

FY 2016 Burkina Faso Country Opinion Survey Report

THE WORLD BANK GROUP

Public Opinion Research Group



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Acknowledgements

The Burkina Faso Country Opinion Survey is part of the Country Opinion Survey Program series of the World Bank Group. This report was prepared by the Public Opinion Research Group (PORG) team led by Sharon Felzer (Senior Communications Officer, Head of PORG), Svetlana Markova, Jessica Cameron, Jing Guo, Calita Woods, and Isabel Tepedino. Dania Mendoza and Noreen Wambui provided data support. The report was prepared under the overall guidance and supervision of Sumir Lal (Director, ECRGP). PORG acknowledges the significant contribution from the Burkina Faso country team and the local fielding agency Centre d'analyse des politiques économiques et sociales. In particular, PORG is grateful for the support from Lionel Yaro (Communications Associate) who coordinated the survey related activities from Ouagadougou, Burkina Faso.



Country Opinion Surveys
THE WORLD BANK GROUP



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I. Objectives

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

- *General Issues Facing Burkina Faso*
- *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 Burkina Faso*
- *Communication and Information Sharing*
- *Background Information*

II. Methodology

From March to April 2016, 571 stakeholders of the WBG in Burkina Faso were invited to provide their opinions on the WBG's work in the country by participating in a country opinion survey. Participants were drawn from the Office of the President, Prime Minister; office of a minister; office of a parliamentarian; ministries/ministerial departments/implementation agencies; Project Management Units (PMUs) overseeing implementation of WBG projects; consultants/contractors working on WBG-supported projects/programs; local governments; bilateral/multilateral agencies; private sector organizations; private foundations; the financial sector/private banks; NGOs/community based organizations; the media; independent government institutions; trade unions; faith-based groups; youth groups; academia/research institutes/think tanks; the judiciary branch; and other organizations. A total of 413 stakeholders participated in the survey (72% response rate).

Respondents received and returned the questionnaires via courier or email. Respondents were asked about: general issues facing Burkina Faso; 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 Burkina Faso; and the WBG's communication and information sharing.

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

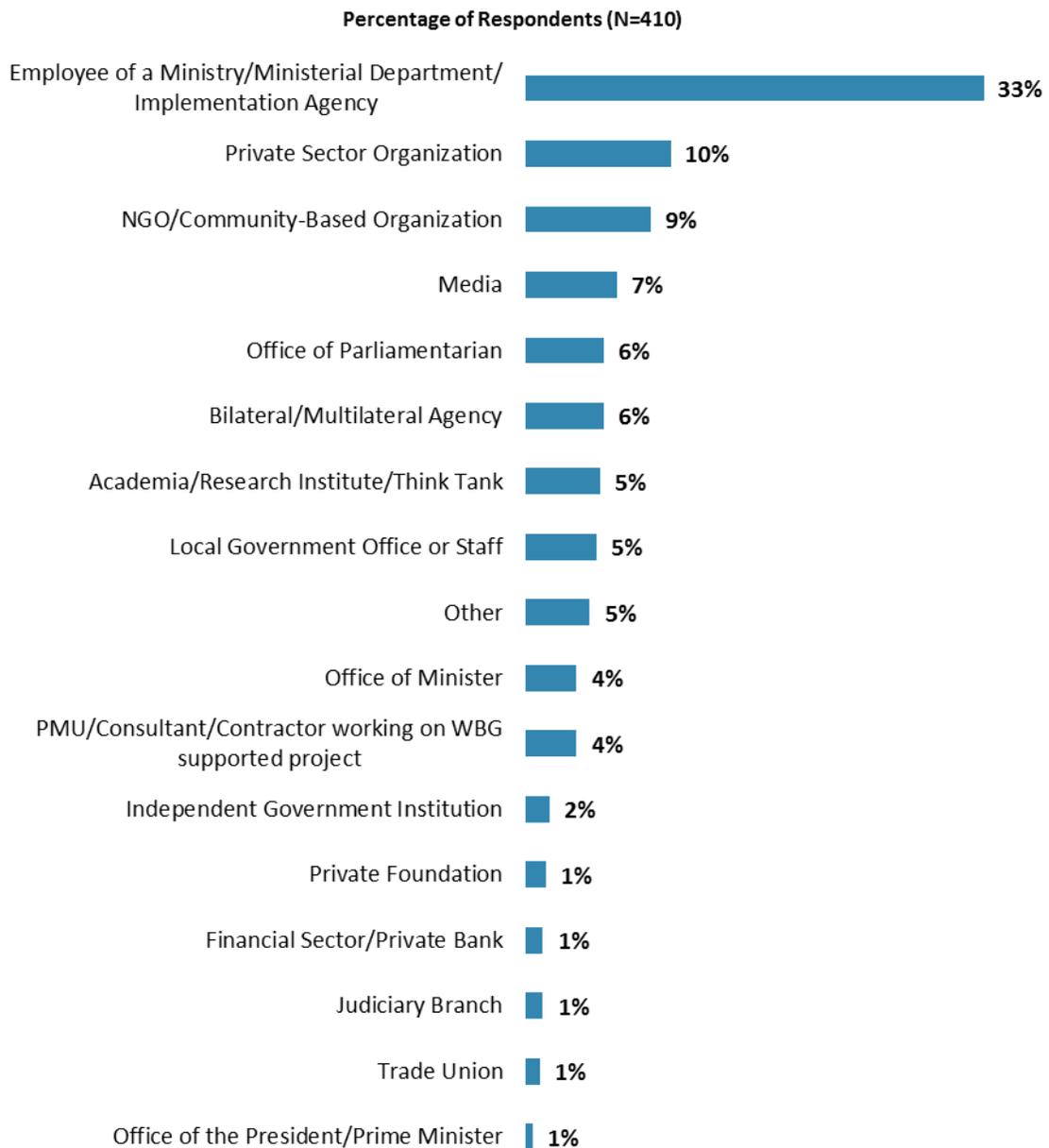
The results in this year's Country Survey were compared to those in the Country Survey conducted in FY'13 (response rate was 64%, N=329). Data were weighted to reach the same stakeholder composition in two years, which allows for year comparisons. Stakeholder groups which were not present in both fiscal years were not included in the comparison. Respondents who belonged to the "other" stakeholder category were not included either. As a result, mean ratings, percentages of respondents, and the total number of respondents in both years are slightly different from those of the original data reported in the FY'13 COS report and the non-weighted data presented in appendices A, B, C, D, and F. For the weighted stakeholder breakdown and year comparison results, please refer to Appendix E (page 92).



III. Demographics of the Sample

Current Position

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

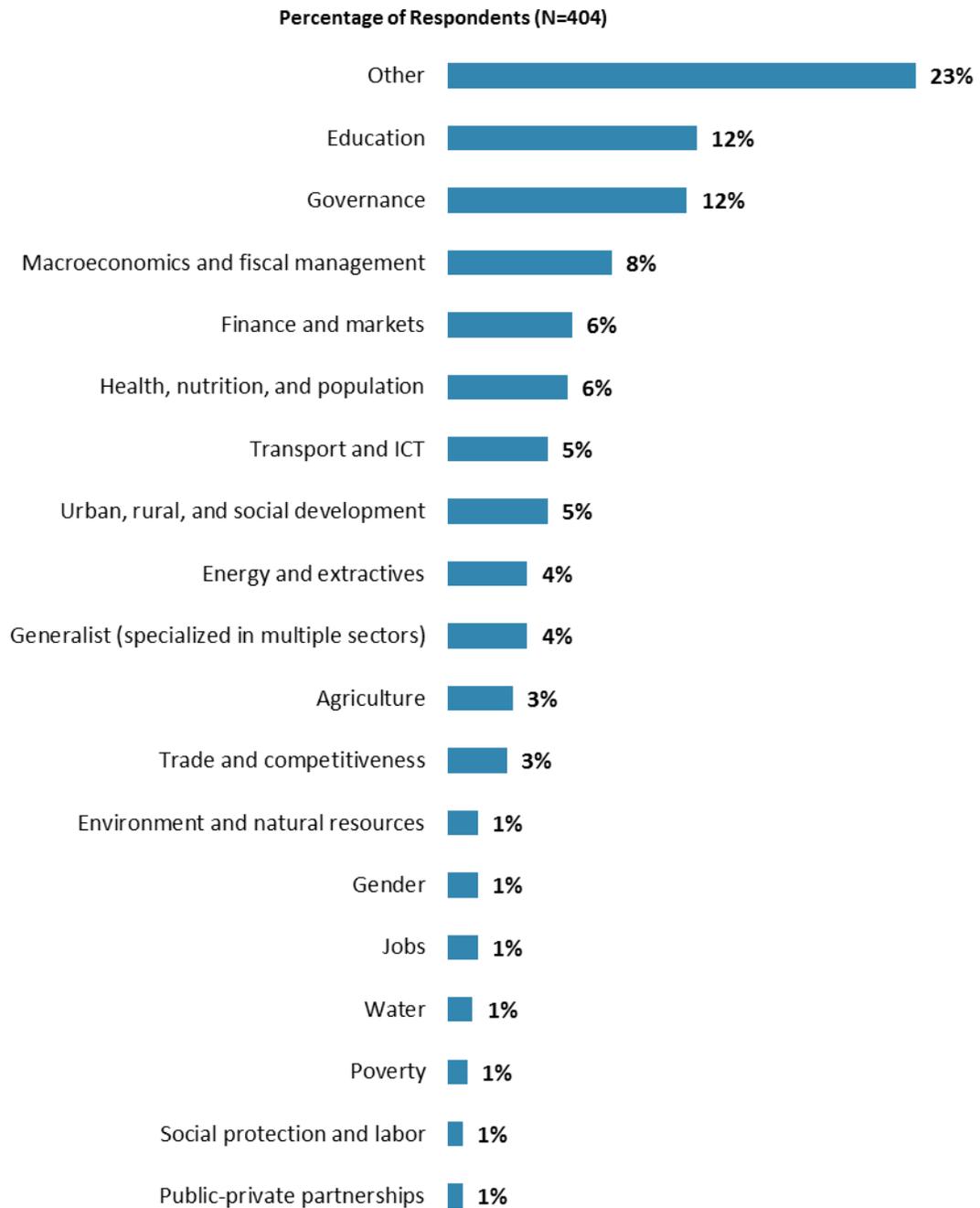


“Which of the following best describes your current position?” (Respondents chose from a list.)



III. Demographics of the Sample (continued)

Area of Primary Specialization



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

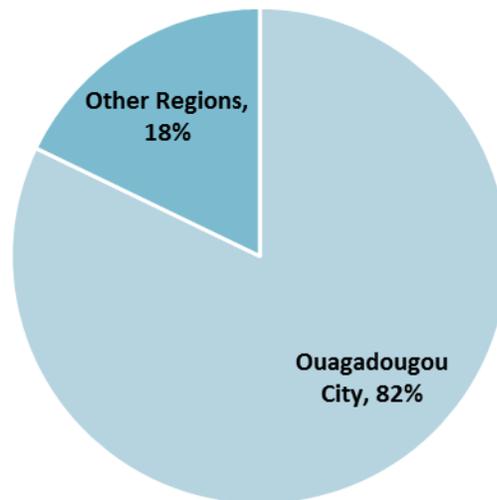


III. Demographics of the Sample (continued)

Geographic Locations

- For further analyses, the small number of respondents from other regions (East Region, North Region, Center-South Region, High Basins Region, Center-West Region, South-West Region, Center Region (other than Ouagadougou city), Sahel Region, Central Plateau Region, Center-East Region, Cascades Region, Center-North Region, and Mouhoun Buckle Region) were combined in the “Other” category. Geographic location comparisons can be found in Appendix C (page 83).

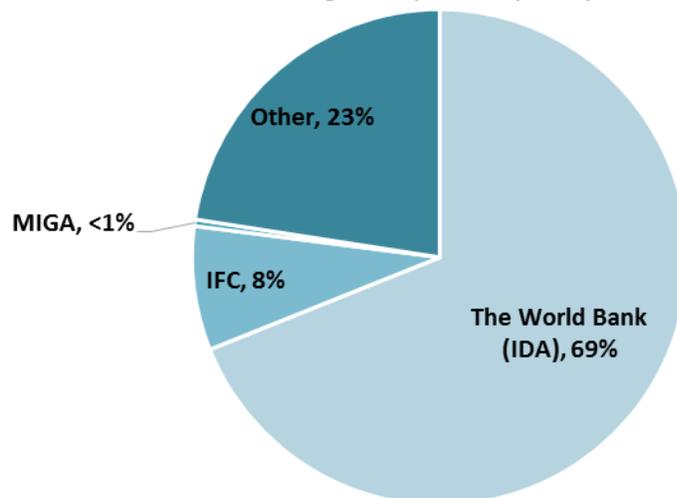
Percentage of Respondents (N=409)



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

Exposure to Agencies within the World Bank Group

Percentage of Respondents (N=235)



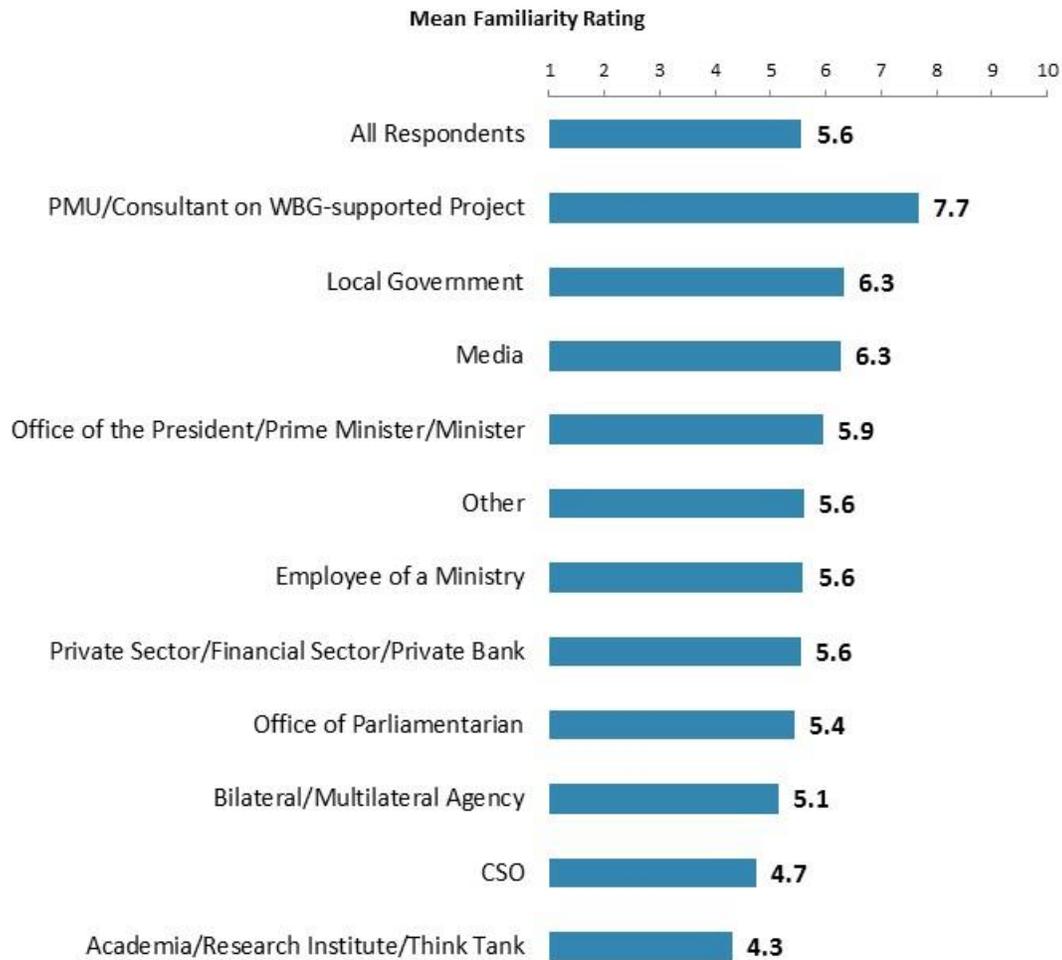
"Which of the following agencies of the World Bank Group do you primarily engage with in Burkina Faso?"
(Respondents chose from a list.)



III. Demographics of the Sample (continued)

Familiarity with the World Bank Group

- **Year comparison:** Respondents in this year’s Country Survey indicated significantly lower levels of familiarity with the WBG compared to respondents from the FY’13 Country Survey (weighted mean in FY’16 = 5.6; weighted mean in FY’13 = 6.2)¹.
- Respondents’ levels of familiarity with the WBG were significantly, strongly correlated with their ratings of the WBG’s overall effectiveness in Burkina Faso, and significantly, moderately correlated with the extent to which the WBG plays a relevant role in development in Burkina Faso, and the extent to which the WBG contributes to the country’s development results.



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

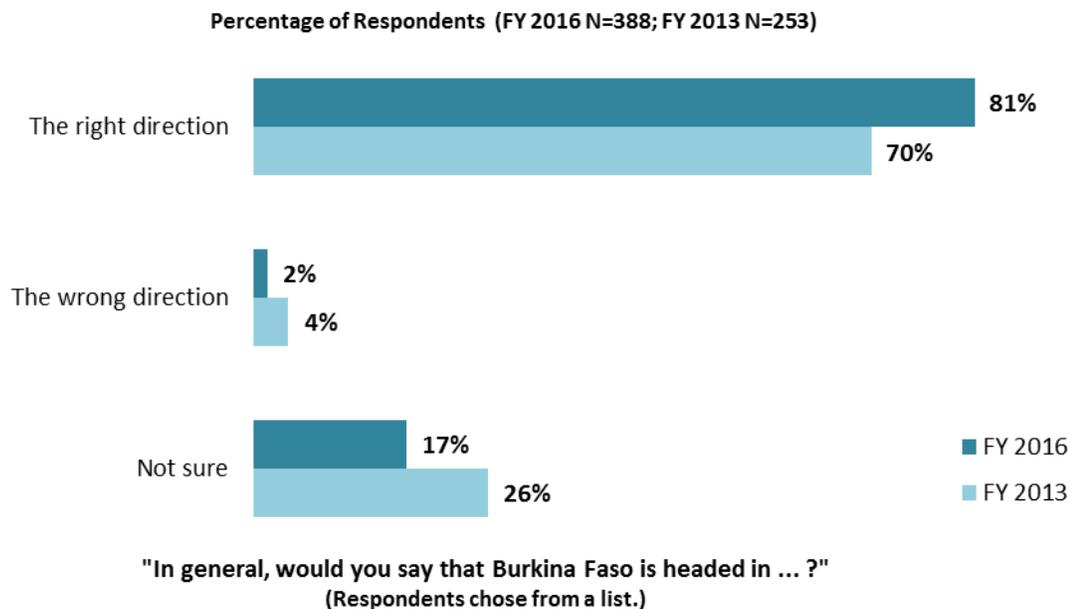
¹ Please refer to Appendix E (page 92) for more details on weighting. The means in the chart were calculated based on un-weighted data.



IV. General Issues Facing Burkina Faso

Headed in the Right Direction²

- **Year comparison:** This year's respondents were significantly more likely to believe that Burkina Faso is headed in the right direction compared to respondents in the FY'13 Country Survey.
- **Stakeholder groups:** In this year's Country Survey, respondents from the Office of the President/Prime Minister/Minister and employees of ministries were significantly more likely to indicate that Burkina Faso is headed in the right direction, while respondents from the media and academia were significantly less positive about the prospect of Burkina Faso.



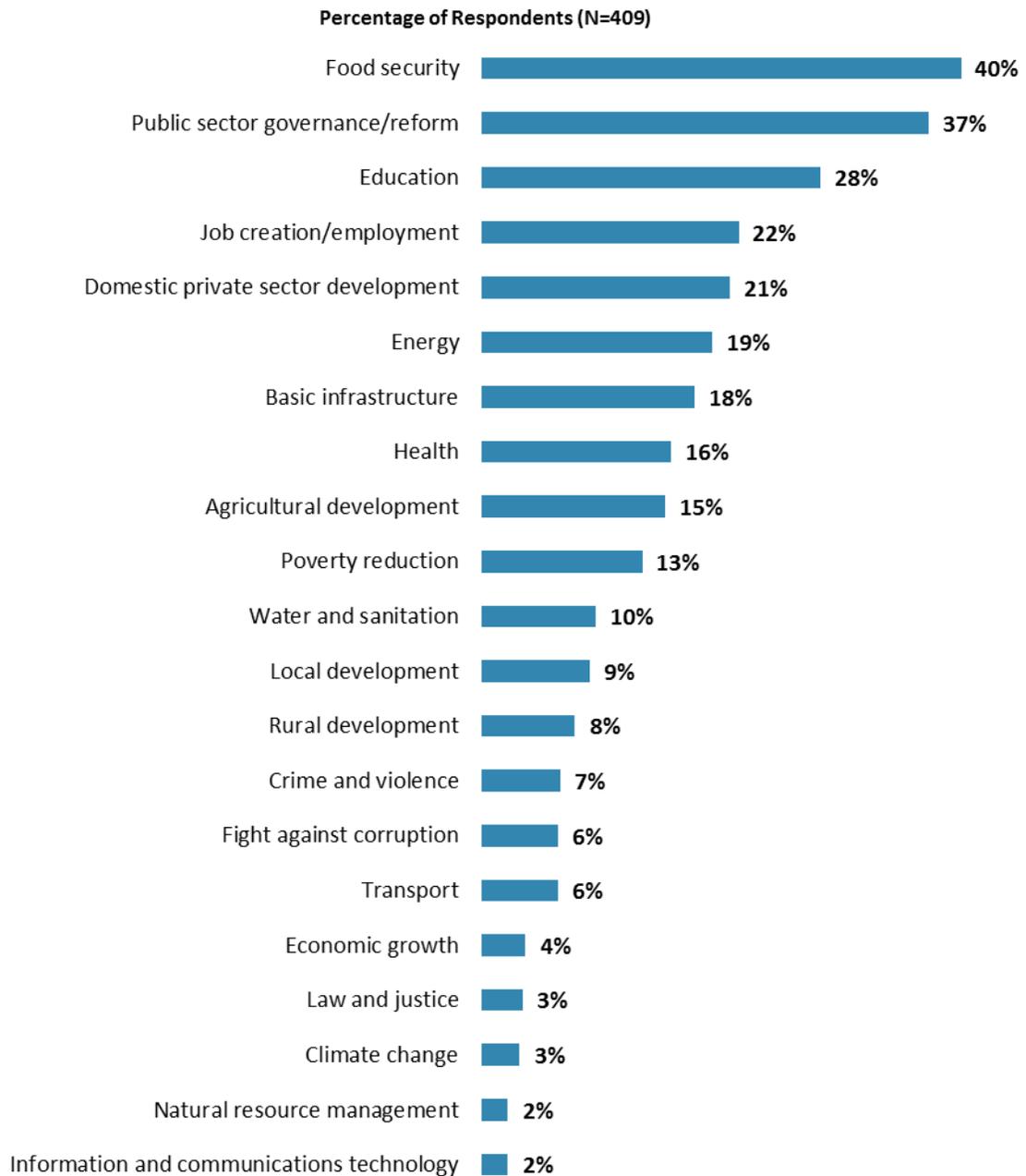
² Percentages presented in the chart were calculated based on weighted data from FY'16 and FY'13.



IV. General Issues Facing Burkina Faso (continued)

Development Priority

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most important development priorities in Burkina Faso were “*education*” (36%) and “*public sector governance/reform*” (30%).



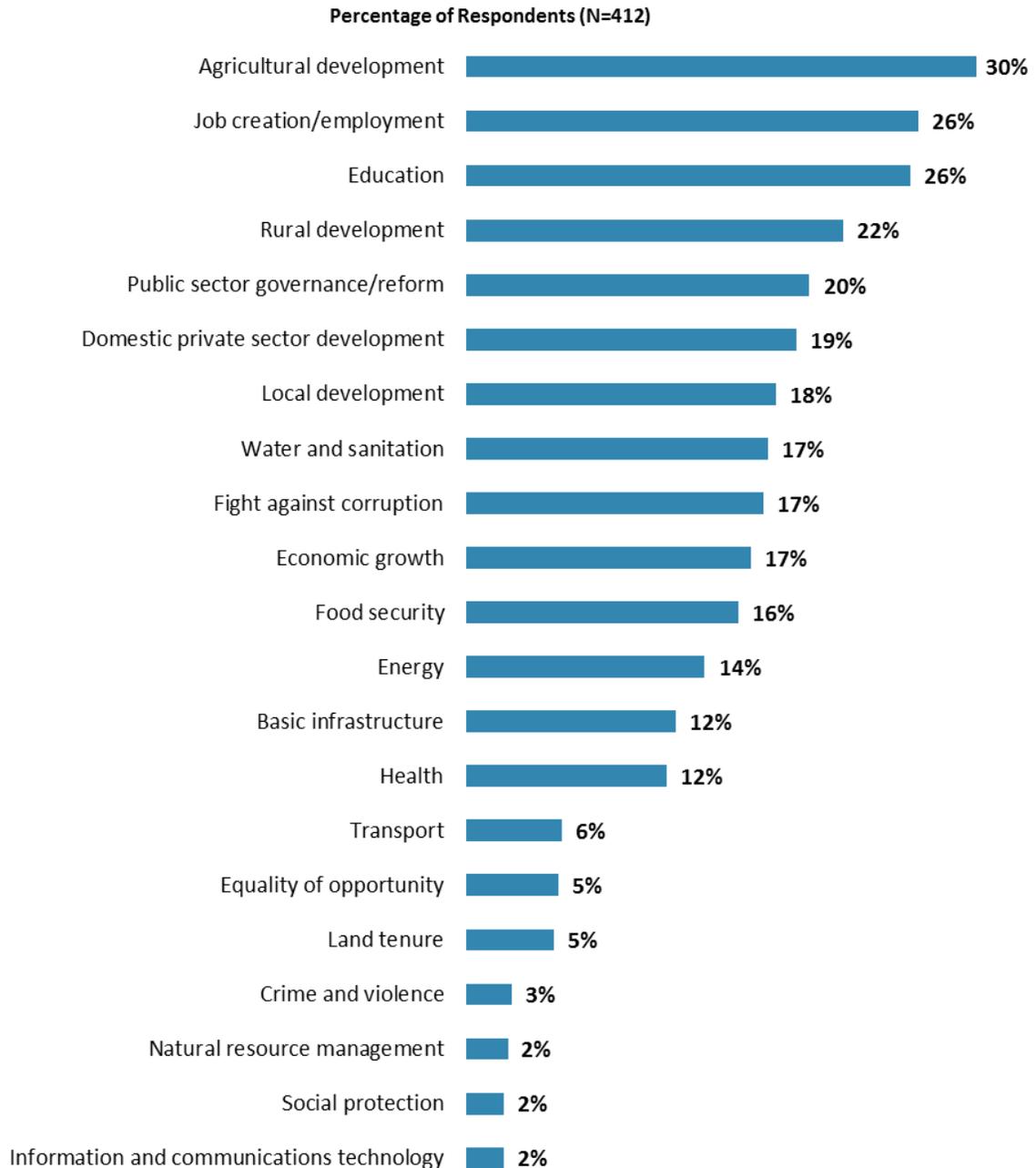
"Listed below are a number of development priorities in Burkina Faso. Please identify which of the following you consider the most important development priorities in Burkina Faso. (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 21 of 35 response options shown.)



IV. General Issues Facing Burkina Faso (continued)

What Would Contribute Most to Reducing Poverty

- **Year comparison:** In the previous FY'13 Country Survey, respondents indicated that the greatest contributors to poverty reduction in Burkina Faso were “*education*” (34%), “*rural development*” (31%), and “*agricultural development*” (29%).

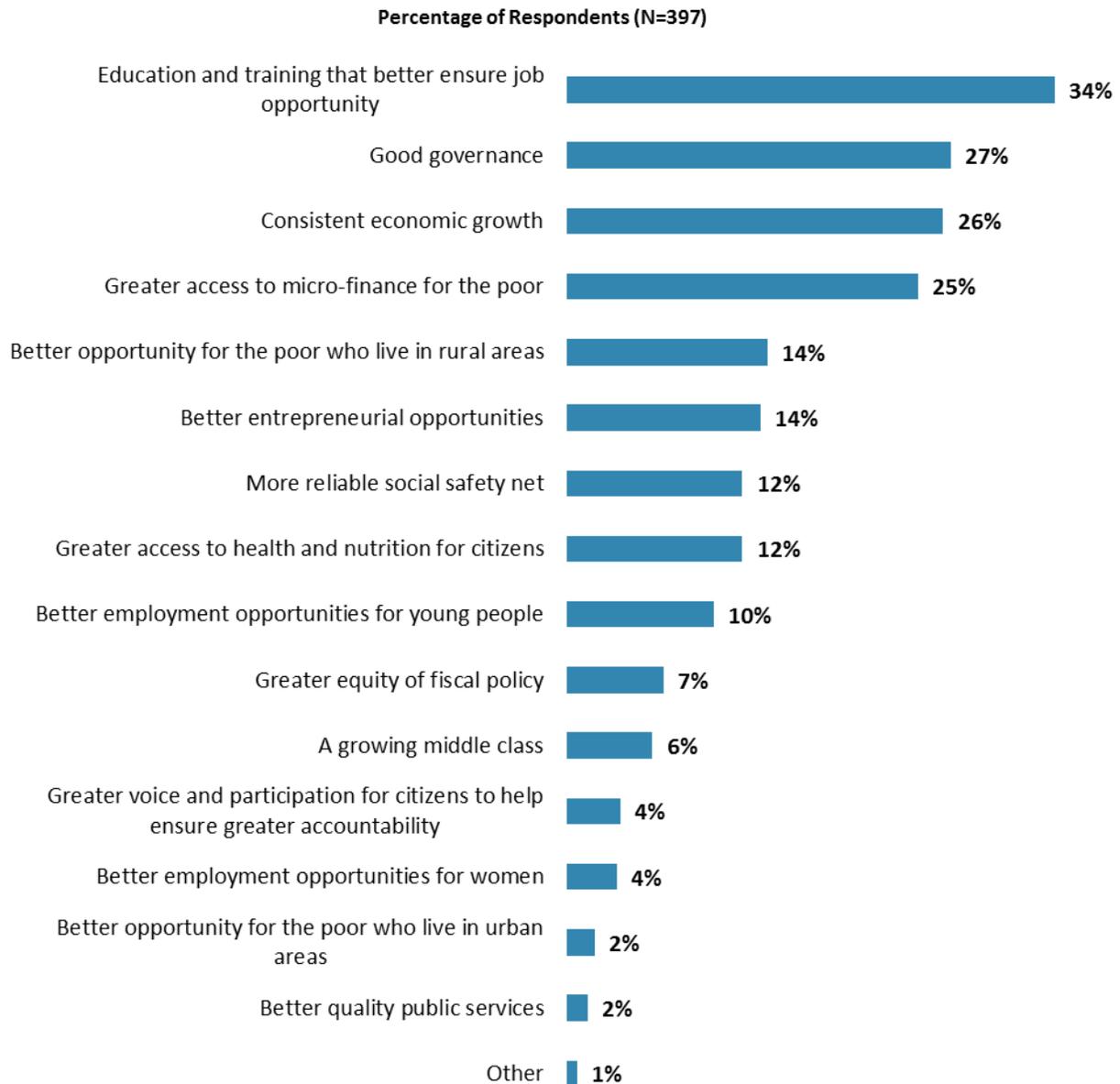


"Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burkina Faso? (Choose no more than THREE)" (Respondents chose from a list. Responses combined. Top 21 of 34 response options shown.)



IV. General Issues Facing Burkina Faso (continued)

Factors Contributing to “Shared Prosperity”

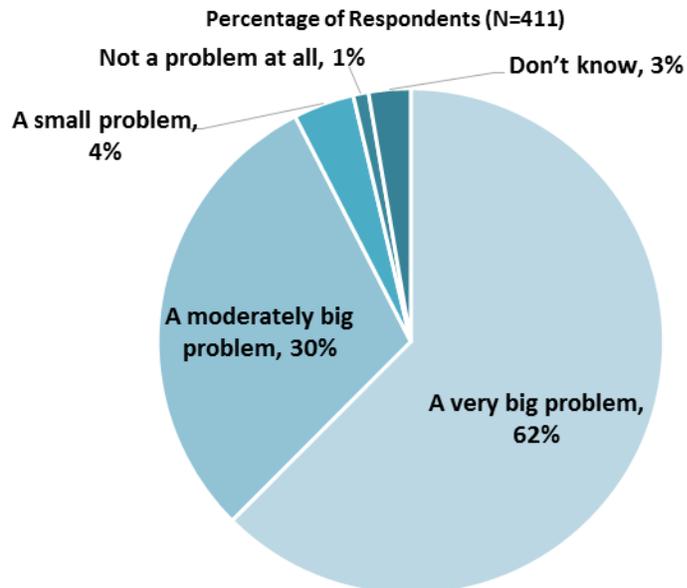


"The World Bank Group's "Shared Prosperity" goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country's population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When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



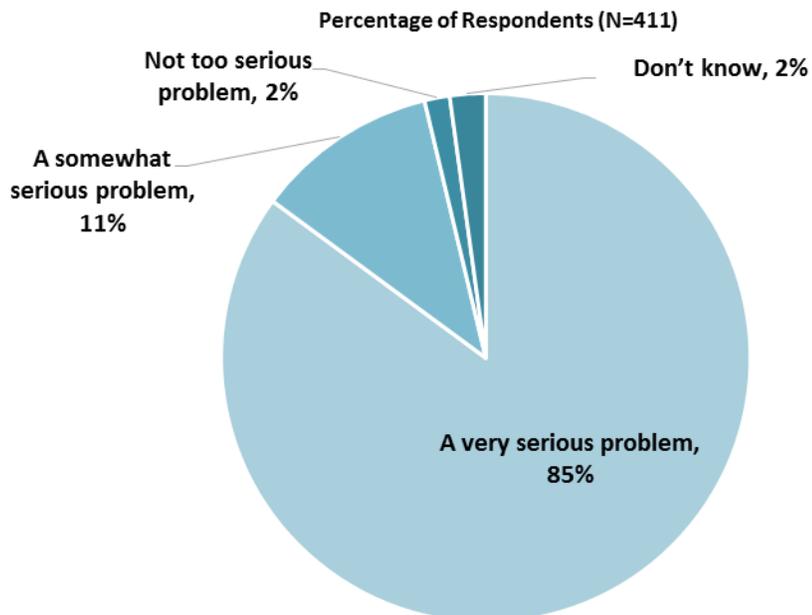
IV. General Issues Facing Burkina Faso (continued)

Gap between the Rich and the Poor



"Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Burkina Faso?" (Respondents chose from a list.)

