

Burundi

The World Bank
Country Survey FY 2012

Report of Findings
July 2012

Table of Contents

I. Objectives	3
II. Methodology.....	3
III. Demographics of the Sample.....	5
IV. General Issues facing Burundi	10
V. Overall Attitudes toward the World Bank	14
VI. Sectoral Effectiveness.....	20
VII. World Bank Knowledge and Instruments	23
VIII. How the World Bank Operates	33
IX. The Future Role of the World Bank in Burundi	39
X. Communication and Openness.....	43
XI. Appendices.....	51



I. Objectives

This survey was designed to achieve the following objectives:

- Assist the World Bank in gaining a better understanding of how stakeholders in Burundi perceive the Bank;
- Obtain systematic feedback from stakeholders in Burundi regarding:
 - Their views regarding the general environment in Burundi;
 - Their overall attitudes toward the World Bank in Burundi;
 - Overall impressions of the World Bank's effectiveness and results, knowledge and research, and communication and information sharing in Burundi; and
 - Perceptions of the World Bank's future role in Burundi.
- Use data to help inform the Burundi country team's strategy.

II. Methodology

In April and May 2012, 581 stakeholders of the World Bank in Burundi were invited to provide their opinions on the Bank's assistance to the country by participating in a country survey. Participants in the survey were drawn from among the office of the President or Prime Minister; the office of a Minister; the office of a Parliamentarian; the 1st Vice President of the Republic Cabinet; the 2nd Vice President of the Republic Cabinet; employees of a ministry, ministerial department, or implementation agency; consultants/contractors working on World Bank supported projects/programs; project management units (PMUs) overseeing implementation of a project; local government officials or staff; bilateral agencies; multilateral agencies; private sector organizations; private foundations; financial sector/private banks; NGOs; community-based organizations; the media; independent government institutions; trade unions; faith-based groups; academia, research institutes or think tanks; and the judiciary branch. A total of 325 stakeholders participated in the country survey (56%).

Respondents either completed the questionnaire with a representative from the local fielding agency or received the questionnaire via courier and returned the completed questionnaire accordingly. Respondents were asked about: general issues facing Burundi, their overall attitudes toward the Bank; the World Bank's effectiveness and results; the Bank's knowledge; working with the World Bank; the Bank's future role in Burundi, and the Bank's communication and information sharing in Burundi:

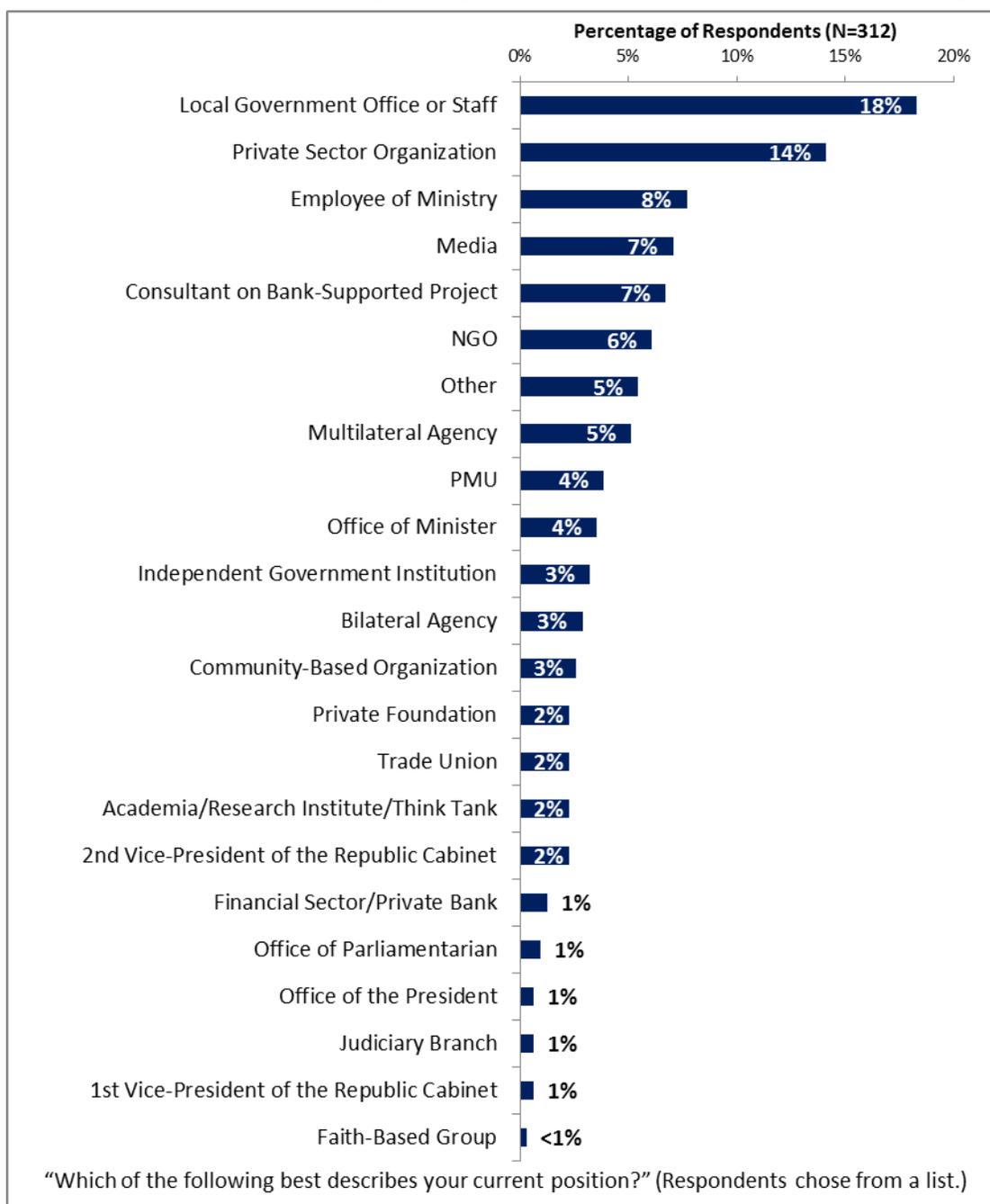
II. Methodology (continued)

- A. General Issues facing Burundi: Respondents were asked to indicate whether Burundi is headed in the right direction, what they thought were the top three most important development priorities, and which areas would contribute most to poverty reduction and economic growth.
- B. Overall Attitudes toward the World Bank: Respondents were asked to rate their familiarity with the World Bank, the Bank's effectiveness in Burundi, the extent to which the Bank meets Burundi's need for knowledge services and financial instruments, the extent to which the Bank should and does seek to influence the global development agenda, their agreement with various statements regarding the Bank's work in Burundi, and the extent to which the Bank is an effective development partner. Respondents were also asked to indicate the sectoral areas on which it would be most productive for the Bank to focus its resources, the Bank's greatest values and greatest weaknesses in its work, the Bank instruments that are most and least effective in reducing poverty, with which groups the Bank should work more, and to what reasons respondents attributed failed or slow reform efforts.
- C. World Bank Effectiveness and Results: Respondents were asked to rate the extent to which the Bank's work helps achieve sustainable development results in Burundi and the Bank's level of effectiveness across forty development areas, such as poverty reduction, anti-corruption, and economic growth.
- D. The World Bank's Knowledge: Respondents were asked to indicate the areas on which the Bank should focus its research efforts and to rate the effectiveness and quality of the Bank's knowledge/research, including how significant of a contribution the Bank's knowledge and research make to development results, the technical quality of the Bank's knowledge and research, and the Bank's effectiveness at providing linkage to non-Bank expertise.
- E. Working with the World Bank: Respondents were asked to rate the extent to which the Bank is adequately staffed in Burundi as well as their level of agreement with a series of statements regarding working with the Bank, such as the World Bank safeguard policies requirements being reasonable and the Bank disburses funds promptly.
- F. The Future Role of the World Bank in Burundi: Respondents were asked to rate how significant a role the Bank should play in Burundi's development over the medium term and to indicate what the Bank should do to make itself of greater value in Burundi.
- G. Communication and Information Sharing: Respondents were asked to indicate where they get information about economic and social development issues, how they prefer to receive information from the Bank, their access to the Internet, and their usage and evaluation of the Bank's website and PICs. Respondents were asked about their awareness of the Bank's Access to Information policy, past information requests from the Bank, and their level of agreement that they use more data from the World Bank as a result of the Bank's Open Data policy. Respondents were also asked their level of agreement that they know how to find information from the Bank and that the Bank is responsive to information requests.
- H. Background Information: Respondents were asked to indicate their current position, specialization, whether they professionally collaborate with the World Bank, their exposure to the Bank in Burundi, and their geographic location.

III. Demographics of the Sample

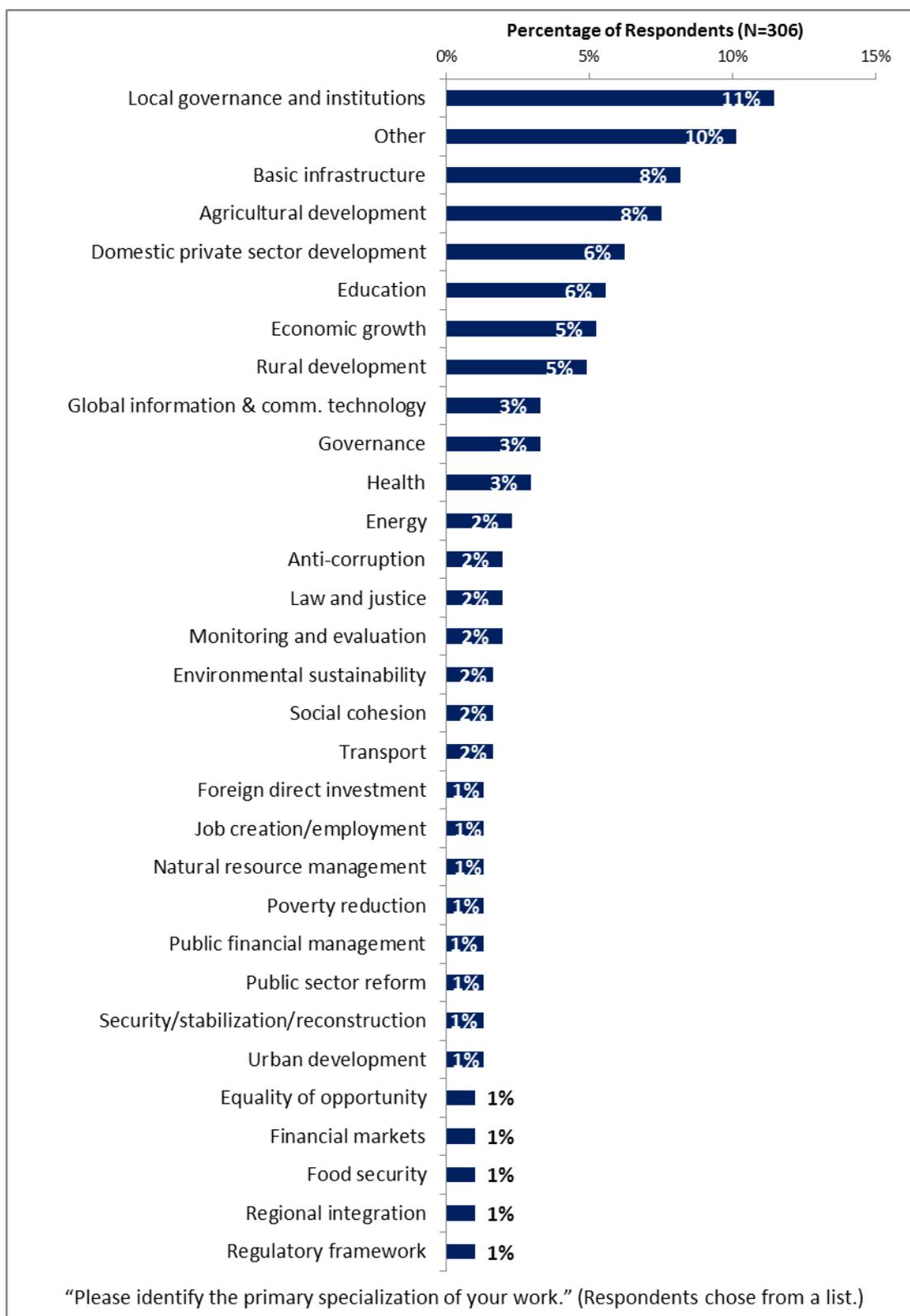
Current Position

- For further analyses: the small number of respondents from the office of the President, the office of a Minister, 1st Vice President of the Republic Cabinet, and 2nd Vice President of the Republic Cabinet were combined into one group; the small number of respondents from community-based organizations were combined with those from NGOs; respondents from bilateral agencies were combined with those from multilateral agencies; respondents from private sector organizations were combined with those from the financial sector and private banks; and the few respondents from the office of a Parliamentarian, private foundations, trade unions, faith-based groups, academia/research institutes/think tanks, and the judiciary branch were included in the “Other” category.



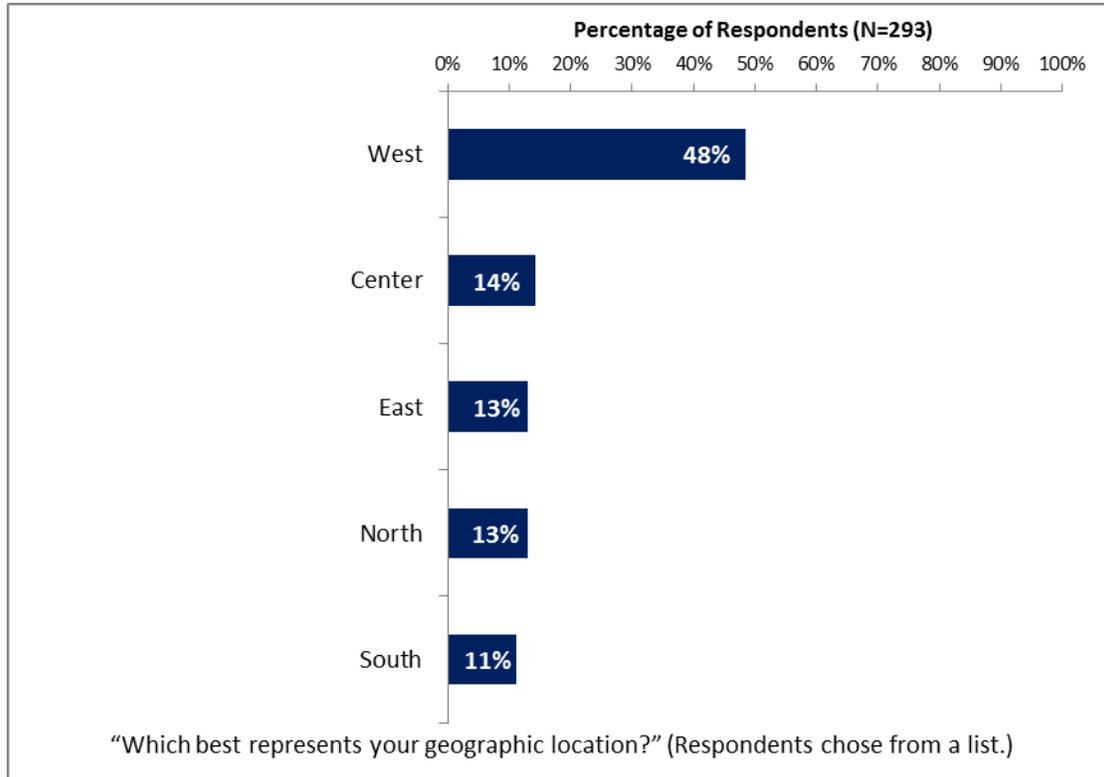
III. Demographics of the Sample (continued)

Area of Primary Specialization



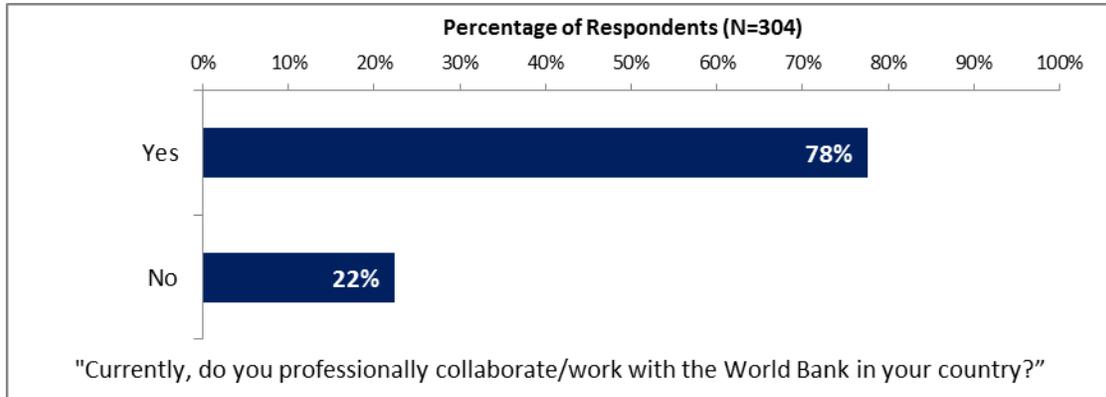
III. Demographics of the Sample (continued)

Geographic Location

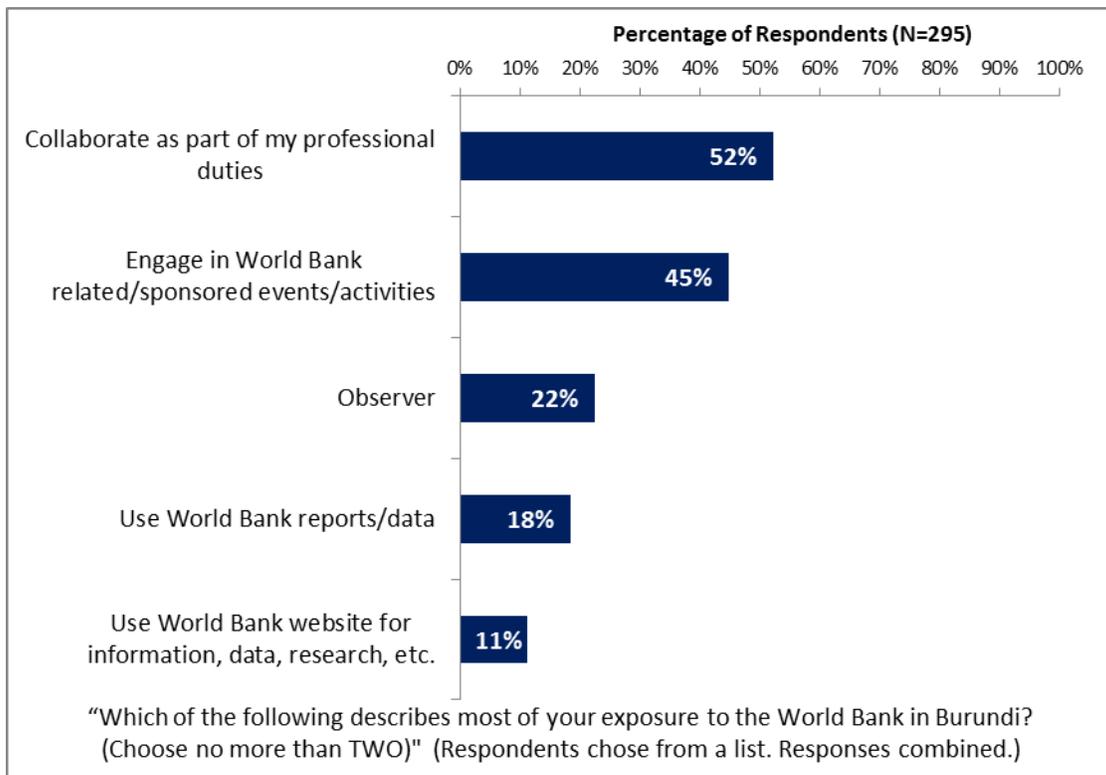


III. Demographics of the Sample (continued)

Professional Collaboration with the World Bank



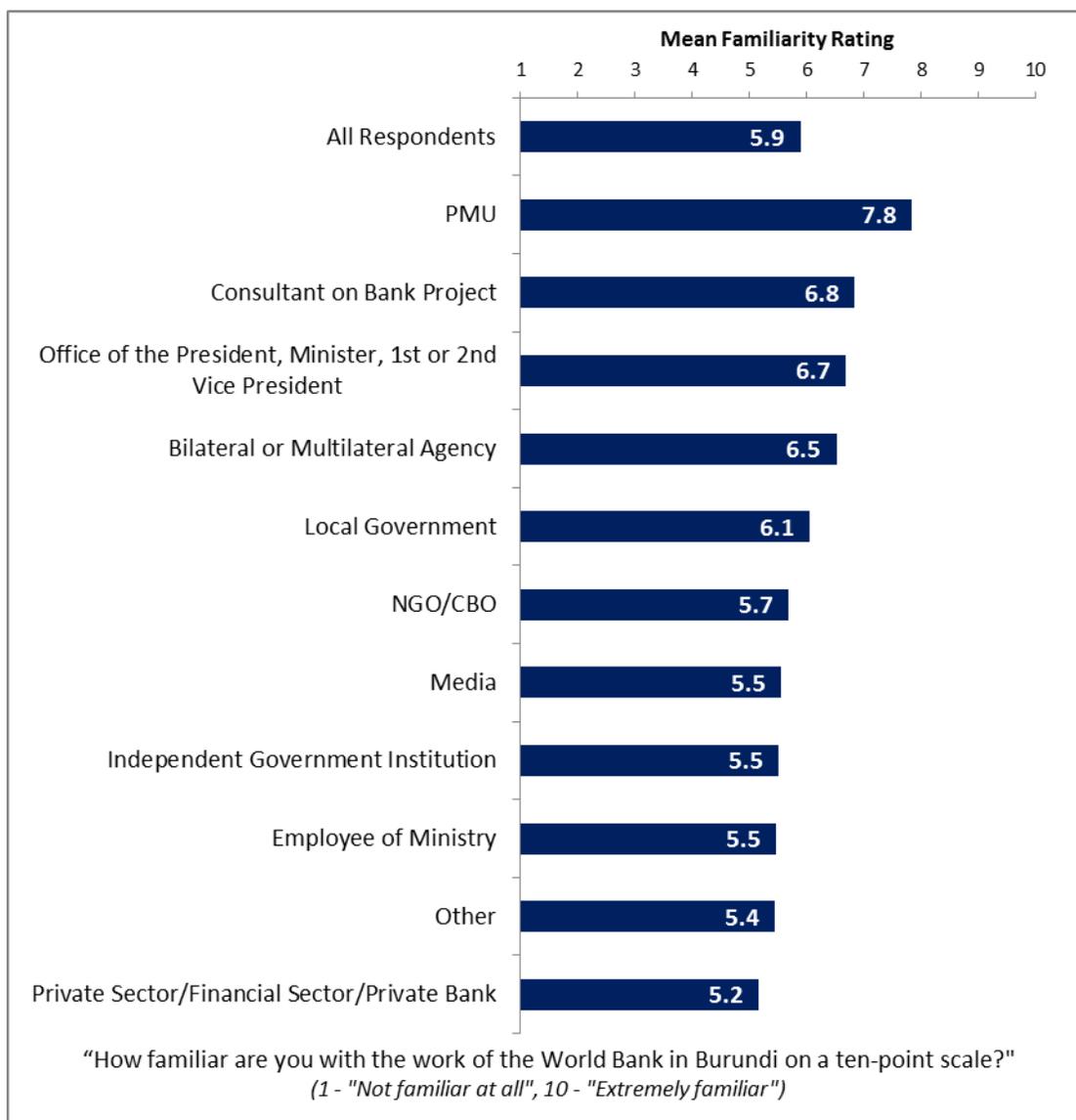
Exposure to the World Bank



III. Demographics of the Sample (continued)

Familiarity with the World Bank

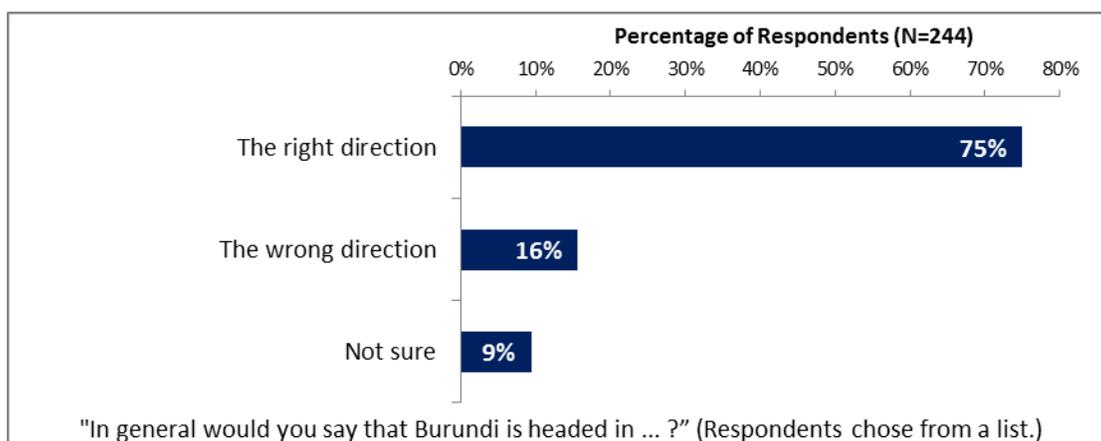
- Across all respondents, familiarity with the Bank received a mean rating of 5.9 on a 10-point scale with 1 being not familiar at all and 10 being extremely familiar.
 - Respondents from PMUs indicated the highest levels of familiarity whereas employees of ministries and respondents from NGOs/CBOs, the media, independent government institutions, private sector/financial sector/private banks, and other organizations indicated significantly lower levels.
 - Respondents across all geographic locations had statistically similar ratings of familiarity with the World Bank.
 - It should be noted that respondents' ratings of familiarity with the Bank were significantly, moderately correlated with their impressions of the Bank's overall effectiveness and their perceptions of the Bank's ability to help achieve sustainable development results in Burundi, as well as significantly correlated with and the Bank's relevance to Burundi's development.



IV. General Issues facing Burundi

Headed in the Right Direction

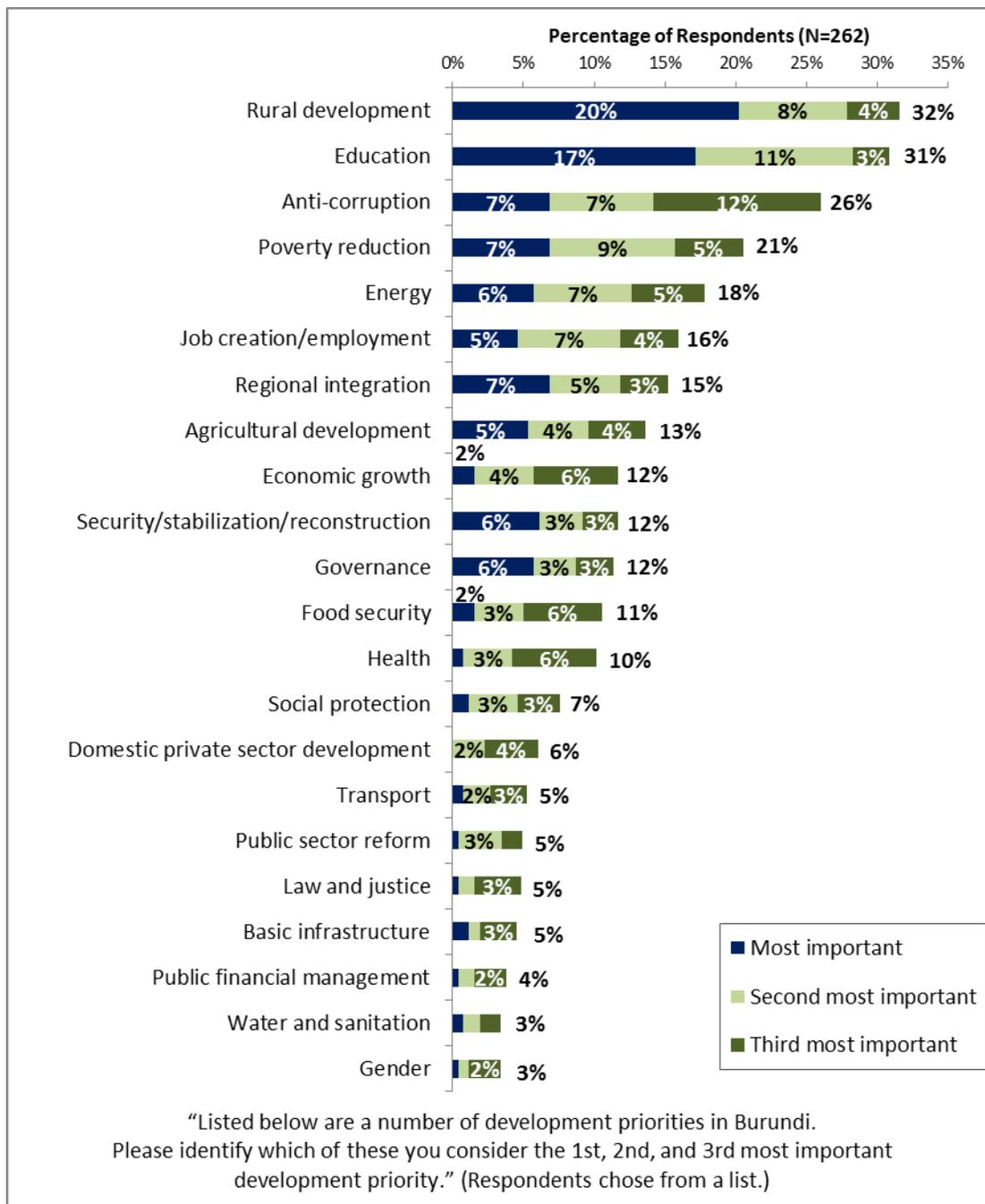
- When asked whether Burundi was headed in the right or wrong direction, three-quarters of all respondents indicated that Burundi was headed in the right direction.
 - A majority of respondents across all stakeholder groups, as well as all geographic locations indicated that Burundi was headed in the right direction.



IV. General Issues facing Burundi (continued)

Development Priority

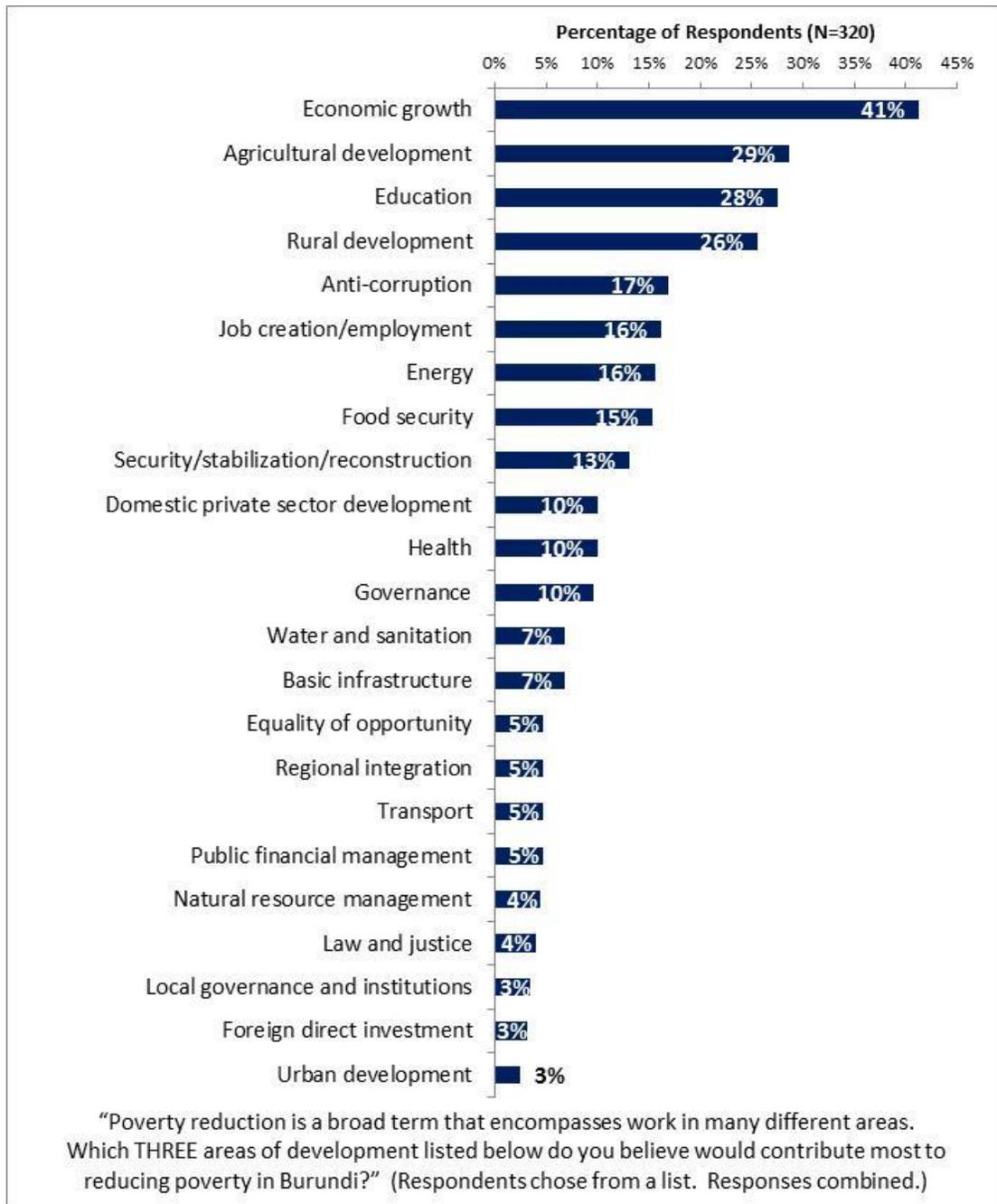
- Respondents indicated that rural development and education were the most important development priorities in Burundi. Anti-corruption, poverty reduction, and energy were also considered top priorities.



IV. General Issues facing Burundi (continued)

Poverty Reduction

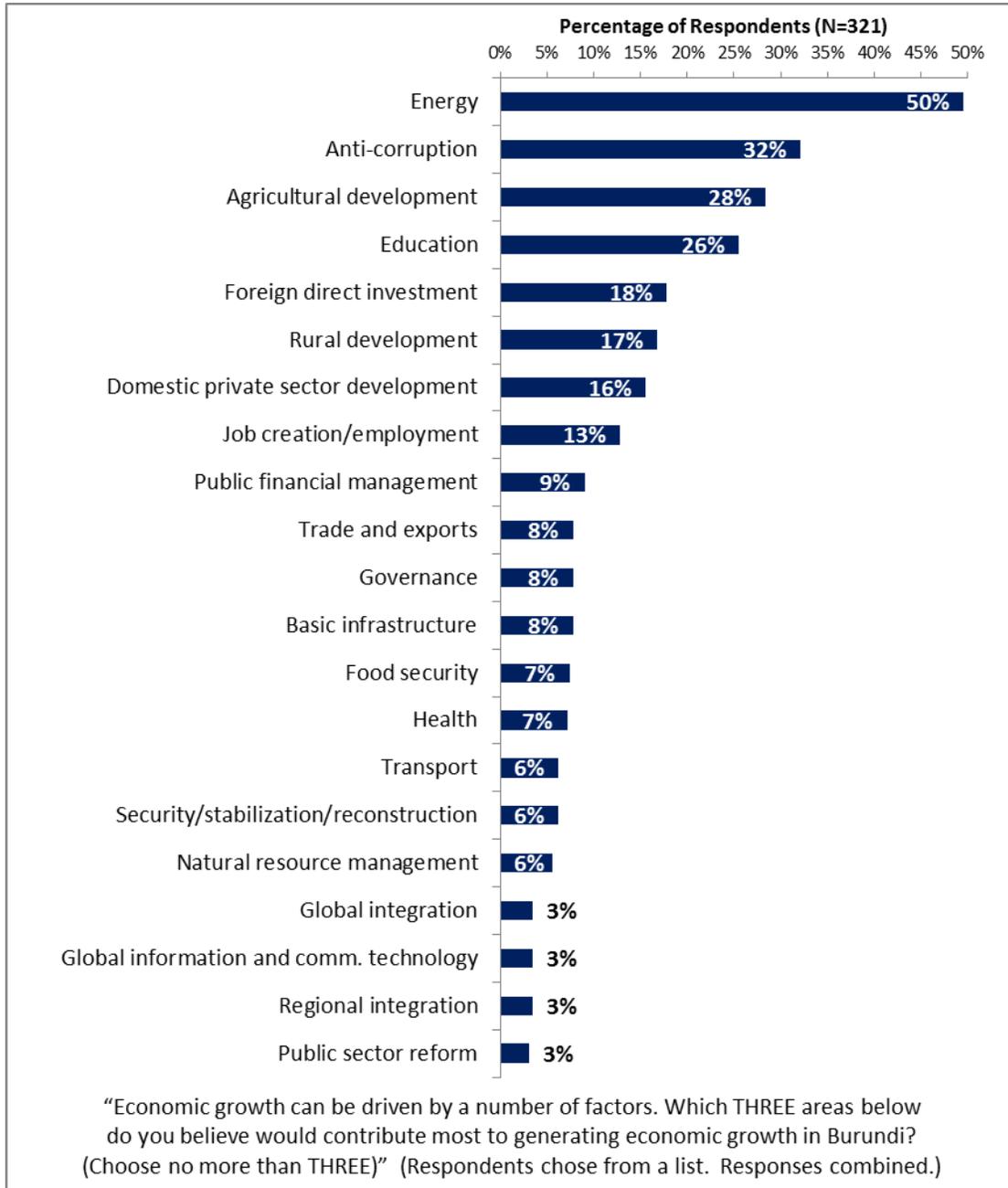
- Respondents indicated that economic growth would contribute most to poverty reduction in Burundi. Agricultural development, education, and rural development were also considered key contributors to poverty reduction.



IV. General Issues facing Burundi (continued)

Economic Growth

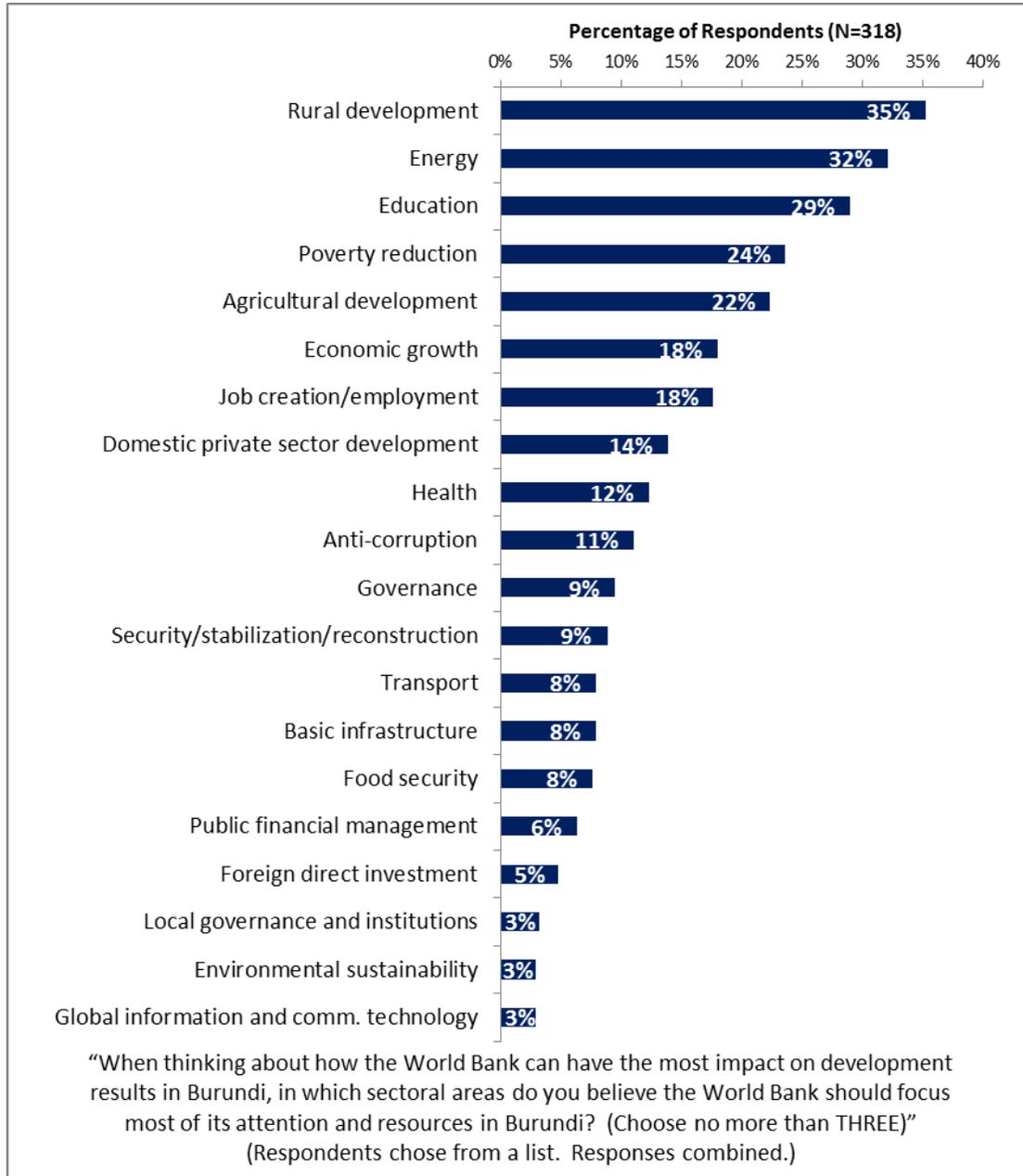
- Half of all respondents indicated that energy would contribute most to generating economic growth in Burundi. Anti-corruption, agricultural development and education were also identified as key to economic growth.



