Responses combined.)



IX. The Future Role of the WBG in Burundi (continued)

Future Collaboration between the UN and the WBG



"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)

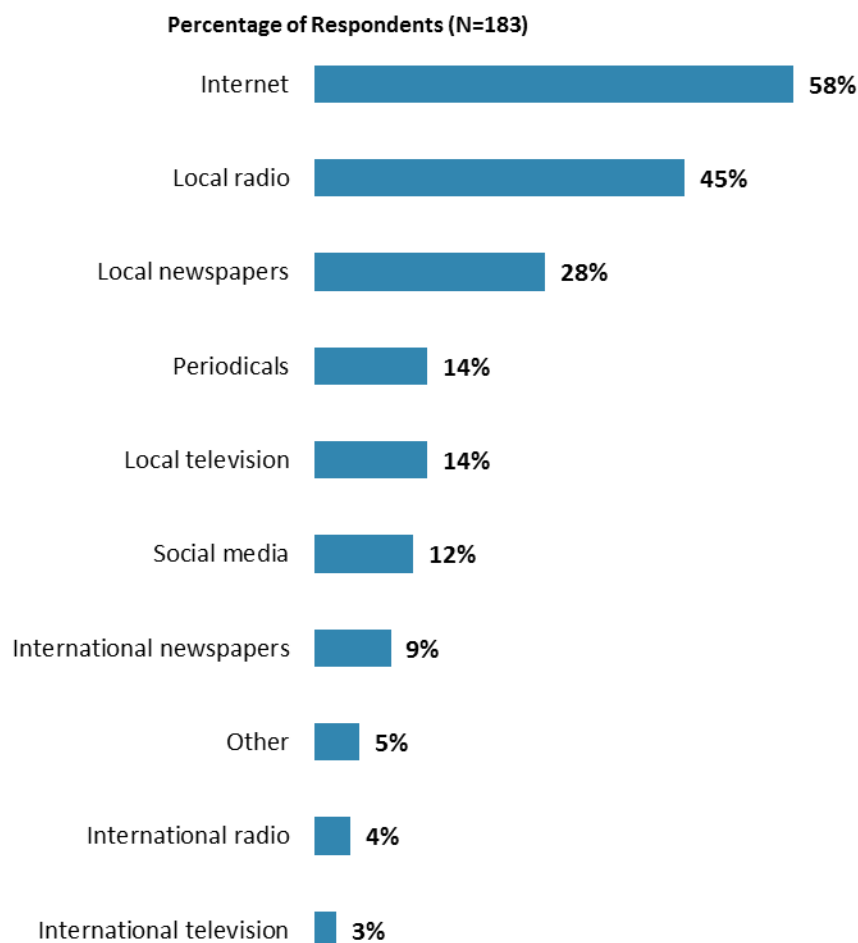


X. Communication and Outreach

Note: When considering the World Bank Group's future outreach with key constituencies, please see Appendix B (page 70) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they got most of their information about economic and social development issues in Burundi from “local radio” (48%), “local newspapers” (43%), and “internet” (37%).



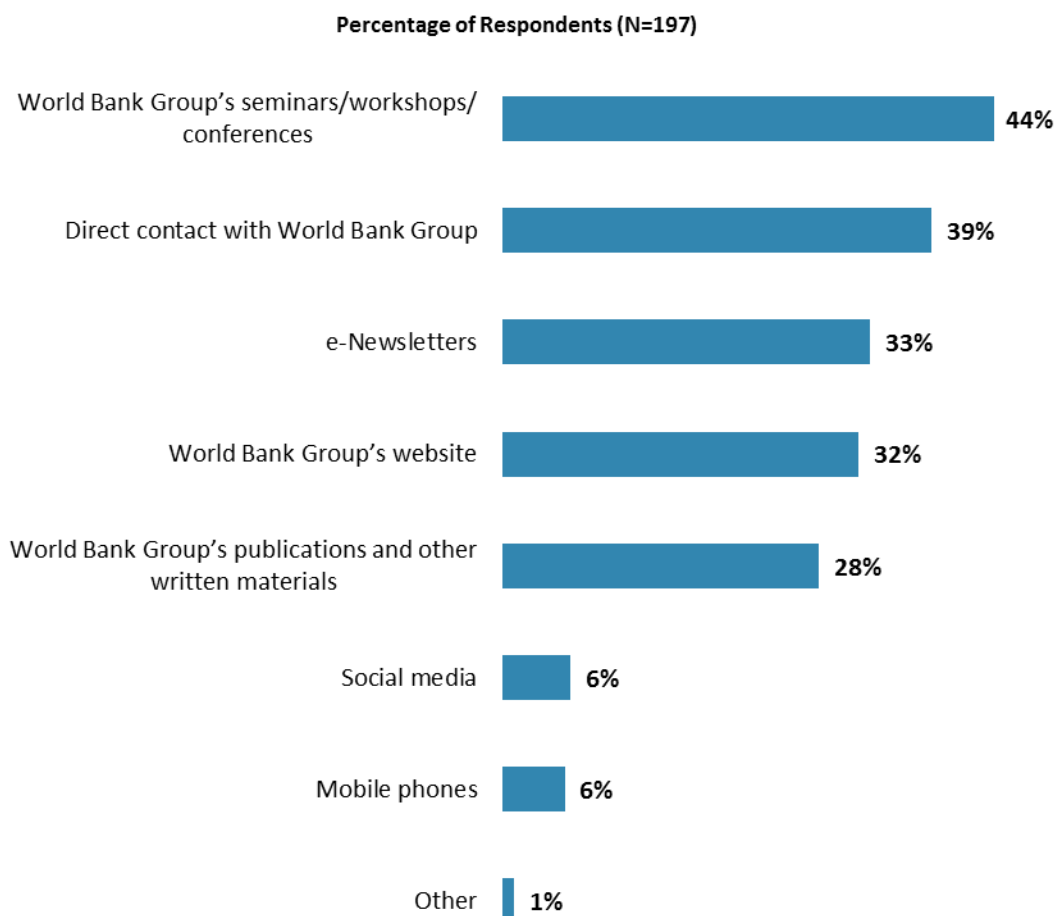
"How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the FY'12 Country Survey indicated that they would prefer to receive information from the World Bank through its “*seminars/workshops/conferences*” (46%) and “*World Bank website*” (38%).



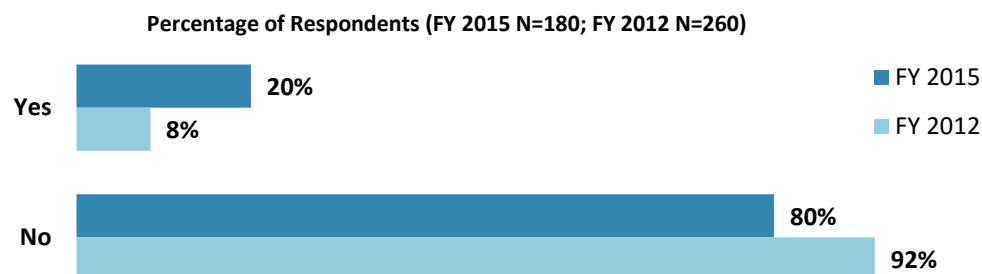
"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



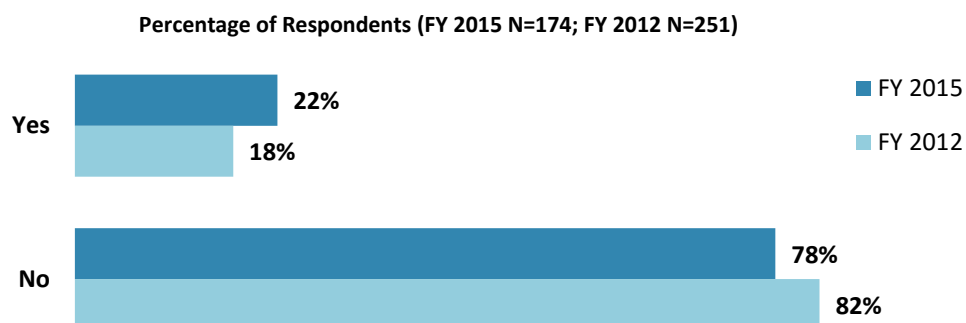
X. Communication and Outreach (continued)

Access to Information¹²

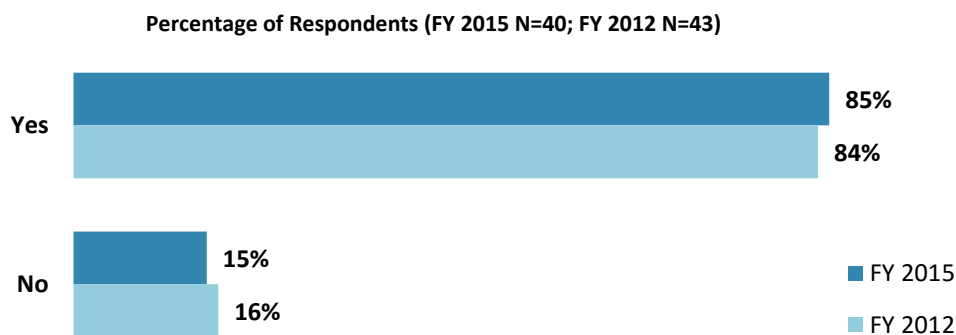
- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to be aware of the WBG's access to information policy than respondents in the FY'12 Country Survey.



"Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?"



"Have you requested information from the World Bank Group on its activities in the past year?"



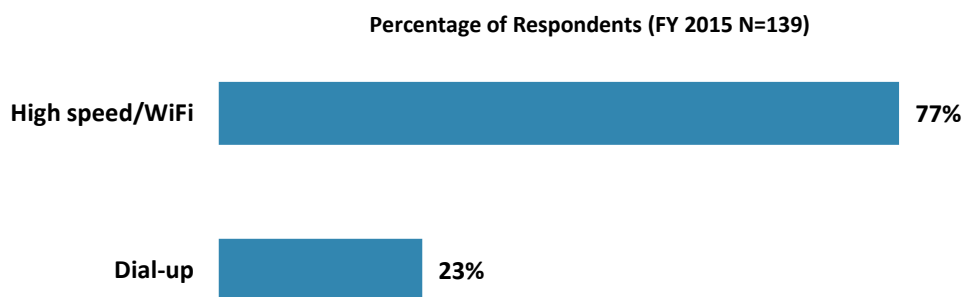
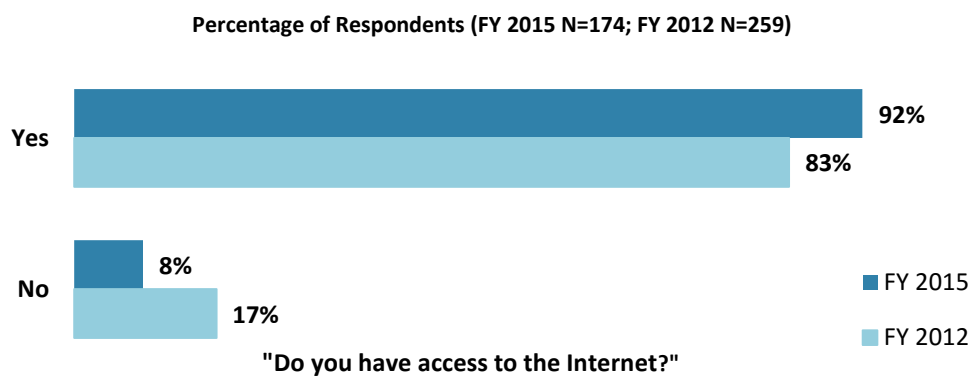
"Were you able to obtain this information?"

¹²All percentages presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

Access to the Internet¹³



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

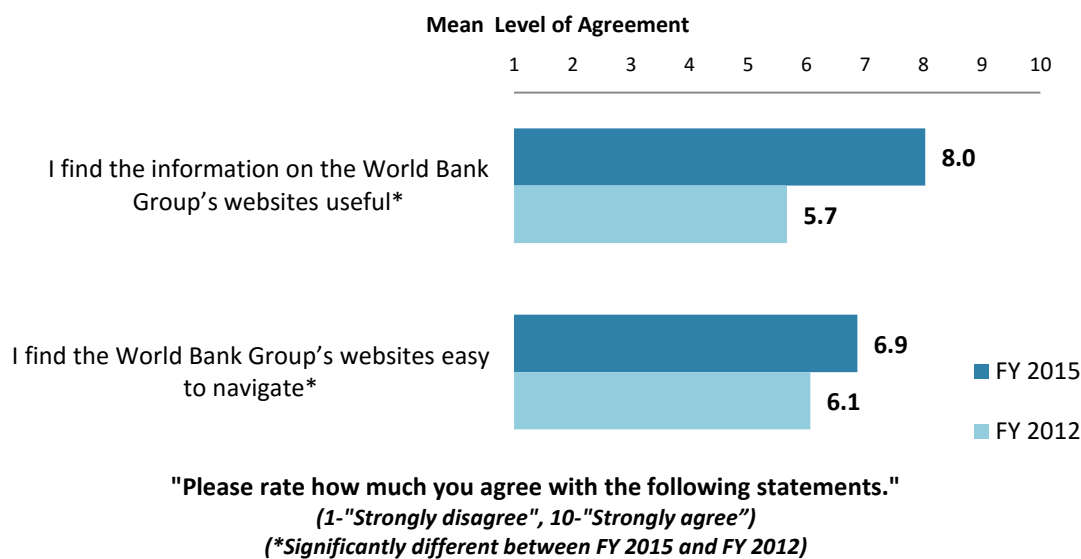
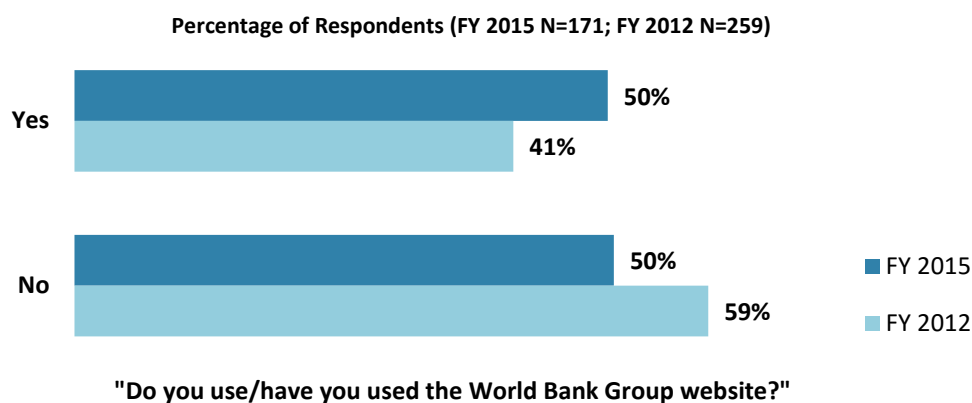
¹³ Percentages presented in this chart were calculated based on weighted data.



X. Communication and Outreach (continued)

WBG Website Usage¹⁴

- **Year comparison:** Respondents in this year's Country Survey were significantly more likely to use or have used the WBG website than respondents in the FY'12 Country Survey.



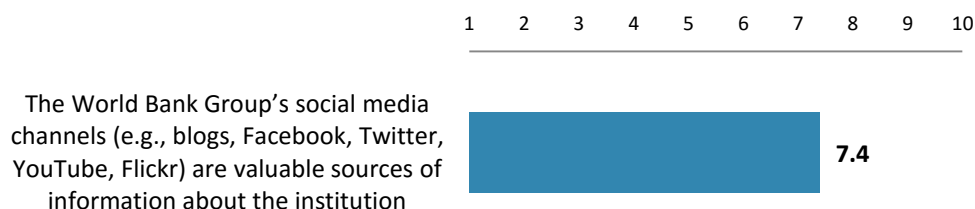
¹⁴ All percentages and means presented in the charts on this page were calculated based on weighted data.



X. Communication and Outreach (continued)

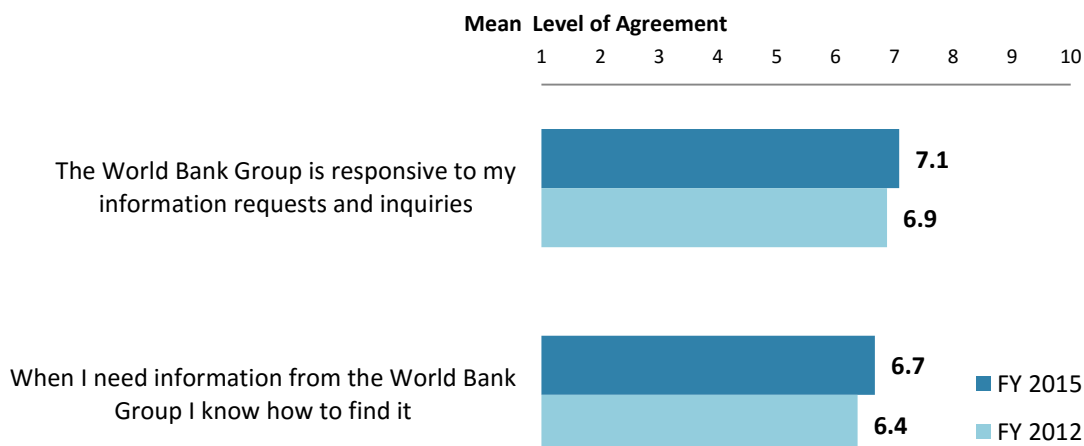
Evaluation of the WBG's Social Media Channels

Mean Level of Agreement (FY 2015 N = 84)



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

Information Sharing¹⁵



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

¹⁵ Means in the chart were calculated based on weighted data.



XI. Appendices

A. Responses to All Questions across All Respondents.....	51
B. Responses to All Questions by Stakeholder Groups.....	68
C. Responses to Indicator Questions by Geographic Location.....	91
D. Responses to Selected Questions by Level of Collaboration with the World Bank Group	94
E. Responses to Selected Questions by Year.....	101
F. Indicator Questions as a Function of Exposure to the WBG	106
G. WBG Country Opinion Survey FY15 – Burundi Questionnaire	107

Burundi





Appendix A: Responses to All Questions across All Respondents (N=209)

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 Burundi

1. In general would you say that Burundi is headed in ... ?	Percentage of Respondents (N=196)
The right direction	55.6%
The wrong direction	23.5%
Not sure	20.9%
2. Listed below are a number of development priorities in Burundi. Please identify which of the following you consider the most important development priorities in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=204)
Governance	31.4%
Food security	31.4%
Energy	30.4%
Poverty reduction	19.1%
Education	17.2%
Agricultural development	16.7%
Job creation/employment	15.2%
Private sector development	14.7%
Security/stabilization/reconstruction	12.7%
Rural development	11.8%
Anti corruption	11.3%
Social protection	9.3%
Law and justice	8.3%
Economic growth	7.8%
Global/regional integration	7.4%
Public sector reform	6.9%
Local governance and institutions	6.4%
Health	4.9%
Transport	3.9%
Public financial management	3.9%
Crime and violence	3.4%
Information and communications technology	3.4%
Climate change	2.9%
Foreign direct investment	2.9%
Natural resource management	2.5%
Trade and exports	2.5%
Gender equity	2.5%
Financial markets	2.0%
Water and sanitation	2.0%
Regional conflict and tensions	1.5%
Communicable/non-communicable diseases	1.0%
Urban development	0.5%
Environmental sustainability	0.5%
Equality of opportunity	0.5%
Social cohesion	0.5%
Regulatory framework	0.5%
Disaster management	0.0%

**A. General Issues Facing Burundi (continued)**

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 Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=209)
Economic growth	37.8%
Rural development	25.8%
Agricultural development	25.8%
Private sector development	25.4%
Job creation/employment	23.9%
Energy	22.0%
Governance	17.2%
Anti corruption	12.9%
Food security	11.5%
Local governance and institutions	9.6%
Natural resource management	8.6%
Education	7.2%
Transport	6.7%
Security/stabilization/reconstruction	6.2%
Public financial management	5.7%
Law and justice	5.7%
Information and communications technology	5.7%
Trade and exports	5.3%
Urban development	4.3%
Health	3.8%
Water and sanitation	3.3%
Social protection	3.3%
Foreign direct investment	3.3%
Climate change	2.9%
Equality of opportunity	2.9%
Gender equity	1.9%
Crime and violence	1.9%
Communicable/non-communicable diseases	1.9%
Public sector reform	1.4%
Environmental sustainability	1.4%
Regional conflict and tensions	1.4%
Financial markets	1.4%
Regulatory framework	0.5%
Social cohesion	0.5%
Global/regional integration	0.5%
Disaster management	0.0%

**A. General Issues Facing Burundi (continued)**

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 Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=179)
Consistent economic growth	35.2%
Better employment opportunities for young people	31.8%
Greater access to micro-finance for the poor	24.6%
Better entrepreneurial opportunities	22.9%
Education and training that better ensure job opportunity	16.2%
Greater equity of fiscal policy	13.4%
Better opportunity for the poor who live in rural areas	11.7%
Greater access to health and nutrition for citizens	11.2%
A growing middle class	8.9%
Greater voice and participation for citizens to help ensure greater accountability	6.1%
Better employment opportunities for women	5.0%
More reliable social safety net	4.5%
Better opportunity for the poor who live in urban areas	3.4%
Better quality public services	2.8%
Other	1.1%