Global Climate Change



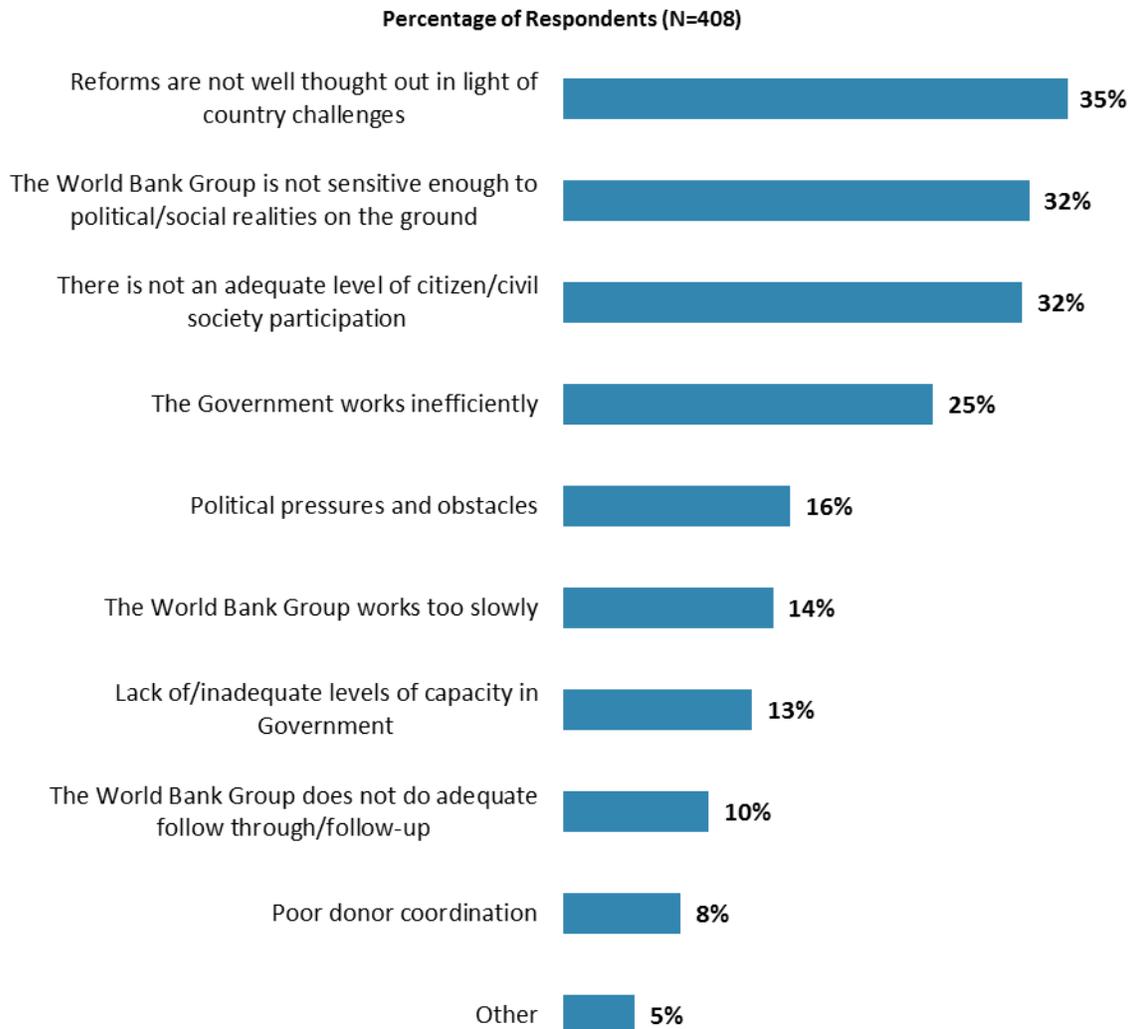
"In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem?" (Respondents chose from a list.) (Note: no respondents chose "Not a problem")



V. Overall Attitudes toward the World Bank Group

Attributing Failed/Slow Reform Efforts

- **Year comparison:** Respondents in the previous FY'13 Country Survey most often attributed failed or slow World Bank assisted reform efforts to that “*there is not an adequate level of citizen/civil society participation*” (39%), “*the World Bank works too slowly*” (32%), and “*the World Bank is not sensitive enough to political/social realities on the ground*” (26%).



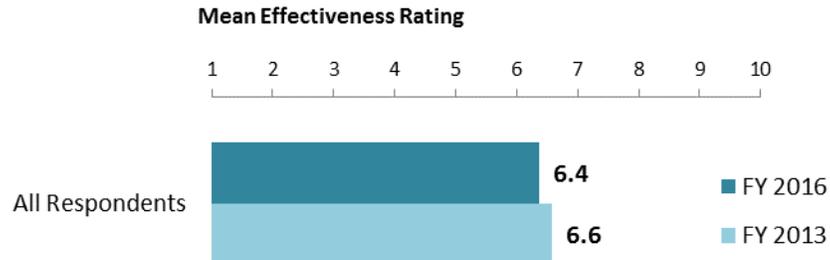
"When World Bank Group assisted reform efforts fail or are slow to take place, which of the following would you attribute this to? (Choose no more than TWO)"
(Respondents chose from a list. Responses combined.)



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

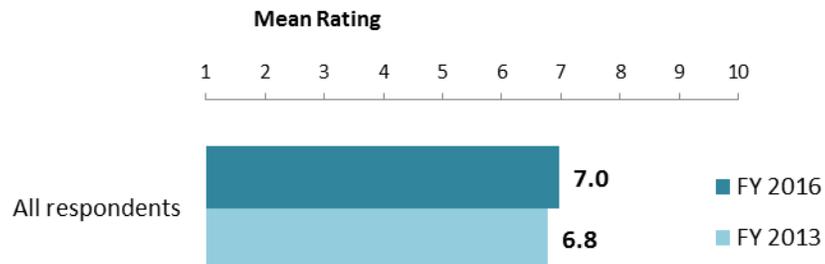
As noted in the “Methodology” section, the indicator questions referred to throughout the survey report are questions that are asked in every country that engages in the Country Opinion Survey. These will be aggregated for the World Bank Group’s annual Corporate Scorecard.

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



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

Achieving Development Results (Indicator Question)



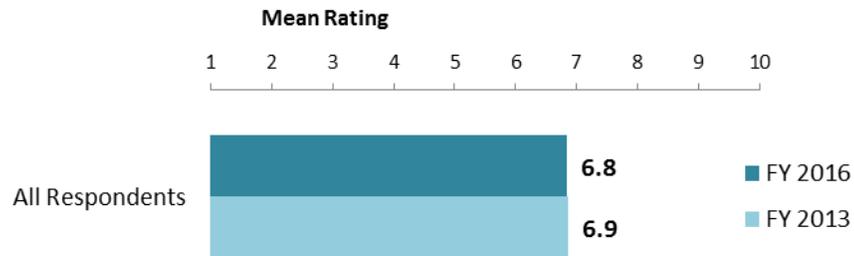
"To what extent does the World Bank Group’s work help to achieve development results in Burkina Faso?" (1-"To no degree at all", 10-"To a very significant degree")

³ Means presented in the charts on this page were calculated based on weighted data from FY’16 and FY’13.



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

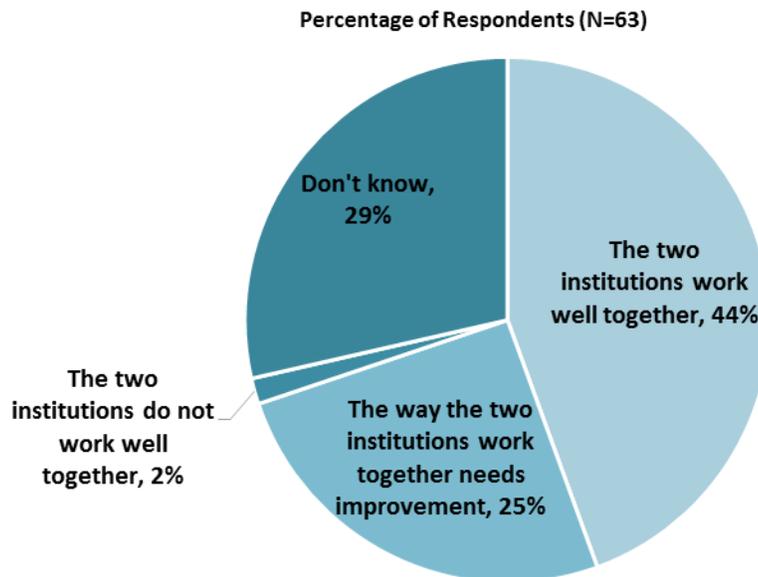
WBG Staff Preparedness⁴



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

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 the IFC?" provided their views on the working relationship between the World Bank and the IFC.



"If your projects involved both the World Bank and the IFC, what was your view on the two institutions working together in Burkina Faso?" (Respondents chose from a list.)

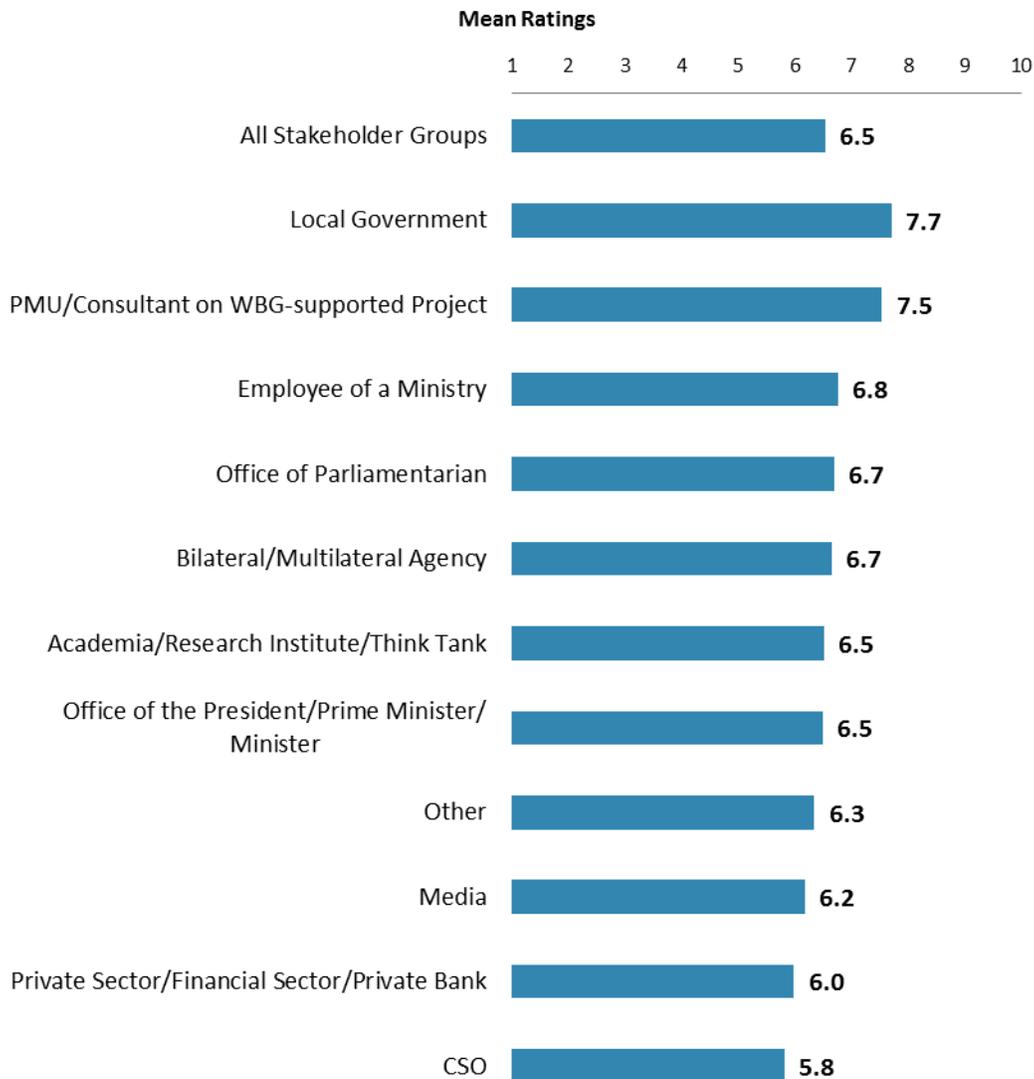
⁴ Means presented in the chart were calculated based on weighted data.



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

Overall Ratings for Indicator Questions by Stakeholder Groups

- **Stakeholder groups:** Respondents from local governments and PMUs/consultants/contractors on WBG-supported projects had the highest mean ratings for the aggregated responses to the twenty six COS indicator questions, whereas respondents from CSOs had significantly lower mean ratings. Responses for individual indicator questions by stakeholder groups can be found in Appendix B (see page 61).



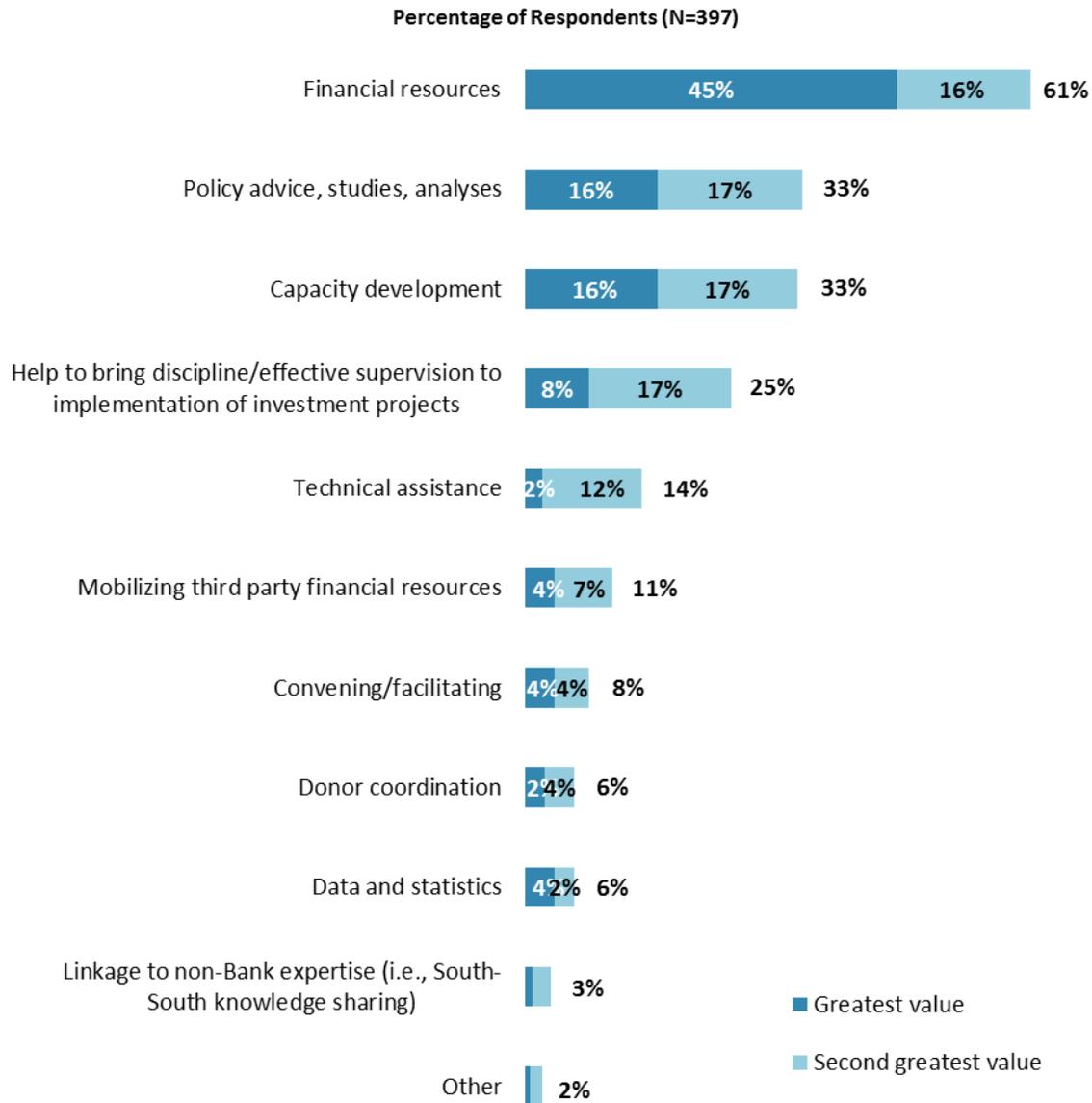
Mean Ratings for All Indicator Questions by Stakeholder Groups on a Scale from 1 to 10



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

Greatest Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest value to Burkina Faso was its "*financial resources: investment lending*" (51%).



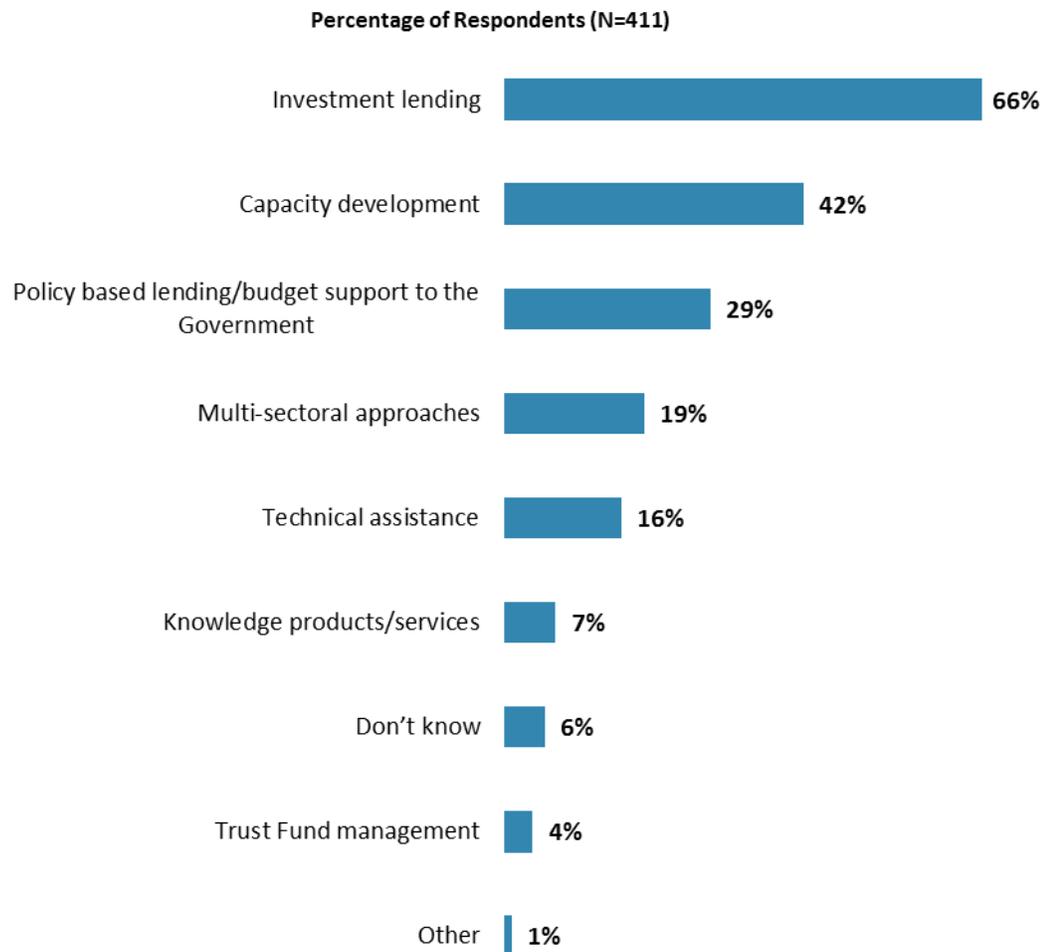
"When thinking about the World Bank Group's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burkina Faso?"
(Respondents chose from a list.)



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

Most Effective Instruments in Reducing Poverty

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the most effective World Bank's instruments in reducing poverty in Burkina Faso were “investment lending” (71%), “capacity development” (51%), and “policy based lending/budget support to the Government” (38%).



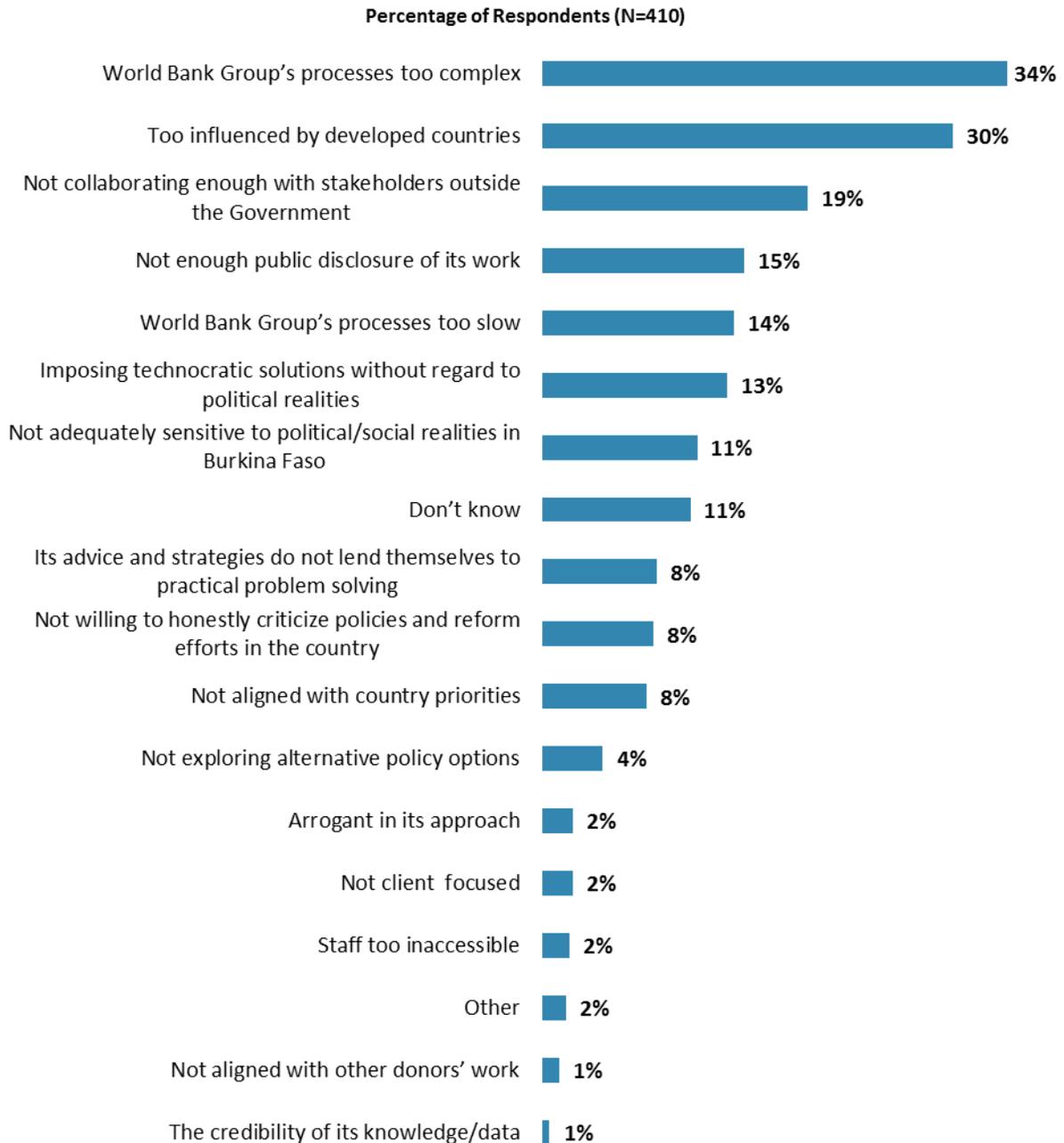
“Which World Bank Group’s instruments do you believe are the MOST effective in reducing poverty in Burkina Faso? (Choose no more than TWO)”
(Respondents chose from a list. Responses combined.)



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

Greatest Weakness

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank's greatest weakness in its work in Burkina Faso was "*World Bank processes too slow and complex*" (42%).

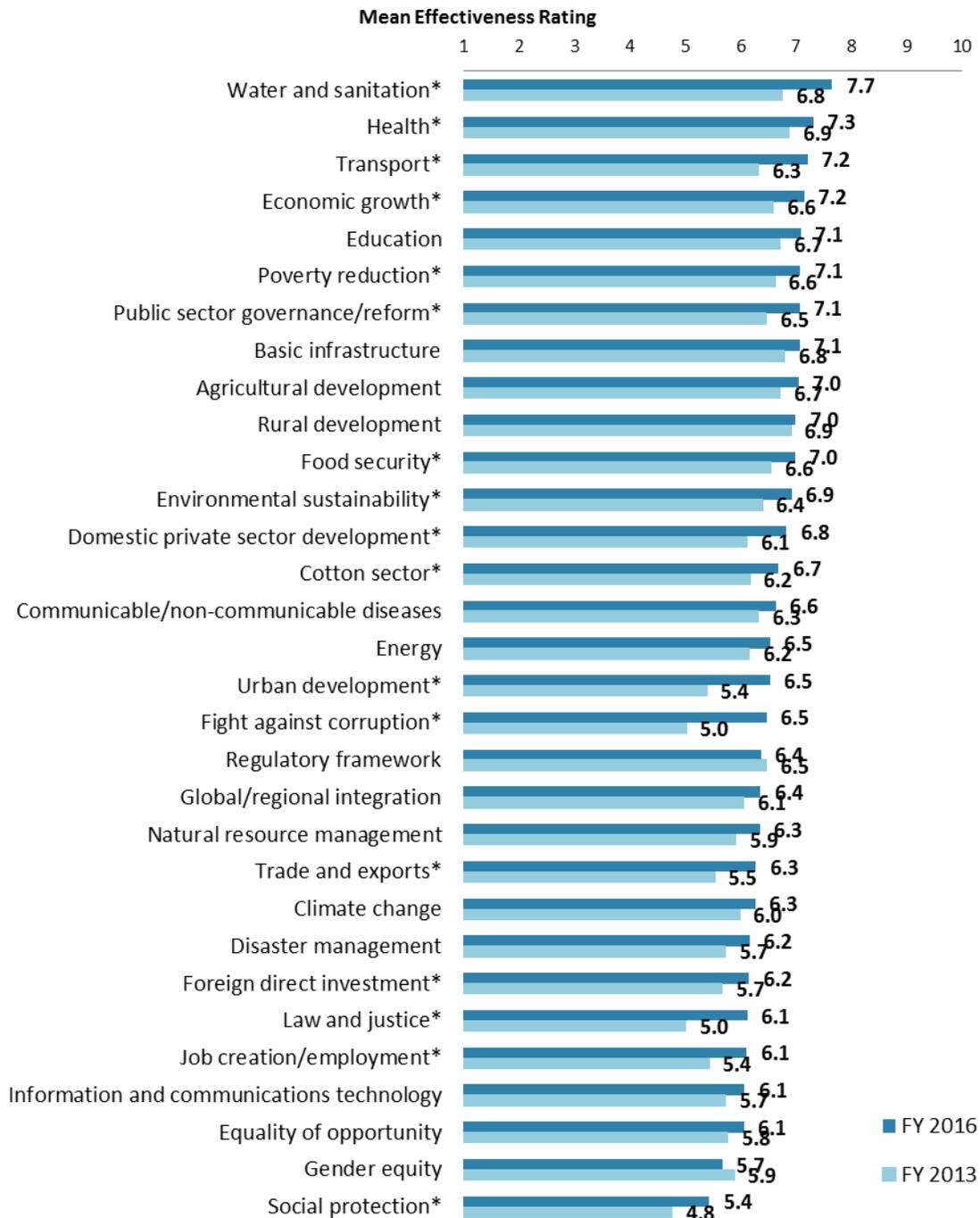


"Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



VI. Sectoral Effectiveness

Effectiveness of WBG's Support in Sectoral Areas: Year Comparison⁵



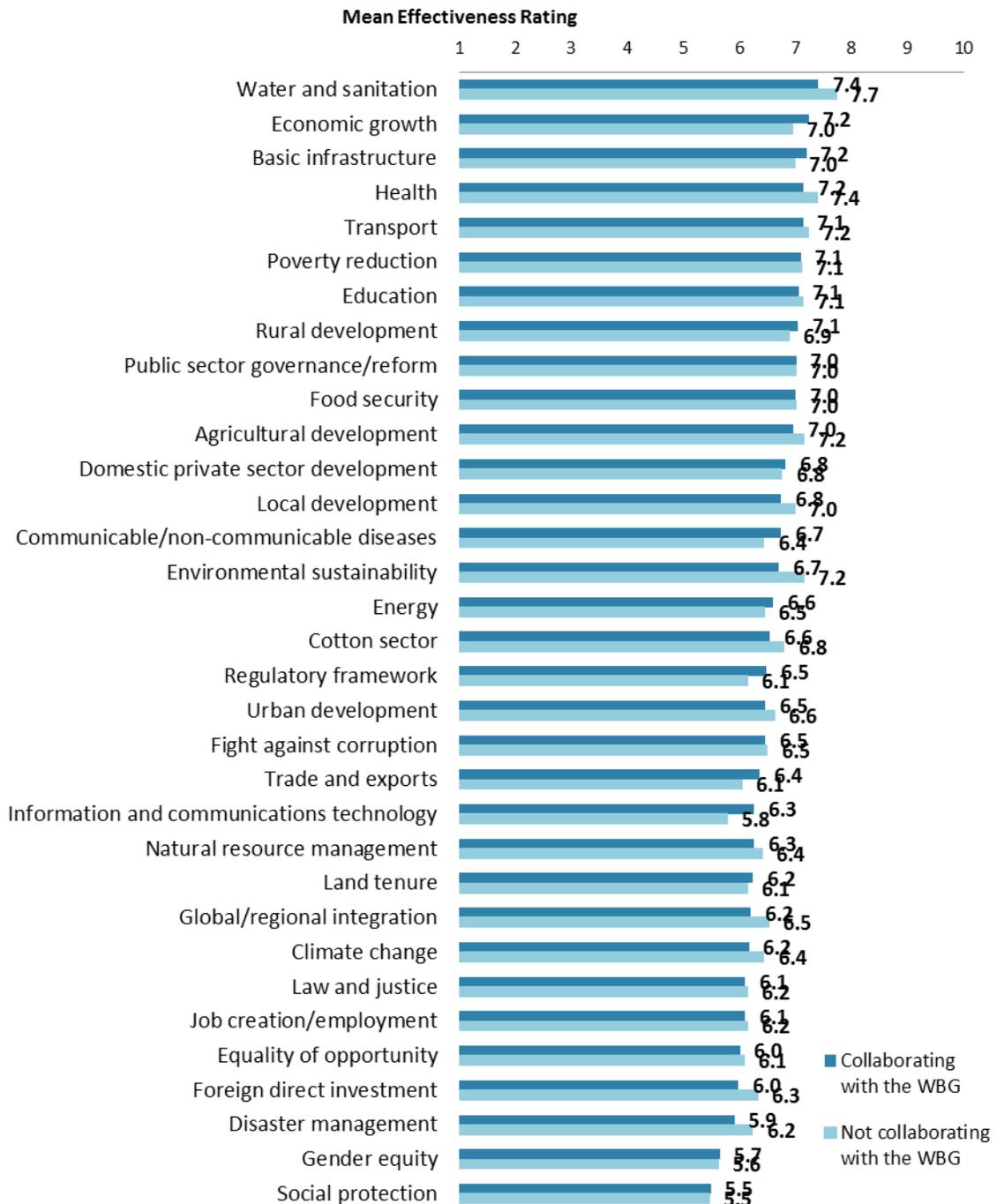
"How EFFECTIVE do you believe the World Bank Group is in terms of the work it does in the following areas of development in Burkina Faso?" (1-"Not effective at all", 10-"Very effective")
 (*Significantly different between FY 2016 and FY 2013)

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



VI. Sectoral Effectiveness (continued)

Effectiveness of WBG's Support in Sectoral Areas: Collaboration⁶



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

⁶ Note in the Appendix on the sectoral effectiveness (Appendix A, page 54) that primarily informed stakeholders responded to this question. Respondents were given the option of "don't know" if they did not have exposure to the WBG's work in certain development areas.