V. Overall Attitudes toward the World Bank

Focusing World Bank Resources

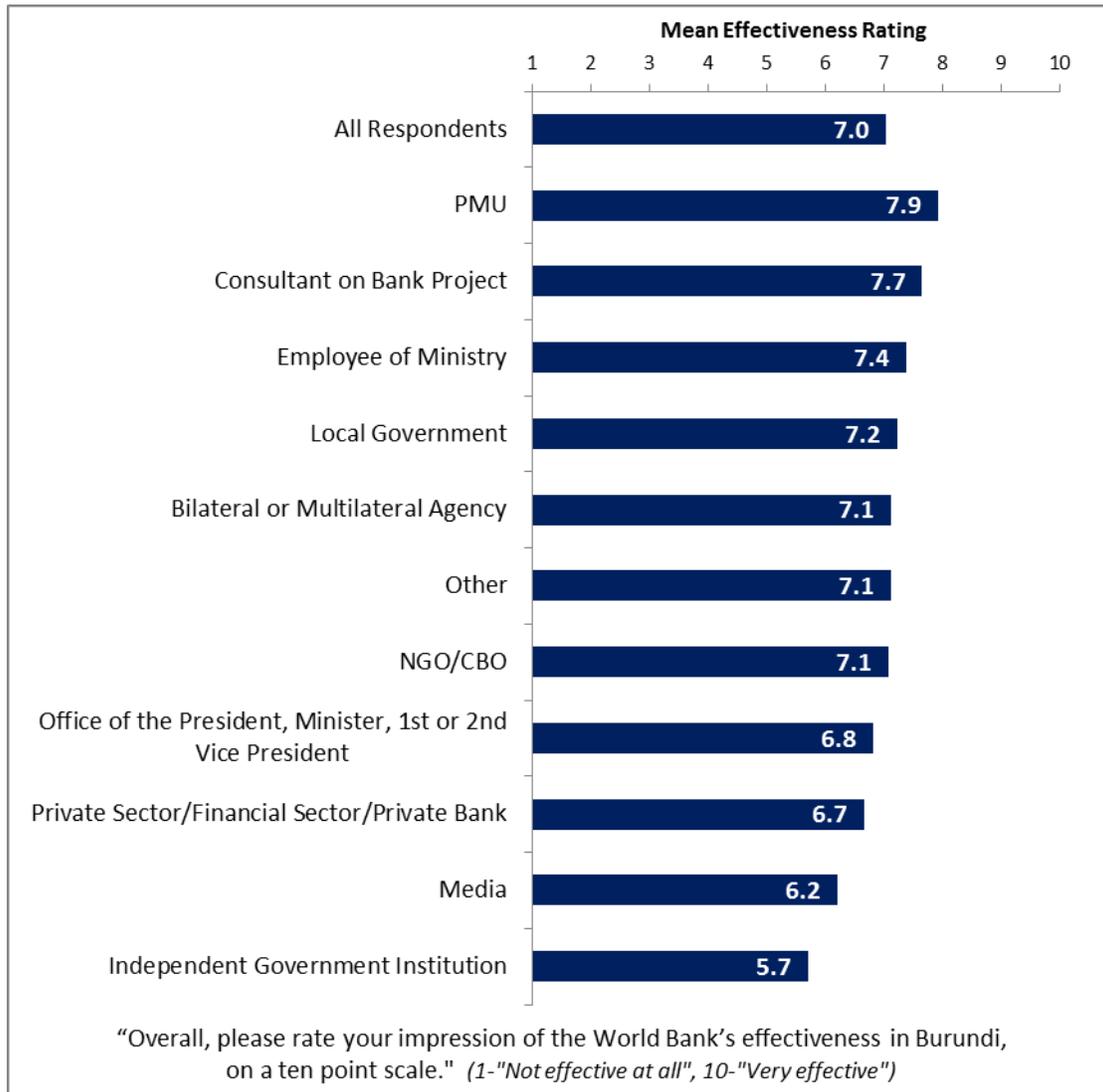
- Respondents indicated that the Bank would have the most impact on development results in Burundi by focusing most of its attention and resources on rural development, energy, and education. Poverty reduction and agricultural development were also seen as key.



V. Overall Attitudes toward the World Bank (continued)

The World Bank's Overall Effectiveness

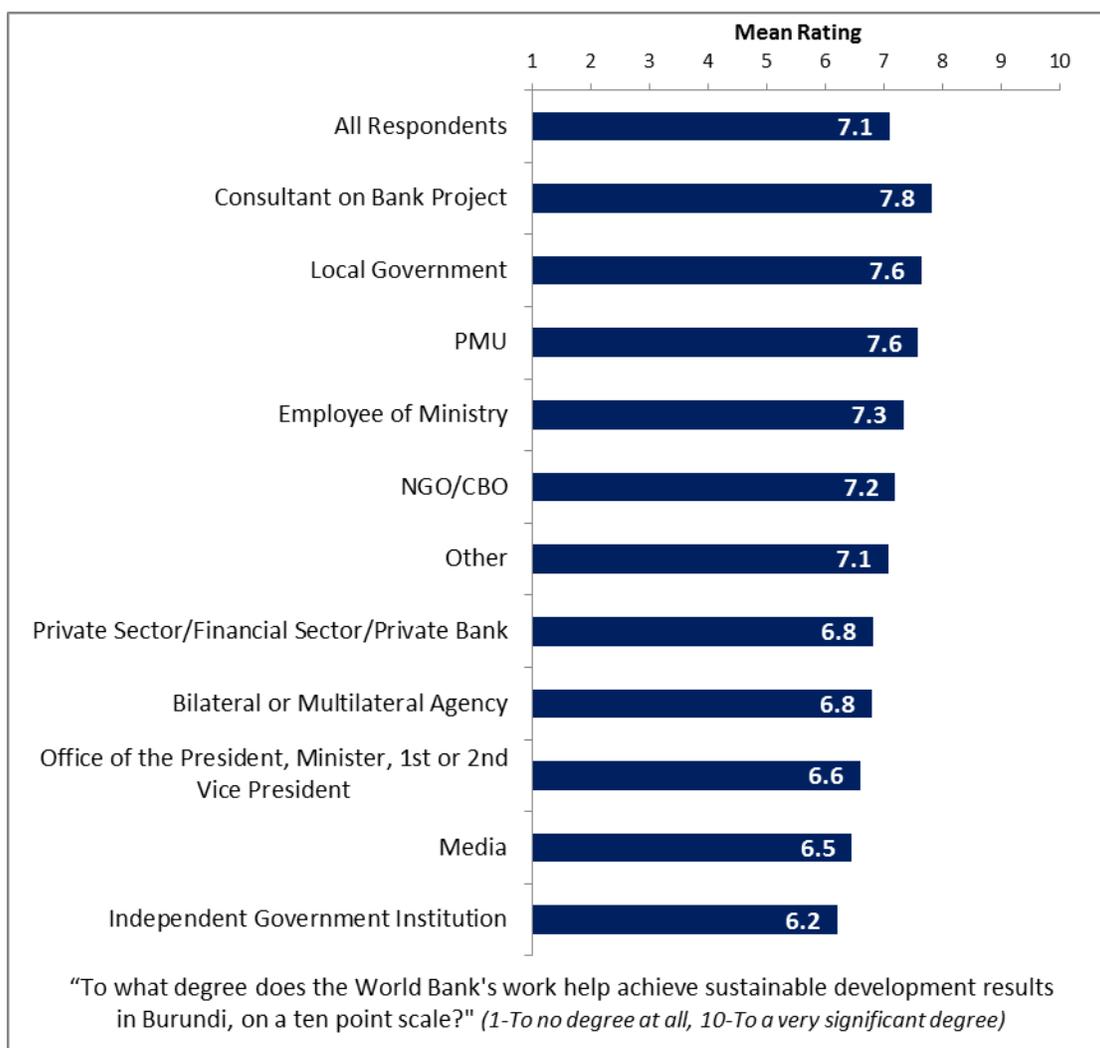
- Across all respondents, ratings of the World Bank's overall effectiveness in Burundi received a mean rating of 7.0 on a 10-point scale, with 1 being not effective at all and 10 being very effective.
 - Respondents from PMUs gave the highest ratings for the World Bank's overall effectiveness in Burundi whereas respondents from the media and independent government institutions gave significantly lower ratings.
 - Respondents from Central and Southern Burundi gave the highest ratings for the World Bank's overall effectiveness in Burundi whereas respondents from Northern Burundi gave significantly lower ratings.



V. Overall Attitudes toward the World Bank (continued)

Achieving Sustainable Development Results

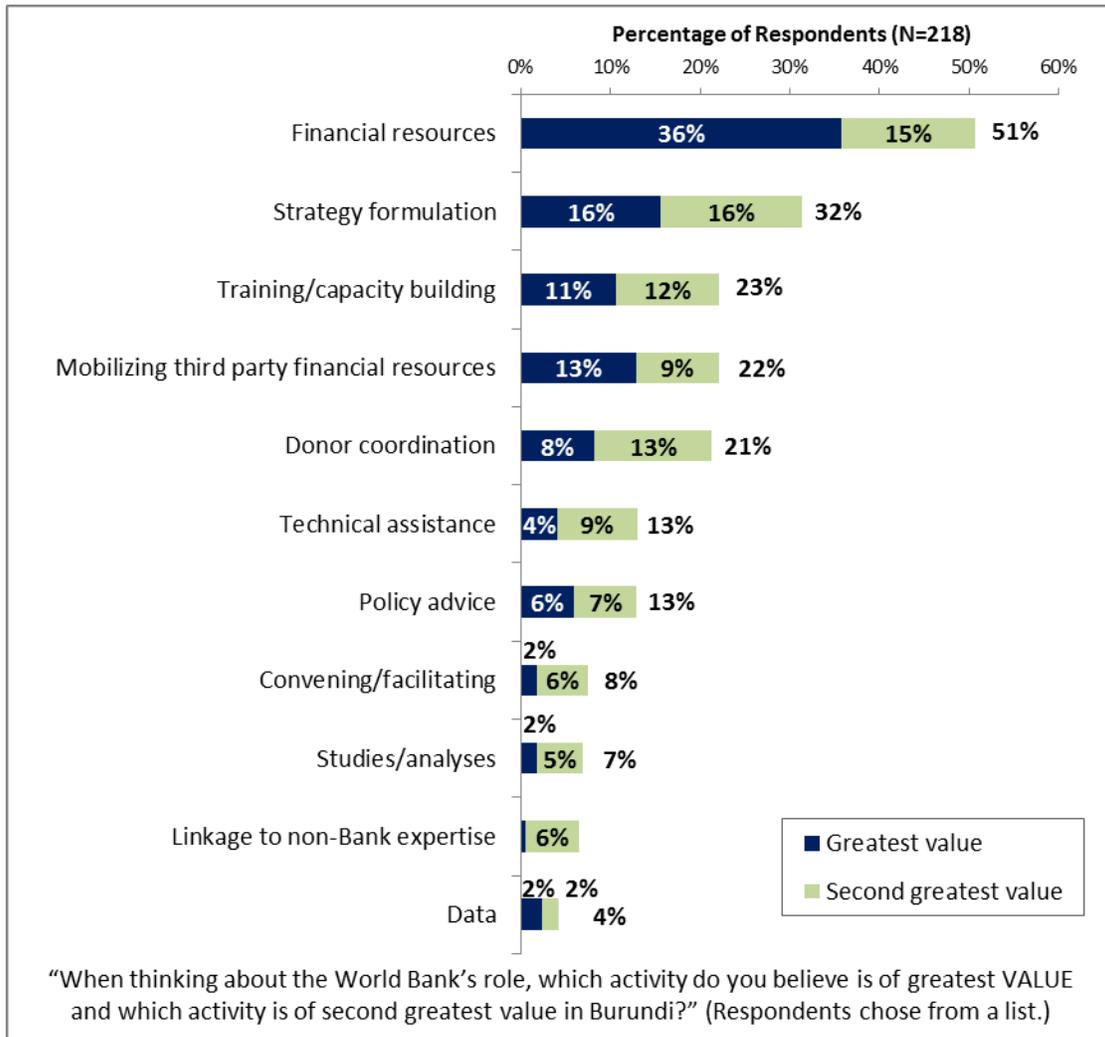
- Across all respondents, the World Bank helping achieve sustainable development results in Burundi received a mean rating of 7.1 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Consultants on Bank projects gave the highest ratings for the World Bank helping achieve sustainable development results in Burundi whereas respondents from independent government institutions gave significantly lower ratings.
 - Respondents across all geographic locations gave statistically similar ratings for the World Bank helping achieve sustainable development results in Burundi.



V. Overall Attitudes toward the World Bank (continued)

Greatest Value

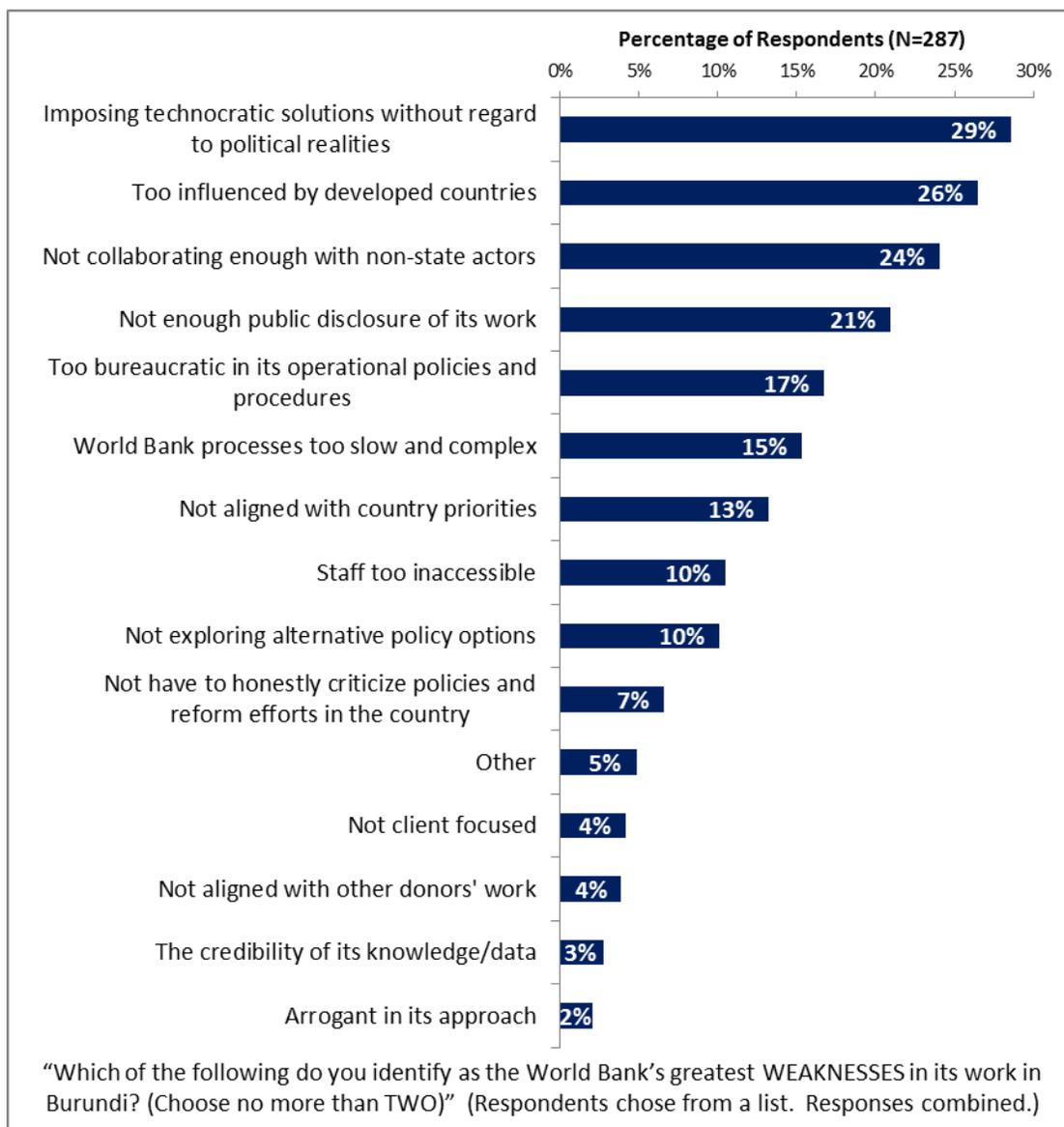
- Over half of all respondents indicated that the Bank’s greatest value to Burundi was its financial resources. The Bank’s strategy formulation, training/capacity building, mobilization of third party financial resources, and donor coordination were also considered of great value to Burundi.



V. Overall Attitudes toward the World Bank (continued)

Greatest Weakness

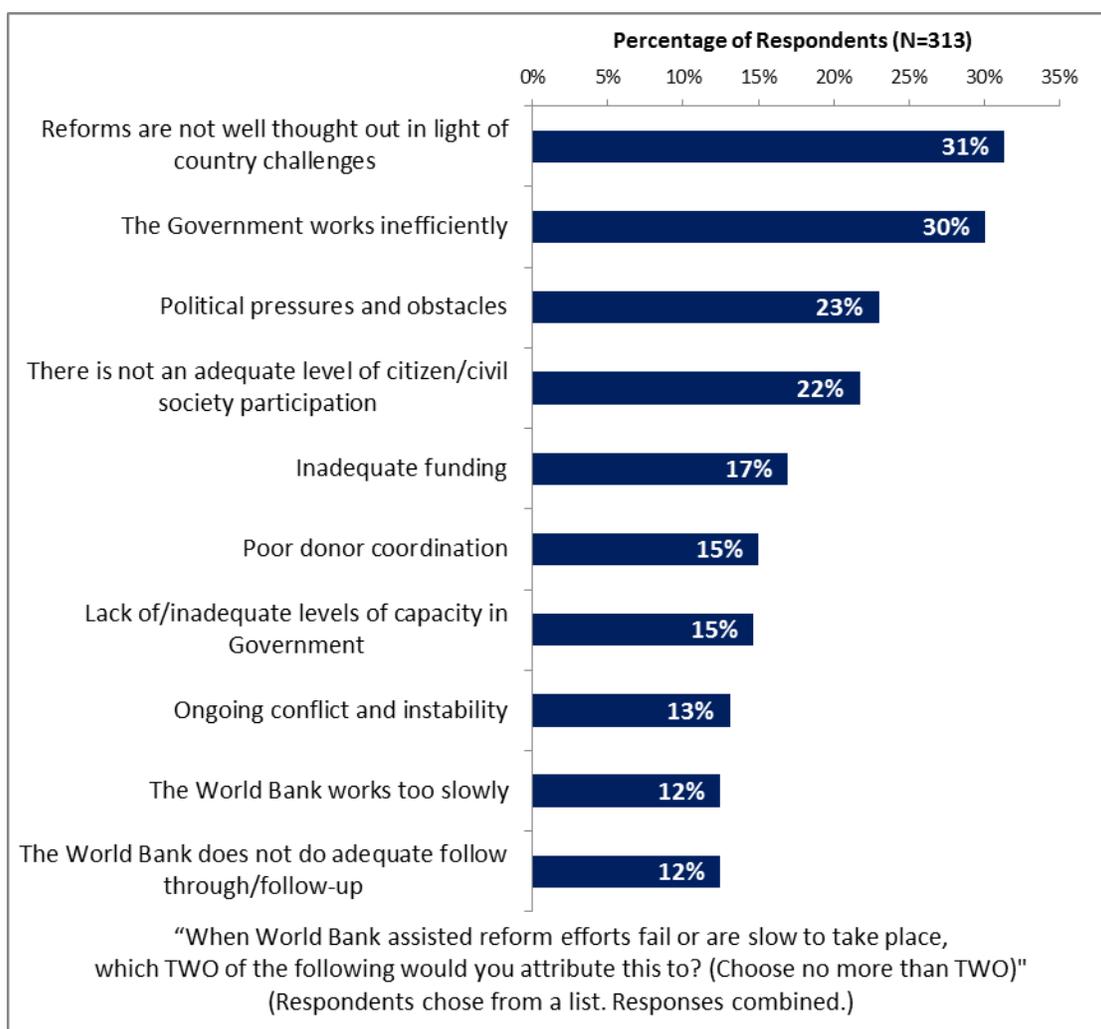
- Respondents indicated that the Bank's greatest weaknesses in its work in Burundi were imposing technocratic solutions without regard to political realities, being too influenced by developed countries, not collaborating enough with non-state actors, and not enough public disclosure of its work.



V. Overall Attitudes toward the World Bank (continued)

Attributing Slow or Failed Reform Efforts

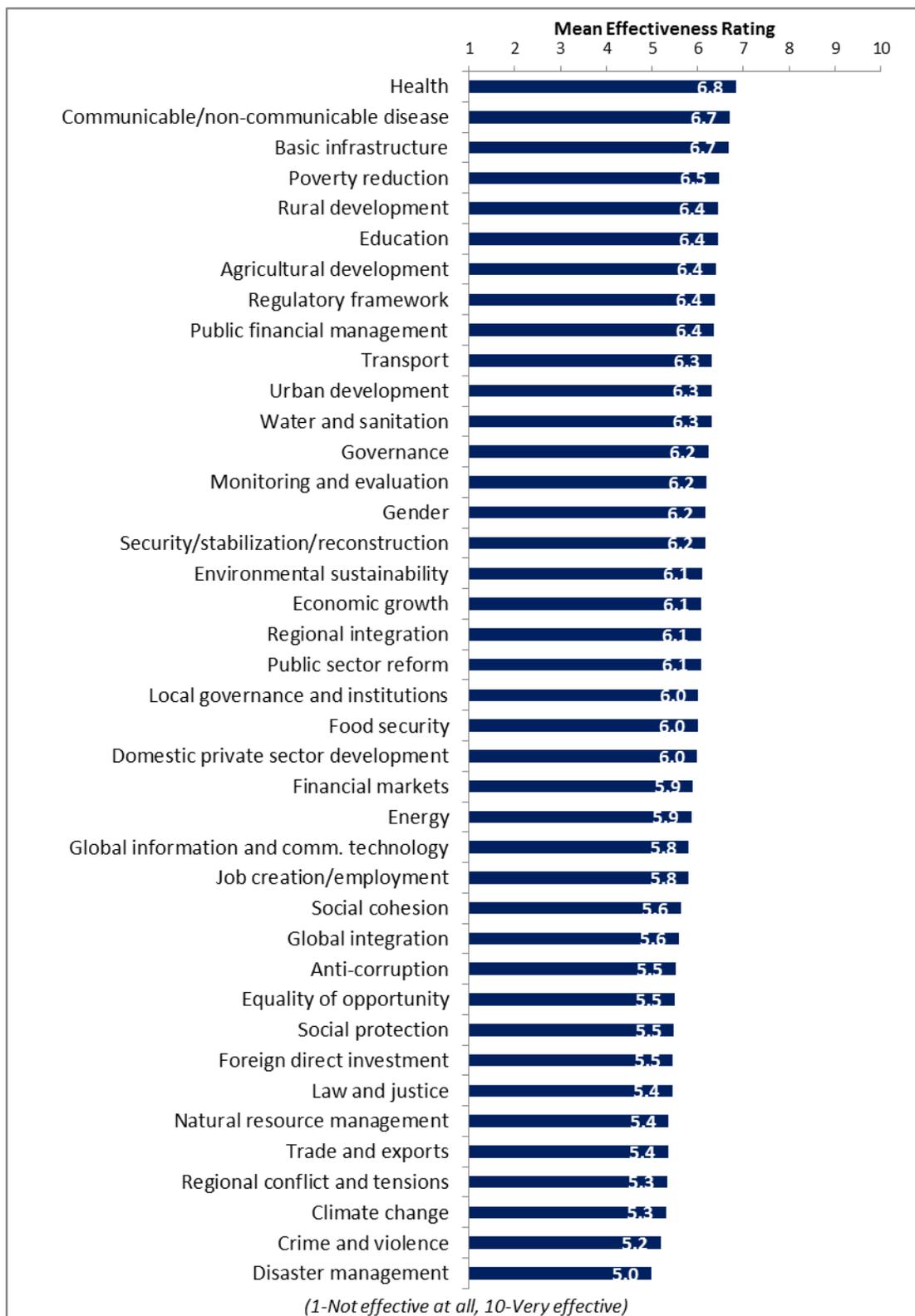
- When World Bank assisted reform efforts fail or are slow to take place, respondents indicated that they most often attribute this to reforms not being well thought out in light of country challenges or the government working inefficiently. Respondents also sometimes attributed failed or slow reform efforts to political pressures and obstacles or inadequate level of citizen/ civil society participation.
 - Respondents across most stakeholder groups and geographic locations attributed failed or slow reform efforts to reforms not being well thought out, the government working inefficiently, or inadequate level of citizen/ civil society participation, except respondents from the media who were more likely to attribute it to poor donor coordination and respondents from Northern Burundi who were more likely to attribute it to inadequate funding.



VI. Sectoral Effectiveness

Specific Areas of Effectiveness

- Respondents saw the Bank as most effective at health, receiving a mean rating of 6.8 on a 10-point scale with 1 being not effective at all and 10 being very effective.



VI. Sectoral Effectiveness (continued)

Specific Areas of Effectiveness (continued)

- There were four instances in which there were significant stakeholder differences in their ratings of the Bank's effectiveness across these forty areas:
 - Respondents from local government had the highest ratings for the Bank's effectiveness at "Law and justice" whereas consultants on Bank projects had significantly lower ratings.
 - Respondents from local government and NGOs/CBOs had the highest ratings for the Bank's effectiveness at "Local governance and institutions" whereas respondents from the office of the President/Minister/1st or 2nd Vice President had significantly lower ratings.
 - Respondents from NGOs/CBOs had the highest ratings for the Bank's effectiveness at "Job creation/employment" whereas respondents from the media and independent government institutions had significantly lower ratings.
 - Employees of ministries and respondents from local government and PMUs had the highest ratings for the Bank's effectiveness at "Education" whereas respondents from the office of the President/Minister/1st or 2nd Vice President, NGOs/CBOs, and independent government institutions had significantly lower ratings.

- There were also significant differences between geographic locations in their ratings of the Bank's effectiveness across several of these forty areas. For the most part, respondents from Central and Western Burundi had the highest ratings across these areas whereas respondents from Eastern and Southern Burundi had significantly lower ratings. Those areas with significant differences between geographic locations were:
 - "Communicable/non-communicable disease";
 - "Poverty reduction";
 - "Trade and exports";
 - "Energy";
 - "Social cohesion";
 - "Financial markets";
 - "Equality of opportunity";
 - "Global integration";
 - "Governance";
 - "Food security";
 - "Education";
 - "Security/stabilization/reconstruction";
 - "Climate change";
 - "Public sector reform";
 - "Regional integration"; and
 - "Agricultural development".

- Responses across all stakeholder groups and geographic locations can be found in the Appendix.

VI. Sectoral Effectiveness (continued)

Drivers of Effectiveness

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

Correlational analyses, however, are not able to tell us exactly what is causing respondents' ratings of the Bank's overall effectiveness or ratings of its ability to help achieve sustainable development results. Rather, these analyses tell us that as ratings of effectiveness in one area increase, respondents' ratings of the Bank's overall effectiveness increase, or as ratings of effectiveness in one area increase, ratings of the Bank's ability to help achieve sustainable 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 Bank's overall effectiveness or perceptions of the Bank's ability to help achieve sustainable development results.

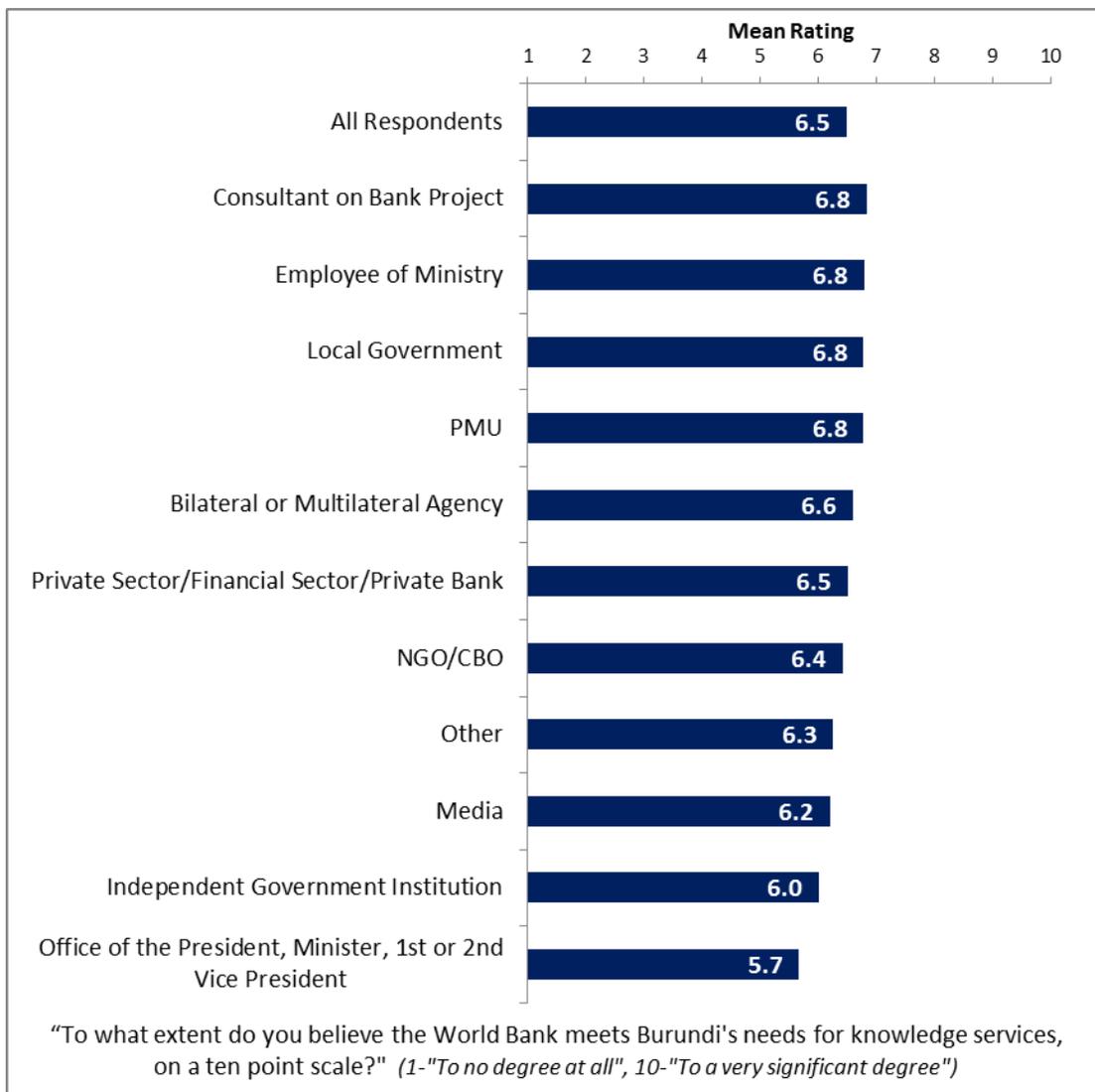
- **Overall Effectiveness:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's overall effectiveness, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's overall effectiveness in Burundi. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at environmental sustainability;
 - The Bank's effectiveness at poverty reduction;
 - The Bank's effectiveness at security/stabilization/reconstruction; and
 - The Bank's effectiveness at economic growth.

- **Achieving Sustainable Development Results:** Those specific areas with the highest Pearson Product-Moment correlations were determined to be the most closely related to perceptions of the Bank's ability to help achieve sustainable development results in Burundi, suggesting that ratings of effectiveness in those specific areas are drivers of perceptions of the Bank's ability to help achieve sustainable development results. The areas determined to be key drivers from these analyses were:
 - The Bank's effectiveness at poverty reduction;
 - The Bank's effectiveness at basic infrastructure; and
 - The Bank's effectiveness at local governance and institutions.

VII. World Bank Knowledge and Instruments

Knowledge: Meeting Burundi's Knowledge Needs

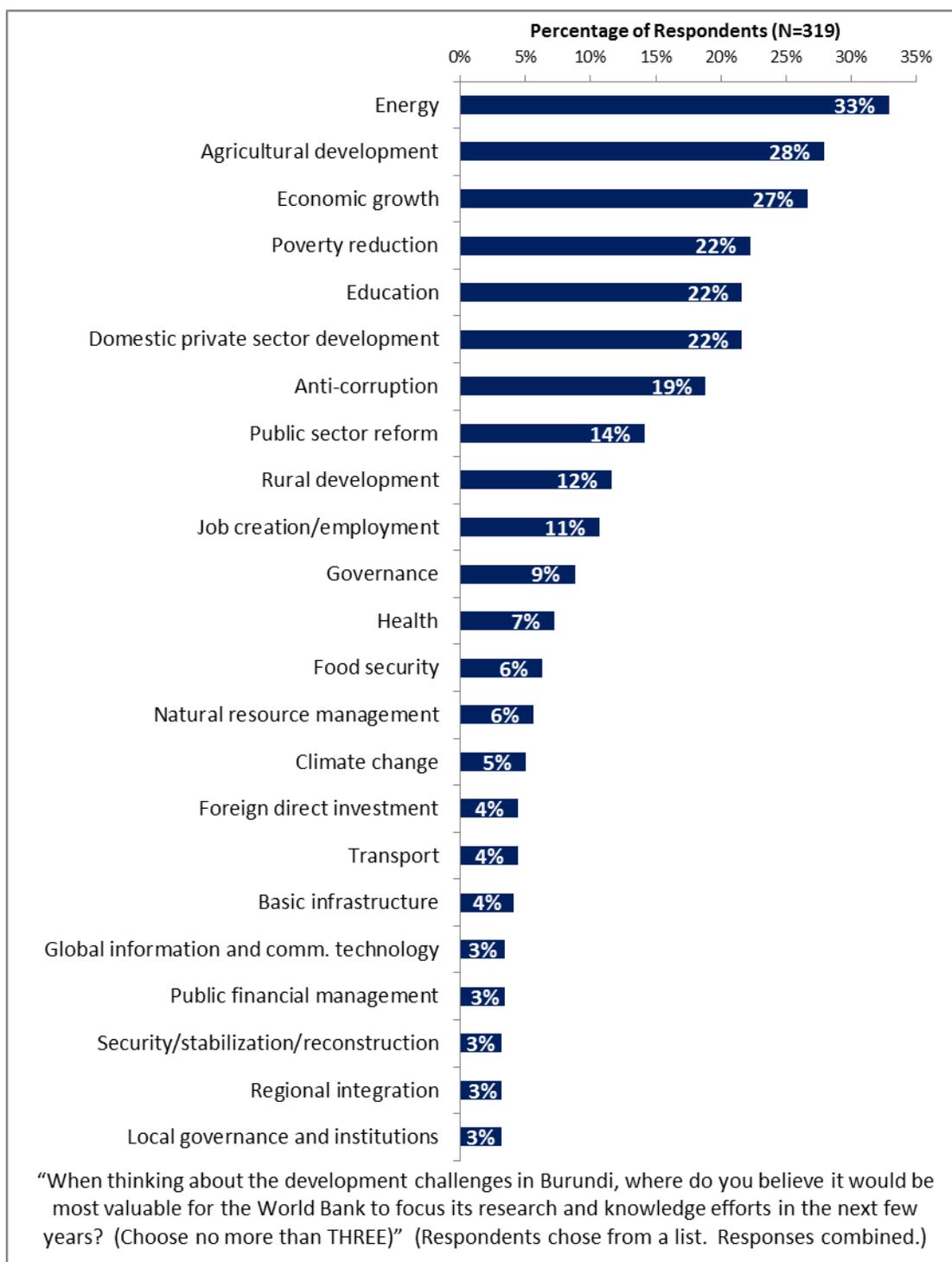
- Across all respondents, the extent to which the Bank meets Burundi's needs for knowledge services received a mean rating of 6.5 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents across all stakeholder groups, as well as those from all geographic locations, gave statistically similar ratings for the Bank meeting Burundi's needs for knowledge services.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Focusing Bank Research

- Respondents indicated that it would be most valuable for the Bank to focus its research and knowledge efforts on energy, agricultural development, and economic growth. Research on poverty reduction, education, domestic private sector development, and anti-corruption was also considered valuable.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Effectiveness

- Across all respondents, the effectiveness of the World Bank’s knowledge and research to provide support for program implementation received the highest mean rating, 6.7, on a 10-point scale with 1 being not at all effective and 10 being very effective.
 - Respondents from PMUs, local government, and bilateral and multilateral agencies gave the highest ratings for the effectiveness of the Bank’s knowledge and research to raise awareness of a particular topic whereas respondents from the office of the President/Minister/1st or 2nd Vice President and the media gave significantly lower ratings. Respondents across all stakeholder groups had statistically similar ratings for the effectiveness of the Bank’s knowledge and research in all other areas.
 - Respondents from Eastern and Northern Burundi gave significantly lower ratings for the effectiveness of the Bank’s knowledge and research to raise awareness of a particular topic compared to respondents from Western, Southern, and Central Burundi. Respondents across all geographic locations had statistically similar ratings for the effectiveness of the Bank’s knowledge and research in all other areas.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Qualities

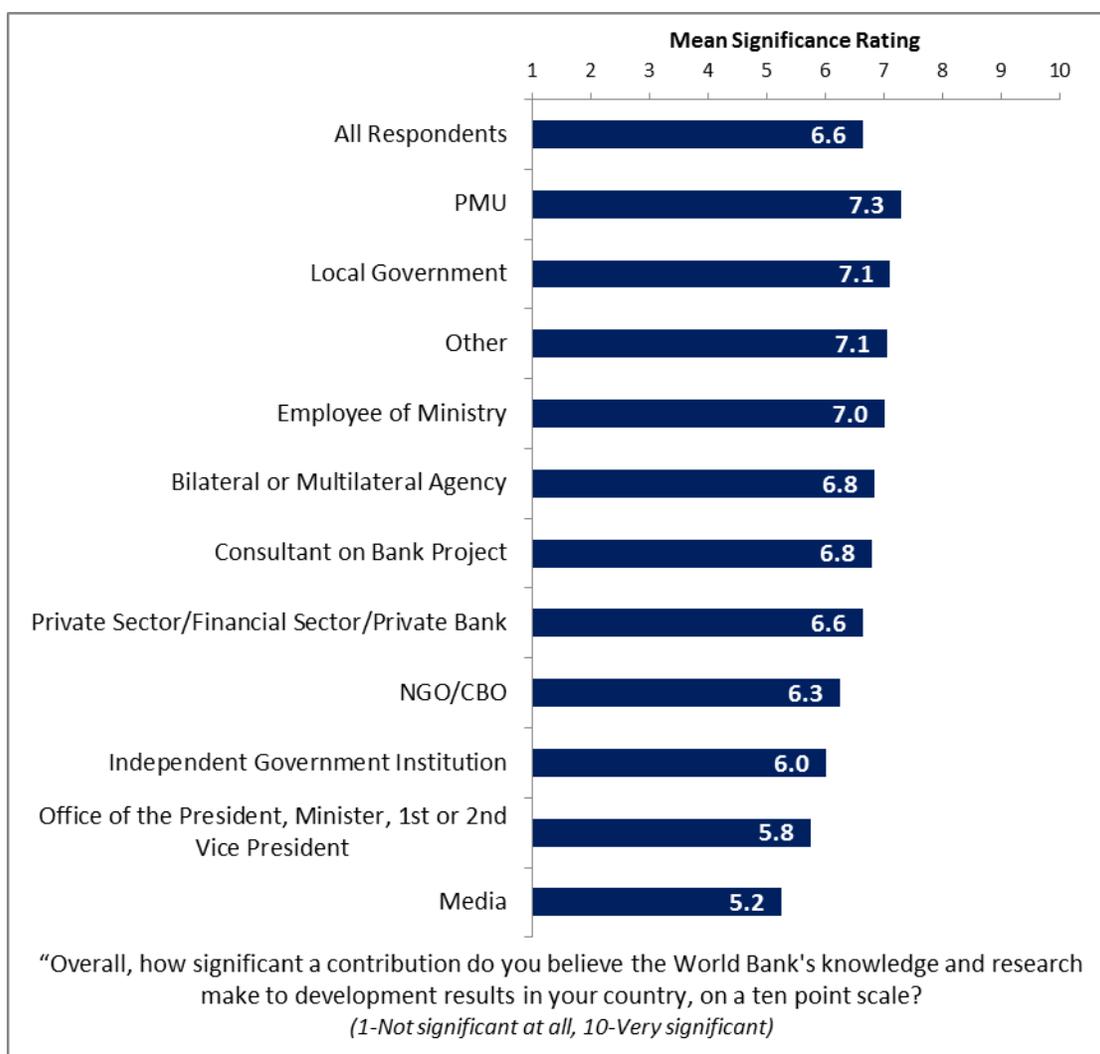
- Across all respondents, the World Bank’s knowledge and research being a source of relevant information on global good practices received the highest mean rating, 6.9, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
 - Consultants on Bank projects and respondents from PMUs gave the highest ratings for the extent to which the Bank’s knowledge and research provide feasible recommendations whereas respondents from the office of the President/Minister/1st or 2nd Vice President and independent government institutions gave significantly lower ratings. Respondents across all stakeholder groups had statistically similar ratings for the other qualities of the World Bank’s knowledge and research.
 - Respondents across all geographic locations had statistically similar ratings for these qualities of the World Bank’s knowledge and research.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Contribution

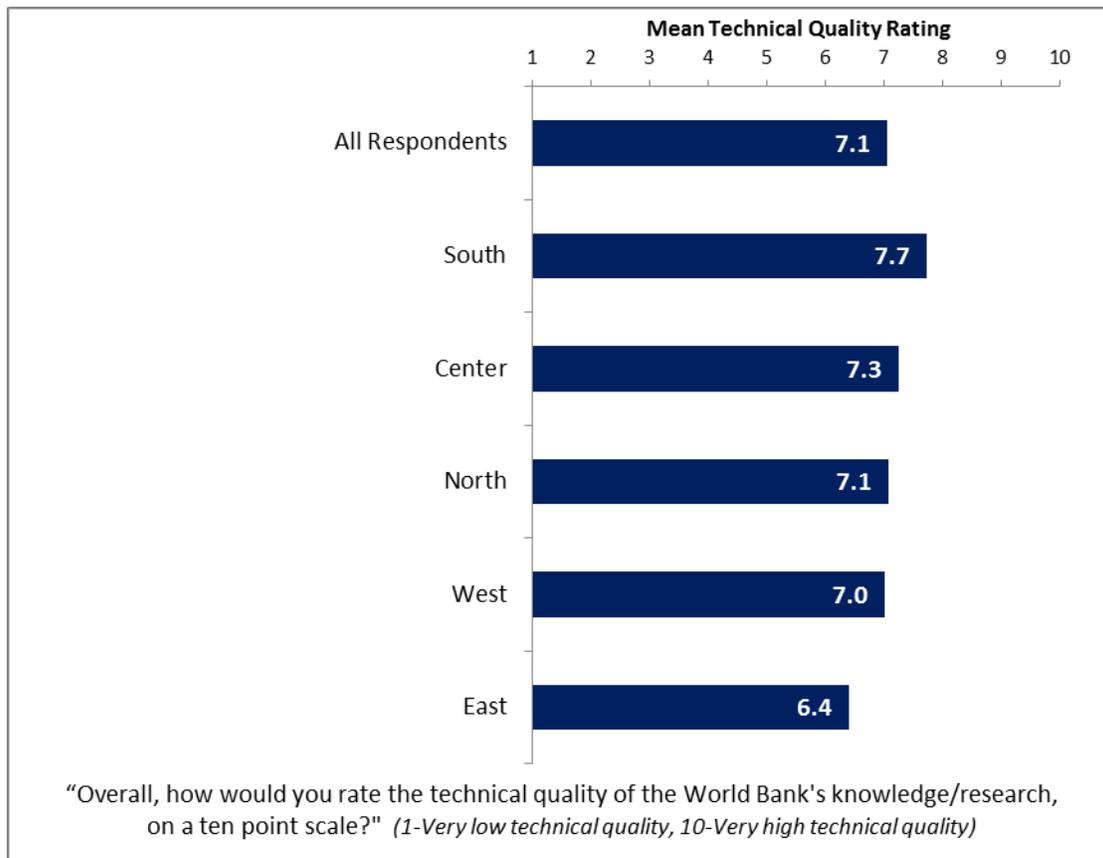
- Across all respondents, the significance of the contribution that the World Bank's knowledge and research make to development results in Burundi received a mean rating of 6.6 on a 10-point scale, with 1 being not significant at all and 10 being very significant.
 - Respondents from PMUs gave the highest ratings for the contribution that the Bank's knowledge and research make to development results in Burundi whereas respondents from NGOs/CBOs, independent government institutions, the office of the President/Minister/1st or 2nd Vice President, and the media gave significantly lower ratings.
 - Respondents across all geographic locations gave statistically similar significance ratings for the contribution that the World Bank's knowledge and research make to development results in Burundi.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Technical Quality

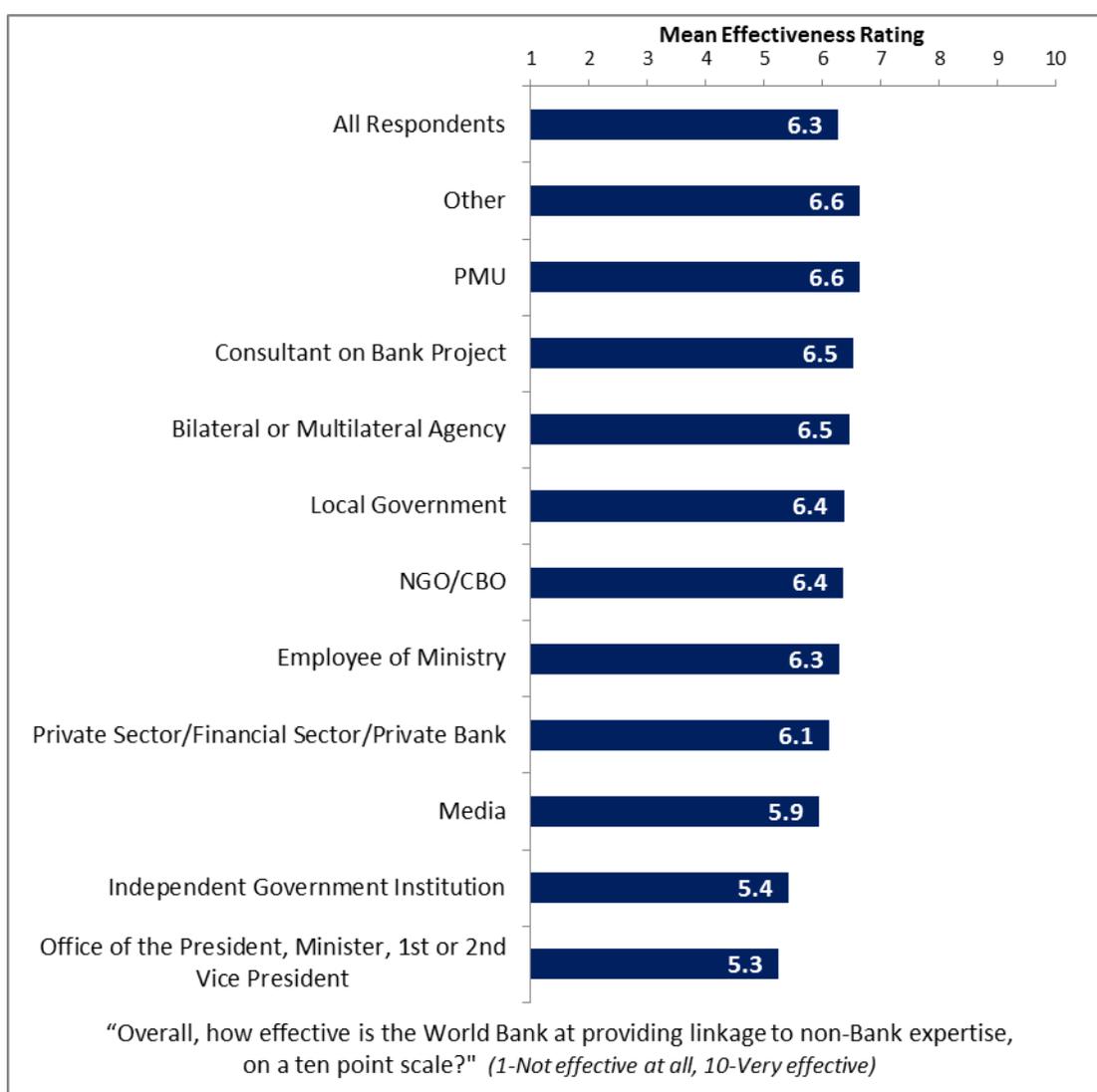
- Across all respondents, the technical quality of the World Bank's knowledge and research received a mean rating of 7.1 on a 10-point scale, with 1 being very low technical quality and 10 being very high technical quality.
 - Respondents from Southern Burundi gave the highest ratings for the technical quality of the Bank's knowledge and research whereas respondents from Eastern Burundi gave significantly lower ratings.
 - Respondents across all stakeholder groups gave statistically similar ratings for the technical quality of the World Bank's knowledge and research.