B. Overall Attitudes toward the World Bank Group

Familiarity	N	DK	Mean	SD
1. How familiar are you with the work of the World Bank Group in Burundi? (1-Not familiar at all, 10-Extremely familiar)	175	0	6.21	2.45
Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Burundi? (1-Not effective at all, 10-Very effective)	170	28	6.69	2.44
Staff Preparedness	N	DK	Mean	SD
3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	149	50	7.30	2.37

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

4. When thinking about how the World Bank Group can have the most impact on development results in Burundi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=201)
Agricultural development	43.3%
Energy	37.8%
Job creation/employment	28.4%
Rural development	19.9%
Poverty reduction	15.4%
Private sector development	15.4%
Transport	13.4%
Economic growth	13.4%
Security/stabilization/reconstruction	10.9%
Governance	10.4%
Food security	10.0%
Anti corruption	9.0%
Education	8.0%
Public sector reform	7.0%
Health	5.0%
Foreign direct investment	5.0%
Natural resource management	5.0%
Local governance and institutions	4.5%
Climate change	4.0%
Social protection	4.0%
Public financial management	3.5%
Information and communications technology	3.0%
Environmental sustainability	3.0%
Law and justice	3.0%
Social cohesion	2.5%
Global/regional integration	2.5%
Equality of opportunity	2.0%
Financial markets	1.5%
Water and sanitation	1.5%
Gender equity	1.5%
Regional conflict and tensions	1.0%
Communicable/non-communicable diseases	1.0%
Urban development	1.0%
Crime and violence	0.5%
Trade and exports	0.5%
Regulatory framework	0.0%
Disaster management	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 Burundi?	Percentage of Respondents (N=164)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	34.1%	9.1%	43.3%
Policy advice, studies, analyses	20.7%	15.9%	36.6%
Technical assistance	5.5%	20.7%	26.2%
Mobilizing third party financial resources	14.0%	10.4%	24.4%
Strategy formulation	6.1%	13.4%	19.5%
Capacity development	5.5%	11.0%	16.5%
Donor coordination	4.3%	7.9%	12.2%
Convening/facilitating	5.5%	6.1%	11.6%
Data and statistics	6.1%	3.7%	9.8%
Linkage to non-Bank expertise	0.6%	3.0%	3.7%
Other	2.4%	0.6%	3.0%

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Burundi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
6. Project implementation (or other organizational strengthening)	138	53	6.95	2.26
7. Citizen engagement (incorporating citizens' voices into development)	116	69	5.95	2.70
8. Policy design (for clarity and better incentives to achieve development goals)	130	59	7.42	2.17

When thinking about how to improve capacity building in Burundi to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
9. Project implementation (or other organizational strengthening)	159	36	8.10	2.09
10. Citizen engagement (incorporating citizens' voices into development)	144	46	8.33	2.12
11. Policy design (for clarity and better incentives to achieve development goals)	147	42	8.44	2.07

12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=188)
World Bank Group's processes too complex	22.9%
Not enough public disclosure of its work	20.2%
Not collaborating enough with stakeholders outside the Government	19.7%
Too influenced by developed countries	14.9%
Not willing to honestly criticize policies and reform efforts in the country	12.8%
Imposing technocratic solutions without regard to political realities	12.8%
Not focused enough on issues that are unique to post-conflict countries	12.2%
Its advice and strategies do not lend themselves to practical problem solving	11.2%
Don't know	10.6%
Staff too inaccessible	9.6%
Not adequately sensitive to political/social realities in Burundi	9.0%
World Bank Group's processes too slow	8.5%
Not aligned with country priorities	4.8%
Other	4.8%
Inadequate number of World Bank Group staff members located in the country	3.2%
Not client focused	2.7%
Not aligned with other donors' work	2.1%
Not exploring alternative policy options	2.1%
Arrogant in its approach	1.6%
The credibility of its knowledge/data	1.6%

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

13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=196)
Investment lending	56.6%
Capacity development	31.6%
Policy based lending / budget support to the Government	23.0%
Technical assistance	19.9%
Multi-sectoral approaches	17.9%
Don't know	8.7%
Knowledge products/services	8.7%
Co-financing arrangements	5.6%
Trust Fund management	5.1%
Emergency Recovery lending	4.1%
Other	3.6%
Sector-wide approaches	3.1%

14. To what extent do you believe that the World Bank Group's work and support help the poorest in Burundi? (Choose only ONE response)	Percentage of Respondents (N=159)
To a fully sufficient degree	6.3%
To a somewhat sufficient degree	39.0%
To a somewhat insufficient degree	20.8%
To a very insufficient degree	11.9%
Don't know	22.0%

15. 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; N=207)
Private sector	37.2%
Beneficiaries	33.3%
NGOs/Community Based Organizations	27.1%
Local Government	20.8%
Academia/think tanks/research institutes	17.4%
Donor community	10.6%
Media	7.7%
Regional organizations (e.g., Eastern Africa Community (EAC), Common Market for Eastern and Southern Africa (COMESA), International Conference on the Great Lakes Region (ICGLR))	7.7%
Parliament	6.3%
Don't know	6.3%
Youth/university groups	5.8%
Emerging donors	3.9%
Other	2.4%
UN agencies	1.9%
UN and regional peace keeping forces	0.5%
Foundations	0.0%

**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 Burundi? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
16. Overall the World Bank Group currently plays a relevant role in development in Burundi*	177	20	7.55	2.48
17. The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	165	31	6.69	2.44
18. The World Bank Group supports programs and strategies that are realistic for Burundi	178	18	7.30	2.35
19. The World Bank Group treats clients and stakeholders in Burundi with respect	147	48	7.50	2.39

To what extent is the World Bank Group an effective development partner in Burundi, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Level of Agreement			
	N	DK	Mean	SD
20. Responsiveness to needs*	127	59	6.31	2.60
21. Flexibility (in terms of the institution's products and services)*	120	67	5.96	2.36
22. Flexibility (in terms of changing country circumstances)*	128	54	6.20	2.40
23. Being inclusive*	109	70	7.10	2.44
24. Openness*	135	47	6.94	2.50
25. Staff accessibility*	137	46	5.73	2.78
26. Straightforwardness and honesty*	112	67	7.53	2.27
27. Ease of access to the people at the World Bank Group who are making decisions important to my work*	122	60	5.41	2.78
28. Collaboration with civil society*	118	64	6.79	2.78
29. Collaboration with the UN*	98	83	8.24	2.37
30. Collaboration with the Government*	159	28	8.11	2.20
31. Collaboration with other donors and development partners*	124	62	8.09	1.94
32. Collaboration with the private sector*	131	59	6.69	2.47
33. The speed in which it gets things accomplished on the ground*	121	61	6.92	2.20
34. Being a long-term partner*	136	52	8.47	2.12

35. To be a more effective development partner in Burundi, do you believe that the World Bank Group should have...? (Select only ONE response)	Percentage of Respondents (N=205)
More local presence	69.3%
The current level of local presence is adequate	14.6%
Don't know	13.2%
Less local presence	2.9%

36. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=203)
Don't know	63.5%
The same level of effective collaboration	16.3%
More effective collaboration	13.3%
Less effective collaboration	6.9%

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

37. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute to? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=204)
Inadequate funding	38.2%
Political pressures and obstacles	34.8%
There is not an adequate level of citizen/civil society participation	33.8%
Lack of/inadequate levels of capacity in Government	32.8%
The Government works inefficiently	30.4%
The World Bank Group is not sensitive enough to political/social realities on the ground	23.5%
Reforms are not well thought out in light of country challenges	23.0%
Poor donor coordination	14.2%
Ongoing conflict and instability	13.7%
The World Bank Group does not do adequate follow through/follow-up	13.2%
The World Bank Group works too slowly	11.8%
Other	6.4%

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

1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Burundi? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Energy	182	6	9.38	1.39
2. Poverty reduction	186	4	9.31	1.47
3. Economic growth	182	8	9.12	1.64
4. Agricultural development	180	9	9.10	1.67
5. Governance	170	11	9.01	1.51
6. Job creation/employment	181	11	8.91	1.88
7. Anti corruption	172	11	8.86	1.82
8. Education	178	11	8.84	2.16
9. Rural development	181	9	8.82	1.88
10. Private sector development	176	9	8.77	1.71
11. Transport	172	13	8.74	1.79
12. Water and sanitation	174	11	8.73	1.72
13. Food security	176	12	8.73	1.90
14. Public financial management	167	19	8.69	1.91
15. Environmental sustainability	172	11	8.63	1.83
16. Local governance and institutions	164	18	8.62	1.81
17. Natural resource management	170	15	8.59	1.75
18. Health	173	11	8.53	2.29
19. Trade and exports	162	19	8.47	1.99
20. Public sector reform	165	15	8.45	2.00
21. Global/regional integration	164	21	8.32	1.93
22. Foreign direct investment	157	26	8.27	2.15
23. Information and communications technology	170	16	8.24	2.09
24. Financial markets	159	19	8.18	2.30
25. Security/stabilization/reconstruction	172	15	8.17	2.12
26. Urban development	168	17	8.12	2.15
27. Law and justice	161	24	8.09	2.35
28. Disaster management	167	17	8.03	2.07
29. Regulatory framework	155	29	7.99	2.25
30. Climate change	166	19	7.92	2.30
31. Communicable/non-communicable diseases	167	20	7.72	2.32
32. Equality of opportunity	167	21	7.69	2.35
33. Social protection	166	19	7.43	2.41
34. Social cohesion	159	22	7.42	2.37
35. Gender equity	156	26	7.17	2.31
36. Regional conflict and tensions	150	31	7.02	2.76
37. Crime and violence	144	34	6.72	3.03

**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 Burundi? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Health	126	64	7.37	2.35
2. Poverty reduction	155	39	7.21	2.43
3. Governance	125	60	7.19	2.37
4. Demobilization/disarmament/reintegration	116	70	7.12	2.43
5. Transport	132	58	7.08	2.64
6. Public financial management	107	79	7.04	2.36
7. Water and sanitation	117	69	7.00	2.42
8. Economic growth	141	48	6.95	2.54
9. Energy	130	59	6.89	2.74
10. Education	125	64	6.86	2.61
11. Agricultural development	138	50	6.84	2.60
12. Rural development	122	61	6.84	2.40
13. Urban development	120	65	6.81	2.46
14. Information and communications technology	99	92	6.81	2.51
15. Environmental sustainability	111	76	6.79	2.69
16. Communicable/non-communicable diseases	99	86	6.78	2.74
17. Local governance and institutions	107	76	6.64	2.38
18. Food security	133	54	6.57	2.73
19. Public sector reform	119	68	6.57	2.53
20. Global/regional integration	93	91	6.56	2.35
21. Security/stabilization/reconstruction	112	73	6.54	2.53
22. Private sector development	114	72	6.54	2.60
23. Job creation/employment	127	57	6.54	2.75
24. Regulatory framework	92	95	6.46	2.36
25. Anti corruption	108	81	6.45	2.94
26. Foreign direct investment	76	106	6.18	2.54
27. Gender equity	100	84	6.08	2.23
28. Financial markets	87	94	6.06	2.67
29. Natural resource management	100	83	5.86	2.88
30. Trade and exports	91	91	5.84	2.54
31. Social cohesion	83	98	5.83	2.60
32. Equality of opportunity	85	101	5.79	2.60
33. Climate change	92	89	5.78	2.95
34. Disaster management	91	93	5.74	2.54
35. Regional conflict and tensions	84	101	5.49	2.74
36. Social protection	81	104	4.90	2.79

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

3. Where are the World Bank Group's decisions made primarily that support the program in Burundi? (Select only ONE response)	Percentage of Respondents (N=201)
At the Headquarters (in Washington D.C.)	51.2%
Don't know	40.3%
In the country	8.5%

Achieving Development Results*	N	DK	Mean	SD
4. To what extent does the World Bank Group's work help to achieve development results in Burundi? (1-To no degree at all, 10-To a very significant degree)	160	44	7.02	2.15

Build/Strengthening Existing Country Systems*	N	DK	Mean	SD
5. To what extent does the World Bank Group help to build/strengthen existing country systems in Burundi? (1-To no degree at all, 10-To a very significant degree)	141	63	7.08	2.30

To what extent do you agree with the following statements about the World Bank Group in Burundi? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
6. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi*	143	57	6.71	2.66
7. The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	140	58	6.42	2.61

Measuring and Correcting Work	N	DK	Mean	SD
8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi? (1-To no degree at all, 10-To a very significant degree)	106	94	6.22	2.20

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=199)
Weekly	8.0%
Monthly	14.6%
A few times a year	36.7%
Rarely	33.7%
Never	7.0%

In Burundi, 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	127	63	7.56	2.19
3. Include appropriate level of stakeholder involvement during preparation	127	68	6.55	2.29
4. Lead to practical solutions	133	60	6.41	2.43
5. Are accessible	134	57	6.51	2.65
6. Are source of relevant information on global good practices	140	54	7.59	2.16
7. Are adequately disseminated	143	49	5.27	2.77
8. Are translated enough into local language	133	60	3.45	2.79
9. Are adaptable to Burundi's specific development challenges and country circumstances*	142	50	6.25	2.53

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

Overall Evaluations	N	DK	Mean	SD
2. 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)	161	37	7.33	2.27
3. 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)	151	50	7.70	1.95

E. Working with the World Bank Group

To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
1. The World Bank Group disburses funds promptly	110	86	5.35	2.77
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	150	48	7.87	2.12
3. The World Bank Group's approvals and reviews are done in a timely fashion	117	79	6.10	2.38
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	87	108	6.75	2.06
5. The World Bank Group's conditions on its lending are reasonable	106	91	6.74	2.37
6. The World Bank Group takes decisions quickly in Burundi*	114	81	5.99	2.75
7. Working with the World Bank Group increases Burundi's institutional capacity	144	51	7.43	2.32
8. Where country systems are adequate, the World Bank Group makes appropriate use of them*	113	82	7.55	2.14
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	143	54	7.34	2.54

WBG Promoting PPP in Burundi	N	DK	Mean	SD
10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi? (1-To no degree at all, 10-To a very significant degree)	134	63	6.41	2.53

11. Which of the following best describes the way the World Bank Group operates in Burundi? (Select only one response)	Percentage of Respondents (N=197)
Don't know	36.0%
The World Bank Group's approach to risk is appropriate	35.5%
The World Bank Group does not take enough risk in Burundi	25.4%
The World Bank Group takes too much risk in Burundi	3.0%

12. Which of the following best describes the World Bank Group's support in Burundi? (Select only one response)	Percentage of Respondents (N=197)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Burundi	58.4%
Don't know	22.8%
The World Bank Group is not sufficiently selective in Burundi, and it is involved in too many areas of development	18.8%

Adequate staffing	N	DK	Mean	SD
13. To what extent do you believe the World Bank Group is adequately staffed in Burundi? (1-To no degree at all, 10-To a very significant degree)	105	92	5.40	2.79

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

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=192)
Reach out more to groups outside of Government	25.0%
Increase the level of capacity development in the country	24.5%
Reduce the complexity of obtaining World Bank Group financing	20.3%
Offer more innovative financial products	20.3%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	19.8%
Improve the quality of its experts as related to Burundi's specific challenges	14.6%
Collaborate more effectively with Government clients	14.6%
Improve the competitiveness of its financing compared to markets	13.5%
Ensure greater selectivity in its work	12.0%
Offer more innovative knowledge services	10.9%
Work faster	8.3%
Other	2.6%
Increase the level of World Bank Group staffing in Burundi's office	2.1%
Increase availability of Fee-Based services	0.5%

2. When considering the combination of services that the World Bank Group offers in Burundi, 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 Burundi? (Select only ONE response)	Percentage of Respondents (N=185)
The combination is appropriate for Burundi	48.6%
Financial services	21.6%
Convening services	9.2%
Don't know	9.2%
Knowledge products	7.6%
None of the above	3.8%

3a. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=188)
Economic development	50.5%
Agricultural development	43.6%
Infrastructure development	37.2%
Jobs	28.7%
Private sector development	25.5%
Public financial management	22.9%
Health and population	13.3%
Skills development	12.8%
Stimulating dialogue to promote peace and stability	9.6%
Environment and climate change	9.6%
Capacity of state institutions	9.0%
Access to basic services	7.4%
Access to justice systems	6.9%
Social safety nets	6.4%
Regional development	4.8%
Improving livelihoods	3.2%
Urban development	2.7%

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

3b. Which THREE areas below would benefit most from other donors in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=175)
Health and population	40.0%
Agricultural development	27.4%
Infrastructure development	25.1%
Jobs	23.4%
Stimulating dialogue to promote peace and stability	19.4%
Access to justice systems	18.9%
Skills development	14.9%
Private sector development	13.7%
Improving livelihoods	13.7%
Public financial management	13.7%
Environment and climate change	13.7%
Access to basic services	13.1%
Economic development	12.6%
Capacity of state institutions	12.0%
Social safety nets	10.3%
Regional development	8.6%
Urban development	7.4%

4. 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; N=192)
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	63.5%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	50.0%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	44.8%
Share more information about the World Bank Group's activities, products, and knowledge.	42.7%
Organize more joint meetings and missions with the UN	30.2%
Involve UN experts to a greater degree in World Bank Group activities	16.7%
Other	7.8%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=183)
Internet	57.9%
Local radio	44.8%
Local newspapers	27.9%
Periodicals	13.7%
Local television	13.7%
Social media	12.0%
International newspapers	9.3%
Other	5.5%
International radio	4.4%
International television	2.7%

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

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=197)
World Bank Group's seminars/workshops/ conferences	44.2%
Direct contact with World Bank Group	38.6%
e-Newsletters	33.0%
World Bank Group's website	32.0%
World Bank Group's publications and other written materials	28.4%
Social media	6.1%
Mobile phones	5.6%
Other	1.0%

3. Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=195)
Yes	20.0%
No	80.0%

4. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=189)
Yes	21.7%
No	78.3%

5. Were you able to obtain this information?	Percentage of Respondents (N=42)
Yes	81.0%
No	19.0%

6. Do you have access to the Internet?	Percentage of Respondents (N=187)
Yes	89.3%
No	10.7%

7. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=184)
Yes	47.8%
No	52.2%

8. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=139)
High speed/WiFi	77.0%
Dial-up	23.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
9. I find the World Bank Group's websites easy to navigate	93	74	6.69	2.69
10. I find the information on the World Bank Group's websites useful	86	75	7.80	1.88
11. The World Bank Group's social media channels are valuable sources of information about the institution	84	91	7.39	2.71
12. When I need information from the World Bank Group I know how to find it	115	62	6.70	3.01
13. The World Bank Group is responsive to my information requests and inquiries	83	89	6.94	3.12

**H. Background Information**

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=192)
Employee of a Ministry, Ministerial Department or Implementation Agency	27.1%
NGO/Community Based Organization	15.1%
Private Sector Organization	10.4%
Project Management Unit (PMU)/Consultant/Contractor working on WBG supported project	9.9%
Local Government Office or Staff	5.2%
Academia/Research Institute/Think Tank	4.7%
Office of the President, Prime Minister	4.2%
Office of Parliamentarian	4.2%
Media	4.2%
Other	4.2%
Office of Minister	2.6%
Bilateral/Multilateral Agency	2.6%
Trade Union	2.1%
Financial Sector/Private Bank	1.0%
Faith-Based Group	1.0%
Private Foundation	0.5%
Independent Government Institution	0.5%
Youth Group	0.5%

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=187)
Governance	13.9%
Agriculture	12.3%
Other	11.8%
Macroeconomics and fiscal management	8.6%
Generalist (specialized in multiple sectors)	8.0%
Trade and competitiveness	7.0%
Finance and markets	5.9%
Education	5.3%
Urban, rural, and social development	4.8%
Environment and natural resources	4.3%
Health, nutrition, and population	3.7%
Transport and ICT	3.7%
Public-private partnerships	2.7%
Social protection and labor	1.6%
Energy and extractives	1.6%
Gender	1.6%
Poverty	1.6%
Jobs	1.1%
Fragility, conflict and violence	0.5%

**H. Background Information (continued)**

3. Which one of the following best describes your level of interaction with the World Bank Group in your country? (Select only ONE response)	Percentage of Respondents (N=183)
I have never collaborated with the World Bank Group	32.2%
I currently collaborate with the World Bank Group	24.0%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	22.4%
I have previously collaborated with the World Bank Group	21.3%

4. Which of the following agencies of the World Bank Group do you primarily engage with in Burundi? (Select only ONE response)	Percentage of Respondents (N=135)
The World Bank (IDA)	61.5%
Other	19.3%
The International Finance Corporation (IFC)	14.8%
The Multilateral Investment Guarantee Agency (MIGA)	4.4%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=145)
Yes	21.4%
No	78.6%

6. If yes, what was your view of how the two institutions work together in Burundi? (Select only ONE response)	Percentage of Respondents (N=32)
The two institutions work well together	31.3%
The way the two institutions work together needs improvement	31.3%
Don't know	28.1%
The two institutions do not work well together	9.4%