VI. Sectoral Effectiveness (continued)

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 Burkina Faso, bivariate correlational analyses were conducted using respondents' ratings of the thirty three 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 WBG'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.

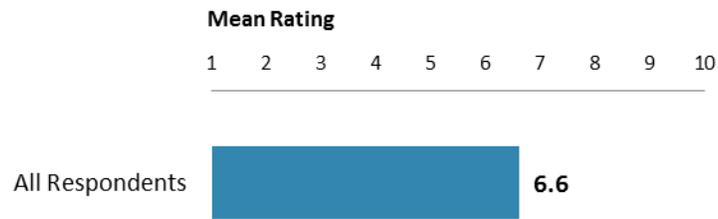
- Overall Effectiveness: Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the WBG's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's overall effectiveness in Burkina Faso. The areas determined to be key drivers from these analyses were:
 - The WBG's effectiveness at poverty reduction;
 - The WBG's effectiveness at urban development; and
 - The WBG's effectiveness at fight against corruption.

- 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 Burkina Faso, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the WBG's ability to help achieve development results. The area determined to be key driver from these analyses was:
 - The WBG's effectiveness at education;
 - The WBG's effectiveness at poverty reduction; and
 - The WBG's effectiveness at energy.



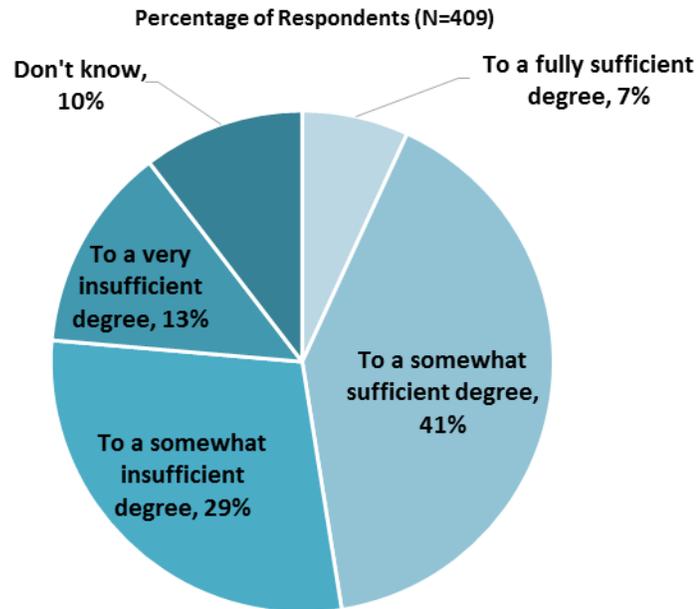
VI. Sectoral Effectiveness (continued)

The 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 Burkina Faso?"
(1 - "To no degree at all", 10 - "To a very significant degree")

Helping the Poorest

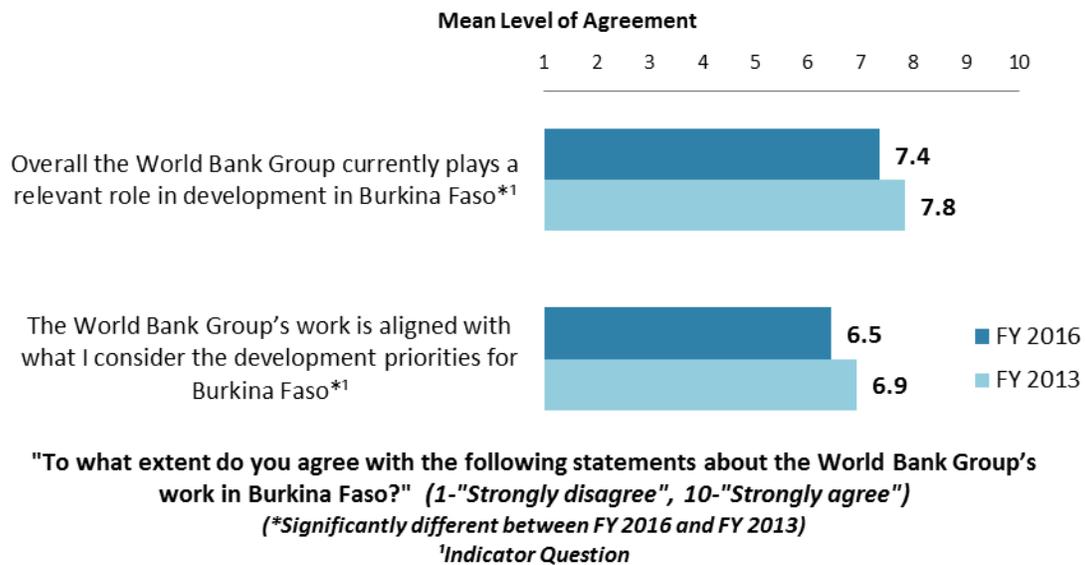


"To what extent do you believe that the World Bank Group's work and support help the poorest in Burkina Faso?" (Respondents chose from a list.)

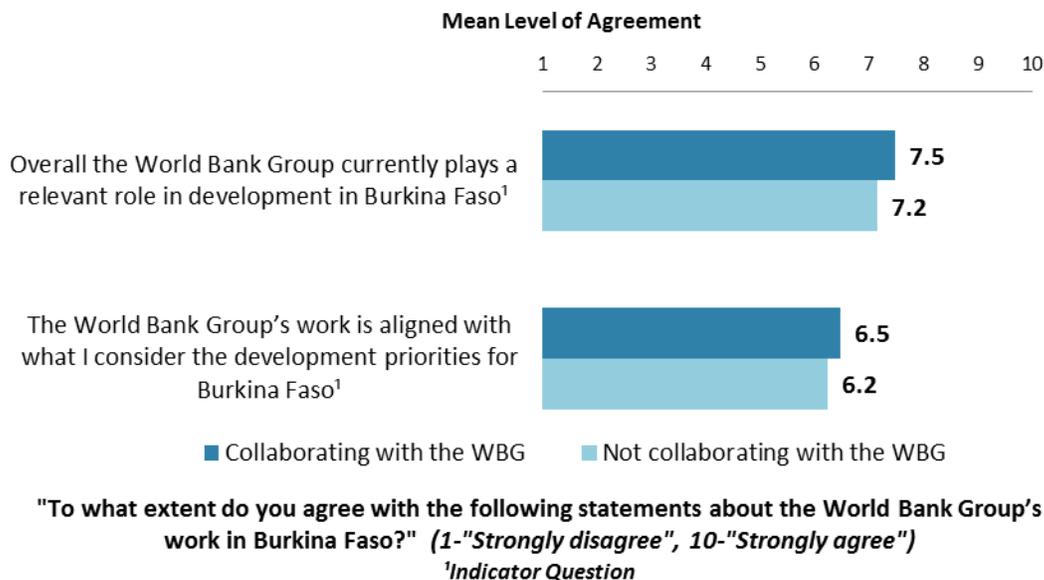


VII. How the World Bank Group Operates

The World Bank Group's Work in Burkina Faso: Year Comparison⁷



The World Bank Group's Work in Burkina Faso: Collaboration

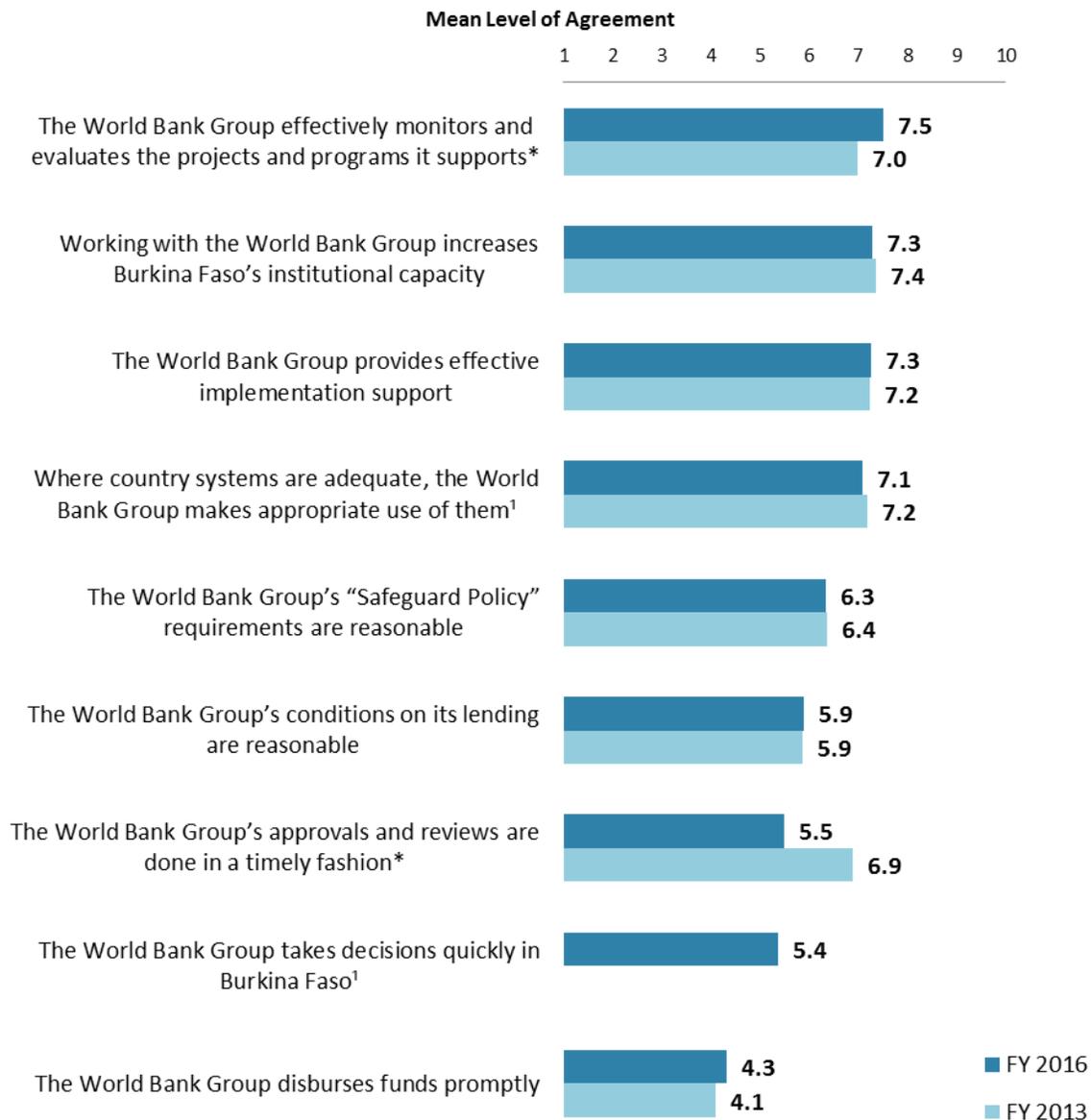


⁷ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Year Comparison⁸



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

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

(*Significantly different between FY 2016 and FY 2013)

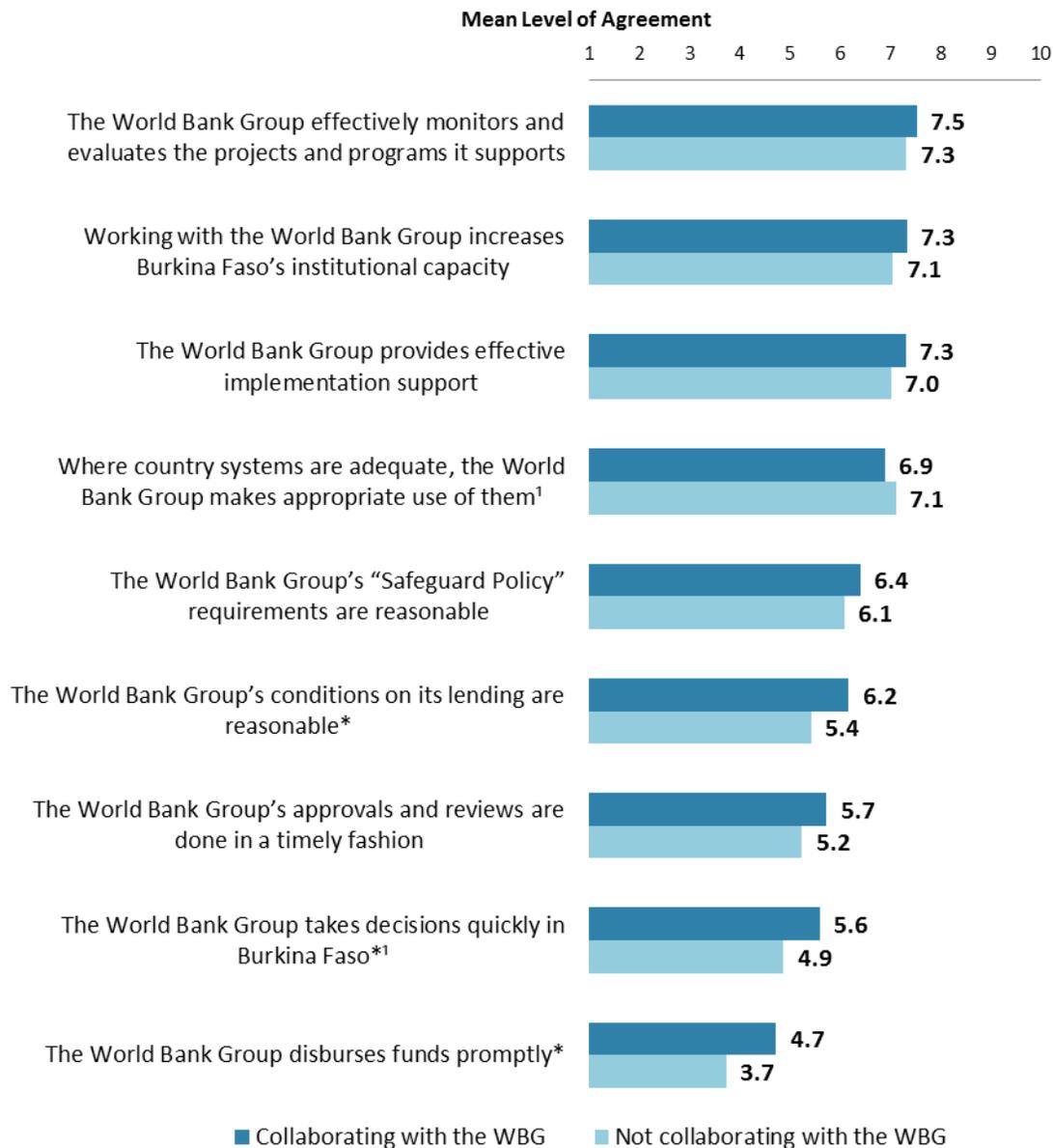
¹Indicator Question

⁸ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

Overall Perceptions: Collaboration



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



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Year Comparison⁹



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

(*Significantly different between FY 2016 and FY 2013)

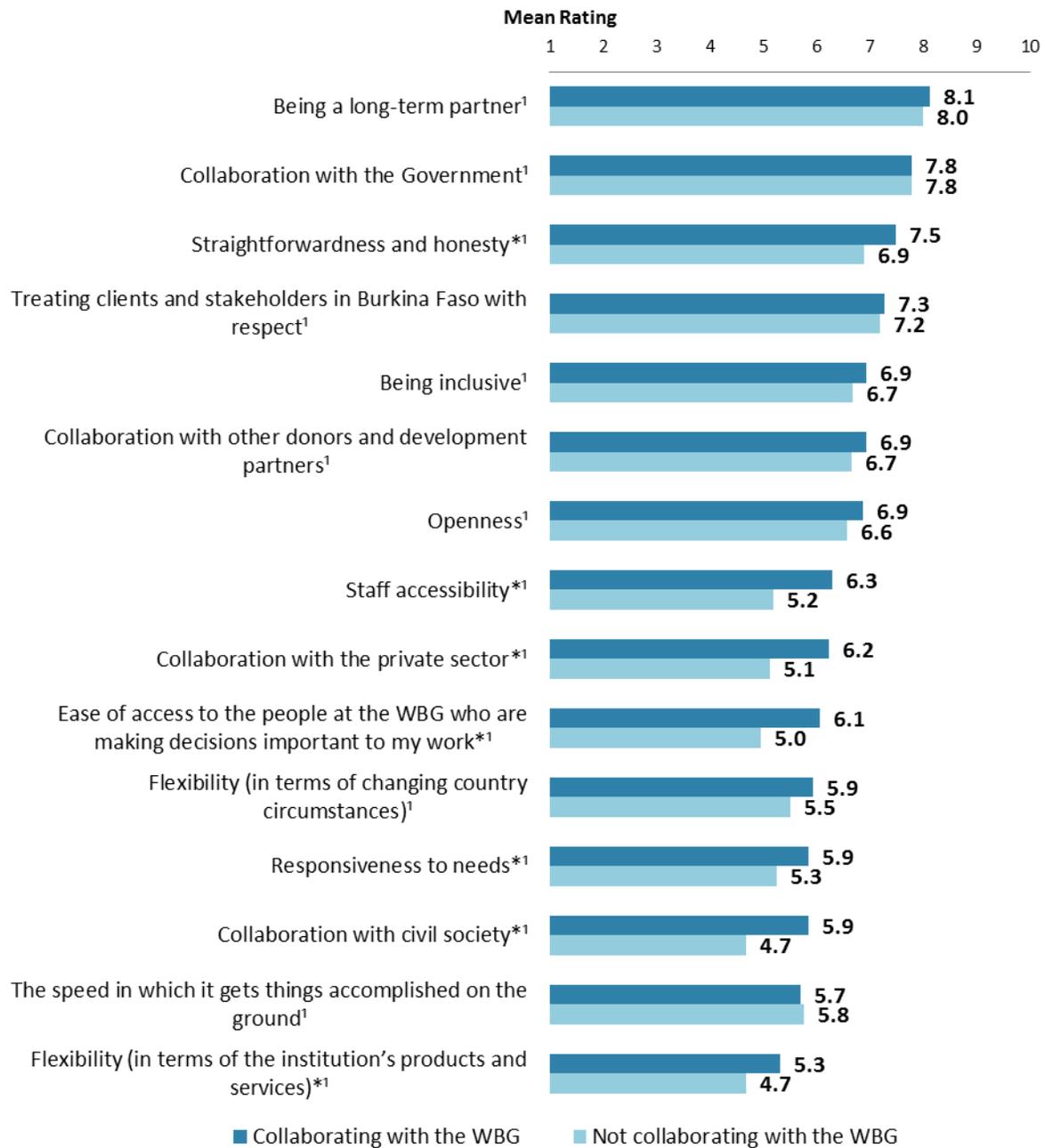
¹Indicator Question

⁹ Means in the chart were calculated based on weighted data.



VII. How the World Bank Group Operates (continued)

The WBG as an Effective Development Partner: Collaboration



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

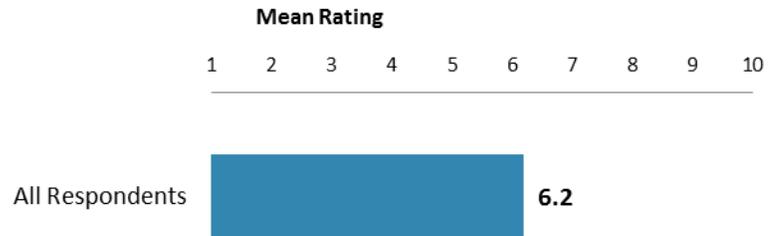
(*Significantly different between collaborators and non-collaborators with the WBG)

¹Indicator Question



VII. How the World Bank Group Operates (continued)

Internal Measuring and Monitoring



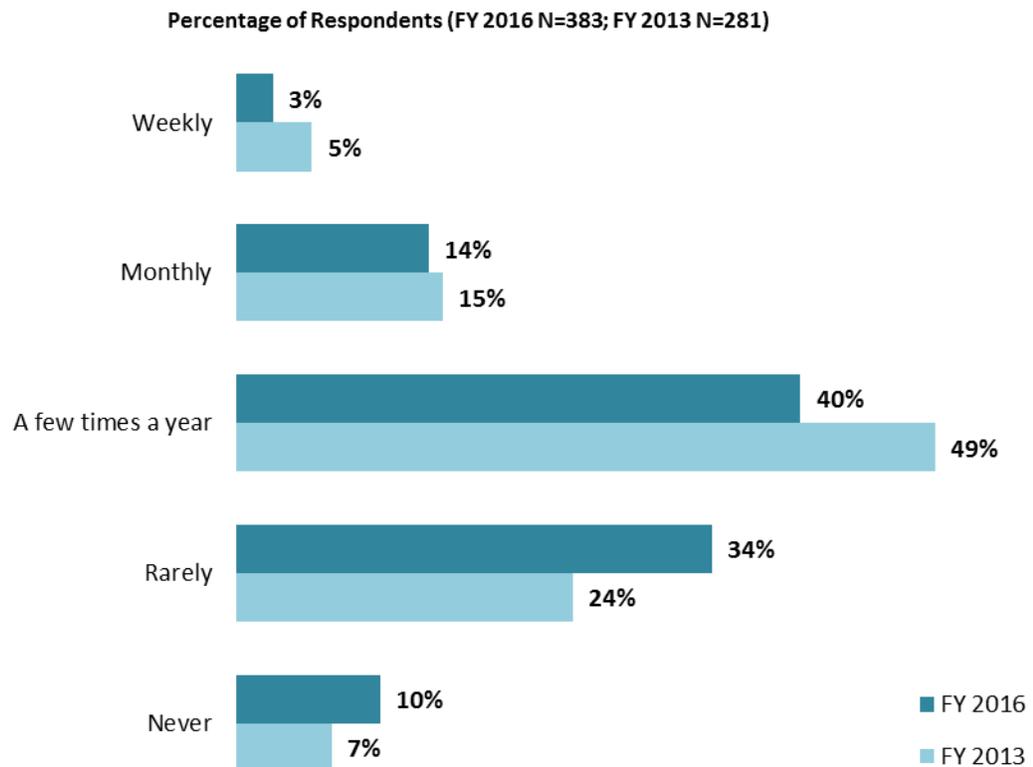
"To what extent do you believe the World Bank Group measures and corrects its work in real time in Burkina Faso?" (1-"To no degree at all", 10-"To a very significant degree")



VIII. World Bank Group’s Knowledge and Instruments

Frequency of Consulting WBG Knowledge Work and Activities¹⁰

- **Year comparison:** This year’s respondents were significantly less likely to consult the WBG’s knowledge work and activities “*a few times a year*” compared to respondents in the previous FY’13 Country Survey.
- **Stakeholder groups:** In this year’s Country Survey, respondents from PMUs/ consultants on WBG-supported projects indicated the most frequent usage (*weekly/monthly*) of the WBG’s knowledge work and activities compared to respondents from other stakeholder groups.



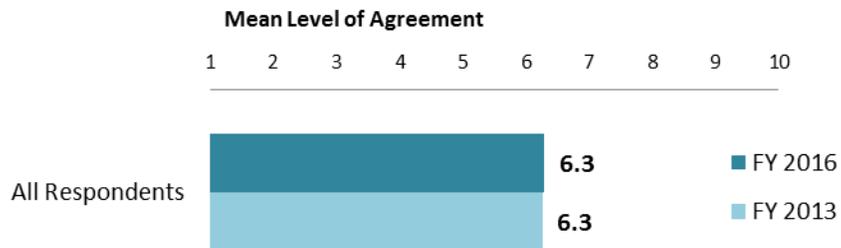
"How frequently do you consult World Bank Group's knowledge work and activities in the work you do?"
(Respondents chose from a list.)

¹⁰ Percentages in the chart were calculated based on weighted data.



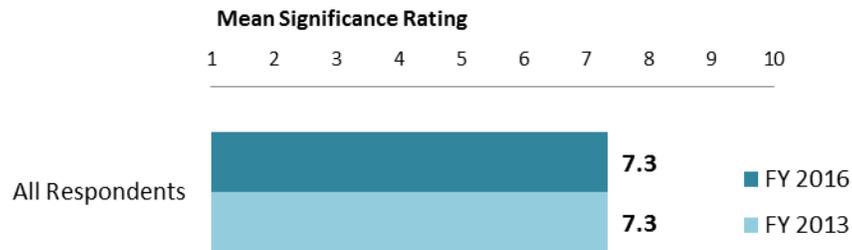
VIII. World Bank Group’s Knowledge and Instruments (continued)

Meeting Burkina Faso’ Knowledge Needs¹¹ (Indicator Question)



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

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



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

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



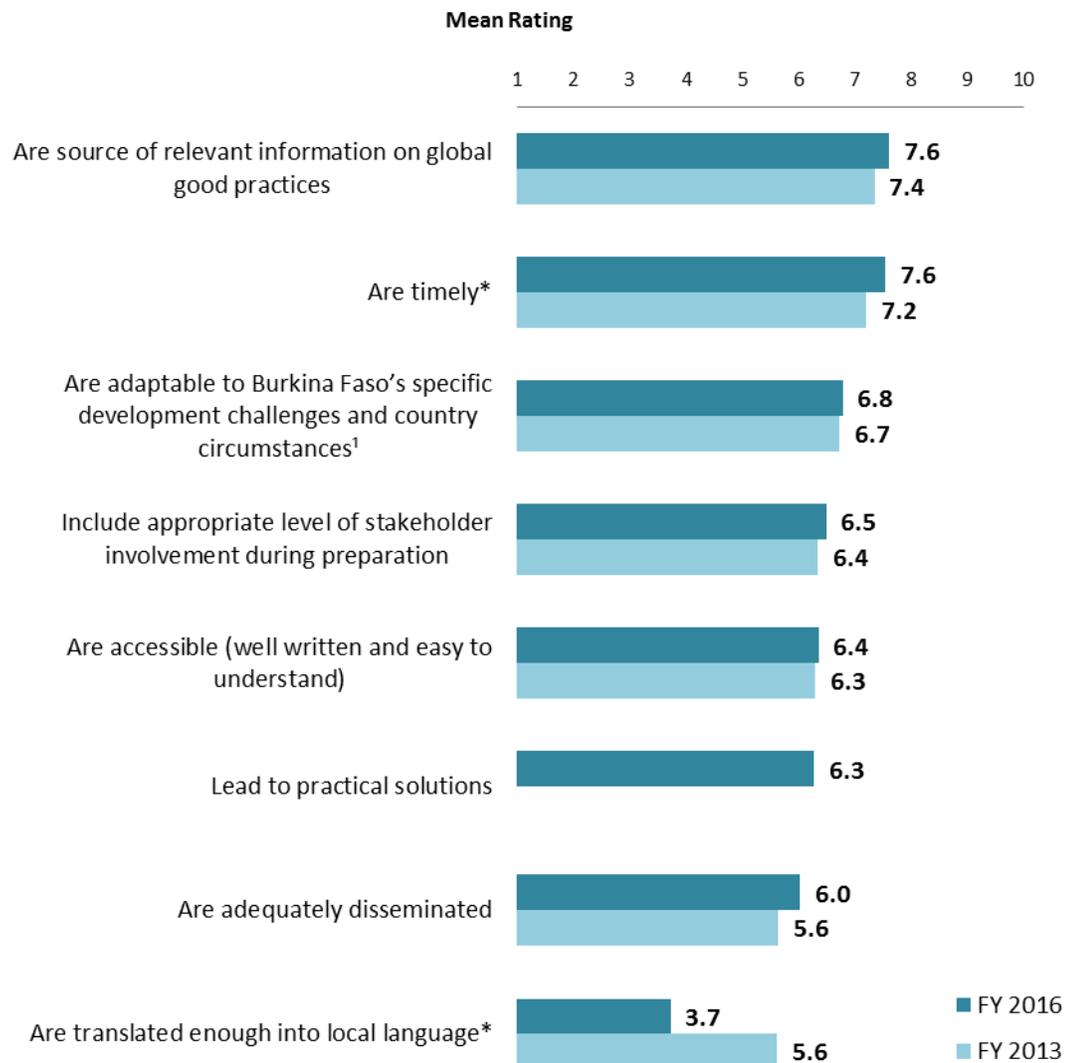
"Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?" (1-"Very low technical quality", 10-"Very high technical quality")

¹¹ 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 Activities¹²



"In Burkina Faso, 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 2016 and FY 2013)

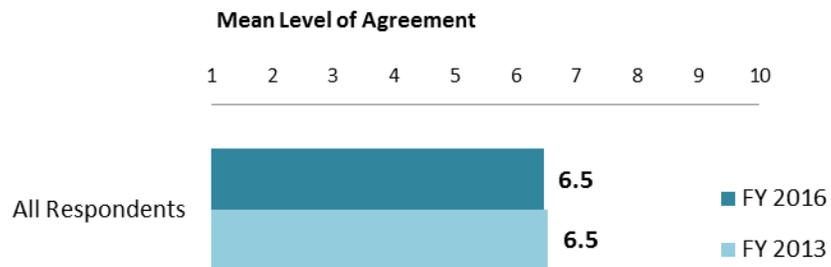
¹Indicator Question

¹² Means in the chart were calculated based on weighted data.



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

Meeting Burkina Faso's Needs for Financial Instruments¹³ (*Indicator Question*)



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

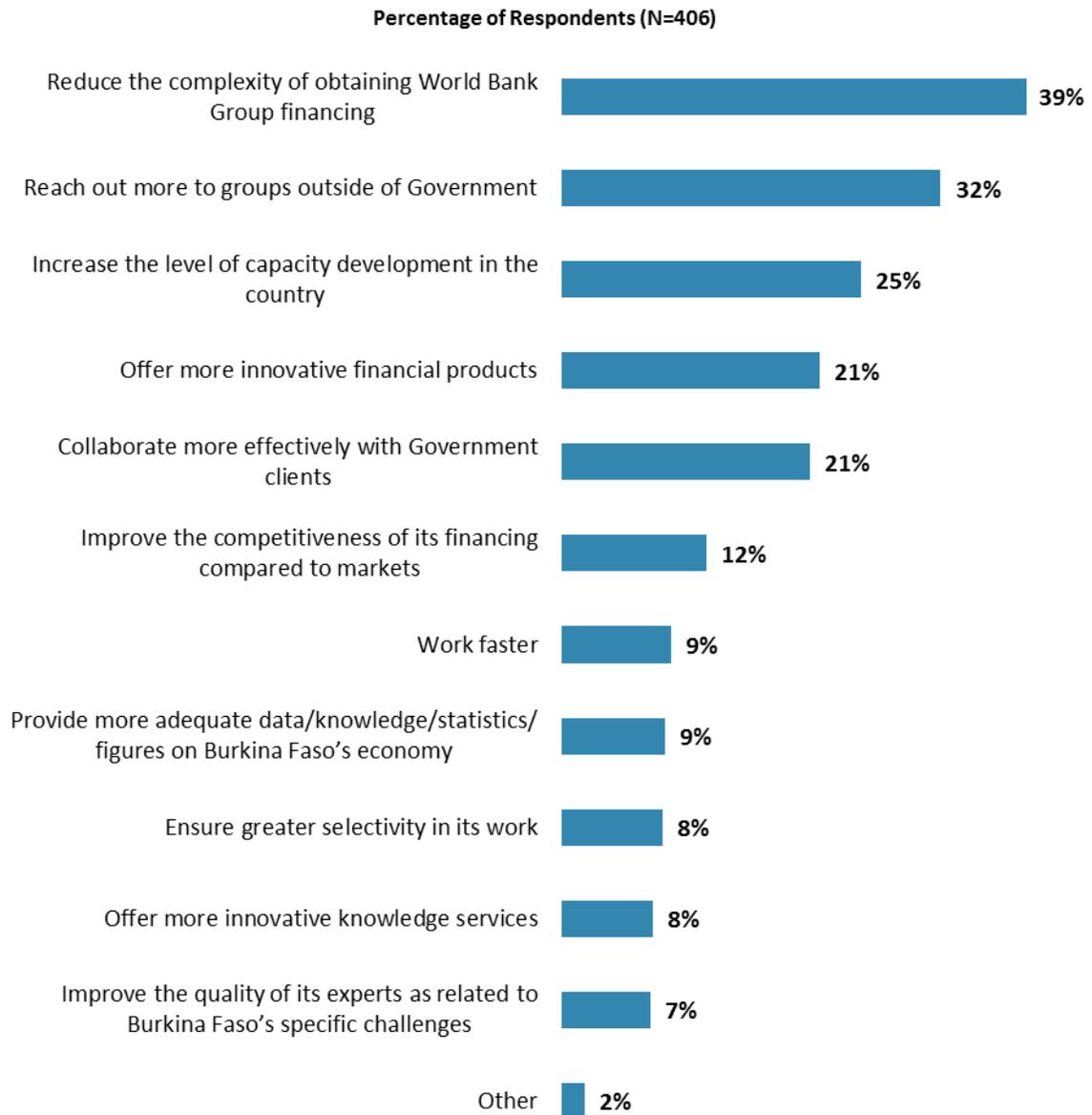
¹³ Means in the chart were calculated based on weighted data.