VII. World Bank Knowledge and Instruments (continued)

Knowledge: Linkage to Non-Bank Expertise

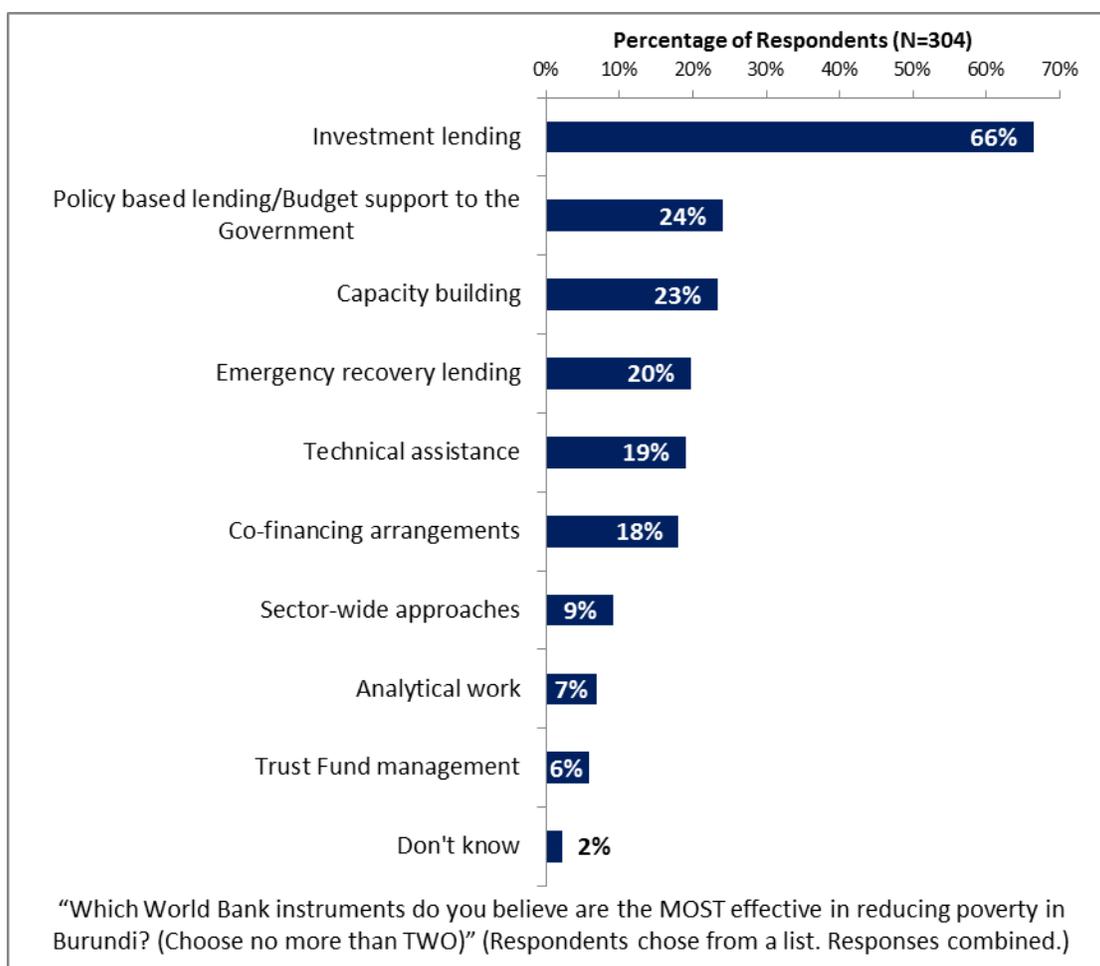
- Across all respondents, the Bank's effectiveness at providing linkage to non-Bank expertise received a mean rating of 6.3 on a 10-point scale, with 1 being not effective at all and 10 being very effective.
 - Respondents across all stakeholder groups, as well as all geographic locations, gave statistically similar ratings for the Bank's effectiveness at providing linkage to non-Bank expertise.



VII. World Bank Knowledge and Instruments (continued)

Instruments: Most Effective

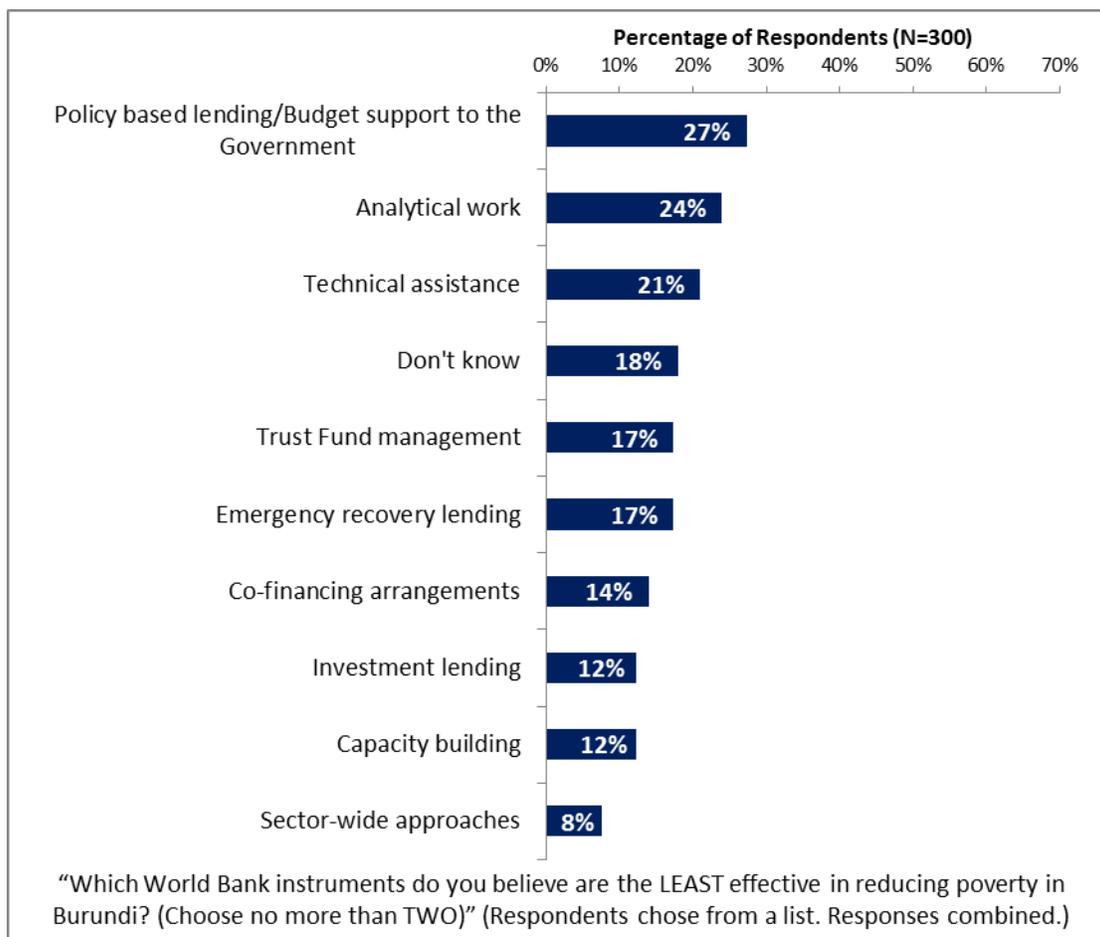
- Two-thirds of all respondents indicated that the World Bank’s investment lending was its most effective instrument in reducing poverty in Burundi.
 - The majority of respondents across most stakeholder groups and all geographic locations indicated that the World Bank’s investment lending was its most effective instrument in reducing poverty in Burundi, except respondents from bilateral or multilateral agencies who indicated that the Bank’s capacity building was its most effective instrument in reducing poverty.



VII. World Bank Knowledge and Instruments (continued)

Instruments: Least Effective

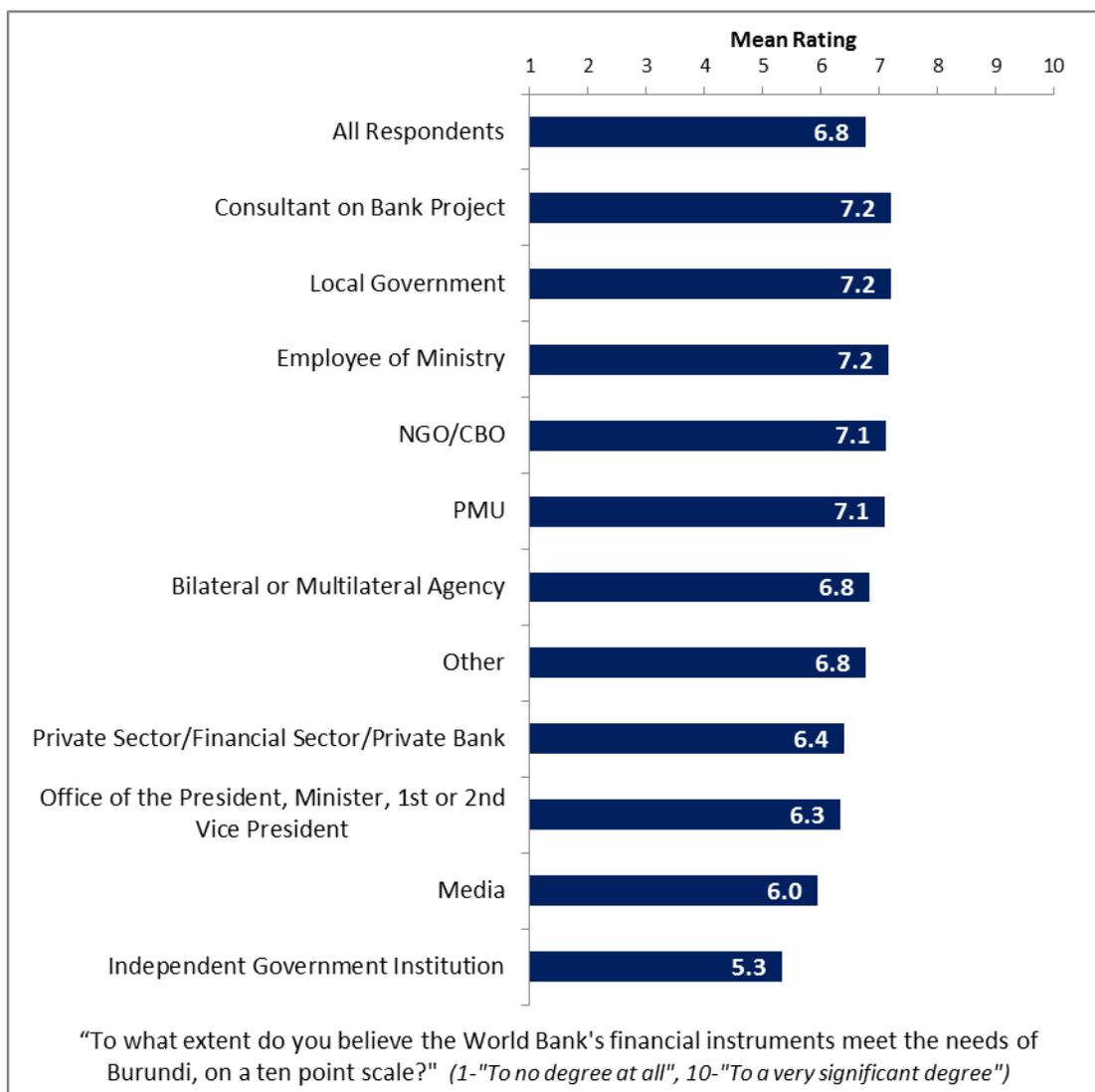
- Respondents indicated that the Bank’s policy based lending/budget support to the government, analytical work, and technical assistance were the *least* effective in reducing poverty in Burundi.
 - A plurality of respondents from most stakeholder groups indicated the Bank’s policy based lending, analytical work, and technical assistance were least effective, except respondents from the office of the President/Minister/1st or 2nd Vice President who indicated that the World Bank’s capacity building was least effective, respondents from local government who indicated that they didn’t know which Bank instruments were least effective, respondents from NGOs/CBOs who indicated that the Bank’s co-financing arrangements were least effective, and respondents from the media who indicated that both the Bank’s policy based lending and emergency recovery lending were its least effective instruments.
 - A plurality of respondents from Western, Southern, and Central Burundi indicated the Bank’s policy based lending was its least effective instrument in reducing poverty in Burundi. Respondents from Eastern Burundi, however, indicated that the World Bank’s emergency recovery lending was least effective and respondents from Northern Burundi indicated that they didn’t know which Bank instruments were least effective in reducing poverty in Burundi.



VII. World Bank Knowledge and Instruments (continued)

Instruments: Meeting Burundi's Needs

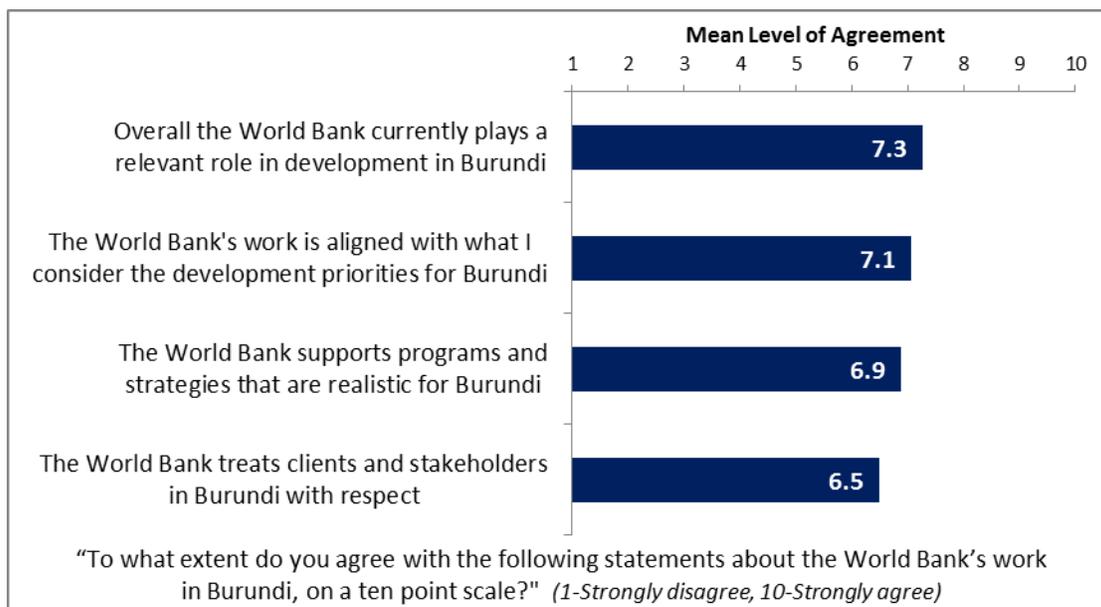
- Across all respondents, the extent to which the Bank's financial instruments meet Burundi's needs received a mean rating of 6.8 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from independent government institutions, the media, the office of the President/Minister/1st or 2nd Vice President, and private sector/financial sector/private banks gave significantly lower ratings for the Bank's financial instruments meeting Burundi's needs compared to respondents from other stakeholder groups.
 - Respondents across all geographic locations gave statistically similar ratings for the Bank's financial instruments meeting Burundi's needs.



VIII. How the World Bank Operates

The World Bank's Work in Burundi

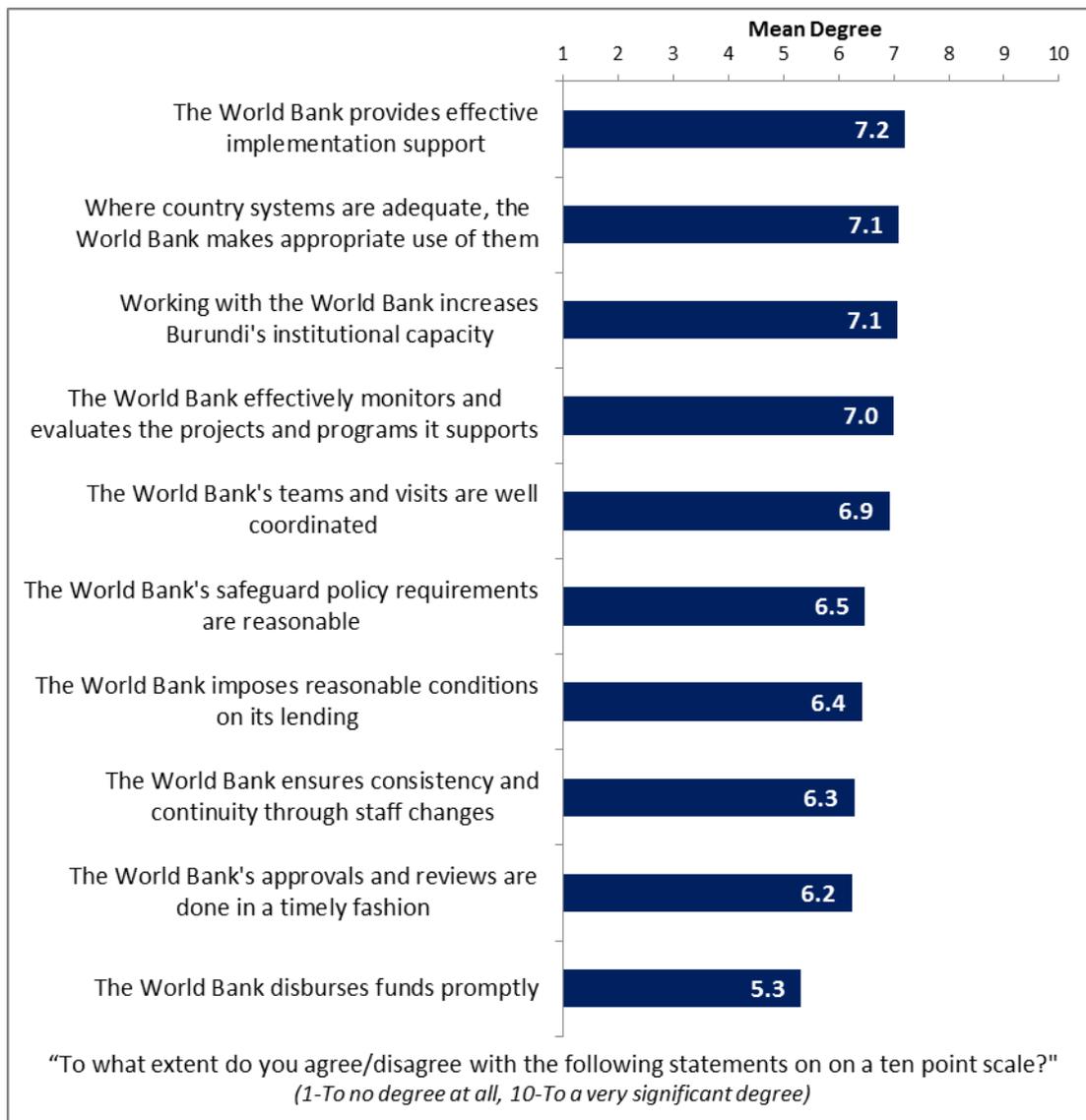
- In terms of the Bank's work, the World Bank currently playing a relevant role in Burundi's development received the highest mean level of agreement, 7.3, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Consultants on Bank projects and respondents from PMUs and local government had the highest levels of agreement that the Bank is currently playing a relevant role in Burundi's development whereas respondents from independent government institutions, the media, private sector/financial sector/private banks, bilateral or multilateral agencies, and other organizations had significantly lower levels of agreement. Consultants on Bank projects and respondents from PMUs, local government, and NGOs/CBOs had the highest levels of agreement that the Bank supports programs and strategies that are realistic whereas employees of ministries and respondents from independent government institutions, private sector/financial sector/private banks, the media, bilateral or multilateral agencies, and the office of the President/Minister/1st or 2nd Vice President had significantly lower levels of agreement. Consultants on Bank projects and respondents from PMUs had the highest levels of agreement that Bank treats clients and stakeholders in Burundi with respect whereas respondents from independent government institutions and the office of the President/Minister/1st or 2nd Vice President had significantly lower levels of agreement. Respondents across all stakeholder groups had statistically similar levels of agreement that the Bank's work is aligned with their development priorities for Burundi.
 - Respondents from Northern, Southern, and Central Burundi had the highest levels of agreement that the Bank's work is aligned with their development priorities for Burundi and that the Bank supports programs and strategies that are realistic for Burundi whereas respondents from Eastern Burundi had significantly lower levels of agreement. Respondents from Northern Burundi had the highest levels of agreement that Bank treats clients and stakeholders with respect whereas respondents from Eastern Burundi had significantly lower levels of agreement. Respondents across all geographic locations had statistically similar levels of agreement that the Bank is currently playing a relevant role in Burundi's development.



VIII. How the World Bank Operates (continued)

Overall Perceptions

- In terms of overall perceptions of how the Bank operates, the World Bank providing effective implementation support received the highest mean rating, 7.2, across all respondents, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.



VIII. How the World Bank Operates (continued)

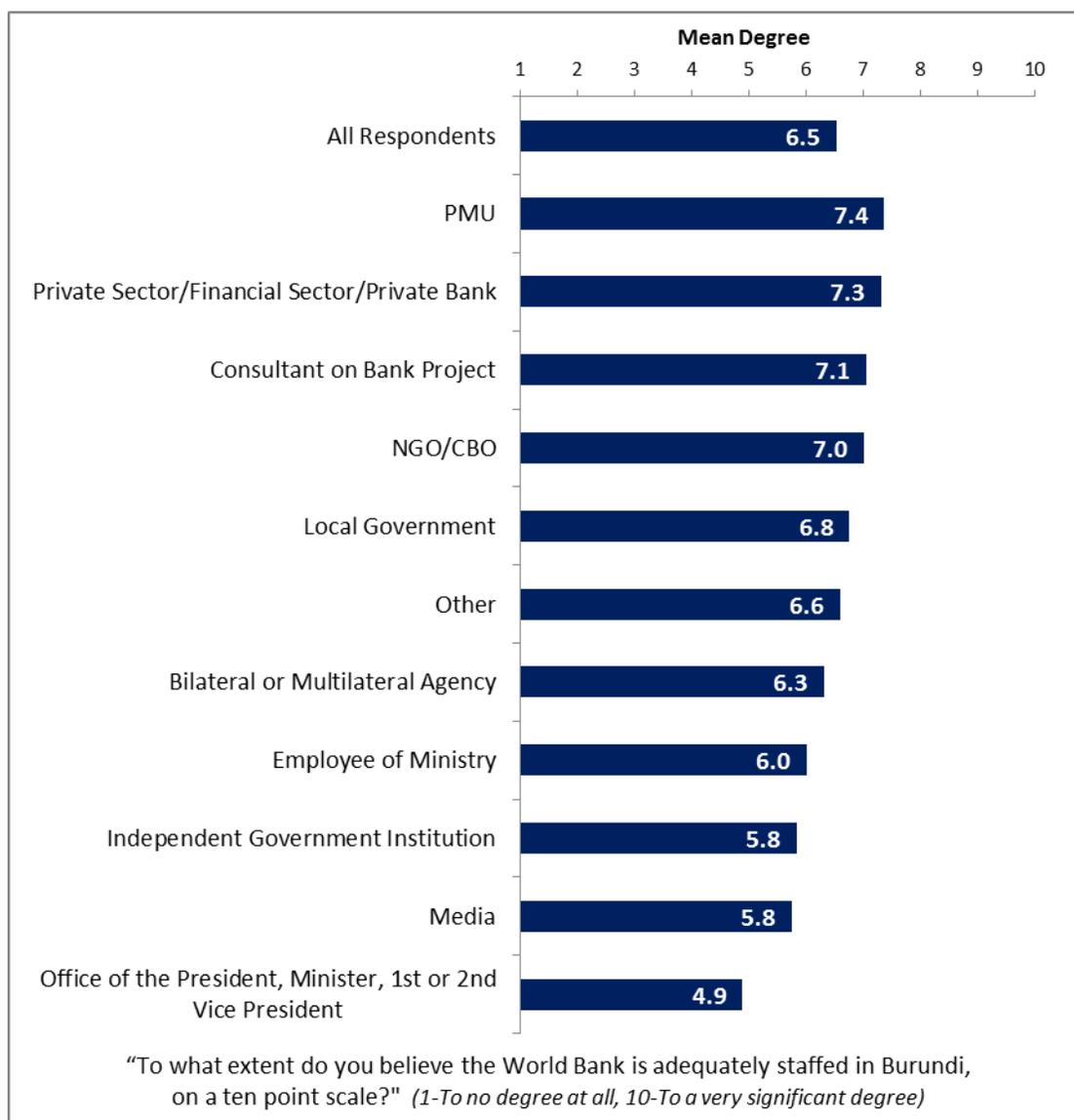
Overall Perceptions (continued)

- There were some interesting stakeholder group differences in their perceptions of how the World Bank operates in Burundi.
 - Consultants on Bank projects and respondents from PMUs had the highest ratings for “The World Bank disburses funds promptly” whereas respondents from the office of the President/Minister/1st or 2nd Vice President had significantly lower ratings.
 - Consultants on Bank projects had the highest ratings for “The World Bank effectively monitors and evaluates the projects and programs it supports” whereas respondents from bilateral or multilateral agencies had significantly lower ratings.
 - Respondents from PMUs had the highest ratings for “Working with the World Bank increases Burundi’s institutional capacity” whereas respondents from the office of the President/Minister/1st or 2nd Vice President and independent government institutions had significantly lower ratings.
 - Respondents from PMUs had the highest ratings for “The World Bank’s teams and visits are well coordinated” whereas respondents from the office of the President/Minister/1st or 2nd Vice President, bilateral or multilateral agencies, and the media had significantly lower ratings.
 - Consultants on Bank projects had the highest ratings for “The World Bank provides effective implementation support” whereas respondents from the office of the President/Minister/1st or 2nd Vice President, bilateral or multilateral agencies, and independent government institutions had significantly lower ratings.
- There were also some interesting geographic location differences in their perceptions of how the World Bank operates in Burundi.
 - Respondents from Western Burundi had the highest ratings for “The World Bank disburses funds promptly” whereas respondents from Eastern and Central Burundi had significantly lower ratings.
 - Respondents from Central Burundi had the highest ratings for “The World Bank’s safeguard policy requirements are reasonable” and “The World Bank provides effective implementation support” whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Central Burundi had the highest ratings for “The World Bank imposes reasonable conditions on its lending” whereas respondents from Eastern and Southern Burundi had significantly lower ratings.
 - Respondents from Northern Burundi had the highest ratings for “Working with the World Bank increases Burundi’s institutional capacity” and “The World Bank ensures consistency and continuity through staff changes” whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Central and Northern Burundi had the highest ratings for “The World Bank’s teams and visits are well coordinated” whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Central, Southern, and Northern Burundi had the highest ratings for “Where country systems are adequate, the World Bank makes appropriate use of them” whereas respondents from Eastern Burundi had significantly lower ratings.

VIII. How the World Bank Operates (continued)

Adequately Staffed

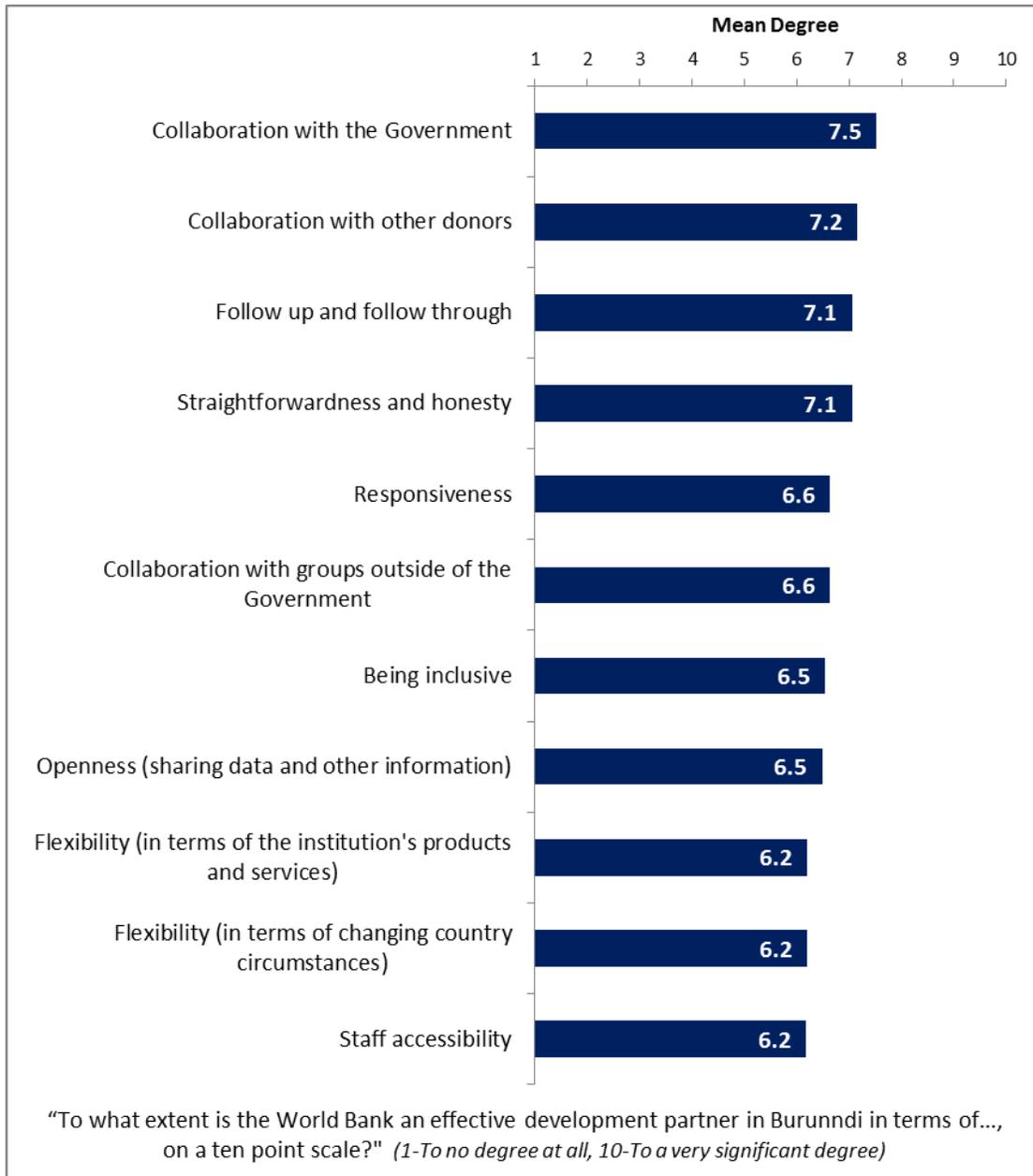
- Across all respondents, the World Bank being adequately staffed in Burundi received a mean rating of 6.5 on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.
 - Respondents from PMUs and private sector/financial sector/private banks had the highest ratings that the Bank is adequately staffed in Burundi whereas employees of ministries and respondents from independent government institutions, the media, and the office of the President/Minister/1st or 2nd Vice President had significantly lower ratings.
 - Respondents across all geographic locations had statistically similar ratings that the Bank is adequately staffed in Burundi.



VIII. How the World Bank Operates (continued)

The World Bank as an Effective Development Partner

- Across all respondents, the extent to which the World Bank is an effective development partner in terms of its collaboration with the Government in Burundi received the highest mean rating, 7.5, on a 10-point scale with 1 being to no degree at all and 10 being to a very significant degree.



VIII. How the World Bank Operates (continued)

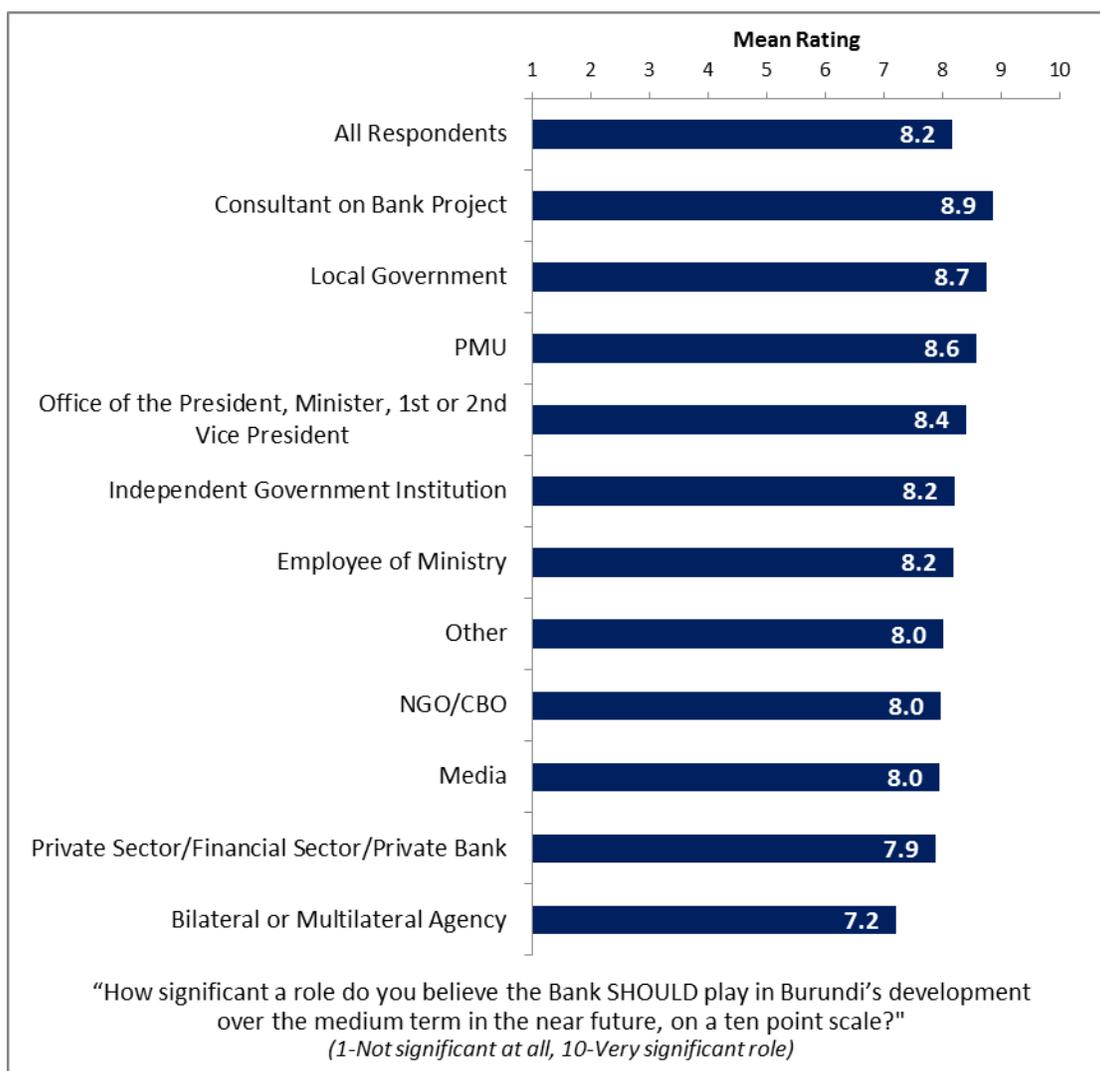
The World Bank as an Effective Development Partner (continued)

- There were some interesting stakeholder group significant differences in their perceptions of the extent to which the World Bank is an effective development partner in Burundi.
 - Employees of ministries and respondents from local government, consultants on Bank projects, and PMUs had the highest ratings regarding the Bank's "Follow up and follow through" whereas respondents from independent government institutions, the office of the President/Minister/1st or 2nd Vice President, and the media had significantly lower ratings.
 - Consultants on Bank projects and respondents from local government and PMUs had the highest ratings regarding the Bank's "Collaboration with the Government" whereas respondents from private sector/financial sector/private banks and bilateral or multilateral agencies had significantly lower ratings.
 - Respondents across all stakeholder groups had statistically similar ratings across the other aspects of the World Bank being an effective development partner.
- There were also some interesting significant differences between geographic locations in their perceptions of the extent to which the World Bank is an effective development partner.
 - Respondents from Northern, Southern, and Central Burundi had the highest ratings regarding the Bank's "Follow up and follow through" whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Northern and Central Burundi had the highest ratings regarding the Bank's "Responsiveness" and "Collaboration with other donors" whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Northern Burundi had the highest ratings regarding the Bank's "Being inclusive" and "Straightforwardness and honesty" whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Northern and Western Burundi had the highest ratings regarding the Bank's "Staff accessibility" whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents from Central Burundi had the highest ratings regarding the Bank's "Collaboration with groups outside of the Government" and "Collaboration with the Government" whereas respondents from Eastern Burundi had significantly lower ratings.
 - Respondents across all geographic locations had statistically similar ratings for the other aspects of the World Bank being an effective development partner.

IX. The Future Role of the World Bank in Burundi

Role Significance

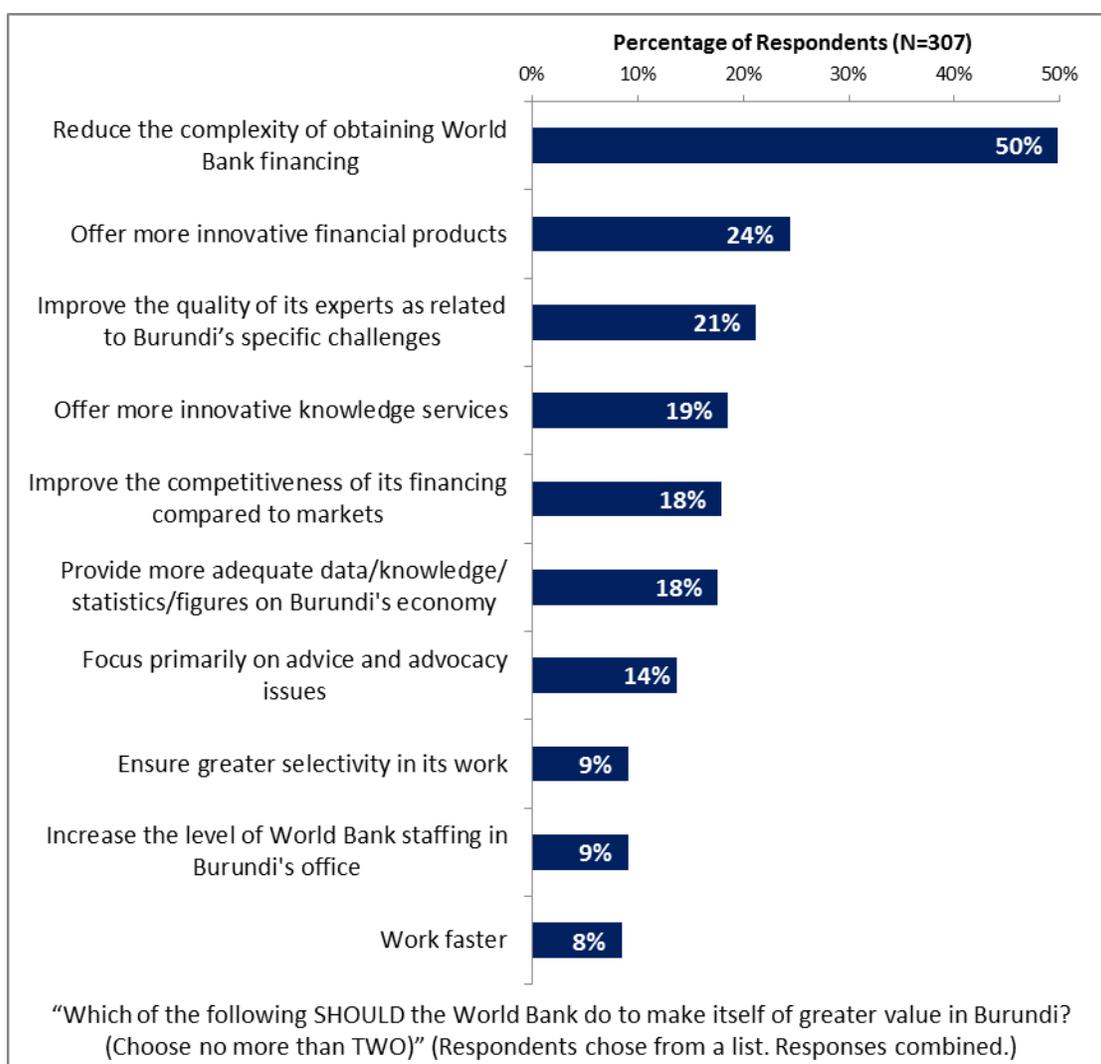
- Respondents indicated that the Bank *should* play a fairly significant role in Burundi's development over the medium term, receiving a mean rating of 8.2 across all respondents on a 10-point scale with 1 being not a significant role and 10 being very significant role.
 - Consultants on Bank projects and respondents from local government and PMUs gave the highest ratings for the Bank's role significance whereas respondents from bilateral or multilateral agencies gave significantly lower ratings.
 - Respondents from Northern and Central Burundi gave the highest ratings for the Bank's role significance whereas respondents from Eastern Burundi gave significantly lower ratings.