7. Which of the following describes most of your exposure to the World Bank Group in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=166)
Collaborate as part of my professional duties	41.0%
Engage in World Bank Group related/sponsored events/activities	34.9%
Use World Bank Group reports/data	27.1%
Observer	24.1%
Use World Bank Group website for information, data, research, etc.	21.1%

8. What's your gender?	Percentage of Respondents (N=194)
Female	18.0%
Male	82.0%

9. Which best represents your geographic location?	Percentage of Respondents (N=177)
West	48.6%
North	15.8%
Center	15.8%
South	13.0%
East	6.8%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

Office of President/Prime Minister/Minister N=13 ● Office of Parliamentarian N=8 ● Employee of a Ministry/PMU/Consultant on WBG-supported project N=71 ● Local Government N=10 ● Private Sector/Financial Sector/Private Bank N=22 ● CSO N=37 ● Media N=8 ● Academia/Research Institute/Think Tank N=9 ● Other N=14

A. General Issues facing Burundi

In general would you say that Burundi is headed in...?*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The right direction	92.3%	50.0%	68.8%	100.0%	38.1%	34.3%	28.6%	25.0%	50.0%
The wrong direction	7.7%	25.0%	12.5%	0.0%	33.3%	28.6%	42.9%	62.5%	28.6%
Not sure	0.0%	25.0%	18.8%	0.0%	28.6%	37.1%	28.6%	12.5%	21.4%

*Significantly different between stakeholder groups

¹⁶ Only 192 respondents provided the information about their current positions. Thus, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Burundi (continued)**

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social protection	0.0%	14.3%	11.6%	0.0%	4.5%	16.2%	0.0%	0.0%	7.7%
Food security	53.8%	42.9%	20.3%	40.0%	40.9%	35.1%	25.0%	44.4%	15.4%
Security/stabilization/reconstruction	15.4%	14.3%	13.0%	10.0%	9.1%	5.4%	25.0%	22.2%	23.1%
Public sector reform	7.7%	0.0%	10.1%	10.0%	9.1%	0.0%	12.5%	0.0%	7.7%
Global/regional integration	0.0%	0.0%	11.6%	10.0%	9.1%	5.4%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	1.4%	0.0%	0.0%	2.7%	0.0%	0.0%	7.7%
Private sector development	15.4%	0.0%	17.4%	0.0%	27.3%	10.8%	25.0%	0.0%	23.1%
Foreign direct investment	0.0%	14.3%	4.3%	0.0%	4.5%	2.7%	0.0%	0.0%	0.0%
Governance	38.5%	28.6%	23.2%	20.0%	27.3%	45.9%	37.5%	44.4%	38.5%
Water and sanitation	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	23.1%	28.6%	31.9%	50.0%	27.3%	29.7%	37.5%	44.4%	15.4%
Regional conflict and tensions	0.0%	0.0%	2.9%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Job creation/employment*	0.0%	14.3%	14.5%	30.0%	4.5%	10.8%	37.5%	55.6%	7.7%
Rural development	7.7%	28.6%	15.9%	10.0%	4.5%	8.1%	0.0%	11.1%	15.4%
Financial markets	0.0%	0.0%	2.9%	0.0%	4.5%	0.0%	12.5%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability*	0.0%	0.0%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	7.7%	14.3%	2.9%	0.0%	4.5%	5.4%	0.0%	0.0%	15.4%
Education	38.5%	14.3%	13.0%	20.0%	13.6%	13.5%	25.0%	22.2%	23.1%
Poverty reduction	15.4%	28.6%	17.4%	30.0%	13.6%	24.3%	12.5%	22.2%	30.8%
Transport	0.0%	0.0%	2.9%	20.0%	9.1%	2.7%	0.0%	0.0%	0.0%
Social cohesion*	0.0%	14.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	7.7%	0.0%	2.9%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	15.4%	0.0%	21.7%	10.0%	31.8%	5.4%	25.0%	11.1%	15.4%
Trade and exports	0.0%	0.0%	2.9%	0.0%	9.1%	2.7%	0.0%	0.0%	0.0%
Crime and violence	7.7%	14.3%	2.9%	0.0%	0.0%	5.4%	0.0%	0.0%	0.0%
Public financial management	7.7%	0.0%	2.9%	0.0%	4.5%	5.4%	0.0%	0.0%	15.4%
Economic growth	0.0%	14.3%	8.7%	10.0%	18.2%	10.8%	0.0%	0.0%	0.0%
Law and justice	7.7%	14.3%	10.1%	0.0%	4.5%	18.9%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	1.4%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Local governance and institutions	7.7%	0.0%	1.4%	0.0%	4.5%	10.8%	12.5%	11.1%	15.4%
Natural resource management	7.7%	0.0%	2.9%	0.0%	4.5%	2.7%	0.0%	0.0%	0.0%
Anti corruption	15.4%	0.0%	14.5%	10.0%	9.1%	8.1%	0.0%	11.1%	7.7%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	0.0%	2.9%	0.0%	0.0%	5.4%	12.5%	0.0%	15.4%

*Significantly different between stakeholder groups

**A. General Issues facing Burundi (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 Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Water and sanitation	0.0%	0.0%	5.6%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Equality of opportunity	7.7%	0.0%	1.4%	0.0%	9.1%	2.7%	0.0%	0.0%	7.1%
Economic growth	30.8%	50.0%	39.4%	50.0%	40.9%	35.1%	37.5%	33.3%	28.6%
Climate change	7.7%	0.0%	2.8%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	7.7%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	9.9%	10.0%	4.5%	13.5%	0.0%	11.1%	14.3%
Gender equity	0.0%	0.0%	1.4%	0.0%	0.0%	2.7%	12.5%	0.0%	7.1%
Rural development*	23.1%	62.5%	33.8%	0.0%	22.7%	13.5%	25.0%	55.6%	21.4%
Urban development	0.0%	12.5%	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance	15.4%	25.0%	15.5%	30.0%	13.6%	27.0%	12.5%	11.1%	14.3%
Regulatory framework	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	7.7%	25.0%	9.9%	0.0%	0.0%	16.2%	0.0%	0.0%	21.4%
Social protection	0.0%	0.0%	7.0%	10.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Law and justice	7.7%	0.0%	2.8%	0.0%	0.0%	16.2%	0.0%	11.1%	0.0%
Transport	15.4%	12.5%	5.6%	10.0%	18.2%	2.7%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	2.8%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	7.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology	0.0%	12.5%	2.8%	0.0%	4.5%	5.4%	25.0%	0.0%	7.1%
Security/stabilization/reconstruction*	15.4%	0.0%	2.8%	10.0%	13.6%	0.0%	25.0%	0.0%	14.3%
Anti corruption	30.8%	0.0%	12.7%	0.0%	22.7%	13.5%	25.0%	0.0%	7.1%
Private sector development	7.7%	25.0%	25.4%	30.0%	50.0%	24.3%	0.0%	22.2%	28.6%
Foreign direct investment	7.7%	0.0%	2.8%	0.0%	13.6%	0.0%	12.5%	0.0%	0.0%
Energy	23.1%	12.5%	19.7%	30.0%	13.6%	27.0%	37.5%	44.4%	14.3%
Public financial management	0.0%	0.0%	7.0%	0.0%	0.0%	10.8%	12.5%	0.0%	14.3%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%
Education*	7.7%	0.0%	2.8%	0.0%	4.5%	5.4%	0.0%	33.3%	14.3%
Public sector reform	0.0%	12.5%	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%
Global/regional integration	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	10.0%	0.0%	5.4%	0.0%	0.0%	0.0%
Health	15.4%	0.0%	2.8%	0.0%	0.0%	8.1%	0.0%	0.0%	7.1%
Agricultural development	15.4%	12.5%	28.2%	40.0%	31.8%	18.9%	37.5%	22.2%	42.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	30.8%	12.5%	21.1%	30.0%	18.2%	29.7%	37.5%	33.3%	28.6%
Financial markets	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	7.7%	0.0%	8.5%	0.0%	0.0%	8.1%	0.0%	0.0%	0.0%
Food security	7.7%	25.0%	9.9%	30.0%	9.1%	10.8%	0.0%	22.2%	0.0%

*Significantly different between stakeholder groups

**A. General Issues facing Burundi (continued)**

When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Burundi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Better employment opportunities for young people	25.0%	50.0%	32.8%	10.0%	27.8%	32.4%	37.5%	44.4%	41.7%
Better employment opportunities for women	8.3%	0.0%	3.4%	0.0%	0.0%	8.8%	12.5%	0.0%	0.0%
Greater access to micro-finance for the poor	25.0%	0.0%	20.7%	60.0%	16.7%	20.6%	50.0%	33.3%	16.7%
Greater voice and participation for citizens to help ensure greater accountability	16.7%	16.7%	3.4%	0.0%	0.0%	11.8%	0.0%	0.0%	8.3%
Greater access to health and nutrition for citizens	8.3%	0.0%	13.8%	10.0%	11.1%	14.7%	12.5%	11.1%	8.3%
Better entrepreneurial opportunities	16.7%	0.0%	24.1%	60.0%	22.2%	20.6%	37.5%	11.1%	25.0%
A growing middle class	0.0%	16.7%	5.2%	0.0%	16.7%	2.9%	0.0%	22.2%	16.7%
Better opportunity for the poor who live in rural areas	0.0%	16.7%	6.9%	20.0%	16.7%	20.6%	12.5%	0.0%	0.0%
Better opportunity for the poor who live in urban areas	0.0%	0.0%	8.6%	0.0%	5.6%	0.0%	0.0%	0.0%	0.0%
Consistent economic growth	50.0%	83.3%	34.5%	40.0%	27.8%	29.4%	25.0%	33.3%	41.7%
More reliable social safety net	8.3%	0.0%	8.6%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%
Greater equity of fiscal policy	25.0%	0.0%	15.5%	0.0%	22.2%	14.7%	0.0%	11.1%	16.7%
Education and training that better ensure job opportunity	16.7%	16.7%	13.8%	0.0%	27.8%	23.5%	12.5%	22.2%	0.0%
Better quality public services	0.0%	0.0%	3.4%	0.0%	5.6%	0.0%	0.0%	11.1%	8.3%
Other	0.0%	0.0%	1.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank Group

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
How familiar are you with the work of the World Bank Group in Burundi?*	9	7.78	1.92	8	6.63	2.33	63	6.10	2.56	7	7.43	2.23	17	6.47	2.55	28	5.04	1.97	7	4.71	2.63	9	6.78	2.44	13	7.31	1.80

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.*	10	7.90	2.23	8	7.13	2.30	58	7.36	2.34	5	6.40	3.05	18	6.72	2.47	31	5.68	1.96	6	4.67	1.86	8	7.75	.71	12	7.42	1.83

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent do you believe the World Bank Group's staff is well prepared to help Burundi solve its most complicated development challenges?*	10	8.60	1.96	5	9.20	1.30	54	7.70	2.25	6	7.50	2.74	15	7.40	2.10	25	6.24	2.22	5	7.20	2.77	7	6.29	1.89	12	8.00	1.95

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

**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 Burundi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social protection	8.3%	14.3%	1.4%	0.0%	0.0%	8.3%	0.0%	0.0%	7.1%
Security/stabilization/reconstruction	0.0%	14.3%	11.4%	0.0%	13.6%	2.8%	0.0%	22.2%	21.4%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Transport	16.7%	14.3%	14.3%	11.1%	18.2%	11.1%	0.0%	11.1%	7.1%
Public sector reform	0.0%	14.3%	8.6%	0.0%	9.1%	0.0%	12.5%	0.0%	21.4%
Agricultural development	33.3%	71.4%	37.1%	55.6%	54.5%	52.8%	12.5%	22.2%	57.1%
Global/regional integration	0.0%	0.0%	2.9%	0.0%	4.5%	2.8%	0.0%	0.0%	0.0%
Gender equity	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	12.5%	0.0%	7.1%
Social cohesion	8.3%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	8.3%	0.0%	8.6%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Rural development	16.7%	28.6%	24.3%	11.1%	4.5%	25.0%	25.0%	22.2%	21.4%
Foreign direct investment	8.3%	14.3%	1.4%	0.0%	9.1%	5.6%	0.0%	0.0%	14.3%
Education	0.0%	14.3%	10.0%	0.0%	0.0%	11.1%	25.0%	22.2%	0.0%
Energy	50.0%	0.0%	38.6%	44.4%	40.9%	50.0%	37.5%	55.6%	21.4%
Public financial management	8.3%	0.0%	4.3%	11.1%	0.0%	0.0%	0.0%	11.1%	7.1%
Job creation/employment	25.0%	28.6%	25.7%	33.3%	40.9%	33.3%	37.5%	33.3%	7.1%
Financial markets	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	5.7%	11.1%	0.0%	2.8%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	1.4%	0.0%	9.1%	0.0%	0.0%	0.0%	7.1%
Regional conflict and tensions	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Private sector development*	16.7%	14.3%	8.6%	22.2%	50.0%	5.6%	25.0%	11.1%	7.1%
Water and sanitation	8.3%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Governance*	0.0%	28.6%	12.9%	11.1%	4.5%	2.8%	37.5%	0.0%	21.4%
Food security	25.0%	14.3%	7.1%	11.1%	4.5%	11.1%	0.0%	22.2%	0.0%
Climate change	8.3%	14.3%	4.3%	0.0%	4.5%	2.8%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	17.1%	33.3%	9.1%	19.4%	12.5%	22.2%	14.3%
Trade and exports	0.0%	0.0%	1.4%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	8.3%	0.0%	14.3%	22.2%	4.5%	5.6%	37.5%	22.2%	28.6%
Law and justice	0.0%	0.0%	1.4%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Local governance and institutions*	8.3%	0.0%	1.4%	0.0%	0.0%	8.3%	0.0%	0.0%	21.4%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Natural resource management	8.3%	0.0%	8.6%	22.2%	0.0%	0.0%	0.0%	11.1%	0.0%
Information and communications technology	8.3%	0.0%	1.4%	0.0%	4.5%	2.8%	12.5%	0.0%	0.0%
Anti corruption	25.0%	14.3%	7.1%	0.0%	9.1%	13.9%	0.0%	11.1%	7.1%
Disaster management	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)**

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 Burundi?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Convening/facilitating	10.0%	0.0%	9.8%	0.0%	0.0%	6.3%	14.3%	0.0%	0.0%
Data and statistics	0.0%	0.0%	3.9%	10.0%	15.0%	3.1%	0.0%	22.2%	0.0%
Policy advice, studies, analyses*	30.0%	25.0%	5.9%	30.0%	10.0%	40.6%	28.6%	11.1%	28.6%
Financial resources*	20.0%	25.0%	51.0%	50.0%	35.0%	9.4%	14.3%	33.3%	35.7%
Capacity development	0.0%	0.0%	5.9%	0.0%	10.0%	6.3%	14.3%	11.1%	0.0%
Technical assistance	0.0%	0.0%	3.9%	0.0%	10.0%	9.4%	14.3%	0.0%	7.1%
Mobilizing third party financial resources	20.0%	25.0%	15.7%	0.0%	15.0%	18.8%	14.3%	0.0%	14.3%
Donor coordination	10.0%	0.0%	2.0%	20.0%	0.0%	3.1%	14.3%	11.1%	0.0%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%
Strategy formulation	20.0%	25.0%	3.9%	0.0%	10.0%	3.1%	14.3%	11.1%	0.0%
Other	0.0%	0.0%	2.0%	0.0%	0.0%	0.0%	0.0%	0.0%	14.3%

*Significantly different between stakeholder groups

2 nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Convening/facilitating	0.0%	0.0%	5.8%	11.1%	0.0%	6.5%	0.0%	0.0%	21.4%
Data and statistics	0.0%	0.0%	5.8%	0.0%	4.8%	3.2%	14.3%	0.0%	0.0%
Policy advice, studies, analyses	30.0%	25.0%	13.5%	11.1%	28.6%	6.5%	28.6%	0.0%	28.6%
Financial resources	10.0%	0.0%	9.6%	0.0%	19.0%	3.2%	14.3%	0.0%	21.4%
Capacity development	10.0%	0.0%	17.3%	0.0%	9.5%	6.5%	28.6%	22.2%	0.0%
Technical assistance	10.0%	0.0%	17.3%	22.2%	9.5%	35.5%	28.6%	44.4%	14.3%
Mobilizing third party financial resources	30.0%	0.0%	11.5%	22.2%	9.5%	3.2%	0.0%	11.1%	0.0%
Donor coordination	0.0%	0.0%	3.8%	11.1%	4.8%	12.9%	0.0%	11.1%	14.3%
Linkage to non-Bank expertise	0.0%	25.0%	1.9%	0.0%	4.8%	6.5%	0.0%	0.0%	0.0%
Strategy formulation	0.0%	50.0%	15.4%	11.1%	19.0%	16.1%	14.3%	11.1%	0.0%
Other	0.0%	0.0%	1.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Project implementation (or other organizational strengthening)*	5	7.40	2.70	6	6.50	2.66	54	7.39	2.23	5	6.60	2.07	17	6.47	2.35	28	6.36	2.23	5	4.20	2.17	6	8.00	1.55	9	8.22	.83
Citizen engagement (incorporating citizens' voices into development)*	6	7.50	2.07	4	7.00	2.58	49	6.51	2.72	4	8.50	1.29	11	5.64	3.07	27	4.70	2.16	6	4.17	3.43	3	5.67	2.31	2	7.00	1.41
Policy design (for clarity and better incentives to achieve development goals)	5	8.20	1.48	7	8.57	1.62	50	7.80	2.10	3	7.33	2.08	12	6.75	2.53	26	7.00	1.88	6	5.83	3.06	6	7.67	1.51	10	8.20	1.03

*Significantly different between stakeholder groups

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

When thinking about how to improve capacity building in Burundi to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Project implementation (or other organizational strengthening)	6	8.50	1.52	6	7.50	2.17	55	8.31	1.94	7	8.43	1.81	17	8.35	1.58	30	8.07	2.15	8	7.38	3.16	7	9.00	1.15	13	8.46	1.56
Citizen engagement (incorporating citizens' voices into development)	7	9.29	.95	6	7.50	2.51	48	8.46	2.37	6	8.67	1.03	14	8.43	1.55	29	8.52	1.98	8	9.00	1.20	7	8.57	2.57	10	7.80	1.93
Policy design (for clarity and better incentives to achieve development goals)	7	9.29	.95	6	8.67	1.86	51	8.61	1.90	5	9.00	1.00	14	8.79	1.42	27	8.22	1.89	8	9.38	.74	7	8.00	2.24	13	9.08	1.04

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Staff too inaccessible	16.7%	0.0%	9.7%	0.0%	9.5%	17.6%	12.5%	0.0%	7.1%
Not exploring alternative policy options	0.0%	0.0%	3.2%	0.0%	0.0%	2.9%	0.0%	0.0%	7.1%
Not collaborating enough with stakeholders outside the Government*	8.3%	0.0%	11.3%	0.0%	33.3%	38.2%	25.0%	33.3%	21.4%
Its advice and strategies do not lend themselves to practical problem solving	8.3%	14.3%	19.4%	0.0%	9.5%	3.0%	12.5%	0.0%	0.0%
Not enough public disclosure of its work	8.3%	28.6%	16.1%	33.3%	33.3%	14.7%	25.0%	55.6%	7.1%
Arrogant in its approach	0.0%	0.0%	1.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Not client focused*	8.3%	0.0%	1.6%	22.2%	4.8%	0.0%	0.0%	0.0%	0.0%
The credibility of its knowledge/data	0.0%	0.0%	3.2%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
World Bank Group's processes too complex	33.3%	14.3%	24.2%	22.2%	28.6%	17.6%	25.0%	33.3%	21.4%
Not willing to honestly criticize policies and reform efforts in the country	16.7%	0.0%	12.9%	0.0%	4.8%	20.6%	0.0%	11.1%	28.6%
Too influenced by developed countries	8.3%	42.9%	16.1%	11.1%	9.5%	8.8%	12.5%	11.1%	14.3%
Imposing technocratic solutions without regard to political realities	0.0%	42.9%	11.3%	22.2%	14.3%	20.6%	12.5%	0.0%	7.1%
World Bank Group's processes too slow	25.0%	0.0%	8.1%	22.2%	0.0%	5.9%	12.5%	11.1%	7.1%
Not aligned with other donors' work	0.0%	0.0%	4.8%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%
Not aligned with country priorities	16.7%	0.0%	4.8%	22.2%	0.0%	2.9%	0.0%	0.0%	0.0%
Not adequately sensitive to political/social realities in Burundi*	0.0%	0.0%	3.2%	11.1%	9.5%	5.9%	37.5%	22.2%	7.1%
Not focused enough on issues that are unique to post-conflict countries	8.3%	14.3%	14.5%	0.0%	9.5%	17.6%	12.5%	11.1%	0.0%
Inadequate number of World Bank Group staff members located in the country	8.3%	0.0%	1.6%	0.0%	0.0%	2.9%	0.0%	11.1%	7.1%
Other	0.0%	14.3%	6.5%	11.1%	0.0%	0.0%	12.5%	0.0%	7.1%
Don't know	16.7%	14.3%	14.5%	11.1%	14.3%	2.9%	0.0%	0.0%	21.4%