IX. The Future Role of the World Bank Group in Burkina Faso

Making the World Bank Group of Greater Value

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should “*reduce the complexity of obtaining World Bank financing*” (58%) and “*reach out more to groups outside of Government*” (41%) to make itself of greater value in Burkina Faso.



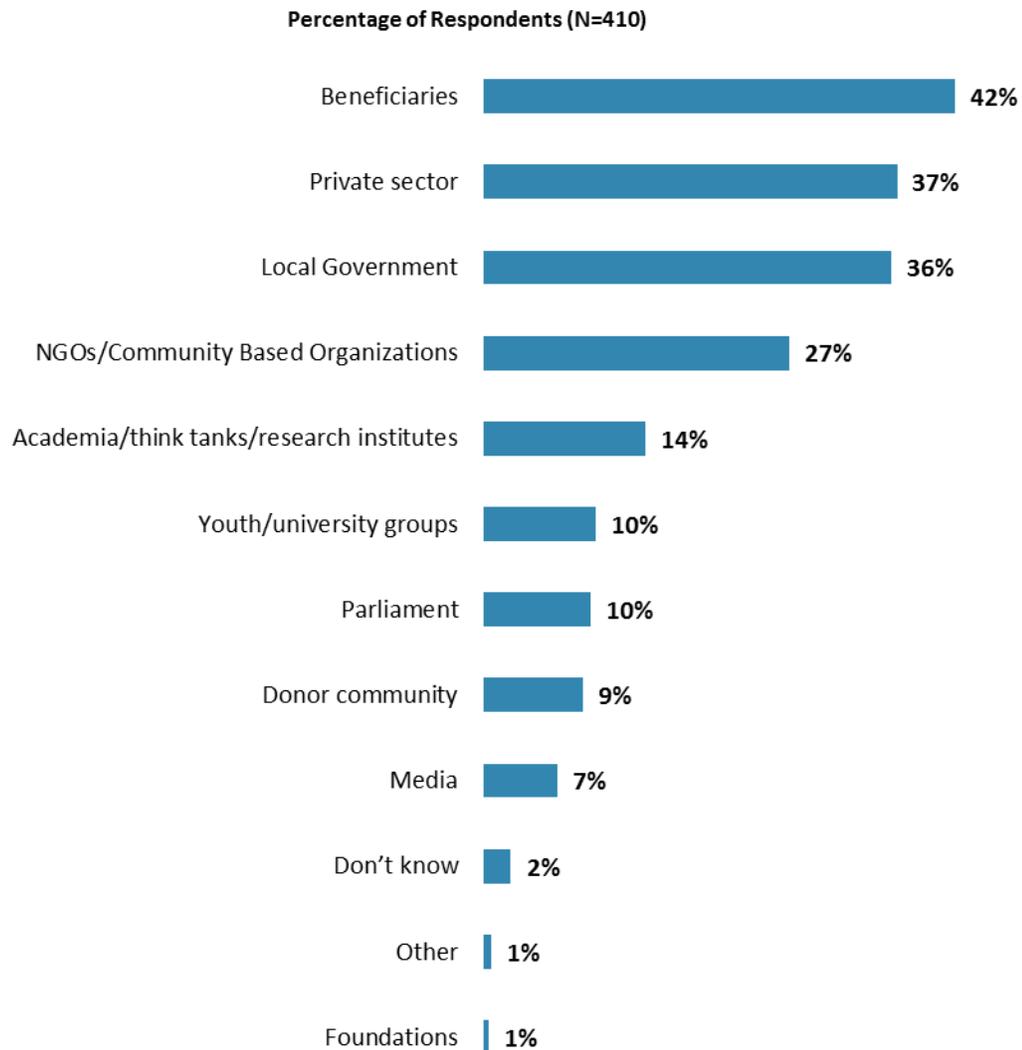
"Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



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

The World Bank Group Should Collaborate More with ...

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should work more with “*local government*” (46%), “*beneficiaries*” (31%), and “*community based organizations*” (30%) to ensure better development results in Burkina Faso.



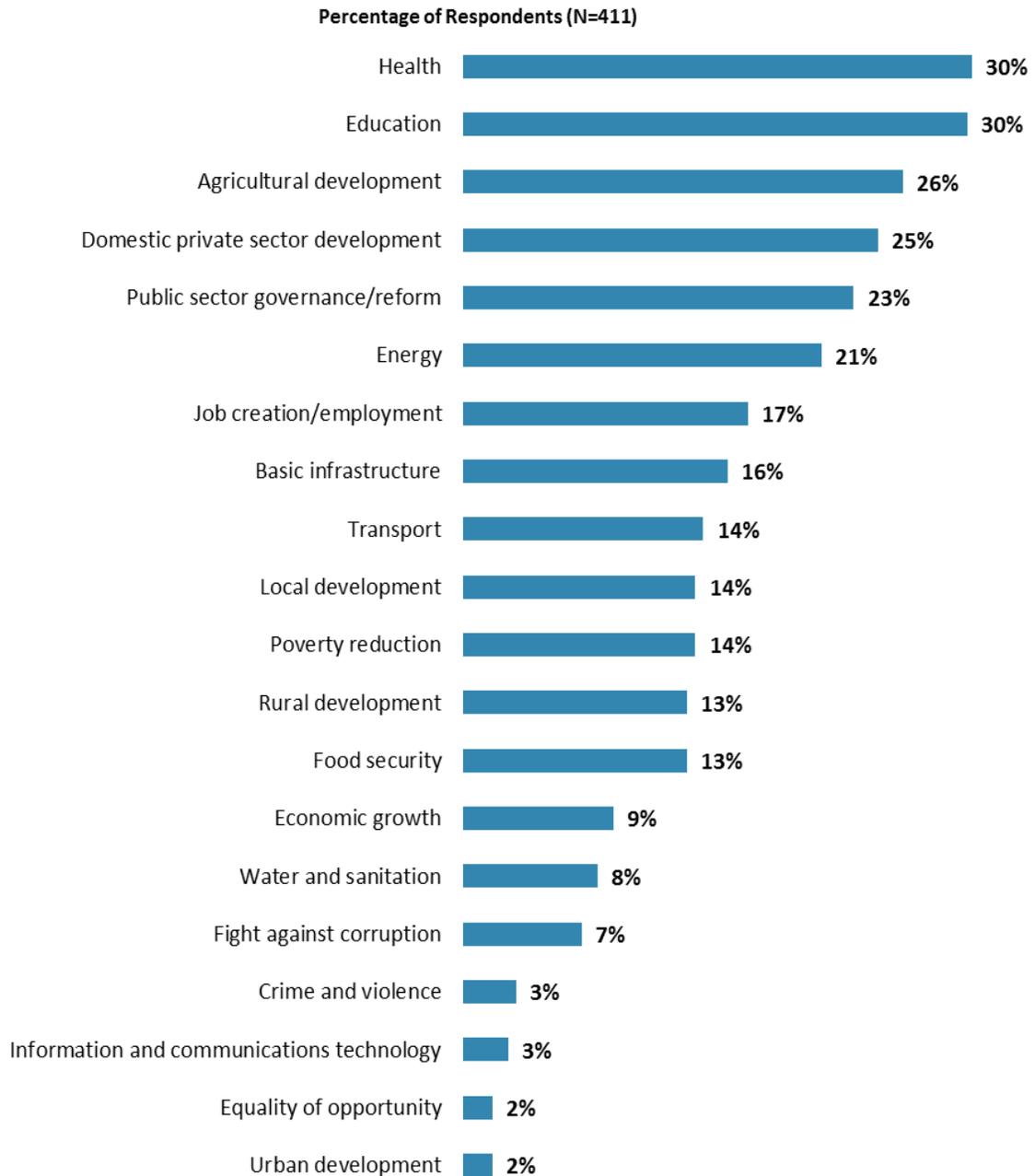
"In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country?"
(Respondents chose from a list. Responses combined.)



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

Where the World Bank Group Should Focus its Resources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that the World Bank should focus its resources on “*education*” (37%), “*rural development*” (29%), “*public sector governance/reform*” (26%), “*agricultural development*” (25%), and “*domestic private sector development*” (24%).

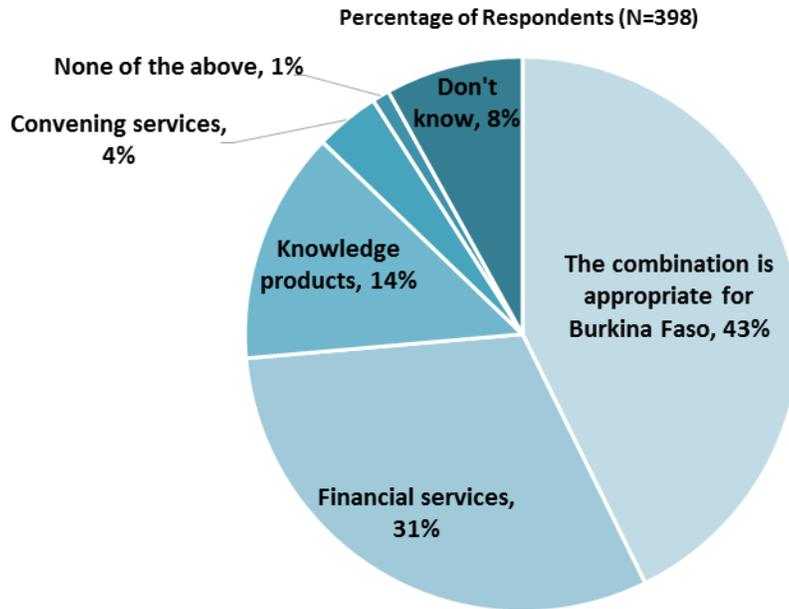


“When thinking about how the World Bank Group can have the most impact on development results in Burkina Faso, in which sectoral areas do you believe the WBG should focus most of its resources in Burkina Faso? (Choose no more than THREE)” (Respondents chose from a list. Responses combined. Top 20 of 35 response options shown.)



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

Future Combination of the WBG Services



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

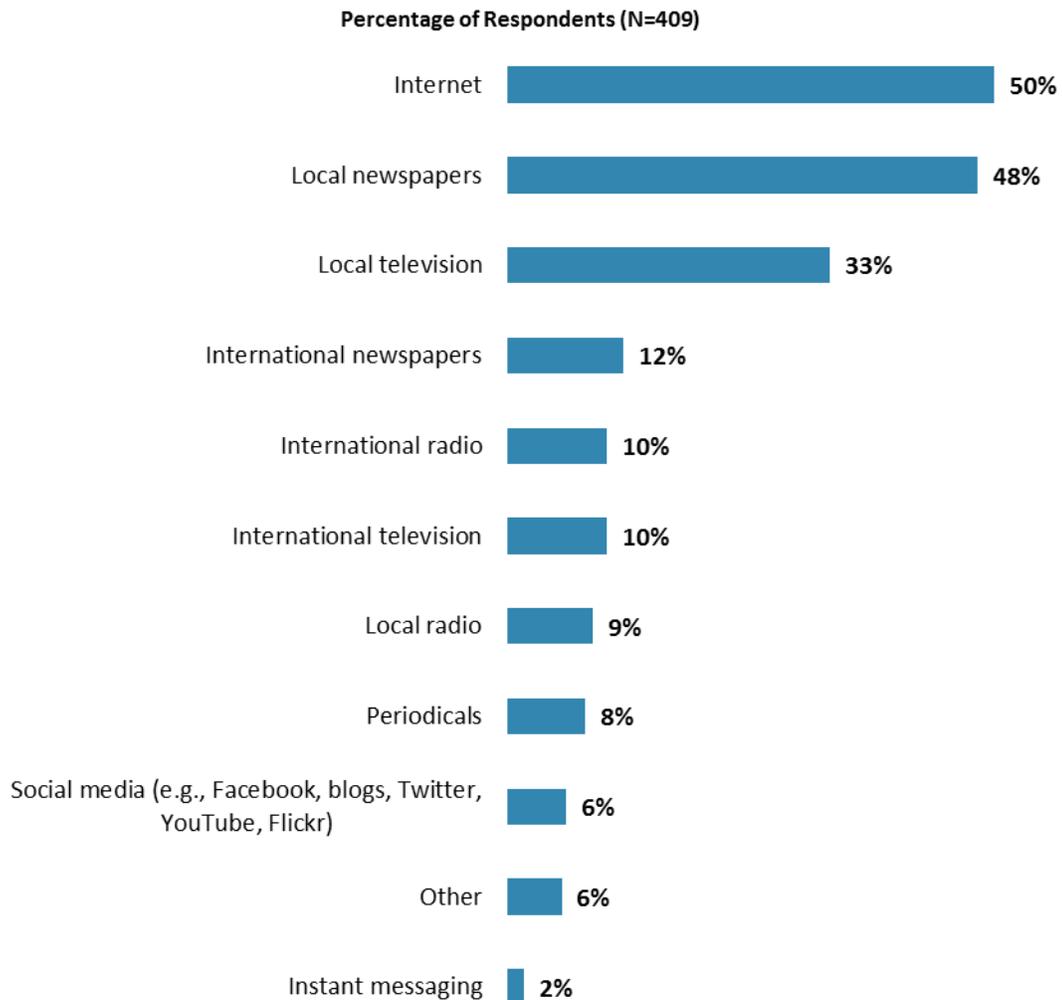


X. Communication and Outreach

Note: When considering the World Bank Group’s future outreach with key constituencies, please see Appendix B (page 61) for all responses by stakeholder groups.

General Information Sources

- **Year comparison:** Respondents in the previous FY’13 Country Survey indicated that they got most of their information about economic and social development issues in Burkina Faso from “*local newspapers*” (58%), “*Internet*” (41%), and “*local television*” (32%).



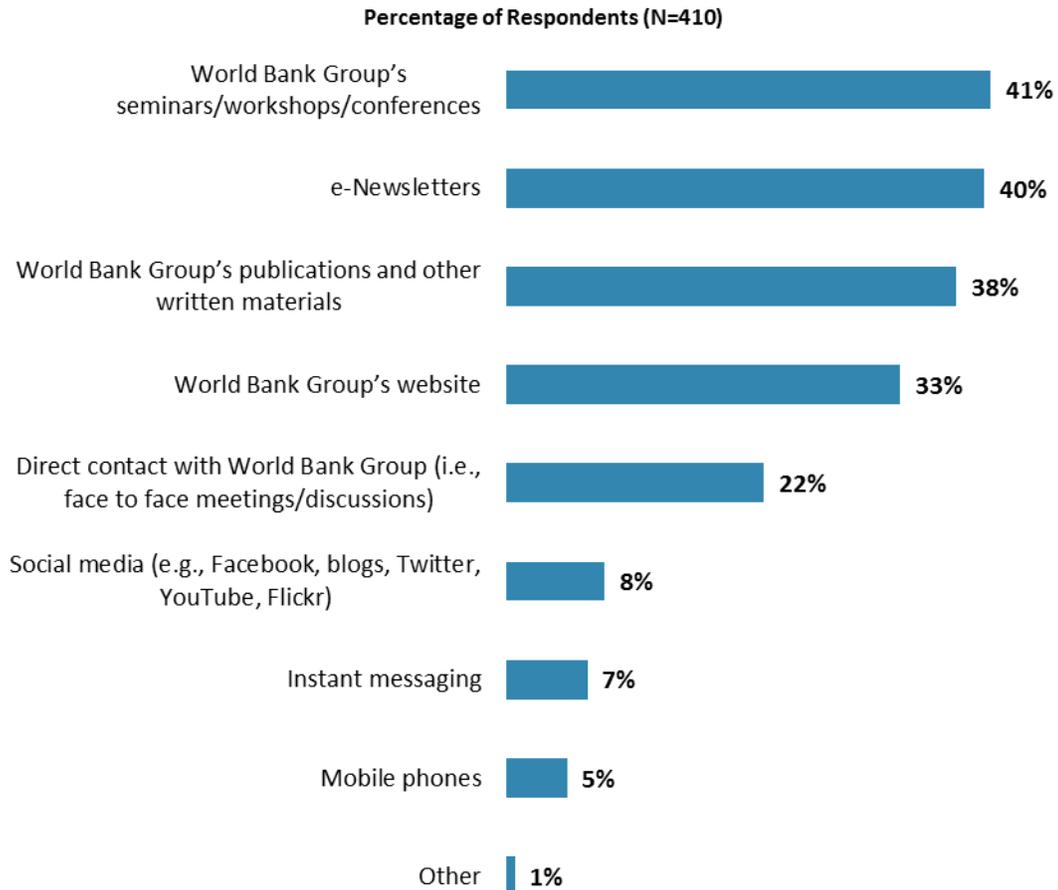
"How do you get most of your information about economic and social development issues in Burkina Faso? (Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

Preferred Information Sources

- **Year comparison:** Respondents in the previous FY'13 Country Survey indicated that they would prefer to receive information from the World Bank through its “*website*” (54%) and “*World Bank seminars/workshops/conference*” (45%).

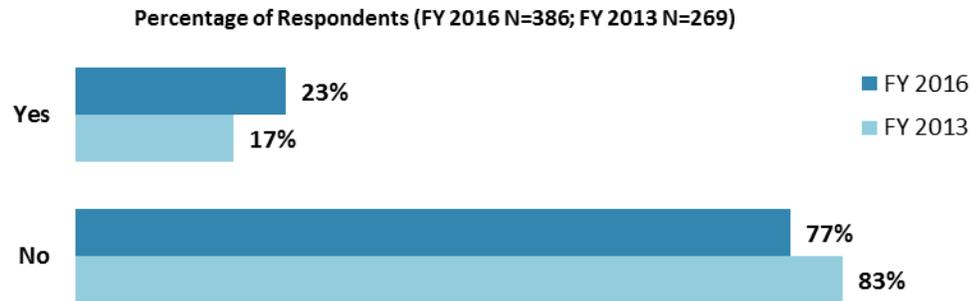


"How would you prefer to receive information from the World Bank Group?
(Choose no more than TWO)" (Respondents chose from a list. Responses combined.)



X. Communication and Outreach (continued)

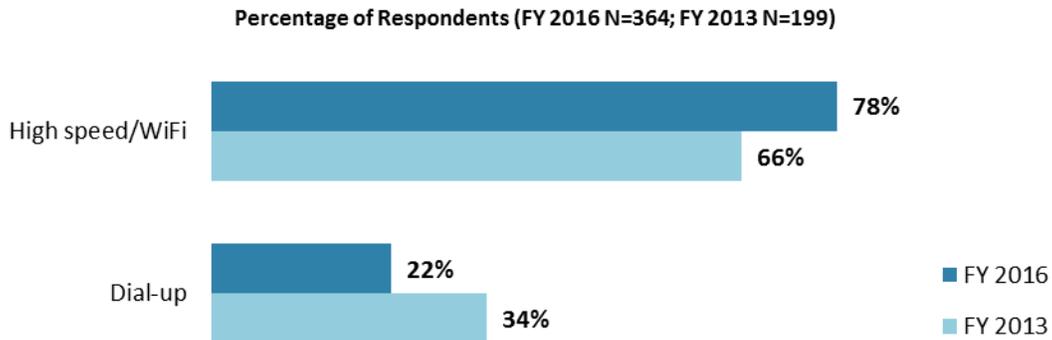
Access to Information¹⁴



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

Access to the Internet

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



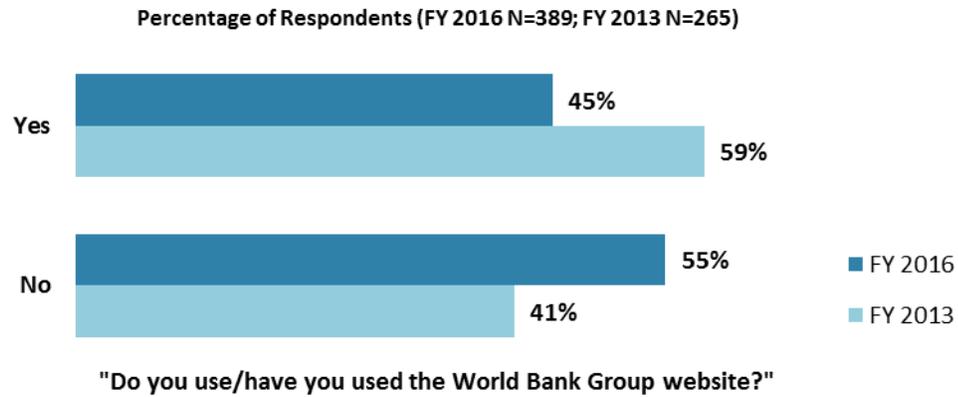
"Which Internet connection do you use primarily when visiting a World Bank Group website?"
(Respondents chose from a list.)

¹⁴ Percentages presented in the charts on this page were calculated based on weighted data.

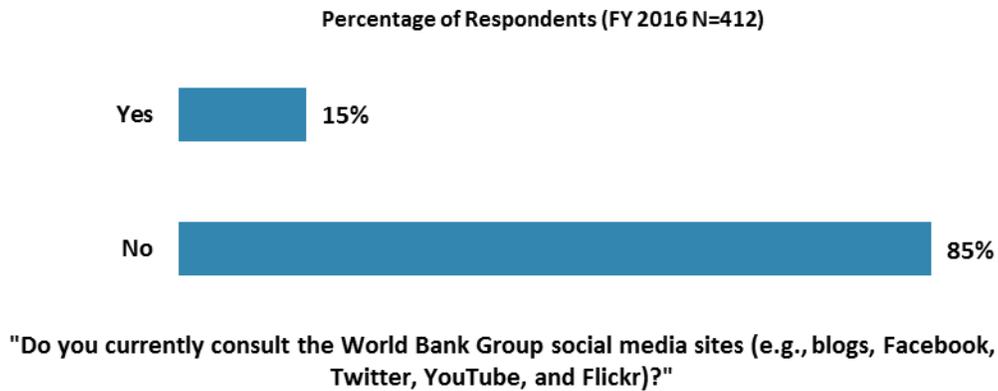


X. Communication and Outreach (continued)

The WBG Website Usage¹⁵



Use of the WBG's Social Media Channels



¹⁵ Percentages presented in the chart were calculated based on weighted data.



XI. Appendices

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Burkina Faso





Appendix A: Responses to All Questions across All Respondents (N=413)

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 Burkina Faso

1. In general would you say that Burkina Faso is headed in ... ?	Percentage of Respondents (N=410)
The right direction	80.5%
The wrong direction	2.0%
Not sure	17.6%

**A. General Issues Facing Burkina Faso (continued)**

2. Listed below are a number of development priorities in Burkina Faso. Please identify which of the following you consider the most important development priorities in Burkina Faso? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=409)
Food security	40.1%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	37.4%
Education	28.4%
Job creation/employment	21.5%
Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	20.8%
Energy	19.3%
Basic infrastructure (e.g., health centers, schools, rural roads)	17.8%
Health	15.9%
Agricultural development (i.e., agricultural production, livestock, fishery)	15.4%
Poverty reduction	13.4%
Water and sanitation	9.5%
Local development (e.g., community investments, basic social services)	9.0%
Rural development	7.8%
Crime and violence (i.e., insecurity, terrorism)	6.6%
Fight against corruption	6.4%
Transport (e.g., roads, bridges, transportation)	6.4%
Economic growth	3.7%
Law and justice (e.g., judicial system)	3.4%
Climate change (e.g., mitigation, adaptation)	3.2%
Natural resource management (e.g., mining)	2.2%
Information and communications technology	2.2%
Urban development	1.2%
Land tenure	1.2%
Gender equity	1.0%
Environmental sustainability	1.0%
Trade and exports	0.7%
Equality of opportunity (i.e., equity)	0.7%
Global/regional integration	0.7%
Social protection (e.g., pensions, targeted social assistance)	0.7%
Foreign direct investment	0.7%
Regulatory framework	0.2%
Communicable/non-communicable diseases	0.2%
Financial markets	0.0%
Cotton sector	0.0%
Disaster management	0.0%

**A. General Issues Facing Burkina Faso (continued)**

3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Burkina Faso? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=412)
Agricultural development (i.e., agricultural production, livestock, fishery)	29.6%
Job creation/employment	26.2%
Education	25.7%
Rural development	21.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	19.9%
Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	19.2%
Local development (e.g., community investments, basic social services)	18.0%
Water and sanitation	17.5%
Fight against corruption	17.2%
Economic growth	16.5%
Food security	15.8%
Energy	13.8%
Basic infrastructure (e.g., health centers, schools, rural roads)	12.1%
Health	11.7%
Transport (e.g., roads, bridges, transportation)	5.6%
Equality of opportunity (i.e., equity)	5.3%
Land tenure	5.1%
Crime and violence (i.e., insecurity, terrorism)	2.7%
Natural resource management (e.g., mining)	2.4%
Social protection (e.g., pensions, targeted social assistance)	2.2%
Information and communications technology	2.2%
Law and justice (e.g., judicial system)	1.9%
Foreign direct investment	1.7%
Urban development	1.2%
Climate change (e.g., mitigation, adaptation)	1.2%
Global/regional integration	0.7%
Gender equity	0.5%
Cotton sector	0.2%
Regulatory framework	0.2%
Disaster management	0.2%
Trade and exports	0.2%
Communicable/non-communicable diseases	0.0%
Environmental sustainability	0.0%
Financial markets	0.0%

**A. General Issues Facing Burkina Faso (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 Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=397)
Education and training that better ensure job opportunity	34.3%
Good governance (transparency, fight against corruption)	27.0%
Consistent economic growth	26.4%
Greater access to micro-finance for the poor	24.7%
Better opportunity for the poor who live in rural areas	14.1%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)	13.6%
More reliable social safety net	12.3%
Greater access to health and nutrition for citizens	12.3%
Better employment opportunities for young people	10.3%
Greater equity of fiscal policy	6.8%
A growing middle class	6.0%
Greater voice and participation for citizens to help ensure greater accountability	3.8%
Better employment opportunities for women	3.5%
Better opportunity for the poor who live in urban areas	2.0%
Better quality public services	1.5%
Other	0.8%

5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=411)
A very big problem	62.5%
A moderately big problem	29.9%
A small problem	3.9%
Not a problem at all	1.0%
Don’t know	2.7%

6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)	Percentage of Respondents (N=411)
A very serious problem	85.2%
A somewhat serious problem	11.2%
Not too serious problem	1.5%
Not a problem	0.0%
Don’t know	2.2%

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 Burkina Faso? (1-Not familiar at all, 10-Extremely familiar)	406	0	5.58	2.46

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

Effectiveness*	N	DK	Mean	SD
2. Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso. (1-Not effective at all, 10-Very effective)	346	65	6.34	2.09

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 Burkina Faso solve its most complicated development challenges? (1-To no degree at all, 10-To a very significant degree)	329	82	6.78	2.13

4. When thinking about how the World Bank Group can have the most impact on development results in Burkina Faso, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burkina Faso? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=411)
Health	30.4%
Education	30.2%
Agricultural development (i.e., agricultural production, livestock, fishery)	26.3%
Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	24.8%
Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	23.4%
Energy	21.4%
Job creation/employment	17.0%
Basic infrastructure (e.g., health centers, schools, rural roads)	15.8%
Transport (e.g., roads, bridges, transportation)	14.4%
Local development (e.g., community investments, basic social services)	13.9%
Poverty reduction	13.9%
Rural development	13.4%
Food security	13.4%
Economic growth	9.0%
Water and sanitation	8.0%
Fight against corruption	7.1%
Crime and violence (i.e., insecurity, terrorism)	3.2%
Information and communications technology	2.7%
Equality of opportunity (i.e., equity)	1.7%
Urban development	1.7%
Land tenure	1.5%
Social protection (e.g., pensions, targeted social assistance)	1.2%
Climate change (e.g., mitigation, adaptation)	1.2%
Law and justice (e.g., judicial system)	1.0%
Environmental sustainability	0.7%
Natural resource management (e.g., mining)	0.5%
Foreign direct investment	0.2%
Trade and exports	0.2%
Regulatory framework	0.2%
Gender equity	0.2%
Global/regional integration	0.0%
Cotton sector	0.0%
Financial markets	0.0%
Communicable/non-communicable diseases	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 Burkina Faso?	Percentage of Respondents (N=397)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	44.6%	16.1%	60.7%
Policy advice, studies, analyses	15.9%	17.3%	33.2%
Capacity development	15.9%	16.8%	32.7%
Help to bring discipline/effective supervision to implementation of investment projects	7.6%	17.1%	24.6%
Technical assistance	2.0%	12.0%	14.0%
Mobilizing third party financial resources	3.5%	6.9%	10.4%
Convening/facilitating	3.5%	4.1%	7.6%
Donor coordination	2.3%	3.6%	5.8%
Data and statistics	3.5%	2.3%	5.8%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.8%	2.3%	3.1%
Other	0.5%	1.5%	2.0%

6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=410)
World Bank Group's processes too complex	33.7%
Too influenced by developed countries	29.8%
Not collaborating enough with stakeholders outside the Government	19.3%
Not enough public disclosure of its work	14.6%
World Bank Group's processes too slow (e.g., too bureaucratic in its operational policies and procedures)	13.9%
Imposing technocratic solutions without regard to political realities	13.4%
Not adequately sensitive to political/social realities in Burkina Faso	11.2%
Don't know	10.7%
Its advice and strategies do not lend themselves to practical problem solving	8.3%
Not willing to honestly criticize policies and reform efforts in the country	8.0%
Not aligned with country priorities	7.6%
Not exploring alternative policy options	4.4%
Arrogant in its approach	2.2%
Not client focused	2.2%
Staff too inaccessible	2.0%
Other	1.7%
Not aligned with other donors' work	1.2%
The credibility of its knowledge/data	0.5%

7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=411)
Investment lending (financing specific projects)	66.4%
Capacity development	41.6%
Policy based lending/budget support to the Government	28.7%
Multi-sectoral approaches	19.5%
Technical assistance (advice, best practice, international experience, etc.)	16.3%
Knowledge products/services (analytical work, studies, surveys, etc.)	7.1%
Don't know	5.6%
Trust Fund management	3.9%
Other	1.0%

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

8. To what extent do you believe that the World Bank Group's work and support help the poorest in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=409)
To a fully sufficient degree	6.8%
To a somewhat sufficient degree	40.6%
To a somewhat insufficient degree	28.9%
To a very insufficient degree	13.2%
Don't know	10.5%

9. In addition to the regular relations with the national government, which TWO of the following groups should the World Bank Group collaborate with more in your country? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=410)
Beneficiaries	41.7%
Private sector	36.6%
Local Government	36.1%
NGOs/Community Based Organizations (CBOs)	27.1%
Academia/think tanks/research institutes	14.4%
Youth/university groups	10.0%
Parliament	9.5%
Donor community	8.8%
Media	6.6%
Don't know	2.4%
Other	0.7%
Foundations	0.5%

To what extent do you agree with the following statements about the World Bank Group's work in Burkina Faso? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
10. Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	382	30	7.31	2.22
11. The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	359	53	6.36	2.39

To what extent is the World Bank Group an effective development partner in Burkina Faso, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)	Degree			
	N	DK	Mean	SD
12. Responsiveness to needs*	300	108	5.56	2.07
13. Flexibility (in terms of the institution's products and services)*	281	130	4.99	2.11
14. Flexibility (in terms of changing country circumstances)*	272	137	5.72	2.02
15. Being inclusive*	241	167	6.80	2.18
16. Openness (sharing data and other information)*	291	117	6.71	2.15
17. Collaboration with the Government*	350	59	7.78	1.68
18. The speed in which it gets things accomplished on the ground*	296	112	5.73	2.04
19. Ease of access to the people at the World Bank Group who are making decisions important to my work*	262	148	5.52	2.40
20. Collaboration with civil society*	274	137	5.20	2.32
21. Staff accessibility*	269	140	5.75	2.54
22. Collaboration with other donors and development partners*	262	147	6.78	2.00
23. Collaboration with the private sector*	255	154	5.68	2.32
24. Straightforwardness and honesty*	245	164	7.19	2.17
25. Treating clients and stakeholders in Burkina Faso with respect*	283	128	7.23	2.11
26. Being a long-term partner*	317	93	8.06	1.94

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

27. 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 TWO)	Percentage of Respondents (Responses Combined; N=408)
Reforms are not well thought out in light of country challenges	34.8%
The World Bank Group is not sensitive enough to political/social realities on the ground	32.1%
There is not an adequate level of citizen/civil society participation	31.6%
The Government works inefficiently	25.5%
Political pressures and obstacles	15.7%
The World Bank Group works too slowly	14.5%
Lack of/inadequate levels of capacity in Government	13.0%
The World Bank Group does not do adequate follow through/follow-up	10.0%
Poor donor coordination	8.1%
Other	4.9%