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

Making the Bank of Greater Value

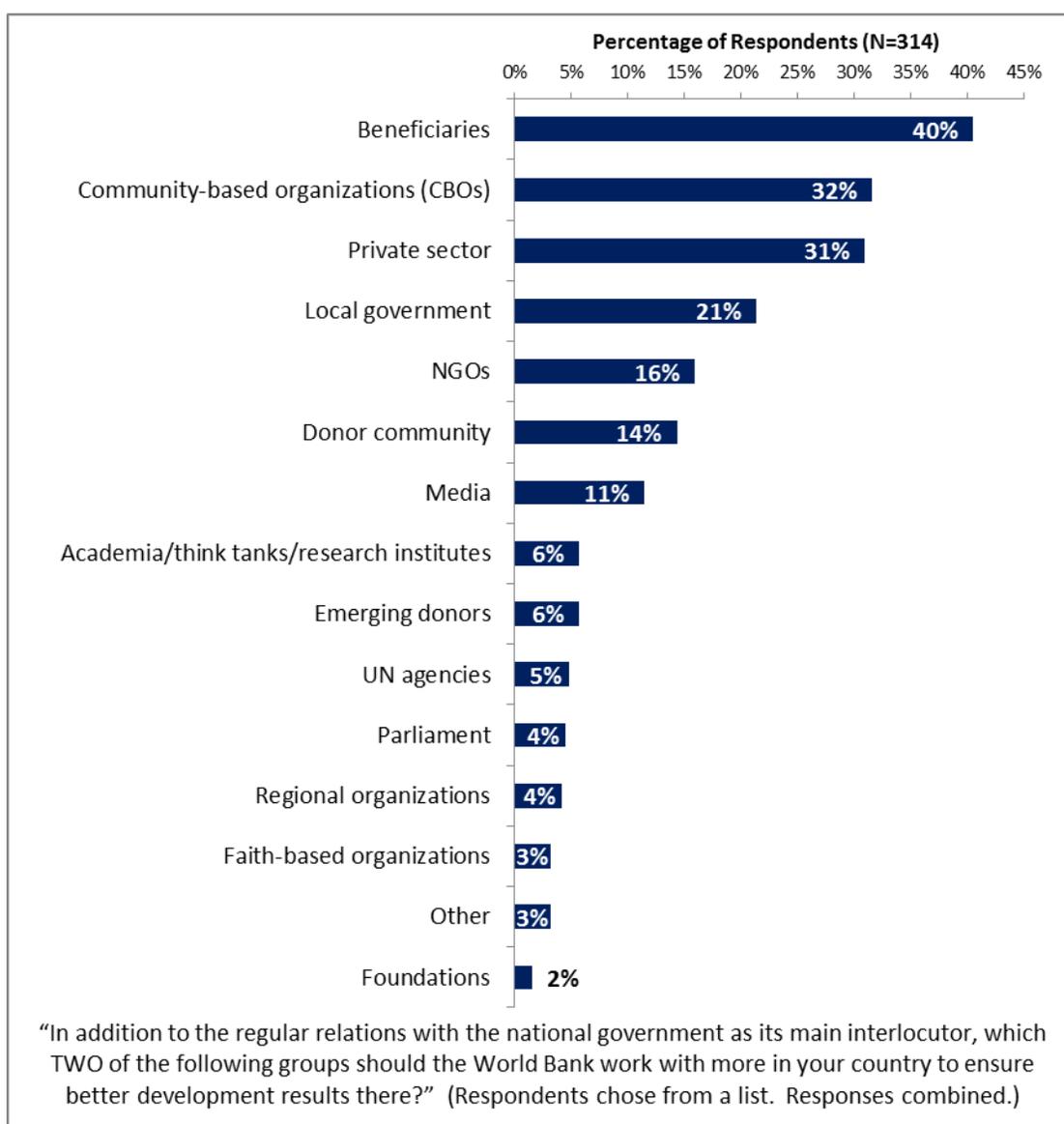
- Half of all respondents indicated that the World Bank should reduce the complexity of obtaining Bank financing to make itself of greater value in Burundi. Respondents indicated that the Bank should also offer more innovative financial products and improve the quality of its experts as related to Burundi's specific challenges to make itself of greater value.
 - Respondents across most stakeholder groups and all geographic locations indicated that the Bank should reduce the complexity of obtaining Bank financing to make itself of greater value, except respondents from bilateral or multilateral agencies who indicated that the Bank should increase the level of World Bank staffing in Burundi's office and respondents from private sector/financial sector/private banks who indicated that the Bank should offer more innovative knowledge services.



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

Collaborating in Burundi

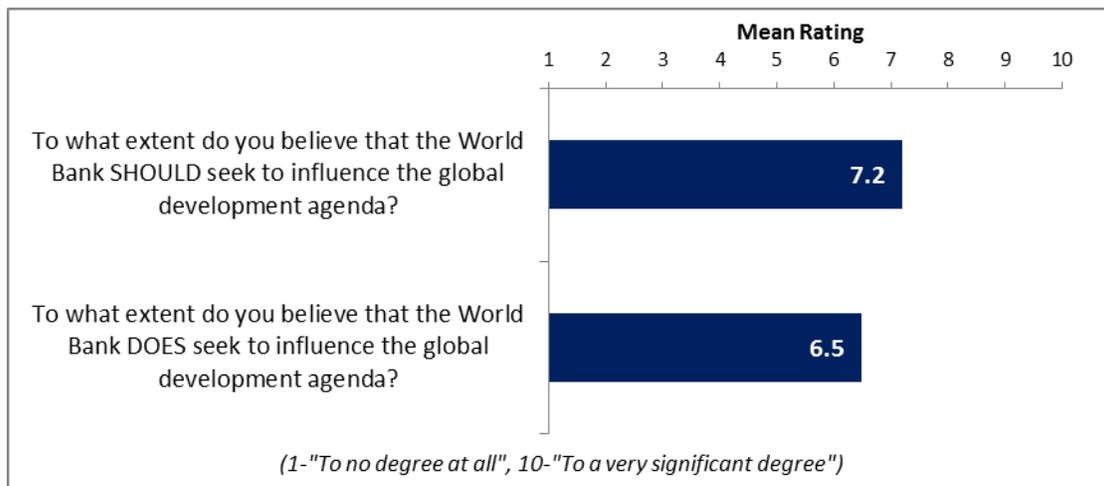
- Respondents indicated that the World Bank should work more closely with beneficiaries, CBOs, the private sector, and local government to ensure better development results in Burundi.
 - Respondents from most stakeholder groups and all geographic locations indicated that the Bank should work more closely with beneficiaries, CBOs, the private sector, and local government, except respondents from bilateral or multilateral agencies who indicated that the Bank should work more closely with the donor community and respondents from NGOs/CBOs who were more likely to indicate that the Bank should work more closely with NGOs.



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

Influencing the Global Development Agenda

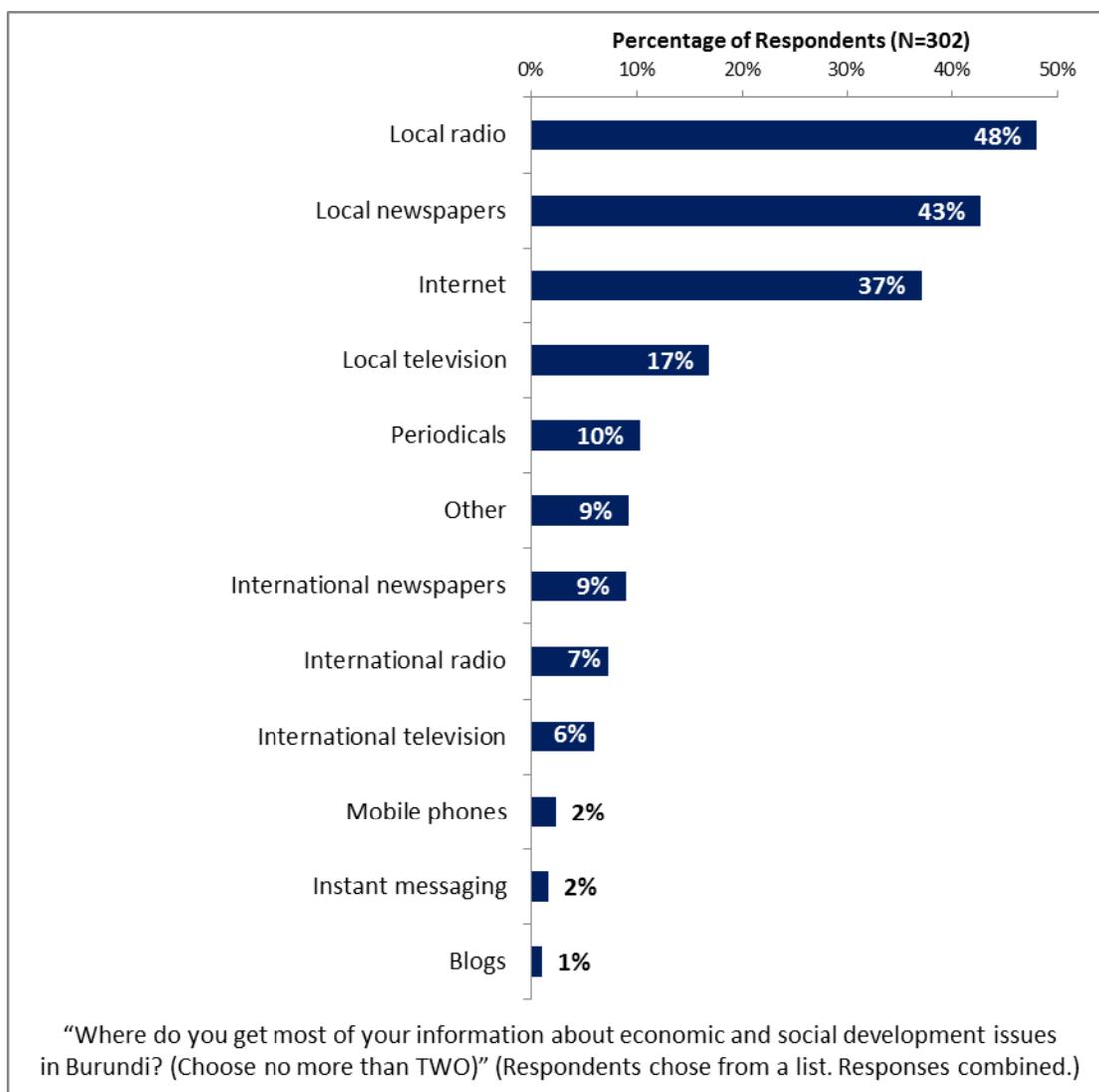
- Across all respondents, the extent to which respondents believed the World Bank *should* influence the global development agenda received a mean rating of 7.2 on a 10-point scale, with 1 being to no degree at all and 10 being to a very significant degree. The extent to which respondents believed the World Bank *does* influence the global development agenda received a mean rating of 6.5 across all respondents.
 - Respondents from Southern Burundi gave the highest ratings for the extent to which the Bank *should* influence the global development agenda whereas respondents from Eastern Burundi gave significantly lower ratings. Respondents across all geographic locations gave statistically similar ratings for the extent to which the Bank *does* influence the global development agenda.
 - Respondents across all stakeholder groups gave statistically similar ratings for the extent to which the Bank *should* and *does* influence the global development agenda.



X. Communication and Openness

Information Sources

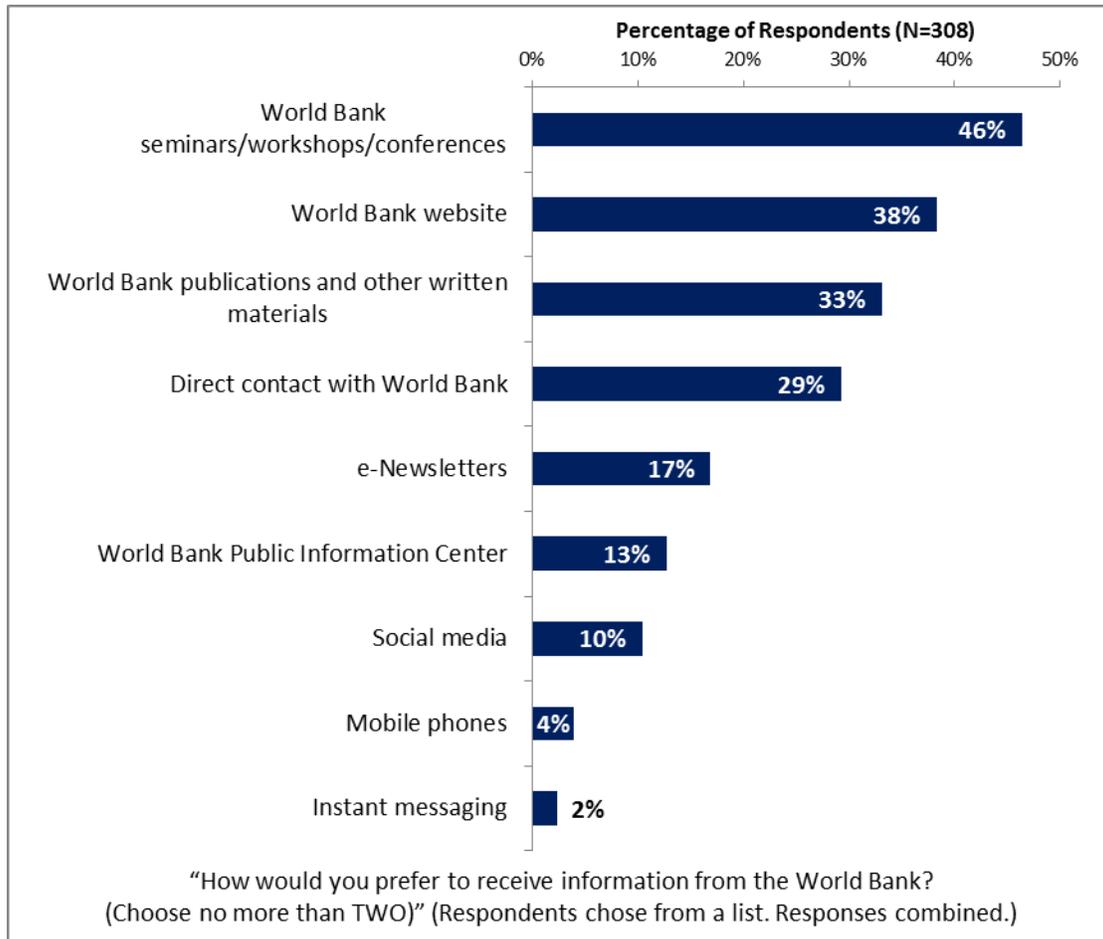
- Respondents indicated that they got most of their information about economic and social development issues in Burundi from local radio, local newspapers, and the Internet. Local television was also a popular information source.



X. Communication and Openness (continued)

Information Sources (continued)

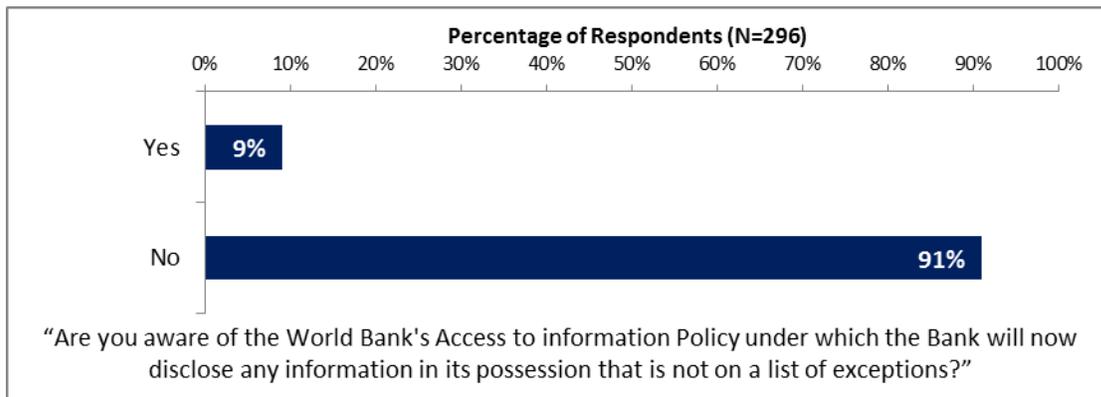
- When asked how they would prefer to receive information from the World Bank, nearly half of all respondents indicated World Bank seminars/workshops/conferences. Other popular choices were the World Bank website, World Bank publications and other written materials, and direct contact with World Bank staff.



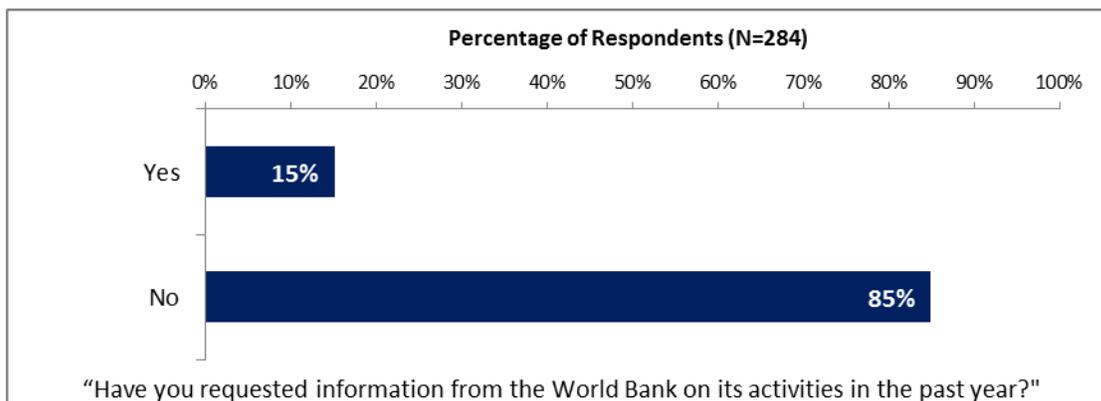
X. Communication and Openness (continued)

Access to Information

- The vast majority of respondents indicated that they were unaware of the Bank's Access to Information policy.
 - Respondents from Eastern Burundi were significantly more likely to be aware of the Bank's Access to Information policy than respondents from other locations.
 - Respondents across all stakeholder groups had statistically similar levels of awareness for the Bank's Access to Information policy.



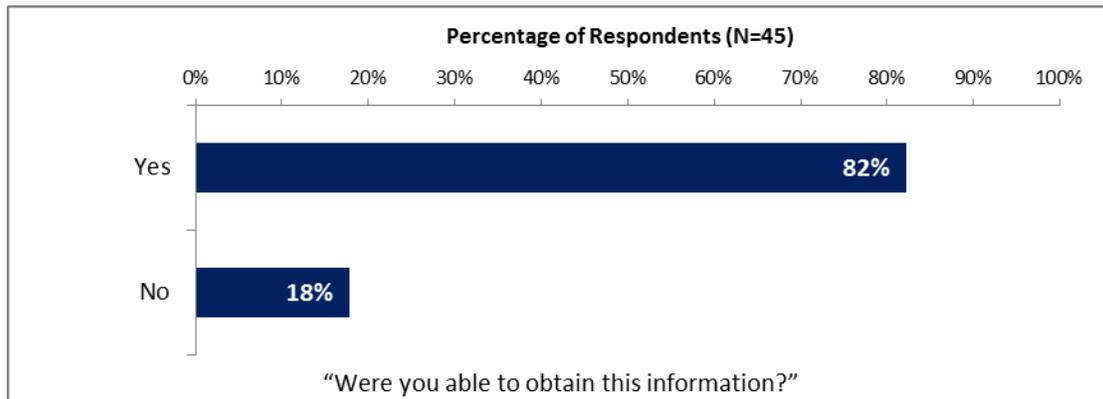
- Just 15% of respondents indicated that they had requested information from the World Bank in the past year.
 - Employees of ministries, contractors on Bank projects, and respondents from local government were significantly *less* likely to have requested information from the World Bank compared to respondents from other stakeholder groups.
 - Respondents across all geographic locations had statistically similar rates of requesting information from the World Bank.



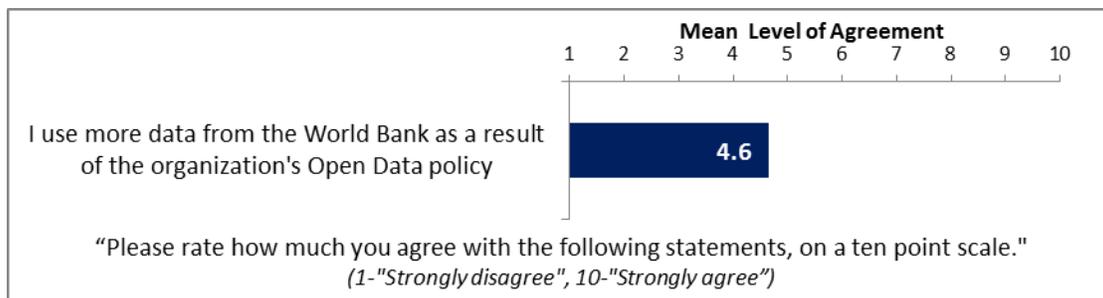
X. Communication and Openness (continued)

Access to Information (continued)

- Nearly all respondents who indicated that they had requested information from the World Bank indicated that they were able to obtain this information.
 - Respondents from Eastern Burundi were significantly *less* likely to have obtained their requested information compared to respondents from other locations.
 - Respondents across all stakeholder groups had statistically similar rates of obtaining their requested information.



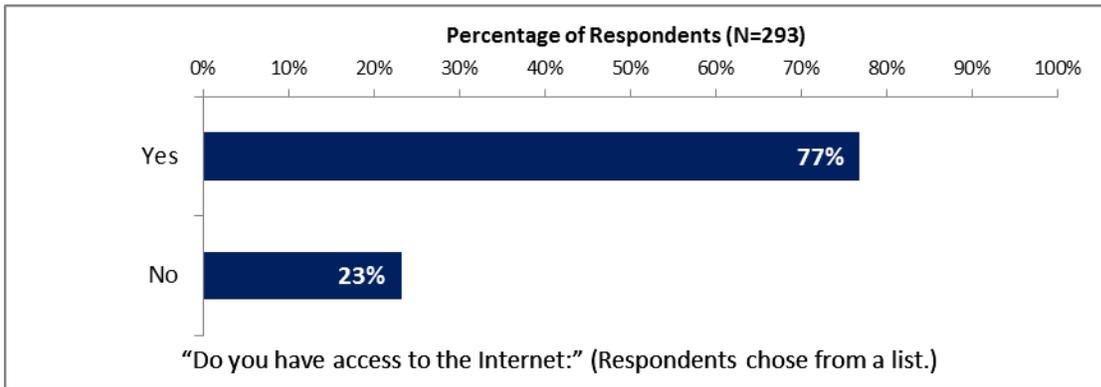
- Agreement that respondents use more data from the World Bank as a result of its Open Data policy received a mean rating of 4.6, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents from Western Burundi had the highest levels of agreement that they use more data from the World Bank as a result of the Bank’s Open Data policy whereas respondents from Eastern, Central, and Northern Burundi had significantly lower levels of agreement.
 - Respondents across all stakeholder groups had statistically similar levels of agreement that they use more data from the World Bank as a result of the Bank’s Open Data policy.



X. Communication and Openness (continued)

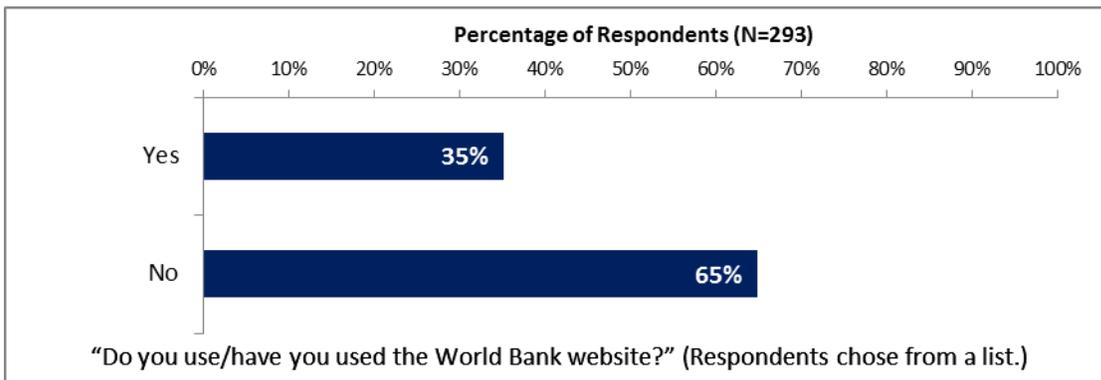
Internet Access

- More than three-quarters all respondents indicated that they had access to the Internet.
 - Respondents from local government had significantly *lower* rates of Internet access compared to respondents from other stakeholder groups.
 - Respondents from Western Burundi had the highest rates of Internet access whereas respondents from Northern Burundi had significantly *lower* rates of Internet access.



Website Usage

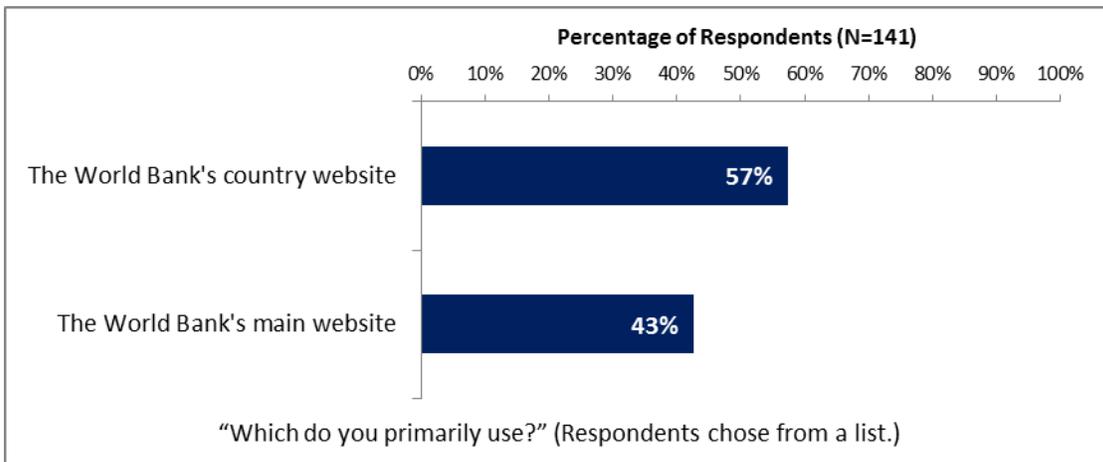
- More than a third of all respondents indicated that they had used the Bank’s website.
 - Employees of ministries, consultants on Bank projects, and respondents from the office of the President/Minister/1st or 2nd Vice President, local government, and NGOs/CBOs had significantly *lower* rates of Bank website usage compared to respondents from other stakeholder groups.
 - Respondents from Northern Burundi had significantly *lower* rates of Bank website usage compared to respondents from other locations.



X. Communication and Openness (continued)

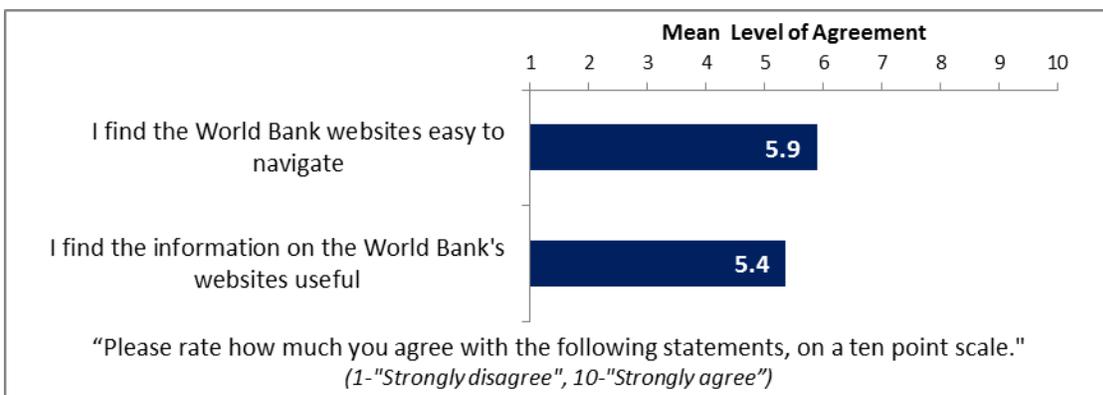
Website Usage (continued)

- Of those respondents who used the Bank’s website, over half indicated that they used the World Bank’s country website.
 - Consultants on Bank projects and respondents from local government and private sector/financial sector/private banks had significantly higher rates of usage for the World Bank’s country website compared to those from other stakeholder groups.
 - Respondents across all geographic locations had statistically similar rates of usage for the World Bank’s main and country websites.



Website Evaluation

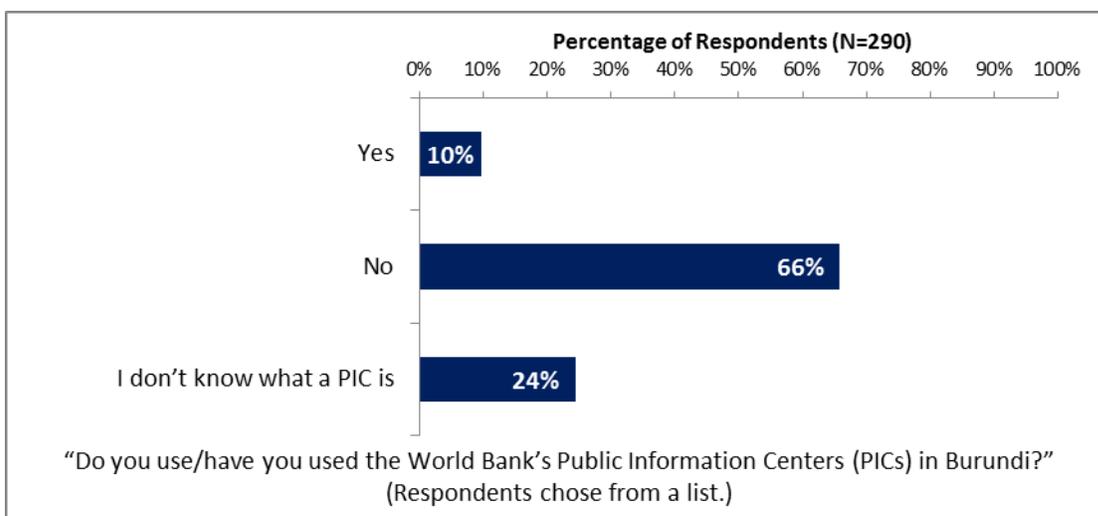
- Among those respondents who utilized the World Bank’s websites, agreement that respondents find the Bank’s websites easy to navigate received the highest mean rating, 5.9, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents across all stakeholder groups and all geographic locations had statistically similar levels of agreement that they find the information on the Bank’s websites useful and that the Bank websites are easy to navigate.



X. Communication and Openness (continued)

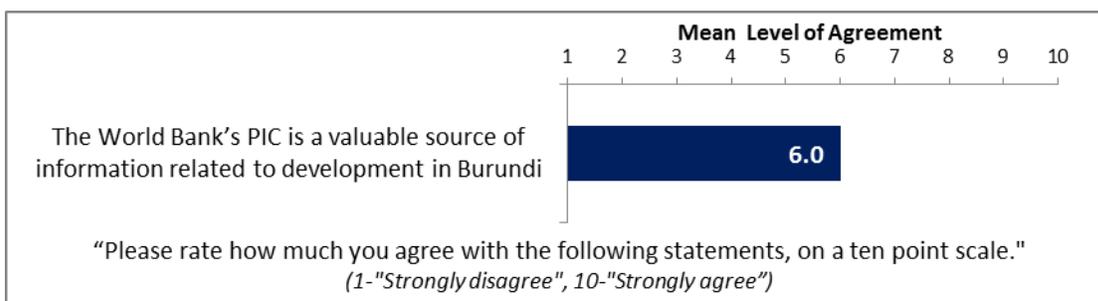
PIC Usage

- Just 10% of all respondents indicated that they had used the Bank's PICs in Burundi; nearly a quarter of all respondents indicated that they were unaware of the Bank's PICs.
 - Respondents from PMUs and private sector/financial sector/private banks were the most likely of all stakeholder groups to have used the Bank's PICs in Burundi. Employees of ministries and respondents from the office of the President/Minister/1st or 2nd Vice President, local government, and other organizations were the least likely of all stakeholder groups to be aware of the Bank's PICs in Burundi.
 - Respondents across all geographic locations had statistically similar rates of usage for the World Bank's PICs.



PIC Evaluation

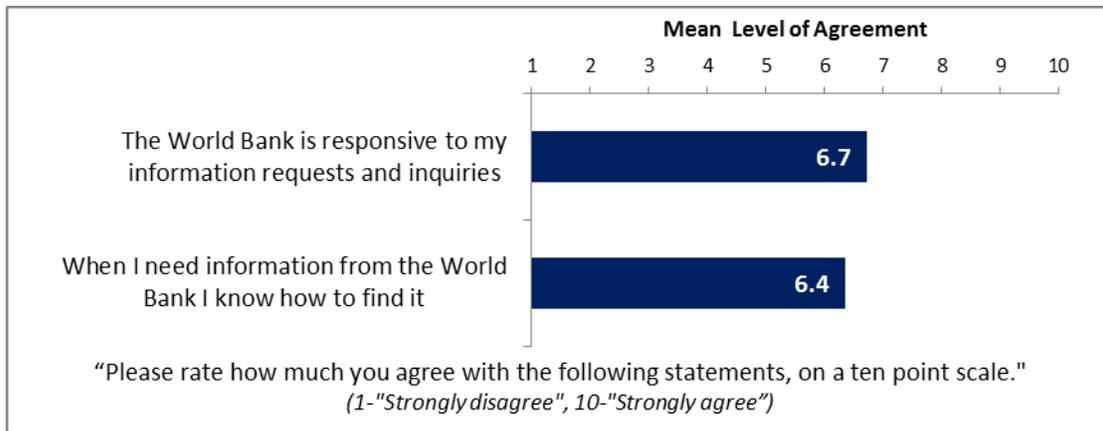
- Among those respondents who utilized the World Bank's PICs, agreement that respondents find them to be a valuable source of information related to development in Burundi received a mean rating of 6.0, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents across all stakeholder groups and geographic locations had statistically similar levels of agreement regarding the value of the Bank's PICs.



X. Communication and Openness (continued)

Information Sharing

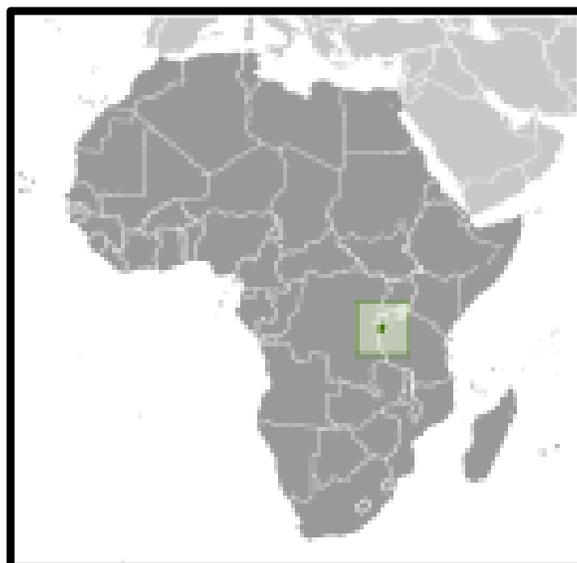
- In terms of the Bank's information sharing in Burundi, respondents had the highest level of agreement that "The World Bank is responsive to my information requests and inquiries", receiving a mean rating of 6.7, across all respondents, on a 10-point scale with 1 being strongly disagree and 10 being strongly agree.
 - Respondents across all stakeholder groups and all geographic locations had statistically similar levels of agreement that "The Bank is appropriately responsive to my information requests and inquiries" and that "When I need information from the World Bank I know how to find it".