*Significantly different between stakeholder groups

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

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Trust Fund management	0.0%	0.0%	7.6%	0.0%	4.8%	0.0%	14.3%	12.5%	14.3%
Knowledge products/services	0.0%	0.0%	9.1%	0.0%	14.3%	13.9%	14.3%	0.0%	14.3%
Investment lending	50.0%	37.5%	62.1%	70.0%	66.7%	52.8%	42.9%	75.0%	50.0%
Technical assistance	33.3%	62.5%	16.7%	20.0%	14.3%	19.4%	28.6%	25.0%	7.1%
Capacity development*	41.7%	37.5%	30.3%	10.0%	57.1%	22.2%	71.4%	12.5%	21.4%
Policy based lending / budget support to the Government*	33.3%	12.5%	21.2%	70.0%	4.8%	13.9%	14.3%	25.0%	64.3%
Multi-sectoral approaches*	16.7%	12.5%	15.2%	20.0%	9.5%	41.7%	0.0%	0.0%	14.3%
Co-financing arrangements	8.3%	12.5%	7.6%	0.0%	0.0%	2.8%	0.0%	12.5%	0.0%
Sector-wide approaches	0.0%	0.0%	6.1%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Emergency Recovery lending	0.0%	0.0%	3.0%	0.0%	0.0%	8.3%	0.0%	0.0%	7.1%
Other	0.0%	0.0%	4.5%	10.0%	0.0%	2.8%	14.3%	0.0%	0.0%
Don't know	8.3%	12.5%	7.6%	0.0%	9.5%	8.3%	0.0%	12.5%	0.0%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
To a fully sufficient degree	9.1%	0.0%	7.1%	0.0%	0.0%	13.8%	0.0%	0.0%	0.0%
To a somewhat sufficient degree	45.5%	66.7%	50.0%	33.3%	41.2%	20.7%	0.0%	25.0%	63.6%
To a somewhat insufficient degree	18.2%	0.0%	14.3%	33.3%	17.6%	27.6%	50.0%	37.5%	9.1%
To a very insufficient degree	18.2%	0.0%	7.1%	0.0%	11.8%	20.7%	50.0%	12.5%	9.1%
Don't know	9.1%	33.3%	21.4%	33.3%	29.4%	17.2%	0.0%	25.0%	18.2%

**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	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Academia/think tanks/research institutes*	15.4%	12.5%	14.1%	0.0%	13.6%	24.3%	12.5%	66.7%	14.3%
Donor community	15.4%	0.0%	15.5%	0.0%	13.6%	8.1%	0.0%	0.0%	14.3%
Media*	7.7%	12.5%	5.6%	0.0%	13.6%	2.7%	37.5%	0.0%	0.0%
Local Government*	38.5%	25.0%	23.9%	70.0%	13.6%	10.8%	0.0%	11.1%	21.4%
Private sector	7.7%	37.5%	33.8%	30.0%	54.5%	40.5%	62.5%	55.6%	42.9%
Parliament	15.4%	12.5%	8.5%	10.0%	0.0%	0.0%	0.0%	0.0%	21.4%
NGOs/Community Based Organizations*	7.7%	37.5%	21.1%	0.0%	13.6%	67.6%	50.0%	22.2%	7.1%
Youth/university groups	7.7%	0.0%	7.0%	0.0%	0.0%	8.1%	0.0%	11.1%	7.1%
Beneficiaries*	15.4%	37.5%	40.8%	60.0%	50.0%	18.9%	12.5%	33.3%	21.4%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
UN and regional peace keeping forces	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Emerging donors	15.4%	0.0%	4.2%	0.0%	4.5%	0.0%	0.0%	0.0%	14.3%
UN agencies	0.0%	0.0%	1.4%	0.0%	0.0%	2.7%	0.0%	0.0%	14.3%
Regional organizations (e.g., EAC, COMESA, ICGLR)	23.1%	0.0%	5.6%	20.0%	13.6%	2.7%	0.0%	0.0%	7.1%
Other	0.0%	0.0%	4.2%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%
Don't know	15.4%	12.5%	5.6%	0.0%	0.0%	0.0%	12.5%	0.0%	7.1%

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Overall the World Bank Group currently plays a relevant role in development in Burundi*	11	8.27	2.57	7	5.71	2.14	61	8.18	2.40	9	8.00	2.35	18	7.94	2.15	34	6.91	2.64	6	5.50	1.05	8	7.25	2.25	14	8.36	1.65
The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	11	7.73	2.69	7	5.43	1.27	55	7.38	2.42	7	6.57	2.64	18	7.33	2.28	31	5.39	2.39	5	4.40	2.70	7	6.57	1.99	13	7.85	1.46
The World Bank Group supports programs and strategies that are realistic for Burundi*	13	8.23	2.17	7	6.29	2.06	58	8.12	1.83	9	7.67	2.60	20	7.65	2.37	34	6.32	2.42	6	5.67	2.58	8	6.75	1.91	14	8.00	1.88
The World Bank Group treats clients and stakeholders in Burundi with respect	11	8.18	2.60	6	6.33	1.97	55	7.80	2.35	4	8.50	1.73	15	7.60	1.92	29	6.90	2.51	3	5.33	1.53	6	8.50	1.97	12	8.00	2.66

*Significantly different between stakeholder groups

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

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Responsiveness to needs*	9	6.89	3.30	6	7.17	3.19	46	6.76	2.53	5	6.40	2.30	16	5.63	2.96	19	5.42	1.74	7	3.43	2.23	5	6.60	1.34	11	7.55	1.97
Flexibility (in terms of the institution's products and services)*	9	6.78	2.17	4	7.50	2.89	44	6.25	2.21	5	5.60	1.67	17	5.71	2.49	16	5.13	2.25	6	3.17	2.04	4	7.00	2.45	10	6.70	2.58
Flexibility (in terms of changing country circumstances)*	11	7.82	2.23	4	8.50	3.00	43	6.35	2.27	6	6.50	2.26	16	5.38	2.66	23	5.61	2.04	5	4.20	2.59	5	7.20	1.79	11	6.64	2.16
Being inclusive*	7	8.29	2.29	3	7.33	1.53	45	6.89	2.54	5	8.20	1.30	10	8.00	1.70	20	6.65	2.25	4	3.75	3.20	3	9.00	1.00	7	8.43	2.44
Openness	9	8.44	1.74	4	8.25	1.71	46	6.74	2.65	7	7.00	1.91	15	6.73	2.19	26	6.85	2.13	6	5.00	3.35	6	7.17	2.14	11	8.36	2.62
Staff accessibility*	10	7.20	2.44	5	7.20	1.79	48	5.96	2.97	5	5.60	2.97	16	5.50	3.03	25	4.80	1.98	7	2.71	1.80	6	6.83	2.32	10	6.70	2.98
Straightforwardness and honesty	9	7.89	2.15	3	6.00	1.00	42	7.74	2.23	4	6.00	2.58	13	7.92	1.44	18	7.83	2.33	3	3.67	2.52	5	7.60	2.30	10	8.20	1.93
Ease of access to the people at the World Bank Group who are making decisions important to my work	10	5.80	2.78	2	6.50	2.12	42	5.81	3.01	5	3.40	1.95	15	5.27	2.66	25	4.52	2.33	3	3.00	2.00	5	6.80	2.59	9	7.11	3.14
Collaboration with civil society*	9	8.44	1.81	4	8.00	2.45	40	7.78	2.49	5	8.80	1.10	14	6.86	2.80	25	5.12	2.59	7	4.29	3.25	5	6.00	2.35	4	4.75	2.50
Collaboration with the UN*	10	9.60	.52	2	9.00	1.41	41	8.27	2.48	3	9.00	1.00	7	8.86	1.07	16	9.00	1.37	3	4.33	2.89	3	9.33	1.15	7	7.00	2.83
Collaboration with the Government	11	9.18	1.33	7	8.43	2.07	56	8.34	2.11	7	7.71	1.98	15	8.00	2.30	28	7.79	2.47	7	6.71	3.40	8	8.63	1.30	14	8.29	1.38
Collaboration with other donors and development partners	10	8.60	2.32	4	7.75	1.71	49	8.16	1.96	3	8.00	1.73	9	8.56	1.01	23	8.26	1.74	4	5.75	3.40	5	8.60	1.34	12	8.08	2.11
Collaboration with the private sector*	10	8.00	2.16	5	7.60	1.82	45	7.13	2.62	4	5.75	1.50	17	6.71	2.57	24	6.17	1.99	6	2.67	1.63	6	7.00	2.61	8	7.50	1.41
The speed in which it gets things accomplished on the ground*	8	7.50	1.93	4	6.00	.82	48	7.69	2.07	5	6.60	2.07	12	6.92	1.38	20	6.80	1.96	6	3.33	2.58	5	7.00	1.87	8	6.25	2.66
Being a long-term partner*	8	9.75	.46	7	8.86	1.46	52	8.65	2.13	5	9.20	1.10	14	8.00	1.71	24	8.25	2.01	5	5.60	3.91	8	8.38	1.92	10	9.40	.84

*Significantly different between stakeholder groups

To be more effective development partner in Burundi, do you believe that the World Bank Group should have? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
More local presence	53.8%	62.5%	67.6%	90.0%	81.8%	72.2%	87.5%	100.0%	57.1%
The current level of local presence is adequate	46.2%	25.0%	16.9%	0.0%	0.0%	13.9%	12.5%	0.0%	21.4%
Less local presence	0.0%	0.0%	1.4%	0.0%	0.0%	5.6%	0.0%	0.0%	0.0%
Don't know	0.0%	12.5%	14.1%	10.0%	18.2%	8.3%	0.0%	0.0%	21.4%

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

In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
More effective collaboration	15.4%	37.5%	18.3%	0.0%	4.5%	5.7%	12.5%	11.1%	7.7%
The same level of effective collaboration	46.2%	0.0%	15.5%	10.0%	18.2%	14.3%	12.5%	11.1%	30.8%
Less effective collaboration	0.0%	12.5%	7.0%	10.0%	0.0%	5.7%	0.0%	0.0%	7.7%
Don't know	38.5%	50.0%	59.2%	80.0%	77.3%	74.3%	75.0%	77.8%	53.8%

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	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group does not do adequate follow through/follow-up	25.0%	12.5%	12.9%	30.0%	14.3%	10.8%	0.0%	0.0%	14.3%
Poor donor coordination	0.0%	25.0%	15.7%	40.0%	9.5%	13.5%	25.0%	0.0%	7.1%
The World Bank Group is not sensitive enough to political/social realities on the ground	16.7%	25.0%	21.4%	20.0%	19.0%	24.3%	50.0%	33.3%	0.0%
Lack of/inadequate levels of capacity in Government	25.0%	37.5%	31.4%	10.0%	47.6%	35.1%	37.5%	55.6%	50.0%
There is not an adequate level of citizen/civil society participation	16.7%	25.0%	31.4%	10.0%	42.9%	48.6%	37.5%	22.2%	35.7%
The World Bank Group works too slowly	16.7%	12.5%	18.6%	20.0%	4.8%	2.7%	0.0%	0.0%	7.1%
The Government works inefficiently	25.0%	50.0%	20.0%	10.0%	52.4%	37.8%	37.5%	44.4%	28.6%
Political pressures and obstacles	50.0%	25.0%	31.4%	60.0%	38.1%	24.3%	37.5%	33.3%	35.7%
Reforms are not well thought out in light of country challenges	50.0%	25.0%	22.9%	10.0%	19.0%	24.3%	25.0%	55.6%	14.3%
Ongoing conflict and instability	25.0%	0.0%	14.3%	10.0%	4.8%	8.1%	25.0%	11.1%	14.3%
Inadequate funding*	50.0%	25.0%	55.7%	70.0%	23.8%	13.5%	25.0%	22.2%	35.7%
Other	0.0%	12.5%	4.3%	0.0%	4.8%	13.5%	0.0%	0.0%	21.4%

*Significantly different between stakeholder groups



C. World Bank Group's Effectiveness and Results

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Burundi? (1-Not important at all, 10-Very important)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Crime and violence	10	7.60	2.07	6	7.83	3.71	48	6.08	3.31	8	7.00	2.73	16	7.44	2.78	29	7.03	2.69	6	8.50	1.76	7	6.57	2.99	10	5.00	3.40
Financial markets	10	8.70	1.89	8	7.25	2.71	55	7.87	2.80	7	9.14	1.46	17	8.82	1.38	30	8.50	1.63	7	8.86	1.07	8	8.00	2.33	10	7.80	2.62
Transport	13	9.38	1.45	7	7.57	2.94	58	8.76	2.04	8	9.00	1.77	18	8.56	1.54	32	8.81	1.28	8	9.25	1.04	8	9.00	.93	13	9.23	1.01
Anti corruption*	11	9.45	.69	7	9.14	1.57	58	8.78	2.10	8	6.63	3.54	20	9.10	1.17	32	9.19	1.26	7	9.43	.98	9	8.22	1.72	13	9.46	.88
Regional conflict and tensions	10	7.20	2.90	6	8.17	3.60	49	7.33	2.88	6	8.17	2.23	19	6.95	2.63	28	6.86	1.88	7	6.86	3.08	6	6.17	2.79	12	5.92	3.48
Law and justice	10	8.10	2.08	8	8.88	1.81	49	8.16	2.46	9	8.11	2.03	19	7.58	2.57	31	8.45	2.10	7	8.71	.95	9	6.89	3.33	11	8.45	2.07
Urban development	11	8.64	2.01	8	8.25	2.05	56	8.16	2.25	10	7.90	2.38	20	7.80	2.42	30	8.13	1.72	7	7.86	3.18	8	8.50	.76	12	7.67	2.71
Environmental sustainability	12	8.75	1.82	7	9.29	1.25	61	8.49	2.04	9	8.56	1.59	18	8.89	1.23	31	8.97	1.47	6	9.33	.82	9	7.89	2.15	12	8.17	2.44
Regulatory framework	10	7.50	1.90	5	8.00	2.74	52	8.17	2.03	7	7.14	3.18	18	8.28	1.71	31	8.19	2.20	7	7.57	3.64	7	7.00	2.83	12	8.92	1.00
Information and communications technology	11	8.64	1.86	7	9.14	1.21	56	7.96	2.37	8	8.50	2.27	19	8.74	1.37	32	8.22	1.68	8	9.38	1.19	8	7.38	2.50	12	7.67	2.35
Governance	12	9.25	.97	7	9.57	.79	55	8.75	1.80	8	9.13	1.64	19	8.89	1.15	33	9.42	1.12	7	9.00	1.00	9	8.89	1.17	12	9.58	.67
Poverty reduction	11	9.36	1.21	8	8.63	2.13	65	9.11	1.91	10	9.70	.67	20	9.30	1.26	34	9.68	.73	8	9.50	.76	9	9.11	1.45	13	9.62	1.12
Gender equity	8	6.38	1.19	8	7.38	2.39	50	7.28	2.68	7	6.29	2.43	19	7.26	2.51	31	7.61	1.82	7	8.14	1.46	6	6.33	2.42	12	7.00	1.65
Private sector development	12	8.75	1.48	7	8.14	2.54	62	8.58	2.12	10	9.00	1.63	19	8.89	1.33	30	9.00	1.08	7	9.43	.79	9	8.33	2.06	13	9.08	1.04
Foreign direct investment	9	9.00	1.50	7	7.14	3.08	56	8.20	2.27	6	9.00	1.26	19	8.47	1.84	30	8.43	2.06	7	9.43	.79	8	6.88	3.52	9	7.89	1.69
Local governance and institutions	10	8.60	1.78	6	9.50	1.22	55	8.27	2.18	8	8.75	1.75	18	8.44	1.72	32	9.34	1.18	5	8.00	1.58	8	8.25	1.67	14	8.93	1.21
Water and sanitation	11	8.64	1.75	7	8.71	1.50	62	8.74	1.96	9	9.33	1.12	19	8.89	1.15	31	8.94	1.06	6	9.17	.75	8	8.25	1.67	13	8.23	2.31
Public sector reform	10	8.50	1.65	8	8.50	1.77	56	8.30	2.28	7	8.71	1.80	19	8.47	1.26	30	8.77	1.98	7	9.14	1.21	8	7.63	3.02	13	8.85	1.41
Trade and exports	10	8.10	2.42	7	8.43	1.90	54	8.43	2.37	7	9.14	1.21	20	8.40	2.01	30	8.53	1.46	7	9.57	.79	8	7.50	2.83	12	8.58	1.44
Economic growth	13	9.00	1.35	8	8.63	2.07	62	9.11	1.78	9	9.78	.44	20	8.95	1.88	32	9.38	1.16	7	9.57	.79	9	8.67	1.73	14	9.71	.73
Energy	12	9.58	1.16	8	9.13	1.46	61	9.34	1.52	9	9.11	1.83	20	9.55	.60	33	9.55	1.06	8	9.63	.74	9	9.56	1.01	14	9.43	1.60
Disaster management*	10	8.30	2.00	6	9.67	.52	58	8.40	1.75	8	8.25	2.05	19	7.21	2.66	31	8.00	1.75	7	9.00	1.00	8	7.88	1.73	13	6.23	3.09
Public financial management	11	9.18	1.83	7	8.57	1.90	54	8.89	1.68	8	7.88	3.00	19	8.00	2.54	32	9.09	1.23	7	9.14	.90	8	7.50	2.88	14	9.00	.78
Job creation/employment	11	8.91	1.30	8	8.00	2.33	62	8.89	2.25	9	9.67	.71	19	9.11	1.45	33	9.36	1.11	7	9.14	1.21	9	8.67	1.66	14	8.21	2.19
Social cohesion	10	7.20	2.25	7	7.57	3.10	54	7.74	2.41	8	7.38	2.92	19	7.32	2.06	28	7.71	1.56	7	6.57	3.10	8	5.75	3.85	12	6.75	2.22
Communicable/non-communicable diseases	12	8.00	2.09	8	8.00	2.56	52	7.85	2.32	9	7.78	2.77	19	7.63	2.11	31	8.26	1.55	7	7.71	1.80	8	7.38	2.13	12	6.42	3.58
Equality of opportunity	12	7.75	2.14	8	7.63	2.20	54	7.78	2.66	9	7.89	2.67	19	7.37	2.41	31	7.94	2.00	7	7.86	2.04	7	6.71	2.81	11	7.55	2.46
Health	12	8.75	1.60	7	8.14	2.34	59	8.34	2.59	9	9.00	1.58	18	9.06	1.21	29	9.52	.74	7	9.14	.69	8	9.13	.83	14	7.21	3.56
Rural development	11	8.82	1.25	8	8.50	1.77	65	8.29	2.60	9	9.33	1.32	18	9.33	.97	32	9.25	1.05	7	9.29	.95	9	9.44	.88	13	9.23	1.17
Global/regional integration	11	8.27	1.85	7	7.86	3.34	55	8.67	1.79	6	7.83	2.86	18	8.17	1.79	30	8.53	1.50	7	8.71	1.11	8	8.13	2.10	13	7.77	2.09
Food security	12	8.92	1.88	7	9.43	1.13	60	8.43	2.35	8	9.25	1.16	18	8.94	1.35	34	9.09	1.46	7	9.00	1.41	9	9.11	1.17	13	7.85	2.27
Natural resource management	11	8.64	1.57	7	9.71	.76	61	8.39	1.98	8	9.00	1.51	18	8.44	1.72	31	9.00	1.15	7	8.86	1.68	8	8.13	2.17	12	8.33	1.61
Security/stabilization/reconstruction	12	8.42	1.56	7	8.71	1.89	60	8.32	2.30	9	9.33	1.00	19	7.84	2.34	30	7.97	1.88	6	9.00	1.55	8	7.63	2.45	14	7.29	2.67
Social protection	11	7.64	1.69	6	7.67	2.73	59	7.44	2.71	7	9.29	1.25	19	6.89	2.51	32	7.34	1.99	7	8.43	1.27	7	5.86	2.41	11	7.00	2.86
Climate change	12	8.50	2.24	7	8.71	1.98	57	7.68	2.54	8	8.63	1.69	17	7.29	2.44	31	8.55	1.50	7	8.57	1.51	7	7.57	1.72	11	6.91	2.66
Agricultural development	12	9.58	.79	8	8.88	1.36	63	8.60	2.36	9	9.44	.88	18	9.39	.92	32	9.53	1.08	7	9.29	.76	9	9.33	1.12	13	9.54	.78
Education	12	8.67	2.81	8	8.25	2.92	61	8.77	2.18	8	9.25	1.49	18	9.00	1.33	32	9.41	1.43	7	9.29	1.25	9	9.00	1.80	14	8.79	2.61