**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 Burkina Faso? (1-Not important at all, 10-Very important)	Importance			
	N	DK	Mean	SD
1. Crime and violence (i.e., insecurity, terrorism)	349	60	7.18	2.57
2. Financial markets	303	103	6.82	2.39
3. Transport (e.g., roads, bridges, transportation)	369	39	8.58	1.57
4. Fight against corruption	357	51	8.31	1.86
5. Law and justice (e.g., judicial system)	338	68	7.37	2.29
6. Urban development	355	55	7.45	1.98
7. Environmental sustainability	359	50	7.97	1.92
8. Trade and exports	340	69	6.95	2.14
9. Local development (e.g., community investments, basic social services)	370	40	8.72	1.51
10. Information and communications technology	352	58	7.46	1.92
11. Poverty reduction	384	25	9.03	1.40
12. Gender equity	338	65	6.30	2.38
13. Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	379	31	8.38	1.75
14. Foreign direct investment	317	93	7.13	2.27
15. Water and sanitation	381	28	8.78	1.43
16. Regulatory framework	327	80	6.36	2.37
17. Economic growth	365	44	8.50	1.59
18. Energy	382	28	8.97	1.42
19. Disaster management	344	61	7.12	2.22
20. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	364	46	8.12	2.12
21. Job creation/employment	370	41	8.52	1.80
22. Communicable/non-communicable diseases	350	57	7.11	2.28
23. Cotton sector	343	67	6.68	2.40
24. Equality of opportunity (i.e., equity)	344	67	7.08	2.40
25. Social protection (e.g., pensions, targeted social assistance)	344	67	6.93	2.39
26. Rural development	372	38	8.62	1.65
27. Basic infrastructure (e.g., health centers, schools, rural roads)	380	30	9.04	1.29
28. Global/regional integration	333	77	6.71	2.15
29. Food security	362	43	8.89	1.35
30. Natural resource management (e.g., mining)	351	58	7.37	2.29
31. Health	362	45	8.99	1.44
32. Climate change (e.g., mitigation, adaptation)	359	52	7.97	2.01
33. Agricultural development (i.e., agricultural production, livestock, fishery)	386	25	8.98	1.43
34. Land tenure	352	57	7.46	2.26
35. Education	385	26	9.26	1.30

**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 Burkina Faso? (1-Not effective at all, 10-Very effective)	Effectiveness			
	N	DK	Mean	SD
1. Gender equity	127	283	5.64	2.23
2. Information and communications technology	135	274	6.02	2.01
3. Transport (e.g., roads, bridges, transportation)	217	190	7.20	1.95
4. Law and justice (e.g., judicial system)	152	259	6.13	2.21
5. Urban development	186	223	6.58	2.03
6. Environmental sustainability	188	218	6.95	2.03
7. Regulatory framework	157	251	6.34	2.18
8. Communicable/non-communicable diseases	163	245	6.60	2.20
9. Poverty reduction	295	114	7.12	2.13
10. Fight against corruption	212	197	6.50	2.38
11. Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	239	170	6.82	2.10
12. Foreign direct investment	138	271	6.16	2.24
13. Water and sanitation	239	170	7.60	1.83
14. Cotton sector	179	229	6.70	2.17
15. Trade and exports	160	248	6.23	2.21
16. Economic growth	246	156	7.11	2.06
17. Health	249	157	7.28	2.05
18. Disaster management	167	239	6.11	2.32
19. Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	248	161	7.03	2.02
20. Local development (e.g., community investments, basic social services)	251	156	6.90	2.07
21. Job creation/employment	212	196	6.15	2.24
22. Land tenure	179	226	6.19	2.30
23. Equality of opportunity (i.e., equity)	158	249	6.08	2.20
24. Energy	220	188	6.54	2.31
25. Rural development	247	156	6.98	2.16
26. Global/regional integration	148	258	6.40	2.12
27. Food security	231	172	7.02	2.19
28. Basic infrastructure (e.g., health centers, schools, rural roads)	271	136	7.10	2.12
29. Education	266	141	7.11	2.12
30. Social protection (e.g., pensions, targeted social assistance)	161	244	5.47	2.24
31. Climate change (e.g., mitigation, adaptation)	192	215	6.33	2.28
32. Agricultural development (i.e., agricultural production, livestock, fishery)	255	153	7.08	2.09
33. Natural resource management (e.g., mining)	186	222	6.36	2.29

Achieving Development Results*	N	DK	Mean	SD
3. To what extent does the World Bank Group's work help to achieve development results in Burkina Faso? (1-To no degree at all, 10-To a very significant degree)	359	52	6.92	1.99

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

To what extent do you agree with the following statements about the World Bank Group in Burkina Faso? (1-Strongly disagree, 10-Strongly agree)	N	DK	Mean	SD
4. The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burkina Faso*	329	80	6.39	2.18
5. The World Bank Group meets Burkina Faso's needs for knowledge services (e.g., research, analysis, data, technical assistance)*	297	108	6.26	2.19
Measuring/Correcting the World Bank Group's Work	N	DK	Mean	SD
6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Burkina Faso? (1-To no degree at all, 10-To a very significant degree)	242	167	6.19	2.07

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=407)
Weekly	2.9%
Monthly	13.8%
A few times a year	39.3%
Rarely	33.7%
Never	10.3%

In Burkina Faso, 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	306	104	7.46	1.94
3. Include appropriate level of stakeholder involvement during preparation	279	131	6.44	2.24
4. Lead to practical solutions	276	133	6.29	2.16
5. Are accessible (well written and easy to understand)	292	116	6.35	2.38
6. Are source of relevant information on global good practices	286	123	7.51	1.92
7. Are adequately disseminated	288	120	5.99	2.33
8. Are translated enough into local language	260	149	3.65	2.31
9. Are adaptable to Burkina Faso's specific development challenges and country circumstances*	309	100	6.77	2.02

Overall Evaluations	N	DK	Mean	SD
10. Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?* (1-Not significant at all, 10-Very significant)	327	83	7.22	1.92
11. Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?* (1-Very low technical quality, 10-Very high technical quality)	306	104	7.43	1.71

**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	295	114	4.24	2.47
2. The World Bank Group effectively monitors and evaluates the projects and programs it supports	346	63	7.42	2.06
3. The World Bank Group's approvals and reviews are done in a timely fashion	277	134	5.47	2.23
4. The World Bank Group's "Safeguard Policy" requirements are reasonable	198	212	6.25	1.89
5. The World Bank Group's conditions on its lending are reasonable	247	163	5.78	2.40
6. The World Bank Group takes decisions quickly in Burkina Faso*	244	165	5.24	2.20
7. Working with the World Bank Group increases Burkina Faso's institutional capacity	331	79	7.19	2.01
8. Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them*	269	142	7.00	2.17
9. The World Bank Group provides effective implementation support (i.e., supervision of projects)	302	107	7.17	2.08

WBG Promoting PPP in Burkina Faso	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 Burkina Faso? (1-To no degree at all, 10-To a very significant degree)	272	138	6.62	1.90

11. Which of the following best describes the World Bank Group's support in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=410)
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Burkina Faso	54.4%
The World Bank Group is not sufficiently selective in Burkina Faso, and it is involved in too many areas of development	13.7%
Don't know	32.0%

F. The Future Role of the World Bank Group in Burkina Faso

1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=406)
Reduce the complexity of obtaining World Bank Group financing	38.7%
Reach out more to groups outside of Government (i.e., finance CSO, NGO, media)	31.5%
Increase the level of capacity development in the country	24.9%
Offer more innovative financial products	21.4%
Collaborate more effectively with Government clients (e.g., national, state, local)	20.7%
Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, other terms)	12.1%
Work faster	9.1%
Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy	8.6%
Ensure greater selectivity in its work	8.4%
Offer more innovative knowledge services	7.6%
Improve the quality of its experts as related to Burkina Faso's specific challenges	7.4%
Other	2.0%

**F. The Future Role of the World Bank Group in Burkina Faso (continued)**

2. When considering the combination of services that the World Bank Group offers in Burkina Faso, 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 Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=398)
The combination is appropriate for Burkina Faso	42.7%
Financial services	30.9%
Knowledge products	13.6%
Don't know	8.0%
Convening services	3.8%
None of the above	1.0%

G. Communication and Information Sharing

1. How do you get most of your information about economic and social development issues in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=409)
Internet	50.1%
Local newspapers	48.4%
Local television	33.3%
International newspapers	12.0%
International radio	10.3%
International television	10.3%
Local radio	8.8%
Periodicals	8.1%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	6.1%
Other	5.6%
Instant messaging	1.7%

2. How would you prefer to receive information from the World Bank Group? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=410)
World Bank Group's seminars/workshops/conferences	40.7%
e-Newsletters	40.2%
World Bank Group's publications and other written materials	37.8%
World Bank Group's website	33.2%
Direct contact with World Bank Group (i.e., face to face meetings/discussions)	21.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	8.3%
Instant messaging	6.8%
Mobile phones	5.1%
Other	0.7%

3. Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions?	Percentage of Respondents (N=409)
Yes	22.5%
No	77.5%

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

4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	Percentage of Respondents (N=87)
World Bank Group's seminars/workshops/conferences	31.0%
World Bank Group's website	27.6%
News/Media	17.2%
Colleagues/Friends/Peer organizations	12.6%
World Bank Group's e-Newsletters	5.7%
Other	5.7%

5. Have you requested information from the World Bank Group on its activities in the past year?	Percentage of Respondents (N=412)
Yes	16.3%
No	83.7%

6. Were you able to obtain this information?	Percentage of Respondents (N=67)
Yes	95.5%
No	4.5%

7. Do you have access to the Internet?	Percentage of Respondents (N=410)
Yes	95.6%
No	4.4%

8. Do you use/have you used the World Bank Group website?	Percentage of Respondents (N=412)
Yes	45.6%
No	54.4%

9. Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Percentage of Respondents (N=412)
Yes	14.6%
No	85.4%

10. Which Internet connection do you use primarily when visiting a World Bank Group website?	Percentage of Respondents (N=386)
High speed/WiFi	79.0%
Dial-up	21.0%

Please rate how much you agree with the following statements. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement			
	N	DK	Mean	SD
11. I find the World Bank Group's websites easy to navigate	183	213	7.34	2.16
12. I find the information on the World Bank Group's websites useful	187	208	7.91	1.74
13. The World Bank Group's social media channels (e.g., blogs, Facebook, Twitter, YouTube, Flickr) are valuable sources of information about the institution	146	264	7.51	2.16
14. 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.)	236	174	6.39	2.96
15. The World Bank Group is responsive to my information requests and inquiries	155	251	7.03	2.59

**H. Background Information**

1. Which of the following best describes your current position? (Select only ONE response)	Percentage of Respondents (N=410)
Employee of a Ministry, Ministerial Department or Implementation Agency	33.2%
Private Sector Organization	10.5%
NGO/Community Based Organization	9.0%
Media (press, radio, TV, web, etc.)	6.6%
Office of Parliamentarian	5.6%
Bilateral/ Multilateral Agency	5.6%
Academia/Research Institute/Think Tank	5.4%
Local Government Office or Staff	5.1%
Other	4.6%
Office of Minister	3.7%
Project Management Unit (PMU) overseeing implementation of project/ Consultant/Contractor working on World Bank Group supported project/program	3.7%
Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)	1.7%
Private Foundation	1.5%
Financial Sector/Private Bank	1.2%
Judiciary Branch	1.2%
Trade Union	1.0%
Office of the President, Prime Minister	0.5%

2. Please identify the primary specialization of your work. (Select only ONE response)	Percentage of Respondents (N=404)
Other	23.3%
Education	12.4%
Governance	11.9%
Macroeconomics and fiscal management	8.2%
Finance and markets	6.2%
Health, nutrition, and population	5.9%
Transport and ICT	5.0%
Urban, rural, and social development	5.0%
Energy and extractives	4.0%
Generalist (specialized in multiple sectors)	4.0%
Agriculture	3.2%
Trade and competitiveness	3.0%
Environment and natural resources	1.5%
Gender	1.5%
Jobs	1.5%
Water	1.2%
Poverty	1.0%
Social protection and labor	0.7%
Public-private partnerships	0.7%

3. Currently, do you professionally collaborate/work with the World Bank Group (IDA, IFC, or MIGA) in your country? (Select only ONE response)	Percentage of Respondents (N=410)
Yes	42.9%
No	57.1%

**H. Background Information (continued)**

4. Which of the following agencies of the World Bank Group do you primarily engage with in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=235)
The World Bank (IDA)	68.9%
The International Finance Corporation (IFC)	8.1%
The Multilateral Investment Guarantee Agency (MIGA)	0.4%
Other	22.6%

5. Do your projects involve both the World Bank and the IFC?	Percentage of Respondents (N=407)
Yes	15.7%
No	84.3%

6. If yes, what was your view of how the two institutions work together in Burkina Faso? (Select only ONE response)	Percentage of Respondents (N=63)
The two institutions work well together	44.4%
The way the two institutions work together needs improvement	25.4%
The two institutions do not work well together	1.6%
Don't know	28.6%

7. Which of the following describes most of your exposure to the World Bank Group in Burkina Faso? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=394)
Collaborate as part of my professional duties	39.6%
Observer (i.e., follow in media, discuss in informal conversations, etc.)	36.3%
Use World Bank Group reports/data	29.2%
Use World Bank Group website for information, data, research, etc.	23.4%
Engage in World Bank Group related/sponsored events/activities	22.6%

8. What's your gender?	Percentage of Respondents (N=409)
Female	14.9%
Male	85.1%

9. Which best represents your geographic location?	Percentage of Respondents (N=409)
Ouagadougou City	82.2%
East Region	0.5%
North Region	1.7%
Center-South Region	2.0%
High Basins Region	2.9%
Center-West Region	1.5%
South-West Region	1.2%
Center Region (other than Ouagadougou City)	1.0%
Sahel Region	0.7%
Central Plateau Region	1.5%
Center-East Region	1.7%
Cascades Region	0.7%
Center-North Region	1.2%
Mouhoun Buckle Region	1.2%



Appendix B: Responses to All Questions by Stakeholder Groups¹⁶

- Office of President/Prime Minister/Minister N=17
- Office of Parliamentarian N=23
- Employee of a Ministry N=136
- PMU/Consultant on WBG-supported Project N=15
- Local Government N=21
- Bilateral/Multilateral Agency N=23
- Private Sector/Financial Sector/Private Bank N=48
- CSO N=47
- Media N=27
- Academia/Research Institute/Think Tank N=22
- Other N=31

A. General Issues facing Burkina Faso

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The right direction	94.1%	78.3%	88.8%	80.0%	81.0%	73.9%	77.1%	78.3%	63.0%	68.2%	74.2%
The wrong direction	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	2.1%	0.0%	14.8%	4.5%	3.2%
Not sure	5.9%	21.7%	10.4%	20.0%	19.0%	26.1%	20.8%	21.7%	22.2%	27.3%	22.6%

*Significantly different between stakeholder groups

¹⁶ Only 410 respondents provided information about their current positions. Therefore, only these respondents were included in the across-stakeholder analysis presented in this appendix.

**A. General Issues facing Burkina Faso (continued)**

Listed below are a number of development priorities in Burkina Faso. Please identify which of the following you consider the most important development priorities in Burkina Faso? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Global/regional integration	0.0%	0.0%	0.7%	0.0%	0.0%	4.3%	2.1%	0.0%	0.0%	0.0%	0.0%
Food security	18.8%	47.8%	36.3%	46.7%	42.9%	43.5%	41.7%	44.7%	46.2%	57.1%	29.0%
Public sector governance/reform	62.5%	21.7%	37.0%	40.0%	47.6%	43.5%	47.9%	40.4%	26.9%	23.8%	22.6%
Social protection	0.0%	4.3%	0.0%	0.0%	0.0%	4.3%	0.0%	2.1%	0.0%	0.0%	0.0%
Gender equity	6.3%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Domestic private sector development*	25.0%	13.0%	16.3%	13.3%	19.0%	13.0%	47.9%	17.0%	11.5%	14.3%	25.8%
Foreign direct investment	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	4.8%	0.0%
Energy	0.0%	17.4%	22.2%	26.7%	14.3%	30.4%	14.6%	10.6%	30.8%	14.3%	22.6%
Job creation/employment	25.0%	34.8%	20.7%	40.0%	14.3%	8.7%	14.6%	25.5%	15.4%	38.1%	19.4%
Rural development	12.5%	4.3%	7.4%	6.7%	14.3%	13.0%	2.1%	12.8%	7.7%	9.5%	3.2%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	12.5%	13.0%	12.6%	6.7%	4.8%	4.3%	10.4%	2.1%	7.7%	9.5%	9.7%
Environmental sustainability*	12.5%	0.0%	0.7%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Cotton sector	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	12.5%	21.7%	20.7%	26.7%	9.5%	17.4%	12.5%	14.9%	26.9%	9.5%	19.4%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	4.8%	0.0%	2.1%	2.1%	0.0%	0.0%	0.0%
Health	18.8%	0.0%	20.0%	0.0%	14.3%	17.4%	14.6%	8.5%	26.9%	23.8%	16.1%
Climate change	0.0%	0.0%	4.4%	0.0%	0.0%	8.7%	0.0%	6.4%	0.0%	9.5%	0.0%
Poverty reduction*	6.3%	17.4%	11.1%	6.7%	0.0%	34.8%	10.4%	25.5%	11.5%	0.0%	16.1%
Transport	6.3%	4.3%	11.1%	6.7%	4.8%	4.3%	6.3%	2.1%	0.0%	4.8%	3.2%
Education	6.3%	13.0%	27.4%	20.0%	23.8%	26.1%	25.0%	36.2%	38.5%	42.9%	41.9%
Agricultural development	31.3%	13.0%	13.3%	26.7%	28.6%	17.4%	10.4%	12.8%	7.7%	19.0%	16.1%
Trade and exports	6.3%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	12.5%	17.4%	5.9%	6.7%	14.3%	0.0%	6.3%	6.4%	3.8%	0.0%	6.5%
Fight against corruption	6.3%	4.3%	5.2%	6.7%	14.3%	0.0%	8.3%	0.0%	15.4%	4.8%	9.7%
Law and justice	0.0%	13.0%	4.4%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	4.8%	9.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%
Natural resource management	6.3%	0.0%	1.5%	0.0%	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	9.7%
Economic growth	0.0%	17.4%	2.2%	0.0%	0.0%	4.3%	6.3%	2.1%	3.8%	0.0%	6.5%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Land tenure	0.0%	4.3%	0.7%	0.0%	4.8%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Local development	6.3%	13.0%	9.6%	13.3%	23.8%	0.0%	4.2%	12.8%	3.8%	4.8%	9.7%
Information and communications technology	6.3%	0.0%	3.0%	6.7%	0.0%	0.0%	0.0%	0.0%	7.7%	4.8%	0.0%

*Significantly different between stakeholder groups



A. General Issues facing Burkina Faso (continued)

The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Burkina Faso? (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 Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Water and sanitation	5.9%	21.7%	18.4%	20.0%	23.8%	4.3%	18.8%	19.6%	11.1%	13.6%	25.8%
Equality of opportunity	5.9%	4.3%	5.1%	6.7%	4.8%	17.4%	2.1%	2.2%	7.4%	0.0%	9.7%
Rural development	29.4%	8.7%	22.1%	6.7%	33.3%	21.7%	22.9%	23.9%	22.2%	40.9%	9.7%
Climate change*	0.0%	0.0%	0.0%	13.3%	0.0%	0.0%	0.0%	2.2%	3.7%	4.5%	0.0%
Land tenure	5.9%	0.0%	4.4%	6.7%	9.5%	4.3%	4.2%	4.3%	0.0%	13.6%	3.2%
Global/regional integration	5.9%	0.0%	0.7%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Gender equity	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%
Economic growth*	11.8%	39.1%	19.9%	6.7%	14.3%	8.7%	18.8%	2.2%	7.4%	22.7%	22.6%
Urban development	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	4.5%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Social protection	0.0%	0.0%	0.7%	0.0%	4.8%	13.0%	2.1%	2.2%	3.7%	0.0%	3.2%
Law and justice	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	4.2%	2.2%	11.1%	0.0%	0.0%
Transport	5.9%	4.3%	6.6%	6.7%	0.0%	4.3%	10.4%	6.5%	0.0%	4.5%	3.2%
Cotton sector	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%
Crime and violence*	0.0%	13.0%	0.7%	6.7%	9.5%	0.0%	2.1%	6.5%	0.0%	0.0%	0.0%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Information and communications technology*	17.6%	0.0%	2.9%	6.7%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Fight against corruption	11.8%	8.7%	18.4%	26.7%	19.0%	26.1%	20.8%	10.9%	18.5%	9.1%	16.1%
Education	23.5%	17.4%	25.0%	13.3%	28.6%	30.4%	22.9%	41.3%	33.3%	18.2%	16.1%
Foreign direct investment	0.0%	8.7%	2.2%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Energy	5.9%	4.3%	16.2%	6.7%	14.3%	4.3%	10.4%	17.4%	22.2%	9.1%	19.4%
Local development	5.9%	26.1%	17.6%	26.7%	14.3%	17.4%	10.4%	26.1%	14.8%	13.6%	25.8%
Public sector governance/reform	23.5%	21.7%	22.1%	13.3%	19.0%	34.8%	22.9%	13.0%	18.5%	13.6%	12.9%
Domestic private sector development	17.6%	17.4%	14.0%	6.7%	9.5%	21.7%	27.1%	26.1%	14.8%	18.2%	35.5%
Natural resource management	11.8%	4.3%	1.5%	6.7%	0.0%	4.3%	2.1%	0.0%	0.0%	0.0%	6.5%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	5.9%	0.0%	12.5%	0.0%	4.8%	17.4%	18.8%	15.2%	14.8%	13.6%	6.5%
Agricultural development*	52.9%	34.8%	28.7%	66.7%	28.6%	21.7%	29.2%	26.1%	11.1%	31.8%	25.8%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Job creation/employment	35.3%	17.4%	27.2%	33.3%	28.6%	26.1%	8.3%	23.9%	40.7%	27.3%	35.5%
Basic infrastructure	5.9%	21.7%	11.0%	13.3%	9.5%	8.7%	14.6%	8.7%	25.9%	9.1%	9.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	21.7%	17.6%	6.7%	23.8%	13.0%	14.6%	15.2%	18.5%	18.2%	12.9%

*Significantly different between stakeholder groups



A. General Issues facing Burkina Faso (continued)

The World Bank Group’s “Shared Prosperity” goal captures two key elements, economic growth and equity. It will seek to foster income growth among the bottom 40 percent of a country’s population. Improvement in the Shared Prosperity Indicator requires growth and well-being of the less well-off. When thinking about the idea of “shared prosperity” in your country, which of the following TWO best illustrate how this would be achieved in Burkina Faso? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Consistent economic growth	37.5%	31.8%	31.3%	40.0%	19.0%	9.5%	22.9%	11.1%	20.0%	35.0%	33.3%
More reliable social safety net	18.8%	4.5%	13.0%	20.0%	9.5%	23.8%	14.6%	4.4%	20.0%	0.0%	13.3%
Greater access to micro-finance for the poor*	12.5%	9.1%	23.7%	6.7%	38.1%	19.0%	25.0%	26.7%	32.0%	15.0%	46.7%
Greater voice and participation for citizens to help ensure greater accountability*	0.0%	0.0%	0.8%	13.3%	4.8%	9.5%	4.2%	8.9%	12.0%	0.0%	0.0%
Greater access to health and nutrition for citizens	6.3%	4.5%	14.5%	13.3%	14.3%	0.0%	16.7%	13.3%	16.0%	0.0%	16.7%
Better entrepreneurial opportunities (i.e., to start small and medium sized businesses)*	37.5%	13.6%	11.5%	20.0%	0.0%	4.8%	22.9%	15.6%	0.0%	10.0%	20.0%
A growing middle class	0.0%	0.0%	6.1%	0.0%	4.8%	4.8%	10.4%	2.2%	12.0%	20.0%	3.3%
Better opportunity for the poor who live in rural areas	0.0%	22.7%	16.0%	13.3%	9.5%	19.0%	6.3%	24.4%	12.0%	5.0%	10.0%
Better opportunity for the poor who live in urban areas	0.0%	4.5%	0.8%	6.7%	0.0%	0.0%	2.1%	2.2%	8.0%	0.0%	3.3%
Better employment opportunities for young people	6.3%	18.2%	6.1%	13.3%	14.3%	23.8%	14.6%	11.1%	0.0%	15.0%	10.0%
Better employment opportunities for women	6.3%	4.5%	3.1%	0.0%	4.8%	4.8%	2.1%	8.9%	0.0%	0.0%	3.3%
Greater equity of fiscal policy	12.5%	22.7%	9.9%	0.0%	0.0%	4.8%	4.2%	2.2%	4.0%	5.0%	3.3%
Education and training that better ensure job opportunity	31.3%	36.4%	28.2%	26.7%	47.6%	52.4%	31.3%	40.0%	36.0%	55.0%	20.0%
Better quality public services	6.3%	0.0%	2.3%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	5.0%	0.0%
Good governance	25.0%	27.3%	29.8%	26.7%	33.3%	23.8%	20.8%	26.7%	28.0%	35.0%	16.7%
Other	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem, or not a problem at all in Burkina Faso? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
A very big problem	52.9%	47.8%	68.7%	46.7%	71.4%	43.5%	75.0%	59.6%	59.3%	59.1%	58.1%
A moderately big problem	35.3%	43.5%	26.9%	40.0%	19.0%	47.8%	22.9%	31.9%	29.6%	27.3%	29.0%
A small problem	0.0%	0.0%	3.0%	0.0%	9.5%	4.3%	2.1%	4.3%	3.7%	9.1%	9.7%
Not a problem at all	0.0%	0.0%	0.7%	6.7%	0.0%	0.0%	0.0%	0.0%	7.4%	0.0%	0.0%
Don't know	11.8%	8.7%	0.7%	6.7%	0.0%	4.3%	0.0%	4.3%	0.0%	4.5%	3.2%



A. General Issues facing Burkina Faso (continued)

In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD	N	Mean
A very serious problem	94.1%			82.6%			88.1%			86.7%			85.7%			91.3%			83.3%			85.1%			70.4%			81.8%			83.9%				
A somewhat serious problem	0.0%			8.7%			10.4%			6.7%			14.3%			4.3%			12.5%			12.8%			22.2%			13.6%			9.7%				
Not too serious problem	0.0%			0.0%			1.5%			0.0%			0.0%			0.0%			4.2%			0.0%			3.7%			0.0%			3.2%				
Not a problem	0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%			0.0%				
Don't know	5.9%			8.7%			0.0%			6.7%			0.0%			4.3%			0.0%			2.1%			3.7%			4.5%			3.2%				

B. Overall Attitudes toward the World Bank Group

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD	N	Mean
How familiar are you with the work of the World Bank Group in Burkina Faso?*	17	5.94	2.05	21	5.43	1.99	133	5.59	2.56	15	7.67	1.72	21	6.33	2.46	22	5.14	2.12	47	5.55	2.17	47	4.74	2.18	27	6.26	2.33	22	4.32	2.66	31	5.61	2.93		

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD	N	Mean
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.*	13	7.08	1.93	20	6.95	1.85	109	6.72	1.81	15	7.27	1.58	20	7.45	2.14	16	6.13	1.63	42	5.71	1.88	41	5.15	2.48	25	5.92	2.22	17	5.82	1.98	25	6.12	2.26		

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD	N	Mean
To what extent do you believe the World Bank Group's staff is well prepared to help Burkina Faso solve its most complicated development challenges?*	15	7.20	2.08	18	7.00	1.85	105	7.30	1.89	15	7.40	1.88	19	7.37	2.43	15	6.67	1.45	42	6.24	1.87	34	5.56	2.44	23	6.91	2.17	15	6.13	2.10	26	6.08	2.53		

(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 Burkina Faso, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burkina Faso? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Health*	17.6%	4.3%	37.5%	20.0%	33.3%	8.7%	36.2%	21.7%	37.0%	45.5%	29.0%
Crime and violence*	5.9%	26.1%	0.7%	0.0%	0.0%	0.0%	4.3%	6.5%	0.0%	0.0%	0.0%
Transport	5.9%	4.3%	22.1%	13.3%	14.3%	17.4%	10.6%	8.7%	7.4%	9.1%	12.9%
Agricultural development	35.3%	21.7%	20.6%	40.0%	33.3%	26.1%	25.5%	39.1%	18.5%	27.3%	22.6%
Global/regional integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	17.6%	26.1%	16.9%	40.0%	9.5%	8.7%	14.9%	15.2%	18.5%	9.1%	22.6%
Public sector governance/reform	23.5%	26.1%	22.8%	13.3%	14.3%	34.8%	40.4%	13.0%	22.2%	18.2%	22.6%
Cotton sector	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social protection*	0.0%	0.0%	0.0%	0.0%	0.0%	13.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Rural development	17.6%	4.3%	15.4%	20.0%	38.1%	17.4%	6.4%	10.9%	7.4%	9.1%	9.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Land tenure	0.0%	0.0%	1.5%	0.0%	4.8%	0.0%	0.0%	2.2%	0.0%	4.5%	0.0%
Education	23.5%	30.4%	33.1%	20.0%	33.3%	26.1%	21.3%	32.6%	37.0%	45.5%	22.6%
Energy	17.6%	13.0%	22.8%	26.7%	14.3%	13.0%	23.4%	10.9%	29.6%	36.4%	25.8%
Gender equity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	4.3%	3.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
Environmental sustainability	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Economic growth	17.6%	17.4%	7.4%	6.7%	4.8%	13.0%	12.8%	4.3%	3.7%	4.5%	12.9%
Domestic private sector development*	47.1%	17.4%	19.1%	6.7%	14.3%	21.7%	36.2%	39.1%	22.2%	9.1%	35.5%
Water and sanitation	11.8%	0.0%	11.0%	6.7%	9.5%	4.3%	6.4%	6.5%	3.7%	9.1%	9.7%
Food security	0.0%	13.0%	16.9%	0.0%	14.3%	17.4%	8.5%	10.9%	18.5%	18.2%	12.9%
Climate change	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	2.1%	2.2%	0.0%	0.0%	3.2%
Information and communications technology	11.8%	0.0%	2.9%	0.0%	0.0%	0.0%	2.1%	0.0%	11.1%	4.5%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	17.4%	11.0%	33.3%	19.0%	17.4%	14.9%	17.4%	25.9%	13.6%	25.8%
Equality of opportunity	0.0%	0.0%	1.5%	0.0%	0.0%	8.7%	0.0%	6.5%	0.0%	0.0%	0.0%
Law and justice	0.0%	4.3%	0.7%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	3.2%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Local development	11.8%	34.8%	11.0%	13.3%	23.8%	17.4%	6.4%	21.7%	11.1%	13.6%	6.5%
Communicable/non-communicable diseases	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	1.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Poverty reduction	23.5%	21.7%	11.8%	20.0%	9.5%	26.1%	10.6%	13.0%	14.8%	4.5%	16.1%
Fight against corruption	5.9%	8.7%	5.1%	20.0%	9.5%	8.7%	6.4%	6.5%	7.4%	13.6%	3.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups



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

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 Burkina Faso?

Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	11.8%	8.7%	15.2%	23.1%	23.8%	38.1%	18.2%	11.1%	19.2%	13.6%	6.5%
Data and statistics	0.0%	8.7%	5.3%	0.0%	4.8%	4.8%	0.0%	4.4%	3.8%	0.0%	0.0%
Convening/facilitating	5.9%	8.7%	6.1%	0.0%	0.0%	0.0%	0.0%	2.2%	3.8%	0.0%	0.0%
Financial resources	52.9%	47.8%	43.2%	53.8%	33.3%	38.1%	43.2%	35.6%	34.6%	59.1%	67.7%
Capacity development	23.5%	21.7%	17.4%	7.7%	4.8%	9.5%	11.4%	24.4%	19.2%	9.1%	9.7%
Technical assistance	0.0%	0.0%	0.8%	0.0%	9.5%	0.0%	4.5%	2.2%	7.7%	0.0%	0.0%
Help to bring discipline/effective supervision to implementation of investment projects	5.9%	0.0%	5.3%	7.7%	14.3%	9.5%	13.6%	8.9%	11.5%	4.5%	6.5%
Mobilizing third party financial resources	0.0%	4.3%	1.5%	7.7%	9.5%	0.0%	4.5%	6.7%	0.0%	9.1%	3.2%
Donor coordination	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	2.3%	4.4%	0.0%	0.0%	3.2%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	4.5%	0.0%
Other	0.0%	0.0%	0.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.2%

2nd Greatest Value Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Policy advice, studies, analyses	17.6%	9.1%	16.9%	0.0%	14.3%	30.0%	18.6%	28.9%	11.5%	13.6%	16.1%
Data and statistics	11.8%	9.1%	3.1%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	5.4%	15.4%	0.0%	0.0%	2.3%	4.4%	7.7%	4.5%	3.2%
Financial resources	5.9%	18.2%	14.6%	7.7%	28.6%	20.0%	20.9%	15.6%	19.2%	4.5%	16.1%
Capacity development	23.5%	13.6%	14.6%	23.1%	19.0%	20.0%	18.6%	17.8%	7.7%	27.3%	16.1%
Technical assistance	5.9%	0.0%	13.8%	23.1%	14.3%	15.0%	11.6%	6.7%	11.5%	13.6%	12.9%
Help to bring discipline/effective supervision to implementation of investment projects	17.6%	22.7%	22.3%	15.4%	4.8%	0.0%	11.6%	11.1%	26.9%	22.7%	16.1%
Mobilizing third party financial resources	5.9%	13.6%	3.8%	7.7%	4.8%	0.0%	7.0%	11.1%	11.5%	9.1%	9.7%
Donor coordination	11.8%	0.0%	1.5%	0.0%	9.5%	5.0%	9.3%	4.4%	0.0%	0.0%	3.2%
Linkage to non-Bank expertise (i.e., South-South knowledge sharing)*	0.0%	9.1%	1.5%	7.7%	0.0%	10.0%	0.0%	0.0%	0.0%	0.0%	6.5%
Other	0.0%	4.5%	2.3%	0.0%	4.8%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%

*Significantly different between stakeholder groups



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

Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (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 Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Too influenced by developed countries*	47.1%	56.5%	31.1%	13.3%	14.3%	30.4%	22.9%	21.7%	38.5%	22.7%	35.5%
Not exploring alternative policy options	5.9%	4.3%	5.2%	13.3%	0.0%	0.0%	4.2%	6.5%	0.0%	4.5%	3.2%
Not collaborating enough with stakeholders outside the Government*	0.0%	13.0%	5.9%	13.3%	9.5%	4.3%	45.8%	50.0%	38.5%	13.6%	12.9%
Its advice and strategies do not lend themselves to practical problem solving	0.0%	4.3%	11.1%	6.7%	4.8%	8.7%	8.3%	8.7%	7.7%	9.1%	6.5%
Not enough public disclosure of its work	0.0%	21.7%	16.3%	20.0%	19.0%	4.3%	16.7%	15.2%	11.5%	9.1%	12.9%
Arrogant in its approach*	5.9%	0.0%	2.2%	0.0%	4.8%	4.3%	0.0%	0.0%	0.0%	13.6%	0.0%
Not client focused	0.0%	0.0%	1.5%	0.0%	0.0%	8.7%	2.1%	4.3%	3.8%	0.0%	3.2%
The credibility of its knowledge/data*	0.0%	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	0.0%	0.0%	4.5%	0.0%
World Bank Group's processes too complex	47.1%	26.1%	35.6%	26.7%	38.1%	30.4%	39.6%	28.3%	30.8%	36.4%	29.0%
Not willing to honestly criticize policies and reform efforts in the country	5.9%	8.7%	5.2%	6.7%	14.3%	4.3%	8.3%	15.2%	19.2%	0.0%	6.5%
Staff too inaccessible	11.8%	0.0%	3.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%
Imposing technocratic solutions without regard to political realities	5.9%	21.7%	15.6%	13.3%	9.5%	26.1%	6.3%	15.2%	3.8%	4.5%	19.4%
World Bank Group's processes too slow	5.9%	4.3%	12.6%	20.0%	19.0%	13.0%	14.6%	6.5%	7.7%	27.3%	29.0%
Not aligned with other donors' work	0.0%	0.0%	2.2%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	0.0%
Not aligned with country priorities	11.8%	8.7%	8.9%	13.3%	4.8%	0.0%	4.2%	6.5%	15.4%	4.5%	6.5%
Not adequately sensitive to political/social realities in Burkina Faso	17.6%	17.4%	12.6%	6.7%	19.0%	4.3%	8.3%	10.9%	3.8%	18.2%	6.5%
Other	0.0%	0.0%	0.7%	6.7%	4.8%	0.0%	2.1%	0.0%	0.0%	0.0%	6.5%
Don't know	11.8%	4.3%	13.3%	13.3%	14.3%	21.7%	4.2%	4.3%	7.7%	13.6%	9.7%

*Significantly different between stakeholder groups

Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burkina Faso? (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 Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Trust Fund management	0.0%	4.3%	4.4%	6.7%	9.5%	4.3%	6.3%	2.2%	0.0%	0.0%	3.2%
Knowledge products/services	5.9%	4.3%	5.2%	6.7%	9.5%	13.0%	6.3%	13.0%	3.7%	9.1%	6.5%
Capacity development	47.1%	39.1%	45.2%	26.7%	38.1%	30.4%	43.8%	43.5%	25.9%	59.1%	35.5%
Technical assistance	17.6%	4.3%	17.8%	20.0%	9.5%	17.4%	10.4%	13.0%	33.3%	13.6%	22.6%
Investment lending*	94.1%	78.3%	63.0%	86.7%	61.9%	52.2%	77.1%	63.0%	55.6%	54.5%	67.7%
Policy based lending/budget support to the Government	17.6%	43.5%	31.9%	26.7%	38.1%	26.1%	31.3%	10.9%	40.7%	13.6%	29.0%
Multi-sectoral approaches*	11.8%	17.4%	18.5%	13.3%	4.8%	43.5%	8.3%	28.3%	18.5%	31.8%	19.4%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	3.7%	4.5%	3.2%
Don't know	0.0%	0.0%	4.4%	6.7%	9.5%	4.3%	6.3%	13.0%	7.4%	4.5%	3.2%

*Significantly different between stakeholder groups



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

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

Percentage of Respondents	Office of	Office of	Employee of	PMU/	Local	Bilateral/	Private Sector/	CSO	Media	Academia/	Other
	President/Prime Minister/Minister	Parliamentarian	a Ministry	Consultant	Govt	Multilateral Agency	Financial Sector/ Private Bank			Research Institute/ Think Tank	
To a fully sufficient degree	5.9%	0.0%	6.7%	13.3%	14.3%	0.0%	8.5%	4.3%	14.8%	4.5%	3.2%
To a somewhat sufficient degree	58.8%	63.6%	40.0%	66.7%	38.1%	34.8%	38.3%	30.4%	37.0%	27.3%	38.7%
To a somewhat insufficient degree	11.8%	22.7%	32.6%	6.7%	19.0%	34.8%	31.9%	41.3%	22.2%	31.8%	22.6%
To a very insufficient degree	11.8%	9.1%	8.9%	13.3%	14.3%	4.3%	12.8%	19.6%	18.5%	22.7%	22.6%
Don't know	11.8%	4.5%	11.9%	0.0%	14.3%	26.1%	8.5%	4.3%	7.4%	13.6%	12.9%

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

Percentage of Respondents (Responses combined)	Office of	Office of	Employee of	PMU/	Local	Bilateral/	Private Sector/	CSO	Media	Academia/	Other
	President/Prime Minister/Minister	Parliamentarian	a Ministry	Consultant	Govt	Multilateral Agency	Financial Sector/ Private Bank			Research Institute/ Think Tank	
Parliament*	0.0%	47.8%	9.0%	0.0%	14.3%	0.0%	6.3%	4.3%	11.1%	4.5%	12.9%
Donor community*	5.9%	8.7%	8.2%	6.7%	14.3%	43.5%	8.3%	4.3%	3.7%	4.5%	0.0%
Media*	0.0%	0.0%	1.5%	0.0%	14.3%	4.3%	4.2%	8.7%	44.4%	9.1%	3.2%
Local Government*	47.1%	17.4%	46.3%	60.0%	47.6%	8.7%	25.0%	30.4%	14.8%	27.3%	51.6%
Private sector*	47.1%	30.4%	27.6%	33.3%	14.3%	34.8%	83.3%	30.4%	29.6%	13.6%	48.4%
Academia/think tanks/research institutes*	29.4%	17.4%	11.9%	20.0%	9.5%	0.0%	10.4%	6.5%	7.4%	68.2%	12.9%
NGOs/Community Based Organizations*	11.8%	39.1%	21.6%	13.3%	28.6%	30.4%	25.0%	71.7%	11.1%	13.6%	12.9%
Youth/university groups	5.9%	8.7%	11.9%	0.0%	0.0%	4.3%	8.3%	10.9%	11.1%	27.3%	6.5%
Beneficiaries*	52.9%	26.1%	51.5%	53.3%	38.1%	52.2%	22.9%	28.3%	59.3%	22.7%	41.9%
Foundations	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	4.5%	0.0%
Other	0.0%	0.0%	0.7%	0.0%	4.8%	4.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	0.0%	0.0%	3.7%	6.7%	4.8%	4.3%	0.0%	2.2%	0.0%	0.0%	3.2%

*Significantly different between stakeholder groups

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	N	Mean	SD	N	Mean	SD
	Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	16	7.56	1.79	22	7.18	2.04	124	7.60	2.01	15	8.27	1.71	19	8.68	2.06	18	7.11	1.37	45	6.42	2.32	45	6.49	2.44	26	7.04	2.31	21	7.52	2.27	28	7.14
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	14	6.07	2.79	20	6.05	2.09	117	6.35	2.13	15	7.07	2.37	16	8.44	2.22	17	6.76	1.82	44	5.91	2.32	44	5.86	2.50	25	6.60	2.75	20	5.90	2.94	25	6.32	2.43

*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 Burkina Faso, in terms of each of the following? (1-To no degree at all, 10-To a very significant degree)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	14	5.07	1.77	15	4.87	1.64	100	5.76	2.03	15	7.00	2.17	14	6.93	2.37	12	5.75	1.91	38	5.18	1.49	31	5.19	2.17	20	5.05	1.96	16	5.06	2.49	23	5.17	2.27
Flexibility (in terms of the institution's products and services)*	14	5.71	2.02	15	4.87	1.55	91	4.97	2.04	14	6.71	2.02	13	6.08	2.10	14	5.29	2.61	33	4.82	1.55	30	4.13	2.16	18	4.78	2.34	16	4.31	2.57	22	4.82	2.04
Flexibility (in terms of changing country circumstances)*	14	5.86	1.96	15	5.27	1.53	93	5.88	1.98	14	7.29	1.68	12	7.00	2.00	15	5.73	2.34	34	5.50	1.71	25	5.04	1.77	16	5.56	2.31	16	5.06	2.52	17	5.06	2.11
Being inclusive*	12	6.00	2.09	14	6.93	1.82	79	7.03	1.87	13	8.31	1.49	10	8.10	2.51	13	5.69	2.53	29	6.83	1.93	23	6.57	2.23	18	6.33	2.25	12	5.83	2.79	17	6.59	2.96
Openness (sharing data and other information)*	13	6.23	2.28	17	6.65	2.06	95	7.19	2.04	14	7.71	1.20	11	7.82	1.94	14	5.86	2.28	35	6.20	1.73	33	6.55	2.31	21	6.48	2.18	18	6.11	2.76	19	6.05	2.39
Collaboration with the Government*	15	7.80	1.57	22	8.00	1.66	118	7.88	1.54	14	8.21	1.05	15	9.13	0.92	15	7.33	1.45	43	7.35	1.73	40	7.48	1.99	22	7.45	1.60	17	7.47	2.15	27	7.96	1.95
The speed in which it gets things accomplished on the ground	13	6.08	2.81	18	5.89	2.05	98	5.87	1.82	14	6.86	1.83	13	6.62	1.94	14	5.21	2.42	37	5.16	1.80	27	5.22	1.97	21	5.38	2.01	17	6.35	2.55	22	5.14	1.91
Ease of access to the people at the World Bank Group who are making decisions important to my work*	8	5.75	2.60	16	5.56	2.42	86	5.63	2.34	14	7.93	1.27	12	6.25	2.42	12	6.58	2.78	37	4.68	1.93	23	4.91	2.11	21	5.48	2.64	15	4.73	2.63	16	5.19	2.51
Collaboration with civil society*	11	5.18	2.79	15	4.67	2.09	73	5.52	2.17	12	6.67	1.92	11	6.45	2.25	13	6.00	2.61	38	4.71	1.84	42	4.05	2.47	20	5.35	2.01	18	5.72	2.40	20	4.90	2.43
Staff accessibility*	11	6.00	2.86	15	4.73	2.37	86	5.93	2.60	13	8.23	1.48	14	6.21	2.46	15	6.73	2.09	37	5.24	2.09	26	4.77	2.53	21	5.57	2.86	15	5.33	2.55	15	5.40	2.59
Collaboration with other donors and development partners*	11	6.45	2.46	19	6.68	2.19	79	7.16	1.66	11	8.64	0.81	14	7.79	1.85	17	6.12	2.32	36	6.31	1.56	23	5.91	2.29	21	6.19	1.75	13	7.31	2.32	18	6.44	2.50
Collaboration with the private sector*	11	4.91	2.26	15	5.40	2.59	75	5.99	2.25	9	7.00	2.18	10	6.70	2.36	11	7.27	1.74	42	4.83	2.32	30	5.13	2.16	21	5.48	1.86	13	6.54	2.07	15	5.27	2.52
Straightforwardness and honesty	10	7.10	2.64	14	6.79	2.12	77	7.38	1.97	11	8.27	1.62	13	8.08	2.47	8	7.38	2.13	34	6.59	2.02	24	6.83	2.01	17	6.12	2.45	18	7.44	2.28	17	7.53	2.70
Treating clients and stakeholders in Burkina Faso with respect	15	6.80	2.48	17	6.88	2.39	89	7.42	1.95	13	8.31	2.02	14	8.14	1.83	13	6.92	2.36	38	6.66	2.04	27	7.33	2.00	18	7.00	2.03	17	6.82	2.35	20	7.25	2.43
Being a long-term partner	14	7.29	2.61	19	7.21	2.07	106	8.29	1.78	15	8.87	1.19	14	8.93	1.14	16	8.25	1.44	37	7.70	1.70	33	8.00	1.66	19	7.68	2.38	17	8.12	2.15	25	7.84	2.87

*Significantly different between stakeholder groups

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

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 TWO)

Percentage of Respondents (Responses combined)	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
The Government works inefficiently	23.5%	39.1%	17.3%	20.0%	28.6%	26.1%	40.4%	21.7%	40.7%	22.7%	25.8%
Poor donor coordination	5.9%	4.3%	9.0%	13.3%	0.0%	4.3%	10.6%	2.2%	22.2%	0.0%	9.7%
The World Bank Group is not sensitive enough to political/social realities on the ground	29.4%	26.1%	33.8%	26.7%	42.9%	52.2%	19.1%	32.6%	18.5%	36.4%	38.7%
Lack of/inadequate levels of capacity in Government	17.6%	26.1%	13.5%	26.7%	4.8%	13.0%	14.9%	10.9%	14.8%	4.5%	3.2%
There is not an adequate level of citizen/civil society participation*	35.3%	47.8%	23.3%	20.0%	28.6%	13.0%	31.9%	50.0%	40.7%	40.9%	32.3%
The World Bank Group works too slowly	17.6%	8.7%	12.0%	6.7%	14.3%	13.0%	23.4%	13.0%	14.8%	18.2%	16.1%
The World Bank Group does not do adequate follow through/follow-up	5.9%	0.0%	8.3%	6.7%	19.0%	0.0%	14.9%	15.2%	11.1%	13.6%	12.9%
Political pressures and obstacles	11.8%	26.1%	18.8%	33.3%	14.3%	8.7%	8.5%	13.0%	11.1%	13.6%	16.1%
Reforms are not well thought out in light of country challenges	23.5%	21.7%	45.1%	40.0%	33.3%	30.4%	25.5%	39.1%	18.5%	27.3%	32.3%
Other	5.9%	0.0%	6.0%	6.7%	4.8%	17.4%	4.3%	0.0%	0.0%	9.1%	3.2%

*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 Burkina Faso? (1-Not important at all, 10-Very important)

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	N	Mean	SD	N	Mean	SD
Crime and violence	14	6.36	1.91	19	7.00	2.60	118	7.31	2.57	14	8.07	2.13	16	8.31	2.27	16	6.19	2.90	40	7.40	2.36	42	7.12	2.38	24	6.67	2.87	15	6.67	3.06	28	7.04	2.85
Financial markets	13	5.62	2.36	15	7.07	2.09	101	6.63	2.55	15	6.67	2.26	12	7.83	2.04	16	7.13	2.31	38	7.26	1.73	38	6.87	2.46	20	7.00	2.47	10	5.40	2.59	23	7.17	2.59
Transport	16	7.75	1.77	19	8.47	1.58	123	8.69	1.54	15	8.67	1.40	19	9.00	1.11	19	7.84	1.80	45	8.73	1.60	43	8.53	1.62	22	8.32	1.39	15	9.00	1.20	30	8.50	1.83
Fight against corruption	14	6.93	1.69	18	8.17	1.62	121	8.03	2.12	15	8.67	1.84	17	8.94	1.64	19	8.68	1.00	44	8.68	1.55	42	8.33	1.79	22	8.82	1.59	14	8.50	1.74	28	8.39	1.93
Law and justice	15	6.80	1.66	18	7.11	2.49	112	7.02	2.47	14	7.86	1.75	17	8.00	1.97	17	7.06	2.51	42	8.00	1.83	36	7.47	2.20	22	7.36	2.22	14	6.86	2.44	28	7.93	2.52
Urban development	15	6.93	1.49	19	7.53	2.04	119	7.38	1.92	15	7.67	1.59	17	8.35	2.06	18	7.89	1.68	44	7.34	1.85	41	7.29	2.15	21	7.29	2.51	16	7.50	1.83	28	7.32	2.33
Environmental sustainability	15	7.73	1.16	20	8.25	1.62	122	8.02	1.80	15	8.53	1.41	18	8.72	1.36	18	7.83	2.15	40	8.10	1.84	44	7.89	2.14	22	7.45	2.46	17	7.41	2.18	26	7.69	2.46
Trade and exports	16	6.63	2.13	17	7.53	1.94	113	6.53	2.30	15	7.60	1.45	17	7.24	2.08	17	6.76	2.08	44	7.73	1.56	38	6.84	2.44	22	7.09	1.90	13	6.46	2.47	26	7.08	2.10
Local development	15	8.20	1.15	21	8.95	1.20	122	8.74	1.59	15	9.67	0.49	19	9.26	1.24	19	8.89	0.99	45	8.44	1.78	46	8.80	1.34	22	8.23	1.41	16	8.13	2.13	28	8.82	1.54
Information and communications technology*	17	8.00	1.50	19	7.58	1.50	119	7.64	1.82	15	8.07	1.44	17	7.59	1.84	17	6.24	2.49	41	7.68	1.81	40	6.65	2.23	23	7.52	1.56	16	7.56	2.19	26	7.35	2.17
Poverty reduction*	14	7.93	1.90	21	8.86	1.53	128	9.11	1.27	14	9.29	0.91	20	9.70	0.57	21	9.33	1.06	45	9.24	1.23	46	8.89	1.57	24	9.33	0.87	19	8.58	1.46	29	8.52	2.11
Gender equity*	16	6.00	2.39	17	6.47	2.00	114	5.77	2.46	15	6.60	1.80	16	6.94	1.98	17	7.94	1.64	41	7.32	2.07	40	6.35	2.55	21	6.19	2.34	13	4.85	2.44	25	5.96	2.32
Domestic private sector development	16	8.31	1.35	21	8.81	1.57	129	8.12	1.91	15	8.53	1.46	17	8.47	1.70	18	8.44	1.92	47	8.98	1.48	45	8.09	1.93	22	8.41	1.47	16	7.81	1.56	30	8.67	1.69
Foreign direct investment	12	6.83	1.19	17	6.71	2.17	106	7.12	2.24	14	7.36	2.50	15	7.20	2.21	14	7.29	2.23	43	7.58	2.04	35	6.57	2.40	22	6.82	2.54	14	7.14	2.21	23	7.35	2.89
Water and sanitation	15	8.40	1.40	18	9.11	0.96	128	8.83	1.41	15	9.33	1.05	19	9.42	0.84	20	9.05	0.89	46	8.83	1.29	46	8.52	1.44	23	8.43	1.47	20	8.25	2.02	28	8.64	1.95
Regulatory framework*	12	6.08	1.73	17	6.18	2.32	111	6.01	2.40	14	7.07	1.98	16	7.00	1.93	16	8.00	1.71	42	7.60	1.87	36	5.31	2.15	22	6.41	2.72	13	6.31	2.06	26	5.62	2.95
Economic growth	14	8.00	1.18	20	8.60	1.39	123	8.59	1.55	15	8.73	1.44	17	8.94	1.14	19	9.21	1.08	43	8.72	1.30	45	8.02	2.02	22	8.05	2.13	15	7.87	1.46	29	8.59	1.70
Energy*	17	8.12	1.73	19	9.05	1.31	130	9.15	1.14	15	9.40	0.99	20	9.35	0.99	21	9.24	1.14	44	8.98	1.44	43	8.42	1.82	23	9.00	1.17	18	8.94	1.16	29	8.66	2.24
Disaster management	14	7.79	1.37	17	6.82	2.24	119	6.96	2.33	14	7.57	2.03	18	7.17	1.86	14	7.00	2.35	42	7.02	1.96	40	7.32	2.10	22	6.91	2.47	15	7.13	2.53	27	7.37	2.65
Public sector governance/reform	16	7.50	2.16	18	7.89	1.97	124	7.97	2.27	14	8.57	1.22	18	8.72	1.49	20	8.50	2.37	43	8.51	1.93	41	7.61	2.49	23	8.43	1.50	16	8.13	1.78	28	8.25	2.29
Job creation/employment	14	7.71	2.20	18	8.61	1.58	127	8.48	1.79	15	9.00	1.56	18	8.67	2.06	18	9.11	1.08	45	8.47	1.91	45	8.62	1.87	23	8.43	1.59	16	8.50	1.41	28	8.29	2.23
Communicable/non-communicable diseases	13	7.15	0.99	19	7.26	2.05	118	7.12	2.50	14	7.57	2.03	18	7.61	1.65	17	6.71	2.44	42	7.48	2.03	42	6.88	2.07	21	6.76	1.84	16	5.88	3.03	28	7.29	2.65
Cotton sector	14	6.00	2.22	18	6.72	2.63	114	6.46	2.60	15	5.93	1.91	19	7.63	2.17	17	6.47	2.48	44	7.25	1.93	42	6.50	2.32	21	6.67	2.56	13	5.77	2.62	24	7.54	2.19
Equality of opportunity	15	7.40	1.80	19	6.89	2.54	116	6.78	2.52	14	8.21	1.97	16	7.31	1.89	16	7.69	2.77	44	7.95	1.83	40	6.58	2.33	21	6.81	2.60	15	6.40	2.59	25	6.96	2.64
Social protection	14	7.36	1.15	19	7.58	1.84	118	6.55	2.74	15	7.20	2.04	18	6.83	2.04	16	7.75	2.59	42	7.02	2.15	39	7.21	2.23	22	6.55	2.42	15	6.80	2.37	24	7.21	2.38
Rural development	17	8.12	1.65	18	8.89	1.23	124	8.52	1.78	15	9.47	0.74	18	9.44	0.86	19	9.11	1.20	45	8.58	1.62	45	8.78	1.40	24	8.08	2.10	17	8.18	1.67	28	8.32	1.96
Basic infrastructure	15	9.00	0.93	20	9.20	1.06	130	9.13	1.14	15	9.40	0.91	19	9.32	1.34	20	9.20	0.95	46	8.83	1.74	43	8.98	1.16	22	8.64	1.47	17	8.71	1.69	30	9.07	1.48
Global/regional integration*	15	6.87	1.55	19	6.79	2.23	110	6.62	2.37	13	7.38	1.76	18	7.28	1.74	15	7.33	1.84	43	7.16	1.77	39	6.15	2.19	21	6.14	2.33	14	5.21	2.39	24	7.21	1.72
Food security	13	8.38	1.19	19	8.89	1.05	121	8.82	1.28	15	9.20	1.32	18	9.56	0.62	19	8.89	1.82	44	8.80	1.46	43	9.12	1.33	23	8.83	1.59	17	8.41	1.54	28	9.04	1.35
Natural resource management	15	7.07	2.12	17	7.88	1.87	119	7.05	2.54	15	8.20	1.78	18	7.94	2.07	19	7.84	1.80	42	8.02	1.54	40	7.10	2.60	21	7.43	2.64	16	7.25	1.77	26	6.69	2.38
Health	15	9.00	1.13	18	9.28	0.83	120	9.13	1.29	13	9.08	1.32	19	9.37	0.83	18	8.44	2.41	43	9.16	1.13	45	8.67	1.71	24	8.46	1.77	19	8.89	1.76	26	9.08	1.38
Climate change	15	8.47	1.41	20	8.40	1.60	118	8.03	1.92	15	8.33	1.59	17	8.06	1.48	18	7.89	1.84	43	8.30	1.47	45	7.69	2.17	21	7.33	2.63	17	7.82	2.30	28	7.54	2.96
Agricultural development	16	9.06	1.00	19	9.32	0.67	126	9.01	1.22	15	9.40	0.99	20	9.60	0.68	21	9.00	1.87	46	8.96	1.41	46	8.63	1.90	24	8.50	2.02	21	9.10	1.22	29	8.69	1.73
Land tenure*	15	7.27	1.49	19	7.89	1.56	120	7.22	2.48	15	8.87	1.19	19	8.32	1.57	17	8.12	2.03	42	7.93	1.84	39	6.72	2.62	21	7.05	2.46	16	7.06	2.32	26	7.31	2.40
Education	16	9.31	0.95	17	9.35	1.00	127	9.40	0.96	15	9.67	0.82	19	9.79	0.54	21	8.95	1.32	46	9.33	1.01	46	9.04	1.80	24	9.08	1.28	22	9.23	1.45	29	8.62	2.32

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD
Gender equity	5	4.20	1.30	10	5.70	2.41	35	5.83	2.16	7	5.57	1.90	4	6.00	2.16	6	5.83	2.23	17	5.94	1.95	14	5.50	2.71	10	5.90	2.51	9	5.67	2.74	10	4.80	2.44
Information and communications technology	5	4.60	1.34	10	6.40	2.17	45	6.20	2.05	8	7.13	1.55	5	6.40	1.95	4	6.50	2.52	20	5.95	1.90	14	5.64	2.62	10	5.50	1.43	8	6.00	2.27	6	5.17	1.17
Transport	9	6.56	1.59	13	7.69	1.89	69	7.25	1.81	11	7.91	1.22	8	8.13	2.17	13	7.15	2.08	29	7.45	1.97	25	6.44	2.42	13	6.69	1.93	9	7.11	2.37	17	7.12	1.73
Law and justice	11	5.91	1.87	11	6.18	1.66	48	6.21	2.32	7	7.43	0.79	5	6.60	2.51	5	6.40	3.29	25	6.40	2.06	14	4.93	1.94	9	5.56	2.79	7	7.00	1.83	10	5.50	2.72
Urban development	10	5.90	2.73	15	6.87	1.88	55	6.53	2.01	7	8.00	1.00	8	7.50	2.20	7	6.29	2.06	26	6.81	1.63	21	5.86	2.20	13	5.38	1.71	10	6.70	2.75	13	7.31	1.32
Environmental sustainability*	10	7.60	1.51	15	7.00	1.77	59	7.10	1.70	9	8.33	0.87	8	8.13	2.03	10	6.50	2.80	23	6.78	1.65	20	6.10	2.57	9	5.00	1.58	10	8.00	1.56	13	6.00	2.55
Regulatory framework	5	4.40	1.95	14	6.00	1.80	52	6.44	2.31	5	7.60	0.55	5	7.00	2.00	9	6.56	2.19	29	7.00	2.12	15	5.67	2.06	8	4.75	2.31	7	6.71	2.29	8	6.13	2.10
Communicable/non-communicable diseases	8	5.63	2.45	13	6.23	2.31	43	6.74	2.05	6	7.67	1.51	7	7.00	2.00	6	7.33	2.34	28	6.68	1.89	22	6.41	2.38	8	5.25	1.91	8	6.75	3.33	13	6.62	2.47
Poverty reduction	12	6.75	2.42	21	7.52	1.78	97	7.23	2.03	12	8.17	1.03	13	7.77	2.05	15	6.93	2.22	34	7.35	1.72	36	6.53	2.37	18	5.67	2.20	12	7.17	2.92	22	7.14	2.27
Fight against corruption	7	6.00	2.00	16	6.00	2.00	70	6.63	2.27	7	7.86	1.07	7	8.00	1.91	13	6.23	2.35	27	6.56	2.38	25	5.68	2.67	13	5.38	2.14	10	7.30	2.21	15	6.73	3.22
Domestic private sector development	11	6.64	1.86	18	7.06	2.26	72	6.81	1.81	12	7.83	1.75	8	7.50	1.51	13	7.38	1.98	33	6.64	2.34	23	6.39	2.39	18	5.78	2.18	10	7.30	1.89	18	6.56	2.57
Foreign direct investment	7	5.86	2.79	15	6.80	2.40	42	6.21	2.18	5	5.80	3.27	3	6.67	2.31	6	7.33	1.75	23	6.30	2.10	10	5.60	2.41	11	4.82	1.83	5	6.00	2.45	10	6.40	2.32
Water and sanitation*	10	7.20	1.93	18	7.61	1.91	76	7.76	1.73	12	8.25	1.42	12	8.75	1.36	9	7.67	1.58	29	7.34	1.63	28	7.32	2.07	13	5.85	1.86	10	7.80	2.25	21	7.71	1.79
Cotton sector	9	6.67	1.00	14	7.07	2.40	57	6.47	2.19	8	8.25	1.04	8	7.75	1.49	8	6.75	2.38	22	6.82	2.11	21	6.14	2.24	11	5.73	1.49	5	7.60	2.61	15	6.67	2.89
Trade and exports	7	5.86	2.54	14	6.29	2.27	54	6.43	2.02	8	6.75	1.67	6	7.67	1.63	8	6.88	2.47	24	6.08	1.95	14	5.00	2.80	8	5.38	1.41	5	7.80	2.05	11	5.27	2.65
Economic growth	11	6.82	2.27	20	7.40	2.23	82	7.16	1.98	11	8.36	1.12	8	8.00	1.93	13	7.15	1.95	30	7.33	1.56	24	6.50	2.55	16	6.25	1.48	8	7.25	1.91	21	6.43	2.64
Health	11	7.00	2.41	18	7.67	1.75	85	7.47	1.99	9	8.56	0.88	12	8.00	1.54	9	7.00	2.24	33	7.03	1.74	29	7.07	2.33	12	6.33	1.78	11	6.82	3.16	19	6.74	2.16
Disaster management	8	5.25	2.60	15	5.93	2.22	51	6.16	2.14	9	7.78	1.72	7	7.57	1.81	8	6.00	2.51	21	6.33	1.77	17	5.53	2.96	12	5.42	1.98	7	6.14	3.44	11	5.36	2.58
Public sector governance/reform	10	6.70	1.95	16	6.94	1.69	81	7.12	2.01	13	7.69	1.89	9	8.22	1.56	15	6.60	2.23	34	6.91	1.82	24	6.33	2.50	14	7.07	1.69	10	7.30	2.00	20	6.80	2.31
Local development*	12	6.58	2.07	20	7.40	1.85	80	6.69	1.86	12	7.92	1.78	12	8.08	1.62	11	6.18	2.23	26	6.65	1.92	32	7.09	2.25	14	4.86	2.25	12	7.08	2.23	18	7.56	2.09
Job creation/employment	8	5.13	2.17	15	6.87	2.50	67	5.99	2.08	13	7.23	2.09	10	6.60	2.27	10	6.30	2.11	26	5.81	2.14	24	5.96	2.20	13	5.23	2.09	10	7.20	2.39	14	5.79	2.69
Land tenure	7	5.57	2.57	12	6.17	2.12	62	5.98	2.38	11	7.27	2.45	7	6.86	1.95	10	6.70	2.16	22	6.14	2.27	18	5.94	2.48	11	5.45	2.21	7	6.86	1.57	11	6.27	2.33
Equality of opportunity	9	6.44	2.60	13	6.23	2.13	48	5.69	2.27	7	7.57	1.99	7	6.86	1.95	8	6.25	1.91	20	6.15	1.98	16	5.81	2.48	10	5.10	2.23	7	6.86	2.12	12	6.00	1.81
Energy	10	6.00	2.75	16	6.88	1.93	68	6.49	2.26	13	7.31	2.43	8	7.50	2.78	10	7.20	1.81	26	6.77	2.12	26	6.04	2.16	13	5.38	2.40	9	6.89	2.85	19	6.26	2.58
Rural development	12	6.75	2.26	14	6.64	2.27	77	6.94	2.03	13	8.46	0.97	10	7.30	2.45	12	7.33	1.72	27	7.00	2.09	29	6.66	2.32	16	6.19	2.76	13	7.62	1.89	22	6.73	2.47
Global/regional integration*	10	5.50	3.06	13	7.31	1.89	45	6.36	1.91	3	6.33	1.53	6	7.17	0.98	5	8.80	1.30	26	6.42	1.92	13	5.77	1.96	13	4.85	2.64	7	6.86	2.12	6	7.00	1.10
Food security	12	6.58	2.78	17	7.00	2.09	76	7.17	2.02	12	8.08	1.56	10	7.10	2.42	11	6.91	2.02	23	7.09	1.70	27	6.59	2.58	13	5.92	2.56	10	7.50	2.64	17	6.76	2.33
Basic infrastructure	11	7.00	2.05	18	7.78	1.52	88	7.19	2.11	12	7.83	1.27	13	7.46	2.22	12	7.42	2.07	33	6.76	1.89	31	6.32	2.29	15	6.07	2.28	14	7.36	2.50	22	7.36	2.34
Education	11	6.91	2.55	18	7.72	1.74	90	7.50	1.90	13	7.46	1.56	14	7.57	1.95	11	6.09	2.34	30	6.93	1.74	30	6.53	2.19	15	5.67	2.58	13	6.77	2.83	19	7.05	2.46
Social protection	8	5.62	3.07	12	5.83	2.17	54	5.37	2.30	6	7.00	2.83	6	5.83	2.04	11	5.91	2.66	22	5.36	1.68	16	4.44	1.55	12	5.00	2.76	6	6.83	2.40	8	5.50	1.41
Climate change	10	6.10	2.92	13	6.92	2.33	67	6.16	2.37	10	7.30	1.89	6	5.83	2.14	9	6.22	2.44	26	6.65	1.90	19	6.00	2.45	10	5.70	2.06	9	7.00	2.24	12	5.83	2.25
Agricultural development	13	6.77	2.31	16	6.81	2.29	78	7.17	1.88	12	8.33	1.15	11	6.73	2.45	13	7.08	1.71	34	7.06	1.95	29	6.69	2.42	17	6.29	2.62	12	7.92	2.19	18	7.17	2.09
Natural resource management*	11	6.27	2.69	15	6.93	2.15	62	6.31	2.27	12	7.50	1.57	8	6.75	2.19	8	6.50	2.56	20	6.80	1.91	18	5.50	2.73	10	4.70	2.06	11	7.45	1.63	10	4.90	2.08