XI. Appendices

A. Responses to All Questions across All Respondents	52
B. Responses to All Questions by Stakeholder Groups	69
C. Responses to All Questions by Geographic Locations.....	87
D. Indicator Questions as a Function of Exposure to the Bank.....	102
E. World Bank Client Survey 2012 – Burundi Questionnaire	103

BURUNDI



Appendix A: Responses to All Questions across All Respondents (N=325)

A. General Issues facing Burundi

1. In general, would you say that Burundi is headed in...?	Percentage of Respondents (N=244)
The right direction	75.0%
The wrong direction	15.6%
Not sure	9.4%

2. Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1 st , 2 nd , and 3 rd most important development priority.	Percentage of Respondents (N=262)			
	<i>Most Important</i>	<i>2nd Most Important</i>	<i>3rd Most Important</i>	<i>Combined</i>
Rural development	20.2%	7.7%	3.7%	31.6%
Education	17.2%	11.1%	2.6%	30.9%
Anti-corruption	6.9%	7.3%	11.9%	26.0%
Poverty reduction	6.9%	8.8%	4.8%	20.5%
Energy	5.7%	6.9%	5.2%	17.8%
Job creation/employment	4.6%	7.3%	4.1%	15.9%
Regional integration	6.9%	5.0%	3.3%	15.2%
Agricultural development	5.3%	4.2%	4.1%	13.6%
Economic growth	1.5%	4.2%	5.9%	11.7%
Security/stabilization/reconstruction	6.1%	3.1%	2.2%	11.4%
Governance	5.7%	3.1%	2.6%	11.4%
Food security	1.5%	3.4%	5.6%	10.6%
Health	0.8%	3.4%	5.9%	10.2%
Social protection	1.1%	3.4%	3.0%	7.6%
Domestic private sector development	0.0%	2.3%	3.7%	6.0%
Transport	0.8%	1.9%	2.6%	5.3%
Public sector reform	0.4%	3.1%	1.5%	4.9%
Law and justice	0.4%	1.1%	3.3%	4.9%
Basic infrastructure	1.1%	0.8%	2.6%	4.5%
Public financial management	0.4%	1.1%	2.2%	3.8%
Water and sanitation	0.8%	1.1%	1.5%	3.4%
Gender	0.4%	0.8%	2.2%	3.4%
Local governance and institutions	0.4%	1.1%	1.1%	2.6%
Equality of opportunity	0.8%	0.8%	1.1%	2.6%
Crime and violence	0.0%	0.4%	2.2%	2.6%
Foreign direct investment	0.4%	1.5%	0.4%	2.3%
Monitoring and evaluation	1.1%	0.8%	0.4%	2.3%
Global integration	0.4%	0.8%	1.1%	2.3%
Global information and communications technology	0.0%	0.4%	1.9%	2.2%
Environmental sustainability	0.4%	0.8%	0.7%	1.9%
Natural resource management	0.0%	0.4%	1.5%	1.9%
Urban development	0.4%	0.0%	1.1%	1.5%
Regional conflict and tensions	0.8%	0.4%	0.0%	1.1%
Disaster management	0.0%	0.4%	0.7%	1.1%
Financial markets	0.4%	0.0%	0.7%	1.1%
Social cohesion	0.4%	0.0%	0.7%	1.1%
Regulatory framework	0.0%	0.4%	0.4%	0.8%
Climate change	0.0%	0.0%	0.7%	0.7%
Trade and exports	0.0%	0.4%	0.0%	0.4%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Burundi (continued)

3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=320)
Economic growth	41.3%
Agricultural development	28.8%
Education	27.5%
Rural development	25.6%
Anti-corruption	16.9%
Job creation/employment	16.3%
Energy	15.6%
Food security	15.3%
Security/stabilization/reconstruction	13.1%
Domestic private sector development	10.0%
Health	10.0%
Governance	9.7%
Water and sanitation	6.9%
Basic infrastructure	6.9%
Equality of opportunity	4.7%
Regional integration	4.7%
Transport	4.7%
Public financial management	4.7%
Natural resource management	4.4%
Law and justice	4.1%
Local governance and institutions	3.4%
Foreign direct investment	3.1%
Urban development	2.5%
Global information and communications technology	2.2%
Public sector reform	2.2%
Gender	1.9%
Social protection	1.6%
Environmental sustainability	1.6%
Regional conflict and tensions	1.3%
Global integration	1.3%
Climate change	0.9%
Monitoring and evaluation	0.9%
Social cohesion	0.9%
Disaster management	0.6%
Communicable/non-communicable disease	0.6%
Crime and violence	0.3%
Financial markets	0.3%
Trade and exports	0.3%
Regulatory framework	0.0%

A. General Issues facing Burundi (continued)

4. Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=321)
Energy	49.5%
Anti-corruption	32.1%
Agricultural development	28.3%
Education	25.5%
Foreign direct investment	17.8%
Rural development	16.8%
Domestic private sector development	15.6%
Job creation/employment	12.8%
Public financial management	9.0%
Trade and exports	7.8%
Governance	7.8%
Basic infrastructure	7.8%
Food security	7.5%
Health	7.2%
Transport	6.2%
Security/stabilization/reconstruction	6.2%
Natural resource management	5.6%
Global integration	3.4%
Global information and communications technology	3.4%
Regional integration	3.4%
Public sector reform	3.1%
Social protection	2.5%
Regional conflict and tensions	2.5%
Local governance and institutions	2.5%
Equality of opportunity	1.9%
Financial markets	1.9%
Climate change	1.6%
Monitoring and evaluation	1.6%
Social cohesion	1.2%
Law and justice	1.2%
Urban development	0.9%
Environmental sustainability	0.9%
Disaster management	0.6%
Water and sanitation	0.6%
Regulatory framework	0.6%
Communicable/non-communicable disease	0.3%
Gender	0.3%
Crime and violence	0.3%

B. Overall Attitudes toward the World Bank

Familiarity and Overall Effectiveness	N	Mean	SD
1. How familiar are you with the work of the World Bank in Burundi, on a ten-point scale? <i>(1-Not familiar at all, 10-Extremely familiar)</i>	309	5.89	2.13
2. Overall, please rate your impression of the World Bank's effectiveness in Burundi, on a ten-point scale. <i>(1-Not effective at all, 10-Very effective)</i>	290	7.03	1.70
To what extent do you believe that... <i>(1-To no degree at all, 10-To a very significant degree)</i>	N	Mean	SD
3. The World Bank's financial instruments meet the needs of Burundi, on a ten-point scale?	279	6.76	1.85
4. The World Bank meets Burundi's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten-point scale?	273	6.48	1.80

B. Overall Attitudes toward the World Bank (continued)

5. When thinking about how the World Bank can have the most impact on development results in Burundi, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Burundi? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=318)
Rural development	35.2%
Energy	32.1%
Education	28.9%
Poverty reduction	23.6%
Agricultural development	22.3%
Economic growth	17.9%
Job creation/employment	17.6%
Domestic private sector development	13.8%
Health	12.3%
Anti-corruption	11.0%
Governance	9.4%
Security/stabilization/reconstruction	8.8%
Transport	7.9%
Basic infrastructure	7.9%
Food security	7.5%
Public financial management	6.3%
Foreign direct investment	4.7%
Local governance and institutions	3.1%
Environmental sustainability	2.8%
Global information and communications technology	2.8%
Regional integration	2.2%
Water and sanitation	2.2%
Urban development	2.2%
Natural resource management	2.2%
Financial markets	1.9%
Law and justice	1.9%
Climate change	1.6%
Public sector reform	1.3%
Social protection	0.9%
Gender	0.9%
Crime and violence	0.9%
Regulatory framework	0.9%
Monitoring and evaluation	0.6%
Equality of opportunity	0.6%
Trade and exports	0.6%
Social cohesion	0.3%
Regional conflict and tensions	0.3%
Global integration	0.3%
Communicable/non-communicable disease	0.3%
Disaster management	0.0%

B. Overall Attitudes toward the World Bank (continued)

6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?	Percentage of Respondents (N=218)		
	Greatest Value	2 nd Greatest Value	Combined
Financial resources	35.8%	14.9%	50.7%
Strategy formulation	15.6%	15.8%	31.4%
Training/capacity building	10.6%	11.6%	22.2%
Mobilizing third party financial resources	12.8%	9.3%	22.1%
Donor coordination	8.3%	13.0%	21.3%
Technical assistance	4.1%	8.8%	13.0%
Policy advice	6.0%	7.0%	12.9%
Convening/facilitating	1.8%	5.6%	7.4%
Studies/analyses	1.8%	5.1%	7.0%
Linkage to non-Bank expertise	0.5%	6.0%	6.5%
Data	2.3%	1.9%	4.2%
Other	0.5%	1.4%	1.9%

7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=287)
Imposing technocratic solutions without regard to political realities	28.6%
Too influenced by developed countries	26.5%
Not collaborating enough with non-state actors	24.0%
Not enough public disclosure of its work	20.9%
Too bureaucratic in its operational policies and procedures	16.7%
World Bank processes too slow and complex	15.3%
Not aligned with country priorities	13.2%
Staff too inaccessible	10.5%
Not exploring alternative policy options	10.1%
Not have to honestly criticize policies and reform efforts in the country	6.6%
Other	4.9%
Not client focused	4.2%
Not aligned with other donors' work	3.8%
The credibility of its knowledge/data	2.8%
Arrogant in its approach	2.1%

8. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=304)
Investment lending	66.4%
Policy based lending/Budget support to the Government	24.0%
Capacity building	23.4%
Emergency recovery lending	19.7%
Technical assistance	19.1%
Co-financing arrangements	18.1%
Sector-wide approaches	9.2%
Analytical work	6.9%
Trust Fund management	5.9%
Don't know	2.3%

B. Overall Attitudes toward the World Bank (continued)

9. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=300)
Policy based lending/Budget support to the Government	27.3%
Analytical work	24.0%
Technical assistance	21.0%
Don't know	18.0%
Trust Fund management	17.3%
Emergency recovery lending	17.3%
Co-financing arrangements	14.0%
Investment lending	12.3%
Capacity building	12.3%
Sector-wide approaches	7.7%

To what extent do you believe that... (1-To no degree at all, 10-To a very significant degree)	N	Mean	SD
10. The World Bank SHOULD seek to influence the global development agenda, on a ten point scale?	275	7.19	1.96
11. The World Bank DOES seek to influence the global development agenda, on a ten point scale?	264	6.48	1.98

12. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=314)
Beneficiaries	40.4%
Community-based organizations (CBOs)	31.5%
Private sector	30.9%
Local government	21.3%
NGOs	15.9%
Donor community	14.3%
Media	11.5%
Academia/think tanks/research institutes	5.7%
Emerging donors	5.7%
UN agencies	4.8%
Parliament	4.5%
Regional organizations	4.1%
Faith-based organizations	3.2%
Other	3.2%
Foundations	1.6%
UN and regional peace-keeping forces	0.3%

To what extent do you agree with the following statements about the World Bank's work in Burundi, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
13. Overall the World Bank currently plays a relevant role in development in Burundi	303	7.19	1.96
14. The World Bank's work is aligned with what I consider the development priorities for this country	293	6.76	2.01
15. The World Bank supports programs and strategies that are realistic for Burundi	294	6.86	2.00
16. The World Bank treats clients and stakeholders in Burundi with respect	267	6.77	2.00

B. Overall Attitudes toward the World Bank (continued)

To what extent is the World Bank an effective development partner in Burundi in terms of..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
17. Follow up and follow through	270	7.06	1.65
18. Responsiveness	248	6.63	1.74
19. Flexibility (in terms of the institution's products and services)	261	6.20	1.75
20. Flexibility (in terms of changing country circumstances)	270	6.19	1.93
21. Being inclusive	262	6.54	1.93
22. Openness (sharing data and other information)	276	6.49	2.01
23. Staff accessibility	266	6.18	2.05
24. Straightforwardness and honesty	267	7.05	1.91
25. Collaboration with groups outside of the Government	260	6.63	2.02
26. Collaboration with the Government	272	7.53	1.68
27. Collaboration with other donors	249	7.15	1.87

28. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=313)
Reforms are not well thought out in light of country challenges	31.3%
The Government works inefficiently	30.0%
Political pressures and obstacles	23.0%
There is not an adequate level of citizen/civil society participation	21.7%
Inadequate funding	16.9%
Poor donor coordination	15.0%
Lack of/inadequate levels of capacity in Government	14.7%
Ongoing conflict and instability	13.1%
The World Bank works too slowly	12.5%
The World Bank does not do adequate follow through/follow-up	12.5%
Other	1.9%

C. World Bank Effectiveness and Results

Achieving Sustainable Results	Degree		
	N	Mean	SD
1. To what degree does the World Bank's work help achieve sustainable development results in Burundi, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	303	7.10	1.56

C. World Bank Effectiveness and Results (continued)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Burundi, on a ten point scale? (1-Not effective at all, 10-Very effective)	Effectiveness		
	N	Mean	SD
2. Anti-corruption	246	5.52	2.22
3. Global information and communications technology	231	5.81	1.85
4. Transport	264	6.32	1.96
5. Crime and violence	205	5.19	2.28
6. Regional conflict and tensions	208	5.34	1.98
7. Law and justice	212	5.44	2.06
8. Urban development	268	6.31	1.87
9. Environmental sustainability	251	6.09	1.74
10. Regulatory framework	213	6.37	1.69
11. Basic infrastructure	266	6.68	1.84
12. Communicable/non-communicable disease	236	6.69	1.93
13. Poverty reduction	285	6.47	1.93
14. Gender	234	6.18	1.76
15. Domestic private sector development	239	5.99	6.17
16. Foreign direct investment	204	5.46	2.08
17. Local governance and institutions	238	6.02	1.88
18. Water and sanitation	239	6.31	1.84
19. Trade and exports	204	5.35	2.00
20. Economic growth	271	6.08	1.89
21. Energy	246	5.86	2.02
22. Disaster management	201	4.99	2.10
23. Monitoring and evaluation	240	6.20	1.93
24. Public financial management	241	6.36	2.02
25. Job creation/employment	259	5.80	2.20
26. Social cohesion	208	5.64	1.94
27. Financial markets	204	5.90	2.12
28. Equality of opportunity	214	5.49	2.23
29. Health	256	6.84	1.75
30. Rural development	258	6.45	1.90
31. Global integration	210	5.59	1.96
32. Governance	242	6.24	1.73
33. Food security	252	6.00	1.96
34. Education	256	6.44	1.83
35. Security/stabilization/reconstruction	237	6.18	1.82
36. Social protection	199	5.48	1.95
37. Climate change	204	5.31	1.98
38. Public sector reform	223	6.07	1.90
39. Regional integration	205	6.07	1.81
40. Agricultural development	256	6.40	1.87
41. Natural resource management	218	5.36	2.05

D. The World Bank's Knowledge

1. When thinking about the development challenges in Burundi, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	Percentage of Respondents (Responses Combined; N=319)
Energy	32.9%
Agricultural development	27.9%
Economic growth	26.6%
Poverty reduction	22.3%
Education	21.6%
Domestic private sector development	21.6%
Anti-corruption	18.8%
Public sector reform	14.1%
Rural development	11.6%
Job creation/employment	10.7%
Governance	8.8%
Health	7.2%
Food security	6.3%
Natural resource management	5.6%
Climate change	5.0%
Foreign direct investment	4.4%
Transport	4.4%
Basic infrastructure	4.1%
Global information and communications technology	3.4%
Public financial management	3.4%
Security/stabilization/reconstruction	3.1%
Regional integration	3.1%
Local governance and institutions	3.1%
Social protection	2.8%
Regional conflict and tensions	2.2%
Global integration	2.2%
Environmental sustainability	2.2%
Financial markets	1.9%
Gender	1.6%
Water and sanitation	1.6%
Trade and exports	1.6%
Monitoring and evaluation	1.6%
Law and justice	1.6%
Disaster management	1.3%
Social cohesion	0.9%
Equality of opportunity	0.9%
Urban development	0.6%
Regulatory framework	0.6%
Crime and violence	0.3%
Communicable/non-communicable disease	0.0%

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at ... in Burundi? (1-Not effective at all, 10-Very effective)	Level of Effectiveness		
	N	Mean	SD
2. Raising your awareness of the particular topic	233	5.56	2.11
3. Stimulating public debate/dialogue	246	5.79	2.08
4. Enhancing your knowledge and/or skills	255	5.75	2.18
5. Contributing to good policy making	251	6.24	1.95
6. Providing support for program implementation	268	6.68	1.88

In Burundi, to what extent do you believe that the World Bank's knowledge and research ... ? (1-To no degree at all, 10-To a very significant degree)	Degree		
	N	Mean	SD
7. Are timely	239	5.85	1.98
8. Include appropriate level of stakeholder involvement during preparation	253	6.35	1.85
9. Are relevant to Burundi's development priorities	252	6.50	1.82
10. Provide feasible recommendations	246	6.09	2.01
11. Are accessible (well written and easy to understand)	250	6.87	1.88
12. A source of relevant information on global good practices	246	5.95	2.03
13. Are adequately disseminated	243	6.26	2.00
14. Are appropriately translated	256	6.28	1.99
15. Are adaptable to Burundi's development challenges	239	5.85	1.98

Overall Evaluations	N	Mean	SD
16. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale? (1-Not significant at all, 10-Very significant)	260	6.63	1.80
17. Overall, how would you rate the technical quality of the World Bank's knowledge/ research, on a ten point scale? (1-Very low technical quality, 10-Very high technical quality)	263	7.05	1.64
18. Overall, how effective is the World Bank at providing linkage to non-Bank expertise, on a ten point scale? (1-Not effective at all, 10-Very effective)	230	6.27	1.74

E. Working with the World Bank

To what extent do you agree/disagree with the following statements, on a ten point scale? (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
1. The World Bank disburses funds promptly	258	5.31	2.47
2. The World Bank effectively monitors and evaluates the projects and programs it supports	284	7.00	2.01
3. The World Bank's approvals and reviews are done in a timely fashion	256	6.24	1.91
4. The World Bank's safeguard policy requirements are reasonable	251	6.48	1.85
5. The World Bank imposes reasonable conditions on its lending	260	6.42	2.19
6. Working with the World Bank increases Burundi's institutional capacity	285	7.07	2.01
7. The World Bank ensures consistency and continuity through staff changes	220	6.29	2.07
8. The World Bank's teams and visits are well coordinated	241	6.93	1.86
9. Where country systems are adequate, the World Bank makes appropriate use of them	242	7.09	1.97
10. The World Bank provides effective implementation support	287	7.21	1.95

Adequately Staffed	N	Mean	SD
11. To what extent do you believe the World Bank is adequately staffed in Burundi, on a ten point scale? (1-To no degree at all, 10-To a very significant degree)	220	6.53	1.92

F. The Future Role of the World Bank in Burundi

The Bank's Role	N	Mean	SD
1. How significant a role do you believe the Bank SHOULD play in Burundi's development over the medium term in the near future, on a ten point scale? (1-Not a significant role at all, 10-Very significant role)	303	8.17	1.68

2. Which of the following SHOULD the World Bank do to make itself of greater value in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=307)
Reduce the complexity of obtaining World Bank financing	49.8%
Offer more innovative financial products	24.4%
Improve the quality of its experts as related to Burundi's specific challenges	21.2%
Offer more innovative knowledge services	18.6%
Improve the competitiveness of its financing compared to markets	17.9%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	17.6%
Focus primarily on advice and advocacy issues	13.7%
Ensure greater selectivity in its work	9.1%
Increase the level of World Bank staffing in Burundi's office	9.1%
Work faster	8.5%
Other	3.9%

G. Communication and Information Sharing

1. Where do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=302)
Local radio	48.0%
Local newspapers	42.7%
Internet	37.1%
Local television	16.9%
Periodicals	10.3%
Other	9.3%
International newspapers	8.9%
International radio	7.3%
International television	6.0%
Mobile phones	2.3%
Instant messaging	1.7%
Blogs	1.0%

2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	Percentage of Respondents (Responses Combined; N=308)
World Bank seminars/workshops/conferences	46.4%
World Bank website	38.3%
World Bank publications and other written materials	33.1%
Direct contact with World Bank	29.2%
e-Newsletters	16.9%
World Bank Public Information Center	12.7%
Social media	10.4%
Mobile phones	3.9%
Instant messaging	2.3%
Other	0.6%
Blogs	0.3%

3. Are you aware of the World Bank's Access to Information Policy under which the Bank will now disclose any information in its possession that is not a list of exceptions?	Percentage of Respondents (N=296)
Yes	9.1%
No	90.9%

4. Have you requested information from the World Bank on its activities in the past year?	Percentage of Respondents (N=284)
Yes	15.1%
No	84.9%

5. Were you able to obtain this information?	Percentage of Respondents (N=45)
Yes	82.2%
No	17.8%

6. Do you have access to the Internet?	Percentage of Respondents (N=293)
Yes	76.8%
No	23.2%

G. Communication and Information Sharing (continued)

7. Do you use/have used the World Bank website?	Percentage of Respondents (N=293)
Yes	35.2%
No	64.8%

8. Which do you primarily use?	Percentage of Respondents (N=141)
The World Bank's country website (www.worldbank.org/burundi)	57.4%
The World Bank's main website (www.worldbank.org)	42.6%

9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Burundi?	Percentage of Respondents (N=290)
Yes	9.7%
No	65.9%
I don't know what a PIC is	24.5%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)	Level of Agreement		
	N	Mean	SD
10. I use more data from the World Bank as a result of the organization's Open Data policy	211	4.65	2.67
11. The World Bank's PIC is a valuable source of information related to development in Burundi	215	6.00	2.67
12. I find the World Bank websites easy to navigate	181	5.89	2.54
13. I find the information on the World Bank's websites useful	95	5.36	2.08
14. When I need information from the World Bank I know how to find it	153	6.37	2.12
15. The World Bank is responsive to my information requests and inquiries	154	6.73	2.11

H. Background Information

1. Which of the following best describes your current position? (Please mark only ONE response)	Percentage of Respondents (N=312)
Local Government office or staff	18.3%
Private sector organization	14.1%
Employee of Ministry, Ministerial Department or Implementation Agency	7.7%
Media	7.1%
Consultant/Contractor on World Bank supported project/program	6.7%
NGO	6.1%
Other	5.4%
Multilateral agency	5.1%
PMU	3.8%
Office of Minister	3.5%
Independent Government Institution	3.2%
Bilateral agency	2.9%
Community Based Organization	2.6%
Private foundation	2.2%
Trade Union	2.2%
Academia/Research institute/Think tank	2.2%
2nd Vice-President of the Republic Cabinet	2.2%
Financial sector/Private bank	1.3%
Office of Parliamentarian	1.0%
Office of the President, Prime Minister	0.6%
Judiciary branch	0.6%
1st Vice-President of the Republic Cabinet	0.6%
Faith-based group	0.3%

H. Background Information (continued)

2. Please identify the primary specialization of your work. (Please mark only ONE response)	Percentage of Respondents (N=306)
Local governance and institutions	11.4%
Other	10.1%
Basic infrastructure	8.2%
Agricultural development	7.5%
Domestic private sector development	6.2%
Education	5.6%
Economic growth	5.2%
Rural development	4.9%
Global information and communications technology	3.3%
Governance	3.3%
Health	2.9%
Energy	2.3%
Anti-corruption	2.0%
Law and justice	2.0%
Monitoring and evaluation	2.0%
Environmental sustainability	1.6%
Social cohesion	1.6%
Transport	1.6%
Foreign direct investment	1.3%
Job creation/employment	1.3%
Natural resource management	1.3%
Poverty reduction	1.3%
Public financial management	1.3%
Public sector reform	1.3%
Security/stabilization/reconstruction	1.3%
Urban development	1.3%
Equality of opportunity	1.0%
Financial markets	1.0%
Food security	1.0%
Regional integration	1.0%
Regulatory framework	1.0%
Climate change	0.7%
Crime and violence	0.7%
Gender	0.7%
Communicable/non-communicable disease	0.3%
Social protection	0.3%
Water and sanitation	0.3%

3. Currently, do you professionally collaborate/work with the World Bank in your country?	Percentage of Respondents (N=304)
Yes	77.6%
No	22.4%

H. Background Information (continued)

4. Which of the following describes most of your exposure to the World Bank in Burundi? (Choose no more than TWO)	Percentage of Respondents (N=295)
Collaborate as part of my professional duties	52.2%
Engage in World Bank related/sponsored events/activities	44.7%
Observer	22.4%
Use World Bank reports/data	18.3%
Use World Bank website for information, data, research, etc.	11.2%

5. Which best represents your geographic location?	Percentage of Respondents (N=293)
West	48.5%
Center	14.3%
East	13.0%
North	13.0%
South	11.3%

Appendix B: Responses to All Questions by Stakeholder Groups

A. General Issues facing Burundi

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

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
The right direction	86.7%	89.5%	46.2%	66.7%	93.3%	70.6%	58.3%	65.0%	88.9%	62.5%	71.4%
The wrong direction	6.7%	10.5%	30.8%	22.2%	6.7%	5.9%	25.0%	15.0%	11.1%	25.0%	22.9%
Not sure	6.7%	0.0%	23.1%	11.1%	0.0%	23.5%	16.7%	20.0%	0.0%	12.5%	5.7%

Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

1 st Most Important	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Rural development	16.7%	15.0%	25.0%	18.2%	31.8%	15.8%	8.6%	8.3%	21.1%	0.0%	25.0%
Education	0.0%	25.0%	12.5%	0.0%	15.9%	21.1%	22.9%	16.7%	36.8%	33.3%	13.9%
Social protection	0.0%	0.0%	6.3%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	2.8%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	5.6%	25.0%	6.3%	9.1%	6.8%	0.0%	0.0%	0.0%	0.0%	11.1%	8.3%
Poverty reduction	11.1%	5.0%	12.5%	18.2%	9.1%	5.3%	5.7%	0.0%	5.3%	0.0%	8.3%
Public sector reform	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	5.6%	10.0%	6.3%	0.0%	2.3%	10.5%	11.4%	8.3%	5.3%	0.0%	8.3%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%
Energy	33.3%	0.0%	0.0%	9.1%	4.5%	5.3%	5.7%	0.0%	10.5%	0.0%	0.0%
Regional conflict and tensions	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	2.9%	4.2%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Job creation/employment	11.1%	5.0%	6.3%	18.2%	2.3%	0.0%	5.7%	4.2%	5.3%	0.0%	0.0%
Governance	0.0%	5.0%	12.5%	0.0%	0.0%	21.1%	14.3%	4.2%	5.3%	0.0%	2.8%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Urban development	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	4.2%	0.0%	0.0%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	6.3%	0.0%	0.0%	0.0%	0.0%	4.2%	5.3%	0.0%	2.8%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	11.1%	0.0%	0.0%	0.0%	11.4%	5.3%	2.9%	8.3%	0.0%	0.0%	8.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	2.9%	4.2%	5.3%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	9.1%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Local governance and institutions	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	0.0%	5.0%	6.3%	9.1%	4.5%	5.3%	11.4%	16.7%	0.0%	11.1%	8.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Burundi (continued)

Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

2 nd Most Important	Office of President, Minister, 1 st or 2 nd	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
	Percentage of Respondents	V.P.									
Rural development	5.6%	15.0%	0.0%	0.0%	6.8%	15.8%	5.7%	8.7%	5.3%	11.1%	8.3%
Education	0.0%	5.0%	0.0%	36.4%	20.5%	0.0%	5.7%	17.4%	5.3%	11.1%	16.7%
Social protection	0.0%	0.0%	6.3%	0.0%	2.3%	5.3%	0.0%	13.0%	0.0%	0.0%	8.3%
Transport	0.0%	0.0%	0.0%	0.0%	0.0%	15.8%	0.0%	0.0%	5.3%	0.0%	0.0%
Security/stabilization/reconstruction	5.6%	0.0%	18.8%	0.0%	6.8%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Poverty reduction	16.7%	5.0%	18.8%	0.0%	6.8%	10.5%	5.7%	0.0%	15.8%	11.1%	11.1%
Public sector reform	5.6%	10.0%	0.0%	18.2%	2.3%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Regional integration	5.6%	0.0%	6.3%	9.1%	4.5%	0.0%	5.7%	0.0%	21.1%	0.0%	2.8%
Gender	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	6.3%	0.0%	2.3%	5.3%	8.6%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	5.6%	0.0%	6.3%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	2.8%
Energy	16.7%	5.0%	0.0%	0.0%	4.5%	10.5%	11.4%	4.3%	0.0%	33.3%	5.6%
Regional conflict and tensions	5.6%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Public financial management	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	5.7%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	5.6%	15.0%	12.5%	0.0%	6.8%	10.5%	8.6%	4.3%	0.0%	11.1%	5.6%
Governance	0.0%	5.0%	12.5%	0.0%	2.3%	0.0%	0.0%	8.7%	0.0%	0.0%	5.6%
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%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	2.8%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Health	0.0%	0.0%	0.0%	0.0%	4.5%	5.3%	2.9%	4.3%	10.5%	0.0%	5.6%
Global integration	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Food security	0.0%	0.0%	0.0%	9.1%	2.3%	0.0%	8.6%	8.7%	5.3%	0.0%	2.8%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	10.0%	0.0%	0.0%	4.5%	5.3%	2.9%	4.3%	0.0%	0.0%	8.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Economic growth	5.6%	10.0%	0.0%	9.1%	2.3%	0.0%	8.6%	0.0%	5.3%	11.1%	2.8%
Law and justice	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	2.9%	4.3%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	2.3%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	0.0%	0.0%	2.3%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	0.0%	9.1%	2.3%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%
Anti-corruption	22.2%	10.0%	12.5%	9.1%	4.5%	5.3%	2.9%	0.0%	5.3%	0.0%	11.1%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.9%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Burundi (continued)

Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

3 rd Most Important	Office of President, Minister, 1 st or 2 nd	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
	Percentage of Respondents	V.P.									
Rural development	10.5%	0.0%	0.0%	0.0%	8.3%	0.0%	2.6%	4.3%	5.3%	0.0%	2.7%
Education	0.0%	0.0%	0.0%	9.1%	2.1%	0.0%	0.0%	4.3%	0.0%	22.2%	5.4%
Social protection	0.0%	5.0%	6.7%	0.0%	2.1%	0.0%	0.0%	4.3%	0.0%	0.0%	2.7%
Transport	0.0%	0.0%	0.0%	0.0%	6.3%	0.0%	5.3%	0.0%	0.0%	0.0%	5.4%
Security/stabilization/reconstruction	0.0%	5.0%	6.7%	0.0%	2.1%	5.3%	0.0%	8.7%	0.0%	0.0%	0.0%
Poverty reduction	0.0%	0.0%	0.0%	9.1%	2.1%	0.0%	7.9%	4.3%	5.3%	22.2%	10.8%
Public sector reform	5.3%	0.0%	0.0%	0.0%	2.1%	0.0%	2.6%	0.0%	0.0%	0.0%	2.7%
Regional integration	0.0%	5.0%	0.0%	9.1%	4.2%	5.3%	0.0%	4.3%	5.3%	11.1%	0.0%
Gender	0.0%	5.0%	6.7%	0.0%	2.1%	0.0%	2.6%	0.0%	0.0%	0.0%	5.4%
Domestic private sector development	0.0%	10.0%	0.0%	9.1%	2.1%	5.3%	5.3%	4.3%	0.0%	0.0%	2.7%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	4.2%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Energy	0.0%	5.0%	6.7%	18.2%	4.2%	5.3%	0.0%	8.7%	10.5%	0.0%	8.1%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	0.0%	0.0%	6.7%	0.0%	0.0%	0.0%	10.5%	0.0%	0.0%	0.0%	2.7%
Job creation/employment	0.0%	5.0%	13.3%	0.0%	0.0%	5.3%	7.9%	0.0%	5.3%	0.0%	8.1%
Governance	0.0%	0.0%	0.0%	0.0%	2.1%	5.3%	5.3%	4.3%	0.0%	11.1%	2.7%
Financial markets	0.0%	0.0%	0.0%	0.0%	2.1%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	5.3%	0.0%	0.0%	0.0%	2.1%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	8.7%	0.0%	0.0%	0.0%
Equality of opportunity	5.3%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	0.0%	10.0%	0.0%	0.0%	8.3%	21.1%	5.3%	8.7%	5.3%	0.0%	2.7%
Global integration	0.0%	5.0%	0.0%	0.0%	2.1%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Food security	26.3%	0.0%	6.7%	9.1%	2.1%	5.3%	2.6%	8.7%	10.5%	11.1%	0.0%
Social cohesion	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	5.3%	0.0%	0.0%
Agricultural development	5.3%	5.0%	6.7%	0.0%	6.3%	0.0%	2.6%	4.3%	0.0%	11.1%	5.4%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	5.3%	5.0%	0.0%	9.1%	4.2%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Economic growth	10.5%	0.0%	6.7%	9.1%	6.3%	10.5%	13.2%	0.0%	5.3%	0.0%	0.0%
Law and justice	5.3%	5.0%	0.0%	0.0%	2.1%	5.3%	2.6%	4.3%	5.3%	0.0%	5.4%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.6%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.0%	6.7%	9.1%	0.0%	0.0%	0.0%	4.3%	0.0%	11.1%	5.4%
Local governance and institutions	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	2.6%	0.0%	5.3%	0.0%	0.0%
Natural resource management	0.0%	10.0%	0.0%	0.0%	2.1%	5.3%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	15.8%	10.0%	26.7%	0.0%	6.3%	5.3%	7.9%	13.0%	21.1%	0.0%	18.9%
Disaster management	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%	0.0%	2.7%
Global information and communications technology	5.3%	0.0%	0.0%	0.0%	4.2%	5.3%	2.6%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Burundi (continued)

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd	Employee of a Ministry	Consultant on Bank project	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other	
	V.P.		PMU								
Water and sanitation	0.0%	4.2%	0.0%	8.3%	7.0%	0.0%	8.3%	12.0%	18.2%	0.0%	6.8%
Equality of opportunity	9.1%	4.2%	0.0%	0.0%	5.3%	8.0%	4.2%	4.0%	0.0%	10.0%	6.8%
Economic growth	50.0%	58.3%	45.0%	58.3%	38.6%	36.0%	27.1%	36.0%	45.5%	40.0%	43.2%
Climate change	0.0%	4.2%	0.0%	0.0%	0.0%	4.0%	0.0%	4.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	4.2%	0.0%	0.0%	1.8%	4.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	4.5%	0.0%	0.0%
Regional integration	4.5%	0.0%	0.0%	0.0%	5.3%	8.0%	4.2%	8.0%	13.6%	0.0%	0.0%
Gender	0.0%	0.0%	5.0%	0.0%	3.5%	0.0%	2.1%	4.0%	4.5%	0.0%	0.0%
Rural development	31.8%	29.2%	10.0%	41.7%	29.8%	24.0%	31.3%	20.0%	18.2%	30.0%	25.0%
Urban development	9.1%	0.0%	0.0%	8.3%	0.0%	4.0%	6.3%	0.0%	0.0%	0.0%	2.3%
Education	4.5%	41.7%	15.0%	16.7%	35.1%	32.0%	31.3%	36.0%	18.2%	30.0%	25.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	0.0%	0.0%	5.0%	8.3%	5.3%	0.0%	2.1%	8.0%	0.0%	10.0%	4.5%
Basic infrastructure	4.5%	0.0%	35.0%	8.3%	5.3%	4.0%	4.2%	4.0%	9.1%	0.0%	6.8%
Social protection	0.0%	0.0%	0.0%	0.0%	1.8%	4.0%	2.1%	0.0%	0.0%	0.0%	2.3%
Law and justice	0.0%	4.2%	5.0%	0.0%	1.8%	8.0%	8.3%	0.0%	0.0%	10.0%	4.5%
Transport	4.5%	12.5%	10.0%	8.3%	5.3%	0.0%	2.1%	4.0%	9.1%	0.0%	0.0%
Crime and violence	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 disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	4.0%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	9.1%	12.5%	10.0%	0.0%	14.0%	16.0%	14.6%	16.0%	22.7%	0.0%	9.1%
Global information and communications technology	4.5%	4.2%	0.0%	8.3%	1.8%	0.0%	2.1%	0.0%	0.0%	0.0%	2.3%
Public sector reform	4.5%	0.0%	5.0%	0.0%	1.8%	4.0%	0.0%	0.0%	4.5%	0.0%	2.3%
Domestic private sector development	9.1%	8.3%	15.0%	8.3%	8.8%	16.0%	18.8%	4.0%	4.5%	0.0%	9.1%
Foreign direct investment	0.0%	4.2%	5.0%	0.0%	3.5%	0.0%	4.2%	0.0%	4.5%	20.0%	2.3%
Global integration	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	2.1%	0.0%	4.5%	0.0%	2.3%
Energy	40.9%	20.8%	5.0%	25.0%	10.5%	12.0%	12.5%	12.0%	22.7%	40.0%	11.4%
Food security	13.6%	4.2%	15.0%	16.7%	8.8%	20.0%	14.6%	8.0%	31.8%	20.0%	18.2%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	8.0%	0.0%	0.0%	0.0%
Governance	9.1%	8.3%	10.0%	25.0%	5.3%	12.0%	10.4%	12.0%	4.5%	0.0%	11.4%
Social cohesion	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	2.3%
Natural resource management	9.1%	0.0%	5.0%	0.0%	1.8%	8.0%	6.3%	8.0%	0.0%	0.0%	6.8%
Environmental sustainability	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	2.1%	4.0%	0.0%	10.0%	2.3%
Health	0.0%	8.3%	5.0%	0.0%	14.0%	16.0%	6.3%	28.0%	9.1%	0.0%	11.4%
Public financial management	0.0%	0.0%	5.0%	8.3%	1.8%	8.0%	4.2%	0.0%	9.1%	20.0%	4.5%
Agricultural development	50.0%	33.3%	30.0%	16.7%	47.4%	12.0%	16.7%	28.0%	4.5%	20.0%	36.4%
Job creation/employment	13.6%	16.7%	25.0%	0.0%	22.8%	24.0%	12.5%	16.0%	4.5%	10.0%	15.9%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	9.1%	12.5%	30.0%	33.3%	8.8%	8.0%	27.1%	8.0%	31.8%	10.0%	20.5%

A. General Issues facing Burundi (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
	Energy	77.3%	62.5%	60.0%	41.7%	42.1%	40.0%	43.8%	42.3%	54.5%	60.0%
Equality of opportunity	4.5%	0.0%	0.0%	0.0%	1.8%	0.0%	2.1%	3.8%	0.0%	0.0%	4.5%
Social protection	4.5%	0.0%	0.0%	0.0%	0.0%	8.0%	4.2%	7.7%	0.0%	0.0%	2.3%
Global integration	0.0%	4.2%	10.0%	0.0%	1.8%	8.0%	2.1%	0.0%	4.5%	0.0%	4.5%
Climate change	4.5%	0.0%	0.0%	0.0%	1.8%	0.0%	2.1%	3.8%	0.0%	0.0%	0.0%
Anti-corruption	36.4%	29.2%	25.0%	25.0%	33.3%	24.0%	31.3%	30.8%	40.9%	40.0%	38.6%
Disaster management	0.0%	0.0%	0.0%	8.3%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional conflict and tensions	4.5%	0.0%	0.0%	0.0%	1.8%	4.0%	6.3%	0.0%	0.0%	0.0%	2.3%
Rural development	18.2%	16.7%	15.0%	25.0%	22.8%	20.0%	18.8%	7.7%	22.7%	10.0%	9.1%
Foreign direct investment	9.1%	20.8%	5.0%	25.0%	19.3%	24.0%	14.6%	19.2%	4.5%	40.0%	22.7%
Urban development	4.5%	0.0%	0.0%	8.3%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Education	4.5%	25.0%	10.0%	25.0%	24.6%	24.0%	29.2%	30.8%	45.5%	20.0%	25.0%
Global information and communications technology	9.1%	4.2%	0.0%	8.3%	1.8%	4.0%	8.3%	0.0%	0.0%	0.0%	2.3%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	5.0%	0.0%	7.0%	8.0%	16.7%	11.5%	9.1%	10.0%	9.1%
Social cohesion	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	2.3%
Public sector reform	0.0%	4.2%	0.0%	8.3%	0.0%	0.0%	4.2%	11.5%	4.5%	0.0%	4.5%
Regional integration	0.0%	0.0%	0.0%	0.0%	7.0%	4.0%	4.2%	3.8%	4.5%	0.0%	2.3%
Domestic private sector development	27.3%	12.5%	20.0%	33.3%	8.8%	20.0%	20.8%	7.7%	13.6%	20.0%	13.6%
Job creation/employment	9.1%	25.0%	25.0%	0.0%	17.5%	8.0%	2.1%	15.4%	4.5%	30.0%	13.6%
Agricultural development	45.5%	41.7%	35.0%	33.3%	45.6%	20.0%	16.7%	19.2%	4.5%	10.0%	25.0%
Food security	4.5%	0.0%	10.0%	0.0%	5.3%	8.0%	8.3%	11.5%	22.7%	0.0%	9.1%
Governance	4.5%	4.2%	15.0%	16.7%	3.5%	16.0%	4.2%	11.5%	9.1%	0.0%	9.1%
Transport	4.5%	4.2%	15.0%	0.0%	7.0%	12.0%	10.4%	0.0%	9.1%	0.0%	2.3%
Security/stabilization/reconstruction	0.0%	16.7%	0.0%	8.3%	8.8%	0.0%	4.2%	7.7%	13.6%	10.0%	2.3%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	3.5%	0.0%	2.1%	0.0%	0.0%	10.0%	2.3%
Gender	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Natural resource management	4.5%	4.2%	10.0%	0.0%	7.0%	4.0%	0.0%	3.8%	4.5%	10.0%	13.6%
Environmental sustainability	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	7.7%	0.0%	0.0%	0.0%
Health	4.5%	8.3%	0.0%	0.0%	7.0%	8.0%	6.3%	7.7%	4.5%	10.0%	13.6%
Basic infrastructure	4.5%	0.0%	20.0%	25.0%	5.3%	4.0%	6.3%	19.2%	9.1%	10.0%	2.3%
Law and justice	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	4.5%
Local governance and institutions	4.5%	0.0%	5.0%	8.3%	1.8%	8.0%	2.1%	0.0%	0.0%	0.0%	2.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Public financial management	9.1%	4.2%	15.0%	0.0%	10.5%	8.0%	8.3%	3.8%	13.6%	10.0%	9.1%
Financial markets	0.0%	8.3%	0.0%	0.0%	1.8%	0.0%	2.1%	0.0%	0.0%	0.0%	2.3%

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

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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
How familiar are you with the work of the World Bank in Burundi?*	22	6.68	1.70	24	5.46	2.60	18	6.83	2.48	12	7.83	1.95	53	6.06	1.75	25	6.52	1.42	44	5.16	2.08	26	5.69	2.29	22	5.55	2.30	10	5.50	2.07	43	5.44	2.20
Overall, please rate your impression of the World Bank's effectiveness in Burundi.*	22	6.82	1.71	19	7.37	1.64	20	7.65	1.66	12	7.92	1.00	51	7.24	1.63	24	7.13	1.57	39	6.67	1.80	26	7.08	1.81	20	6.20	1.64	10	5.70	1.83	37	7.11	1.58

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

*Significantly different between stakeholder groups

To what extent do you believe... (1-To no degree at all, 10-To a very significant degree)**Overall Attitudes toward the World Bank**

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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's financial instruments meet the needs of Burundi?*	21	6.33	1.53	18	7.17	1.34	19	7.21	1.96	11	7.09	1.87	49	7.20	1.77	24	6.83	1.52	38	6.39	1.88	24	7.13	2.11	20	5.95	1.90	9	5.33	1.94	36	6.78	1.77
To what extent do you believe the World Bank meets Burundi's needs for knowledge services?	21	5.67	1.80	19	6.79	1.40	18	6.83	1.95	9	6.78	1.56	50	6.78	1.82	22	6.59	1.53	36	6.50	1.76	24	6.42	1.84	20	6.20	1.85	9	6.00	1.58	35	6.26	1.80

*Significantly different between stakeholder groups

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
Rural development	40.9%	20.8%	45.0%	33.3%	40.4%	36.0%	30.4%	19.2%	45.5%	22.2%	40.9%
Education	9.1%	37.5%	10.0%	16.7%	38.6%	16.0%	26.1%	30.8%	40.9%	11.1%	36.4%
Governance	4.5%	0.0%	10.0%	8.3%	3.5%	16.0%	15.2%	11.5%	9.1%	0.0%	11.4%
Security/stabilization/reconstruction	0.0%	16.7%	15.0%	0.0%	8.8%	4.0%	8.7%	11.5%	18.2%	0.0%	6.8%
Social protection	0.0%	4.2%	0.0%	0.0%	0.0%	0.0%	4.3%	0.0%	0.0%	0.0%	0.0%
Transport	9.1%	16.7%	15.0%	8.3%	10.5%	4.0%	4.3%	0.0%	9.1%	0.0%	6.8%
Poverty reduction	18.2%	12.5%	30.0%	16.7%	33.3%	12.0%	17.4%	19.2%	27.3%	11.1%	36.4%
Public sector reform	0.0%	0.0%	0.0%	8.3%	0.0%	4.0%	0.0%	3.8%	0.0%	11.1%	0.0%
Regional integration	0.0%	0.0%	0.0%	0.0%	3.5%	4.0%	2.2%	3.8%	9.1%	0.0%	0.0%
Gender	0.0%	0.0%	5.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	2.3%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	7.7%	0.0%	0.0%	2.3%
Domestic private sector development	22.7%	4.2%	30.0%	33.3%	12.3%	12.0%	19.6%	0.0%	4.5%	22.2%	9.1%
Foreign direct investment	4.5%	8.3%	5.0%	0.0%	3.5%	8.0%	6.5%	3.8%	4.5%	11.1%	2.3%
Water and sanitation	0.0%	0.0%	10.0%	0.0%	3.5%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Energy	59.1%	41.7%	15.0%	50.0%	29.8%	32.0%	30.4%	30.8%	45.5%	44.4%	20.5%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Public financial management	9.1%	4.2%	0.0%	0.0%	5.3%	12.0%	8.7%	0.0%	4.5%	11.1%	9.1%
Job creation/employment	31.8%	20.8%	20.0%	16.7%	15.8%	16.0%	21.7%	15.4%	9.1%	22.2%	13.6%
Financial markets	0.0%	0.0%	0.0%	8.3%	0.0%	0.0%	0.0%	7.7%	0.0%	11.1%	2.3%
Urban development	0.0%	4.2%	0.0%	25.0%	1.8%	0.0%	2.2%	0.0%	4.5%	0.0%	0.0%
Environmental sustainability	9.1%	4.2%	0.0%	8.3%	1.8%	4.0%	2.2%	3.8%	0.0%	11.1%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Health	4.5%	12.5%	0.0%	8.3%	12.3%	24.0%	6.5%	26.9%	13.6%	11.1%	13.6%
Global integration	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	5.0%	0.0%	8.8%	4.0%	10.9%	15.4%	13.6%	22.2%	4.5%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	4.3%	3.8%	0.0%	0.0%	2.3%
Agricultural development	18.2%	41.7%	15.0%	8.3%	33.3%	32.0%	17.4%	23.1%	4.5%	11.1%	22.7%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	2.3%
Economic growth	27.3%	20.8%	15.0%	25.0%	10.5%	24.0%	21.7%	19.2%	13.6%	22.2%	15.9%
Law and justice	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	3.8%	0.0%	11.1%	2.3%
Local governance and institutions	4.5%	8.3%	5.0%	8.3%	1.8%	0.0%	2.2%	3.8%	0.0%	11.1%	0.0%
Regulatory framework	4.5%	0.0%	0.0%	0.0%	0.0%	4.0%	2.2%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Basic infrastructure	4.5%	0.0%	35.0%	8.3%	8.8%	8.0%	8.7%	3.8%	0.0%	0.0%	9.1%
Natural resource management	4.5%	0.0%	0.0%	0.0%	1.8%	0.0%	2.2%	3.8%	0.0%	0.0%	6.8%
Anti-corruption	9.1%	12.5%	15.0%	0.0%	1.8%	4.0%	15.2%	11.5%	22.7%	11.1%	18.2%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	8.3%	0.0%	8.3%	1.8%	8.0%	4.3%	3.8%	0.0%	0.0%	0.0%

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value	Office of President, Minister, 1st or 2nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
Financial resources	41.2%	52.9%	50.0%	37.5%	37.8%	50.0%	37.8%	16.7%	14.3%	50.0%	21.4%
Mobilizing third party financial resources	11.8%	11.8%	28.6%	25.0%	16.2%	7.1%	10.8%	5.6%	7.1%	0.0%	17.9%
Technical assistance	0.0%	0.0%	0.0%	12.5%	2.7%	0.0%	5.4%	5.6%	14.3%	0.0%	3.6%
Policy advice	11.8%	0.0%	0.0%	12.5%	2.7%	7.1%	8.1%	5.6%	7.1%	0.0%	3.6%
Donor coordination	5.9%	5.9%	0.0%	0.0%	10.8%	7.1%	5.4%	11.1%	35.7%	0.0%	7.1%
Data	0.0%	5.9%	0.0%	0.0%	0.0%	0.0%	0.0%	11.1%	0.0%	12.5%	3.6%
Training/capacity building	5.9%	0.0%	7.1%	12.5%	10.8%	7.1%	18.9%	16.7%	14.3%	0.0%	10.7%
Studies/analyses	5.9%	5.9%	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	0.0%	0.0%
Convening/facilitating	0.0%	0.0%	0.0%	0.0%	2.7%	0.0%	0.0%	11.1%	0.0%	0.0%	3.6%
Linkage to non-Bank expertise	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	12.5%	0.0%
Strategy formulation	17.6%	17.6%	14.3%	0.0%	16.2%	14.3%	10.8%	16.7%	7.1%	25.0%	28.6%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	7.1%	0.0%	0.0%	0.0%	0.0%	0.0%