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Anti corruption*	8	6.50	2.39	5	6.80	3.83	39	7.00	2.96	1	6.00		12	5.58	2.47	24	6.71	2.84	5	1.20	.45	3	7.33	1.53	5	5.80	1.30
Information and communications technology*	7	7.00	2.45	5	7.20	3.63	30	7.60	2.13	2	7.00	0.00	12	6.58	2.54	20	6.55	2.54	7	3.43	2.57	5	8.20	1.30	6	7.00	1.79
Transport*	11	8.82	1.33	5	9.00	1.41	47	7.17	2.66	6	8.33	1.21	14	6.64	3.15	23	6.39	2.23	7	3.86	2.79	6	7.83	1.47	9	8.00	1.87
Regional conflict and tensions	7	5.43	1.62	2	7.50	.71	31	6.16	3.09	1	7.00		12	5.08	2.91	17	5.24	2.51	5	2.60	2.19	1	4.00		5	5.00	1.73
Demobilization/disarmament/reintegration*	7	8.71	1.70	7	8.00	1.41	36	7.64	2.38	4	8.25	1.26	13	6.77	2.17	26	6.54	2.53	6	4.50	3.51	5	7.60	1.95	7	7.57	1.51
Urban development*	11	7.82	2.36	6	8.17	1.72	40	7.45	2.52	4	7.00	1.15	15	6.47	2.13	20	5.80	2.21	6	3.67	2.50	5	7.40	1.14	8	6.75	1.98
Environmental sustainability*	10	7.40	1.96	4	8.50	1.91	37	7.19	2.62	5	7.60	1.95	13	6.38	2.72	20	6.70	2.74	6	3.17	2.56	3	7.67	.58	7	7.14	2.04
Regulatory framework	7	7.43	1.90	3	6.00	1.73	31	6.71	2.62	4	6.50	.58	9	6.33	1.94	19	6.16	2.27	6	4.17	3.13	3	7.00	1.00	6	7.00	1.79
Communicable/non-communicable diseases*	8	8.63	1.19	5	5.80	2.86	30	7.30	2.69	7	8.29	1.70	9	5.89	3.22	20	6.55	2.80	6	3.17	2.40	3	8.00	2.00	5	7.20	.84
Governance*	9	7.33	1.32	7	8.14	2.04	42	7.86	2.36	3	8.67	1.15	12	7.00	2.73	23	6.96	2.18	6	4.17	2.99	7	6.43	1.81	9	6.67	2.00
Poverty reduction*	11	8.18	1.66	7	7.57	1.72	55	7.87	2.29	7	8.00	1.29	15	7.27	2.37	28	6.61	2.42	7	4.14	2.61	7	7.00	1.63	10	7.20	1.75
Gender equity*	9	6.56	1.81	5	7.20	1.92	33	6.94	2.42	3	7.33	2.08	9	6.33	1.58	21	5.62	1.72	6	2.83	1.47	2	6.00	1.41	6	6.17	1.33
Private sector development	9	7.56	2.01	4	7.25	2.75	36	6.94	2.60	3	8.67	1.15	16	5.69	2.73	22	6.18	2.87	7	4.29	2.87	3	6.00	1.00	10	6.80	1.32
Foreign direct investment	8	6.75	2.19	2	8.00	2.83	25	6.40	2.93	2	8.00	2.83	6	5.83	3.60	19	5.63	2.39	3	6.33	.58	3	7.33	2.52	5	5.00	1.58
Local governance and institutions	9	7.22	1.39	5	8.80	1.64	34	6.91	2.85	2	8.00	2.83	13	6.85	2.12	22	5.77	2.31	5	4.60	2.19	5	7.00	1.87	8	6.75	1.39
Water and sanitation	9	7.00	1.66	4	6.25	1.71	36	7.22	2.77	4	7.25	1.26	14	7.57	1.87	24	7.04	2.56	7	4.14	2.19	6	7.17	1.17	7	8.43	1.40
Public sector reform	8	7.75	2.55	6	7.50	1.76	37	6.27	2.96	4	5.25	3.30	14	7.64	1.50	24	6.67	2.30	7	4.00	2.24	6	7.50	1.76	8	6.75	1.98
Trade and exports	7	6.86	2.48	6	6.17	1.60	27	5.74	2.89	1	5.00		10	5.70	2.87	18	6.44	2.50	6	3.83	2.79	3	6.00	1.00	7	6.29	1.38
Economic growth*	9	7.00	2.50	8	8.25	1.67	47	7.66	2.10	6	7.17	2.04	14	6.71	3.00	25	6.76	2.65	7	3.57	2.57	6	7.17	2.14	12	7.17	1.47
Energy	11	7.27	2.61	6	7.50	2.07	40	7.55	2.66	4	6.25	1.26	15	7.00	2.85	24	5.88	3.04	5	5.80	3.27	7	7.43	1.51	11	7.73	1.85
Disaster management	8	5.75	1.28	4	7.75	2.63	31	5.90	2.56	3	6.33	.58	8	6.00	2.93	20	5.30	2.70	4	3.25	2.63	1	6.00		7	7.00	2.08
Public financial management*	10	9.20	1.32	7	8.00	2.00	34	7.41	2.08	2	6.50	.71	10	6.50	2.42	21	6.10	2.62	6	4.50	2.88	5	7.00	2.65	9	7.56	1.24
Job creation/employment*	7	7.57	2.70	6	6.67	2.07	48	7.31	2.61	5	7.60	1.14	14	6.14	2.51	21	5.76	2.88	7	3.71	2.93	5	5.60	1.82	8	7.00	2.00
Social cohesion	7	5.86	1.21	4	7.50	1.73	31	6.26	2.91	3	7.33	2.31	6	6.17	1.72	13	5.54	2.22	5	3.60	1.82	1	3.00		5	5.60	1.67
Financial markets	9	6.78	2.59	5	6.80	1.10	28	6.39	2.73	1	5.00		8	6.38	2.83	15	6.13	2.20	4	2.75	2.06	3	2.67	1.15	9	6.78	2.68
Equality of opportunity	8	5.00	1.69	5	5.20	1.92	28	6.43	2.90	1	6.00		10	5.70	2.31	15	6.00	2.51	4	2.50	1.73	2	3.00	1.41	6	6.67	2.42
Health*	8	9.00	.93	6	6.67	1.21	46	7.80	2.31	7	8.14	1.57	12	7.58	2.47	22	6.59	2.67	6	4.50	2.81	6	7.67	1.37	8	7.50	.93
Rural development	8	7.25	1.83	8	6.38	2.33	44	7.34	2.61	4	6.75	1.26	14	7.36	2.10	24	6.38	2.53	6	4.00	2.37	5	7.00	.71	7	7.29	1.11
Global/regional integration	7	5.86	2.19	5	6.40	2.70	33	6.94	2.66	2	5.50	.71	11	6.27	1.90	15	7.40	1.76	6	4.17	2.86	3	6.67	.58	8	6.50	1.69
Food security*	9	7.11	2.32	7	7.86	2.12	47	7.15	2.84	6	7.50	1.64	14	7.21	2.26	24	5.58	2.65	6	2.83	1.72	5	6.40	1.34	8	6.88	1.81
Education*	9	7.56	1.51	5	7.80	1.48	39	7.44	2.70	7	8.00	1.29	14	6.86	2.28	23	6.48	2.78	6	3.67	2.94	5	6.60	2.19	11	7.55	1.21
Security/stabilization/reconstruction	9	7.33	2.87	5	6.00	1.00	38	7.11	2.82	4	6.50	1.29	12	7.25	1.06	22	6.18	2.32	7	3.86	2.48	3	6.33	3.51	7	6.14	1.86
Social protection	8	5.38	2.88	3	6.33	1.53	28	5.46	3.29	3	5.67	1.15	9	5.33	2.92	13	3.38	1.89	3	2.33	2.31	3	4.00	2.65	7	5.43	1.99
Climate change	9	5.78	2.54	3	4.00	1.00	31	6.58	3.24	1	6.00		9	6.11	1.36	17	5.71	2.71	6	3.33	2.42	3	3.67	2.31	6	7.17	2.40
Agricultural development	9	6.89	2.03	6	7.33	1.86	49	7.10	2.89	5	7.40	1.67	15	7.33	2.87	26	6.27	2.69	7	4.29	2.56	7	7.14	1.21	10	7.60	1.43
Natural resource management*	9	6.67	2.78	4	8.25	2.06	31	6.55	2.74	2	7.50	3.54	13	5.38	2.63	18	5.89	3.03	7	2.71	2.06	3	3.33	1.53	8	6.63	2.13

*Significantly different between stakeholder groups

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

Where are the World Bank Group's decisions made primarily that support the program in Burundi? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
At the Headquarters (in Washington D.C.)	61.5%	62.5%	52.2%	40.0%	54.5%	40.5%	50.0%	66.7%	71.4%
In the country	23.1%	12.5%	11.6%	0.0%	0.0%	5.4%	0.0%	0.0%	14.3%
Don't know	15.4%	25.0%	36.2%	60.0%	45.5%	54.1%	50.0%	33.3%	14.3%

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent does the World Bank Group's work help to achieve development results in Burundi?*	10	7.60	1.90	7	6.00	2.16	57	7.65	2.09	6	6.67	2.66	17	7.29	2.17	31	5.97	2.15	5	4.80	1.79	8	6.75	1.83	14	7.50	1.51

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?	10	7.60	1.78	5	7.00	2.74	52	7.44	2.29	3	6.67	2.08	16	6.63	2.50	26	6.96	2.63	6	5.67	1.97	8	5.88	1.89	10	7.90	1.37

(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 Burundi? (1-Strongly disagree, 10-Strongly agree)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi*	8	7.88	3.09	5	6.80	3.42	47	7.26	2.58	6	6.67	2.07	16	7.00	2.66	30	5.77	2.37	7	3.29	2.63	7	7.00	1.91	13	7.92	1.66
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	8	8.38	1.77	5	7.40	1.95	47	6.26	2.70	5	5.80	2.95	18	6.89	2.76	29	6.34	2.62	7	4.00	1.83	7	6.43	1.72	9	7.22	1.79

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																											
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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	
To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?	9	7.11	1.76	4	6.75	2.22	44	6.14	2.44	3	3.67	1.15	12	7.00	1.54	21	5.62	1.80	3	6.33	3.21	5	7.20	2.17	1	7.00		

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

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? (Select only ONE response)

Percentage of Respondents	Office of President/ Prime Minister/ Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Weekly	16.7%	0.0%	7.1%	10.0%	0.0%	2.7%	25.0%	37.5%	14.3%
Monthly	8.3%	12.5%	14.3%	0.0%	13.6%	16.2%	12.5%	0.0%	21.4%
A few times a year	50.0%	62.5%	40.0%	10.0%	45.5%	37.8%	12.5%	37.5%	35.7%
Rarely	16.7%	25.0%	27.1%	60.0%	40.9%	37.8%	50.0%	25.0%	21.4%
Never	8.3%	0.0%	11.4%	20.0%	0.0%	5.4%	0.0%	0.0%	7.1%

In Burundi, 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)

	Which of the following best describes your current position?																											
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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	
Are timely	10	8.00	2.45	4	8.50	3.00	39	7.31	2.23	7	8.29	1.25	14	7.93	1.82	26	7.08	2.15	5	7.00	2.45	5	8.20	1.10	12	8.58	1.73	
Include appropriate level of stakeholder involvement during preparation	10	7.00	1.83	5	7.60	.55	39	6.85	2.35	7	7.86	1.35	15	7.00	2.42	29	5.83	2.14	2	6.50	2.12	5	6.40	1.14	9	6.44	2.65	
Lead to practical solutions	11	8.18	1.66	5	7.60	2.30	42	6.21	2.59	6	7.00	2.68	17	6.65	2.67	27	5.81	2.20	5	5.40	2.30	7	6.43	1.90	8	6.88	1.89	
Are accessible*	11	8.00	1.48	3	7.00	2.65	45	7.11	2.71	6	7.00	2.83	16	5.25	2.59	30	5.90	2.35	5	3.00	2.83	6	7.50	2.43	8	7.38	1.60	
Are source of relevant information on global good practices	11	8.18	1.99	4	7.25	2.22	43	7.63	2.25	5	8.00	1.58	18	6.83	2.15	30	7.47	2.47	4	7.75	1.50	7	8.00	2.52	12	8.00	1.28	
Are adequately disseminated*	11	6.82	2.48	4	6.25	2.99	48	4.98	3.06	5	4.60	2.51	17	5.06	2.59	32	5.00	2.50	5	2.20	1.79	6	6.50	2.35	10	6.80	2.20	
Are translated enough into local language	10	4.30	3.68	4	4.00	4.00	46	3.30	2.85	6	1.83	1.33	16	3.88	3.01	33	3.18	2.46	3	2.00	1.73	6	2.67	1.97	5	5.80	2.59	
Are adaptable to Burundi's specific development challenges and country circumstances	9	7.67	2.00	5	6.40	2.19	43	6.72	2.75	7	6.00	2.83	16	6.38	2.19	34	5.59	2.35	3	4.33	.58	7	5.14	1.86	12	7.42	1.73	

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	10	8.00	2.21	8	6.38	2.62	52	7.38	2.39	8	7.75	2.38	19	7.63	2.06	31	7.23	2.16	6	5.50	3.02	9	7.22	1.48	13	8.00	1.83

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	12	7.92	2.02	6	6.50	1.97	55	7.78	2.08	6	6.83	2.14	17	7.94	1.20	26	8.12	2.07	6	6.33	1.51	7	7.29	1.38	12	8.50	.90

(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)

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
The World Bank Group disburses funds promptly	10	4.70	2.00	5	7.40	2.97	42	5.83	2.71	6	4.17	3.43	12	4.42	2.19	14	4.86	2.88	3	1.67	1.15	6	5.67	2.80	8	6.25	2.87
The World Bank Group effectively monitors and evaluates the projects and programs it supports	11	7.55	2.42	5	7.80	2.68	58	8.10	1.78	9	8.00	2.45	15	7.60	1.88	22	8.14	2.08	5	5.00	3.67	8	7.88	1.55	12	8.00	2.34
The World Bank Group's approvals and reviews are done in a timely fashion	10	7.70	1.57	5	7.40	2.61	43	5.91	2.37	6	5.17	2.64	13	6.08	2.33	16	5.63	2.13	5	4.00	2.74	6	6.17	2.64	8	7.13	1.89
The World Bank Group's "Safeguard Policy" requirements are reasonable	9	8.11	1.90	4	6.00	2.83	37	6.76	2.11	2	4.00	1.41	12	7.33	1.23	9	6.33	1.58	2	5.00	1.41	3	6.33	1.53	4	7.50	1.73
The World Bank Group's conditions on its lending are reasonable*	10	7.10	2.23	5	8.40	1.52	35	7.03	2.53	2	4.00	2.83	11	7.00	1.90	17	5.18	2.46	3	5.33	1.53	7	7.86	2.04	11	7.45	1.63
The World Bank Group takes decisions quickly in Burundi*	8	7.25	1.75	4	6.25	4.35	41	6.44	2.71	6	5.17	3.25	14	5.64	2.24	16	5.63	2.60	6	2.33	1.75	6	6.33	3.01	8	7.00	2.93
Working with the World Bank Group increases Burundi's institutional capacity*	10	7.60	2.12	6	8.00	2.53	52	7.23	2.41	8	9.00	1.31	18	7.94	1.70	21	7.38	2.38	5	4.20	2.59	7	7.29	2.21	12	8.17	1.75
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	7.64	2.42	4	9.50	1.00	43	7.21	2.16	6	8.33	1.75	15	7.53	2.42	14	7.64	1.82	3	7.33	1.15	5	8.20	2.05	7	8.43	.98
The World Bank Group provides effective implementation support (i.e., supervision of projects)*	10	7.60	2.63	5	8.60	1.52	56	7.41	2.73	6	7.33	2.94	14	7.14	2.71	24	6.63	2.43	6	6.67	1.75	7	7.43	2.44	12	8.08	1.98

*Significantly different between stakeholder groups

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?	8	7.13	2.64	5	5.80	2.49	49	6.86	2.64	7	6.71	2.14	16	6.56	2.10	24	5.38	2.65	5	3.80	1.48	6	6.17	1.33	8	7.63	.74

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

Which of the following best describes the way the World Bank Group operates in Burundi? (Select only ONE response)*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group takes too much risk in Burundi	0.0%	0.0%	2.9%	0.0%	9.1%	2.8%	0.0%	0.0%	0.0%
The World Bank Group does not take enough risk in Burundi	15.4%	0.0%	22.9%	10.0%	31.8%	30.6%	50.0%	0.0%	42.9%
The World Bank Group's approach to risk is appropriate	38.5%	75.0%	50.0%	10.0%	27.3%	16.7%	0.0%	44.4%	42.9%
Don't know	46.2%	25.0%	24.3%	80.0%	31.8%	50.0%	50.0%	55.6%	14.3%

*Significantly different between stakeholder groups

Which of the following best describes the World Bank Group's support in Burundi? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Burundi	61.5%	75.0%	62.9%	60.0%	63.6%	47.2%	37.5%	55.6%	78.6%
The World Bank Group is not sufficiently selective in Burundi, and it is involved in too many areas of development	23.1%	12.5%	22.9%	0.0%	18.2%	16.7%	12.5%	0.0%	14.3%
Don't know	15.4%	12.5%	14.3%	40.0%	18.2%	36.1%	50.0%	44.4%	7.1%

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
To what extent do you believe the World Bank Group is adequately staffed in Burundi?	5	6.20	2.05	5	7.00	1.73	42	5.55	3.04	1	7.00		13	5.00	2.94	20	5.25	2.57	4	3.50	1.73	5	4.80	2.59	6	5.17	3.06

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

**F. The Future Role of the World Bank Group in Burundi**Which of the following **SHOULD** the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	15.4%	0.0%	20.9%	0.0%	31.8%	25.7%	25.0%	11.1%	23.1%
Ensure greater selectivity in its work	15.4%	0.0%	16.4%	20.0%	9.1%	2.9%	0.0%	11.1%	30.8%
Offer more innovative financial products*	30.8%	12.5%	25.4%	20.0%	27.3%	17.1%	0.0%	11.1%	7.7%
Improve the competitiveness of its financing compared to markets	7.7%	25.0%	14.9%	20.0%	0.0%	11.4%	25.0%	22.2%	15.4%
Reach out more to groups outside of Government*	7.7%	12.5%	13.4%	20.0%	22.7%	45.7%	75.0%	55.6%	23.1%
Work faster	7.7%	25.0%	7.5%	30.0%	9.1%	5.7%	0.0%	0.0%	0.0%
Improve the quality of its experts as related to Burundi's specific challenges	7.7%	25.0%	10.4%	0.0%	27.3%	17.1%	0.0%	22.2%	7.7%
Offer more innovative knowledge services*	23.1%	50.0%	11.9%	10.0%	4.5%	2.9%	0.0%	11.1%	7.7%
Collaborate more effectively with Government clients	15.4%	0.0%	23.9%	30.0%	4.5%	5.7%	0.0%	11.1%	7.7%
Increase the level of capacity development in the country	30.8%	25.0%	22.4%	20.0%	36.4%	17.1%	50.0%	22.2%	15.4%
Reduce the complexity of obtaining World Bank Group financing	38.5%	25.0%	16.4%	20.0%	22.7%	20.0%	25.0%	11.1%	23.1%
Increase availability of Fee-Based services	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Increase the level of World Bank Group staffing in Burundi's office	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%
Other	0.0%	0.0%	3.0%	0.0%	0.0%	2.9%	0.0%	0.0%	15.4%

*Significantly different between stakeholder groups

When considering the combination of services that the World Bank Group offers in Burundi, 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 Burundi? (Select only **ONE** response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Financial services	33.3%	25.0%	20.3%	11.1%	14.3%	25.0%	0.0%	22.2%	38.5%
Knowledge products	0.0%	12.5%	3.1%	0.0%	14.3%	8.3%	25.0%	22.2%	0.0%
Convening services	8.3%	0.0%	10.9%	11.1%	4.8%	8.3%	12.5%	0.0%	15.4%
None of the above	0.0%	25.0%	3.1%	0.0%	4.8%	5.6%	0.0%	0.0%	0.0%
The combination is appropriate for Burundi	58.3%	25.0%	46.9%	66.7%	61.9%	47.2%	62.5%	44.4%	38.5%
Don't know	0.0%	12.5%	15.6%	11.1%	0.0%	5.6%	0.0%	11.1%	7.7%

**F. The Future Role of the World Bank Group in Burundi (continued)****Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Burundi? (Choose no more than THREE)**

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social safety nets	0.0%	0.0%	4.5%	20.0%	9.1%	8.3%	0.0%	0.0%	7.1%
Public financial management	45.5%	0.0%	18.2%	10.0%	18.2%	30.6%	37.5%	22.2%	14.3%
Economic development	36.4%	42.9%	62.1%	60.0%	45.5%	44.4%	37.5%	22.2%	71.4%
Access to justice systems	9.1%	0.0%	7.6%	0.0%	13.6%	8.3%	0.0%	11.1%	0.0%
Infrastructure development	63.6%	28.6%	37.9%	40.0%	36.4%	22.2%	12.5%	44.4%	64.3%
Private sector development	9.1%	42.9%	19.7%	10.0%	50.0%	27.8%	37.5%	22.2%	14.3%
Access to basic services	9.1%	28.6%	4.5%	30.0%	9.1%	8.3%	0.0%	0.0%	0.0%
Capacity of state institutions	0.0%	28.6%	4.5%	10.0%	9.1%	5.6%	25.0%	11.1%	28.6%
Skills development	9.1%	42.9%	16.7%	20.0%	4.5%	13.9%	12.5%	0.0%	0.0%
Jobs	18.2%	0.0%	30.3%	30.0%	22.7%	44.4%	25.0%	33.3%	21.4%
Improving livelihoods	0.0%	14.3%	1.5%	0.0%	4.5%	5.6%	12.5%	0.0%	0.0%
Urban development	0.0%	0.0%	4.5%	0.0%	0.0%	0.0%	12.5%	0.0%	7.1%
Regional development	9.1%	0.0%	4.5%	0.0%	9.1%	0.0%	12.5%	22.2%	0.0%
Stimulating dialogue to promote peace and stability	0.0%	0.0%	7.6%	10.0%	9.1%	13.9%	12.5%	11.1%	7.1%
Health and population	27.3%	28.6%	7.6%	20.0%	13.6%	16.7%	12.5%	11.1%	7.1%
Agricultural development	54.5%	42.9%	42.4%	20.0%	45.5%	38.9%	50.0%	77.8%	50.0%
Environment and climate change	9.1%	0.0%	18.2%	20.0%	4.5%	2.8%	0.0%	11.1%	0.0%