*Significantly different between stakeholder groups



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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?*	17	6.71	1.76	23	7.09	1.98	116	7.27	1.89	14	7.86	1.66	20	7.80	1.99	16	6.75	1.53	41	6.59	1.87	40	6.20	2.07	26	6.27	2.11	20	6.85	2.06	23	6.30	2.27

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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso	15	6.20	1.97	20	6.30	1.81	109	6.50	2.02	14	7.36	1.69	12	7.83	2.95	15	5.87	2.29	41	6.29	2.04	32	6.00	2.27	24	5.67	2.70	20	6.55	2.50	24	6.08	2.02
The World Bank Group meets Burkina Faso's needs for knowledge services	12	5.75	2.38	20	6.85	2.01	96	6.47	2.09	11	6.73	1.95	11	7.18	2.71	14	6.07	1.73	35	5.77	1.88	32	5.81	2.04	20	6.65	2.23	19	5.89	2.98	24	5.67	2.41

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	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 Burkina Faso?*	11	5.36	1.96	11	5.91	2.02	81	6.52	1.91	10	7.40	1.58	8	7.63	2.50	13	6.15	1.99	31	6.23	1.87	24	5.33	1.71	20	6.15	2.30	15	5.87	2.64	16	5.00	2.16

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Weekly	0.0%	0.0%	2.3%	13.3%	0.0%	4.3%	0.0%	2.2%	7.4%	4.5%	6.5%
Monthly	11.8%	8.7%	17.3%	33.3%	4.8%	21.7%	10.6%	4.4%	18.5%	18.2%	6.5%
A few times a year	35.3%	39.1%	33.8%	53.3%	33.3%	47.8%	40.4%	53.3%	37.0%	31.8%	38.7%
Rarely	35.3%	39.1%	36.8%	0.0%	47.6%	26.1%	36.2%	26.7%	29.6%	36.4%	35.5%
Never	17.6%	13.0%	9.8%	0.0%	14.3%	0.0%	12.8%	13.3%	7.4%	9.1%	12.9%



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

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	N	Mean	SD	N	Mean	SD
Are timely*	14	7.36	2.10	19	6.89	2.08	98	7.78	1.74	12	8.17	1.34	15	9.13	0.99	16	7.25	1.65	36	7.36	2.17	32	6.53	1.74	20	7.25	2.02	15	6.47	2.64	26	7.42	1.94
Include appropriate level of stakeholder involvement during preparation*	13	7.08	1.85	19	6.21	2.57	94	7.14	2.05	13	7.46	2.03	12	7.33	2.23	14	5.64	2.24	33	5.67	1.99	31	5.32	1.94	16	5.81	2.34	13	5.69	2.25	19	6.16	2.57
Lead to practical solutions*	12	6.08	2.07	20	6.75	2.38	91	6.65	1.85	13	7.08	1.85	9	7.56	2.65	15	5.53	1.64	34	6.44	1.86	28	5.11	2.30	16	5.19	2.20	14	6.43	2.59	21	5.71	2.45
Are accessible (well written and easy to understand)	14	6.71	2.46	20	6.40	2.35	98	6.82	2.20	14	6.93	1.82	13	6.38	2.96	17	6.65	2.23	31	5.55	2.14	31	5.61	2.73	18	5.94	2.82	15	6.20	2.24	19	5.84	2.52
Are source of relevant information on global good practices*	13	7.15	2.51	18	7.39	2.28	97	7.89	1.68	13	8.08	1.38	13	9.00	1.29	16	7.56	1.15	34	7.03	2.10	32	6.84	1.82	16	7.25	2.49	12	7.67	1.56	20	6.70	2.11
Are adequately disseminated*	11	5.18	2.60	20	5.40	1.96	92	6.73	2.38	13	6.77	1.64	14	6.14	2.35	16	5.87	2.36	33	6.06	1.77	36	5.28	2.39	19	4.79	2.64	13	6.31	2.06	19	5.05	2.17
Are translated enough into local language	13	2.92	2.14	17	3.12	2.06	83	4.20	2.55	12	3.42	2.61	11	4.00	2.32	14	4.14	2.07	28	3.61	1.79	28	3.68	2.18	17	2.24	1.25	14	2.71	1.73	21	3.86	2.92
Are adaptable to Burkina Faso's specific development challenges and country circumstances*	14	6.43	2.06	19	6.47	2.44	100	7.08	1.90	14	7.64	1.45	14	7.29	2.52	16	6.50	1.51	37	7.05	1.82	32	5.78	1.96	20	5.90	2.45	17	7.06	1.68	23	6.48	2.02

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	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?*	16	6.81	2.23	19	7.11	2.21	100	7.60	1.80	15	7.40	1.50	19	8.58	1.54	16	6.94	1.69	41	7.22	1.80	33	6.70	1.78	22	6.68	2.03	18	6.50	2.12	25	6.52	2.10
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	14	7.00	1.88	20	7.30	2.05	96	7.65	1.55	15	7.87	1.19	14	8.07	1.64	17	8.00	0.87	35	7.29	1.69	31	7.39	1.67	21	7.14	1.80	18	6.89	2.00	22	6.55	2.20

(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality) *Significantly different between stakeholder groups



E. Working with the World Bank Group

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	N	Mean	SD	N	Mean	SD
	The World Bank Group disburses funds promptly*	14	4.79	2.86	15	3.87	1.96	106	4.38	2.60	14	6.57	2.87	14	4.71	2.92	11	3.64	1.75	36	3.86	2.04	29	3.93	2.14	18	4.06	2.01	13	4.46	2.76	23	3.04
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	14	7.71	1.98	22	7.55	2.20	122	7.80	1.82	15	8.33	1.68	16	8.19	2.37	13	7.15	1.95	40	6.75	2.07	37	6.97	2.19	23	6.78	1.98	16	6.50	2.85	25	7.12	1.96
The World Bank Group's approvals and reviews are done in a timely fashion	13	5.69	2.02	18	6.67	2.47	96	5.54	2.27	15	6.33	2.02	11	6.00	2.41	9	4.89	2.15	30	4.87	2.21	33	4.97	2.07	18	5.78	2.02	12	5.42	2.57	20	4.60	1.88
The World Bank Group's "Safeguard Policy" requirements are reasonable	10	5.70	2.26	15	6.80	2.21	68	6.44	1.87	9	7.22	1.72	8	7.50	1.93	4	5.75	0.50	27	5.48	1.45	16	6.44	1.55	14	5.86	2.14	11	5.82	1.83	14	5.64	1.95
The World Bank Group's conditions on its lending are reasonable	12	5.17	2.89	17	5.18	2.48	83	6.14	2.19	13	7.08	1.75	14	6.57	2.71	10	6.00	2.16	32	5.31	2.16	21	5.24	1.89	18	5.39	2.91	8	6.25	2.82	18	4.78	2.84
The World Bank Group takes decisions quickly in Burkina Faso*	13	5.15	2.61	16	5.44	2.10	86	5.71	2.06	13	6.15	2.15	12	6.75	2.73	7	4.57	2.23	31	4.45	1.65	19	4.37	2.01	15	5.00	2.20	11	4.73	3.00	20	4.35	1.98
Working with the World Bank Group increases Burkina Faso's institutional capacity	14	6.64	2.06	21	7.33	2.11	113	7.32	1.95	14	8.00	1.36	15	8.20	1.90	13	7.38	1.04	44	6.95	2.07	34	6.79	2.13	22	6.82	2.06	15	7.60	2.03	23	6.43	2.41
Where country systems are adequate, the World Bank Group makes appropriate use of them	11	7.00	2.65	20	6.65	2.13	97	7.15	2.22	12	7.92	1.83	12	7.58	2.87	9	6.44	2.40	32	6.28	1.71	26	7.15	1.99	18	6.39	2.09	12	7.50	1.98	19	7.05	2.20
The World Bank Group provides effective implementation support	14	6.79	1.93	21	6.48	2.44	103	7.50	2.10	14	7.71	1.59	12	7.83	2.29	12	7.17	2.04	35	6.57	2.19	30	7.17	1.95	22	6.73	1.91	14	7.21	1.81	22	6.95	2.15

*Significantly different between stakeholder groups

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/ Consultant			Local Govt			Bilateral/ Multilateral Agency			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	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 Burkina Faso?	11	5.91	1.76	19	6.47	1.98	83	6.83	1.85	11	7.45	1.75	13	7.62	1.94	8	6.75	1.28	43	6.33	2.02	26	6.27	1.25	23	6.91	2.02	16	6.44	1.50	16	5.50

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

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

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank Group is sufficiently selective and focuses on the most important development challenges in Burkina Faso	41.2%	43.5%	62.2%	73.3%	61.9%	17.4%	68.8%	39.1%	63.0%	38.1%	54.8%
The World Bank Group is not sufficiently selective in Burkina Faso, and it is involved in too many areas of development	17.6%	17.4%	10.4%	13.3%	14.3%	21.7%	14.6%	21.7%	11.1%	9.5%	6.5%
Don't know	41.2%	39.1%	27.4%	13.3%	23.8%	60.9%	16.7%	39.1%	25.9%	52.4%	38.7%

*Significantly different between stakeholder groups

F. The Future Role of the World Bank Group in Burkina Faso

Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Offer more innovative financial products*	47.1%	8.7%	12.9%	26.7%	19.0%	39.1%	34.0%	22.2%	29.6%	18.2%	16.1%
Ensure greater selectivity in its work	5.9%	8.7%	9.1%	6.7%	14.3%	8.7%	4.3%	6.7%	3.7%	9.1%	9.7%
Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy	0.0%	8.7%	10.6%	0.0%	9.5%	8.7%	8.5%	8.9%	3.7%	18.2%	3.2%
Improve the competitiveness of its financing compared to markets	5.9%	13.0%	15.2%	13.3%	14.3%	0.0%	14.9%	11.1%	11.1%	4.5%	12.9%
Reach out more to groups outside of Government*	5.9%	39.1%	19.7%	33.3%	19.0%	43.5%	38.3%	62.2%	63.0%	22.7%	16.1%
Increase the level of capacity development in the country	35.3%	30.4%	28.8%	46.7%	9.5%	21.7%	27.7%	22.2%	3.7%	22.7%	16.1%
Improve the quality of its experts as related to Burkina Faso's specific challenges	17.6%	0.0%	9.1%	0.0%	9.5%	4.3%	4.3%	6.7%	7.4%	9.1%	9.7%
Offer more innovative knowledge services*	11.8%	26.1%	5.3%	6.7%	14.3%	0.0%	8.5%	13.3%	3.7%	4.5%	0.0%
Collaborate more effectively with Government clients	17.6%	13.0%	20.5%	33.3%	33.3%	21.7%	23.4%	6.7%	18.5%	22.7%	29.0%
Work faster	11.8%	0.0%	9.8%	20.0%	9.5%	17.4%	4.3%	6.7%	3.7%	13.6%	12.9%
Reduce the complexity of obtaining World Bank Group financing*	41.2%	47.8%	49.2%	13.3%	38.1%	26.1%	25.5%	17.8%	44.4%	36.4%	58.1%
Other	0.0%	4.3%	2.3%	0.0%	4.8%	0.0%	2.1%	2.2%	0.0%	0.0%	3.2%

*Significantly different between stakeholder groups

**F. The Future Role of the World Bank Group in Burkina Faso (continued)**

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Financial services	29.4%	30.4%	27.1%	6.7%	30.0%	17.4%	53.2%	28.3%	28.0%	31.6%	38.7%
Knowledge products	29.4%	26.1%	11.6%	13.3%	20.0%	8.7%	2.1%	8.7%	20.0%	47.4%	3.2%
Convening services	0.0%	4.3%	3.9%	0.0%	10.0%	4.3%	6.4%	4.3%	4.0%	0.0%	0.0%
None of the above	0.0%	0.0%	1.6%	0.0%	0.0%	4.3%	2.1%	0.0%	0.0%	0.0%	0.0%
The combination is appropriate for Burkina Faso	41.2%	34.8%	44.2%	80.0%	35.0%	52.2%	29.8%	45.7%	44.0%	21.1%	54.8%
Don't know	0.0%	4.3%	11.6%	0.0%	5.0%	13.0%	6.4%	13.0%	4.0%	0.0%	3.2%

*Significantly different between stakeholder groups

G. Communication and Information Sharing

How do you get most of your information about economic and social development issues in Burkina Faso? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	0.0%	8.7%	3.0%	13.3%	4.8%	0.0%	8.3%	8.7%	7.4%	9.1%	9.7%
International newspapers	23.5%	8.7%	15.8%	6.7%	9.5%	13.0%	12.5%	2.2%	14.8%	9.1%	9.7%
Local radio*	0.0%	8.7%	5.3%	6.7%	38.1%	17.4%	6.3%	13.0%	7.4%	4.5%	6.5%
International radio*	0.0%	4.3%	7.5%	6.7%	4.8%	4.3%	10.4%	13.0%	14.8%	45.5%	9.7%
Local television*	35.3%	26.1%	38.3%	40.0%	47.6%	8.7%	33.3%	39.1%	7.4%	18.2%	45.2%
International television	23.5%	4.3%	8.3%	6.7%	9.5%	4.3%	18.8%	13.0%	11.1%	9.1%	6.5%
Local newspapers	35.3%	56.5%	48.9%	66.7%	61.9%	52.2%	39.6%	39.1%	51.9%	50.0%	48.4%
Internet	58.8%	52.2%	49.6%	46.7%	23.8%	60.9%	58.3%	52.2%	70.4%	31.8%	38.7%
Periodicals	11.8%	21.7%	9.0%	6.7%	0.0%	4.3%	6.3%	2.2%	3.7%	18.2%	9.7%
Instant messaging	0.0%	8.7%	1.5%	0.0%	0.0%	4.3%	0.0%	2.2%	3.7%	0.0%	0.0%
Other	0.0%	0.0%	7.5%	0.0%	0.0%	17.4%	0.0%	6.5%	7.4%	4.5%	9.7%

*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 Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Direct contact with World Bank Group (i.e., face to face meetings/discussions)*	23.5%	17.4%	11.2%	40.0%	23.8%	30.4%	23.4%	29.8%	25.9%	13.6%	38.7%
Mobile phones	5.9%	0.0%	5.2%	6.7%	0.0%	0.0%	6.4%	4.3%	11.1%	4.5%	9.7%
World Bank Group's seminars/workshops/conferences*	23.5%	56.5%	48.5%	33.3%	57.1%	17.4%	29.8%	40.4%	48.1%	18.2%	35.5%
World Bank Group's publications and other written materials	47.1%	52.2%	39.6%	20.0%	38.1%	52.2%	25.5%	34.0%	22.2%	54.5%	38.7%
World Bank Group's website	47.1%	30.4%	32.8%	40.0%	23.8%	30.4%	42.6%	31.9%	22.2%	22.7%	38.7%
Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)*	0.0%	13.0%	3.7%	26.7%	14.3%	8.7%	12.8%	12.8%	11.1%	9.1%	0.0%
e-Newsletters	47.1%	30.4%	43.3%	26.7%	23.8%	47.8%	48.9%	40.4%	33.3%	59.1%	25.8%
Instant messaging*	0.0%	0.0%	9.7%	6.7%	14.3%	0.0%	4.3%	2.1%	18.5%	13.6%	0.0%
Other	0.0%	0.0%	0.7%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	6.5%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
Yes	5.9%	8.7%	22.8%	66.7%	19.0%	17.4%	17.4%	20.0%	55.6%	9.1%	19.4%
No	94.1%	91.3%	77.2%	33.3%	81.0%	82.6%	82.6%	80.0%	44.4%	90.9%	80.6%

*Significantly different between stakeholder groups

If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies?* (Select only ONE response)

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/ Consultant	Local Govt	Bilateral/ Multilateral Agency	Private Sector/ Financial Sector/ Private Bank	CSO	Media	Academia/ Research Institute/ Think Tank	Other
World Bank Group's seminars/workshops/conferences	0.0%	0.0%	25.8%	40.0%	0.0%	0.0%	12.5%	55.6%	58.3%	50.0%	20.0%
World Bank Group's website	100.0%	0.0%	41.9%	30.0%	0.0%	33.3%	37.5%	11.1%	0.0%	50.0%	20.0%
World Bank Group's e-Newsletters	0.0%	0.0%	6.5%	10.0%	0.0%	0.0%	0.0%	0.0%	16.7%	0.0%	0.0%
News/Media	0.0%	50.0%	3.2%	0.0%	100.0%	33.3%	25.0%	22.2%	25.0%	0.0%	20.0%
Colleagues/Friends/Peer organizations	0.0%	50.0%	9.7%	20.0%	0.0%	0.0%	25.0%	11.1%	0.0%	0.0%	40.0%
Other	0.0%	0.0%	12.9%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	0.0%	0.0%

*Significantly different between stakeholder groups

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

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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	0.0%	13.0%	10.3%	40.0%	5.0%	39.1%	10.4%	14.9%	44.4%	22.7%	12.9%
No	100.0%	87.0%	89.7%	60.0%	95.0%	60.9%	89.6%	85.1%	55.6%	77.3%	87.1%

*Significantly different between stakeholder groups

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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	100.0%	0.0%	100.0%	100.0%	100.0%	100.0%	100.0%	71.4%	91.7%	100.0%	100.0%
No	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	28.6%	8.3%	0.0%	0.0%

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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	94.1%	95.7%	94.9%	100.0%	85.0%	100.0%	97.9%	100.0%	92.3%	95.5%	93.5%
No	5.9%	4.3%	5.1%	0.0%	15.0%	0.0%	2.1%	0.0%	7.7%	4.5%	6.5%

Do you use/have you 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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	35.3%	47.8%	44.1%	60.0%	30.0%	73.9%	52.1%	36.2%	51.9%	40.9%	38.7%
No	64.7%	52.2%	55.9%	40.0%	70.0%	26.1%	47.9%	63.8%	48.1%	59.1%	61.3%

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	5.9%	34.8%	16.2%	13.3%	5.0%	13.0%	16.7%	10.6%	14.8%	4.5%	16.1%
No	94.1%	65.2%	83.8%	86.7%	95.0%	87.0%	83.3%	89.4%	85.2%	95.5%	83.9%

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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
High speed/WiFi	66.7%	86.4%	71.9%	93.3%	38.9%	85.7%	88.9%	88.4%	96.2%	90.5%	69.0%
Dial-up	33.3%	13.6%	28.1%	6.7%	61.1%	14.3%	11.1%	11.6%	3.8%	9.5%	31.0%

*Significantly different between stakeholder groups



G. Communication and Information Sharing (continued)

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

	Office of President/Prime Minister/Minister			Office of Parliamentarian			Employee of a Ministry			PMU/Consultant			Local Govt			Bilateral/Multilateral Agency			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	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	5	6.20	3.11	10	6.30	2.11	59	7.85	1.79	9	8.22	0.83	4	8.50	1.73	16	6.62	2.63	23	7.00	2.35	18	7.61	1.61	16	7.31	2.44	9	6.33	3.64	12	7.25	1.42
I find the information on the World Bank Group's websites useful	5	7.00	2.92	10	8.10	1.37	61	8.30	1.31	9	8.22	0.97	3	8.67	1.15	17	8.29	1.10	24	7.12	1.85	18	7.56	1.38	16	7.63	2.50	9	7.00	3.50	12	8.50	1.24
The World Bank Group's social media channels are valuable sources of information about the institution	11	6.55	2.70	12	7.08	1.98	48	7.98	1.66	5	9.00	0.71	7	8.14	2.85	3	8.33	2.89	20	7.05	2.19	13	7.00	2.16	12	7.00	2.76	5	7.20	2.17	7	8.00	2.89
When I need information from the World Bank Group I know how to find it*	11	6.91	1.58	14	5.79	2.64	75	5.91	3.19	11	9.27	1.01	6	6.00	3.69	17	7.94	2.28	32	6.03	2.83	23	5.83	2.35	19	7.47	3.01	11	5.82	3.09	14	5.57	3.50
The World Bank Group is responsive to my information requests and inquiries*	5	6.20	2.95	7	5.57	3.26	47	7.55	2.24	10	8.80	1.40	3	9.33	0.58	13	7.92	1.19	22	5.50	2.72	13	6.54	2.47	18	7.00	2.72	7	5.86	3.63	8	7.13	3.18

*Significantly different between stakeholder groups

H. Background Information

Currently, do you professionally collaborate/work with the World Bank Group (IBRD, IFC, or 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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	41.2%	30.4%	50.0%	66.7%	28.6%	69.6%	41.7%	26.1%	55.6%	27.3%	25.8%
No	58.8%	69.6%	50.0%	33.3%	71.4%	30.4%	58.3%	73.9%	44.4%	72.7%	74.2%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The World Bank (IDA)	75.0%	72.7%	83.1%	90.9%	75.0%	100.0%	30.8%	33.3%	65.2%	44.4%	71.4%
The International Finance Corporation (IFC)	12.5%	0.0%	2.4%	0.0%	12.5%	0.0%	46.2%	12.5%	0.0%	0.0%	0.0%
The Multilateral Investment Guarantee Agency (MIGA)	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%
Other	12.5%	27.3%	14.5%	9.1%	12.5%	0.0%	23.1%	54.2%	30.4%	55.6%	28.6%

*Significantly different between stakeholder groups

**H. Background Information (continued)**

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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Yes	35.3%	0.0%	19.7%	6.7%	19.0%	8.7%	25.0%	11.1%	14.8%	0.0%	9.7%
No	64.7%	100.0%	80.3%	93.3%	81.0%	91.3%	75.0%	88.9%	85.2%	100.0%	90.3%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President/Prime Minister/Minister	Office of Parliamentarian	Employee of a Ministry	PMU/Consultant	Local Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
The two institutions work well together	60.0%	0.0%	57.7%	100.0%	50.0%	50.0%	16.7%	40.0%	50.0%	0.0%	0.0%
The way the two institutions work together needs improvement	20.0%	0.0%	19.2%	0.0%	0.0%	0.0%	66.7%	0.0%	0.0%	0.0%	33.3%
The two institutions do not work well together	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Don't know	20.0%	0.0%	19.2%	0.0%	50.0%	50.0%	16.7%	60.0%	50.0%	0.0%	66.7%

Which of the following describes most of your exposure to the World Bank Group in Burkina Faso? (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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Observer*	28.6%	60.9%	29.5%	13.3%	26.3%	14.3%	33.3%	52.3%	44.4%	55.0%	48.4%
Use World Bank Group reports/data*	35.7%	34.8%	26.4%	6.7%	15.8%	61.9%	33.3%	34.1%	40.7%	20.0%	12.9%
Engage in World Bank Group related/sponsored events/activities	28.6%	13.0%	20.9%	46.7%	21.1%	14.3%	27.1%	25.0%	29.6%	15.0%	16.1%
Collaborate as part of my professional duties*	57.1%	17.4%	45.7%	66.7%	57.9%	81.0%	29.2%	15.9%	22.2%	30.0%	35.5%
Use World Bank Group website for information, data, research, etc.	14.3%	21.7%	24.0%	33.3%	10.5%	9.5%	35.4%	22.7%	18.5%	25.0%	22.6%

*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 Govt	Bilateral/Multilateral Agency	Private Sector/Financial Sector/Private Bank	CSO	Media	Academia/Research Institute/Think Tank	Other
Female	17.6%	13.0%	13.4%	7.1%	9.5%	21.7%	14.6%	23.9%	7.4%	13.6%	19.4%
Male	82.4%	87.0%	86.6%	92.9%	90.5%	78.3%	85.4%	76.1%	92.6%	86.4%	80.6%



Appendix C: Responses to Indicator Questions by Geographic Location¹⁷

- Ouagadougou City N=336 ● Other N=73

B. Overall Attitudes toward the World Bank Group

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.*	281	6.18	2.05	62	7.10	2.03

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

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

(1-Strongly disagree, 10-Strongly agree)

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	311	7.15	2.19	68	8.00	2.14
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	292	6.25	2.35	65	6.92	2.50

*Significantly different between geographic locations

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

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

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	245	5.42	2.05	53	6.25	2.04
Flexibility (in terms of the institution's products and services)	233	4.91	2.15	46	5.43	1.88
Flexibility (in terms of changing country circumstances)	229	5.63	2.05	41	6.27	1.82
Being inclusive*	197	6.63	2.10	42	7.60	2.36
Openness (sharing data and other information)	242	6.62	2.17	47	7.15	2.01
Collaboration with the Government	284	7.74	1.68	63	7.95	1.72
The speed in which it gets things accomplished on the ground*	240	5.60	2.03	53	6.28	2.04
Ease of access to the people at the World Bank Group who are making decisions important to my work	215	5.51	2.42	46	5.54	2.35
Collaboration with civil society*	231	5.07	2.30	42	5.95	2.36
Staff accessibility	225	5.73	2.51	43	5.86	2.74
Collaboration with other donors and development partners*	222	6.66	2.02	39	7.49	1.78
Collaboration with the private sector	213	5.68	2.32	41	5.71	2.36
Straightforwardness and honesty	200	7.08	2.18	44	7.77	2.03
Treating clients and stakeholders in Burkina Faso with respect	231	7.17	2.13	51	7.55	2.03
Being a long-term partner	256	8.01	1.98	59	8.36	1.72

*Significantly different between geographic locations

¹⁷ 409 respondents provided information about their geographic location. Only these respondents were included in the analysis presented in this appendix.

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

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?	292	6.84	1.96	64	7.33	2.10

*(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 Burkina Faso?***(1-Strongly disagree, 10-Strongly agree)*

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso	272	6.31	2.17	54	6.81	2.16
The World Bank Group meets Burkina Faso's needs for knowledge services	247	6.19	2.20	49	6.55	2.13

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

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
Are adaptable to Burkina Faso's specific development challenges and country circumstances*	254	6.63	2.03	54	7.41	1.89

**Significantly different between geographic locations*

	Ouagadougou City			Other		
	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?*	266	7.04	1.90	59	8.05	1.82
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?*	250	7.32	1.72	55	7.93	1.64

*(1-Not significant at all, 10-Very significant; 1-Very low technical quality, 10-Very high technical quality)***Significantly different between geographic locations***E. Working with the World Bank Group****To what extent do you agree/disagree with the following statements? (1-Strongly disagree, 10-Strongly agree)**

	Ouagadougou City			Other		
	N	Mean	SD	N	Mean	SD
The World Bank Group takes decisions quickly in Burkina Faso	201	5.17	2.16	43	5.58	2.37
Where country systems are adequate, the World Bank Group makes appropriate use of them*	223	6.87	2.17	45	7.64	2.06

**Significantly different between geographic locations*



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 FY16 Burkina Faso 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 Burkina Faso, in which sectoral areas do you believe the World Bank Group should focus most of its resources in Burkina Faso?”

- Collaborating with the WBG N=176
- Not collaborating with the WBG N=234

B. Overall Attitudes toward the World Bank Group

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burkina Faso?*	174	6.37	2.12	229	4.95	2.52

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.	165	6.54	1.80	178	6.16	2.30

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Burkina Faso solve its most complicated development challenges?*	158	7.06	1.93	169	6.52	2.27

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

¹⁸ Only 410 respondents provided information about their level of collaboration with the World Bank Group (question H3 in the questionnaire). Therefore, only these respondents were included in the analysis presented in this appendix.



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

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

Percentage of Respondents (Responses combined)	Collaborating with the WBG	Not collaborating with the WBG
Health*	25.1%	34.3%
Crime and violence*	1.1%	4.7%
Transport	17.1%	12.4%
Agricultural development	24.0%	27.5%
Global/regional integration	0.0%	0.0%
Job creation/employment	14.3%	18.9%
Public sector governance/reform*	30.9%	18.0%
Cotton sector	0.0%	0.0%
Social protection	1.7%	0.9%
Rural development	16.0%	11.2%
Foreign direct investment	0.0%	0.4%
Land tenure	1.7%	1.3%
Education*	24.6%	34.8%
Energy*	26.9%	17.2%
Gender equity	0.0%	0.4%
Financial markets	0.0%	0.0%
Urban development	2.3%	1.3%
Environmental sustainability	0.6%	0.9%
Economic growth	6.3%	10.7%
Domestic private sector development	20.0%	28.3%
Water and sanitation	8.0%	8.2%
Food security	14.9%	12.0%
Climate change	1.1%	1.3%
Information and communications technology	3.4%	2.1%
Trade and exports	0.0%	0.4%
Basic infrastructure	16.0%	15.9%
Equality of opportunity	1.7%	1.7%
Law and justice	0.6%	1.3%
Regulatory framework	0.0%	0.4%
Local development	14.3%	13.7%
Communicable/non-communicable diseases	0.0%	0.0%
Natural resource management	1.1%	0.0%
Poverty reduction	15.4%	12.9%
Fight against corruption*	10.3%	4.7%
Disaster management	0.0%	0.0%

*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 Burkina Faso?