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

2nd Greatest Value	Office of President, Minister, 1st or 2nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
Financial resources	15.4%	17.6%	21.4%	11.1%	7.9%	0.0%	13.9%	33.3%	8.3%	25.0%	16.7%
Mobilizing third party financial resources	7.7%	11.8%	0.0%	0.0%	7.9%	14.3%	16.7%	5.6%	8.3%	0.0%	13.3%
Technical assistance	0.0%	0.0%	7.1%	0.0%	13.2%	21.4%	11.1%	0.0%	8.3%	25.0%	10.0%
Policy advice	15.4%	0.0%	14.3%	22.2%	0.0%	7.1%	2.8%	16.7%	16.7%	0.0%	3.3%
Donor coordination	7.7%	11.8%	14.3%	22.2%	18.4%	7.1%	8.3%	11.1%	16.7%	25.0%	10.0%
Data	0.0%	0.0%	0.0%	0.0%	7.9%	0.0%	2.8%	0.0%	0.0%	0.0%	0.0%
Training/capacity building	0.0%	29.4%	7.1%	0.0%	10.5%	0.0%	11.1%	11.1%	8.3%	25.0%	20.0%
Studies/analyses	7.7%	11.8%	0.0%	0.0%	5.3%	14.3%	2.8%	0.0%	0.0%	0.0%	6.7%
Convening/facilitating	30.8%	0.0%	0.0%	22.2%	2.6%	7.1%	0.0%	11.1%	8.3%	0.0%	3.3%
Linkage to non-Bank expertise	15.4%	0.0%	0.0%	11.1%	0.0%	21.4%	8.3%	5.6%	8.3%	0.0%	6.7%
Strategy formulation	0.0%	17.6%	35.7%	11.1%	26.3%	7.1%	16.7%	5.6%	16.7%	0.0%	10.0%
Other	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	5.6%	5.6%	0.0%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1st or 2nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
Imposing technocratic solutions without regard to political realities	25.0%	36.8%	21.1%	9.1%	41.2%	16.7%	27.9%	32.0%	28.6%	11.1%	28.2%
Not exploring alternative policy options	10.0%	15.8%	5.3%	27.3%	0.0%	8.3%	9.3%	20.0%	4.8%	33.3%	12.8%
Too bureaucratic in its operational policies and procedures	20.0%	10.5%	21.1%	27.3%	5.9%	25.0%	32.6%	8.0%	9.5%	44.4%	10.3%
Staff too inaccessible	25.0%	10.5%	0.0%	0.0%	17.6%	20.8%	4.7%	8.0%	0.0%	0.0%	10.3%
Arrogant in its approach	5.0%	0.0%	5.3%	0.0%	0.0%	4.2%	2.3%	4.0%	0.0%	0.0%	2.6%
Not client focused	0.0%	0.0%	10.5%	0.0%	2.0%	0.0%	9.3%	4.0%	9.5%	0.0%	2.6%
The credibility of its knowledge/data	0.0%	0.0%	0.0%	0.0%	3.9%	0.0%	2.3%	4.0%	4.8%	22.2%	0.0%
Not have to honestly criticize policies and reform efforts in the country	5.0%	0.0%	26.3%	9.1%	3.9%	8.3%	0.0%	0.0%	4.8%	11.1%	15.4%
Too influenced by developed countries	30.0%	36.8%	15.8%	18.2%	35.3%	29.2%	16.3%	28.0%	28.6%	33.3%	23.1%
Not enough public disclosure of its work	10.0%	15.8%	26.3%	9.1%	19.6%	25.0%	25.6%	8.0%	38.1%	22.2%	23.1%
World Bank processes too slow and complex	20.0%	21.1%	15.8%	9.1%	17.6%	8.3%	9.3%	16.0%	9.5%	33.3%	10.3%
Not aligned with country priorities	5.0%	26.3%	10.5%	9.1%	23.5%	0.0%	14.0%	20.0%	9.5%	0.0%	10.3%
Not aligned with other donors' work	0.0%	0.0%	0.0%	0.0%	2.0%	25.0%	2.3%	0.0%	0.0%	0.0%	7.7%
Not collaborating enough with non-state actors	10.0%	10.5%	26.3%	54.5%	11.8%	16.7%	32.6%	28.0%	42.9%	11.1%	33.3%
Other	25.0%	5.3%	5.3%	0.0%	2.0%	0.0%	2.3%	8.0%	0.0%	0.0%	7.7%

B. Overall Attitudes toward the World Bank (continued)

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
	Investment lending	73.7%	56.5%	94.7%	83.3%	81.8%	20.8%	58.7%	61.5%	66.7%	55.6%
Capacity building	15.8%	26.1%	10.5%	8.3%	23.6%	45.8%	21.7%	23.1%	19.0%	11.1%	33.3%
Policy based lending/Budget support to the Government	57.9%	39.1%	5.3%	16.7%	29.1%	20.8%	15.2%	15.4%	23.8%	22.2%	21.4%
Analytical work	5.3%	0.0%	5.3%	16.7%	1.8%	4.2%	13.0%	23.1%	0.0%	11.1%	2.4%
Technical assistance	10.5%	30.4%	26.3%	8.3%	20.0%	25.0%	19.6%	11.5%	14.3%	44.4%	7.1%
Trust Fund management	5.3%	0.0%	0.0%	8.3%	3.6%	8.3%	8.7%	7.7%	14.3%	0.0%	4.8%
Co-financing arrangements	5.3%	21.7%	21.1%	16.7%	16.4%	29.2%	19.6%	23.1%	28.6%	0.0%	14.3%
Sector-wide approaches	0.0%	13.0%	0.0%	16.7%	7.3%	16.7%	8.7%	7.7%	0.0%	44.4%	7.1%
Emergency recovery lending	15.8%	8.7%	36.8%	16.7%	14.5%	16.7%	26.1%	11.5%	28.6%	11.1%	26.2%
Don't know	5.3%	4.3%	0.0%	0.0%	0.0%	0.0%	4.3%	7.7%	0.0%	0.0%	2.4%

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Burundi? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
	Investment lending	5.3%	9.1%	0.0%	8.3%	10.9%	12.0%	15.6%	24.0%	15.0%	22.2%
Capacity building	42.1%	0.0%	10.0%	16.7%	14.5%	4.0%	6.7%	16.0%	10.0%	0.0%	12.8%
Policy based lending/Budget support to the Government	21.1%	27.3%	55.0%	25.0%	16.4%	24.0%	37.8%	20.0%	30.0%	11.1%	33.3%
Analytical work	31.6%	22.7%	15.0%	16.7%	25.5%	20.0%	28.9%	16.0%	20.0%	11.1%	33.3%
Technical assistance	10.5%	36.4%	15.0%	25.0%	18.2%	32.0%	20.0%	16.0%	15.0%	55.6%	17.9%
Trust Fund management	5.3%	13.6%	15.0%	16.7%	23.6%	16.0%	11.1%	28.0%	15.0%	33.3%	17.9%
Co-financing arrangements	10.5%	13.6%	10.0%	16.7%	12.7%	16.0%	11.1%	32.0%	20.0%	0.0%	12.8%
Sector-wide approaches	21.1%	4.5%	10.0%	16.7%	3.6%	24.0%	11.1%	4.0%	0.0%	0.0%	0.0%
Emergency recovery lending	10.5%	18.2%	15.0%	8.3%	14.5%	12.0%	17.8%	12.0%	30.0%	33.3%	23.1%
Don't know	10.5%	27.3%	20.0%	16.7%	30.9%	12.0%	11.1%	16.0%	15.0%	11.1%	10.3%

To what extent do you believe... (1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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 SHOULD seek to influence the global development agenda?	21	7.48	1.81	17	7.29	1.49	19	8.05	2.04	11	7.64	1.80	50	7.54	1.95	25	6.44	1.39	39	6.79	2.19	24	7.04	2.51	17	6.76	1.89	9	7.44	2.13	35	7.23	1.88
To what extent do you believe the World Bank DOES seek to influence the global development agenda?	20	5.85	2.32	16	6.44	1.79	19	6.68	2.50	11	6.91	1.70	46	6.98	1.99	25	6.72	1.57	36	6.39	1.63	24	6.17	2.30	16	6.44	1.67	9	4.89	1.83	34	6.44	1.93

B. Overall Attitudes toward the World Bank (continued)

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)?

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
NGOs	9.5%	17.4%	4.8%	8.3%	14.5%	0.0%	10.4%	48.1%	18.2%	0.0%	27.9%
Local government	38.1%	39.1%	14.3%	16.7%	41.8%	16.7%	10.4%	7.4%	22.7%	0.0%	7.0%
Beneficiaries	33.3%	52.2%	71.4%	25.0%	49.1%	29.2%	31.3%	33.3%	45.5%	33.3%	37.2%
Private sector	19.0%	30.4%	61.9%	50.0%	5.5%	33.3%	58.3%	11.1%	18.2%	44.4%	37.2%
Community-based organizations (CBOs)	38.1%	34.8%	9.5%	25.0%	41.8%	16.7%	27.1%	37.0%	27.3%	55.6%	37.2%
Donor community	38.1%	4.3%	9.5%	16.7%	14.5%	37.5%	8.3%	14.8%	9.1%	11.1%	2.3%
Foundations	0.0%	0.0%	0.0%	8.3%	1.8%	0.0%	4.2%	0.0%	0.0%	0.0%	2.3%
Academia/think tanks/research institutes	0.0%	4.3%	4.8%	8.3%	1.8%	4.2%	10.4%	0.0%	0.0%	0.0%	16.3%
Parliament	4.8%	4.3%	0.0%	0.0%	5.5%	8.3%	4.2%	7.4%	0.0%	0.0%	4.7%
Media	4.8%	4.3%	0.0%	16.7%	1.8%	20.8%	12.5%	18.5%	45.5%	11.1%	9.3%
Faith-based organizations	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	4.2%	7.4%	0.0%	11.1%	4.7%
UN and regional peace-keeping forces	4.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Emerging donors	4.8%	0.0%	4.8%	16.7%	5.5%	12.5%	4.2%	3.7%	4.5%	0.0%	9.3%
UN agencies	4.8%	0.0%	14.3%	0.0%	1.8%	8.3%	4.2%	3.7%	4.5%	0.0%	2.3%
Regional organizations	0.0%	4.3%	0.0%	8.3%	9.1%	4.2%	0.0%	7.4%	9.1%	11.1%	0.0%
Other	0.0%	4.3%	4.8%	0.0%	1.8%	4.2%	6.3%	0.0%	0.0%	22.2%	2.3%

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

Overall Attitudes toward the World Bank

Which of the following best describes your current position?

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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 currently plays a relevant role in development in Burundi*	22	7.14	1.73	22	7.27	1.70	21	8.05	1.63	12	8.42	1.78	53	7.89	1.55	25	6.80	1.47	43	6.74	2.27	25	7.00	2.36	21	6.57	1.72	10	6.00	2.05	40	6.95	2.11
The World Bank's work is aligned with what I consider the development priorities for Burundi	22	6.32	2.01	21	6.24	2.28	20	7.50	1.96	12	7.67	1.72	51	7.06	2.00	25	6.80	1.50	40	6.37	1.86	25	7.20	2.40	21	6.10	1.61	9	5.89	1.96	39	6.69	2.15
The World Bank supports programs and strategies that are realistic for Burundi*	21	6.52	1.94	21	6.33	2.48	21	7.81	1.33	11	7.45	1.81	52	7.69	1.74	24	6.54	1.44	40	6.42	2.16	25	7.16	1.91	21	6.43	1.69	10	5.40	2.22	38	6.71	1.93
The World Bank treats clients and stakeholders in Burundi with respect*	19	5.84	2.19	19	6.21	2.12	20	7.65	1.73	11	8.00	1.95	47	6.74	1.96	24	6.79	1.50	37	6.86	2.02	18	6.72	1.93	20	6.25	1.74	10	5.60	2.17	33	7.00	2.18

*Significantly different between stakeholder groups

To what extent is the World Bank an effective development partner in Burundi in terms of..., on a ten point scale? (1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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
Follow up and follow through*	18	6.50	1.42	19	7.37	1.34	20	7.60	1.73	12	8.08	1.68	47	7.40	1.53	24	6.83	1.37	33	6.94	1.48	24	7.04	1.97	21	6.52	1.44	8	5.75	1.98	35	7.00	1.88
Responsiveness	18	6.06	1.70	19	7.05	1.22	15	6.93	2.05	10	7.40	1.26	42	6.93	1.81	23	6.48	1.65	34	6.35	1.59	22	6.73	1.93	19	6.16	1.50	8	5.75	1.91	31	6.77	2.06
Flexibility (in terms of the institution's products and services)	20	5.45	1.54	19	6.58	1.57	19	6.11	2.21	12	7.33	1.50	47	6.64	1.59	23	5.83	1.56	32	6.09	1.75	23	6.39	1.95	20	6.30	1.30	7	6.14	2.12	31	5.84	2.03
Flexibility (in terms of changing country circumstances)	19	5.21	1.62	19	5.84	1.77	20	6.60	2.21	12	6.33	2.42	47	6.57	1.80	23	6.30	1.52	32	6.28	1.84	26	6.15	2.56	21	6.43	1.66	8	5.50	2.07	33	6.00	1.98
Being inclusive	18	5.67	2.06	19	6.58	1.57	18	7.11	1.81	11	7.18	1.94	48	7.23	1.64	24	6.21	1.67	29	6.34	1.76	25	6.56	2.33	21	6.24	1.70	8	5.38	2.07	32	6.38	2.18
Openness (sharing data and other information)	18	5.61	1.82	19	6.26	1.69	20	7.10	2.15	12	7.92	2.54	47	6.85	1.85	25	6.60	1.80	37	6.05	2.09	24	6.58	2.12	20	5.95	1.54	7	6.14	1.77	39	6.38	2.14
Staff accessibility	19	5.32	2.63	17	5.82	1.59	17	6.41	2.45	11	7.64	1.36	45	6.42	1.80	24	6.54	1.59	36	6.36	1.99	25	6.56	2.08	18	5.78	1.52	8	5.75	2.49	36	5.61	2.39
Straightforwardness and honesty	19	6.32	2.21	17	6.94	1.78	18	8.11	1.49	12	8.17	1.99	48	7.31	1.72	24	6.71	1.68	36	6.94	1.67	24	6.96	1.99	19	6.58	1.92	8	6.38	1.85	33	6.79	2.32
Collaboration with groups outside of the Government	20	6.35	1.95	17	6.94	1.68	19	6.95	2.09	11	6.73	1.68	45	7.02	2.02	24	6.46	1.86	35	6.26	1.90	24	7.00	2.54	18	6.28	1.74	7	5.86	1.07	31	6.42	2.25
Collaboration with the Government*	21	7.52	1.50	18	7.61	1.38	20	8.10	1.37	11	8.09	1.38	50	8.02	1.57	25	6.96	1.74	34	6.79	1.67	23	7.13	2.20	20	7.30	1.72	8	7.13	1.13	32	7.78	1.64
Collaboration with other donors	18	6.06	2.67	14	7.14	1.23	18	7.56	1.79	11	8.00	1.61	43	7.56	1.53	25	6.44	2.04	36	6.75	1.87	20	7.45	1.70	18	7.11	1.88	7	7.14	1.35	30	7.37	1.90

*Significantly different between stakeholder groups

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
The World Bank works too slowly	14.3%	9.5%	4.8%	8.3%	21.4%	8.0%	8.5%	14.8%	4.5%	20.0%	10.0%
The Government works inefficiently	0.0%	28.6%	38.1%	50.0%	8.9%	36.0%	51.1%	40.7%	27.3%	20.0%	35.0%
There is not an adequate level of citizen/civil society participation	23.8%	19.0%	28.6%	16.7%	21.4%	16.0%	21.3%	18.5%	13.6%	30.0%	32.5%
Poor donor coordination	28.6%	19.0%	4.8%	0.0%	14.3%	12.0%	17.0%	11.1%	36.4%	0.0%	10.0%
The World Bank does not do adequate follow through/follow-up	23.8%	14.3%	4.8%	8.3%	16.1%	8.0%	10.6%	11.1%	18.2%	0.0%	12.5%
Lack of/inadequate levels of capacity in Government	9.5%	4.8%	28.6%	33.3%	5.4%	28.0%	10.6%	22.2%	18.2%	10.0%	12.5%
Political pressures and obstacles	14.3%	19.0%	23.8%	25.0%	32.1%	12.0%	21.3%	25.9%	22.7%	10.0%	25.0%
Reforms are not well thought out in light of country challenges	33.3%	42.9%	28.6%	33.3%	32.1%	24.0%	25.5%	33.3%	27.3%	50.0%	32.5%
Ongoing conflict and instability	4.8%	14.3%	14.3%	8.3%	14.3%	20.0%	14.9%	11.1%	9.1%	10.0%	15.0%
Inadequate funding	33.3%	23.8%	14.3%	8.3%	28.6%	8.0%	6.4%	11.1%	9.1%	50.0%	10.0%
Other	4.8%	0.0%	4.8%	0.0%	0.0%	8.0%	2.1%	0.0%	4.5%	0.0%	0.0%

C. World Bank Effectiveness and Results

World Bank Effectiveness and Results

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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 degree does the World Bank's work help achieve sustainable development results in Burundi?*	22	6.59	.96	21	7.33	1.49	21	7.81	1.54	12	7.58	1.38	54	7.63	1.61	24	6.79	1.25	42	6.81	1.61	26	7.19	1.58	20	6.45	1.36	10	6.20	1.93	41	7.07	1.66

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

C. World Bank Effectiveness and Results (continued)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Burundi, on a ten point scale? (1-Not effective at all, 10-Very effective)

World Bank Effectiveness and Results

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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
Anti-corruption	17	4.94	1.71	16	5.56	2.31	18	5.44	2.50	11	6.27	2.28	38	5.95	2.34	22	5.45	1.63	36	5.58	2.17	22	5.55	2.60	21	4.90	2.00	9	5.56	1.67	27	5.52	2.65
Global information and communications technology	17	5.71	1.76	13	5.62	1.76	16	5.44	2.13	8	6.75	1.04	37	5.84	1.89	22	5.86	1.67	32	6.00	1.93	20	5.30	2.18	20	6.00	1.34	9	5.56	1.42	27	5.78	2.12
Transport	18	6.06	2.15	18	5.89	2.05	19	6.84	2.12	10	7.00	1.76	46	6.52	2.11	20	6.30	1.13	37	6.27	1.91	22	6.59	1.89	20	6.00	1.62	8	5.63	1.30	36	6.36	2.09
Crime and violence	13	4.31	2.29	14	4.64	2.13	15	4.40	2.13	7	4.43	1.51	39	5.92	2.22	19	5.53	1.84	31	4.58	2.32	18	6.28	2.87	14	4.71	2.33	7	4.86	.90	20	5.55	2.28
Regional conflict and tensions	14	4.79	2.12	12	4.75	1.60	16	4.69	2.24	7	5.14	1.46	35	6.11	1.86	22	5.23	1.69	30	4.97	2.16	18	6.28	2.14	15	4.67	2.02	7	5.00	1.53	23	5.48	2.11
Law and justice*	14	4.93	1.59	13	5.15	1.99	16	3.81	1.64	6	4.83	1.94	37	6.43	1.94	20	5.80	1.96	29	5.48	2.16	19	5.53	2.29	17	4.35	2.12	6	5.83	.98	26	5.54	2.10
Urban development	20	5.75	1.62	17	6.29	1.26	20	7.15	1.73	10	6.60	1.26	45	6.60	2.07	21	5.86	1.49	38	6.18	2.01	23	6.91	2.07	20	6.25	2.02	9	5.22	2.11	36	6.00	1.87
Environmental sustainability	17	5.18	1.78	18	5.94	1.86	19	5.89	2.02	9	7.33	1.41	41	6.49	1.87	21	6.29	1.10	34	5.74	1.44	23	6.39	1.80	18	5.72	1.78	8	5.63	1.51	33	6.30	1.78
Regulatory framework	17	6.35	1.58	12	5.75	1.66	16	6.06	1.69	7	6.57	.79	35	6.51	1.74	24	6.87	1.54	29	6.34	1.61	17	6.47	2.21	17	6.24	1.56	8	5.88	.83	22	6.27	1.98
Basic infrastructure	18	6.33	1.03	16	6.69	1.85	20	7.70	1.59	11	7.18	1.60	47	7.04	2.04	22	6.64	1.14	38	6.47	2.10	23	6.70	1.94	19	6.21	2.20	8	6.25	1.28	34	6.53	1.69
Communicable/non-communicable disease	11	6.64	1.63	17	6.94	1.92	18	7.22	2.56	9	7.11	1.83	44	7.25	1.45	23	6.30	1.79	34	6.68	1.82	21	6.90	1.70	18	5.89	2.08	6	5.67	1.37	27	6.33	2.37
Poverty reduction	20	5.95	1.70	20	6.45	1.85	20	7.15	1.76	9	7.22	1.09	47	6.74	1.98	24	6.63	1.71	42	5.88	2.19	26	6.38	2.17	20	6.05	2.04	9	5.67	2.12	38	6.95	1.52
Gender	15	5.67	1.68	15	5.93	1.10	18	6.83	1.69	8	6.00	1.93	41	6.56	1.82	20	5.65	1.69	32	6.47	1.65	20	6.15	2.08	17	5.24	1.48	8	6.13	.99	31	6.06	1.93
Domestic private sector development	16	5.63	1.54	15	5.13	2.42	19	5.63	2.43	8	5.88	.99	36	5.47	1.81	23	6.43	1.53	38	5.47	1.97	20	5.95	2.33	20	9.05	20.56	7	5.57	.98	28	5.71	1.92
Foreign direct investment	14	5.07	1.69	12	4.67	1.61	15	5.00	2.07	6	4.33	1.63	32	5.94	1.90	22	6.00	1.60	29	5.38	2.16	17	5.59	2.12	15	4.53	2.07	6	4.67	2.34	28	5.96	2.60
Local governance and institutions*	18	4.94	1.70	16	5.63	2.25	20	5.60	2.09	9	6.56	1.24	39	6.77	1.77	21	6.14	1.62	30	5.83	1.70	22	6.77	2.07	20	5.35	1.87	7	5.57	1.27	27	6.11	1.76
Water and sanitation	16	6.00	1.97	15	5.60	1.64	19	6.16	2.03	7	6.57	.98	43	6.70	1.90	20	6.00	1.12	33	5.94	1.77	22	6.41	1.99	18	6.22	1.80	9	6.56	1.33	30	6.77	2.06
Trade and exports	14	4.50	.94	13	4.62	1.80	15	4.80	2.11	6	5.17	2.14	33	5.15	2.06	21	6.33	1.24	31	5.42	2.01	19	5.74	2.64	16	4.69	1.96	6	5.17	1.72	23	6.00	2.17
Economic growth	21	6.33	1.56	17	5.94	1.52	20	6.90	1.45	10	6.70	.82	44	6.16	2.05	22	6.05	1.65	38	5.63	2.07	25	6.04	2.11	20	5.10	2.13	9	6.22	2.11	36	6.36	1.78
Energy	18	5.89	1.64	14	5.57	2.34	16	5.81	2.37	10	6.20	1.40	42	5.64	1.96	23	6.65	1.43	35	5.51	1.99	24	5.29	2.58	18	5.72	2.14	7	6.14	1.21	31	6.19	2.09
Disaster management	13	3.85	1.72	12	4.50	1.38	14	3.64	1.65	6	4.83	1.94	35	5.11	2.14	21	5.29	1.90	27	5.33	1.62	18	5.78	2.69	18	4.61	2.48	3	5.00	1.00	24	5.17	2.26
Monitoring and evaluation	16	5.06	1.98	12	5.17	1.70	19	6.79	1.87	8	6.38	2.13	39	6.56	1.76	23	6.65	1.67	34	6.03	1.82	22	6.73	2.47	18	6.06	1.51	8	6.13	1.25	32	5.91	2.19
Public financial management	17	6.24	1.99	16	6.81	1.47	17	6.29	2.11	7	7.43	.98	39	6.64	1.99	22	6.27	1.32	35	5.63	2.17	20	6.85	1.73	19	5.32	2.47	8	6.88	.99	32	6.44	2.38
Job creation/employment*	19	5.74	1.69	16	5.69	2.18	19	7.53	2.25	9	5.67	1.50	43	5.84	2.34	22	6.00	1.57	38	5.66	2.44	25	6.40	2.18	20	4.90	2.05	8	5.13	2.03	32	5.37	2.34
Social cohesion	15	4.87	2.39	13	5.46	.78	14	4.50	2.14	8	5.88	1.36	36	6.00	2.10	20	5.85	1.90	27	5.44	1.80	18	5.89	1.64	17	5.53	2.35	5	5.80	1.92	27	5.93	1.75
Financial markets	15	5.40	1.40	11	5.82	1.54	15	5.80	2.51	6	6.00	1.79	31	6.13	2.49	23	6.65	1.61	27	6.19	2.08	18	5.28	2.59	19	5.21	1.81	5	4.80	2.59	26	6.04	2.27
Equality of opportunity	15	4.60	1.99	12	5.25	1.71	17	5.94	2.56	8	6.00	1.31	32	6.03	1.89	20	5.90	1.68	29	5.62	2.37	23	4.61	2.48	17	5.00	2.29	7	4.00	1.73	28	5.68	2.65
Health	18	6.78	1.44	15	7.13	1.51	19	6.95	1.75	9	7.56	1.13	45	7.40	1.47	23	6.39	1.92	35	6.77	1.65	23	6.17	2.15	20	6.35	1.79	8	6.88	1.46	33	6.82	1.86
Rural development	19	6.32	1.80	18	6.22	2.02	19	6.68	1.67	8	6.25	1.91	46	6.74	2.07	21	6.76	1.37	35	6.29	1.64	23	5.91	2.11	19	6.00	1.91	8	6.13	1.46	34	6.74	2.11
Global integration	18	4.56	1.79	13	4.92	1.44	15	5.20	1.90	6	6.17	1.33	31	5.45	1.88	21	6.14	1.42	28	6.04	2.03	18	5.72	2.22	17	5.29	2.02	6	4.83	1.72	29	6.03	2.15
Governance	17	5.65	1.69	16	5.94	1.77	18	6.06	1.92	9	6.33	1.58	39	6.74	1.58	21	6.48	1.36	37	6.16	1.99	21	6.57	1.78	19	5.58	2.06	7	6.00	1.41	29	6.31	1.58
Food security	17	6.12	1.80	14	5.64	1.82	17	5.94	2.28	8	6.37	1.30	44	6.30	2.48	20	6.55	1.23	35	5.57	1.99	26	5.58	1.77	21	5.95	2.01	8	5.38	1.85	33	6.24	1.80
Education*	17	5.94	1.75	17	7.06	1.43	19	6.53	2.01	9	7.11	1.05	45	7.18	1.66	23	6.30	1.52	34	6.24	1.65	22	5.77	1.90	20	6.45	1.82	8	5.50	1.51	34	6.18	2.24
Security/stabilization/reconstruction	18	5.22	2.26	15	6.47	1.92	18	7.00	1.50	8	6.38	1.85	40	6.47	1.68	20	6.65	1.53	33	5.52	1.80	22	6.27	1.78	19	6.00	1.60	7	5.43	1.90	29	6.03	1.72
Social protection	14	4.86	1.75	11	5.36	1.50	13	4.38	1.50	7	5.29	1.38	36	5.83	1.98	20	6.40	1.82	28	5.39	1.87	20	6.20	2.21	15	5.13	1.96	5	4.80	2.28	22	5.14	2.14
Climate change	14	4.71	2.13	12	5.00	1.41	15	4.27	1.49	6	6.33	1.51	37	5.22	1.77	19	6.21	1.55	28	5.54	1.77	20	5.50	2.61	17	4.88	2.00	4	5.25	3.10	25	5.56	2.31
Public sector reform	15	5.53	1.06	10	6.60	1.43	17	5.65	2.26	7	7.00	1.15	34	6.00	2.03	22	6.41	1.62	33	5.64	2.01	22	5.95	2.36	18	5.61	1.61	7	6.71	1.25	28	6.57	1.97
Regional integration	15	4.87	1.55	11	6.82	1.40	13	5.54	1.85	5	5.80	.45	34	6.00	2.00	22	6.18	1.47	31	6.06	1.67	19	6.05	2.44	17	6.00	1.77	6	5.33	1.03	25	6.84	1.80
Agricultural development	17	6.88	1.41	18	6.11	1.71	18	6.56	1.89	7	6.57	1.27	47	6.55	1.98	23	6.87	1.42	35	5.86	2.03	24	6.25	2.05	20	6.10	1.68	8	6.25	1.58	31	6.48	2.10
Natural resource management	16	4.44	2.19	11	5.36	2.20	17	5.00	1.58	7	6.00	.58	39	5.69	2.21	20	6.05	1.39	31	5.61	1.80	21	4.95	2.27	19	4.63	1.95	5	5.40	2.51	25	5.28	2.34

*Significantly different between stakeholder groups

D. The World Bank's Knowledge

When thinking about the development challenges in Burundi, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
	Public sector reform	13.6%	4.3%	23.8%	0.0%	8.8%	12.0%	14.9%	23.1%	13.6%	0.0%
Gender	4.5%	0.0%	4.8%	0.0%	3.5%	0.0%	0.0%	0.0%	0.0%	0.0%	2.3%
Social cohesion	4.5%	0.0%	0.0%	0.0%	1.8%	0.0%	2.1%	0.0%	0.0%	0.0%	0.0%
Education	4.5%	21.7%	9.5%	18.2%	29.8%	12.0%	21.3%	15.4%	36.4%	30.0%	20.5%
Domestic private sector development	9.1%	21.7%	42.9%	18.2%	15.8%	20.0%	31.9%	3.8%	31.8%	10.0%	29.5%
Foreign direct investment	0.0%	4.3%	0.0%	0.0%	8.8%	4.0%	2.1%	3.8%	4.5%	10.0%	2.3%
Water and sanitation	0.0%	4.3%	9.5%	0.0%	1.8%	0.0%	0.0%	0.0%	4.5%	0.0%	0.0%
Trade and exports	4.5%	0.0%	0.0%	9.1%	0.0%	4.0%	0.0%	0.0%	4.5%	0.0%	2.3%
Economic growth	31.8%	39.1%	33.3%	27.3%	29.8%	32.0%	23.4%	15.4%	18.2%	30.0%	22.7%
Energy	59.1%	43.5%	42.9%	36.4%	28.1%	12.0%	31.9%	30.8%	45.5%	30.0%	22.7%
Regional conflict and tensions	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	4.3%	3.8%	4.5%	10.0%	0.0%
Disaster management	0.0%	0.0%	0.0%	0.0%	1.8%	4.0%	2.1%	0.0%	4.5%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	9.1%	1.8%	0.0%	2.1%	0.0%	4.5%	0.0%	2.3%
Governance	0.0%	13.0%	9.5%	9.1%	7.0%	12.0%	4.3%	15.4%	4.5%	10.0%	9.1%
Social protection	0.0%	0.0%	0.0%	0.0%	0.0%	16.0%	8.5%	3.8%	0.0%	0.0%	0.0%
Climate change	9.1%	13.0%	0.0%	0.0%	5.3%	4.0%	4.3%	7.7%	0.0%	20.0%	2.3%
Poverty reduction	27.3%	17.4%	14.3%	18.2%	33.3%	16.0%	17.0%	23.1%	18.2%	20.0%	27.3%
Law and justice	0.0%	0.0%	0.0%	0.0%	1.8%	4.0%	2.1%	0.0%	0.0%	0.0%	4.5%
Security/stabilization/reconstruction	4.5%	8.7%	0.0%	0.0%	3.5%	0.0%	4.3%	3.8%	4.5%	0.0%	2.3%
Anti-corruption	27.3%	13.0%	9.5%	18.2%	3.5%	32.0%	19.1%	15.4%	36.4%	40.0%	22.7%
Financial markets	0.0%	0.0%	4.8%	9.1%	0.0%	8.0%	2.1%	3.8%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	3.8%	0.0%	10.0%	2.3%
Urban development	0.0%	0.0%	0.0%	9.1%	0.0%	0.0%	0.0%	0.0%	0.0%	10.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Regional integration	0.0%	0.0%	4.8%	0.0%	3.5%	4.0%	6.4%	3.8%	9.1%	0.0%	0.0%
Global information and communications technology	0.0%	4.3%	0.0%	0.0%	1.8%	4.0%	4.3%	7.7%	0.0%	0.0%	9.1%
Local governance and institutions	4.5%	8.7%	0.0%	18.2%	3.5%	4.0%	2.1%	0.0%	0.0%	0.0%	2.3%
Transport	9.1%	4.3%	9.5%	9.1%	3.5%	4.0%	2.1%	0.0%	4.5%	0.0%	4.5%
Agricultural development	45.5%	13.0%	23.8%	27.3%	38.6%	28.0%	29.8%	34.6%	4.5%	10.0%	25.0%
Natural resource management	9.1%	8.7%	0.0%	18.2%	5.3%	0.0%	4.3%	7.7%	4.5%	10.0%	6.8%
Public financial management	4.5%	0.0%	4.8%	0.0%	5.3%	4.0%	4.3%	0.0%	0.0%	0.0%	4.5%
Job creation/employment	0.0%	17.4%	9.5%	0.0%	10.5%	20.0%	6.4%	15.4%	13.6%	20.0%	6.8%
Health	0.0%	4.3%	4.8%	9.1%	14.0%	0.0%	10.6%	15.4%	4.5%	10.0%	2.3%
Rural development	18.2%	8.7%	14.3%	27.3%	21.1%	12.0%	4.3%	7.7%	0.0%	0.0%	11.4%
Global integration	0.0%	4.3%	4.8%	0.0%	0.0%	4.0%	0.0%	3.8%	9.1%	0.0%	2.3%
Food security	4.5%	4.3%	4.8%	0.0%	3.5%	0.0%	6.4%	15.4%	9.1%	0.0%	11.4%
Environmental sustainability	0.0%	8.7%	0.0%	0.0%	0.0%	0.0%	2.1%	0.0%	0.0%	10.0%	6.8%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%	4.0%	0.0%	3.8%	0.0%	0.0%	0.0%
Basic infrastructure	4.5%	0.0%	14.3%	0.0%	3.5%	0.0%	6.4%	3.8%	0.0%	0.0%	6.8%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%

D. The World Bank's Knowledge (continued)

How effective do you believe the World Bank's knowledge and research are at ... in Burundi? (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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
Raising your awareness of the particular topic*	16	4.31	2.33	17	5.53	1.97	16	5.69	1.82	8	7.88	1.64	38	6.13	1.82	22	6.14	1.70	30	5.17	2.17	21	5.29	1.98	19	4.79	1.51	8	5.38	2.20	31	5.58	2.72
Stimulating public debate/dialogue	18	4.61	2.43	17	5.82	1.55	15	5.73	2.05	10	6.50	2.01	40	6.25	1.92	23	5.96	2.03	32	5.81	2.43	22	5.86	2.14	20	5.00	1.81	8	6.00	.93	34	5.91	2.23
Enhancing your knowledge and/or skills	20	4.90	2.55	18	5.56	1.79	17	6.00	1.84	10	7.00	1.63	42	6.40	2.01	23	5.83	1.72	29	5.52	2.41	23	5.13	2.16	19	5.32	2.38	9	6.00	2.12	37	5.62	2.45
Contributing to good policy making	20	5.55	1.85	17	5.82	1.94	17	5.88	2.20	9	7.44	1.51	44	6.57	1.73	23	6.61	1.20	33	6.09	2.30	19	6.37	1.83	19	5.74	1.85	8	6.63	2.13	35	6.26	2.23
Providing support for program implementation	21	6.19	2.06	17	6.59	1.70	17	7.06	1.82	11	8.09	1.51	46	7.26	1.71	23	6.61	1.41	37	6.38	1.95	25	6.52	1.71	19	5.89	2.16	9	6.56	1.81	36	6.67	1.97

*Significantly different between stakeholder groups

In Burundi, to what extent do you believe that the World Bank's knowledge and research ...? (1-To no degree at all, 10-To a very significant degree)

The World Bank's Knowledge

	Which of the following best describes your current position?																																		
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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
Are timely	17	5.35	2.06	16	5.81	1.68	17	5.65	1.58	9	6.22	1.79	40	6.18	1.80	20	6.45	1.19	32	5.91	2.15	22	5.27	2.05	20	5.85	2.06	8	5.38	2.33	30	5.80	2.38		
Are relevant to Burundi's development priorities	19	6.37	2.06	16	6.81	1.94	17	6.47	1.74	10	6.90	1.91	43	6.47	1.67	23	6.22	1.54	33	6.30	1.74	23	6.13	2.18	21	5.95	1.77	9	5.33	1.94	31	6.55	1.82		
Provide feasible recommendations*	17	5.65	1.80	16	6.50	1.63	19	7.42	1.35	9	7.33	2.00	44	6.86	1.41	22	6.27	1.58	32	6.59	1.64	24	6.13	2.27	20	6.20	1.94	9	5.11	2.03	32	6.50	1.93		
Are accessible	18	5.28	1.56	16	5.94	2.17	18	6.67	1.85	9	7.78	1.72	41	6.34	1.97	23	6.22	1.38	30	6.20	2.01	23	5.74	2.07	20	6.00	1.84	9	5.11	2.03	31	5.90	2.30		
A source of relevant information on global good practices	18	6.44	2.41	13	6.38	1.76	19	7.42	1.77	10	8.30	1.89	43	6.93	1.56	22	6.64	1.76	34	7.21	1.55	22	6.36	2.38	21	6.57	1.89	10	6.80	1.23	31	6.68	2.14		
Are adequately disseminated	20	5.10	1.97	16	6.00	1.79	18	6.50	1.72	10	7.10	2.38	40	6.13	1.73	24	6.63	1.84	30	5.93	2.32	21	5.86	2.37	19	5.32	1.38	9	5.11	1.76	32	5.75	2.30		
Are appropriately translated	18	6.50	1.82	14	5.64	1.55	19	6.47	1.90	10	7.50	2.12	40	6.18	1.95	23	6.30	1.33	32	6.91	1.94	19	6.00	2.40	21	5.90	1.55	8	5.50	2.00	32	6.03	2.55		
Are adaptable to Burundi's development challenges	19	6.63	1.92	15	5.93	1.83	19	6.79	1.62	10	7.50	1.84	42	6.60	1.95	24	6.54	1.35	35	5.83	2.05	22	6.50	2.11	21	5.95	1.83	10	4.90	2.51	33	6.09	2.07		

*Significantly different between stakeholder groups

The World Bank's Knowledge

	Which of the following best describes your current position?																																		
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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, how significant a contribution do you believe the World Bank's knowledge and research make to development results in Burundi?*	16	5.75	1.44	16	7.00	1.59	19	6.79	1.58	10	7.30	1.49	47	7.11	1.63	23	6.83	1.37	33	6.64	2.06	24	6.25	1.82	21	5.24	1.89	10	6.00	2.05	36	7.06	1.85		
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	17	6.71	2.17	17	6.94	1.30	19	7.53	1.39	11	7.64	1.43	46	7.11	1.54	23	6.91	.95	35	7.06	1.78	23	6.83	1.92	18	6.72	1.99	10	6.40	2.07	37	7.27	1.59		
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	16	5.25	1.95	14	6.29	1.49	17	6.53	1.23	11	6.64	1.91	38	6.37	1.48	22	6.45	1.10	33	6.12	1.93	20	6.35	1.84	16	5.94	1.69	7	5.43	1.72	31	6.65	2.23		

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

*Significantly different between stakeholder groups

E. Working with the World Bank

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

Working with the World Bank

Which of the following best describes your current position?

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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 disburses funds promptly*	20	3.70	2.27	17	4.59	1.62	19	7.58	2.61	12	7.33	1.78	46	4.87	2.40	23	5.83	1.50	37	5.65	2.45	23	5.48	2.71	17	4.47	2.12	10	4.90	1.91	29	5.28	2.70
The World Bank effectively monitors and evaluates the projects and programs it supports*	21	6.71	1.71	19	7.53	1.58	21	8.48	1.69	12	8.08	1.68	51	7.33	2.15	25	5.96	1.86	38	6.53	1.94	25	6.84	2.08	18	6.44	1.98	10	6.70	1.34	38	6.95	2.16
The World Bank's approvals and reviews are done in a timely fashion	20	5.80	2.04	19	5.95	1.72	18	7.22	2.07	10	7.00	1.63	45	6.36	2.04	23	6.04	1.40	32	6.19	1.71	23	6.74	2.26	18	5.72	1.90	10	5.40	1.71	33	6.18	1.91
The World Bank's safeguard policy requirements are reasonable	18	5.94	1.11	16	6.06	1.65	17	7.47	1.46	11	6.73	1.74	50	7.00	1.70	21	6.19	1.25	32	6.13	2.08	21	6.33	2.42	19	6.00	1.63	8	6.13	1.81	33	6.52	2.28
The World Bank imposes reasonable conditions on its lending	19	5.63	1.54	16	6.25	1.88	19	7.53	1.95	10	7.20	2.53	49	6.49	2.21	23	6.39	1.31	36	6.50	2.25	22	6.09	2.83	18	6.56	2.28	10	5.70	2.31	32	6.28	2.52
Working with the World Bank increases Burundi's institutional capacity*	22	6.23	2.35	19	7.05	1.75	19	7.53	2.04	11	8.55	1.75	53	7.68	1.85	25	6.72	1.70	38	6.50	2.10	26	7.04	2.22	20	6.80	1.99	9	6.33	1.41	38	7.29	1.81
The World Bank ensures consistency and continuity through staff changes	13	4.69	3.01	14	6.29	1.33	15	6.40	2.23	11	6.82	1.83	41	6.83	1.99	25	5.76	1.76	29	6.41	1.70	18	7.11	2.25	15	5.60	1.59	7	6.43	1.62	28	6.04	2.43
The World Bank's teams and visits are well coordinated*	17	6.12	2.03	15	7.20	1.15	16	7.37	1.59	12	8.00	1.65	45	7.44	1.80	23	6.04	2.01	30	6.67	1.90	21	7.14	2.03	17	6.12	1.27	9	6.33	1.50	31	7.13	1.96
Where country systems are adequate, the World Bank makes appropriate use of them	17	5.59	2.21	14	7.00	1.52	18	8.00	1.46	11	6.91	2.47	45	7.53	1.87	20	6.55	1.54	32	7.06	1.95	23	7.30	1.99	19	7.00	1.76	8	6.88	1.64	31	7.16	2.42
The World Bank provides effective implementation support*	21	6.38	1.94	20	7.25	1.68	20	8.20	1.51	12	7.92	1.62	51	7.57	2.04	23	6.22	2.09	41	7.20	2.04	25	7.32	2.08	19	6.58	1.98	10	6.40	1.58	40	7.47	1.72

*Significantly different between stakeholder groups

Working with the World Bank

Which of the following best describes your current position?

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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 is adequately staffed in Burundi?*	17	4.88	2.20	13	6.00	1.63	18	7.06	1.86	11	7.36	.81	41	6.76	1.70	23	6.30	1.89	26	7.31	1.38	17	7.00	2.09	16	5.75	1.88	6	5.83	2.04	27	6.59	2.36

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

F. The Future Role of the World Bank in Burundi

The Future Role of the World Bank in Burundi

Which of the following best describes your current position?