Which THREE areas below would benefit most from other donors in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Social safety nets*	30.0%	0.0%	18.8%	11.1%	0.0%	3.0%	0.0%	0.0%	7.1%
Public financial management	10.0%	14.3%	15.6%	11.1%	22.2%	12.1%	14.3%	12.5%	7.1%
Economic development	0.0%	42.9%	12.5%	0.0%	22.2%	9.1%	14.3%	12.5%	14.3%
Access to justice systems	10.0%	42.9%	15.6%	22.2%	11.1%	24.2%	14.3%	12.5%	28.6%
Infrastructure development	20.0%	14.3%	25.0%	33.3%	22.2%	27.3%	28.6%	50.0%	7.1%
Private sector development	10.0%	14.3%	14.1%	0.0%	16.7%	6.1%	28.6%	50.0%	14.3%
Access to basic services	10.0%	14.3%	6.3%	11.1%	16.7%	18.2%	0.0%	25.0%	28.6%
Capacity of state institutions	10.0%	14.3%	7.8%	11.1%	5.6%	15.2%	28.6%	25.0%	21.4%
Skills development	20.0%	0.0%	18.8%	22.2%	16.7%	6.1%	0.0%	12.5%	14.3%
Jobs	10.0%	42.9%	31.3%	33.3%	27.8%	15.2%	14.3%	12.5%	7.1%
Improving livelihoods	10.0%	14.3%	14.1%	11.1%	0.0%	21.2%	14.3%	25.0%	7.1%
Urban development	0.0%	14.3%	7.8%	0.0%	22.2%	3.0%	14.3%	0.0%	0.0%
Regional development*	30.0%	14.3%	7.8%	0.0%	22.2%	0.0%	14.3%	0.0%	0.0%
Stimulating dialogue to promote peace and stability*	40.0%	0.0%	4.7%	22.2%	16.7%	36.4%	28.6%	12.5%	50.0%
Health and population	40.0%	42.9%	35.9%	55.6%	33.3%	48.5%	14.3%	25.0%	64.3%
Agricultural development	20.0%	14.3%	29.7%	33.3%	22.2%	33.3%	42.9%	12.5%	21.4%
Environment and climate change	30.0%	0.0%	12.5%	11.1%	22.2%	12.1%	28.6%	12.5%	7.1%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Burundi (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	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Share more information about the World Bank Group's activities, products, and knowledge.	41.7%	62.5%	33.8%	44.4%	45.5%	48.6%	50.0%	44.4%	61.5%
Collaborate on analysis, assessments and planning, including on rapid assessments on emerging crisis and changing circumstances when both institutions are engaged	58.3%	37.5%	45.6%	44.4%	54.5%	57.1%	50.0%	33.3%	69.2%
Develop joint or complementary projects with the UN, leveraging each organization's comparative advantages	66.7%	37.5%	61.8%	55.6%	68.2%	65.7%	87.5%	88.9%	53.8%
Develop guidelines, framework and tools to facilitate operational cooperation and cross-financing	50.0%	87.5%	47.1%	33.3%	45.5%	25.7%	62.5%	66.7%	38.5%
Organize more joint meetings and missions with the UN	33.3%	37.5%	32.4%	33.3%	31.8%	20.0%	25.0%	22.2%	30.8%
Involve UN experts to a greater degree in World Bank Group activities	16.7%	37.5%	20.6%	11.1%	18.2%	11.4%	25.0%	11.1%	7.7%
Other	16.7%	0.0%	8.8%	22.2%	4.5%	8.6%	0.0%	0.0%	7.7%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Periodicals*	30.8%	14.3%	12.7%	0.0%	21.1%	2.9%	14.3%	44.4%	15.4%
International newspapers	7.7%	14.3%	9.5%	0.0%	5.3%	5.7%	28.6%	11.1%	15.4%
Local radio*	7.7%	42.9%	47.6%	77.8%	52.6%	48.6%	42.9%	55.6%	7.7%
International radio	15.4%	0.0%	6.3%	0.0%	0.0%	2.9%	0.0%	0.0%	7.7%
Local television	23.1%	28.6%	14.3%	33.3%	15.8%	8.6%	0.0%	11.1%	7.7%
International television	7.7%	0.0%	1.6%	0.0%	5.3%	2.9%	0.0%	0.0%	0.0%
Local newspapers	23.1%	14.3%	23.8%	55.6%	31.6%	28.6%	28.6%	22.2%	46.2%
Internet	53.8%	57.1%	58.7%	33.3%	57.9%	65.7%	71.4%	44.4%	61.5%
Social media	15.4%	14.3%	12.7%	0.0%	10.5%	17.1%	14.3%	0.0%	15.4%
Other	0.0%	14.3%	6.3%	0.0%	0.0%	5.7%	0.0%	11.1%	15.4%

*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	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Direct contact with World Bank Group	15.4%	0.0%	45.6%	40.0%	40.9%	37.8%	37.5%	55.6%	50.0%
e-Newsletters	46.2%	62.5%	30.9%	30.0%	45.5%	18.9%	37.5%	11.1%	42.9%
World Bank Group's seminars/workshops/conferences	38.5%	50.0%	50.0%	60.0%	36.4%	51.4%	37.5%	55.6%	14.3%
World Bank Group's publications and other written materials	30.8%	12.5%	22.1%	10.0%	36.4%	29.7%	50.0%	44.4%	50.0%
World Bank Group's website	46.2%	25.0%	38.2%	30.0%	27.3%	29.7%	25.0%	22.2%	14.3%
Social media	0.0%	0.0%	4.4%	0.0%	0.0%	10.8%	12.5%	11.1%	7.1%
Mobile phones	7.7%	0.0%	4.4%	20.0%	0.0%	5.4%	0.0%	0.0%	14.3%
Other*	0.0%	25.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	20.0%	12.5%	23.9%	10.0%	13.6%	8.1%	25.0%	12.5%	50.0%
No	80.0%	87.5%	76.1%	90.0%	86.4%	91.9%	75.0%	87.5%	50.0%

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	10.0%	12.5%	25.0%	10.0%	14.3%	17.1%	37.5%	37.5%	42.9%
No	90.0%	87.5%	75.0%	90.0%	85.7%	82.9%	62.5%	62.5%	57.1%

Were you able to obtain this information?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	50.0%	50.0%	88.2%	100.0%	100.0%	80.0%	33.3%	100.0%	83.3%
No	50.0%	50.0%	11.8%	0.0%	0.0%	20.0%	66.7%	0.0%	16.7%

Do you have access to the Internet?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	70.0%	100.0%	87.9%	80.0%	95.5%	94.3%	100.0%	100.0%	85.7%
No	30.0%	0.0%	12.1%	20.0%	4.5%	5.7%	0.0%	0.0%	14.3%

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	36.4%	25.0%	47.8%	20.0%	57.9%	45.2%	62.5%	66.7%	78.6%
No	63.6%	75.0%	52.2%	80.0%	42.1%	54.8%	37.5%	33.3%	21.4%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
High speed/WiFi	70.0%	50.0%	75.0%	50.0%	81.3%	89.3%	85.7%	71.4%	88.9%
Dial-up	30.0%	50.0%	25.0%	50.0%	18.8%	10.7%	14.3%	28.6%	11.1%

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

	Which of the following best describes your current position?																										
	Office of President/ Prime Minister/ Minister			Office of Parliamentarian			Employee of a Ministry/ PMU/ Consultant			Local Government			Private Sector/ Financial Sector/ Private Bank			CSO			Media			Academia/ Research Institute/ Think Tank			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
I find the World Bank Group's websites easy to navigate	4	7.00	4.24	3	5.67	4.04	33	6.45	3.05	2	8.50	2.12	11	6.82	2.04	17	7.12	2.00	4	5.50	3.32	6	6.33	1.21	11	7.45	2.66
I find the information on the World Bank Group's websites useful	4	8.25	2.06	3	7.33	2.52	30	7.83	1.84	2	9.50	.71	10	7.90	1.37	16	8.13	1.36	3	5.33	1.53	5	8.00	1.22	11	8.09	2.17
The World Bank Group's social media channels are valuable sources of information about the institution	4	7.25	1.89	5	7.60	3.29	33	6.88	3.29	3	8.00	2.00	6	8.00	1.79	19	8.00	1.49	4	6.50	4.36	3	9.33	1.15	5	6.80	3.03
When I need information from the World Bank Group I know how to find it*	7	9.29	1.25	6	9.17	1.33	41	6.73	3.26	2	8.50	2.12	11	5.27	3.50	25	5.96	2.56	5	5.60	3.21	5	5.40	2.07	11	7.73	2.33
The World Bank Group is responsive to my information requests and inquiries	6	6.17	4.45	5	8.80	2.17	35	7.23	2.99				4	7.50	1.91	13	6.38	3.57	3	5.33	4.51	4	6.25	1.50	10	7.50	2.72

*Significantly different between stakeholder groups

H. Background Information

Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, MIGA) in your country? (Select only ONE response)*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
I currently collaborate with the World Bank Group	30.8%	0.0%	30.9%	22.2%	38.1%	12.9%	12.5%	12.5%	21.4%
I have previously collaborated with the World Bank Group	7.7%	25.0%	17.6%	0.0%	4.8%	48.4%	12.5%	25.0%	21.4%
Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)	23.1%	12.5%	25.0%	11.1%	28.6%	9.7%	12.5%	37.5%	35.7%
I have never collaborated with the World Bank Group	38.5%	62.5%	26.5%	66.7%	28.6%	29.0%	62.5%	25.0%	21.4%

*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 Burundi? (Select only ONE response)*

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The World Bank (IDA)	54.5%	0.0%	69.2%	40.0%	60.0%	56.5%	66.7%	60.0%	91.7%
The International Finance Corporation (IFC)	18.2%	25.0%	15.4%	0.0%	33.3%	8.7%	0.0%	20.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	9.1%	50.0%	1.9%	20.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Other	18.2%	25.0%	13.5%	40.0%	6.7%	30.4%	33.3%	20.0%	8.3%

*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	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Yes	20.0%	0.0%	29.4%	33.3%	23.5%	9.4%	20.0%	12.5%	15.4%
No	80.0%	100.0%	70.6%	66.7%	76.5%	90.6%	80.0%	87.5%	84.6%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
The two institutions work well together	100.0%	25.0%	0.0%	0.0%	50.0%	66.7%	0.0%	0.0%	50.0%
The way the two institutions work together needs improvement	0.0%	37.5%	0.0%	0.0%	25.0%	33.3%	100.0%	0.0%	0.0%
The two institutions do not work well together	0.0%	12.5%	50.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	25.0%	50.0%	50.0%	25.0/5	0.0%	0.0%	100.0%	50.0%

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

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Observer	27.3%	40.0%	14.5%	44.4%	28.6%	36.4%	33.3%	12.5%	7.7%
Use World Bank Group reports/data	54.5%	40.0%	23.6%	11.1%	28.6%	21.2%	50.0%	25.0%	23.1%
Engage in World Bank Group related/sponsored events/activities	27.3%	40.0%	47.3%	44.4%	23.8%	30.3%	33.3%	12.5%	30.8%
Collaborate as part of my professional duties*	45.5%	20.0%	56.4%	22.2%	33.3%	24.2%	0.0%	62.5%	61.5%
Use World Bank Group website for information, data, research, etc.*	0.0%	0.0%	10.9%	11.1%	28.6%	36.4%	50.0%	37.5%	23.1%

*Significantly different between stakeholder groups

What's your gender?

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry/ PMU/ Consultant	Local Government	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research/ Think tank	Other
Female	16.7%	42.9%	22.9%	0.00%	9.1%	27.8%	12.5%	0.00%	0.00%
Male	83.3%	57.1%	77.1%	100.0%	90.9%	72.2%	87.5%	100.0%	100.0%



Appendix C: Responses to Indicator Questions by Geographical Locations¹⁷

Note that this appendix presents comparative analysis across geographical locations of respondents and covers only the indicator questions from the FY15 Burundi COS questionnaire.

East N=12 ● West N=86 ● North N=28 ● South N=23 ● Central N=28

B. Overall Attitudes toward the World Bank Group

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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 Burundi?	10	7.60	1.90	72	5.99	2.49	22	6.64	2.13	22	6.27	2.31	21	6.86	2.22

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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 Burundi.	9	6.56	3.36	68	6.47	2.21	25	7.76	1.94	19	6.95	2.17	20	6.40	2.64

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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 (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?	8	8.88	1.36	54	6.98	2.25	22	8.27	1.75	19	7.11	2.28	19	7.47	2.57

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

B. Overall Attitudes toward the World Bank Group

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

(1-Strongly disagree, 10-Strongly agree)

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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 Burundi	12	8.75	2.14	70	7.07	2.73	24	8.33	1.99	22	7.36	2.04	25	7.76	2.30
The World Bank Group's work is aligned with what I consider the development priorities for Burundi	11	7.45	2.16	66	6.71	2.58	23	6.96	1.80	19	6.84	2.09	22	6.32	3.11
The World Bank Group supports programs and strategies that are realistic for Burundi	11	7.73	2.49	71	7.35	2.34	26	7.88	1.77	20	6.65	2.41	24	6.88	2.52
The World Bank Group treats clients and stakeholders in Burundi with respect	11	7.64	3.38	58	7.55	2.19	21	8.10	1.81	18	7.22	2.37	18	7.06	2.53

¹⁷ Only 177 respondents provided the information about their current geographic locations. Thus only these respondents were included in the geographical comparisons presented in this appendix.

**B. Overall Attitudes toward the World Bank Group (continued)****To what extent is the World Bank Group an effective development partner in Burundi, in terms of each of the following?***(1-To no degree at all, 10-To a very significant degree)*

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Responsiveness to needs	8	8.25	2.66	55	5.80	2.63	18	6.56	2.50	16	6.06	1.61	16	6.81	2.66
Flexibility (in terms of the institution's products and services)	7	6.71	2.98	52	5.50	2.37	18	6.44	2.01	12	5.83	2.12	15	6.93	2.22
Flexibility (in terms of changing country circumstances)	8	6.38	2.72	51	5.88	2.43	22	6.91	2.22	14	6.00	1.66	15	6.60	2.82
Being inclusive	8	8.63	1.51	51	7.25	2.43	14	7.07	1.64	10	7.50	1.78	11	7.27	3.20
Openness	9	8.11	2.57	54	6.98	2.47	22	7.27	2.00	15	7.07	2.02	17	6.35	3.06
Staff accessibility	8	6.63	3.81	58	5.83	2.82	19	5.58	2.65	16	5.88	2.47	18	5.61	2.70
Straightforwardness and honesty	7	8.43	2.15	42	7.48	2.34	18	8.17	1.72	15	6.93	2.15	12	7.50	3.03
Ease of access to the people at the World Bank Group who are making decisions important to my work	8	5.00	3.51	53	5.72	2.84	18	5.39	2.06	11	5.82	2.40	12	4.67	2.57
Collaboration with civil society	7	7.71	2.29	53	6.42	2.74	21	6.81	2.46	7	7.86	2.27	12	6.17	3.24
Collaboration with the UN	6	8.33	3.20	37	7.95	2.58	20	8.70	1.38	9	8.56	1.42	10	8.90	1.66
Collaboration with the Government	9	9.00	1.22	62	7.90	2.37	27	8.33	1.59	19	8.47	1.17	19	7.84	2.79
Collaboration with other donors and development partners	7	8.71	1.60	49	8.20	1.94	21	7.76	1.58	15	8.00	1.81	14	8.21	1.67
Collaboration with the private sector	8	6.25	2.87	55	6.42	2.59	23	6.91	1.88	13	7.23	1.92	14	5.64	2.31
The speed in which it gets things accomplished on the ground	6	7.50	2.35	49	6.59	2.16	20	7.75	1.68	13	6.77	2.05	14	6.79	2.64
Being a long-term partner	7	9.29	.76	55	8.47	2.03	25	8.40	1.87	16	8.75	1.24	17	7.88	3.30

C. World Bank Group's Effectiveness and Results

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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 Burundi?	9	7.89	1.90	66	6.62	2.22	23	7.43	1.70	21	7.29	2.12	25	6.84	2.53

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

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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 (e.g., procurement, financial management, etc.) in Burundi?	7	7.57	2.23	59	6.73	2.41	21	7.67	2.18	18	7.00	1.71	22	6.45	2.60

*(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 Burundi?***(1-Strongly disagree, 10-Strongly agree)*

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi	8	6.88	3.40	60	6.30	2.76	22	6.95	2.54	20	7.10	2.36	19	7.32	2.29
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	8	6.00	3.12	63	5.94	2.46	18	7.72	2.19	20	6.65	2.41	15	6.40	3.11

**D. The World Bank Group's Knowledge Work and Activities****In Burundi, 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)*

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	8	7.75	1.98	58	7.22	2.34	15	7.20	2.14	16	8.50	1.41	17	8.12	2.15
Include appropriate level of stakeholder involvement during preparation	9	7.44	2.70	55	6.36	2.15	20	6.50	1.99	14	6.79	1.63	18	7.06	2.46
Lead to practical solutions*	9	8.33	2.06	62	6.03	2.28	16	7.06	2.08	15	6.40	1.72	21	5.95	3.02
Are accessible	7	8.86	1.68	60	6.27	2.64	19	6.58	2.71	15	6.53	2.53	18	5.67	2.70
Are source of relevant information on global good practices	7	7.71	1.80	62	7.35	2.17	20	8.05	2.24	17	7.53	2.07	19	7.32	2.45
Are adequately disseminated	7	6.86	3.24	66	5.47	2.72	19	5.47	2.61	17	5.12	2.80	19	5.16	2.71
Are translated enough into local language	8	4.25	3.24	63	3.71	2.77	16	3.19	3.19	16	2.31	1.85	17	3.59	2.69
Are adaptable to Burundi's specific development challenges and country circumstances	8	7.38	2.00	64	6.28	2.52	18	6.44	1.95	15	5.73	2.55	23	6.26	3.00

**Significantly different between geographic locations*

	Which best represents your geographic location?														
	East			West			North			South			Center		
	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?	11	8.73	1.19	69	7.09	2.32	24	7.46	1.89	20	7.55	1.99	23	7.13	2.96
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7	8.00	1.15	61	7.38	2.00	23	8.09	1.86	20	7.75	1.65	21	7.76	2.34

*(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)**

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	7	6.43	4.04	49	5.37	2.71	14	5.86	2.51	17	4.88	2.69	14	4.86	2.71
The World Bank Group effectively monitors and evaluates the projects and programs it supports	10	9.60	.52	59	7.64	2.08	21	8.10	1.70	20	7.35	1.95	21	7.90	2.66
The World Bank Group's approvals and reviews are done in a timely fashion	7	7.43	1.27	53	6.17	2.31	16	6.50	2.34	16	5.50	2.31	12	5.58	2.94
The World Bank Group's "Safeguard Policy" requirements are reasonable	5	7.40	2.19	40	6.73	1.83	11	7.36	2.20	13	6.15	1.77	10	6.30	2.87
The World Bank Group's conditions on its lending are reasonable	6	7.50	.84	48	6.38	2.66	12	6.92	1.93	16	7.25	2.29	12	6.75	2.18
The World Bank Group takes decisions quickly in Burundi	7	5.29	3.20	58	6.09	2.82	12	6.75	2.56	14	5.57	2.68	13	5.08	2.40
Working with the World Bank Group increases Burundi's institutional capacity	10	8.10	1.91	63	7.03	2.55	23	8.61	1.56	18	7.17	2.04	17	6.94	2.68
Where country systems are adequate, the World Bank Group makes appropriate use of them	7	9.00	1.00	55	7.42	2.08	12	7.25	2.34	13	7.69	1.49	16	7.50	2.80
The World Bank Group provides effective implementation support (i.e., supervision of projects)	7	8.71	1.25	62	7.03	2.59	20	7.95	2.01	17	7.41	2.09	22	7.82	2.50



Appendix D: Responses to Selected Questions by Level of Collaboration with the World Bank Group¹⁸

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 FY15 Burundi 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 Burundi, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Burundi?”