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso	170	7.48	1.86	209	7.15	2.46
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso	163	6.47	2.17	193	6.24	2.54

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs*	141	5.85	1.95	156	5.26	2.13
Flexibility (in terms of the institution's products and services)*	138	5.31	2.14	141	4.67	2.05
Flexibility (in terms of changing country circumstances)	139	5.94	2.03	131	5.50	2.00
Being inclusive	119	6.94	2.13	120	6.68	2.23
Openness (sharing data and other information)	139	6.87	2.10	150	6.57	2.20
Collaboration with the Government	158	7.78	1.59	189	7.78	1.76
The speed in which it gets things accomplished on the ground	146	5.70	2.10	148	5.77	1.99
Ease of access to the people at the World Bank Group who are making decisions important to my work*	135	6.05	2.38	125	4.95	2.31
Collaboration with civil society*	124	5.85	2.29	149	4.67	2.22
Staff accessibility*	134	6.30	2.42	133	5.19	2.55
Collaboration with other donors and development partners	123	6.93	1.97	138	6.66	2.03
Collaboration with the private sector*	121	6.23	2.05	131	5.12	2.42
Straightforwardness and honesty*	120	7.48	1.97	122	6.89	2.32
Treating clients and stakeholders in Burkina Faso with respect	143	7.27	2.00	137	7.19	2.23
Being a long-term partner	151	8.12	1.83	163	8.00	2.06

*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 Burkina Faso? (1-Not important at all, 10-Very important)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Crime and violence	153	7.03	2.66	193	7.30	2.49
Financial markets	139	6.76	2.42	161	6.88	2.36
Transport	162	8.53	1.55	204	8.61	1.59
Fight against corruption	161	8.40	1.76	193	8.24	1.93
Law and justice	150	7.44	2.25	185	7.30	2.31
Urban development	159	7.54	1.81	193	7.35	2.10
Environmental sustainability	158	7.81	1.89	198	8.09	1.94
Trade and exports	152	6.97	1.92	185	6.93	2.31
Local development	161	8.74	1.33	206	8.70	1.64
Information and communications technology	153	7.48	1.82	196	7.46	1.99
Poverty reduction	165	8.98	1.36	216	9.08	1.43
Gender equity	156	6.32	2.37	179	6.27	2.39
Domestic private sector development	168	8.33	1.63	208	8.41	1.84
Foreign direct investment	142	6.99	2.22	172	7.21	2.31
Water and sanitation	168	8.74	1.35	210	8.81	1.48
Regulatory framework	151	6.60	2.33	173	6.13	2.40
Economic growth	160	8.46	1.56	202	8.54	1.62
Energy	171	9.02	1.31	208	8.92	1.51
Disaster management	153	7.12	2.14	188	7.10	2.29
Public sector governance/reform	165	8.27	1.96	196	8.02	2.24
Job creation/employment	162	8.34	1.77	205	8.66	1.83
Communicable/non-communicable diseases	154	6.97	2.35	193	7.21	2.22
Cotton sector	149	6.50	2.35	191	6.80	2.45
Equality of opportunity	154	7.10	2.41	188	7.05	2.40
Social protection	153	6.92	2.35	189	6.94	2.42
Rural development	164	8.54	1.70	205	8.66	1.61
Basic infrastructure	166	8.92	1.33	211	9.15	1.25
Global/regional integration	148	6.73	2.10	182	6.70	2.19
Food security	159	8.81	1.35	200	8.96	1.35
Natural resource management	159	7.42	2.19	190	7.32	2.38
Health*	156	8.80	1.61	203	9.14	1.28
Climate change	161	7.94	1.94	195	8.02	2.06
Agricultural development	169	8.96	1.37	214	8.99	1.49
Land tenure	156	7.53	2.16	194	7.40	2.34
Education	169	9.17	1.18	213	9.33	1.39

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Gender equity	60	5.65	2.07	67	5.63	2.38
Information and communications technology	67	6.27	1.86	68	5.78	2.12
Transport	103	7.14	1.89	113	7.24	1.99
Law and justice	71	6.10	2.20	81	6.15	2.23
Urban development	84	6.46	2.01	101	6.63	2.04
Environmental sustainability	94	6.71	1.97	93	7.15	2.06
Regulatory framework	87	6.49	2.07	70	6.14	2.31
Communicable/non-communicable diseases	72	6.74	2.00	90	6.44	2.34
Poverty reduction	135	7.10	2.01	158	7.12	2.22
Fight against corruption	103	6.46	2.19	108	6.50	2.56
Domestic private sector development	119	6.83	1.92	118	6.76	2.27
Foreign direct investment	64	5.98	2.12	73	6.33	2.36
Water and sanitation	106	7.41	1.77	132	7.73	1.87
Cotton sector	82	6.55	2.06	96	6.80	2.26
Trade and exports	80	6.36	2.01	79	6.05	2.36
Economic growth	116	7.24	1.97	129	6.96	2.13
Health	114	7.15	2.00	135	7.39	2.08
Disaster management	78	5.91	2.16	88	6.24	2.44
Public sector governance/reform	130	7.02	1.95	117	7.01	2.11
Local development	117	6.75	2.07	133	7.00	2.07
Job creation/employment	100	6.10	2.03	111	6.15	2.41
Land tenure	89	6.24	2.17	90	6.14	2.42
Equality of opportunity	74	6.01	2.17	83	6.08	2.20
Energy	108	6.60	2.25	110	6.45	2.36
Rural development	118	7.05	2.11	127	6.89	2.22
Global/regional integration	69	6.20	1.97	78	6.53	2.23
Food security	109	7.01	2.11	120	7.01	2.27
Basic infrastructure	126	7.20	1.87	144	7.00	2.31
Education	125	7.06	2.03	140	7.14	2.20
Social protection	76	5.49	2.39	85	5.46	2.11
Climate change	94	6.17	2.26	97	6.44	2.28
Agricultural development	120	6.97	2.08	133	7.15	2.10
Natural resource management	95	6.27	2.19	90	6.41	2.38

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?	163	7.02	1.82	193	6.84	2.10

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

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

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

(1-Strongly disagree, 10-Strongly agree)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso*	150	6.68	2.11	176	6.14	2.21
The World Bank Group meets Burkina Faso's needs for knowledge services	137	6.36	2.07	158	6.16	2.29

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group measures and corrects its work in real time in Burkina Faso?*	126	6.56	1.92	114	5.76	2.17

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

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

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

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Are timely	140	7.48	1.82	163	7.43	2.05
Include appropriate level of stakeholder involvement during preparation*	135	6.77	2.10	142	6.11	2.32
Lead to practical solutions*	135	6.70	1.93	138	5.87	2.29
Are accessible (well written and easy to understand)	143	6.62	2.31	148	6.11	2.43
Are source of relevant information on global good practices	132	7.67	1.79	152	7.39	2.01
Are adequately disseminated*	131	6.55	2.27	155	5.54	2.29
Are translated enough into local language	118	3.91	2.37	140	3.43	2.27
Are adaptable to Burkina Faso's specific development challenges and country circumstances	143	6.90	1.78	164	6.65	2.20

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	147	7.33	1.73	178	7.11	2.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	147	7.51	1.78	157	7.34	1.65

(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)

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly*	145	4.73	2.51	148	3.74	2.33
The World Bank Group effectively monitors and evaluates the projects and programs it supports	158	7.53	1.91	185	7.32	2.19
The World Bank Group's approvals and reviews are done in a timely fashion	136	5.73	2.20	139	5.24	2.26
The World Bank Group's "Safeguard Policy" requirements are reasonable	105	6.40	1.86	92	6.08	1.93
The World Bank Group's conditions on its lending are reasonable*	117	6.17	2.27	129	5.43	2.47
The World Bank Group takes decisions quickly in Burkina Faso*	124	5.60	2.07	119	4.87	2.29
Working with the World Bank Group increases Burkina Faso's institutional capacity	154	7.34	1.83	174	7.05	2.17
Where country systems are adequate, the World Bank Group makes appropriate use of them	133	6.89	2.23	135	7.11	2.11
The World Bank Group provides effective implementation support	154	7.31	2.04	146	7.01	2.12

*Significantly different between collaborators and non-collaborators

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
To what extent do you believe that the World Bank Group's work helps to find solutions that promote private public partnerships in Burkina Faso?	127	6.69	1.92	143	6.54	1.87

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

G. Communication and Information Sharing

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

	Collaborating with the WBG			Not collaborating with the WBG		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate	104	7.29	2.31	77	7.48	1.94
I find the information on the World Bank Group's websites useful	104	7.81	1.87	80	8.10	1.56
The World Bank Group's social media channels are valuable sources of information about the institution	69	7.61	2.02	74	7.51	2.28
When I need information from the World Bank Group I know how to find it*	127	7.14	2.72	107	5.49	2.99
The World Bank Group is responsive to my information requests and inquiries*	95	7.77	2.18	59	5.86	2.79

*Significantly different between collaborators and non-collaborators



Appendix E: Responses to Selected Questions by Year¹⁹

All data presented in this appendix are weighted. As a result, means of the FY 2016 data and the total number of respondents indicated will be slightly different from the aggregated responses in Appendix A. Similarly, responses from FY 2013 respondents and the total number of respondents indicated may differ from those reported in the FY 2013 COS report.

FY 2013 Number of comparable respondents = 284 • FY 2016 Number of comparable respondents = 391

By weighting, the FY 2013 and FY 2016 samples have the same stakeholder composition and thus are comparable. The weighted percentage of a stakeholder group is determined by the extent to which the World Bank Group interacts with them in the country and the percentage this group usually makes up in the past aggregated annual global data. The weighted stakeholder breakdown is presented below:

Percentage of Respondents	FY 2013	FY 2016
Office of the President/Prime Minister/Minister	3%	3%
Office of Parliamentarian	3%	3%
Government institutions	42%	42%
Local Government	10%	10%
Bilateral/multilateral agencies	6%	6%
Civil society	16%	16%
Private sector	10%	10%
Academia	4%	4%
Media	6%	6%

A. General Issues facing Burkina Faso

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

Percentage of Respondents	FY 2013	FY 2016
The right direction	69.6%	81.2%
The wrong direction	4.0%	1.5%
Not sure	26.5%	17.3%

*Significantly different between FY2016 and FY2013

B. Overall Attitudes toward the World Bank Group

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank Group in Burkina Faso?*	275	6.17	1.92	385	5.60	2.45

(1-Not familiar at all, 10-Extremely familiar) *Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall, please rate your impression of the World Bank Group's effectiveness in Burkina Faso.	257	6.57	1.72	328	6.37	2.11

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank Group's staff is well prepared to help Burkina Faso solve its most complicated development challenges?	249	6.86	1.81	310	6.84	2.14

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

¹⁹ Only those questions that were asked in the FY 2013 and FY 2016 country opinion surveys, with similar response scales/options, are presented in this appendix.

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

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

(1-Strongly disagree, 10-Strongly agree)

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso*	276	7.85	1.97	360	7.35	2.21
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso*	261	6.93	2.20	339	6.45	2.40

*Significantly different between FY2016 and FY2013

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Responsiveness to needs	210	5.91	2.11	279	5.67	2.11
Flexibility (in terms of the institution's products and services)	225	5.25	2.16	262	5.04	2.16
Flexibility (in terms of changing country circumstances)	223	5.89	2.04	254	5.83	2.03
Being inclusive*	200	6.19	2.02	223	6.92	2.15
Openness (sharing data and other information)	222	6.63	2.09	271	6.84	2.13
Collaboration with the Government	243	8.06	1.63	327	7.84	1.67
The speed in which it gets things accomplished on the ground				273	5.76	2.01
Ease of access to the people at the World Bank Group who are making decisions important to my work				244	5.61	2.39
Collaboration with civil society				257	5.22	2.35
Staff accessibility	223	6.03	2.30	255	5.80	2.55
Collaboration with other donors and development partners	188	7.21	1.84	247	6.86	2.01
Collaboration with the private sector				235	5.78	2.28
Straightforwardness and honesty	204	7.14	2.17	227	7.24	2.14
Treating clients and stakeholders in Burkina Faso with respect*	229	6.67	2.33	263	7.34	2.06
Being a long-term partner				297	8.15	1.86

*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Gender equity	183	5.88	2.12	115	5.68	2.23
Information and communications technology	188	5.73	2.08	127	6.07	2.04
Transport*	216	6.32	1.95	202	7.21	1.98
Law and justice*	173	5.01	2.18	139	6.13	2.24
Urban development*	186	5.39	2.07	171	6.53	2.06
Environmental sustainability*	215	6.40	2.02	171	6.93	2.07
Regulatory framework	178	6.47	1.92	145	6.37	2.17
Communicable/non-communicable diseases	199	6.33	2.02	149	6.64	2.13
Poverty reduction*	239	6.62	2.03	276	7.08	2.14
Fight against corruption*	213	5.02	2.29	195	6.48	2.37
Domestic private sector development*	215	6.12	1.96	215	6.84	2.03
Foreign direct investment*	158	5.67	1.91	120	6.15	2.22
Water and sanitation*	215	6.76	1.89	222	7.65	1.82
Cotton sector*	185	6.17	1.94	165	6.69	2.13
Trade and exports*	169	5.53	1.86	145	6.28	2.21
Economic growth*	205	6.59	1.89	225	7.15	2.03
Health*	213	6.88	1.86	232	7.32	2.05
Disaster management	184	5.73	2.23	154	6.16	2.33
Public sector governance/reform*	216	6.47	2.15	228	7.08	2.03
Job creation/employment*	206	5.43	2.06	198	6.11	2.18
Equality of opportunity	165	5.78	2.45	144	6.07	2.20
Energy	202	6.16	1.91	201	6.54	2.32
Rural development	230	6.91	1.92	229	7.00	2.16
Global/regional integration	174	6.05	2.14	135	6.36	2.07
Food security*	224	6.55	2.05	214	6.99	2.22
Basic infrastructure	209	6.80	1.83	254	7.07	2.11
Education	217	6.72	1.95	251	7.08	2.10
Social protection*	169	4.77	2.05	151	5.43	2.23
Climate change	196	5.99	2.02	176	6.27	2.26
Agricultural development	229	6.72	1.88	236	7.05	2.09
Natural resource management	202	5.92	2.26	173	6.35	2.31

*Significantly different between FY2016 and FY2013

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?	270	6.78	1.69	340	6.97	1.98

(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 Burkina Faso?***(1-Strongly disagree, 10-Strongly agree)*

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group's financial instruments meet the needs of Burkina Faso	252	6.53	2.02	301	6.46	2.23
The World Bank Group meets Burkina Faso's needs for knowledge services	240	6.26	2.08	272	6.29	2.18

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

Percentage of Respondents	FY 2013	FY 2016
Weekly	5.3%	2.6%
Monthly	14.6%	13.6%
A few times a year	49.5%	39.9%
Rarely	23.8%	33.7%
Never	6.8%	10.2%

Significantly different between FY2016 and FY2013*In Burkina Faso, 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 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
Are timely*	235	7.21	1.80	284	7.55	1.91
Include appropriate level of stakeholder involvement during preparation	221	6.35	2.09	261	6.50	2.23
Lead to practical solutions				252	6.28	2.16
Are accessible (well written and easy to understand)	224	6.30	2.09	275	6.36	2.42
Are source of relevant information on global good practices	229	7.35	1.83	270	7.62	1.88
Are adequately disseminated	224	5.64	2.14	273	6.03	2.35
Are translated enough into local language*	211	5.62	2.17	241	3.73	2.35
Are adaptable to Burkina Faso's specific development challenges and country circumstances	226	6.74	2.01	288	6.79	2.02

**Significantly different between FY2016 and FY2013*

	FY 2013			FY 2016		
	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?	251	7.34	1.72	307	7.34	1.89
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	253	7.43	1.59	284	7.52	1.64

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

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

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
The World Bank Group disburses funds promptly	230	4.10	2.35	275	4.31	2.50
The World Bank Group effectively monitors and evaluates the projects and programs it supports*	258	6.99	2.17	324	7.51	2.06
The World Bank Group's approvals and reviews are done in a timely fashion*	212	6.88	2.02	259	5.48	2.23
The World Bank Group's "Safeguard Policy" requirements are reasonable	173	6.37	1.98	178	6.33	1.87
The World Bank Group's conditions on its lending are reasonable	228	5.87	2.27	232	5.88	2.35
The World Bank Group takes decisions quickly in Burkina Faso				224	5.36	2.25
Working with the World Bank Group increases Burkina Faso's institutional capacity	257	7.36	1.90	309	7.28	1.98
Where country systems are adequate, the World Bank Group makes appropriate use of them	197	7.18	2.12	252	7.09	2.19
The World Bank Group provides effective implementation support	226	7.23	1.97	278	7.27	2.07

*Significantly different between FY2016 and FY2013

G. Communication and Information Sharing

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

Percentage of Respondents	FY 2013	FY 2016
Yes	17.1%	22.8%
No	82.9%	77.2%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	17.9%	15.9%
No	82.1%	84.1%

Were you able to obtain this information?*

Percentage of Respondents	FY 2013	FY 2016
Yes	59.2%	93.7%
No	40.8%	6.3%

*Significantly different between FY2016 and FY2013

Do you have access to the Internet?

Percentage of Respondents	FY 2013	FY 2016
Yes	92.0%	95.6%
No	8.0%	4.4%

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

Percentage of Respondents	FY 2013	FY 2016
Yes	58.9%	44.7%
No	41.1%	55.3%

*Significantly different between FY2016 and FY2013

**G. Communication and Information Sharing (continued)****Which Internet connection do you use primarily when visiting a World Bank Group website?***

Percentage of Respondents	FY 2013	FY 2016
High speed/WiFi	65.8%	77.7%
Dial-up	34.2%	22.3%

*Significantly different between FY2016 and FY2013

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

	FY 2013			FY 2016		
	N	Mean	SD	N	Mean	SD
I find the World Bank Group's websites easy to navigate*	137	6.82	1.98	169	7.46	2.11
I find the information on the World Bank Group's websites useful*	126	7.51	1.52	171	7.93	1.68
When I need information from the World Bank Group I know how to find it	197	6.17	2.52	218	6.44	2.94
The World Bank Group is responsive to my information requests and inquiries*	130	6.46	2.26	143	7.22	2.49

*Significantly different between FY2016 and FY2013



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

Indicator Question	Currently, do you professionally collaborate/work with the World Bank Group in your country?		Which of the following describes most of your exposure to the World Bank Group in Burkina Faso? (Choose no more than TWO)									
	Not collaborating with the WBG	Collaborating with the WBG	Observer		Use WBG reports/data		Engage in WBG activities		Collaborate		Use WBG 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 World Bank Group's effectiveness in Burkina Faso.	6.16	6.54	6.52	6.01	6.39	6.26	6.17	6.91	6.09	6.72	6.46	5.99
Overall the World Bank Group currently plays a relevant role in development in Burkina Faso	7.15	7.48	7.44	7.05	7.28	7.34	7.14	7.85	7.23	7.40	7.34	7.16
The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso	6.24	6.47	6.52	6.04	6.27	6.56	6.33	6.46	6.11	6.70	6.47	6.00
Responsiveness to needs	5.26	5.85	5.88	4.97	5.55	5.68	5.44	6.07	5.19	6.13	5.72	5.19
Flexibility (in terms of the institution's products and services)	4.67	5.31	5.24	4.41	5.06	4.82	4.68	5.85	4.59	5.49	5.03	4.85
Flexibility (in terms of changing country circumstances)	5.50	5.94	5.99	5.08	5.80	5.56	5.47	6.43	5.36	6.18	5.82	5.47
Being inclusive	6.68	6.94	6.90	6.53	6.93	6.46	6.59	7.33	6.56	7.09	6.74	6.89
Openness (sharing data and other information)	6.57	6.87	6.84	6.52	6.77	6.66	6.54	7.32	6.64	6.86	6.66	6.95
Collaboration with the Government	7.78	7.78	7.84	7.71	7.81	7.75	7.72	8.04	7.73	7.88	7.79	7.81
The speed in which it gets things accomplished on the ground	5.77	5.70	5.82	5.51	5.78	5.60	5.64	5.97	5.59	5.90	5.74	5.70
Ease of access to the people at the World Bank Group who are making decisions important to my work	4.95	6.05	5.83	4.81	5.42	5.73	5.31	6.11	5.20	5.94	5.54	5.43
Collaboration with civil society	4.67	5.85	5.52	4.65	5.39	4.78	4.88	6.21	4.86	5.77	5.18	5.31
Staff accessibility	5.19	6.30	6.11	4.91	5.76	5.74	5.51	6.54	5.26	6.35	5.79	5.66
Collaboration with other donors and development partners	6.66	6.93	6.75	6.89	6.96	6.44	6.64	7.31	6.77	6.83	6.78	6.86
Collaboration with the private sector	5.12	6.23	5.85	5.38	5.75	5.58	5.64	5.87	5.25	6.42	5.73	5.62
Straightforwardness and honesty	6.89	7.48	7.37	6.78	7.12	7.34	7.10	7.44	6.91	7.58	7.18	7.20
Treating clients and stakeholders in Burkina Faso with respect	7.19	7.27	7.34	7.04	7.23	7.30	7.14	7.53	7.16	7.36	7.28	7.16
Being a long-term partner	8.00	8.12	8.18	7.88	8.06	8.11	8.00	8.32	7.99	8.20	8.01	8.29
To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?	6.84	7.02	6.96	6.85	6.98	6.79	6.86	7.11	6.83	7.05	6.96	6.79
The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burkina Faso	6.14	6.68	6.44	6.31	6.49	6.17	6.40	6.38	6.16	6.74	6.45	6.22
The World Bank Group meets Burkina Faso's needs for knowledge services (e.g., research, analysis, data, technical assistance)	6.16	6.36	6.39	6.01	6.09	6.62	6.24	6.32	6.11	6.47	6.27	6.22
The World Bank Group's knowledge work and activities are adaptable to Burkina Faso's specific development challenges and country circumstances	6.65	6.90	6.94	6.35	6.74	6.80	6.63	7.12	6.60	6.95	6.71	6.88
Overall, how significant a contribution do you believe the World Bank Group's knowledge work and activities make to development results in your country?	7.11	7.33	7.40	6.88	7.22	7.21	7.11	7.53	7.07	7.43	7.27	7.07
Overall, how would you rate the technical quality of the World Bank Group's knowledge work and activities?	7.34	7.51	7.55	7.16	7.42	7.43	7.34	7.71	7.32	7.56	7.38	7.57
The World Bank Group takes decisions quickly in Burkina Faso	4.87	5.60	5.73	4.16	5.16	5.49	5.17	5.53	4.77	5.86	5.37	4.92
Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them	7.11	6.89	7.00	7.01	6.97	7.08	6.95	7.18	7.10	6.89	6.99	7.06

Yellow highlight indicates significant difference between Yes and No means.



Appendix G: Burkina Faso FY 2016 Questionnaire



World Bank Group Country Survey FY16 – Burkina Faso

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

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 BURKINA FASO

A1. In general would you say that Burkina Faso 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 Burkina Faso.			
Please identify which of the following you consider the most important development priorities in Burkina Faso? (Choose no more than THREE)			
1	Global/regional integration	19	Climate change (e.g., mitigation, adaptation)
2	Food security	20	Poverty reduction
3	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	21	Transport (e.g., roads, bridges, transportation)
4	Social protection (e.g., pensions, targeted social assistance)	22	Education
5	Gender equity	23	Agricultural development (i.e., agricultural production, livestock, fishery)
6	Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	24	Trade and exports
7	Foreign direct investment	25	Crime and violence (i.e., insecurity, terrorism)
8	Urban development	26	Fight against corruption
9	Energy	27	Law and justice (e.g., judicial system)
10	Job creation/employment	28	Regulatory framework
11	Rural development	29	Communicable/non-communicable diseases
12	Financial markets	30	Natural resource management (e.g., mining)
13	Water and sanitation	31	Economic growth
14	Environmental sustainability	32	Disaster management
15	Cotton sector	33	Land tenure
16	Basic infrastructure (e.g., health centers, schools, rural roads)	34	Local development (e.g., community investments, basic social services)
17	Equality of opportunity (i.e., equity)	35	Information and communications technology
18	Health		

**SECTION A: GENERAL ISSUES**

A3. The World Bank Group has committed itself to twin goals: ending extreme poverty by 2030 and boosting shared prosperity. 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 Burkina Faso? (Choose no more than THREE)

1	Water and sanitation	18	Fight against corruption
2	Equality of opportunity (i.e., equity)	19	Education
3	Rural development	20	Foreign direct investment
4	Climate change (e.g., mitigation, adaptation)	21	Energy
5	Land tenure	22	Local development (e.g., community investments, basic social services)
6	Global/regional integration	23	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)
7	Gender equity	24	Domestic private sector development (e.g., development of small and medium size enterprises/ industries)
8	Economic growth	25	Natural resource management (e.g., mining)
9	Urban development	26	Environmental sustainability
10	Regulatory framework	27	Health
11	Social protection (e.g., pensions, targeted social assistance)	28	Agricultural development (i.e., agricultural production, livestock, fishery)
12	Law and justice (e.g., judicial system)	29	Disaster management
13	Transport (e.g., roads, bridges, transportation)	30	Job creation/employment
14	Cotton sector	31	Basic infrastructure (e.g., health centers, schools, rural roads)
15	Crime and violence (i.e., insecurity, terrorism)	32	Financial markets
16	Communicable/non-communicable diseases	33	Trade and exports
17	Information and communications technology	34	Food security

**SECTION A: GENERAL ISSUES**

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

1	Consistent economic growth
2	More reliable social safety net
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	Better employment opportunities for young people
11	Better employment opportunities for women
12	Greater equity of fiscal policy
13	Education and training that better ensure job opportunity
14	Better quality public services
15	Good governance (transparency, fight against corruption)
16	Other (please specify): _____

A5. Do you think the gap between the rich and the poor is a very big problem, a moderately big problem, a small problem or not a problem at all in Burkina Faso? (Select only ONE response)

1	A very big problem
2	A moderately big problem
3	A small problem
4	Not a problem at all
5	Don’t know

A6. In your view, is global climate change a very serious problem, somewhat serious, not too serious, or not a problem? (Select only ONE response)

1	A very serious problem
2	A somewhat serious problem
3	Not too serious problem
4	Not a problem
5	Don’t know

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

B1. How familiar are you with the work of the World Bank Group in Burkina Faso?										
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 Burkina Faso.										
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 Burkina Faso 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

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 B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP**

B4. When thinking about how the World Bank Group can have the most impact on development results in Burkina Faso, in which sectoral areas do you believe the World Bank Group should focus most of its resources (financial and knowledge services) in Burkina Faso? (Choose no more than THREE)

1	Health	19	Economic growth
2	Crime and violence (i.e., insecurity, terrorism)	20	Domestic private sector development (e.g., development of small and medium size enterprises/ industries)
3	Transport (e.g., roads, bridges, transportation)	21	Water and sanitation
4	Agricultural development (i.e., agricultural production, livestock, fishery)	22	Food security
5	Global/regional integration	23	Climate change (e.g., mitigation, adaptation)
6	Job creation/employment	24	Information and communications technology
7	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	25	Trade and exports
8	Cotton sector	26	Basic infrastructure (e.g., health centers, schools, rural roads)
9	Social protection (e.g., pensions, targeted social assistance)	27	Equality of opportunity (i.e., equity)
10	Rural development	28	Law and justice (e.g., judicial system)
11	Foreign direct investment	29	Regulatory framework
12	Land tenure	30	Local development (e.g., community investments, basic social services)
13	Education	31	Communicable/non-communicable diseases
14	Energy	32	Natural resource management (e.g., mining)
15	Gender equity	33	Poverty reduction
16	Financial markets	34	Fight against corruption
17	Urban development	35	Disaster management
18	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 Burkina Faso?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Policy advice, studies, analyses	<input type="checkbox"/>	<input type="checkbox"/>
2	Data and statistics	<input type="checkbox"/>	<input type="checkbox"/>
3	Convening/facilitating	<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	Help to bring discipline/effective supervision to implementation of investment projects	<input type="checkbox"/>	<input type="checkbox"/>
8	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
9	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (i.e., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B6. Which of the following do you identify as the World Bank Group's greatest WEAKNESSES in its work in Burkina Faso? (Choose no more than TWO)	
1	Too influenced by developed countries
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	Staff too inaccessible
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 Burkina Faso
17	Other (please specify): _____
18	Don't know

**SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK GROUP****B7. Which World Bank Group's instruments do you believe are the MOST effective in reducing poverty in Burkina Faso? (Choose no more than TWO)**

1	Trust Fund management
2	Knowledge products/services (analytical work, studies, surveys, etc.)
3	Capacity development
4	Technical assistance (advice, best practice, international experience, etc.)
5	Investment lending (financing specific projects)
6	Policy based lending / budget support to the Government
7	Multi-sectoral approaches
8	Other (please specify): _____
9	Don't know

B8. To what extent do you believe that the World Bank Group's work and support help the poorest in Burkina Faso? (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

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

1	Parliament	7	NGOs/Community Based Organizations (CBOs)
2	Donor community	8	Youth/university groups
3	Media	9	Beneficiaries
4	Local Government	10	Foundations
5	Private sector	11	Other (please specify): _____
6	Academia/think tanks/research institutes	12	Don't know

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

		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	Overall the World Bank Group currently plays a relevant role in development in Burkina Faso	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank Group's work is aligned with what I consider the development priorities for Burkina Faso	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 Burkina Faso, 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		
B12	Responsiveness to needs	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B13	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B14	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B15	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B16	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B17	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	The speed in which it gets things accomplished on the ground	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	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"/>	
B20	Collaboration with civil society	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Staff accessibility	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Collaboration with other donors and development partners	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Collaboration with the private sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B24	Straightforwardness and honesty	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B25	Treating clients and stakeholders in Burkina Faso with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Being a long-term partner	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B27. 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 TWO)

1	The Government works inefficiently
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 World Bank Group does not do adequate follow through/follow-up
8	Political pressures and obstacles
9	Reforms are not well thought out in light of country challenges
10	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 Burkina Faso?												
		Not important at all									Very important	Don't know
		1	2	3	4	5	6	7	8	9	10	
1	Crime and violence (i.e., insecurity, terrorism)	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	Fight against corruption	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
5	Law and justice (e.g., judicial system)	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	Trade and exports	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
9	Local development (e.g., community investments, basic social services)	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	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	Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	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	Water and sanitation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
16	Regulatory framework	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
17	Economic growth	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
18	Energy	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
19	Disaster management	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
20	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
22	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
23	Cotton sector	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
24	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
25	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
26	Rural development	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
27	Basic infrastructure (e.g., health centers, schools, rural roads)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
28	Global/regional integration	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
29	Food security	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
30	Natural resource management (e.g., mining)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
31	Health	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
32	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
33	Agricultural development (i.e., agricultural production, livestock, fishery)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
34	Land tenure	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
35	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 Burkina Faso? (If you have NO exposure to/experience in working in any of the sectors listed below, please respond "Don't know")

		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
1	Gender equity	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	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
5	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
6	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
7	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
8	Communicable/non-communicable diseases	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
9	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
10	Fight against corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
11	Domestic private sector development (e.g., development of small and medium size enterprises/ industries)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
12	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
13	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
14	Cotton sector	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
15	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
16	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
17	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
18	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
19	Public sector governance/reform (i.e., government effectiveness, public financial management, public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
20	Local development (e.g., community investments, basic social services)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
21	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
22	Land tenure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
23	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
24	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
25	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
26	Global/regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
27	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
28	Basic infrastructure (e.g., health centers, schools, rural roads)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
29	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
30	Social protection (e.g., pensions, targeted social assistance)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
31	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
32	Agricultural development (i.e., agricultural production, livestock, fishery)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
33	Natural resource management (e.g., mining)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

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

C3. To what extent does the World Bank Group's work help to achieve development results in Burkina Faso?												
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 Burkina Faso?												
		Strongly disagree								Strongly agree		Don't know
C4	The World Bank Group's financial instruments (i.e., investment lending, Development Policy Loan, Trust Funds, Program 4 Result, etc.) meet the needs of Burkina Faso	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
C5	The World Bank Group meets Burkina Faso'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"/>

C6. To what extent do you believe the World Bank Group measures and corrects its work in real time in Burkina Faso?												
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 Burkina Faso, to what extent do you believe that the World Bank Group’s knowledge work and activities:													
		To no degree at all										To a very significant degree	Don't know
D2	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Lead to practical solutions	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Are 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 Burkina Faso’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
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E1	The World Bank Group disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank Group effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank Group's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank Group's "Safeguard Policy" requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank Group's conditions on its lending are reasonable											<input type="checkbox"/>	
E6	The World Bank Group takes decisions quickly in Burkina Faso											<input type="checkbox"/>	
E7	Working with the World Bank Group increases Burkina Faso's institutional capacity											<input type="checkbox"/>	
E8	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank Group makes appropriate use of them											<input type="checkbox"/>	
E9	The World Bank Group provides effective implementation support (i.e., supervision of projects)											<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 Burkina Faso?												
		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 World Bank Group's support in Burkina Faso? (Select only one response)	
1	The World Bank Group is sufficiently selective and focuses on the most important development challenges in Burkina Faso
2	The World Bank Group is not sufficiently selective in Burkina Faso, and it is involved in too many areas of development.
3	Don't know

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

F1. Which of the following SHOULD the World Bank Group do to make itself of greater value in Burkina Faso? (Choose no more than TWO)	
1	Offer more innovative financial products
2	Ensure greater selectivity in its work
3	Provide more adequate data/knowledge/statistics/figures on Burkina Faso's economy
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 (i.e., finance CSO, NGO, media)
6	Increase the level of capacity development in the country
7	Improve the quality of its experts as related to Burkina Faso's specific challenges
8	Offer more innovative knowledge services
9	Collaborate more effectively with Government clients (e.g., national, state, local)
10	Work faster
11	Reduce the complexity of obtaining World Bank Group financing
12	Other (please specify): _____

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

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G1. How do you get most of your information about economic and social development issues in Burkina Faso? (Choose no more than TWO)			
1	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)	7	Local newspapers
2	International newspapers	8	Internet
3	Local radio	9	Periodicals
4	International radio	10	Instant messaging
5	Local television	11	Other (please specify): _____
6	International television		

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)	6	Social media (e.g., Facebook, blogs, Twitter, YouTube, Flickr)
2	Mobile phones	7	e-Newsletters
3	World Bank Group's seminars/workshops/conferences	8	Instant messaging
4	World Bank Group's publications and other written materials	9	Other (please specify): _____
5	World Bank Group's website		

G3	Are you aware of the World Bank Group's Access to Information Policies under which the World Bank Group discloses any information in its possession that is not on a list of exceptions? (If YES please go to Question G4; if NO please go to G5)	Yes	No
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G4. If yes, from which of the following sources did you learn about the World Bank Group's Access to Information Policies? (Select only ONE response)	
1	World Bank Group's seminars/workshops/conferences
2	World Bank Group's website
3	World Bank Group's e-Newsletters
4	News/Media
5	Colleagues/Friends/Peer organizations
6	Other (please specify): _____

G5	Have you requested information from the World Bank Group on its activities in the past year? (If YES please go to Question G6; if NO please go to G7)	Yes	No
G6	Were you able to obtain this information?	Yes	No
G7	Do you have access to the Internet?	Yes	No
G8	Do you use/have you used the World Bank Group website?	Yes	No
G9	Do you currently consult the World Bank Group social media sites (e.g., Facebook, blogs, Twitter, YouTube, and Flickr)?	Yes	No

**SECTION G: COMMUNICATION AND INFORMATION SHARING**

G10. 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
		1	2	3	4	5	6	7	8	9	10	1	2	Don't know
G11	I find the World Bank Group's websites easy to navigate. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G12	I find the information on the World Bank Group's websites useful. <i>(Only answer if you have used a World Bank Group website)</i>	1	2	3	4	5	6	7	8	9	10	1	2	<input type="checkbox"/>
G13	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	1	2	<input type="checkbox"/>
G14	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	1	2	<input type="checkbox"/>
G15	The World Bank Group is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10	1	2	<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. Currently, do you professionally collaborate/work with the World Bank Group (IBRD/IDA, IFC, or MIGA) in your country? (Select only ONE response)	
1	Yes
2	No

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

**SECTION H: BACKGROUND INFORMATION**

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

H6. If yes, what was your view of how the two institutions work together in Burkina Faso? (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 Burkina Faso? (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	Ouagadougou city
2	East Region
3	North Region
4	Center-South Region
5	High Basins Region
6	Center-West Region
7	South-West Region
8	Center Region (other than Ouagadougou city)
9	Sahel Region
10	Central Plateau Region
11	Center-East Region
12	Cascades Region
13	Center-North Region
14	Mouhoun Buckle Region

Thank you for completing the survey!