	Which of the following best describes your current position?																																
	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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
How significant a role do you believe the World Bank SHOULD play in Burundi's development over the medium term in the near future?*	22	8.41	1.59	22	8.18	1.62	20	8.85	1.27	12	8.58	1.73	54	8.74	1.35	25	7.20	1.47	44	7.89	1.82	25	7.96	2.07	20	7.95	1.57	10	8.20	1.40	42	8.00	1.74

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

F. The Future Role of the World Bank in Burundi (continued)

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
Improve the quality of its experts as related to Burundi's specific challenges	40.0%	22.7%	4.8%	8.3%	22.8%	25.0%	15.9%	30.8%	23.8%	10.0%	19.0%
Reduce the complexity of obtaining World Bank financing	55.0%	81.8%	52.4%	58.3%	63.2%	16.7%	29.5%	46.2%	47.6%	60.0%	52.4%
Focus primarily on advice and advocacy issues	0.0%	9.1%	4.8%	8.3%	14.0%	12.5%	20.5%	19.2%	19.0%	10.0%	16.7%
Improve the competitiveness of its financing compared to markets	5.0%	22.7%	14.3%	25.0%	19.3%	25.0%	20.5%	11.5%	19.0%	10.0%	19.0%
Ensure greater selectivity in its work	5.0%	0.0%	19.0%	8.3%	3.5%	12.5%	6.8%	11.5%	19.0%	0.0%	11.9%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	0.0%	4.5%	23.8%	25.0%	14.0%	16.7%	25.0%	19.2%	23.8%	40.0%	14.3%
Offer more innovative financial products	25.0%	18.2%	33.3%	25.0%	17.5%	16.7%	29.5%	23.1%	23.8%	60.0%	28.6%
Offer more innovative knowledge services	25.0%	18.2%	14.3%	25.0%	12.3%	16.7%	31.8%	7.7%	23.8%	0.0%	19.0%
Work faster	0.0%	0.0%	14.3%	8.3%	21.1%	4.2%	2.3%	15.4%	9.5%	0.0%	2.4%
Increase the level of World Bank staffing in Burundi's office	20.0%	4.5%	4.8%	0.0%	3.5%	37.5%	4.5%	11.5%	9.5%	10.0%	4.8%
Other	10.0%	9.1%	4.8%	0.0%	0.0%	0.0%	9.1%	0.0%	4.8%	0.0%	4.8%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
Local newspapers	30.0%	45.5%	50.0%	30.0%	56.1%	25.0%	40.0%	40.0%	42.9%	50.0%	43.9%
International newspapers	0.0%	4.5%	15.0%	0.0%	5.3%	25.0%	8.9%	16.0%	19.0%	0.0%	4.9%
Local radio	40.0%	59.1%	55.0%	60.0%	66.7%	16.7%	37.8%	36.0%	42.9%	40.0%	61.0%
International radio	5.0%	0.0%	0.0%	10.0%	10.5%	8.3%	4.4%	8.0%	9.5%	0.0%	9.8%
Local television	25.0%	27.3%	25.0%	10.0%	19.3%	8.3%	13.3%	16.0%	14.3%	20.0%	12.2%
International television	10.0%	0.0%	0.0%	0.0%	3.5%	8.3%	6.7%	16.0%	0.0%	10.0%	9.8%
Periodicals	25.0%	13.6%	10.0%	0.0%	5.3%	8.3%	13.3%	4.0%	0.0%	20.0%	9.8%
Internet	55.0%	13.6%	25.0%	80.0%	10.5%	75.0%	46.7%	36.0%	38.1%	60.0%	36.6%
Blogs	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%	2.2%	0.0%	0.0%	0.0%	2.4%
Mobile phones	0.0%	0.0%	0.0%	0.0%	3.5%	4.2%	0.0%	12.0%	0.0%	0.0%	2.4%
Instant messaging	0.0%	4.5%	0.0%	0.0%	1.8%	0.0%	0.0%	4.0%	9.5%	0.0%	0.0%
Other	5.0%	22.7%	10.0%	10.0%	8.8%	8.3%	13.3%	4.0%	9.5%	0.0%	4.9%

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi- lateral Agency	Private/Financial Sector, Private Bank	NGO/ CBO	Media	Independent Government Institution	Other
World Bank website	42.9%	25.0%	52.6%	66.7%	16.1%	48.0%	36.2%	40.0%	50.0%	30.0%	50.0%
Direct contact with World Bank	19.0%	20.8%	42.1%	25.0%	33.9%	16.0%	42.6%	24.0%	35.0%	30.0%	19.0%
e-Newsletters	9.5%	29.2%	21.1%	0.0%	3.6%	28.0%	19.1%	12.0%	15.0%	40.0%	21.4%
Instant messaging	14.3%	0.0%	0.0%	0.0%	3.6%	4.0%	0.0%	0.0%	0.0%	0.0%	2.4%
World Bank seminars/workshops/conferences	42.9%	66.7%	47.4%	50.0%	69.6%	16.0%	38.3%	48.0%	35.0%	40.0%	40.5%
World Bank Public Information Center	14.3%	16.7%	0.0%	25.0%	12.5%	16.0%	10.6%	8.0%	0.0%	10.0%	21.4%
World Bank publications and other written materials	38.1%	25.0%	31.6%	25.0%	39.3%	28.0%	31.9%	32.0%	20.0%	50.0%	38.1%
Mobile phones	0.0%	4.2%	5.3%	0.0%	5.4%	4.0%	0.0%	20.0%	5.0%	0.0%	0.0%
Social media	19.0%	4.2%	0.0%	0.0%	10.7%	16.0%	12.8%	12.0%	30.0%	0.0%	2.4%
Blogs	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	0.0%
Other	0.0%	0.0%	0.0%	0.0%	1.8%	0.0%	0.0%	0.0%	0.0%	0.0%	2.4%

G. Communication and Information Sharing (continued)

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

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	27.3%	0.0%	0.0%	16.7%	5.4%	13.0%	9.1%	12.5%	10.0%	11.1%	7.7%
No	72.7%	100.0%	100.0%	83.3%	94.6%	87.0%	90.9%	87.5%	90.0%	88.9%	92.3%

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

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	22.7%	9.1%	6.3%	27.3%	3.8%	29.2%	14.0%	20.8%	17.6%	50.0%	13.2%
No	77.3%	90.9%	93.8%	72.7%	96.2%	70.8%	86.0%	79.2%	82.4%	50.0%	86.8%

*Significantly different between stakeholder groups

Were you able to obtain this information?

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	60.0%	100.0%	100.0%	66.7%	100.0%	100.0%	100.0%	83.3%	100.0%	60.0%	50.0%
No	40.0%	0.0%	0.0%	33.3%	0.0%	0.0%	0.0%	16.7%	0.0%	40.0%	50.0%

Do you have access to the Internet?*

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	77.8%	70.8%	95.0%	91.7%	35.8%	91.3%	93.5%	72.0%	94.1%	90.0%	84.2%
No	22.2%	29.2%	5.0%	8.3%	64.2%	8.7%	6.5%	28.0%	5.9%	10.0%	15.8%

*Significantly different between stakeholder groups

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

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	33.3%	20.8%	22.2%	58.3%	9.6%	54.2%	47.7%	28.0%	55.6%	66.7%	43.6%
No	66.7%	79.2%	77.8%	41.7%	90.4%	45.8%	52.3%	72.0%	44.4%	33.3%	56.4%

*Significantly different between stakeholder groups

Which do you primarily use?*

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
The World Bank's country website (www.worldbank.org/burundi)	23.1%	37.5%	83.3%	14.3%	80.0%	68.4%	72.4%	55.6%	64.3%	42.9%	58.8%
The World Bank's main website (www.worldbank.org)	76.9%	62.5%	16.7%	85.7%	20.0%	31.6%	27.6%	44.4%	35.7%	57.1%	41.2%

*Significantly different between stakeholder groups

Do you use/have you used the World Bank's Public Information Centers (PICs) in Burundi?*

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	9.1%	4.3%	0.0%	16.7%	3.9%	9.1%	18.2%	13.0%	14.3%	10.0%	7.9%
No	63.6%	56.5%	82.4%	66.7%	52.9%	77.3%	63.6%	73.9%	71.4%	90.0%	63.2%
I don't know what a PIC is	27.3%	39.1%	17.6%	16.7%	43.1%	13.6%	18.2%	13.0%	14.3%	0.0%	28.9%

*Significantly different between stakeholder groups

G. Communication and Information Sharing (continued)

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

Which of the following best describes your current position?

	Office of the President, Minister, 1st or 2nd Vice President			Employee of Ministry			Consultant on Bank Project			PMU			Local Government			Bilateral or Multilateral Agency			Private Sector/Financial Sector/Private Bank			NGO/CBO			Media			Independent Government Institution			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 use more data from the World Bank as a result of the organization's Open Data policy	14	3.93	2.50	14	4.07	2.34	14	5.86	2.88	9	5.11	2.26	34	4.50	2.86	20	5.85	1.87	28	5.18	2.58	20	4.15	3.03	17	4.24	1.86	5	2.20	2.17	32	4.44
The World Bank's PIC is a valuable source of information related to development in Burundi	17	6.53	2.96	12	6.58	2.54	14	6.14	2.71	11	6.18	1.94	23	4.57	2.86	22	6.09	2.04	36	5.94	2.70	18	5.33	3.11	17	6.65	1.87	6	5.50	3.21	34	6.38	2.73
I find the World Bank websites easy to navigate	15	4.93	1.79	9	5.22	2.68	7	5.43	2.44	9	6.56	2.07	23	6.00	2.75	22	6.59	1.97	30	6.30	2.49	17	5.18	3.17	13	5.23	2.39	6	5.17	2.71	26	6.15	2.66
I find the information on the World Bank's websites useful	4	5.50	.58	3	5.00	1.00	4	4.25	2.50	4	7.00	1.63	11	4.18	2.71	13	6.00	.91	19	5.05	1.58	11	6.09	2.74	11	5.09	2.43	4	5.00	2.94	10	5.90	2.08
When I need information from the World Bank I know how to find it	13	7.77	2.05	6	6.83	1.72	9	6.00	3.12	8	7.25	1.75	12	6.08	2.75	21	6.38	1.83	30	5.97	2.31	11	6.00	2.05	12	5.83	1.75	6	6.67	2.25	23	6.26	1.45
The World Bank is responsive to my information requests and inquiries	13	7.92	1.85	6	7.00	1.41	10	6.10	3.25	8	7.50	1.77	10	5.60	3.17	18	6.83	1.58	30	6.57	2.24	12	6.50	2.07	14	6.29	1.94	6	6.83	1.47	25	6.80	1.71

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Yes	95.5%	56.5%	95.0%	91.7%	80.4%	92.0%	71.4%	87.5%	66.7%	70.0%	62.8%
No	4.5%	43.5%	5.0%	8.3%	19.6%	8.0%	28.6%	12.5%	33.3%	30.0%	37.2%

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

Percentage of Respondents (Responses Combined)	Office of President, Minister, 1 st or 2 nd V.P.	Employee of a Ministry	Consultant on Bank project	PMU	Local Government	Bi- or Multi-lateral Agency	Private/Financial Sector, Private Bank	NGO/CBO	Media	Independent Government Institution	Other
Observer	23.8%	16.7%	10.0%	0.0%	16.7%	12.5%	27.3%	37.5%	35.0%	40.0%	26.2%
Use World Bank reports/data	14.3%	27.8%	15.0%	27.3%	18.5%	20.8%	2.3%	20.8%	35.0%	0.0%	26.2%
Engage in World Bank related/sponsored events/activities	28.6%	66.7%	70.0%	45.5%	59.3%	20.8%	47.7%	37.5%	25.0%	40.0%	38.1%
Collaborate as part of my professional duties	66.7%	33.3%	45.0%	81.8%	57.4%	66.7%	50.0%	37.5%	40.0%	50.0%	47.6%
Use World Bank website for information, data, research, etc.	0.0%	5.6%	0.0%	0.0%	11.1%	8.3%	15.9%	16.7%	25.0%	30.0%	11.9%

Appendix C: Responses to All Questions by Geographic Location

A. General Issues facing Burundi

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

Percentage of Respondents	East	West	North	South	Center
The right direction	81.8%	67.3%	81.8%	79.2%	87.9%
The wrong direction	9.1%	21.4%	9.1%	20.8%	12.1%
Not sure	9.1%	11.2%	9.1%	0.0%	0.0%

Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

1 st Most Important					
Percentage of Respondents	East	West	North	South	Center
Rural development	9.4%	16.0%	23.3%	38.5%	24.1%
Education	15.6%	16.8%	23.3%	15.4%	20.7%
Social protection	0.0%	2.5%	0.0%	0.0%	0.0%
Transport	0.0%	0.8%	0.0%	3.8%	0.0%
Security/stabilization/reconstruction	15.6%	3.4%	0.0%	11.5%	13.8%
Poverty reduction	3.1%	7.6%	6.7%	3.8%	3.4%
Public sector reform	3.1%	0.0%	0.0%	0.0%	0.0%
Regional integration	6.3%	7.6%	3.3%	11.5%	3.4%
Gender	0.0%	0.8%	0.0%	0.0%	0.0%
Domestic private sector development	0.0%	0.0%	0.0%	0.0%	0.0%
Foreign direct investment	0.0%	0.8%	0.0%	0.0%	0.0%
Water and sanitation	0.0%	1.7%	0.0%	0.0%	0.0%
Energy	15.6%	2.5%	6.7%	0.0%	6.9%
Regional conflict and tensions	0.0%	1.7%	0.0%	0.0%	0.0%
Monitoring and evaluation	3.1%	1.7%	0.0%	0.0%	0.0%
Public financial management	3.1%	0.0%	0.0%	0.0%	0.0%
Job creation/employment	3.1%	5.9%	3.3%	0.0%	0.0%
Governance	3.1%	11.8%	0.0%	0.0%	0.0%
Financial markets	0.0%	0.8%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	3.8%	0.0%
Environmental sustainability	0.0%	0.8%	0.0%	0.0%	0.0%
Equality of opportunity	0.0%	1.7%	0.0%	0.0%	0.0%
Health	3.1%	0.8%	0.0%	0.0%	0.0%
Global integration	3.1%	0.0%	0.0%	0.0%	0.0%
Food security	0.0%	0.0%	6.7%	0.0%	3.4%
Social cohesion	0.0%	0.8%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	6.3%	3.4%	3.3%	3.8%	10.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.0%	0.0%	0.0%	0.0%
Economic growth	3.1%	2.5%	0.0%	0.0%	0.0%
Law and justice	0.0%	0.0%	0.0%	3.8%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.8%	3.3%	0.0%	3.4%
Local governance and institutions	0.0%	0.8%	0.0%	0.0%	0.0%
Natural resource management	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	3.1%	5.9%	20.0%	3.8%	10.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.0%	0.0%	0.0%	0.0%

A. General Issues facing Burundi (continued)

Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

2 nd Most Important					
Percentage of Respondents	East	West	North	South	Center
Rural development	9.4%	4.2%	10.0%	3.8%	17.2%
Education	12.5%	13.6%	6.7%	3.8%	13.8%
Social protection	3.1%	2.5%	3.3%	7.7%	0.0%
Transport	0.0%	2.5%	0.0%	3.8%	0.0%
Security/stabilization/reconstruction	0.0%	3.4%	0.0%	0.0%	6.9%
Poverty reduction	3.1%	9.3%	16.7%	7.7%	6.9%
Public sector reform	0.0%	1.7%	10.0%	7.7%	3.4%
Regional integration	3.1%	4.2%	6.7%	0.0%	10.3%
Gender	0.0%	1.7%	0.0%	0.0%	0.0%
Domestic private sector development	6.3%	1.7%	3.3%	0.0%	3.4%
Foreign direct investment	0.0%	0.8%	0.0%	3.8%	6.9%
Water and sanitation	0.0%	1.7%	0.0%	3.8%	0.0%
Energy	18.8%	7.6%	0.0%	3.8%	0.0%
Regional conflict and tensions	3.1%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	3.3%	3.8%	0.0%
Public financial management	0.0%	1.7%	0.0%	0.0%	0.0%
Job creation/employment	3.1%	9.3%	10.0%	3.8%	3.4%
Governance	3.1%	3.4%	3.3%	7.7%	0.0%
Financial markets	0.0%	0.0%	0.0%	0.0%	0.0%
Urban development	0.0%	0.0%	0.0%	0.0%	0.0%
Environmental sustainability	0.0%	0.8%	0.0%	3.8%	0.0%
Equality of opportunity	0.0%	0.8%	3.3%	0.0%	0.0%
Health	0.0%	2.5%	6.7%	3.8%	6.9%
Global integration	3.1%	0.8%	0.0%	0.0%	0.0%
Food security	3.1%	3.4%	3.3%	11.5%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	0.0%
Climate change	0.0%	0.0%	0.0%	0.0%	0.0%
Agricultural development	0.0%	5.9%	6.7%	0.0%	0.0%
Trade and exports	0.0%	0.8%	0.0%	0.0%	0.0%
Crime and violence	0.0%	0.8%	0.0%	0.0%	0.0%
Economic growth	0.0%	5.9%	0.0%	7.7%	6.9%
Law and justice	6.3%	0.8%	0.0%	0.0%	0.0%
Regulatory framework	0.0%	0.0%	0.0%	3.8%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	0.8%	0.0%	3.8%	0.0%
Local governance and institutions	3.1%	1.7%	0.0%	0.0%	0.0%
Natural resource management	3.1%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	15.6%	2.5%	6.7%	3.8%	13.8%
Disaster management	0.0%	0.8%	0.0%	0.0%	0.0%
Global information and communications technology	0.0%	0.8%	0.0%	0.0%	0.0%

A. General Issues facing Burundi (continued)

Listed below are a number of development priorities in Burundi. Please identify which of these you consider the 1st, 2nd, and 3rd most important development priority.

3 rd Most Important					
Percentage of Respondents	East	West	North	South	Center
Rural development	2.9%	3.3%	10.0%	0.0%	6.7%
Education	2.9%	1.7%	6.7%	0.0%	6.7%
Social protection	0.0%	2.5%	0.0%	0.0%	3.3%
Transport	0.0%	3.3%	3.3%	7.1%	0.0%
Security/stabilization/reconstruction	0.0%	1.7%	3.3%	0.0%	6.7%
Poverty reduction	0.0%	8.3%	0.0%	10.7%	0.0%
Public sector reform	2.9%	1.7%	0.0%	3.6%	0.0%
Regional integration	0.0%	1.7%	6.7%	7.1%	6.7%
Gender	0.0%	0.8%	3.3%	3.6%	6.7%
Domestic private sector development	0.0%	5.8%	3.3%	7.1%	0.0%
Foreign direct investment	0.0%	0.0%	0.0%	0.0%	3.3%
Water and sanitation	2.9%	0.0%	3.3%	0.0%	0.0%
Energy	8.8%	6.6%	3.3%	3.6%	0.0%
Regional conflict and tensions	0.0%	0.0%	0.0%	0.0%	0.0%
Monitoring and evaluation	0.0%	0.0%	0.0%	0.0%	3.3%
Public financial management	2.9%	4.1%	0.0%	0.0%	0.0%
Job creation/employment	2.9%	4.1%	0.0%	0.0%	6.7%
Governance	2.9%	0.8%	3.3%	3.6%	3.3%
Financial markets	0.0%	0.0%	3.3%	0.0%	0.0%
Urban development	2.9%	0.8%	0.0%	0.0%	3.3%
Environmental sustainability	2.9%	0.8%	0.0%	0.0%	0.0%
Equality of opportunity	2.9%	0.8%	0.0%	0.0%	3.3%
Health	8.8%	8.3%	3.3%	0.0%	3.3%
Global integration	2.9%	0.8%	0.0%	3.6%	0.0%
Food security	14.7%	4.1%	6.7%	0.0%	3.3%
Social cohesion	0.0%	0.0%	3.3%	3.6%	0.0%
Climate change	0.0%	0.8%	0.0%	0.0%	3.3%
Agricultural development	17.6%	1.7%	3.3%	3.6%	3.3%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%
Crime and violence	0.0%	2.5%	3.3%	3.6%	3.3%
Economic growth	2.9%	5.8%	10.0%	3.6%	6.7%
Law and justice	2.9%	4.1%	3.3%	3.6%	3.3%
Regulatory framework	0.0%	0.8%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	5.0%	0.0%	0.0%	3.3%
Local governance and institutions	0.0%	1.7%	0.0%	0.0%	0.0%
Natural resource management	0.0%	1.7%	0.0%	3.6%	3.3%
Anti-corruption	5.9%	10.7%	13.3%	25.0%	6.7%
Disaster management	0.0%	0.8%	3.3%	0.0%	0.0%
Global information and communications technology	2.9%	2.5%	0.0%	3.6%	0.0%

A. General Issues facing Burundi (continued)

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Water and sanitation	10.5%	7.1%	2.6%	9.1%	4.8%
Equality of opportunity	10.5%	5.0%	2.6%	0.0%	4.8%
Economic growth	44.7%	37.9%	42.1%	45.5%	42.9%
Climate change	2.6%	1.4%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	1.4%	0.0%	0.0%	4.8%
Disaster management	0.0%	0.7%	0.0%	0.0%	2.4%
Regional integration	5.3%	3.6%	10.5%	0.0%	7.1%
Gender	0.0%	2.9%	0.0%	0.0%	4.8%
Rural development	18.4%	29.3%	34.2%	24.2%	21.4%
Urban development	5.3%	0.7%	0.0%	12.1%	2.4%
Education	18.4%	25.7%	34.2%	24.2%	35.7%
Regulatory framework	0.0%	0.0%	0.0%	0.0%	0.0%
Local governance and institutions	2.6%	3.6%	2.6%	3.0%	2.4%
Basic infrastructure	7.9%	7.9%	7.9%	6.1%	2.4%
Social protection	0.0%	2.9%	2.6%	0.0%	0.0%
Law and justice	5.3%	1.4%	2.6%	3.0%	7.1%
Transport	7.9%	5.7%	5.3%	3.0%	2.4%
Crime and violence	0.0%	0.0%	0.0%	3.0%	0.0%
Communicable/non-communicable disease	2.6%	0.7%	0.0%	0.0%	0.0%
Security/stabilization/reconstruction	13.2%	12.1%	13.2%	6.1%	16.7%
Global information and communications technology	5.3%	0.7%	5.3%	3.0%	0.0%
Public sector reform	0.0%	2.9%	5.3%	0.0%	0.0%
Domestic private sector development	13.2%	14.3%	2.6%	18.2%	0.0%
Foreign direct investment	2.6%	4.3%	0.0%	6.1%	2.4%
Global integration	2.6%	1.4%	0.0%	0.0%	0.0%
Energy	23.7%	13.6%	13.2%	21.2%	7.1%
Food security	5.3%	12.9%	13.2%	24.2%	23.8%
Monitoring and evaluation	0.0%	1.4%	0.0%	0.0%	2.4%
Governance	5.3%	12.1%	18.4%	3.0%	9.5%
Social cohesion	0.0%	1.4%	0.0%	0.0%	0.0%
Natural resource management	5.3%	5.7%	0.0%	3.0%	2.4%
Environmental sustainability	5.3%	1.4%	0.0%	0.0%	2.4%
Health	2.6%	9.3%	23.7%	6.1%	9.5%
Public financial management	0.0%	9.3%	5.3%	0.0%	0.0%
Agricultural development	47.4%	20.0%	28.9%	39.4%	31.0%
Job creation/employment	18.4%	15.0%	7.9%	18.2%	16.7%
Financial markets	0.0%	0.7%	0.0%	0.0%	0.0%
Trade and exports	0.0%	0.0%	0.0%	0.0%	0.0%
Anti-corruption	7.9%	19.3%	15.8%	18.2%	23.8%

A. General Issues facing Burundi (continued)

Economic growth can be driven by a number of factors. Which THREE areas below do you believe would contribute most to generating economic growth in Burundi? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Energy	55.3%	45.4%	39.5%	60.6%	50.0%
Equality of opportunity	0.0%	2.8%	0.0%	3.0%	0.0%
Social protection	0.0%	5.0%	2.6%	0.0%	0.0%
Global integration	2.6%	3.5%	2.6%	9.1%	0.0%
Climate change	2.6%	0.7%	5.3%	0.0%	0.0%
Anti-corruption	36.8%	31.9%	34.2%	24.2%	40.5%
Disaster management	0.0%	1.4%	0.0%	0.0%	0.0%
Regional conflict and tensions	5.3%	2.8%	2.6%	3.0%	0.0%
Rural development	21.1%	17.0%	18.4%	9.1%	16.7%
Foreign direct investment	18.4%	15.6%	7.9%	30.3%	31.0%
Urban development	2.6%	0.0%	0.0%	6.1%	0.0%
Water and sanitation	2.6%	0.0%	0.0%	3.0%	0.0%
Education	21.1%	24.8%	39.5%	18.2%	21.4%
Global information and communications technology	13.2%	2.8%	2.6%	0.0%	2.4%
Regulatory framework	0.0%	0.7%	2.6%	0.0%	0.0%
Communicable/non-communicable disease	0.0%	0.7%	0.0%	0.0%	0.0%
Trade and exports	7.9%	8.5%	7.9%	3.0%	9.5%
Social cohesion	2.6%	0.7%	0.0%	0.0%	2.4%
Public sector reform	0.0%	7.1%	0.0%	0.0%	0.0%
Regional integration	0.0%	2.1%	5.3%	3.0%	7.1%
Domestic private sector development	15.8%	15.6%	7.9%	24.2%	16.7%
Job creation/employment	18.4%	11.3%	10.5%	18.2%	14.3%
Agricultural development	23.7%	26.2%	39.5%	36.4%	19.0%
Food security	2.6%	8.5%	13.2%	3.0%	4.8%
Governance	7.9%	10.6%	5.3%	3.0%	2.4%
Transport	13.2%	4.3%	2.6%	6.1%	11.9%
Security/stabilization/reconstruction	5.3%	5.7%	10.5%	6.1%	7.1%
Monitoring and evaluation	0.0%	2.1%	0.0%	6.1%	0.0%
Gender	2.6%	0.0%	0.0%	0.0%	0.0%
Natural resource management	0.0%	3.5%	5.3%	12.1%	9.5%
Environmental sustainability	0.0%	1.4%	2.6%	0.0%	0.0%
Health	7.9%	6.4%	15.8%	0.0%	2.4%
Basic infrastructure	0.0%	12.8%	2.6%	3.0%	4.8%
Law and justice	0.0%	0.7%	0.0%	0.0%	4.8%
Local governance and institutions	0.0%	2.8%	5.3%	3.0%	2.4%
Crime and violence	0.0%	0.7%	0.0%	0.0%	0.0%
Public financial management	5.3%	8.5%	7.9%	6.1%	16.7%
Financial markets	2.6%	1.4%	2.6%	0.0%	2.4%

B. Overall Attitudes toward the World Bank

Overall Attitudes toward the World Bank

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How familiar are you with the work of the World Bank in Burundi?	35	5.80	1.69	140	6.01	2.16	38	5.45	2.14	30	6.30	2.20	40	5.67	2.36
Overall, please rate your impression of the World Bank's effectiveness in Burundi.*	33	6.79	1.56	133	7.07	1.64	36	6.31	1.89	26	7.27	1.71	37	7.41	1.67

(1-Not familiar at all, 10-Extremely familiar; 1-Not effective at all, 10-Very effective)

*Significantly different between locations

B. Overall Attitudes toward the World Bank (continued)

To what extent do you believe... (1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank's financial instruments meet the needs of Burundi?	34	6.29	1.61	127	6.65	1.87	35	6.86	1.96	27	6.85	1.90	34	7.09	1.80
To what extent do you believe the World Bank meets Burundi's needs for knowledge services?	34	5.82	1.80	122	6.46	1.73	34	6.65	1.91	28	6.71	1.96	33	6.73	1.75

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Rural development	32.4%	35.0%	26.3%	48.5%	40.5%
Education	16.2%	24.3%	47.4%	24.2%	38.1%
Governance	5.4%	8.6%	10.5%	9.1%	16.7%
Security/stabilization/reconstruction	18.9%	6.4%	10.5%	12.1%	7.1%
Social protection	0.0%	1.4%	0.0%	3.0%	0.0%
Transport	8.1%	7.9%	5.3%	15.2%	4.8%
Poverty reduction	18.9%	18.6%	36.8%	21.2%	33.3%
Public sector reform	0.0%	2.9%	0.0%	0.0%	0.0%
Regional integration	0.0%	2.9%	5.3%	0.0%	2.4%
Gender	0.0%	1.4%	0.0%	0.0%	2.4%
Crime and violence	2.7%	1.4%	0.0%	0.0%	0.0%
Domestic private sector development	24.3%	13.6%	10.5%	27.3%	4.8%
Foreign direct investment	5.4%	5.7%	5.3%	0.0%	2.4%
Water and sanitation	2.7%	1.4%	2.6%	6.1%	0.0%
Energy	37.8%	33.6%	21.1%	33.3%	21.4%
Monitoring and evaluation	0.0%	0.7%	0.0%	3.0%	0.0%
Social cohesion	0.0%	0.0%	0.0%	0.0%	2.4%
Public financial management	5.4%	7.9%	0.0%	12.1%	7.1%
Job creation/employment	21.6%	17.9%	13.2%	18.2%	14.3%
Financial markets	0.0%	3.6%	0.0%	0.0%	0.0%
Urban development	2.7%	2.9%	0.0%	6.1%	0.0%
Environmental sustainability	8.1%	2.9%	0.0%	3.0%	2.4%
Equality of opportunity	0.0%	0.7%	0.0%	0.0%	0.0%
Regional conflict and tensions	0.0%	0.0%	2.6%	0.0%	0.0%
Health	10.8%	13.6%	15.8%	6.1%	11.9%
Global integration	0.0%	0.7%	0.0%	0.0%	0.0%
Food security	8.1%	7.1%	15.8%	6.1%	4.8%
Climate change	8.1%	0.0%	5.3%	0.0%	0.0%
Agricultural development	29.7%	20.7%	13.2%	21.2%	23.8%
Trade and exports	2.7%	0.7%	0.0%	0.0%	0.0%
Economic growth	5.4%	19.3%	26.3%	9.1%	19.0%
Law and justice	0.0%	3.6%	0.0%	0.0%	0.0%
Local governance and institutions	2.7%	2.1%	0.0%	3.0%	11.9%
Regulatory framework	2.7%	1.4%	0.0%	0.0%	0.0%
Communicable/non-communicable disease	2.7%	0.0%	0.0%	0.0%	0.0%
Basic infrastructure	8.1%	8.6%	7.9%	3.0%	4.8%
Natural resource management	0.0%	2.1%	2.6%	0.0%	7.1%
Anti-corruption	2.7%	11.4%	13.2%	12.1%	14.3%
Disaster management	0.0%	0.0%	0.0%	0.0%	0.0%
Global information and communications technology	5.4%	2.9%	2.6%	0.0%	2.4%

B. Overall Attitudes toward the World Bank (continued)

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

Greatest Value					
Percentage of Respondents	East	West	North	South	Center
Financial resources	45.2%	33.0%	50.0%	33.3%	13.6%
Mobilizing third party financial resources	16.1%	11.0%	12.5%	14.3%	13.6%
Technical assistance	3.2%	5.0%	4.2%	0.0%	9.1%
Policy advice	16.1%	6.0%	0.0%	4.8%	0.0%
Donor coordination	6.5%	7.0%	4.2%	4.8%	27.3%
Data	3.2%	4.0%	0.0%	0.0%	0.0%
Training/capacity building	3.2%	14.0%	8.3%	9.5%	13.6%
Studies/analyses	0.0%	1.0%	0.0%	9.5%	4.5%
Convening/facilitating	0.0%	2.0%	8.3%	0.0%	0.0%
Linkage to non-Bank expertise	0.0%	1.0%	0.0%	0.0%	0.0%
Strategy formulation	6.5%	15.0%	12.5%	23.8%	18.2%
Other	0.0%	1.0%	0.0%	0.0%	0.0%

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

2 nd Greatest Value					
Percentage of Respondents	East	West	North	South	Center
Financial resources	7.4%	16.5%	8.7%	23.8%	9.1%
Mobilizing third party financial resources	7.4%	7.8%	8.7%	4.8%	18.2%
Technical assistance	11.1%	5.8%	17.4%	14.3%	4.5%
Policy advice	3.7%	6.8%	8.7%	0.0%	4.5%
Donor coordination	7.4%	12.6%	26.1%	14.3%	13.6%
Data	3.7%	1.0%	0.0%	4.8%	4.5%
Training/capacity building	11.1%	12.6%	13.0%	9.5%	9.1%
Studies/analyses	3.7%	4.9%	4.3%	4.8%	4.5%
Convening/facilitating	3.7%	8.7%	0.0%	4.8%	4.5%
Linkage to non-Bank expertise	7.4%	9.7%	0.0%	0.0%	4.5%
Strategy formulation	25.9%	13.6%	13.0%	19.0%	22.7%
Other	7.4%	0.0%	4.3%	0.0%	0.0%

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Imposing technocratic solutions without regard to political realities	34.3%	24.0%	40.6%	24.1%	29.7%
Not exploring alternative policy options	2.9%	11.6%	12.5%	10.3%	10.8%
Too bureaucratic in its operational policies and procedures	28.6%	15.5%	6.3%	24.1%	8.1%
Staff too inaccessible	25.7%	7.0%	3.1%	13.8%	16.2%
Arrogant in its approach	2.9%	1.6%	6.3%	0.0%	0.0%
Not client focused	2.9%	4.7%	3.1%	0.0%	5.4%
The credibility of its knowledge/data	2.9%	2.3%	3.1%	0.0%	2.7%
Not have to honestly criticize policies and reform efforts in the country	2.9%	5.4%	18.8%	10.3%	0.0%
Too influenced by developed countries	31.4%	23.3%	31.3%	27.6%	29.7%
Not enough public disclosure of its work	17.1%	20.9%	15.6%	24.1%	18.9%
World Bank processes too slow and complex	8.6%	17.8%	3.1%	24.1%	18.9%
Not aligned with country priorities	5.7%	8.5%	25.0%	13.8%	29.7%
Not aligned with other donors' work	5.7%	5.4%	0.0%	3.4%	0.0%
Not collaborating enough with non-state actors	17.1%	31.8%	15.6%	24.1%	21.6%
Other	11.4%	4.7%	6.3%	0.0%	5.4%

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Investment lending	73.7%	55.3%	68.4%	77.4%	80.0%
Capacity building	7.9%	27.3%	23.7%	25.8%	25.0%
Policy based lending/Budget support to the Government	47.4%	19.7%	34.2%	16.1%	15.0%
Analytical work	2.6%	12.9%	2.6%	0.0%	2.5%
Technical assistance	21.1%	18.9%	10.5%	22.6%	20.0%
Trust Fund management	2.6%	7.6%	7.9%	3.2%	5.0%
Co-financing arrangements	15.8%	18.9%	18.4%	19.4%	17.5%
Sector-wide approaches	0.0%	12.9%	2.6%	16.1%	2.5%
Emergency recovery lending	21.1%	18.2%	21.1%	12.9%	32.5%
Don't know	2.6%	2.3%	5.3%	3.2%	0.0%

B. Overall Attitudes toward the World Bank (continued)

Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Burundi? (Choose no more than TWO)

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Investment lending	13.2%	14.6%	10.8%	6.7%	12.8%
Capacity building	23.7%	13.8%	13.5%	0.0%	2.6%
Policy based lending/Budget support to the Government	10.5%	29.2%	16.2%	40.0%	38.5%
Analytical work	23.7%	23.8%	18.9%	30.0%	28.2%
Technical assistance	23.7%	26.9%	21.6%	13.3%	10.3%
Trust Fund management	5.3%	16.9%	24.3%	23.3%	17.9%
Co-financing arrangements	5.3%	15.4%	13.5%	6.7%	23.1%
Sector-wide approaches	18.4%	8.5%	2.7%	6.7%	2.6%
Emergency recovery lending	34.2%	11.5%	8.1%	26.7%	17.9%
Don't know	21.1%	13.1%	32.4%	16.7%	17.9%

To what extent do you believe... (1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank SHOULD seek to influence the global development agenda?*	34	6.41	1.78	127	7.00	1.98	30	7.50	2.00	27	8.04	1.83	35	7.29	1.96
To what extent do you believe the World Bank DOES seek to influence the global development agenda?	33	6.00	2.12	125	6.48	1.86	32	6.38	1.76	24	6.71	1.76	30	7.23	2.05

*Significantly different between locations

In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)?

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
NGOs	16.2%	12.9%	15.8%	21.9%	25.0%
Local government	40.5%	10.1%	42.1%	18.8%	22.5%
Beneficiaries	37.8%	41.0%	42.1%	31.3%	52.5%
Private sector	24.3%	35.3%	15.8%	43.8%	20.0%
Community-based organizations (CBOs)	27.0%	30.2%	31.6%	40.6%	32.5%
Donor community	16.2%	13.7%	21.1%	9.4%	10.0%
Foundations	2.7%	2.2%	0.0%	0.0%	0.0%
Academia/think tanks/research institutes	10.8%	4.3%	0.0%	3.1%	15.0%
Parliament	0.0%	5.8%	7.9%	3.1%	5.0%
Media	0.0%	18.0%	13.2%	9.4%	5.0%
Faith-based organizations	0.0%	4.3%	2.6%	0.0%	2.5%
UN and regional peace-keeping forces	2.7%	0.0%	0.0%	0.0%	0.0%
Emerging donors	8.1%	7.2%	0.0%	0.0%	5.0%
UN agencies	5.4%	5.0%	2.6%	9.4%	0.0%
Regional organizations	2.7%	4.3%	2.6%	6.3%	5.0%
Other	2.7%	3.6%	5.3%	3.1%	0.0%

B. Overall Attitudes toward the World Bank (continued)

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

Overall Attitudes toward the World Bank

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall the World Bank currently plays a relevant role in development in Burundi	34	6.35	2.01	138	7.13	1.85	35	7.40	2.06	29	7.38	1.93	38	7.50	2.10
The World Bank's work is aligned with what I consider the development priorities for Burundi*	32	5.69	1.99	131	6.64	1.98	35	7.29	1.96	29	6.97	2.24	37	7.05	1.97
The World Bank supports programs and strategies that are realistic for Burundi*	33	6.09	2.08	130	6.65	1.92	36	7.33	1.87	31	7.23	2.11	36	7.50	2.02
The World Bank treats clients and stakeholders in Burundi with respect*	31	5.94	1.97	123	6.72	2.08	32	7.44	1.76	27	6.44	2.01	29	6.97	1.86

*Significantly different between locations

To what extent is the World Bank an effective development partner in Burundi in terms of..., on a ten point scale?
(1-To no degree at all, 10-To a very significant degree)

Overall Attitudes toward the World Bank

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Follow up and follow through*	31	6.00	1.51	124	6.93	1.68	31	7.39	1.41	27	7.41	1.72	32	7.44	1.56
Responsiveness*	32	5.97	1.73	112	6.46	1.84	27	7.00	1.57	24	6.58	1.77	31	7.23	1.54
Flexibility (in terms of the institution's products and services)	31	5.48	1.55	117	6.15	1.71	31	6.26	1.69	25	6.40	1.96	32	6.66	1.77
Flexibility (in terms of changing country circumstances)	30	5.27	1.60	123	6.15	1.95	34	6.41	1.94	26	6.23	2.14	32	6.66	1.82
Being inclusive*	31	5.26	1.59	119	6.46	1.92	33	7.15	1.48	25	6.96	2.28	29	6.72	2.09
Openness (sharing data and other information)	33	5.91	1.97	127	6.47	2.05	32	7.03	1.75	27	6.33	2.04	32	6.25	2.26
Staff accessibility*	33	5.24	2.32	122	6.47	1.98	32	6.25	1.92	26	5.81	2.10	29	6.07	2.07
Straightforwardness and honesty*	33	5.94	1.95	121	7.17	1.77	32	7.59	1.54	25	6.64	2.23	32	7.22	2.01
Collaboration with groups outside of the Government*	33	5.73	1.96	116	6.57	1.92	32	6.81	2.35	25	6.52	2.10	30	7.27	2.13
Collaboration with the Government*	33	6.88	1.63	118	7.26	1.74	33	7.97	1.63	29	7.83	1.54	31	8.16	1.44
Collaboration with other donors*	32	6.13	2.42	113	7.14	1.79	31	7.81	1.72	22	7.18	1.50	27	7.78	1.69

*Significantly different between locations

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
The World Bank works too slowly	22.2%	13.1%	5.3%	9.1%	17.5%
The Government works inefficiently	22.2%	30.7%	26.3%	36.4%	37.5%
There is not an adequate level of citizen/civil society participation	19.4%	22.6%	18.4%	39.4%	7.5%
Poor donor coordination	27.8%	8.8%	21.1%	9.1%	25.0%
The World Bank does not do adequate follow through/follow-up	22.2%	13.1%	10.5%	9.1%	10.0%
Lack of/inadequate levels of capacity in Government	8.3%	19.7%	15.8%	15.2%	0.0%
Political pressures and obstacles	22.2%	15.3%	23.7%	27.3%	32.5%
Reforms are not well thought out in light of country challenges	36.1%	29.9%	26.3%	30.3%	32.5%
Ongoing conflict and instability	2.8%	15.3%	18.4%	9.1%	12.5%
Inadequate funding	11.1%	16.1%	28.9%	15.2%	22.5%
Other	0.0%	2.9%	0.0%	0.0%	2.5%

C. World Bank Effectiveness and Results

World Bank Effectiveness and Results

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what degree does the World Bank's work help achieve sustainable development results in Burundi?	35	6.71	1.15	135	6.99	1.57	36	7.25	1.61	30	7.40	1.65	39	7.21	1.82

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

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Burundi, on a ten point scale?