Collaborating with the WBG N=85 ● Not collaborating with the WBG N=98

B. Overall Attitudes toward the World Bank Group

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burundi?*	77	7.09	1.80	77	5.55	2.61

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

*Significantly different between collaborators and non-collaborators

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.	73	7.22	1.73	72	6.75	2.68

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?	68	7.56	1.74	62	7.53	2.63

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

¹⁸ Only 183 respondents provided the information about their levels of collaboration with the World Bank Group (question H3 in the questionnaire). Thus only these respondents were included in the analysis presented in this appendix. Response options “I currently collaborate with the WBG” and “I currently collaborate and previously have collaborated with the WBG” were combined as “Collaborating with the WBG” for the comparisons in this appendix. “I have previously collaborated with the WBG,” and “I have never collaborated with the WBG” were combined as “Not collaborating with the WBG”.

**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 Burundi, in which sectoral areas do you believe the WBG should focus most of its resources in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Social protection	1.2%	5.3%
Security/stabilization/reconstruction	12.2%	8.4%
Crime and violence	0.0%	0.0%
Transport	14.6%	12.6%
Public sector reform	11.0%	4.2%
Agricultural development	40.2%	43.2%
Global/regional integration	3.7%	1.1%
Gender equity	0.0%	3.2%
Social cohesion	2.4%	2.1%
Health*	9.8%	0.0%
Rural development*	11.0%	27.4%
Foreign direct investment	4.9%	5.3%
Education	6.1%	10.5%
Energy	42.7%	32.6%
Public financial management	3.7%	4.2%
Job creation/employment	23.2%	35.8%
Financial markets	0.0%	0.0%
Urban development	1.2%	1.1%
Environmental sustainability	4.9%	2.1%
Equality of opportunity	2.4%	2.1%
Regional conflict and tensions	1.2%	0.0%
Private sector development	22.0%	11.6%
Water and sanitation	2.4%	0.0%
Governance	8.5%	13.7%
Food security	7.3%	11.6%
Climate change	2.4%	5.3%
Poverty reduction	14.6%	17.9%
Trade and exports	1.2%	0.0%
Economic growth	17.1%	11.6%
Law and justice	2.4%	2.1%
Local governance and institutions	4.9%	4.2%
Regulatory framework	0.0%	0.0%
Communicable/non-communicable diseases	1.2%	1.1%
Natural resource management	3.7%	5.3%
Information and communications technology	3.7%	2.1%
Anti corruption	8.5%	10.5%
Disaster management	0.0%	0.0%

*Significantly different between collaborators and non-collaborators

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	65	7.22	1.97	61	6.77	2.65
Citizen engagement	49	6.16	2.44	54	6.22	2.95
Policy design	60	7.48	1.60	57	7.65	2.59

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

When thinking about how to improve capacity building in Burundi to help ensure better development results, looking forward, how **IMPORTANT** is it for the World Bank Group to be involved in the following aspects of capacity building?

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Project implementation	70	8.21	1.63	70	8.27	2.29
Citizen engagement*	59	7.97	2.13	67	8.76	1.85
Policy design	65	8.55	1.62	65	8.77	1.77

*Significantly different between collaborators and non-collaborators

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi	79	7.90	2.13	81	7.22	2.71
The World Bank Group's work is aligned with what I consider the development priorities for Burundi*	74	7.27	2.07	73	6.29	2.69
The World Bank Group supports programs and strategies that are realistic for Burundi	75	7.63	1.86	82	7.23	2.61
The World Bank Group treats clients and stakeholders in Burundi with respect*	67	8.09	1.75	67	7.07	2.73

*Significantly different between collaborators and non-collaborators

To what extent is the World Bank Group an effective development partner in Burundi, in terms of each of the following?

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	65	6.48	2.20	56	5.98	2.94
Flexibility (in terms of the institution's products and services)*	65	6.40	1.76	48	5.50	3.02
Flexibility (in terms of changing country circumstances)	65	6.63	1.76	52	5.92	3.07
Being inclusive	56	7.57	2.07	42	6.90	2.78
Openness	66	7.17	2.09	56	6.77	2.89
Staff accessibility*	63	6.86	2.28	61	4.93	2.96
Straightforwardness and honesty	56	7.61	1.90	44	7.48	2.64
Ease of access to the people at the World Bank Group who are making decisions important to my work*	58	6.66	2.40	50	4.48	2.77
Collaboration with civil society	45	7.02	2.03	60	6.60	3.34
Collaboration with the UN	42	8.24	1.85	43	8.26	2.80
Collaboration with the Government	68	8.28	1.58	77	8.00	2.58
Collaboration with other donors and development partners	60	8.05	1.50	52	8.12	2.38
Collaboration with the private sector*	57	7.21	1.89	61	6.15	2.85
The speed in which it gets things accomplished on the ground	56	7.29	1.69	53	6.55	2.66
Being a long-term partner	64	8.61	1.79	61	8.41	2.32

*Significantly different between collaborators and non-collaborators

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

In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Burundi? (1-Not important at all, 10-Very important)

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	62	6.65	2.83	70	6.90	3.29
Financial markets	65	7.80	2.36	79	8.44	2.21
Transport	72	8.76	1.38	84	8.79	1.98
Anti corruption	73	8.73	1.73	83	8.98	1.93
Regional conflict and tensions	63	6.60	2.91	73	7.47	2.65
Law and justice	68	7.82	2.48	77	8.32	2.20
Urban development	71	8.11	1.99	83	8.16	2.36
Environmental sustainability*	71	8.06	2.07	85	9.12	1.45
Regulatory framework	70	7.80	2.04	71	8.14	2.32
Information and communications technology*	72	7.86	2.15	80	8.73	1.85
Governance	69	8.97	1.22	84	9.17	1.54
Poverty reduction*	81	8.93	1.74	88	9.63	1.15
Gender equity	64	6.97	2.21	76	7.46	2.32
Private sector development*	76	8.59	1.64	84	9.11	1.55
Foreign direct investment	68	8.12	2.10	75	8.53	2.13
Local governance and institutions*	69	8.14	1.87	80	8.95	1.75
Water and sanitation*	75	8.43	1.65	83	8.98	1.67
Public sector reform	70	8.11	1.95	79	8.72	2.02
Trade and exports*	68	7.93	2.20	80	8.89	1.79
Economic growth	81	8.86	1.67	85	9.33	1.62
Energy*	78	9.15	1.54	87	9.66	.93
Disaster management*	73	7.51	2.21	79	8.41	1.97
Public financial management*	72	8.36	2.01	80	9.01	1.68
Job creation/employment	76	8.62	1.85	88	9.14	1.80
Social cohesion	69	6.97	2.40	77	7.62	2.40
Communicable/non-communicable diseases	67	7.30	2.21	83	7.99	2.30
Equality of opportunity	65	7.26	2.35	85	7.85	2.40
Health	73	8.23	2.04	82	8.85	2.31
Rural development*	77	8.39	1.88	87	9.15	1.87
Global/regional integration	67	8.13	1.62	80	8.59	2.08
Food security*	74	8.18	1.85	86	9.06	1.96
Natural resource management*	72	8.15	1.85	83	9.08	1.42
Security/stabilization/reconstruction	75	7.97	2.12	83	8.35	2.19
Social protection	70	6.97	2.18	81	7.70	2.61
Climate change*	68	7.46	1.98	82	8.37	2.33
Agricultural development	74	8.88	1.57	88	9.24	1.79
Education*	75	8.44	2.32	86	9.28	1.69

*Significantly different between collaborators and non-collaborators

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Anti corruption	47	6.00	2.65	50	6.88	3.25
Information and communications technology	52	7.04	2.14	39	6.36	2.92
Transport	60	7.32	2.14	61	7.23	3.01
Regional conflict and tensions	41	5.46	2.28	37	5.59	3.32
Demobilization/disarmament/reintegration	58	7.52	2.03	49	7.08	2.70
Urban development	57	7.02	2.00	55	6.91	2.82
Environmental sustainability	50	6.82	1.99	51	6.84	3.11
Regulatory framework	48	6.81	2.05	36	6.06	2.70
Communicable/non-communicable diseases	42	7.05	2.23	47	6.47	3.13
Governance	52	6.90	1.95	62	7.48	2.67
Poverty reduction	68	7.44	1.97	72	7.44	2.64
Gender equity	41	6.27	1.96	49	6.22	2.47
Private sector development*	58	6.98	2.10	48	5.96	3.00
Foreign direct investment	38	6.45	2.49	30	5.93	2.84
Local governance and institutions	49	6.51	1.72	50	6.96	2.90
Water and sanitation*	55	7.49	1.87	51	6.45	2.82
Public sector reform	57	6.75	2.24	53	6.38	2.90
Trade and exports	45	5.87	2.24	36	5.72	3.00
Economic growth	66	7.23	2.00	61	7.03	2.92
Energy*	63	7.79	1.89	55	6.33	3.14
Disaster management*	52	6.31	2.23	31	5.10	2.80
Public financial management	59	7.31	1.97	41	6.90	2.85
Job creation/employment	57	6.74	2.33	60	6.62	3.02
Social cohesion	39	5.62	2.22	37	6.14	2.74
Financial markets	46	5.78	2.66	35	6.31	2.63
Equality of opportunity	42	5.90	2.48	36	5.56	2.75
Health	61	7.75	1.79	53	7.26	2.70
Rural development	61	7.13	1.97	55	6.67	2.76
Global/regional integration	47	6.57	2.32	40	6.53	2.48
Food security	61	6.90	2.34	58	6.67	3.08
Education	59	7.20	2.03	57	6.65	3.03
Security/stabilization/reconstruction	53	6.72	2.08	50	6.46	2.94
Social protection	42	5.38	2.60	35	4.57	2.95
Climate change	46	6.09	2.73	37	5.46	3.09
Agricultural development	67	7.31	2.20	61	6.57	3.04
Natural resource management	47	6.34	2.63	45	5.62	3.05

*Significantly different between collaborators and non-collaborators

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burundi?	75	7.31	1.87	74	6.85	2.43

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?	69	7.00	1.90	61	7.07	2.64

(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 Burundi?

(1-Strongly disagree, 10-Strongly agree)

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi	70	7.03	2.19	64	6.67	3.08
The World Bank Group meets Burundi's needs for knowledge services (e.g., research, analysis, data, technical assistance)	66	6.50	2.28	65	6.28	2.82

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?	58	6.43	1.95	40	6.20	2.50

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

D. The World Bank Group's Knowledge Work and Activities**In Burundi, 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)

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
Are timely	67	7.60	2.23	53	7.70	2.13
Include appropriate level of stakeholder involvement during preparation	64	7.11	1.80	53	6.36	2.57
Lead to practical solutions	64	6.64	2.17	63	6.40	2.64
Are accessible	62	6.76	2.27	64	6.39	3.07
Are source of relevant information on global good practices	68	7.68	1.72	63	7.35	2.53
Are adequately disseminated*	68	6.29	2.55	62	4.52	2.79
Are translated enough into local language	60	3.98	2.84	64	3.06	2.81
Are adaptable to Burundi's specific development challenges and country circumstances*	72	6.92	2.09	59	5.92	2.76

*Significantly different between collaborators and non-collaborators

	Collaborate with WBG			Not collaborating with 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?	72	7.28	2.16	78	7.50	2.39
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	74	7.69	1.67	64	7.89	2.08

(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)**

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	62	5.79	2.67	45	4.78	2.85
The World Bank Group effectively monitors and evaluates the projects and programs it supports	69	7.83	1.65	70	7.87	2.52
The World Bank Group's approvals and reviews are done in a timely fashion	63	6.44	2.18	45	5.91	2.64
The World Bank Group's "Safeguard Policy" requirements are reasonable	53	7.04	1.66	31	6.52	2.43
The World Bank Group's conditions on its lending are reasonable	58	7.10	1.95	41	6.39	2.91
The World Bank Group takes decisions quickly in Burundi	63	6.35	2.47	44	5.36	3.11
Working with the World Bank Group increases Burundi's institutional capacity	75	7.45	1.96	61	7.44	2.67
Where country systems are adequate, the World Bank Group makes appropriate use of them	64	7.44	2.04	45	7.98	2.05
The World Bank Group provides effective implementation support (i.e., supervision of projects)	73	7.55	2.12	62	7.48	2.67

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?	62	6.44	2.27	62	6.32	2.74

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

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Burundi?*	51	6.12	2.46	44	4.45	2.98

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

*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)**

	Collaborate with WBG			Not collaborating with WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	55	7.04	2.60	31	6.87	2.29
I find the information on the World Bank Group's websites useful	54	7.80	1.73	29	8.14	1.79
The World Bank Group's social media channels are valuable sources of information about the institution	35	7.09	2.32	40	8.18	2.59
When I need information from the World Bank Group I know how to find it	63	7.40	2.46	41	6.37	3.41
The World Bank Group is responsive to my information requests and inquiries	51	7.49	2.52	25	6.84	3.56



Appendix E: Responses to Selected Questions by Year¹⁹

*All data presented in this appendix are weighted. As a result, means of the FY 2015 data and the total number of respondents each year will be slightly different from those in FY 2012 appendices.

FY '12 Number of comparable respondents = 288 • FY '15 Number of comparable respondents = 184

By weighting, FY 2012 and FY 2015 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	FY2012	FY2015
Office of the President/Prime Minister/Minister	5.0%	5.0%
Office of Parliamentarian	5.0%	5.0%
Government institutions	25.0%	25.0%
Local Government	10.0%	10.0%
Bilateral/multilateral agencies	5.0%	5.0%
Civil society	20.0%	20.0%
Private sector	15.0%	15.0%
Academia	10.0%	10.0%
Media	5.0%	5.0%

A. General Issues facing Burundi

In general, would you say that Burundi is headed in...?*

Percentage of Respondents	FY 2012	FY 2015
The right direction	71.7%	53.2%
The wrong direction	18.7%	25.4%
Not sure	9.6%	21.4%

*Significantly different between FY2015 and FY2012

B. Overall Attitudes toward the World Bank Group

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burundi?	277	5.98	2.21	153	6.29	2.43

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burundi.	264	7.14	1.68	147	6.83	2.26

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

¹⁹ Only those questions that were asked in the FY '12 and FY '15 country opinion surveys, with similar response scales/options, are presented.

**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 Burundi?

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burundi*	273	7.13	2.01	161	7.55	2.38
The World Bank Group's work is aligned with what I consider the development priorities of Burundi	266	6.75	2.16	145	6.61	2.42
The World Bank Group supports programs and strategies that are realistic for Burundi*	262	6.77	2.08	163	7.32	2.29
The World Bank Group treats clients and stakeholders in Burundi with respect*	241	6.70	2.09	131	7.66	2.25

*Significantly different between FY2015 and FY2012

To what extent is the World Bank Group an effective development partner in Burundi in terms of each of the following?

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	227	6.58	1.82	115	6.19	2.56
Flexibility (in terms of the institution's products and services)	236	6.24	1.87	107	5.94	2.39
Flexibility (in terms of changing country circumstances)	245	6.19	2.11	116	6.27	2.40
Being inclusive*	231	6.61	2.06	93	7.31	2.39
Openness*	252	6.43	2.15	126	7.05	2.33
Staff accessibility	240	6.17	2.22	125	5.80	2.75
Straightforwardness and honesty	243	7.09	2.06	97	7.48	2.20
Collaboration with the Government*	243	7.57	1.68	146	8.09	2.15
Collaboration with other donors and development partners*	220	7.38	1.69	105	8.17	1.83

*Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Anti corruption*	217	5.57	2.22	91	6.24	6.24
Information and communications technology*	206	5.73	1.96	89	6.78	6.78
Transport*	234	6.34	1.91	121	7.10	7.10
Regional conflict and tensions	181	5.43	2.04	72	5.38	5.38
Urban development	235	6.38	1.91	107	6.78	6.78
Environmental sustainability*	224	6.22	1.70	98	6.85	6.85
Regulatory framework	186	6.41	1.72	84	6.38	6.38
Communicable/non-communicable diseases	204	6.78	1.90	92	6.81	6.81
Governance*	218	6.26	1.74	113	7.08	7.08
Poverty reduction*	257	6.56	1.85	139	7.23	7.23
Gender equity	217	6.30	1.74	86	6.15	6.15
Private sector development	215	5.95	5.34	102	6.39	6.39
Foreign direct investment*	183	5.55	2.18	69	6.26	6.26
Local governance and institutions*	214	6.10	1.82	97	6.68	6.68
Water and sanitation*	217	6.45	1.88	107	6.99	6.99
Public sector reform	204	6.18	1.90	112	6.63	6.63
Trade and exports	178	5.40	2.11	81	5.87	5.87
Economic growth*	247	6.17	1.84	128	6.96	6.96
Energy*	216	5.92	2.11	118	6.92	6.92
Disaster management*	174	5.02	2.11	77	5.81	5.81
Public financial management	216	6.52	2.06	97	6.95	6.95
Job creation/employment*	234	5.91	2.16	112	6.44	6.44
Social cohesion	182	5.75	1.81	65	5.94	5.94
Financial markets	188	5.74	2.17	74	5.90	5.90
Equality of opportunity	203	5.48	2.29	71	5.56	5.56
Health	225	6.91	1.76	117	7.34	7.34
Rural development	233	6.52	1.86	113	6.82	6.82
Food security*	226	6.04	1.99	120	6.63	6.63
Education*	224	6.48	1.82	114	6.97	6.97
Security/stabilization/reconstruction	210	6.26	1.75	99	6.47	6.47
Social protection*	180	5.55	1.96	72	4.86	4.86
Climate change	187	5.43	1.98	76	5.61	5.61
Agricultural development*	223	6.40	1.92	127	6.89	6.89
Natural resource management	193	5.31	2.05	88	5.85	2.88

*Significantly different between FY2015 and FY2012

To what extent do you agree with the following statements about the World Bank Group in Burundi?

(1-Strongly disagree, 10-Strongly agree)

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi	253	6.84	1.80	133	6.63	2.61
The World Bank Group meets Burundi's needs for knowledge services	245	6.50	1.71	132	6.46	2.51

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

In Burundi, 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 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
Are timely*	222	5.92	2.14	119	7.72	1.98
Include appropriate level of stakeholder involvement during preparation*	116	5.62	2.14	117	6.70	2.05
Are accessible	231	6.05	2.01	125	6.45	2.64
Are source of relevant information on global good practices*	234	6.89	1.90	130	7.61	2.14
Are adequately disseminated*	231	5.99	2.06	132	5.29	2.69
Are translated enough into local language*	220	6.34	1.99	124	3.34	2.74
Are adaptable to Burundi's specific development challenges and country circumstances	241	6.22	2.01	132	6.16	2.41

**Significantly different between FY2015 and FY2012*

	FY 2012			FY 2015		
	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?*	242	6.74	1.77	152	7.31	2.24
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	245	7.07	1.64	138	7.63	1.84

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

**Significantly different between FY2015 and FY2012*

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 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	238	5.50	2.57	100	5.21	2.77
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	261	7.01	2.09	137	7.83	2.09
The World Bank Group's approvals and reviews are done in a timely fashion	231	6.35	1.94	106	6.03	2.40
The World Bank Group's "Safeguard Policy" requirements are reasonable	225	6.44	2.02	73	6.71	1.94
The World Bank Group's conditions on its lending are reasonable	238	6.23	2.36	95	6.75	2.37
Working with the World Bank Group increases Burundi's institutional capacity*	259	7.10	1.96	134	7.60	2.25
Where country systems are adequate, the World Bank Group makes appropriate use of them*	223	7.17	2.07	101	7.71	2.03
The World Bank Group provides effective implementation support	263	7.29	1.90	129	7.31	2.48

**Significantly different between FY2015 and FY2012*

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group is adequately staffed in Burundi?*	199	6.54	2.04	95	5.32	2.66

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

**Significantly different between FY2015 and FY2012*

**G. Communication and Information Sharing**

Are you aware of the World Bank Group's Access to Information Policy under which the WBG will now disclose any information in its possession that is not a list of exceptions?*

Percentage of Respondents	FY 2012	FY 2015
Yes	8.5%	20.0%
No	91.5%	80.0%

*Significantly different between FY2015 and FY2012

Have you requested information from the World Bank Group on its activities in the past year?

Percentage of Respondents	FY 2012	FY 2015
Yes	17.5%	22.4%
No	82.5%	77.6%

Were you able to obtain this information?

Percentage of Respondents	FY 2012	FY 2015
Yes	83.7%	85.0%
No	16.3%	15.0%

Do you have access to the Internet?*

Percentage of Respondents	FY 2012	FY 2015
Yes	83.4%	92.0%
No	16.6%	8.0%

*Significantly different between FY2015 and FY2012

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

Percentage of Respondents	FY 2012	FY 2015
Yes	40.9%	49.7%
No	59.1%	50.3%

*Significantly different between FY2015 and FY2012

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

	FY 2012			FY 2015		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	165	6.07	2.48	89	6.87	2.41
I find the information on the World Bank Group's websites useful*	83	5.67	2.11	81	8.03	1.61
When I need information from the World Bank Group I know how to find it	152	6.37	2.01	105	6.67	2.94
The World Bank Group is responsive to my information requests and inquiries	154	6.88	1.95	70	7.08	2.89

*Significantly different between FY2015 and FY2012



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

Indicator Question	Which one of the following best describes your level of interaction with the WBG in your country?		Which of the following describes most of your exposure to the World Bank Group in Burundi? (Choose TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			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 WBG's effectiveness in Burundi.	6.75	7.22	6.79	6.66	6.65	7.00	6.44	7.29	6.83	6.66	6.91	6.14
Overall the WBG currently plays a relevant role in development in Burundi	7.22	7.90	7.53	7.72	7.79	7.02	7.42	7.87	7.36	7.90	7.78	6.85
The WBG's work is aligned with what I consider the development priorities for Burundi	6.29	7.27	6.95	5.94	6.62	7.00	6.71	6.75	6.51	7.03	6.86	6.26
Responsiveness to needs	5.98	6.48	6.56	5.79	6.70	5.63	6.28	6.60	6.11	6.72	6.46	6.10
Flexibility (in terms of the institution's products and services)	5.50	6.40	6.11	5.74	5.97	6.18	5.77	6.44	5.93	6.14	6.20	5.30
Flexibility (in terms of changing country circumstances)	5.92	6.63	6.37	5.79	6.29	6.03	5.97	6.65	6.14	6.33	6.45	5.19
Being inclusive	6.90	7.57	7.42	6.60	7.30	7.08	7.07	7.54	7.24	7.25	7.30	7.00
Openness	6.77	7.17	7.02	6.37	6.84	6.97	6.81	6.98	6.88	6.86	6.90	6.75
Staff accessibility	4.93	6.86	6.28	4.41	5.75	6.14	5.45	6.51	5.55	6.21	5.84	5.86
Straightforwardness and honesty	7.48	7.61	7.76	6.78	7.55	7.48	7.31	7.87	7.49	7.58	7.59	7.24
Ease of access to the people at the WBG who are making decisions important to my work	4.48	6.66	5.87	4.04	5.52	5.21	4.85	6.41	5.05	5.96	5.50	5.25
Collaboration with civil society	6.60	7.02	6.93	6.70	7.01	6.46	6.61	7.26	6.62	7.39	7.16	5.81
Collaboration with the UN	8.26	8.24	8.07	8.95	8.53	7.71	8.51	8.03	8.31	8.32	8.28	8.50
Collaboration with the Government	8.00	8.28	8.13	8.33	8.32	7.83	8.01	8.46	8.28	8.04	8.15	8.31
Collaboration with other donors and development partners	8.12	8.05	8.13	8.12	8.10	8.19	8.27	7.90	8.16	8.09	8.15	8.05
Collaboration with the private sector	6.15	7.21	6.84	6.64	6.95	6.32	6.54	7.22	6.47	7.27	7.00	5.95
The speed in which it gets things accomplished on the ground	6.55	7.29	7.09	6.78	7.18	6.52	6.53	7.65	7.00	7.04	7.07	6.78
Being a long-term partner	8.41	8.61	8.48	8.38	8.57	8.13	8.28	8.73	8.45	8.48	8.54	8.14
To what extent does the WBG's work help to achieve development results in Burundi?	6.85	7.31	7.09	6.81	7.11	6.81	6.92	7.21	6.99	7.09	7.11	6.71
To what extent does the WBG help to build/strengthen existing country systems in Burundi?	7.07	7.00	6.95	7.03	6.97	6.97	6.70	7.34	6.85	7.15	7.26	5.79
The WBG's financial instruments meet the needs of Burundi	6.67	7.03	6.84	6.36	6.86	6.39	6.77	6.67	6.51	7.04	6.94	6.04
The WBG meets Burundi's needs for knowledge services	6.28	6.50	6.22	6.59	6.43	5.94	6.09	6.67	6.24	6.41	6.56	5.53
The WBG's knowledge work and activities are adaptable to Burundi's specific development challenges and country circumstances	5.92	6.92	6.34	5.77	6.19	6.30	5.73	7.00	6.06	6.43	6.43	5.48
Overall, how significant a contribution do you believe the WBG's knowledge work and activities make to development results in your country?	7.50	7.28	7.23	7.55	7.34	7.21	7.29	7.35	7.35	7.25	7.40	7.00
Overall, how would you rate the technical quality of the WBG's knowledge work and activities?	7.89	7.69	7.71	7.81	7.68	7.88	7.60	7.91	7.74	7.71	7.90	7.00
The WBG takes decisions quickly in Burundi	5.36	6.35	5.95	5.43	6.12	4.96	5.37	6.58	5.32	6.40	6.01	5.05
Where country systems are adequate, the WBG makes appropriate use of them	7.98	7.44	7.45	7.78	7.76	6.75	7.33	7.79	7.61	7.40	7.54	7.38

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Burundi FY 2015 Questionnaire



World Bank Group Country Survey FY15 – Burundi

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

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 BURUNDI

A1. In general would you say that Burundi is headed in ... ?	
1	The right direction
2	The wrong direction
3	Not sure

**SECTION A: GENERAL ISSUES**

A2. Listed below are a number of development priorities in Burundi.			
Please identify which of the following you consider the most important development priorities in Burundi? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	20	Education
2	Food security	21	Poverty reduction
3	Security/stabilization/reconstruction	22	Transport (e.g., roads, bridges, transportation)
4	Public sector reform	23	Social cohesion
5	Global/regional integration	24	Climate change (e.g., mitigation, adaptation)
6	Gender equity	25	Agricultural development
7	Private sector development	26	Trade and exports
8	Foreign direct investment	27	Crime and violence
9	Governance	28	Public financial management (e.g., expenditure, fiscal management, public investment management system)
10	Water and sanitation	29	Economic growth
11	Energy	30	Law and justice (e.g., judicial system)
12	Regional conflict and tensions (Great Lakes)	31	Regulatory framework
13	Job creation/employment	32	Communicable/non-communicable diseases
14	Rural development	33	Local governance and institutions
15	Financial markets	34	Natural resource management (e.g., mining, forests, Lake Tanganyika)
16	Urban development	35	Anti corruption
17	Environmental sustainability	36	Disaster management
18	Equality of opportunity (i.e., equity)	37	Information and communications technology
19	Health		

**SECTION A: GENERAL ISSUES**

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

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

1	Water and sanitation	19	Security/stabilization/reconstruction
2	Equality of opportunity (i.e., equity)	20	Anti corruption
3	Economic growth	21	Private sector development
4	Climate change (e.g., mitigation, adaptation)	22	Foreign direct investment
5	Regional conflict and tensions (Great Lakes)	23	Energy
6	Natural resource management (e.g., mining, forests, Lake Tanganyika)	24	Public financial management (e.g., expenditure, fiscal management, public investment management system)
7	Gender equity	25	Social cohesion
8	Rural development	26	Education
9	Urban development	27	Public sector reform
10	Governance	28	Global/regional integration
11	Regulatory framework	29	Environmental sustainability
12	Local governance and institutions	30	Health
13	Social protection (e.g., pensions, targeted social assistance)	31	Agricultural development
14	Law and justice (e.g., judicial system)	32	Disaster management
15	Transport (e.g., roads, bridges, transportation)	33	Job creation/employment
16	Crime and violence	34	Financial markets
17	Communicable/non-communicable diseases	35	Trade and exports
18	Information and communications technology	36	Food security

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 Burundi? (Choose no more than TWO)

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

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

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

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

B3. To what extent do you believe the World Bank Group's staff is well prepared (e.g., skills and knowledge) to help Burundi solve its most complicated development challenges?										
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

B4. When thinking about how the World Bank Group can have the most impact on development results in Burundi, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burundi? (Choose no more than THREE)			
1	Social protection (e.g., pensions, targeted social assistance)	20	Equality of opportunity (i.e., equity)
2	Security/stabilization/reconstruction	21	Regional conflict and tensions (Great Lakes)
3	Crime and violence	22	Private sector development
4	Transport (e.g., roads, bridges, transportation)	23	Water and sanitation
5	Public sector reform	24	Governance
6	Agricultural development	25	Food security
7	Global/regional integration	26	Climate change (e.g., mitigation, adaptation)
8	Gender equity	27	Poverty reduction
9	Social cohesion	28	Trade and exports
10	Health	29	Economic growth
11	Rural development	30	Law and justice (e.g., judicial system)
12	Foreign direct investment	31	Local governance and institutions
13	Education	32	Regulatory framework
14	Energy	33	Communicable/non-communicable diseases
15	Public financial management (e.g., expenditure, fiscal management, public investment management system)	34	Natural resource management (e.g., mining, forests, Lake Tanganyika)
16	Job creation/employment	35	Information and communications technology
17	Financial markets	36	Anti corruption
18	Urban development	37	Disaster management
19	Environmental sustainability		

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

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 Burundi?		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
4	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
5	Capacity development	<input type="checkbox"/>	<input type="checkbox"/>
6	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
7	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
8	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
9	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
10	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

How EFFECTIVE do you believe the World Bank Group is in terms of the capacity building work it does in each of the following areas in Burundi? (If you have NO exposure to/experience in any of the areas 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		
B6	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B7	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B8	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

When thinking about how to improve capacity building in Burundi to help ensure better development results, looking forward, how IMPORTANT is it for the World Bank Group to be involved in the following aspects of capacity building? (If you have NO exposure to/experience in any of the areas listed below, please respond "Don't know")													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
B9	Project implementation (or other organizational strengthening)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B10	Citizen engagement (incorporating citizens' voices into development)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	Policy design (for clarity and better incentives to achieve development goals)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

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

B12. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)	
1	Staff too inaccessible
2	Not exploring alternative policy options
3	Not collaborating enough with stakeholders outside the Government
4	Its advice and strategies do not lend themselves to practical problem solving
5	Not enough public disclosure of its work
6	Arrogant in its approach
7	Not client focused
8	The credibility of its knowledge/data
9	World Bank Group's processes too complex
10	Not willing to honestly criticize policies and reform efforts in the country
11	Too influenced by developed countries
12	Imposing technocratic solutions without regard to political realities
13	World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)
14	Not aligned with other donors' work
15	Not aligned with country priorities
16	Not adequately sensitive to political/social realities in Burundi
17	Not focused enough on issues that are unique to post-conflict countries
18	Inadequate number of World Bank Group staff members located in the country
19	Other (please specify): _____
20	Don't know

B13. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)	
1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Investment lending (financing specific projects)
4	Technical assistance (advice, best practice, international experience, etc.)
5	Capacity development
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Co-financing arrangements (i.e., with other donors)
9	Sector-wide approaches
10	Emergency Recovery lending
11	Other (please specify): _____
12	Don't know

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

B14. To what extent do you believe that the World Bank Group's work and support help the poorest in Burundi? (Select only ONE response)

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

B15. 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	Academia/think tanks/research institutes	9	Beneficiaries
2	Donor community	10	Foundations
3	Media	11	UN and regional peace keeping forces
4	Local Government	12	Emerging donors
5	Private sector	13	UN agencies
6	Parliament	14	Regional organizations (e.g., Eastern Africa Community (EAC), Common Market for Eastern and Southern Africa (COMESA), International Conference on the Great Lakes Region (ICGLR))
7	NGOs/Community Based Organizations (CBOs)	15	Other (please specify): _____
8	Youth/university groups	16	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B16	Overall the World Bank Group currently plays a relevant role in development in Burundi	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B17	The World Bank Group's work is aligned with what I consider the development priorities for Burundi	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B18	The World Bank Group supports programs and strategies that are realistic for Burundi	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
B19	The World Bank Group treats clients and stakeholders in Burundi with respect	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 Burundi, 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		
B20	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Ease of access to the people at the World Bank Group who are making decisions important to my work	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B28	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B29	Collaboration with the UN	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B30	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B31	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B32	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B33	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B34	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B35. To be a more effective development partner in Burundi, do you believe that the World Bank Group should have... ? (Select only ONE response)			
<input type="checkbox"/> More local presence	<input type="checkbox"/> The current level of local presence is adequate	<input type="checkbox"/> Less local presence	<input type="checkbox"/> Don't know

B36. In the past year, have you seen more, less, or just about the same level of effective collaboration between the UN and the World Bank Group in your country? (Select only ONE response)			
<input type="checkbox"/> More effective collaboration	<input type="checkbox"/> The same level of effective collaboration	<input type="checkbox"/> Less effective collaboration	<input type="checkbox"/> Don't know

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

B37. When World Bank Group assisted reform efforts fail or are slow to take place, which THREE of the following would you attribute this to? (Choose no more than THREE)	
1	The World Bank Group does not do adequate follow through/follow-up
2	Poor donor coordination
3	The World Bank Group is not sensitive enough to political/social realities on the ground
4	Lack of/inadequate levels of capacity in Government
5	There is not an adequate level of citizen/civil society participation
6	The World Bank Group works too slowly
7	The Government works inefficiently
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	Ongoing conflict and instability
11	Inadequate funding
12	Other (please specify): _____

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

C1. In your opinion, how IMPORTANT is it for the World Bank Group to be involved in the following areas of development in Burundi?													
		Not important at all										Very important	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Crime and violence	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
2	Financial markets	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
4	Anti corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
5	Regional conflict and tensions (Great Lakes)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
6	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
7	Urban development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
8	Environmental sustainability	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
9	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
10	Information and communications technology	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
11	Governance												
12	Poverty reduction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
13	Gender equity	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
14	Private sector development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
15	Foreign direct investment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
16	Local governance and institutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
17	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
18	Public sector reform												
19	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
20	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
21	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
22	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
23	Public financial management (e.g., expenditure, fiscal management, public investment management system)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
24	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
25	Social cohesion	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
26	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
27	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
28	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
29	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
30	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
31	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
32	Natural resource management (e.g., mining, forests, Lake Tanganyika)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
33	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
34	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
35	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
36	Agricultural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
37	Education	1	2	3	4	5	6	7	8	9	10	<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 Burundi? *(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	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
2	Information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
3	Transport (e.g., roads, bridges, transportation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
4	Regional conflict and tensions (Great Lakes)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Demobilization/disarmament/reintegration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Governance												
11	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Gender equity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Public sector reform												
18	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Public financial management (e.g., expenditure, fiscal management, public investment management system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
34	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
35	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
36	Natural resource management (e.g., mining, forests, Lake Tanganyika)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C3. Where are the World Bank Group's decisions made primarily that support the program in Burundi? (Select only ONE response)

1	At the Headquarters (in Washington D.C.)
2	In the country
3	Don't know

C4. To what extent does the World Bank Group's work help to achieve development results in Burundi?

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

C5. To what extent does the World Bank Group help to build/strengthen existing country systems (e.g., procurement, financial management, etc.) in Burundi?

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

To what extent do you agree with the following statements about the World Bank Group in Burundi?

		Strongly disagree										Strongly agree	Don't know
C6	The World Bank Group’s financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burundi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
C7	The World Bank Group meets Burundi’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"/>	

C8. To what extent do you believe the World Bank Group measures and corrects its work in real time in Burundi?

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

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 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 Burundi, 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
		1	2	3	4	5	6	7	8	9	10	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D5	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D6	Are source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D7	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D8	Are translated enough into local language	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
D9	Are adaptable to Burundi'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**

To what extent do you agree/disagree with the following statements?													
		Strongly disagree										Strongly agree	Don't know
E1	The World Bank Group disburses funds promptly	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E2	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"/>
E3	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"/>
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E5	The World Bank Group's conditions on its lending are reasonable	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E6	The World Bank Group takes decisions quickly in Burundi	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E7	Working with the World Bank Group increases Burundi's institutional capacity	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
E8	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"/>
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

E10. To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burundi?													
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		

E11. Which of the following best describes the way the World Bank Group operates in Burundi? (Select only one response)													
1	The World Bank Group takes too much risk in Burundi												
2	The World Bank Group does not take enough risk in Burundi												
3	The World Bank Group's approach to risk is appropriate												
4	Don't know												

E12. Which of the following best describes the WBG's support in Burundi? (Select only one response)													
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Burundi												
2	The World Bank Group is not sufficiently selective in Burundi, and it is involved in too many areas of development												
3	Don't know												

E13. To what extent do you believe the World Bank Group is adequately staffed in Burundi?													
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 F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BURUNDI**

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burundi? (Choose no more than TWO)	
1	Provide more adequate data/knowledge/statistics/figures on Burundi's economy
2	Ensure greater selectivity in its work
3	Offer more innovative financial products
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)
5	Reach out more to groups outside of Government
6	Work faster
7	Improve the quality of its experts as related to Burundi's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Increase the level of capacity development in the country
11	Reduce the complexity of obtaining World Bank Group financing
12	Increase availability of Fee-Based services
13	Increase the level of World Bank Group staffing in Burundi's office
14	Other (please specify): _____

F2. When considering the combination of services that the World Bank Group offers in Burundi, 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 Burundi? (Select only ONE response)	
1	Financial services
2	Knowledge products
3	Convening services
4	None of the above
5	The combination is appropriate for Burundi
6	Don't know

**SECTION F: THE FUTURE ROLE OF THE WORLD BANK GROUP IN BURUNDI**

F3. Please answer the following questions:		(Choose no more than THREE for each column)	
		A. Which THREE areas below would benefit most from the World Bank Group playing a leading role among international partners in Burundi?	B. Which THREE areas below would benefit most from other donors in Burundi?
1	Social safety nets	<input type="checkbox"/>	<input type="checkbox"/>
2	Public financial management	<input type="checkbox"/>	<input type="checkbox"/>
3	Economic development	<input type="checkbox"/>	<input type="checkbox"/>
4	Access to justice systems	<input type="checkbox"/>	<input type="checkbox"/>
5	Infrastructure development	<input type="checkbox"/>	<input type="checkbox"/>
6	Private sector development	<input type="checkbox"/>	<input type="checkbox"/>
7	Access to basic services	<input type="checkbox"/>	<input type="checkbox"/>
8	Capacity of state institutions	<input type="checkbox"/>	<input type="checkbox"/>
9	Skills development	<input type="checkbox"/>	<input type="checkbox"/>
10	Jobs	<input type="checkbox"/>	<input type="checkbox"/>
11	Improving livelihoods	<input type="checkbox"/>	<input type="checkbox"/>
12	Urban development	<input type="checkbox"/>	<input type="checkbox"/>
13	Regional development	<input type="checkbox"/>	<input type="checkbox"/>
14	Stimulating dialogue to promote peace and stability	<input type="checkbox"/>	<input type="checkbox"/>
15	Health and population	<input type="checkbox"/>	<input type="checkbox"/>
16	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>
17	Environment and climate change	<input type="checkbox"/>	<input type="checkbox"/>

F4. What should the World Bank Group do to improve collaboration with the UN in the field?	
(Choose no more than THREE)	
1	Share more information about the World Bank Group's activities, products, and knowledge.
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	Organize more joint meetings and missions with the UN
6	Involve UN experts to a greater degree in World Bank Group activities
7	Other (please specify): _____

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)			
1	Periodicals	6	International television
2	International newspapers	7	Local newspapers
3	Local radio	8	Internet
4	International radio	9	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
5	Local television	10	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)			
1	Direct contact with World Bank Group (i.e., face to face meetings/discussions)	5	World Bank Group's website
2	e-Newsletters	6	Social media (blogs, Facebook, Twitter, YouTube, Flickr)
3	World Bank Group's seminars/workshops/conferences	7	Mobile phones
4	World Bank Group's publications and other written materials	8	Other (please specify): _____

G3	Are you aware of the World Bank Group's Access to Information Policy under which the Bank will now disclose any information in its possession that is not on a list of exceptions?	Yes	No
G4	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G5; if NO please go to G6)	Yes	No
G5	Were you able to obtain this information?	Yes	No
G6	Do you have access to the Internet?	Yes	No
G7	Do you use/have you used the World Bank Group website?	Yes	No

G8. Which Internet connection do you use primarily when visiting a World Bank Group website?	
1	High speed/WiFi
2	Dial-up

Please rate how much you agree with the following statements.													
		Strongly disagree										Strongly agree	Don't know
G9	I find the World Bank Group's websites easy to navigate. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G10	I find the information on the World Bank Group's websites useful. (Only answer if you have used a World Bank Group website)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G11	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"/>	
G12	When I need information from the World Bank Group I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
G13	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

**SECTION H: BACKGROUND INFORMATION**

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

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

H3. Which one of the following best describes your level of interaction with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	I currently collaborate with the World Bank Group
2	I have previously collaborated with the World Bank Group
3	Both of the above (I currently collaborate and previously have collaborated with the World Bank Group)
4	I have never collaborated with the World Bank Group

**SECTION H: BACKGROUND INFORMATION**

H4. Which of the following agencies of the World Bank Group do you primarily engage with in Burundi? (Select only ONE response)

- | | |
|---|---|
| 1 | The World Bank (IDA) |
| 2 | The International Finance Corporation (IFC) |
| 3 | The Multilateral Investment Guarantee Agency (MIGA) |
| 4 | Other (please specify): _____ |

H5. Do your projects involve both the World Bank and the IFC?
(If YES please go to Question H6; If NO please go to H7)

- | | |
|---|-----|
| 1 | Yes |
| 2 | No |

H6. If yes, what was your view of how the two institutions work together in Burundi?
(Select only ONE response)

- | | |
|---|--|
| 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 |

H7. Which of the following describes most of your exposure to the World Bank Group in Burundi?
(Choose no more than TWO)

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

H8. What's your gender?

- | | |
|---|--------|
| 1 | Female |
| 2 | Male |

H9. Which best represents your geographic location?

- | | |
|---|--------|
| 1 | East |
| 2 | West |
| 3 | North |
| 4 | South |
| 5 | Center |

Thank you for completing the survey!