World Bank Effectiveness and Results

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Anti-corruption	32	4.94	2.14	119	5.79	2.15	29	5.45	2.25	20	5.15	1.87	27	5.33	2.69
Global information and communications technology	30	5.00	1.84	109	5.99	1.85	27	5.89	1.55	24	5.96	1.83	23	6.00	1.76
Transport	32	5.75	1.72	123	6.46	1.89	30	6.30	1.91	28	6.00	1.87	29	6.28	2.43
Crime and violence	28	5.04	1.90	95	5.37	2.32	26	5.23	2.29	19	4.84	2.19	21	5.24	2.64
Regional conflict and tensions	27	4.96	1.79	99	5.45	2.02	27	5.67	2.20	19	4.84	2.01	18	5.22	1.77
Law and justice	27	5.81	1.52	101	5.44	2.18	27	5.81	1.78	18	4.67	1.97	23	5.13	2.53
Urban development	34	5.71	1.68	119	6.33	2.01	30	6.43	1.94	28	6.25	2.03	31	6.48	1.41
Environmental sustainability	29	5.38	1.57	115	6.21	1.73	32	6.09	1.77	24	5.92	1.74	29	6.38	2.08
Regulatory framework	27	5.81	1.21	105	6.56	1.74	23	6.17	1.44	20	6.05	2.14	18	6.39	1.24
Basic infrastructure	32	6.31	1.79	117	6.69	1.63	36	6.44	2.01	28	6.43	2.36	30	6.97	1.85
Communicable/non-communicable disease*	26	6.31	1.35	108	6.59	1.88	27	6.74	1.83	25	6.40	2.43	28	7.79	1.81
Poverty reduction*	35	6.00	1.68	125	6.67	1.78	37	6.16	2.10	28	5.57	2.10	34	6.97	2.25
Gender	29	6.07	1.81	106	6.21	1.77	30	6.17	1.78	23	5.96	1.80	25	6.24	1.64
Domestic private sector development	30	4.77	1.30	114	6.03	1.86	29	8.90	16.83	24	4.58	2.38	19	5.00	2.08
Foreign direct investment	28	5.21	1.73	92	5.66	2.14	27	5.56	1.95	21	5.14	2.15	18	4.89	1.94
Local governance and institutions	29	5.48	1.84	109	6.17	1.79	32	6.41	1.93	23	5.48	1.90	23	5.70	2.12
Water and sanitation	30	6.40	1.59	108	6.21	1.74	29	6.48	1.88	26	5.81	2.48	24	6.88	1.54
Trade and exports*	23	4.74	1.60	100	5.81	1.98	26	5.54	1.96	21	4.33	2.08	18	4.72	1.93
Economic growth	32	5.63	1.62	122	6.28	1.74	32	6.12	2.03	27	5.33	2.20	34	6.18	2.21
Energy*	32	5.78	1.77	113	6.16	1.78	27	5.15	2.25	27	5.04	2.34	27	6.19	2.25
Disaster management	28	4.68	1.49	88	5.32	2.09	25	4.92	2.06	20	4.55	2.42	24	4.67	2.57
Monitoring and evaluation	31	5.48	2.01	106	6.28	1.87	30	6.43	2.03	27	6.37	1.71	24	6.25	1.85
Public financial management	27	5.89	2.04	111	6.67	1.68	31	6.16	2.08	27	5.63	2.65	25	6.28	2.46
Job creation/employment	28	5.14	2.01	122	6.03	2.03	33	5.67	2.31	27	5.19	2.57	28	5.64	2.34
Social cohesion*	25	4.64	1.73	97	5.86	1.96	27	6.00	2.13	21	5.10	2.10	22	5.77	1.82
Financial markets*	26	5.04	1.93	99	6.36	2.07	26	5.58	2.19	18	4.89	2.03	20	6.15	1.98
Equality of opportunity*	25	5.00	2.22	100	5.92	1.94	28	4.82	2.47	21	4.43	2.46	22	5.64	2.24
Health	30	6.43	1.30	114	6.84	1.72	32	7.03	1.69	28	6.46	2.10	30	7.33	1.63
Rural development	32	5.88	1.41	115	6.52	1.75	30	6.20	2.22	26	6.19	2.37	32	7.06	1.90
Global integration*	25	4.72	1.79	98	6.07	1.96	27	5.37	1.98	21	4.95	1.86	23	5.70	1.79
Governance*	27	6.00	1.21	111	6.42	1.79	30	6.47	1.61	26	5.31	2.02	28	6.32	1.76
Food security*	30	5.43	1.59	112	6.12	1.77	33	6.45	2.22	26	5.04	2.57	31	6.19	1.99
Education*	30	5.93	1.36	117	6.32	1.75	31	6.68	2.06	26	6.00	2.02	30	7.37	1.85
Security/stabilization/reconstruction*	30	5.17	1.98	108	6.34	1.70	29	6.24	2.05	25	5.84	1.86	25	6.52	1.64
Social protection	26	4.96	1.73	89	5.75	2.09	26	5.54	2.12	20	5.05	1.90	22	5.50	1.54
Climate change*	27	4.59	1.72	93	5.78	2.03	24	5.33	1.81	19	4.89	2.11	25	5.24	1.51
Public sector reform*	26	5.23	1.82	105	6.41	1.79	28	5.86	1.94	20	5.85	2.21	24	6.00	1.56
Regional integration*	26	5.15	1.76	96	6.29	1.81	22	6.50	1.99	22	5.55	1.50	21	6.38	1.60
Agricultural development*	32	5.63	1.60	113	6.67	1.63	30	6.60	1.89	27	5.93	2.48	31	6.65	1.60
Natural resource management	28	4.64	2.00	101	5.65	1.88	25	5.36	2.20	23	5.26	2.63	23	5.26	2.00

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

*Significantly different between locations

D. The World Bank's Knowledge

When thinking about the development challenges in Burundi, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Public sector reform	15.8%	14.9%	21.1%	12.5%	7.3%
Gender	0.0%	2.1%	2.6%	0.0%	2.4%
Social cohesion	2.6%	0.0%	2.6%	0.0%	2.4%
Education	18.4%	17.7%	36.8%	9.4%	29.3%
Domestic private sector development	18.4%	23.4%	15.8%	37.5%	14.6%
Foreign direct investment	2.6%	2.1%	7.9%	6.3%	9.8%
Water and sanitation	0.0%	0.0%	2.6%	3.1%	0.0%
Trade and exports	2.6%	0.7%	0.0%	3.1%	2.4%
Economic growth	26.3%	28.4%	21.1%	28.1%	29.3%
Energy	42.1%	31.2%	23.7%	34.4%	31.7%
Regional conflict and tensions	2.6%	2.8%	2.6%	3.1%	0.0%
Disaster management	0.0%	1.4%	2.6%	0.0%	0.0%
Monitoring and evaluation	0.0%	1.4%	2.6%	0.0%	2.4%
Governance	7.9%	9.9%	7.9%	3.1%	14.6%
Social protection	0.0%	4.3%	0.0%	6.3%	0.0%
Climate change	15.8%	3.5%	0.0%	9.4%	2.4%
Poverty reduction	21.1%	18.4%	26.3%	28.1%	26.8%
Law and justice	0.0%	2.1%	0.0%	0.0%	4.9%
Security/stabilization/reconstruction	7.9%	1.4%	5.3%	3.1%	4.9%
Anti-corruption	26.3%	21.3%	15.8%	12.5%	17.1%
Financial markets	0.0%	3.5%	0.0%	0.0%	0.0%
Equality of opportunity	2.6%	0.7%	0.0%	0.0%	0.0%
Urban development	0.0%	0.7%	0.0%	3.1%	0.0%
Crime and violence	0.0%	0.7%	0.0%	0.0%	0.0%
Regional integration	0.0%	2.8%	2.6%	3.1%	7.3%
Global information and communications technology	2.6%	5.0%	5.3%	0.0%	2.4%
Local governance and institutions	2.6%	3.5%	0.0%	3.1%	7.3%
Transport	5.3%	4.3%	0.0%	12.5%	2.4%
Agricultural development	26.3%	28.4%	36.8%	25.0%	19.5%
Natural resource management	7.9%	6.4%	5.3%	0.0%	2.4%
Public financial management	2.6%	4.3%	0.0%	3.1%	4.9%
Job creation/employment	13.2%	12.1%	2.6%	6.3%	9.8%
Health	5.3%	5.0%	10.5%	6.3%	12.2%
Rural development	13.2%	10.6%	18.4%	15.6%	7.3%
Global integration	2.6%	2.8%	2.6%	3.1%	0.0%
Food security	2.6%	4.3%	7.9%	6.3%	12.2%
Environmental sustainability	5.3%	2.8%	0.0%	3.1%	0.0%
Regulatory framework	0.0%	1.4%	0.0%	0.0%	0.0%
Basic infrastructure	0.0%	4.3%	2.6%	6.3%	7.3%
Communicable/non-communicable disease	0.0%	0.0%	0.0%	0.0%	0.0%

How effective do you believe the World Bank's knowledge and research are at ... in Burundi? (1-Not effective at all, 10-Very effective)

The World Bank's Knowledge

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Raising your awareness of the particular topic*	28	4.57	2.10	107	5.82	2.02	28	5.07	2.23	26	5.81	2.15	28	5.93	2.24
Stimulating public debate/dialogue	29	5.10	1.93	114	6.05	2.03	31	5.61	2.35	24	5.13	2.17	31	6.19	2.10
Enhancing your knowledge and/or skills	27	5.22	2.03	117	5.85	2.15	32	5.59	2.35	24	5.63	2.57	34	5.88	2.24
Contributing to good policy making	29	5.55	1.62	116	6.41	1.99	31	6.58	1.69	26	6.27	2.49	30	5.93	1.86
Providing support for program implementation	32	6.19	1.69	122	6.72	1.76	31	7.03	1.78	26	6.69	2.60	33	6.73	2.00

*Significantly different between locations

D. The World Bank's Knowledge (continued)

In Burundi, to what extent do you believe that the World Bank's knowledge and research ...? (1-To no degree at all, 10-To a very significant degree)

The World Bank's Knowledge

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Are timely	28	5.11	1.95	113	6.15	1.91	32	5.47	1.90	22	5.45	1.92	29	5.79	2.13
Are relevant to Burundi's development priorities	29	6.21	1.45	120	6.34	1.84	31	6.19	1.97	25	6.40	2.00	30	6.27	1.84
Provide feasible recommendations	29	5.72	1.69	118	6.46	1.78	29	6.72	2.05	26	6.58	2.04	31	6.55	1.46
Are accessible	27	5.78	1.63	117	6.21	2.01	30	6.27	2.08	25	6.08	1.96	28	5.93	2.12
A source of relevant information on global good practices	29	6.79	1.63	117	6.85	1.89	31	6.71	2.18	26	6.85	2.19	29	6.90	1.80
Are adequately disseminated	29	5.34	2.06	116	6.26	2.09	30	5.93	1.98	24	5.67	1.66	28	5.64	1.99
Are appropriately translated	27	6.19	2.11	117	6.42	2.05	29	5.72	2.07	24	6.12	1.62	27	6.15	2.16
Are adaptable to Burundi's development challenges	28	6.11	2.01	122	6.36	1.98	32	6.22	2.01	24	6.08	2.12	30	5.93	2.00

The World Bank's Knowledge

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in Burundi?	31	6.16	1.66	120	6.66	1.79	33	6.70	1.78	26	6.77	1.97	30	6.93	1.96
Overall, how would you rate the technical quality of the World Bank's knowledge/research?*	32	6.41	1.64	120	7.00	1.65	31	7.06	1.84	26	7.73	1.28	32	7.25	1.70
Overall, how effective is the World Bank at providing linkage to non-Bank expertise?	28	5.68	1.79	110	6.32	1.66	27	6.33	1.57	21	6.24	1.97	26	6.38	1.96

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

*Significantly different between locations

E. Working with the World Bank

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

The World Bank's Knowledge

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
The World Bank disburses funds promptly*	33	4.18	1.91	117	5.80	2.47	30	5.30	2.17	27	5.22	2.58	31	4.26	2.41
The World Bank effectively monitors and evaluates the projects and programs it supports	35	6.23	1.90	126	6.83	1.86	31	7.26	2.13	29	7.48	2.03	37	7.30	2.30
The World Bank's approvals and reviews are done in a timely fashion	33	5.45	1.52	118	6.32	1.89	29	6.17	2.05	24	6.17	2.06	31	6.32	2.09
The World Bank's safeguard policy requirements are reasonable*	35	5.80	1.57	110	6.30	1.84	27	6.78	1.76	26	6.77	2.12	33	7.06	1.84
The World Bank imposes reasonable conditions on its lending*	34	5.59	1.89	110	6.49	2.14	29	6.59	1.92	29	5.76	2.54	33	7.30	2.26
Working with the World Bank increases Burundi's institutional capacity*	35	5.94	1.88	128	7.09	1.95	32	7.47	1.88	29	7.28	2.07	36	7.19	2.19
The World Bank ensures consistency and continuity through staff changes*	27	5.00	2.32	102	6.29	1.84	24	7.08	1.53	20	6.60	2.30	28	6.29	2.31
The World Bank's teams and visits are well coordinated*	29	6.00	1.75	107	6.76	1.82	31	7.45	1.67	23	7.09	2.09	31	7.48	1.65
Where country systems are adequate, the World Bank makes appropriate use of them*	32	6.03	1.99	108	6.91	1.99	28	7.75	1.78	22	7.32	1.89	32	7.59	1.83
The World Bank provides effective implementation support*	36	6.39	1.78	131	7.07	2.00	32	7.22	1.88	29	7.52	1.92	35	7.91	1.77

*Significantly different between locations

Working with the World Bank

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
To what extent do you believe the World Bank is adequately staffed in Burundi?	27	5.63	2.20	103	6.69	1.77	24	6.58	1.74	21	6.76	1.81	26	6.35	2.21

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

F. The Future Role of the World Bank in Burundi

The Future Role of the World Bank in Burundi

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
How significant a role do you believe the World Bank SHOULD play in Burundi's development over the medium term in the near future?*	35	7.74	1.60	139	8.00	1.76	35	8.54	1.69	31	8.13	1.82	38	8.79	1.30

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

*Significantly different between locations

F. The Future Role of the World Bank in Burundi (continued)

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Improve the quality of its experts as related to Burundi's specific challenges	31.4%	20.6%	13.2%	16.1%	26.8%
Reduce the complexity of obtaining World Bank financing	54.3%	41.2%	47.4%	71.0%	53.7%
Focus primarily on advice and advocacy issues	17.1%	11.0%	26.3%	12.9%	17.1%
Improve the competitiveness of its financing compared to markets	20.0%	16.2%	18.4%	25.8%	19.5%
Ensure greater selectivity in its work	2.9%	11.0%	2.6%	12.9%	7.3%
Provide more adequate data/knowledge/statistics/figures on Burundi's economy	20.0%	14.7%	23.7%	16.1%	17.1%
Offer more innovative financial products	14.3%	27.2%	28.9%	16.1%	22.0%
Offer more innovative knowledge services	11.4%	22.8%	10.5%	19.4%	19.5%
Work faster	5.7%	11.0%	10.5%	3.2%	9.8%
Increase the level of World Bank staffing in Burundi's office	20.0%	11.0%	7.9%	0.0%	2.4%
Other	0.0%	5.1%	2.6%	3.2%	0.0%

G. Communication and Information Sharing

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Local newspapers	40.5%	41.2%	45.7%	36.7%	47.5%
International newspapers	5.4%	10.3%	11.4%	3.3%	7.5%
Local radio	45.9%	41.9%	51.4%	56.7%	62.5%
International radio	16.2%	5.1%	8.6%	3.3%	12.5%
Local television	16.2%	14.0%	28.6%	30.0%	12.5%
International television	8.1%	8.1%	2.9%	0.0%	5.0%
Periodicals	24.3%	5.9%	14.3%	13.3%	5.0%
Internet	27.0%	50.0%	17.1%	26.7%	25.0%
Blogs	2.7%	0.7%	0.0%	3.3%	0.0%
Mobile phones	5.4%	2.2%	2.9%	0.0%	2.5%
Instant messaging	2.7%	0.7%	5.7%	0.0%	2.5%
Other	2.7%	8.8%	5.7%	13.3%	12.5%

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
World Bank website	39.5%	41.6%	25.7%	34.4%	41.5%
Direct contact with World Bank	36.8%	21.2%	51.4%	34.4%	26.8%
e-Newsletters	7.9%	19.7%	0.0%	15.6%	19.5%
Instant messaging	10.5%	1.5%	0.0%	0.0%	2.4%
World Bank seminars/workshops/conferences	39.5%	43.1%	65.7%	56.3%	43.9%
World Bank Public Information Center	15.8%	14.6%	8.6%	15.6%	9.8%
World Bank publications and other written materials	36.8%	32.1%	31.4%	28.1%	34.1%
Mobile phones	0.0%	4.4%	2.9%	3.1%	7.3%
Social media	10.5%	10.2%	14.3%	6.3%	14.6%
Blogs	0.0%	0.7%	0.0%	0.0%	0.0%
Other	2.6%	0.7%	0.0%	0.0%	0.0%

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

Percentage of Respondents	East	West	North	South	Center
Yes	32.4%	8.5%	0.0%	6.5%	5.0%
No	67.6%	91.5%	100.0%	93.5%	95.0%

*Significantly different between locations

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

Percentage of Respondents	East	West	North	South	Center
Yes	16.7%	21.1%	6.1%	17.2%	5.6%
No	83.3%	78.9%	93.9%	82.8%	94.4%

Were you able to obtain this information?*

Percentage of Respondents	East	West	North	South	Center
Yes	42.9%	85.2%	100.0%	100.0%	100.0%
No	57.1%	14.8%	0.0%	0.0%	0.0%

*Significantly different between locations

G. Communication and Information Sharing (continued)

Do you have access to the Internet?*

Percentage of Respondents	East	West	North	South	Center
Yes	62.9%	90.2%	50.0%	64.3%	66.7%
No	37.1%	9.8%	50.0%	35.7%	33.3%

*Significantly different between locations

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

Percentage of Respondents	East	West	North	South	Center
Yes	38.9%	44.6%	11.4%	30.0%	26.3%
No	61.1%	55.4%	88.6%	70.0%	73.7%

*Significantly different between locations

Which do you primarily use?

Percentage of Respondents	East	West	North	South	Center
The World Bank's country website (www.worldbank.org/burundi)	35.0%	64.9%	66.7%	53.8%	64.3%
The World Bank's main website (www.worldbank.org)	65.0%	35.1%	33.3%	46.2%	35.7%

Do you use/have you used the World Bank's Public Information Centers (PICs) in Burundi?

Percentage of Respondents	East	West	North	South	Center
Yes	18.4%	9.7%	0.0%	7.4%	11.1%
No	50.0%	69.4%	70.6%	59.3%	61.1%
I don't know what a PIC is	31.6%	20.9%	29.4%	33.3%	27.8%

Please rate how much you agree with the following statements, on a ten point scale. (1-Strongly disagree, 10-Strongly agree)

Communication and Information Sharing

	Which best represents your geographic location?														
	East			West			North			South			Center		
	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD	N	Mean	SD
I use more data from the World Bank as a result of the organization's Open Data policy*	27	3.67	2.39	98	5.34	2.55	27	3.89	2.71	19	4.68	2.85	24	3.96	2.77
The World Bank's PIC is a valuable source of information related to development in Burundi	26	6.12	2.97	116	6.03	2.55	19	5.05	2.48	18	5.83	2.90	20	6.50	2.78
I find the World Bank websites easy to navigate	24	6.04	2.14	96	6.32	2.35	20	4.85	2.89	15	4.93	2.66	17	5.82	3.21
I find the information on the World Bank's websites useful	11	4.55	2.07	59	5.56	2.14	9	5.44	1.33	5	5.00	1.87	6	4.50	2.95
When I need information from the World Bank I know how to find it	18	6.89	2.27	91	6.49	2.02	9	5.78	1.56	12	6.33	1.56	12	5.42	3.12
The World Bank is responsive to my information requests and inquiries	18	6.94	2.01	92	6.78	2.11	9	6.56	1.13	11	7.09	1.30	14	6.50	3.01

*Significantly different between locations

H. Background Information

Currently, do you professionally collaborate/work with the World Bank in your country?

Percentage of Respondents	East	West	North	South	Center
Yes	80.6%	82.6%	74.3%	73.3%	66.7%
No	19.4%	17.4%	25.7%	26.7%	33.3%

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

Percentage of Respondents (Responses Combined)	East	West	North	South	Center
Observer	26.5%	20.7%	29.7%	22.6%	21.6%
Use World Bank reports/data	17.6%	12.6%	18.9%	35.5%	16.2%
Engage in World Bank related/sponsored events/activities	50.0%	44.4%	51.4%	35.5%	40.5%
Collaborate as part of my professional duties	41.2%	54.8%	51.4%	58.1%	51.4%
Use World Bank website for information, data, research, etc.	17.6%	10.4%	13.5%	9.7%	10.8%

Appendix D: Indicator Questions as a Function of Exposure to the Bank

Indicator Question	H3. Currently, do you professionally collaborate/work with the World Bank?		H4. Which of the following describes most of your exposure to the World Bank in Benin? (Choose no more than TWO)									
	No Mean	Yes Mean	Observer		Use WB reports/data		Engage in WB activities		Collaborate		Use WB website	
			No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean	No Mean	Yes Mean
Overall, please rate your impression of the World Bank's effectiveness in Burundi.	6.83	7.13	7.12	6.68	7.05	6.96	6.79	7.31	6.83	7.20	7.13	6.23
To what extent do you believe the World Bank's financial instruments meet the needs of Burundi?	6.91	6.77	6.77	6.83	6.82	6.64	6.47	7.16	6.77	6.79	6.79	6.70
To what extent do you believe the World Bank meets Burundi's needs for knowledge services?	6.33	6.57	6.55	6.17	6.52	6.29	6.20	6.82	6.36	6.58	6.50	6.27
Overall the World Bank currently plays a relevant role in development in Burundi	7.20	7.28	7.25	7.05	7.25	7.02	6.77	7.74	7.02	7.36	7.33	6.27
The World Bank's work is aligned with what I consider the development priorities for Burundi	6.48	6.87	6.78	6.78	6.82	6.59	6.50	7.13	6.76	6.80	6.77	6.81
Responsiveness	6.70	6.65	6.61	6.67	6.66	6.47	6.52	6.77	6.41	6.81	6.68	6.29
Openness (sharing data and other information)	5.92	6.65	6.58	6.32	6.45	6.80	6.24	6.89	6.32	6.68	6.58	6.09
Collaboration with groups outside of the Government	6.40	6.72	6.53	6.86	6.62	6.49	6.24	7.06	6.71	6.51	6.57	6.79
Collaboration with the Government	7.86	7.52	7.58	7.35	7.48	7.78	7.14	8.02	7.46	7.60	7.54	7.48
Collaboration with other donors	7.48	7.13	7.07	7.70	7.15	7.40	6.89	7.62	7.45	7.00	7.17	7.38
To what degree does the World Bank's work help achieve sustainable development results in Burundi?	6.84	7.20	7.18	6.93	7.21	6.79	6.80	7.53	6.99	7.25	7.20	6.59
Are relevant to Burundi's development priorities	6.13	6.45	6.34	6.43	6.31	6.58	6.06	6.77	6.33	6.40	6.46	5.74
Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in Burundi?	6.35	6.74	6.69	6.50	6.71	6.41	6.45	6.91	6.35	6.90	6.76	5.91
Overall, how would you rate the technical quality of the World Bank's knowledge/research?	6.98	7.11	7.19	6.73	7.11	7.02	6.91	7.33	6.84	7.30	7.09	7.13
Where country systems are adequate, the World Bank makes appropriate use of them	7.54	7.03	7.12	7.19	7.11	7.27	6.75	7.65	7.11	7.16	7.10	7.37

Yellow highlight indicates significant difference between Yes and No mean.

Appendix E: Burundi FY 2012 Questionnaire



World Bank Client Survey FY12 – BURUNDI

The World Bank is interested in gauging the views of clients and partners who are either involved in development in Burundi or who observe activities related to social and economic development. The following survey is meant to give the World Bank’s team that works in Burundi, more in-depth insight into how the Bank’s work is perceived. This is one tool the World Bank uses to assess the views of its critical stakeholders. With this understanding, the World Bank hopes to develop more effective strategies, outreach and programs that support development in Burundi. The World Bank commissioned an independent firm to oversee the logistics of this effort in Burundi. This ensures anonymity and confidentiality. We hope you’ll be candid. To complete the survey, please circle the number that most accurately reflects your answer. **If you prefer not to answer a question, please leave it blank.**

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

SECTION A: GENERAL ISSUES FACING BURUNDI

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

SECTION A: GENERAL ISSUES FACING BURUNDI (CONT...)

A2. Listed below are a number of development priorities in Burundi.				
Please identify which of these you consider the 1st, 2nd, and 3d most important development priority		FIRST priority (Choose only ONE)	SECOND priority (Choose only ONE)	THIRD priority (Choose only ONE)
1	Rural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2	Education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3	Social protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4	Transport (e.g., roads, transportation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5	Security/stabilization/reconstruction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6	Poverty reduction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7	Public sector reform	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8	Regional integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9	Gender	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10	Domestic private sector development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11	Foreign direct investment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12	Water and sanitation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13	Energy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14	Regional conflict and tensions (Great Lakes)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15	Monitoring and evaluation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16	Public financial management (e.g., public expenditure, fiscal system reform)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17	Job creation/employment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
18	Governance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
19	Financial markets	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
20	Urban development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
21	Environmental sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22	Equality of opportunity (i.e., equity)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
23	Health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
24	Global integration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25	Food security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
26	Social cohesion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
27	Climate change (e.g., mitigation, adaptation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
28	Agricultural development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
29	Trade and exports	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
30	Crime and violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
31	Economic growth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
32	Law and justice (e.g., judicial system)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
33	Regulatory framework	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
34	Communicable/non-communicable disease	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
35	Basic infrastructure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
36	Local governance and institutions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
37	Natural resource management (e.g., mining, forests, Lake Tanganyika)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
38	Anti corruption	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
39	Disaster management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
40	Global information and communications technology	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

SECTION A: GENERAL ISSUES FACING BURUNDI (CONT...)

A3. Poverty reduction is a broad term that encompasses work in many different areas. Which THREE areas of development listed below do you believe would contribute most to reducing poverty in Burundi? (Choose no more than THREE)	
1	Water and sanitation
2	Equality of opportunity (i.e., equity)
3	Economic growth
4	Climate change (e.g., mitigation, adaptation)
5	Regional conflict and tensions (Great Lakes)
6	Disaster management
7	Regional integration
8	Gender
9	Rural development
10	Urban development
11	Education
12	Regulatory framework
13	Local governance and institutions
14	Basic infrastructure
15	Social protection
16	Law and justice (e.g., judicial system)
17	Transport (e.g., roads, dams, transportation means)
18	Crime and violence
19	Communicable/non-communicable disease
20	Security/stabilization/reconstruction
21	Global information and communications technology
22	Public sector reform
23	Domestic private sector development
24	Foreign direct investment
25	Global integration
26	Energy
27	Food security
28	Monitoring and evaluation
29	Governance
30	Social cohesion
31	Natural resource management (e.g., mining, forests, Lake Tanganyika)
32	Environmental sustainability
33	Health
34	Public financial management (e.g., public expenditure, fiscal system reform)
35	Agricultural development
36	Job creation/employment
37	Financial markets
38	Trade and exports
39	Anti corruption

SECTION A: GENERAL ISSUES FACING BURUNDI (CONT...)

A4. Economic growth can be driven by a number of factors.	
Which THREE areas below do you believe would contribute most to generating economic growth in Burundi? (Choose no more than THREE)	
1	Energy
2	Equality of opportunity (i.e., equity)
3	Social protection
4	Global integration
5	Climate change (e.g., mitigation, adaptation)
6	Anti corruption
7	Disaster management
8	Regional conflict and tensions (Great Lakes)
9	Rural development
10	Foreign direct investment
11	Urban development
12	Water and sanitation
13	Education
14	Global information and communications technology
15	Regulatory framework
16	Communicable/non-communicable disease
17	Trade and exports
18	Social cohesion
19	Public sector reform
20	Regional integration
21	Domestic private sector development
22	Job creation/employment
23	Agricultural development
24	Food security
25	Governance
26	Transport (e.g., roads, dams, transportation means)
27	Security/stabilization/reconstruction
28	Monitoring and evaluation
29	Gender
30	Natural resource management (e.g., mining, forests, Lake Tanganyika)
31	Environmental sustainability
32	Health
33	Basic infrastructure
34	Law and justice (e.g., judicial system)
35	Local governance and institutions
36	Crime and violence
37	Public financial management (e.g., public expenditure, fiscal system reform)
38	Financial markets

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK

B1. How familiar are you with the work of the World Bank in Burundi, on a ten point scale?									
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's effectiveness in Burundi, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't Know

To what extent do you believe that...												
		To no degree at all								To a very significant degree		Don't know
B3	The World Bank's financial instruments meet the needs of Burundi, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B4	The World Bank meets Burundi's needs for knowledge services (e.g., research, analysis, technical assistance), on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B5. When thinking about how the World Bank can have the most impact on development results in Burundi, in which sectoral areas do you believe the World Bank should focus most of its attention and resources in Burundi? (Please choose no more than THREE)

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

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B6. When thinking about the World Bank's role, which activity do you believe is of greatest VALUE and which activity is of second greatest value in Burundi?			
		Greatest Value (Choose only ONE)	Second Greatest Value (Choose only ONE)
1	Financial resources	<input type="checkbox"/>	<input type="checkbox"/>
2	Mobilizing third party financial resources	<input type="checkbox"/>	<input type="checkbox"/>
3	Technical assistance	<input type="checkbox"/>	<input type="checkbox"/>
4	Policy advice	<input type="checkbox"/>	<input type="checkbox"/>
5	Donor coordination	<input type="checkbox"/>	<input type="checkbox"/>
6	Data	<input type="checkbox"/>	<input type="checkbox"/>
7	Training/capacity building	<input type="checkbox"/>	<input type="checkbox"/>
8	Studies/analyses	<input type="checkbox"/>	<input type="checkbox"/>
9	Convening/facilitating	<input type="checkbox"/>	<input type="checkbox"/>
10	Linkage to non-Bank expertise (e.g., South-South knowledge sharing)	<input type="checkbox"/>	<input type="checkbox"/>
11	Strategy formulation (e.g., PRSP assistance)	<input type="checkbox"/>	<input type="checkbox"/>
12	Other (please specify): _____	<input type="checkbox"/>	<input type="checkbox"/>

B7. Which of the following do you identify as the World Bank's greatest WEAKNESSES in its work in Burundi? (Please choose no more than TWO)	
1	Imposing technocratic solutions without regard to political realities
2	Not exploring alternative policy options
3	Too bureaucratic in its operational policies and procedures
4	Staff too inaccessible
5	Arrogant in its approach
6	Not client focused
7	The credibility of its knowledge/data
8	Not have to honestly criticize policies and reform efforts in the country
9	Too influenced by developed countries
10	Not enough public disclosure of its work
11	World Bank processes too slow and complex
12	Not aligned with country priorities
13	Not aligned with other donors' work
14	Not collaborating enough with non-state actors
15	Other (please specify): _____

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)**B8. Which World Bank instruments do you believe are the MOST effective in reducing poverty in Burundi? (Choose no more than TWO)**

1	Investment lending (financing specific projects)
2	Capacity building
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Don't know

B9. Which World Bank instruments do you believe are LEAST effective in helping to reduce poverty in Burundi? (Choose no more than TWO)

1	Investment lending (financing specific projects)
2	Capacity development
3	Policy based lending / Budget support to the Government
4	Analytical work (studies, surveys, etc.)
5	Technical assistance (advice, best practice, international experience)
6	Trust Fund management
7	Co-financing arrangements (i.e., with other donors)
8	Sector-wide approaches
9	Emergency Recovery lending
10	Don't know

To what extent do you believe that ...

		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B10	The World Bank SHOULD seek to influence the global development agenda, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B11	The World Bank DOES seek to influence the global development agenda, on a ten point scale?	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

B12. In addition to the regular relations with the national government as its main interlocutor, which TWO of the following groups should the World Bank collaborate with more in your country to ensure better development results there? (Choose no more than TWO)	
1	NGOs
2	Local Government
3	Beneficiaries
4	Private sector
5	Community Based Organizations (CBOs)
6	Donor community
7	Foundations
8	Academia/think tanks/research institutes
9	Parliament
10	Media
11	Faith based organizations
12	UN and regional peace keeping forces
13	Emerging donors
14	UN agencies
15	Regional organizations
16	Other (please specify): _____

To what extent do you agree with the following statements about the World Bank's work in Burundi, on a ten point scale?												
		Strongly disagree								Strongly agree		Don't know
		1	2	3	4	5	6	7	8	9	10	
B13	Overall the World Bank currently plays a relevant role in development in Burundi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B14	The World Bank's work is aligned with what I consider the development priorities for this country	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B15	The World Bank supports programs and strategies that are realistic for Burundi	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
B16	The World Bank treats clients and stakeholders in Burundi with respect	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>

SECTION B: OVERALL ATTITUDES TOWARD THE WORLD BANK (CONT...)

To what extent is the World Bank an effective development partner in Burundi in terms of ..., on a ten point scale?		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
B17	Follow up and follow through	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B18	Responsiveness	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B19	Flexibility (in terms of the institution's products and services)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B20	Flexibility (in terms of changing country circumstances)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B21	Being inclusive	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B22	Openness (sharing data and other information)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B23	Staff accessibility	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	Collaboration with groups outside of the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B26	Collaboration with the Government	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
B27	Collaboration with other donors	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

B28. When World Bank assisted reform efforts fail or are slow to take place, which TWO of the following would you attribute this to? (Choose no more than TWO)	
1	The World Bank works too slowly
2	The Government works inefficiently
3	There is not an adequate level of citizen/civil society participation
4	Poor donor coordination
5	The World Bank does not do adequate follow through/follow-up
6	Lack of/inadequate levels of capacity in Government
7	Political pressures and obstacles
8	Reforms are not well thought out in light of country challenges
9	Ongoing conflict and instability
10	Inadequate funding
11	Other (please specify): _____

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS

C1. To what degree does the World Bank's work, help achieve sustainable development results in Burundi, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all									To a very significant degree	Don't Know

SECTION C: WORLD BANK EFFECTIVENESS AND RESULTS (CONT...)

How effective do you believe the World Bank is in terms of the work it does in the following areas of development in Burundi, on a ten point scale?												Not effective at all	Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10			
C2	Anti corruption	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C3	Global information and communications technology	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C4	Transport (e.g., roads, dams, transportation means)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C5	Crime and violence	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C6	Regional conflict and tensions (Great Lakes)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C7	Law and justice (e.g., judicial system)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C8	Urban development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C9	Environmental sustainability	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C10	Regulatory framework	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C11	Basic infrastructure	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C12	Communicable/non-communicable disease	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C13	Poverty reduction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C14	Gender	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C15	Domestic private sector development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C16	Foreign direct investment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C17	Local governance and institutions	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C18	Water and sanitation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C19	Trade and exports	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C20	Economic growth	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C21	Energy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C22	Disaster management	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C23	Monitoring and evaluation	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C24	Public financial management (e.g., public expenditure, fiscal system reform)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C25	Job creation/employment	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C26	Social cohesion	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C27	Financial markets	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C28	Equality of opportunity (i.e., equity)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C29	Health	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C30	Rural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C31	Global integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C32	Governance	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C33	Food security	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C34	Education	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C35	Security/stabilization/reconstruction	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C36	Social protection	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C37	Climate change (e.g., mitigation, adaptation)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C38	Public sector reform	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C39	Regional integration	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C40	Agricultural development	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	
C41	Natural resource management (e.g., mining, forests, Lake Tanganyika)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>	

SECTION D: THE WORLD BANK'S KNOWLEDGE

D1. When thinking about the development challenges in Burundi, where do you believe it would be most valuable for the World Bank to focus its research and knowledge efforts in the next few years? (Choose no more than THREE)	
1	Public sector reform
2	Gender
3	Social cohesion
4	Education
5	Domestic private sector development
6	foreign direct investment
7	Water and sanitation
8	Trade and exports
9	Economic growth
10	Energy
11	Regional conflict and tensions (Great Lakes)
12	Disaster management
13	Monitoring and evaluation
14	Governance
15	Social protection
16	Climate change (e.g., mitigation, adaptation)
17	Poverty reduction
18	Law and justice (e.g., judicial system)
19	Security/stabilization/reconstruction
20	Anti corruption
21	Financial markets
22	Equality of opportunity (i.e., equity)
23	Urban development
24	Crime and violence
25	Regional integration
26	Global information and communications technology
27	Local governance and institutions
28	Transport (e.g., roads, dams, transportation means)
29	Agricultural development
30	Natural resource management (e.g., mining, forests, Lake Tanganyika)
31	Public financial management (e.g., public expenditure, fiscal system reform)
32	Job creation/employment
33	Health
34	Rural development
35	Global integration
36	Food security
37	Environmental sustainability
38	Regulatory framework
39	Basic infrastructure
40	Communicable/non-communicable disease

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

How effective do you believe the World Bank's knowledge and research are at ... in Burundi?													
		Not effective at all										Very effective	Don't know
		1	2	3	4	5	6	7	8	9	10		
D2	Raising your awareness of the particular topic	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D3	Stimulating public debate/dialogue	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D4	Enhancing your knowledge and/or skills	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D5	Contributing to good policy making	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D6	Providing support for program implementation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

In Burundi, to what extent do you believe that the World Bank's knowledge and research ...													
		To no degree at all										To a very significant degree	Don't know
		1	2	3	4	5	6	7	8	9	10		
D7	Are timely	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D8	Include appropriate level of stakeholder involvement during preparation	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D9	Are relevant to Burundi's development priorities	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D10	Provide feasible recommendations	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D11	Are accessible (well written and easy to understand)	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D12	A source of relevant information on global good practices	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D13	Are adequately disseminated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D14	Are appropriately translated	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
D15	Are applicable to Burundi's development challenges	1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	

D16. Overall, how significant a contribution do you believe the World Bank's knowledge and research make to development results in your country, on a ten point scale?													
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
		Not significant at all										Very significant	Don't know

SECTION D: THE WORLD BANK'S KNOWLEDGE (CONT...)

D17. Overall, how would you rate the technical quality of the World Bank's knowledge/research, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Very low technical quality									Very high technical quality	Don't know

D18. Overall, how effective is the World Bank at providing linkage to non-Bank expertise (i.e., South-South knowledge sharing, etc.), on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not effective at all									Very effective	Don't know

SECTION E: WORKING WITH THE WORLD BANK

To what extent do you agree/disagree with the following statements, on a ten point scale?													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>	
E1	The World Bank disburses funds promptly											<input type="checkbox"/>	
E2	The World Bank effectively monitors and evaluates the projects and programs it supports											<input type="checkbox"/>	
E3	The World Bank's approvals and reviews are done in a timely fashion											<input type="checkbox"/>	
E4	The World Bank's safeguard policy requirements are reasonable											<input type="checkbox"/>	
E5	The World Bank imposes reasonable conditions on its lending											<input type="checkbox"/>	
E6	Working with the World Bank increases Burundi's institutional capacity											<input type="checkbox"/>	
E7	The World Bank ensures consistency and continuity through staff changes											<input type="checkbox"/>	
E8	The World Bank's teams and visits are well coordinated											<input type="checkbox"/>	
E9	Where country systems (e.g., procurement, financial management, etc.) are adequate, the World Bank makes appropriate use of them											<input type="checkbox"/>	
E10	The World Bank provides effective implementation support (i.e., supervision of projects)											<input type="checkbox"/>	

E11. To what extent do you believe the World Bank is adequately staffed in Burundi, on a ten point scale?												
		1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
To no degree at all											To a very significant degree	Don't Know

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

F1. How significant a role do you believe the World Bank SHOULD play in Burundi's development over the medium term in the near future, on a ten point scale?										
1	2	3	4	5	6	7	8	9	10	<input type="checkbox"/>
Not a significant role at all									Very significant role	Don't Know

F2. Which of the following SHOULD the World Bank do to make itself of greater value in Burundi? (Choose no more than TWO)	
1	Improve the quality of its experts as related to Burundi's specific challenges
2	Reduce the complexity of obtaining World Bank financing
3	Focus primarily on advocacy issues
4	Improve the competitiveness of its financing compared to markets (e.g., cost, timeliness, and other terms)
5	Ensure greater selectivity in its work
6	Provide more adequate data/knowledge/statistics/figures on Burundi's economy
7	Offer more innovative financial products
8	Offer more innovative knowledge services
9	Work faster
10	Increase the level of World Bank staffing in Burundi's office (number of people)
11	Others (please specify): _____

SECTION G: COMMUNICATION AND INFORMATION SHARING

G1. Where do you get most of your information about economic and social development issues in Burundi? (Choose no more than TWO)	
1	Local newspapers
2	International newspapers
3	Local radio
4	International radio
5	Local television
6	International television
7	Periodicals
8	Internet
9	Blogs
10	Mobile phones
11	Instant messaging
12	Other (please specify): _____

G2. How would you prefer to receive information from the World Bank? (Choose no more than TWO)	
1	World Bank website
2	Direct contact with World Bank (i.e., face to face meetings/discussions)
3	e-newsletters
4	Instant messaging
5	World Bank seminars/workshops/conferences
6	World Bank Public Information Center
7	World Bank publications and other written materials
8	Mobile phones
9	Social media (Facebook, Twitter, Youtube)
10	Blogs
11	Others (please specify): _____

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

SECTION G: COMMUNICATION AND INFORMATION SHARING (CONT...)

G8. Which do you primarily use?	
1	The World Bank's country website (www.worldbank.org/burundi)
2	The World Bank's main website (www.worldbank.org)

G9. Do you use/have you used the World Bank's Public Information Centers (PICs) in Burundi?	
1	Yes
2	No
3	I don't know what PIC is

Please rate how much you agree with the following statements, on a ten point scale.													
		Strongly disagree										Strongly agree	Don't know
		1	2	3	4	5	6	7	8	9	10		
G10	I use more data from the World Bank as a result of the organization's Open Data policy	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G11	The World Bank's PIC is a valuable source of information related to development in Burundi. <i>(Only answer if you have used the PIC)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G12	I find the World Bank websites easy to navigate. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G13	I find the information on the World Bank's websites useful. <i>(Only answer if you have used a World Bank website)</i>	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G14	When I need information from the World Bank I know how to find it (e.g., whom to call, where to reach them, etc.)	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>
G15	The World Bank is responsive to my information requests and inquiries	1	2	3	4	5	6	7	8	9	10		<input type="checkbox"/>

SECTION H: BACKGROUND INFORMATION

H1. Which of the following best describes your current position? (Please mark only ONE response)	
1	Office of the President, Prime Minister
2	Office of Minister
3	Office of Parliamentarian
4	Employee of a Ministry, Ministerial Department or Implementation Agency
5	Consultant/Contractor working on World Bank supported Project/Program
6	Project Management Unit (PMU) overseeing implementation of project
7	Local Government Office or Staff
8	Bilateral Agency
9	Multilateral Agency
10	Private Sector Organization
11	Private Foundation
12	Financial Sector/Private Bank
13	NGO
14	Community Based Organization
15	Media (Press, Radio, TV, Web, etc.)
16	Independent Government Institution (i.e., Regulatory Agency, Central Bank/oversight institution)
17	Trade Union
18	Faith-Based Group
19	Academia/Research Institute/Think Tank
20	Judiciary Branch
21	1st Vice-Président of the Republic Cabinet
22	2 nd Vice-Président of the Republic Cabinet
23	Others (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H2. Please identify the primary specialization of your work. (Please mark only ONE response)	
1	Agricultural development
2	Anti corruption
3	Basic infrastructure
4	Climate change (e.g., mitigation, adaptation)
5	Communicable/non-communicable disease
6	Crime and violence
7	Disaster management
8	Domestic private sector development
9	Economic growth
10	Education
11	Energy
12	Environmental sustainability
13	Equality of opportunity (i.e., equity)
14	Financial markets
15	Food security
16	Foreign direct investment
17	Gender
18	Global information and communications technology
19	Global integration
20	Governance
21	Health
22	Job creation/employment
23	Law and justice (e.g., judicial system)
24	Local governance and institutions
25	Monitoring and evaluation
26	Natural resource management (e.g., mining, forests, Lake Tanganyika)
27	Poverty reduction
28	Public financial management (e.g., public expenditure, fiscal system reform)
29	Public sector reform
30	Regional conflict and tensions (Great Lakes)
31	Regional integration
32	Regulatory framework
33	Rural development
34	Security/stabilization/reconstruction
35	Social cohesion
36	Social protection
37	Trade and exports
38	Transport (e.g., roads, transportation)
39	Urban development
40	Water and sanitation
41	Other (please specify): _____

SECTION H: BACKGROUND INFORMATION (CONT...)

H3. Currently, do you professionally collaborate/work with the World Bank in your country?	
1	Yes
2	No

H4. Which of the following describes most of your exposure to the World Bank in Burundi? (Choose no more than TWO)	
1	Observer (i.e., follow in media, discuss in informal conversations, etc.)
2	Use World Bank reports/data
3	Engage in World Bank related/sponsored events/activities
4	Collaborate as part of my professional duties
5	Use World Bank website for information, data, research, etc.

H5. Which best represents your geographic location?	
1	East
2	West
3	North
4	South
5	Center

Thank you for completing the survey!